

Honeywell Instant Alert® for Schools Version 5.0 – Parental Interface Frequently Asked Questions

- Alert Content -

Q: How long can the voice and email messages be?

A: The complete message field can contain up to (2500) characters. This is the text that is sent to email addresses and is electronically converted into a voice message. If you use the recorded voice, the message length limit is five minutes.

Q: Can I send an attachment to the email addresses?

A: Yes. You may attach .doc, .xls, .txt and .pdf files less than 1 MB in size. You can also include a website address in your email messages. If the alert recipient's email allows it, the address will appear as a hyper link in their email message.

Q: What kinds of alerts are your other customers sending?

A: Our customers are using Instant Alert for many different scenarios. The most common ones are: weather delays and closings, bus delays, meeting and PTA notifications, student testing dates, attendance, discipline, missing assignments, picture days, concerts, sporting events and welcome back to school messages. The more you use Instant Alert, the more parents will become involved not only with Instant Alert itself, but with the school in general.

- Alert Sending and Receiving -

Q: The phone lines are down and the power is out. How do I send an alert?

A: Call our help desk at the number listed at the end of this document. Have your user name, password, and customer ID available as the staff members will ask you for this information. Tell them the alert message you would like to send and the groups to which the alert should be sent. They will create and send a new alert, or edit and send an existing alert for you as long as you supply them with the correct user name, password and customer ID.

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 5 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: Can I get a report of completed calls after I send an alert?

A: Yes. This information may be found in the Alert Receipt Report under Alert History.

Q: Can I get a report of received emails after I send an alert?

A: No. Not all email systems have the ability to send receipt messages back to the sender. The Alert History Report shows the email addresses to which the alert was sent.

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 175,000 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 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.

Q: Can we send alerts to international phone numbers?

A: No, Instant Alert is not capable of sending alerts to phone numbers outside of the United States. However, an international cell phone can receive text alert via cell text messaging.

- 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.

- School Administrator Interface -

Q: Can I print a list of just those people who have registered or are not registered?

A: Go to the Groups list and sort by group using the pull down menu in the upper right hand corner. Once you have the Group you are interested in, click on it. There will now be a Print icon on the Edit Group screen.

Q: My school does not want to use certain features of your product. Can you turn them off for us?

A: Unfortunately, we cannot. The same software application and website is used for the entire country. If we turn off a feature just for you, we would be turning it off for all of our customers. We suggest that you tell your staff and/or parents that they should not use the feature you wish to ignore.

- 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.

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.

Q: How do we get our data updated for the new school year?

A: We will need to know your school district's feeder patterns, such as which elementary schools feed which middle schools, which middle schools feed which high schools, and so on. Then we will move students in grade levels according to these feeder patterns. We will also delete students who have graduated. You will have to tell us which students are being held back and we will leave those students in the appropriate grade. Then if you can give us a list of new students, including kindergarten classes, and any students who have left the district, we will take care of that as well. The new students' information should be in the same format in which you gave us the initial data.

- 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.

- Assistance -

Q: How can the parents get help?

A: They can send an email to InstantAlertHelp@Honeywell.com. They will receive a response within (24) hours on business days.

Q: How can the school administrators get help?

A: They can call our 24/7/365 help desk at 1.877.352.8744 or go to our homepage at <https://instantalert.honeywell.com> and click on the "Help Request" link in the lower right hand corner. Emails are responded to within (24) hours on business days. The toll free number is only for school administrators. If you are calling for assistance with the application, you should identify yourself with your name and school name. If you are calling to have us send an alert for you, you will be asked for your user ID, password and customer ID. Without this information, we will not send alerts for you. You may also ask that we record a voice alert for you, for which you will also need to provide us with your recording system ID and password. In addition, you could record your alert yourself and then just provide us with the Recording ID to enter into the Alert information screen.

- Additional Information -

For additional information please go to <https://buildingsolutions.honeywell.com>

Click on the Services and Solutions Tab and select Emergency Notifications.