



Division of IT Only

VoIP Summary Attached:

Yes

No

INC#: \_\_\_\_\_ SO#: \_\_\_\_\_

# VoIP Phone Service Order

Email completed service order and supporting documents to [tcom-request@tamu.edu](mailto:tcom-request@tamu.edu). You will receive an automatic email from Help Desk Central providing a reference number (INC#). If you haven't received a response after two business days, reply to the original email or call 979.845.8300 and with your INC# for a status update.

## New to VoIP?

Follow the request process outlined on [it.tamu.edu](http://it.tamu.edu):

**Step 1:** Confirm the appropriate network is in place and that your Departmental IT and/or [Building Connections](#) support VoIP.

**Step 2:** Order and receive [devices](#).

**Step 3:** Complete and submit VoIP Phone Service Order.

## Requestor/Departmental Coordinator Information

By filling out this form, you are certifying that you are authorized by your unit to submit this work order.

Name: \_\_\_\_\_ Unit/College/Department: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

## Billing Information

This is not an account change form. If you need to make changes to your account, refer to [Account Change Form](#).

Billing Contact Name: \_\_\_\_\_

Billing Contact Email Address: \_\_\_\_\_ Billing Contact Phone Number: \_\_\_\_\_

Mailstop/Mailing Address: \_\_\_\_\_

Account No. (xx-xxxxxx-xxxxx): \_\_\_\_\_ Department Code: \_\_\_\_\_

Authorized Account Signer Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Other

Service Date Desired: \_\_\_\_\_

Remarks: \_\_\_\_\_



**STOP!** If requesting changes to **two or more phone lines**, stop here and fill out the [VoIP Service Order Summary](#).

If only requesting changes to **one phone line**, please continue filling out this form on page 2.



## Service Requests

### Select ALL services needed:\*

- |                                    |                          |
|------------------------------------|--------------------------|
| Upgrade to Cisco VoIP              | Change Calling Access    |
| Add New Cisco VoIP Line            | Update Voicemail         |
| Add New Polycom VoIP Line (Legacy) | Physical Location Change |
| Disconnect Line                    | Programming Change       |

## Phone Information

Phone Number (if applicable):\* \_\_\_\_\_

Name to display on Caller ID:\* \_\_\_\_\_

Current Phone System:\*      Cisco VoIP      Polycom VoIP (Legacy)

Phone Model Number:\* \_\_\_\_\_

*Find the phone model in Settings > Phone Information.*

Phone MAC Address:\* \_\_\_\_\_

*Find the 12 character alphanumeric MAC address on the back or bottom of the phone, or in Applications (button with gear icon) > Phone Information. The MAC is listed as "Host name" after the "SEP" prefix..*

### Supported VoIP Models

- Cisco 7821
- Cisco 7832
- Cisco 7841
- Cisco 8831
- Cisco 8841
- Polycom VVX 311<sup>L</sup>
- Cisco 8845
- Polycom VVX 411<sup>L</sup>
- Cisco 8851
- Polycom IP 6000<sup>L</sup>

<sup>L</sup> Legacy support only

## Calling Access

Calling Access:\*      International (ARS1)      U.S. Long Distance (ARS2)      Local + 800 (AR14)      Local Only (AR10)

Authorization:      Require Auth. Code (AR13)      Use Current Auth. Code: \_\_\_\_\_      New Auth. Code Needed

## Voicemail

Send voicemail to:\*      Email ONLY      Email and phone      Phone ONLY      Do not accept voicemail

Send voicemail to this email (if applicable): \_\_\_\_\_

End User NetID (Cisco VoIP only): \_\_\_\_\_

## Physical Location

Building Number:\* \_\_\_\_\_      Room Number:\* \_\_\_\_\_

*Is this phone being moved? If yes, please fill out the following:*

New Building Number (if applicable): \_\_\_\_\_      New Room Number (if applicable): \_\_\_\_\_



## Programming Change

### IMPORTANT!

Shared Call Appearance (SCA) and Busy Lamp Field (BLF) options are available for phones on the **same phone system**.

SCA come before BLF when programming a phone.

## Button Types

### SCA – Shared Call Appearance

Ability to answer other phone lines on the same phone system (i.e., main departmental line, supervisor line). Lights up red when on the phone.

### BLF – Busy Lamp Field

Internal speed dials to other users on the same phone system. Button will light up red if individual is on the phone.

Button	Display Name	Phone Number	Button Type
Button 1	_____	_____	Primary Line
Button 2	_____	_____	SCA BLF
Button 3	_____	_____	SCA BLF
Button 4	_____	_____	SCA BLF
Button 5	_____	_____	SCA BLF
Button 6	_____	_____	SCA BLF
Button 7	_____	_____	SCA BLF
Button 8	_____	_____	SCA BLF
Button 9	_____	_____	SCA BLF
Button 10	_____	_____	SCA BLF
Button 11	_____	_____	SCA BLF
Button 12	_____	_____	SCA BLF

### How many buttons should I fill out?

#### Up to 2 Buttons

- Cisco 7821

#### Up to 4 Buttons

- Cisco 7841

#### Up to 5 Buttons

- Cisco 8841
- Cisco 8845
- Cisco 8851

#### Up to 6 Buttons

- Polycom WX 311

#### Up to 12 Buttons

- Polycom WX 411

Expansion modules have a [separate program sheet](#).