VoIP Phone Resource Guide and Request Portal

User Resources
- Desktop Phone User Checklist
- Headset User Checklist

Accessing Voicemail
- Accessing Voicemail for Jabber Client Users

Technical Issues? Email the DoIT Help Desk for support. Be prepared to provide the Username, NetID and MAC address for the device.

Ordering VoIP Devices
Please contact Eva Gray Davenport to purchase Cisco VoIP Devices. Devices must be ordered in advance of submitting a new line request and must include a valid funding string.

- Standard Desktop
  - Cisco 7841

- Recommended Headset
  - Jabra Evolve 65

Order Submitted
3-5 Business Days to Ship
Submit VoIP New Line Request
(Request must include MAC Address)
3-5 Business Days for DoIT to process
Eva will forward you DoIT Help Desk Ticket confirming request has been completed.
VoIP Phone Line Requests

The following items are required for VoIP Phone Line requests to be processed by DoIT.

- MAC Address
- Building Name
- Room Number/Location
- Data Jack Number

**MAC Address**

The MAC address is a 12-digit unique identifier needed when making an order to add, delete or change a Cisco telephone. (ex: B4A8B9E90F09)

The MAC address is printed on the bottom of each phone. You can also find the MAC address by looking at the phone information menu.

**Data Jack Number**

The Data Jack Number is typically the orange jack your computer is plugged into. (ex: K5/4X 1083)

Please select your request type below:

**New Line Request**

Request for a new Cisco VoIP phone number that is currently not in use on any system. Ex) new personnel, adding a phone to a conference room, adding a general line, etc.

**Change Line Request**

Modification to an existing phone line or telephone. Ex) new hire will use same phone line as previous staff member, personnel moves, employee name changes, or any other change not covered by another form.

**Jabber Request**

Request for employees with an existing phone line to have a Jabber account for the desktop, iPhone and/or Android created. Please note that Jabber accounts are only for numbers assigned to people.