

Back-to-School E911 Check

A 911 call that connects has not proved very much. It has to arrive with enough to find the right door.

NEVER place an uncoordinated test call to 911. It consumes a dispatcher during someone else's emergency, and it is a poor test because nobody records what arrived. Use the carrier or UC platform test method, a scheduled test agreed with the local 911 authority, a non-emergency coordination line arranged in advance, or a vendor simulation. Agree beforehand what the answering point will report back.

Campus / site: Checked by: Date:

EVERY ENDPOINT THAT CAN DIAL

- ☐ Classroom phones
- ☐ Administrative and front-office phones
- ☐ Analog lines — elevators, areas of refuge
- ☐ Security desks and nurse offices
- ☐ Athletic facilities, field houses, outbuildings
- ☐ Modular and temporary classrooms
- ☐ Residence halls, labs, shared-area phones
- ☐ Softphones on laptops and mobiles
- ☐ Remote and hybrid staff dialing off campus
- ☐ Conference room and paging-integrated devices

For each: the registered location record, when it was last confirmed, and who owns changing it.

THE THREE THAT MUST WORK

- ☐ **Direct dialing** — no 9 first, no prefix, no transfer
- ☐ **Notification** — reaches somewhere staffed, with callback number and location
- ☐ **Dispatchable location** — specific enough to act on
They fail independently, so test them independently.

ANYTHING THAT MOVES

- ☐ Softphone location may come from subnet, controller or a stale user entry
- ☐ A device on VPN can appear somewhere it is not
- ☐ Wi-Fi calling behaves differently again
- ☐ A phone moved to a modular keeps its old record
- ☐ Staff dialing from home is its own decision

Test one endpoint of each type, by the same coordinated method. A validated desk phone establishes nothing about the laptop beside it.

STREET ADDRESS VS. DISPATCHABLE LOCATION

WHAT ARRIVES	WHAT RESPONDERS STILL HAVE TO DO
District street address only	Identify which campus, then which building
Campus address only	Search buildings on foot
Building identified	Find the floor and wing
Building, floor, room	Go directly — if the door label matches the signage

Access instructions matter as much as coordinates: locked vestibules, service corridors, athletic entrances chained after hours.

WATCH A NOTIFICATION ARRIVE

- ☐ Who receives it, by name and role
- ☐ What it contains: callback, endpoint, location
- ☐ Is the destination staffed at the hour tested?
- ☐ What happens at 6am, during a game, over a holiday?
- ☐ Can a responder be met and guided without delaying the call?
- ☐ Does it reach a device someone is carrying?

OWNERSHIP TRIGGERS

- ☐ Phone moved between rooms
- ☐ Rooms renumbered, wing renamed
- ☐ Building opens, closes or is renovated
- ☐ Modular classroom placed or removed
- ☐ Network port or subnet changes
- ☐ Staff move offices
- ☐ Carrier or platform migration

Set a service level. "Within one business day of the move ticket closing" is an ownership statement. "When someone notices" is not.