



What should I do if I receive a CodeRED message?

Listen carefully to the entire message. You will have the option to repeat the message by pressing any key. Do not call 911 for further information unless directed to do so or if you need immediate aid from the police or fire department.

I have a cordless phone, and it does not work when the power goes out. How will the system be able to contact me?

Make sure you have at least one working corded telephone – and be sure to turn the ringer on. The CodeRED sign-up form allows you to indicate both a primary and alternate phone number. Cell phone and/or work phone numbers can be entered as alternate phone numbers. Both primary and alternate phone numbers will be contacted when a notification is sent.

Will the CodeRED system leave a message on an answering machine?

Yes, the CodeRED system will leave a message on a machine or on voicemail. The CodeRED system will leave the entire message in one pass.

What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect.

What circumstances might prevent a message from being delivered to me?

- If your contact information has changed and you have not registered your new information.
- If you have only cordless phones in your residence, the power is out and you did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your main phone and you did not register an alternate phone number.

New London will receive a report of undelivered calls and can instruct the CodeRED system to begin another round of calls to busy numbers. It is best to have an alternate phone number in the calling database for these situations.

Is there an app for CodeRED?

Yes. The CodeRED Mobile Alert app can be downloaded for free on Google Play and iTunes. It provides advanced, real-time, hyperlocal alerts to subscribers within the reach of a given location generated by public safety officials across the United States and Canada. The CodeRED Mobile Alert app also comes with a complimentary 30-day trial of CodeRED Weather Warning, a program that sends subscribers mobile communications when they are in the projected path of severe weather in the United States. The CodeRED Weather Warning add-on is an additional \$4.99 per year but is not required to purchase to receive emergency, general and missing person alerts.