



Phone Tree for Students

Louisville Youth Orchestra
onecallnow.com



Members of several LYO orchestras will be receiving phone calls via an **automated Phone Tree** from **onecallnow.com**. This includes Symphony, Repertory, Concert, Serenade, and Percussion.

These calls may be initiated throughout the performance season from your orchestra Conductor, the Music Director, Executive Director, Production Manager, and Parents Network President. The phone call may be of an urgent nature telling you about a change in a rehearsal or performance location or time. The call may be a simple reminder to bring a music stand. Or it may be a request from the Parent Network for volunteers.

Normally your phone will ring and play your Conductor's message when you answer the phone. If they ask for a Touch-tone response, enter your selection after listening to the message. If a message was left on your answering machine and you need to enter a touch-tone response, or if your answering machine cut your message off, then follow the directions immediately below.

Retrieving Your Phone Tree Messages

1. Dial **877.698.3261** or **866.321.4255**.
2. At the greeting press **1**, and then enter the phone number that **One Call Now** normally calls you. Be sure to enter one of the two numbers you selected for the LYO Phone Tree.
3. If your message requires a touch-tone reply, press the appropriate key for your answer.

What Number(s) Will Be Callg?

You will need to tell your LYO Production Manager which one or two phone numbers should be use for the phone tree. Since an urgent message may be sent just a short time before a practice or performance, it should include the most appropriate number(s). Frequently this includes the student's mobile phone.

What happens when I don't answer and I don't have an answering machine?

One Call Now will re-dial busy numbers and no-answers until they get through. Calls are re-tried twice the first hour, then every hour until 9 PM.

Below is a Phone Tree **Quick Guide** you may cut out for future reference

Caller ID: 877.698.3261

(This is the number that will be displayed on your Caller ID)

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If a message was left on your answering machine and you need to enter a touch-tone response, see *Retrieving Your Messages*.

If your answering machine cut-off your message, see *Retrieving Your Messages*.

Call in & retrieve your messages from anywhere, anytime!

QUICK GUIDE

Retrieving Your Messages



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