



State of Ohio

Technology Service Request (TSR) Application

VOIP Bulk Order User Guide

DISCLAIMER: THESE ARE SPECIAL INSTRUCTIONS LIMITED TO THE INITIAL AND NEW INSTALLTION OF IP PHONES FOR THE VOIP IT MANAGED SERVICES PROJECT ONLY.

Document History and Authorization

Document Owner	Approver Name	Date Version Number	Change Description
Dawn Marie Moseley, CBTS	Alicia Shipley/Sharon Gustafson, State of Ohio DAS	12/20/2012 V1.0	Initial
Dawn Marie Moseley, CBTS	Alicia Shipley	1/3/2012 V 2.0	Change page 6 to include note on Department and Cost Center.
Dawn Marie Moseley	Sharon Gustafson	1/7/2012 V 3.0	Accepted edits Added clarification on Basic, Enhanced, Miscellaneous, and Analog definitions
Dawn Marie Moseley	Sharon Gustafson	1/8/2012 V 4.0	No less than 30 days to order date
Dawn Marie Moseley	Alicia Shipley	1/8/2012 V 5.0	Corrected name of application to Technology Service Request (TSR)



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Purpose

This TSR guide provides instructions that are specific to the initial State of Ohio VOIP IT Managed Services project only. In particular these procedures apply only to the initial service request for VOIP purchase or lease and new delivery of IP Phones for an agency site.

At a minimum, the Agency Site Telecom Coordinator – the person entering the initial request is required to:

1. **Complete the TSR request using information from the *Technical Assessment Workbook (TAW) on the Profile tab.***
2. **Email the TAW to AskNGTS@cbts.cinbell.com**

Login

In the *Internet Explorer* window enter the TSR address: <http://tsr.ohio.gov/rev2>.

Enter the Username and Password and click **Log In**.



User:

Password:

NOTE: The TSR software has determined that your browser is capable of running the new software. If you'd prefer to use the old software temporarily, please click [here](#).

Create Request Tab

1. Select **Create new services** and click **Next**.



TSR
Technology Service Request System

order #: New Order
date: Dec 20, 2012
status: Order Wizard (12% Complete)

Home Create New Request Edit Profile Search Logout

Order Creation Wizard (12% Complete - Choose Order Type)

Would you like to:

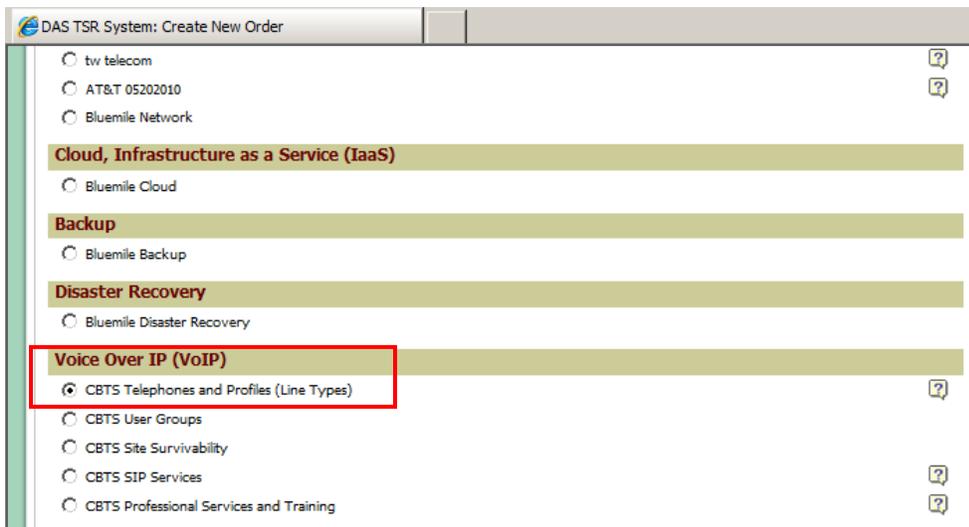
- Create new services
- Modify existing services
- Remove existing services

Exit Save & Exit **Next >**

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Voice Over IP (VOIP) – Choose Services

1. Select **CBTS Telephone and Profiles (Line Types)** and click **Next**.



DAS TSR System: Create New Order

- tw telecom
- AT&T 05202010
- Bluemile Network

Cloud, Infrastructure as a Service (IaaS)

- Bluemile Cloud

Backup

- Bluemile Backup

Disaster Recovery

- Bluemile Disaster Recovery

Voice Over IP (VoIP)

- CBTS Telephones and Profiles (Line Types)
- CBTS User Groups
- CBTS Site Survivability
- CBTS SIP Services
- CBTS Professional Services and Training

Order Create Wizard–Choose Services

1. Scroll down to **CBTS Purchase or Lease Phones**.
2. Enter **Quantity** – total number of models ordered.
3. Scroll to **CBTS Profile**.
4. Enter **Quantity** – total number of Profile types ordered.
5. Click **Next**.

Order Creation Wizard (34% Complete - Choose Services)

CBTS Purchase Phones	
<input type="checkbox"/> Cisco 6945 (Basic)	Quantity: 0 <input type="text"/> ?
<input checked="" type="checkbox"/> Cisco 8945 (Mid-range with camera)	Quantity: 3 <input type="text"/> ?
<input type="checkbox"/> Cisco 9971 (High-end Camera Supported)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 8961 (Admin Phone)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 7937 (Conference)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 7925 (Wireless)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Other Cisco Phone	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> External Power Supplies	Quantity: 0 <input type="text"/>
<input type="checkbox"/> Other Accessories	Quantity: 0 <input type="text"/>
CBTS Lease Phones	
<input type="checkbox"/> Cisco 6945 (Basic)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 8945 (Mid-range with camera)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 9971 (High-end Camera Supported)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 8961 (Admin Phone)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 7937 (Conference)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Cisco 7925 (Wireless)	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> Other Cisco Phone	Quantity: 0 <input type="text"/> ?
<input type="checkbox"/> External Power Supplies	Quantity: 0 <input type="text"/>
<input type="checkbox"/> Other Accessories	Quantity: 0 <input type="text"/>
CBTS Profile	
<input checked="" type="checkbox"/> Desk Phone + Voicemail	Quantity: 3 <input type="text"/>
<input type="checkbox"/> Desk Phone + Voicemail + VPN (Remote / Off-net)	Quantity: 0 <input type="text"/>

Order Creation Wizard- Added Information

1. For **CBTS Purchase/Lease Phones**, under *Account Number*, type to enter the word **New**.
2. Under *Shipping Address* enter the address of the Site location for phone delivery.
3. For **CBTS Purchase/Lease Phones> (Phone Model selected displays)**, under *Department* enter the agency name once.
4. For **CBTS Purchase/Lease Phones> (Phone Model selected displays)**, under *Cost Center* enter the number once.

Notes: Refer to the Technical Assessment Workbook Phone Profile Tab to complete this section.

1. For **CBTS Profile**, under *Special Instructions*, note the date the TAW was emailed to AskNGTS.
2. Copy and paste the entire columns for **Profile Type (Basic, Enhanced, Miscellaneous, and Analog), DID Number, IP Phone Model** to the *Special Instructions*.
 - a. *Basic – Refers to phones that provide all features*
 - b. *Enhanced – Refers to phone that provide all features plus point-to-point video.*
 - c. *Miscellaneous – Refers to common area phones for break-rooms, hallway, etc. and /or phones that have reserved but not activated numbers.*
 - d. *Analog – Refers to dedicated line for FAX.*
3. Under *Account Number* enter **New**.
4. Then click **Next**.

Note: Entering the Department and Cost Center for each order is optional.

Order Creation Wizard (45% Complete - Added Information)

CBTS Purchase Phones

Account Number:
new

Shipping Address:
Attn: Telecom Coordination - TSR User's Name
DAS
1320 John Adams
Columbus, OH 43201

CBTS Purchase Phones > Cisco 8945 (Mid-range with camera)

Department:	Item 1: DAS	<p><i>Note: Under Department and Cost Center fields, If information is the same, enter data in Item 1 only.</i></p> <p><i>These fields are not required.</i></p>
	Item 2: DAS	
	Item 3: DAS	
Cost Center:	Item 1: 123456	
	Item 2: 123456	
	Item 3: 123456	

CBTS Profile

Special Instructions:

1. Sent Technical Assessment Workbook (TAW) today 12/20/2012 to AskNGTS@cbts.cinbell.com

2. From the TAW on the Phone Profiles Tab, copy and Paste the columns for Profile Type/DID number/IP Phone Model.

Account Number:
New

CBTS Profile > Desk Phone + Voicemail

Department:

Item 1:

Order Creation Wizard – Choose Service Location

5. Enter address of the Site location for phone installation.
6. Click **Next**.

Order Creation Wizard (56% Complete - Choose Service Location)

Select a location:

Location Name:

Address 1:

Address 2:

City:

State: **Zip:**

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Order Creation Wizard – Order Contact Location

1. A new user to enter the information and clicks **Next**.
2. Or, a return user clicks on the Arrow for **Select a contact profile**.
3. From the pull-down, select the user name as shown below.
4. Click **Next**.

Order Creation Wizard (78% Complete - Order Contact Information)

Select a contact profile:

First Name:

Last Name:

E-mail:

Address 1:

Address 2:

City: **State:** **Zip:**

Phone: **Ext:**

Fax:

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Order Creation Wizard –Billing Contact Information

5. A new user to enter the information and clicks **Next**.
6. Or, a return user clicks on the Arrow for **Select a contact profile**.
7. From the pull-down, select the user name as shown below.
8. Click **Next**.

Order Creation Wizard (89% Complete - Billing Contact Information)

Select a contact profile: Moseley, Dawn

First Name:

Last Name:

E-mail:

Address 1:

Address 2:

City: **State:** **Zip:**

Phone: **Ext:**

Fax:

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Order Creation Wizard –Final Preview

2. Review all the information to insure it is correct.
3. Scroll to the bottom of the order.

Order Creation Wizard (100% Complete - Final Preview)

"Create" the following service(s): [edit]

Voice Over IP (VoIP) > CBTS Telephones and Profiles (Line Types) [edit]

CBTS Purchase Phones Quantity: 3

Account Number:
new

Shipping Address:
Attn: Telecom Coordination - TSR User's Name
DAS
1320 John Adams
Columbus, OH 43201

CBTS Purchase Phones > Cisco 8945 (Mid-range with camera) Quantity: 3

Department:
Item 1: DAS
Item 2: DAS
Item 3: DAS

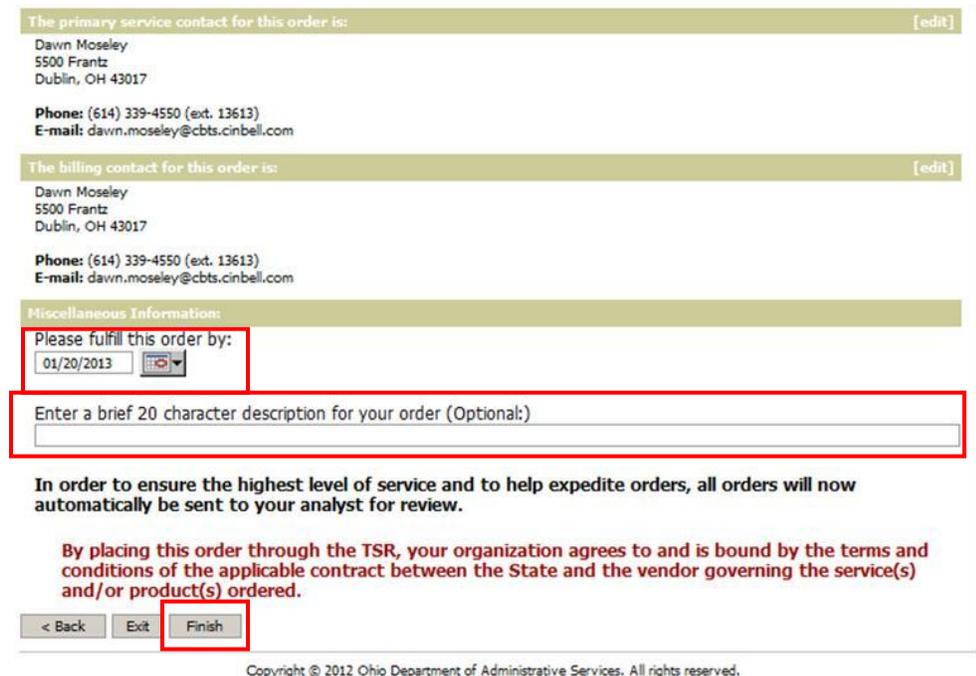
Cost Center:
Item 1: 123456
Item 2: 123456
Item 3: 123456

CBTS Profile Quantity: 3

Account Number:
New
Special Restrictions:

Note: Under Miscellaneous Information, the date automatically defaults to 30 dates out from the order placement date. Do not change it.

1. Select the **Calendar** date to be no less than 30 days from the order from placement.
2. In the text field enter brief description of order: Example: Telecom Coordinator name, the site location, floor number, and TSR number.
3. Click **Finish** and submit the order.



The primary service contact for this order is: [edit]
Dawn Moseley
5500 Frantz
Dublin, OH 43017

Phone: (614) 339-4550 (ext. 13613)
E-mail: dawn.moseley@cbts.cinbell.com

The billing contact for this order is: [edit]
Dawn Moseley
5500 Frantz
Dublin, OH 43017

Phone: (614) 339-4550 (ext. 13613)
E-mail: dawn.moseley@cbts.cinbell.com

Miscellaneous Information:
Please fulfill this order by:
01/20/2013 [calendar icon]

Enter a brief 20 character description for your order (Optional):
[text field]

In order to ensure the highest level of service and to help expedite orders, all orders will now automatically be sent to your analyst for review.

By placing this order through the TSR, your organization agrees to and is bound by the terms and conditions of the applicable contract between the State and the vendor governing the service(s) and/or product(s) ordered.

< Back Exit **Finish**

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IMPORTANT:
**To complete this order Email the Technical
Assessment Workbook to
AskNGTS@cbts.cinbell.com.**