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| MACD TEMPLATES |

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| TO CREATE MACD TICKETS: |
| Find the appropriate header from the table of contents  Ctrl+Click to follow link to be directed to that page  Fill in the requested information and copy  Click the herelink within each MACD window  Paste request information and send  For eligible Phone Model list see DET Web Site:  <https://det.wi.gov/Pages/UnifiedCommunications.aspx> |

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| PORTING/ADDING A NEW ENHANCED or BASIC SERVICE |
| **CHANGE ORDER REQUIRED ONLY IF ORDERING >25 Profiles and PHONE EQUIPMENT WITH PROFILE (Sales will send the Change Order if required)**  **TO BE USED WHEN ADDING USERS FROM RESERVED SKYPE FOR BUSINESS NUMBERS.**  **Standard Interval: 5 Business Days**      Open attached MACD Workbook.  Fill in requested information and follow instructions at top of Workbook  **CHANGE ORDER REQUIRED**  **TO BE USED WHEN PORTING USERS THAT ARE CURRENTLY ON CENTREX AND PORTING TO SKYPE FOR BUSINESS WITH NO RESERVE NUMBER**  **Standard Interval: 60 Business Days**    Open attached Porting Workbook.  Fill in requested information and follow instructions at top of Instruction Page |

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| CHANGE USER NAME |
| **NO CHANGE ORDER REQUIRED**  **To be used when retaining existing phone number and profile type.**  **Standard Interval: 5 Business Days**  Remove User Name:  Remove Email Address:  Phone Number:  VOIP Billing Number Change From:  Profile:  Removal Effective Date:  Add User Name:  Add Email Address:  VOIP Billing Number Change To:  \*Note: If removing an Enhanced profile with voicemail, Exchange UM will need to be removed from O365 (open ticket with your Agency email administrator) and the user will need to be moved to FEPOOL01 or S4B Online (This requires the agency to submit an SR in Cherwell to the DET Collaboration Group).  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Change%20User%20Name) then click Send. |

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| REMOVE SERVICE |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 5 Business Days**  Remove User Name:  Remove Email Address:  Remove Profile:  Add number to reserve: (Y/N)  \*Note: If removing an Enhanced profile with voicemail, Exchange UM will need to be removed from O365 (open ticket with your Agency email administrator) and the user will need to be moved to FEPOOL01 or S4B Online (This requires the agency to submit an SR in Cherwell to the DET Collaboration Group).  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Remove%20Service) then click Send. |

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| REPLACE PHONE INFORMATION |
| AT&T RMA process for Warranty replacement of Audio Codes and Polycom SIP Telephones  AT&T provides a 1-year warranty on phones purchased from them. If and Agency leases the phones from AT&T, then they provide 3 years of maintenance. Verify age of phone before opening a ticket.  Audio Codes Telephones  AT&T will no longer require that defective AudioCodes phones be sent back unless the RMA includes more than five (5) phones. Dispose / recycle defective non-returnable phones per Agency policy and procedure.  If the AudioCodes RMA contains 6+ phones and it is determined they need to be returned, AT&T will send a box with a pre-paid return shipping label to the address listed on the RMA request.  Return all defective phones on RMA immediately after receiving RMA.  Polycom Telephones  Polycom Skype for Business phone RMA’s will continue to require that the State send back the defective Polycom phones.  The replacement Polycom phone or phones will arrive with a return shipping label to return the defective phone or phones to Polycom. It will be sent to the address listed on the RMA request.  Use MACD Template to place your request |

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| REPLACE PHONE | |
| **To be used if an existing phone is not working (*this includes conference room phones*) and needs to be replaced. For phone only equipment orders, please see page 13**  **NO CHANGE ORDER REQUIRED IF UNDER ONE YEAR WARRANTY (warranty begins when phone is shipped):**  **Standard Interval: 10 Business Days**  User Name:  Phone Number:  Email address: (Must match Active Directory if Enhanced user profile)  Profile:  OLD MAC Address of the phone/Device:  NEW MAC ADDRESS: *(Or ‘0000’ if agency will setup and manage the device)*  Phone Type/Model:  Description of Phone:  Ship To Address:  Ship To Contact Name:  Ship To Contact Number:  Serial Number (SN):  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Replace%20Phone%20Under%20Warranty) then click Send.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **CHANGE ORDER REQUIRED IF OUT OF ONE YEAR WARRANTY:**  **Standard Interval: 10 Business Days**  User Name:  Phone Number:  Email address: (Must match Active Directory if Enhanced user profile)  Profile:  OLD MAC Address of the phone/Device:  NEW MAC ADDRESS: *(Or ‘0000’ if agency will setup and manage the device)*  Phone Type/Model:  Ship To Address:  Ship To Contact Name:  Ship To Contact Number:  Bill To Address:  Serial Number (SN):  Highlight and copy the completed information from above.  Paste copied information [here](mailto:gk8532@att.com;%20rk7975@att.com;%20mr5231@att.com;wisconsin@attucs.com?subject=MACD%20Request%20-%20Replace%20Out%20of%20Warranty%20Phone) then click Send. | |
| ADD A LINE APPEARANCE (SECONDARY NUMBER) |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 5 Business Days for either scenario**  Step One: BASIC PROFILE:  Phone Number for Line Appearance: Or specify if NEW DID is being requested  Step Two: Follow above with a list of EACH USER to be added to that additional line appearance as needed  User Name:  Phone Number:  Profile:  MAC Address of the phone/Device: *(Or ‘0000’ if agency will setup and manage the device)*  Phone Type:  Add to button #2: 405HD only: YES NO  Add to button #X: Specify button number for the 450HD ONLY  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Add%20Secondary%20Number%20to%20Existing%20Account%20-%20Basic%20Profile) then click Send. |
| Step One: ENHANCED PROFILE:  Phone Number for Line Appearance: Or specify if NEW DID is being requested  Step Two: Follow above with a list of EACH USER to be added to that additional line appearance as needed  User Name:  Phone Number:  Profile:  MAC Address of the phone/Device: *(Or ‘0000’ if agency will setup and manage the device)*  Phone Type:  Add to button #2: 405HD only: YES NO  Add to button #X: Specify button number for the 450HD ONLY  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Add%20Secondary%20Number%20to%20Existing%20Account%20-%20Enhanced%20Profile) then click Send. |

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| SIP ADDRESS CHANGE |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 3 Business Days**  SIP address can be found in Skype for Business contact card. In your Skype for Business contact list, right click on user and “see contact card”. Address will appear below user name.  If user email address changes, Skype for Business must be updated with new address. Follow instructions below:  USER NAME:  EMAIL ADDRESS: (Must match Active Directory)  Phone Number:  New SIP ID:  Highlight and copy the completed from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=SIP%20Address%20Change) then Click Send. |

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| CHANGE/ADD RESOURCE ACCOUNT |
| **Resource Accounts are:** Used for a "shared phone". Examples: (Conf. Rm, Elevator, common area desk, access (pilot) number for a hunt or response group).  **NO CHANGE ORDER REQUIRED**  **To be used when changing a Resource Account**  **Interval: 10 Business Days**    Open attached MACD Workbook.  Fill in requested information and follow instructions at top of Workbook  **NO CHANGE ORDER REQUIRED**  **To be used when Adding a Resource Account**  **Standard Interval: 60 Business Days when porting a number**    Open attached Porting Workbook.  Fill in requested information and follow instructions at top of Instruction Page |

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| CHANGE/ADD HUNT GROUP (BASIC ONLY) |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 5 Business Days**    Open attached MACD Workbook.  Fill in requested information and follow instructions at top of Workbook  Basic Profile Hunt Group – All users must be Basic Profile |

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| CHANGE/ADD RESPONSE GROUP |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 5 Business Days**    Open attached MACD Workbook.  Fill in requested information and follow instructions at top of Workbook  Enhanced Profile Response Group – All users must be Enhanced Profile (Skype4B) and the caller is provided a Greeting and is prompted for options to route to different queues. This will be discussed in a Discovery Call with George Kafkes. |

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| CHANGE USER PROFILE (Basic to Enhanced or Enhanced to Basic) |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 10 Business Days**    Open attached MACD Workbook.  Fill in requested information and follow instructions at top of Workbook  \*Note: If removing an Enhanced profile with voicemail, Exchange UM will need to be removed from O365 (open ticket with your Agency email administrator) and the user will need to be moved to FEPOOL01 or S4B Online (This requires the agency to submit an SR in Cherwell to the DET Collaboration Group).  \*Note: If adding an Enhanced profile with voicemail, Exchange UM will need to be added to O365 (open ticket with your Agency email administrator) and the user will need to be moved from FEPOOL01 or S4B Online (This requires the agency to submit an SR in Cherwell to the DET Collaboration Group). |

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| PHONE ONLY ORDER |
| **CHANGE ORDER REQUIRED**  **Standard Interval: 15 Business Days**  See DET website for list of eligible phones <https://det.wi.gov/Pages/UnifiedCommunications.aspx>  User Name:  Email Address:  Phone Number:  VOIP Billing Number:  Phone Model:  Qty:  Bill To Address:  Ship To Address:  Contact Name:  Contact Number:  If ordering more than one model of phone, include all models and quantities for each.  Highlight and copy the completed from above.  Paste copied information [**here**](mailto:gk8532@att.com;%20rk7975@att.com;wisconsin@attucs.com?subject=MACD%20Request%20-%20Phone%20Only%20Order)then Click Send. |

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| ADD/REMOVE INTERNATIONAL CALLING |
| **NO CHANGE ORDER REQUIRED**  **Standard Interval: 5 Business Days**  User Name:  Email Address:  Phone Number:  Add or Remove:  Highlight and copy the completed from above.  Paste copied information [**here**](mailto:gk8532@att.com;%20rk7975@att.com;wisconsin@attucs.com?subject=International%20Calling)then Click Send. |

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| MOVE USER FROM ONE SERVING WIRE CENTER TO ANOTHER |
| **NO CHANGE ORDER REQUIRED**  **To be used when user moves to another serving wire center.**  **Standard Interval: 5 Business Days**  Remove User Name:  Remove Email Address:  Remove Phone Number:  Phone Number to Reserve: (Y or N)  VOIP Billing Number Change From:  Profile:  Removal Effective Date:  Add User Name:  Add Email Address:  Add Phone Number:  Number Added From Reserve: (Y or N)  VOIP Billing Number Change To:  Profile:  \*Note: If removing/adding an Enhanced profile with voicemail, Exchange UM will need to be removed/added from/to O365 (open ticket with your Agency email administrator) and the user will need to be moved/added to FEPOOL01 or S4B Online (This requires the agency to submit an SR in Cherwell to the DET Collaboration Group).  Highlight and copy the completed information from above.  Paste copied information [here](mailto:wisconsin@attucs.com?subject=Change%20User%20Name) then click Send. |