



DIVISION OF STATE
INFORMATION TECHNOLOGY

SOMS Legacy FAQs

Ordering Legacy PBX Telephone Services

December 3, 2010

1. SOMS LEGACY PBX FREQUENTLY ASKED QUESTIONS [FAQ'S]

Resources:

www.Myphonehelp.com

- User Guide
- FAQs
- Group provisioning
- Phone training

Customer Care (800-686-7671)

- Requesting a SOMS user ID
- Help with creating an order
- Changing SOMS password
- Spirit billing inquiries
- Changing permissions for agencies or accounts in SOMS
- Note: Please contact DSIT for billing questions regarding your SC Budget & Control invoice.

Translations (translations@spiritelecom.com)

- Changing or cancelling an order after it has been submitted

Trouble Tickets (803-896-0001)

- Resetting a forgotten Voice Mail password
- No dial tone
- Static on the line
- Other improper functionality with equipment or service.
- For 24/7 response call 803-896-0001,select Options 3,2,2 for the Trouble Center or Options 3, 2, 1 for Spirit's Customer Care.

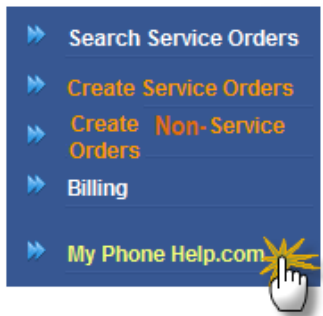
1.1 Getting Started

Q: Do I have to download or install any software to make the new system work?

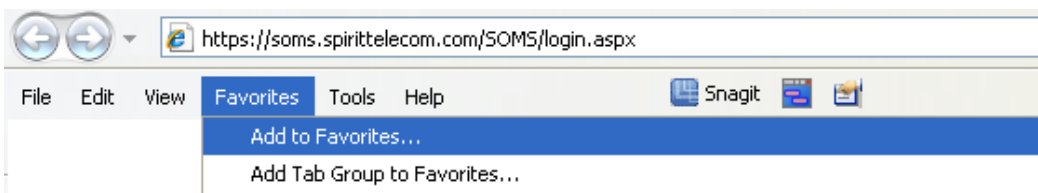
A: No, the new SOMS web-based portal only requires that you know how to use the Internet to access the site.

You can access SOMS by either,

- 1) A link to the SOMS Portal through www.MyPhoneHelp.com, or

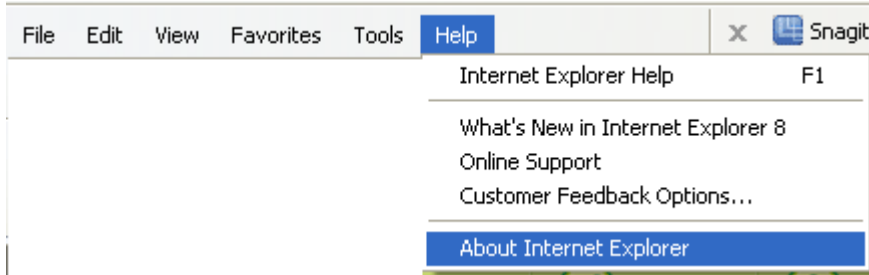


- 2) Go to <https://soms.spirittelecom.com/SOMS/login.aspx>. You may want to establish this as a favorite in your web browser.



Q: Why does the phone number I enter display backwards to the way I typed it?

A: It may be due to the version of Internet Explorer [IE] you are using. Please check your browser to see if this may be the cause. While your browser is open; click on Help > About Internet Explorer.



You should receive a pop-up that will inform you to the Version of Windows Internet Explorer you have.



If you have Internet Explorer 6, please contact your IT Department to see if you are able to update your browser to a newer Version of Internet Explorer. SOMS does not present this type of behavior when you are using Windows Internet Explorer Version 7 or 8.

If you are not able to update your browser, please note that the behavior of the SOMS application may not work in the way in which you expect it to.

Q: How do I obtain a SOMS username and password?

A: To request a username and password, e-mail customer care@spiritlecom.com.

Q: How do I change my password and/or security question?

A: After logging in, to change your password and set your security question, select "Admin" on the top bar and then choose "Users." Set your security question and answer under "User Details."

Q: What is the difference between a "Service Request" and an "Issue"?

A: There is no difference between "Service Request" and "Issue." Future versions of SOMS will use "Service Request."

Q: What is the Subscriber ID?

A: A Subscriber ID is a unique identifier that is 7 digits in length and is randomly generated and assigned to the Subscriber by SOMS.

Q: Who will order Department Numbers or Site Codes?

A: You continue to order Department Numbers and Site Codes from the State DSIT, by E-mail or telephone. Please email customerservice@cio.sc.gov or call 803-896-0990.

1.2 Inventory

Q: Who will be managing the inventory of equipment?

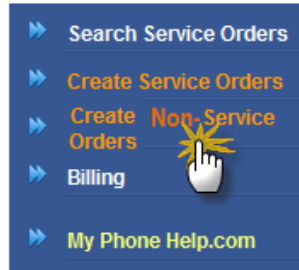
A: For pricing, compatibility questions, stock look-up, or to request an item be added to stock, contact DSIT at inventory@cio.sc.gov or at 803-734-1515.

To order equipment or inventory only for the purposes of maintaining a small number of items in your area you must "Create Non-Service Order" request. If you would like to request equipment associated with a specific Service Number, you can add these items on the Service Request. Please continue using the "Special Instructions" section to explain how the equipment is to be delivered, using IMS or having the Tech pick it up.

Q: How do we submit an Order for “equipment” only?

A: Follow these steps:

- 1) Create an “Add Inventory Only” request for the equipment.



- 2) SOMS requires you to select the appropriate Department Number, Department Name, Division Name, and Billing Account Number, along with the respective Site Location Information.

Account and Site Location

Department Number *	Department Name *	Division Name *	Account Number *	Agency	Search	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	F98		
Building Number *	Building Name *	Address *	City *	State *	Zip+4 *	Search
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

- 3) Enter the Inventory you need in the “Inventory Only” section.

Inventory Only

Category*	Additional Product*	Details	Quantity	Action
Select	Select			+

Product(s) Added:(0)

- 4) And in the “Special Instructions” section, indicate where to mail or deliver it.
- 5) Submit Service Request.

Q: How do I determine the cost of an “Inventory” item?

A: Contact DSIT Supply Manager at 803-734-1515.

1.3 Voice Mail

Q: How do we change or reset Voice Mail passwords?

A: For a forgotten password, call Trouble Center at 803-896-0001, Options, 3,2,2.

Q: How do we know if a person does or doesn't have Voice Mail?

A: You can test whether a user has Voice Mail by calling the Voice Mail access number assigned to your agency, pressing # and entering the last five digits of the user's telephone number.

1.4 Service Order Entry

Q: My session expired before I was able to save an order? What should I do?

A: SOMS allows you to be inactive for 60 minutes, after which you will be automatically logged-off. It is recommended to "Save" your work periodically as you go as work is not automatically saved between screens. You can continue to enter Service Request information even after the Service Request has been "Saved".

Q: If you save a Service Order and come back into SOMS the next day and add Service Requests, will the due date of the original Service Request change?

A: The due date is assigned five business days from the day you submit an order. Saving an order alone will not create a due date.

Q: Does the "Schedule Due Date" take into account "State" holidays?

A: Due dates are based on a Monday – Friday work week and do not account for State holidays.

Q: How do I "Delete" or "Cancel" a Service Request from a Service Order?

A:

- 1) If the Service Order is saved but not submitted, access the order and select "Cancel Service Request."



- 2) Or, If you have already submitted the order:
 - a. You may e-mail translations@spirittelecom.com and include Service Request Number and required action.

Q: How do I transfer the billing of a telephony service from one agency to another agency?

A: Create a SOMS Service Order to Change or Move and select appropriate Subscriber. Under the Account and Site Location field select box to Change Department. Enter desired department location in Special Instructions. Supporting documentation from both agencies authorizing this change must be attached for order to be processed.

Q: How do I view Service Orders for a Service Number?

A: You can perform a “Search” to locate any entered Service Orders for a specific Service Number from the “Search Service Orders” form. If any Service Orders have been placed for this Service Number, SOMS will present a result set with those Orders and they may be viewed.

Subscriber and Service Number Information

Service Number [Search](#)

Correct Subscriber Name Change to New Subscriber

Change to Existing Subscriber None

First Name * [Search](#)

Last Name *

Q: Can I create multiple Service Requests for a Service Number at a time?

A: No, you can only have one Service Request open at a time per Service Number.

Q: Can I add additional Service Requests on a “Saved” Service Order?

A: Yes. Additional Service Requests can be added to a “Saved” Service Order, but not on a previously submitted Service Order.

Q: How do I change the configuration of a phone button layout?

A: In a “Create Service Order” Move or Change order, button configuration can be changed by first accessing the details pop up window located beside the digital set type category. Then input desired changes in Set Type Configuration and select “Save.”

Service Products Summary

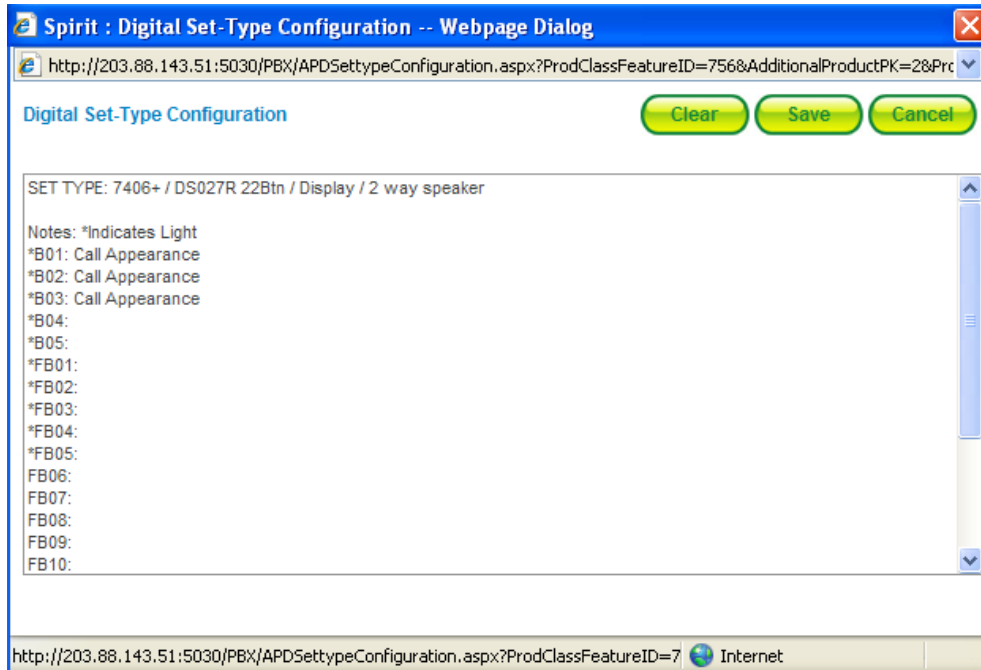
Service Product(s) Added:(1)

Service Product(s)*	Requested Number	Floor*	Room/Suite*	Number	Details	Switch Name	Auth Code	ELL Port	Action
Telephony Service	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				<input type="text"/>	

Additional Products

Category*	Additional Product*	COE	Details	Trans Details*	Quantity	Remove Indicator	Action
Telephony Service	Digital Service				1.00		
Digital Set-Type	101046 - DS027R - PHONE,DIGITAL,7406D07A,BLACK,RE	<input type="checkbox"/>			1.00		
Directory Listing	Select						

Click Here (Callout box pointing to the Details icon in the Additional Products table)



Q: Can any other Agency see my Agency's information?

A: No. Subscribers are restricted to viewing Accounts within their Agency.

Q: When I search on a "Building Number," am I searching the buildings within the entire state?

A: Yes. When you use the Building Number search in the "Account and Site Location" section of the Service Request Order Form you are presented with a list of all buildings associated with State Government in SOMS database.

Q: How do I change my current service to VoIP service?

A: Call our State Sales Team at 803-726-4028 to speak with one of our representatives.

Q: What are my resources for additional training?

A: Access www.myphonehelp.com for training on ordering services and using equipment and features. There is also classroom training offered once a month at Spirit's office in Columbia.

Q: Will billable items listed in Special Instructions be included in my Service Order?

A: The "Special Instructions" field should only be used for providing additional instructions and coordinating details. Billable items listed in 'Special Instructions' NOT included in the Service Order are not guaranteed to be provisioned.

Q: What if I accidentally submit an order that wasn't finished?

A: Email translations@spiritlecom.com as soon as possible to prevent the order being provisioned.

Q: What is the difference between a "Service Order" and a "Non-Service Order"?


A: A Service Order assigns products and services to a Subscriber. A Non-Service Order is only for adding equipment or ordering a cable pull and is billed to the agency at the department level. There is no Subscriber required for a Non-Service Order.



Q: What happens to orders submitted before November 22nd?

A: Orders submitted before November 22nd, 2010, will be normally processed. These orders will be displayed as A,C,M, or D under Service Request Type whereas orders submitted after November 21st will be displayed as Add, Change, Move, or Delete.

Q: Is it possible to submit a design as a graphic or jpg for a big move or renovation that has a major impact on phone sites and placements within an office?

A: Yes, you can attach any common file type with your order.



Document Name	Date	Version	Attachment	Action
Order Details				

Q: Can I import text into the "Special Instructions" section?

A: Yes, you can copy text from one electronic source [e.g., MS Word, MS Outlook, etc.] and paste the text into the "Special Instructions" pop-up box. **You may also attach an MS Excel file, MS Word file or an Adobe [.pdf] file to the Service Request in the "Attachments" section of the Order Form.**

Q: How do I change the Button Sheet for a Phone?

A: Create Service Request

Service Request Type = Change

Subscriber Information, search by Phone Number or Subscriber Name

When SOMS Retrieves the data, SOMS will display the Telephony Service = Digital Service

Category = Digital Set-Type; and over to the right in the Details column click on the Document

Icon.

The Pop-Up will display. Translation's refers to this as the Set-Type Configuration; Telephone Coordinator's refer to it as Button Sheet. The Telephone Coordinator can make the necessary changes.

Q: How do I order Button Sheets for Printing?

A: You can order them when performing a Service Request Type = Change, by clicking on the Plus Icon on the right and adding another row.

Click on Category = Designation Strips, then choose the appropriate Designation Strip.

Or, Create Non-Service Request
 Choose Equipment
 Click on Category = Designation Strips, then choose the appropriate Designation Strip.

Q: How do I search for a “Saved” Order [i.e., Request]?

A: Select “Save” from the pick-list values for “Service Request Status”. This search will return both legacy PBX Orders and New PBX Orders.

PBX > Search Service Orders

Search Service Orders

Service Order - Request Number First Name Account Number Date Type

Service Order Status Last Name Department Number Specific Date

Service Request Status Service Number Division Name From Date To Date

Service Request Type Advanced Searches Legacy Inventory Only

Service Request Type	Service Order - Request Number	Service Request Status	Division Name	Submitted Date	Due Date	Completion Date	Current Service Number	First Name	Last Name	Export
D	16564-2	New	MENTAL HEALTH DEPARTMENT OF		11/22/2010		8038988652	SUSAN	WATT	
D	16564-1	New	MENTAL HEALTH DEPARTMENT OF		11/22/2010		8038988650	88650	RM 144	
A	14306-1	New			08/09/2010					
A	10180-1	New	MENTAL HEALTH DEPARTMENT OF		01/28/2010					
D	01978-1	New	MENTAL HEALTH DEPARTMENT OF		02/17/2009		8039355682			

Record Count: 5

[Export to Excel](#)

Q: How do I request a Customer Report?

A: You must include a request for a Customer Report in the “Special Instructions” of an Add Service Order. This will soon be available in the drop-down list.