

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 [Help](#)

Request Options

Add Order Items >> Directory Services (Phone and Voice Services) ▼

Select an item from this list ...

Request has no Order Items

Directory Services (Phone and Voice Services)

Ethernet - New

Ethernet - Configuration Change

Wireless Site Survey

Wireless Guest Account for Special Events

Entire Budget Change (affects all Directory Services)

Site License

SSL Certificate Service

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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.

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[Help](#)

Directory Services: Select a Directory Record

[Done - Back to Request Options](#)

Ethernet is no longer a Directory Service. Click the 'Back to Request Options' and use the Add Order Item drop-down for [Ethernet - New](#) and [Ethernet - Configuration Change](#).

Search for an Existing Directory Record

Last Name:

[Find](#)

or Phone Number:

50450

(5 - 10 digits)

[Find](#)

Or, [Create a New Record](#) =====>

[New Record](#)

4. On the next page (Add a Directory Service Order Item), click the Select button next to the VoIP service that is the phone.

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Add a Directory Service Order Item

[Select another Directory Record](#)[Done - Back to Request Options](#)

Ethernet is no longer a Directory Service. Click the 'Back to Request Options' and use the Add Order Item drop-down for [Ethernet - New](#) and [Ethernet - Configuration Change](#).

Directory Record

Name:

Department: INFORMATION TECHNOLOGY SVCS

Contact Phone: 50450

Option 1 [Select a New Service](#) ▼

Option 2 [Select a Directory Level Item](#) ▼

Option 3 [Select a Service listed below to work with](#)

	Service	Item	Location/Number	Budget
Select	VOIP	IP-6921 50450	C471FE43D469	Reprt: 1162-0001 Usage: 1162-0001
Select	Toll Free	Toll Free 50450	8665551212	Reprt: 1162-0001 Usage: 1162-0001

5. You will see the phone service information and the **Select an Action** drop down. Use the drop down to select **VoIP Features – Add**.

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Add a Directory Service Order Item

Ethernet is no longer a Directory Service. Click the 'Back to Request Options' and use the Add Order Item drop-down for [Ethernet - New](#) and [Ethernet - Configuration Change](#).

Directory Record

Name:
Department: INFORMATION TECHNOLOGY SVCS
Contact Phone: 50450

Selected Service: VOIP
Item: IP-6921
Number: C471FE43D469
Reference: 50450
Reporting Budget: 1162-0001
Usage Budget: 1162-0001
Start Date: 03/25/2011

Select an Action to create
an Order Item for this
Service >>

Close Window

VoIP Features - Add ▼
Select an Action
Budget Change
Disconnect (Cancel)
Long Distance Access
Feature Change
Display Name / Caller ID Change
Move
Number Change
New Second Number
Voice Mail Change
VoIP Features - Add
Other (Specify)

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6. The **VoIP Phone – Additional Features** form page will appear.

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[Help](#)

VoIP Phone - Additional Features

Directory Record

Name:
Department: INFORMATION TECHNOLOGY SVCS
Contact Phone: 50450

Existing Service

Service Type: VOIP
Item Name: IP-6921
Number: C471FE43D469
Reference: 50450
Reporting Budget: 1162-0001
Usage Budget: 1162-0001

Additional VoIP Features

Select the feature(s) that you would like (selecting both is OK)

☐ Reach Me Anywhere ☐ Single In-Box

Service Reporting Budget

☐ Use Phone's Current Budget (1162-0001)
☐ Select a New Budget

Comments

Cancel

Reset Form

Add To Request

- 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.

Additional VoIP Features

Select the feature(s) that you would like (selecting both is OK)

☒ Reach Me Anywhere ☒ Single In-Box

Please provide an email address located on the WSU Pullman Exchange Server

Email Address:

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.

Additional VoIP Features

Select the feature(s) that you would like (selecting both is OK)

☐ Reach Me Anywhere ☒ Single In-Box

Please provide an email address located on the WSU Pullman Exchange Server

Email Address:

Network ID from Active Directory

WSU Number from Active Directory

9. If Reach Me Anywhere was checked, you will be prompted to supply a 10-digit phone number.

Additional VoIP Features

Select the feature(s) that you would like (selecting both is OK)

☒ Reach Me Anywhere

☒ Single In-Box

Please provide an email address located on the WSU Pullman Exchange Server

Email Address:

Check EligibilityReset Email

Network ID from Active Directory

WSU Number from Active Directory

048651742

Reach Me Anywhere Phone:

Any 10-digit phone number, no hyphens

Enter a Reach Me Anywhere phone number

10. Provide a **Service Reporting Budget** and create the Order Item by clicking on the **Add to Request** button.

Service Reporting Budget

☐ Use Phone's Current Budget (1162-0001)

☐ Select a New Budget

Comments

CancelReset Form

Add To Request

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

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Add a Directory Service Order Item

Select another Directory Record

Done - Back to Request Options

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

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Request Options

Add Order Items >>

Select an item from this list ...

1 Order Items

	Name / Phone	Service / Action	Item / Number
<div>Edit</div>	50450	Phone VoipPlus	IP-6921 C471FE43D469

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Edit Request Title

Delete Request

Edit Request Contact

View / Print

Review & Submit

13. After reviewing, click the **Submit Request** button.

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Review and Submit Request

Review your request and click the Submit button

Request:	Title:	VoIP Enhanced Features
	Type:	Services
	Number:	12658