

## Honeywell Instant Alert® for Schools Version 4.0 – Parental Interface Frequently Asked Questions

### **Alert Sending and Receiving -**

***Q: What if the power and phone lines go out while an alert is being sent?***

A: If power is still available at the phone provider, the phone will "ring" and then get transferred to voice mail either instantly as if the customer was on the phone, or after a number of rings depending on how their voice mail is set up. If power is not available at the phone provider, the systems that take the voice mail would be down so the out bound phone call would most likely get either a "No Answer" or "Busy" or "Operator Intercept" message.

***Q: What happens if the phone dialer encounters a busy signal?***

A: Should a call reach a busy signal, the system will try the call a total of 6 times, waiting 3 minutes, 5 minutes and then 10 minutes between calls. On non-answers, the system will try the call a total of four times, waiting 15 minutes between calls. If the call reaches a voicemail system or answering machine, it will leave a message.

***Q: How many e-mail and text messages can be sent per minute?***

A: Our system is designed to send out 6,400 text messages per minute. However, receipt of the text messages is dependent on overall e-mail traffic and the receiver's text messaging system. Think of your e-mail system – some days we can get e-mail instantaneously, while other days it can take hours. At times cell phones receive text alerts immediately and at other times it takes a few minutes.

***Q: How many voice messages can be sent per minute?***

A: The Instant Alert system is currently designed with the potential to send 150,000 thirty-second phone calls in 15 minutes. Through our relationship with Varolii Corporation, the system is scalable to larger call volumes as customer volume grows. Calls are made in the order in which the phone numbers enter the calling queue from the database. Call delivery speed and percentage of successful deliveries can be affected by local phone company switching station capacity and inbound traffic at the time an alert is sent.

***Q: In what order are the phone numbers dialed?***

A: The numbers are dialed in the order they are put in queue – first in, first out.

***Q: How do the email alerts get through spam blockers?***

A: We have made arrangements with some email providers to allow our emails into their system without the spam designation. Email systems let the user create their own list of allowable email addresses. If an alert receiver is not receiving alerts on their email address, have them check their junk email folder and have them put [instantalert@honeywell.com](mailto:instantalert@honeywell.com) on their allowable email list.

***Q: Can your calls get through telezappers?***

A: Yes.

***Q: I didn't receive a phone call.***

A: Make sure that your profile is set up to receive the type of alert that was sent.

***Q: When I answered the phone call, the voice started over. What's wrong?***

A: The phone dialing system detected noise on your line, such as talking, coughing or typing. It assumed you were in a noisy area and you could not hear the message, so it started over for you.

***Q: I didn't receive an e-mail.***

A: Make sure that your profile is set up to receive the type of alert that was sent. Also make sure that the text address you entered is correct. Also be sure to check your junk email folder.

## **Registration -**

**Q: I'm trying to register and I received an error that says "Invalid login details." What do I do?**

A: This error means that you have chosen a login name that someone else has already chosen. Choose a more complex login name, such as a first and last name combination, or add a number to your name.

**Q: Are there any restrictions to the user name and password?**

A: User names need to be unique across the database. They are not case sensitive. Passwords are case sensitive and need to be between 7 and 17 characters long.

## **Parent Online Profile -**

**Q: How many phone numbers can a family have?**

A: A family may receive alerts on an unlimited amount of phone numbers.

**Q: How many text addresses can a family have?**

A: A family may receive alerts on an unlimited amount of text devices.

**Q: A parent has added a phone number to their profile. Why don't they appear in the "Mobile Phone" or "Work Phone" fields in the parent's Account Details in their online profile, or on the parent's profile in the school admin interface?**

A: The parent added these numbers in their Alert Setup page instead of their My Family page. Therefore, the numbers are in the parent's profile and most likely are receiving alerts if they were set up properly, but they will not show up in the appropriate field in the administrative interface.

## **- Browsers -**

**Q: What browsers can I use?**

A: As noted on the home page, Instant Alert works best on Internet Explorer V6.0 and above on a PC, and Safari V1.2 and above on a Macintosh. You should avoid Mozilla and Firefox.

**Q: I am using Internet Explorer on a Macintosh. I am hitting buttons on your application but nothing is happening. What is wrong?**

A: Sometime the IE browser locks up on a Macintosh. Look in the upper right hand corner of the browser and you will see that the IE logo is no longer animated. Close the browser and open a new one, or move to a different computer station and log in again. All of the work you did up to that point will have been saved. Please be sure to use Safari instead.

**Q: The site is running slowly.**

A: You may be having internet connection problems.

## **Maintenance -**

**Q: Do you ever do site maintenance?**

A: Yes, we periodically put patches up on the site to add a new feature, make a slight change, or fix a small problem. When we do this, the site is unavailable to everyone. We do these changes at night in hopes of not affecting your daily operations. When we move to a completely new version of software, we will need to take the site down for up to 48 hours. We will notify you of this process. It would be performed over a weekend or holiday timeframe.

**Security -*****Q: Who sees/touches the customers' databases?***

A: The Honeywell Instant Alert Champions and Delivery Team, including our Database Administrators. No one outside of Honeywell will be directly involved with the databases. All of our employees are covered under a customer confidentiality agreement.

***Q: What if a parent has concerns about data security and data sharing?***

A: Have them go to our homepage at <https://instantalert.honeywell.com> and click on the Privacy Statement at the bottom of the page. Honeywell Instant Alert™ for Schools will not sell, rent, loan, trade, or lease any personal information of our members, the children for whom they have responsibility, or others listed as contacts in the system.