

## **Frequently Asked Questions for CodeRED Emergency Notification System:**

### **What is CodeRED?**

CodeRed is an Emergency Notification System. This service is free to all Round Lake Beach residents and businesses located within our incorporated limits.

### **How will I benefit from this service?**

This high-speed telephone system will allow the Village of Round Lake Beach to contact participants to provide information about a critical situation, what action needs to be taken, and notification that the situation has been resolved.

### **What do I have to do to receive this benefit?**

To receive CodeRED Calls, you must register your home, cell phone, or business phone number in the CodeRED database.

### **How does it work?**

CodeRED delivers the important message through a high-speed telephone calling system to a phone number on the CodeRED database. City staff will access CodeRED via a secure portal on the web. A "call area" will be marked identifying street addresses. Telephone numbers will be matched up electronically to these addresses through the use of Geographical Information Systems (GIS). A pre-recorded message will be sent out via the telephone with information about the incident and possibly instructions for action to be taken.

### **What should I do if I receive a CodeRED message?**

- \* Listen Carefully
- \* Follow Instructions
- \* Don't hang up until you hear the whole message  
(the message will not be repeated)
- \* DO NOT call 9-1-1 unless instructed to do so (You will only tie up emergency lines)

### **What should I do if I don't receive a message?**

First verify that your phone number is registered in the system. Another reason you may not receive a message is because your area of the community may not be affected. In which case, you won't receive a call even if it's only a block away.

### **Will the system work with cell phones?**

Yes. But, your cell phone number needs to be associated with your Village of Round Lake Beach address. We encourage you to register your cell phone number.

### **What is CodeRED used for?**

CodeRed will be used to notify citizens of emergencies, anticipated events, and to inform the public of plans that could affect them. CodeRED will be used in the affected population or geographic area.

### **Why did CodeRED call me several times?**

If there is no answer and they do not have an answering device, the number will be attempted up to 3 times.

### **Why did I get a call, but no message played?**

If they answer and do not say hello, CodeRED will not begin playing automatically. It is trying to determine if it has reached a live person or answering device. If they do not say anything, it will hang up and retry the number in the next pass of the non connected numbers.

### **Why did it leave only part of the message on my answering machine?**

CodeRED will leave a message on an answering device. There are many different brands and types of capturing devices for leaving a message. Occasionally something about the answering device or the beep of the device causes the system to think it has reached a live person and begins playing the message. When the message is left, it only leaves part of the message. They can call back the 866-419-5000 and receive the entire message. This does not happen often.

### **Why does my phone ring once and hang up?**

It has called me twice and won't let me answer it. If they have a ring back tone, which plays a song instead of ringing, the system will interpret this as an Operator Intercept and hang up, only to retry the number. They have two options. They can remove the ring back tone **or** they can contact their cell phone provider and request that the phone number 866-419-5000 for CodeRED be bypassed by this feature.

### **How Do I Register?**

The following information is required to add a telephone number into the "CodeRED" database: first and last name; address (physical address, no P.O. boxes); city; state; Zip Code; and primary phone number. A primary phone number is most likely the identified home phone number. An alternate phone number, such as a mobile phone, can also be entered and both the primary and alternate line will be contacted in the event of an emergency. The system works with cellular phones but requires a Village of Round Lake Beach street address. When entering information, please fill out all of the screens because the newest data entered will replace the old data; this would include the notifications you'd like to receive as well. So, if you'd like to change the weather warnings you are signed up for, you simply resubmit your information through the Community Notification Enrollment page.

For those who are hearing impaired the sign up form offers a TDD ONLY option for tone delivery of emergency messages. Messages delivered to phone numbers marked TDD will only be delivered in a TDD/TTY format. Residents without Internet access may visit any public library to use a computer to register or call the Village of Round Lake Beach at **847-546-2351**.