

Dear Members of the Croton-Harmon School Community:

I would like to share information with you regarding our Emergency Notification System, K12 Alerts. I hope you will find this information helpful.

## **Phone Broadcast System**

### Answers to Frequently Asked Questions

The power of a phone broadcast system is its ability to share information with our students' families in urgent situations:

- Weather-related closings
- Power outages
- Emergency safety measures
- Transportation changes
- Reminders and announcements

What you and your family need **to know**

Caller ID. Caller ID will display the district or school's phone number.

Live answers. Answer your phone as you normally would. Say "hello" only once, and wait for the message to begin. Please note: Multiple "hello's" will delay the start of the message.

Answering machines. The system will detect that your machine has answered and will play the message to your machine. Please make sure your answering machine answers after 4 rings for optimal delivery of voice alerts from the school.

E-mails. If you supply the school with your e-mail address, you can be included in the e-mail broadcasting service.

Text Message. If you supply the school with your mobile number and carrier, you can be included in the text alert service.

**K12 Alerts° uses the best technology in the industry to detect the difference between a human answer and machine answer.**

How detection works:

1. If within the first three seconds the system determines that it is a "live" answer, it will start playing the message. If you have a 1-2 second beginning pause in your recording this will lengthen message being played.

2. The system waits up to three seconds then if the system determines that it is a machine, it will wait up to 20 seconds before playing the message so the machine greeting can play first.

Possible reasons for false detection:

- Loud background noise; television, radio, noisy environment.
- Cordless phone that has static or other interference,
- Not saying hello, saying hello more than one time, or delaying saying hello

If you have any questions, please contact my secretary, Denise Lowry, at 914-271-4793.

Sincerely,

Dr. Edward R. Fuhrman, Jr.  
Superintendent of Schools