

# Using Web Replay

## ALERTNOW Rapid Notification Service

If you would like to listen to the last voice message delivered to your phone number via AlertNow, you can visit [www.alertnowmessage.com](http://www.alertnowmessage.com).

The screenshot shows the 'ALERTNOW Message Replay' web interface. At the top is the STN ALERTNOW logo with the tagline 'Rapid Communication Service'. Below the logo is a blue header bar with the text 'ALERTNOW Message Replay'. The main content area contains instructions: 'To hear the last voice message sent to your phone number, please fill in the form below and press the "Listen to Last Voice Message Sent" button.' It also includes a note: 'If you have problems or questions about this service, please contact your school.' and a security disclaimer: 'For security purposes, this system will not retrieve any message that contains personal information such as student names, grades, or phone numbers.' There are three input fields: 'Your Name:', 'School's Name:', and 'Your Phone Number:'. To the right of these fields is a yellow 'Examples' table with the following content:

Examples	
Jeff Smith	
Smithfield Elementary	
(919) 555-1234	

Below the input fields is a button labeled 'Listen to Last Voice Message Sent'. At the bottom of the form, there is a small red asterisk note: '\* Please note that for security purposes all information submitted, along with your IP Address, will be logged.' and a copyright notice: 'Copyright © 2007 Saf-T-Net'.

Enter your name, the school's name, and your phone number in the fields provided. Then click "Listen to Last Voice Message Sent." You will see a screen that looks similar to this:

The screenshot shows the 'ALERTNOW Message Replay' confirmation screen. It has a blue header bar with the text 'ALERTNOW Message Replay'. Below the header, it says 'The following voice message was found based on the information you provided:'. There are two lines of information: 'Phone Number: [redacted]' and 'Date Sent: October 31, 2007 - 03:36 PM (Eastern Time)'. Below this is a speaker icon and a link that says 'Click here to listen to this message'. A note follows: 'Note: An audio file in .WAV format will be downloaded to your computer. Your computer must be capable of playing .WAV files in order to listen to this message.' At the bottom, there is a small red asterisk note: '\* Please note that for security purposes all information submitted, along with your IP Address, will be logged.'

Click the link that says, "Click here to listen to this message." You will be prompted to download an audio file. Choose "Open With," select your desired audio player, and click OK. Once the file has finished downloading, it will play through your computer speakers.

### Frequently Asked Questions

**Q:** I cannot hear the message.

**A:** Your computer must be capable of playing .WAV files, and must have speakers attached. Check the volume on your computer, and the power and/or volume on your speakers.

**Q:** I entered the required information, and got a screen saying the message cannot be played.

**A:** If the last voice message sent was a Text-to-Speech message, AlertNow will not play it for you since it contains private information about attendance, money owed, etc., and anyone could type in your phone number to hear it.

For Questions or Information  
Contact Customer Support:  
(800) 914-1817  
[admin@alertnow.com](mailto:admin@alertnow.com)