

18pt

Troubleshooting

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Notes for the Large Print Reader

Print page numbers are indicated as:

Page 1

Main text is in Arial typeface, 18 point.

Headings are indicated as:

Heading 1

Heading 2

Heading 3

Omissions and alterations

Some page layouts have been edited for clarity.

Troubleshooting

Find answers to common questions and troubleshooting problems with Emergency Mobile Alert.

Didn't get an alert

Emergency Mobile Alert is a way of receiving information about emergencies in your area. If your life, health or property is in danger, Emergency Mobile Alerts can be sent to your mobile. You don't need to sign up or download an app.

Emergency Mobile Alert is broadcast to all capable phones from targeted cell towers. The alerts will be targeted to areas affected by serious hazards.

You don't have to download an app or subscribe to a service. Just ensure your phone is capable and the operating system software is up to date. If your phone is on, capable and inside the targeted location, you should get the alerts.

If you get an alert, read the message and take it seriously. It will tell you what the emergency is and what to do. It will also tell you which agency sent the message and, if needed, where to go for more information.

Received an alert multiple times

If your phone moved from a 3G to a 4G network during the time of the broadcast, you will have received an alert from both networks. The same thing would have happened if you turned flight mode on and off. Or turned your phone off and back on during the broadcast period.

Some phones have an optional alert reminder feature turned on. This can cause the phone to alarm repeatedly during the broadcast. If your phone has an alert reminder, you can find it in your phone settings. The settings might be called Wireless Alerts, Broadcast Alerts, or Emergency Alerts.

Alert message disappeared

If you received an Emergency Mobile Alert, you might still be able to find it on your phone.

For Android phones

Each Android phone is different. But emergency alerts are generally found in your 'Messages' app.

For example:

1. Go to Messages app.
2. Find the menu (...) and select 'settings'.
3. Select 'Emergency alert history'.

For Apple phones

For iPhone users, the alert will be in your notifications. Access your notifications by swiping down from the top of your screen. If you delete your notifications, you will also delete the alert.

Presidential Alert

The Emergency Mobile Alert system uses an international standard. The broadcast channel we use is often called Presidential Alert overseas.

Page 2

We have worked with phone manufacturers and mobile network operators to use the term Emergency Alert instead. But some phones will use the American standard and display Presidential Alert. This usually happens if:

- you bought your phone before 2017,
- you bought your phone overseas, or
- your phone was parallel imported.

Accessibility

The accessibility of Emergency Mobile Alerts depends on the make and model of your mobile phone. If you have a hearing aid, the alert can be set up to go through your hearing aid.

Alert sound

The sound used for Emergency Mobile Alert is based on an international standard. While it can be frightening or annoying, it was chosen to get your attention as it is unpleasant to the human ear.

Whether your mobile phone makes a sound for an alert message depends on the make and model of your phone. Some phone manufacturers do not let emergency alerts override silent mode.

Driving when you receive an alert

If you are driving, you should pull over and check the message as soon as it is safe to do so. If you have a passenger, ask them to read the alert immediately. Do not attempt to read the alert while driving.

Coverage of Emergency Mobile Alert

Emergency Mobile Alert should work in areas with cell reception. About 97% of populated areas get cell reception. Mobile service providers work to improve mobile coverage all the time.

Wi-fi calling

Emergency Mobile Alert uses cell reception and is not broadcast using Wi-fi calling.

Landlines and satellite phones

Emergency Mobile Alert uses the New Zealand mobile networks. Alerts can only be broadcast to mobile phones capable of receiving them.

Starlink and satellite to mobile capability

You can only receive an Emergency Mobile Alert if you have mobile signal. Currently Starlink can only provide an internet connection, not a mobile signal. We understand Starlink are working on satellite to mobile capability. We are aware of another satellite provider (Lynk World) that is already providing this.

Cost of Emergency Mobile Alert

Receiving Emergency Mobile Alerts is free. There is no cost to you. You don't have to download an app or subscribe to a service.