Testing Checklist

It Is Critical That You Thoroughly Test Your New Phone System Promptly

Please test your phones right away, before we complete the process of porting your phone number(s) to the new system. This way any issues can be resolved without impacting your business. Check off each item below to be sure each one has been completed. Notify us immediately if you find any issues or would like to change the behavior of any programmed features.

Outbound call

Place a call from any of your new phones to an outside number such as your cell phone. Make sure the right caller ID is shown, and that both people can hear each other properly.

Extension call

Dial another extension. Make sure the correct caller ID is shown, and that both people can hear each other properly. Try another call without answering it, and make sure the voicemail works properly by leaving a message.

Inbound call

You have been provided with a temporary testing number. Call that from any outside phone such as a cell phone. Make sure the right caller ID is shown, and that both people can hear each other properly. If you have an automated attendant, be sure to test *EVERY* option and be sure it works as expected. If you have a night mode, then test all of the options both during the day and when night mode is active.

Transfer an outside call

Transfer an outside call (inbound or outbound) to another extension. Make sure that both people can hear each other properly. Please see the user's guide for the difference between attended and blind transfers. You only need to test one type.

Special features

If you requested any special features or capabilities, please test those thoroughly. Any custom programming is previously untested so it should be tested carefully and completely.

Verify all phones show a valid connection

You don't have to do a test on every phone, but you should verify that they are all showing a valid connection. Each phone should show an extension number next to the line keys. On most phones, there will be a green icon next to the number indicating that it is connected properly. You can also just press the voicemail key (envelope icon) to test the connection.

- [ ] Outbound call
- [ ] Extension call
- [ ] Inbound call
- [ ] Automated attendant day
- [ ] Automated attendant night
- [ ] Transfer a call
- [ ] Special features
- [ ] Check connection status on all phones
- [ ] Notify Initiatel that you have successfully tested

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