

Disaster Message Boards

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If there is a disaster the phone lines will quickly jam. Therefore, Japan's major phone providers (NTT, Vodafone, Docomo, and Au) have each established disaster message boards to be used in the time of an emergency. These message boards come in the form of voice messages (NTT) or text messages (for the mobile providers; Vodafone, Docomo, and Au). These message boards have been established to allow people to check on the safety of family, friends and employees in the time of a disaster. It is also hoped that because of such a service, people will resist the urge to call loved ones and the phone lines will be freed for emergency calls.

Each company has a slightly different procedure, service, and cost, for leaving or checking a message.

Here are two differences that you should take note of:

- ☎ NTT can only be checked from Japan and instructions are only in Japanese. A message can be left from any phone (home, mobile, or public).
- ☎ Vodafone, Docomo, and Au disaster message boards can be checked from anywhere via the internet.

Other major differences are listed below (*italicised and bracketed*) with the appropriate service providers instructions. Please check the service providers links listed at the end, for full details.

Leaving a disaster message:

NTT

*(Not in English and can only be checked from within Japan)
(Touch tone phone instructions)*

1. Dial 171
2. Select 1 (No Pin number) or 3 (Pin number)♥
3. Dial your phone number (0xx-xxx-xxxx)
4. Press 1 #
5. Wait for the prompt and record your message (up to 30sec)
6. When you have finished press 9 #
7. Your message will then be repeated back
8. To rerecord press 8 #
9. If 8 # is not pressed a prompt will say your message has been saved.

© *(NTT, offers the option of entering a pin number with your message, so that only people with knowledge of your pin will be able to access your message. **If you plan to use a pin number, please make sure that relevant parties (friends, family, and employer) know your pin number in advance**)*

(NTT offers a practice opportunity on the 1st of each month (except January))

Vodafone

(Two systems)

A. Disaster message board.

1. Select vodafone live
2. Web
3. Vodafone web
4. English
5. Disaster Message Board
6. Register
7. Select or enter message
8. Press register again.

B. Automatic notification *(you can pre set three emails to get an email notification if you leave a message)*

1. Follow **A's** instructions from 1- 5
2. Select "set up auto notify"
3. Enter the three email addresses you want to notify
4. Select send

(Vodafone, offer a practice opportunity on the 1st of each month (except January))

Docomo

1. Select imenu
2. Disaster Message Board
3. Register message
4. Select or enter message
5. Press register again
6. Confirmation appears

Au

1. Select Ezweb menu
2. Disaster message board
3. Registration
4. Choose or enter message
5. Press "register" again
6. Registration of the message is now complete.
7. Press send if you wish to send a notification of your registration to your preset email accounts♠
8. Notification is now complete

^a (Au also has an automatic email notification system that you must pre set)

Checking a message (Confirmation):

NTT

*(Not in English and can only be checked from within Japan)
(Touch tone phone instructions)*

1. Dial 171
2. Select 2 (no pin number) or 4 (pin number)♥
3. Prompt – Dial the phone number of the person you want to check on (incl. area code)
4. Press 1 #
5. Listen to the message
6. To repeat the message press 8 #
7. To hear the next message press 9 #
8. After all messages have played press 3 # to record your own message, then wait for the prompt, and record ♣

*©(NTT, offers the option of entering a pin number with your message, so that only people with knowledge of your pin will be able to access your message)
§(Only available if there is room for these messages)*

Vodafone

(Messages can be checked from a PC or by a different phone company's phone by visiting)
<http://dengon.vodafone.ne.jp/pc-e1.jsp>

From a Vodafone mobile:

1. Select Vodafone live
2. Web
3. Vodafone web
4. English
5. Disaster Message Board
6. Confirm
7. Enter the Vodafone phone number of the person you want to check on and press search
8. Choose a message
9. The message will be displayed

Docomo

(Messages can be checked from a PC or by a different phone company's phone by visiting)
<http://dengon.docomo.ne.jp/Etop.cgi>

From a Docomo mobile:

1. Select imenu
2. Disaster message board
3. Confirm message
4. Enter the Docomo phone number of the person you want to check on and press search
5. Choose a message
6. The message will be displayed

Au

(Messages can be checked from a PC or by a different phone company's phone by visiting)
[http://dengon.ezweb.ne.jp/.](http://dengon.ezweb.ne.jp/)

For an Au mobile:

1. Select Ezweb menu
2. Disaster message board
3. Confirm message
4. Enter the Au or TU-KA phone number of the person you want to check on and press search
5. Choose a message
6. The message will be displayed

Links:

http://www.ntt-east.co.jp/saigai_e/voice171/index.html

<http://www.nttdocomo.co.jp/english/info/disaster/>

http://www.au.kddi.com/english/message_board/index.html

http://www.vodafone.jp/scripts/english/disaster_message/index.jsp