

iREQUEST GUIDELINES for Voice Services (updated 9/07)

1. NEW INSTALLATIONS
2. PHONE MOVES
3. DISCONNECT & REMOVE
4. FAX INSTALLATIONS
5. VOICEMAIL
6. NAME DISPLAY ONLY
7. ADD INTERCOM BUTTON
8. CALLING CARD REQUEST
9. HEADSET REQUEST
10. EXPEDITED REQUESTS
11. DSL & BUSINESS LINE ORDERS

For a detailed list of Voice Services staff and services, visit our web page at <http://www.ucop.edu/irc/commserv.html>

1. NEW INSTALLATIONS

USER NAME: Tom Smith
LOCATION: 8330A
REQUEST: Install new **2008 or 2616** phone w/voicemail*

Per the Communications Access Fee, the user may select **2008** (an 8-button set, **CAF-A**) or **2616** (a 16-button set, **CAF-B**).

NEW INSTALL, ADDING APPEARANCE OF LINES TO OTHER PHONES

Adding the appearance of a line will allow the user to see the line and answer it.

USER NAME: Tom Smith
LOCATION: 8330A
REQUEST: Install new **2008 or 2616** phone w/voicemail
Add appearance (appear only) of line 7-1111 to set
Add appearance (to ring) of line 7-9999 to set

SPEAKERPHONE REQUEST

Speakerphones are only installed in office locations.

USER NAME: Tom Smith
LOCATION: 8304 Franklin Bldg
REQUEST: Install new **2008 or 2616** speakerphone w/voicemail

2. PHONE MOVES

When a request has been received to move a phone(s), all line appearances (including voicemail) and other features associated with that phone, move too. We simply move the phone(s) to the new location(s).

USER NAME: Jane Doe
PRIME NUMBER: 7-1234
LOCATION: 8304
REQUEST: Move phone to location 8330a

USER NAME: Tom Smith
PRIME NUMBER: 7-1235
LOCATION: 8330a
REQUEST: Move phone to location 8304

USER NAME: Leonard Boyd
PRIME NUMBER: 7-1236
LOCATION: 5074
REQUEST: *Move phone to location 5072 (there is no phone in 5072)

****Special Note:*** *If a request is received to move a phone to a location that already has a phone, Voice Services will need to know if the phone currently in that location should be moved to another location, remain in place or disconnected. Failure to provide adequate information may result in additional labor charges. Voice Services should be notified if multiple phones will be installed in a location.*

3. DISCONNECTS

USER NAME: Jane Doe
PRIME NUMBER: 7-1234
LOCATION: 8330d
REQUEST: Disconnect line and remove phone/voicemail
*Remove all appearances of this line

****Special Note:*** *If Voice Services receives a request to disconnect a line that appears on other phones, Voice Services will NOT remove the line appearance(s) from those phones unless the iRequest specifies that all appearances of that line should be removed. A one hour labor charge is assessed for removing line appearances.*

USER NAME: Jane Doe
PRIME NUMBER: 7-1234
LOCATION: 8330d
REQUEST: Disconnect line and remove phone
Leave line and voicemail (*marp line)

****Special Note:*** For referral purposes, a user may request to marp a line. Voice Services will leave the line active in the switch so that voicemail is still active but the phone is removed. Monthly line and voicemail charges apply to marped lines, until such time that a subsequent iRequest is submitted to disconnect the line and voicemail.

REQUEST A NEW PRIME LINE FOR EXISTING PHONE

USER NAME: Kameron Boyd
PRIME NUMBER: 7-1234
LOCATION: 5042 Kaiser Bldg
REQUEST: Disconnect line/leave phone in location
Add new prime number and change name to Stone Philips

REQUEST TO ADD EXISTING PRIME LINE TO EXISTING PHONE

USER NAME: Kameron Boyd
PRIME NUMBER: 7-1234
LOCATION: 5042 Kaiser Bldg
REQUEST: Swap prime number 7-1235 with prime number 7-1234

4. FAX REQUESTS

New Install

USER NAME: Kendall Davis
PRIME NUMBER: 7-1234
LOCATION: 12345a
REQUEST: Install new fax line for incoming/outgoing use
Specify incoming, outgoing or both

Move

USER NAME: Kendall Davis
PRIME NUMBER: 7-1234
LOCATION: 12345a
REQUEST: Move fax line to location 6789

Disconnect

USER NAME: Kendall Davis
PRIME NUMBER: 7-1234
LOCATION: 12345a
REQUEST: Disconnect fax line and remove from billing

5. VOICEMAIL

USER NAME: Mark Doe
PRIME NUMBER: 7-1111
LOCATION: 8330b
REQUEST: Reset password and change name to Jane Doe

USER NAME: Mark Doe
PRIME NUMBER: 7-1111
LOCATION: 8330b
REQUEST: Delete all existing messages; build new mailbox
Change name to Jane Doe
Set "dial 0" prompt to 7-2222 (receptionist)

USER NAME: Mark Doe
PRIME NUMBER: 7-1111
LOCATION: 8330b
REQUEST: User forgot password; please reset password

6. NAME DISPLAY ONLY

USER NAME: Jane Doe
PRIME NUMBER: 7-3333
LOCATION: 8330c
REQUEST: Change name display to Tom Smith

7. ADD INTERCOM BUTTON

USER NAME: Jane Doe
PRIME NUMBER: 7-3333
LOCATION: 8330c
REQUEST: Assign intercom number; add to the same group as Tom Smith, (7-1235). Request for intercom number should be made at the time of initial request.

8. CALLING CARDS

Voice Services places orders for Qwest calling cards. Allow 10-15 working days for delivery.

USER NAME: Jane Doe
PRIME NUMBER: 7-3333
LOCATION: 8330c
REQUEST: Order (1) Qwest calling card for user
Deliver to user contact: Tom Smith at 8330d

9. HEADSETS

Visit the Voice Services Web page at <http://www.ucop.edu/irc/commserv.html>, click on Telephone, Pagers & Headsets. Click on AdcomBHS Web site. Select the desired headset model with M12 adapter.

USER NAME: Jane Doe
PRIME NUMBER: 7-3333
LOCATION: 8330c
REQUEST: Order H251n Supra headset
Order M12 Adapter
Deliver and install

10. EXPEDITED REQUESTS

The standard completion date for new telephone installations, moves, and set changes is three to five working days from the date **received** by Voice Services. Expedites are only recommended if emergency (high) service is absolutely necessary. Expedited requests are \$60 in addition to any labor charge assessed by the engineer. All expedites are reviewed by the Voice Services supervisor, and are generally completed the next day (no later than two working days from the date the expedited request is approved). Calling cards, headsets, DSL requests, Polycom equipment orders and other special requests cannot be expedited. Voice Services reserves the right to refuse to expedite a request, and the user will be notified if the expedite has not been approved.

11. DSL & BUSINESS LINE REQUESTS

UCOP staff members who conduct business from home may request, with the approval of their department, to have Voice Services coordinate installation of DSL, modem, and fax lines at their home. DSL lines are offered through AT&T. Installation will be completed within the following amount of time:

- **DSL** - 10-20 business days
- **Modem or Fax** - 10 business days

Upon receipt and acceptance of a DSL service request, the user is required to complete the DSL application form, which may be obtained from our Web page at <http://www.ucop.edu/irc/services/teles.html>.

Special Note: Before the DSL order can be processed, AT&T must first qualify the user's residence to ensure that it is within a reasonable proximity to the nearest central office. If AT&T cannot qualify a residence, order will have to be placed through an alternate internet service provider.