New Service

1. You will need to fill out the following TRF to request the enterprise voice feature.

2. The first portion will need to have the requester who typically has the authority to authorize the request input the necessary data.

3. Next select the radio button Telephone/Voicemail and then the check box New Service.
4. Select **Phone/Voicemail**.

- You will need to then have the following selected using the drop down boxes.
  - **Service Type** = IP, Microsoft (with the following choices)
    - MS SIP Voiceline only
    - MS SIP Voiceline w/headset
      - Select the desired headset.
  - **Calling Plan** =
    - Local (incl. campus)
    - Local + Long Distance
    - Local + International (incl. Long Distance)
  - **Voicemail** = Exchange Unified Messaging (Catalog: 43.40.15.031)
5. Fill out both the **Location for the new phone** and the **Subscriber’s information**. Any other comments can be typed at the bottom of the form.

6. Once all information has been inputted. The TRF can then either be faxed or emailed depending on the requester’s choice.
   - FAX (407) 823 – 5252
   - EMAIL mailto:telecom@ucf.edu
Change of Service

1. You will need to fill out the following TRF to request the enterprise voice feature.

2. The first portion will need to have the requester who typically has the authority to authorize the request input the necessary data.

3. Next select the radio button Telephone/Voicemail and then the check box Change Service.
4. Input all data in the **Please provide information about the current service** box. Then choose **Change phone** and select **IP, Microsoft** as the New Service Type.

- Using the following drop down, you have the option of selecting the following
  - MS SIP Voiceline only
  - MS SIP Voiceline w/headset
    - Select the desired headset

5. Once all information has been inputted. The TRF can then either be faxed or emailed depending on the requester’s choice.
   - FAX (407) 823 – 5252
   - EMAIL [mailto:telecom@ucf.edu](mailto:telecom@ucf.edu)
1. You will need to fill out the following TRF to request the enterprise voice feature.

2. The first portion will need to have the requester who typically has the authority to authorize the request input the necessary data.

3. Next select the radio button **Telephone/Voicemail** and then the check box **New Service**.
4. For Service Type select **Headset Only** from the drop down box, then select the type of headset you desire.
5. Fill out both the **Location for the new phone** and the **Subscriber’s information**. Any other comments can be typed at the bottom of the form.

6. Once all information has been inputted. The TRF can then either be faxed or emailed depending on the requester’s choice.
   - FAX (407) 823 – 5252
   - EMAIL mailto:telecom@ucf.edu