How to submit a telephone request

To request a Mobile Jabber account, follow the instructions below and include the following information:

- University phone number
- User's NetID
- User's cell phone type - Android or iPhone

Submitting a telephone request:

To submit a new request:

1. Create an ITS Service Desk request:
   b. Email askIT@albany.edu with "Telephone Request" as the subject line.

2. Include the following:
   a. Extension number (For existing phones)
   b. Location - Building, Room (For new activations)
   c. Name, NetID, email address of person to be assigned to phone
   d. Change requested - See list below

3. Optional for special requests:
   a. Device type - Telephone, Jabber for desktop, Jabber for cell phone, Conference phone, panic button, emergency phone etc.
   b. Line Appearance - By default, new phones are provided with the new number unless otherwise requested.
   c. Voicemail - By default, users get a voicemail box, phones assigned to "vacant" don't.
   d. Calling capability - Default is Continental US

Types of requests that ITS completes:

Please submit a request to ITS if you need to do any of the following

- Activate a new phone, desktop Jabber account, or Mobile Jabber account
- Update whether a phone has voicemail or not
- Update a phone for a person leaving your department or joining your department.
- Update the line appearances or other programming on the phone
- Update the 911 location when phones are moved to a different location.
- Update the calling capability to International
- Disconnecting a phone

Types of requests that you can complete:

- Phone not Working after Moving to a New Location from one location to another. Please be sure to let ITS know so we can confirm the 911 information for the new location
- Change your ringtone or Change ringer volume on Cisco phones
- Change your voicemail Pin (Password) if you have forgotten it.
- Change a line on your phone to flash instead of ring and vice versa
- Purchase a phone (Model Cisco 8841). Once purchased, please send the MAC address to ITS to program the phone.

Types of requests that HR completes:

- Update the directory listing for Outlook, Jabber, and the online directory
  - State Employees
  - RF employees

Need more help? Contact the ITS Service Desk.