

Mass notification system test for employees Jan 12

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Post to test telephonic mass notification system for all employees Jan. 12

Jan. 6, 2010 – Carlisle Barracks will test a new telephonic mass notification system on Jan. 12 at 7 p.m. that will make it easier to get out emergency information to all post employees.

“This is the first time we have ever attempted a test call to the entire installation work force,” according to Barry Farquhar, head of the post plans and training department. “Our recent upgrade to a faster calling system has made this test possible; our old system called on 22 lines simultaneously and our new system calls on 68 lines which reduced an ‘all call’ from about a two hour process to roughly 30 minutes start to finish.”

On Jan. 12 employees will receive a phone call, followed by a delay of 3-5 seconds before the MNS starts the automated message routine. This delay is very similar to a telemarketer; do not hang up as the MNS is attempting to determine if it has a person or an answering machine. *If you have Caller-ID your display should read "US Government" and a phone number.*

What you will hear during the test call Jan. 12:

After the initial delay you will hear the following:

1. MNS - "This is the Carlisle Barracks Emergency Notification System, press any key for an important message now"

2. YOU - PRESS ANY KEY

3. MNS – “This is a test of the Communicator NXT Notification System. Has this been an actual emergency you would have received specific informational instructions. This is only a test.”

(For an actual notification call you would receive the message and further instructions at this point; for actual MNS notifications call 245-3700 for additional or clarifying information)

4. MNS - “Do you want to have the message repeated? Press ‘1’ for Yes, or ‘2’ for No”

5. YOU - Press ‘1’ to repeat the message, or ‘2’ to end the call.

NOTES:

1. For your notification status to be properly recorded as a **success**, you **MUST** press ‘2’ to end the call or "1" to hear it one additional time. *For actual notification calls the system can be/may be set to call you relentlessly until it achieves a successful call.*

2. Due to the differences in phone services (particularly VOIP and some wireless services) the MNS may not function correctly. Please provide Jill Anderson (jill.e.anderson@us.army.mil) an email describing any problems

encountered and also provide your telephone service details. This information will be used to find a system solution to the problem.

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