

Manhattan Beach Unified School District

Telephone/Voicemail Guidelines and Instructions

General information:

The 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. 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 all other schools, dial # * then the last four digits of your social security 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.

To activate voicemail:

- Pick up the phone's handset
- Dial 6100
- An auto attendant should welcome you as a new voicemail member. If you are not welcomed by the auto attendant, the last occupant of the room/office's voicemail most likely has not been removed. If this happens, please submit an OPRA work order to have the mailbox initialized for you. For more information on how to submit an OPRA work order, please see the second page of these guidelines.
- If you have the previous user's code for your phone, you need to change three items:
 1. Name (in phone directory)
 2. Greeting
 3. Security code
- If you are welcomed as a new voicemail member, follow the tutorial given by the auto attendant.
- If you make a mistake on a voicemail message, don't worry. You will be able to change the message as many times as you would like before it is sent.
- When asked in the tutorial whether you would like to be added to the directory, say yes (press 1).
- Be sure you give yourself a simple voicemail security code that will be easy for you to remember.

- Be sure to listen to all of the instructions—at least to the part where the auto attendant says, “Are you satisfied with your choices?” Then push 1 to say yes. If you do not make it to this statement, or if you push 2 to say no, the auto attendant will make you do the set-up all over again.

To retrieve a message:

- When you have a message, a red light should appear on your phone. To retrieve your message, dial 6100. It is a good idea to dial 6100 daily to check for messages even if the red light is not on.

To delete a message:

- Press 222 at the end of the message.

To save a message as new:

- Press *
- If you do nothing after you listen to a message, the message will be saved for about three days for you to review.

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
- When asked for a security code, push the # sign to get to the auto attendant. When the attendant is speaking, push 9 and your extension number. It will then be the same as if you were using your own work phone.

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

- Dial 6100
- When asked for a security code, push the # sign to get to the auto attendant. When the attendant is speaking, dial the extension you wish to reach followed quickly by a 2.

If you have any problems with your phone or voicemail:

- Please submit an [OPRA work order](#) categorized under phone support (not PC support) using the “Quick Links” portion on the left-hand side of the district website at www.mbusd.org or www.manhattan.k12.ca.us.