"Hello this is the Carlisle Barracks Mass Notification System"

TELEPHONIC MASS NOTIFICATION SYSTEM INSTRUCTIONS

IMPORTANT: When receiving a call from the Carlisle Barracks Telephonic Mass Notification System (MNS) there is a 3-5 second delay before the MNS message begins. This delay is very similar to a telemarketer call; **do not hang up** as the MNS is attempting to determine if it has a person or an answering machine.

1. **Immediately on answering the MNS call during the delay, say** "*Hello*" (or your normal greeting) to ensure the MNS identifies that it has contacted a live person and not an answering system.

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

3. **YOU -** press any **NUMERIC** key (Smartphone users must press a **NUMERIC** key to transmit a tone to the system), if you do not press a **NUMERIC** key the MNS will then default to leaving an answering system message, and may attempt to call you again on your secondary device(s)…repeatedly.

4. **MNS - For an actual notification call you would receive the message and further instructions at this point, such as the following: "***This is the Carlisle Barracks Emergency Notification System, please call the 3700 line or check the USAWC page on Facebook for important information*."

5. **MNS -** "*Do you want to repeat the message? Press '1' for Yes, or '2' for No*"

6. **YOU -** Press '**1**' to repeat the message, or '**2**' to end the call.

7. **MNS – "***Thank you…Goodbye***"**

ADDITIONAL NOTES:

1. For your notification status to be recorded as a **success (and for the MNS to quit calling you)**, you **MUST** press '2' to end the call (or "**1**" to hear it one additional time), and you **MUST HEAR THE MNS SAY "THANK YOU…GOODBYE"** *prior to hanging up*. For actual notification calls the system may 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.