Overview of the telephone system

When dialling the main number, callers are greeted with a welcome message and a choice of options:

If you know the extension number you require dial it now or
To report student absence press 1
Used by parents/guardians to report student absence
To contact a Year Team Leader press 2
Callers can then select the year team leader
For the admin team press 3
Options follow for various admin departments
For school contact information press 4
Options relay address, fax, website and email
To leave a message press 5
Allows general messages to be left
To contact reception press 6
(Varies depending on the time of day)

Extension Numbers and Direct Dial In (DDI)

A DDI Number allows someone trying to contact you to dial a direct number rather than dialling the main school number then selecting your extension.

The school's allocated DDI numbers are in the range 01905 363620 to 363689.

All internal phones have a DDI number corresponding to the last 2 digits of that extension:

Examples:
Location	Internal	Direct Dial In
PE Boys	223	01905 363623
Library	232	01905 363632
Catering	280	01905 363680

Up to date extension and voice mail list

An up to date list of all internal numbers can be found on the school's intranet

Types of Telephone

Digital:

Digital phones are made by the phone system company and these phones allow all the buttons to be programmed by the user.

This may be direct access to voice mail, a Do Not Disturb button or quick dial to another number.

The higher model phones have an LCD display giving detailed information such as who is calling or how many voice mails you have.

Analogue:

These phones come in a variety of sizes and are just like home phones. Some are cordless. Models supporting CLIP (Call Identification) will show you the number and person calling you.

Useful Phone Codes

Here is a list of useful phone system codes.
(* is Keypad Star / # is Keypad Hash)

Function (With handset lifted)	*On*	*Off*
Access Voice Mail	355	N/A
Do not disturb Straight to voicemail	*97	#97
Call Forward Route all calls to other extension	*1 (+ ext no.)	#1
Waiting Tone - External Beep in handset if call waiting	*87	#87
Call Pickup Group Answer a ringing group call	*57	N/A
Program Phone Keys ***Digital Phones Only***	*91	N/A

Voicemail

Voicemail is allocated to each extension.

Personal voicemail is available if you prefer, allowing someone to leave you a private message.

Contact the Systems Team if you would like your own personal voicemail.

Accessing Voicemail – Internally
(Assuming you have no pre-programmed buttons)

Dial 355 from any extension.

You will be asked to enter your password (Default 1234). If you are not accessing from your own extension then the system will ask you to enter your mailbox (extension) number.

You then can follow the voice mail prompts.

To use the menu system use 1 to advance forward and 3 to go backward.

Important:

Change your mailbox welcome message from the default. To do this advance to "First Greeting". Press 0 to delete and record a new message.

Change your default password. Advance to the Mailbox Password section and press 0 to change.

Accessing Voicemail – When not at school

Ring the school either via the main number (then your extension) or your DDI. When you hear your voice mailbox prompt press * (star) followed by your 4 digit pin number.

You can then access all the features of your mailbox.

Making Full Use of the System

From a programmed key printout to put in your digital phone to setting up individual departmental voice mail, the Systems Team are happy to show you additional features of the phone system.

Information Lines:
We have a selection of reserved DDI numbers 01905 362060 – 362068 which can be used for specific events. Example: Could keep parents updated regarding a trip or let students know if a football match is still on.

This can include option menus or just one pre-recorded message.

If you think you would have a need for this facility please contact the systems team.

Please Remember

The Systems Team is here to help - Please don't be afraid to ask

Notes:

Nunnery Wood High School
Aspire, Strive, Achieve

Systems Information
Telephone System

This leaflet is intended to give staff an understanding of the school's telephone system.

You may find highlighting areas of interest useful.