

SchoolReach, the service provider, uses the best available technology in the industry to detect the difference between human answer and machine or voicemail answer.

Here's how detection works:

1. The system detects and measures the voice energy when the phone is answered.
2. The system measures this energy in combination with the background noise and line impairments.
3. If the system determines that it is a "live" answer, it will immediately start playing the message.
4. If the system determines that it is a machine, it will wait for three full seconds of silence before playing the message with a maximum wait time of twenty seconds.
5. If the system cannot make a determination, it will default to answering machine thus requiring several seconds of silence for the message to play. In this case, you may hear a prompt to "press any key to hear the message immediately."

Some reasons for false detection:

1. Loud background noise; television, radio, general noisy environment.
2. A cordless phone that has static or other foreign noise.
3. Not saying "hello" or repeatedly saying "hello".
4. Cellular phones which, when called, have the 'ringback tones' music option.
5. Answering machine/voice mail greetings which are too long or have long pauses in speech.

What can be done to remedy this?

1. Do not say "hello" more than once. If the system detected your answer incorrectly, all noise will reset the three-second counter.
2. If, after you answer, the message does not immediately play, cover the mouthpiece of the phone to cutout all background noise. The message should begin after three seconds.

Please make every effort to provide the school with current and accurate phone information any time there is a change to ensure that you do not miss important information.

In an important effort to make the best and most accurate use of the SchoolReach Instant Parent Contact system, we are asking that you fill out the following form with the requested necessary information (See next page). After filling this out for each of your children that attend our Time Release Religious Education Program, please double check for accuracy and return it to us promptly.

Thank You,

Douglas L. Rasler

Douglas L. Rasler
Director of Religious Education
Holy Redeemer Catholic Church
918 West Mill Road
Evansville, IN 47710-3932
(812)-424-8344x306
Fax (812)-424-7166
drasler@holyredeemerchurch.org

Phone Information Form

The Primary Contact Number will be used to call you every time we send a SchoolReach call, regardless of the urgency of the message.

The Secondary Contact Number will be called at the same time as the Primary Number on calls where the message we are sending is of a more urgent or time sensitive nature to ensure that we get the call to you as soon as possible.

Please consider these numbers carefully and make an effort to keep us informed as soon as possible if either number changes for any reason.

Child 1: Last Name: _____ First Name: _____

Primary Contact Number: (____) ____ - _____

Secondary Cont Number: (____) ____ - _____

Child 2: Last Name: _____ First Name: _____

Primary Contact Number: (____) ____ - _____

Secondary Cont Number: (____) ____ - _____

Child 3: Last Name: _____ First Name: _____

Primary Contact Number: (____) ____ - _____

Secondary Cont Number: (____) ____ - _____

Child 4: Last Name: _____ First Name: _____

Primary Contact Number: (____) ____ - _____

Secondary Cont Number: (____) ____ - _____

Thank you for your assistance and please be sure to return this form as soon as possible.