

Pinnacle - DVA Manual - Phone Orders

Part 1: Welcome to Pinnacle!

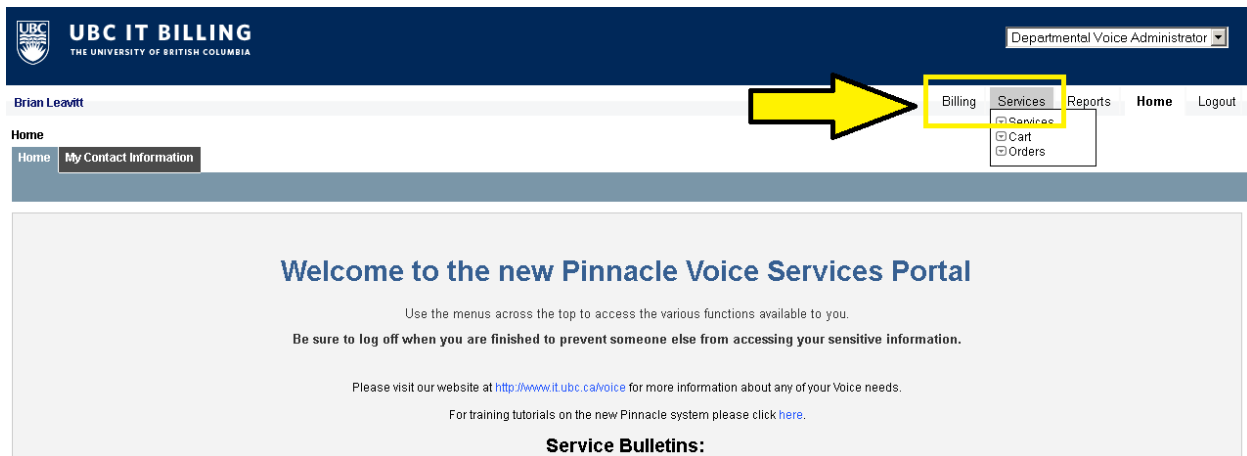
Hi there!

You are now a Departmental Voice Administrator (DVA) and have been granted access to the Pinnacle Portal, where you can **look up phone bills** and **place phone orders** on behalf of your department.

Let's get started. To access the Pinnacle Portal:

- Go to <http://billing.it.ubc.ca>
- Log-in with your **CWL username and password**.

You will see a screen that looks like this:



In the top right of the screen, you will see two links: **'Billing'** and **'Services'**.

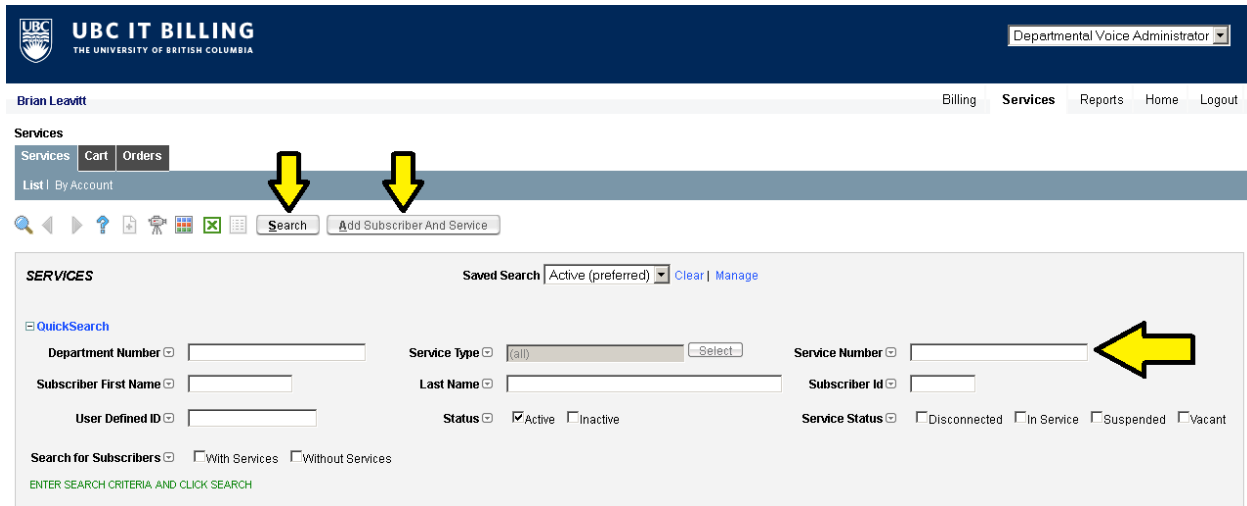
- To look up phone bills click on **'Billing'**.
- To place phone orders click on **'Services'**.

Would you like to **look up phone bills** or [place a phone order](#)?

Part 2: Placing Phone Orders

Now that you have logged into Pinnacle with your CWL account and clicked on 'Services' in the top right, you are ready to place a phone order.

You will see a screen that looks like this:



You can **place phone orders** in several ways. The most common methods are:

- You can leave all the fields blank and click on '**Search**' to display a list of all the services you have access to change.
- You can enter the 10 digit phone number of the **service you wish to change, disconnect, or move** in the '**Service Number**' box and then click on '**Search**'. Please note that it must be the full 10 digit number, with no spaces or extra characters. For example: '6048222008' would look up 604-822-2008.
- If you wish to **add a new service AND a new subscriber**, for example a new employee in a new position, click on '**Add Subscriber And Service**'.
- If you wish to **add a new service to an existing subscriber**, you can search for their current 10 digit phone number in the '**Service Number**' box, or you can enter their first and/or last names in the '**Subscriber First Name**' and '**Last Name**' boxes.

Would you like to [change, move, disconnect, or add a service to an existing subscriber](#) or [order a new service for a new subscriber](#)?

Part 2a: Changing, Adding, Disconnecting, or Moving Services for Existing Subscribers

Now that you have searched for the subscriber you wish to change, you will see a screen that looks like this:

UBC IT BILLING THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Brian Leavitt Billing Services Reports Home Logout

Services Cart Orders

List | By Account

Search Add Subscriber And Service

SERVICES Saved Search [] Clear | Manage

QuickSearch

Department Number [] Service Type [(all)] -Select- Service Number [6048273700]

Subscriber First Name [] Last Name [] Subscriber Id []

User Defined ID [] Status Active Inactive Service Status Disconnected In Service Suspended Vacant

Search for Subscribers With Services Without Services

1 - 1 Display 250 rows per page

Department	Subscriber	Group	Service	Service Type	Service Status	Line Type	Location	Subscriber Id	Active	Assign Start Date	Assign End
9771 (IT INFRASTRUCTURE)	Leavitt, Brian	AdminTel INFO TECH	6048273700	Voice	In Service		308 (LEONARD S KLINCK) / 1 / 103 / VOIP	9642526	<input checked="" type="checkbox"/>	08-MAR-12	

Click on the blue highlighted phone number for the subscriber you wish to change listed under the 'Service' column. You will then be taken to a screen that looks like this:

UBC IT BILLING THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Brian Leavitt Billing Services Reports Home Logout

Services > 9642526 Leavitt, Brian Voice 6048273700

Services Cart Orders

Profile

Add Move Service Change Service Disconnect Service

SubSCRIBER, SERVICE & LOCATIO

Add Subscriber and Service
 Add Service to Subscriber
 Add Location to Service

Subscriber

Name Brian Leavitt Subscriber ID 9642526 User Defined ID 89642526
 Group AdminTel INFO TECH Billing Cycle AdminTel INFO TECH
 Status Active Status As Of Date 08-MAR-2012
 Department Number 9771 Department Name IT INFRASTRUCTURE Bill To Department
 Cost Center Tax Status None

Service

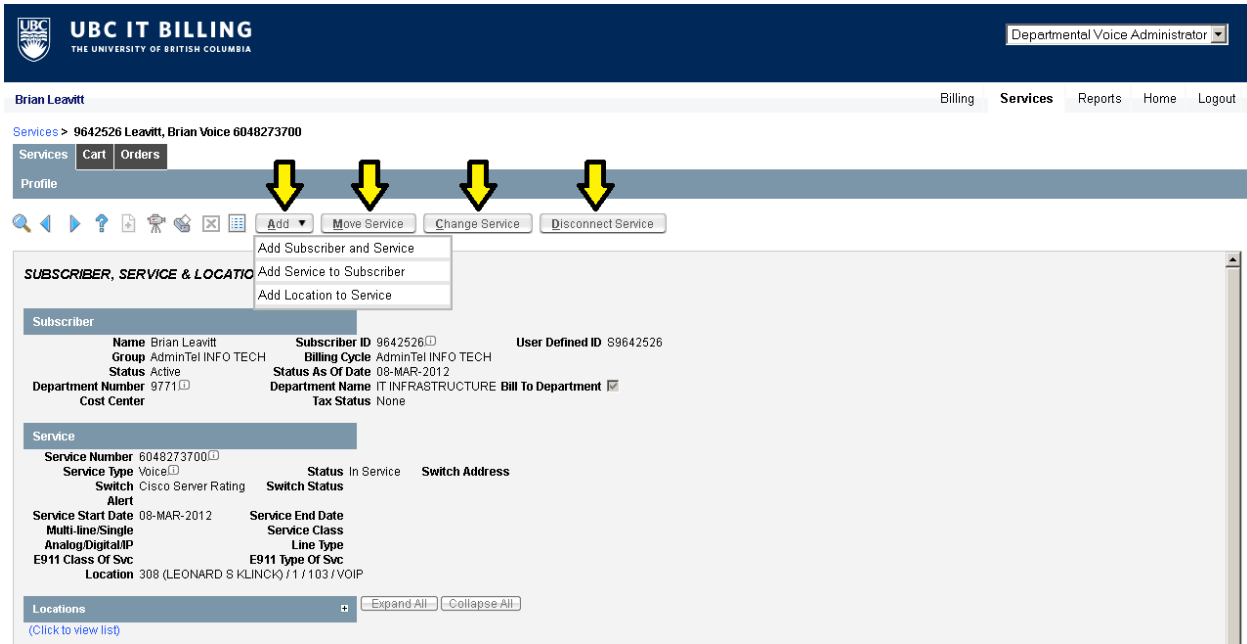
Service Number 6048273700 Status In Service Switch Address
 Service Type Voice Switch Cisco Server Rating Switch Status
 Alert
 Service Start Date 08-MAR-2012 Service End Date
 Multi-line/Single Service Class
 Analog/Digital/MP Line Type
 E911 Class Of Svc E911 Type Of Svc
 Location 308 (LEONARD S KLINCK) / 1 / 103 / VOIP

Locations Expand All Collapse All
 (Click to view list)

From this screen you can:

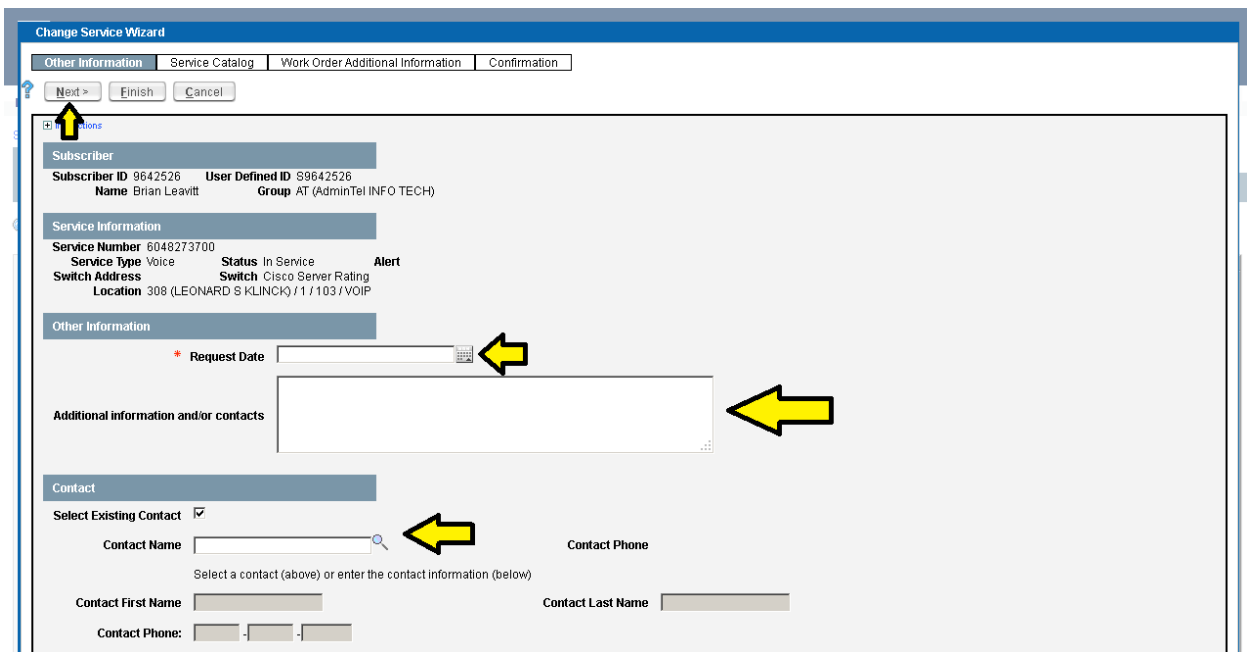
- [Add a Cisco Personal Directory \(VoIP speed dial\)](#)
- [Add a Long Distance Authorization Number \(PBN\) to an existing subscriber](#)
- [Add a new service to an existing subscriber](#)
- [Add an extension to an existing line](#)
- [Add voicemail](#)
- [Change a subscriber and call display \(caller ID\) name](#)
- [Change Speedchart \(billing\) information for a service](#)
- [Disable long distance](#)
- [Disconnect a service](#)
- [Enable long distance](#)
- [Move a line \(or report a VoIP phone move\)](#)
- [Remove voicemail](#)
- [Reset a voicemail password \(PIN\)](#)

Add a Cisco Personal Directory (VoIP Speed Dial)
Add a Long Distance Authorization Number (PBN) to an existing subscriber
Add Voice Mail
Reset a Voice Mail Password (PIN)



From this screen: **click on 'Change Service'.**

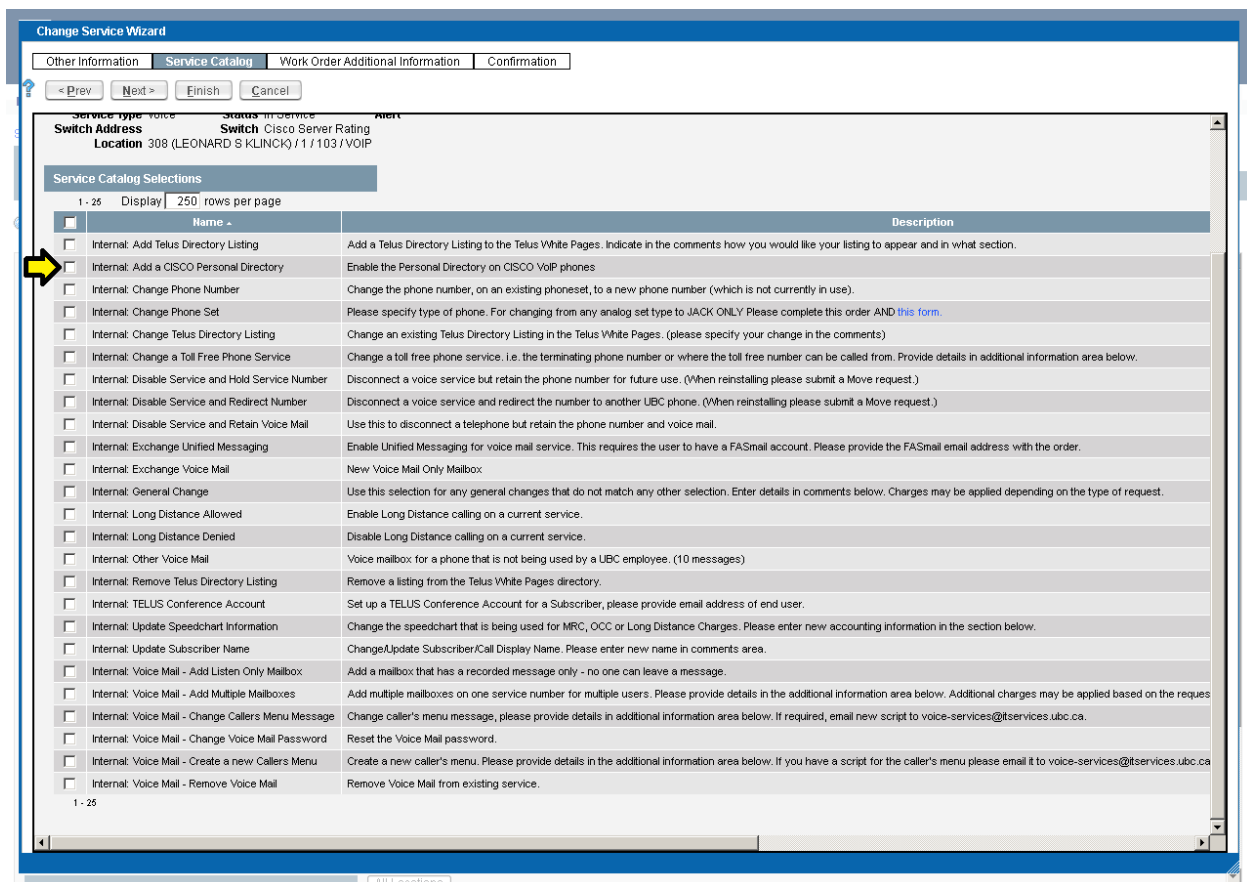
You will now see this screen:



You will need to:

1. Enter the **'Request Date'** – the ideal date you wish the change to occur (actual completion date depends on complexity of request and current volume of requests).
2. Describe the request in the **'Additional information and/or contacts'** box, and also **include the email address you wish to be contacted at** and the **email address of the subscriber where the login and/or password information should be sent**. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the **'Contact'** section.
4. Click **'Next'**.

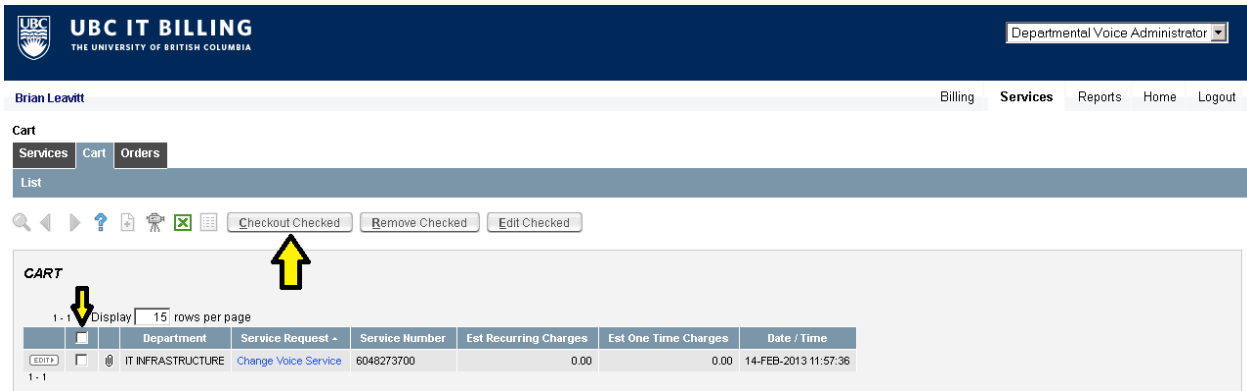
You will now see this screen:



In order to view all the service catalog selections, go to the box under 'Service Catalog Selections' that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

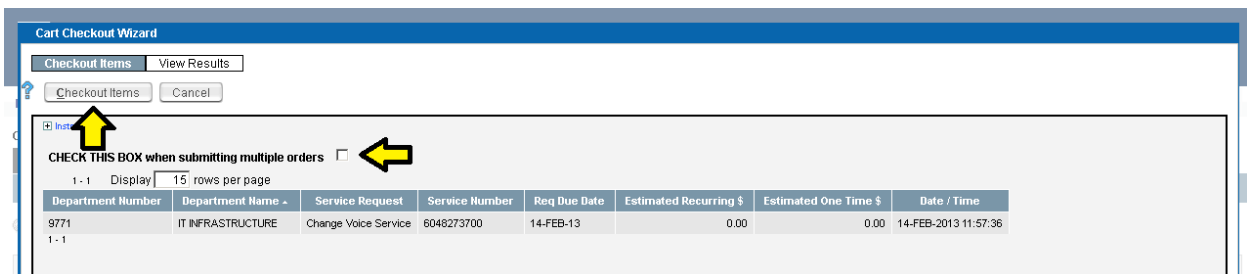
1. Place a check in the box next to:
 - a. **'Internal: Voice Mail – Change Voice Mail Password'** to reset a Voice Mail password (PIN).
 - b. **'Internal: Add a CISCO Personal Directory'** to enable the Cisco Personal Directory (VoIP speed dial).
2. Click **'Finish'** at the top of the screen.
3. If there are no errors, you will be taken back to the subscriber information page.
4. If you have more orders to place, click on **'Services'** and search for the next service you wish to change. If you are done submitting orders, **click on 'Cart'** at the top of the screen.

You will now see this screen:



1. **Place a check** in the box next to each order you wish to submit.
2. **Click 'Checkout Checked'**.

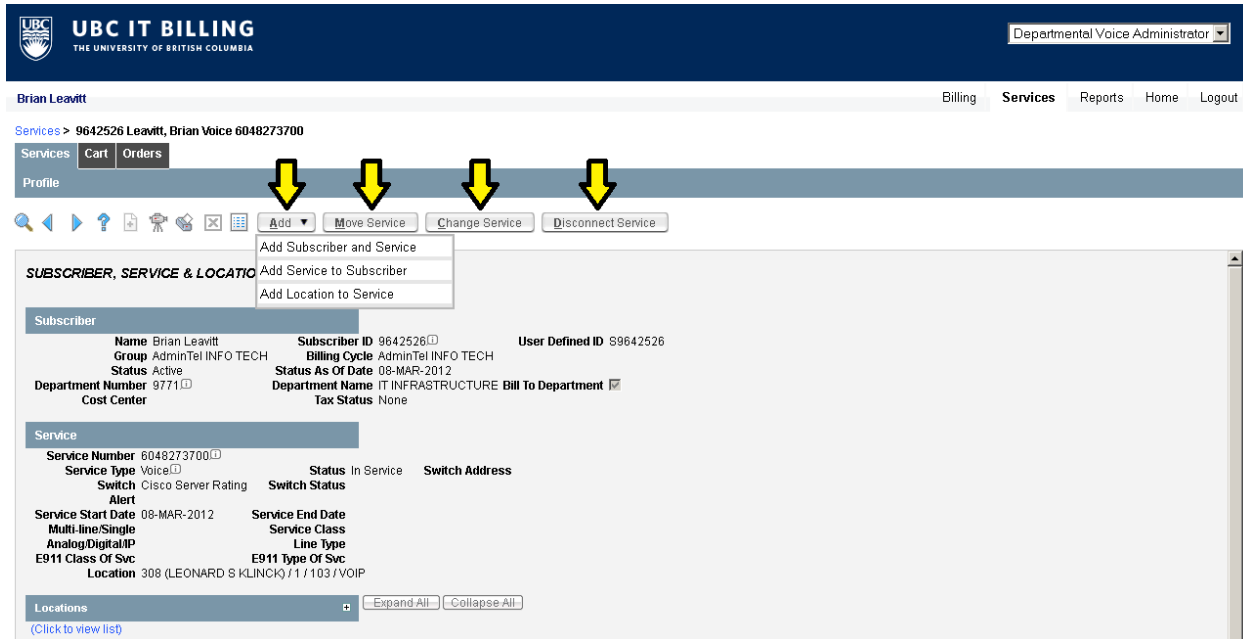
You will now see this screen:



1. If you have more than one order to submit, **place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'**.
2. **Click on 'Checkout Items'**.

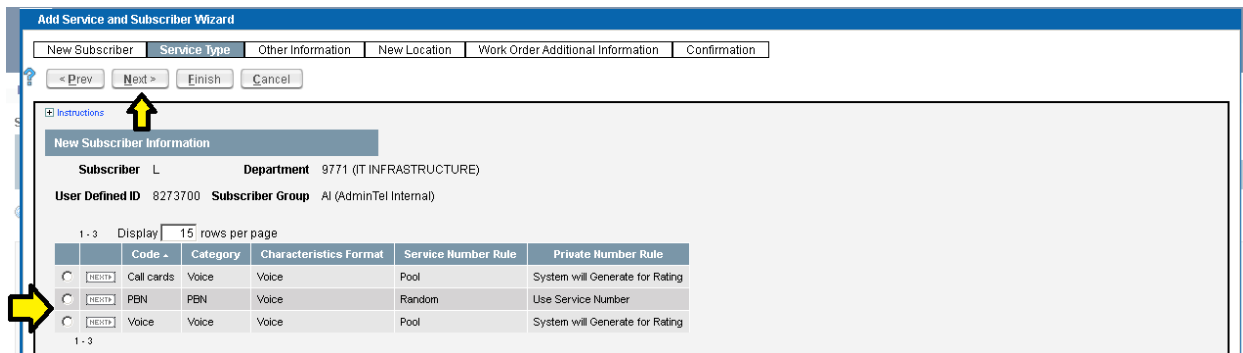
Congratulations, you are done! [– Click here to go back to Placing Phone Orders.](#)

Add a New Service to an Existing Subscriber



From this screen: **click on 'Add'** and then a new menu will open, from there **click on 'Add Service to Subscriber'**.

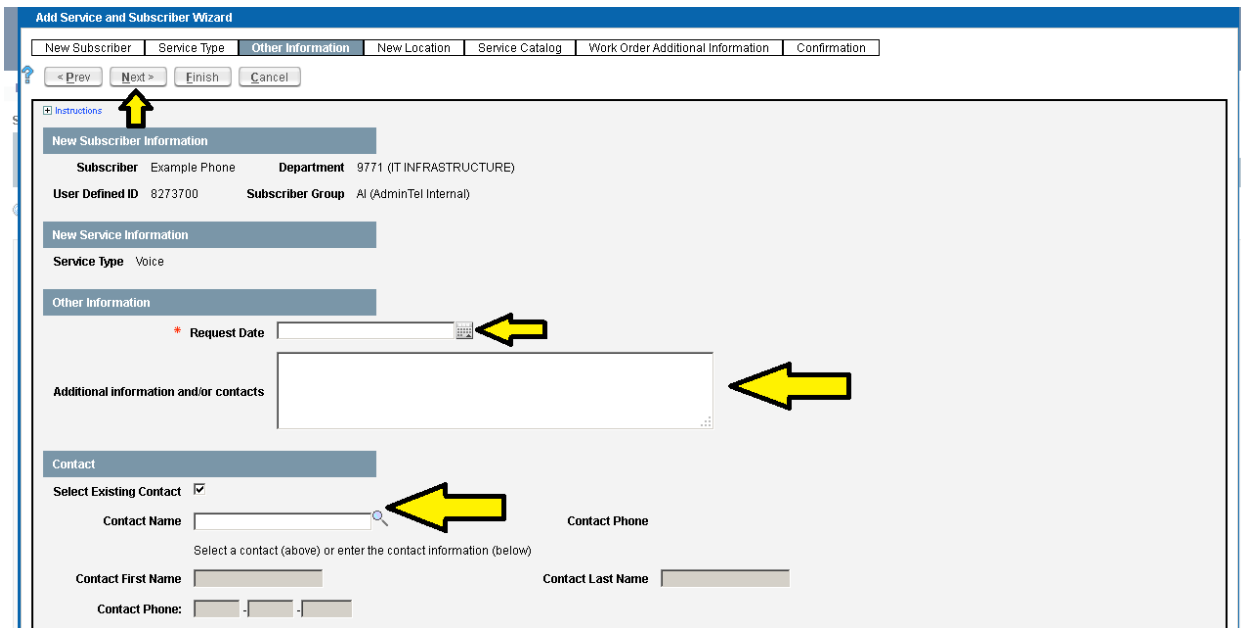
You will now see the following screen:



- If you are adding a new phone service, put a check in circle to the left of 'Voice'.
- If you are adding a Long Distance Authorization Code (aka PBN), put a check in the circle to the left of 'PBN'.

Click 'Next'.

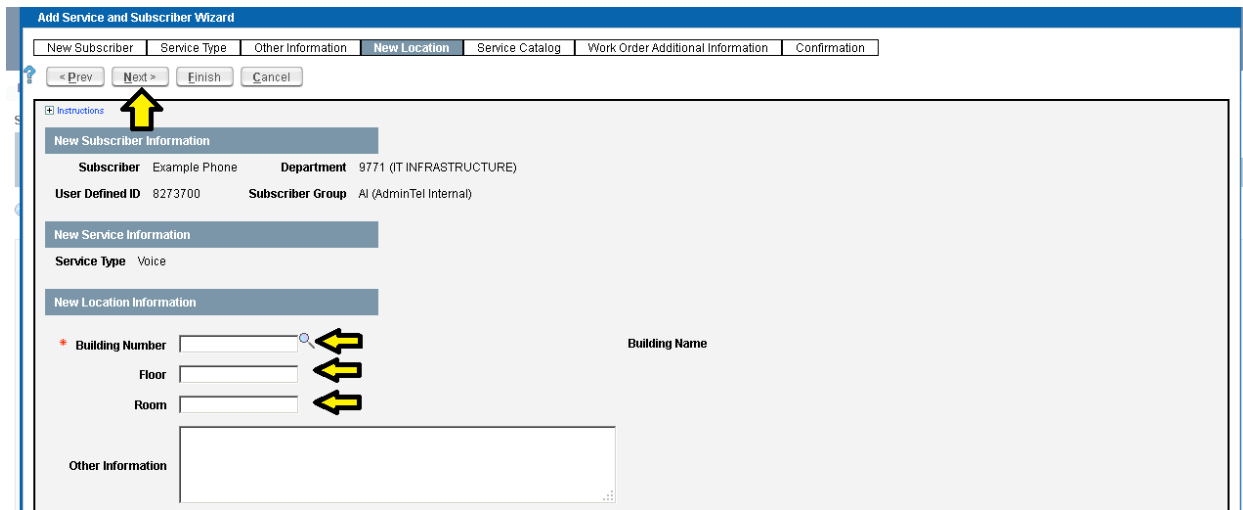
You will now see the following screen:



You will need to:

1. Enter the **'Request Date'** – the ideal date you wish the service to be active (actual completion date depends on complexity of request and current volume of requests).
2. Describe the request in the **'Additional information and/or contacts'** box, including a brief description of the jack location in the room if it is for a new phone line, and **also include the email address you wish to be contacted** at. If you are also adding a Voice Mail box, please also include the user's email address in this section. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the **'Contact'** section.
4. Click **'Next'**.

You will now see this screen:



Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | **New Location** | Service Catalog | Work Order Additional Information | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)

User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

New Location Information

* Building Number: [] Building Name: []

Floor: []

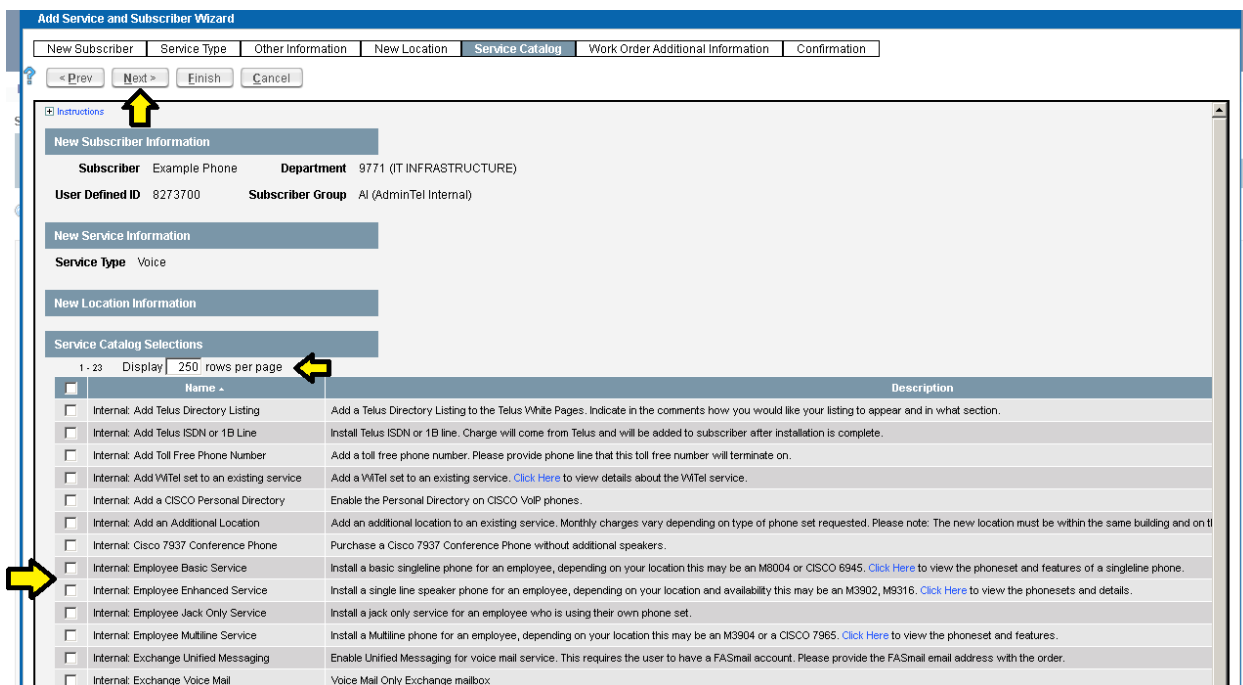
Room: []

Other Information: []

You will need to:

1. Enter the '**Building Number**'. If you do not know the building number, you can click on the 'magnifier' to the right of the text box to look up the building number. Once you have entered the building number, the building name will be automatically filled in.
2. Enter the '**Floor**' number, for example '3'.
3. Enter the '**Room**' number. If the room does not have a number, enter the name, for example 'Lobby'.
4. Click '**Next**'.

You will now see this screen:



Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | New Location | **Service Catalog** | Work Order Additional Information | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)

User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

New Location Information

Service Catalog Selections

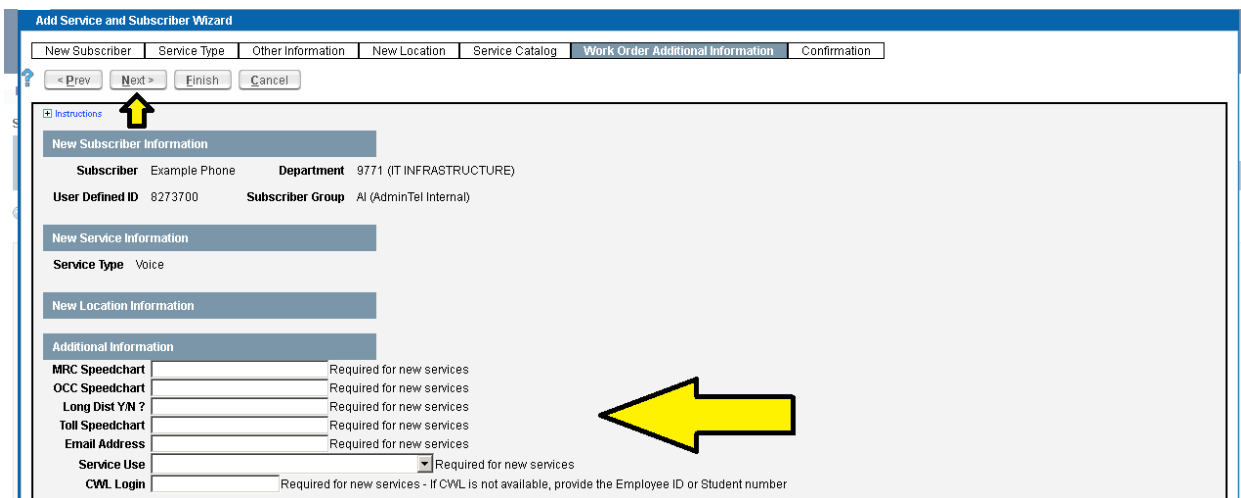
1 - 23 Display: 250 rows per page

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Internal: Add Telus Directory Listing	Add a Telus Directory Listing to the Telus White Pages. Indicate in the comments how you would like your listing to appear and in what section.
<input type="checkbox"/>	Internal: Add Telus ISDN or 1B Line	Install Telus ISDN or 1B line. Charge will come from Telus and will be added to subscriber after installation is complete.
<input type="checkbox"/>	Internal: Add Toll Free Phone Number	Add a toll free phone number. Please provide phone line that this toll free number will terminate on.
<input type="checkbox"/>	Internal: Add VMTel set to an existing service	Add a VMTel set to an existing service. Click Here to view details about the VMTel service.
<input type="checkbox"/>	Internal: Add a CISCO Personal Directory	Enable the Personal Directory on CISCO VoIP phones.
<input type="checkbox"/>	Internal: Add an Additional Location	Add an additional location to an existing service. Monthly charges vary depending on type of phone set requested. Please note: The new location must be within the same building and on t
<input type="checkbox"/>	Internal: Cisco 7937 Conference Phone	Purchase a Cisco 7937 Conference Phone without additional speakers.
<input type="checkbox"/>	Internal: Employee Basic Service	Install a basic singleline phone for an employee, depending on your location this may be an M8004 or CISCO 6945. Click Here to view the phoneset and features of a singleline phone.
<input type="checkbox"/>	Internal: Employee Enhanced Service	Install a single line speaker phone for an employee, depending on your location and availability this may be an M3902, M9316. Click Here to view the phonesets and details.
<input type="checkbox"/>	Internal: Employee Jack Only Service	Install a jack only service for an employee who is using their own phone set.
<input type="checkbox"/>	Internal: Employee Multiline Service	Install a Multiline phone for an employee, depending on your location this may be an M3904 or a CISCO 7965. Click Here to view the phoneset and features.
<input type="checkbox"/>	Internal: Exchange Unified Messaging	Enable Unified Messaging for voice mail service. This requires the user to have a FASmail account. Please provide the FASmail email address with the order.
<input type="checkbox"/>	Internal: Exchange Voice Mail	Voice Mail Only Exchange mailbox

In order to view all the service catalog selections, go to the box under 'Service Catalog Selections that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

1. If you wish to order:
 - a. A new Basic Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Basic Service**'.
 - b. A new Enhanced Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Enhanced Service**'.
 - c. A new Multiline Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Multiline Service**'.
 - d. A new Jack Only Service for a regular UBC employee (for someone using their own phone set), place a check in the box next to '**Internal: Employee Jack Only Service**'.
 - e. A new fax, modem, elevator, alarm, or other similar service, place a check next to '**Internal: Other Jack Only Service**'.
 - f. A new Long Distance Authorization Code (aka PBN), place a check next to '**Internal: New PBN**'.
 - g. A new line for a non-employee, such as contractors, conference/meeting rooms, classrooms, etc., select one of the '**Internal: Other Basic/Enhanced/Multiline/Jack Only Service**' offerings as appropriate.
2. If you wish to add Voice Mail to the new service, also put a check in the box next to '**Internal: Exchange Voice Mail**'.
3. You can **find more information about service offerings** at the UBC IT AdminTel website.
http://www.it.ubc.ca/service_catalogue/internet_telephone/facultystaffphoneservice/admintel/cost_admintel.html
4. Click '**Next**' at the top of the screen.

You will now see this screen:



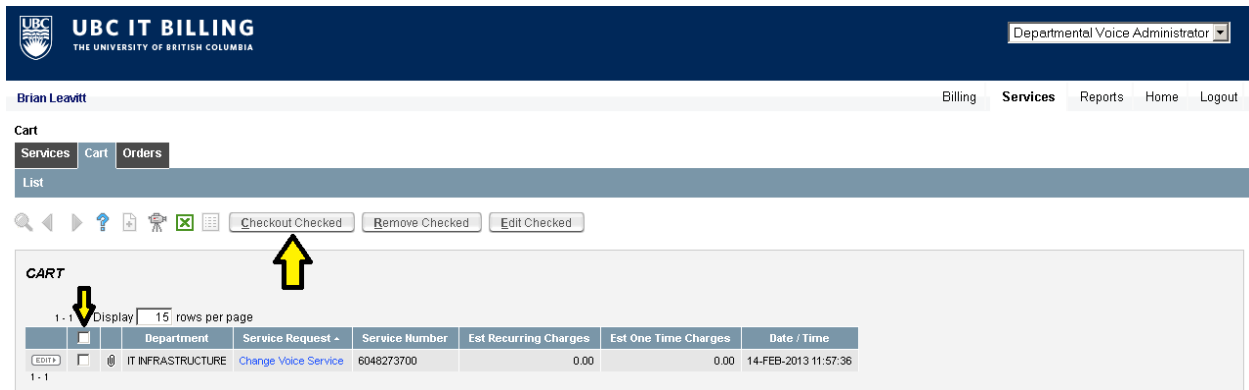
The screenshot shows the 'Add Service and Subscriber Wizard' interface. At the top, there are tabs for 'New Subscriber', 'Service Type', 'Other Information', 'New Location', 'Service Catalog', 'Work Order', 'Additional Information', and 'Confirmation'. Below the tabs are navigation buttons: '< Prev', 'Next >', 'Finish', and 'Cancel'. The 'Next >' button is highlighted with a yellow arrow. The main content area is divided into sections: 'New Subscriber Information' (with fields for Subscriber, Department, User Defined ID, and Subscriber Group), 'New Service Information' (with a Service Type dropdown set to 'Voice'), 'New Location Information', and 'Additional Information'. The 'Additional Information' section contains several checkboxes, each with a label and a note: 'MRC Speedchart' (Required for new services), 'OCC Speedchart' (Required for new services), 'Long Dist Y/N ?' (Required for new services), 'Toll Speedchart' (Required for new services), 'Email Address' (Required for new services), 'Service Use' (Required for new services, with a dropdown menu), and 'CWL Login' (Required for new services - If CWL is not available, provide the Employee ID or Student number). A large yellow arrow points to the 'Service Use' checkbox.

- New services require **Speedchart** information for billing. Please fill in (**all entries are required**):
 - **'MRC Speedchart'** – Recurring charges
 - **'OCC Speedchart'** – One time charges
 - **'Long Dist Y/N?'** – Should outgoing long distance be allowed, Y/N?
 - **'Toll Speedchart'** – Long distance charges
 - **'Email Address'** – The subscribers email address, if there is not one, use your own
 - **'CWLLogin'** – This is pending future implementation, please leave blank for now.

- Click **'Next'**.

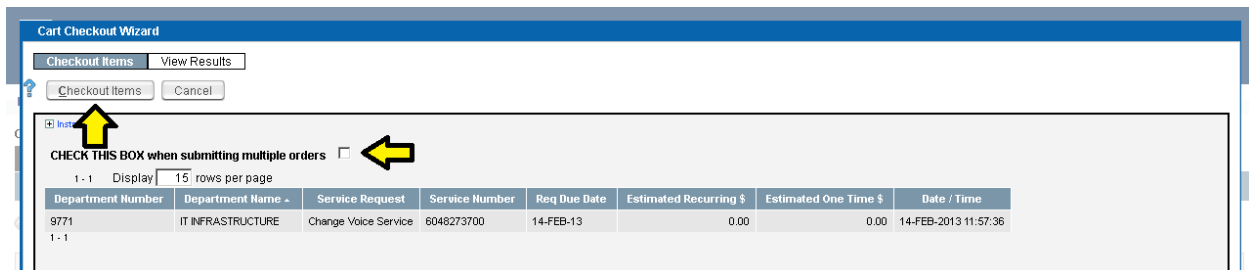
- You will now see a page summarizing all the information you have entered. Please look it over and then click **'Finish'**.
- If there are no errors, you will be taken back to the **'Services'** page.
- If you have more orders to place, click on 'Add Subscriber And Service' or search for the next service you wish to change. If you are done submitting orders, **click on 'Cart'** at the top of the screen.

You will now see this screen:



1. **Place a check** in the box next to each order you wish to submit.
2. **Click 'Checkout Checked'**.

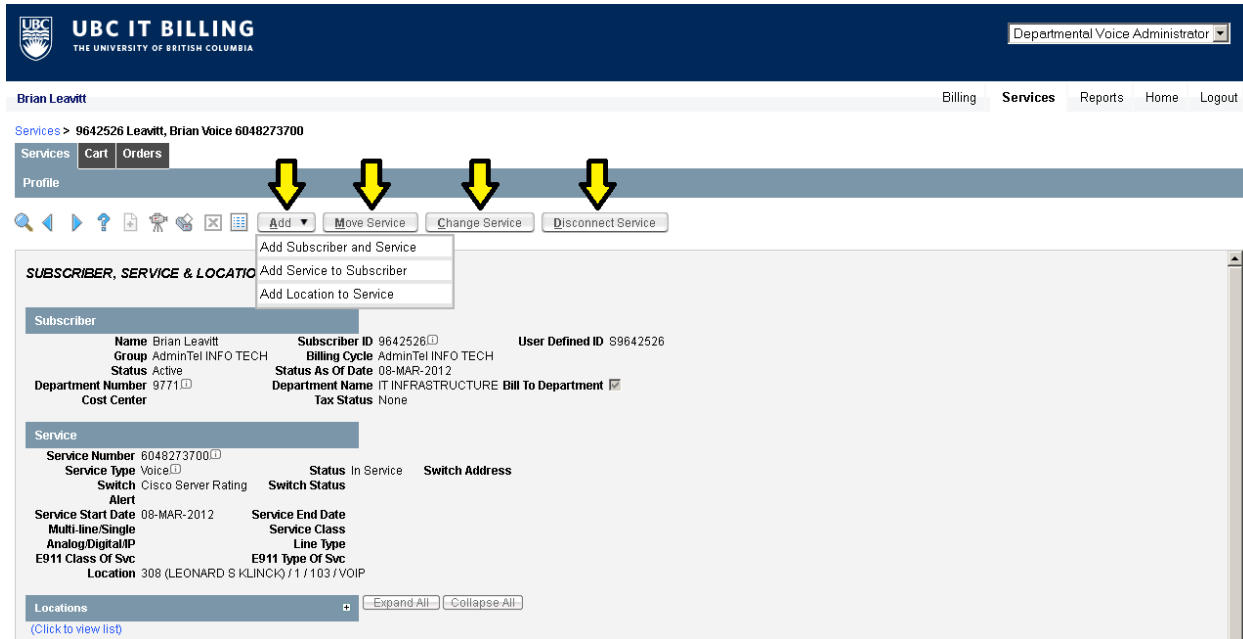
You will now see this screen:



1. If you have more than one order to submit, **place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'**.
2. **Click on 'Checkout Items'**.

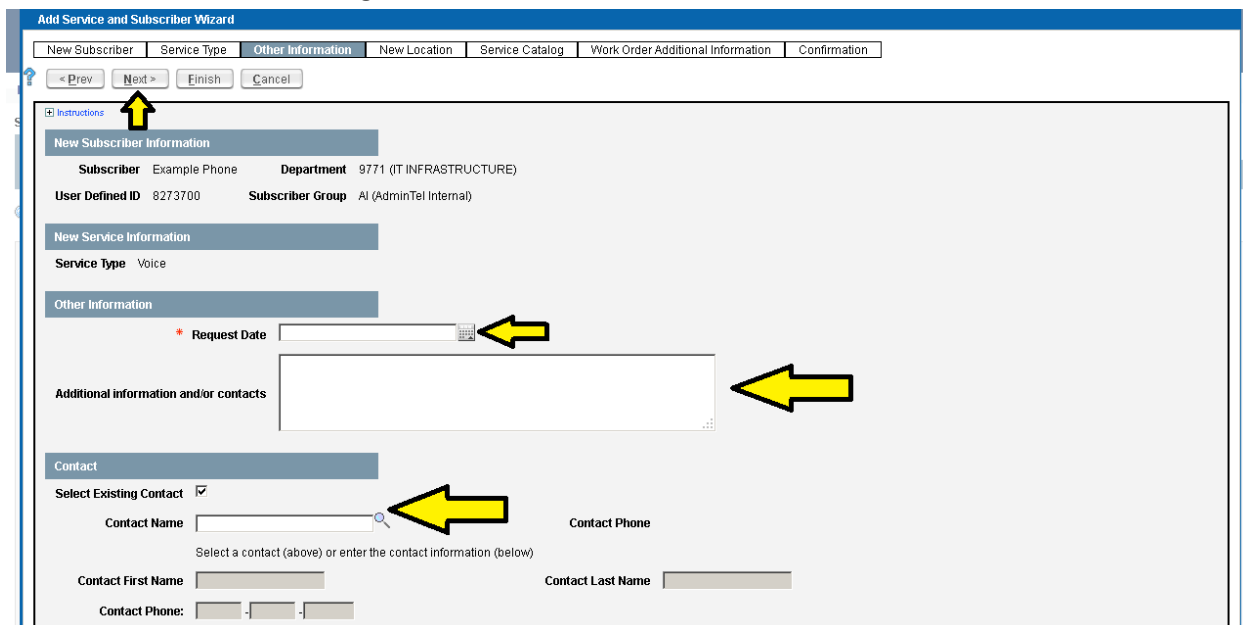
Congratulations, you are done! – [Click here to go back to Placing Phone Orders.](#)

Add an Extension to an Existing Line



From this screen: **click on 'Add'** and then a new menu will open, from there **click on 'Add Location to Service'**.

You will now see the following screen:



You will need to:

1. Enter the **'Request Date'** – the ideal date you wish the service to be active (actual completion date depends on complexity of request and current volume of requests).

2. Describe the request in the '**Additional information and/or contacts**' box, including a brief description of the jack location in the room if it is for a new phone line, and **also include the email address you wish to be contacted** at. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the '**Contact**' section.
4. Click '**Next**'.

You will now see this screen:

The screenshot shows the 'Add Location to Service Wizard' interface. The 'New Location' tab is selected. The form contains the following sections:

- Subscriber:** Subscriber ID 9642526, User Defined ID S9642526, Name Brian Leavitt, Group AT (AdminTel INFO TECH).
- Service Information:** Service Number 6048273700, Service Type Voice, Status In Service, Alert, Switch Address, Switch Cisco Server Rating, Location 308 (LEONARD S KLINCK) / 1 / 103 / VOIP.
- New Location Information:** Building Number 308, Floor 1, Room 103. Building Name LEONARD S KLINCK.
- Other Information:** A text area for additional details.

Navigation buttons at the top include '< Prev', 'Next >', 'Finish', and 'Cancel'. A yellow arrow points to the 'Next >' button. Other yellow arrows point to the 'Location' field, the 'Building Number', 'Floor', and 'Room' input fields, and the 'Other Information' text area.

You will need to enter the location for the new phone set. **Please note: the new location must be within the same building and on the same floor.** This is to ensure the 911 location service works correctly.

1. Enter the '**Building Number**'. The building number will be the same as the current location, so you can check it by looking at the 'Location' information under 'Service Information'. Once you have entered the building number, the building name will be automatically filled in.
2. Enter the '**Floor**' number, for example '3'.
3. Enter the '**Room**' number. If the room does not have a number, enter the name, for example 'Lobby'.
4. In the '**Other Information**' mention what extension this is. For example, if there is only one current phone set, and this is the second, put 'E1' meaning it is the first extension. If it will be the third total phone, put 'E2', and so on.
5. Click '**Next**'.

You will now see this screen:

Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | New Location | **Service Catalog** | Work Order Additional Information | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

Instructions

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)
 User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

New Location Information

Service Catalog Selections

1 - 23 Display: 250 rows per page

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Internal: Add Telus Directory Listing	Add a Telus Directory Listing to the Telus White Pages. Indicate in the comments how you would like your listing to appear and in what section.
<input type="checkbox"/>	Internal: Add Telus ISDN or 1B Line	Install Telus ISDN or 1B line. Charge will come from Telus and will be added to subscriber after installation is complete.
<input type="checkbox"/>	Internal: Add Toll Free Phone Number	Add a toll free phone number. Please provide phone line that this toll free number will terminate on.
<input type="checkbox"/>	Internal: Add WITel set to an existing service	Add a WITel set to an existing service. Click Here to view details about the WITel service.
<input type="checkbox"/>	Internal: Add a CISCO Personal Directory	Enable the Personal Directory on CISCO VoIP phones.
<input type="checkbox"/>	Internal: Add an Additional Location	Add an additional location to an existing service. Monthly charges vary depending on type of phone set requested. Please note: The new location must be within the same building and on t
<input type="checkbox"/>	Internal: Cisco 7937 Conference Phone	Purchase a Cisco 7937 Conference Phone without additional speakers.
<input type="checkbox"/>	Internal: Employee Basic Service	Install a basic singleline phone for an employee, depending on your location this may be an M6004 or CISCO 6945. Click Here to view the phoneset and features of a singleline phone.
<input type="checkbox"/>	Internal: Employee Enhanced Service	Install a single line speaker phone for an employee, depending on your location and availability this may be an M3902, M9316. Click Here to view the phonesets and details.
<input type="checkbox"/>	Internal: Employee Jack Only Service	Install a jack only service for an employee who is using their own phone set.
<input type="checkbox"/>	Internal: Employee Multiline Service	Install a Multiline phone for an employee, depending on your location this may be an M3904 or a CISCO 7965. Click Here to view the phoneset and features.
<input type="checkbox"/>	Internal: Exchange Unified Messaging	Enable Unified Messaging for voice mail service. This requires the user to have a FASmail account. Please provide the FASmail email address with the order.
<input type="checkbox"/>	Internal: Exchange Voice Mail	Voice Mail Only Exchange mailbox.

In order to view all the service catalog selections, go to the box under 'Service Catalog Selections' that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

- To add a location (extension) to an existing service, place a check in the box next to: '**Internal: Add an Additional Location**'.
- Click '**Next**' at the top of the screen.

You will now see this screen:

Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | New Location | Service Catalog | **Work Order Additional Information** | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

Instructions

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)
 User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

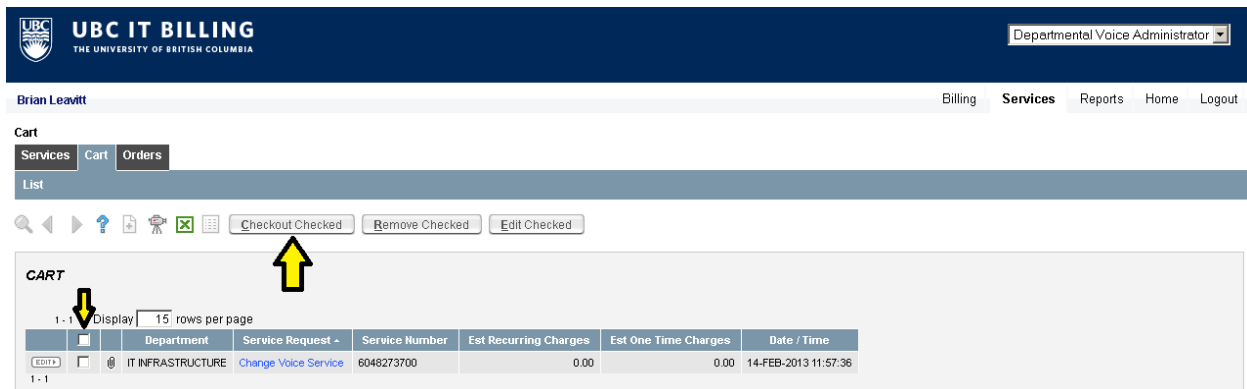
New Location Information

Additional Information

MRC Speedchart: _____ Required for new services
 OCC Speedchart: _____ Required for new services
 Long Dist Y/N ? _____ Required for new services
 Toll Speedchart: _____ Required for new services
 Email Address: _____ Required for new services
 Service Use: _____ Required for new services
 CWL Login: _____ Required for new services - If CWL is not available, provide the Employee ID or Student number

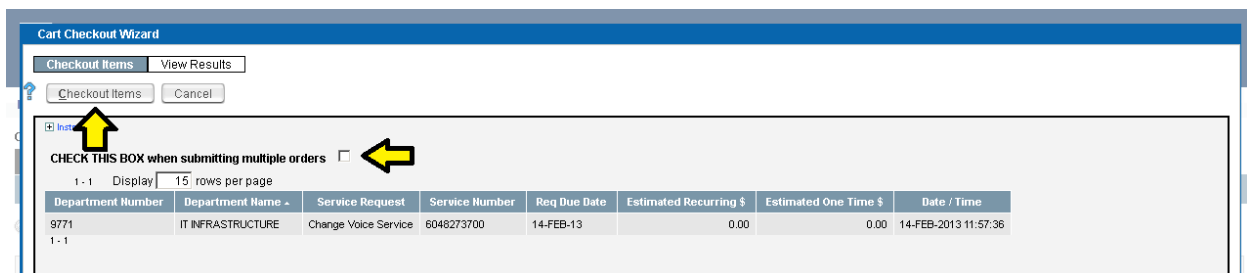
- New locations require **Speedchart** information for billing. Please fill in (**all entries are required**):
 - **'MRC Speedchart'** – Recurring charges
 - **'OCC Speedchart'** – One time charges
 - **'Long Dist Y/N?'** – Should outgoing long distance be allowed, Y/N? Note – must be the same as the main line
 - **'Toll Speedchart'** – Long distance charges
 - **'Email Address'** – The subscribers email address, if there is not one, use your own
 - **'CWL Login'** – This is pending future implementation, please leave blank for now.
- Click **'Next'**.
- You will now see a page summarizing all the information you have entered. Please look it over and then click **'Finish'**.
- If there are no errors, you will be taken back to the **'Services'** page.
- If you have more orders to place, click on 'Add Subscriber And Service' or search for the next service you wish to change. If you are done submitting orders, **click on 'Cart'** at the top of the screen.

You will now see this screen:



1. **Place a check** in the box next to each order you wish to submit.
2. **Click 'Checkout Checked'**.

You will now see this screen:



1. If you have more than one order to submit, **place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'**.
2. **Click on 'Checkout Items'**.

Congratulations, you are done! – [Click here to go back to Placing Phone Orders.](#)

- Change a subscriber and call display (caller ID) name
- Change Speedchart (billing) information for a service
- Disable long distance
- Enable long distance
- Remove voicemail

UBC IT BILLING
 THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Brian Leavitt Billing Services Reports Home Logout

Services > 9642526 Leavitt, Brian Voice 6048273700

Services Cart Orders

Profile

- Add Subscriber and Service
- Add Service to Subscriber
- Add Location to Service

SUBSCRIBER, SERVICE & LOCATION

Subscriber

Name Brian Leavitt	Subscriber ID 9642526	User Defined ID 99642526
Group AdminTel INFO TECH	Billing Cycle AdminTel INFO TECH	
Status Active	Status As Of Date 08-MAR-2012	
Department Number 9771	Department Name IT INFRASTRUCTURE	Bill To Department <input checked="" type="checkbox"/>
Cost Center	Tax Status None	

Service

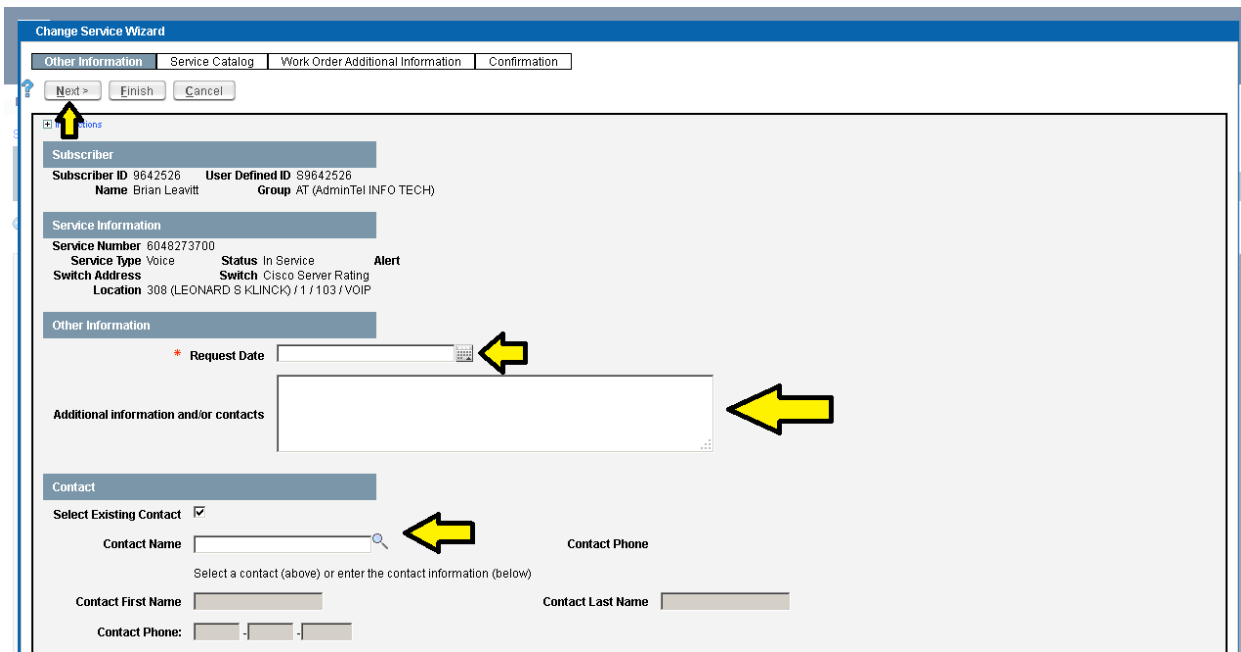
Service Number 6048273700	Status In Service	Switch Address
Service Type Voice	Switch Cisco Server Rating	Switch Status
Alert		
Service Start Date 08-MAR-2012	Service End Date	Service Class
Multi-line/Single		Line Type
Analog/Digital/IP	E911 Class Of Svc E911	Type Of Svc
Location 308 (LEONARD B KLINCK)/1/103/VOIP		

Locations

[\(Click to view list\)](#)

From this screen: click on 'Change Service'.

You will now see this screen:



Change Service Wizard

Other Information | Service Catalog | Work Order Additional Information | Confirmation

Next > | Finish | Cancel



Subscriber


Subscriber ID: 9642526 | User Defined ID: S9642526
 Name: Brian Leavitt | Group: AT (AdminTel INFO TECH)

Service Information

Service Number: 6048273700
 Service Type: Voice | Status: In Service | Alert
 Switch Address: | Switch: Cisco Server Rating
 Location: 308 (LEONARD S KLINCK) / 1 / 103 / VOIP



Other Information

* Request Date:  

Additional information and/or contacts: 

Contact

Select Existing Contact:

Contact Name:   Contact Phone:

Select a contact (above) or enter the contact information (below)

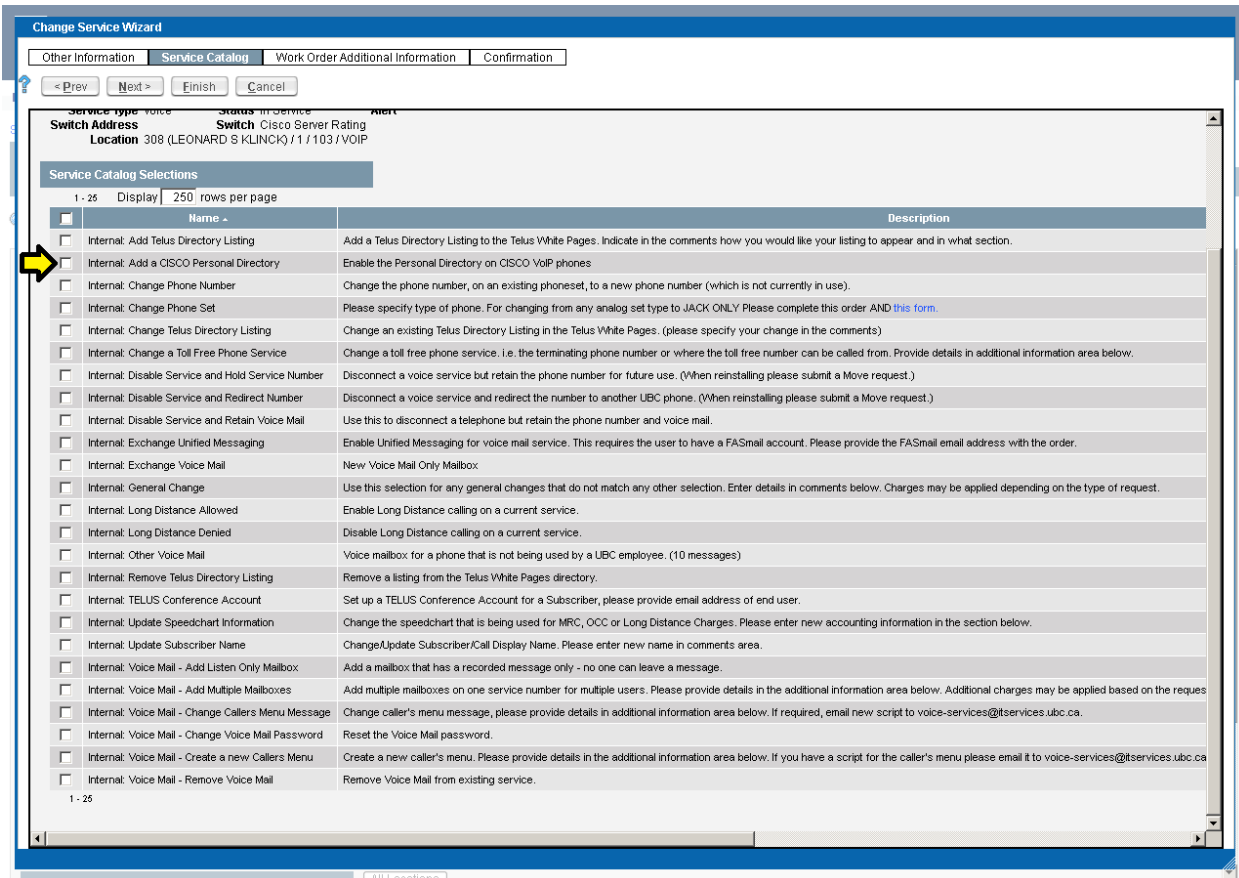
Contact First Name: Contact Last Name:

Contact Phone: - -

You will need to:

1. Enter the **'Request Date'** – the ideal date you wish the change to occur (actual completion date depends on complexity of request and current volume of requests).
2. **Describe the request** in the **'Additional information and/or contacts'** box, and also **include the email address you wish to be contacted at**. Describing the request in this box helps to speed up the process for the Voice Team.
 - a. If you are updating a name, be sure to include the new name here.
 - b. If you are updating a Speedchart, be sure to include it here.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the **'Contact'** section.
4. Click **'Next'**.

You will now see this screen:



In order to view all the service catalog selections, go to the box under 'Service Catalog Selections' that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

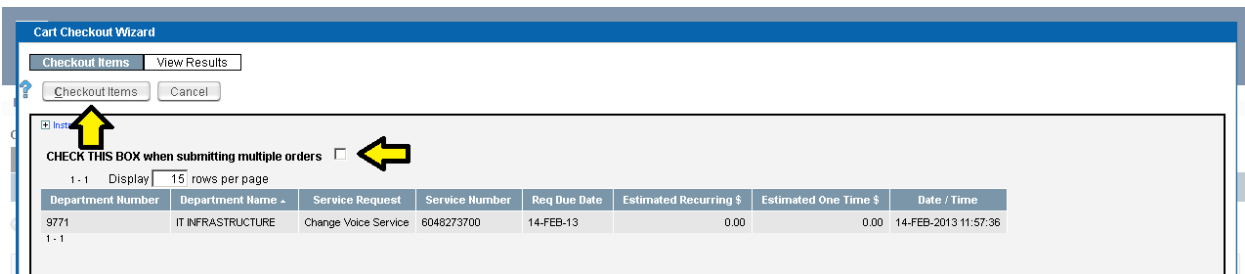
1. Place a check in the box next to:
 - a. **'Internal: Update Subscriber Name'** to change the subscriber and call display (caller ID) name. Note: you should have entered the name you wish to change it to in the **'Additional information and/or contacts'** box in the previous step.
 - b. **'Internal: Update Speedchart Information'** to change the Speedchart (billing) information.
 - c. **'Internal: Long Distance Allowed'** to enable long distance calling.
 - d. **'Internal: Long Distance Denied'** to disable long distance calling.
 - e. **'Internal: Voice Mail – Remove Voice Mail'** to remove a Voice Mail box. Please note: this will delete all messages currently in the Voice Mail box.
2. Click **'Finish'** at the top of the screen.
3. If there are no errors, you will be taken back to the subscriber information page.
4. If you have more orders to place, click on **'Services'** and search for the next service you wish to change. If you are done submitting orders, **click on 'Cart'** at the top of the screen.

You will now see this screen:



1. Place a check in the box next to each order you wish to submit.
2. Click 'Checkout Checked'.

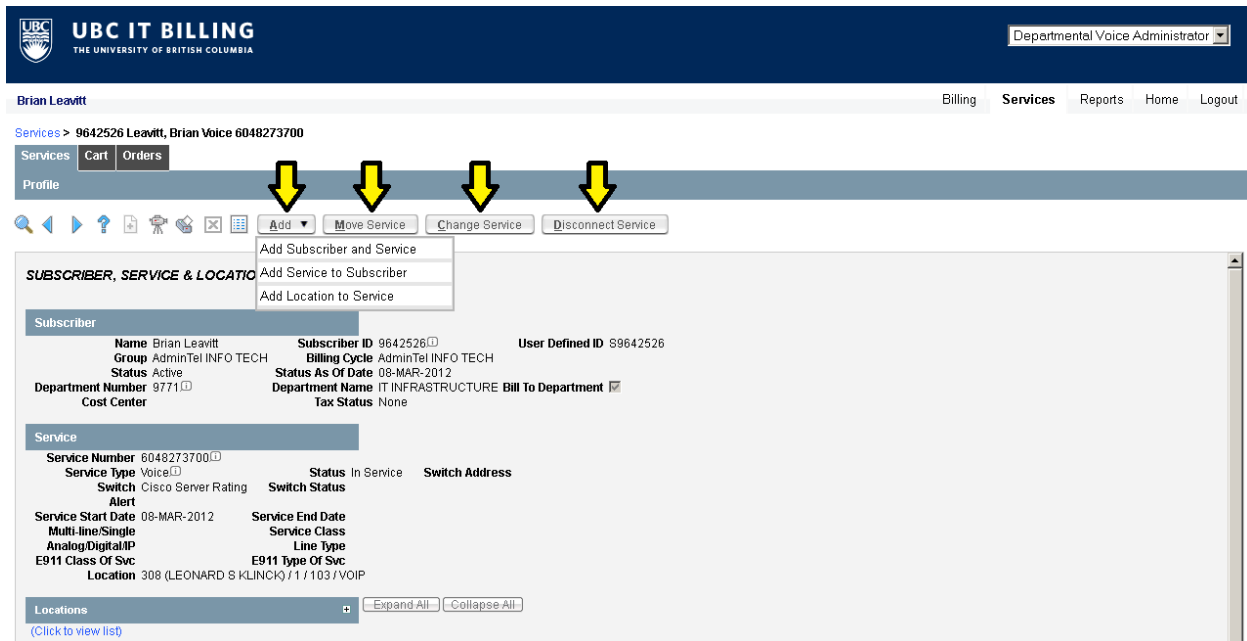
You will now see this screen:



1. If you have more than one order to submit, place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'.
2. Click on 'Checkout Items'.

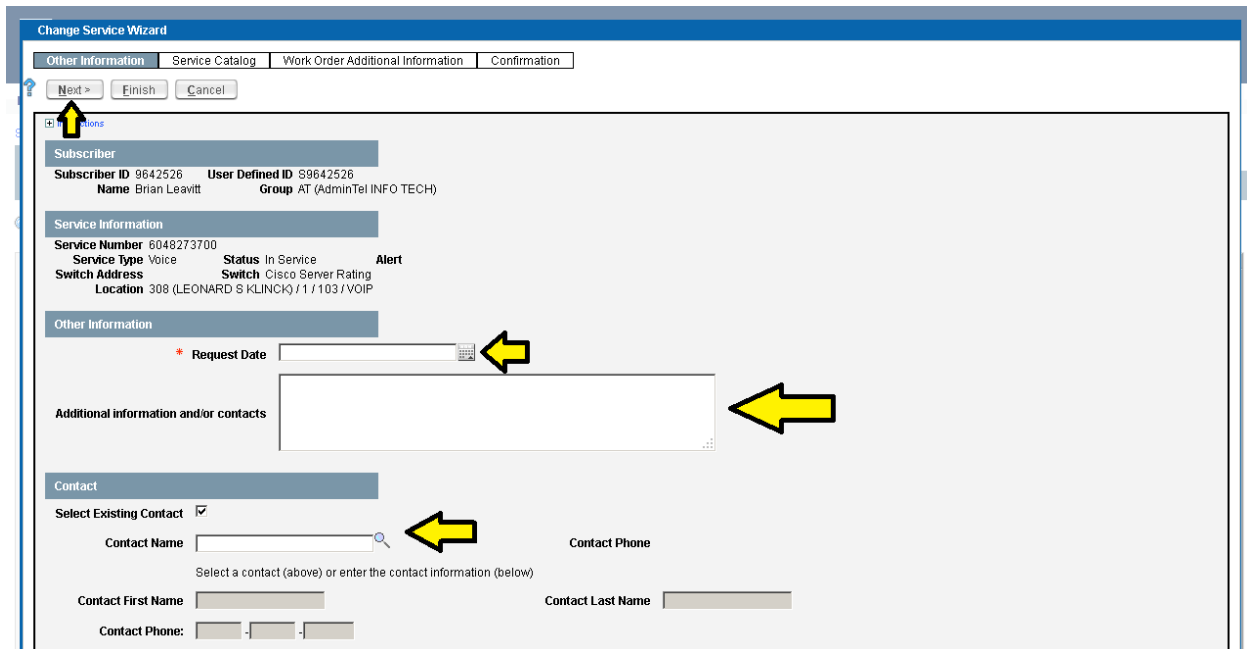
Congratulations, you are done! [Click here to go back to Placing Phone Orders.](#)

Disconnect a Service



From this screen: **click on 'Disconnect Service'.**

You will now see this screen:

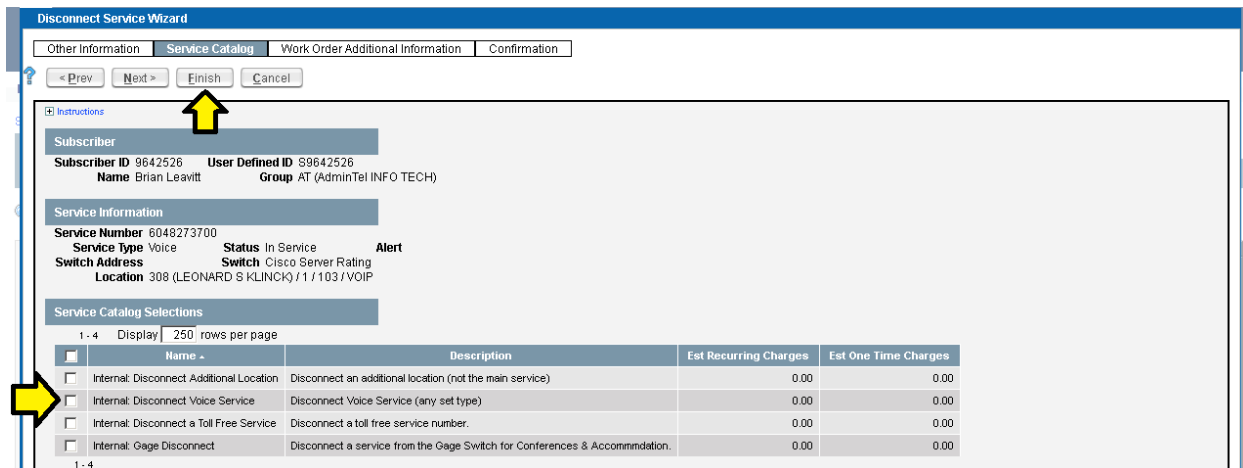


You will need to:

1. Enter the **'Request Date'** – the date you wish the service to be disconnected on (actual completion date depends on complexity of request and current volume of requests).

2. Describe the request in the 'Additional information and/or contacts' box, and also include the email address you wish to be contacted at. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the 'Contact' section.
4. Click 'Next'.

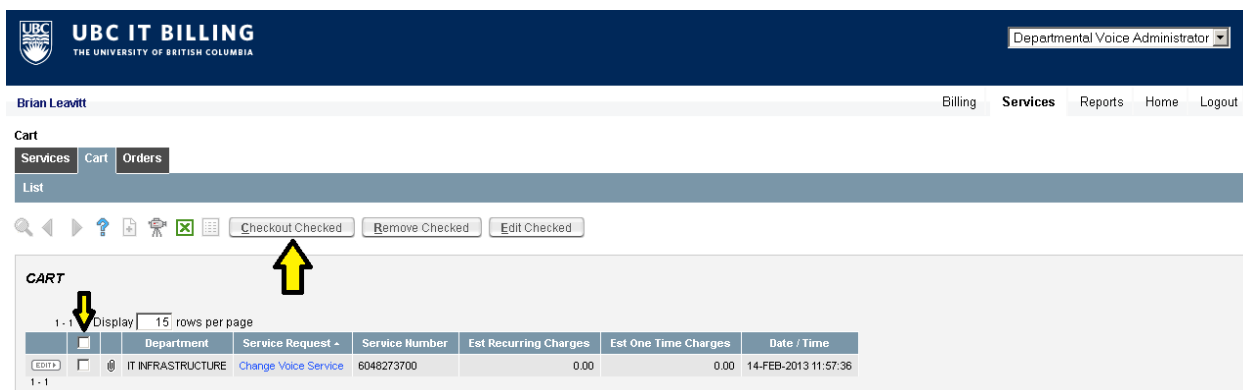
You will now see this screen:



In order to view all the service catalog selections, go to the box under 'Service Catalog Selections' that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

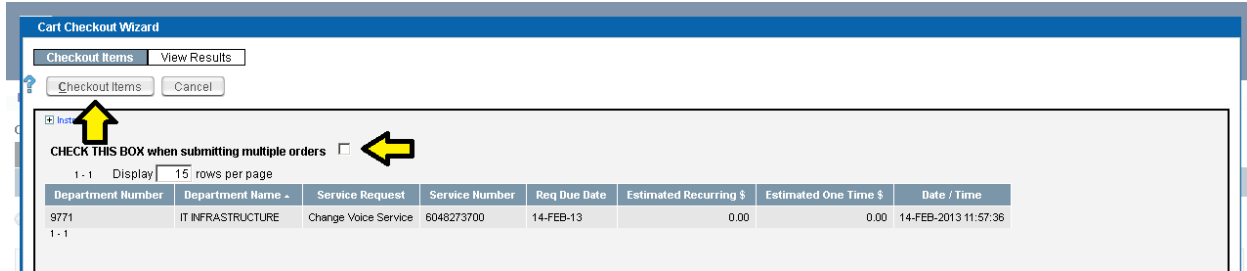
1. Place a check in the box next to:
 - a. 'Internal: Disconnect Additional Location' to disconnect an extension.
 - b. 'Internal: Disconnect Voice Service' to disconnect a phone service.
2. Click 'Finish' at the top of the screen.
3. If there are no errors, you will be taken back to the subscriber information page.
4. If you have more orders to place, click on 'Services' and search for the next service you wish to change. If you are done submitting orders, click on 'Cart' at the top of the screen.

You will now see this screen:



1. Place a check in the box next to each order you wish to submit.
2. Click 'Checkout Checked'.

You will now see this screen:



Cart Checkout Wizard

Checkout Items View Results

Checkout Items Cancel

CHECK THIS BOX when submitting multiple orders

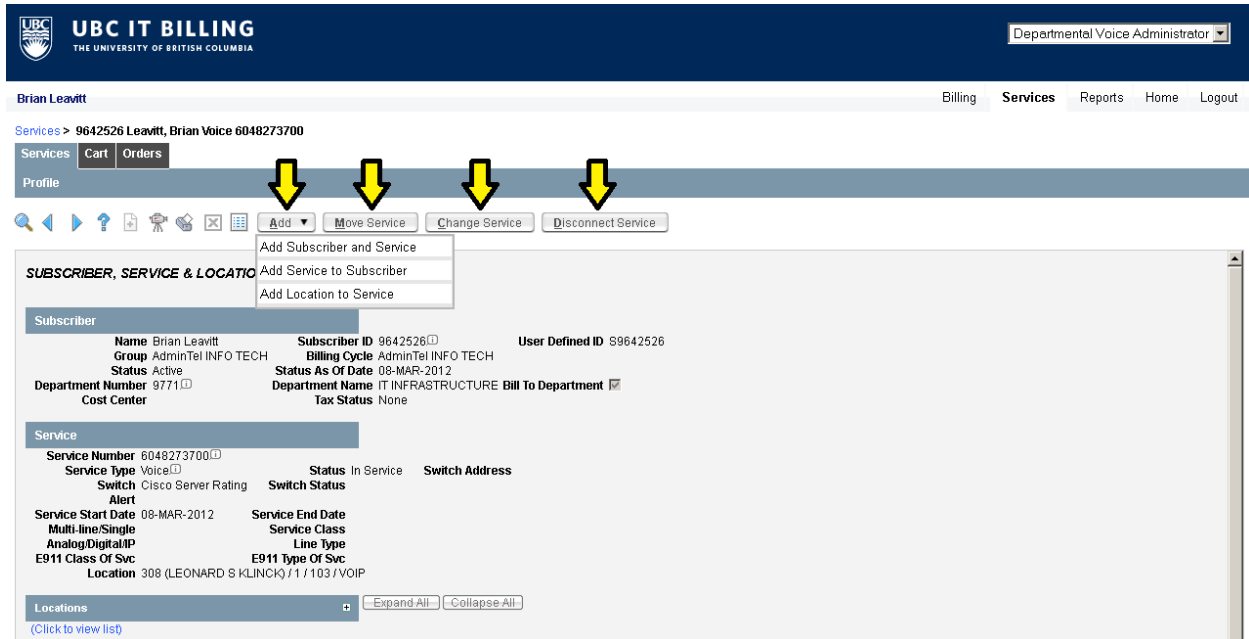
1 - 1 Display 15 rows per page

Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
9771	IT INFRASTRUCTURE	Change Voice Service	6048273700	14-FEB-13	0.00	0.00	14-FEB-2013 11:57:36
1 - 1							

1. If you have more than one order to submit, place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'.
2. Click on 'Checkout Items'.

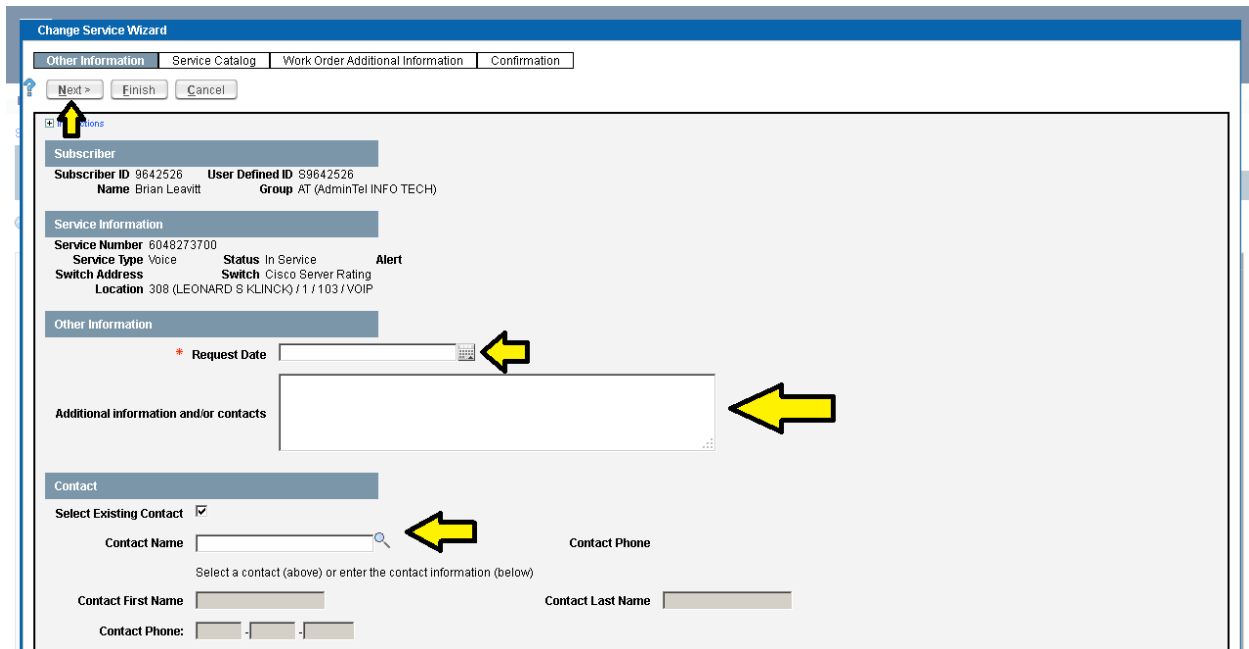
Congratulations, you are done! [Click here to go back to Placing Phone Orders.](#)

Move a Line (or Report a VoIP Phone Move)



From this screen: **click on 'Move Service'.**

You will now see this screen:



You will need to:

1. Enter the **'Request Date'** – the date you wish the service to be moved on (actual completion date depends on complexity of request and current volume of requests). **If it is a VoIP phone set**

move, you may instruct the user to move the phone themselves, however please submit the move order before they move the phone so that we are able to keep the emergency 911 location information up to date.

2. Describe the request in the 'Additional information and/or contacts' box, for example where the phone is currently, and where it is moving to, and also include the email address you wish to be contacted at. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the 'Contact' section.
4. Click 'Next'.

You will now see this screen:

You will need to enter the new location where the phone set is to be moved.

1. Enter the 'Building Number'. If you do not know the building number, you can click on the 'magnifier' to the right of the text box to look up the building number. Once you have entered the building number, the building name will be automatically filled in.
2. Enter the 'Floor' number, for example '3'.
3. Enter the 'Room' number. If the room does not have a number, enter the name, for example 'Lobby'.

Click 'Next'.

You will now see this screen:

Move Service Wizard

Other Information | **New Location** | Service Catalog | Work Order Additional Information | Confirmation

< Prev | Next > | **Finish** | Cancel

Subscriber
 Subscriber ID 9642526 | User Defined ID S9642526
 Name Brian Leavitt | Group AT (AdminTel INFO TECH)

Service Information
 Service Number 6048273700
 Service Type Voice | Status In Service | Alert
 Switch Address | Switch Cisco Server Rating
 Location 308 (LEONARD S KLINCK) / 1 / 103 / VOIP

New Location Information

Service Catalog Selections
 1 - 8 | Display 250 rows per page

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Internal: Change Phone Set	Please specify type of phone. For changing from any analog set type to JACK ONLY Please complete this order AND this form.
<input type="checkbox"/>	Internal: Disable Service and Hold Service Number	Disconnect a voice service but retain the phone number for future use.
<input type="checkbox"/>	Internal: Disable Service and Redirect Number	Disconnect a voice service and redirect the number to another UBC phone.
<input type="checkbox"/>	Internal: Disable Service and Retain Voice Mail	Use this to disconnect a telephone but retain the phone number and voice mail.
<input type="checkbox"/>	Internal: Move Jack Only or Single Line Service	Move Jack Only or Singleline Phone Service.
<input type="checkbox"/>	Internal: Move Multiline Phone Service	Move Multiline Phone Service.
<input type="checkbox"/>	Internal: Move VOIP Phone Service	Move a VOIP phone service (singleline or multiline).
<input type="checkbox"/>	Internal: Reinstall Held Service Number	Reinstall a voice service number that you have placed on hold. Please indicate in 'additional information' what type of phone you require, additional charges may be applied based on what ty

In order to view all the service catalog selections, go to the box under 'Service Catalog Selections' that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

1. Place a check in the box next to:
 - a. 'Internal: Move Jack Only or Single Line Service' to move a jack only or single line service.
 - b. 'Internal: Move Multiline Service' to move a multiline phone service.
 - c. 'Internal: Move VOIP Phone Service' to report a VoIP phone set move.
2. Click 'Finish' at the top of the screen.
3. If there are no errors, you will be taken back to the subscriber information page.
4. If you have more orders to place, click on 'Services' and search for the next service you wish to change. If you are done submitting orders, click on 'Cart' at the top of the screen.

You will now see this screen:

UBC IT BILLING THE UNIVERSITY OF BRITISH COLUMBIA | Departmental Voice Administrator

Brian Leavitt | Billing | **Services** | Reports | Home | Logout

Cart
 Services | **Cart** | Orders

List

Checkout Checked | Remove Checked | Edit Checked

CART

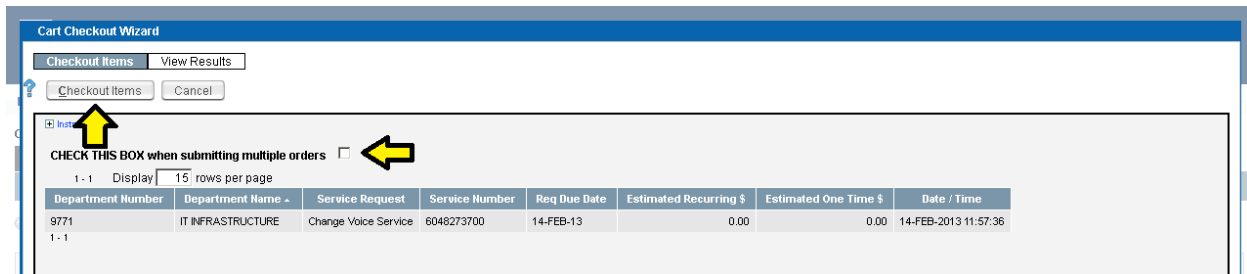
1 - 1 | Display 15 rows per page

<input type="checkbox"/>	Department	Service Request	Service Number	Est Recurring Charges	Est One Time Charges	Date / Time
<input type="checkbox"/>	IT INFRASTRUCTURE	Change Voice Service	6048273700	0.00	0.00	14-FEB-2013 11:57:36

3. Place a check in the box next to each order you wish to submit.

4. Click 'Checkout Checked'.

You will now see this screen:

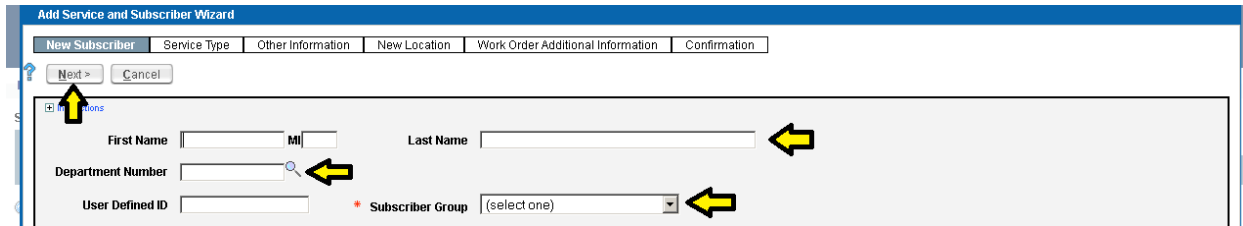


3. If you have more than one order to submit, **place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'.**
4. Click on 'Checkout Items'.

Congratulations, you are done! [Click here to go back to Placing Phone Orders.](#)

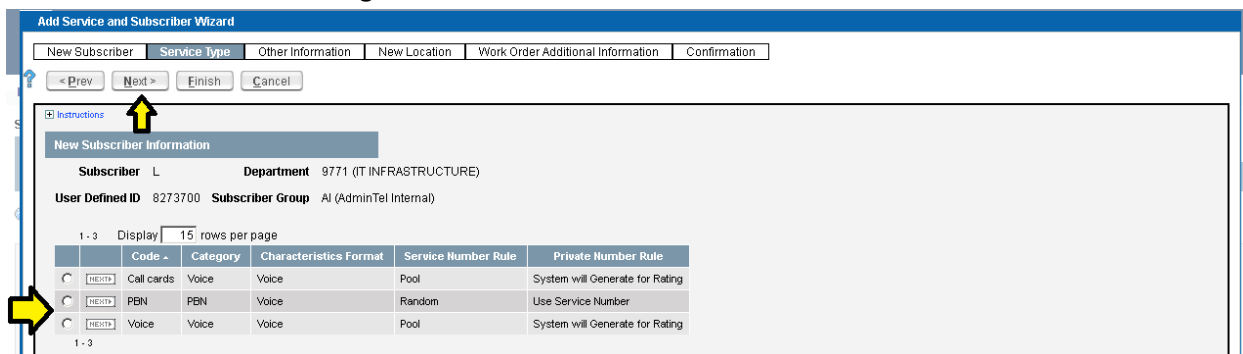
Part 2b: Order a New Service for a New Subscriber

If you wish to **add a new service AND a new subscriber**, for example a new employee in a new position, click on **'Add Subscriber And Service'** at the top of the **'Services'** page. After you have clicked on the button, the following screen will appear:



1. Fill out the fields on the screen. The **required** fields are:
 - a. Last Name
 - b. Department Number (You can search for the department number by clicking on the 'magnifier' icon to the right of the 'Department Number' box)
 - c. Subscriber Group (For regular UBC employees it is 'AI – AdminTel Internal')
2. First Name is optional. Note that the combination of First Name and Last Name will be the Caller Display (call id)
3. User Defined ID is optional and may be left blank, we recommend using the 7 digit phone number, for example 8273700 if the number is 604.827.3700
4. Click **'Next'**.

You will now see the following screen:

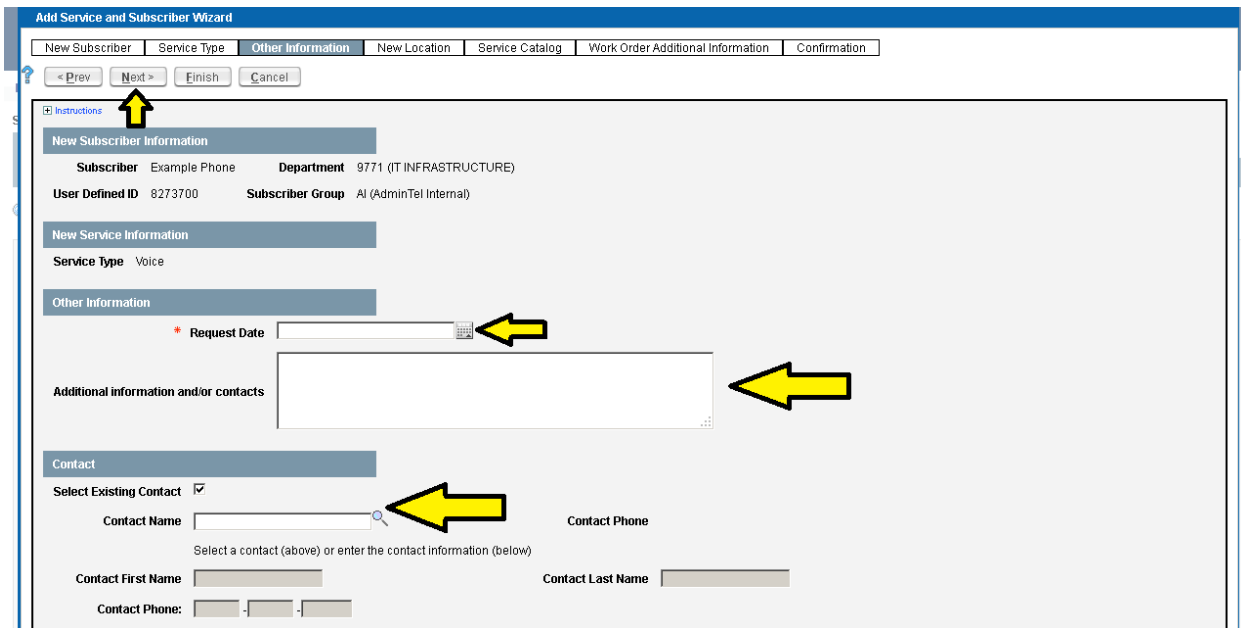


	Code	Category	Characteristics	Format	Service Number Rule	Private Number Rule
<input type="checkbox"/>	Call cards	Voice	Voice		Pool	System will Generate for Rating
<input type="checkbox"/>	PBN	PBN	Voice		Random	Use Service Number
<input type="checkbox"/>	Voice	Voice	Voice		Pool	System will Generate for Rating

- If you are adding a new phone service, put a check in circle to the left of **'Voice'**.
- If you are adding a Long Distance Authorization Code (aka PBN), put a check in the circle to the left of **'PBN'**.

Click **'Next'**.

You will now see the following screen:



You will need to:

1. Enter the **'Request Date'** – the ideal date you wish the service to be active (actual completion date depends on complexity of request and current volume of requests).
2. Describe the request in the **'Additional information and/or contacts'** box, including a brief description of the jack location in the room if it is for a new phone line, and **also include the email address you wish to be contacted** at. If you are also adding a Voice Mail box to the new service, please also include the user's email address in this section. Describing the request in this box helps to speed up the process for the Voice Team.
3. Fill in your contact information (not the subscribers) if it is not already filled in automatically in the **'Contact'** section.
4. Click **'Next'**.

You will now see this screen:

Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | **New Location** | Service Catalog | Work Order Additional Information | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)

User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

New Location Information

* Building Number: [] Building Name: []

Floor: []

Room: []

Other Information: []

You will need to:

1. Enter the '**Building Number**'. If you do not know the building number, you can click on the 'magnifier' to the right of the text box to look up the building number. Once you have entered the building number, the building name will be automatically filled in.
2. Enter the '**Floor**' number, for example '3'.
3. Enter the '**Room**' number. If the room does not have a number, enter the name, for example 'Lobby'.
4. Click '**Next**'.

You will now see this screen:

Add Service and Subscriber Wizard

Navigation: New Subscriber | Service Type | Other Information | New Location | **Service Catalog** | Work Order Additional Information | Confirmation

Buttons: < Prev | **Next >** | Finish | Cancel

New Subscriber Information

Subscriber: Example Phone Department: 9771 (IT INFRASTRUCTURE)

User Defined ID: 8273700 Subscriber Group: AI (AdminTel Internal)

New Service Information

Service Type: Voice

New Location Information

Service Catalog Selections

1 - 23 Display: 250 rows per page

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Internal: Add Telus Directory Listing	Add a Telus Directory Listing to the Telus White Pages. Indicate in the comments how you would like your listing to appear and in what section.
<input type="checkbox"/>	Internal: Add Telus ISDN or 1B Line	Install Telus ISDN or 1B line. Charge will come from Telus and will be added to subscriber after installation is complete.
<input type="checkbox"/>	Internal: Add Toll Free Phone Number	Add a toll free phone number. Please provide phone line that this toll free number will terminate on.
<input type="checkbox"/>	Internal: Add VMTel set to an existing service	Add a VMTel set to an existing service. Click Here to view details about the VMTel service.
<input type="checkbox"/>	Internal: Add a CISCO Personal Directory	Enable the Personal Directory on CISCO VoIP phones.
<input type="checkbox"/>	Internal: Add an additional Location	Add an additional location to an existing service. Monthly charges vary depending on type of phone set requested. Please note: The new location must be within the same building and on t
<input type="checkbox"/>	Internal: Cisco 7937 Conference Phone	Purchase a Cisco 7937 Conference Phone without additional speakers.
<input type="checkbox"/>	Internal: Employee Basic Service	Install a basic singleline phone for an employee, depending on your location this may be an M8004 or CISCO 6945. Click Here to view the phoneset and features of a singleline phone.
<input type="checkbox"/>	Internal: Employee Enhanced Service	Install a single line speaker phone for an employee, depending on your location and availability this may be an M3902, M9316. Click Here to view the phonesets and details.
<input type="checkbox"/>	Internal: Employee Jack Only Service	Install a jack only service for an employee who is using their own phone set.
<input type="checkbox"/>	Internal: Employee Multiline Service	Install a Multiline phone for an employee, depending on your location this may be an M3904 or a CISCO 7965. Click Here to view the phoneset and features.
<input type="checkbox"/>	Internal: Exchange Unified Messaging	Enable Unified Messaging for voice mail service. This requires the user to have a FASmail account. Please provide the FASmail email address with the order.
<input type="checkbox"/>	Internal: Exchange Voice Mail	Voice Mail Only Exchange mailbox

In order to view all the service catalog selections, go to the box under 'Service Catalog Selections that says 'Display xxx rows per page' and change the xxx (by default set to 15) to 250, and click on a blank part of the page to refresh the screen.

1. If you wish to order:
 - a. A new Basic Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Basic Service**'.
 - b. A new Enhanced Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Enhanced Service**'.
 - c. A new Multiline Service for a regular UBC employee, place a check in the box next to '**Internal: Employee Multiline Service**'.
 - d. A new Jack Only Service for a regular UBC employee (for someone using their own phone set), place a check in the box next to '**Internal: Employee Jack Only Service**'.
 - e. A new fax, modem, elevator, alarm, or other similar service, place a check next to '**Internal: Other Jack Only Service**'.
 - f. A new Long Distance Authorization Code (aka PBN), place a check next to '**Internal: New PBN**'.
 - g. A new line for a non-employee, such as contractors, conference/meeting rooms, classrooms, etc., select one of the '**Internal: Other Basic/Enhanced/Multiline/Jack Only Service**' offerings as appropriate.
2. If you wish to add Voice Mail to the new service, also put a check in the box next to '**Internal: Exchange Voice Mail**'.
3. You can **find more information about service offerings** at the UBC IT AdminTel website.
http://www.it.ubc.ca/service_catalogue/internet_telephone/facultystaffphoneservice/admintel/cost_admintel.html
4. Click '**Next**' at the top of the screen.

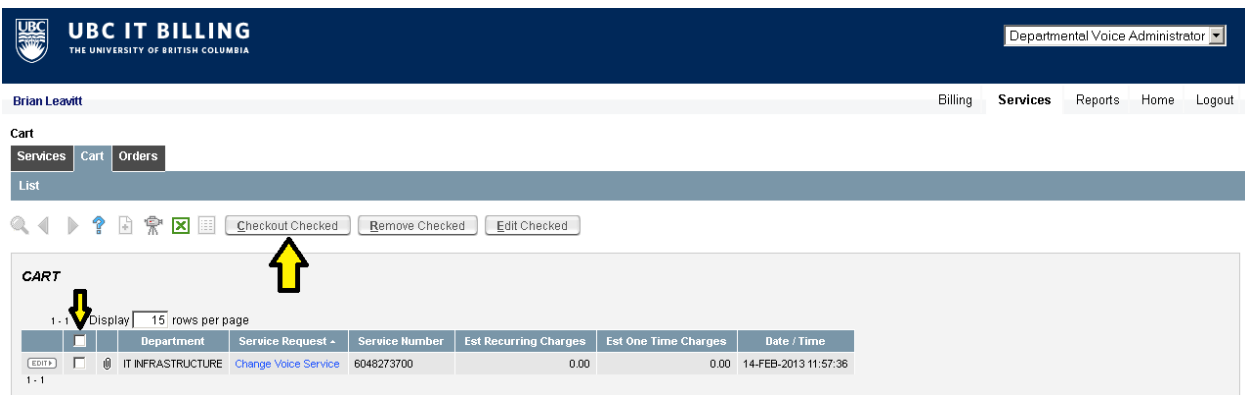
You will now see this screen:

The screenshot shows the 'Add Service and Subscriber Wizard' interface. At the top, there are tabs for 'New Subscriber', 'Service Type', 'Other Information', 'New Location', 'Service Catalog', 'Work Order', 'Additional Information', and 'Confirmation'. Below the tabs are navigation buttons: '< Prev', 'Next >', 'Finish', and 'Cancel'. The 'Next >' button is highlighted with a yellow arrow. The main content area is divided into several sections:

- New Subscriber Information:** Includes fields for 'Subscriber' (Example Phone), 'Department' (9771 (IT INFRASTRUCTURE)), 'User Defined ID' (8273700), and 'Subscriber Group' (AI (AdminTel Internal)).
- New Service Information:** Includes a 'Service Type' dropdown set to 'Voice'.
- New Location Information:** A section header with a blue bar.
- Additional Information:** Contains several checkboxes, each with a label and a note:
 - MRC Speedchart (Required for new services)
 - OCC Speedchart (Required for new services)
 - Long Dist Y/N ? (Required for new services)
 - Toll Speedchart (Required for new services)
 - Email Address (Required for new services)
 - Service Use (Required for new services) - This checkbox is highlighted with a large yellow arrow.
 - CWL Login (Required for new services - If CWL is not available, provide the Employee ID or Student number)

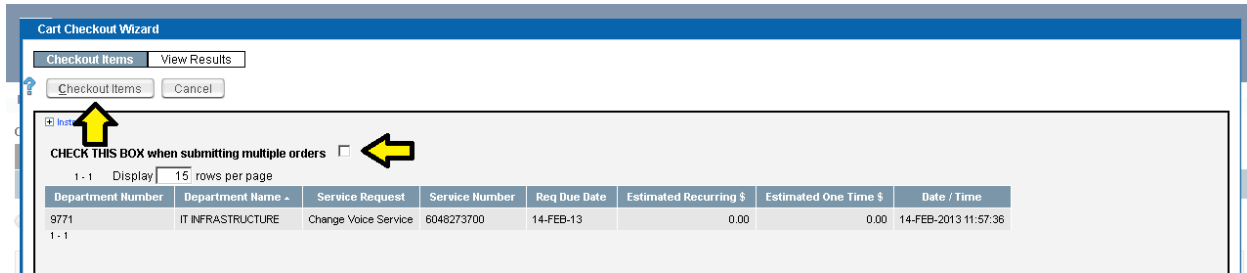
- New services require **Speedchart** information for billing. Please fill in (**all entries are required**):
 - **'MRC Speedchart'** – Recurring charges
 - **'OCC Speedchart'** – One time charges
 - **'Long Dist Y/N?'** – Should outgoing long distance be allowed, Y/N?
 - **'Toll Speedchart'** – Long distance charges
 - **'Email Address'** – The subscribers email address, if there is not one, use your own
 - **'CWLogin'** – This is pending future implementation, please leave blank for now.
- Click **'Next'**.
- You will now see a page summarizing all the information you have entered. Please look it over and then click **'Finish'**.
- If there are no errors, you will be taken back to the **'Services'** page.
- If you have more orders to place, click on 'Add Subscriber And Service' or search for the next service you wish to change. If you are done submitting orders, **click on 'Cart'** at the top of the screen.

You will now see this screen:



1. **Place a check** in the box next to each order you wish to submit.
2. **Click 'Checkout Checked'**.

You will now see this screen:



Cart Checkout Wizard
 Checkout Items View Results
 Checkout Items Cancel

CHECK THIS BOX when submitting multiple orders

1 - 1 Display 15 rows per page

Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
9771	IT INFRASTRUCTURE	Change Voice Service	6048273700	14-FEB-13	0.00	0.00	14-FEB-2013 11:57:36

1. If you have more than one order to submit, **place a check in the box next to 'CHECK THIS BOX when submitting multiple orders'**.
2. **Click on 'Checkout Items'**.

Congratulations, you are done! – [Click here to go back to Placing Phone Orders.](#)