

Appendix 4-G: Cisco IP Phone Test Procedure

Each phone installer uses the Cisco IP Phone test procedure template as a guide on how to manually test each phone to ensure that it meets the operational standards set by the project manager, design engineering, and the customer. This appendix is also available at <http://www.ciscopress.com/1587200880>.

Floor: _____ Cubicle ID: _____ Phone #: _____ Installer: _____

Step	Procedure
1.	Plug the Ethernet cable into the yellow jack marked 10/100SW on the back of the IP Phone.
2.	Plug the long side of the handset cord into the jack on the bottom-left side of the phone with the handset picture. Plug the other end into the handset.
3.	Plug the other end of the Ethernet cable into the yellow or green jack on the wall or floor.
4.	Verify that the phone is receiving power by observing the front of the IP phone. If the phone is not receiving power, check the connections on the Ethernet cable, and then call for help from a team leader or contact the operations center.
5.	After approximately 2 minutes, the phone should display a number. Does this number match your list and the old phone it is replacing? If not, call for help from a team leader or contact the operations center.
6.	Test the phone by dialing the following numbers and verifying that you can hear using the handset and the speaker. Dial the number listed that matches the first number of the phone you are testing.
7.	Test the phone dial-out capability to verify that you can hear a 1000 Hz tone.
8.	Test the phone by dialing another IP phone and verifying that you can talk to and hear the other person by using the speaker and handset.
9.	Test call the new phone from another phone to ensure that steering is correct.
10.	Using the same person you called in step 8, have that person call your number (do not answer!) to verify that the phone rolls to voice mail after several rings. If the call does not go to voice mail, ask a team leader for help, or contact the operations center.
11.	Call the person's number to repeat the process for his phone. Does the phone roll to voice mail? If it does not, call for help from a team leader or contact the operations center. Notice the ring volume for the phone being tested, and ensure that it is at a moderate level. Then adjust and save the new settings.

continues

The Road to IP Telephony

Step	Procedure
12.	Place the Getting Started manual, Quick Reference Guide, and Operations Contact Center sheets under the phone.
13.	Place all packing material you removed from the box when unpacking the new phone back into the box, and place it into the trash can in the cube or office.
14.	Unplug the old phone, wrap the cord around it, and take it to the designated drop-off.
15.	Sign this sheet and place it in the designated drop-off location at the operations center.