

Third Party Device Customer Questionnaire

Please use this data collection questionnaire if you would like to install a new VOIP line to be used with an approved 3rd Party Device.

Approved and tested VOIP Media Services Devices as of 6/13/2019 are VOIP Biamp DSPs. Analog Crestron and Biamp DSPs can be supported with a VOIP line by utilizing a CISCO Analog Telephone Adaptor (ATA)

Submit this request to ithelp@harvard.edu. If you have questions, please contact HUIT Communications and Collaboration at 617-495-4900

HUIT will install a new VOIP line in place of porting the existing conference room or media services line. Provisioning may take up to 7-10 business days.

Requestor Name: _____ Contact Phone Number: _____

Requestor Contact email: _____

- Konftel WX300
- Crestron DSP
- Biamp DSP
- Other _____

Site/School:

Building location:

Floor:

Room:

Jack Number:

Purpose:

Please provide the following for Media Service Device Only

MAC Address:

Vendor Data Sheet: (Please attach to request)

*Migration of a line from Centrex to VOIP requires a minimum of 18 business days.

It is recommended to test the Media Services equipment with a new VOIP number. Please note that Konftel and Media Services devices are considered a 3rd Party device and have limited support through the VOIP platform. See 3rd Party Support and Guidelines.