

## Weather Alerts from Weather Direct

**Definition:** Alerts is the entire collection of U.S. National Weather Service and Canadian Weather Office warnings, watches, advisories and statements (see Appendix A for the supported list). We also call alerts Severe Weather Alerts or Weather Alerts.<sup>1</sup> Alerts is an *optional* feature that must be activated. Customers may receive alerts on the weather direct device (scrolling on non-audio units), via e-mail or as SMS (Short Message Service) text on a cell phone.

### Preview Alerts on My Web Forecasts

**Note:** This feature is available to all users. My Web Forecasts does not deliver alerts. It allows you to confirm that an alert is active at the selected location.

Login to your Weather Direct account at [www.weatherdirect.com](http://www.weatherdirect.com).



The screenshot shows a login form with the following elements: a title "Login", a "User Name:" label with an input field, a "Password:" label with an input field, a checkbox labeled "Remember me next time.", a "Log In" button, a "Register New User" link, and a "Recover Password" link.

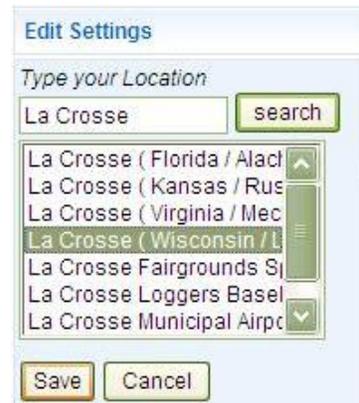
Find the **My Web Forecasts** section (right side of browser screen).



The screenshot shows a section titled "My Web Forecasts" with the text "Add your Forecasts here." and a green plus icon button labeled "Click to add web forecasts".

Select **Click to Add Web Forecasts**.

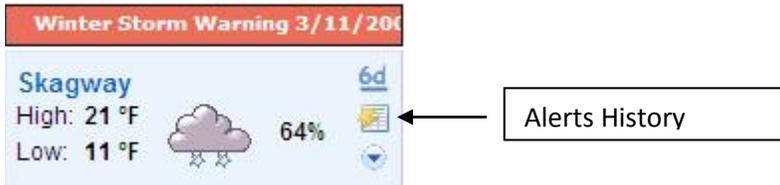
When the **Edit Settings** box appears, type the location you wish to monitor in the blank provided, press the **search** button to find it, highlight the correct item in the list with the mouse, and then press the **Save** button to display it:



The screenshot shows an "Edit Settings" dialog box with a search input field containing "La Crosse" and a "search" button. Below the search field is a list of location options: "La Crosse ( Florida / Alac...", "La Crosse ( Kansas / Rue...", "La Crosse ( Virginia / Mec...", "La Crosse ( Wisconsin / T...", "La Crosse Fairgrounds S...", "La Crosse Loggers Basel...", and "La Crosse Municipal Airp...". The "La Crosse ( Wisconsin / T..." option is highlighted. At the bottom are "Save" and "Cancel" buttons.

A colored alert scrolling above the location (as below), means the location has a valid alert **active**. An expired alert will almost instantly stop scrolling on the web site because our web servers do not have to wait for the transfers involved in alert message delivery.

The square button on the forecast location will display the last 3 months of alerts history; however, the 3 month history is **not always** an exact replica of what scrolled on the device because the history cannot receive a “cancel” notice (if issued before the published expiration).



The scrolling banner on the web site is color-coded as follows: **Red** is for Warnings, **Green** for Watches, and **Yellow** for Advisories or Statements.

### Verify Activation of the Weather Alerts Feature in Your Account

Login to your Weather Direct account at <http://www.weatherdirect.com/> (if you have not already done so).



Open the **My Weather Direct** tab in your account (left side of screen),

Click on a target device name from the list shown.

In the **Overview for Device** summary, select the **Edit Device Settings** button:

Overview for Device	<a href="#">Click here for product page (manual, features...)</a>	
Device Id:	000124968468BB30	
Registered to Gateway:	Gateway 1	
Date Registered:	11/20/2009 3:08:30 PM	
Last Seen:	11/24/2009 8:01:10 AM	
Link Quality:	50 %	
Battery:	OK	
Configured Location(s):	La Crosse (Wisconsin / La Crosse)	
Warning Location(s):	n/a	
Upgrades/Trials	Function	Valid until
	1 Warning Location	3/26/2010

[Edit Device Settings](#) [Delete this Device](#)

Scroll down below the **Wireless Display Settings** heading until you see the tabbed display for the device location(s). You are looking for the line that reads **Severe Weather Alerts Location**. It is directly below the tab box on Non-Audio devices, and below the MicroForecast selection box on Audio units (see examples circled below):

Non-Audio Unit

Audio Unit

Forecast Settings for Wireless Display

Location 1 Location 2 Location 3 Location 4 Location 5

**Search By**  
Name

**Search for (Do not include state)**  
La Crosse

**Results:**  
La Crosse ( Wisconsin / La Crosse / City )

**Severe Weather Alerts Location: (Not Set)**

Location

**Search By**  
Name

**Search for (Do not include state)**  
La Crosse

**Results:**  
La Crosse ( Wisconsin / La Crosse / City )

Please choose which forecasts you would like to hear when you press the Forecast Key on your wireless display.

	Full Day Forecast	Micro-Forecast	None
Today:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tomorrow:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day 3:	<input checked="" type="checkbox"/>	Not Available	<input type="checkbox"/>

[PLAY PREVIEW](#)

**Severe Weather Alerts Location: (Not Set)**

- If you do see one, two or three entries stating **Severe Weather Alerts Location** (see illustration circled on the bottom of page 3), then you have the alerts feature available proceed **to the Configure Weather Alerts section**.

## Configure Weather Alerts

As you are already in the device menu (see previous section), scroll down below the **Wireless Display Settings** heading until you see the tabbed display for the device location(s). You are looking for the line that reads **Severe Weather Alerts Location**. Select the Edit Settings button; as indicated.

Non-Audio Unit

Audio Unit

	Full Day Forecast	Micro-Forecast	None
Today:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tomorrow:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day 3:	<input checked="" type="checkbox"/>	Not Available	<input type="checkbox"/>

Save Settings   Cancel   Delete This Device

Severe Weather Alerts Location: (Not Set)  
Edit Settings

Select the **Edit Settings** button:

Severe Weather Alerts Location: (Not Set)

Edit Settings

On the **Severe Weather Alerts Configuration** screen, you must select a Location:

- The easiest is to select the same location the device uses. To do so, use the **Select a Forecast Location** drop down, and choose one of your pre-configured locations.

**Select Location**

Weather Direct will let you know when an alert has been issued for a specific area. You can choose to receive alerts for one of your already selected forecast locations, or for a different area that you are interested in.

I want to know when an alert has been issued for one of my forecast locations:

Select a Forecast Location ▼  
 Select a Forecast Location  
 La Crosse

- If you prefer a different location, use the “**I want to search...**” box. Use the **Search by** to pick a type of search, and then type in the location’s first handful of characters in **Search for** (type a place name only – no punctuation, no state). Press the **Search** button next. If there are multiple results, you will need to select one from the **Results** drop down.

I want to search for a different location:

Search by: Name ▼  
 Search for: La Crosse  
 Search

Results: Locations found - Click here to view results ▼  
 Locations found - Click here to view results  
 La Crosse ( Florida / Alachua / City )  
 La Crosse ( Kansas / Rush / City )  
 La Crosse ( Virginia / Mecklenburg / City )  
 La Crosse ( Wisconsin / La Crosse / City )

## Your Alert Mode Selection Decision

**At this point, you need to decide whether to receive Weather Alerts via Simple Mode or Advanced Mode** (see Appendix A for a list of supported alerts). To summarize the differences:

- **Simple Mode:** You have two choices about simple alerts. You can get them all or warnings only. Email or text (cell phone) messages provide warnings only. **Note:** *All really does mean every watch, warning and advisory for your Location will beep once per minute on the device.*
- **Advanced Mode:** You can select specifically, by group or individually, which alerts to receive (e.g. make the device very loud for a tornado warning, but quietly scroll a few advisories.) You can also select specifically which alerts you want to receive as emails or text (cell phone) messages.

**Note:** In reality, all Weather Alerts really work from Advanced Mode. Simple Mode just pre-configures Advanced Mode for you

## Simple Mode Alerts

If simple mode is your choice, then you have 1-3 boxes to mark (double-check that the Alert Mode Settings title says "Simple Mode"):

- If **all** warnings is preferred, then leave the default check mark as is (see example top of next page).
- If you want beeps limited to **Warnings**, select the open choice. Notice that the Severe Thunderstorm Watch will act as a Warning. This is by design since Thunderstorms can escalate into Warnings quickly.

**Alert Mode Settings (Simple Mode)**

When alerts are issued for the location selected above, your Weather Direct weather station will beep to get your attention. Simple mode allows you to choose whether it will beep for all types of alerts (warnings, watches and advisories), or just warnings:

Beep for all warnings, watches, and advisories.  
 Beep for warnings only. (includes Severe Tunderstorm Watch)

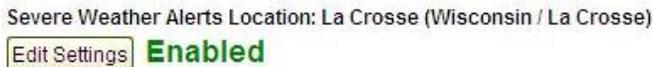
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In simple mode, you can also choose to have an email or a text (cell phone) message sent to you when a "Warning" level alert is issued. Use the checkboxes below to select either or both of these notification types.

When a warning is issued for the selected location:

Send an email.  
 Send a text (cell phone) message.

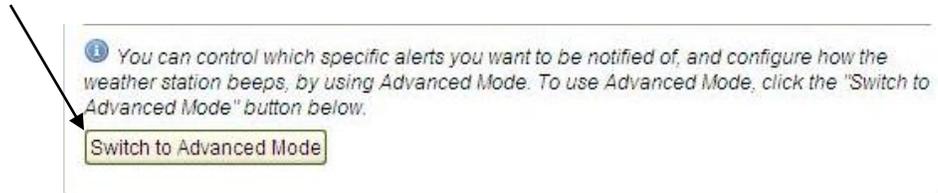
*To configure your email and cell phone details, see the section labeled "Notification Settings" below.*

- If you have **no** interest in messages to Email or a cell phone then,
  - Leave the square boxes blank (as above) and scroll to the bottom of the screen.
  - Make sure the check mark is active in the "Enable/Disable" box and press the **Save** button.
 
  - Check that your location shows "Enabled" in green on the device summary page.
 
  - **You are done.** Follow the prompts to close your account.
- If you **do want** messages in simple mode then,

- Check the email box, the text message box or both to enable (turn on) alerts messaging.
- IF YOU SELECT ANY ONE OF THE SQUARE BOXES, you will not receive any messages unless you fill out the notification box (skip to page 12).

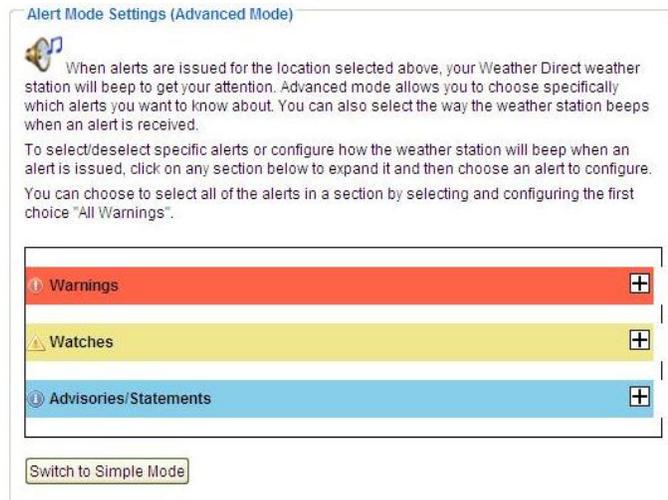
## Advanced Mode Alerts

If you want more control over Alerts than Simple Mode, then scroll down in the Simple Mode box until you see the **Switch to Advanced Mode** button.



Advanced Mode presents a collapsible panel for configuring Warnings, Watches, and Advisories/Statements.

Click on the + sign to expand each section. Note: In this example, we will use the **Warnings**. The process is the same to configure Watches or Advisories/Statements.



With the **Warnings** section expanded, review the contents (on the screen) and think about how much information you are really interested in receiving **On Device**, versus **Email**, versus **SMS** (text on cell phone). An example of the configuration screen is on the next page:

Warnings			
Name	On Device	Send Email	Send SMS
All Warnings	Nothing	<input type="checkbox"/>	<input type="checkbox"/>
911 Telephone Outage Emergency	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Air Quality	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Arctic Outflow Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Areal Flood Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Avalanche Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Blizzard	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Blowing Snow Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Child Abduction Emergency	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Civil Danger Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Civil Emergency Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Coastal Flood	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Dust Storm	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Earthquake Warning	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>
Evacuation Immediate	Reminder (1 beep/minute)	<input type="checkbox"/>	<input type="checkbox"/>

**Note:** You can always edit your original selections later.

If you want all or most of the Warnings information, then use the **All Warnings** line to configure the entire section. **Tip: An entry made on the All Warnings line populates all entries for that column in the section.** This approach can reduce your edits, because then you only need to turn off individually the few items not applicable to you in each column:

Warnings			
Name	On Device	Send Email	Send SMS
All Warnings	Nothing	<input type="checkbox"/>	<input type="checkbox"/>
Air Quality	No Sound	<input type="checkbox"/>	<input type="checkbox"/>
Blizzard	Full sound 2 minutes	<input type="checkbox"/>	<input type="checkbox"/>
	Full sound 5 minutes		
	Full sound 10 minutes		

- **On Device** means you will receive the alert on the Weather Direct display (unless you select Nothing). Non-Audio devices scroll the alert. Some people use the “All Warnings” section to differentiate the action for each category (e.g. “Full Sound” for Warnings, “Reminder (1 beep/minute)” for Watches, and “No Sound” for Advisories/Statements.)

**Note: All sounds selected consume battery life in the device.**

- **Send Email** means a copy of the scrolling alert will be sent to 1-3 email addresses you specify. A sample email alert might say:

Currently active alerts:  
College (AK) Flood Warning  
4/30/2009 10:57:00 AM - 5/1/2009 10:45:00 AM

**Note:** If you see an expiration year of 2038 in any alert, it means the weather service has not set an expiration date. This is common on US Flood alerts and many types of Canadian alerts.

- **Send SMS** (Short Message Service) is the text communication protocol for mobile devices (e.g. cell phones). A text message on a mobile device will read similar in content to the Email message, but a few words may be shorted (e.g. Thun for Thunderstorm or Warn for Warning).
- If you chose to receive any type of text alerts, then you must configure the **Notification Settings** box next.

## Notification Settings

**Note:** You must fill out the **Notification Settings** box to receive any email or SMS (text message) alerts.

**Notification Settings**

Each time an alert is generated:

**Send an alert message to the following email(s):**

myname@location.com

and

and

**Send a text message to the following number:**

eg. 6087821982

My Cellular Service Provider is:

None  United States of America

Click this button to send a test message to the email and cellular addresses entered above.

The first 3 entries in the “**Send an alert**” section are for up to 3 email addresses:

- The first email address comes from the **My Profile** page on your account (created when you registered your web site account). Place a check mark if you want Weather Alerts e-mailed there.
- In the next 2 boxes, please ensure you type a valid email address format (e.g. [myname@myprovider.com](mailto:myname@myprovider.com)).
- Press the **Send a test message** button to ensure the email address(es) will work with Weather Direct. If the text message does not arrive, see **Appendix B: Troubleshooting Text Messages**.

The “**Send a text message...**” entry is for SMS text messages on a cell phone or other mobile device. In the space provided, enter your 10-digit cell phone number--with the area code and without punctuation (e.g. 6089999999). Use the drop downs provided to select the correct Cellular Service Provider and country. Press the **Send a test message** button to ensure the cell phone number will work with Weather Direct. If the test message does not arrive, see **Appendix B: Troubleshooting Text Messages**.

**Note:** Weather Direct has no authority over how the text messaging features available in your provider’s email or cell phone service work. We cannot guarantee that the service you have will support Weather Alerts.

## Enable/Disable Alerts

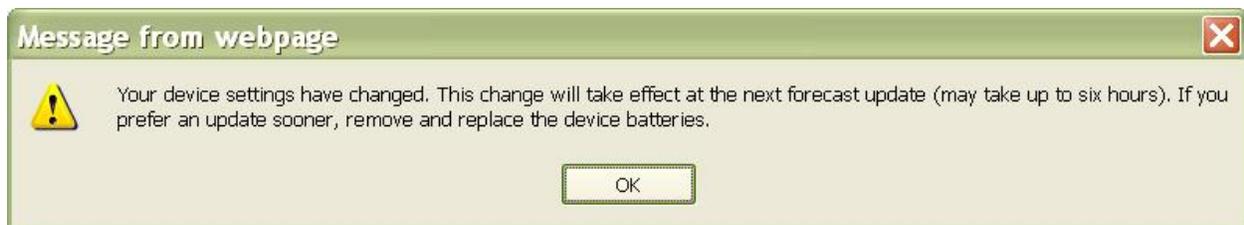
If you have not already done so, when you are finished configuring alerts, you must check **Enable** and **Save** them for use.

Enable/Disable

Severe Weather Alerts Location Enabled

Save Cancel

After you press **Save**, you will receive a prompt indicating that if you do nothing, it may take up to 6 hours to start the alerts. If you want to test the result immediately (e.g. within 20 minutes), remove the batteries from the device for approximately 10 minutes and replace them. Once enabled, the device will search for changes in alert status every 4 minutes.



Note: If you are not at the device, you can press OK. The device will then update anyway at its next 6-hour forecast update.

If you have successfully saved the Weather Alerts configuration, you will see the “green” Enabled indicator on the Device Configuration screen (circled below).

Search By  
Name

Search for (Do not include state)  
La Crosse Search

Results:  
La Crosse ( Wisconsin / La Crosse / City ) Clear Location

Severe Weather Alerts Location: La Crosse (Wisconsin / La Crosse)  
Edit Settings **Enabled**

Save Settings Cancel Delete this Device

If you see the red **Disabled** word appear instead of Enabled in green, you need to **Edit Settings** again, select the **Enabled** checkmark and press the **Save** button.



The image shows a settings dialog box with a title bar that says "Enable/Disable". Inside the dialog, there is a checked checkbox followed by the text "Severe Weather Alerts Location Enabled". To the right of the checkbox are two buttons: "Save" and "Cancel".

**Tip:** Once configured, you can choose to temporarily **Disable** Weather Alerts by removing the check mark from the Severe Weather Alerts Location **Enable** box, and **Save** your change. This will temporarily turn off scrolling and messages without removing your alerts configuration data. It can be re-activated or de-activated at any time.

*(continued next page)*

## Appendix A: List of supported Warnings, Watches, Advisories and Statements

The list below combines the *most frequently used* Weather Alerts in the United States and Canada. Be advised that government service alert providers review and adjust these lists on a regular basis. This list is current as of May, 2015:

<b>Warnings</b>	<b>Watches</b>	<b>Advisory/Statements</b>
911 Telephone Outage Emergency	Air Quality	Air Quality
Air Quality	Areal Flood	Air Quality Alert
Arctic Outflow	Avalanche	Air Stagnation
Areal Flood	Blizzard	Areal Flood
Avalanche	Coastal Flood	Ashfall
Blizzard	Excessive Heat	Ashfall (Marine)
Blowing Snow	Extreme Cold	Blowing Dust
Child Abduction Emergency	Fire Weather	Brisk Wind
Civil Danger	Flash Flood	Coastal Flood
Civil Emergency	Flood	Dense Fog
Coastal Flood	Freeze	Dense Smoke
Dust Storm	Gale	Dense Smoke (Marine)
Earthquake	Hard Freeze	Freezine Fog
Evacuation Immediate	Hazardous Seas	Freezing Rain
Excessive Heat	Heavy Freezing Spray	Freezing Spray
Extreme Cold	High Wind	Frost
Extreme Wind	Hurricane	Heat
Freezing Drizzle	Hurricane Force Wind	High Surf
Flash Flood	Lake Effect Snow	Lake Effect Snow
Flood	Lakeshore Flood	Lake Wind
Freeze	Severe Thunderstorm	Lakeshore Flood
Freezing Rain	Storm	Small Craft
Freezing Spray	Tornado	Small Craft for Rough Bar
Frost	Tropical Storm Wind	Small Craft for Winds
Gale	Tsunami	Small Craft Hzrds Seas
Gale Wind	Typhoon	Tsunami
Hard Freeze	Wind Chill	Wind
Hazardous Materials	Winter Storm	Wind Chill
Hazardous Seas		Winter Weather
Heavy Freezing Spray		WXC Heartbeat
Heavy Rain		
Heavy Rainfall		
High Heat and Humidity		
High Surf		
High Wind		
<b>Warnings (cont'd)</b>		
Hurricane		
Hurricane Force		

Hurricane Wind		
Ice Pressure		
Ice Storm		
Lake Effect Snow		
Lakeshore Flood		
Law Enforcement		
Les Suetes Winds		
Local Aread Emergency		
Low Water		
Nuclear Power Plant		
Radiological Hazard		
Rainfall		
Rapid Closing Coastal Leads		
Red Flag		
Severe Thunderstorm		
Shelter in Place		
Snowfall		
Snowsquall		
Special Marine		
Storm		
Storm Surge		
Tornado		
Tropical Storm		
Tropical Storm Wind		
Tsunami		
Typhoon		
Volcanic Ashfall Watch		
Volcano Warning		
Wind Chill		
Wind		
Winter Storm		
Wreckhouse Winds		

## Appendix B: Troubleshooting Email and SMS (Text ) Messages

### Email

You can send Weather Alerts or Forecast Alerts to any computer or device capable of processing Electronic Mail on the SMTP (Simple Mail Transfer Protocol) system.

If you have difficulty succeeding with the text message in the alerts configuration screen, check the following:

- Recheck that you entered correct internet mail format for your email address(es) (e.g. [myname@myprovider.com](mailto:myname@myprovider.com))
- *If possible, use another email service to send a test message to your email address to ensure it is viable.*
- *Check the settings of your email service (e.g. SPAM filters) to ensure you will accept the following incoming mail: [info@weatherdirect.com](mailto:info@weatherdirect.com), [alerts@weatherdirect.com](mailto:alerts@weatherdirect.com), [test@weatherdirect.com](mailto:test@weatherdirect.com) and [forecastalarm@weatherdirect.com](mailto:forecastalarm@weatherdirect.com).*
- *Check with your ISP (Internet Service Provider) to see if they use any email filtering that will reject our email addresses (above).*

### SMS (text to mobile devices)

We will use the term “cell phone” to refer to SMS, as that is probably the most common mobile device used. If you have difficulty succeeding with the text message **Test Button** in the alerts configuration screen, check the following:

- Check your cell phone (or mobile device) plan to ensure SMS (text messaging) is supported. Note: Some plans charge service fees for each text message sent and/or read.
- Contact your cell phone provider to inquire who the Cellular Service Provider is for any **Email to SMS Gateway services** sent to your cell phone **number**. It is not uncommon for cell phone services to lease/share lines and the provider may vary from phone to phone even in the same household.

Note: Prepaid Cellular providers in particular are likely to use another carrier for SMS services.

- If your Cellular Service Provider has a variety of message forwarding centers, you want the **SMS Gateway** (also known as Email to SMS Gateway). You may need to try our test message button on more than one setting in the provider group to determine the actual text message service center for your phone.
- You can consult an internet resource that lists SMS Gateways to determine possible carriers.