

# Alert Now FAQ's

## **How does AlertNow distinguish a live person from an answering machine?**

If the AlertNow system is not interrupted by noise or someone speaking within the first 3.5 seconds, the message is delivered in its entirety. **If the system detects a greeting, it will wait for a pause before delivering the message.**

## **I said "hello" and no message played.**

Errors can occur if the person repeatedly says "hello" or answers in a noisy environment. It is possible that the system was unable to detect the end of the greeting and the message did not initiate. Call recipients can press any number (1-9) and the message will play from the beginning without interruption.

## **What if the line is busy or there is no answer?**

AlertNow will make up to four attempts to reach each number with three minutes in between each call.

## **Why is my answering machine recording only half the message?**

If the answering machine greeting is sporadic with periods of silence, or if it is too quiet, the system will read this as a live person and begin playing the message, even though the machine has yet to start recording. This will result in a recording of silence or of just the last portion of the AlertNow message. Also, if the answering machine is set to record for a specific amount of time and the AlertNow message runs longer than that, this will result in message cut-off.

Note about Alltel phones: The Alltel voicemail system requires the caller to press a number in order to leave a message, and if nothing is pressed will begin recording about 10 seconds later. This may result in a partial message being left. USD 208 will try to extend a greeting at the beginning of messages to combat this problem.

## **Will the system call phone numbers with extensions?**

AlertNow cannot guarantee that phone numbers with extensions will successfully be dialed. If menu navigation is required before entering the extension, AlertNow will not be able to deliver the message. However many systems allow the caller to immediately enter an extension. In this case the number must be formatted as follows:  
123-456-7890 x123

## **I have a telemarketer screening device. How will that affect the call?**

Contacts who have a device on their telephone line designed to prevent automated phone systems

from connecting may or may not receive calls from AlertNow.

## **Our family has a shared custody arrangement. How should we fill out our form of primary and emergency contact numbers?**

Please fill out two forms, one for each custodial parent to insure that both parents receive both emergency and non-emergency calls.

## **Will snow days be sent out to only primary numbers or to all contact numbers?**

School cancellations will be sent out as emergency numbers to help ensure that everyone gets notified of the closing.

## **Should I choose my cell phone number or my home phone number as my primary number?**

Choice of which phone number is listed as a primary contact is up to each individual family. Please keep in mind that primary numbers will receive both emergency and non-emergency calls while emergency numbers will only receive emergency calls. To help aid the decision process, a list of example calls are below:

### Emergency:

School Cancellations (ie Snow Days, Extended Power Outages)  
Reports of an Intruder or Other Serious Threats

### Non-Emergency:

School Reminders (ie Parent Teacher Conferences)  
Class Reminders (ie Field Trip)  
Late Activity Bus Returns

## **I still have questions; whom do I contact?**

Please contact the district office at 785-743-2472 with any additional questions you may have concerning AlertNow.