

Requesting a New Phone Extension

1. Navigate to: <https://tccs-help.claremont.edu/>
2. Click “Sign in with SSO” and log in through CAS
3. Request a service.
4. Phone Request
5. Phone Model or Circuit Type: **VOIP**
6. Requesting New Device: **No**
7. Model Number: We normally have 3 types of phone models, which can normally be found on the phone above the screen, you can also list Cisco Jabber if you’re only looking to create a virtual line:
 - a. Cisco IP Phone 8851
 - b. Cisco IP Phone 7965
 - c. Cisco IP Phone 7941
 - d. Cisco Jabber – Software Only (Windows, MacOS, Android or iPad)
8. Mac Address: This consists of 12-character letters and numbers and can be found on the back of the phone.
 - a. Leave this blank if you’re requesting a Jabber only line.
9. Display Name on Device: This is the display name you would like to have when making a call to someone.
10. Additional Request: Provide a message to TCCS with the following information (An example of the message can be seen below):
 - a. Phone Type
 - b. Extension Display Name
 - c. MAC Address
 - d. Requested Extension
 - e. Is this a new extension?
 - f. If this is not a new extension, please provide the old number.
 - g. Was a past employee using this extension? If so, have they left Pitzer?
 - h. Does a new voice mailbox need to be set up?
 - i. Would you like voicemails to be sent through e-mail? If so, please provide the e-mail address you would like them routed to
11. Click **Place Request**

Message Example:

Hello TCCS,

We’re requesting a new phone line for our IT Office.

Please create a new extension with the following:

- Phone Model: Cisco IP Phone 7965
- Extension Display Name: IT Office General
- MAC Address: 1A:2B:3C:4D:5E:6F
- Extension: 909-607-****
- This is a new extension with a new phone.
- Please setup a new voicemail box with a new PIN
- Voicemails can be sent to IT_Help@pitzer.edu

Thank you have a great day!