

Enhancing School Safety With Study-Call

SV2: Supporting education through smarter communication solutions

At SCG, we know that effective communication is critical for schools and colleges — not just for delivering lessons but also for managing emergency situations. That's why we've developed Study-Call, a communication solution specifically designed to help educational institutions improve safety, efficiency, and resilience.

We've introduced **new and enhanced features in SV2**, ensuring that schools have the tools they need to handle lockdowns, major incidents, and fire procedures with confidence.

Lockdown paging

When an emergency occurs, delivering an immediate, clear message to staff and students is crucial. Our new lockdown paging feature ensures that critical announcements reach everyone instantly:

- **Live or pre-recorded announcements** – Play through the hands-free speakers of Yealink phones.
- **Screen alerts** – Display warning messages on phone screens.
- **Call override** – Messages barge into active calls, ensuring they are heard immediately.
- **Headset compatibility** – Messages play through headsets if in use.
- **Custom volume and DND override** – Ensures that messages are heard, even if 'Do Not Disturb' is enabled.

This feature enhances emergency response times, ensuring all staff and students are aware of important alerts.

Making internal calls during internet outages

Many Cloud-only communication systems fail during an internet outage, preventing both external and internal calls. SCG's on-premises and hybrid Cloud / on-premises deployment models ensure that schools can still make internal calls, even when SIP trunks are down.

- **Uninterrupted internal communication** – Staff can continue coordinating, even during connectivity issues.
- **Reliable backup** – Eliminates the risk of total communication failure in an emergency.

Emergency outdial

With Multi-Academy Trusts (MATs) and non-teaching leadership teams, senior staff members aren't always on-site during emergencies. Our emergency outdial feature ensures key decision-makers can always be reached:

- **One emergency number** instantly rings all members of the emergency outdial hunt group.
- **Secure acceptance code** – Calls can only be answered by authorised leadership team members.
- **Guaranteed response** – Ensures calls never go to voicemail and always reach the right person.

This feature has already proven invaluable for schools in lockdown and major incident scenarios where immediate leadership input is required.

Future-proofing school communication with Study-Call

At SCG, we're committed to supporting education providers with communication solutions that enhance safety, security, and operational resilience. **Our Study-Call programme ensures that schools and colleges have the tools they need to handle both daily operations and emergency situations effectively.**

Contact us:

0330 333 0001

info@scgmidlands.co.uk

www.scgmidlands.co.uk

