

# State of Ohio

## Telecommunication Service Request (TSR) Application

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### VOIP Bulk Order User Guide

**DISCLAIMER: THESE ARE SPECIAL TSR INSTRUCTIONS LIMITED TO THE INITIAL AND NEW INSTALLATION 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 and 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	3/14/2012 V 5.0	Delete Calendar Note on last page.

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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](mailto: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**.



The logo for the Technology Service Request System (TSR) features the acronym "TSR" in a large, bold, stylized font. Above the "S" is a circular seal of the State of Ohio. Below the acronym, the words "Technology Service Request" and "System" are written in a smaller, sans-serif font.

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**.



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:**

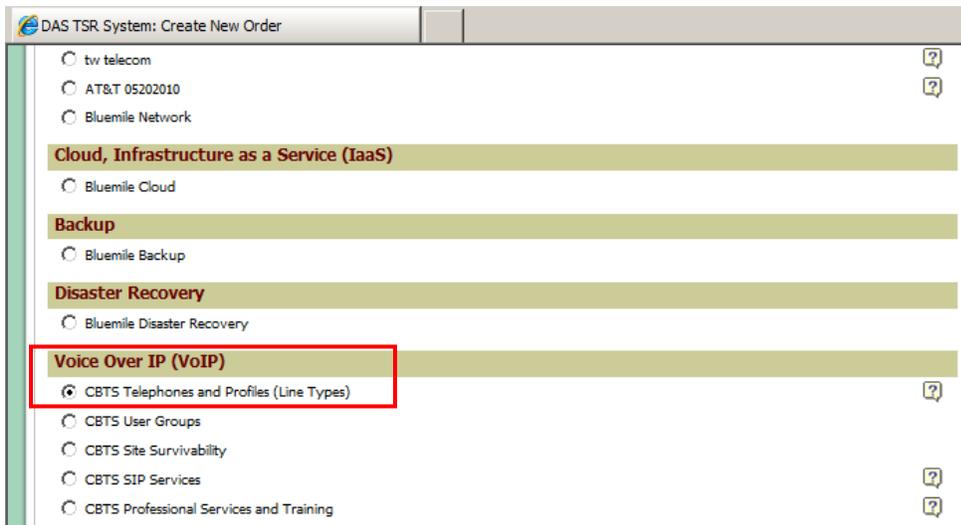
- Create new services
- Modify existing services
- Remove existing services

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

Item 2: DAS

Item 3: DAS

**Cost Center:**

Item 1: 123456

Item 2: 123456

Item 3: 123456

**Note: Under Department and Cost Center fields, If information is the same, enter data in Item 1 only.**

**These fields are not required.**

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: New Service Location

Location Name:

Address 1:

Address 2:

City:

State:  Zip:

< Back   Exit   Save & Exit   Next >

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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: New Contact

*Enter New Contact Information*

New Contact

*Saved Contacts*

mjdjk, marty

Moseley, Dawn

First Name:

Last Name:

E-mail:

Address 1:

Address 2:

City:  State:  Zip:

Phone:  Ext:

Fax:

< Back   Exit   Save & Exit   Next >

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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:** Dawn

**Last Name:** Moseley

**E-mail:** dawn.moseley@cbts.cinbell.com

**Address 1:** 5500 Frantz

**Address 2:**

**City:** Dublin **State:** OH **Zip:** 43017

**Phone:** (614) 339-4550 **Ext:** 13613

**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:

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 input 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](mailto:AskNGTS@cbts.cinbell.com).**