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.

**New Phone**

VoIP Enhanced Features are available options when you request a new phone and want that new phone provisioned. A phone that is not provisioned will not work on the network and would be a spare phone that could be provisioned at a later time.

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:

![Directory Services Request Options](image)

3. On the next page (Directory Services: Select a Directory Record) locate the Directory Record to which the new phone will be assigned. Enter a last name or a phone number and click the associated **Find** button. If necessary, select from the resulting list. If the phone is for a new person, you may use the **New Record** button to supply name and budget information for them.
4. On the next page (Add a Directory Service Order Item), use the **Select a New Service** drop down (Option 1) and select **VoIP Phone – New**.
5. The VoIP Phone – New form page will appear.

6. Select the desired Instrument Type from the drop down.
7. Indicate that you will be purchasing the new phone or using one you already own. Provide the required information.
8. Answer the Provisioning question. Answering Yes will expand the form with prompts for provisioning related information (including whether or not you want any of the VoIP Enhanced Features).
9. Scrolling down the page, you will find where you can request one or both of the VoIP Enhanced Features.
10. Click **No Thanks** if you do not want any of these features. Otherwise, click the checkbox for either or both features and you will be prompted for an Email Address. To verify eligibility, click the **Check Eligibility** button.

11. 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.
12. If Reach Me Anywhere was checked, you will be prompted to supply a 10-digit phone number.
13. After the whole form is filled in, click the **Add to Request** button at the bottom of the page to create the Order Item.

![Add to Request button]

14. After the Order Item has been added, click the **Done – Back to Request Options** button.

![Done - Back to Request Options button]

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