

# BUSINESS UNLIMITED

## TESTING INSTRUCTIONS



### + FOR CUSTOMERS PORTING NEW + EXISTING NUMBERS FROM YOUR CURRENT CARRIER 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 pg. 2](#)).

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

Test inbound calling by calling your new phone with a provided number from an outside phone such as your cell phone

Test features, such as Call Park. Make or receive a phone call from your new phone. 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 emailing [projectmanagement@northland.net](mailto:projectmanagement@northland.net).

## + FOR CURRENT NORTHLAND DIAL TONE CUSTOMERS WHO ARE KEEPING EXISTING NUMBERS:

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

Call Northland NOC to test your phones at [1-866-624-2033](tel:1-866-624-2033).

- + Identify that you are calling to test your Business Unlimited phone solution
- + You will be connected to our Business Unlimited Team to test.
- + BU team will need your Business Name to ensure proper set up + testing.

Once testing is complete, you are ready to schedule your cutover by emailing [projectmanagement@northland.net](mailto:projectmanagement@northland.net)

## + 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.

