The VoIP Telephone System Enhanced Features, Single Inbox Messaging and Reach Me Anywhere, are features associated with your existing or new VoIP phone instrument. The IS Service Request System supports requesting and managing these features.

**Existing Phone**

You can add either of the VoIP Enhanced Features to a phone you already have.

Using the Service Request System

1. Create a new request or edit an existing one that is in Draft status
2. Select **Directory Services** on the Request Options page:

![12658 - VoIP Enhanced Features Request Options](image)

3. On the next page (Directory Services: Select a Directory Record) locate the Directory Record to which the phone is assigned. Enter a last name or a phone number and click the associated Find button. If necessary, select from the resulting list.
4. On the next page (Add a Directory Service Order Item), click the Select button next to the VoIP service that is the phone.
5. You will see the phone service information and the **Select an Action** drop down. Use the drop down to select **VoIP Features – Add**.
6. The VoIP Phone – Additional Features form page will appear.
7. After clicking on the checkbox for either or both features you will be prompted for an Email Address. To verify eligibility, click the **Check Eligibility** button.
8. If eligible, the Active Directory information associated with the email address will be displayed (greyed out). You can use the Reset Email button to supply a different email address. Both the Reach Me Anywhere and Single In-Box features require an email address.

9. If Reach Me Anywhere was checked, you will be prompted to supply a 10-digit phone number.
10. Provide a **Service Reporting Budget** and create the Order Item by clicking on the **Add to Request** button.
11. After the Order Item has been added, click the **Done – Back to Request Options** button.

![Image of the done button]

12. You can now add more order items. When done, submit the request by clicking the **Review & Submit** button.
13. After reviewing, click the **Submit Request** button.