

Telephone Systems in Rochester School District –

1. NLS, Maple, and SSS – Is serviced by Voice over IP or VOIP and runs over our computer network.
 - a. Primary point of contact for technical support or troubleshooting is DSCI at: **877 344-7441**
 - b. DSCI will determine if it's a configuration or network issue. If it's determined to be a network issue, please contact the CIC using a webform at <http://intranet> or email at cic@rochesterschools.com or phone at (603) 332-0757 ext 270 with detailed information.
2. SHS, RTC, SAU, or RMS – Is serviced by a PBX or Private Branch Exchange system that is housed at each building.
 - a. Primary point of contact for technical support is contacting the CIC using a webform at <http://intranet> or email at cic@rochesterschools.com or phone at (603) 332-0757 ext 270 with detailed information. The CIC and Maint department has limited knowledge on these systems and can only handle minor issues.
 - b. If it is determined it is a serious issue, the repairs have to be outsourced to a service provider that can be costly. We try to group service request together to save in travel expenses from the service provider. For new phones, plan for \$1,000 per installation and \$500.00 per move. CIC or Maint department does not budget for these items and a purchase order will need to be created out of the requestor's budget. Coordination does need to be addressed by the CIC to schedule a service call by the service provider.
3. Elementary Schools – Is serviced by small a CENTREX system that is coordinated by a service provider.
 - a. Primary point of contact for technical support or troubleshooting is DSCI at: **877 344-7441**
 - b. DSCI will determine if it's a configuration or network issue. If it's determined to be a network issue, please contact the CIC using a webform at <http://intranet> or email at cic@rochesterschools.com or phone at (603) 332-0757 ext 270 with detailed information. The CIC will determine if the CIC, Maint Department, or an outside vendor needs to be contacting for servicing. For new phones, plan for \$1,000 per installation and \$500.00 per move.
4. School Provided Blackberry Devices and Cell Phones– Are provided by Verizon to the school district.
 - a. Customer Service line can be provided at: 1 800 922-0204 or through <http://www.verizonwireless.com>
 - b. If you need software installed on a school computer to sync to email, calendars, contact lists, etc, to a school Blackberry, please contact the CIC using a webform at <http://intranet> or email at cic@rochesterschools.com or phone at (603) 332-0757 ext 270 with detailed information.
5. School Provided Radios/Walkie-Talkies – Provided to each school for emergency communications.
 - a. Contact your building administrator who issued you the device.
6. Instant Alert –
 - a. Go to: <http://www.rochesterschools.com/SAU/updates/honeywell.html> for information.