Manhattan Beach Unified School District
Phone/Voicemail Guidelines and Instructions

Text (SMS):

Please pre-subscribed to receive text (SMS) from our SchoolMessenger by texting Y to 67587.

General Information for Telephone and Voicemail:

MBUSD telephone and voicemail systems are easy to use and maintain by following the guidelines listed below. If you are a new staff member or are transferring to a new school within the district, you must have an account to use your classroom/office phone to make outside local calls. Your account number (typically the last four digits of your social security number) is programmed into your school's switch. Once in the switch, you will be able to call outside local numbers from any phone in your school. Please remember that you should never share your account number with anyone, and it should not be written down.

All calls made from district phones, even local calls, are billed to the district. All phone use should be related to school business except in the case of an emergency. Calls coming in from outside the district go directly to your voicemail (mainly classrooms). Calls being made from a district phone will ring in your classroom or office.

To make a local call once your account has been set up:

- At MCHS, dial 1 * 1 then the last four digits of your social security number.
- At PK for outside calls dial 9, area code, number, * security code (1-16 digits, using 0-9) wait for auto-attendant dial *. Note: If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial will show as a "*" character on the phone's display.
- At all other schools, dial # * then the last four digits of your social security number followed by 9, area code and number.
- You should then hear a dial tone that will allow you to make a local call from your phone.

To place a long-distance school business call:

- All long-distance calls must be related to school business.
- Call your office manager or office specialist and provide him/her with the long-distance number you need to call. He/she will make the call on your behalf. Once the connection with the intended party has been made, the office manager or specialist will transfer the call back to your classroom immediately.

**Please note that not all prompts are included in your guidelines and limited to the basic list.

To activate voicemail: (for new user)

- Pick up the phone's handset.
- Dial 6100 – as a new user security code defaults to 1234
  New users will be set up with a tutorial through their voicemail.
- As a new user you must first set up your mailbox. Listen to the auto attendant in its entirety.
- Record your name. Listen to auto attendant.
- Record a personal greeting. Listen to auto attendant.
  Congratulations you have set up your personal options.

To retrieve a message: (it is important to follow your prompts)

- When you have a message, a red light should appear on your phone. To retrieve your message, dial 6100 and your security code. It is a good idea to check messages daily even if the red light is not on.
- Listen to your Messages Menu press 1
- Record and send press 2
- Phone manager functions press 3
  Press 1 for personal options
  Press 3 to record a personal greeting
  Press 2 to record normal greeting
  Press 3 to set out of office greeting
  Press 4 for security code
  Press 5 to record your name for the directory
- To quit press *

To delete a message:

- Press 4

While listening to a message:

- Increase playback speed press 7
- Decrease playback speed press 4

To retrieve a message from home:

- Dial (310) 318-7345
- When the attendant is speaking press # 9 and then your extension number. Enter your security code when prompted, and you will be able to retrieve your messages as if you were at your work phone.

To retrieve your messages from another person's phone within the district:

- Dial 6100 immediately press * 9 and then your extension number. Enter your security code when prompted.

To go directly to someone's voicemail box from within the district so it will NOT ring in his/her classroom or office

- Dial 6100 press * followed by 8 then extension followed by # leave your message and hang up.

If you have any problems with your phone or voicemail:

- Please submit a work order categorized under phone support (not PC support).