

ALERTNOW Calls: What you need to know

Caller ID display:

- the number of your child's school will display if the message is school-related, for example activity or report card reminders
- 852-1000 will display if the call is a NON emergency for all Brownsburg students and/or staff.
- 411 will display if the call is relaying EMERGENCY information.

***PLEASE NOTE:** If for some reason you were called from 1000 or 411, but did not hear the message, you can call 852-1000 for a recording of the same message. In an emergency situation, it will be necessary to keep the phone lines clear, so please do not call the schools or Central Office. We will keep information flowing through all other communications we have available – the website, the cable channels, local TV and radio.*

ALERTNOW FREQUENTLY ASKED QUESTIONS:

Will I receive a call for each of my children?

If you have multiple children in our schools, you will only receive **one** message if the information is general in nature, such as a school closing or delay. The exceptions would be if individual schools or services are making calls; and, in some instances if you are a BCSC staff member with a child.

Can I replay the message?

If the ALERTNOW message stops playing, press any key (1-9) and the message will replay from the beginning. If caller ID displays 852-1000 or 411, you can call 852-1000 for the recording also.

I said “hello” and no message played. Why?

The ALERTNOW system is set to play the message as soon as the phone is picked up. However, errors can occur:

- if the person repeatedly says “hello”
- if the person answers in a noisy environment (i.e. traffic, children playing, loud music or television, dogs barking, etc.).

In a noisy environment, where silence is unattainable, press any number (1-9) and the message will play from the beginning without interruption.

Why is my answering machine recording only half of the message or no message at all?

If the answering machine greeting is sporadic with varied periods of silence, 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 (if the ALERTNOW message finishes playing before the machine begins recording) or of just the last portion of the ALERTNOW message.

Solution: re-record the outgoing message so that there are no pauses.

If the answering machine is set to record for a specific amount of time (e.g. 30 seconds) and the ALERTNOW message runs longer than that, this will also result in message cut-off.

Solution: set the answering machine to record for a longer period.

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

The ALERTNOW system will make up to four attempts to reach each number, with three minutes in between each call. If the message is not delivered by the fourth attempt, it is considered a failed number. Failures happen when a phone number is busy, disconnected, invalid, etc.

What happens in the event of an emergency?

We have as many as five emergency numbers on file in the ALERTNOW system. In the event of an emergency call, every number will be contacted. But please remember - *In an emergency situation, although we certainly understand the concern, it will be necessary to keep the phone lines clear, so please do not call the schools or Central Office. We will keep information flowing through all communications we have available –ALERTNOW, the website, the cable channels, local TV and local radio.*

The successful delivery of information is dependent upon accurate contact information for each student, so please make certain that we have your most current phone numbers. Should this information change during the year, it is extremely important that you let us know.

More information is available at www.alertnow.com