

3220: Broadcast Alert Message (BAM Box)

Computer Pop-Up Alerts and Messaging For State, County and City and Campuses

BAM (**B**roadcast **A**lert **M**essage) is a highly secure software that provides automated alerts to computer users. It is a robust one-way pop-up instant messaging system with an optional confirmed receipt feature during an emergency.

For an emergency manager, BAM is about reaching more individuals through more channels of communication with more detailed messages.

BAM provides pin-pointed alert Pop-Ups in real-time to anyone interested in receiving them. An emergency manager can alert a select few, or thousands of users based on their location and interest.

Alert could include information and instructions about chemical spill, a bomb threat, HAZMAT accident, extreme weather, EAS, and more. Included could be notification activated by external entity (such as HAZMAT team, NOAA, USGA, DHS, police, etc) .

The alert message could include specific instructions such as evacuation, shelter-in-place, or other instructions.

The software provides network support including security (SSL), reporting and customization features. In addition, the admini-

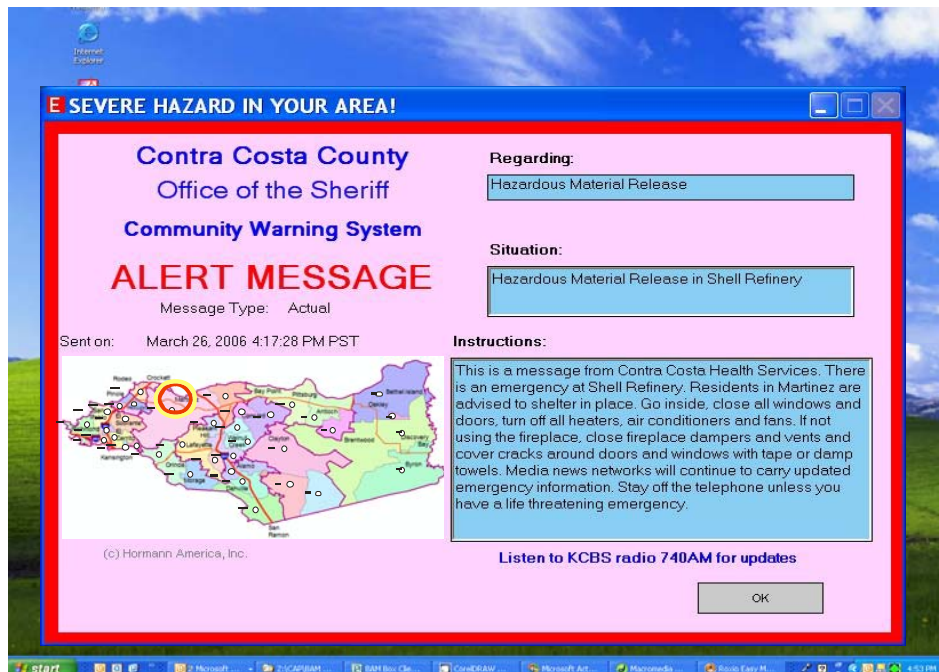
stration feature lets only authorized users broadcast messages.

How Does it work?

Messages posted onto the CAP Server trigger the BAM Boxes based on individual preferences. In addition, an authorized manager can type in a message on the BAM messenger screen. The message can be pre-defined through templates. It may include graphics (such as a map), sound and text.

Alerts can be automatically triggered based on predefined events such as violent attack, fire, chemical leak.

The constituents download and activate the client on their computers to receive applicable alerts based on their profile, interest, and preferences. BAM enhances your Emergency Response by offering additional communication channels. multi audience messages can be customized to address each individual or group and motivate individuals to take risk mitigation actions!



The behavior, look, feel and sound combinations are tailored for the specific system, for the hundreds of possible CAP configurations using our unique BAM Box Design Tool application.



3220 BAM Box Computer Alerts Pop-Up

Frequently Asked Questions

• **How does the Broadcast Alert Message (BAM) system work?**

The Emergency Management duty officer (or authorized activator) posts a message on a central server. The BAM client is a small program that runs on the user's computer and regularly checks the server for new alerts. When a new alert is posted, the BAM™ client downloads the message and formats it according to the alert type. Urgent messages are immediately displayed on the user's screen. The user is alerted to lower priority messages by a flashing icon on the taskbar and a brief sound.

♦ **I'm frequently away from my desk. How can I be sure I haven't missed an emergency message?**

The BAM Box message window remains on the screen, in front of other applications, for as long as it is in effect or until the user acknowledges it by clicking the OK button. Later on, all outstanding messages can be easily accessed.

♦ **How do I know the system is working and the BAM Box is checking the server?**

A Blinking green icon on the system tray bar indicates that everything is fine—the system is operational and no emergency at this time. The communications with the server can be tested by double clicking on the icon.

♦ **We have different levels of warning and alert messages. Many are informational messages that do not identify an immediate threats. Will a BAM Box "pop-up" for every type of message?**

No. The BAM Box will only display its full warning message for incidents that present an immediate threat or require immediate response. For lower level alert messages, the BAM™ Box displays a flashing message icon on the screen. The user clicks on the icon to read the message. The user may also select which levels of alerts to receive.

♦ **Will I still get the emergency message if my computer's screen saver is running?**

The BAM Box software will deactivate the screen saver and display the warning message. If you set the computer to require logon after screen saver, as soon as you are logged on again the messages will

show up.

♦ **My computer is on a workstation behind my desk. I may not look at the screen for several minutes or hours. Does the BAM Box generate an audible alert to get my attention?**

Yes, through the PC speakers if you have sound capability and the sound is turned up.

♦ **I'm running a pop-up blocker on my computer. Will I still get the emergency messages?**

Absolutely. This application is not affected by pop-up blockers.

♦ **If I'm using spam blocking software, will I still get the emergency messages?**

Yes. This application does not rely on email for delivery. Spam filters will not impact message delivery as spam filters are for email only.

♦ **My BAM icon is flashing but I have not had any pop-ups. What's wrong?**

The message received was not of immediate alert nature, hence the BAM did not pop-up and the icon is flashing to ask for your attention without disturbing your work. You may click on the icon anytime to view the message. For example, a red diamond with a white border will be flashing in the icon tray for a low level emergency should you decide to receive this level of alert.

♦ **I read the BAM and closed it. How can I check what messages are still in effect?**

Right-click with the mouse on the BAM icon, and a list of active messages will appear. The list is continuously updated if there are any new messages and expired messages are deleted automatically.

♦ **I did not receive a BAM for a long time. How can I be sure that it is still functioning?**

Your BAM automatically checks its connection to the CWS server every few seconds. If connection cannot be established, the icon will change to blinking red to indicate failure.

For further status confirmation, double click on the BAM icon, and the system will be tested end to end. Test results will indicate actual operation. If it fails, an informational box will inform you about the problem, what to do and whom to contact.

You got questions? We have answers. Please call.

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