

**CHARLOTTE PUBLIC SCHOOLS**  
**TIPS FOR USING THE PHONE SYSTEM**  
**AUGUST, 2009**

<p><b>CALLS FROM OUTSIDE THE DISTRICT</b></p>	<ol style="list-style-type: none"> <li>1. A caller can call a building main number (541-XXXX) and when prompted enter the 4-digit extension number for a person's vm/ext. If your room phone does not have the <b>DND</b> light lit, the phone will ring and you will have direct connection to the caller. If your room phone does have the <b>DND</b> light lit, the caller will go directly into your voice mail. Since Charlotte Schools has one voice mail system, a desired extension can be reached from any building main number greeting when the caller is prompted to enter the desired extension. (Example: If you teach at the Middle School and a caller dials the Washington main number (541-5170), and enters your VM/ext number, the caller will reach your mailbox – or room if your <b>DND</b> light is not lit.</li> <li>2. If a caller calls 541-XXXX (<i>XXXX being the 4-digits for your personal VM/ext</i>) they <b>will not</b> reach you or your voice mail.</li> </ol>
<p><b>CALLING BETWEEN BUILDINGS</b></p>	<p>Use only the 4-digit vm/ext or last 4-digits of the building numbers. Using this option does not incur a phone call charge since it is considered an "internal call" on our private phone system.</p>
<p><b>CALLING INSIDE THE DISTRICT</b></p>	<ol style="list-style-type: none"> <li>1. A caller can call the building using the last 4-digits of the building main number and when prompted enter the option or the 4-digit extension number for the person desired. – <b>OR</b> - To reach another person in the district, dial the person's 4-digit vm/ext.</li> <li>2. A caller can dial the 4-digit vm/ext for a specific person and if the <b>DND</b> light is not lit, the phone will ring into the classroom. If the <b>DND</b> light is lit, the caller will reach the person's voice mailbox to leave a message.</li> </ol>
<p><b>CLASSROOM PHONES</b></p>	<p>Classroom phones are <b>assigned to the teacher on record in that room</b> and will <u>flash</u> if voice mail is waiting for that teacher. Staff who don't have a classroom phone "assigned to them", such as paraprofessionals or teachers who share rooms or offices, will not have a voice mail light flash when a message is left for them.</p>

<b>911, LOCAL , AND TOLL FREE CALLS</b>	Classroom phones should be able to make <b>911, local, and toll-free calls</b> by first dialing “9” for an outside line then the desired 7-digit number. All long distance calls require a “5-digit account verification code”.
<b>LONG DISTANCE CALLS</b>	To make a long distance call, first dial “8” then your 5-digit account verification code. Wait for the dial tone and then dial <b>1-area code-number desired</b> . A printout of all long distance calls made from any district phone is generated every day.
<b>CHECKING YOUR VOICE MAIL</b>	Any staff member can check their voice mail box from any phone inside the district by dialing 5150 (outside the district by dialing 541-5150), then pressing the # key when you hear the district greeting and following the prompts for your mail box number and your password. Everyone should check his or her voice mail box at least once a day.
<b>VOICE MAIL GREETING</b>	Everyone should have a voice mail “greeting” recorded in his or her mailbox. This greeting is heard when someone tries to leave a message for you. You should include your full name in your greeting and a brief message letting the caller know you will return their call.
<b>LEAVING A VOICE MAIL MESSAGE</b>	You can leave a message directly into someone’s mailbox by dialing <b>6</b> before the persons 4-digit vm/ext (ex: 65115). This will bypass the building main greeting and provide direct access to the voice mailbox.
<b>STAFF DIRECTORY</b>	Your name is included in the staff directory that is accessed by calling any building main number (541-XXXX) and pressing <b>9</b> . Your name is added to the directory when you setup your voice mail greeting. If you don’t like the way your recorded name sounds, it can be changed as one of the options when you set up your voice mail greeting.

***All questions should be directed to the:***

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