

Q. Why didn't I get a *Connect-ED* call when other parents at school did?

A. Call the school's office to make certain that the correct phone number(s) is on record for you. While we strive to keep all contact numbers for parents up-to-date, we depend on parents to let us know if there's been a change. If the number we have for you is right, we will then look into whether our records show that calls to your number have been undeliverable. This can be caused by electronic device on your line, such as an answering machine or a fax/modem. If so, it may be helpful to use a different number – a cell or work number, for example – as the primary contact number.

Q. I received a call but I missed the information. What should I do?

A. While you are still on the call, you can replay the message by pressing star (*) on your phone at any time.

Q. I received the call but my answering machine cut it off. Why?

A. The *Connect-ED* system attempts to detect whether a live person or an answering machine has picked up the call. Sometimes, such as when an answering machine message contains a period of silence, the system will start to deliver the message prior to the beep. In addition, a message may be cut off by an answering machine simply because its duration is longer than the machine allows for a single message. Generally an answering machine will cut off a message after one minute. The district and schools strive to keep messages under one minute in part for this reason.

Q. I received the call on my cell phone but it kept repeating. Why?

A. Sometimes when there is background noise, the system misinterprets a live person for an answering machine. When this happens, it will continue to wait for the answering machine's beep followed by a brief moment of silence before starting to play the message from the beginning. You can prevent the message from repeating by minimizing background noise or pressing mute on the phone.

Q. I want my calls to go to two different numbers. How can I make sure they do?

A. You can ask that a spouse or other contact be included on your ***Connect-ED*** account. The number designated as the "additional phone" will receive all Community Outreach, Single Survey and Attendance Notifications.

Q. Will the system call back if I am unable to pick up the call?

A. Yes, the system will make a total of three attempts to reach you or your answering machine. If it is unable to reach you within two hours it will stop calling and list the reason the message was undeliverable.

If you have other questions about *Conned-ED*, call or email your school's office or the district's Community Relations Office at 253-945-2270.