

TELECOMMUNICATIONS SERVICE & EQUIPMENT REQUEST

Updated 03/2003

PLEASE NOTE: All service requests that require the work of an outside vendor will be completed within 10 working days. All service requests that can be done internally (i.e., programming, etc.) will be completed within 5 working days.

PLEASE PRINT

Today's Date:	Date Service Needed:	New Installation Location (Building/Room#)	
Person <u>Requesting</u> Service:		Building/Room	Extension & Pager Numbers:
Person <u>Needing</u> Service:		Building/Room	Extension & Pager Numbers:
Project Code:		Org Code:	Auth. Code Approval : Overseas Domestic
Project/Org Authority Name (Please Print)		Project/Org Authority Signature:	

THIS SECTION TO BE COMPLETED BY TELECOMMUNICATIONS STAFF ONLY

<input type="radio"/> CIS – Building/Room/Extension Number	Call No:
<input type="radio"/> Voice Mail	Date Completed:
<input type="radio"/> ASA <input type="radio"/> Microcall	Communications Staff:

TELEPHONE ADDITIONS/MOVES OR CHANGES

To install a new telephone line or to activate an abandoned jack, an AVAYA Technician must come out and do the work. The waiting period for this work is approximately 10 business days from the date that your signed request is received in the Telecommunications Office. The charge for an AVAYA Technician is approximately \$110.00 per hour. The average estimated time that it would take a technician is 1 hour per jack. (This is only an estimate; some jobs may take longer than others. Some less.)

NOTE: Telephone wire must be in place before an AVAYA Technician can install or activate a jack for a telephone or modem line. If the wire is not already in place, you must first contact Plant Engineering via a Plant Engineering Request to have the wiring installed. Once the wire is in place, submit your telephone installation request to Telecommunications MS 16A.

If you currently have a phone in your name and you are planning to relocate taking that same number, please give the following information. (**DO NOT** disconnect your phone and take it with you to your new location):

Move #1 – Name:

Current Extension	Current Building	Current Room	New Building	New Room	Is there an existing active jack?	If so, Current Extension Number	Or Extension of the previous occupant

Move #2 – Name:

Current Extension	Current Building	Current Room	New Building	New Room	Is there an existing active jack?	If so, Current Extension Number	Or Extension of a previous occupant

New Phone Line Installations

Many times, a jack for a new line(s) can be run from an existing phone jack. If this is the case, you do not need new wiring installed. This would save you the time and expense of having more phone-wire installed for new/additional service.

Is this service for a Modem or Fax Machine? _____

Is this a new installation?

- Yes (Need **new** jack installed in Building _____ Room _____)

You must submit a Service Request with Plant Engineering if new wiring is needed

- No (Jack currently located in the specified area).

TELEPHONE EQUIPMENT All prices are estimates and are subject to change

TELEPHONE SETS	Price	Quantity	Total Amt
Office Phones - 10-button desk set/multi-line (black)			
<i>NOTE: The 8400 and the 8110 series phones are <u>required</u> for use in the ARC Bldg.</i>			
○ 7434D (34-button set with display)	\$165.00		
○ 8410B (10-button set with 2-way speaker)	\$190.00		
○ 8410D (10-button set display & 2-way speaker)	\$295.00		
○ 8434DX (34-button set with display)	\$545.00		
Laboratory Phones – analog/single line (black)			
○ 2500 Wall	\$45.00		
○ 2554 Desk	\$30.00		
○ 8110 (includes 2-way speaker/auto-answer)	\$125.00		
Outside Phones			
○ All Weather Outside Telephone	\$650.00		

TELEPHONE ACCESSORIES	Price	Quantity	Total Amt
Cordless Headset/Handset Lifter	\$366.00		
Polycom Audio Conference Unit (Basic)	\$466.00		
Digital Adapter for Polycom Audio Conference Unit	\$137.00		

PAGERS, CELLULARS AND TWO-WAY RADIOS	Replacement Price	Quantity	Total Amt
Alphanumeric Pager (\$8.50 per month)	\$50.00		
Numeric Pager (\$3.50 per month)	\$35.00		
Cellular Phones (Contact Telecom for Current Models and Pricing) Ext. 7206			
Two-Way Radio (Contact Telecom for Current Models and Pricing) Ext. 7361			

Prices are approximates and are subject to change.

PROGRAMMING

Coverage Path:

- If my phone is busy or if I am away from my desk, I want my phone to go directly to voice mail after _____ rings.
- If my phone is busy or if I am away from my desk, I want my phone to hunt to extension _____ first, then extension _____ second, then extension _____ third with _____ rings at each point.
- Additional 3-digit mailbox for personnel sharing a phone (ext. _____
Name: _____
Name: _____

Telephone Set Programming:

Please select one or more of the following features you would like programmed on your phone. NOTE: There are only 7 available buttons for your use on a basic 10-button desk set (see diagram on next page).

- **Auto Dial** (also known as speed dialing; can be to a external or internal numbers
This feature is programmed on individual buttons.
Button # _____ Phone Number () _____ Button # _____ Phone Number () _____
- **Bridged-Appearance** (allows one extension to ring on two or more electronic phones)
Button # _____ Extension _____ Button # _____ Extension _____
Button # _____ Extension _____ Button # _____ Extension _____
- **Busy Indicator** (enables you to see if someone is on the phone and can also be used as an internal speed dial.
Button # _____ Extension _____ Button # _____ Extension _____
Button # _____ Extension _____ Button # _____ Extension _____
- **Call Pick-up** (allows you to pick up another ringing phone extension within your group)
Button # _____ Pick-up these extensions _____

The following features can be programmed for your phone or you can access these features manually:

- **Last Number Redial** (Or press *9)
- **Send All Calls** (Send your calls directly to your pre-programmed path) (Or press *3)
To deactivate Send All Calls, press #3
- **Call Forward** (Forward your calls to a specific extension) (Or press *2 and the extension number you wish to forward your calls to)
To deactivate Call Forward, press #2

Audio Conferencing From Laboratory Phones

Note: You must dial 9 to access an outside line for every call you conference in.

If you are calling from an electronic telephone set you will see a Conference button.

- Step 1. Lift the hand set, dial the first party you want to speak to. Once you have established that call, press your conference button. (This will put your first caller on hold while giving you another dial tone).
- Step 2. Dial your second party and when you have established your connection with your second person press the Conference button again and the 3 of you will be able to speak and listen to each other.
- Step 3. Press Conference again to dial your third party. Press Conference again and all 4 of you will be able to converse.

To add more people repeat step 3. You may add up to 6 people from an electronic telephone.

From a Single line telephone you will not see a Conference Button.

- Step 1. After you have dialed your first party and have your party on the line, simply press the switch hook button down for about 2 or 3 seconds and you will hear another dial tone.
- Step 2. Press 9 and dial your second party and after establishing that call again press your switch hook for 2 or 3 seconds and all three of you will be able to speak.

If you are calling from an analog telephone you can only conference 2 other phone numbers for your Conference Call

If you need to use a Polycom Conference Unit, the Operating and Connection Instructions should be with the unit. If not, contact the person or group who “owns” the unit.

Telecommunications does not have Polycom Units on hand to loan out.