BUSINESS UNLIMITED
TESTING INSTRUCTIONS

+ FOR CUSTOMERS GETTING NEW NUMBERS

☐ Unbox and install phone sets (reference your phone's guide for further instructions).

☐ Your phone should connect + register. Confirm this by noting correct date + time on screen. **NOTE:** If setting up a cordless phone, your home screen may look different (see pg. 2).

☐ Test outbound calling by dialing an outside number such as your cell phone.

☐ Test inbound calling by placing a call to your new telephone number from an outside line such as a cell phone.

☐ Test features, such as Hold + Call Park. Make or receive a phone call from your new phone. Press **Hold**, verify that the other end is on hold and can hear the on-hold music/announcement, and ensure that you can retrieve the held call by pressing the **line key** that is on Hold. Press **Park 1**, verify that the other end is on hold and can hear the on-hold music/announcement, and ensure that you can retrieve the parked call by pressing **Park 1** a second time.

☐ Once testing is complete you are ready to schedule your cutover by contacting your Project Coordinator.

+ FOR CUSTOMERS MOVING EXISTING NUMBERS TO NORTHLAND

☐ Unbox and install phone sets (reference your phone's guide for further instructions).

☐ Your phone should connect + register. Confirm this by noting correct date + time on screen. **NOTE:** If setting up a cordless phone, your home screen may look different (see below).

☐ Test outbound calling by dialing an outside number such as your cell phone.

☐ Test features, such as Hold + Call Park. Make or receive a phone call from your new phone. Press **Hold**, verify that the other end is on hold and can hear the on-hold music/announcement, and ensure that you can retrieve the held call by pressing the **line key** that is on Hold. Press **Park 1**, verify that the other end is on hold and can hear the on-hold music/announcement, and ensure that you can retrieve the parked call by pressing **Park 1** a second time.

☐ Once testing is complete you are ready to schedule your cutover by contacting your Project Coordinator.

+ FOR NORTHLAND CUSTOMERS KEEPING EXISTING NUMBERS:

☐ You will be unable to test until the cutover is complete and your numbers are ported.

+ ONCE YOUR PHONE **CONNECTS SUCCESSFULLY...**

VTech (Cordless) Handset: The display will show "Handset 1" as well as the time and date.
Base station: "VOIP" LED turns solid green.

Mitel 6867: The display will show the time and date, your Softkeys will populate (ie. Park 1, Park 2, Park 3), and the top left key will show your phone number.

Mitel 6863: The display will show the time and date as well as your phone number.

NOTE: If you are unsure of which phone you have, there is a sticker on the underside of the phone that indicates the model number.