



## Computer Pop-Up Alerts and Messaging for Campus

### The BAM Pop-Up Alert

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

The BAM provides pin-pointed alert Pop-Ups in real-time across your enterprise networks and if desirable through the Internet. It can alert a select few, or thousands of users located in your facilities or anywhere throughout the country.

You can use BAM to alert about a bomb threat, Shooter in the campus, HAZMAT accident, extreme weather, virus attack, email server down and more. The alert message could include a building/campus evacuation, shelter-in-place, or other urgent messages. When the emergency is over it delivers a timely all clear.

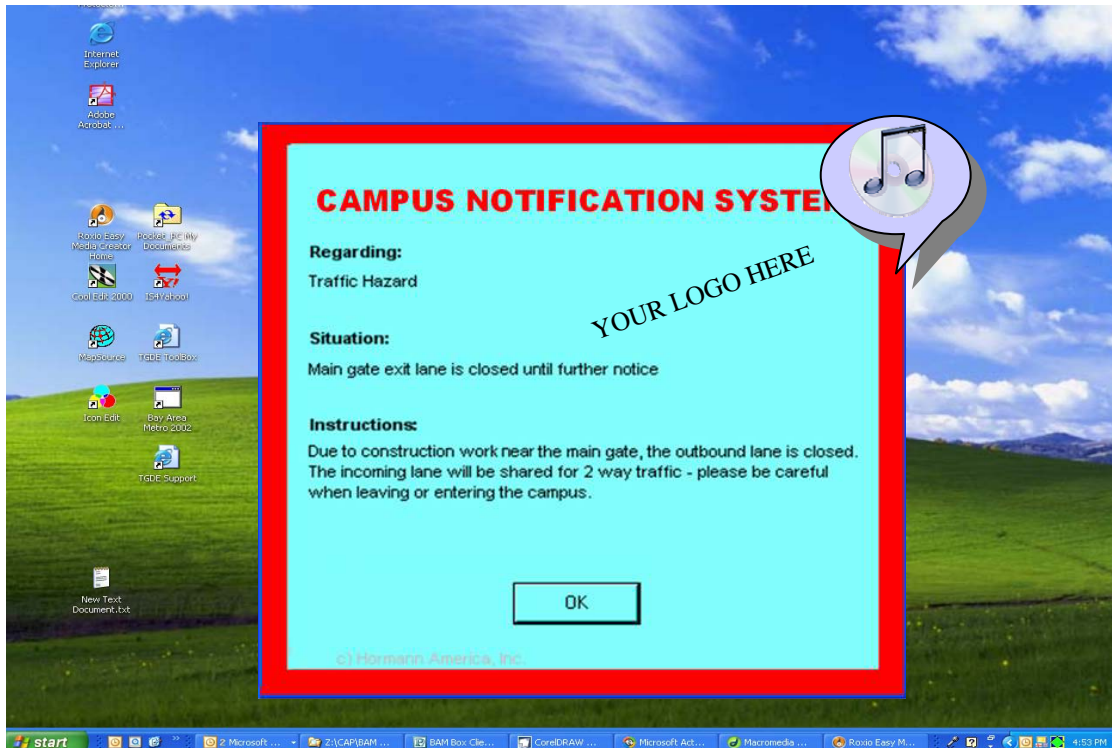
The software provides network support including security (SSL), reporting and customization features. In addition, the administration feature lets only authorized users broadcast messages.

#### How Does it work?

An authorized manager types in the message using the AlertNET Message Creation Tool. The message can be pre-defined through templates and may include graphics, sound and text.

In addition, alerts can be automatically triggered based on predefined events in your organization such as violent attack, fire, chemical leak or an IT event.

It can be configured to include notification from external entities (such as HAZMAT, NOAA, USGA, DHS, etc) to instantly notify select individuals in the organization.





# BAM Box: Computer Pop-Up Alerts and Messaging Frequently Asked Questions

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

The Emergency Manager (or an 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 pop-up 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 urgent, hence the alert did not pop-up. The small icon is flashing asking for your attention without disturbing your work. You may click on the icon anytime to view the message.

◇ **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 for any new messages and expired messages are deleted automatically.

◇ **What IT security features do you have?**

The communications between the server and clients is highly secured using SSL. The software authenticates connections, secures communications through encryption and exchange of passwords and security keys. In addition, the software will work with security features you have in your network.

**You got questions? We have answers.  
Please call or email us!**

[www.alerting.net](http://www.alerting.net)

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