

# AccessBusiness Phone

Advance your business communications.

## Training Manual

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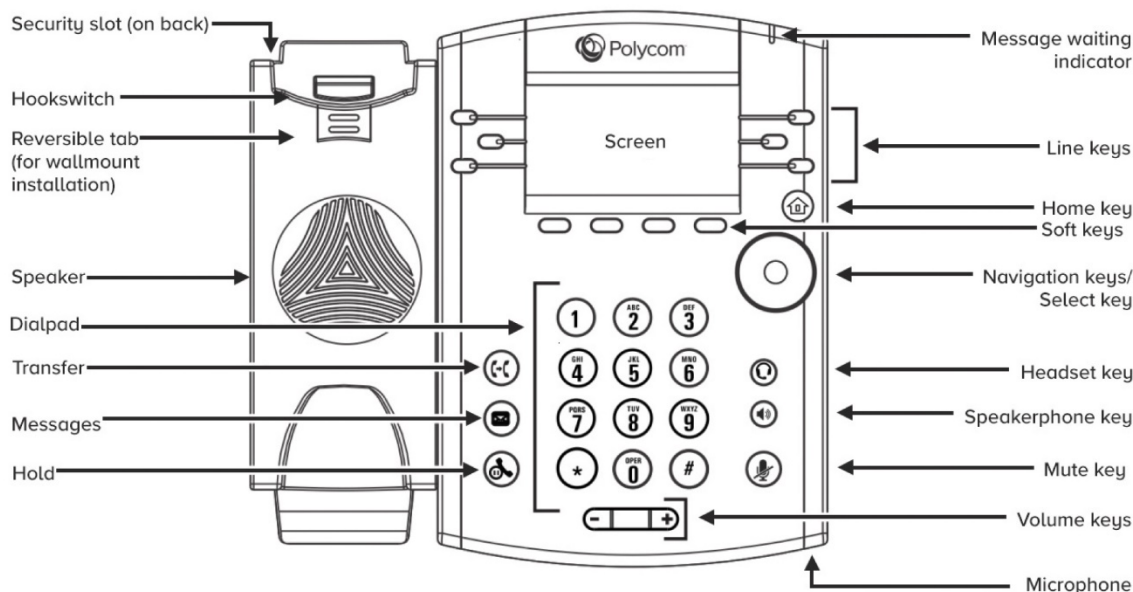


## Phone training

- Overview of Phone Functionality
- Screens View
- Placing & Receiving Calls
- Recent, Placed & Missed Calls
- Consultative Transferring / Blind Transferring
- Conference Calls
- Call Forwarding
- Voicemail
- Web Portal

# Polycom VVX 300

Access **Business Hosted PBX**



## Lines view

Lines View is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys.

You can press a line key to access the Dialer and view the number of active or held calls on your phone. If your phone line has an active call, the call color is medium gray. If your phone line has one or more held calls, the call color is light gray. The number of total calls on your phone line is shown above the calls.



## Calls view

You can access Calls View if your phone has an active and held call in progress, or you have one call on hold. In Call View, you can use the up and down arrow keys to see all your active and held calls. If your phone has more than one line, your calls display under the associated line.

### Call color indicates status:

Medium gray Active call

Dark gray Incoming call

Light gray Held call

You can use the up and down arrow keys to highlight a call.

When you select a call, available soft keys display for the call.



## Enter data

Use the dialpad keys to enter information.

### To type with the dialpad keys:

- Press a key repeatedly to view the character options and stop to select.
- To backspace, press **<<**.

### To type other characters:

- Press Encoding or Mode. When using the dialpad keys, use the 1, \*, 0, and # keys.

## Place calls.

You can only have one active call in progress on your phone.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing **[Handset]** or **[Speakerphone]**.

### To place a call:

- Pick up the handset, press **[Handset]** or **[Speakerphone]**, enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset, or press **[Handset]** or **[Speakerphone]**.
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- From the Home screen, select **New Call**, enter the phone number, and press **Send**.
- Select a **Favorite** from the home screen.
- Select a **Contact** from the Recent Calls list and select **Dial**.
- Select a **Contact** from the Contact Directory and select **Dial**.

Select a recent call or **Favorite**, or select a **Contact** phone number in the **Contact Directory**.

## Answer calls

You can answer calls using the handset, speakerphone or a headset.

### To answer a call:



- To answer with the speakerphone, press **[Speakerphone]** or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press **[Headset]**.

# Polycom VVX 300

## End calls

You can only end active calls, to end a held call, you must resume the call.

### To end an active call:

- Replace the handset in the cradle, press  or press  the **End Call** soft key.

### To end a held call:

- Highlight the held call and press **Resume**.
- Press **End Call**.


## Hold and resume calls

You can have multiple calls on hold and resume a call at any time.

### To hold a call:

- Highlight the call and press the **Hold** soft key or press .



### To resume a call:

- Highlight the call and press the **Resume** soft key or press .

## Transfer calls

You can transfer calls to any contact and choose the way to transfer the call.

### To transfer a call:

- Press and hold the **Transfer** soft key or press .
- Choose **Blind**.
- Dial a number or choose a contact.
- If you chose **Blind**, the call is transferred immediately.
- If you dialed the number, press the **Transfer** soft key or press  after speaking with your contact.

## Forward calls \*72,\*73

You can forward an incoming call to a contact or forward all incoming calls to a contact.

### To forward an incoming call:

- On the **Incoming Call** screen, select **Forward**.
- Enter your contact's number and select **Forward**.

### To forward all incoming calls:

- On the **Home Screen**, select **Forward**.
- If you have more than one line, select a line.
- Choose either **Always**, **No Answer**, or **Busy**.
- Enter a contact's number, and select **Enable**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

### To disable call forwarding:

- On the **Home Screen**, select **Forward**.
- If you have more than one line, select a line.
- Choose your forwarding type and select **Disable**.

## Initiate a conference call

You can initiate a conference call with up to 24 contacts.

### To initiate a conference call:

- Call a contact.
- Select **Conference** and call your next contact.
- When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

### To join two calls into a conference call:

- On the **Calls** screen, select **Join**.

With an active and held call, press **Join** to set up a conference.

## Manage conference calls

When you initiate a conference call, you can manage all or individual conference participants.

### To manage all conference participants:

- Select **Hold** to hold all participants.
- Select **Mute** to mute all participants.

### To manage individual participants:

- Highlight a participant and select **Manage**.

### Do one of the following:

- Select **Far Mute** to mute the participant.
- Select **Hold** to place the participant on hold.
- Select **Remove** to remove the participant from the conference and create a separate call with the participant.
- Select **Information** to view information for the participant.

## View recent calls

Select **Directories**, and select **Recent Calls** to view your **Recent Calls** list.


- Press the **Right Arrow** key to view the recent **Placed Calls**.
- Press the **Left Arrow** key to view the recent **Received Calls**.
- Press the **Down Arrow** key to view the recent **Missed Calls**.
- Press the **Up Arrow** key to view **Favorites**.

From the **Recent Calls** list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.



## Listen to Voicemail \*98

When you have new voicemail messages, the messages icon  displays on your line.

### To listen to voicemail:

- On the **Home** screen, select **Messages** or press .
- Select **Message Center > Connect**.
- Follow the prompts.

## Mute the Microphone

- During a call, press  so other parties can't hear you.
- To disable Mute, press  again.

This applies to calls using the handset, headset, and speakerphone.

## Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

### To set a ringtone for incoming calls:

- Select **Settings > Basic > Ring Type** and select a ringtone.

### To set a ringtone for individual contacts:

- Select **Directories > Contact Directory**.
- Choose a contact and select **Edit**.
- Choose a ringtone and select **Save**.

## Contact Directory

- To view your **AccessPhone Web Portal** contacts press the **Contacts** button from the lines view.
- Use the directional buttons to navigate the menu.
- Select the **Contact Name** to see details, or select **Call** beside the name to dial the number directly.
- Select **Options** in the soft button list to add a new contacts, sort contacts by first or last name, or filter contacts by name or number. Press the **Exit** soft button to return to the previous view.

### To add a contact to your AccessPhone Web Portal:

- Select **Options** in the soft button list.
- Select **Add** new contact.
- Enter contact information.
- Select **Next**.
- Enter phone numbers.
- Select **Save**.

### To sort by first name or last name:

- Select **Options** in the soft button list.
- Select **Sort** by first name or Sort by last name.

### To filter/search for a contact:

- Select **Options** in the soft button list.
- Select **Filter Contacts**.
- Enter the name of the contact.
- Select **Filter**.

Voicemail:

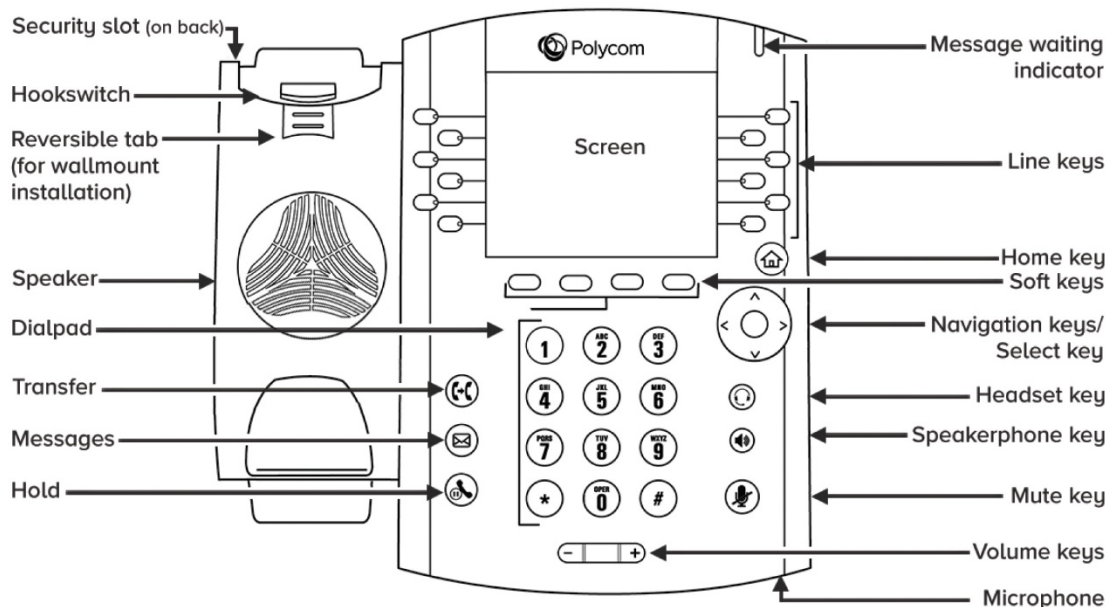
Password:

PIN:

Create contacts through the **Web Portal** by going to: <http://phone.myaccess.ca/bg>. Log in with your phone number and password provided by your Account Manager.

# Polycom VVX 400

Access **Business Hosted PBX**



## Phone Views

**Your phone has three main Views:** Home, Calls, and Lines View (the default). You can access Home and Lines view at any time.

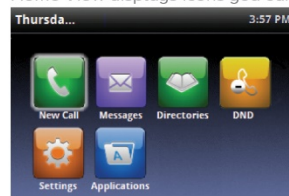
If your phone has one or more calls, you can also access Calls View.

• For Home View from any menu, press **Home**.

• Press **Home** to alternate between Home and Lines View.

## Home View

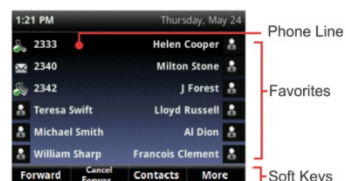
Home View displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

## Lines View

Lines View displays Phone Lines, Favorites and Soft Keys.

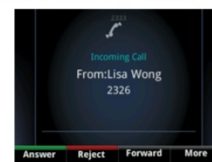
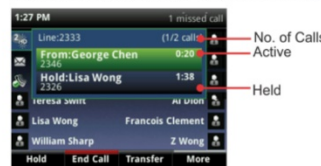


If your phone is idle, you can press the Line Key to access the Dialer.

In this guide, soft keys are referred to by their name only. For example, to end an active call, press **End Call**.

## Calls View

If your phone has one or more calls, you can access Calls View.



## Call color indicates status:

Dark green • Active call  
Bright blue • Incoming call  
Dark blue • Held call

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

## Entering Data

Use the dialpad keys to enter information.

To backspace, press Backspace **<<**.

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press Encoding or Mode. When using the dialpad keys, use the 1, \*, 0, and # keys.

## About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing **Headset** or **Speakerphone**.

If you navigate away from your call(s), press **Home** to see Active Call or Calls View again.

In Calls View, switch to Lines View by pressing **More > Lines**. Switch back to Calls View by pressing **More > Calls**.



# Polycom VVX 400

## Placing Calls

Pick up the handset, or press or . Enter the phone number, and press Send.

Or enter the phone number first, then press Dial, pick up the handset, or press or .

**From Lines View:** Press the phone Line key, enter the phone number, and press **Send**.

**From Home View:** Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

Select a recent call or **Favorite**, or select a **Contact** phone number in the **Contact Directory**.

## Answering Calls

To answer with the speakerphone, press or Press Menu Answer. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

## Ending Calls

To end an active call, replace the handset, press or press . Or, press **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Press **Resume**, and press **End Call**.

## Holding Calls

From Calls View, press **Hold** or . Remember to highlight the call first. To resume a held call, press **Resume** or again.

## Transferring Calls

From Calls view, press **Transfer** or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again.

Press **Blind** before dialing to complete a transfer without waiting for the ringback tone.

## Forwarding Calls

To enable call forwarding, press **Forward** from Home or Lines View. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines View, select the forwarding type to disable, and press **Disable**.

### To enable per-call forwarding:

As your phone rings, press Forward, enter the forwarding number, and press Forward.

## Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again.

### From Lines or Calls View, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** (if available) to manage each participant.
- Press **Split** to end the conference and hold all participants.

With an active and held call, press Join to set up a conference.

## Viewing Recent Calls

**From Lines View, do one of the following:**

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the **right arrow** key to view the recent Placed Calls.
- Press the **left arrow** key to view the recent Received Calls.
- Press the **down arrow** key to view the recent Missed Calls.
- Press the **up arrow** key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

## Listening to Voicemail

An envelope adjacent to a Line key indicates that you have voicemail. Select **Messages** from Home View or press , and select **Message Center**. Press **Connect** and follow the prompts.

## Muting the Microphone

During a call, press so other parties can't hear you. To disable Mute, press again. This applies to calls using the handset, headset, and speakerphone.

## Using Do Not Disturb

To enable or disable ringing, press **DND** from or Lines View. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

## Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

## Updating Ringtones

To change the incoming call ringtone, select **Settings** from Home view, and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

## Contact Directory

To view your AccessPhone Web Portal contacts press the **Contacts** button from the lines view.

Use the directional buttons to navigate the menu. Select the contact name to see details, or select call beside the name to dial the number directly. Select **Options** in the soft button list to add a new contacts, sort contacts by first or last name, or filter contacts by name or number. Press the **Exit soft** button to return to the previous view.

### To add a contact to your AccessPhone Web Portal:

- Select **Options** in the soft button list.
- Select **Add** new contact.
- Enter contact information.
- Select **Next**.
- Enter phone numbers.
- Select **Save**.

### To sort by first name or last name:

- Select **Options** in the soft button list.
- Select Sort by first name or Sort by last name.

### To filter/search for a contact:

- Select **Options** in the soft button list.
- Select **Filter Contacts**.
- Enter the name of the contact.
- Select **Filter**.

**Voicemail:**

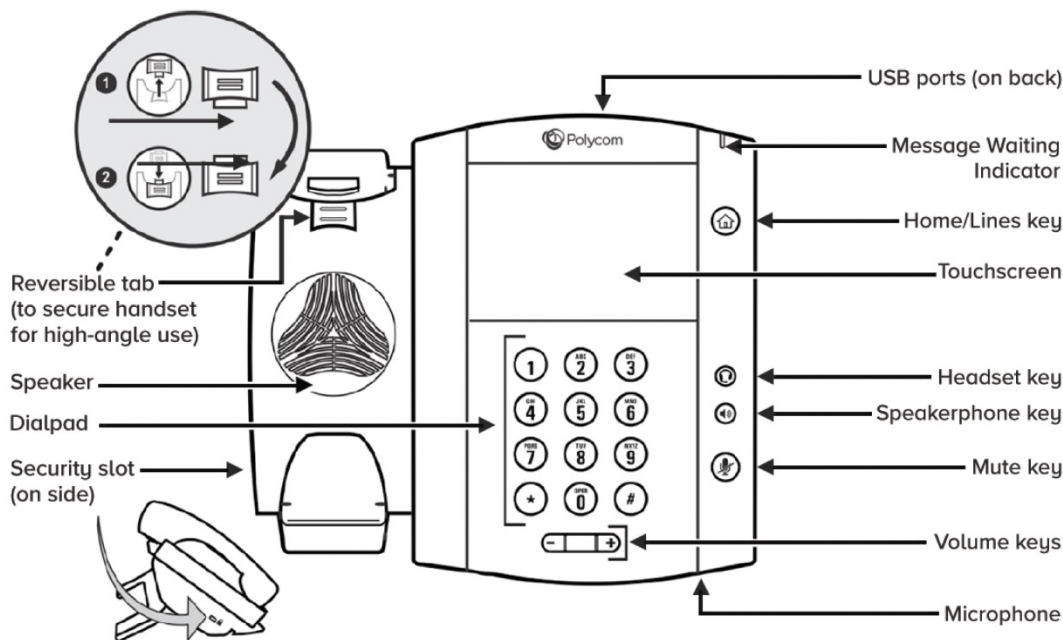
**Password:**

**PIN:**

Create contacts through the AccessPhone Web Portal by going to <http://phone.myaccess.ca/bg>. Log in with your phone number and password provided by your Account Manager.

# Polycom VVX 500/600

Access **Business Hosted PBX**



## About the Touchscreen

**Tap** to select and highlight screen items.

To scroll, **Touch** the screen, and **Swipe** your finger **up, down, right, or left**. To go back to a previous screen, **tap Back**.



## Phone Views

**Your phone has four main Views:**

Home, Calls, Active Call, and Lines View (the default). You can access Home and Lines View at any time.

If your phone has one or more calls, you can also access Calls or Active Call View.

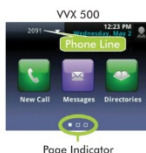
## To change Views:

- For Home View, press .
- From Home View, press  to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call View.
- To switch between Lines and Calls or Active Call View, **swipe the screen**.

## Home View

Home View displays icons you can **Tap** to access phone functions. **Touch and hold** the Page Indicator (shown Right) to display more or fewer icons. You can also **Swipe** the screen to display more icons.

From Home View, **Tap** the phone Line (shown above) to display your Phone Lines and Favorite Contacts you can dial by **Tapping** their name. To go back, **Tap Close**.



## Lines View

Lines View displays Phone Lines, Favorites, and Soft Keys.

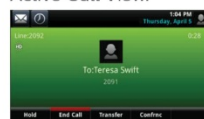


**If your phone is idle, you can:**

- Tap the Phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if enabled on your phone).

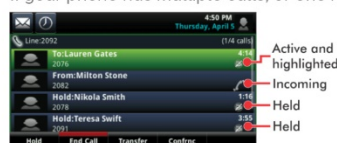
## Active Call View

If your phone only has one call, and it's active, you can access Active Call View.



## Calls View

If your phone has multiple calls, or one held call, you can access Calls View.



## Call color indicates status:

Dark green • Active call  
Dark blue • Incoming and held calls  
Bright green • Active call is highlighted  
Bright blue • Incoming or held call is highlighted

**Tap** a call to highlight it. The soft keys control the highlighted call.

# Polycom VVX 500/600

VoiceMail:

Password:

PIN:

## Entering Data

Use the onscreen keyboard or the dialpad keys to enter information.

To backspace, tap .

To use the onscreen keyboard, tap .



To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.


To type other characters, tap **Encoding** or **Mode**.

When using the dialpad keys, use the 1, \*, 0, and # keys.

## About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

If you navigate away from your call(s), tap  to see Active Call or Calls View again.

## Placing Calls



Enter the phone number, and tap .

Pick up the handset, or press  or .

**From Lines View:** Tap the Phone Line, enter the phone number, and tap .



**From Home View:** Tap New Call, enter the phone number, and tap .

## Answering Calls

To answer with the speakerphone, press  or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

## Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**. To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

## Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**.

If you're in Calls View, remember to highlight the call first. To resume a held call, tap **Resume** from either Lines or Calls View.

## Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

## Forwarding Calls

To set up call forwarding—whether it's enabling or disabling standard call forwarding, configuring rules-based forwarding, or setting up a schedule for forwarding—use either the Easy Call Manager or Incoming Call Manager service configured via AccessPhone Web Portal.

## Placing Conference Calls

Call the first party, and after the call connects, tap **Confrnc**. Then, dial and connect with the second party and tap **Confrnc** again.



**From Lines or Calls View, you can:**

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Manage** (if available) to manage each participant.
- Tap **Split** to end the conference and hold all participants.

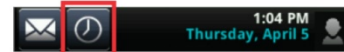
If you have an active and held call, tap **Join** to set up a conference.

## Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home View, and tap **Recent Calls**.

From the Recent Calls list, tap  to sort and order calls, tap  to display only certain calls, or tap a call record to call the person.

Tap  (shown next) from Lines, Calls, or Active Call View.



## Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.

Tap  (shown next) from Lines, Calls, or Active Call View.

## Muting the Microphone

During a call, press  so other parties can't hear you.

To disable Mute, press  again.

## Using Do Not Disturb

To enable or disable ringing, tap **DND** from Home or Lines View. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.

## Adjusting Volume

To change call volume, press  during a call.

To change the ringer volume, press  when the phone is idle or ringing.

## Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's Ring Type, and tap **Save**.

## Contact Directory

To view your AccessPhone Web Portal contacts press the **Contacts** button from the lines view.

Press and drag to scroll through the list of contacts.

Tap on the name of the contact to see details, or tap on call to dial directly.

Press the **Exit soft** button to return to the previous view.

**To add a contact to your AccessPhone Web Portal:**

- Select Options in the soft button list.
- Select Add new contact.
- Enter contact information.
- Select Next.
- Enter phone numbers.
- Select Save.

**To sort by first name or last name:**

- Select Options in the soft button list.
- Select Sort by first name or Sort by last name.

**To filter/search for a contact:**

- Select Options in the soft button list.
- Select Filter Contacts.
- Enter the name of the contact.
- Select Filter.

VoiceMail:

Password:

PIN:

Create contacts through the AccessPhone Web Portal by going to <http://phone.myaccess.ca/bg>. Log in with your phone number and password provided by your Account Manager.

## Logging in

### Customer Platform Credentials (Web Portal)

As part of your voice service you now have access to the Access' Voice Portal which contains all of your voice related information. We encourage you to log into the portal today and change your password.

#### The portal is located at:

Individual Log In: [phone.myaccess.ca](http://phone.myaccess.ca)

Phone number:

Default Password:

BG Administrator Log In: [phone.myaccess.ca/bg](http://phone.myaccess.ca/bg)

The BG Administrators log in will allow you to view all lines in the Business Group and make changes to certain settings.

Username BG Admin:

Default Password:

### Log In & Passwords:

**Voicemail PIN: 5811013**

Web Portal Default Password: access!xxxx (Last 4 numbers of account number)

Hunt Group Voicemail User Name: xxxxxxxxxxx

**Auto Attendant Phone Number: 306xxxxxxx (if applicable)**

A screenshot of a web portal login interface. At the top, a blue header bar contains the text "Please log in below." Below this, there are two input fields: "Number:" and "Password:". Under the "Password:" field is a checkbox labeled "Remember me on this computer." To the right of the checkbox is a blue "Login" button. At the bottom of the form, there is a line of text: "If you have forgotten your password, please contact customer support."



## **Voicemail Setup & Retrieval**

### **To enter the Access Voicemail Center:**

#### **Option 1: To retrieve voicemail from your Polycom Handset:**

- Press the Voicemail Icon or dial \*98
- Message Center, press select at the bottom of the screen.
- Enter the PIN Number:
- Follow the prompts

#### **Option 2: To retrieve voicemail remotely:**

- Dial 306-559-6245
- Enter the PIN Number
- Follow the prompts

#### **Option 3 - Setting up or retrieving an alternate voicemail from your Polycom Device - To retrieve voicemail or to record your Auto Attendant:**

- Press the Voicemail Icon or dial \*98
- Message Center, press select at the bottom of the screen.
- Enter \*, (this will bypass the original voicemail account registered to the phone you are calling from.)
- Enter Anchor Number
- Enter the PIN Number:

## **Hunt Group Voicemail Setup & Retrieval**

Press the Button labeled Reception Voicemail

Press \*, then the PIN. (Account Number)

Listen to the Prompts.

## **EATT Recording**

### **Enter the Access Voicemail Center:**

#### **Option 1**

To record your Auto Attendant from your Polycom Handset

- Press the Voicemail Icon or \*98
- Message Center, press select at the bottom of the screen.
- Enter \*, (this will bypass the original voicemail account registered to the phone you are calling from.)
- Enter Anchor Number
- Enter the PIN Number
- Follow the Prompts

#### **Option 2**

To retrieve voicemail remotely

- Dial 306xxx6245
- Enter Anchor Number
- Enter the PIN Number
- Follow the prompts

## Call Forwarding

### Option 1:

From the Polycom Phone, press **Forward** on the Screen.

Select the **Forwarding Type**, enter the forwarding number and press **Enable**.

### Option 2:

Dial \*72 plus the number, to cancel, Dial \*73.

### Option 3:

Remote Call Forwarding from the Web Portal.

## Transferring Calls

**Consultative Transferring** – Speak to the person you are transferring the calls to prior to send the transfer.

On Active Calls, the transfer button will appear on the screen.

- Press Transfer
- Enter the phone number or extension
- Press Dial - You will have the chance to speak with the person you are transferring the call to prior to transferring
- Press Transfer to complete the call.

**Blind Transfer** – Transferring Calls without speaking to the person you are transferring to.

On Active Calls, the transfer button will appear on the screen.

- Press Transfer
- Blind
- Enter the phone number or extension
- Press Dial – The call transfer is now complete

## Extension Lists (Copy and Paste from Master COP)

Premium Extension Type	Ext. #	Rate Centre	Direct Phone Numbers	
			Anchoring DID	Main
Extension Name	Ext. #	Rate Centre		
(For Display and Company Directory)			Anchoring DID	Main

## Billing of the Access Communications Voice Service

Access Communications will install and turn up the voice service at the customer's site.

Billing will begin on the day services go live and the phone numbers are ported.

Internet Go Live Date –

Voice Go Live Date –

## Important Equipment and the Service Limitations:

911 SERVICE, will not work during a power outage, broadband service outage, interruption or slow-down, or other service interruption or problem with the relevant computer apparatus. Customer may be required to reset or reconfigure the Equipment, as the case may be, prior to utilizing the Service following a power outage, broadband service outage or other service interruption or rectification of the computer apparatus problem.

Service;

- Does not support 900/976 calling, and therefore Customer will not be able to make 900 calls using the Service.
- Does not support collect calling.
- Does not support operator services (dialing 0).
- Does not come with a telephone directory.

## Customer Support



## Post Service Activation Problem Reporting

Access Communications' Network Operations Centre will support the service upon completion of the UAT and number porting.

The support records and reference documentation will not be available to the NOC until completion of the UAT, and as such, all requests for **support should go to the [bscs@myaccess.coop](mailto:bscs@myaccess.coop) until the interop is complete.**

After completion and acceptance, all support calls should be directed to our NOC at 306-546-6803

## Change Management

Requests for changes to system functionality, also known as MACDs (**M**ove, **A**dd, **C**hange, **D**elese), should be directed to **NAME OF STAFF**. You will be provided with an estimate for the cost to perform the change as well as the increase or decrease in monthly fees associated with the change. A contract update will be issued following the MACD, if required.

## User Acceptance Tests (UAT)

General Test Cases (Perform on at least one phone)		Outcome
1	Perform at least 3 Outbound calls to a Long-Distance number	
2	Perform at least 3 Outbound calls to a Toll-Free number	
4	Verify Inbound and Outbound DTMF (Touch-Tone) functionality	
5	Perform at least 3 Inbound multi-page faxes, if applicable	
6	Perform at least 3 Outbound multi-page faxes, if applicable	
9	Complete a walkthrough of the Call Flow and approve all sounds and selections.	
10	Log in an out of Queues, if applicable (Queue members only)	
Phone test cases (perform on all phones)		Outcome
11	Perform at least 3 Inbound calls of at least 30 second duration and confirm full duplex (two-way) audio	
12	Perform at least 3 Outbound calls of at least 30 second duration and confirm full duplex audio (non-IVR)	
13	Send and Receive an internal call (extension to extension)	
14	Log in to voicemail	
15	Transfer a call to an internal extension	
16	Transfer a call to an external number	
17	Place a call on/off hold	
18	Test 3-way calling	
19	Verify speaker phone/headset functionality, if applicable	
20	Test ringer and speaker volume	

### Notes:

- If any scenario above is not applicable, please mark it as so.
- It is strongly recommended that the customer/interconnect perform any additional testing/validation scenarios relevant to their specific requirements/needs
- Please submit this document within **1 DAY** of service turn up. If the document is not submitted, numbers will not be ported and the service may be deactivated.
- ONCE THE UAT IS SUBMITTED, CHANGES MOVING FORWARD, ADDITIONAL ONSITE TRAINING ARE CONSIDERED MACDS AND WILL BE CHARGEABLE.

Customer Name: \_\_\_\_\_

Completed By: \_\_\_\_\_

Date Completed: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please sign this questionnaire to verify tests completed and that you have read the notes.

Return signed via fax (306-565-6622) or email russell.manalo@myaccess.coop upon successful completion of the above cases.