



## RICHLAND ONE

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### School and District Site Emergency Cell Phone

December 16, 2024

Each school and district site has been provided with a cell phone that is to be used when the VOIP (voice over internet protocol) phone is not in service. The cell phone should be turned on, and the 3CX app used. When a caller calls the school and/or district's main line the cell phone will ring. When the school and/or district site needs to call out, they will use the 3CX app to make the calls.

The cell phone number **is not** to be given out to anyone, used as a district-issued cell phone, nor assigned to anyone. It is to be always in the possession of the principal and/or in a location where the principal and/or his/her designee has access to it when the school's network and thus the phones are no longer able to be used.

The staff member that is responsible for answering the school and/or site's main phone line is to use the 3CX app only on the phone to answer and receive calls when the network is not available. Once the network is functioning again, the phone is to be charged fully, turned off, and returned to the designated location.

Principals and site administrators need to make sure that this phone is set up and tested out routinely so that it is ready in the event of an emergency. If a cellular signal is not available in your main office admin area, submit a [One to One Plus](#) ticket, select Cell Phone as your ticket type. In the description, indicate that you have poor cellular signal in the main office area and your emergency cell phone is not able to be used. **DO NOT** wait until an emergency to see if your phone works.

#### **Tips for Emergency Cell Phone**

If you are having any issues with your phone, submit a [One to One Plus](#) ticket and select Cell Phone as your ticket type. In the description, indicate that you need your School/Site Emergency Cell Phone.

- Remove any Apple account on this phone.
  - An Apple account is only needed to install the 3CX application and then it needs to be removed.
- Remove any Microsoft account on the phone.
- Be sure that the device is not connected to the school's WiFi network.
  - It only needs to be Internet connected while downloading the 3CX application.