



VoIP PHONE CHANGE Checklist



Use this **checklist** when changes need to be made to an existing VoIP phone within your department/area.

If existing VoIP phone is to be assigned to a different person:

- If ENGR voicemail/email ‘unified messaging’ is configured, contact Tom Long (ECS)

Send Email to Tom Long: tlong@engr.psu.edu

Please include the following information in your email when an existing VoIP phone previously assigned to someone is to be used by a different person and is configured with ENGR’s unified messaging (email) functionality:

Old Username: _____ [ENGR username]
 New Username: _____ [ENGR username]
 VoIP Phone #: _____

- Submit Online Form to TNS

NOTE: Before going online, find the MAC address (a 12 digit #) of the phone (label located on the back of phone [middle label, at very bottom of phone--below the adjustable stand]) You will need to include the MAC Address on the form in the area where you include your specific request information

Go to: <https://www4.tns.its.psu.edu/forms/VoiceServInq.html>

1. **Log in** (with Access Account ID & password)
2. **Complete the Inquiry Form**
 - a. This inquiry form **must be completed for ALL phones**, regardless of whether the VoIP phone has University voicemail OR ENGR email/voicemail
3. At bottom of Inquiry Form there is a link ‘Voice Mail Change of Ownership Form’
 - a. **IF the person has University voicemail (NOT ENGR voicemail/email)** - Complete and Submit this Voice Mail form
 - b. **Click link** at the bottom of Inquiry Form to complete & submit the Voicemail change form.
<https://www4.tns.its.psu.edu/forms/VoiceMailChgForm.cfm?formtype=voip>

- Documentation and/or Training/Support

- Documentation available:
 - Online: <http://www.ecs.psu.edu/training/networkmanual.htm>
(refer to ‘VOIP Information’ section)
 - Hard Copy: Contact Lisa Stevenson 865-1444 las@engr.psu.edu
- Training & Support available:
 - On-site support: Contact Sue Pysher 863-1197 spysher@engr.psu.edu or Maria Ruth 863-4666 mruth@engr.psu.edu

If VoIP phone is physically MOVED to another room/jack:

- Complete and Submit TSR (telecommunications service request) Form

Go to: <http://tns.its.psu.edu/forms/TSR.HTML>