

K-12 Phone System Readiness Checklist

Run this before the first bell. Every item has a yes-or-no answer, and every item is testable today without buying anything.

Prepared by True IP Solutions. Use freely, share it with your team, mark it up.

How to use this

Print it or copy it into your own doc. Walk the buildings with two people and a phone: one places the test, the other confirms the result where students actually are. Write down what fails. A short list is a configuration afternoon. A long list is a bigger conversation, and the weeks before your first bell are the right time to have it.

Time required: about half a day for a single campus, a day or two for a district.

1. Directory and extensions

- ☐ Every staff member hired since June has an extension
- ☐ Every new extension is reachable by dialing it directly
- ☐ Every new person is findable by name in the directory or dial-by-name
- ☐ Every departed employee is removed, so their extension stops swallowing calls
- ☐ Voicemail boxes for new staff are built and the greeting is not the default
- ☐ Shared or role extensions (front office, nurse, cafeteria) point at a person who is back

2. Paging zones

- ☐ Zones match how the building is actually used this year, not two years ago
- ☐ The gym, the cafeteria, the bus lot, and the front office can each be paged alone
- ☐ A page to one zone does not bleed into a zone that should stay quiet
- ☐ Portables and any new wing are in a zone
- ☐ Somebody can name every zone without looking it up

3. Bell schedules

- ☐ Automated bells match this year's calendar
- ☐ Early-release days are built
- ☐ Assembly, testing, and half-day schedules are built
- ☐ Any staggered or split start is built
- ☐ The schedule change process is written down somewhere other than one person's memory

4. Outdoor coverage

- ☐ A page is audible at the car line
- ☐ A page is audible at the practice field
- ☐ A page is audible on the playground
- ☐ A page is audible in the bus lot at dismissal volume, with engines running
- ☐ Outdoor speakers were tested this year, not last year

5. 911 by building

- ☐ A live 911 test has been placed from every building this year
- ☐ The dispatcher sees the building the call came from, not the district address
- ☐ Each building has its own registered address on the account
- ☐ Portables and outbuildings resolve to the right site
- ☐ The local PSAP was coordinated with before each test

6. On-site escalation when 911 is dialed

- ☐ Someone on site is notified the moment a 911 call is placed
- ☐ The notification says which building and which extension
- ☐ It reaches more than one person, in case the first is out
- ☐ It arrives by more than one path: text, email, and a notification on a phone
- ☐ The people on that list are the people who can actually meet responders at the door
- ☐ The list was reviewed since the last staff change

7. Front office call flow

- ☐ You know what happens to caller number four when three lines are busy
- ☐ An auto attendant answers when nobody can pick up
- ☐ A call queue holds callers rather than dropping them
- ☐ An after-hours path is built and points somewhere useful
- ☐ The main-line greeting names this school year, if it names a year at all
- ☐ Someone has called the main number from outside and listened to the whole path

8. Who can operate it

- ☐ More than one person can trigger an all-call
- ☐ More than one person can page a single zone, not only all zones at once
- ☐ Someone can do both from a location other than the front office
- ☐ More than one person can change a greeting
- ☐ More than one person can add an extension
- ☐ Those people are on site during the school day
- ☐ Instructions exist in writing, and someone who has never done it could follow them

Scoring

Count the unchecked boxes.

Unchecked boxes _____ of 45

Write your count here, then read the bands below.

0 to 5 unchecked. Configuration work. Book an afternoon and close them.

6 to 15 unchecked. Your system is probably fine and your documentation is not. Close the items, then write down what you did so next year is easier.

More than 15, or you could not answer several. The finding is bigger than a checklist. That usually means the person who configured the system is gone, or the system cannot do some of these things at all. Worth a real conversation before the year gets busy.

Notes

Use this space for what failed, who owns it, and when it is due.

Item	Building	What failed	Owner	Due

True IP Solutions builds phones, paging, mass notification, and access control for school districts as one connected system. If you want a second set of eyes on any of the above, call 855-878-8477 or reach us at trueipsolutions.com/contact.