



VoIP Phone Service Order

Email completed service order and supporting documents to 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:

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.

Please Note: For Program Changes^s skip to page 2.

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](#)¹.
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 VoIP²
- Add New Cisco VoIP³ Line
- Programming Change⁵ (Update Caller ID, Reassign Phone Line)
- Change Calling Access⁶
- Update Voicemail
- 911 Location Update⁷
- Disconnect Phone Line

Phone Information

Phone Number (if applicable):^{*} _____

Name to display on Caller ID^{8,*} _____

Current Phone System:^{*} Cisco VoIP³ Polycom VoIP⁴ (Legacy)

Phone Model Number^{9,*} _____

Find the phone model in Settings > Phone Information.

Phone MAC Address^{10,*} _____

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 7841
- Cisco 8841
- Cisco 8845
- Cisco 8851
- Cisco 7832
- Cisco 8832
- Polycom VVX 311^L
- Polycom VVX 411^L
- Polycom IP 6000^L

^L Legacy support only

Calling Access

Calling Access^{6,*} International (ARS1) U.S. Long Distance (ARS2) Local + 800 (AR14) Local Only (AR10)

Voicemail

Send voicemail to:^{*} Email ONLY Email and phone Phone ONLY Do not accept voicemail

Send voicemail to this email (if applicable): _____

End User¹¹ NetID¹² (Cisco VoIP only): _____

911 Reporting Location⁷

Building Number:^{*} _____ Room Number:^{*} _____



Programming Change

IMPORTANT!

Shared Call Appearance (SCA)¹³ and Busy Lamp Field (BLF)¹⁴ options are available for phones on the **same phone system**.

SCA come before BLF when programming a phone.

Button Types

SCA – Shared Call Appearance¹³

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 Field¹⁴

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 10 Buttons

- Cisco 8841
- Cisco 8845
- Cisco 8851

Up to 6 Buttons

- Polycom WX 311^L

Up to 12 Buttons

- Polycom WX 411^L

Expansion modules¹⁵ have a [separate program sheet](#).



TELECOM VoIP Form Key Terms

VoIP Service Order Summary ¹

A service order summary is typically a change that requires an update to billing or is a cutover from Polycom or Centrex to Cisco.

Upgrade to Cisco VoIP ²

This is a change from one phone system (i.e. Centrex Analog, Key System, Polycom/Broadsoft) to Cisco VoIP.

Cisco VoIP ³

This is the current VoIP option of phone service provided by TAMU Telecom.

Polycom VoIP ⁴

This is the legacy VoIP option of phone service provided by TAMU Telecom. Limited to program changes only.

Program Change ⁵

This is an overall action that can include a service request or it can be a simple update. It can be simple (ring/name/CallerID changes, BLF updates, etc) or complex (such as call rerouting/forwarding/mobility options) with complex programming changes possibly requiring billing changes.

Change Calling Access ⁶

Calling access is an update to the inbound and outbound access of callers that can be reached from the phone line. It can include internal access, local, long distance, and international.

911 Location Update ⁷

This is an update to the data sent to the PSAP (Public Safety Answering Point). Any moves of a physical location of a phone requires an update to the 911 Location data to ensure PSAP information is correct.

Caller ID / Display Name ⁸

Can be person's name, department acronym, position, etc.

Phone Model Number ⁹

Find the phone model in Settings > Phone Information.

Phone MAC Address ¹⁰

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. Required.

End-User ¹¹

The ultimate user for whom a machine, as a computer, or product, as a computer program, is designed.

End-User NetID ¹²

TAMU NetID for personal lines. Required for Cisco programming. Your NetID is a username Texas A&M campus members use to login to various systems and services: AIS, CAS, Howdy, TAMU Gmail.

SCA / Shared Call Appearance (Button Type) ¹³

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. SCA comes before BLF when programming a phone.

BLF / Busy Lamp Field (Button Type) ¹⁴

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

Expansion Modules / Side Car ¹⁵

The Polycom and Cisco Expansion Modules (also known as sidecars) are consoles which connect to Polycom VVX and Cisco business media phones and add additional lines to supported phones; these lines can be configured as Line Appearance Keys, favorites (Speed Dials), or Busy Lamp Field (BLF) contacts. Sidecars enable you to handle large call volumes on a daily basis and expand the functions of your phone.