

# Phone broadcast system

## powered by SchoolReach for Eudora Schools

**The power of a phone broadcast system is its ability to share information with our students' families in urgent situations:**

- Weather-related closings
- Power outages
- Emergency safety measures
- Transportation changes
- Reminders and announcements

### **What you and your family need to know**

**Caller ID** Caller ID will display the district or school's phone number.

**Live answers** Answer your phone as you normally would. Say "hello" only once, and wait for the message to begin. Please note: Multiple "hellos" will delay the start of the message.

**Answering machines** The system will detect that your machine has answered and will play the message to your machine. The maximum numbers of rings before hang up is 5. Please make sure your machine answers after 4 rings or you may miss the message.

**Morning & day calls** If the decision to cancel school is made the night before, or early in the morning, the broadcast message will be sent only to home phone numbers. If the decision is made during the school day, the broadcast message will be sent to home and cellular numbers. General announcements will be sent only to home numbers.

**Message repeat** At the end of the message you will be prompted to "press one" to hear the message again. This is helpful when a child answers the phone and hands it to you, allowing you to then repeat the message in its entirety.

**Attendance** At times, Eudora Schools may use the broadcast system for daily attendance, and you will be notified by this system any time your child is recorded as absent without prior arrangements. To minimize these calls, make sure to notify the school in advance when you know your child will miss classes on a given day.

**SchoolReach uses the best technology in the industry to detect the difference between a human answer and machine answer.**

How detection works:

1. If within the first three seconds the system determines that it is a "live" answer, it will immediately start playing the message.
2. If during the first three seconds the system determines that it is a machine, it will wait up to 20 seconds before playing the message.
3. If it is unable to make a determination, it will wait three seconds and default to the answering machine procedure. In this case, you may hear a prompt to "Press any key to here the message immediately."

Possible reasons for false detection:

- Loud background noise; television, radio, noisy environment.
- Cordless phone that has static or other interference.
- Not saying hello, saying hello more than one time, or delaying saying hello.