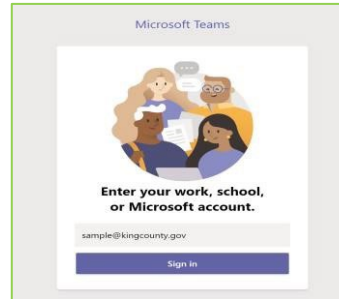
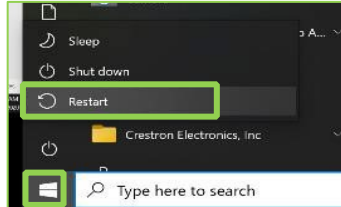


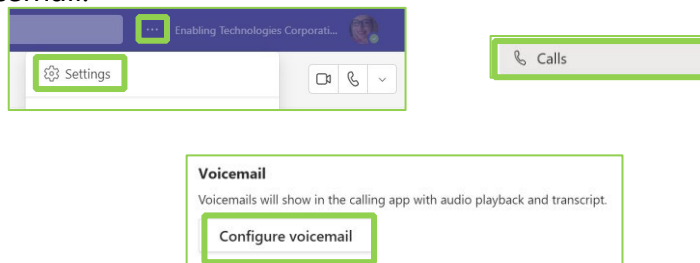
Initial Teams Pilot Checklist

1. Restart your computer and sign into Teams



2. Set up your new Teams voicemail

Record a new voice message or type your message, your choice! Navigate to settings by clicking the three-dot ellipsis next to your presence indicator, select the Calls option, then select Configure voicemail.



3. **IMPORTANT!** Test Teams Voice Features

Please test each of the features listed below in Microsoft Teams. Place a **X** in the left-hand column when you have completed testing that feature. Take note if you have trouble with any of the items and capture screen clippings if you are unable to complete any of these tasks.

	Test all the ways to make an internal call (command bar, dial pad, number pad on keyboard, clicking the headset icon in the call history list)
	Make a call by dialing an external phone number
	Add an external person to a call (could also use a personal cell phone number to test)
	Block and unblock an external number
	Place a call on hold

	Retrieve a held call
	Transfer the call to someone else as a blind transfer
	Transfer the call to someone else as a consultative transfer
	Test ring back feature when transferring a call
	Add an internal participant to a call using the people icon in the control bar
	Add an external participant to a call using the dial pad (could also use a personal cell phone number to test)
	Merge a call
	Park a call, then provide the code to another person to have them retrieve the call.
	If you have downloaded the mobile app, test parking a call on your desktop and picking it up on your mobile device.
	Forward calls to another pilot group member by selecting them in the call answering rules menu.
	Test Accessibility Mode (You will need a TTY device to test this)
	Set emergency location and test by dialing 933 in Teams

Test Specific Voicemail Features by adjusting voicemail configurations to test each one of these items:

	Check your voicemail by placing a test call from another device and record a message
	Let another caller record a message
	Let a caller record a message or be transferred to someone else
	End a call without playing a greeting
	Play a greeting and end the call
	Text to speech greeting
	Test Out of Office greeting for All the time, When I have an Outlook auto reply, and When I have an Out of office calendar event options

Test Call answering rules

	Create a call group
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	Test Calls ring me for Also ring and If unanswered
	Test Forward my calls for Also ring and If unanswered
	Test call group for Ring order: All at the same time and In the order above
	Assign a call delegate and allow all permission types
	Make and receive calls as a call delegate, test full permission capabilities

Call Queues & Auto Attendant

	Test the ability to toggle in and out of the call queue. Place calls to the shared line to see if calls come through as expected when logged in, and that the line does not ring when logged out
	Test voicemail feature in the call queue
	Place test calls to the auto attendant and select each option to validate they work as they should