Monster-UI Test Plan

Application Name	Smart PBX
Version	1.0
Date Updated	3/25/2016
Purpose of the application	Manage all the elements of a PBX.
Prerequisites	
Roles	Standard account
Specificities	

DASHBOARD

ID	Description						
1	**Navigate**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Dashboard" tab	The “Dashboard” page will load and display an overview of the PBX.			**N/A**	**N/A**	
B	Click on the "Total Users" section	The "Users" tab will open to display the users listing. The total number of users should be the same.			**N/A**	**N/A**	
C	Go back to the "Dashboard" tab and click on the "Total Devices" section	The "Devices" tab will open to dislpay a list of devices. The total number of devices should be the same.			**N/A**	**N/A**	
D	Go back to the "Dashboard" tab and click on the "Main Number" section	1. "Main Number" tab will open and the "Main Company Numbers" dropdown menu will load. The number(s) should be the same as the one(s) displayed in the "Dashboard" tab.			**N/A**	**N/A**	
E	Go back to the "Dashboard" tab and click on the "Conference Number" section	The "Main Number" tab will open and the "Main Conference Number" dropdown menu will load. The number(s) should be the one(s) display in the "Dashboard" tab			**N/A**	**N/A**	
F	Go back to the "Dashboard" tab and click on the "Total Numbers" section	The "Numbers" tab will open and the "Numbers in use" section will load and display the phone number's listing			**N/A**	**N/A**	

ID	Description						
2	**Edit Caller-ID feature**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Dashboard" tab and click on the "Caller-ID" button	A dialog window will open with a dropdown to select a phone number and a form to enter information about the caller-ID and e911			**N/A**	**N/A**	
B	Select a phone number, fill the form and click on the "Save Changes" button	The number you selected will become blue in the "Main Number" section. Also, a red rocket icon for			**N/A**	**N/A**	

ID	Description						
3	**Edit Music-On-Hold feature**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Hold Music" button	A dialog window will open with dropdown			**N/A**	**N/A**	
B	Click on the "Upload" button, click on the "Choose File" button and select a file to upload	The name of the file selected will appear next to the green-arrow upload button.			**N/A**	**N/A**	
C	Click on the green button with the upload icon to upload the file	The name of the file will appear in the dropdown			**N/A**	**N/A**	
D	Select the new file in the dropdown and click on the "Save Changes" button	The dialog window will close itself			**N/A**	**N/A**	

MAIN NUMBER

ID	Description						
4	**Edit Main Company Numbers**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Main Number" tab and click on the "Main Company Numbers"	A dropdown will open, listing the main numbers			**N/A**	**N/A**	
B	Add a phone number by clicking either on the "Add from Spare Numbers" link or on the "Buy Numbers" link	The phone number will be added to the number listing			**N/A**	**N/A**	
C	Click on the the gear icon corresponding to the next phone number and configure a Caller-ID and E911	The icons of the features will appear next to the gear icon			**N/A**	**N/A**	
D	Click on the “Un-Assign” button next to the phone number	A dialog window opens listing the features to remove from this number, and a red button labeled			**N/A**	**N/A**	
E	Click on the remove icon on the "Caller-ID" row	The feature’s checkbox turns blue.			**N/A**	**N/A**	
F	Click on the "Remove" button	The phone number will be removed from the listing and a notification will inform you that the operation was successful			**N/A**	**N/A**	
G	Click on the "Close" link	The dropdown will close			**N/A**	**N/A**	

ID	Description						
5	**Edit Office Hours Strategy**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Office Hours Strategy" section	A dropdown menu will appear, listing two options. The first one is default selected.			**N/A**	**N/A**	
B	Check the "Costum Office Hours" radio button.	A new section containing a list of the days of the week will appear.			**N/A**	**N/A**	
C	Check the Saturday and Sunday checkboxes	The fields to select open hours will appear in the row corresponding to Saturday and Sunday			**N/A**	**N/A**	
D	Set the open hours from 11am to 4pm for Saturday and Sunday	A dropdown will open to let you select the hours			**N/A**	**N/A**	
E	Check the "Are you closed for lunch hours?" checkbox	Fields to select an hour rang will appear next to the checkbox			**N/A**	**N/A**	
F	Click on the "Save Changes" button	The "Office Hours Strategy" dropdown will close			**N/A**	**N/A**	

ID	Description						
6	**Edit Office Holidays**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Clcik on the "Office Holidays" section	A dropdown containing a checkbox will open			**N/A**	**N/A**	
B	Check "Are you closed for holidays" checkbox	Submenu expands to show “Add Holiday”			**N/A**	**N/A**	
C	Click "Add Holiday" link	A dropdown menu opens, showing 3 options: Single Day, Date Range, Advanced			**N/A**	**N/A**	
D	Select the "Single Day" option	A form will appear			**N/A**	**N/A**	
E	Type name of holiday in 1st field, then select the month and date corresponding to it. Example: You can add Christmas.	The dropdown will display the month and date you selected			**N/A**	**N/A**	
F	Click on the "Add Holiday" link and select the "Date Range" option	The same form will appear plus a new field to select the end of the holiday			**N/A**	**N/A**	
G	Fill the field with the name of the holiday, select the month and the range of it.	The dropdowns will display the month and range you selected			**N/A**	**N/A**	
H	Click on the "Add Holiday" link and select the "Advanced" option	A form will appear. 3rd field shows ordinal numbers, 4th field shows days of the week			**N/A**	**N/A**	
I	Fill the field with "Thanksgiving" and select the fourth Thursday of November	The form will be filled with the information you specified about the holiday			**N/A**	**N/A**	
J	Clcik on the red bin icon next to range date you added	The holiday entry will be removed from the listing			**N/A**	**N/A**	
K	Click on the "Save Changes" button	The "Office Holidays" seciton will close and a notification will inform you that the holidays were successfully updated			**N/A**	**N/A**	

ID	Description						
7	**Edit Incoming Call Handling**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Incoming Call Handling" section	A menu containing 2 to 4 different sub-menus appears. The number depends on the prior selection of Office Hours, like “Are you closed for lunch hours?” By default, the "Open Hours" option is selected			**N/A**	**N/A**	
B	Choose the first dialing strategy, then click on the link "Virtual Receptionist"	The selected strategy will be highlighted wih the color corresponding to the open tab and a dialog window will open			**N/A**	**N/A**	
C	Choose "Text to Speech"	A textarea will appear under the "Text to Speech" section			**N/A**	**N/A**	
D	Write a message in the Text-to-Speech text box and click “Update”	The section will close and the grey icon in the "Text to Speech" section will become blue			**N/A**	**N/A**	
E	Click on the "Upload your own file" section, upload a file and click on the "Update" button	The icon next to the "Upload your own file" section will become blue			**N/A**	**N/A**	
F	Click on the "Record it over phone" section	In this section, information will explain how to record a message with your phone			**N/A**	**N/A**	
G	Click on the "Add route" link	Enter a PIN number in the first field and select a user in the dropdown. You can add several users			**N/A**	**N/A**	
H	Click on the remove icon next to the users dropdown	The line will be removed from the listing of routes			**N/A**	**N/A**	
I	Click on the save button	The dialog box will close			**N/A**	**N/A**	
J	Click on the second strategy, select a receptioning type in the dropdown and configure the virtual receptionist	The selected strategy will be highlighted wih the color corresponding to the open tab			**N/A**	**N/A**	
K	Click on the last strategy, select a receptioning type from the first dropdown and select a voicemail from the second dropdown	The selected strategy will be highlighted wih the color corresponding to the open tab			**N/A**	**N/A**	
L	Click on the "Save Changes" button	The "Incoming Call Handling" section will close and a notification will inform you that the strategy was successfully updated			**N/A**	**N/A**	

ID	Description						
8	**Edit Main Conference Number**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Main Conference Number" section	The dropdown menu will open, listing configured phone numbers or none at all.			**N/A**	**N/A**	
B	Add a phone number by clicking on the "Add from Spare Numbers" link or the "Buy Numbers" link	The phone number(s) added will appear in the listing			**N/A**	**N/A**	
C	Click on on the "Remove" button next to the phone number you just added	The phone number will be removed from the listing and a notification will inform you that the action was successful			**N/A**	**N/A**	
D	Click on the "Close" link of the "Main Conference Number" section	The section will close itself			**N/A**	**N/A**	

USERS

ID	Description						
9	**Add a user**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	On the app's homepage, click on the "User" tab	Shows total users, an add-user button, a search bar, and a list of existing users.			**N/A**	**N/A**	
B	Click on the "Add User" button	A dialog window will open with a form to fill with the information about the new user to create			**N/A**	**N/A**	
C	Choose "Create User" without filling any field	Errors will appear bellow the required fields to fill			**N/A**	**N/A**	
D	Choose "Send emails to an alternate address”	A new field will appear bellow the checkbox to add an alternate email address			**N/A**	**N/A**	
E	Choose “include User in the Company Directory”	checkbox turns blue			**N/A**	**N/A**	
F	Choose "Create User" with written forms	New user appended to list of existing users, successful notification			**N/A**	**N/A**	

ID	Description						
10	**Edit user's settings**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the name of the user in the user's list	A new section will appear, listing user info.			**N/A**	**N/A**	
B	Click on the "Change" link	A dialog window will open to change the user's email address and password			**N/A**	**N/A**	
C	Update the email/password and click the "Save changes" button	If the email was updated, it will be updated next to the "Change" button. A top-right notification informs you of success			**N/A**	**N/A**	
D	Click on the "Change PIN" link	A dialog window will open to change the user's PIN.			**N/A**	**N/A**	
E	Enter the new PIN and click on the "Save changes" button	A notification will appear informing you that the PIN was updated successfully			**N/A**	**N/A**	
F	Change any of the other fields and upate them by clicking on the "Save changes" button	A notification will appear and the section displaying the user's information will close itselft			**N/A**	**N/A**	

ID	Description						
11	**Delete a user**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the name of the user in the user's list	The section displaying the user's settings will open			**N/A**	**N/A**	
B	Click on the "Delete User" button at the bottom left of the section	A confirmation window will ask you to confirm to delete this user			**N/A**	**N/A**	
C	Click on the "OK" button	The user will be removed from the user's list and notification will inform you that the user was deleted successfully			**N/A**	**N/A**	

ID	Description						
12	**Edit user's extensions**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the Extensions cell of a user	The section to manage the extensions for this user will open			**N/A**	**N/A**	
B	Click link "Add an extension to this user”	A field will appear allowing you to enter a new extension to add to this user.			**N/A**	**N/A**	
C	Modify the extension number and click on the "Save changes" button	Submenu closes and successful notification			**N/A**	**N/A**	
D	Click on the Extensions cell of a user and remove the new extension by clicking on the "Remove" button	Extension disappears from the list			**N/A**	**N/A**	
E	Click "Save changes"	Submenu closes and successful notification			**N/A**	**N/A**	

ID	Description						
13	**Edit user's phone numbers**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the Phone Numbers cell of a user	The section to manage the phone numbers for this user will open and list the existing numbers linked to this user if any exist			**N/A**	**N/A**	
B	Click on the "Add fron Spare Numbers" link	The dialog window to add spare numbers will open			**N/A**	**N/A**	
C	Enter numbers in the search bar	The list of numbers will display the phone numbers containing the numbers entered in the search bar			**N/A**	**N/A**	
D	Select phone number(s) to pair with a user and click "Add selected numbers"	The dialog window will close and the number will be added to the user's phone numbers list. This section will close and a notification will inform you that the user's phone numbers were updated successfully			**N/A**	**N/A**	
E	Open the Phone Number section of a user and click on the "Buy Numbers" button	A dropdown will appear allowing you to choose the type of phone number to add			**N/A**	**N/A**	
F	Click on the "Local" link	A dialog window will open with a field letting you search number by area code or cities			**N/A**	**N/A**	
G	Enter an area code or a city name and click on the "Search" button	A list of available phone numbers to buy will be displayed			**N/A**	**N/A**	
H	Click on the "Go back to search" link at the topo right of the dialog box	It will take you back to the search step			**N/A**	**N/A**	
I	Check the "Display only sequential numbers" box	A field will appear under the checkbox			**N/A**	**N/A**	
J	Add the amount of sequential numbers wanted and click on the "Search" button	If you specify a number strictly lower than 2, an error popup will inform you so. Else, you will go back to the listing of available numbers to buy			**N/A**	**N/A**	

K	Select the numbers to buy from the list and click on the "BUY NUMBERS" button	If no numbers were select, a error popup will inform you to select numbers. Else, the dialog window will close and the numbers will be added to the user's phone numbers list. The Phone Numbers section will close and a notification will inform you that the user's phone numbers were updated successfully			N/A	N/A	
L	Click on the Phone Numbers cell of a user, click on the "Buy Numbers" button and click on the "Toll-free" link	A dialog window will open to let you choose a prefix			N/A	N/A	
M	Select on the prefixes by checking the corresponding radio button and click on the "Search" button	The same behavior is expected as the 5K step			N/A	N/A	
N	Click on the Phone Numbers cell of a user and click on the settings gear next to a phone number	A dropdown will appear allowing you to choose which settings to change for this phone number			N/A	N/A	
O	Click on the gear icon, then select “Caller-ID”	A dialog window opens. You can write the ID and toggle Inbound Caller ID.			N/A	N/A	
P	Enter the caller ID name, toggle the "Inbound Caller Id Name" button and click on the "Save Changes" button	Top-right successful notification shows.			N/A	N/A	
Q	Click on the settings gear icon of a phone number and then click on the "E911" button	A dialog window shows a form.			N/A	N/A	
R	Write information & click “Add”	Top-right successful notification about 911 shows, and you return to the Phone Numbers menu of a single user. An ambulance icon appears on the row.			N/A	N/A	
S	Click on the "Remove" button	The phone number will be removed of the list, a top-right notification will confirm removal, and you will return to the Phone Numbers menu of a single user. The ambulance icon disappeared.			N/A	N/A	
T	Click "Save Changes” for the user’s phone numbers.	Top-right successful notification about Phone Numbers shows.			N/A	N/A	

ID	Description
14	**Edit user's devices**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the Devices cell of a user	The Device section will appear, and list any existing devices or inform you none have been assigned. Also, you’ll see “New Device” and “Add from Spare Devices.”			N/A	N/A	
B	Choose link “New Device”	A dropdown menu showing 8 choices will appear. 1. SIP Phone 2. Cell Phone 3. Business Mobile 4. Smartphone 5. Soft phone 6. Landline 7. Fax 8. ATA			N/A	N/A	
C	Choose “SIP Phone”	A menu of phone brands appears: 1. Yealink 2. Polycom 3. CISCO			N/A	N/A	
D	Choose a brand.	A dialog window gallery of thumbnail-size images of phones appears. Each image is labeled with a model, like T19P or T46G. Also, two fields appear: Device Name and MAC Address.			N/A	N/A	
E	Click "Create Device"	Dialog window remains open, each field warns “This field is required”			N/A	N/A	
F	Write information for Device Name and the MAC Address	Top-right successful notification shows I added a device and named it, and I’m returned to the User’s Devices menu, which lists current devices.			N/A	N/A	
G	Choose link "New Device” and choose a “Cell Phone”	A dialog window appears, showing button “Basic Settings”, button “Advanced”, field Device Name, field Number			N/A	N/A	
H	Click “Advanced” button	Dropdown menu appears, showing “Options”			N/A	N/A	
I	Click “Options” from the Advanced menu	Menu of three checkboxes appear, all selected: 1. Allow use of cellphone voicemail 2. Keep original caller-ID 3. Hide from Contact List			N/A	N/A	
J	Click every checkbox	Each checkbox turns grey after you un-select it.			N/A	N/A	
K	Click “Create Device”	Dialog window remains open, each field warns “This field is required”			N/A	N/A	
L	Write Device Name & Number, then click “Create Device”	Top-right successful notification shows I added a device and named it, and I’m returned to the User’s Devices menu, which lists current devices.			N/A	N/A	
M	Choose “Save changes”	Top-right successful notification shows I successfully updated the devices assigned to the user.			N/A	N/A	
N	Click “New Device” & choose “Business Mobile”	Dialog window appears, showing: 1. button Basic Settings 2. button Advanced 3. field Device Name 4. field MDN 5. field SIP Username (contains info) 6. SIP Password (contains info) 7. Realm (contains info)			N/A	N/A	
O	Click “Advanced"	Dropdown menu appears, and it shows the option “Restricted” with an icon.			N/A	N/A	
P	Click “Restricted"	Seven toggle options appear activated: 1. US Toll Free 2. US Toll 3. Emergency Dispatcher 4. Caribbean 5. US DID 6. International 7. Other than above			N/A	N/A	
Q	Toggle each option off	The option should display “Deny” and looks greyed-out.			N/A	N/A	
R	Choose “Create Device” on New Business Mobile dialog window	Top-right successful notification shows I successfully updated the devices assigned to the user.			N/A	N/A	
S	Click "New Device" and choose “Smartphone”	Window dialog appears showing: 1. button Basic Settings 2. button Advanced 3. field Device Name 4. field Number 5. SIP Username (contains info) 6. SIP Password (contains info) 7. Realm (contains info)			N/A	N/A	
T	Click “Create Device”	Fields should warn “This field is required” and form won’t proceed to create the device.			N/A	N/A	
U	Write information in fields and then click “Create Device”	Top-right successful notification shows I successfully updated the devices assigned to the user.			N/A	N/A	
V	Re-open the Smartphone dialog window, then click button ADVANCED	A dropdown menu shows: 1. Options 2. Audio 3. Video 4. Restrictions 5. Emergency Caller-ID			N/A	N/A	
W	Click “Options" from menu	Menu displays 3 checkboxes, all filled-in 1. Allow use of cellphone voicemail 2. Keep Original Caller-ID 3. Hide from Contact List			N/A	N/A	
X	Click each checkbox to de-activate a feature	Checkbox turns from blue to grey.			N/A	N/A	
Y	Choose Audio from the ADVANCED button	Menu displays Audio Settings, informing you of the capability to drag & drop codecs from one box to another. The left box is labeled “Available” The right box is labeled “Selected” The Selected box might have a codec loaded.			N/A	N/A	

Z	Drag a Codec from the SELECTED box to the AVAILABLE box	Without error, the Codec-chunk slides across the screen to the other box.			N/A	N/A	
AA	Drag a Codec from the AVAILABLE box to the SELECTED box	Without error, the Codec-chunk slides across the screen to the other box.			N/A	N/A	
AB	Drag a Codec around the same box. Pick one at the top and drag it to the bottom, or anywhere inside the same box.	Without error, the Codec-chunk slides slides down the box. The box scrolls down to accommodate the motion of the Codec-chunk.			N/A	N/A	
AC	Choose VIDEO from the ADVANCED button	Menu displays Video Settings, informs you of the capability to drag & drop codecs from one box to another			N/A	N/A	
AD	Drag a Codec from the SELECTED box to the AVAILABLE box	Without error, the Codec-chunk slides across the screen to the other box.			N/A	N/A	
AE	Drag a Codec from the AVAILABLE box to the SELECTED box	Without error, the Codec-chunk slides across the screen to the other box.			N/A	N/A	
AF	Drag a Codec around the same box. Pick one at the top and drag it to the bottom, or anywhere inside the same box.	Without error, the Codec-chunk slides slides down the box. The box scrolls down to accommodate the motion of the Codec-chunk.			N/A	N/A	
AG	Choose RESTRICTIONS from the ADVANCED button	Seven toggle options appear activated: 1. US Toll Free 2. US Toll 3. Emergency Dispatcher 4. Caribbean 5. US DID 6. International			N/A	N/A	
AH	Toggle each option off	The option should display “Deny” and looks greyed-out.			N/A	N/A	
AI	Choose EMERGENCY CALLER ID from ADVANCED button	Menu shows title “Emergency Caller-ID” The Number menu starts on “- Account Default -“			N/A	N/A	
AJ	Create device with the -ACCOUNT DEFAULT- option	Top-right successful notification shows I added a device and named it, and I’m returned to the User’s Devices menu, which lists current devices.			N/A	N/A	
AK	Go back to ADVANCED > EMERGENCY CALLER ID window, click SELECT AN E911 NUMBER	New dialog window opens, shows 1. title LIST OF NUMBERS 2. search bar 3. phone numbers equipped with red ambulance icons, because they’re 911 enabled			N/A	N/A	
AL	Type a few digits in the search bar to find a number listed below	A) Find a listed number successfully B) When typing an unlisted number, a message “No numbers matched your search” appears.			N/A	N/A	
AM	Select a number by clicking on radio button, then choose SELECT button	Returns to Emergency Caller ID menu with the telephone number occupying the Number field.			N/A	N/A	
AN	Click CREATE DEVICE	Returns to User’s Devices window, with the new device appended to the bottom of the list.			N/A	N/A	
AO	Click red “Un-Assign” button	The device disappears from the User’s Devices and return to the Spare Devices.			N/A	N/A	
AP	Choose “Add from Spare Devices”	A dialog window titled LIST OF DEVICES appears, and phone names are listed unalphabetically, and checkboxes sit next to each name			N/A	N/A	
AQ	Type the device's name in the search bar	This will filter the devices and display the ones containing the sequence of letters typed in the search bar			N/A	N/A	
AR	Click the empty checkbox next to the matching device	Checkbox changes color from empty-clear to blue			N/A	N/A	
AS	Click SELECT button	Dialog window closes, spare device added to bottom of existing devices list			N/A	N/A	
AT	Click on the "Save Changes" button	The Device section will close and a notification will inform you that the device list was updated successfully			N/A	N/A	

ID	Description
15	**Edit Caller-ID Number feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "User Features" cell of a user	Menu of 3x3 boxes appears 1. Caller ID Number 2. Call Forwarding 3. Hot-Desking 4. Voicemails 5. Faxbox 6. Conference Bridge 7. Find me, Follow me 8. Music-On-Hold 9. Inbound Call Recording			N/A	N/A	
B	Click on the "Caller-ID Name" button	A dialog window shows a toggle auto-set to OFF			N/A	N/A	
C	Switch toggle to ON	Toggle turns blue “Show my caller ID number as” shows a menu			N/A	N/A	
D	Choose a phone number and Save Changes	Caller ID Number button turns green Blue man icon appears in corner			N/A	N/A	
E	Click on the "Caller-ID Name" button, set the toggle button to "Disabled" and click on the "Save Changes" button	The "Caller-ID Number" button will be grey and the corresponding icon will be removed from the "User Features" cell of the user			N/A	N/A	

ID	Description
16	**Edit Call Forwarding feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the User Features > Call Forwarding.	A dialog window shows a toggle auto-set to DISABLED			N/A	N/A	
B	Set the toggle button to "Enabled"	Toggle turns blue, and a submenu shows: 1. menu-field Forward All Calls To 2. field This Number 3. three checkboxes 4. a warning!			N/A	N/A	
C	Select a type of phone and enter a phone number and uncheck the "Leave voicemails on forwarded numbers"	The info section at the bottom of the dialog window will disappear			N/A	N/A	
D	Save Changes	The "Call Forwarding" button turns green Yellow Arrow icon appears in corner			N/A	N/A	
E	Click on the "Call Forwarding" button, set the toggle button to "Disabled" and click on the "Save Changes" button	The "Call Forwarding" button will become grey and the icon corresponding to the feature will disappear from the "User Features" cell of the user			N/A	N/A	

ID	Description
17	**Edit Hot-Desking feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the User Features > Hot-Desking	A dialog window shows a DISABLED toggle			N/A	N/A	
B	Set the toggle button to "Enabled"	New section appears beneath 1. field - Hotdesk ID 2. checkbox - Does it require PIN? 3. checkbox - Allow login at multiple devices?			N/A	N/A	
C	Fill the information and click on the "Save Changes" button	"Hot-Desking" button turns green Orange flame icon appears in the corner			N/A	N/A	
D	Click on the "Hot-Desking" button, set the toggle button to "Disabled" and click on the "Save Changes" button	The "Hot-Desking" button will become grey and the iccon corresponding to the feature will disappear from the "User Features" cell of the user			N/A	N/A	

ID	Description
18	**Edit Voicemails features**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Choose User Features > Voicemails	Dialog window opens on DISABLED toggle button			N/A	N/A	
B	Switch toggle to ENABLED, then check the un-activated option “delete messages from database after sending notification”	Voicemails button turns green Green cassette-tape icon appears in corner			N/A	N/A	
C	Disable the Voicemails	Voicemails button turns grey Icon disappears			N/A	N/A	

ID	Description
19	**Edit Faxbox feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click User Features > Faxbox	Dialog window opens on DISABLED toggle button			**N/A**	**N/A**	
B	Switch toggle to ENABLED	New section shows a dropdown menu asking for a phone number, which you can acquire by purchasing a new number or using a spare number. Also, shows a “show help” link			**N/A**	**N/A**	
C	Click link “Show Help”	Reveals a field for “What number do you want to fax to?”			**N/A**	**N/A**	
D	Choose a phone number & SAVE CHANGES	Faxbox button turns green Red Fax icon appears in corner			**N/A**	**N/A**	
E	Disable the Faxbox	Faxbox button turns grey Icon disappears from corner			**N/A**	**N/A**	

ID	Description
20	**Edit Conference Bridge feaeture**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click User Features > Conference Bridge	Dialog window opens on DISABLED toggle button A phone number is presented as the conference number, and the windows shows: 1. field - “Personal Conference Room #”			**N/A**	**N/A**	
B	SAVE CHANGES without writing PCR#	Warning: This Field Is Required			**N/A**	**N/A**	
C	Type digits or non-integers into the PCR# field.	Warning: Please write a number					
D	Type digits into the PCR# field.	Conference Bridge button turns green 2-Quote-Bubbles icon appears in corner			**N/A**	**N/A**	
E	Disable the Conference Bridge	Conference Bridge button turns grey Icon disappears from corner			**N/A**	**N/A**	

ID	Description
21	**Edit Find me, Follow me feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Add two devices to a user	The icon of the devices will appear in the "Devices" cell of the user			**N/A**	**N/A**	
B	Click User Features > Find Me, Follow Me	Dialog windows show DISABLED toggle			**N/A**	**N/A**	
C	Enable the toggle	Graph to distribute ring time appears			**N/A**	**N/A**	
D	Click 120 Seconds marker Write “60” to overwrite the 120. Press ENTER or click DISTRIBUTE	Graphs updates automatically			**N/A**	**N/A**	
E	Affirm the last device doesn’t ring by activating the checkbox under “DO NOT RING”	Device’s ring time disappears			**N/A**	**N/A**	
F	Slide green bar for the ringing device	The graph expands & contracts across the screen			**N/A**	**N/A**	
G	Click on the "Save Changes" button	FIND ME, FOLLOW ME button turns green Pink 4-box icon appears in corner			**N/A**	**N/A**	
H	DISABLE Find Me, Follow Me	Find Me, Follow Me button turns grey Icon disappears from corner			**N/A**	**N/A**	
I	In the case of a user unequipped with a device, click on the FIND ME, FOLLOW ME box	Error: You need at least one device to enable this feature.			**N/A**	**N/A**	

ID	Description
22	**Edit Music-On-Hold feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click User Features > Music On-Hold	Dialog windows show DISABLED toggle and shows: 1. Music on Hold menu 2. UPLOAD button			**N/A**	**N/A**	
B	Click "Upload" button	Reveal BROWSE field, green button, & red button			**N/A**	**N/A**	
C	Click Browse	Navigate your machine for a .WAV file			**N/A**	**N/A**	
C	Click green button to upload	File name appears in menu The green & red buttons & browse field all disappear			**N/A**	**N/A**	
D	Select new audio file in the dropdown menu and save changes	top-right successful notification appears The "Music-On-Hold" turns green Pink Music Note icon appears in corner			**N/A**	**N/A**	
E	DISABLE the Music-On-Hold	Music-On-Hold turns grey Pink Music Icon disappears			**N/A**	**N/A**	

ID	Description
23	**Edit Inbound Call Recording**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click User Features > Inbound Call Recording	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
B	Toggle switch to ENABLe	Three fields appear 1. URL 2. Format 3. Time Limit (sec)			**N/A**	**N/A**	
C	Type URL without http:// in the address	Warning! Please enter a valid URL			**N/A**	**N/A**	
D	Type letters & special characters in Time Limit field	Warning! Please enter only digits			**N/A**	**N/A**	
E	Leave Time Limit field empty	Warning! This field is required			**N/A**	**N/A**	
F	Type URL with the protocol HTTP Change format from .wav to .mp3 and back Write valid number for Time Limit SAVE CHANGES	Successfully saved, closed dialog window, returned to User Features 3x3 grid Blue Microphone appears in corner			**N/A**	**N/A**	
G	Disable the Inbound Call Recording	Inbound Call Recording button turns grey Blue Microphone icon disappears from corner			**N/A**	**N/A**	

USER GROUPS

ID	Description						
24	**Add Group**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Groups tab in the left menu	Page shows “Total Groups” and a blue number, a button to Add Group, a search bar. If no group exists, then you see “Please add a user group to begin.”			**N/A**	**N/A**	
B	Click Add Group	Dialog window opens showing 1. field Name This Group 2. field Extension 3. table Available Users 4. table Selected Users			**N/A**	**N/A**	
C	Write name of group, don’t write Extension, click Create Group	Warning! This field is required					
D	Write name of group, write Extension, click Create Group	Warning! You need to choose members for the group.					
E	Write name of group, write Extension, drag user(s) from Available Users to Selected Users, click Create Group	User-chunk will slide across screen to Selected Users, dialog window vanishes, top-right successful notification confirms creation, new group appended to list of Groups			**N/A**	**N/A**	
F	Add another group, write name with special characters, write Extension with alphabet characters, add user(s), Create Group	Warning! Please use valid characters, either letters for Name or Numbers for Extension					
G	Type relevant letters in search bar	Identify matching group names					

ID	Description						
25	**Edit a User Group**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click a cell in the column “Group Name”	New section shows 1. field Group Name 2. red trash bin icon labeled Delete Group 3. link Cancel 4. button Save Changes			**N/A**	**N/A**	
B	Change existing name to special & numerical characters	Warning! Please use alphabet letters.					
C	Change existing name, use alphabet, click Save Changes	Name appears updated in Group Name column			**N/A**	**N/A**	
D	Click a cell in Members column	New section shows 1. blue button Distribute 2. timeline of seconds 3. Question Mark icon with a hover-hint 4. List of users 5. Each user has green graph line & slider 6. Each user has a red REMOVE button 7. Link + Add User 8. link Cancel 9. green button Save Changes			**N/A**	**N/A**	
E	Click + Add User	New dialog window shows 1. search bar 2. checkbox next to name of a user 3. button Cancel 4. button Select			**N/A**	**N/A**	
F	Type relevant characters in search bar	Identify matching names					
G	Click checkbox next to name	Checkbox turns blue					
H	Change the maximum ringing time in the field at the top right of the graph	All users's ringing time will be set to 20 seconds			**N/A**	**N/A**	
I	Click blue Select button	Return to prior menu Extra user appended to the list of users new green graph set to 20 sec next to added user					
J	Click blue Distribute button	Ring-times divide equally among listed users			**N/A**	**N/A**	
K	Click ”Remove" button of the last user	User disappears from graph			**N/A**	**N/A**	
L	Increase ringing time of a user by dragging right bar handle to maximum value	Ringing time maxes out			**N/A**	**N/A**	
M	Click button Save Changes	Group member # updates on prior menu			**N/A**	**N/A**	
N	Click same cell of Members, check updated settings remain	Members section shows same settings you made			**N/A**	**N/A**	
O	Click on cell from Extension column	New section shows 1. red button Un-Assign next to a number (if extension was made before) 2. link + Add Extension 3. link Cancel 4. green button Save Changes			**N/A**	**N/A**	
P	click + Add Extension	new row shows field Extension			**N/A**	**N/A**	
Q	Inside Extension field, type non-integer characters, save	Warning! Please type only digits					
R	Inside Extension field, type integers, save	Return to prior menu top right notification successful confirmation					
S	Un-Assign extension(s)	Number disappears from list			**N/A**	**N/A**	
T	Click button Save Changes	return to prior menu top right notification successful confirmation			**N/A**	**N/A**	
U	Click on cell from Phone Numbers column	New section shows 1. “There are currently no number assigned to this group.” 2. link + Add from Spare Numbers 3. link Buy Numbers (shopping cart icon) 4. link Cancel 5. button Save Changes			**N/A**	**N/A**	
V	Add number via Spare or Buy	Chosen number appears on a row next to red Un-assign button			**N/A**	**N/A**	
W	Click red button Un-assign to remove that number	Number vanishes from row					
X	Add number again, Save Changes	Return to prior menu Phone Numbers column shows new number Top-right notification successful confirmation					
Y	Click a Group Name, then click DELETE	Confirmation window asks to CANCEL or OK			**N/A**	**N/A**	
Z	click OK	Group disappears from list Top-right notification confirms deletion			**N/A**	**N/A**	

ID	Description						
26	**Edit Call Recording feature**						
Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click "Group Features" cell	Grid shows: 1. Call Recording 2. Ringback 3. Next Action 4. Allow Call Forward 5. Caller ID Prepand			**N/A**	**N/A**	
B	Click Call Recording	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
C	Switch toggle to ENABLED	Submenu shows: 1. URL field 2. Format menu (MP3 or WAV) 3. Time Limit (sec) field			**N/A**	**N/A**	
D	Write gibberish into the URL field	Waring! Please enter a valid URL			**N/A**	**N/A**	
E	Write valid URL. Erase Time Limit field, so make it blank	Warning! This field is required			**N/A**	**N/A**	
F	Write non-integer characters into Time Limit field	Warning! Please enter only digits			**N/A**	**N/A**	
G	Write numbers into Time Limit field	Warning for digits disappears			**N/A**	**N/A**	
H	Change format to WAV, then save	Top-right successful notification confirms new feature, return to prior menu blue microphone icon appears in corner			**N/A**	**N/A**	No notification
I	Change format to MP3, then save	Top-right successful notification confirms new feature, return to prior menu blue microphone icon appears in corner			**N/A**	**N/A**	
J	Re-open Call Recording, flip toggle to DISABLED, save changes	Notification in top-right corner icon disappears			**N/A**	**N/A**	

ID	Description
27	**Edit Ringback feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Ringback icon in the grid	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
B	Switch toggle to ENABLED	New menu shows: 1. Ringback media (default value = Silence) 2. blue Upload button 3. link Cancel 4. green Save Changes button			**N/A**	**N/A**	
C	Click Ringback Media menu	See options, if you loaded files earlier			**N/A**	**N/A**	
D	Click Upload button	Browse field appears, green & red button appear			**N/A**	**N/A**	
E	Click Browse, choose WAV file	File name appears in the Browse field			**N/A**	**N/A**	
F	Click green upward arrow button	Green & Red buttons disappear ringback media shows new file			**N/A**	**N/A**	
G	Click Save Changes	Notification in top-right corner yellow musical note icon			**N/A**	**N/A**	
H	Re-open Ringback, flip toggle to DISABLED, save changes	Notification in top-right corner icon disappears					

ID	Description
28	**Edit Next Action feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Next Action icon in the grid	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
B	Switch toggle to ENABLED	New menu shows: 1. a list of Main Menu, voice mail boxes and user names					
C	Choose multiple values & save changes	Top-right successful notification icon: green-arrow pointing rightward appears in corner of prior menu					
D	Re-open Next Action, flip toggle to DISABLED, save	Top-right notification confirmation icon disappears			**N/A**	**N/A**	

ID	Description
29	**Edit Allow Call-Forward feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Allow Call-Forward icon in the grid	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
B	Click toggle	Changes to ENABLED, no menu appears			**N/A**	**N/A**	
C	Save Changes	Top-right successful notification icon: yellow arrow rightward appears in corner of prior menu			**N/A**	**N/A**	
D	Re-open Allow Call-Forward, flip toggle to DISABLED, save	Top-right notification confirmation icon disappears			**N/A**	**N/A**	

ID	Description
30	**Edit Caller ID Prepend feature**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Caller ID Prepend icon in the grid	Dialog window shows DISABLED toggle			**N/A**	**N/A**	
B	Switch toggle to ENABLED	New menu shows: 1. field Caller ID Name prefix 2. Caller ID number prefix			**N/A**	**N/A**	
C	Don’t write anything in fields, leave them empty, SAVE!	Warning! This field is required			**N/A**	**N/A**	
D	Write a number in the NAME field	Accept this value, because “2600Hz” is a valid ID			**N/A**	**N/A**	
E	Write alphabet letters in the Number field, like “SUPPORT”	Accept this value			**N/A**	**N/A**	
F	Save Changes	Top-right successful notification icon: pink paper appears in corner			**N/A**	**N/A**	
G	Re-open Caller ID Prepend, flip toggle to DISABLED, save	Top-right notification confirmation icon disappears			**N/A**	**N/A**	

DEVICES

ID	Description
31	**Add a device (without a provisioner configured)**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on Devices tab	Page shows: 1. Total Devices: # 2. Add Device button 3. Search bar 4. Five column table, with headers labeled: Type, Name / Mac Address, User, Enable, Edit 5. Any listed devices and their attributes			**N/A**	**N/A**	
B	click Add Device, choose SIP Phone, click link “The brand of my device is not listed here.”	A dropdown menu shows: 1. SIP 2. Audio 3. Video 4. Restrictions 5. Emergency Caller-ID 6. Miscellaneous			**N/A**	**N/A**	
C	Click “SIP” from menu	SIP Info menu shows: 1. SIP Username field (contains info) 2. SIP Password field (contains info) 3. Realm (contains info)			**N/A**	**N/A**	
D	Choose Audio from the ADVANCED menu	Menu displays Audio Settings, informing you of the capability to drag & drop codecs from one box to another. The left box is labeled “Available” The right box is labeled “Selected” The Selected box might have a codec loaded.			**N/A**	**N/A**	
E	Drag a Codec from the SELECTED box to the AVAILABLE box	Without error, the Codec-chunk slides across the screen to the other box.			**N/A**	**N/A**	
F	Drag a Codec from the AVAILABLE box to the SELECTED box	Without error, the Codec-chunk slides across the screen to the other box.			**N/A**	**N/A**	
G	Drag a Codec around the same box. Pick one at the top and drag it to the bottom, or anywhere inside the same box.	Without error, the Codec-chunk slides slides down the box. The box scrolls down to accommodate the motion of the Codec-chunk.			**N/A**	**N/A**	
H	Choose VIDEO from the ADVANCED button	Menu displays Video Settings, informs you of the capability to drag & drop codecs from one box to another The left box is labeled “Available” The right box is labeled “Selected” The Selected box might have a codec loaded.			**N/A**	**N/A**	
I	Drag a Codec from the SELECTED box to the AVAILABLE box	Without error, the Codec-chunk slides across the screen to the other box.			**N/A**	**N/A**	
J	Drag a Codec from the AVAILABLE box to the SELECTED box	Without error, the Codec-chunk slides across the screen to the other box.			**N/A**	**N/A**	
K	Drag a Codec around the same box. Pick one at the top and drag it to the bottom, or anywhere inside the same box.	Without error, the Codec-chunk slides slides down the box. The box scrolls down to accommodate the motion of the Codec-chunk.			**N/A**	**N/A**	
L	Choose RESTRICTIONS from the ADVANCED button	Test field shows an example # Seven toggle options appear activated: 1. US Toll Free 2. US Toll 3. Emergency Dispatcher 4. Caribbean 5. US DID 6. International 7. Other than above			**N/A**	**N/A**	
M	Click all toggles labeled “ALLOW”	Toggles turned grey and labeled “DENY”			**N/A**	**N/A**	
N	Click the DID toggle to “ALLOW” Ensure “US TollFree” toggle says “DENY”	one toggle turned blue and labeled “ALLOW”			**N/A**	**N/A**	
O	In the Test field, type: 8003334444 Then click TEST	Red X under US Toll Free toggle Red box warning message: “This device will not be allowed to place a call to [test #].”			**N/A**	**N/A**	

P	In the Test field, type: 4153334444 Then click TEST	Green Check appears under the US DID toggle Green box message: “This device will be allowed to place a call to [test #].”			N/A	N/A	
Q	Choose EMERGENCY CALLER ID from ADVANCED button	Dialog window shows: The Number menu starts on “- Account Default -“			N/A	N/A	
R	Click Create device	Top-right successful notification shows I added a device and named it, and I’m returned to the User’s Devices menu, which lists current devices.			N/A	N/A	
S	Go back to ADVANCED > EMERGENCY CALLER ID window, click SELECT AN E911 NUMBER	New dialog window opens, shows 1. title LIST OF NUMBERS 2. search bar 3. phone numbers equipped with red ambulance icons, because they’re 911 enabled			N/A	N/A	
T	Type a few digits in the search bar to find a number listed below	A) Find a listed number successfully B) When typing an unlisted number, a message “No numbers matched your search” appears.			N/A	N/A	
U	Select a number by clicking on radio button, then choose SELECT button	Returns to Emergency Caller ID menu with the telephone number occupying the Number field.			N/A	N/A	
V	Click CREATE DEVICE (or save any existing device you edited)	Returns to User’s Devices window, with the new device appended to the bottom of the list, and a top-right success notification			N/A	N/A	
W	Click on the "Advanced" button and select the "Miscellaneous" option	New section shows: 1. checkbox “Ignore Completed Elsewhere” 2. checkbox “Notify when unregistered” 3. checkbox “Encrypt audio” 4. button “Restart”			N/A	N/A	
X	Check the "Encrypt the audio" checkobx	A dropdownmenu appears next to the checkbox			N/A	N/A	
Y	Select the type of encryption in the dropwdown and click on the "Create Device" button	The new device will be added to the device's list and the device counter at the top of the page will display the new amount of devices listed Top-right successful notification			N/A	N/A	
	For other types of devices, consult Section 14: Editing User’s Devices for step-by-step testing.						

ID	Description
32	**Add a device (with a provisioner configured)**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click on the "Add Device" link and select the "SIP Phone" option	Dialog window show a list of brands.			N/A	N/A	
B	Choose a brand.	A thumbnail gallery of phone photos listed by model ID appears			N/A	N/A	
C	Choose a model	Form shows: 1. Device Name field 2. MAC Address field.			N/A	N/A	
D	Type a name, leave MAC Address field empty	Warning! This field is required			N/A	N/A	
E	Type a MAC Address, leave the name empty	Warning: This Field Is Required					
F	Type both fields required values, then click Create Device	- New device added to the list in alphabetical order - Total Devices increased by 1 - Notification confirmed creation					

ID	Description
33	**Edit a device**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click the ON toggle in the ENABLE column for one device	Toggle turns transparent and says “OFF”			N/A	N/A	
B	Click wrench icon for same device	Dialog window opens with Basic Settings and: 1. Device name field 2. MAC Address field			N/A	N/A	
C	Change name, save	Device name updated in list			N/A	N/A	
D	Using the same name you just saved, type the name in the search bar above the table	Matching names identified			N/A	N/A	
E	Set the toggle button of the device to "On"	Toggle turns blue			N/A	N/A	
F	Click on a device’s wrench icon, then click DELETE	Dialog window confirmation asks are you sure you want to delete? CANCEL or OK			N/A	N/A	
G	Click on the "OK" button	Device removed from list top-right notification confirms choice			N/A	N/A	

CALL LOGS

ID	Description
34	**Search a call log**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Click “Call Logs” tab	New page shows: 1. Today, This Week, This Month, Custom tabs 2. search bar 3. A list of Today’s call logs			N/A	N/A	
B	Type a name or number in search bar	Identifies matching results			N/A	N/A	
C	Click CUSTOM button	New fields appear 1. Start date field 2. End date field 3. FILTER button			N/A	N/A	
D	Choose first day of previous month for the START date	The calendar will close and the dates in the START field will update			N/A	N/A	
E	Click FILTER button	Call logs will be refreshed to show only the records that fall inside the date range.			N/A	N/A	

ID	Description
35	**View detail of a call log**

Steps	Actions	Expected	Pass / Fail				Comment
			User	Masquerading	Reseller	Superduper	
A	Inside the Call Details column, click the GEAR icon	Dialog window shows a Key-Value table			N/A	N/A	
B	Click the top-right X	Closes window of Call Log Details					
B	Inside the Submit Report column, click “report call”	Default e-mail client opens and prepares message loaded with call’s details			N/A	N/A	