

1.0 New Installation Requests

1.1 Scope

New installation requests consist of providing telephone service for the University. Installation requests as provided by TSC are as follows.

- IP phone installations
- Analog line installations for fax, modem, interact, courtesy phones and emergency phones
- Headset units

1.2 Procedure For New Installation Of Telephony Equipment Is As Follows:

1. A request to TSC helpdesk, 346 7777 with the approval by the department and a proper budget code assigned to the request.
2. TSC helpdesk creates a work order on the Request Tracker (RT) system which creates a numbered ticket for future reference, follow-up, quotes and billing purposes.
3. A quote is then sent to the requestor before work begins, using the RT number as a reference.
4. When a reply by the department for approval for work to begin is received the RT ticket is then assigned to a TSC technician to complete the request.
5. Once the work has been completed, the RT ticket is closed with comments about the work and an auto confirmation is sent to the requestor.
6. An invoice is then processed and a copy is sent to the designated department for their records. The cost is automatically deducted from the department's budget code.

2.0 Service Of Telephony System

2.1 Scope

Services to Lakehead University telephone equipment consist of problems which may arise from equipment not functioning in a proper manner for the user. Services provided are as follows.

- No dial tone
- Cable breakage
- Defective phone equipment
- Damage to phone equipment
- Headset units
- Phone display
- Programming of phone services

2.2 Procedure For Service Of Telephony System Is As Follows:

1. A request to TSC helpdesk, 346 7777 with the approval by the department and a proper budget code assigned to the request.
2. TSC helpdesk creates a work order on the Request Tracker (RT) system which creates a numbered ticket for future reference, follow-up, quotes and billing purposes.
3. A quote is then sent to the requestor before work begins, using the RT number as a reference.
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5. Once the work has been completed, the RT ticket is closed with comments about the work and an auto confirmation is sent to the requestor.
6. An invoice is then processed and a copy is sent to the designated department for their records. The cost is automatically deducted from the department's budget code.

3.0 Headset Procedure

After receiving a new headset unit, departments must indicate for their records the date headset was received for warranty reasons. Headsets come with a one year warranty. All warranty documents should be filed in a safe place.

If the headset fails during the one year period, the unit can be sent back for replacement, there may be a shipping charge associated with the replacement, which is the responsibility of the department.

Follow procedure listed below for replacement headset unit under warranty or if headset unit is past the warranty date or if requesting a new headset unit.

Note: TSC is not responsible for keeping a record of a purchased headset units.

3.1 Procedure For New Headset Or Warranted Headset

1. A request to TSC helpdesk, 346 7777 with the approval by the department and a proper budget code assigned to the request.
2. TSC helpdesk creates a work order on the Request Tracker (RT) system which creates a numbered ticket for future reference, follow-up, quotes and billing purposes.
3. A quote is then sent to the requestor before work begins, using the RT number as a reference.
4. When a reply by the department for approval for work to begin is received the RT ticket is then assigned to a TSC technician to complete the request.
5. Once the work has been completed, the RT ticket is closed with comments about the work and an auto confirmation is sent to the requestor.
6. An invoice is then processed and a copy is sent to the designated department for their records. The cost is automatically deducted from the department's budget code.

4.0 Relocation Of Telephony Equipment

4.1 Scope

Relocation services of telephony equipment should only be completed by an approved TSC technician. This is important to keep the integrity of the phone system in all data bases accurate and up to date.

Relocation of Lakehead University telephony equipment requires five business days notice prior to requested move.

Relocating consists of fax, modem, interact lines, IP phones, courtesy phones and emergency phones to a different location on Lakehead University Campus.

When a staff member is moving from one department to another, they may not take their existing phone services with them. The phone and phone extensions are not transferable without authorization from the department.

4.2 Procedure For Relocation Of Telephony Equipment Is As Follows:

Relocation of Lakehead University telephony equipment requires five business days notice prior to requested change.

1. A request to TSC helpdesk, 346 7777 with the approval by the department and a proper budget code assigned to the request.
2. TSC helpdesk creates a work order on the Request Tracker (RT) system which creates a numbered ticket for future reference, follow-up, quotes and billing purposes.
3. A quote is then sent to the requestor before work begins, using the RT number as a reference.
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5. Once the work has been completed, the RT ticket is closed with comments about the work and an auto confirmation is sent to the requestor.
6. An invoice is then processed and a copy is sent to the designated department for their records. The cost is automatically deducted from the department's budget code.

5.0 Modification Of An Analog Line, IP Phone

5.1 Scope

The modification of telephony services is to provide accurate and up to date information on phones, such as name displays and voicemail passwords. Also to ensure requested features are functioning in proper manner for the user.

- Programming of software features, on analog, and IP phones
- Name display changes
- Voicemail box password resets

5.2 Procedure For Modification Of Telephony Equipment Is As Follows:

1. A request to TSC helpdesk, 346 7777 with the approval by the department and a proper budget code assigned to the request.
2. TSC helpdesk creates a work order on the Request Tracker (RT) system which creates a numbered ticket for future reference, follow-up, quotes and billing purposes.
3. A quote is then sent to the requestor before work begins, using the RT number as a reference.
4. When a reply by the department for approval for work to begin is received the RT ticket is then assigned to a TSC technician to complete the request.
5. Once the work has been completed, the RT ticket is closed with comments about the work and an auto confirmation is sent to the requestor.
6. An invoice is then processed and a copy is sent to the designated department for their records. The cost is automatically deducted from the department's budget code.