

Pinnacle Telephone Training Guide

Telecom Co-ordinators Edition



ITS

Information Technology Services

Pinnacle Telecom Co-Ordinator Training Guide

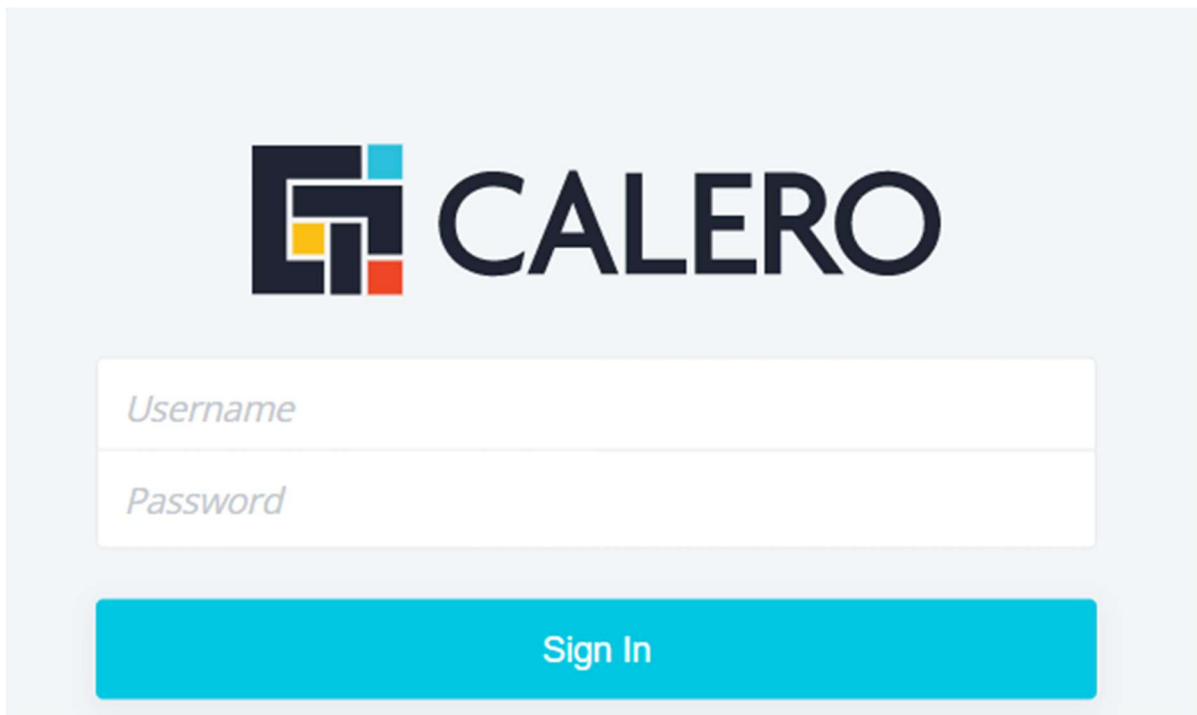
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1. Logging in

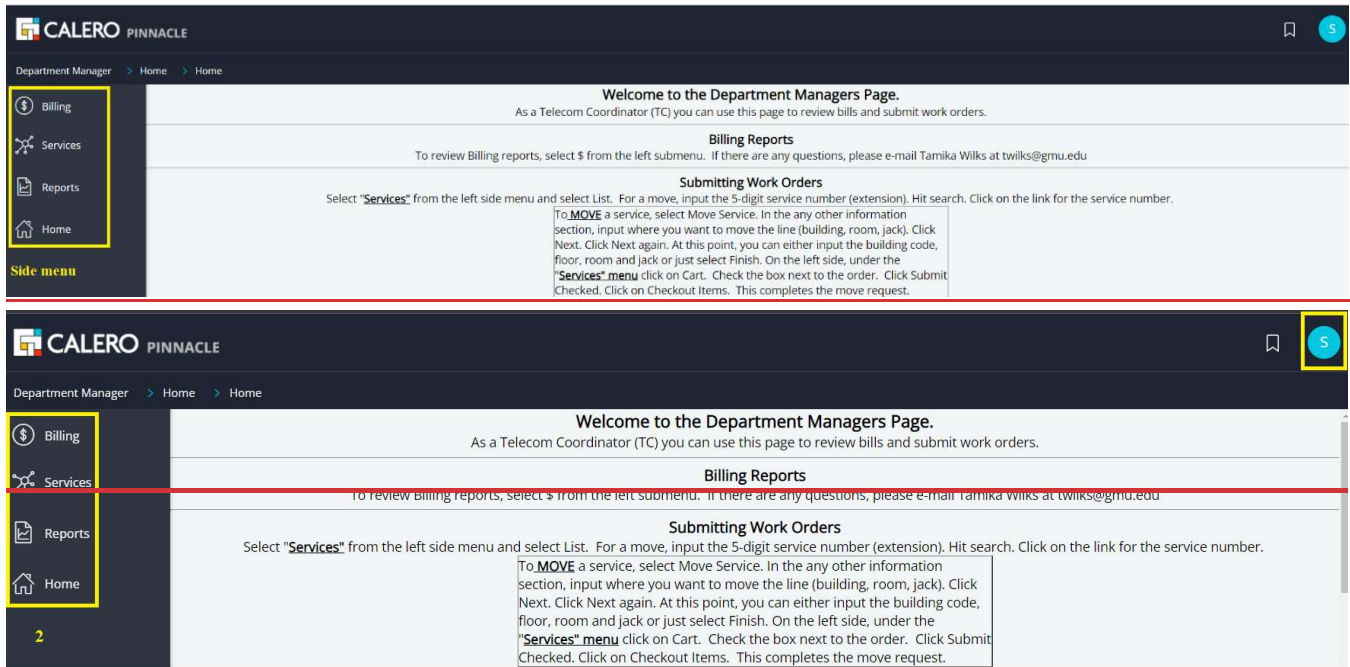
Pinnacle uses your GMU Net ID and Password.


1. Copy this link in your browser's address bar: <http://phonebill.gmu.edu/>
2. The "Calero Login" page will open.
Type in your NET ID and Password and click "**Login**".

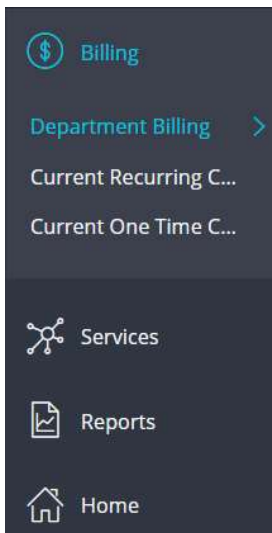


3. After logging in, you will be redirected to the Department Manager Home page.
This page contains instructions on how to run your phone bill.

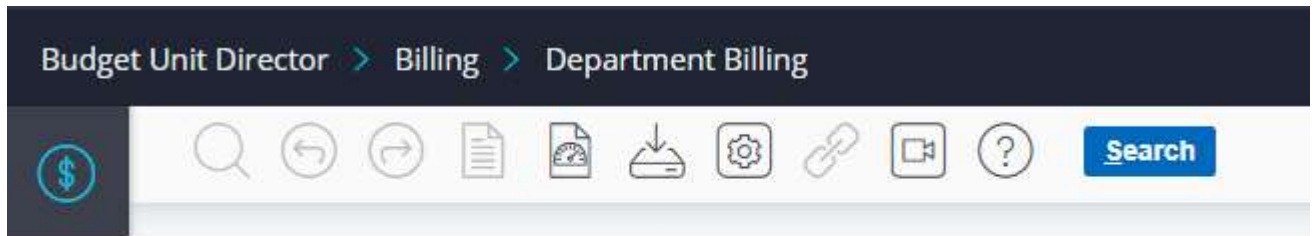
2. Navigating the Pinnacle System












1. **Side Menu** – This is an expandable/collapsible menu. Each option on it can be clicked and the options will expand and display other options for that section. Clicking the option again will collapse it. For example, clicking on  **Billing** would expand the billing menu.



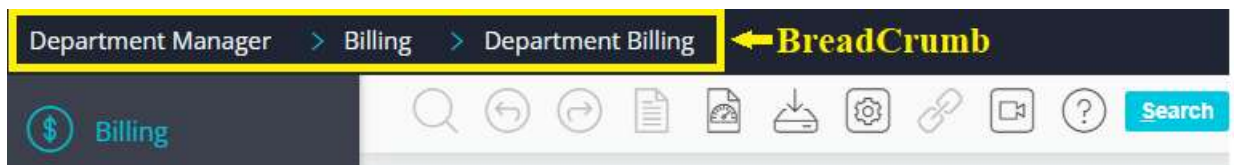
Clicking on any of the displayed submenus will take you that section. Clicking “Department Billing” will open the department billing profile:



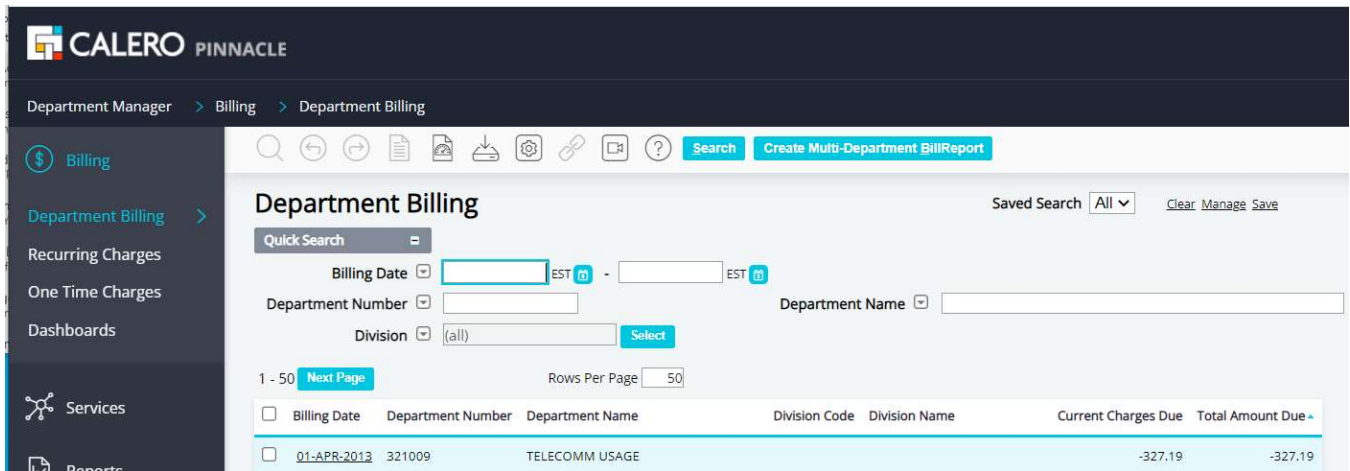
Icons and Action Buttons

2. **Icons and Action Buttons** - Additional functions are enabled/disabled relative to the page. Page functions such as: Search, Edit, Delete Checked and View Reports are described below.
 - a.  Search – When pressed, this button allows you to select the search criteria for the page you are on.
 - b.  Next/Previous item – Clicking one of these buttons will navigate you to the next or previous record in your search list.
 - c.  Work Sheet – not used
 - d.  Interactive report – Advanced reporting tool. Classes are available in using this tool.
 - e.  Export CSV – some pages allow you to export all of the data into a CSV file. This file can be opened in excel.
 - f.  Personalize – Clicking this button opens the personalization screen. See “Personalizing Pinnacle” section for more information.
 - g.  Quick Links – Not used.
 - h.  Video Help – where applicable, a video can be played to assist with performing a specific task.
 - i.  Help – clicking on this button will open the pinnacle help file.

3. **Breadcrumb Trail** – Each time you move to another menu level, your “bread crumb” will display the entire path. To go back to an earlier menu, you can click on it in the bread crumb.

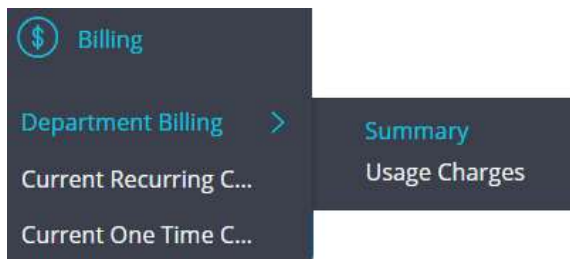


3. Billing



The Billing Menu has three tabs:

- 1) **Department Billing** – Allows you to view the department bills by date and by Budget code. There are two options for this tab: Summary and Usage Charges.

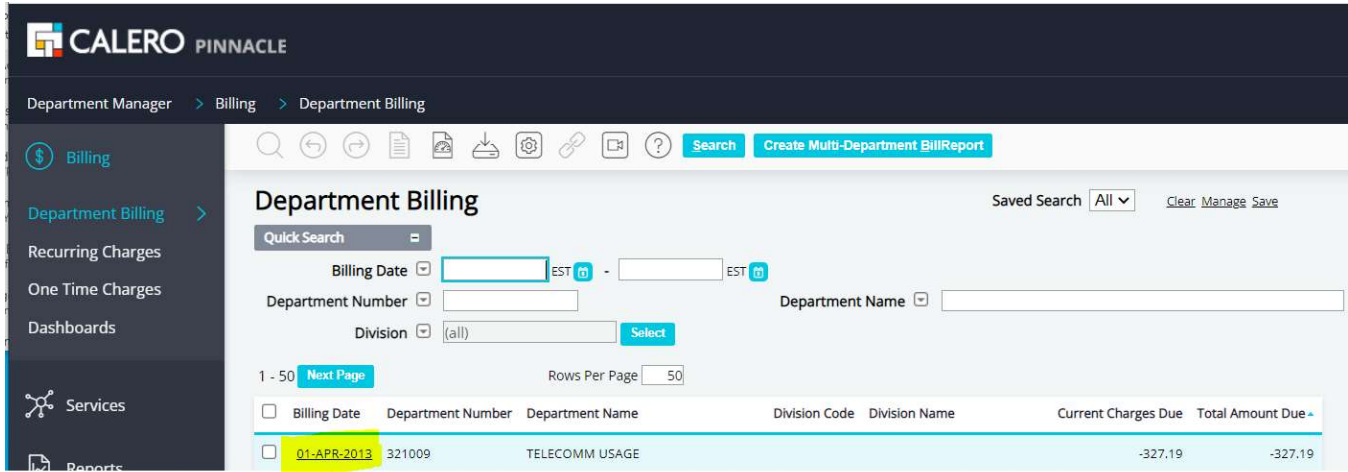


- a. Summary – This is the default option. When you select a bill date the summary for that bill will be displayed.

Bill Charge Category	Total Amount	Total Records
Recurring Charges	605.32	31
Usage	172.76	1075
One Time Charges	31.67	5

- b. Usage Charges – Allows you to look up all usage charges for that month, or to filter out by usage types or service number.

To review charges for a bill cycle, click date of the bill.

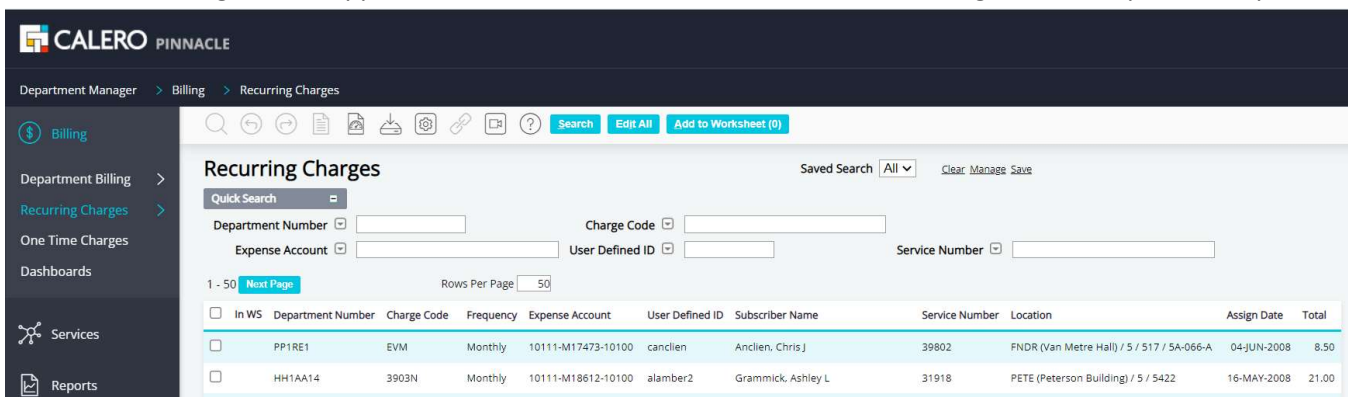


The departmental Bill Summary will pop up. The bill will be broken up by Recurring Charges, Usage, and One Time Charges.

Click the **View Report** button to review that month's bill. The bill will open in a new window. You will need to allow pop up from Calero for the bill to be displayed. The bill layout will be explained in the next section: "Reviewing your communications bill".

1) Recurring Charges

Clicking this will display all current recurring charges active on your budget code. A recurring charge is a base charge that is applied each month for a service, IE \$15.00 for a Vonage desk/soft phone telephone.



The charges are displayed in the following order:

- c. In WS – (In Work Sheet) this check box is not used
- d. Department Number - The budget code the service is billed to
- e. Charge Code – The type of charge assigned to the service. See Appendix A for a breakdown of charge codes.
- f. Expense Account- This is the banner account charged for the service.
- g. Subscriber ID- Internally generated number for Pinnacle tracking.

- h. Subscriber Name- The person or agency the service is assigned to.
- i. Service Number- The billing number. Could be a telephone number, data circuit etc.
- j. Location- The location the service is installed at. Many services do not have a location, like cell phones, WebEx accounts etc. All telephones should have a Location, as that is tied directly to the e-911 system. If any of your telephone numbers do not have a location (or the location is wrong) please email the telephone number and correct location to teladmin@gmu.edu
- k. Assign Date- The date the service was activated in the billing system.
- l. Total- The total amount being billed for that service number during the current bill cycle.

2) One time Charges

Clicking this will display all current one time charges active for your budget code. A one time charge can be for a work order (Adding, moving, or changing services), usage charges, state regulated usage fees etc.

Department Manager > Billing > One Time Charges

One Time Charges

Quick Search

Department Number: [] Charge Code: []

Expense Account: [] User Defined ID: [] Service Number: []

1 - 4 Rows Per Page: 50

<input type="checkbox"/>	In WS	Department Number	Charge Code	Expense Account	User Defined ID	Subscriber Name	Service Number	Location	Assign Date	Total
<input type="checkbox"/>		SC1DB2	852	10111-M18700-10100	ahussam	Hussam, Abul	36986	PLNT (Planetary Hall) / 3 / 337	05-DEC-2022	328.00
<input type="checkbox"/>		SC1DB2	852	10111-M18700-10100	fwang5	Wang, Fei	36989	PLNT (Planetary Hall) / 3 / 357	01-DEC-2022	328.00
<input type="checkbox"/>		SC1DB2	852	10111-M18700-10100	yyu26	Yu, Yun	36991	PLNT (Planetary Hall) / 3 / 335	01-DEC-2022	328.00
<input type="checkbox"/>		HH1AA14	851	10111-M18612-10100	rmhonde	Davidson Mhonde, Rochelle	31319	PETE (Peterson Building) / 4 / 4502	13-DEC-2022	271.00

4. Reviewing the phone bill report.

The billing report has three sections:

- A. **Subscriber-Account Overview**– This summary lists all of the users with accounts in your department, along with the charges accrued to services assigned to them. In this report, the department is also considered a subscriber, so any services not assigned to an individual will be assigned to the department.

The report is formatted alphabetically by the “Subscriber (Name & ID)”

CALERO				Department Bill			
Service Lifecycle Management				04-Jan-2023		3:18:15 pm	
DEPARTMENT: 321009		TELECOMM USAGE		BILLING DATE: 01-Apr-2013			
Subscriber-Account Overview							
SUBSCRIBER (NAME & ID)	ACCOUNT	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Audio Codes, Telecom Admin - 1767328	30711-321009-90100	15.90	15.90	0.00	0.00	0.00	0.00
Bonafede, Kathy - kbonafed	30711-321009-90100	0.49	0.00	0.00	0.49	0.00	0.00
	30712-321009-90500	24.65	24.65	0.00	0.00	0.00	0.00
Coates, Denise - dcoates	30711-321009-90100	30.40	29.65	0.00	0.75	0.00	0.00

- B. **Service Summaries**- This summary lists all users with a particular service assigned to them. The services are grouped together.

Service Summaries							
Non-Service based Charges							
SUBSCRIBER (NAME & ID)	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER	
Thomas, Jacqueline - jthoma22	-1,077.50	0.00	-1,077.50	0.00	0.00	0.00	0.00
	-1,077.50	0.00	-1,077.50	0.00	0.00	0.00	0.00
Non-Service based Charges - by Category							
CATEGORY	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER	
One Time Charges	-1,077.50	0.00	-1,077.50	0.00	0.00	0.00	0.00
	-1,077.50	0.00	-1,077.50	0.00	0.00	0.00	0.00
Cellular							
SUBSCRIBER (NAME & ID)	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER	
Telecom Admin OnCall, Cell Phone VITA - 9437059	78.62	78.62	0.00	0.00	0.00	0.00	0.00
Thomas MiFi, Jackie, Cell Phone VITA - 2339801	43.92	43.92	0.00	0.00	0.00	0.00	0.00
Thomas MiFi, OFFICE, Cell Phone VITA - 8913475	37.58	37.58	0.00	0.00	0.00	0.00	0.00
Thomas, Jacqueline, Cell Phone AT&T - 3456967	57.39	57.39	0.00	0.00	0.00	0.00	0.00
Totals: Cellular	217.51	217.51	0.00	0.00	0.00	0.00	0.00

Account Summaries – This section displays the charges assigned to the subscribers only.

Account Summaries						
30711-321009-90100						
SUBSCRIBER (NAME & ID)	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Audio Codes, Telecom Admin - 1767328	15.90	15.90	0.00	0.00	0.00	0.00
Bonafede, Kathy - kbonafed	0.49	0.00	0.00	0.49	0.00	0.00
Coates, Denise - dcoates	30.40	29.65	0.00	0.75	0.00	0.00
Combs, Carolyn - ccombs1	0.33	0.00	0.00	0.33	0.00	0.00
Conference Room, Univ Hall 2719 - 6833342	22.15	22.15	0.00	0.00	0.00	0.00
Floater Line, Innovation Hall - 5805717	7.50	7.50	0.00	0.00	0.00	0.00

Detail for Account – This section displays the charges against the account.

CALERO		Department Bill	
Service Lifecycle Management	04-Jan-2023	3:18:15 pm	
DETAIL FOR ACCOUNT: 30711-321009-90100			
ID: 1767328	Audio Codes, Telecom Admin	...contd.	
Service: Voice 35753 UNIV (Merten Hall) / 2 / 2723C / 2A-112		...contd.	
Recurring Charges			
ITEM CODE	DESCRIPTION	BILL NOTE	CHARGE
M8009D	8009 SINGLE LINE SET/DID		15.90
		Total (1)	15.90
Category-Expense Recap			
Subscriber: Audio Codes, Telecom Admin - 1767328 using Account: 30711-321009-90100			
CATEGORY	SUBCODE	CHARGE	
Recurring Charges	73170	15.90	
	Total (1)	15.90	

ID: kbonafed **Bonafede, Kathy**

Service: Non-DID 20054

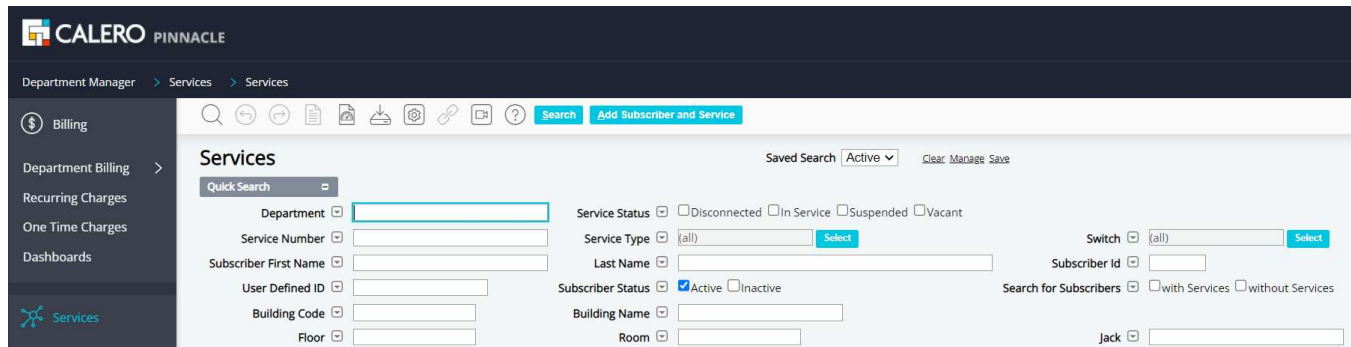
Toll Free		UNITS ()	BILLED
DATE	USAGE DETAIL		
1-Mar-2013	12:29PM 20054 to 8009995445 (Toll Free)		0.00
7-Mar-2013	02:03PM 20054 to 8009995445 (Toll Free)		0.00
7-Mar-2013	04:29PM 20054 to 8009995445 (Toll Free)		0.00

5. Reviewing your Department's Services

The Services menu allows you to search and list all the services assigned to your department. For billing purposes, a service is defined as anything that incurs a monthly charge such as a conference card, cell phone, desk phone etc.

Reviewing Services assigned to a department

You may review all services assigned to your department by clicking on the “Services” menu option on the left side of the page.



The screenshot shows the 'Services' management page in the CALERO PINNACLE system. The page has a dark header with the logo and navigation breadcrumbs: 'Department Manager > Services > Services'. A left sidebar contains navigation options: 'Billing', 'Department Billing', 'Recurring Charges', 'One Time Charges', 'Dashboards', and 'Services' (highlighted). The main content area is titled 'Services' and includes a search bar, a 'Quick Search' dropdown, and various filter fields: Department, Service Number, Subscriber First Name, User Defined ID, Building Code, Floor, Service Status (with checkboxes for Disconnected, In Service, Suspended, Vacant), Service Type (with a 'Select' button), Last Name, Subscriber Status (with checkboxes for Active, Inactive), Building Name, Room, Switch (with a 'Select' button), Subscriber ID, Search for Subscribers (with checkboxes for With Services, Without Services), and Jack. There are also buttons for 'Search' and 'Add Subscriber and Service'.

You can filter your services by filling in the fields and clicking the “Search” button. If you leave all the fields blank and press the “Search” button, all of the services for all of your departments will be displayed.

Description of each field

- *Department* – This is the department’s Budget Code.
- *Service Type* – This is the class of service, such as calling card, VOIP Telephone etc. You can use the “Select” button to see a list of services. Please see appendix A for a full description of the service types.
- *Subscriber First Name* – The first name of the person the service is assigned to.
- *Last Name* – The last name of the person the service is assigned to.
- *User Defined ID* – This will be either the users GMU NET ID or a system generated number.
- *Status* – You can select “Active” for active services or “Inactive” for services that are no longer part of your department.
- *Search for Subscribers* – Selecting “With Services” will only display subscribers with active services. Selecting “Without Service” will display employees with no services assigned to them.
- *Display* – Specifies how many rows will be returned when you press the "search" button. The default is 50, the maximum number is 250.

Once you have entered your criteria, click the “Search” button. All of the services matching your criteria will be displayed.

Department	Subscriber	Group	Service	Service Type	Switch	Service Status	Line Type	Location	Subscriber Id	Active
FA3AA3 (FAIRFAX CLASSROOM SUPPORT IH)	Classroom Phone_Thompson 1004	Administrative	10010	Non-DID	Blueridge	In Service		THOM (Thompson Hall) / Lower Level / L004	4718122	✓
FA3AA3 (FAIRFAX CLASSROOM SUPPORT IH)	Classroom Phone_Thompson 1017	Administrative	10011	Non-DID	Blueridge	In Service		THOM (Thompson Hall) / 1 / 1017 / 01A-071A	4463964	✓
FA3AA3 (FAIRFAX CLASSROOM SUPPORT IH)	Classroom Phone_Thompson 1018	Administrative	10012	Non-DID	Blueridge	In Service		THOM (Thompson Hall) / 1 / 1018 / 01A070A	6420129	✓
FA3AA3 (FAIRFAX CLASSROOM SUPPORT IH)	Classroom Phone_Thompson 2021	Administrative	10013	Non-DID	Blueridge	In Service		THOM (Thompson Hall) / 2 / 2021	8829553	✓
FA3AA3 (FAIRFAX CLASSROOM SUPPORT IH)	Classroom Phone_Thompson 2022	Administrative	10014	Non-DID	Blueridge	In Service		THOM (Thompson Hall) / 2 / 2022 / 02A-138A	9669739	✓
FA7CF3 (TRANSPORTATION ADMINISTRATION)	Motor Assist-FFX_Parking Service	Contractors	10018	Non-DID	Blueridge	In Service		PRKB (Parking Services Building) / 1	2240280	✓

Description of each column

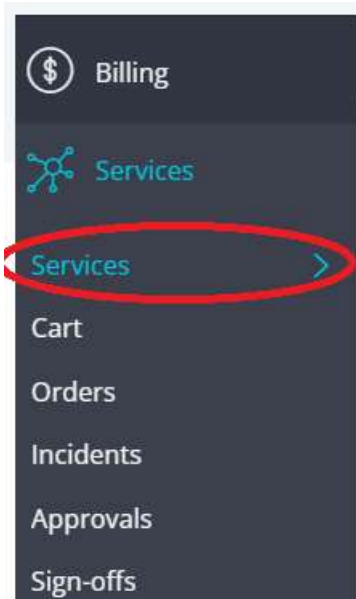
- *Department* - The department’s Budget Code and title in Banner
- *Subscriber* - The entity the service is assigned to. Can be a department or a person.
- *Group* - Internal classification
- *Service* – The billing name or number of the service.
- *Service Type* – Specifies the type of service (see Appendix A for a list of services)
- *Service Status* – Specifies if the service is active or inactive.
- *Line Type* – Not Used
- *Location* – The physical location of the service. It is in the format of:
Banner building code (building name)/floor/room/jack number
So, THOM (Thompson Hall)/02/221/01A-071A translates to Thompson Hall rm 221, jack 01A-071A.
- *Subscriber Id* – Internal Classification
- *Active* – Service is active in Pinnacle if this is checked
- *Assign Start Date* – Date service was assigned to the subscriber/department
- *Assign End Date* – Date Service was removed from the subscriber/department
- *User Defined Id* – this is the Budget code for departments, and the NET ID name for employees.

You can also extract all of your services into excel. This makes it easier to review your services to verify they are where they belong and are still in use.

- Open the “Services” Menu

The screenshot shows the Department Manager web application. On the left is a dark sidebar menu with icons for Billing, Services, Reports, and Home. The 'Services' icon is circled in red. The main content area has a dark header with 'Welcome to the Department Managers Page.' Below this, there are sections for 'Billing Reports' and 'Submitting Work Orders'. A text box provides instructions: 'To MOVE a service, select Move Service. In the any other information section, input where you want to move the line (building, room, jack). Click Next. Click Next again. At this point, you can either input the building code, floor, room and jack or just select Finish. On the left side, under the "Services" menu click on Cart. Check the box next to the order. Click Submit Checked. Click on Checkout Items. This completes the move request.'

- Select “Services”



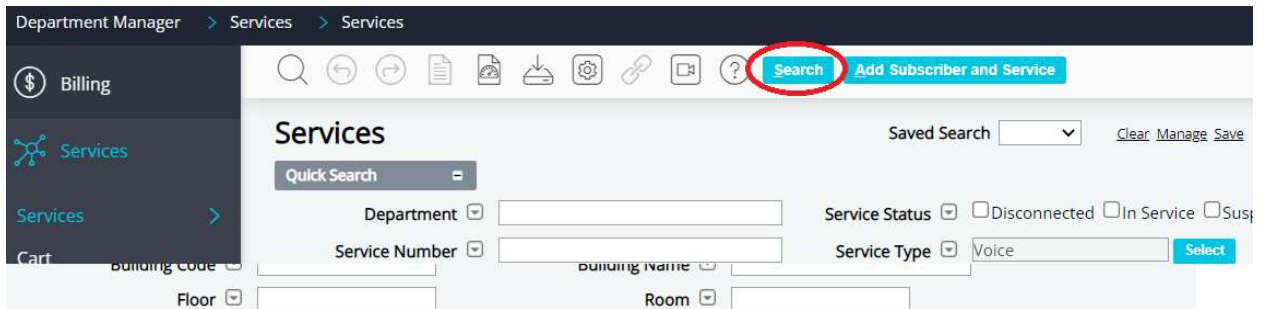
- Under “Service Type” Select “Voice”

Services Saved Search [Clear](#) [Manage](#) [Save](#)

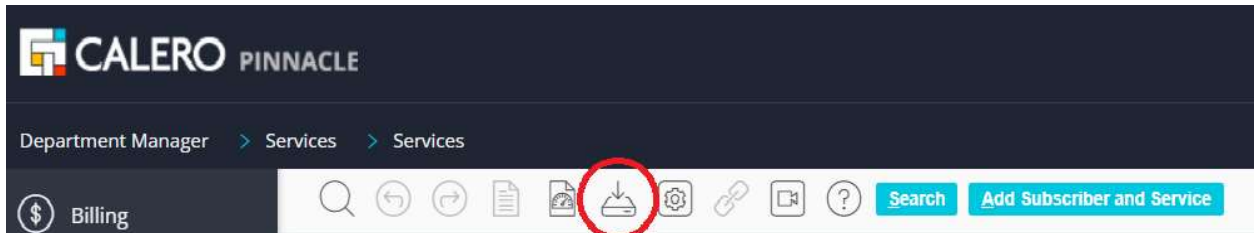
Quick Search

Department <input type="text"/>	Service Status <input type="checkbox"/> Disconnected <input type="checkbox"/> In Service <input type="checkbox"/> Suspended <input type="checkbox"/> Vacant
Service Number <input type="text"/>	Service Type <input type="text" value="Voice"/> <input type="button" value="Select"/>
Subscriber First Name <input type="text"/>	Last Name <input type="text"/>
User Defined ID <input type="text"/>	Subscriber Status <input checked="" type="checkbox"/> Active <input type="checkbox"/> Inactive
Building Code <input type="text"/>	Building Name <input type="text"/>
Floor <input type="text"/>	Room <input type="text"/>

- Press the “Search” Button



- A list of all your active and assigned services will be displayed.
- You can export this list to excel by pressing the “Export to CSV” button.



- Open the excel spreadsheet to display all of your services.

6. Submitting Move or Change orders

Select "Services" from the left side menu and select List. For a move/change or disconnect:

1. Enter the 5-digit service number (extension) in the Service Number” field.
2. Press search.
3. Click on the link for the service number.

The screenshot shows the 'Services' management interface. At the top, there are navigation icons and buttons for 'Search' and 'Add Subscriber and Service'. The main area is titled 'Services' and contains a 'Quick Search' section with various filters. A circled '1' highlights the 'Service Number' field, which contains '35863'. A circled '2' highlights the 'Search' button. Below the filters is a table with one row of results. A circled '3' highlights the '35863' link in the 'Service' column of the table.

Department	Subscriber	Group	Service	Service Type	Switch	Service Status	Line Type	Location	Subscriber Id	Active	Assign Start Date	Assign End Date	User Defined Id
321009 (TELECOMM USAGE)	Tate, Stephen	Administrative	35863	Voice	Blueridge	In Service		INVN (Innovation Hall) / 3 / 335	8751404	✓	06-OCT-2022		state8

4. Select the type of job you are submitting from the menu bar

The screenshot shows a menu bar with several buttons: 'Report Incident', 'Add', 'Move Service', 'Change Service', and 'Disconnect Service'. The 'Move Service' button is highlighted.

5. Different fields will be displayed, depending on which job you selected. The process is the same for each type of job. We will use a “Move” order as an example.

Move Service Wizard

Other Information

Service Additional Information

New Location



Next >

Cancel

Instructions


Subscriber


Subscriber ID 8751404 User Defined ID state8
Name Stephen Tate Group AD (Administrative)

Service Information

Service Number 35863 Service Type Voice Switch Blueridge
Service Status In Service Alert
Switch Address
Location INVN (Innovation Hall) / 3 / 335

Other Information

Project  Project Name


Complete By EST 

Any more information

Contact

Select Existing Contact

Search All Contacts Department Contacts Only


Contact 


First Name

Last Name

Primary Phone

Primary Email

- a. Project – leave blank
- b. Complete By – Using the calendar icon, select the date you would like the job completed by. The job can take up to 10 days to complete (exceptions to this depend on the request)
- c. Any More Information - Enter any information you think would be pertinent to the job. IE “See TC for office Keys”, “Room is not available before 9AM” etc. Can leave blank.
- d. Contact – This is the department contact (or TC)
 - i. Make sure the “Select Existing Contact box is checked
 - ii. Make sure the “Department Contact Only” is selected.
 - iii. Press the  button next to the contact field

Contact 
 - iv. A search window will open.

Contact Pop-up Search

Display Name First Name
 Last Name Alias
 External ID Primary Email

ENTER SEARCH CRITERIA AND CLICK SEARCH


- v. Press the "Search" button. A list of all available contacts for your department will appear. Select your name. (if your name is not listed please email teladmin@gmu.edu and leave blank. We will update the system).

Contact Pop-up Search

Display Name First Name
 Last Name Alias
 External ID Primary Email

1 - 11 Rows Per Page

Display Name -	First Name	Last Name	Alias	External ID	Primary Phone	Primary Email
Alex Galantis	Alex	Galantis		agalanti	(703)993-3404	agalanti@gmu.edu
Anthony Wilson	Anthony	Wilson		awilson9	(703) 993-4755	
Carolyn Combs	Carolyn	Combs		ccombs1	(703)993-3500	ccombs1@gmu.edu

- e. Press the "Next" Button. A summary page appears, Click "Next" again to reach the Location field.
- f. Enter the building code (click the  button to search by building name)
- g. Enter the floor number only. Do not use First, or 1st, only use 1 for first floor, 2 for second floor etc)
- h. Enter the room number
- i. Enter the jack number if known. Can leave blank.
- j. Enter any additional information.
- k. Click the "finish" Button.

7. Submitting an Add Work orders

There are two different types of add orders. **New Subscriber** and **Existing subscriber**.

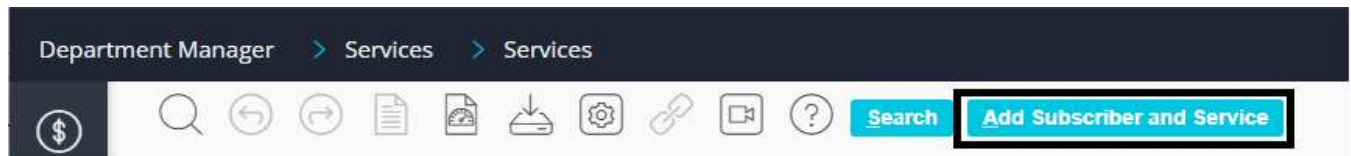
A new subscriber is used for new employees. Existing Subscribers is for people that already exist in the system, and you are adding a service to them. If a user already exists you will see the following error when you try to create the order:

The screenshot shows the 'Add Service and Subscriber Wizard' interface in the CALERO PINNACLE system. The wizard is currently on the 'New Subscriber' step. A red error message box is displayed, stating: 'Error! USER_DEFINED_ID: Value must be unique'. Below the error message, the form fields are visible:

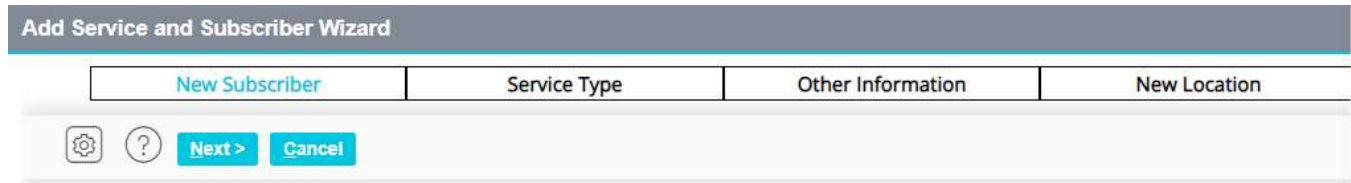
Add Service and Subscriber Wizard				
New Subscriber	Service Type	Other Information	New Location	Work Order Additional Information
Next > Cancel				
Error! USER_DEFINED_ID: Value must be unique				
Instructions				
First Name	Demonstration	MI	Last Name	User
Department (REQUIRED)	AA1AA1		Demo Department	
NET ID	Duser		Subscriber Group	AD (Administrative)

New Subscriber

1. Go to “Services”
2. Click the “Add Subscribers and Service” Button



- a. The “New Subscriber Window will open. Enter all information then press next. (NOTE:- Net ID is the first part of the persons email address, before the @ sign. Orders without a Net ID cannot be processed.



Instructions

First Name	<input type="text" value="Demo"/>	MI	<input type="checkbox"/>	Last Name	<input type="text" value="User"/>
Department (REQUIRED)	<input type="text" value="910720"/>				<input type="text" value="Demo Department"/>
NET ID	<input type="text" value="Duser"/>			Subscriber Group	<input type="text" value="AD (Administrative)"/>

- b. Select the type of service you want to add from the list by pressing “Next”. (NOTE: As of April, 2023 all new campus telephone request for a desk or soft phone will be service type “Vonage”



- c. You will be taken to the “Other information section. Complete the information.
 - i. Complete by – The day you would like the service installed. (We strive to complete all orders by the date due, however due to work load and staffing we may not be able to make the deadline.)
 - ii. Any more Information – Enter any additional information that you think would be helpful. IE “Jack is behind a 300lb desk”, or directions to a specific cubicle.
 - iii. Select existing contact (select the box, then select “Department contacts only”, then press the magnifying glass then search. Your name and contact information will pop up. Select it.
- d. Press next.

Add Service and Subscriber Wizard

New Subscriber	Service Type	Other Information	New Location
Confirmation			

  [< Prev](#) [Next >](#) [Finish](#) [Cancel](#)

Instructions

New Subscriber Information

Subscriber Demo User Department
User Defined ID Duser Subscriber Group AD (Administrative)

New Service Information

Service Type Vonage

Other Information

Complete By EDT 

Any more information

Contact

Select Existing Contact

Contact

First Name

Last Name

Primary Phone

Primary Email

3. You will be taken to the “new Location” section. Enter the location for the new service. For soft phone only orders we will need the building and the departments main room number. Press the next button when done.
4. You are taken to the Service Catalog. Select the one that closest resembles your needs. Press next.
5. You are now at the “Work Order Additional Information section.
6. Select the type of phone (you can ignore the “Change Service” window). Press next when done.

Additional Information:

Phone Sets

Change Service

7. This is the confirmation page. Verify all information is correct then press Finish. The order is now in your cart pending submission.

Existing Subscriber

1. Go to Services and enter the users Net ID in the “Net ID” field and press Search.

Department Manager > Services > Services

Services

Quick Search

Department Service Status Disconnected In Service Suspended Vacant

Service Number Service Type (all)

Subscriber First Name Last Name

Net ID state8 Subscriber Status Active Inactive

Building Code Building Name

Floor Room

Switch (all)

Subscriber Id

Search for Subscribers with Services without Services

Jack

1 - 1 Rows Per Page 250

Department	Subscriber	Group	Service	Service Type	Switch	Service Status	Line Type	Location	Subscriber Id	Active	Assign Start Date	Assign End Date	User Defined Id
FA3AG8 (Telecom Admin)	Tate, Stephen	Administrative	35863	Vonage	VBC	In Service		TWRK (Teleworker, off-site) / 1	8751404	<input checked="" type="checkbox"/>	06-OCT-2022		state8

2. Select the Subscriber. The Subscriber profile page will open. Select “Add”

Department Manager > Services > Services > Vonage 35863 VBC 8751404 Tate, Stephen

Report Incident **Add** Move Service Change Service Disconnect Service

Subscriber, Service and Location Details

Subscriber

Name Stephen Tate Subscriber ID 8751404

User Defined ID state8

Group Administrative Billing Cycle Administrative

Status Active Status As Of Date 07-OCT-2022

Department Number FA3AG8 Department Name Telecom Admin Bill To Department

Cost Center Hierarchy Path 381131 Tax Status None

3. Select the “Add Service to Subscriber” option.

Add ▾ Move Service Change Service

Add Service to Subscriber

Add Location to Service

4. Select the type of service you want to add from the list by pressing “Next”.
(NOTE: As of April, 2023 all new campus telephone request for a desk or soft phone will be service type “Vonage”)



Next Vonage Voice Voice Pool System will Generate for Rating

- You will be taken to the “Other information section. Complete the information.

- i. Complete by – The day you would like the service installed. (We strive to complete all orders by the date due, however due to work load and staffing we may not be able to make the deadline.)
 - ii. Any more Information – Enter any additional information that you think would be helpful. IE “Jack is behind a 300lb desk”, or directions to a specific cubicle.
 - iii. Select existing contact (select the box, then select “Department contacts only”, then press the magnifying glass then search. Your name and contact information will pop up. Select it.
- Press next.

Add Service and Subscriber Wizard

New Subscriber	Service Type	Other Information	New Location
Confirmation			



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Next >
Finish
Cancel

Instructions


New Subscriber Information

Subscriber Demo User Department
 User Defined ID Duser Subscriber Group AD (Administrative)

New Service Information

Service Type Vonage

Other Information

Complete By EDT 

Any more information

Contact

Select Existing Contact

Contact

First Name

Last Name

Primary Phone

Primary Email

5. You will be taken to the “new Location” section. Enter the location for the new service. For soft phone only orders we will need the building and the departments main room number. Press the next button when done.
6. You are taken to the Service Catalog. Select the one that closest resembles your needs. Pres next.
7. You are now at the “Work Order Additional Information section.

8. Select the type of phone (you can ignore the “Change Service” window). Press next when done.

Additional Information:

Phone Sets	<input type="text"/>
Change Service	<input type="text"/>

9. This is the confirmation page. Verify all information is correct then press Finish. The order is now in your cart pending submission.

This completes the Training document. Please contact us at teladmin@gmu.edu or call us at 33546 if there are any questions.