

# AVAYA

## Quick Edition

All Versions

### Setup Complete Checklist

This 4-page document provides a checklist to confirm that implemented features have been properly configured and are functional. It should be completed once implementation is finalized to verify system operation and stability.

Item	Summary	Complete	Not Used
System Settings			
Password Noted	Ensure the password has been recorded and provided to those who may require local or remote system access to Quick Edition.	<input type="checkbox"/>	Required
Software Version Noted	It is important to note which version of Quick Edition has been installed for future reference.	<input type="checkbox"/>	Required
Device Activity	Ensure that all devices are active within the system.	<input type="checkbox"/>	Required
Corporate Directory	Confirm that the corporate directory contains all the desired entries outlined by the customer.	<input type="checkbox"/>	Required
Internal Calling	Confirm that calls can be placed to and from all telephones within the system. (Place a call to and from each phone)	<input type="checkbox"/>	Required
External Calling	Confirm that multiple simultaneous calls can be placed from the system.	<input type="checkbox"/>	Required
Incoming Call handling	Confirm that the incoming call handling provides the service requested by the customer. (Auto Attendant, Operator Extensions, Ring Group, Pickup Group)	<input type="checkbox"/>	Required
PSTN Lines	Confirm that each PSTN line connected to the system is able to make and receive calls.	<input type="checkbox"/>	Required
Incoming PSTN Line hunting	Confirm that hunt groups are forwarded on busy and are functional by placing simultaneous calls to the system.	<input type="checkbox"/>	Required
Analog Extension	Confirm that any analog extensions or devices that have been provisioned in the system can place and receive calls.	<input type="checkbox"/>	<input type="checkbox"/>
Operator Extension	Confirm that the correct extension has been designated as the operator position by dialing '0' from any telephone.	<input type="checkbox"/>	<input type="checkbox"/>

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Auto Attendant	Confirm that the required auto attendant extensions have been created and named correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Multi-Level Auto Attendant	Confirm that navigation through the auto attendant (up/down) provides the desired functionality.	<input type="checkbox"/>	<input type="checkbox"/>
Auto Attendant Greetings	Confirm that the auto attendant(s) are using the desired greeting.	<input type="checkbox"/>	<input type="checkbox"/>
Ring Groups	Confirm that the required ring group extensions have been created and named correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Ring Group Members	Confirm that all expected members have been added to the correct ring groups.	<input type="checkbox"/>	<input type="checkbox"/>
Ring Group Forwarding	Confirm that forwarding for the ring group(s) has been configured to the correct destination.	<input type="checkbox"/>	<input type="checkbox"/>
Pickup Groups	Confirm that the required pickup groups have been created and named correctly.	<input type="checkbox"/>	<input type="checkbox"/>
Pickup Group Members	Confirm that all expected members have been added to the correct pickup groups.	<input type="checkbox"/>	<input type="checkbox"/>
Pickup Group Alerting	Confirm that group alerting is enabled as required within the system for each group.	<input type="checkbox"/>	<input type="checkbox"/>
Pickup Group User Alerting	Confirm that each user's alert settings are enabled correctly to provide the expected audible or visual alerts.	<input type="checkbox"/>	<input type="checkbox"/>
Dialing Rules Configured	Confirm that any dialing rules which are required have been created.	<input type="checkbox"/>	<input type="checkbox"/>
Dialing Rules Allowed/Disallowed	Confirm that any system or group rules which have been allowed or disallowed function as expected.	<input type="checkbox"/>	<input type="checkbox"/>
Authorization Codes	Confirm that any authorization codes which have been created are able to override any dialing restrictions which may be in place.	<input type="checkbox"/>	<input type="checkbox"/>
Security Settings Provisioned	Confirm that any additional or reduced security restrictions or requirements have been confirmed as requested by the customer. (password aging, length, etc)	<input type="checkbox"/>	<input type="checkbox"/>
Music on Hold	Confirm that music on hold is enabled with the proper source or downloadable music file.	<input type="checkbox"/>	<input type="checkbox"/>

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CDR	If a 3 <sup>rd</sup> party CDR application is being used with Quick Edition, ensure that the call logs are being provided.	<input type="checkbox"/>	<input type="checkbox"/>
SMTP	If voicemail to email forwarding is being used in the system ensure the location SMTP server information is populated correctly and messages are being delivered as expected.	<input type="checkbox"/>	<input type="checkbox"/>
Date and Time	Confirm that the date (including year) has been set correctly to ensure all call log information is provided accurately.	<input type="checkbox"/>	Required
User Settings			
Password Provided	Ensure the users have been provided the password to access voicemail and other user features on their telephones.	<input type="checkbox"/>	Required
User Training Provided	Ensure that the users or site administrator has been provided sufficient training and documentation to operate the telephone system for their day to day activities.	<input type="checkbox"/>	Required
Telephone Name	Confirm that the telephone name associated with the telephone is correct as it is used to populate the corporate directory and auto attendant.	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail	Confirm that voicemail can be accessed locally within the system as well as retrieved remotely.	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail Name	Confirm that the voicemail name has been recorded as it is used for name resolution in the auto attendant.	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail Greeting	Confirm that a voicemail greeting has been recorded by the telephone user if they will be using a custom greeting.	<input type="checkbox"/>	<input type="checkbox"/>
Zero-Redirect	Confirm that zero-redirect from voicemail reaches the desired destination.	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding ALL	Confirm that when call forward all is enabled that the correct destination is reached when the extension is dialed. (call forward all with override the call forward N setting)	<input type="checkbox"/>	<input type="checkbox"/>
Call Forwarding N	Confirm that when call forward N rings is enabled that the correct destination is reached when the extension is dialed.	<input type="checkbox"/>	<input type="checkbox"/>

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Call Forwarding Busy	Confirm that when call forward on busy is enabled that the correct destination is reached when the extension dialed is already on an active call.	<input type="checkbox"/>	<input type="checkbox"/>
Programmable Feature Keys	Confirm that any programmable feature keys that the user has requested have been programmed on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>
User Status Keys	Confirm that users which this user has requested to monitor have been programmed on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>
My Status	Confirm that the 'My Status' setting for the user is set to 'Auto' to provide real-time updates of their current status.	<input type="checkbox"/>	<input type="checkbox"/>
Personal Directory	Confirm that any personal directory entries that the user has requested have been added to the listing.	<input type="checkbox"/>	<input type="checkbox"/>
Speed Dial	Confirm that any speed dial entries that the user has requested have been added to the listing.	<input type="checkbox"/>	<input type="checkbox"/>
Ring Volume	Confirm that the ring volume has been set to an acceptable level.	<input type="checkbox"/>	<input type="checkbox"/>
Personalized Ringing	If the user requests a non-default ring style ensure it has been implemented.	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail to Email	If the user has requested voicemail to email forwarding ensure the destination email address has been populated for their telephone.	<input type="checkbox"/>	<input type="checkbox"/>
Call Waiting Tone	If the user does not wish to receive call waiting tones when they have multiple call appearances on their telephone ensure this functionality is disabled.	<input type="checkbox"/>	<input type="checkbox"/>
Contrast Level	If the customer is not able to read the display of their telephone adjust the contrast level appropriately.	<input type="checkbox"/>	<input type="checkbox"/>
Call Log Cleared	After performing all tests, clear user logs to remove any call logs which may have been created.	<input type="checkbox"/>	<input type="checkbox"/>

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