

## Call F.A.Q. for Parents

Below is an overview of common questions and issues regarding Connect 5 broadcasts.

### **The message started playing and then stopped. Why?**

Connect 5 utilizes the industry's most Advanced Answering Machine Detection (AAMD) software. The system starts the broadcast immediately upon telephone pickup; simultaneously, it is listening for interruptions. If the system is not interrupted by noise or someone speaking within the first 3.5 seconds, the message is delivered. If the system detects a greeting longer than a few seconds, the system treats this as an outgoing message from an answering machine and will stop playing, wait for silence (usually after the beep), and then start the message over so that it can be recorded in its entirety.

While the software is 98% accurate in distinguishing live vs. machine, errors can occur if the person repeatedly says "hello" or answers in a noisy environment (i.e. traffic, children playing, loud music or television, dog barking, etc.). Generally in these situations, the system stops playing the message. It is waiting for silence to start the message over. In a noisy environment, where silence is unattainable, call recipients can press the number 1 on their telephone and the message will play from the beginning without interruption.

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

The Connect 5 system will make up to three attempts to reach each number, with three minutes in between each call. If the message is not delivered by the third attempt, the school is notified of such in the delivery report.

### **Why is my answering machine recording only half of the message?**

If the answering machine greeting is sporadic with various periods of silence or does not start playing within 3 seconds, the system may read this as a live person and begin playing the message before the machine has started recording. This will result in a recording of silence (if the Connect 5 message finishes playing before the machine begins recording) or of just the last portion of the Connect 5 message. Parents can simply re-record their outgoing message so that there are no pauses.

Alternately, if the answering machine is set to record for a specific amount of time (e.g., 30 seconds) and the Connect 5 message runs longer than that, this will also result in message cut-off. The recommended solution is to have parents set their machines to record for a longer period.

For answering machines or voicemail systems where it is necessary to enter a mailbox number, Connect 5 is unable to leave a message.

### **My caller ID showed that the school had called, but there was no voicemail. Why?**

The system will ring a line up to six times. If your answering machine is set to pick up on seven or more rings, the message may not be delivered to your machine. Therefore, we encourage you to set your machine to six rings or fewer. Another possibility is that there is a break or a substantial silence in your machine's outgoing message, causing the Connect 5 message to play prior to the machine actually recording. Please make sure that the greeting is seamless to facilitate successful message delivery.

*Continued on next page*

**Why doesn't the school's name and/or phone number appear on the caller ID?**

Connect 5 passes the caller ID information to the local telephone carriers, but it is up to those carriers to pass it along to their customers. Furthermore, different local telephone companies process caller ID information differently. Some provide the name associated with the number, while others do not. For example, a telephone company may require an individual to subscribe to "Advanced Caller ID" in order to receive the school name along with the phone number. Unfortunately, we have no control over this feature.

**I have a telemarketer screening device or service. How will that affect the call?**

Devices such as TeleZapper and services from the phone company such as Privacy Manager or Privacy Director are specifically designed to prevent "unknown" calls from progressing to the customer's phone. Unless the district has chosen otherwise, emergency calls launched through Connect 5 display 411-000-0000 on the caller ID, which is a non-standard, "unknown" number, triggering most privacy manager services. Connect 5's software is designed to distinguish between a live answer and an answering machine, not to navigate through privacy management services. Parents can contact their phone company and request that 411-000-000 be added to their list of allowed callers.