

# IMPORTANT PLEASE READ

## LOSTANT PARENT NOTIFICATION SYSTEM

Lostant Parents,

To enhance communications between the school and parents, Lostant School District has contracted with a new communication/notification company. We now have the availability to send voice and text messages for emergencies and school cancellations. Unanswered calls and busy signals will be automatically retried twice in 30 minute intervals after the initial call.

### *Here is some specific information you should know.*

- Caller ID. The Caller ID will display the main number for Lostant School.
- The message is an automated male voice. (He does not know how to pronounce Lostant).
- Live Answers: Please answer your phone as you normally would by saying “Hello” immediately. The message should start playing right away. Please do not talk while it is speaking as sounds may cause the message to stop and then start over when it hears silence. Inform all family members of this process who may answer your phone. Note: If you have unavoidable background sounds that are causing the message to stop and restart repeatedly, you can press the Star key to have it start again from the beginning without repeating. If you must answer with background sounds, you might also put your hand over the mouthpiece of your telephone to prevent the system from stopping and restarting.
- Answering Machines or Voice Mails: The system will detect that your voice mail has answered and will play the recording to your machine or voice mail.
- **Message Repeat: At any time during the message you may press the Star key on your telephone to repeat the message in its entirety.**

### *How the detection works:*

1. The system calls your phone and starts speaking immediately when you answer.
2. By listening while it is speaking, the system decides whether it thinks it has reached a live person or voice mail. So that it thinks you are a live person, you simply say “Hello” or an equivalent short statement when you answer, and then be quiet to hear the message.
3. If it is not sure whether it reached a live person or voice mail, the system must allow for the possibility that it might be voice mail, so it stops the audio upon hearing sound and starts it up again upon hearing silence – that way it will reliably leave a full message on a voice mail or answering machine.
4. Sometimes you will hear a little snippet of sound at the beginning of your voice mail recording, followed by the whole message. If that happens, it is simply because of a pause before your beep that caused the audio to start, stop, and start again to ensure it leaves the full message. In that case, it is working as intended.

### *Some reasons for false detection:*

1. Loud background noise, television, radio, ring back tones, or a generally noisy environment.
2. Not saying hello, delaying saying hello, saying hello more than once, or talking while the system is speaking to you.

### *What can be done to remedy this?*

1. Say Hello immediately and then be silent, and do not say Hello more than once.
2. If, after you answer, the message stops and restarts repeatedly, you can cover the mouthpiece of the phone to cutout all background noise--the message should then start over and replay in its entirety. Alternatively, you can press the Star key and the messages will play fully from the beginning without further repeating.

**MORE ON BACK – TEST SCHEDULED**

**On Tuesday, October 10<sup>th</sup> a test message will be sent between 5:00 – 6:00pm.** All of the telephone numbers you listed on your registration paperwork for parent notification purposes will be called. If a number is not called, or you wish to remove a number, please call the school office anytime during the week to give us that information.

Please contact the school office if you experience dropped calls, no calls, or any problems with this new system. We would like to have your feedback.