

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:

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

<< Back

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.

12658 - VoIP Enhanced Features

[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:

or Phone Number: (5 - 10 digits)

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

[Find](#) [Find](#) [New Record](#)

- 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**.

12658 - VoIP Enhanced Features

[Help](#)

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 **VoIP Phone - New** ▼
 Option 2 **Select a New Service**
 Option 3 -----
 Analog Service - New
 Authorization Code
 Calling Card
 Toll Free Number

		Budget
Select	VoIP Phone - New 50450	Reprt: 1162-0001 Usage: 1162-0001
Select	Toll Free Toll Free 8665551212	Reprt: 1162-0001

5. The **VoIP Phone – New** form page will appear.

12658 - VoIP Enhanced Features

[Help](#)

VoIP Phone - New

Directory Record

Name:
Department: INFORMATION TECHNOLOGY SVCS
Contact Phone: 50450

Specify Instrument Type

Select One ▼

Schedule Date

<input checked="" type="radio"/> Standard	- Request will be completed within 7 working days of IS receipt of request - IS determines the actual date based on current workload - A technician will contact you prior to beginning work
<input type="radio"/> Future Date	- Select a specific Date, greater than 7 working days of IS receipt of request
<input type="radio"/> Rush	- Select a specific Date, less than 7 working days of IS receipt of request - Note: one-time charges will be doubled

Phone Service Reporting Budget

Select a Budget ▼

One-Time Charge Budget

Select a Budget ▼

Check Ethernet Availability

6. Select the desired **Instrument Type** from the drop down.

12658 - VoIP Enhanced Features

[Help](#)

VoIP Phone - New

Directory Record

Name:

Department: INFORMATION TECHNOLOGY SVCS

Contact Phone: 50450

Specify Instrument Type

IP-7821 - 2-Line Phone

\$439.00

Purchase Instrument?

☐ Yes

☐ No

Schedule Date

☒ Standard

- Request will be completed within 7 working days of IS receipt of request

7. Indicate that you will be purchasing the new phone or using one you already own. Provide the required information.

12658 - VoIP Enhanced Features

[Help](#)

VoIP Phone - New

Directory Record

Name:
Department: INFORMATION TECHNOLOGY SVCS
Contact Phone: 50450

Specify Instrument Type

IP-7821 - 2-Line Phone ▼ ----\$439.00

Purchase Instrument?

☒ Yes
☐ No

Deliver phone instrument to:

☐ Request Contact
☐ Request Owner
☐ Other - specify Name and Phone Number in comments

Provision (setup) this phone or keep as a Spare?

☐ Yes, provision (setup) this phone
☐ No, will use this phone as a Spare

Schedule Date

☒ Standard - Request will be completed within 7 working days of IS receipt of request

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).

12658 - VoIP Enhanced Features

[Help](#)

VoIP Phone - New

Directory Record

Name:
Department: INFORMATION TECHNOLOGY SVCS
Contact Phone: 50450

Specify Instrument Type

IP-7821 - 2-Line Phone ▼ ----\$439.00

Purchase Instrument?

- ☒ Yes
☐ No

Deliver phone instrument to:

- ☐ Request Contact
☐ Request Owner
☐ Other - specify Name and Phone Number in comments

Provision (setup) this phone or keep as a Spare?

- ☒ Yes, provision (setup) this phone
☐ No, will use this phone as a Spare

Select a Button Template for this IP-7821

[An IS Consultant will contact you for button template assistance on this instrument type](#)

New Phone's Primary Number?

- ☐ Assign a new Phone Number
☐ Use an existing Phone Number

Phone Display Name

[Shows when calling on-campus phones that have displays](#)

9. Scrolling down the page, you will find where you can request one or both of the VoIP Enhanced Features.

when phone is not answered , forward to (select an option).

Select One

Additional VoIP Features

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

☐ No Thanks ☐ Reach Me Anywhere ☐ Single In-Box

Need a New Authorization Code?

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.

Additional VoIP Features

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

☐ No Thanks ☒ Reach Me Anywhere ☐ Single In-Box

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

Email Address: @wsu.edu

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.

Additional VoIP Features

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

☐ No Thanks☐ 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

12. 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)

☐ No Thanks☒ 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

Reach Me Anywhere Phone:

Any 10-digit phone number, no hyphens

Enter a Reach Me Anywhere phone number

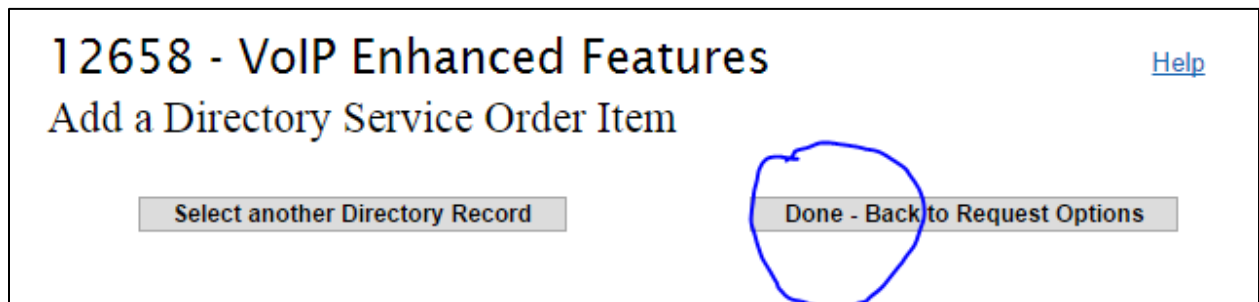
13. After the whole form is filled in, click the **Add to Request** button at the bottom of the page to create the Order Item.



Comments

Cancel **Reset Form** **Add To Request**

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



12658 - VoIP Enhanced Features [Help](#)

Add a Directory Service Order Item

Select another Directory Record **Done - Back to Request Options**

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

12658 - VoIP Enhanced Features

[Help](#)

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 NewPrimary	IP-7821

<< Back

Edit Request Title

Delete Request

Review & Submit

Edit Request Contact

View / Print

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

12658 - VoIP Enhanced Features

Review and Submit Request

Review your request and click the Submit button

Cancel

Submit Request

Request:

Title: VoIP Enhanced Features

Type: Services

Number: 12658