

May 17, 2012

Dear Parishioners,

In order to improve communication with our members, on March 24<sup>th</sup>, 2012 St. John's Clonmel is instituting a telephone broadcast system provided by SchoolReach, which is used by many parishes throughout the diocese. This system will enable us to notify all households by phone within minutes of an emergency or unplanned event as well as to communicate general announcements or reminders.

This service will deliver a recorded message to the households selected. It will deliver the message to both live persons as well as to answering machines. If no one answers, or if the phone is busy, the message will retry twice. All information and contact numbers are strictly secure and confidential and are only used for the parish purposes.

Here is some specific information you should know:

- **Caller ID:** The call ID will display 620-545-7171, which is the main number for St. John's Clonmel.
- **Live Answers:** There is a short pause at the beginning of the message, usually just a few seconds. Answer your phone as you normally would; "hello" and hold for the message to begin. Multiple "hellos" will delay the message. Inform all family members of this process who may answer your phone.
- **Answering Machines:** The system will detect that your machine has answered and will play the recording to your machine. The maximum number of rings before hang-up is five. Please set your machine to answer after four rings or you may miss the message.
- **Message Repeat:** At the end of the message you will be prompted to "press one" to hear the message again. This is very helpful when a child answers the phone and hands it to a parent, who can then 'repeat' the message in its entirety.
- **Emails:** If you have this option and if you supply the church with your e-mail address, you can be included in the email broadcasting service. They can then send a text message to you or even attach a .wav file of the message sent.

If you are curious about how the system works or if you experience trouble more information is included on the next page. It is my sincerest hope that this new system will increase our communication and serve our parish well.

Sincerely,

Rev. C. Jarrod Lies

## Current Lists and Opt –in List in our System

Standard Lists (If you belong to one of these ministries you are automatically in that call list)

1. Main List (Includes all Parishioners)
2. Altar Servers
3. Catholic School Families
4. CCD Sunday Morning
5. CCD Wednesday Evening
6. Extra Ordinary Ministers
7. Finance Council
8. Lectors
9. Stewardship Council
10. Catechist's

You will have the opportunity to opt in to the Prayer Line and Daily Mass Lists at a later time. More Information will follow.

### **Further Information and Trouble shooting.**

SchoolReach, the service provider, uses the best available technology in the industry to detect the difference between human answer and machine 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 three 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 delaying saying "hello".

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.

If you have any questions, concerns or wish to just make sure we have the correct contact information please contact Debbie in the parish office at 620-545-7171.