

## Corpus Christi Catholic School

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### **Honeywell Instant Alert System Update**

Today we had our Honeywell Instant Alert System test. Please review the information below. If you did not receive the test message, or have any additional questions, please contact the Corpus Christi School Office.

#### **What do I do when I receive a telephone call from Honeywell?**

- When you receive the telephone call from Honeywell, it will appear as if the Corpus School Office is calling you. 215-368-0582 will appear on your Caller ID. Please make all efforts to answer the call. Do not immediately call school when you see the call come in. This ties up the school telephone and defeats the purpose of the system.
- Several of your phones may be ringing at the same time. Take the call on at least one of those devices. Most likely you will hear an automated voice announcing that this is the Honeywell Alert System for Corpus Christi School. Do not hang up. Listen carefully to the ENTIRE call. At the end of the call you will be asked to acknowledge the call by pressing #1. Please press 1 on your telephone keypad. This step is essential. It is the only way for Corpus to know that you listened to the entire message.
- Note: Even if you receive the message via e-mail, you need to listen and acknowledge the telephone call.
- By pressing 1, your acknowledgement will be equivalent to receiving a personal telephone call from school.

#### **I registered online and entered my devices, but I only received the telephone call at home. What should I do?**

- If you did not receive telephone calls or e-mails on all of your added devices, please log into your Honeywell Account.
- Go to your Alert Set-up Page.
- At this time, there are five categories of alerts. Check of the boxes to the right of your listed devices. At minimum, High Importance should be checked for each device (both parents). This will ensure that if there is an emergency at school you will receive a telephone call on every device that you have checked off. You may check as many boxes as you want.
- Save your changes and log out of the system.
- In the future, check that the e-mail message is not being automatically sent to your SPAM box.

(over)

**I have not registered and I was not at home when the system called my home telephone number. I received a message on my answering machine. What should I do?**

- All families must complete their online registration in order to receive messages on other devices besides their home telephone number. Information is available by clicking on the Honeywell tab at our school website [www.ccslandsdale.org](http://www.ccslandsdale.org)
- If you miss the call at home, we cannot send your child home on the bus, unless you have given permission on the Parent Emergency Dismissal Form. You will need to pick your child up at school.

**I am registered and all my devices are checked off, but I still did not receive a telephone call. There were voicemails on all of my devices. What should I do?**

- In order for the system to reach you, you will need to provide several telephone numbers. At minimum, you should provide the same numbers that are on your Emergency Dismissal Form. If the system cannot reach you, most likely the School Office cannot reach you either. If you know that you may be difficult to reach, please add a contact number that you know can be reached via telephone in an emergency.

If you have any questions, please feel free to contact me. Thank you for your assistance in this matter.

*Mrs. Wanda Costello*

Mrs. Wanda Costello, Principal  
Corpus Christi School