

Old Dominion University Computer Science Department Policies and Procedures

Title: How to make a support call

ID: CSV004

Revision: 1.0

Purpose

This procedure provides steps to get support.

Scope

This procedure applies to our Avaya VoIP Setup.

In order to receive support for our system you must have the SoldTo number of the Avaya System. For our system it is located on the G700 in the NOC. Once you have this then you can dial 1-800-242-2121 for Avaya Technical Support.