

BYOD: Wi-Fi Calling

Use and Support

- Wi-Fi calling may not be supported on all devices or by your wireless carrier. Cellular charges or fees may apply. Please check with your cell phone carrier for specifics.
- The district uses multiple security and network management techniques in network operations. Wi-Fi coverage and voice quality are not guaranteed.

Important 911 and E911 Information

- District personnel will not be automatically notified that a 911 call has occurred when using a personal wireless communication device. In an emergency, please notify the appropriate personnel of an emergency when safely possible.
- There may be E911 limitations when using Wi-Fi calling. Please check with your carrier for specifics on their E911 abilities. Generally, the provider will attempt to make the 911 call over the cellular network first, and as a last resort will use the Wi-Fi. If the call is made over Wi-Fi, the call may not be routed to the nearest dispatch or may provide your home address instead of your current location. It is important that you make sure that the dispatcher is given your current location to make sure that emergency services are sent to the correct location.

Setup Instructions:

Wifi calling is supported by major networks such as AT&T, T-Mobile, and Verizon. Please note that each phone and wireless carrier may operate slightly differently. The links below are provided for reference. Please contact your cell phone carrier to complete any steps required to set up Wi-Fi calling on your account/device.

Wi-Fi Calling from AT&T:

<https://www.att.com/support/article/wireless/KM1359697>

Wi-Fi Calling from T-Mobile:

<https://www.t-mobile.com/support/coverage/wi-fi-calling-from-t-mobile>

Wi-Fi Calling from Verizon:

<https://www.verizon.com/support/wi-fi-calling/>