

Pinnacle - DVA Manual - Phone Orders

Part 1: Welcome to Pinnacle!

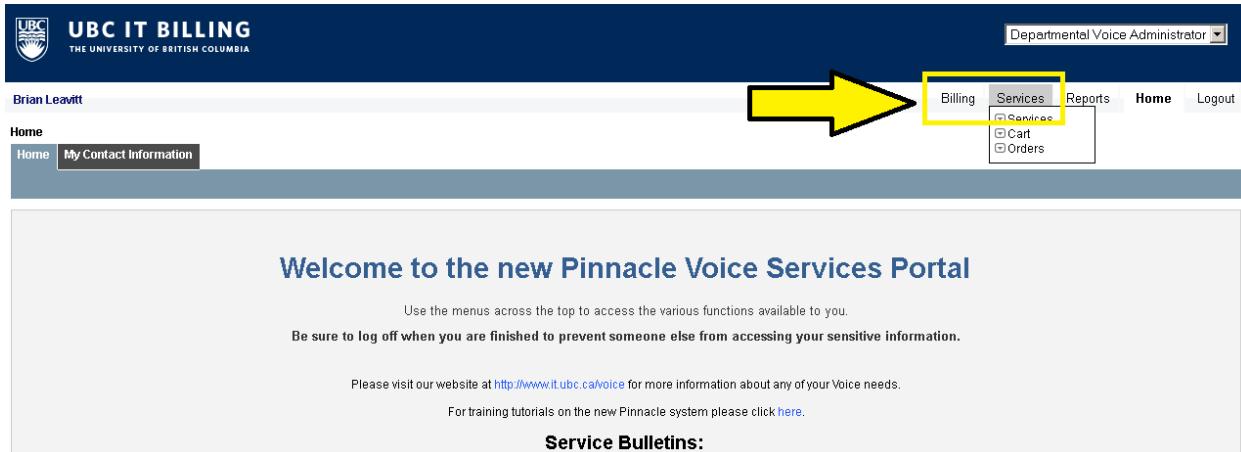
Hi there!

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**'.

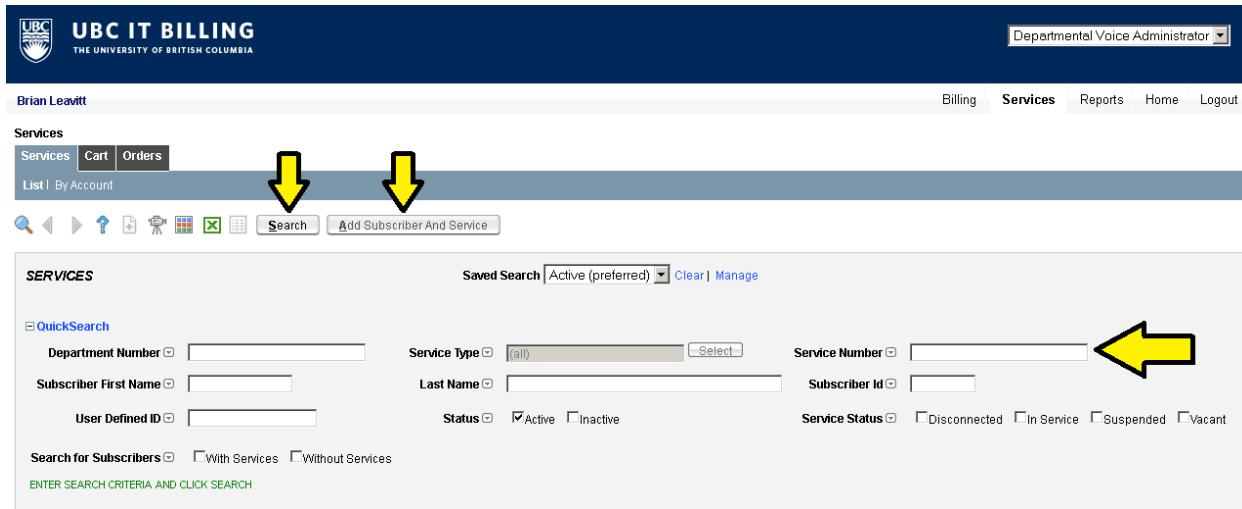
- To look up phone bills click on '**Billing**'.
- To place phone orders click on '**Services**'.

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:



The screenshot shows the UBC IT Billing Services page. At the top, there is a navigation bar with 'Services' (which is the active tab), 'Cart', 'Orders', 'Billing', 'Services' (dropdown menu), 'Reports', 'Home', and 'Logout'. Below the navigation bar, there are search and filter options. A large yellow arrow points to the 'Service Number' input field. The search bar at the top right shows 'Active (preferred)'.

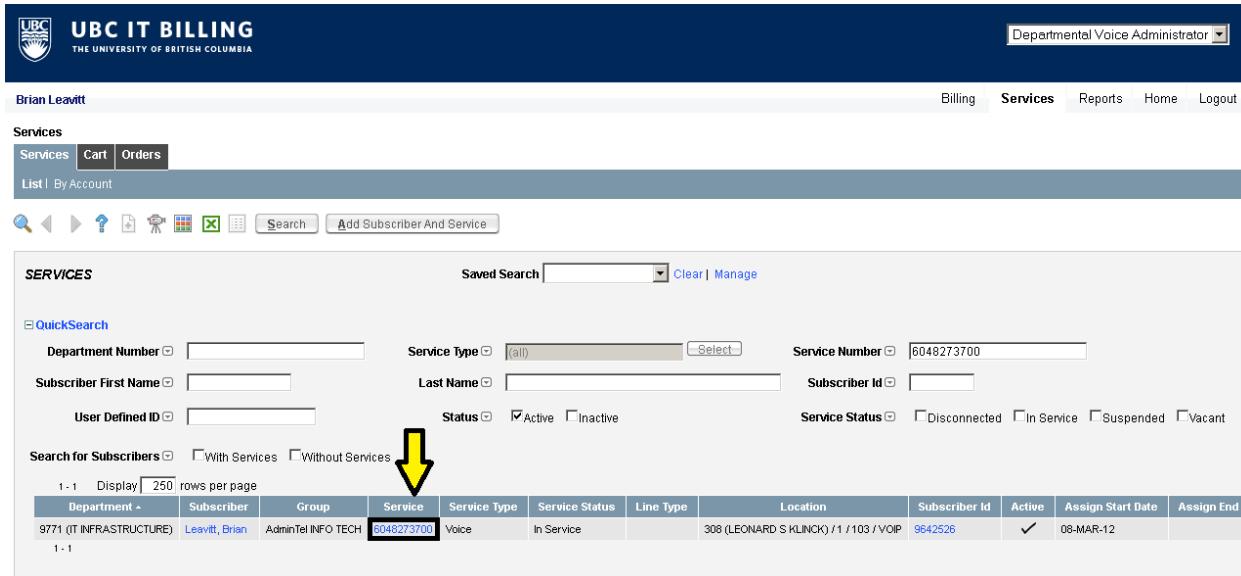
You can **place phone orders** in several ways. The most common methods are:

- 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

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) Service Number: 6048273700

Subscriber First Name: Last Name: Subscriber Id:

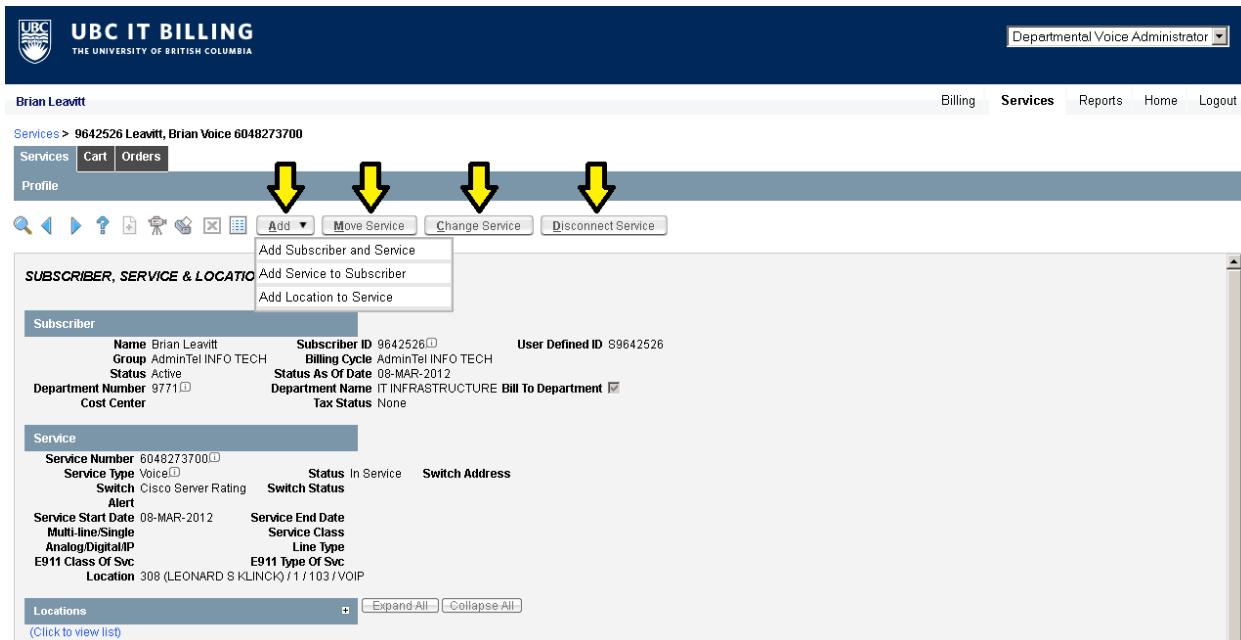
User Defined ID: Status: Active Inactive Service Status: Disconnected In Service Suspended Vacant

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	
1 - 1											

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

Brian Leavitt Billing Services Reports Home Logout

Services > 9642526 Leavitt, Brian Voice 6048273700

Services Cart Orders

Profile

Add Move Service Change Service Disconnect Service

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: S9642526
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:	
Multi-line/Single	Service Class:	
Analog/Digital/IP	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:

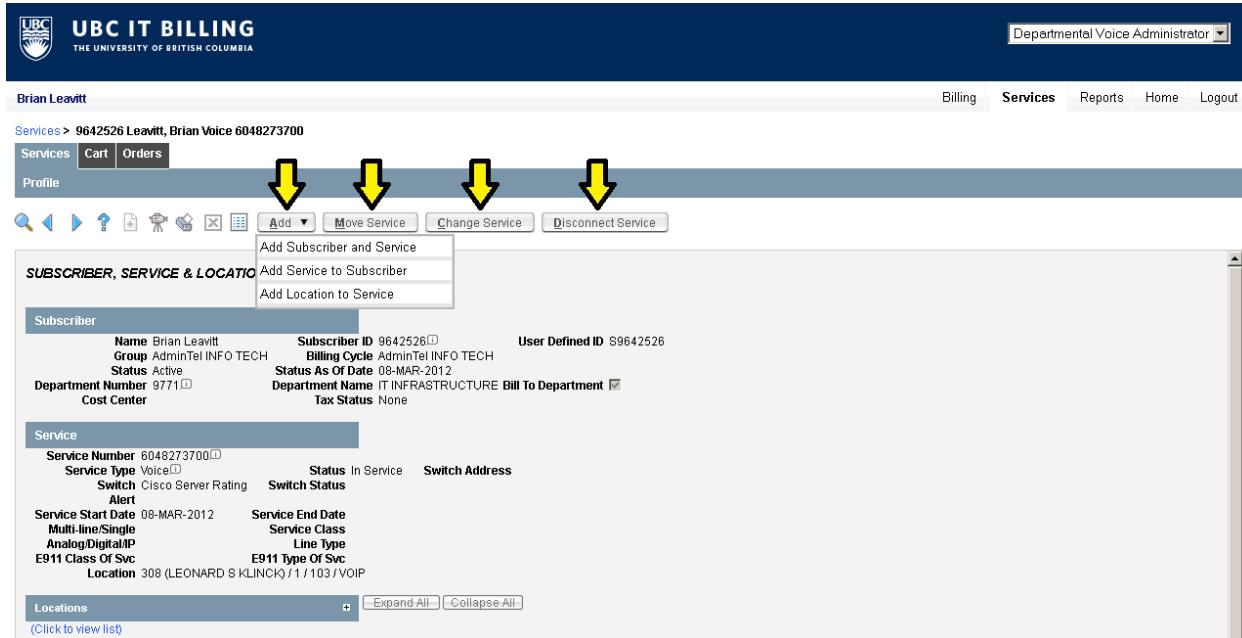
- [Add a Cisco Personal Directory \(VoIP speed dial\)](#)
- [Add a Long Distance Authorization Number \(PBN\) to an existing subscriber](#)
- [Add a new service to an existing subscriber](#)
- [Add an extension to an existing line](#)
- [Add voicemail](#)
- [Change a subscriber and call display \(caller ID\) 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

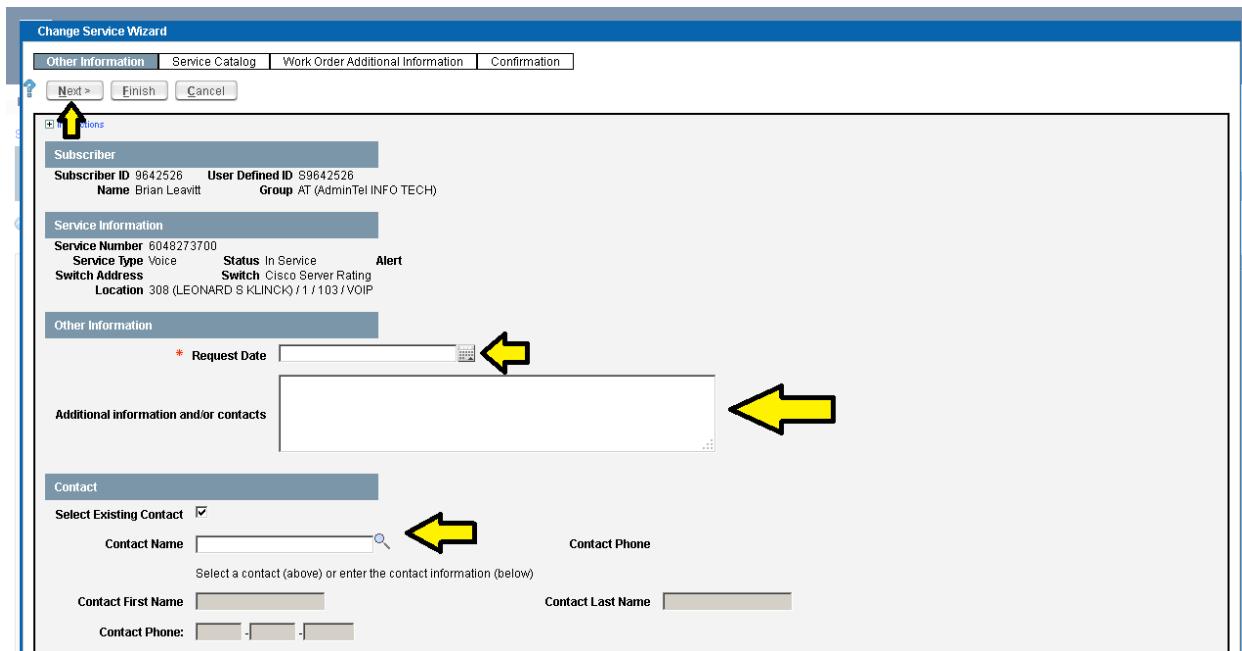
Reset a Voice Mail Password (PIN)



The screenshot shows the UBC IT Billing interface. At the top, there is a navigation bar with 'UBC IT BILLING' and 'THE UNIVERSITY OF BRITISH COLUMBIA'. On the right, there is a dropdown menu 'Departmental Voice Administrator'. Below the navigation bar, the user 'Brian Leavitt' is logged in. The main content area shows a subscriber profile for 'Brian Leavitt' with various service details. At the top of this section, there is a toolbar with several buttons, including 'Add', 'Move Service', 'Change Service', and 'Disconnect Service'. A yellow arrow points to the 'Change Service' button. Below the toolbar, there are tabs for 'Profile', 'Add Subscriber and Service', 'Add Service to Subscriber', and 'Add Location to Service'. The 'Add Service to Subscriber' tab is currently selected. The 'Subscriber' and 'Service' sections provide detailed information about the service, including service number, type, and location. The 'Locations' section is also visible at the bottom.

From this screen: click on 'Change Service'.

You will now see this screen:

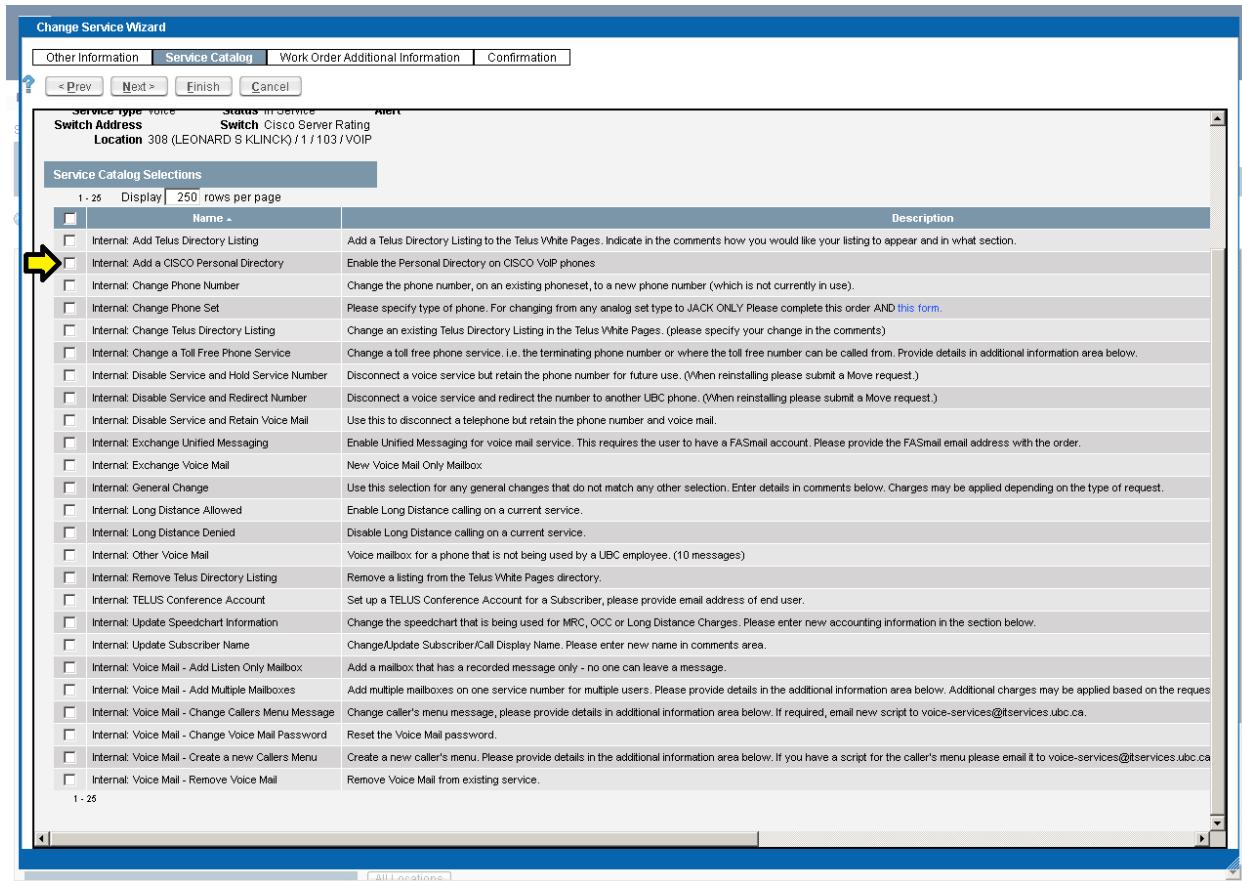


The screenshot shows the 'Change Service Wizard' window. At the top, there are buttons for 'Next >', 'Finish', and 'Cancel'. The 'Other Information' tab is selected. The 'Subscriber' section shows 'Subscriber ID: 9642526' and 'User Defined ID: S9642526'. The 'Service Information' section shows 'Service Number: 6048273700', 'Service Type: Voice', 'Status: In Service', 'Alert', 'Switch Address: Cisco Server Rating', and 'Location: 308 (LEONARD S KLINCK) / 1 / 103 / VOIP'. The 'Other Information' section contains a 'Request Date' field with a calendar icon, which is highlighted with a yellow arrow. Below it is a large text area for 'Additional information and/or contacts', which is also highlighted with a yellow arrow. The 'Contact' section includes a 'Select Existing Contact' checkbox, a 'Contact Name' input field with a search icon, and fields for 'Contact First Name' and 'Contact Last Name', all of which are highlighted with yellow arrows.

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:

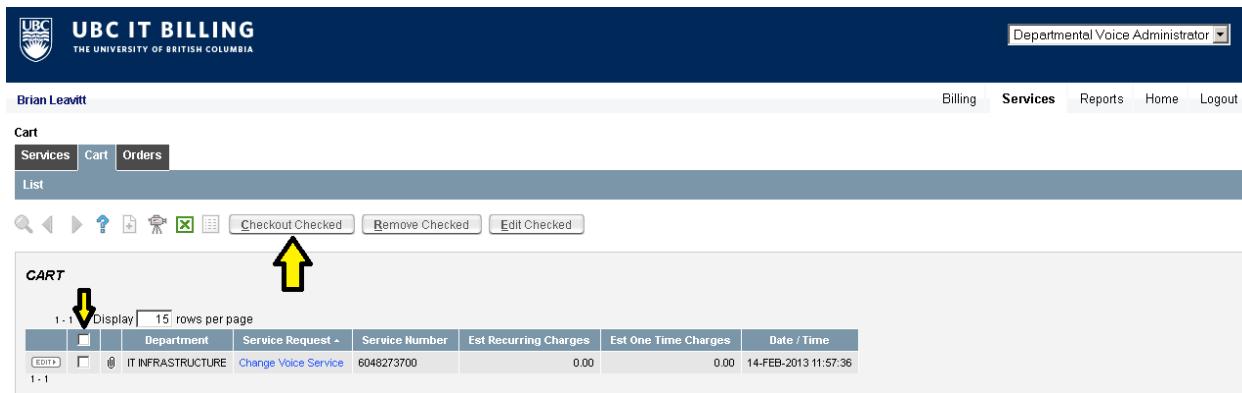


The screenshot shows the 'Change Service Wizard' interface. The top navigation bar includes tabs for 'Other Information', 'Service Catalog', 'Work Order Additional Information', and 'Confirmation'. Below the tabs are buttons for '< Prev', 'Next >', 'Finish', and 'Cancel'. The main content area is titled 'Service Catalog Selections'. It displays a table of service catalog items with columns for 'Name' and 'Description'. A link 'Display 15 rows per page' is visible at the top of the list. A yellow arrow points to this link, indicating where to click to change the row count. The table lists various internal services such as adding directory listings, changing phone numbers, and managing voice mail. The 'Description' column provides details for each service.

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:



UBC IT BILLING
THE UNIVERSITY OF BRITISH COLUMBIA

Brian Leavitt Billing Services Reports Home Logout

Cart Services Cart Orders

List

Display 15 rows per page

CART

1 - 1	Display	15 rows per page			
Department	Service Request	Service Number	Est Recurring Charges	Est One Time Charges	Date / Time
IT INFRASTRUCTURE	Change Voice Service	6048273700	0.00	0.00	14-FEB-2013 11:57:36

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

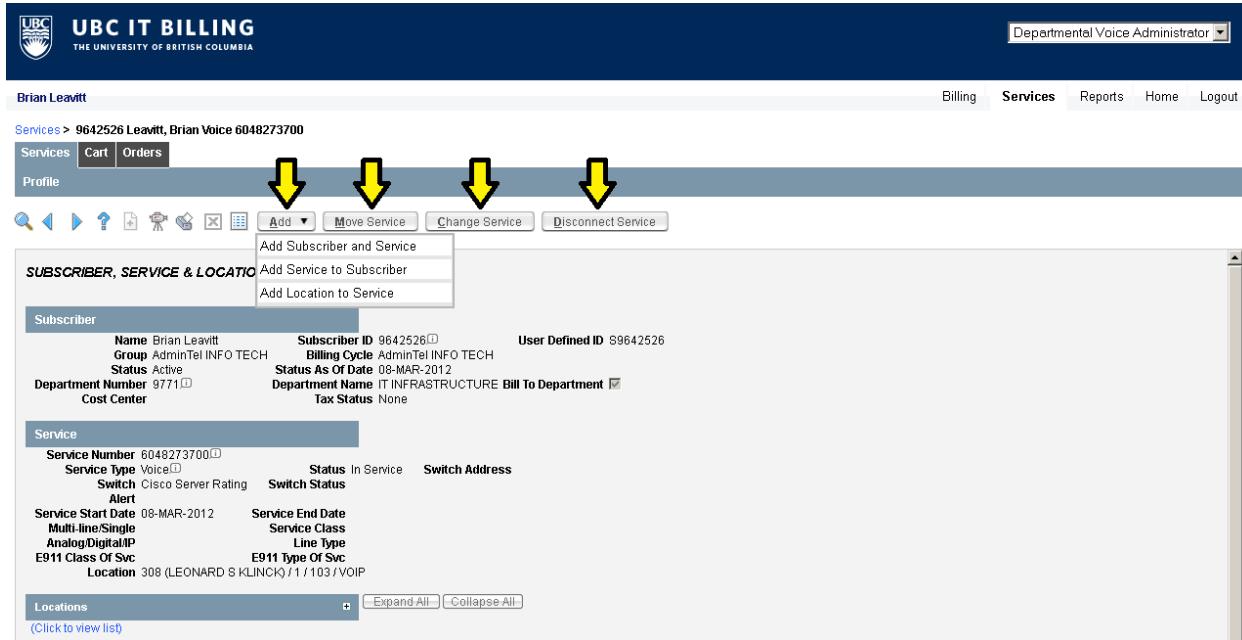
1 - 1 Display 15 rows per page

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.](#)

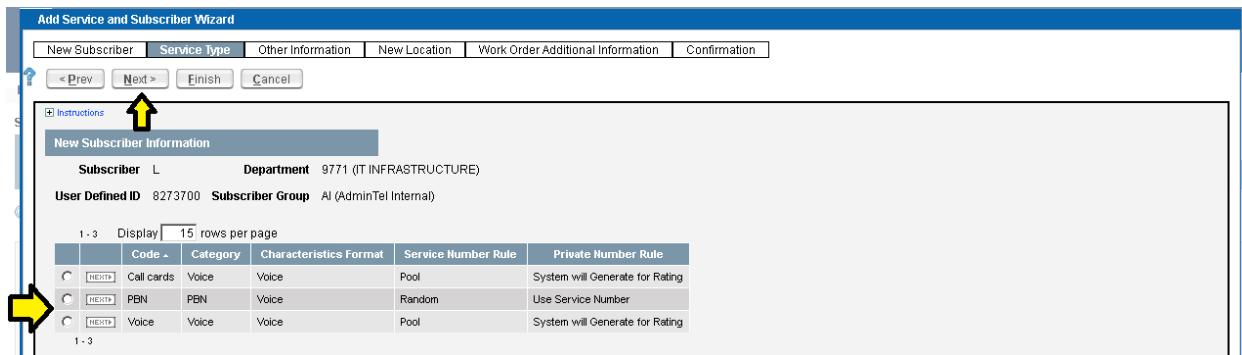
Add a New Service to an Existing Subscriber



The screenshot shows the UBC IT Billing interface. At the top, there is a navigation bar with 'Services', 'Cart', and 'Orders' buttons. Below the navigation bar, there is a search bar and a toolbar with various icons. A context menu is open over a subscriber record, with the 'Add Service to Subscriber' option highlighted. Four yellow arrows point from the text 'click on 'Add'' in the instructions to the 'Add' button in the toolbar, the 'Add' button in the context menu, and the 'Add Service to Subscriber' option in the context menu.

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:

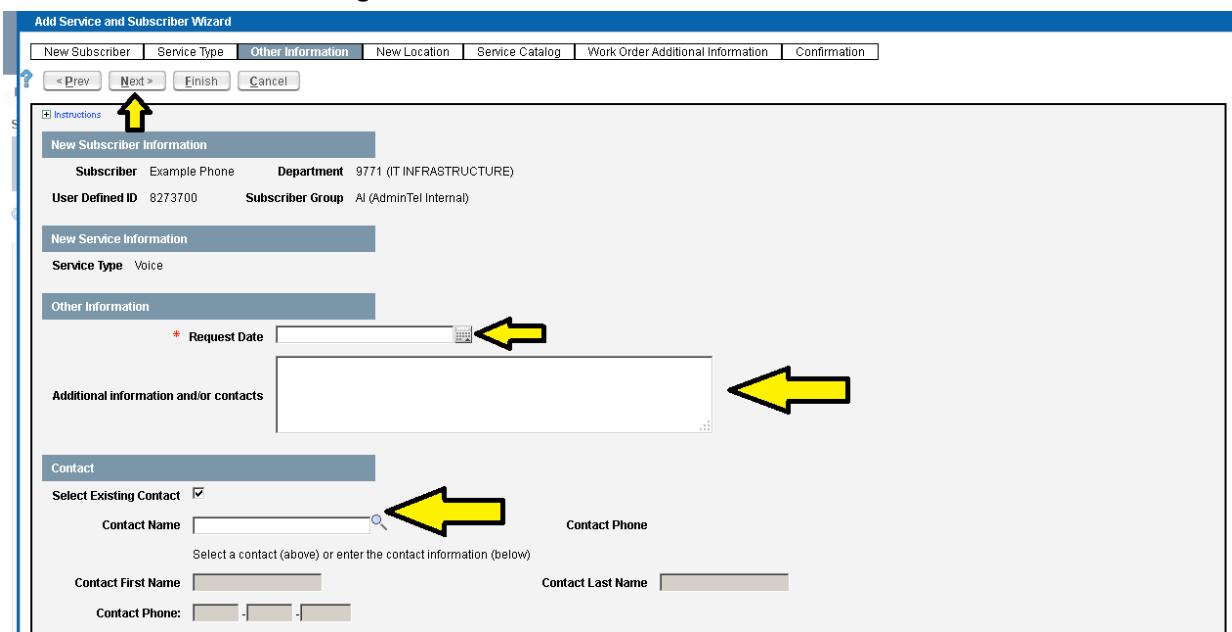


The screenshot shows the 'Add Service and Subscriber Wizard' with the 'New Subscriber Information' step selected. At the top, there is a navigation bar with 'New Subscriber', 'Service Type', 'Other Information', 'New Location', 'Work Order', 'Additional Information', and 'Confirmation' buttons. Below the navigation bar, there is a 'Next >' button with an arrow pointing to it. The main area shows 'New Subscriber Information' with fields for 'Subscriber' (L), 'Department' (9771 (IT INFRASTRUCTURE)), 'User Defined ID' (8273700), and 'Subscriber Group' (AI (AdminTel Internal)). Below these fields is a table with three rows. A yellow arrow points to the 'Next >' button, and another yellow arrow points to the first row of the table.

- 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:

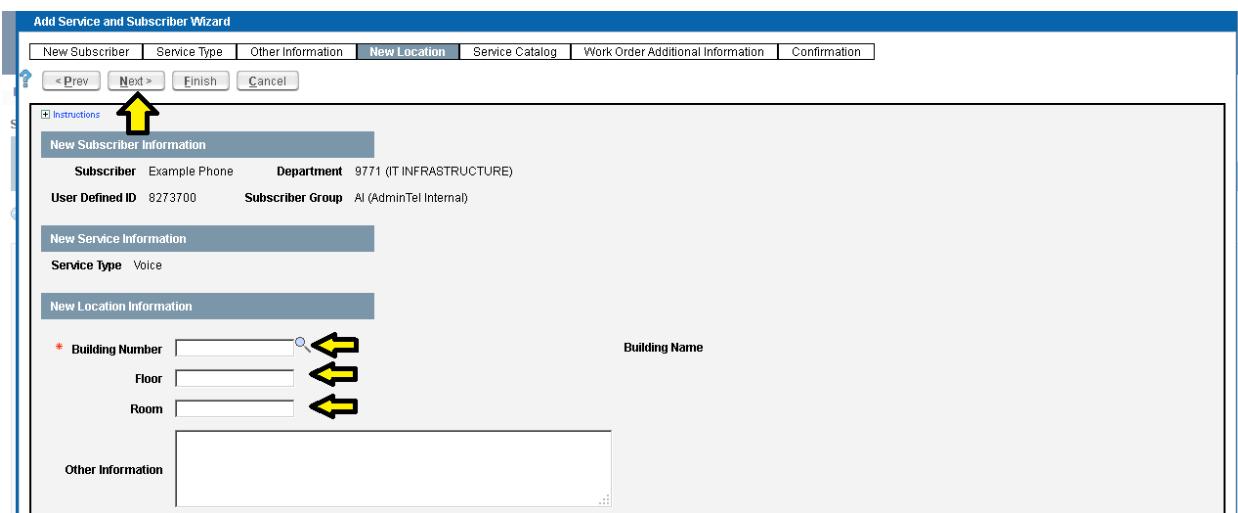


The screenshot shows the 'Add Service and Subscriber Wizard' interface. The current step is 'Other Information'. The 'Request Date' field is highlighted with a yellow arrow. The 'Additional information and/or contacts' text area is also highlighted with a yellow arrow. The 'Contact' section is partially visible at the bottom.

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

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

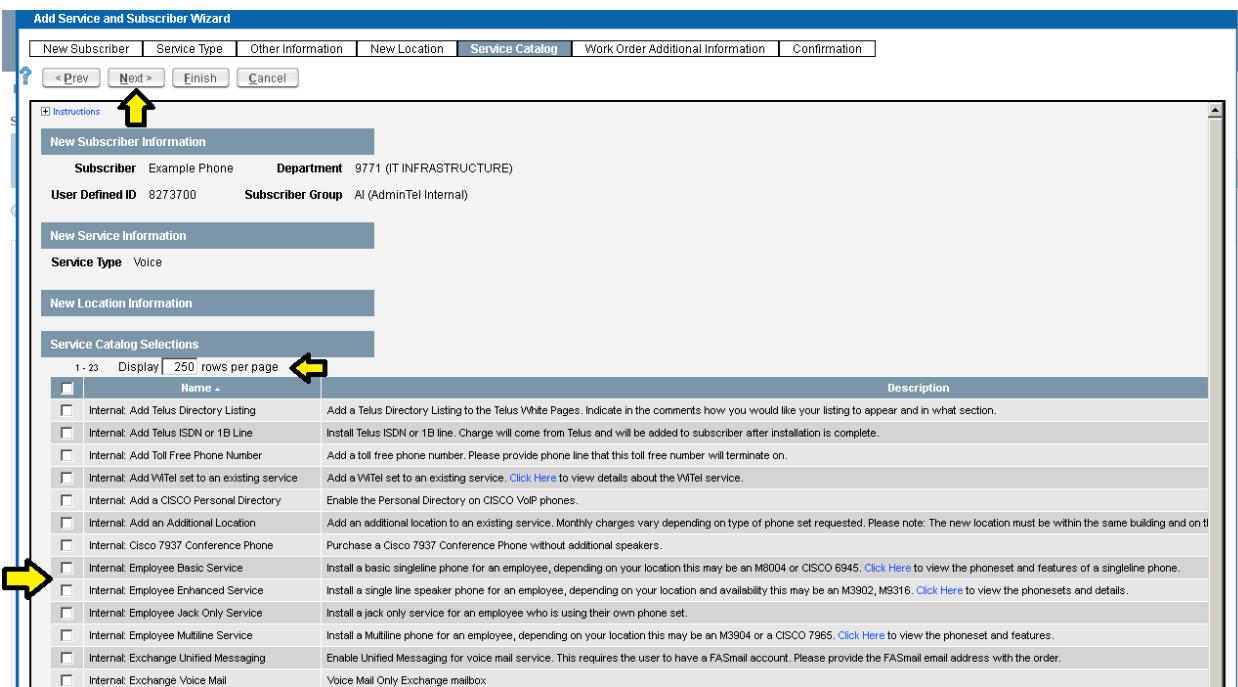
* Building Number:  Building Name
Floor:
Room:

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

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

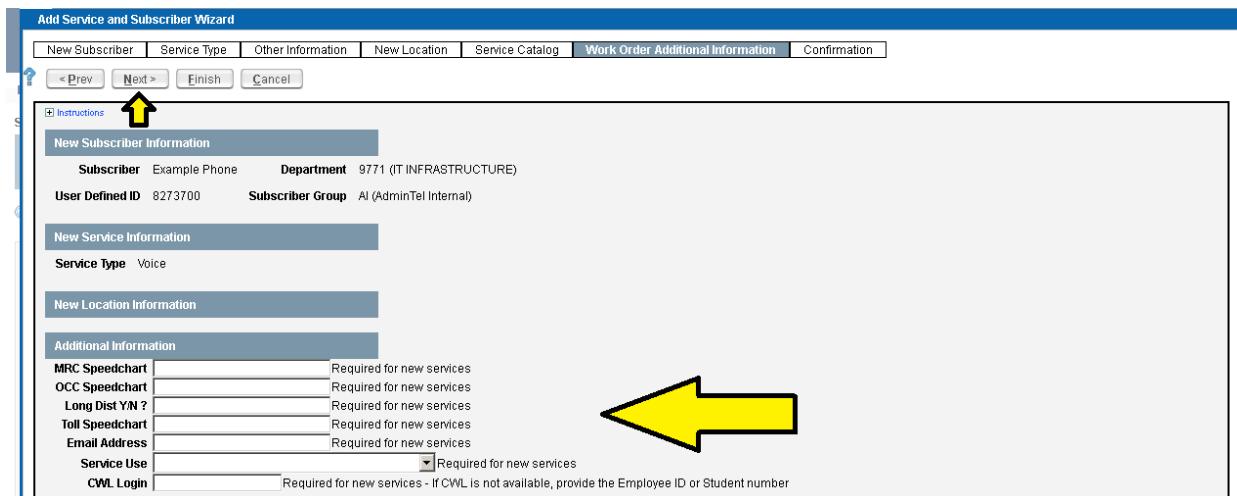
1 - 23 Display 250 rows per page

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 the same line.
<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 M9002, 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:



Add Service and Subscriber Wizard

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

< 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

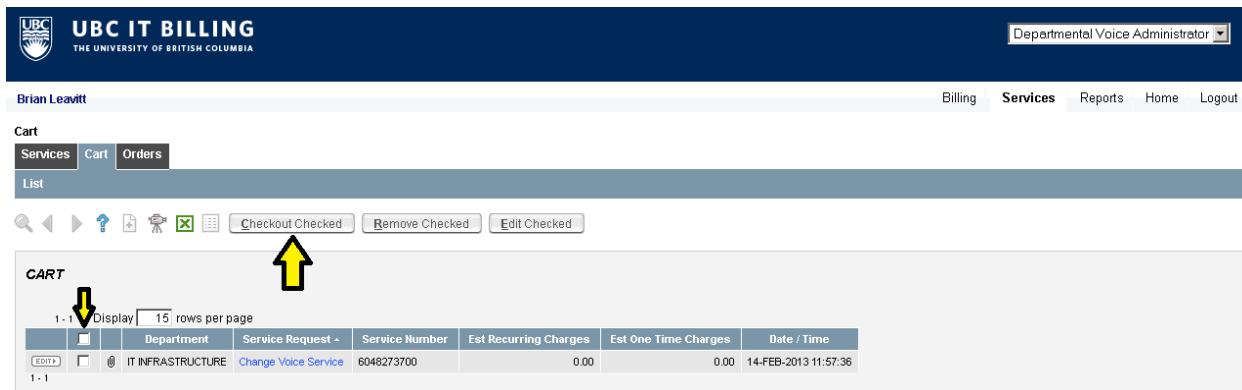
New Location Information

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 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
 - ‘**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 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:



UBC IT BILLING
THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Billing Services Reports Home Logout

Brian Leavitt

Cart

Services Cart Orders

List

Checkout Checked Remove Checked Edit Checked

CART

1 - 1 Display 15 rows per page

	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

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

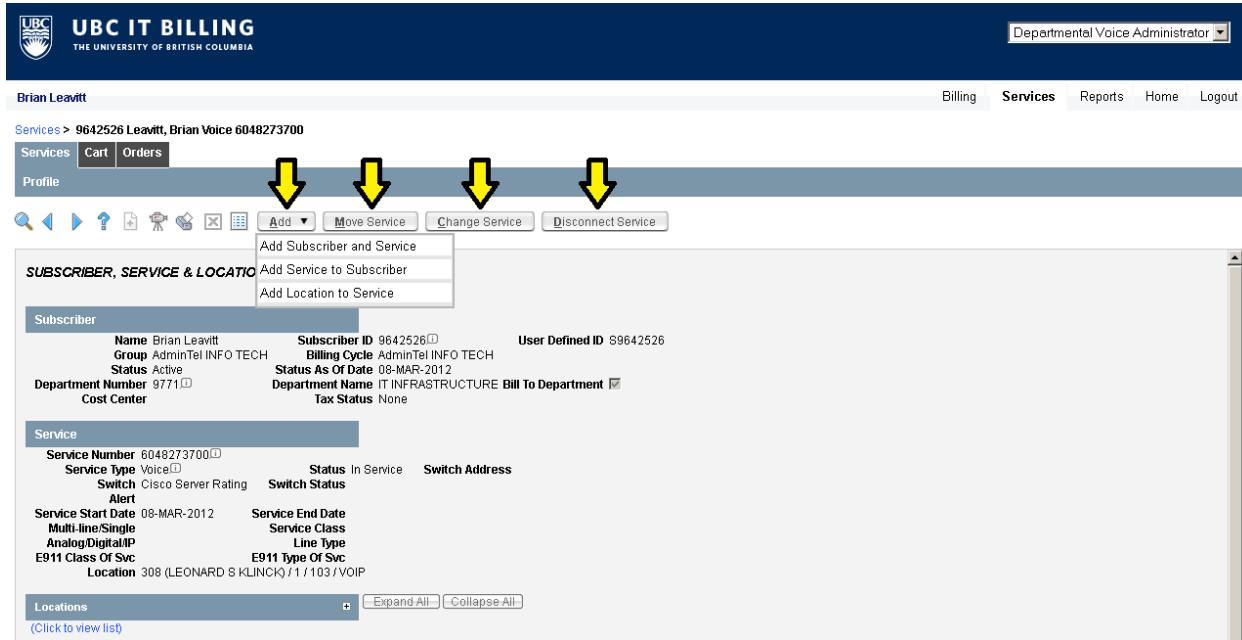
1 - 1 Display 15 rows per page

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.](#)

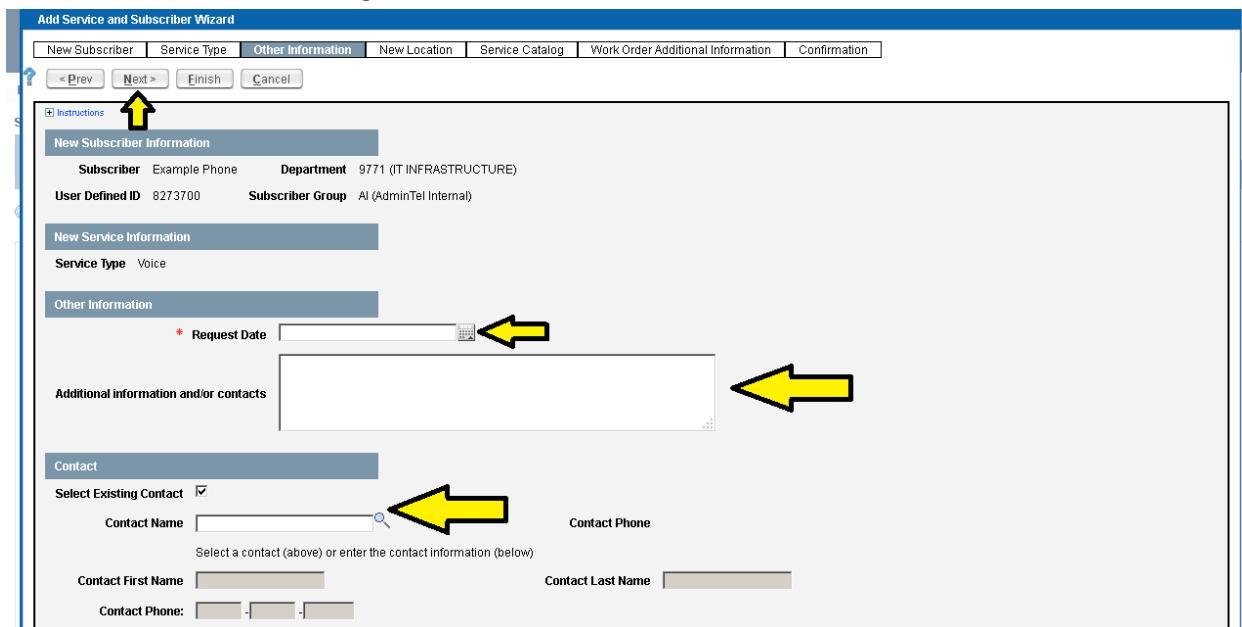
Add an Extension to an Existing Line



The screenshot shows the UBC IT Billing interface. At the top, there are tabs for Services, Cart, and Orders. Below that is a sub-navigation bar with links for Profile, Add, Move Service, Change Service, and Disconnect Service. A context menu is open over a service entry, with the 'Add Location to Service' option highlighted. The main area displays subscriber and service details, including service numbers, types, and locations.

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:



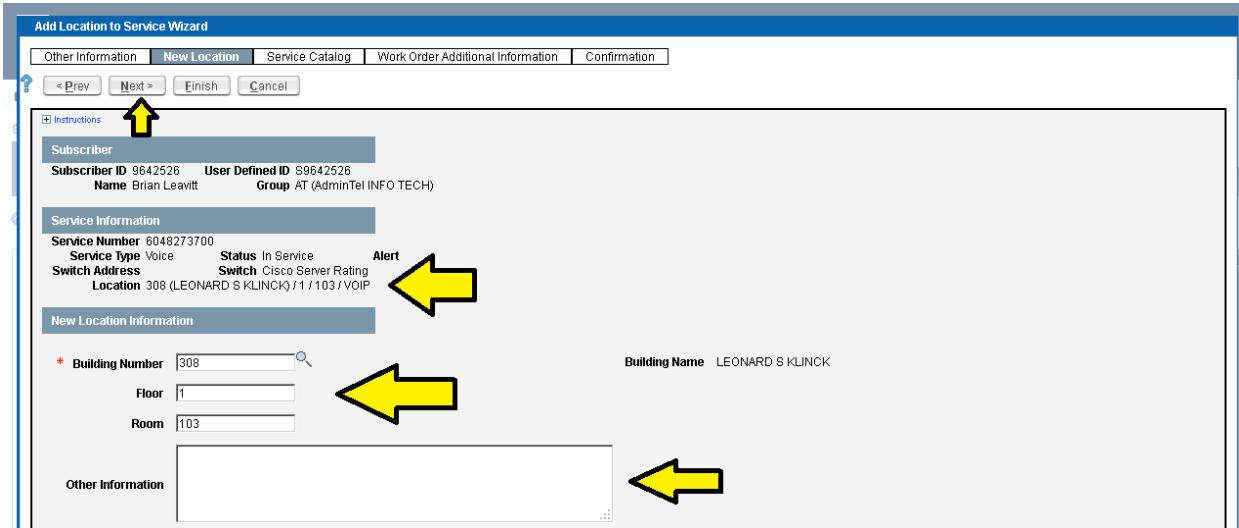
The screenshot shows the 'Add Service and Subscriber Wizard' with several tabs at the top: New Subscriber, Service Type, Other Information, New Location, Service Catalog, Work Order Additional Information, and Confirmation. The 'Other Information' tab is active. A yellow arrow points to the 'Request Date' field, and another large yellow arrow points to the 'Contact' section where a 'Select Existing Contact' checkbox and a 'Contact Name' input field are shown.

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:

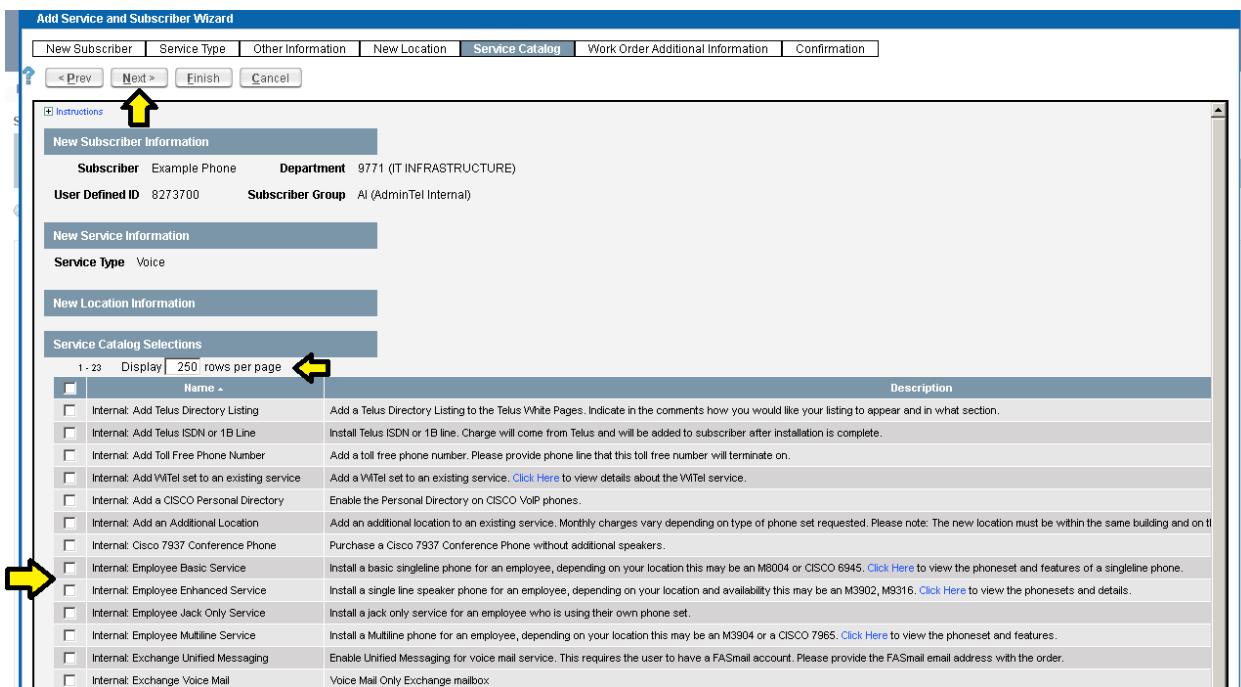


The screenshot shows the 'Add Location to Service Wizard' step 2: New Location. The 'Subscriber' section shows a Subscriber ID of 9642526 and a User Defined ID of S9642526, with the Name Brian Leavitt and Group AT (AdminTel INFO TECH). The 'Service Information' section shows a Service Number of 6048273700, Service Type Voice, Status In Service, and a Switch Address of Cisco Server Rating Location 308 (LEONARD S KLINCK) / 1 / 103 / VOIP. The 'New Location Information' section has fields for Building Number (308), Floor (1), and Room (103). The 'Other Information' section is empty. A yellow arrow points to the 'Building Number' field, another to the 'Floor' field, another to the 'Room' field, and one to 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

New Subscriber Service Type Other Information New Location Service Catalog Work Order Additional Information Confirmation

< 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

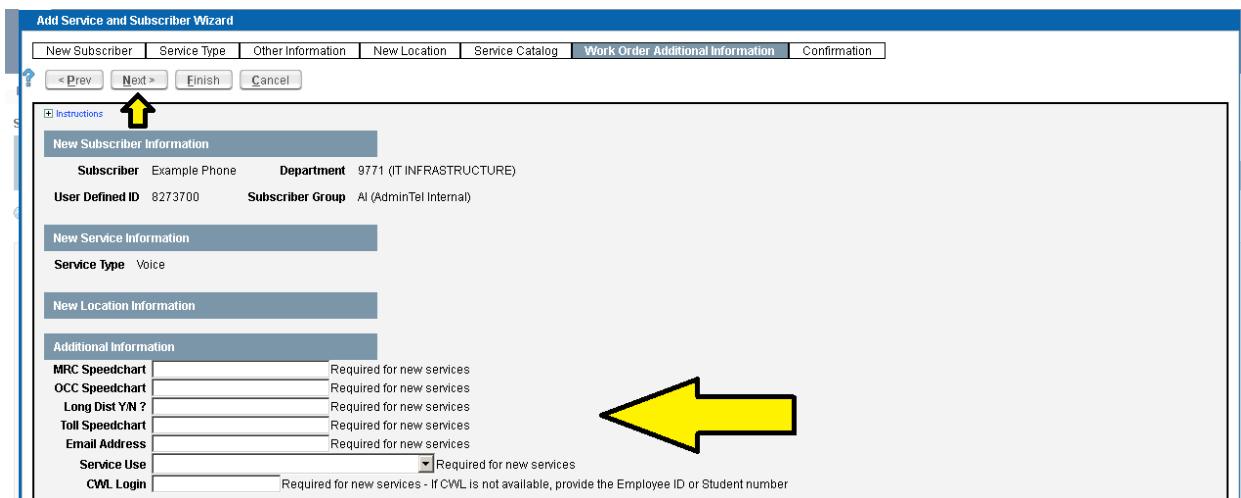
1 - 23 Display 250 rows per page

	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	Install 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 the same line.
<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 singlinge 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 singlegline 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

New Subscriber Service Type Other Information New Location Service Catalog Work Order Additional Information Confirmation

< 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

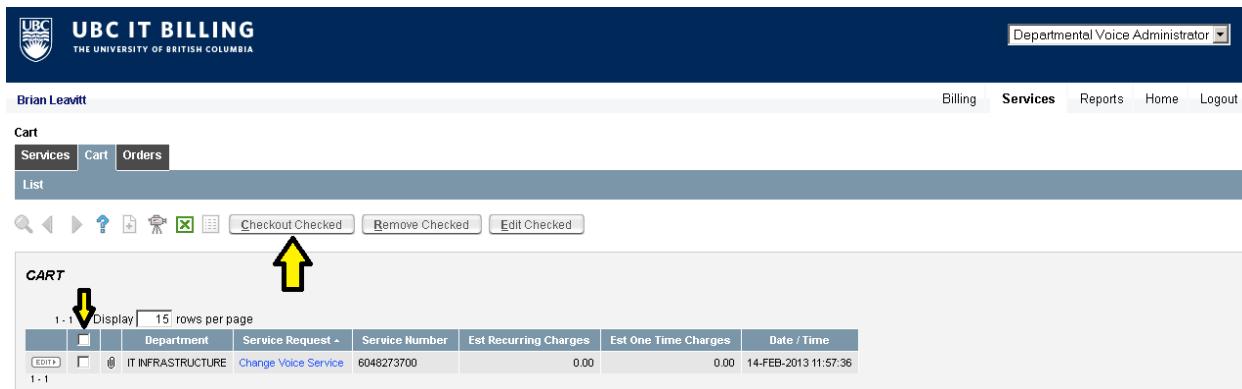
New Location Information

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 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:



UBC IT BILLING
THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Brian Leavitt

Billing Services Reports Home Logout

Cart

Services Cart Orders

List

Display 15 rows per page

CART

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

1 - 1

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

Display 15 rows per page

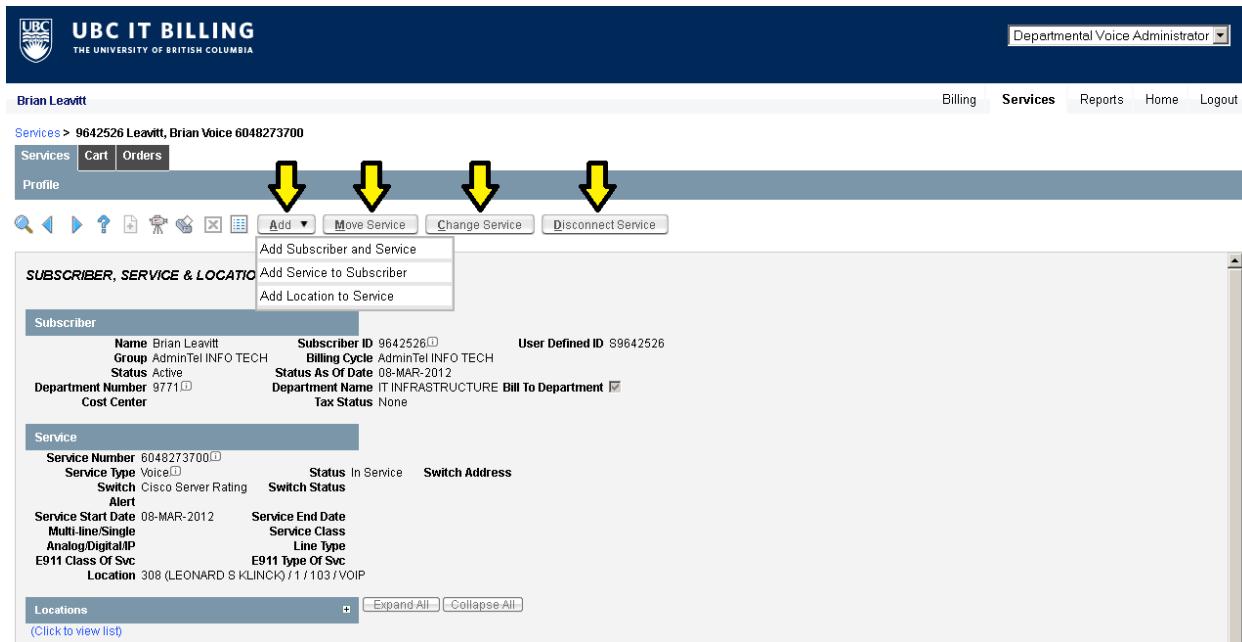
Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
9771	IT INFRASTRUCTURE	Change Voice Service	6048273700	14-FEB-13	0.00	0.00	14-FEB-2013 11:57:36

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.](#)

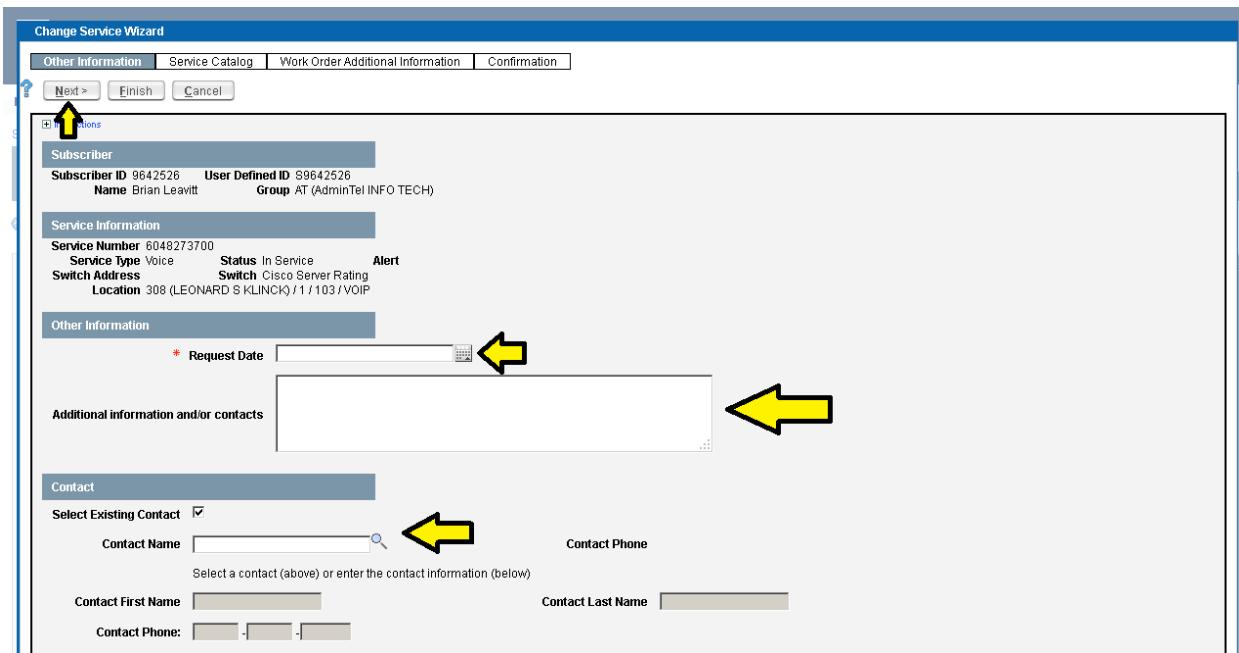
- Change a subscriber and call display (caller ID) name**
- Change Speedchart (billing) information for a service**
- Disable long distance**
- Enable long distance**
- Remove voicemail**



The screenshot shows the UBC IT BILLING interface. At the top, there is a navigation bar with links for Billing, Services, Reports, Home, and Logout. The main content area shows a subscriber profile for Brian Leavitt. Below the profile, there is a toolbar with several buttons, including 'Add', 'Move Service', 'Change Service', and 'Disconnect Service'. A yellow arrow points to the 'Change Service' button. The interface also includes sections for 'Subscriber' and 'Service' with various configuration options. A dropdown menu in the top right corner is set to 'Departmental Voice Administrator'.

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

Actions

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 

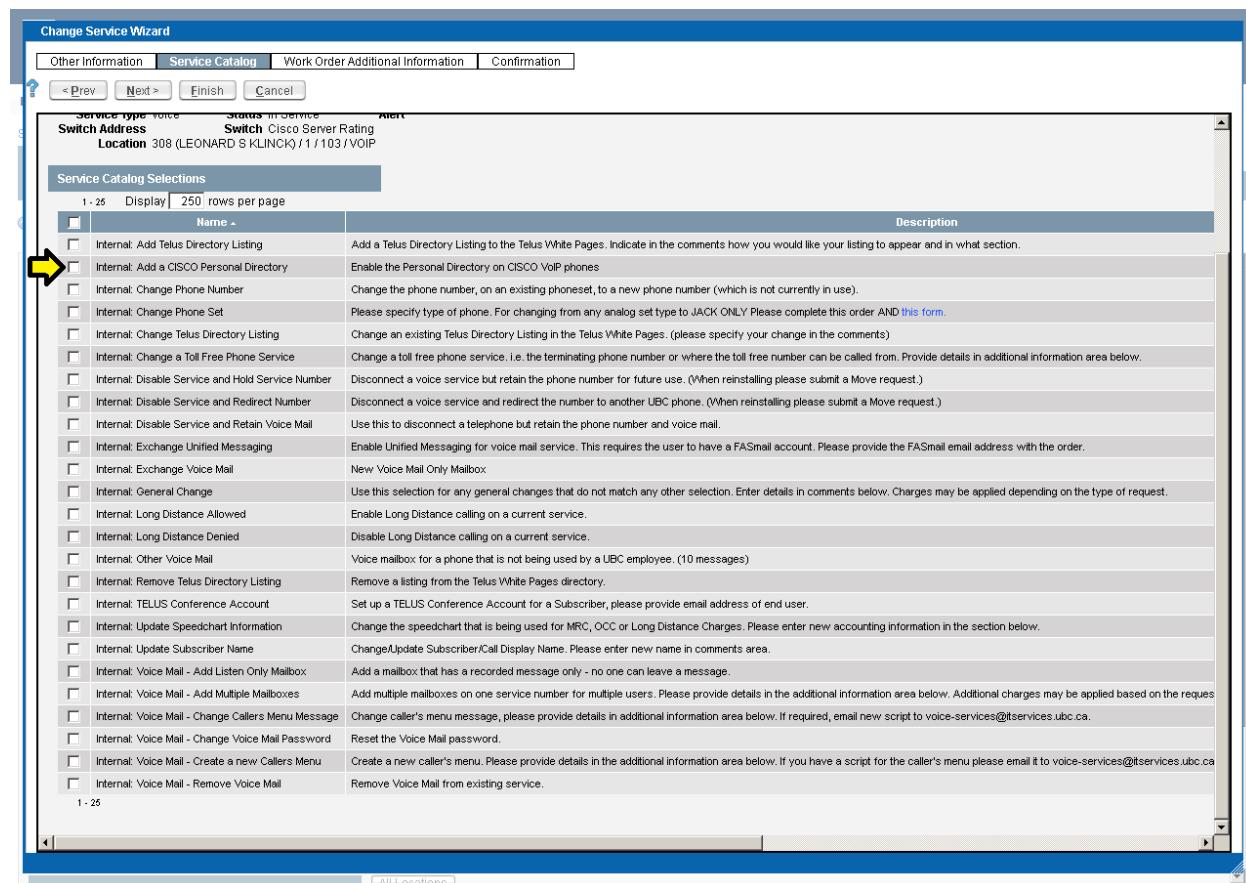
Contact Phone
Select a contact (above) or enter the contact information (below)

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:

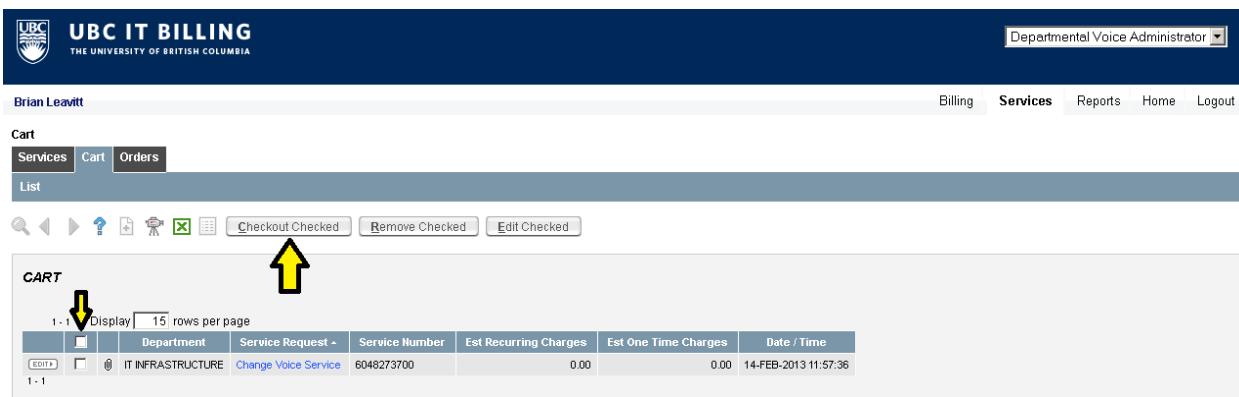


The screenshot shows the 'Change Service Wizard' interface. At the top, there are tabs for 'Other Information', 'Service Catalog' (which is selected), 'Work Order Additional Information', and 'Confirmation'. Below the tabs are buttons for '< Prev', 'Next >', 'Finish', and 'Cancel'. The main content area is titled 'Service Catalog Selections'. It includes a table with columns for 'Name', 'Description', and a checkbox column. A link 'Display 250 rows per page' is located above the table. A yellow arrow points to this link. The table lists various internal service catalog items, such as 'Internal: Add Telus Directory Listing', 'Internal: Add a CISCO Personal Directory', 'Internal: Change Phone Number', etc. At the bottom of the table, it says '1 - 25'.

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:



UBC IT BILLING
THE UNIVERSITY OF BRITISH COLUMBIA

Brian Leavitt Billing Services Reports Home Logout

Cart Services Cart Orders

List

Display 15 rows per page

CART

Department	Service Request	Service Number	Est Recurring Charges	Est One Time Charges	Date / Time
IT INFRASTRUCTURE	Change Voice Service	6048273700	0.00	0.00	14-FEB-2013 11:57:36

1 - 1

Checkout Checked Remove Checked Edit Checked

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

Inst

CHECK THIS BOX when submitting multiple orders

1 - 1 Display 15 rows per page

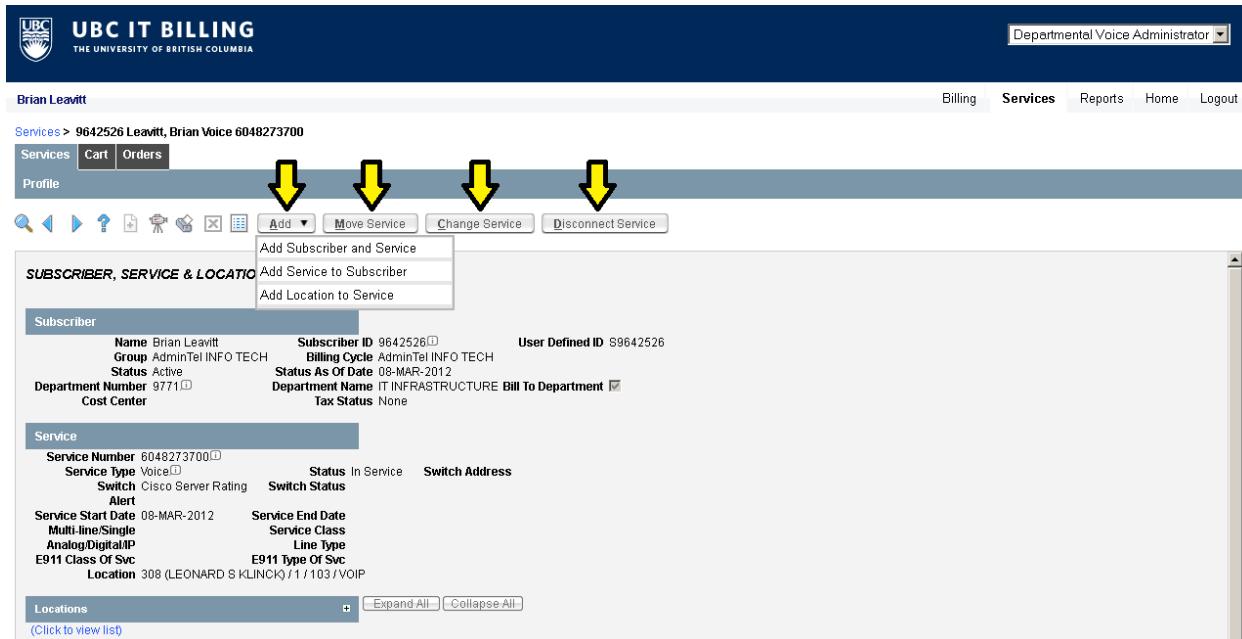
Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
9771	IT INFRASTRUCTURE	Change Voice Service	6048273700	14-FEB-13	0.00	0.00	14-FEB-2013 11:57:36

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.](#)

Disconnect a Service



UBC IT BILLING THE UNIVERSITY OF BRITISH COLUMBIA

Departmental Voice Administrator

Brian Leavitt

Services > 9642526 Leavitt, Brian Voice 6048273700

Services Cart Orders

Profile

Add Move Service Change Service Disconnect Service

SUBSCRIBER, SERVICE & LOCATION Add Service to Subscriber Add Location to Service

Subscriber

Name Brian Leavitt Subscriber ID 9642526 Billing Cycle AdminTel INFO TECH

Group AdminTel INFO TECH 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 Service Type Voice Status In Service Switch Address

Switch Cisco Server Rating Switch Status

Alert

Service Start Date 08-MAR-2012 Service End Date

Multi-line/Single Service Class Line Type

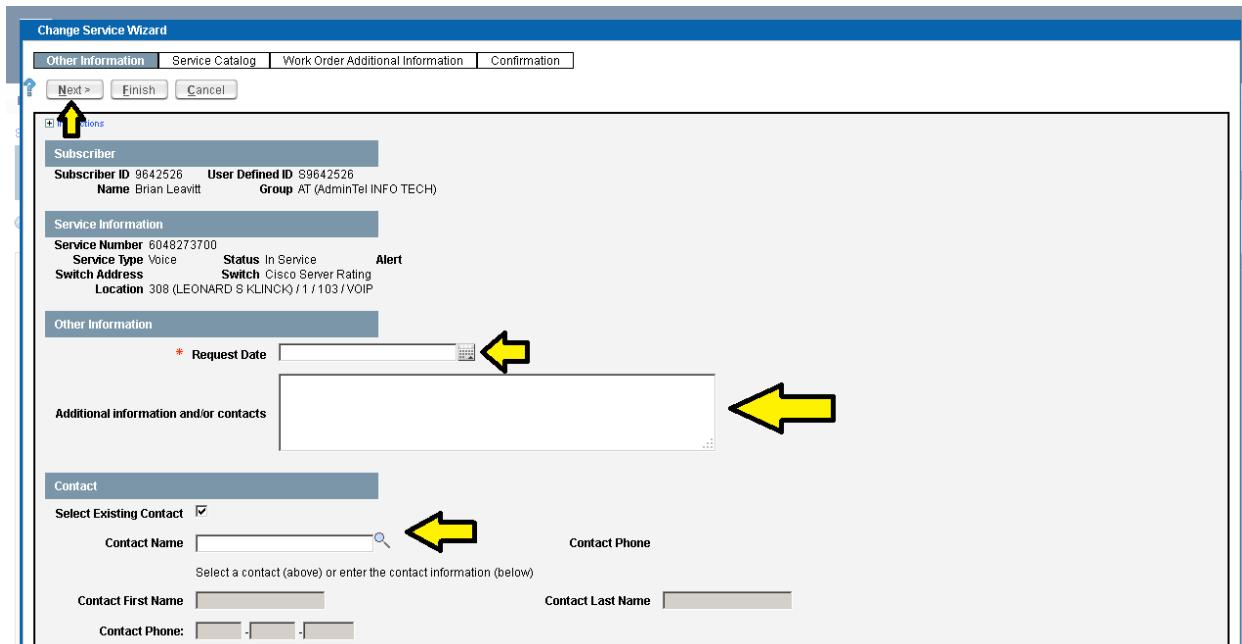
Analog/Digital/IP E911 Class Of Svc E911 Type Of Svc

Location 308 (LEONARD S KLINCK) / 1 / 103 / VOIP

Locations (Click to view list) Expand All Collapse All

From this screen: click on 'Disconnect Service'.

You will now see this screen:



Change Service Wizard

Other Information Service Catalog Work Order Additional Information Confirmation

Next > Finish Cancel

Subscribers

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)

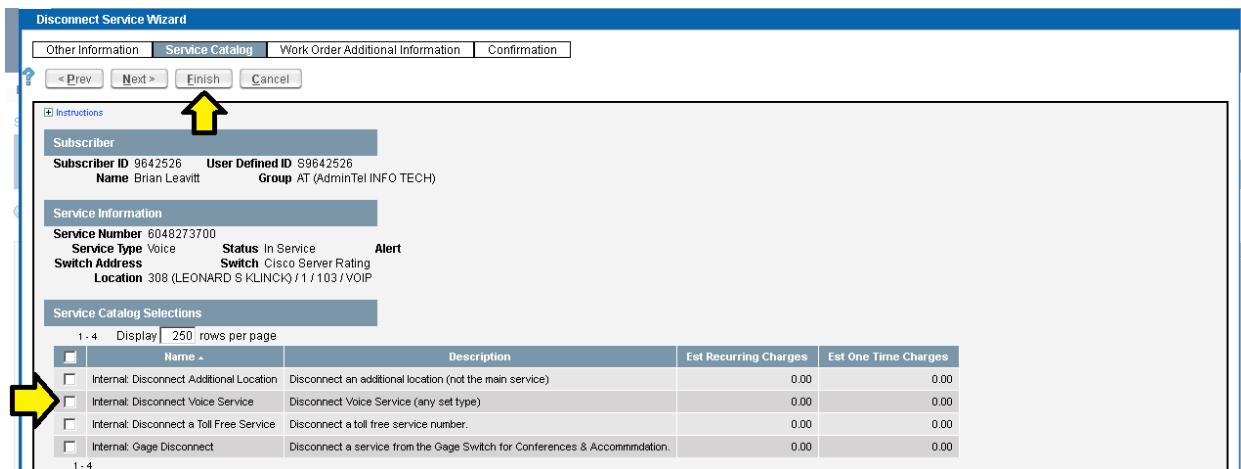
Contact First Name Contact Last Name
Contact Phone: -

You will need to:

1. Enter the 'Request Date' – the 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:



Disconnect Service Wizard

Other Information Service Catalog Work Order Additional Information Confirmation

< Prev Next > Finish Cancel

Subscriber
Subscriber ID 9842526 User Defined ID S9842526
Name Brian Leavitt Group AT (AdminTel INFO TECH)

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

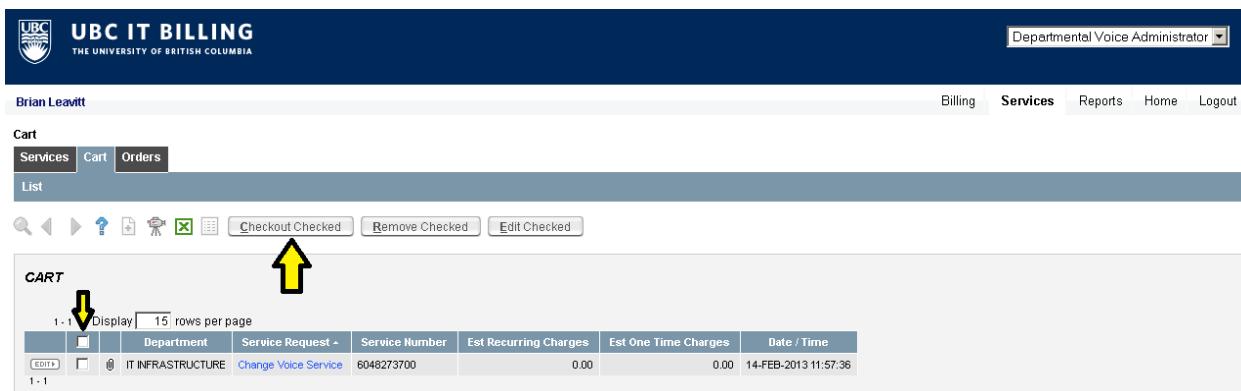
Service Catalog Selections
1 - 4 Display 250 rows per page

	Name	Description	Est Recurring Charges	Est One Time Charges
<input type="checkbox"/>	Internal: Disconnect Additional Location	Disconnect an additional location (not the main service)	0.00	0.00
<input type="checkbox"/>	Internal: Disconnect Voice Service	Disconnect Voice Service (any set type)	0.00	0.00
<input type="checkbox"/>	Internal: Disconnect a Toll Free Service	Disconnect a toll free service number.	0.00	0.00
<input type="checkbox"/>	Internal: Gage Disconnect	Disconnect a service from the Gage Switch for Conferences & Accommodation.	0.00	0.00

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:



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

	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

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

CHECK THIS BOX when submitting multiple orders

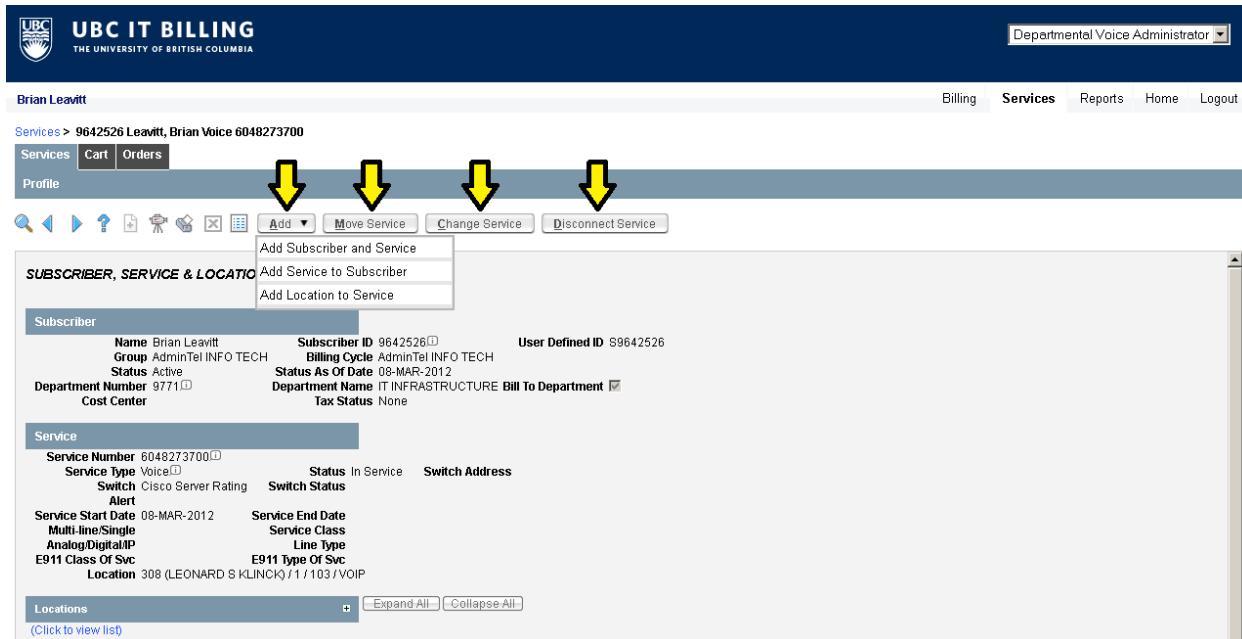
1 - 1 Display 15 rows per page

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'**.

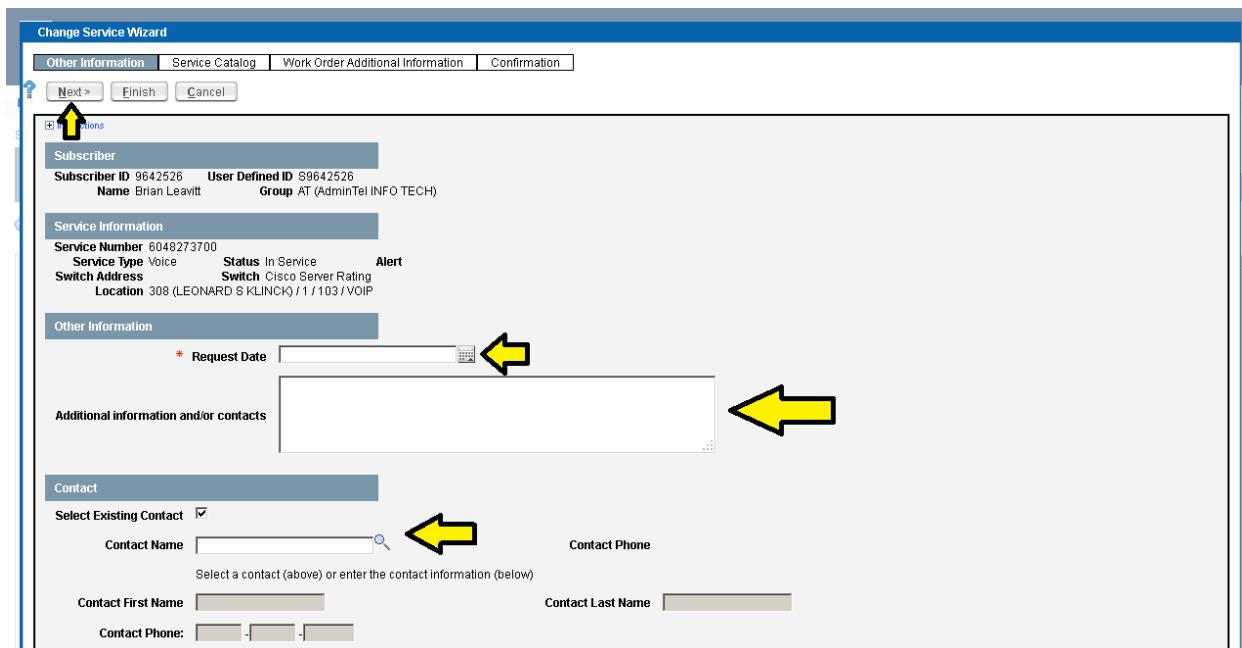
Congratulations, you are done! – [Click here to go back to Placing Phone Orders.](#)

Move a Line (or Report a VoIP Phone Move)



From this screen: click on 'Move Service'.

You will now see this screen:



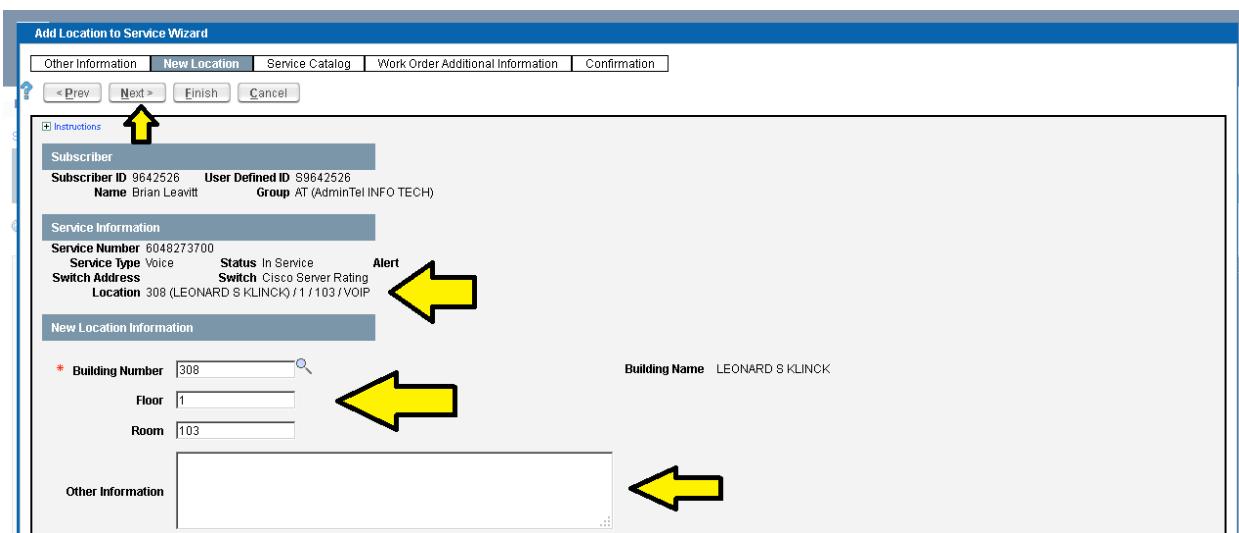
You will need to:

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:



Add Location to Service Wizard

Other Information New Location Service Catalog Work Order Additional Information Confirmation

< Prev Next > Finish Cancel

Instructions

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 
Floor
Room

Building Name LEONARD S KLINCK

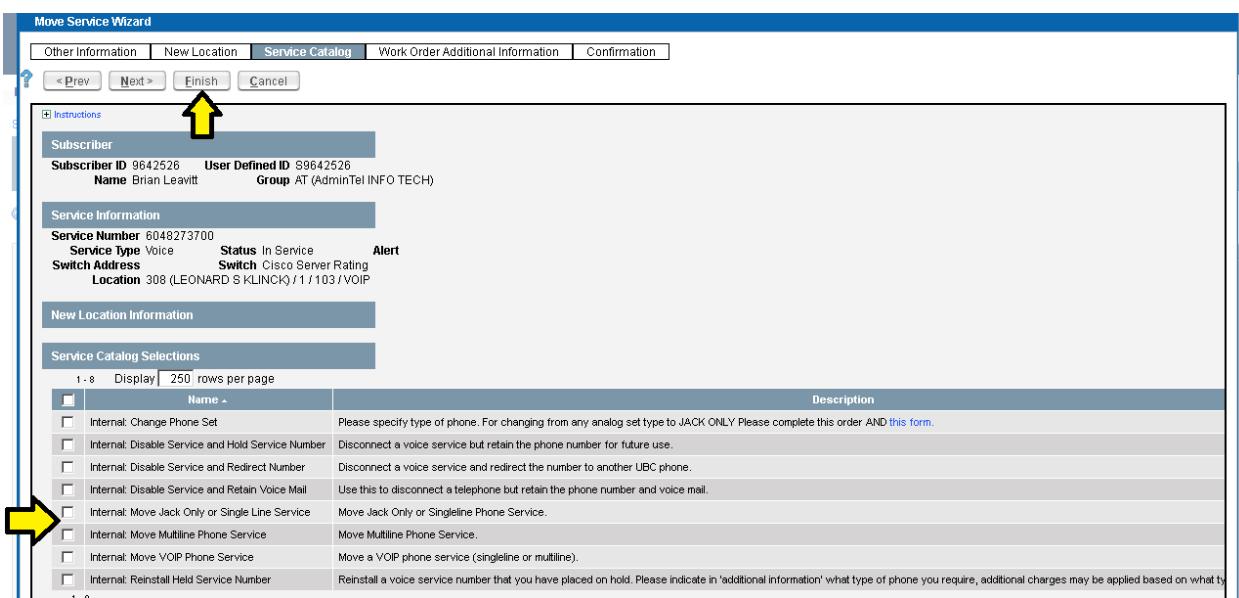
Other Information

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 Status: In Service Alert: None
Service Type: Voice Switch: Cisco Server Rating: None
Switch Address: Location: 308 (LEONARD S KLINCK) / 1 / 103 / VOIP

New Location Information

Service Catalog Selections

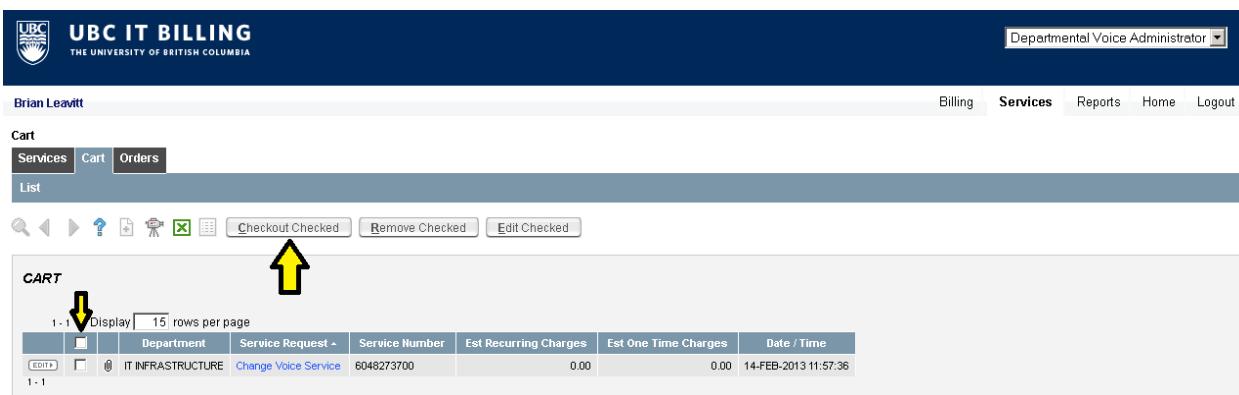
1 - 8 Display: 250 rows per page

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: Reinstate Held Service Number	Reinstate 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 type of phone you require.

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:
 - 'Internal: Move Jack Only or Single Line Service'** to move a jack only or single line service.
 - 'Internal: Move Multiline Service'** to move a multiline phone service.
 - '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

Department	Service Request	Service Number	Est Recurring Charges	Est One Time Charges	Date / Time
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:



Cart Checkout Wizard

Checkout Items **View Results**

Checkout Items **Cancel**

Inst **Display 15 rows per page**

CHECK THIS BOX when submitting multiple orders

1-1 **Department Number** **Department Name** **Service Request** **Service Number** **Req Due Date** **Estimated Recurring \$** **Estimated One Time \$** **Date / Time**

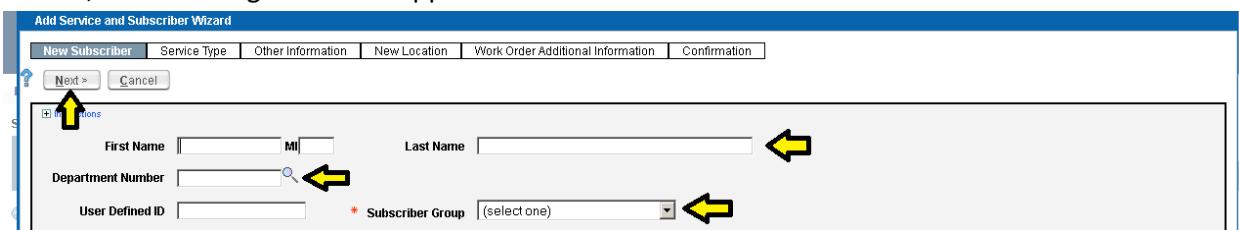
Department Number	Department Name	Service Request	Service Number	Req Due Date	Estimated Recurring \$	Estimated One Time \$	Date / Time
9771	IT INFRASTRUCTURE	Change Voice Service	6048273700	14-FEB-13	0.00	0.00	14-FEB-2013 11:57:36
1-1							

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:

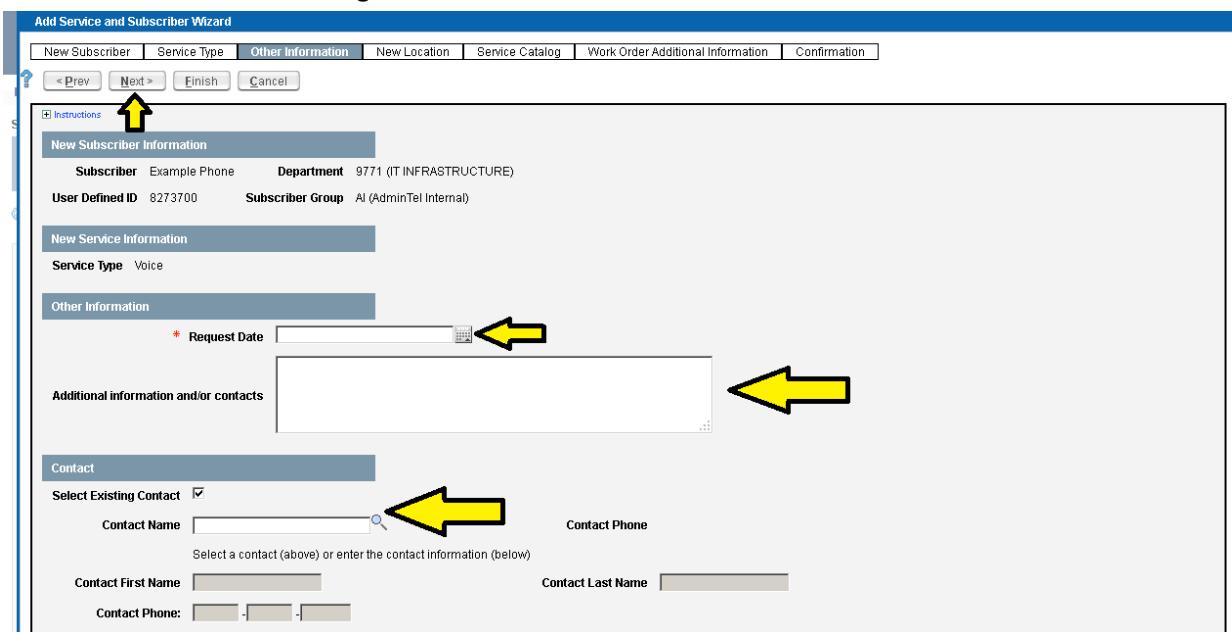


Code	Category	Characteristics Format	Service Number Rule	Private Number Rule	
<input checked="" type="radio"/> NEXT	Call cards	Voice	Voice	Pool	System will Generate for Rating
<input checked="" type="radio"/> NEXT	PBN	Voice	Random	Use Service Number	
<input checked="" type="radio"/> NEXT	Voice	Voice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

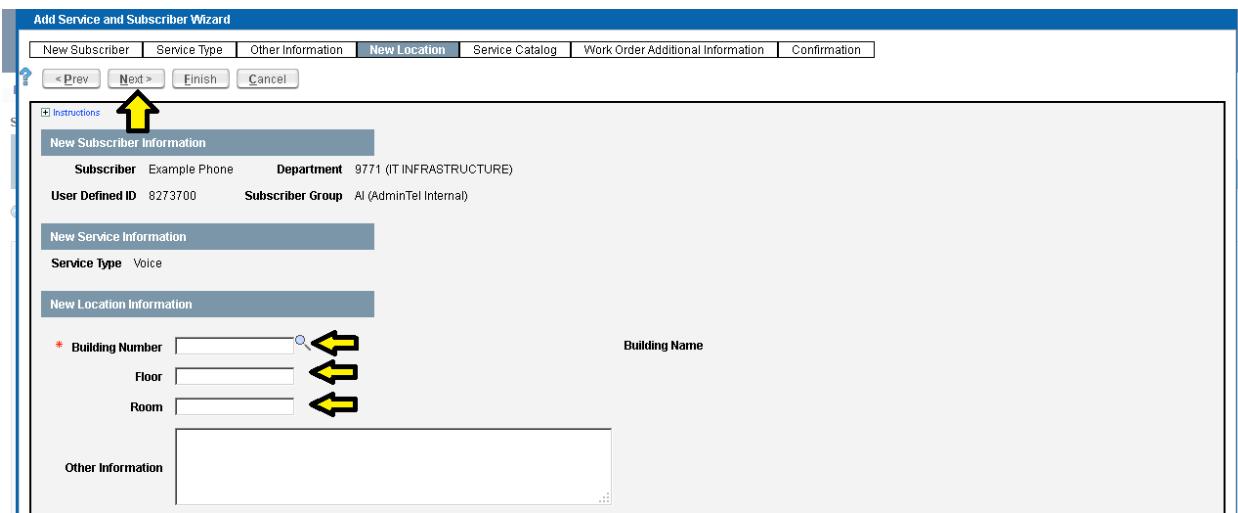


The screenshot shows the 'Add Service and Subscriber Wizard' interface. The current step is 'New Subscriber Information'. The 'Request Date' field is highlighted with a yellow arrow. The 'Additional information and/or contacts' text area is also highlighted with a yellow arrow. The 'Contact' section is partially visible below.

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

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:

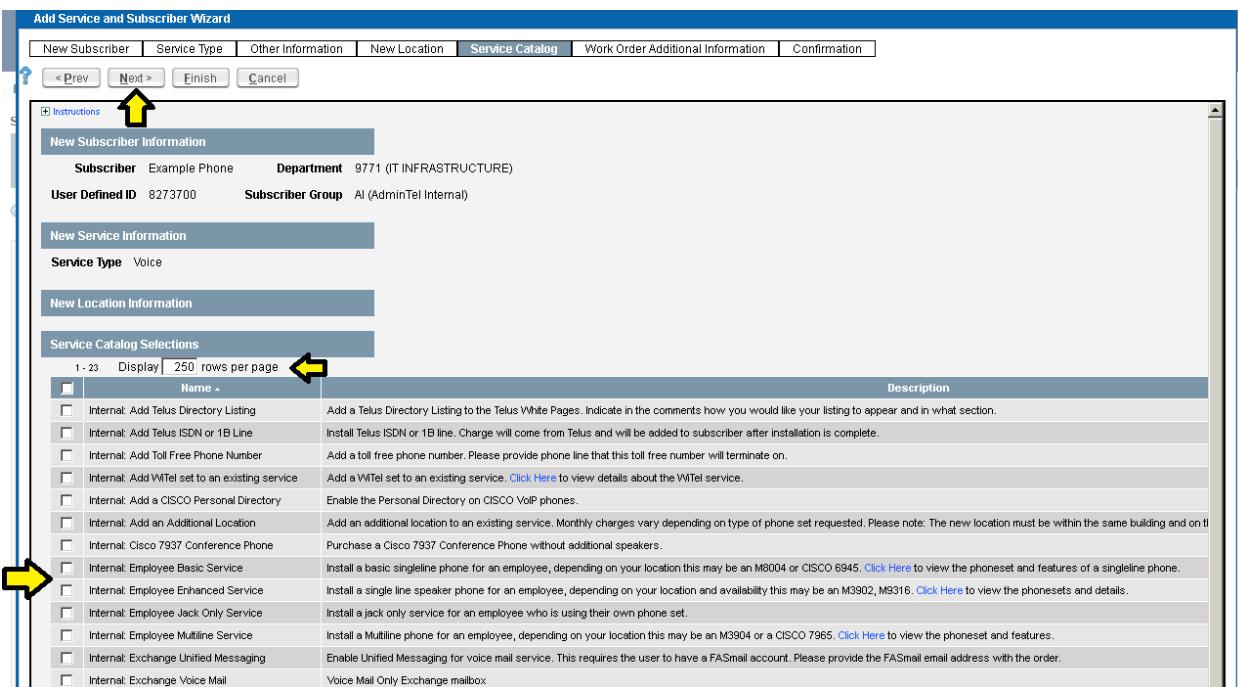
Other Information:

Buttons: <Prev, Next >, Finish, Cancel

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

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

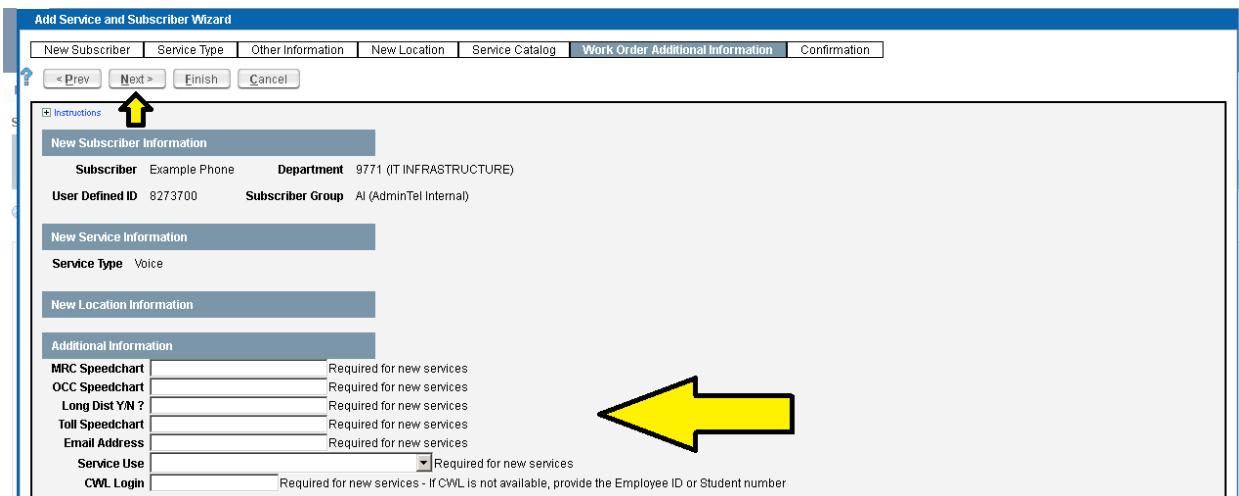
Name	Description
<input type="checkbox"/> Internal: Add Telus Directory Listing	Add a Telus Directory Listing to the Telus White Pages. Indicate in the comments how you would like your listing to appear and in what section.
<input type="checkbox"/> Internal: Add Telus ISDN or 1B Line	Install Telus ISDN 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 the same line.
<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, M3916. 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.

Buttons: <Prev, Next >, Finish, Cancel

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:



Add Service and Subscriber Wizard

>New Subscriber | Service Type | Other Information | New Location | Service Catalog | Work Order Additional Information | Confirmation

< 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

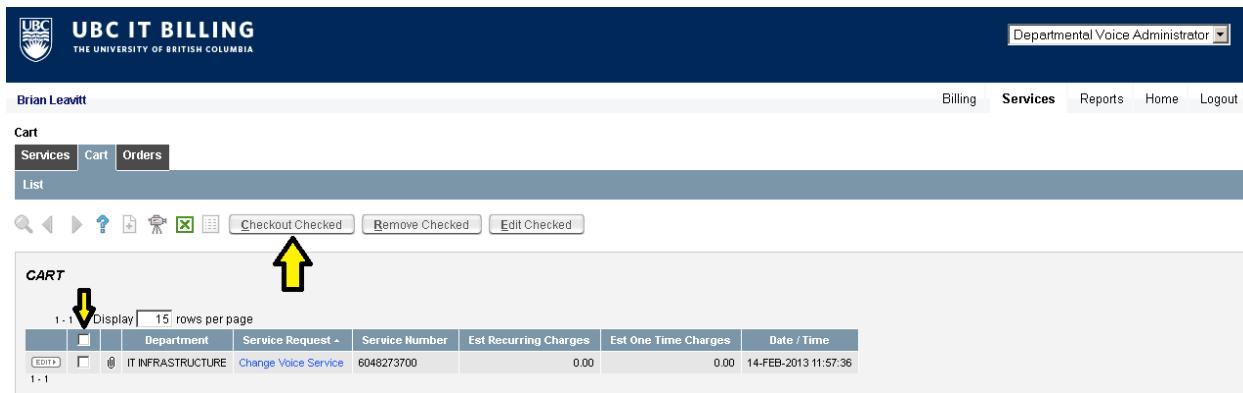
New Location Information

Additional Information

MRC Speedchart | Required for new services
OCC Speedchart | Required for new services
Long Dist YN? | 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 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
 - ‘**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 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:



BCIT BILLING THE UNIVERSITY OF BRITISH COLUMBIA

Brian Leavitt Departmental Voice Administrator

Billing Services Reports Home Logout

Cart

Services Cart Orders

List

Checkout Checked Remove Checked Edit Checked

CART

1 - 1 Display 15 rows per page

EDIT	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

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.](#)