

Dear Parent,

Listed below is some information in regards to our School Reach communications. When used, the service will call all phone numbers in our selected parent contact lists and will deliver a recorded message from the school district. The service will deliver the message to both live answer and answering machines. No answers (phones ringing over 40 sec.) and busies will be automatically retried twice in fifteen minute intervals after the initial call.

Here is some specific information you should know:

- Caller ID: The Call ID will display 320-256-4224, which is the main number for Melrose School District.
- Live Answers: There is a short pause at the beginning of the message, usually a few seconds. Answer your phone as you normally would; "hello" and hold for the message to begin. If the message doesn't begin, pause for a few seconds and say hello again in case the first hello was said before the phone actually connected. Please note that multiple "hellos" will delay the message. Inform all family members who may answer your phone of this process.
- Answering Machines: The system will detect that your machine has answered and will play the recording to your machine. The phone will ring for up to 40 seconds. **Make sure that your machine answers after no longer than four rings or you may miss the message.**
- Message Repeat: At the end of the message you will be prompted to 'press any key' to hear the message again. This is very helpful when a child answers the phone and hands it to a parent, who can then 'repeat' the message in its entirety.

Some reasons for false detection:

1. Loud background noise; television, radio, general noisy environment.
2. A cordless phone that has static or other foreign noise.
3. Not saying "hello" or repeatedly saying "hello".
4. Cellular phones which, when called, have the 'ring back tones' music option.
5. Answering machine/voice mail greetings that are too long or have long pauses in speech.

If you have any questions or need more information please contact Doreen Lemke at 320-256-5160 extension 1021.

Thank you,  
From the Melrose Area Schools Administrators