



AT&T Voice DNA

Administrator Guide

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GET STARTED

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GET STARTED

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GET STARTED

For information that will help you get started using the AT&T Voice DNA® service, see these topics:

- [Log In](#)—Set up your Premier account and access the AT&T Voice DNA system. See page 6.
- [About the Administrator Dashboard](#)—Get an overview of AT&T Voice DNA Administrator Dashboard and explore all the features available there. See page 10.
- [Use Search](#)—Find users using search options or the Directory. See page 16.
- [Move IP Phones](#)—Review instructions for how to move an IP phone from the provisioned location to a temporary office, while remaining connected with AT&T Voice DNA service. Includes instructions for keeping 911 emergency call information accurate and accessible. See page 22.
- [Support](#)—Access AT&T Voice DNA help information and other support resources. See page 33.
- [Administrator FAQ](#)—Review frequently asked questions about managing users and features in the AT&T Voice DNA system. See page 34.



Log In

Overview

[Register Your Premier and AT&T Voice DNA Accounts](#)

[Log In and Access AT&T Voice DNA](#)

[Recover Your Premier Username or Password](#)

Overview

As an AT&T Voice DNA[®] Administrator, you'll find the tools you need for managing users and locations on the AT&T Voice DNA Administrator Dashboard. After you log in to Premier, you can use links on the Premier homepage to access your organization's information.

Register Your Premier and AT&T Voice DNA Accounts

You'll receive an email with a link to complete your registration.

Note: If you have an AT&T BusinessDirect[®] account and are provisioned for the BusinessDirect Manage AT&T Voice DNA Features application, you can access Premier using your BusinessDirect login.

To activate a Premier account created for you

1. Open the registration email.
2. Click **validate your email address**, or copy and paste the login URL into your browser. The Premier registration page appears.
3. Do one of the following:
 - If you don't already have a AT&T Business login or want to create a separate login for the Customer Portal, see [Separate AT&T Business login](#).
 - If you want to link your Customer Portal to an existing AT&T Business login, continue to step 4.
4. On the Choose an option screen, select **Yes, link to an existing username** and then click **Continue**.
5. Log into Premier with the username and password you want to link the new account to.
6. In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.



Log In

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Note: This should not be your AT&T IP Flexible Reach number.

7. Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions.**
8. If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional).**
9. Click **Continue.**
10. Click **OK.**

You'll get an email from AT&T confirming your registration is complete.

Separate AT&T Business login

1. If you see the Choose an option screen, select **No, create a new username** and then click **Continue**, otherwise go to step 3.
2. In the **Username** field, enter a username for this login and then click **Continue**. **Note:** AT&T recommends using an email address as the username.
3. Fill out the following fields:
 - In the **Password** field, enter your new password.
 - In the **First name** field, enter your first name.
 - In the **Last name** field, enter your last name.
 - In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.

Note: This should not be your AT&T IP Flexible Reach number.
 - In the **Street address** field, enter your address.
 - In the **City, State,** and **Zip Code** fields, enter your city, state, and Zip Code.
4. Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions.**
5. If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional).**
6. Click **Continue.**
7. Click **OK.**

You'll get an email from AT&T confirming your registration is complete.

Log In and Access AT&T Voice DNA

Security for AT&T Voice DNA[®] is provided by Premier, so to access AT&T Voice DNA, you must first log in to Premier.

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Log In

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After you've logged in to Premier, you can view all your organization's information from the AT&T Voice DNA Administrator Dashboard, or you can click the quick links to go directly to the specific page you want.

Note: Location Administrators can view information only for their own location.

To log in to Premier

1. Open the [Premier Log In](#) page.
2. Enter your Premier username and password.
3. Click **Log In**. The Premier home page appears.

To access the AT&T Voice DNA Administrator Dashboard

1. Do one of the following:
 - If you have a Premier login in, log in to Premier.
 - If you have a BusinessDirect® login and are provisioned for the Manage Voice DNA Features application, log in to BusinessDirect and sign on to Premier with single sign-on.

The appearance of your Premier homepage depends on whether you're a Company Administrator or a Location Administrator.

2. Under AT&T Voice DNA Quick Links, click AT&T Voice DNA Administrator Dashboard.

Note: To quickly access specific pages within the AT&T Voice DNA website, click any of the AT&T Voice DNA links.

To open your personal AT&T Voice DNA User Dashboard

AT&T Voice DNA users who have an Enhanced or Premium feature package can manage their features on the AT&T Voice DNA User Dashboard. If you're an Enhanced or Premium user in your organization as well as an Administrator, you can access your personal AT&T Voice DNA User Dashboard from your Premier homepage.

1. Do one of the following:
 - If you have a Premier login, log in to Premier.
 - If you have a BusinessDirect login, and are provisioned for the Manage Voice DNA Features application, log in to BusinessDirect and then sign on to Premier with single sign-on.



Log In

Page 9

2. At the upper-right of your Premier homepage, click **Manage my phone**. Your AT&T Voice DNA User Dashboard appears.

Recover Your Premier Username or Password

If you've forgotten your Premier username or password, you can request a reset from the Premier Log In page.

To recover a forgotten username or password

1. Open the [Premier Log In](#) page.
2. To recover your username, click **username** in **Forgot your username or password?** Follow the instructions to recover your username.
3. To recover your password, click **password** in **Forgot your username or password?** Follow the instructions to reset your password.



About the AT&T Voice DNA Administrator Dashboard

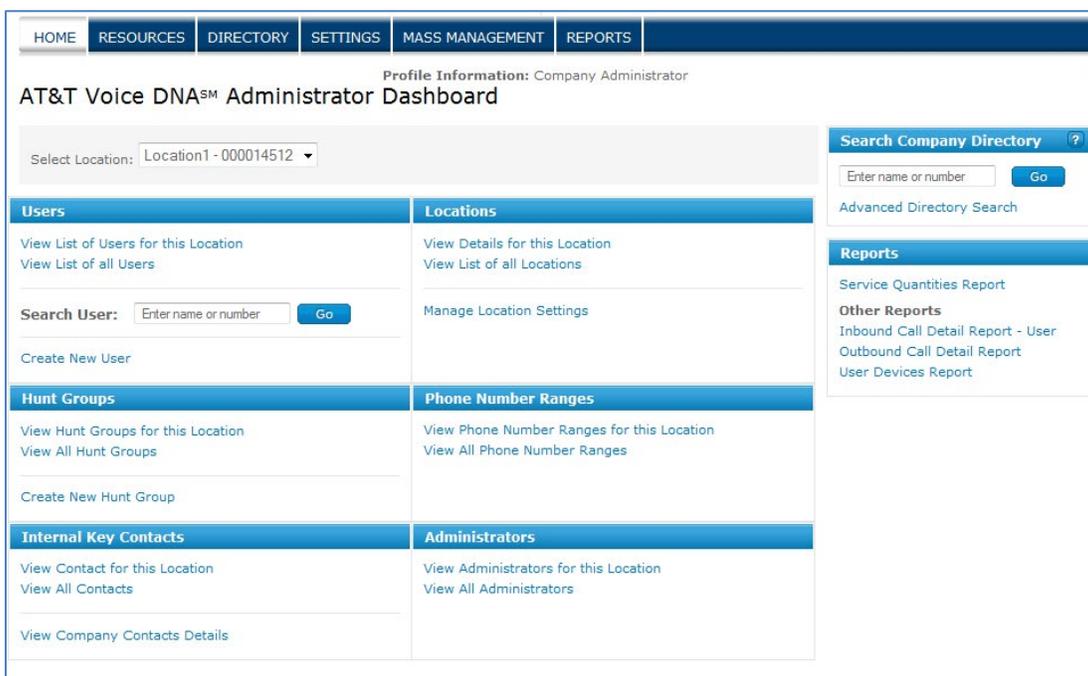
Overview

Tiles

Navigation Bar

Overview

As an AT&T Voice DNA[®] Administrator, you'll find the tools you need to manage your organization on the AT&T Voice DNA Administrator Dashboard. For help accessing the Dashboard, see **Log In** on page 6.



Tiles

The AT&T Voice DNA Administrator Dashboard clusters similar functions together in named tiles. Each of the main tiles on the Administrator Dashboard provides links to related features and to other pages that provide access to more features and settings.



Tile Functions

Use this tile...	To do this...
Users	<ul style="list-style-type: none">• View users from all locations or from the selected location, or search for a specific user by name, phone number, or employee ID.• Open a user list to view and edit a user's profile, feature package, active features, mailbox status, active dial restrictions, and assigned devices.• Create a new user. <p>For details, see Manage Users on page 43.</p>
Locations	<ul style="list-style-type: none">• View profile information for the selected location.• Open a location's page to view and edit that location's profile, administrators, contacts, settings, and equipment.• View a list of all locations.• Open the locations list to view and edit any location's profile, administrators, contacts, location settings, and equipment.• Access location settings that include custom dial patterns, account codes, location caller ID, location operator, and call park settings. <p>For details, see Manage Company Locations on page 157.</p>
Hunt Groups	<ul style="list-style-type: none">• View a list of hunt groups for all locations or for the selected location.• Open the hunt group list to view and edit a hunt group's profile settings and members.• Create a new hunt group. <p>For details, see Manage Hunt Groups on page 139.</p>



About the AT&T Voice DNA Administrator Dashboard

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Use this tile...	To do this...
Phone Number Ranges	<ul style="list-style-type: none">• View phone number ranges for all locations or for the selected location.• Open the phone number list and expand ranges to view individual number details, such as assignment and porting status. <p>For details, see View Phone Number Ranges on page 175.</p>
Internal Key Contacts	<ul style="list-style-type: none">• View a list of internal key contacts for all locations or for the selected location.• Open the contacts list to view and edit a company or location contact's phone number and email address, choose a different person to be the contact, or delete a location contact.• View company contact details. <p>For details, see Manage Internal Key Contacts on page 184.</p>
Administrators	<ul style="list-style-type: none">• View a list of administrators for all locations or for the selected location.• Open the administrators list to view a company or location administrator's name, number, wireless number, and email address.• If you have permission, click the link in the administrators list to access Premier, where you can create, edit, and delete administrators. <p>For details, see Manage Administrators on page 177.</p>
Search Company Directory	<ul style="list-style-type: none">• Search the Company Directory for contact information for any user or hunt group in your AT&T Voice DNA service. <p>For details, see Use Search on page 16.</p>



About the AT&T Voice DNA Administrator Dashboard

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Use this tile...	To do this...
Reports	<ul style="list-style-type: none"> Run reports for your organization or location, or select filter criteria for specific output. <p>For details, see Reports on page 227.</p>

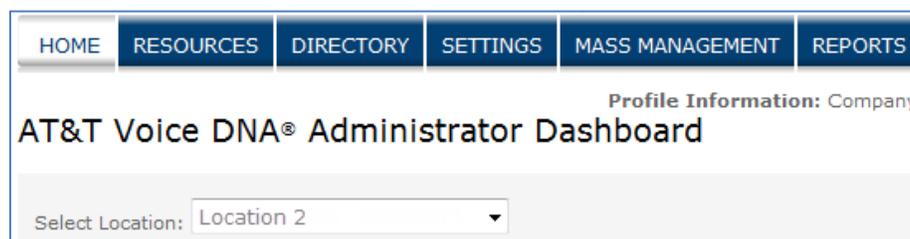
Navigation Bar

In addition to the tiles and links listed above, you can access any AT&T Voice DNA® feature by clicking the links on the navigation bar at the top of any page in the AT&T Voice DNA Administrator Dashboard.

HOME

Click **HOME** to open the AT&T Voice DNA Administrator Dashboard. You can access most features by clicking links within the specific tiles (see [Tiles](#), above).

In the **Select Location** field, select a location for all functions that use the “for this Location” setting, such as **View Details for this Location** or **View Hunt Groups for this Location**.



RESOURCES

Click **RESOURCES** to open additional links to pages from which you can manage all the features listed directly below the navigation bar. For example, to view and manage hunt groups, click **RESOURCES**, and then **click Hunt Groups**.



DIRECTORY

Click **DIRECTORY** to open the Directory page, where you can search for and view all the users and administrators in your organization.

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About the AT&T Voice DNA Administrator Dashboard

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Type	Name	Phone Number	Extension	Wireless	Location
	John Doe	-----	1111	--	Location 2

SETTINGS

Click **SETTINGS** to open additional links to pages from which you can view and manage AT&T Voice DNA feature settings.

Custom Dial Patterns Schedules Virtual Office Location Specific External Contacts Virtual Extensions

MASS MANAGEMENT

Click **MASS MANAGEMENT** to open the Dial Restrictions page, where you can view dial restriction assignments for your organization. To view, edit, or delete a dial restriction, click its name.

	Name	Level	Location	Function
<input type="checkbox"/>	Override One Inte...	Company	--	Override for a single int...



About the AT&T Voice DNA Administrator Dashboard

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REPORTS

Click **REPORTS** to open the Reports page, which contains links to all report pages. If some of your reports are very large, the Recent Reports page shows you pending and stored reports that require extended processing.





Use Search

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Use Search

[Overview](#)

[Search for a Specific User](#)

[Search for a Specific Location](#)

[Search for a Specific Internal Key Contact](#)

[Search for a Specific Administrator](#)

[Search the Company Directory](#)

Overview

The AT&T Voice DNA® Administrator Dashboard includes a convenient search feature that helps you quickly locate data. Use Search to find information about a specific user, location, contact, or administrator.

Search for a Specific User

As an AT&T Voice DNA® Administrator, you begin many procedures by locating a specific user's information.

Using Search, you can quickly find a user by entering just the first few characters of the user's first or last name, the first few digits of the user's AT&T Voice DNA phone number or extension, or the user's full employee ID. To further narrow the search, you can enter a more complete name or number. You can also narrow your search by clicking **Advanced Search** and entering a combination of the user's name, number, location, and employee ID.

The screenshot shows a search interface with a search bar containing 'Doe' and a 'Go' button. Below the search bar, there are filters for 'Show List for' (All User Types) and 'From' (All Locations). The search results are displayed in a table with columns for Type, Name, Number, Extension, Location, and Actions. The results show three entries for 'Doe': John, Fernando, and Fernando's Fax.

Type	Name	Number	Extension	Location	Actions
	Doe, John	330-555-1111	1111	New Jersey	
	Doe, Fernando	330-555-1112	1112	002789986	
	Doe, Fernando's Fax	330-555-1113	1113	New Jersey	

When you enter letters, Search looks for both first and last names.

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Use Search

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Search Criteria	Search Results
Fe	Doe, Fernando Doe, Fernando's Fax
kei	Doe, Keiko Doe, Keisha
Keik	Doe, Keiko
201	Doe, Alice Fax, Dorothy's
2018	Doe, Alice

To search for a user from the homepage

Note: You can search for a user from any administrator page.

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. (Optional) From the **Select Location** list, select a location. The default location is your own location.
3. In the **Search User** field, enter the first few characters of the user's name (first or last), one or more numbers from the user's AT&T Voice DNA phone number or extension, or full employee ID, and then click **Go**.

The Search Results page appears, showing all users who match the search criteria you entered for the selected location.

Note: The results don't display the employee IDs.

4. (Optional) Filter the search results:
 - From the **Show List for** list, select **User**, **Fax**, **Hoteling Center Host**, or **All Users**.
 - From the **From** list, select a specific location.

If you select either of these criteria, **Show List for** changes to **Filter List for**.

To search for a user from the Users page



Use Search

Page 18

1. From the AT&T Voice DNA Administrator Dashboard, open the Users page by doing one of the following:
 - In the **Users** tile, click **View List of all Users**.
 - At the top of the page, click **RESOURCES**.

The Users page appears, showing all your organization's users.

2. In the **Search** field, enter the first few letters of the user's name (first or last), one or more numbers from the user's AT&T Voice DNA phone number or extension, or full employee ID, and then click **Go**.

The Search Results page appears, showing all users who match the search criteria you entered.

Note: The results don't display the employee IDs.

3. (Optional) Filter the search results by doing any of the following:
 - From the **Show List for** list, select **User**, **Fax**, **Hoteling Center Host**, or **All Users**.
 - From the **From** list, select a specific location.

If you select either of these criteria, **Show List for** changes to **Filter List for**.

Search for a Specific Location

You can search for a specific location from the Locations page.

To search for a specific location's information

1. From the AT&T Voice DNA[®] Administrator Dashboard, open the Locations page by doing one of the following:
 - In the **Locations** tile, click **View List of all Locations**.
 - At the top of the page, click **RESOURCES**, and then click **Locations** immediately below.

The Locations page appears, showing all your organization's locations. (Location Administrators can access information for only the location they administer.)

2. In the **Search** field, enter the first few characters of a location's name or the first few digits of its location ID, and then click **Go**.

The Search Results page appears, showing all locations that match the search criteria you entered.



Use Search

Page 19

3. To view or edit the location's profile, staff, equipment, or features, click the Location ID for that location.

Search for a Specific Internal Key Contact

You can search for a specific internal key contact from the Contacts page.

To search for a specific internal key contact's information

1. From the AT&T Voice DNA® Administrator Dashboard, open the Internal Key Contacts page by doing one of the following:
 - In the **Internal Key Contacts** tile, click **View All Contacts**.
 - At the top of the page, click **RESOURCES**, and then click **Internal Key Contacts** immediately below.

The Internal Key Contacts page appears, showing all your organization's company and location contacts. (Location Administrators can search only the company contact and their own location's contact.)

2. In the **Search** field, enter the first few letters of the contact's name, and then click **Go**.

The Search Results page appears, showing all company and location contacts who match the search criteria you entered. If you select only one location, the Search Results list won't include company contacts.

3. (Optional) Filter the search results. From the **Show:** list, select a location.

Search for a Specific Administrator

You can search for Administrators from the Administrators page.

To search for a specific Administrator's information

1. From the AT&T Voice DNA® Administrator Dashboard, open the Administrators page by doing one of the following:
 - In the **Administrators** tile, click **View All Administrators**.
 - At the top of the page, click **RESOURCES**, and then click **Administrators** immediately below.

The Administrators page appears, showing all your organization's Location and Company Administrators. (Location Administrators can search only their own location's Administrators and Company Administrators.)



Use Search

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2. In the **Search** field, enter the first few letters of the Administrator's name, and then click **Go**. The Search Results page appears, showing all company and Location Administrators who match the search criteria. If you select only one location, the Search Results list doesn't include Company Administrators.
3. (Optional) Filter the search results. From the **Show Administrators for** list, select a location.

Search the Company Directory

The Company Directory contains all your organization's users, hoteling center host users, and hunt groups with an assigned AT&T Voice DNA[®] phone number. It also includes users with virtual extensions, who are members of your organization but don't have an AT&T Voice DNA number yet, and external contacts who are called frequently. Directory entries include the name, phone number, extension, wireless number, email address, and location. Note that some of this information might not be available for individual entries.

Note: Administrators can hide users, hoteling center host users, and hunt groups from the Company Directory by enabling the Directory Privacy option in the hunt group's or user's or hoteling center host's profile. If you can't find particular users, hoteling center host users, or hunt groups in the Directory, their contact information may be hidden. (For more information, see **Manage User Profiles** on page 63.)

For detailed information about using the Directory, see the user help file **Search the Directory**.

To search the Company Directory

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. At the top of the page, click **DIRECTORY**.

The Directory page appears, showing all your organization's users, hoteling center host users, and hunt groups. (Location Administrators can access user information for only the location they administer.)

3. In the **Search** field, enter the first few characters of the user's, hoteling center host user's, or hunt group's name (first or last), or one or more numbers from the AT&T Voice DNA phone number or extension, and then click **Go**.

The Search Results page appears, showing all users, hoteling center host users, and hunt groups who match the search criteria.



Use Search

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4. (Optional) Filter the search results. From the **Show** list, select **All** (default), **All Company Locations**, **External Contacts**, **Virtual Extensions**, or a particular location.
5. (Optional) To change the view, do one of the following:
 - To display Directory entries in normal view, click the Normal View icon .
 - To display Directory entries in extended view, click the Extended View icon .

Note: Users and hoteling center host users who have the **Directory Privacy** setting enabled are not visible in the Company Directory.

To quickly search for virtual extensions or external contacts

1. At the top-right of the Directory page, click **Advanced Search**. The Advanced Search options appear.
2. Do one of the following:
 - In the **Show** box, select **Virtual Extensions** or **External Contacts**.
 - For virtual extensions, under **Location**, enter **virt** or **virtual**. For external contacts, under **Location**, enter **ext** or **extension**.
3. If you want to narrow the search, under **Name**, enter a name.
4. Click **Go**.

For more information, see **Manage External Contacts and Virtual Extensions** on page [206](#).



Move IP Phones

Overview

Move an IP Phone

Technical Information

Information for Users Moving IP Phones

Overview

At times, users might need to relocate their IP phones (for example, when a user moves to another office within your AT&T Voice DNA[®] system or when a user needs to take the phone to a hotel room or remote office).

Note: AT&T can support a moved IP phone only if all the conditions in this document are met. The phone must remain in an area of the continental United States from which AT&T can provide 911 connectivity.

AT&T Voice DNA is a business Voice over IP service. There are differences between E911 (emergency 911) access with traditional wireline phone service and E911 access with a VoIP service. Some circumstances under which these differences occur include, but are not limited to, relocation of the customer's IP-compatible telephone set or device, use by a user of a non-native or virtual telephone number, failure in the broadband connection, loss of electrical power, or delays in the user's Registered Location being available through the lookup database. As required by the Federal Communications Commission, AT&T provides its business Voice over IP customers with details of the differences at the time of installation, and that information can be found in the document titled "E911 Access and Your Business Voice over IP Service," which is provided at http://www.att.com/smallbusiness/terms/E911_2-17.doc.

IT IS THE RESPONSIBILITY OF THE CUSTOMER TO ENSURE THE E911 REGISTERED LOCATION OF EACH TELEPHONE NUMBER ASSOCIATED WITH THE AT&T VOICE DNA SERVICE IS ALWAYS ACCURATE; THEREFORE, IF A PHONE IS MOVED, THEN THE REGISTERED LOCATIONS OF THE NUMBERS ON THAT PHONE MUST BE CHANGED ACCORDING TO THE PROCEDURE PROVIDED TO YOU BY AT&T.

Move an IP Phone

Users can move their phones to another location within your organization or to some locations outside your organization's AT&T Voice DNA[®] system.

Moving a phone or device within your organization's AT&T Voice DNA system

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Move IP Phones

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If a user moves a phone to another location within your organization, the user doesn't need to take additional action. When the phone powers on, the network detects the move and flags the user as being at a "branch location." If the user calls 911, emergency responders will use the branch location's default calling number to identify the user's location.

On the AT&T Voice DNA Administrator Dashboard, you can view the location status of a user's phone on the user's **Devices and Line Appearances** tab, in the **Device Location Status** tile. You can find the device status for all users by running the **Extension Location Status** report.

Moving a phone or device outside your organization's AT&T Voice DNA system

If for any reason a user relocates a phone outside your organization's locations, the user must do the following immediately:

- The user must call the AT&T 911 Center at **1-800-356-2972** and enter the new geographic location as the Registered Location with the AT&T Voice DNA service. If the AT&T 911 Center indicates that we do not support 911 at the new location, the user cannot use the IP phone that works with AT&T Voice DNA at that location.
- If necessary, the user must configure the phone so that it will work outside of the organization's AT&T Voice DNA system.

The phone may not work with its current configuration. You can reconfigure the phone yourself for remote use, or you can give the user instructions for how to change the phone's settings. Note that the phone might not work behind a firewall. For more information, see [Technical Information](#), below.

The user may ask you about any restrictions, conditions, or limitations set by your company with respect to the service features, if any, that will be available if the user moves a phone.

It's also a good idea to remind users to call the AT&T 911 Center at **1-800-356-2972** every time they move a phone.

Technical Information

Use of the IP phone away from the registered service location is an optional service and one that requires the user to manually configure the phone. AT&T cannot perform these steps for the user.

An IP phone that works with AT&T Voice DNA® must be specially configured to work in a new location outside your organization's AT&T Voice DNA system. The user configures the phone, following instructions consistent with those provided by AT&T below. The

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phone needs to be configured for moving only once, no matter how often it's moved. Note that even if the phone is reconfigured correctly, it might not function behind a firewall. For additional information regarding configuring your phone behind a firewall, see the [Use the Phone Behind a Firewall](#) section below.

You cannot use the configuration method outlined here to move analog phone adapters. Moving an analog phone adapter is not supported with your Voice DNA service.

Configure a Phone to Work Outside the AT&T Voice DNA[®] System

First, follow the steps for the primary configuration method below. If this method is not successful for the particular phone, use the [alternate method](#) outlined later in this topic.

To configure a Polycom[®] IP phone (primary method)

Configuring a Polycom IP phone requires several steps. First you set up the phone for configuration, next you configure the phone for the network, then you set the time, and finally, you connect the phone and complete the process. **You must perform every step, in order, until you complete the procedure and the phone automatically reboots.**

Step I: Set up the phone for configuration

1. Turn the phone on, but don't connect it to the network or Internet.
2. Reboot the phone and while the counter is still counting down to start the reboot, press the **Setup** soft key.
3. Enter the administrator password (default **456**), and then press the **OK** soft key.
4. Scroll to **DHCP Menu**, and then press the **Select** soft key.
5. Scroll to **Boot Server**, and then press the **Edit** soft key.
6. Change from **Option 66** to **Static** by scrolling through the options by pressing the < or > buttons (on phone models without these, press the up or down arrow keys or the **Change** soft key). When **Static** appears in the **Boot Server** field, press the **OK** soft key.
7. Press the **Exit** or **Back** soft key to return to the **Network Configuration** menu.

Step II: Configure the phone for the network

1. Scroll down to **SNTP Address**, and then press the **Edit** soft key.



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2. Enter one of the public SNTP server addresses from the following list, and then press the **OK** soft key.

0.attvdna.pool.ntp.org

1.attvdna.pool.ntp.org

2.attvdna.pool.ntp.org

3.attvdna.pool.ntp.org

Step III: Set the time

1. Scroll down to **GMT Offset**, and then press the **Edit** soft key.
2. Using the **right** scroll keys, select the correct GMT offset (either Standard Time or Daylight Savings Time) for your time zone, and then press the **OK** soft key.

Time Zone Offsets

Time Zone	GMT Offset for Standard Time	GMT Offset for Daylight Savings Time
Eastern	-5	-4
Central	-6	-5
Mountain	-7	-6
Pacific	-8	-7

Step IV: Complete the process

1. Scroll to **Server Menu**, and then press the **Select** soft key.
2. When **Server Type** appears, press the **Edit** soft key.
3. Scroll through the protocol options and select **HTTPS**, and then press the **OK** soft key. To locate **HTTPS**, press the < or > buttons (on phone models without these, press the up or down arrow keys or the **Change** soft key).
4. Scroll to **Server Address**, and then press the **Edit** soft key.
5. Enter this value: sasvpdlr2vdna.att.com/bdl
 - Note **that** characters you enter overwrite existing characters.
 - Verify the mode shown in the display window is **a->1A**. If not, select **a->1A** by pressing the **Edit** soft key.
 - Enter a period (.) by pressing **the** star (*) key.
 - Enter a slash (/) by pressing **the** pound (#) key until the slash (/) appears.

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- Backspace by selecting the **More** soft key and then the **Delete** soft key.
- 6. When you've entered the correct value (shown in step 5), press the **OK** soft key.
- 7. Press the **Exit** or **Back** soft key to return to the **Network Configuration** menu.
- 8. Press the **Exit** or **Back** soft key to return to the **Network Admin Settings** menu.
- 9. Connect the phone to the network at the temporary location.
- 10. To save your changes, scroll to **Save & Reboot**, and then press the **Select** soft key. To discard your changes, select **exit without saving**. Note that you must save or your changes will be lost. Also note that the wording of these choices may vary on different models.

The phone automatically reboots and uses the new configuration settings.

To configure a Polycom IP phone (alternate method)

Configuring a Polycom IP phone consists of several steps. First you set up the phone for configuration, next you configure the phone for the network, then you set the time, and finally, you connect the phone and complete the process. **You must perform every step, in order, until you complete the procedure and the phone automatically reboots.**

Step 1: Set up the phone for configuration

1. Turn the phone on, but don't connect it to the network or Internet.
2. Press the phone's **Menu** button.
3. Scroll to **Settings**, and then press the **Select** soft key.
4. Scroll to **Advanced**, and then press the **Select** soft key.
5. Enter the administrator password (default **456**), and then press the **Enter** soft key.
6. When **Admin Settings** appears, press the **Select** soft key.
7. When **Network Configuration** appears, press the **Select** soft key.
8. Scroll to **DHCP Menu**, and then press the **Select** soft key.
9. Scroll to **Boot Server**, and then press the **Edit** soft key.
10. Change from **Option 66** to **Static**. Scroll through the options by pressing the < or > buttons (on phone models without these, press the up or down arrow keys or press the **Change** soft key). When **Static** appears in the **Boot Server** field, press the **OK** soft key.
11. Press the **Exit** or **Back** soft key to return to **Network Configuration** menu.



Step II: Configure the phone for the network

1. Scroll down to **SNTP Address**, and then press the **Edit** soft key.
2. Enter one of the public SNTP server addresses from the following list, and then press the **OK** soft key.

0.attvdna.pool.ntp.org

1.attvdna.pool.ntp.org

2.attvdna.pool.ntp.org

3.attvdna.pool.ntp.org

Step III: Set the time

1. Scroll down to **GMT Offset**, and then press the **Edit** soft key.
2. Using the **right** scroll keys, select the correct GMT offset (either Standard Time or Daylight Savings Time) for your time zone, and then press the **OK** soft key.

Time Zone Offsets

Time Zone	GMT Offset for Standard Time	GMT Offset for Daylight Savings Time
Eastern	-5	-4
Central	-6	-5
Mountain	-7	-6
Pacific	-8	-7

Step IV: Complete the process

1. Scroll to **Server Menu**, and then press the **Select** soft key.
2. When **Server Type** appears, press the **Edit** soft key.
3. Scroll through the protocol options and select **HTTPS**, and then press the **OK** soft key. To locate **HTTPS**, press the < or > buttons (on phone models without these, press the up or down arrow keys or the **Change** soft key).
4. Scroll to **Server Address**, and then press the **Edit** soft key.
5. Enter this value: sasvpdlr2vdna.att.com/bdl
 - Note that characters you enter overwrite existing characters.
 - Verify that the mode shown on the screen is **a->1A**. If not, press the **Edit** soft key and select **a->1A**.



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- Enter a period (.) by pressing the star (*) key.
 - Enter a slash (/) by pressing the pound (#) key until the slash (/) appears.
 - Backspace by pressing the **More** soft key and then the **Delete** soft key.
6. When you've entered the correct value (shown in step 5), press the **OK** soft key.
 7. Press the **Exit** or **Back** soft key to return to the **Network Configuration** menu.
 8. Press the **Exit** or **Back** soft key to return to the **Network Admin Settings** menu.
 9. Connect the phone to the network at the temporary location.
 10. To save your changes, scroll to **Save & Reboot**, and then press the **Select** soft key. To discard your changes, select **exit without saving**. Note that you must save or your changes will be lost. Also note that the wording of these choices may vary on different models.

The phone automatically reboots and uses the new configuration settings.

To configure an Aastra® phone

Configuring an Aastra IP phone requires several steps. First you set the time and date, then you complete the process, and finally, you reboot the phone. **You must perform every step, in order, until you complete the procedure.**

Step I: Set the time

1. Press the **Options** button.
2. In the Options list, select **Preferences**.
3. When the **Preferences** menu appears, select **Time and Date**.
4. In the **Time and Date** menu, scroll to **Time Server** and press the **Select** soft key.
5. In the **Time Server Menu**, scroll to **Time Server 1** and press the **Select** soft key.
6. Enter one of the following **Server Addresses** or **FQDN** to be used, and then press the **Done** soft key.
 - 0.attvdna.pool.ntp.org**
 - 1.attvdna.pool.ntp.org**
 - 2.attvdna.pool.ntp.org**
 - 3.attvdna.pool.ntp.org**
7. In the **Time Server** menu, scroll to **Time Server 2** and press the **Select** soft key.
8. Enter a different **Server Address** or **FQDN** from the one you chose from **Time Server 1** and press the **Done** soft key. (For list of valid entries, see Step 6.)

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9. In the **Time and Date** menu, select **Time Zone**. A list of time zones from around the world appears.
10. Select the appropriate time zone for your location. The default time zone is **US-Eastern**.
11. Press the **Done** softkey. The **Time and Date** menu appears.

Step II: Set the date

1. In the **Time and Date** menu, select **Date Format**.
2. Select a date format from the list of options. The default is **Sun Jan 2**. Choose from these valid values:
 - Sun Jan 2 (default)
 - 2-Jan-00
 - 2000 01 02
 - 02/01/2000
 - 01/01/00
 - 02-01-00
 - 01/.02/00
 - Jan 2
 - 2 Jan 2000
 - Sun 2 Jan
 - 2 Jan
 - 02.01.2000
3. Press the **Done** soft key. The **Time and Date** menu appears.
4. Select Daylight Savings.
5. Select a daylight savings time. **Automatic** is the default value. Choose from these valid values:
 - OFF
 - 30 min summertime
 - 1h summertime
 - Automatic (default)



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6. Press the **Done** soft key.

Step III: Complete the process

1. Set the time and date as Step II shows.
2. Press the **Options** button.
3. Scroll to **Administrator Menu** using the up and down arrow keys, and then press the **Select** soft key.
4. Enter the password (default is **22222**) and press the **Enter** soft key.
5. Select Configuration Server.
6. Select Download Protocol.
7. Select **Use HTTPS** (the circle next to **HTTPS** will be dark or filled-in when selected) and press the **Done** soft key.
8. Select HTTPS Settings.
9. Select **Server**.
10. Enter **sasvpdlr2vdna.att.com** and press the **Done** soft key.
11. Select **Path**.
12. Enter **/bdl** and press the **Done** soft key.

Step IV: Reboot (restart) the phone

1. Complete Steps I-III, above.
2. Press the **Options** key.
3. In the **Options** list, scroll to **Restart Phone** and then press the **Select** soft key.
4. To confirm the restart, press the pound (**#**) key. (To cancel the restart, press the **3** key.)

The phone will take a few minutes to reboot or restart. After the phone reboots, it is ready to use.

Note: In the middle of rebooting, the phone may restart a second time. This is normal.

Use the Phone Behind a Firewall

The following information describes how to use an IP phone with AT&T Voice DNA® behind a firewall.



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AT&T is not responsible for troubleshooting the connectivity at a user's temporary location. It is possible that there may be firewalls or other local area configuration parameters that will interfere with connectivity to the AT&T network.

Note: Where a user is not able to affect firewall settings in an environment (for example, in a hotel room or conference center), then as a result, the user will NOT be able to use the phone there.

If the phone has been moved to a location that uses a firewall, the firewall owner should configure the firewall to disable SIP-aware NATing. This can be done by not enabling the SIP ALG (Application Layer Gateway) function or by disabling the SIP-aware NAT. For specific information, consult your firewall vendor.

For reference, the following table provides details of the signaling and voice payload protocols. These must be allowed in the firewall rules.

The following ports must be allowed through for SIP phones:

Protocol	Ports
TFTP	UDP 69
HTTPS/TLS	TCP 443
SIP signaling	UDP 5060
RTP media	UDP 16384-32767
NTP	UDP 123

Information for Users Moving IP Phones

Use these notes when answering users' questions about moving their phones.

Tell users:

- As soon as you move your phone, call the AT&T 911 Center at **1-800-356-2972** and enter the new location. If the AT&T 911 Center indicates that we do not support 911 at your new location, you cannot use your IP phone with AT&T Voice DNA[®] at that location.
- If the AT&T Voice DNA[®] system is not available at the new location, in an emergency, call 911 from a phone other than your IP phone to reach local emergency service.
- Never transfer a caller to 911 using your IP phone. Instead, tell the caller to hang up and call 911 directly. If the caller is in a different physical location from you, it is crucial that the 911 call come from the caller's location.

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Moving an IP phone with AT&T Voice DNA to a new location may modify the IP phone's performance in several possible ways:

- Voice or call quality may be diminished.
- Some AT&T Voice DNA features, such as shared line appearances, may not work.
- The phone may stop working because the temporary location's broadband connection is inadequate.
- The phone may stop working because of a power failure (for example, if the temporary location doesn't have a power backup system).

For questions, contact your AT&T Voice DNA Administrator.



Support

AT&T provides you with a one-stop customer care number where you can get answers to your questions and help with all aspects of your AT&T Voice DNA[®] service, including:

- The AT&T Voice DNA Administrator and User Dashboards.
- Premier.
- Your high-speed Internet connection.
- Equipment.
- Network performance.
- Users' settings and features.
- Phone numbers and extensions.

To speak to a customer service representative

- Call 1-877-ATT-VDNA (1-877-288-8362).

You can also find this Support number on the AT&T Voice DNA Administrator Dashboard.

To access support documents

You can find detailed information about the user and administrative features of AT&T Voice DNA in the Support section of Premier.

1. Open Premier.
2. Click **SUPPORT** at the top of any page in Premier, or click **Support** at the top of any AT&T Voice DNA page.
3. Under **AT&T Voice DNA Management**, locate and select the topic you want to view.



Frequently Asked Questions

If you have questions about using your AT&T Voice DNA[®] service that aren't answered here, see the online help content or contact [SUPPORT](#). See page [33](#).

As an AT&T Voice DNA Administrator, what elements can I create or modify using the AT&T Voice DNA Administrator Dashboard, and what elements do I need to order?

You can create, edit, and delete your organization's users, fax users, and hunt groups (provided you have sufficient phone numbers, feature packages, and hunt groups available).

You can also create and delete voice mailboxes for users who have the Premium feature package.

You can change some location features, but you can't create a new location. Use your normal ordering process to order or delete locations, phone number ranges, or feature packages.

If you have the proper permissions, you can create, edit, and delete administrators in Premier. Your permissions are designated in your Premier profile.

Can I create and delete internal key contacts?

When your AT&T Voice DNA system was set up, your organization was provisioned with one company contact position for the whole company, and one location contact position for each location. (These are shown in the AT&T Voice DNA Administrator Dashboard Contacts list.)

You can't create additional company or location contacts, but you can select a different person for these roles.

You can't delete the company contact position, but you can delete a location contact by removing all user information so that no one is designated as that location's contact. Later, you can add a different user's information to the entry list, and that user then becomes the location contact.

What's the difference between external contacts and internal key contacts?

External contacts are people not part of your organization who are called frequently, so for convenience are added to the Directory. You manage external contacts on the **SETTINGS** tab of the AT&T Voice DNA Administrator Dashboard.



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Internal key contacts are people who function as the central point of contact for the organization or a location with the AT&T Voice DNA system. They are not included in the Dictionary as contacts (if they're AT&T Voice DNA users, they're included as users). You manage internal key contacts on the **RESOURCES** tab of the AT&T Voice DNA Administrator Dashboard.

On the Create User page, I added an existing Administrator as an AT&T Voice DNA user in my organization. Now this person has two Premier logins, one as Administrator and one as user. What happened? I want this person to have only one Premier login.

As an Administrator, this person already had a Premier login. Whenever you create an AT&T Voice DNA user, that new user receives an email with instructions to select the **New Customer** (to set up a Premier account) or **Premier Account Holder** option. In this case, the person should have selected **Premier Account Holder**, and then logged in using the existing login name and password. This would have associated the Administrator account with the AT&T Voice DNA phone number you assigned. Instead, the person selected the **New Customer** option and created a new, separate Premier account.

To resolve the problem, follow these steps:

1. Open the Premier homepage.
2. In the Administrator and User Profiles tile, click Manage user profiles.
3. Under **Premier User Profiles**, locate the user and click **Delete**.
4. Follow the steps provided in Create Users on page 44. Then tell the person to follow the registration process for their new user profile, using the new email with the registration link. Make sure they choose **Premier Account Holder**, and then log in with the existing Administrator account's login name and password. The Administrator and user roles are now associated with one login.

What's the difference between the Internal Key Contacts list and the Directory?

The Directory is a listing of all users, fax machines, and hunt groups existing within your AT&T Voice DNA service, as well as your external contacts and virtual extensions. The Internal Key Contacts list is a short list of people who are designated as your organization's primary points of contact for the AT&T Voice DNA system. Your organization has a designated company contact, and each location may have a location contact. Internal key contacts are usually users in your organization, but they don't have to be. If you need to talk to a lead person at a location, refer to the Internal Key



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Contacts list. AT&T may contact your organization's contacts with information about service conditions. Internal key contacts are not listed in the Directory.

What's the difference between an external contact and a virtual extension?

As an administrator, you create external contacts and virtual extensions and add them to the Directory.

External contacts are people not part of your organization but called frequently, so for convenience are added to the Directory.

Some users are part of your organization but not yet on the AT&T Voice DNA system. You can add these users to the Directory as virtual extensions. A virtual extension has a length that matches the company's extension length and consists of a special dialing prefix plus the last digits of the user's phone number. You can call a virtual extension user by dialing the virtual extension or the full phone number.

I'm a Location Administrator. I want to edit an administrator in Premier, but I don't see any Administrator options on my Premier Homepage. Why not?

You don't see this option because Location Administrators don't have permissions to manage administrators.

I'm a Company Administrator. I want to delete another administrator but when I search for the administrator on my Premier homepage, the Delete option is inactive. Why?

The **Delete** option is inactive because you don't have Delete Administrator permissions in Premier. For more information, contact your Company Administrator.

I activated Location Caller ID for a location. When will called parties see the location ID information instead of individual users' information?

Activating **Location Caller ID Number** on the Location Details page is just the first step. For each user, you must go to the User Details page and, under **Features**, verify that **Use Location Caller ID Number** is active. Note that even if this feature is active for a user, the user's caller ID appears on called phones until you select the **Location Caller ID** number on the Location Details page.

Do I have to assign a device to a new user when I create the user?

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No, you can add a user's devices at any time. A device is either an IP phone or an adapter port for connecting the user's existing non-IP (analog) phone. On the Create User page, adding a primary device is optional. If you already know which primary device you're going to give the user, it's convenient to add the primary device then. The user can't make or receive calls until you add a device. While you're working to set up a device, a user can use Locate Me features to forward incoming calls to voicemail (if the user has voicemail) or to another number. If the user doesn't have access to manage voicemail via the AT&T Voice DNA User Dashboard via Premier, as Administrator you can enable these settings for the user. Note that you can't add secondary devices until after the user is created.

A user's office phone is a non-IP phone connected to a desktop adapter, which is the user's primary device. I want to give that user an IP phone. Can I change the desktop adapter to be a secondary device and make the IP phone the user's primary device?

You can't change a primary device into a secondary device. However, you can delete the desktop adapter, and then add it as a secondary device. You can then add the IP phone as the user's primary device.

Users with the Standard feature package can have only one primary device. They can't have a secondary device.

What is a device's MAC address?

MAC stands for media access control, an electronic address that uniquely identifies a device on the network, enabling the device to send and receive data. Your organization's IP phones, location adapters, desktop adapters, and computers each have a unique MAC address. You can usually find a device's MAC address on a sticker on the back of the device or on your order invoice. *AA:12:34:56:78:90* is an example of a typical MAC address.

When editing a user's devices on the User Details page, when do I need to enter a new MAC address?

Add the MAC address whenever you add an IP phone or desktop adapter as a user's device. If you replace a user's IP phone with another one of any model, enter the replacement unit's MAC address. If you replace a desktop adapter with another one of the same make and model, enter the replacement unit's MAC address. If you replace a desktop adapter with a unit of a different make or model, you must delete the original device and add the new device and its MAC address.



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You don't need to enter a location adapter's MAC address because it's preconfigured for the location. If a location adapter needs to be replaced, authorized AT&T personnel enter the new unit's MAC address.

If I change a user's profile settings, why do I have to reboot all the user's devices?

Profile settings, with the exception of the email address, are part of a device's (IP phone, desktop adapter, location adapter) configuration. Rebooting a device reconfigures it with the user's new information. You change a user's information on the User Details page under **Profile**, but until you reboot the device on which the user's phone number appears, the device retains the old settings.

What's the difference between a line key, line appearance, and line key label?

A *line key* is a button on an IP phone that has an AT&T Voice DNA phone number assigned to it. A *line appearance* is a phone number assigned to a line key. A *line key label* is a paper label or electronic readout next to a line key that shows the key's assigned line appearance. For example, line appearance 555-1234 may be assigned to line key 2 on an IP Phone and have the line key label "Jane."

How can I view details of all the devices (IP phones, desktop and location adapters) my organizations uses?

You can see technical specifications for each device's make and model on the Equipment page, under **Profiles**. If you want information on how individual devices are provisioned for locations, users, and phone numbers, under **Reports**, run the User Devices Report.

What is an equipment registration? Where can I view a user's registrations?

A registration is a listing of active line appearances (appearances that can make and receive calls) for a given extension. When you assign a device to a user and then reboot the device, AT&T Voice DNA creates a registration that maps the user's phone number to that device. A user's phone number can be registered as a line appearance on the user's own phone, on an adapter (if using a non-IP phone), or on another user's phone. You can look up a user's equipment registrations on the AT&T Voice DNA Administrator Dashboard. Click **RESOURCES**, click **Equipment**, and select the **Registrations** tab. Or, run the Registration Report for comprehensive details about the devices currently in use at



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one or more locations. It includes information about every device and line appearance that are currently able to make and receive calls using the AT&T Voice DNA service.

What happens if my location loses our Internet connection?

If your location is set up with the Site Survivability feature, you can use your traditional phones lines to make and receive limited outgoing calls. You can also use the Locate Me settings to send calls through to numbers outside the affected AT&T Voice DNA location. For more information, see **Manage Site Survivability** on page [166](#).

In an AT&T Voice DNA phone's line key settings, what's the difference between shared and not shared call presence?

Call presence is a line key setting that applies to phones showing the same line appearance. When a phone number receives an incoming call, all phones showing that line appearance ring at the same time, and the call can be answered on any of these phones. If the call presence is *not shared*, the call, after it's answered, becomes exclusive to the phone that answered it and no longer appears on the other phones. If the call presence is *shared*, all phones show the shared call in progress and, if the call is put on hold, it can be taken off hold by anyone sharing the line appearance.

What's the difference between Standard, Enhanced, and Premium feature packages?

The Standard package includes the following features: Mandatory and Optional Account Codes, Anonymous Call Rejection, Automatic Call Back on Busy, Barge-In Exempt, Call Forward, Call Park, Call Return, Call Waiting, Caller ID Block, Calling Line ID Delivery, Enhanced Call Logs (viewable by Administrator), Last Number Redial, Music on Hold, Directory Privacy, and Three Way Call.

The Enhanced package includes all the Standard package features, plus access to the AT&T Voice DNA User Dashboard and these additional features: Directed Call Pickup, Directed Call Pickup with Barge In, Call Notification, Multiple Line Appearances, Click to Call, Intercom Over Speakerphone, Sequential Ring, Simultaneous Ring, and N-way Calling from the User Dashboard.

The Premium package includes all the Standard and Enhanced package features, plus advanced Locate Me functionality, voicemail, Virtual Office, and Priority Alert.

I accidentally deleted a user's voice mailbox. How can I restore the user's messages?



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Unfortunately, whenever you delete a voice mailbox, all its messages are permanently gone. You can give the user a new mailbox, but it won't contain the old messages, settings, or recorded greetings.

How can I tell if a phone number is available to assign to a user or hunt group?

On the Phone Number Ranges page, locate the number range containing the number and then, under **Actions**, click the Show Details icon. All the individual numbers in the range are shown as available or assigned (and, if the number hasn't been ported yet, port pending).

What does a phone number's port pending status mean?

Port pending status appears in a phone number range when you're using existing phone numbers with your new, not yet active AT&T Voice DNA service. Until your service is set up and the numbers are ported to it, calls to an existing number won't connect to the new AT&T Voice DNA service. When preparing for your AT&T Voice DNA service to be activated, you can assign a port pending number to a user or hunt group.

Where can I look to see if I have a hunt group available to provision for a location?

You can check hunt group availability by going to the Reports page and running the Service Quantities report. The Service Quantities report indicates how many hunt groups you have available and whether they're already assigned. You also get information on how many feature packages you have available to assign to users.

I'm a Location Administrator. Can I create a hunt group?

As a Location Administrator, you can create a hunt group only for your own location, but you can add members from any of your organization's locations. To learn how, see **Add Hunt Group Members**, page [152](#).

Can I add a user to a "standard" hunt group and a member number hunt group at the same time?

Yes. A user can belong to multiple "standard" hunt groups, but to only one member number hunt group at a time. For more information, see **About Hunt Groups** on page [140](#).

When I delete a hunt group, what happens to the members?



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Deleting a hunt group doesn't delete the members from AT&T Voice DNA. You're simply deleting the hunting service that results when a call comes in to the hunt group's phone number. Note that when you delete a hunt group that has a central phone number, you release that number for reassignment. For more information, see **About Hunt Groups** on page 140.

Can I use the Intercom Over Speakerphone feature to broadcast an announcement to more than one phone?

No. The Intercom Over Speakerphone feature enables you to call another phone number in your AT&T Voice DNA service and be instantly connected. The recipient's phone automatically answers the call in speakerphone mode (if the phone is capable—for example, an IP phone).

What is the location dialing prefix?

The AT&T Voice DNA service requires a location dialing prefix for every company location. Your organization's users can call station to station by dialing just the 4-digit extension. However, if you have more than one location, it's possible that you could use identical extensions (but different 10-digit numbers) at different locations. In that case, users must include the location dialing prefix when calling station to station. The location dialing prefix allows the system to distinguish between two otherwise identical extensions. For example, Location A and Location B both use extension 1234. Location A uses dialing prefix 6. To call extension 1234 at Location A, users enter **6-1234**.

Why can't I find a user or hunt group in the Company Directory?

When the Directory Privacy option is enabled for that user or hunt group, the user or hunt group name and number don't appear in the Company Directory. You can enable or disable this option for users and hunt groups. If you want this user or hunt group to appear in the Company Directory, open the Profile page for the user or hunt group and uncheck the **Directory Privacy** option.

Where do I find a list of feature codes?

Feature codes, also called star (*) or pound (#) codes, enable a user to enter numeric codes on a phone's keypad for quick access to an AT&T Voice DNA feature. You can find a list of feature codes in the Feature Codes Quick Reference Guide.

To view the Feature Codes Quick Reference Guide, click **Support** at the top of any page in AT&T Voice DNA. The Premier Support page opens. (If you aren't logged into Premier, you will be prompted to log in first. After you log in, click **SUPPORT** at the top of the Premier homepage.) Then, under **AT&T Voice DNA Management**, click **All topics**. In the Quick Reference Guides tile, select the Feature Codes Quick Reference Guide.

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What is a location operator?

Although not required, you can specify an operator for a location. This could be a receptionist or main desk at that location, a user, or it could be a toll free number that your company has in service. To reach the operator, users can enter **#0** from their phones that work with AT&T Voice DNA. To specify a location operator, go to the Location Details page and on the **Settings** tab, click **Manage Location Operator**.



MANAGE USERS

For details about managing users by using the AT&T Voice DNA[®] Administrator Dashboard, view these topics:

- [Create Users](#)—Create a new user. Page [44](#).
- [Create Fax Users](#)—Create a new fax user (fax machine account). Page [50](#).
- [Create Ring Down Users](#)—Create a new ring down user which automatically dials a specific number. Page [56](#).
- [Delete Users](#)—Delete users or fax users. Page [61](#).
- [Manage User Profiles](#)—View and edit a user's profile information. Page [63](#).
- [Manage User Features](#)—View and edit a user's feature package and active features. Page [66](#).
- [Change User to Extension-Only or Phone Number and Extension](#)—Edit a user's profile to switch between the two types of numbers. Page [77](#).
- [Reset IP Password](#)— Reset a user's phone's Session Initiation Protocol (IP) password, which is used as a security measure to protect against fraud. Page [81](#).
- [Manage Voice Mailboxes](#)—View the status of a user's mailbox, view and edit a user's voicemail access setting, and assign or delete a mailbox. Page [82](#).



Create Users

Overview

As an AT&T Voice DNA® Administrator, you can create and manage users. You create users one at a time, and then edit a user's settings at any time.

When you create a new user, you can set up optional user information, which includes the user's device, feature package, conference calling preferences, and voicemail. You can specify options for the particular device, including port and codec priority. You can set up this information when you create the user, or at a later time.

A device is an Internet Protocol (IP) phone, softphone, desktop adapter port, or location adapter port.

Before You Begin

You'll need the device's make, model, and media access control (MAC) address. If this information isn't available when you create the user, you can add the device later. For more information, see **Manage IP Phones and Line Appearances** on page 88, and **Manage Location and Desktop Adapter Ports** on page 103.

Note: If you want a dedicated line to send and receive faxes on your AT&T Voice DNA system, you must create a fax machine as a "fax user" with a separate phone number. For information about creating fax users, see **Create Fax Users** on page 50.

For information about creating hoteling center host users, see **Create Hoteling Center Hosts** on page 116.

To set up a user profile

Before you begin, you'll need to know the user's name, email address, and if any phone number has been planned for this user. If no specific number is planned, you can select one from a list of available numbers on the Create User page.

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Users** tile, click **Create New User**. (Or, click **RESOURCES** to open the Users page, and then click **Create User**.) The Create User page appears.



Create Users

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Create User

***Required**

User Type:

- User
- Fax
- Hoteling Center Host
- Ring Down

Personal Information

***First Name:**

***Last Name:**

Employee ID:

***Email Address:**

Phone Number

- Phone Number and Extension
- Extension only (no phone number)

***Phone Number:** [Select from available Phone Numbers](#)

Extension: [?](#)

Device

Primary Device:

- IP Phone [?](#)
- Softphone/Mobile Client [?](#)
- Desktop Adapter
- Location Adapter [?](#)

Device Make/Model:

Device MAC Address:

Features

Package:

- Premium
- Enhanced
- Standard

N-way/Click to Conference:

- Enable
- Disable

Voicemail

Create Mailbox:

- Yes
- No



Create Users

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3. For **User Type**, select **User**.
4. Enter the user's name and email address. If the user has an Enhanced or Premium package, the system sends the user a message at this email address explaining how to set up Web access to the AT&T Voice DNA service.

Note: Although a Standard package user doesn't have Web access, enter the email address now in case you update to an Enhanced or Premium package later.

To add a phone number and extension

You can create a user with a phone number and extension or with only an extension. To add an extension only, see [To add an extension only](#), below.

1. Under Phone Number, select Phone Number and Extension.
2. Enter the phone number for this user. (Dashes in the phone number are optional.)
3. If you don't have the specific phone number, click **Select from available phone numbers**. The Available Phone Numbers window opens, displaying phone numbers for all locations. (**Note:** If you're a Location Administrator, the window displays your location's phone numbers by default.)

Available Phone Numbers

View Phone Number by Location: All Locations or Search Phone Number: Enter Starting Number

Available Phone Numbers: Select one

- Location2, 000014511
- 202-222-2000
- 202-222-2004
- 202-222-2009

Cancel

4. To refine the list, do one of the following:
 - Select the user's location.

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Create Users

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- In the **Search Phone Number** field, enter the first few digits of a location-appropriate phone number, and then click the Search icon .
5. Select an available phone number by clicking the checkmark  at its right. The window closes and the selected number appears in the **Phone Number** field.
 6. To view or edit the extension associated with this phone number, click **Show/Edit extension**.

At this point, you've entered all the information required to create the user. All other fields will use default settings. You can enter the user's device and adjust the features package now, or later.

- To create the user now, see [To create the user and complete the process](#), below.
- To set up optional user information before creating the user, see [To set up optional user information](#), below.

To add an extension only

You can create a user with only an extension. A user with only an extension can make calls and receive calls from within the company. An external party can't directly dial a user with only an extension. To add a phone number and extension, see [To add a phone number and extension](#), above.

1. Under Phone Number, select Extension only (no phone number).
2. For **Location**, if you have more than one location, select the location for this user. If you have only one location, it appears automatically.
3. For **Extension**, enter the extension for this user.
4. At this point, you've entered all the information required to create the user. All other fields will use default settings. You can enter the user's device and adjust the features package now, or later.
 - To create the user now, see [To create the user and complete the process](#), below.
 - To set up optional user information before creating the user, see [To set up optional user information](#), below.

To set up optional user information

If you choose to set up this information at a later date, see Manage IP Phones and Line Appearances and Manage Location and Desktop Adapters.

Codec priority is available for Polycom® and Aastra® IP phones, as well as the analog adapter ports. It allows you to specify the default voice codec for the device according

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Create Users

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to your business needs and preferences. The default codec for most devices is G.729, which offers greatly reduced bandwidth. The other available options will require more bandwidth, but they can provide higher quality in noisy environments and during conference calls.

1. On the Create User page, under **Device**, select the device planned for this user:
 - **IP phone**—Select the phone’s make and model, and enter its MAC address (from a sticker on the phone or your invoice). Optionally, you can select a Codec Priority for the phone.
 - **Softphone/Mobile Client**—Select the phone’s make and model. (It is typical to use a physical phone as the primary device, and add a softphone as a secondary device, if the user has both.)
 - **Desktop adapter**—Select the adapter’s make and model, enter its MAC address (found on a sticker on the adapter or on your invoice), and then select an adapter port to which the user’s non-IP phone will be connected. Optionally, you can select a Codec Priority for the adapter.
 - **Location adapter**—Click **Retrieve Location Adapter Details** to automatically fill in the make, model, and MAC address information, based on the user’s phone number location; or enter the information manually. Select the adapter port to which the user’s non-IP phone will be connected. If the user is at a location that does not have location adapters, this option will not be available. Optionally, you can select a Codec Priority for the adapter.
2. Select the feature package you want to assign to this user: **Standard**, **Enhanced**, or **Premium**. If the location has ordered Premium packages, the user is by default assigned the Premium package. You can change to a different package type if the location has one of that type available. (To set up feature package at another time, see **Manage User Features**, page 66.)
3. If you selected **Enhanced** or **Premium**, enable or disable **N-Way Conferencing** (not available in the Standard package). By default, users with the Enhanced or Premium package have **N-Way Conferencing** enabled. (To set up conference calling at another time, see **Manage User Features**, page 66.)
4. If you don’t want to give a Premium user a voice mailbox, next to **Create Mailbox**, select **No**. By default, users with the Premium package have **Create Mailbox** set to **Yes**. (Voicemail is not available in the Standard or Enhanced packages.) (To set up voicemail at another time, see **Manage User Features** on page 66.)

To create the user and complete the process

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Create Users

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1. When you've finished entering all the required information, click **Create User**.
A fresh Create User page appears. At the top you'll see a confirmation message and your newly created user's information.
2. If you assigned the user an IP phone or desktop or location adapter, reboot the device so it can obtain the configuration updates. If you can't do this yourself, be sure to notify someone who can.
3. Note the following when rebooting:
 - **Location adapter**—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.
 - **Desktop adapter**—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.

If you created a user with an Enhanced or Premium feature package, it's a good idea to let the new user know to expect an email message explaining how to set up Web access to the AT&T Voice DNA service. Users can manage many of their own features through the AT&T Voice DNA User Dashboard. (This doesn't apply to fax users or users with a Standard package.)



Create Fax Users

Overview

As an AT&T Voice DNA[®] Administrator, you can create and manage fax users. If you want a dedicated line for sending and receiving faxes on your AT&T Voice DNA system, you must create a fax machine as a user with a separate phone number.

Before You Begin

Before you follow the steps below, you need to know if any phone number has been planned for this fax user. If no specific number has been planned, you can select one from a list of available numbers on the Create User page.

While creating a fax user, you can assign a desktop adapter port or location adapter port. For a desktop adapter, you'll need the adapter's make, model, and MAC address. If this information isn't available when you create the fax user, you can add the device later. For more information, see **Manage Location and Desktop Adapter Ports** on page [103](#).

To access the Create User page and get started

4. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page [6](#).)
5. In the **Users** tile, click **Create New User**. (Or, click **RESOURCES** to open the Users page, and then click **Create User**.) The Create User page appears.



Create Fax Users

Create User

***Required**

User Type: User
 Fax
 Hoteling Center Host
 Ring Down

Personal Information

***First Name:**

***Last Name:**

Employee ID:

Phone Number

Phone Number and Extension
 Extension only (no phone number)

***Phone Number:** [Select from available Phone Numbers](#)

Extension: [?](#)

Device

Primary Device: Desktop Adapter
 Location Adapter [?](#)

Device Make/Model:

*** Device MAC Address:**

*** Codec Priority:** [?](#)

*** Port:**

Features

Package: Premium
 Enhanced
 Standard

6. For **User Type**, select **Fax**.

7. Enter a name for the fax user.

It's a good idea to choose an identifying name. For example, if user John Doe is responsible for the fax machine, you could use "Fax" as the first name and "Doe" as the last name. This fax user would then appear in a users list as "Doe, Fax" adjacent



Create Fax Users

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to “Doe, John.” Or, you could identify the fax machine’s location, such as “First Floor.”

To add a phone number and extension

You can create a fax user with a phone number and extension or with only an extension. To create a fax user with only an extension, see [To add an extension only](#), below.

8. Follow the steps in the procedure above, and then, under **Phone Number**, select **Phone Number and Extension**.
9. Enter the phone number for this fax user. (Dashes in the phone number are optional.)
10. If you don't have the specific phone number for the fax user, click **Select from available phone numbers**. The Available Phone Numbers window opens, displaying phone numbers for all locations. (**Note:** If you're a Location Administrator, the window displays your location's phone numbers by default.)

at&t

Close Window

Available Phone Numbers

View Phone Number by Location or Search Phone Number

All Locations or Enter Starting Number

Available Phone Numbers: Select one

Location2, 000014511	
202-222-2000	✓
202-222-2004	✓
202-222-2009	✓

Cancel

11. To refine the list, do one of the following:

- Select the user’s location.
- In the **Search Phone Number** field, enter the first few digits of a location-appropriate phone number, and then click the Search icon



Create Fax Users

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12. Select an available phone number by clicking the checkmark at its right. The window closes and the selected number appears in the **Phone Number** field.
13. To view or edit the extension associated with this phone number, click **Show/Edit extension**.
14. At this point, you've entered all the information required to create the fax user. All other fields use default settings. You can enter the fax user's device and adjust features, now or later.
 - To create the fax user now, see [To create the fax user and complete the process](#), below.
 - To set up optional fax user information before creating the fax user, see [To set up optional fax user information](#), below.

To add an extension only

You can create a fax user with only an extension. A fax user with only an extension can make calls and receive calls from within the company. However, an external party can't directly dial a fax user with only an extension. To add a phone number and extension, see [To add a phone number and extension](#), above.

1. Follow the steps in the first procedure above, and then, under **Phone Number**, select **Extension only (no phone number)**.
2. For **Location**, if you have more than one location, select the location for this fax user. If you have only one location, it appears automatically.
3. For **Extension**, enter the extension for this fax user.
4. At this point, you've entered all the information required to create the fax user. All other fields will use default settings. You can enter the user's device and adjust the features package now, or later.
 - To create the fax user now, see [To create the fax user and complete the process](#), below.
 - To set up optional user information before creating the fax user, see [To set up optional fax user information](#), below.

To set up optional fax user information

A fax user can't support a fax machine until you add a device. You can add the device now, or later. To set up the device at another time, see **Manage Location and Desktop Adapters**.



Create Fax Users

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When you set up the device, you can specify device options including port, feature package, and codec priority.

Codec priority is available on analog adapter ports. It allows you to specify the codec for the device according to your business needs and preferences. Fax transmissions always use G.711 encoding. The default codec priority setting will configure the adapter port to use a codec setting of **G.711 preferred**. Optionally, you can select the **G.711 only** codec setting.

1. Follow the steps in the first procedure above, and then, on the Create User page, under **Primary Device**, select **Desktop Adapter** or **Location Adapter**. Note that “Device” refers to the adapter and port, not the fax machine itself.
 - **Desktop adapter**—From the **Device Make/Model** list, select the device’s vendor and model. Enter the device’s MAC address (available on a sticker on the device or on your original invoice). Optionally, you can select a Codec Priority for the adapter.
 - **Location adapter**—The **Device Make/Model** and **Device MAC Address** are filled in automatically according to the device provisioned for the location. Optionally, you can select a Codec Priority for the adapter.
2. From the **Device Port** list, select the adapter port used to connect the fax machine.
3. Under **Features**, specify the package for this fax user: **Standard**, **Enhanced**, or **Premium**. By default, **Standard** is selected for a fax user. You can change to a different package type if the location has one of that type available.

To create the fax user and complete the process

4. When you've finished entering all the information, click **Create User**. A fresh Create User page appears. At the top, you'll see a confirmation message and your newly created fax user's information.
5. If you assigned the fax user a desktop or location adapter, reboot the adapter to configure the new port assignment. If you can't do this yourself, be sure to notify someone who can.
6. Note the following when rebooting:

Desktop adapter—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an Edgewater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the Edgewater 250IAD.



Create Fax Users

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Location adapter—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.



Create Ring Down Users

As an AT&T Voice DNA® Administrator, you can create and manage ring down users. Create a ring down user when you want a dedicated line that automatically dials a specific AT&T Voice DNA number when someone lifts the receiver or presses the speaker button.

Ring down users can have multiple devices. For each device, specify the ring down destination number.

You can assign an IP phone, desktop adapter port, or location adapter port to users.

To Create a Ring Down User

Follow the instructions in the sections below to create ring down users.

Note: For an IP phone or desktop adapter, you'll need the adapter's make, model, and MAC address. If this information isn't available when you create the ring down user, you can add the device later. For more information, see **Manage IP Phones and Line Appearances** and **Manage Location and Desktop Adapter Ports**.

To access the Create User page and get started

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Users** tile, click **Create New User**. (Or, click **RESOURCES** to open the Users page, and then click **Create User**.) The Create User page appears.



Create Ring Down Users

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Create User

***Required**

User Type: User
 Fax
 Hoteling Center Host
 Ring Down

Personal Information

***First Name:**

***Last Name:**

Employee ID:

***Email Address:**

Phone Number

Phone Number and Extension
 Extension only (no phone number)

***Phone Number:** [Select from available Phone Numbers](#)

Extension: [?](#)

Device

Primary Device: IP Phone [?](#)
 Desktop Adapter
 Location Adapter [?](#)

Device Make/Model: [?](#)

Device MAC Address:

Ring Down Destination Number: [Find Numbers](#) [?](#)

Features

Package: Premium
 Enhanced
 Standard

3. For **User Type**, select **Ring Down**.

4. Enter the user's name.

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Create Ring Down Users

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It's a good idea to choose an identifying name. For example, for a ring down user at the front entrance of your building, you might use "Entrance" as the first name and "Front" as the last name. This ring down user would then appear in a users list as "Front, Entrance."

To add a phone number and extension

You can create a ring down user with a phone number and extension or with only an extension. To create a ring down user with a phone number and extension, follow the steps below. To create a ring down user with only an extension, see **To add an extension only**, below.

1. Follow the steps under **To access the Create User page and get started** (above), and then, under **Phone Number**, select **Phone Number and Extension**.
2. Enter the phone number for this ring down user. (Dashes in the phone number are optional.)
3. If you don't have the phone number for the ring down user, click **Select from available phone numbers**. The Available Phone Numbers window opens, displaying phone numbers by location. (Note: If you're a Location Administrator, the window shows your location's phone numbers by default.)

at&t Close Window

Available Phone Numbers

View Phone Number by Location and **Search Phone Number**

Location(1) - 0000012345 and Enter start of number

Select a location, optionally enter start of phone number, and click on the search icon.

Cancel

4. To refine the list, do one of the following:
 - Select the user's location.
 - In the **Search Phone Number** field, enter the first few digits of a location-appropriate phone number, and then click the Search icon .



Create Ring Down Users

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5. Select an available phone number by clicking the checkmark at its right. The window closes and the selected number appears in the **Phone Number** field.
6. To view or edit the extension associated with this phone number, click **Show/Edit extension**.

To add an extension only

You can create a ring down user with only an extension. To add a phone number and extension, see **To add a phone number and extension**, above. To add only an extension, follow these steps:

1. Follow the steps under **To access the Create User page and get started**, and then, under **Phone Number**, select **Extension only** (no phone number).
2. If you have multiple locations, for **Location**, select the location for this ring down user. If you have only one location, it appears automatically.
3. For **Extension**, enter the extension for this ring down user.

To add the ring down device and destination

1. On the Create User page, under **Device**, select the device planned for this user:
 - **IP phone**—Select the phone's make and model, and enter its MAC address (found on a sticker on the phone or on your invoice).
 - **Desktop adapter**—Select the adapter's make and model, enter its MAC address (found on a sticker on the adapter or on your invoice), and then select an adapter port to which the user's non-IP phone will be connected. Or, select a codec priority for the adapter (the default voice codec for the device).
 - **Location adapter**—Select the adapter and adapter port to which the user's non-IP phone will be connected. Enter the **Ring Down Destination Number**, which is a Voice DNA number or location prefix and extension that this device automatically dials. To search the company directory, click **Find Number**. (**Note:** The system finds only numbers or extensions for users who have a device assigned.)
2. Under **Features**, specify the package for this ring down user: **Standard**, **Enhanced**, or **Premium**. By default, **Standard** is selected. You can change to a different package type if the location has one of that type available.

To complete the create ring down user process



Create Ring Down Users

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1. When you've finished entering all the information, click **Create User**. A fresh Create User page appears. At the top, you'll see a confirmation message and your newly created ring down user's information.
2. For all ring down devices, including desktop adapter, location adapter, and IP phone, reboot the device to download the ring down configuration. If you can't do this yourself, be sure to notify someone who can complete this task.
 - **Desktop adapter**—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an Edgewater 250IAD desktop adapter takes 20-30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the Edgewater 250IAD.
 - **Location adapter**—While a location adapter is rebooting, all calls from your location are disrupted (not just calls for non-IP phones and fax machines that are connected to the adapter phone ports). Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15-20 minutes.
 - **IP phone**—While the phone is rebooting, service is disrupted. This process may take several minutes.



Delete Users

A key part of your role as an AT&T Voice DNA® Administrator is managing users' access to the system and its features. This includes deleting users.

Deleting a user from the AT&T Voice DNA service releases the user's resources for reassignment within your organization. After you've successfully deleted a user, you can reassign that user's phone number, feature package, and device.

Note: Be careful when deleting users. You can't recover a deleted user. Everything associated with that user, such as the voice mailbox and messages, settings, and call logs, is permanently deleted.

Deleting a user from the AT&T Voice DNA service automatically deletes the user's Premier profile. Deleting a user in Premier automatically deletes the user in the AT&T Voice DNA service.

To delete a user from AT&T Voice DNA

1. On the AT&T Administrator Dashboard, in the **Users** tile, click **View List of Users** or **View List of Users for this Location**. (For help with this step, see **Log In** on page 6.)
2. Locate the user's information. (For help with this step, see **Use Search** on page 16.)

Type	Name	Number	Extension	Location	Actions
	Doe 1, John	703-878-9544	5464	New Jersey	

3. In the **Actions** column for the user, click the Delete icon . A Confirm Delete message appears.
4. To delete the user, click **Yes, Delete**. To retain the user, click **Cancel**.

To delete a user from Premier

1. Log in to Premier.
2. In the Administrator and User Profiles tile, click Manage user profiles.
3. Under **Delete a User Profile**, search for the user.
4. Locate the user in the search results.



Delete Users

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5. In the user's row, click **Delete**.

An email is automatically sent to the user explaining that the login profile was deleted.

Note: A deleted user who is also an Administrator can still log in to Premier as an Administrator.



Manage User Profiles

As an AT&T Voice DNA® Administrator, you manage users' profile settings. You can edit these settings from the AT&T Voice DNA Administrator Dashboard:

- Name
- Email address (If the user has a Premier login, only the user can edit the email address. If the user doesn't have a Premier login, you can edit this.)
- Phone number
- Extension
- Directory Privacy (from the AT&T Voice DNA Company Directory)
- Caller ID value

To change a user from having a phone number to having only an extension, see **Change User to Extension-Only or Phone Number and Extension** on page 77.

These settings, with the exception of the email address, are part of a device's (IP phone, desktop adapter, location adapter) configuration. If you change any of these settings (except the email address) for a user, you must reboot all devices on which the user's number appears. You can change more than one setting at a time and reboot each device only once. Changing only the email address doesn't require a reboot.

Note: Editing these fields doesn't change the user's Premier account profile settings.

Users can edit their own wireless number, email address, and time zone from the AT&T Voice DNA User Dashboard.

User Portal Access setting displays the current status of the user's access to Premier: **Configured** (user has a Premier login), **Ineligible** (user is a fax user or a standard feature user), or **Access Requested** (an AT&T Voice DNA Administrator has sent a request to Premier, but the user has not yet registered).

To edit a user's profile

1. Open the AT&T Voice DNA Administrator Dashboard, and locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. To open the user's Profile and make edits, do one of the following:
 - Under the user's **Actions** column, click the Edit User Details icon .
 - Click the user's name. On the User Details page that appears, click **Edit**.



Profile
Features
Voicemail
Dial Restrictions
Devices and Line Appearances

Edit Profile Information

** Required*

*** First Name:**

*** Last Name:**

Directory Privacy: Disabled
 Enabled

Job Title:

*** Phone Number:** [View Available Numbers](#)

Extension: 21 - ?
Extension Length:3

Caller ID: My phone number ?
 Location Caller ID number
<300-300-1001>

Wireless Number:

Email Address:

Address:

Location:

*** Time Zone:** v

VDNA IP Password:

User Portal Access:

3. Specify optional settings:

- Edit the user’s first and last name (used for Caller ID within your organization and for the user's AT&T Voice DNA Directory listing).
- For **Directory Privacy**, select **Disabled** or **Enabled**. When enabled, this option hides the user (regular user, fax user, or hunt group) so they cannot be seen in the AT&T Voice DNA Company Directory. This feature doesn’t block the user’s Caller ID.
- Edit the user’s job title.
- Enter a new phone number, extension, or both (depending on what is currently assigned to this user). If you’re changing the user to an extension only, see Change User to Extension Only or Phone Number and Extension.

If assigning a new phone number to a user who already has a phone number, you can click **Select from available Phone Numbers**, and then select a number from the list that appears by clicking the checkmark at its right.

Changing the phone number updates the user's extension in the company's AT&T Voice DNA directory.



Manage User Profiles

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Note: The user's address and location remain the same, because they're associated with the phone number. You can't change the user's phone number to a number from another location. If the user moves to another location, you must first delete the user, and then re-create the user with a phone number associated with the new location.

- Specify a Caller ID option. The Caller ID is the information used when the users makes an outgoing call. You can specify the user's exact phone number or use the generic location number. (For more information, see Manage Location Caller ID.)

Note: If the user has only an extension, Caller ID is automatically set to Location.

- Edit the user's email address. (If the user isn't eligible for a Premier account or the account isn't activated, you can edit the user's email address. Users with active Premier accounts edit their email addresses through Premier.)
 - If **User Portal Access** is set to **Access Requested**, you can click **Resend Request** to send Premier another request to create the user.
4. Click **Save**.

Important: If you switch between tabs or navigate away from the User Details page without saving first, all your changes will be lost.

5. Reboot all devices (IP phones, desktop adapters, location adapters) on which the user's number appears. If you changed only the user's email address, you don't need to reboot.

Note the following when rebooting:

Location adapter—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Desktop adapter—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.



Manage Two-Step Login

Overview

Two-Step Login provides an additional layer of security to help prevent unauthorized access to your organization's Premier account. Two-Step Login adds a second authentication step to the login process.

Two-Step Login is on, by default. As a Company Administrator, you can control this security feature, and you can turn it on or off at a time that works best for your organization.

When this feature is on, users access Premier using a two-step process. First, they enter their username and password to log in to Premier. Then, when prompted, they answer one of the two secret questions they specified in their Premier login profile. One question is randomly selected from the two available.

When this security feature is turned off, all Company Administrators will receive an email confirming the change. You also have access to a log file that records changes to the status of this feature for the past 90 days.

Turn Off Two-Step Login

When you turn off two-step login, you're choosing a lower level of security for the accounts that you manage.

To turn off two-step login

1. Access the Premier home page. (For help with this step, see **Log In** on page 6.)
2. Under **Manage Administrators and Users** in the **Administrator and User Profiles** tile, click **Manage Two-Step Login**.

The Manage Two-Step Login page appears.



MANAGE SUPPORT

Manage Two-Step Login

The Two-Step Login feature is turned on for this account.

Two-Step Login provides an additional layer of security to help keep Premier accounts safe. When this feature is turned on, users go through a two-step process to access their accounts. First they enter their username and password to log in to Premier. Then they're prompted to answer one of the two secret questions they specified in their Premier login profile. Note that you must turn this feature on or off for each account you manage.

To view a list of who has turned the Two-Step Login feature on or off in the past 90 days, click **View history**.

Two-Step Login

Turn on
 Turn off

[View history](#)

3. Select **Turn off** and click **Submit**. A confirmation message appears.

4. Click **Yes**.

Note: When you turn off two-step login, other administrators are notified by email.

View the Change History

You can view the two-step validation change history for the past 90 days.

To view the two-step validation change history

1. Access the Premier home page. (For help with this step, see **Log In** on page 6.)
2. Under **Manage Administrators and Users** in the **Administrator and User Profiles** tile, click **Manage Two-Step Login**.

The Manage Two-Step Login page appears.

3. Click **View History**. At the prompt, click to download the CSV file listing the history for the past 90 days.



Manage User Features

[Overview](#)

[Edit a User's Features](#)

[Available User Features](#)

Overview

AT&T Voice DNA® provides users with a variety of phone and voicemail features. As an AT&T Voice DNA Administrator, you assign a feature package (Standard, Enhanced, or Premium) to each user. Users with an Enhanced or Premium package can manage many of their features from the AT&T Voice DNA User Dashboard. Users with the Standard package have limited features and no access to the AT&T Voice DNA User Dashboard.

From the AT&T Voice DNA Administrator Dashboard, you can activate or deactivate these features for users:

- Active Package: Standard, Enhanced, or Premium (feature list dependent on selected feature package)
- Account Codes – Mandatory
- Account Codes – Optional
- Anonymous Call Rejection
- Automatic Callback
- Barge-in Exempt
- Call Waiting
- Calling Line ID Delivery Blocking
- Directed Call Pickup (Enhanced and Premium only)
- Directed Call Pickup with Barge-in (Enhanced and Premium only)
- Music On Hold
- Intercom Over Speakerphone (Enhanced and Premium only)
- N-Way Conferencing (Enhanced and Premium only)
- Virtual Office (Premium Only)

You can also assign users' voice mailboxes. Users with the Premium package and a voice mailbox can then access voicemail features. For more information, see **Manage Voice**

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Manage User Features

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Mailboxes on page 82. For a complete list of user features, see [Available User Features](#), below.

Note: Users who are members of a hunt group may have their individual phone features overridden by the hunt group's settings when they receive a call through a hunt group. For more information, see [About Hunt Groups](#) on page 140.

Edit a User's Features

You can change a user's feature package and activate or deactivate certain individual features.

To edit a user's feature settings

1. On the Premier homepage, click either **Manage Users** or **Manage AT&T Voice DNA® Service**, and then locate the user's information. (For help with this step, see [Log In](#) on page 6 and [Use Search](#) on page 16.)
2. Click the user's name. The User Details page appears, with the **Profile** tab selected and in view mode.
3. Click **Features**.

The user's **Features** tab appears in view mode, displaying the user's current active features in two transfer boxes. The **Available Features** box and the **Active Features** box together contain the administrator-managed features for the active package (Standard, Enhanced, or Premium).

4. To change the user's feature settings, click **Edit**. The **Features** tab changes to editing mode.

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Manage User Features

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5. Under **Active Package**, select **Standard**, **Enhanced**, or **Premium**. You can select a different package type for the user only if the location has one of that type available.
6. The **Active Features** box contains the selections you want this user to have. Do one of the following:
 - To activate a feature, select the feature in the **Available Features** box, and then click the right arrow to move the feature to the **Active Features** box.
 - To deactivate a feature for this user, select the feature and click the left arrow to move the feature into the **Available Features** box.
7. Click **Save**. The **Features** tab returns to view mode.

Note: Be sure to save your changes. If you click another tab or navigate away from the User Details page before you save, your changes will be lost.

Available User Features

The tables below describe the user features of AT&T Voice DNA[®] by package. The features available to a user depend on the following:

- The feature package assigned to the user (Standard, Enhanced, or Premium).
- Whether a voice mailbox is assigned (Enhanced and Premium only).
- The user's membership in a hunt group (for calls coming in to the hunt group's number).
- Configuration of line appearances on another user's IP phone keys.
- Use of non-IP phones (users with non-IP phones don't have access to the full list of features).
- Use of the AT&T Voice DNA User Dashboard (users with the Enhanced or Premium package who don't elect to set up a Premier account don't have access to the full list of Enhanced or Premium features).

Note: Fax users don't have call waiting or voicemail, even if assigned an Enhanced or Premium package.

For more detailed information, see the user help online and the Quick Reference Guide for each compatible phone model.



Standard Package Features

Feature	Description
Account Codes – Mandatory and Optional	<p>The Mandatory Account Code feature prompts users to enter a valid account code when making a call (other than 911 or AT&T service calls) outside of the location.</p> <p>Users assigned the Optional Account Code feature can make a call without entering a code. They can also use a feature access code before making a call, make a consultative transfer using a code, make a blind transfer without a code, or enter a code mid-call.</p>
Anonymous Call Rejection	Rejects all incoming calls with blocked Caller ID.
Auto Call Back Busy	When a user calls a phone number that's busy, Auto Call Back Busy checks the busy number for the next 30 minutes. When the phone number becomes free, Auto Call Back Busy rings the user and then connects the call.
Barge-In Exempt	Specifies that a number or extension can't be interrupted mid-call by the Directed Call Pickup with Barge In feature.
Call Forwarding indicator (audible)	Rings the user's phone with a short reminder ring each time a call is forwarded.
Call Forwarding Always	Forwards all calls to the user's phone. This is also referred to as Send All Calls .
Call Forwarding Busy	Forwards calls that come in while a user's phone is busy.
Call Forwarding No Answer	Forwards an incoming call when a user doesn't answer.



Feature	Description
Call Forwarding Not Reachable	Allows users to redirect incoming calls to a specified destination when the user's device can't be reached by the network (for example, during a local power outage).
Call Park	Allows users to park a call so that any member of the location group or enterprise can retrieve it with the Call Park Retrieve function. Only one call can be parked against a given extension at a time.
Call Return	Enables a user to return a call to the phone number of the last call received.
Call Transfer	Enables users to transfer a call to a specified destination.
Call Waiting	Enables a user to answer a call while engaged in another call. The user can turn off this feature.
Caller ID Block Always	Allows users to specify that their Caller ID is always blocked when making calls.
Caller ID Block - per call	Allows users to block the delivery of their identity for only the current call.
Calling Line ID delivery	Delivers the identity of the calling party to the party called.
Codec Priority	Allows an administrator to choose a specific voice codec (from a supplied list) for an IP phone or adapter port.
Enhanced Call Logs (viewable by administrator)	Allows 90 days of call logs to be stored for each user, up to a maximum of 10,000 logs per user.



Feature	Description
Extension Only Users and Freeform Extensions	<p>Allows users to have an extension instead of full phone number with an extension. (Extension Only)</p> <p>Allows users to have extensions that don't match the last digits of their phone number. (Freeform)</p>
Last Number Redial	Lets users place a call to the last number dialed.
Music on Hold	Enables users to play music to callers when a call is on hold. Users can turn this feature off.
Privacy (from Directory)	Hides the user's name and number from the company directory.
Three-way call	Enables users to set up and host a three-way conference call directly from their phones.

Enhanced Package Features

Users with the Enhanced Package have all of the Standard package features plus those described below.

Feature	Description
AT&T Voice DNA User Dashboard	Provides access the AT&T Voice DNA User Dashboard through Premier, and enables users to view and manage many features, such as voicemail and call logs.



Feature	Description
Multiple Line Appearance	Allows a user's phone number to appear on multiple devices simultaneously. For example, a user's phone number can appear on the user's primary device, the user's secondary device(s), and can also appear as a secondary line appearance on another user's IP phone. All devices displaying the number can be used to answer an incoming call or originate a call with that number as the Caller ID. If presence is set to "shared," a user can put a call on hold on one phone and resume the call on another phone that displays the same phone number.
Place a call (using the AT&T Voice DNA User Dashboard)	Allows users to place a call by clicking any number link or entering a phone number on the AT&T Voice DNA User Dashboard. The service first rings the user's AT&T VDNA phone number (or Virtual Office-enabled location), and then rings the chosen destination.
Directed Call Pickup	Allows users to pick up unanswered calls across a location group or an enterprise by entering a code and the extension of the ringing line.
Directed Call Pickup with Barge In	Allows users to pick up unanswered and active calls across a location group or an enterprise by entering a code and the extension of the ringing line. Also allows users to barge in to an active call by entering a different code and the extension of the other AT&T VDNA user on the active call. When a user barges in, a warning tone plays for the already connected parties and a three-way call is established.



Feature	Description
Intercom Over Speakerphone	Enables users to call another phone number in their organization's AT&T Voice DNA service and be instantly connected. The recipient's phone automatically answers the call in speakerphone mode.
Call Notify	Lets a user define a set of rules that cause certain incoming calls to trigger an email notification of the call to a user-specified email address.
Advanced Locate Me, Ring All at Once	Allows users to set up a list of up to 10 numbers that are automatically called simultaneously when the user doesn't answer a call or when a set of selective criteria is met. Criteria are set using the AT&T Voice DNA User Dashboard.
Advanced Locate Me, Ring in Order	Allows users to set up a list of up to five numbers that are automatically called in order when they don't answer the phone or when a set of selective criteria is met. Criteria are set using the AT&T Voice DNA User Dashboard.
Enhanced Call Logs (viewed through the AT&T Voice DNA User Dashboard)	Allows 90 days of call logs to be stored for each user, up to a maximum of 10,000 logs per user.
N-way Conferencing (using the AT&T Voice DNA User Dashboard)	Allows users to set up and conduct conference calls from the AT&T Voice DNA User Dashboard with up to 15 participants, adding and dropping people as necessary.

Premium Package Features

Users with the Premium Package have all of the Standard and Enhanced package features plus those described below.



Feature	Description
Priority Alert	Lets a user define a set of rules that cause certain incoming calls to trigger a priority ring tone and pattern when the call is sent to an AT&T Voice DNA-enabled IP phone.
Virtual Office	Allows users to define one or more phone numbers to act like their AT&T Voice DNA number. This feature allows users to work remotely and use their mobile phones or other phones for business purposes.
Voicemail	Provides users with a voice mailbox that allows callers to leave voice messages.
Voicemail Logs	Allows a user to view and manage voicemail messages that are received at their personal number.
Voicemail – Restrict Access	Allows an administrator to block a user’s voicemail access, so that the user can't view voicemail messages on the AT&T Voice DNA User Dashboard or forward an attachment of a voicemail message via email. This is a company-level setting that can be overridden at a user level.



Change Users to Extension-Only or Phone Number and Extension

Overview

[Change a User to an Extension Only](#)

[Change a User to a Phone Number and Extension](#)

Overview

As an AT&T Voice DNA® Administrator, you can change a user (or a fax user) from having a full phone number and extension to having an extension only, and vice versa.

Users with only an extension can't directly receive calls from outside the company, can't be listed in a Virtual Office list, and can't be assigned a voice mailbox. When making calls from an extension-only device to a number outside the company (including 911 calls), the current location caller ID value is used for the user's Caller ID.

If you need to change the phone number for a user who already has a number, see **Manage User Profiles**.

Change a User to an Extension Only

Change a user's phone number setting by using the **Profile** tab on the User Details page. You make this change on the View User Details page; don't click **Edit** to open the Edit page.

Note: Changing the user's phone number setting doesn't change the user's Premier account profile settings.

To change a user's phone number to an extension only

1. Open the AT&T Voice DNA® Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, next to **Phone Number**, click **Change to extension only**. The Change to extension only page appears, with the default location and extension entered.



Change Users to Extension-Only or Phone Number and Extension

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User Details: John Doe 1

Profile Information

First Name:	John
Last Name:	Doe 1
Job Title:	Not Specified
Phone Number:	765-786-1200 Change to extension only ?
Extension:	6-1200
Caller ID:	User's phone number ?
Wireless Number:	Not specified
Email Address:	john.doe1@abc.com
Address:	Street Name/number City, State, Zip Code

3. Enter a new extension or use the default extension provided. If you plan to assign the user's former phone number to another user, make sure that you set this user's extension so it no longer matches the last digits of the former phone number.
4. Click **Save**.

Note: If the user has a voicemail box, a message appears, warning that if you change to an extension only, the user's current voicemail box and all contents will be deleted.

5. To change the user to an extension only, click **Yes**. If you want to stop the process and return to the User Profile page, click **Cancel**.

If you click **Yes**, a confirmation message appears at the top of the page, listing the new extension number and other information about the change.

6. Reboot all devices (IP phones, desktop adapters, location adapters) on which the user's extension appears.
7. Note the following while rebooting:

Location adapter—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Desktop adapter—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.



Change a User to a Phone Number and Extension

Set up an extension-only user with a phone number by using the **Profile** tab on the User Details page. You make this change on the View User Details page; don't click **Edit** to open the Edit page.

Note: Changing the user to a phone number based user doesn't change the user's Premier account profile settings.

To change a user's extension to a full phone number and extension

1. On the AT&T Voice DNA® Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, next to Phone Number, click Change to phone number and extension.
3. On the Change to phone number and extension page that appears, do one of the following:
 - Enter a phone number and extension. The phone number must be associated with the user's location.
 - Click **Select from available Phone Numbers**. The Available Phone Numbers window opens, displaying phone numbers for the user's location. Select an available phone number by clicking the checkmark at its right.
4. Click **Show/Edit Extension**. The user's current extension appears. You can change this extension before saving, although it is recommended that you use an extension that matches the last digits of the user's new phone number.
5. Click **Save**.

A confirmation message appears at the top of the page with the new phone number and extension.

Note: If the user has a Premium feature package, you can assign a voice mailbox to the user. See **Manage Voice Mailboxes**.

6. Reboot all devices (IP phones, desktop adapters, location adapters) on which the user's number (extension) appears.
7. Note the following while rebooting:

Location adapter—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few



Change Users to Extension-Only or Phone Number and Extension

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minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Desktop adapter—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.



Reset IP Password

As an AT&T Voice DNA[®] Administrator, you can manage users' profile settings.

Although rarely needed, if Customer Care requests it, you can reset a user's phone's Session Initiation Protocol (IP) password. The IP password is used as a security measure to protect against fraud.

To reset a user's IP password

1. From the Users tile on the AT&T Voice Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Click the user's name. The User Details Profile page appears.
3. Next to **VDNA IP Password**, click **Reset Password**, which generates a new password. A confirmation message indicating a successful reset appears.
4. Reboot all devices (IP phones, desktop adapters, location adapters) on which the user's number appears.
5. Note the following while rebooting adapters:

Location adapter—While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Desktop adapter—While a desktop adapter is rebooting, all calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.



Manage Voice Mailboxes

Overview

[Create a User's Voice Mailbox](#)

[Delete a Voice Mailbox](#)

[Reset a User's Voicemail PIN](#)

[Change a User's Voicemail Message Access](#)

Overview

As an AT&T Voice DNA® Administrator, you can create voice mailboxes for users who've been assigned a Premium features package. You can also delete a voice mailbox or reset a user's voicemail personal identification number (PIN).

You can also specify voicemail message access limits. Full-access users have all the messaging capabilities provided by the AT&T Voice DNA service. Limited-access users can listen to voicemail messages on their telephone, but they don't have a message log on their User Dashboard and they can't email messages as attachments. You can set a company-wide preference for voicemail message access, and at any time can override the preference for specific users. (See **Manage Voicemail Message Access** on page [201](#) for more information.)

Create a User's Voice Mailbox

You can create a user's voice mailbox when you create that user, or at a later time. For information on creating a voice mailbox when creating the user, see **Create Users**.

To create a voice mailbox for an existing user

1. From the Users tile on the AT&T Voice DNA® Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page [6](#) and **Use Search** on page [16](#).)
2. Click the user's name.

The User Details page for that user appears, with the **Profile** tab selected and in view mode. A colored dot on the **Voicemail** tab reflects the user's voice mailbox status:

- **Gray dot**—No voice mailbox.



Manage Voice Mailboxes

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- **Red dot**—No voice mailbox because an attempt to create the mailbox failed.
- **Green dot**—Voice mailbox exists.

Note: A **Voicemail** tab appears only if the user is assigned a Premium features package. A fax user or user with the Standard or Enhanced features package never has a **Voicemail** tab.

User Details: Doe, John

Profile | Features | **Voicemail** | Dial Restrictions | Devices and Line Appearances

Profile Information Edit

First Name:	John
Last Name:	Doe
Job Title:	Not specified
Phone Number:	202-222-2003 Change to extension only ?
Extension:	21 - 004
Caller ID:	Location Caller ID Number ?
Wireless Number:	Not specified
Email Address:	JohnD@myemail.com
Address:	200 S. Laurel Avenue Middletown, NJ 07748-1914
Location:	Location 2
Time Zone:	US/Eastern
VDNA IP Password:	***** Reset Password
User Portal Access:	

3. If the Voicemail tab has a gray or red dot, click the **Voicemail** tab.
4. Click **Create Mailbox**. A confirmation message appears. If the mailbox isn't successfully created (for example, if the network is busy), an error message appears. Try creating the mailbox again, now or later.
5. When the voice mailbox is created and ready to use, the voicemail dot turns green. Notify the user and give the user the default voicemail PIN. You can also refer the user to the **AT&T Voice DNA Voicemail Quick Reference Guide**.

Delete a Voice Mailbox

You can delete a user's voice mailbox and all its contents.

Important: When a mailbox is deleted, the messages cannot be recovered.

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Manage Voice Mailboxes

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To delete a voice mailbox

1. From the Users tile on the AT&T Voice DNA[®] Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Click the user's name.
Note: Don't click the Delete User icon  under **Actions**, because this deletes the user, not the voice mailbox.
The User Details page for that user appears, with the **Profile** tab selected and in view mode.
3. Click **Voicemail**, and then click **Delete Mailbox**.
4. When the Confirm Mailbox Deletion message appears, click **Delete** to fully delete the mailbox. To keep the user's voice mailbox, click **Cancel**.

Reset a User's Voicemail PIN

As an AT&T Voice DNA[®] Administrator, you can reset a user's current voicemail PIN to the standard default PIN. The user can then change the PIN.

To reset a user's voicemail PIN

1. From the Users tile on the AT&T Voice DNA Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Do one of the following:
 - Locate the user's name, and under **Actions** in that row, click the Reset Voicemail PIN icon .
 - Click the user's name. When the User Details page appears, click **Voicemail**, and then click **Reset Voicemail PIN**.

A message confirming that the PIN is reset to the default appears at the top of the page.

Be sure to inform the user of the reset and provide the default PIN. Remind the user to choose a new PIN at first login. The user isn't required to choose a new PIN, but changing the PIN is the best way to keep voicemail secure.

Change a User's Voicemail Message Access

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Manage Voice Mailboxes

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As an AT&T Voice DNA® Administrator, you can override the company's voicemail message access setting for an individual user. Users can have full or limited voicemail message access.

Full access—Users have full access to all the messaging capabilities provided by AT&T Voice DNA, including the ability to manage messages via their AT&T Voice DNA User Dashboard. They can also receive and forward voicemail messages as email attachments.

Limited access—Users can listen to voicemail messages via the telephone, but they don't have a message log on their AT&T Voice DNA User Dashboard and they can't send voicemail messages as email attachments.

For more information about voicemail access, see **Manage Voicemail Access**.

To override voicemail access for a single user

1. From the Users tile on the AT&T Voice Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Click the user's name.

The User Details page for that user appears, with the **Profile** tab selected and in view mode.

3. Click the **Voicemail** tab, and then click **Edit**.

User Details: John Doe 1

Profile Features **Voicemail** Dial Restrictions Devices and Line Appearances

Voicemail

Voicemail: Mailbox created for this user [Delete Mailbox](#)

Voicemail Access Number: 202-222-2003

Voicemail Status: [Show Voicemail status details](#)

Voicemail Message Access: Use company setting <Full Access>

Override company setting <Limited Access>

[Reset Voicemail PIN](#)

[Cancel](#) [Save](#)

4. To give the user voicemail message access, select **Override company setting**.
If the company setting is **Full Access**, this user will now have limited access. If the company setting is **Limited Access**, this user will now have full access.
5. Click **Save**.

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Reset User's Premier Password

From your Premier homepage, you can reset a user's Premier password. This is helpful if users need to reset their password but forget the answer to their Secret Question.

To reset a user's Premier password

1. Log in to Premier. The Premier homepage appears.
2. In the Administrator and User Profiles tile, under Manage Administrators and Users, click Manage user profiles. The Manage User Profiles page appears.
3. Under **Search for a User Profile**, enter the user's last name (or just the first few letters), and then click **Go**.
4. Under **Premier User Profiles**, locate the user and click **Reset Password**. The User Password Reset page appears.
5. Review the profile information, and then click **Reset Password**. An email is sent to the user to initiate the password reset.



MANAGE USER DEVICES

For details about managing IP phones, line appearances, location adapters, and desktop adapters in AT&T Voice DNA[®], see these topics:

- [Manage IP Phones and Line Appearances](#)—Add, edit, and delete users' Internet Protocol (IP) phones and line appearances. See page [88](#).
- [Manage Location and Desktop Adapter Ports](#)—Add, edit, and delete adapter port assignments for users and fax users. See page [103](#).



Manage IP Phones and Line Appearances

Overview

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Overview

As an AT&T Voice DNA® Administrator, you're responsible for adding, editing, and deleting users' Internet Protocol (IP) phones and line appearances.

IP phones are designed to take advantage of AT&T Voice DNA features. A line appearance is a phone number assigned to a line key on an IP phone or device. IP phones often have multiple line keys. For example, you can configure a user's phone number to appear on multiple line keys of the user's IP phone, or to appear as a secondary line on other users' devices.

Only Enhanced and Premium feature packages support assigning multiple devices to a user or creating line appearances of that user's phone number on other users' devices.

Line Appearances and Line Key Settings

Before you add an IP phone to a user and configure the line appearances on that phone, it's important that you understand a few technical details about the IP phone's line keys and line key settings.

When you assign a phone number to a **line key** on an IP phone, you're adding a **line appearance**. The user presses a line key in order to use the associated line appearance for making and receiving calls. The assigned user's number is the first line appearance on the phone, and it can also be assigned to additional line keys. Other users' numbers can be used as secondary line appearances on this phone. An incoming call to a given number rings all phones on which that number appears.

Polycom® phone models 321, 331, 550, 560, 650, and 670 can have a secondary line appearance that's a number assigned to a user at a different location within your organization. You can view line appearances for a user on the Administrator Dashboard, on a user's Devices and Line Appearances page. Line appearances from the user's own



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location are indicated by the extension (for example, 1234), while line appearances from different locations include the location dialing prefix with the extension (for example, 8-1234).

Let's look at some line appearance scenarios.

Line Appearance Scenarios

Cynthia, Arthur, and Janelle work for Palus Systems, which uses AT&T Voice DNA®. They each have an IP phone with four line keys, and there's an IP phone at a reception desk. Cynthia works at Location 1, and the others work at Location 2. Here's how the line keys are configured:

Phone number assignments

User	Location	Phone Number (External calls)	Extension (Internal calls)	Location Dialing Prefix
Cynthia	1	202-222-2052	2052	8
Arthur	2	202-222-2003	2003	7
Janelle	2	202-222-2012	2012	7
Reception	2	202-222-2000	2000	7

Line appearances on Cynthia's phone

Cynthia's phone has two keys assigned for her own extension. Plus, she and Arthur often work together, so it's convenient to have a key on each other's phone so they can answer for each other. She also has a key for the receptionist's number, so that she can answer when the receptionist is away.

Line key	Line appearance
Line key 1	2052
Line key 2	2052
Line key 3	7-2003
Line key 4	7-2000

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Note that the extensions for line keys 3 and 4 include the location dialing prefix, since Arthur and the reception desk are at a different location.

Line appearances on Arthur's phone

Arthur's phone has two keys assigned for his own extension, plus a key for Cynthia's number, so that he can answer for her. He, too, has a key for the receptionist's number.

Line key	Line appearance
Line key 1	2003
Line key 2	2003
Line key 3	8-2052
Line key 4	2000

Line appearances on Janelle's phone

Janelle's phone also has two keys assigned for her own extension. Sometimes she helps Arthur's customers, so for convenience, his number appears on her phone, too. She also has a key for the receptionist's number.

Line key	Line appearance
Line key 1	2012
Line key 2	2012
Line key 3	2003
Line key 4	2000

Note that all four extensions are at Location 2, so there are no location dialing prefixes displayed.

Line appearances on the receptionist's phone

The receptionist's phone has a key for Cynthia, Arthur, and Janelle's numbers. If necessary, the receptionist can answer any of their calls.



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Line key	Line Appearance
Line key 1	2000
Line key 2	8-2052
Line key 3	2003
Line key 4	2012

Now that you've seen how line appearances can be assigned, here are some examples that show how users might use multiple line appearances.

Multiple line appearances of a number on one phone

Janelle is talking on line 1. She receives another incoming call to her phone number, which rings line 2. She puts line 1 on hold and answers line 2.

Arthur answers a call on line 2. He puts line 2 on hold and then makes a call on line 1.

Line appearance on another user's phone

A call comes in to Arthur's phone number. All phones that have his number as a line appearance ring. Cynthia answers the call on her own phone's line 3.

Configuring Line Appearances

As an AT&T Voice DNA Administrator, you configure line appearances on a phone by editing that phone's line keys. For example, to add Arthur's number as a line appearance on Cynthia's phone, go to Cynthia's User Details page and edit her line keys. (Note that you can't assign Arthur's number to other users' line keys by editing Arthur's User Details page.)

For details, see [Add an IP Phone](#), [Edit an IP Phone](#), and [Edit an IP Phone's Line Keys](#), later in this topic.

Calls per Key

Each AT&T Voice DNA user is assigned one unique phone number. If you want a user to be able to handle two calls at once on that unique phone number, do one of the following:



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- Configure the user's IP phone with two line appearances. For example, in the Palus Systems scenario, Cynthia can take a call on line 1, then put it on hold and answer a second call on line 2.
- Use the Calls per Key feature. Similar to Call Waiting on a home phone, this feature enables more than one incoming call at a time. Some IP phone models can have incoming calls "stacked" on a given line key, with a second call available on a single phone line. If the user's number is provisioned for only one line key, you can set the line key's Calls per Key to two. The user can then put one call on hold and take or make another call on that same line (assuming the user has Call Waiting activated).

Depending on the IP phone model, you can have multiple line appearances and calls per key. For example, you could have two line keys with two calls per key. The IP phone always first uses all the line keys provisioned for a given phone number before stacking calls on a line key.

Call Capacity

Call capacity is the number of calls (active, on hold, or incoming) that a phone can handle for a given phone number before the next call is sent to voicemail or receives a busy signal. Call capacity is determined by multiplying the number of line keys assigned to a phone number by the number of calls set per key. For example, if a phone number is assigned to two line keys on a phone, and Calls per Key is set to two, then the call capacity is 2×2 , or 4. You configure call capacity for the assigned user's number when you add the device. For secondary (other users') line appearances, you configure call capacity when adding those secondary line appearances to the phone.

Call Presence

When a phone number appears on more than one phone, the presence can be shared or not shared. You set the call presence for the phone owner's number when you add the device. For secondary (other users') line appearances, you set call presence when adding those secondary line appearances to the phone.

Shared call presence means that multiple phones share a line appearance and, when a call comes in, all phones showing the same number ring at the same time. When a user answers the call, all phones show the shared call in progress. If the call is put on hold, it can be taken off hold by anyone sharing the line appearance. (Other users can access the call only if it's first put on hold.)

Not shared call presence means that all phones showing the same line appearance ring at the same time (like with a shared line presence), but when the call is answered, it



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becomes exclusive to the phone that answered it and no longer appears on the other phones.

For example, let's look again at the Palus Systems scenario. The receptionist's phone number (extension 2000) is a line appearance that appears on four IP phones. When a call comes in to extension 2000, all four phones ring. Janelle answers the call on her phone, and then puts it on hold. If extension 2000 is shared, all four phones show the shared call in progress, and any user can take it off hold. If extension 2000 is not shared, the call disappears from the other three phones, and only Janelle can take it off hold.

Note: When a user's phone number appears on multiple IP phones, all line appearances must be configured with the same call presence type. If a line appearance has a shared call presence, then the call capacity of that line appearance must be the same on each device.

Barge-in

If call presence is shared, and you enable barge-in, then any IP phone with the shared line appearance can barge into an active call by selecting that line and then pressing a feature key on the IP phone. A three-way call is established, with the barging in caller as host. The other parties will hear a warning tone when someone attempts to barge into an active call. You can enable or disable barge-in for an extension with shared call presence at any time. Configuring barge-in affects all appearances of the edited extension.

Add an IP Phone

When adding an IP phone, you first add it as a user's device. Then you configure how the user's phone number works on this IP phone. You add and configure devices using the **Devices and Line Appearances** tab of the user's User Details page.

AT&T Voice DNA[®] uses four types of devices: IP phones, softphones, desktop adapters, and location adapters. Desktop and location adapters are used to connect non-IP phones and fax machines to the network. For information about adapters, see **Manage Desktop and Location Adapter Ports** on page [103](#).

You assign a device to be a user's primary or secondary device. (Only users with the Enhanced or Premium package can have a secondary device.) A user can have only one primary device. Typically, you assign the primary device when creating a user, but you can add a primary device for the user at any time. You can also add one or more secondary devices at any time. (Fax users don't have secondary devices.)



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Note: You can't change a primary device into a secondary device, or vice versa. To reassign a device as primary or secondary, you must first delete it and then add it again with the new designation.

Your AT&T Voice DNA service identifies and finds each IP phone by its unique MAC address, so you need the MAC address when adding an IP phone. You can find the MAC address on a sticker on the IP phone or on your invoice.

Your location may have a standard user configuration, such as two line keys with one call each, or a policy about shared call presence. Be prepared with this information before you add or edit an IP phone.

To add an IP phone

1. Open the AT&T Voice DNA Administrator Dashboard, and locate the user's profile information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Click Add Primary Device or Add Secondary Devices.

Note: Users with the Standard feature package can have only one device (primary device).

4. Under Primary (or Secondary) Device, select IP Phone.

Note: An IP phone can be a primary or secondary device, but it must be the primary device to use the **Place a Call** or **Intercom Over Speakerphone** features. For more information, see **Manage User Features** on page 66.



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Add Secondary Device

* Required

Secondary Device: IP Phone
 Softphone/Mobile Client
 Desktop Adapter
 Location Adapter

* **Device Make/Model:** Polycom/IP6000

* **Device MAC Address:**

Codec Priority: Default

Device at Remote Location: No

Call Presence: Shared

Number of Keys: 1

Calls per Key: 2 ?

5. Specify the following options:

- From the **Device Make/Model** list, select the IP phone's make and model.
- Enter the device's MAC address (found on a sticker on the phone or on your invoice).
- Select the number of expansion modules you want. (This option appears only if it's available for the phone model.) Expansion modules allow additional line keys or speed dial buttons to be provisioned on a phone.
- (Optional) Select an option from the **Codec Priority** list.
- The **Codec Priority** option is available for Polycom® and Aastra® IP phones, and for the analog adapter ports. It allows you to specify the default voice codec for the device according to your business needs and preferences. The default codec for most devices is G.729, which offers greatly reduced bandwidth. The other available options require more bandwidth, but they can provide higher quality in noisy environments and during conference calls.
- For **Device at Remote Location**, select **Yes** or **No**.

The **Device at Remote Location** option is available only if you have AT&T Virtual Private Network access. Select **Yes** if this device will be used away from the AT&T



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Voice DNA Virtual Private Network supported location. For more information, see **Move IP Phones**.

You're almost finished. Now all you need to do is set the options for the user's number on the phone's line keys, using the last three options on the page. The values available depend on which device make and model you selected in step 5.

To set line key options for the user's IP phone number

1. From the **Call Presence** list, select **Shared** or **Not Shared**.

Note: If this user's phone number appears on multiple IP phones, then all line appearances must be configured with the same call presence type. If a line appearance has a shared call presence, then the call capacity of that line appearance must also be the same on each device. Remember, call capacity is determined by multiplying the number of line keys by the number of calls per key.

If this is the user's first device (that is, the primary device or, if the user has no primary device provisioned, the first secondary device) and the user's extension doesn't appear as a line key on any other users' devices, the **Call Presence** option is unavailable. Later, if you add another device for this user or provision this user's extension on another user's device, you can edit **Call Presence** for this line appearance.

2. From the **Number of Keys** list, select the number of keys to which the phone owner's phone number will be assigned (typically, two or three keys).
3. From the **Calls per Key** list, select the number of incoming calls that can be stacked on the line keys assigned to the owner's phone number. The recommended setting is one or two calls per key.
4. Click **Save**. The **Devices and Line Appearances** tab reappears, with a confirmation message and showing the newly added IP phone in the device list.
5. Reboot the IP phone (or turn on for the first time). If you can't do this yourself, be sure to notify the responsible person. If this is the first time the phone is being connected, make sure that the phone is connected to the network using the correct port on the back of the phone and that it's receiving power.

Edit an IP Phone

You can edit the IP phone make/model, MAC address, number of expansion modules, codec priority, and remote location setting for an IP phone.



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To edit an IP phone

1. Open the AT&T Voice DNA® Administrator Dashboard, and locate the user's profile information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Under **Primary Device** or **Secondary Devices**, locate the device you're editing, and then click **Edit** at the left of the **Delete** button. The **Devices and Line Appearances** tab changes to edit mode.

Edit Primary Device

* Required

Primary Device: IP Phone

* Device Make/Model: Polycom/SPIP650

* Device MAC Address: 10:10:10:10:10:10

Expansion Modules: +0

Codec Priority: G711 Only

Device at Remote Location: No

Call Presence: Not Shared

Number of Keys: 1

Calls per Key: 2 ?

Cancel Save

4. Edit the following options as necessary:
 - **Device Make/Model**
 - **Device MAC Address**
 - **Expansion Modules**
 - **Codec Priority**
 - **Device at Remote Location**
5. Click **Save**. The **Devices and Line Appearances** tab returns to view mode, showing a confirmation message and the updated device information.



Edit an IP Phone's Line Keys

You can edit an IP phone's first line key, but you can't delete it. The first line key is provisioned with the information for the assigned user. To assign a different user to this IP phone, you must delete the IP phone from the currently assigned user's devices, and then add it as assigned to the new user. For more information, see [Delete an IP Phone](#) and [Add an IP Phone](#).

You can add, edit, and delete secondary line keys.

Note: After editing line key information, you must reboot the IP phone. If you can't do this yourself, be sure to notify the responsible person. The phone is unable to make or receive calls while rebooting.

To view an IP phone's line key details

1. Open the AT&T Voice DNA Administrator® Dashboard, and locate the user's profile information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
 - If the IP phone is the user's first device (that is, the primary device or, if the user has no primary device provisioned, the first secondary device), the line key details are shown along with the phone's other information.
 - If the IP phone is an additional device for this user, click **View line key details** for that particular device
 - To hide line key details for a primary or secondary device, click **Hide line key details**.



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User Details: Arthur Doe

Profile | Features | Voicemail | Dial Restrictions | **Devices and Line Appearances**

Primary Device

Edit Delete Reset

Device Type: IP Phone
Make/Model: Polycom / SPIP650
MAC Address: AA:23:34:45:56:67
Expansion Modules: 0

Line Key Details: Edit

Key	Extension	Label	Call Presence	Number of Keys	Calls per Key
1	2003	2003	Not Shared	2	1
2	2003				
3	8-2052	Cynthia	Not Shared	1	1
4	2000	Reception	Not Shared	1	1

Hide line key details

To edit an IP phone's line keys

1. With the IP phone's line key details displayed, click **Edit** to the right of **Line Key Details**. The page used for editing the line keys appears.

Profile | Features | Voicemail | Dial Restrictions | **Devices and Line Appearances**

<< Back to All Devices

Edit Line Key for: Polycom/SPIP650, BB1234567890, Secondary Device, 1 Expansion Modules

Select All	Key	Extension	Label	Call Presence	Number of Keys	Calls per Key	Actions
	1	2003	Arthur	Not Shared	2	1	
	2	2003					
<input type="checkbox"/>	3	8-2052	Cynthia	Not Shared	1	1	
<input type="checkbox"/>	4	2000	Reception	Not Shared	1	1	

Delete Add Line Key

*Required

2. For the line key to be edited, under **Actions**, click the Edit icon . Note that you can edit only one line at a time.
3. Make your changes to the line key. These are the changes you can make:

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- **Label:** Displayed if the phone model supports electronic key labeling.
- **Call Presence:** This can be changed if there are only two appearances of this number. You can change from **Shared** to **Not shared**, and vice versa.

Note: If the call presence type is shared, then the call capacity (the result of multiplying the number of keys by the calls per key) must be the same anywhere this user's extension appears, including on other users' phones.

- **Barge-in:** A sub-setting of **Call Presence**. If **Call Presence** is **Shared**, **Barge-in** can be on or off. If **Call Presence** is **Not Shared**, **Barge-in** can only be off.
 - **Number of Keys:** Changes the number of line keys provisioned for this extension.
 - **Calls per Key:** Displayed if the model supports configurable calls per key.
4. Under **Actions**, click the Save icon  to save your changes, or click the Cancel icon  to discard the changes. Only appropriate values can be saved. If you try to save inappropriate values, an error message appears.

To reorder line keys

Note: You can't change the position of line key 1 because that's the phone owner's line.

1. With the IP phone's line key details displayed, click **Edit** at the right of **Line Key Details**. The page used for editing the line keys appears.
2. Under **Actions**, click the directional icons in each row to move the extensions into the positions you want:
 -  Up one row (can't move into position 1)
 -  Down one row
 -  Up to Position 2
 -  Bottom of list
3. Click Save Reorder.

To add a secondary line key

1. With the IP phone's line key details displayed, click **Edit** at the right of **Line Key Details**. The page used for editing the line keys appears.
2. Click **Add Line Key**. A new row appears for the next numbered key, with fields for entering the line key details. Required fields are marked with a red asterisk (*).



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- Note:** This option isn't available when no additional keys are available on the phone.
- To enter the extension, do one of the following:
 - Enter the extension directly. If this is a cross location line appearance, enter the location dialing prefix followed by a hyphen and the extension (for example, 7-2003).
 - Click **Find user**. In the Find in Directory window that opens, select a location, and then click a checkmark to select the user.
 - Edit the remaining fields.
 - Under **Actions**, click the Save icon  to save your changes, or click the Cancel icon  to discard the changes. If you try to save inappropriate values, an error message appears.

To delete a secondary line key

- With the IP phone's line key details displayed, click **Edit** at the right of **Line Key Details**. The page used for editing the line keys appears.
- To delete the line key for an extension, under **Actions**, click the Delete icon .
- To delete line keys for more extensions, under **Select all**, check the extensions, and then click **Delete**. The column heading changes to **Clear All**.
- To delete all line keys except those provisioned for the phone owner's extension, click **Select all**, and then click **Delete**. The column heading changes to **Clear All**.

Delete an IP Phone

You can delete a user's IP phone.

To delete an IP phone

- Open the AT&T Voice DNA® Administrator Dashboard, and locate the user's profile information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
- On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
- Under **Primary Device** or **Secondary Devices**, select the IP phone you want to delete, and then click **Delete**. The **Devices and Line Appearance** tab reappears with a confirmation message. The IP phone is no longer listed as a device.

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4. Disconnect the IP phone from the network.

Request a Remote Reset of an IP Phone

As an Administrator, you can request a remote reset of a device that supports the reset feature. You can reset IP phones and desktop adapters from the [Devices and Line Adapters](#) page. You can reset location adapters from the [Location Equipment](#) page. Remote reset requires that the device be turned on and connected to the network, and that the device is currently registered with AT&T Voice DNA®.

To request a reset of an IP phone

1. Open the AT&T Voice DNA Administrator Dashboard, and locate the user's profile information. (For help with this step, see [Log In](#) on page 6 and [Use Search](#) on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Click **Reset** for the IP phone that you want to reset. A confirm window opens.
4. To reset the device immediately, click **Yes, Reset Now**. To reset the device at a later time (typically overnight), click **Yes, Reset Later**.



Manage Desktop and Location Adapter Ports

Overview

[View a User's Current Device Settings](#)

[Add or Edit a Desktop Adapter](#)

[Add or Edit a Location Adapter](#)

[Delete a Desktop or Location Adapter](#)

[Request a Remote Reset](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can add, edit, or delete devices for users and fax users. There are four types of user devices: Internet Protocol (IP) phones, softphones, desktop adapters, and location adapters.

Instead of using conventional phone lines, the AT&T Voice DNA service uses your computer network to transmit and receive phone calls and faxes. IP phones and softphones can connect directly to the network, but non-IP phones and fax machines must connect to the network through an adapter.

Depending on your Voice DNA service type, your location may be set up with one centrally positioned location adapter, with wall jacks or other points for plugging in devices. The location adapter acts as the transition point from your office network to the AT&T Voice DNA service and provides multiple ports for connecting non-IP phones and fax machines.

Besides ports provisioned for non-IP phones and fax machines, the location adapter provides ports with direct network access that you can use to connect the location adapter to your Local Area Network, Ethernet Switches, or to directly connect IP phones and computers, if desired.

Desktop adapters, like location adapters, provide a way to connect non-IP phones and fax machines to the network. In addition, they have Ethernet ports that you can use to connect IP Phones to the network, without any additional set up. For more information about setting up IP phones, see **Manage IP Phones and Line Appearances**.

When you add a desktop or location adapter to a user's profile, you're assigning that user's phone number to an adapter port, into which you plug the user's non-IP phone or



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fax machine. (Note that non-IP phones connected by adapter can't access all the features that an IP phone connected to the AT&T Voice DNA service can access.)

Note: You must create fax machines as separate fax users with their own phone numbers and port assignments. For more information, see **Create Fax Users** on page 50.

View a User's Current Device Settings

The first step in managing a user's desktop or location adapter ports is viewing the user's current device settings.

To view a user's current device settings

1. Open the AT&T Voice DNA® Administrator Dashboard, and locate the user's profile information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.

Select All	Key	Extension	Label	Call Presence	Number of Keys	Calls per Key	Actions
<input type="checkbox"/>	1	2003	Arthur	Not Shared	2	1	
<input type="checkbox"/>	2	2003					
<input type="checkbox"/>	3	8-2052	Cynthia	Not Shared	1	1	
<input type="checkbox"/>	4	2000	Reception	Not Shared	1	1	

*Required

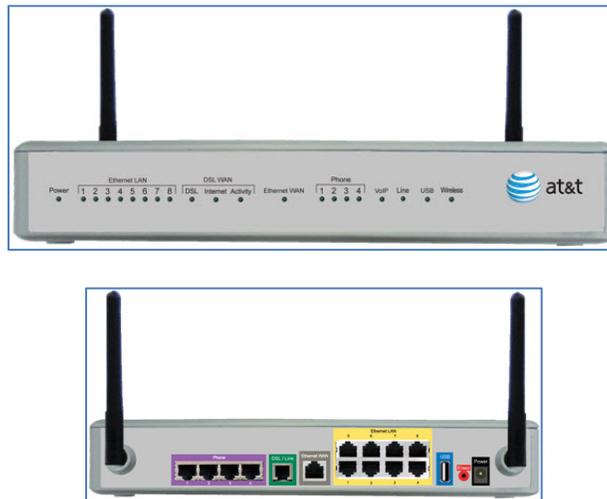
The tab displays the user's current primary and secondary devices. A user can have only one primary device, which was likely assigned when the user was created. If the user has no primary device, you can add one. You can also add one or more secondary devices. Note that users with the Standard feature package can have only one device—they can't have secondary devices.

Note: You can't change a primary device into a secondary device, or vice versa. To reassign a device as primary or secondary, you must first delete the device and then add it again with the new designation.



Add or Edit a Desktop Adapter

Here's a front and back view of a desktop adapter (your make and model may be different):



Some desktop adapters have other ports that provide direct network access for connecting IP phones or computers to the network, but you'll likely connect these to the network using a dedicated wall jack rather than through the desktop adapter.

After you set up an IP phone for a user, you can simply plug the phone into a direct network access port and use it. For more information, see **Manage IP Phones and Line Appearances** on page [88](#).

To add a desktop adapter

To add a desktop adapter, add it as a user's device. You're assigning a port on the adapter to the user so that the user's non-IP phone or fax machine can be connected to the AT&T Voice DNA® service.

1. Open the AT&T Voice DNA® Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page [6](#) and **Use Search** on page [16](#).)
2. On the User Details page, click **the Devices and Line Appearances** tab. The user's current devices appear.
3. Click Add Primary Device or Add Secondary Devices.

Note: Users with the Standard feature package can have only one device (primary device).



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4. Under **Primary** (or **Secondary**) **Device**, select **Desktop Adapter**. The tab changes to show the fields that pertain specifically to a desktop adapter.

The screenshot shows a web interface for configuring a secondary device. The 'Devices and Line Appearances' tab is active. The form is titled 'Add Secondary Device' and contains the following fields:

- Secondary Device:** Radio buttons for IP Phone (selected), Softphone/Mobile Client, Desktop Adapter, and Location Adapter.
- * Device Make/Model:** A dropdown menu with the text 'Select Make/Model'.
- * Device MAC Address:** An empty text input field.
- Expansion Modules:** A dropdown menu with 'None' selected.
- Device at Remote Location:** A dropdown menu with 'No' selected.
- Call Presence:** A dropdown menu with 'Shared' selected.
- Number of Keys:** A dropdown menu with '1' selected.
- Calls per Key:** A dropdown menu with '1' selected and a help icon.

At the bottom of the form are 'Cancel' and 'Save' buttons.

5. From the **Device Make/Model** list, **select** the desktop adapter planned for this user.
6. Enter the **Device MAC Address** (found on a sticker on the adapter and on your invoice).
7. For **Port**, select the desktop adapter **port** for this user. The number of ports in the list depends on the device make and model selected in step 5.
8. For **Codec Priority**, select a codec.

Codec priority is available for Polycom® and Aastra® IP phones, as well as for the analog adapter ports. Codec priority enables you to specify the default voice codec for the device according to your business needs and preferences. The default codec for most devices is G.729, which offers greatly reduced bandwidth. The other available options require more bandwidth, but they can provide higher quality in noisy environments and during conference calls.



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9. For Device at Remote Location, specify Yes or No.

The **Device at Remote Location** option is available only if you have AT&T Virtual Private Network access. Select **Yes** if this device will be used away from the AT&T Voice DNA Virtual Private Network supported location. For more information, see **Move IP Phones**.

10. Click **Save**. The devices and line **appearances** summary reappears, with a confirmation message and the newly added desktop adapter in the device list.
11. Now, configure the new port **assignment** by rebooting the desktop adapter. If you can't do this yourself, be sure to notify the responsible person. Connect the user's non-IP phone or fax machine to the port you specified earlier.

Important: While a desktop adapter is rebooting, **all** calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.

To edit a desktop adapter

Use this procedure when replacing the user's desktop adapter with another one of the same model. If you're replacing it with a different model, you must delete this desktop adapter from the user's profile and then add the new one.

1. Open the AT&T Voice DNA[®] Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Under **Primary Device** or **Secondary Devices**, locate the desktop adapter, and click **Edit**. The tab changes to edit mode.
4. Make your changes, and then click **Save**. The **Devices and Line Appearances** tab displays a confirmation message and returns to view mode.
5. To configure the new port assignment, reboot the desktop adapter. If you can't do this yourself, be sure to notify the responsible person. Connect the user's non-IP phone or fax machine to the port you specified earlier.

Important: While a desktop adapter is rebooting, **all** calls for devices connected to the desktop adapter are disrupted. Rebooting an EdgeWater 250IAD desktop adapter takes 20–30 minutes. You must wait for the cycle to complete before you can make or receive calls from devices connected to the EdgeWater 250IAD.



Add or Edit a Location Adapter

When you add a location adapter as a user's device, you're assigning the user an adapter port in order to connect the user's non-IP phone or fax to the AT&T Voice DNA[®] service.

Note: A location adapter has other ports that provide direct network access for connecting IP phones or computers to the network, but you'll likely connect these to the location adapter with an intermediate switch. After you set up an IP phone for a user, you can simply plug the phone into a direct network access port on the adapter and use it. For more information, see **Manage IP Phones and Line Appearances** on page 88.

To add a location adapter

1. Open the AT&T Voice DNA Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Click Add Primary Device or Add Secondary Devices.

Note: Users with the Standard feature package can have only one device (primary device).

4. Under **Primary** (or **Secondary**) **Device**, select **Location Adapter**. The tab changes to show the fields that pertain specifically to a location adapter. The device's make, model, and MAC address are filled in automatically.



Manage Desktop and Location Adapter Ports

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The screenshot shows a web-based configuration interface for adding a secondary device. The interface has a top navigation bar with tabs: Profile, Features, Voicemail, Dial Restrictions, and Devices and Line Appearances (which is active). Below the tabs is a section titled 'Add Secondary Device'. This section contains several fields and options:

- A red asterisk indicates required fields.
- Secondary Device:** A radio button selection with four options: IP Phone, Softphone/Mobile Client, Desktop Adapter, and Location Adapter. The 'Location Adapter' option is selected.
- * Device Make/Model:** A dropdown menu showing 'ATT-BIB01/4570'.
- * Device MAC Address:** A text input field containing 'A8:70:A5:01:12:40'.
- * Port:** A dropdown menu showing '1'.
- Codec Priority:** A dropdown menu showing 'Default'.

At the bottom of the form are two buttons: 'Cancel' and 'Save'.

5. For **Port**, select an available location adapter port.
6. For **Codec Priority**, select a codec.

Codec priority is available for Polycom® and Aastra® IP phones, as well as for the analog adapter ports. Codec priority enables you to specify the default voice codec for the device according to your business needs and preferences. The default codec for most devices is G.729, which offers greatly reduced bandwidth. The other available options require more bandwidth, but they can provide higher quality in noisy environments and during conference calls.

7. Click **Save**. The devices and line appearances summary reappears, with a confirmation message and the newly added location adapter in the device list.
8. To configure the new port assignment, reboot the location adapter. If you can't do this yourself, be sure to notify the responsible person.

Important: While a location adapter is rebooting, **all** calls from your location are disrupted, not just calls for non-IP phones and fax machines connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

To edit a user's location adapter port

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Manage Desktop and Location Adapter Ports

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Use this procedure to reassign a user's port on the location adapter. The location adapter is preconfigured for the location, so you can't edit its make, model, or MAC address from this view.

1. Open the AT&T Voice DNA Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Under **Primary Device** or **Secondary Devices**, locate the location adapter.
4. Click **Edit**. The tab changes to edit mode.
5. Under **Port**, select a new port.
6. Click **Save**. The **Devices and Line Appearances** tab displays a confirmation message and returns to view mode.
7. To configure the new port assignment, reboot the location adapter. If you can't do this yourself, be sure to notify the responsible person.

Important: While a location adapter is rebooting, **all** calls from your location are disrupted, not just calls for non-IP phones and fax machines connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Delete a Desktop or Location Adapter

You can delete a user's desktop or location adapter assignment.

To delete a desktop or location adapter assignment

1. Open the AT&T Voice DNA® Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Under **Primary Device** or **Secondary Devices**, locate the desktop or location adapter.
4. Click **Delete**. The **Devices and Line Appearance** tab displays a confirmation message and returns to view mode. The adapter is no longer listed.



Request a Remote Reset

As an Administrator, you can request a remote reset of a device that supports the reset feature. You can reset IP phones and desktop adapters from the Devices and Line Adapters page. You can reset location adapters from the Location Equipment page. Remote reset requires that the device be turned on and connected to the network. The device must also be currently registered with the AT&T Voice DNA[®] service.

To request a reset of a desktop adapter

1. Open the AT&T Voice DNA Administrator Dashboard, and then locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. On the User Details page, click the **Devices and Line Appearances** tab. The user's current devices appear.
3. Locate the desktop adapter you want to reset, and click **Reset**. A Confirm Request window opens.
4. To reset the device immediately, click **Yes, Reset Now**. To reset the device at a later time (typically overnight), click **Yes, Reset Later**.

To request a reset of a location adapter

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Select Location** field, enter the location. Then, in the **Locations** tile, click **View Details for this Location**.
The Location Details page appears.
3. Click the **Equipment** tab.
4. Locate the adapter you want to reset, and click **Reset**. A Confirm Request window opens.
5. To reset the device immediately, click **Yes, Reset Now**. To reset the device at a later time (typically overnight), click **Yes, Reset Later**.



HOTELING

Hoteling is a feature of your AT&T Voice DNA[®] service that enables one user's AT&T Voice DNA phone number and features to temporarily be moved to another user's IP phone on the network. For details about setting users up for hoteling, click these links:

- [About Hoteling](#)—Learn all about the functions and benefits of hoteling. See page [113](#).
- [Create Hoteling Center Host Users](#)— When you want to have an AT&T Voice DNA phone dedicated for use by visitors, you can create a virtual user. See page [116](#).
- [Manage Hoteling User Settings](#)—Assign hoteling to users and set their initial parameters. See page [120](#).

See also [Hoteling Detail Report](#) on page [268](#).



About Hoteling

[Overview](#)

[Frequently Asked Questions about Hoteling](#)

Overview

Hoteling is a feature of your AT&T Voice DNA® service that enables one user's AT&T Voice DNA phone number and features to temporarily be moved to another user's IP phone on the network.

Hoteling is beneficial when users from one office in your location or enterprise visit another office, because they can work as if they had their own AT&T Voice DNA phone with them.

There are three categories of hoteling users:

- **Hoteling host user**—An AT&T Voice DNA user sharing an IP phone is called a hoteling host user, and that phone is called a hoteling host phone. (For example, this could be a user who occasionally shares workspace.)
- **Hoteling center host user**—This AT&T Voice DNA virtual user, called a hoteling center host user, is created so that the office can have a hoteling phone dedicated for use by visitors without a real (non-virtual) user owning the phone. (For example, you might locate a hoteling center host phone in a visitor office and create the virtual user Hoteling Office 1.) Administrators create center host users. See **Create Hoteling Center Host Users** on page [116](#).
- **Hoteling guest user**—An AT&T Voice DNA user who associates with (moves service to) a hoteling host phone is called a hoteling guest user. The hoteling guest's own phone number becomes the primary line on the hoteling host phone. Guest users can establish the host/guest association using the AT&T Voice DNA User Dashboard or directly on the hoteling host phone.

As an Administrator, you control whether a user is a hoteling host user, guest user, both, or neither. Users who have one or both of these permissions can control most of their own hoteling settings from the User Dashboard.

Frequently Asked Questions about Hoteling

If a guest user is associated with a host phone, how does the host phone work?



About Hoteling

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- The host phone's primary line (first line appearance) is updated to be the guest's own phone number or extension. The number of primary line repetitions depends on how the host phone is configured. If your organization has a standard phone configuration (for example, three primary number repetitions with one call per repetition), then you should configure the center host phone the same way. This enables the guest to get the same number of primary number repetitions with the same call capacity on the host phone.
- When the guest's phone number receives a call, the hoteling host phone rings. The guest's own active service features (for example, Locate Me) process the call.
- If the host phone has other users' phone numbers as secondary line appearances, those secondary lines are still available for incoming and outgoing calls.

If a guest user is associated with a host phone, how does the guest's own phone work?

Note: The guest may have secondary devices. If the guest has a secondary device, the secondary device works as usual.

- When the guest's phone number receives a call, the guest's own phone doesn't ring.
- Calls made from the guest's primary line on the guest's primary device are blocked. (Exceptions: 911 calls are permitted, and the guest's own phone works if it's also a host phone in use by another guest.)

If a host phone is in use by a guest, what happens if the host user's own number receives a call?

- The host user's own call-terminating treatment (for example, go to voicemail or forward the call) takes effect. (Exception: If this host user is logged in as a guest user elsewhere, this host user's phone doesn't ring. The phone where this host user is now a guest rings.)
- If the host user's Locate Me feature is set to Ring My All At Once List, the host phone doesn't ring. The other numbers configured in the list ring.

If a guest user is associated with a host phone, what happens if the guest receives a voicemail?

- The host phone receives a Message Waiting Indicator (MWI) message.
- The guest's own phone also receives the MWI. (Exception: If the guest's own phone is also a host phone and a guest is associated with it, the guest's phone doesn't get the MWI.)

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About Hoteling

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How do 911 calls work?

- When a guest user is logged in to a host phone, the guest can call 911 from a host phone primary line, even though it's updated to the guest's own phone number. The AT&T Voice DNA® service uses the host phone's own default calling number to identify the phone's location.
- When a guest user is logged in to a host phone, another person can call 911 from the primary line on the guest's own phone. (Other calls are blocked, but 911 calls are allowed.)

Note: To enable emergency responders go to the right location, never call 911 from secondary lines on a phone.

How does the guest/host association end?

- The guest can end (release) the association from the AT&T Voice DNA User Dashboard or directly on the host phone.
- The host can release the association from the AT&T Voice DNA User Dashboard.
- The guest/host association time limit, which was set by the guest user or host user, can expire. If the guest/host association time limit expires during an active call, the parties can complete the call normally, but features such as Transfer Call won't work and another call isn't allowed.

What happens when the guest/host association ends?

- The host phone reverts to the host user's profile (the host user's number is restored as the primary line appearance).
- The host phone is available to accept another guest association.
- The guest's own phone reverts to normal, non-hoteling use. Calls to the guest's number come to the guest's phone. (Exception: If the guest's phone is also a host phone and is in use by another guest, it remains a hoteling host phone.)



Create Hoteling Center Host Users

When you want to have an AT&T Voice DNA[®] phone dedicated for use by visitors, you can create a virtual user called a hoteling center host user. (For example, you might locate a hoteling center host phone in a guest office.) Note that this differs from a hoteling host user, who is a real (non-virtual) AT&T Voice DNA user whose IP phone can occasionally be used as a hoteling host phone. As an AT&T Voice DNA Administrator, you can create and manage hoteling center host users.

Before you begin, you need to know if any phone number or extension has been planned for this hoteling center host user. If no specific number has been planned, you can select one from a list of available numbers on the Create User page.

To get started

Create a hoteling center host user with a phone number and extension or with only an extension.

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. In the **Users** tile, click **Create New User**. (Or, click **RESOURCES** to open the Users page, and then click **Create User**.) The Create User page appears.



Create Hoteling Center Host Users

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Create User

***Required**

User Type: User
 Fax
 Hoteling Center Host
 Ring Down

Personal Information

***First Name:**
***Last Name:**
Employee ID:
***Email Address:**

Phone Number

Phone Number and Extension
 Extension only (no phone number)

***Location:** [?](#)
***Extension:** [?](#)

Device

Primary Device: IP Phone [?](#)
 Desktop Adapter
 Location Adapter [?](#)

Device Make/Model: [?](#)
Device MAC Address:

Ring Down Destination Number: [Find Numbers](#) [?](#)

Features

Package: Premium
 Enhanced
 Standard

3. Under **User Type**, select Hoteling Center Host.
4. Enter a name for the hoteling center host user.

It's a good idea to choose an identifying name. For example, you could use "Cubicle 1" as the first name and "Hoteling" as the last name. This virtual user would then appear in a users list as "Hoteling, Cubicle 1," and all your hoteling center host users would be grouped together in the list.



Create Hoteling Center Host Users

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5. Enter the email address and room ID. You can also enter an employee ID.
6. Enter an extension only (default) or a phone number and extension. See [To enter only an extension](#) or [To enter a phone number and extension](#), below.

To enter an extension only

1. On the Create User page, under **Phone Number**, select **Extension only (no phone number)**. This is the default option.
2. If you have more than one location, from the **Location** menu, select a location. If you have only one location, it appears automatically.
3. Enter the extension for this hoteling center host user.

To enter a phone number and extension

1. On the Create User page, under **Phone Number**, select **Phone Number and Extension**. The available fields change.
2. Enter the phone number (dashes optional) planned for this hoteling center host user.
3. If you don't have a specific phone number planned for the user, click **Select from available Phone Numbers**. The Available Phone Numbers window opens.

Phone Number	Port Status	Action
732-368-4924		<input checked="" type="checkbox"/>
732-368-4930		<input checked="" type="checkbox"/>

4. From the **View Phone Number by Location** list, select the hoteling center host user's location. (If you're a Location Administrator, the location is preselected.) Optionally, in the **Search Phone Number** field, enter the first few digits of a location-appropriate phone number. To view available phone numbers, click the Search icon .
5. Under **Action**, select a phone number. The window closes and the number appears in the **Phone Number** field.
6. If necessary, edit the extension. The default is the last few digits of the phone number.



Create Hoteling Center Host Users

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To finish the process and create the hoteling center host user

At this point, you've entered all the information required to create the hoteling center host user. All other fields show default settings. You can adjust the user's device information, feature package, and hoteling host features later. Or, you can add this optional information now, before creating the user.

1. Skip adding the optional information by clicking **Create User**, or add it before creating the user. To add it now:
 - From the **Device Make/Model** list, select the device's make and model. Only the devices that support hoteling are listed. Enter the device's MAC address (available on a sticker on the device or on your original invoice).
 - Under **Features**, select an AT&T Voice DNA feature package for the center host user: **Standard**, **Enhanced**, or **Premium**. **Standard** is the default. You can select a different package if the location has one of that type available.
 - Under **Hoteling Host**, set the **Host's Association Limit**, **Enforce Host's Association Limit**, and **Access Level**.
 - **Status** is set to **On**, and you can't change it.
 - Limit a guest's association time. Set the maximum time a hoteling guest user can associate with this hoteling center host user before the system terminates the association (if the limit is enforced). Under **Host's Association Limit**, enter a number of hours. The default is **24**, with **Enforce Host's Association Limit** selected.
 - Check or uncheck **Enforce Host's Association Limit**. If you uncheck it, an associated guest user can override the host's association limit from the AT&T Voice DNA User Dashboard.
 - Select a hoteling guest user's access level. Select **Tenant** or **Host's Location Only**. **Tenant** means a guest can be any user in the enterprise who has hoteling guest status. **Host's Location Only** means a guest must be a user in the host's own location who has hoteling guest status.
2. Click **Create User**. A fresh Create User page appears. At the top, you'll see a confirmation message and your new hoteling center host user's information.



Manage Hoteling User Settings

Overview

[Assign a Hoteling Guest or Host Feature to a User](#)

[Manage a User's Hoteling Host Settings](#)

[Change a User to a Hoteling Center Host User](#)

[Reset a Guest User's Hoteling Passcode](#)

Overview

Hoteling is a feature of your AT&T Voice DNA[®] service where one user's AT&T Voice DNA phone number and features temporarily move to (or are associated with) another user's IP phone on the network.

The user sharing an IP phone is called a hoteling host user, and that phone is called a hoteling host phone. The user moving (associating) a number to a host phone is called a hoteling guest user. Depending on the permissions you grant, a user can be a host user, a guest user, both, or neither. (If a user has neither permissions, that user can't function as a host user or guest user).

The guest user's phone number becomes the primary line on the hoteling host phone, which also assumes the guest number's active service features such as Locate Me. The guest user selects a host user and creates an association, or releases an established association, on the AT&T Voice DNA User Dashboard or directly on the host phone. For complete information about the hoteling feature, see **About Hoteling** on page [113](#).

You control a user's hoteling guest or host status and settings on the AT&T Voice DNA Administrator Dashboard.

Assign a Hoteling Guest or Host Feature to a User

For more information, see **Manage User Features** on page [66](#).

Note: For a hoteling host user with multiple devices, only the primary device can have the hoteling host capability.

To assign a hoteling guest or host feature to a user

1. Open the AT&T Voice DNA[®] Administrator Dashboard. For help with this step, see **Log In** on page [6](#).



Manage Hoteling User Settings

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2. Select a location, and then search for the user. Or, click **View List of All Users** and filter the list that appears.
3. In the user list, click the user's name. The User Details page appears.
4. Click **Features**, and then click **Edit**.
5. Under **Available Features**, select **Hoteling Guest**, **Hoteling Host**, or both, and then click the arrow to move them under **Active Features**.
6. Click **Save**.

Profile **Features** Voicemail Dial Restrictions Devices and Line Appearances

Edit Features

Active Package: Premium

Available Features
Select all Clear selection

- Barge-In Exempt
- Calling Line ID Blocking
- Directed Call Pickup
- Directed Call Pickup with Barge-In
- Hoteling Guest**

Hold Control to select multiple features.

Active Features
Select all Clear selection

- Automatic Callback
- Call Waiting
- Click to Conference
- Hoteling Host
- Intercom Over Speakerphone

Hold Control to select multiple features.

Cancel Save

Manage a User's Hoteling Host Settings

As Administrator, you can edit the user's hoteling host settings from the AT&T Voice DNA® Administrator Dashboard. Note that the hoteling host user can override the settings from the AT&T Voice DNA User Dashboard.

To edit a hoteling host user's hoteling settings

1. Open the AT&T Voice DNA Administrator Dashboard.

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Manage Hoteling User Settings

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2. Select a location, and then search for the user. Or, click **View List of All Users** and filter the list that appears.
3. In the user list, click the user's name. The User Details page appears.
4. Click Devices and Line Appearances.
5. Scroll to **Hoteling Host**, and then click **Edit**.

The screenshot shows a web interface for editing user settings. At the top, there are five tabs: Profile, Features, Voicemail, Dial Restrictions, and Devices and Line Appearances. The 'Devices and Line Appearances' tab is selected and highlighted in orange. Below the tabs is a section titled 'Edit Primary Device Hoteling Host Settings'. This section contains several settings: 'Status' is set to 'On'; 'Limit Guest's Association' is set to '24' with 'Hour(s)' next to it; there is a checked checkbox for 'Enforce Limit'; 'Access Level' has two radio button options: 'Tenant' (which is unselected) and 'Host's Location Only' (which is selected). At the bottom of the form are two buttons: 'Cancel' on the left and 'Save' on the right.

6. Under Edit Primary Device Hoteling Host Settings, make the changes you want:
 - **Status** is set to **On**, and you can't change it.
 - Limit a guest's association time. Set the maximum time a hoteling guest user can associate with this hoteling host user before the system terminates the association (if the limit is enforced). Under **Limit Guest's Association**, enter 1–999 hours. The default is **24**, with **Enforce Limit** selected.
 - Check or uncheck **Enforce Limit**. If you uncheck it, an associated guest user can override the guest association limit you set here from the AT&T Voice DNA User Dashboard.
 - Select a hoteling guest user's access level. Select **Tenant** or **Host's Location Only**. **Tenant** means a guest can be any user in the enterprise who has hoteling guest status. **Host's Location Only** means a guest must be a user in the host's own location who has hoteling guest status.
7. Click **Save**.

Change a User to a Hoteling Center Host User

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Manage Hoteling User Settings

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A hoteling center host user is a user whose phone is dedicated as an AT&T Voice DNA[®] IP phone for visitors' use. (For example, you might put a hoteling center host phone in a guest office.) You can change a regular user to a hoteling center host user. You can also create a virtual hoteling center host user. For more information about creating the virtual user, see **Create Hoteling Center Host Users** on page 116.

To change a regular user to a hoteling center host user

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Select a location, and then search for the user. Or, click **View List of All Users** and filter the list that appears.
3. In the user list, click the user's name. The User Details page appears.

<< [Back to Users list](#)

User Details: Jane Doe

Profile | [Features](#) | [Voicemail](#) | [Dial Restrictions](#) | [Devices and Line Appearances](#)

Profile Information [Edit](#) [Delete](#)

[Change to Hoteling Center Host](#)

First Name: Jane

Last Name: Doe

4. Click **Change to Hoteling Center Host**.
Note: For a hoteling host user with multiple devices, only the primary device can have the hoteling host capability.
5. In the Modify User Confirmation window that opens, click **Confirm**. The user changes to a hoteling center host user, and the user's phone changes to a hoteling center host phone.
6. To complete the change, the user's phone must be rebooted:
 - To do a remote reset, on the Hoteling Center Host Details page, click **Devices and Line Appearances**, and under **Primary Device**, click **Reset**.
 - To reboot the phone manually, the user (or someone else) can turn the phone off, wait 10 seconds, and then turn it back on.



Manage Hoteling User Settings

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Note: You can't change the hoteling center host user back into a regular user. You must delete the hoteling center host user and recreate a regular user.

Reset a Guest User's Hoteling Passcode

Hoteling guest users have a passcode that enables them to log directly into a hoteling host user's IP phone. If a hoteling guest user is unable to change the passcode on the AT&T Voice DNA® User Dashboard, you can change it for the user.

To reset a user's hoteling guest passcode

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Select a location, and then search for the user. Or, click **View List of All Users** and filter the list that appears.
3. In the user list, find the user's name, and then, under **Actions**, click the View User's Portal icon (the first icon) . The user's AT&T Voice DNA User Dashboard appears.
4. Click **Settings**, and then click **Hoteling** immediately below. The Hoteling Settings page appears.
5. Click **Edit**. In the **Enter New Hoteling Passcode** field, enter a new passcode according to these rules:
 - Passcode must be 4-10 digits long.
 - Can't be your own extension or phone number.
 - Can't be your own extension or phone number reversed.
 - Can't contain more than 3 repeated digits.
 - Can't contain more than 3 sequential digits. For example, it can't include 1234 or 4321.
 - Can't be a repeated pattern. For example, 514514 is not valid. (Can contain a repeated pattern, for example, 12514514 is valid.)
6. In the **Confirm New Hoteling Passcode** field, re-enter the passcode.
7. Click **Save**.
8. Notify the user of the new passcode.



MANAGE DIAL RESTRICTIONS AND OVERRIDES

For details about creating and managing dial restrictions and overrides in the AT&T Voice DNA® system, see these topics:

- [Create and Manage Custom Dial Restrictions and Overrides](#)—View, create, and edit custom dial restrictions and custom dial restriction overrides for a location or your organization. See page [126](#).
- [Manage User Dial Restrictions and Overrides](#)—View and edit general dial restrictions, custom dial restrictions, and custom dial restriction overrides for individual users on the User Details page. See page [130](#).
- [Manage Dial Restrictions and Overrides – Mass Management](#)—View and edit assignments for general dial restrictions, custom dial restrictions, and custom dial restriction overrides for multiple users. See page [135](#).



Create and Manage Custom Dial Restrictions and Overrides

Overview

[Create a Custom Dial Pattern](#)

[View, Edit, or Delete a Custom Dial Pattern](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can create and manage custom dial patterns. Dial patterns indicate specific numbers or number ranges that a user or group of users can or can't call.

Dial restriction patterns specify a number or range of numbers that a user is blocked from calling. Use a dial restriction pattern to create a block that you can't achieve using general dial restrictions. A dial restriction pattern might consist of single number, single area code, or single international country code.

Dial restriction override patterns specify a number or range of numbers that a user can call, superseding any other dial restriction applied to that user. For example, if a user is restricted from making international calls, you could create a dial restriction override pattern that contains a single international number that the user can call.

You can create up to 50 company-wide custom dial restriction patterns and 50 company-wide custom dial restriction override patterns. For each location, you can create an additional 10 custom dial restriction patterns and 10 custom dial restriction override patterns.

For information about how to assign custom dial patterns to users, see **Manage User Dial Restrictions and Overrides** on page [130](#) and **Manage Dial Restrictions and Overrides – Mass Management** on page [135](#).

Create a Custom Dial Pattern

As an Administrator, you can create custom dial patterns that you can then apply to the users you manage.

To create a custom dial pattern

1. Open the AT&T Voice DNA Administrator[®] Dashboard and click **SETTINGS**. (For help with this step, see **Log In** on page [6](#).)

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Create and Manage Custom Dial Restrictions and Overrides

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The Custom Dial Patterns page appears, showing the existing custom dial patterns available for your company and for company locations.

Name	Type	Level	Location	Function	Actions
Pattern A	Restriction	Company	--	Restrict a single...	

2. Click Create Pattern.

The Create Pattern page appears.

*Required

*Name:

Type: Restriction Override

Level: Company Location

*Function:

3. In the **Name** field, enter a name for the pattern.
4. For **Type**, select **Restriction** to restrict calls or **Override** to override an existing restriction.
5. For **Level**, specify whether the pattern will be applied at the company or location level. If you select location level, also select your location from the list that appears. Note that Location Administrators can create only location-level patterns.
6. For **Function**, select a preset option for how the pattern will work. Depending on the function you choose, other fields may appear in which you need to enter phone numbers, area codes, country codes, or city codes.

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7. Click **Create**.

View, Edit, or Delete a Custom Dial Pattern

To view a pattern

1. Open the AT&T Voice DNA® Administrator Dashboard, and click **SETTINGS**. (For help with this step, see **Log In** on page 6.)

The Custom Dial Patterns page appears, showing the existing custom dial patterns available for your company and for company locations.

2. Click the pattern name. The Pattern Details page for that pattern appears.

To edit a pattern

1. Open the AT&T Voice DNA Administrator Dashboard, and click **SETTINGS**. (For help with this step, see **Log In** on page 6.)

The Custom Dial Patterns page appears, showing the existing custom dial patterns available for your company and locations. Only Company Administrators can edit company-level patterns. Location Administrators can view but not edit company-level patterns.

2. Do one of the following:
 - Click the pattern name to open the Pattern Details page, and then click **Edit**.
 - In the **Actions** column for the pattern you want to edit, click the Edit icon .

The Edit Pattern Details page appears.

3. Make changes to the available fields, and then click **Save**.

To delete a pattern

1. Open the AT&T Voice DNA Administrator Dashboard, and click **SETTINGS**. (For help with this step, see **Log In** on page 6.)

The Custom Dial Patterns page appears, showing the existing custom dial patterns available for your company and locations. Only Company Administrators can delete company-level patterns. Location Administrators can view but not delete company-level patterns.

2. Do one of the following:
 - Click the pattern name to open the Pattern Details page, and then click **Delete**.



Create and Manage Custom Dial Restrictions and Overrides

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- In the **Actions** column for the pattern you want to delete, click the Delete icon  .



Manage User Dial Restrictions and Overrides

Overview

[View a User's Dial Restrictions and Dial Restriction Overrides](#)

[Add or Remove a User's Dial Restrictions and Dial Restriction Overrides](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can manage dial restrictions on a user-by-user basis, or you can set dial restrictions for multiple users in your company or at a single location. (For more information, see **Manage Dial Restrictions – Mass Management** on page [135](#).)

Dial restrictions limit which calls can be placed, forwarded, or transferred from a user's phone number. (Dial restrictions don't affect incoming calls.) If your organization requires any restrictions, set them using the AT&T Voice DNA Administrator Dashboard.

In addition to the general dial restrictions available through AT&T Voice DNA, you can create the following custom dial patterns:

Dial restriction patterns Specify a number or range of numbers that a user is restricted from calling, forwarding, or transferring. Use a restriction pattern to create a dial restriction that you can't achieve using general dial restrictions. A dial restriction pattern might consist of single number, single area code, or single international country code.

Dial restriction override patterns Specify a number or range of numbers that a user can call, superseding any other dial restriction applied to that user. For example, if a user is restricted from making international calls, you could create a dial restriction override pattern that contains a single international number that the user can call.

For information about how to create and manage dial restriction patterns and dial restriction override patterns, see **Create and Manage Custom Dial Patterns** on page [126](#).

Note: Calls to 911, AT&T Voice DNA Customer Care, and voicemail access are permitted, even when the **Restrict All Outgoing Calls** option is selected.

General dial restrictions can include any of the following:



Manage User Dial Restrictions and Overrides

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Dial Restriction	Description
All outgoing calls	Restricts all outgoing calls from this number, including calls to other users within your organization. Allows incoming calls only.
International calls	Restricts international calls that start with 011 or 01.
Information calls	Restricts calls to Directory Assistance, domestic and international (411, 555-1212, and Area Code + 555-1212).
Domestic calls (outside your company)	Restricts domestic calls made to any 7 or 10 digit number outside your company.
Operator calls	Restricts calls starting with 0 (other than international and 00 Information).
Toll free calls	Restricts calls to toll-free area codes (for example, 800 or 877).

To restrict both local and long distance dialing for a user, you can use the **Domestic Calls to Home Area Code** restriction and the **Domestic Calls Except for Home Area Code** restriction together.

View a User's Dial Restrictions and Dial Restriction Overrides

You can view a user's current dial restriction settings.

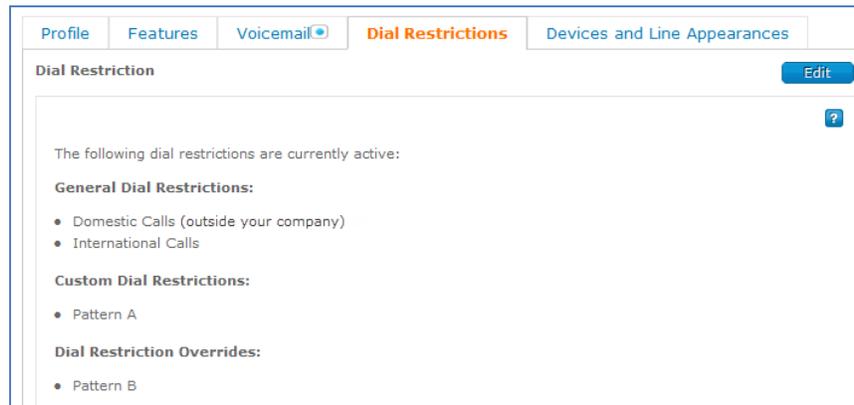
To view a user's dial restrictions

1. On the AT&T Voice DNA® Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Click the user's name. The User Details page appears, with the **Profile** tab selected.
3. Click **Dial Restrictions**. The user's **Dial Restrictions** tab shows the active dial restrictions.



Manage User Dial Restrictions and Overrides

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4. To view a brief description of dial restrictions, click the Quick Help icon .

Add or Remove a User's Dial Restrictions and Dial Restriction Overrides

You can edit a user's general dial restriction settings and apply or remove custom patterns. Saved changes go into effect immediately.

Note: To create and edit custom dial restrictions and dial restriction overrides, see **Create and Manage Custom Dial Patterns** on page [126](#).

To add or remove specific dial restrictions or dial restriction overrides

1. On the AT&T Voice DNA® Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page [6](#) and **Use Search** on page [16](#).)
2. Click the user's name. The User Details page appears, with the **Profile** tab selected.
3. Click **Dial Restrictions**. The user's **Dial Restrictions** tab shows the active dial restrictions.
4. Click **Edit**. The Edit Dial Restrictions page appears, showing the user's current **Restrict** setting as either **All Outgoing Calls** or **Specific Calls**.



Manage User Dial Restrictions and Overrides

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The screenshot shows the 'Edit Dial Restriction' configuration page. The 'Dial Restrictions' tab is active. The 'Restrict' section has 'Specific Calls' selected. The 'General Dial Restriction' section shows 'Domestic Calls (outside your company)', 'Information Calls', and 'Toll Free Calls' in the 'Not Applied' list, and 'Operator Calls' in the 'Applied' list. The 'Custom Dial Restriction' section shows 'Pattern A' in the 'Applied' list. The 'Dial Restriction Overrides' section shows 'Pattern B' in the 'Applied' list. 'Cancel' and 'Save' buttons are at the bottom.

5. To change the current dial restrictions and dial restriction overrides on individual call types, select **Specific Calls**.

The **Not Applied** and **Applied** transfer boxes together contain the possible types of dial restrictions and dial restriction overrides.

The **Not Applied** box shows the inactive dial restrictions and dial restriction overrides.

The **Applied** box shows the user's current dial restrictions and dial restriction overrides.

6. To add a restriction or override, select it in the **Not Applied** box, and then click the right arrow to transfer it to the **Applied** box.
7. To remove a restriction or override, select it in the **Applied** box, and then click the left arrow to transfer it to the **Not Applied** box.



Manage User Dial Restrictions and Overrides

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8. When you finish setting restrictions, click **Save** to save your changes or **Cancel** to retain the current dial restriction settings.

To restrict all outgoing calls

1. On the AT&T Voice DNA Administrator Dashboard, locate the user's information. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)
2. Click the user's name. The User Details page appears, with the **Profile** tab selected.
3. Click **Dial Restrictions**. The user's **Dial Restrictions** tab shows the active dial restrictions.
4. Click **Edit**. The Edit Dial Restrictions page appears.
5. Under Restrict, select All Outgoing Calls.

Note: The **Specific Calls** transfer boxes are hidden, but your **Specific Calls** configuration is maintained until you click **Save**. You can specify override patterns for a user who has **All Outgoing Calls** restricted.

6. To restrict all outgoing calls, click **Save**. To retain the current dial restrictions, click **Cancel**.

Note: Calls to 911, AT&T Voice DNA Customer Care, and voicemail access are permitted, even when the **Restrict All Outgoing Calls** option is selected.



Manage Dial Restrictions and Overrides— Mass Management

[Overview](#)

[About Dial Patterns](#)

[View and Manage Dial Pattern Assignment](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can manage the assignment of custom dial restrictions and dial restriction overrides.

Company Administrators can assign dial restriction or dial restriction override patterns for an entire company, a specific location, and users in the company.

Location Administrators can assign dial restriction or dial restriction override patterns to users at the locations they manage.

To manage the assignment of dial restrictions on a user-by-user basis, see **Manage User Dial Restrictions and Overrides** on page [130](#).)

About Dial Patterns

Dial restrictions limit which calls can be placed, forwarded, or transferred from a user's phone number. (Dial restrictions don't affect incoming calls to that number.)

In addition to the general dial restrictions available through AT&T Voice DNA[®], you can create either of the following patterns and assign them to individuals, a location, or company-wide:

Dial restriction patterns Specify a number or range of numbers that a user is restricted from calling. Use a dial restriction pattern to create a restriction that you can't achieve using general dial restrictions. A dial restriction pattern might consist of single number, single area code, or single international country code.

Dial restriction override patterns Specify a number or range of numbers that a user can call, superseding any other dial restriction applied to that user. For example, if a user is restricted from making international calls, you could create a dial restriction override pattern that contains a single international number that the user can call.

For information about how to create and manage dial restriction patterns and dial restriction override patterns, see **Create and Manage Custom Dial Patterns** on page



[126](#). For information about general dial restrictions, see **Manage User Dial Restrictions and Overrides** on page [130](#).)

View and Manage Dial Pattern Assignment

You can use the Mass Management capability to view all users assigned to specific dial restrictions, dial restriction patterns, and dial restriction override patterns. You can also unassign these restrictions from users or assign these restrictions to additional users.

To view and edit dial restrictions user lists

1. Open the AT&T Voice DNA® Administrator Dashboard, and then click **MASS MANAGEMENT**. (For help with this step, see **Log In** on page [6](#).) The Dial Restrictions page appears.
2. From the **Show dial restrictions for** list, select the group of users you want to view (**Company Only**, **Company and Location**, or **Location Only**). If you select an option that includes a location, select the location in the next field that appears.
3. Do one of the following:
 - To see the user list for dial restrictions and dial restriction overrides assigned to all outgoing calls, select **All Outgoing Calls**.
 - To see the user list for dial restrictions and dial restriction overrides assigned to specific calls, select **Specific Calls**.

The dial restrictions and dial restriction overrides appear.

Note: To view a dial pattern, click the blue pattern name. The Pattern Details page appears. To edit or delete the pattern, see **Create and Manage Custom Dial Patterns** on page [126](#).

4. Click the box at the left of the dial restrictions and patterns for which you want to view a user list.
5. Click **Get Users**. The list that appears at the bottom of the page contains all users who have all the dial restrictions and dial patterns you selected.



Manage Dial Restrictions and Overrides—Mass Management

HOME RESOURCES DIRECTORY SETTINGS MASS MANAGEMENT REPORTS

Dial Restrictions

<< Back to Dial Restrictions Profile Information: Company A

Dial Restrictions

Selected dial restrictions for: Company and Location (New Jersey - 123422)

General Dial Restrictions:

Restrictions

- International Calls
- Operator Calls
- Domestic Calls (outside your company)
- Toll Free Calls

Custom Dial Restrictions:

Pattern Name	Pattern Level	Location	Pattern Function
Pattern Name E	Company	--	Block a single domestic number
Pattern Name F	Location	New Jersey	Block a 3 digit area code

Dial Restrictions Overrides:

Pattern Name	Pattern Level	Location	Pattern Function
Pattern Name E	Company	--	Allow a single domestic number
Pattern Name F	Location	New Jersey	Allow a 3 digit area code

Following users have above Dial Restrictions enabled (40): [Save results to a text file](#)

Assign|Unassign

Page 1 of 6 | < 1 2 3 4 > | ...

Name	Number	Extension
Doe1, John	703-878-9544	5464
Doe2, John	103-878-9544	5464
Doe3, John	284-878-9548	2647

- To assign additional users to this list, click **Assign**. The Assign Users window opens.
- To remove users from this list, click **Unassign**. The Unassign Users window opens.
- Select the users you want to add or remove from the list. If you are a location administrator, only users in your location appear in the list.
- Click **Save**. The Assign Users or Unassign Users window closes, and the Dial Restrictions page reappears.
- To save the list of users as a text file for use outside of the Administrator Dashboard, click **Save results to a text file**.



Manage Dial Restrictions and Overrides—Mass Management

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Note: Calls to 911, the AT&T Voice DNA Customer Care, and voicemail access are permitted, even when you check the **Restrict All Outgoing Calls** option.



MANAGE HUNT GROUPS

For details about managing hunt groups using the tools on the AT&T Voice DNA® Administrator Dashboard, click these links:

- [About Hunt Groups](#)—View hunt group scenarios, and learn about hunting policies and behavior. See page [140](#).
- [Create Hunt Groups](#)—Create a new hunt group or member number hunt group. See page [147](#).
- [Edit Hunt Group Profiles](#)—Edit hunt group details. See page [150](#).
- [Add or Delete Hunt Group Members](#)—Add and delete users in a hunt group member list. See page [152](#).
- [Delete Hunt Groups](#)—Terminate a hunt group's hunting policy and behavior, and return the hunt group's phone number and allotment to inventory. See page [155](#).



About Hunt Groups

[Overview](#)

[Hunt Group Scenarios](#)

[Hunt Group Settings](#)

[Examples](#)

[Hunt Group Limits](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can create and manage hunt groups.

Hunt groups are a way to efficiently manage incoming calls, such as sales or service calls, that can be handled by more than one user in your organization. A hunt group connects a caller to the first available person who can help. You create a hunt group, assign the group's members, and set guidelines (the hunting policy) that control how calls are distributed. Hunt groups ignore personal settings for members, such as voicemail.

You can add anyone in your organization to a hunt group, including extension-only users.

There are two types of hunt groups:

Standard hunt groups—Callers dial a central phone number that you have specified as a standard hunt group number (for example, a website's customer care number) and the hunting policy you set finds someone in the standard hunt group to take the call. If a standard hunt group has no members, calls made to the central phone number are automatically directed to the final destination phone number or mailbox that you set.

Member number hunt groups—Callers dial a hunt group member's direct phone number and the hunting policy you set manages the call. A member number hunt group isn't engaged until you add members. If the member number hunt group has no members, no hunting occurs and only the number dialed rings.

After you create a hunt group, you can add members, edit the group's settings (such as directory privacy), edit the member list, or delete the group.

To run a report on existing hunt group activity, such as answering party's number, answering party's name, call start time, duration, and more, see **Inbound Call Detail Report - Hunt Group** on page [257](#).

Hunt Group Scenarios

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About Hunt Groups

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The following example scenarios explain how hunt groups work within an enterprise.

Standard Hunt Group Scenario: Jane Doe Company

The Jane Doe company website features one central phone number for customers wanting sales assistance. The company has 40 salespeople who can help callers. The salespeople each have individual phone numbers in the AT&T Voice DNA® service.

Because it's important that customer calls get answered as soon as possible, the website sales number is set up as an AT&T Voice DNA standard hunt group called SalesTeam1. All 40 salespeople are members of SalesTeam1.

When a customer calls the sales number, the call tries a salesperson's number and, if that number is busy, continues hunting through the group until it finds someone available.

For example, a call comes in to SalesTeam1 and the hunt policy tries salesperson A's phone number. If the line is busy, the hunt policy tries salesperson B's phone number. If that number doesn't answer, the call moves to the next salesperson's phone number, and the process continues until someone answers the call or the call goes to a designated voice mailbox.

Users can belong to more than one hunt group. For example, the company's website features a customer support phone number that connects to a hunt group called Support1. Some salespeople from SalesTeam1 also answer support calls, so those members can also be members of Support1.

To determine who gets the call first, you specify a hunting policy and hunting behavior. To learn more, see [Hunt Group Settings](#), below.

Member Number Hunt Group Scenario: John Doe Airlines

John Doe Airlines replaced its phone system with the AT&T Voice DNA service and installed Internet Protocol (IP) phones. The ground crew hangar area at each airport has five phone lines, which are displayed as line keys on all five phones in the area. People in the hangar area can access any of these lines. (For information about configuring IP phone keys, see [Managing IP Phones and Line Appearances](#) on page 88.)

It's important that an incoming call gets immediate assistance from the first available person in the hangar, so the company sets up a member number hunt group for each airport, called Next1 with the location name—for example, LAX-Next1—with all five phone numbers as members. When a call comes in to any one of the company's five phone numbers, the policy set for LAX-Next1 hunts through the group phone numbers until the first available number answers.



About Hunt Groups

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A user (phone number) can belong to only one member number hunt group. The user (phone number) can also belong to one or more standard hunt groups at the same time.

If a location has a member number hunt group, it must also have a location caller ID number. To provision a location caller ID number, see [Manage Location Caller ID](#) on page 215.

Note: Don't use personal call-forwarding settings or personal voicemail with member number hunt group phone numbers, because the member number hunt group behavior ignores any personal phone number settings.

Hunt Group Settings

When you create or edit a hunt group, you select options that determine which group member an incoming call rings first, how the call hunts through the group, and what happens to the call if no one answers. You select options in the Hunt Group Profile tab of the AT&T Voice DNA® system.

Hunting Policy

Hunting policy sets the order in which incoming calls ring members' phone numbers. AT&T Voice DNA provides these hunting policies:

- **Linear**—The call starts with the first user in the member list and then hunts through the list sequentially, until it finds an available member or reaches the end of the list.
- **Circular**—The call starts with the member who follows the last one on the list to answer a call. When the call reaches the end of the list, it circles back to the first member on the list. Hunting ends when the call finds an available member or has tried all members.
- **Uniform**—The call goes to the member who's been idle the longest, then to the user who's been idle second longest, and so on, until someone answers or the call has tried all members.
- **Simultaneous**—The call alerts all available members in the group at the same time. The call connects to the first member who answers the call.

Hunting Behavior and Final Destination

Hunting behavior determines how many times a member's phone number rings before the call moves on.



About Hunt Groups

Profile | **Members**

***Required**

Type: Hunt Group
 Member Number Hunt Group

***Name:**

***Number:** [Select from available phone numbers](#)

Hunting Policy

Linear
 Circular
 Uniform
 Simultaneous

Hunting Behavior

Hunt through member list, ringing each member for seconds
 Ring first available member only

Allow call waiting on members

Final Handling

Stop hunting after seconds (Enter a number between 10 and 120)

Send to final destination

Phone Number = Find Numbers

Mailbox = Find Numbers ?

Option	Description
<p>Hunt through Member List, ringing each member for X seconds</p> <p>(according to the hunting policy you select)</p>	<p>The call rings the first number on the list, rings for the specified number of seconds, and then moves on to the next number in the list.</p> <p>To specify how long the hunting lasts (even if the call hasn't reached the end of the list), select Stop hunting after X seconds in the Final Destination section. Setting this time is useful if you have many group members and want to limit the length of time a caller waits for an answer. When the time expires, hunting ends and the call is forwarded to the final destination.</p>



About Hunt Groups

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Option	Description
Ring first available member only (according to the hunting policy you select)	<p>The call rings the first available member who's not on an active call. (If call waiting is allowed, the first available member can have an active call.)</p> <p>Note: If you choose this option, it's essential that you also set a timer by selecting Stop hunting after X seconds. If you don't set a timer and the call isn't answered, the phone continues to ring for an extended time (120 seconds) and never goes to the final destination.</p>
Allow Call Waiting on Members	<p>When you allow call waiting, the hunt proceeds through the member list and offers the call to a member even when that member is on an active call. Allowing call waiting for members is useful when there are only a few members available to take calls.</p> <p>If you don't allow call waiting, the hunting policy treats a member on an active call as busy and skips that member.</p> <p>Note: Hunting ignores other individual phone settings, such as call forwarding or anonymous call rejection.</p>

The **Final Destination** options specify how the final destination for the call is handled.

Option	Description
Stop hunting after X seconds	<p>Specifies a time limit for the call to hunt through members. If you don't specify a time limit and the call isn't answered, the phone continues to ring for an extended time (120 seconds) and never goes to the final destination.</p>
Phone Number	<p>Assigns the phone number that will be an incoming call's final destination if the call is not answered by a member of the hunt group. A final destination phone number can be any publicly reachable number, such as a company phone number, an external landline number, or a wireless number.</p>



About Hunt Groups

Option	Description
Mailbox	Assigns the voice mailbox that will be an incoming call's final destination if the call is not answered by a member of the hunt group. A final destination voice mailbox number must be an AT&T Voice DNA number with a voice mailbox.

Examples

When you create or edit an AT&T Voice DNA hunt group, you have flexibility in setting the incoming call treatment. Here are a few examples. Many more are possible.

Options selected	Resulting call treatment
<p>Example 1</p> <ul style="list-style-type: none"> • Hunting Policy: Linear • Ring first available member only • Stop hunting after 20 seconds • Send to final destination: Mailbox (phone number entered) 	<p>The call rings the first available member (the first member encountered who has no active calls, according to Linear hunting policy).</p> <p>Allow Call Waiting on Members is not selected, so members on active calls are skipped. After that, the member's phone rings for 20 seconds. If unanswered, the call is forwarded to the voice mailbox selected as the final destination.</p>
<p>Example 2</p> <ul style="list-style-type: none"> • Hunting Policy: Circular • Hunt through member list, ringing each member for 12 seconds • Allow Call Waiting on Members • Stop hunting after 60 seconds • Send to final destination: Mailbox (phone number entered) 	<p>The member list rings as specified by the Circular hunting policy. Each member's phone rings for 12 seconds. If a member has an active call, the hunt group offers the call via call waiting to that member. If no one answers the call within 60 seconds, the hunt sequence is interrupted (even if there are more members on the list) and the call is forwarded to the voice mailbox selected as the final destination.</p>



About Hunt Groups

Options selected	Resulting call treatment
<p>Example 3</p> <ul style="list-style-type: none"> • Hunting Policy: Uniform • Ring first available member only • Allow call waiting on members • Send to final destination: Phone Number (phone number entered) 	<p>This example is similar to Example 1, except this time the first available member is selected based on the Uniform hunting policy. Call waiting is allowed, so the first available member can be on an active call and receive the call via call waiting.</p> <p>Even though a final destination phone number is assigned, the call won't be forwarded to that final destination because no timer is set. Instead, the member's phone rings for an extended period (120 seconds), and then the call is disconnected.</p> <p>Note: If you select Ring first available member only and assign a final destination, be sure to set a timer so that the call goes to the final destination.</p>
<p>Example 4</p> <ul style="list-style-type: none"> • Hunting Policy: Simultaneous • Hunt through member list, ringing each member for 10 seconds • Send to final destination: Phone Number (phone number entered) 	<p>Because Allow Call Waiting on Members is unchecked, the call simultaneously rings all members who don't currently have an active call. The call rings all members for 10 seconds (unless someone answers before 10 seconds). If no one answers within the 10 seconds, the call is forwarded to the final destination phone number.</p>

Hunt Group Limits

AT&T Voice DNA® assigns 20 hunt groups to an organization. If you have more than one location, you get five extra hunt groups for each additional location. For example, if you have two locations, you're entitled to 30 hunt groups (20 + 5 for each of your two locations). At most, you can provision 25 hunt groups at any one location.

If you try to create a hunt group but don't have one available, you'll see an error message on the AT&T Voice DNA Administrator Dashboard. To create a new hunt group after you reach your hunt group limit, delete an existing hunt group, which enables you to create a group within your hunt group limit.



Create Hunt Groups

As an AT&T Voice DNA® Administrator, you can create and manage hunt groups.

When you use a hunt group, customers who call the central phone number are routed to a hunt group member's number according to the hunt group's settings. For example, you can set up a hunt group, assign it to your company's main customer service phone number, and include all your company's salespeople as members. When a customer calls the main number, the call hunts through the group and connects the customer to the first available salesperson.

There are two types of hunt groups:

Standard hunt groups—Callers dial a central phone number (for example, a website's customer care number), which is part of a hunt group. The hunting policy you set finds someone in the hunt group to take the call. If a standard hunt group has no members, calls made to the central number are automatically directed to the specified final destination phone number or voice mailbox.

Member number hunt groups—Callers dial a hunt group member's direct phone number and the hunting policy you set manages the call. Personal user **Locate Me** settings are overridden if the user is a member of a Member Number Hunt Group. A member number hunt group isn't engaged until you add members. If the member number hunt group has no members, no hunting occurs and only the number dialed rings.

To understand the functions of hunting policy and hunting behavior, see **About Hunt Groups** on page [140](#).

To mark a hunt group as “private” so that it doesn't appear in the company directory, edit the Hunt Group profile and enable the Directory Privacy setting. For more information, see **Edit Hunt Group Profiles** on page [150](#).

Before you begin

- If you're creating a **standard hunt group**, find out if a central phone number has been planned for this hunt group. If no specific number is planned, you can select one from a list of available numbers on the Create Hunt Group page.
- If you're creating a **member number hunt group**, find out which location will be used as the base for the hunt group. You can then add members from any location in your AT&T Voice DNA service.

To create a hunt group



Create Hunt Groups

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1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Hunt Groups** tile, click **Create New Hunt Group**. (Or, at the top of the page, click **RESOURCES**, click **Hunt Groups**, and then click **Create Hunt Group** immediately below.) The Create Hunt Group page appears.

The screenshot shows the 'Create Hunt Group' form in the AT&T Voice DNA Administrator Dashboard. The form is divided into two tabs: 'Profile' and 'Members'. The 'Profile' tab is active. The form includes the following fields and options:

- Type:** Radio buttons for 'Hunt Group' (selected) and 'Member Number Hunt Group'.
- Name:** Text input field containing 'LillianHG'.
- Number:** Text input field containing '732-320-4192' with a link 'Select from available phone numbers'.
- Hunting Policy:** Radio buttons for 'Linear' (selected), 'Circular', 'Uniform', and 'Simultaneous'.
- Hunting Behavior:** Radio buttons for 'Hunt through member list, ringing each member for 30 seconds' (selected) and 'Ring first available member only'.
- Allow call waiting on members:** A checkbox that is currently unchecked.
- Final Handling:** A checkbox 'Stop hunting after 30 seconds' (checked) with a note '(Enter a number between 10 and 120)'. Below it are two more options: 'Send to final destination' (checked) with 'Phone Number' and 'Mailbox' input fields, each with a 'Find Numbers' button.

At the bottom of the form, there are 'Cancel' and 'Save' buttons.

3. For Type, select Hunt Group or Member Number Hunt Group.
4. Enter a name for the group.
5. If you selected **Hunt Group**, enter the planned central phone number. (Dashes in the phone number are optional.) If no specific phone number has been planned, click **Select from available phone numbers**. In the Available Phone Numbers window that opens, select a number by clicking the checkmark at its right.

You can filter the available numbers list or search for a number.

- To filter the list, select a location.
- To search for a phone number, in the **Search Phone Number** field, enter the first few digits of a location-appropriate phone number, and then click the Search icon .

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Create Hunt Groups

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6. If you selected **Member Number Hunt Group**, select a location.
Note: If you're a Location Administrator, your location is selected automatically.
7. Select an option for **Hunting Policy** and **Hunting Behavior**. (For details, see **About Hunt Groups** on page [140](#).)
8. To allow call waiting, check **Allow call waiting on members**. To turn off call waiting, uncheck it.
9. Select **Stop hunting after**, and then enter the number of seconds to hunt. When this time elapses, the call goes to the final destination.
10. Select **Send to final destination**, and then do one of the following:
 - Select **Phone Number**, and then enter the phone number. To search for an AT&T Voice DNA phone number, click **Find Numbers**. The final destination phone number can be any publicly reachable number, such as an AT&T Voice DNA phone number, external landline number, or wireless number. Select a number by clicking the checkmark at its right.
 - Select **Mailbox**, and then enter an AT&T Voice DNA phone number that has a voice mailbox, or click **Find Numbers** to search for a number that has a voice mailbox. Select a number by clicking the checkmark at its right.
11. Click **Save**. A fresh Create Hunt Group page appears, with a confirmation message and your newly created hunt group's information.

Note: If you've exceeded the number of hunt groups (standard or member number) provisioned for this location, the Create Hunt Group page displays an error message. To create a hunt group when none are available, you must first delete an existing hunt group. For information about hunt group limits, see **About Hunt Groups** on page [140](#).

To enter members for the newly created hunt group, see **Add or Delete Hunt Group Members** on page [152](#).



Edit Hunt Group Profiles

As an AT&T Voice DNA[®] Administrator, you can create, manage, edit, and delete hunt groups. You can edit all hunt group details except type and location. To change hunt group type or location, you must delete the hunt group and create a new one with the type or location you want. To hide a hunt group so that it can't be seen in the Company Directory, enable the Directory Privacy option.

Before you edit a hunt group's profile settings, it's important that you understand the functions of hunting policy and hunting behavior. For details, see **About Hunt Groups** on page [140](#).

To edit a hunt group's profile

1. From the AT&T Voice DNA Administrator Dashboard, select the location of the hunt group you want to delete, and then click **View Hunt Groups for this Location**. (For help with this step, see **Log In** on page [6](#) and **Use Search** on page [16](#).)

The Hunt Groups page appears.

2. Locate the hunt group you want to edit. In the hunt group's **Actions** column, click the Edit icon .

The Hunt Group Details page appears, with the **Profile** tab in edit mode.



Edit Hunt Group Profiles

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The screenshot shows the 'Edit Hunt Group Profiles' interface with the 'Profile' tab selected. The form contains the following fields and options:

- Type:** Hunt Group, Member Number Hunt Group
- Name:** LillianHG
- Number:** 732-320-4192 (with a link to 'Select from available phone numbers')
- Hunting Policy:** Linear, Circular, Uniform, Simultaneous
- Hunting Behavior:** Hunt through member list, ringing each member for 30 seconds, Ring first available member only
- Allow call waiting on members:**
- Final Handling:** Stop hunting after 30 seconds (Enter a number between 10 and 120), Send to final destination
- Send to final destination options:** Phone Number = [input field] Find Numbers, Mailbox = [input field] Find Numbers

Buttons for 'Cancel' and 'Save' are located at the bottom of the form.

3. Make changes to any of the available options.
4. To hide the hunt group so that it doesn't appear in the Company Directory, click **Enabled** under **Directory Privacy**.
5. Click **Save**. The Hunt Group Details page displays a confirmation message.



Add or Delete Hunt Group Members

As an AT&T Voice DNA® company or location administrator, you can create and manage hunt groups. You first create a hunt group and determine the hunting policy, and then you add members to it. For more information about hunt groups, see **Create Hunt Groups** on page 147 and **About Hunt Groups** on page 140.

A hunt group can include members from any location in your AT&T Voice DNA service. After you create a hunt group, you can add, remove, or change the order of members in the list at any time.

Note: Users can belong to only one member number hunt group at a time. They can belong to one or more standard hunt groups, and to one member number hunt group, at the same time.

To add members to a hunt group

1. From the AT&T Voice DNA Administrator Dashboard, select the location of the hunt group you want to edit, and then click **View Hunt Groups for this Location**. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)

The Hunt Groups page appears.

Type	Hunt Group Name	Number	Location	Final Destination	Actions
	Directory Group 1	703-546-6512	234562312	903-4466512	
	Directory Group 2	203-678-9543	Texas	993-4466512	

2. Locate the hunt group you want to edit, and then in the hunt group's **Actions** column, click the **Add Members** icon . The Hunt Group Details page appears with the Members tab selected.
3. Click **Add Members**. The Add Members to Hunt Group window opens, listing all users at the hunt group's location.
4. To add members from the current location, select the names of users you want in the hunt group, and then click **Add**.



Add or Delete Hunt Group Members

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- To add members from a different location, select the location from the **Select Location** list, optionally enter the user's partial name or phone number in the **Name or Number** field, and click the Search icon . Then select the names of users you want in the hunt group, and then click **Add**.

The Hunt Group Details page reappears with the Members tab selected.

- Click **Save**.

To view the members list

- From the AT&T Voice DNA Administrator Dashboard, select the location of the hunt group you want view, and then click **View Hunt Groups for this Location**. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.) The Hunt Groups page appears.
- Click the name of the hunt group you want to view. The Hunt Group Details page appears with the Profile tab selected.
- Click **Members**. The Members list appears.



Hunt Group Details: **Hunt Group ABC**

Profile **Members**

Members Edit

Currently, there are no members in this Hunt Group

Name	Number	Extension

To reorder the member list

- Open the Members list, and then click **Edit**.
- In the **Actions** column, click the **Reverse current order** link , or click any of the icons below to manage the list.

Icon	Action
	Move member up one row.
	Move member to top of list.

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Add or Delete Hunt Group Members

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Icon	Action
	Move member down one row.
	Move member to bottom of list.
	Delete member.

3. When you've finished adding and reordering the hunt group list, click **Save**. A confirmation message appears.

To delete members from a hunt group

1. Open the Members list, and then click **Edit**.
2. Select the member you want to delete.
3. In the **Actions** column, click the **Delete** icon .



Delete Hunt Groups

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Delete Hunt Groups

As an AT&T Voice DNA® Administrator, you may be required to delete hunt groups. (For an overview of hunt groups, see **About Hunt Groups** on page 140.)

Deleting a hunt group terminates the hunt group policy and behavior, and removes the members from that particular hunt group. Note that the deleted hunt group's members remain in the AT&T Voice DNA service.

After you delete a hunt group, you can create another hunt group within the limits of hunt groups provisioned for your company.

When you delete a standard hunt group, its central phone number becomes available for use by another hunt group or user at that specific location.

To delete a hunt group

1. From the AT&T Voice DNA Administrator Dashboard, select the location of the hunt group you want to delete, and then click **View Hunt Groups for this Location**. (For help with this step, see **Log In** on page 6 and **Use Search** on page 16.)

The Hunt Groups page appears.

The screenshot shows the AT&T Voice DNA Administrator Dashboard. The top navigation bar includes HOME, RESOURCES, DIRECTORY, and REPORTS. Below this is a secondary navigation bar with Users, Locations, Hunt Groups (highlighted), Number Ranges, Contacts, Administrators, and Equipment. The main content area shows 'Profile Information: Company Administrator' and 'Hunt Groups (2)'. A dropdown menu is set to 'All Locations'. The table below has the following data:

Type	Hunt Group Name	Number	Location	Final Destination	Actions
	Next1	--	Location1...	202-222-2003	
	SalesTeam1	202-222-2007	Location2...	202-222-2019	

2. Locate the hunt group you want to delete. In the hunt group's **Actions** column, click the Delete icon . The Confirm Delete window opens.



Delete Hunt Groups

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3. Click **Yes, Delete**. The Hunt Groups page displays a confirmation message.



MANAGE COMPANY LOCATIONS

For details about using the AT&T Voice DNA® Administrator company locations tools, see these topics:

- [Manage Location Profiles](#)—View a list of locations within your organization, or view and edit a location's profile. See page [158](#).
- [Manage Location Equipment](#)— View and edit location adapter settings. See page [161](#).
- [Manage IP Addresses](#)—View and edit IP addresses for the locations you manage. See page [164](#).
- [Manage Site Survivability](#)—Edit site survivability settings to ensure voice service continuity if a location ever loses its connection to the AT&T Voice DNA network. See page [166](#).



Manage Location Profiles

[Overview](#)

[View the Locations List](#)

[View and Edit a Location Profile](#)

Overview

If your organization has more than one physical location with your AT&T Voice DNA[®] service, each location has its own AT&T Voice DNA network access and phone number range. Depending on your service, each location may have a location adapter that you can use to connect non-IP phones and fax machines, and that supports the site survivability feature. Each location can also have a Location Administrator and a designated location contact.

You can view a list of all your organization's locations or search for a specific location. From the location list, you can access a location's profile details. As an AT&T Voice DNA Administrator, you can edit these location items:

- Location caller ID number
- Location operator phone number
- Contact name
- Contact phone number
- Contact email address
- Site survivability settings (if supported)
- IP addresses
- Account code settings
- Call park settings
- Custom dial patterns

Note: For information on editing location items, see the item's associated help file.

If you want to add a new location or delete an existing location, use your normal ordering process.

View the Locations List



Manage Location Profiles

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You can view a list of all company locations, as well as a specific the location's name, address, ID number, and voicemail access number.

To view a list of your organization's locations

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. (To find a particular location, use the **Search** field.)

A list of all your organization's locations appears. You'll see the location's name, location ID, administrator's name, and contact's name.

Note: If the location has more than one administrator, **Show Admins** appears in the **Administrator** column. To view administrators' names, click **Show Admins**. To hide the names, click **Hide Admins**.

3. To sort the list by a specific column, click the column name. By default, the list is sorted by the **Location Name** column.

View and Edit a Location Profile

You can edit a location's name in the location's Profile tab.

To view a location's profile

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. Do one of the following:
 - In the **Locations** tile, click **View List of all Locations**. The Locations page appears. In the location list, click the location's **Location Name**.
 - Set the location in the **Select Location** field. Then, in the **Locations** tile, click **View Details for this Location**.

The Location Details page appears, showing the **Profile** tab in view mode.

To edit a location's name

1. Open the Location Details page in editing mode by doing one of the following:
 - On the Location Details page, click the **Profile** tab, and then click **Edit** (if not already in editing mode).
 - In the location list, under **Actions**, click the Edit Location Details icon .

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Manage Location Profiles

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The **Profile** tab changes to editing mode.

2. Enter a new name for the location, and then click **Save**.



Manage Location Equipment

If your organization has more than one physical location with the AT&T Voice DNA[®] service, each location has its own AT&T Voice DNA equipment managed by either the Company Administrator or a Location Administrator.

When replacing a location adapter, you'll need to update the adapter's media access control (MAC) address. To replace an adapter with a different make and model, use a service order.

To view a location's equipment settings

1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see **Log In** on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. In the location's row, under **Actions**, click the Edit icon  for the location you want to edit.

The Location Details page opens with the **Profile** tab selected.

4. To view the location adapter settings, click the **Equipment** tab.



Manage Location Equipment

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Location Details: Loc1-BIB(5) - 000023211

[Profile](#) [Staff](#) **Equipment** [IP Address](#) [Settings](#)

Location Adapter(s)

Make/Model:	ATT-BIB01/4608T4WPoE24	Edit Equipment Details	Reset
MAC Address:	00:90:FB:27:A4:4A		
Location Device Type:	Primary		
Site Survivability			
FXO Port(s):	port1	Manage FXO Port Settings	
FXO Routing Number:	732-320-4251		

Make/Model:	ATT-BIB01/4570	Edit Equipment Details	Reset
MAC Address:	A8:70:A5:01:12:40		
Location Device Type:	Add-on		

To edit a location's equipment settings

1. Open the location equipment settings that you want to edit. (For information on how to do this, see the procedure above.)
2. To edit the MAC address for an adapter, click **Edit Equipment Details** for the adapter you want to update. The Edit Equipment (Location Adapter) Details page appears.



Manage Location Equipment

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<< Back to All Locations

Location Details: Loc1-BIB(5) - 000023211

Profile Staff **Equipment** IP Address Settings

Edit Equipment (Location Adapter) Details

Make/Model: ATT-BIB01/4608T4WPoE24

*MAC Address:

Location Device Type: Primary

Cancel Save

3. In the **MAC Address** field, enter a new address.
4. Click **Save**.
5. Replace the old location adapter with the new adapter, and move all the physical connections from the old adapter to the new adapter.

Note: All the necessary information about the analog phones connected to the adapter is downloaded to the new adapter when you connect it to the network and turn on the power.

6. Reboot the device. The reboot process automatically waits until there are no active calls.

Note: While a location adapter is rebooting, all calls from your location are disrupted, not just calls for non-IP phones and fax machines that are connected to the adapter phone ports. Rebooting most location adapters takes only a few minutes. If the location adapter hasn't been rebooted in a while, rebooting may initiate a firmware upgrade and take 15–20 minutes to complete.

Note: For information about editing a location's site survivability settings, see **Manage Site Survivability** on page [166](#).



Manage IP Addresses

AT&T Voice DNA® uses IP addresses to determine the location status of an IP phone or IP desktop adapter. The location status is used to process 911 emergency calls.

Certain IP addresses are stored with the AT&T Voice DNA service when your location is created. As an AT&T Voice DNA Administrator, you can view these addresses, and add or delete additional IP addresses for the locations you manage. You can add single addresses or a range of addresses.

To view and edit a location's IP addresses

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Select Location** field, enter the location. Then, in the **Locations** tile, click **View Details for this Location**. The Location Details page appears.
3. Click the **IP Address** tab. The location's IP Addresses appear.

<< Back to All Locations

Location Details: New Jersey, 118756432

Profile | Staff | Equipment | **IP Address** | Settings

Associated IP Addresses

WAN Link IP Address:	135.24.19.114	?
Site Survivability WAN IP Address:	123.56.23.145	
Virtual IP Address:	123.156.23.145	Delete

[Add IP Address](#) [Delete IP Address](#)

Other IP Addresses: 123.56.23.145 to 123.56.23.153
123.56.23.163
123.56.23.165

4. To delete an IP address, click **Delete** next to the address.
Important: If you have a Virtual IP address (as part of the MID-HA service) in your IP Address table, do not delete it unless instructed to do so by AT&T Support.
5. To add an IP address, click **Add IP Address**. The Add IP Address page appears.



Manage IP Addresses

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6. Select **Single IP Address** or **Range of IP Addresses**, enter the addresses in the IP Address boxes, and then click **Save**.



Manage Site Survivability

Overview

[View a Location's Equipment Settings](#)

[Edit a Location's FXO Port Settings](#)

[Edit a Location's PRI Port Settings](#)

Overview

Site survivability is an AT&T Voice DNA[®] feature that provides voice service continuity when a location loses its connection to the AT&T Voice DNA network. As an AT&T Voice DNA Administrator, you can edit a location's site survivability settings.

With site survivability, you can continue to make and receive calls within your Voice DNA location and can make limited outbound calls when your location has lost connectivity to the AT&T Voice DNA network.

About Site Survivability

The following scenario describes how the site survivability feature enables users at a location to make outgoing calls in the event of a network access failure.

If your AT&T Voice DNA[®] location adapter detects a network access failure, it goes into "survivability mode." If a location user makes an outbound call, AT&T Voice DNA redirects the call to a traditional phone line attached to the location adapter port or to a PRI (primary rate interface) trunk. The traditional phone line can support only one call at a time. The number of calls supported on the PRI trunk depends on your PRI circuit. Calls to 911 emergency services take priority and interrupt any other call, except for another 911 call in progress. Users can call other AT&T Voice DNA extensions within the location, but they can't use other features, such as call forwarding. When the location adapter detects the AT&T Voice DNA network is again functioning properly, it returns to "normal mode."

In survivability mode, the only way your location can receive an incoming call is through the traditional phone line or PRI trunk phone numbers. The location adapter is configured with a phone number called the "routing number," which is an AT&T Voice DNA phone number for that location. In survivability mode, calls to the traditional line's phone number are forwarded to the routing number via the location adapter. If you have a PRI trunk, you will need to map a VDNA destination number to every phone number associated with the PRI trunk group. You must assign the routing number to a



Manage Site Survivability

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user with a phone, so that someone can answer incoming calls to that number. (For information about assigning a phone number to a user, see **Editing User Profiles**.) When a location is first set up for site survivability, the default routing number is assigned to the first phone number in the location's number range. There's no default set up for the PRI trunk. You can change it later.

Site survivability can be complemented by use of the AT&T Voice DNA Call Forward Unreachable service. AT&T Voice DNA provides for a call forward setting for when a user's number can't be reached by the network (such as during a local site power outage). This feature is set per user on the User's Locate Me Settings page, and it's usually set to a mobile phone number or other number not at the AT&T Voice DNA location. For details, see **Manage Locate Me Settings** in the *AT&T Voice DNA User Guide*.

Site Survivability Requirements

Site survivability is an optional AT&T Voice DNA® location feature. To use the site survivability functionality, a location must have:

- Traditional phone lines or PRI (primary rate interface) trunks connected to a port on the location adapter. (The type of lines you use depends on the equipment you purchased with your AT&T Voice DNA service.)
- Three-way calling activated on the location's traditional phone line.

View a Location's Equipment Settings

From the Equipment tab on the Location Details page, you can view details for all the provisioned equipment for a specific location.

To view a location's equipment settings

1. Open the AT&T Voice DNA® Administrator Dashboard. (For more information, see **Log In** on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. In the row of the location you want to edit, under **Actions**, click the Edit Location Details icon . The Location Details page appears, with the **Profile** tab selected.
4. To view the current location adapter settings, click the **Equipment** tab.



Location Adapter(s)

i Site Survivability provisioning is not supported on the MID-HA device. Additionally, user cannot be assigned to the analog device port on this equipment.

[Edit Equipment Details](#) [Reset](#)

Make Model:	EdgeWater/EM4608
MAC Address:	01:23:45:67:89:AB
Location Device Type:	Primary

Site Survivability

FXO Port(s):	Port1 Manage FXO port settings Port2
FXO Routing Number:	111-222-2222
PRI Port:	Port1 Manage PRI port settings

[Edit Equipment Details](#) [Reset](#)

Make Model:	EdgeWater/EM5300
MAC Address:	05:23:22:67:77:AS
Location Device Type:	Secondary

Edit a Location's FXO Port Settings

An FXO (foreign exchange office) port receives power and signals when your primary (local) site is not available. You can edit a location's site survivability FXO port and routing number from the AT&T Voice DNA® Administrator Dashboard. The FXO ports connect to traditional phone lines. Set the default FXO routing number to the location's default calling number (DCN).

To edit FXO port settings

1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see [Log In](#) on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. Click the Equipment tab, and then click Edit Site Survivability Settings.
4. Click **Manage FXO port settings**. The Manage FXO Port Settings page appears.
5. Under **Enable**, check the port you want, and then enter the routing number (required). You must assign the routing number to a user with a phone (so that someone can answer incoming calls to the routing number). To assign a phone number to a user, see [Manage User Profiles](#) on page 63.
6. To disable the FXO port, uncheck all ports.



Manage Site Survivability

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The screenshot shows a web interface for managing FXO port settings. It includes tabs for Profile, Staff, Equipment (active), IP Address, and Features. The main content area is titled 'Manage FXO port settings' and contains the following information:

- Make Model: EdgeWater/EM4600
- MAC Address: 01:23:45:67:89:AB
- Site Survivability section with 'Enable FXO Port' checkboxes for Port1 and Port2.
- *FXO Routing Number: 111-222-2222

At the bottom of the form are 'Cancel' and 'Save' buttons.

7. To save the new settings, click **Save**. To keep the existing configuration, click **Cancel**.
8. To configure the new port settings or routing number, reboot the location adapter. If you can't do this yourself, be sure to notify someone who can.

Note: Rebooting should only take a few moments. Be aware that rebooting disrupts all incoming and outgoing calls through this location adapter, not just calls from those users whose non-IP phones are directly connected to the location adapter's phone ports.

Edit a Location's PRI Port Settings

If your device has primary rate interface (PRI) capabilities, you can view and map PRI DID (PRI Direct Inward Dial) numbers to AT&T Voice DNA® phone numbers for site survivability support. You can map only full phone numbers to existing numbers at current location; you can't map to extensions. You can add up to 100 pairs of mapped PRI DID and AT&T Voice DNA numbers. You can map a PRI DID number to only one AT&T Voice DNA number, but you can map multiple PRI DID numbers to the same AT&T Voice DNA number. You can also delete mappings and download the mapping list to a comma-separated values (CSV) file.

There's no default mapping for PRI DID numbers, so if you don't define a PRI to AT&T Voice DNA number mapping and a call comes in to the device over the PRI, the call won't connect.

To view or edit PRI port settings

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Manage Site Survivability

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1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see [Log In](#) on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. Click the Equipment tab, and then click Edit Site Survivability Settings.
4. Click **Manage PRI port settings**. The Manage PRI Port Settings page appears.

PRI DID number	VDNA Destination number	Actions
234-345-2001	453-445-6677	
234-345-2002	465-654-7788	
234-345-2003	465-654-6542	
234-345-2004	465-654-7788	

5. To change ports, click **Edit**, select a different port, and then click **Save**.
6. To save a copy of the PRI number mappings, click **Save to text file**. In the window that opens, click **Save**.
7. To configure the new port settings or routing number, reboot the location adapter. If you can't do this yourself, be sure to notify someone who can.

Note: Rebooting should only take a few moments. Be aware that rebooting disrupts all incoming and outgoing calls through this location adapter, not just calls from those users whose non-IP phones are directly connected to the location adapter's phone ports.

To add PRI DID-to-VDNA number mappings

1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see [Log In](#) on page 6.)



Manage Site Survivability

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2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. Click the Equipment tab, click Edit Site Survivability Settings, and then click Manage PRI port settings.
4. On the Manage PRI Port Settings page that appears, click **Add Mapping**.

Note: If you've reached the limit of provisioned mappings, the **Add Mapping** option won't be available. To make room for more mappings, you can delete current mappings.

5. To add a single mapping, click **Add Single Mapping**, and then do the following:
 - Enter a number in the **PRI DID number** field.
 - Under **VDNA Destination Number**, click **Find Number**, and then select a number from the list that appears.
 - Repeat for each number map that you want to add.

PRI DID number	VDNA Destination number	Action
<input type="text" value="234-365-0098"/>	<input type="text" value="465-654-7788"/> Find Number	<input type="button" value="X"/>
<input type="text"/>	<input type="text" value="465-654-7788"/> Find Number	<input type="button" value="X"/>

6. To add a mapping range, click **Add Mapping Range**. The Add Mapping Range window opens
7. In the **From Number** field, enter the entire number, and then enter the ending numbers in the **To Number** field.
8. Select the AT&T Voice DNA destination number from the list. The selected number appears in the **VDNA Destination Number** field. If you want to change the number, click **Change Number** and select a different number from the list.
9. Click **Add**.



Manage Site Survivability

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The screenshot shows a web form titled "Add Mapping Range" with the AT&T logo in the top left. The form contains the following elements:

- Fields for "From Number" (with a placeholder "Enter PRI DID number") and "To Number".
- A field for "VDNA Destination Number".
- An information icon and text: "Select one of the phone number from the list below as VDNA Destination number."
- A "Search Phone Number" field with a "Go" button and a placeholder "Enter start of Number".
- A list of phone numbers under the heading "New Jersey, 989767564":
 - 888-765-2365 (checked)
 - 710-567-2341 (checked)
 - 888-234-9845 (checked)
 - 888-765-2365 (checked)
- "Cancel" and "Add" buttons at the bottom.

10. To save the mappings, click **Save**.
11. To configure the new PRI DID to AT&T Voice DNA number mappings, reboot the location adapter. If you can't do this yourself, be sure to notify someone who can.

Note: Rebooting should take only a few moments. Be aware that rebooting disrupts all incoming and outgoing calls through this location adapter, not just calls from users whose non-IP phones are directly connected to the location adapter's phone ports.

When adding a range, if any errors are found (for example, if an AT&T Voice DNA number is not valid), no changes are saved, an error message appears, and the fields causing the error are highlighted.

To edit or delete PRI DID-to-AT&T Voice DNA number mappings

1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see **Log In** on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. Click the Equipment tab, and click Edit Site Survivability Settings. Then click Manage PRI port settings.
4. To edit a row, click the Edit icon . To delete a row, click the Delete icon .
5. To change the AT&T Voice DNA destination number, click **Find Number** next to the number you want to edit, and select a different number from the list that appears. Under **Actions**, click the Save icon .

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Manage Site Survivability

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6. To configure the new PRI DID-to-AT&T Voice DNA number mappings, reboot the location adapter. If you can't do this yourself, be sure to notify someone who can.

Note: Rebooting should take only a few moments. Be aware that rebooting disrupts all incoming and outgoing calls through this location adapter, not just calls from users whose non-IP phones are directly connected to the location adapter's phone ports.



MANAGE COMPANY RESOURCES

For details about managing phone number ranges, administrators, contacts, and equipment in the AT&T Voice DNA® system, see these topics:

- [View Phone Number Ranges](#)—View phone number ranges and individual numbers with assignment and porting status. See page [175](#).
- [Manage Administrators](#)—View an administrator's name, number, wireless number, and email address. If you have permissions, connect to Premier, where you create, edit, and delete administrators. See page [177](#).
- [Manage Internal Key Contacts](#)—View and edit a contact's number and email address, or choose a different person to be the contact. See page [184](#).
- [View Company Equipment Information](#)—View user registrations, run equipment reports, and view IP phone and adapter profiles. See page [188](#).

Note: For information about managing users, hunt groups, and locations, see those specific topics.



View Phone Number Ranges

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View Phone Number Ranges

As an AT&T Voice DNA® Administrator, you can view the AT&T Voice DNA phone number ranges that belong to your organization.

Ranges are unique. Each location has at least one range, and may have more. These numbers are provided by AT&T and available for you to assign to users. When viewing ranges, you can see if an individual number in a range has been assigned or is available for use. In addition, each location has a default calling number (DCN) that can be used as the Caller ID number for users with only extensions. To add or remove phone numbers from your service, or change the DCN, contact your AT&T Voice DNA company contact and follow your ordering process.

To view your company's phone number ranges

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Phone Number Ranges** tile, click **View All Phone Number Ranges**. The Phone Number Ranges list appears, showing the number ranges for all locations.

Note: If you're a Location Administrator, your location is selected by default, and you can view phone number ranges only for your own location.

The screenshot shows the 'Phone Number Ranges' interface. At the top, there is a dropdown menu labeled 'Show Ranges from:' with 'All Locations' selected. Below this is a table with the following data:

Number Ranges	Location Name	Location ID	Actions
202-222-2000 to 202-222-2050	Location2	000014511	
202-222-2051 to 202-222-2060	Location1	000014512	

Additional UI elements include 'Expand all Number Ranges' links and 'Page 1 of 1 | 1 | ...' pagination controls.

By default, the list is sorted by the **Number Ranges** column. In this view, a location's ranges won't be grouped together unless the ranges are consecutive.

3. To sort by **Location Name** or **Location ID**, click the column name. In this view, all of a location's ranges are grouped.
4. To filter the list for a specific location, select the location. (If you're a Location Administrator, your location is already selected by default.)

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View Phone Number Ranges

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- To expand the range and view individual phone numbers, under **Actions**, click the Show Details icon . To collapse the number range, click the Hide Details icon .

When you expand a phone number range, you can see whether each phone number is assigned or available, if it is port pending, and if it is the location's default calling number.

Port pending means you're using existing phone numbers with your new, not yet active AT&T Voice DNA service. Until AT&T Voice DNA is set up and the numbers ported to it, calls to the existing number won't connect to the new AT&T Voice DNA service. When a number is ready to use with AT&T Voice DNA, its port pending status disappears.

Note: You can assign a port pending number, but calls to the number won't connect to your AT&T Voice DNA service until the number's port pending status ends.

Phone Number Ranges			
Show Ranges from: <input type="text" value="All Locations"/> 			
			View All Details
Page 1 of 1 1 ... 			
Number Ranges	Location Name 	Location ID	Actions
202-222-2000 to 202-222-2050	Location2	000014511	
202-222-2051 Available 202-222-2052 Available 202-222-2053 Available 202-222-2054 Available 202-222-2055 Available 202-222-2056 Available 202-222-2057 Available 202-222-2058 Available 202-222-2059 Assigned 202-222-2060 Assigned	Location1	000014512	
Page 1 of 1 1 ... 			
Expand all Number Ranges			



Manage Administrators

Overview

[View Administrator Information](#)

[Create, Edit, or Delete an Administrator's Profile](#)

Overview

As an AT&T Voice DNA[®] Administrator, you might be responsible for managing other administrators. Depending on your administrator permissions in Premier, you can create, edit, and delete other administrators' profiles.

From the AT&T Voice DNA Administrator Dashboard, you can view information for all the administrators in your organization. You create, edit, and delete administrators' profiles from Premier.

AT&T Voice DNA has two types of administrators: Company and Location. Company Administrators can administer all aspects of the AT&T Voice DNA service for their organization. Location Administrators can manage capabilities and users for only a given location.

Note: If an administrator requires access to AT&T BusinessDirect[®], you can request that access from your AT&T sales representative or a BusinessDirect Administrator in your company. Make sure you also request access to the Manage Voice DNA Features application.

View Administrator Information

You can view a list of all administrators in your organization or filter the list to show administrators for a specific location.

To view Company and Location Administrators for all locations

1. Open the AT&T Voice DNA[®] Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Administrators** tile, click **View All Administrators**. The Administrators page appears, listing all administrators for all locations. Icons in the **Type** column indicate the type of administrator:

Company Administrator: 



Manage Administrators

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Location Administrator: 

3. To sort the list by a specific column, click the column's name. The list is sorted by the **Administrator** column by default.

To view Location Administrators for a specific location

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the upper-left of the AT&T Voice DNA Administrator Dashboard, in the **Select Location** list, select a location.
3. In the **Administrators** tile, click **View Administrators for this Location**. The Administrators page appears, listing the administrators for the specified location.
4. To view administrators for other locations, on the Administrators page, select a different location from the **Show Administrators for** list. The Administrators page automatically updates to display the administrators for the new location.

To view an individual administrator's information

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. On the Administrators page, click a name. (Or, in the **Search** field, enter a full or partial first or last name, and then click **Go**.)

A Location Administrator's details include the location name and ID. No location is shown for a Company Administrator.

The administrator's phone number, extension, wireless number, and email address are based on the administrator's AT&T Voice DNA profile. If an administrator doesn't have an AT&T Voice DNA phone number, these fields will be blank.

3. To view a different administrator's details, click **Back to All Administrators** and select another name.

Create, Edit, or Delete an Administrator's Profile

If you are an AT&T Voice DNA® Company Administrator with the Delete Administrators permission in Premier, you can create, edit, or delete an AT&T Voice DNA administrator's profile. You do all this from Premier.

Your administrator permissions are assigned when your account is created, but they can be changed later by another administrator. Administrator permissions can enable you to do the following:

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Manage Administrators

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- Access the AT&T Voice DNA Administrator Dashboard
- Create, edit, and delete other administrators' profiles
- Delete user logins

When you create or edit an administrator's profile, you can assign only permissions that you have yourself. For example, if you don't have Delete Administrators permission, you can't give that permission to another administrator. A Location Administrator can't create another administrator.

A Company Administrator can delete any end user login in their company. A Location Administrator can delete any end user login in the location they administer.

Note: If you have an AT&T BusinessDirect® account, you can access Premier using your BusinessDirect login if you've been provisioned for the BusinessDirect Manage Voice DNA Features application.

To open the Premier homepage and manage administrators

All management of an administrator's profile occurs in Premier. The Premier homepage provides several quick links to help you manage users and administrators.

1. Do one of the following:
 - Log in to Premier.
 - If you are already logged in to Premier and have the AT&T Voice DNA website open, click **HOME** to go to the AT&T Voice DNA Administrator Dashboard. In the **Administrators** tile, click **View All Administrators**. At the bottom of the Administrators page that appears, click **Edit Administrator**.

The Premier homepage appears. (Your homepage may look different from the one shown here, depending on the products you use and manage.)



Manage Administrators

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AT&T Voice DNA®
AT&T BusinessDirect® | Premier

Need help? Visit Support Page

AT&T Voice DNA Quick Links

- Manage AT&T Voice DNA
- AT&T Voice DNA® Administrator Dashboard
- Resources
 - Users List
 - Create User
 - Locations
 - Hunt Groups
 - Phone Number Ranges
 - Administrators
- Company Directory
 - View Company Directory

Messages

Did you know you can check your order status online?
View all messages

Administrator and User Profiles

Search for an Administrator

Last Name: **Go**

Manage Administrators

Manage Administrators and Users

- Create Administrators
- Manage user profiles

Company Settings

Configure Settings

Support

2. Use the links in the **Administrator and User Profiles** tile to create and manage administrator profiles.
3. To access quick links for managing administrators (**Edit**, **Reset Password**, and **Delete**), enter an Administrator's last name in the **Last Name** box, and then click **Go**.

Administrator and User Profiles

Search for an Administrator

Last Name: **Go**

Manage Administrators

Search Results: Displaying 2 of 2 profiles [View All](#)

Doe, Jay	Edit	Reset Password	Delete
Doe, John	Edit	Reset Password	Delete

Manage Administrators and Users

- Create Administrators
- Manage user profiles

4. To open the Manage Administrator Profiles page (where you can create administrator profiles, view and edit profiles, reset passwords, and delete profiles), click **Advanced Administrator Search**.



Manage Administrators

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Manage Administrator Profiles

i Before you create a new Administrator, verify that the login doesn't already exist. Search for the Administrator under Update an Administrator Profile, below.

Add an Administrator Profile

[▶ Create Administrator profiles](#)

Within the limitation of their permission settings, Administrators can log in to and manage other Administrator accounts from Premier.

Update an Existing Administrator Profile

Search by last name:

Update an Administrator Profile

Select an Administrator, and then click a corresponding link to view or edit profile permissions, reset the Administrator's Premier password, or delete the Administrator's profile.

Page 1 of 1

Administrator Name ▾	Username	Permissions	Action
Doe, John	johndoe	View/Edit	Reset Password Delete
Doe, Tasha	tashadoe	View/Edit	Reset Password Delete

To create an administrator profile

1. Log in to Premier. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, click **Create Administrators**. The Create an Administrator page appears.
3. Under **Login Profile Information**, complete all required fields.
4. Under **Permissions: Tools and Applications**, specify a permission level for all options that appear.
5. Under **Permissions: Manage Administrators**, specify a permission level for all options that appear.
6. Click **Continue**. The Verification page appears.
7. Review the information, and then click **Submit** to create the administrator. The Create an Administrator Confirmation page appears, outlining the new administrator's information and permissions. An informational email is sent to the new administrator.

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To reset an administrator's password

You can initiate a password reset from the Premier homepage or from the Manage Administrator Profiles page. (For more information, see [To open the Premier homepage and manage administrators.](#))

1. Log in to Premier. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, enter the administrator's last name in the **Last Name** box, and then click **Go**.
3. Under **Search Results**, locate the administrator and click **Reset Password**. The User Password Reset page appears.
4. Review the profile information, and then click **Reset Password**. An email is sent to the administrator to initiate the password reset.

To edit an administrator's profile

You can edit a profile from the Premier homepage or from the Manage Administrator Profiles page. (For more information, see [To open the Premier homepage and manage administrators.](#))

1. Log in to Premier. The Premier homepage appears.
2. In the **Administrator and User Profiles** tile, enter the administrator's last name in the **Last Name** box, and then click **Go**.
3. Under **Search Results**, locate the administrator and click **Edit**. The Update Administrator Permissions page appears.
4. In the Permissions: Tools and Applications section and the Permissions: Manage Administrators section, make changes as necessary.
5. Click **Continue**. The Verify Updated Permissions page appears.
6. Review the information and, if it's correct, click **Submit**.

To delete an administrator's profile

When you delete an administrator's profile, you delete only the administrator profile. Administrators who are also AT&T Voice DNA users can still log in as a user.

You can delete a profile from the Premier homepage or from the Manage Administrator Profiles page. (For more information, see [To open the Premier homepage and manage administrators.](#))

1. Log in to Premier. The Premier homepage appears.



Manage Administrators

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2. In the **Administrator and User Profiles** tile, enter the administrator's last name in the **Last Name** box, and then click **Go**.
3. Under **Search Results**, locate the administrator and click **Delete**. The Delete Profile page appears.
4. Review the profile information, and then click **Delete**. An email is sent to you and the deleted administrator explaining that the administrator's profile was deleted.



Manage Internal Key Contacts

Overview

[View Internal Key Contact Information](#)

[Edit an Internal Key Contact](#)

[Delete a Location Contact](#)

Overview

Your AT&T Voice DNA® service has one designated company contact, whose information was provided as part of the initial service installation. Each location can also have one designated location contact. It's important to keep internal key contact information current, so that your organization has a central point of contact for efficient communications.

As an AT&T Voice DNA Administrator, you can view and edit company and location contact information. You can also delete location contacts. You can't delete the company contact, but you can designate a different person as the company contact.

Note: For information about external contacts (outside phone numbers added to the Directory for speed dialing), see **Manage External Contacts and Virtual Extensions** on page [206](#).

View Internal Key Contact Information

You can view the complete internal key contact list or filter it for a specific location.

To view all company and location contacts

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page [6](#).)
2. In the Internal Key Contacts tile, click View All Contacts.

The Internal Key Contacts page appears, showing your company contact and all location contacts. (If you're a Location Administrator, the list defaults to your location, and only your location's contact is shown.)



Manage Internal Key Contacts

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Contacts (2)				
Show: All Locations		Search Enter start of contact name		Go
Type	Contact	Location Name	Location ID	Actions
	Doe, John	Location 1	--	
	Doe, Alice	Location 2	000123243	

The **Type** column indicates the type of contact: company contact or location contact . Location contact information includes the location name and ID.

To sort the list by a specific column, click the column's name. The list is sorted by **Type** by default, with the company contact shown in the first row.

To view the location contact for a specific location

Do one of the following:

- Near the top of the AT&T Voice DNA Dashboard, choose a location from the **Select Location** list, and then, in the **Internal Key Contacts** tile, click **View Contact for this Location**.
- On the Internal Key Contacts page, select a location from the **Show** list.

To view an individual contact's information

1. On the Internal Key Contacts page, click a contact's name. (Or enter the full or partial name in the **Search** field, and then click **Go**.)

The (Company or Location) Contact Details page for that contact appears in view mode.

Company Contact Details: Doe, John		Edit
Name:	Doe, John	
Phone Number:	202-222-2008	
Email Address:	JohnDoe@myemail.com	
Secondary Email Address:	Not Specified	

2. To view a different contact's details, click **Back to Internal Key Contacts List** and select or search for another contact.



Edit an Internal Key Contact

You can edit a contact's name, phone number, and email address. You can also select a replacement contact from the AT&T Voice DNA® Directory. AT&T requires that you maintain the company contact's email address on record, so that AT&T can use it to contact your organization, if necessary.

To edit a contact's information

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the Internal Key Contacts tile, click View All Contacts.
3. Access the contact's (Company or Location) Contact Details page in editing mode by doing one of the following:
 - Go to the contact's (Company or Location) Contact Details page, and then click **Edit**.
 - On the Internal Key Contacts page, under **Actions**, click the contact's Edit Contact Details icon .

The Company or Location Contact Details page changes to editing mode.

4. Change the contact's information:
 - For a company contact, you can enter a new name, phone number, or email address. Only the email address is required. You can also enter a secondary email address.
 - For a location contact, you can enter a new name, phone number, or email address. You can't change the location.
 - For a new contact, click **Find in Directory**. In the Find in Directory window that opens, select a new contact by clicking the checkmark next to the name. The window closes, and the name, number, and email address fields are automatically filled in.
5. To save the new contact information, click **Save**. To keep the current contact information, click **Cancel**.

Important: If you navigate away from the (Company or Location) Contact Details page in editing mode without saving, all your changes will be lost.

Delete a Location Contact



Manage Internal Key Contacts

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You can delete a location contact. You can't delete the company contact, but you can select a different person to be the company contact (follow the steps in [Edit a Contact](#), above).

To delete a location contact

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see [Log In](#) on page 6.)
2. Near the top of the AT&T Voice DNA Dashboard, choose a location in the **Select Location** list, and then, in the **Internal Key Contacts** tile, click **View Contact for this Location**.

The Internal Key Contacts page appears.

3. In the location contact's row, under **Actions**, click the Delete icon . The Confirm Delete window opens.
4. To delete the contact, click **Yes, Delete**. To keep the current contact, click **Cancel**.

Note: The location for the deleted contact will still appear in the contact list with the contact information removed. To add a new contact for this location, click the Edit icon  in the Action column.



View Company Equipment Information

[Overview](#)

[View Equipment Registrations](#)

[View Equipment Profiles](#)

[Run Equipment Reports](#)

Overview

As an AT&T Voice DNA[®] Administrator, you can view the following information about the equipment used by your AT&T Voice DNA service:

- Each user's registrations
- Device firmware version and last check-in date
- Profiles of supported Internet Protocol (IP) phones, desktop adapters, location adapters, and expansion modules
- Equipment reports for one or more locations

View Equipment Registrations

When you assign a device to a user and then reboot the device, AT&T Voice DNA[®] creates a registration that maps the user's phone number to that device. A user's phone number can be registered as a line appearance on the user's own phone, on an adapter (if using a non-IP phone), or on another user's phone.

Viewing registrations is a useful tool for managing users and troubleshooting complaints. For an IP phone (or a non-IP phone connected to an adapter port) to work properly, the user must have an active registration for that device.

You can view equipment registrations for only one user at a time.

To view equipment registrations

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see [Log In](#) on page 6.)
2. At the top of the page, click **RESOURCES**, and then click **Equipment** immediately below.



View Company Equipment Information

Page 189

The Equipment page appears, with the **Registrations** tab displayed. From this page, you can view registrations for a single user, or you can click the **Registration Report** link to run a registration report for multiple users. For information about running a Registration Report, see **Registration Reports**.

- To view registrations for a single user, click **Find user**. The Find in Directory window opens, showing the users for all locations (if you're a Location Administrator, you can see only your own location).
- Do one of the following:
 - If the user you want appears in the list, click the Checkmark icon  next to the user's name.
 - If the user doesn't appear, search for the user. Select a location. In the **Name or Number** field, enter the partial name or number of the user whose registrations you want to view. Then click the Search icon . From the list of users returned by the search, click the Checkmark icon  next to the user.

The Find in Directory window closes and the selected user's number appears in the **User** field of the **Registrations** tab.

- Click **View Registrations**. The user's registration details appear with one of the following notices:
 - Registration appears on this user's Primary Device
 - Registration appears on a Secondary Device for this user
 - Registration appears on another user's Device

Registration Details: Doe, John 81234	
Registration appears on this user's Primary Device	
Make/Model:	Polycom / SPIP650
Device Firmware Version:	4.0.5.4898
Last Check-In Date:	07-03-2014, 08:50:39
MAC Address:	0004F21D1503
Phone Owner:	Doe, John
Appearance Owner:	Doe, John
URI:	sip:7323684927-orsr0nbrnncrd@135.25.242.45:5060;transport=udp
Expiration:	Fri Jul 11 00:48:24 UTC 2014
Registration ID:	7323684927@evasst.att.com
Call Presence:	Not shared

For more information about user devices, see **Manage IP Phones and Line Appearances** on page [88](#) and **Manage Desktop and Location Adapters** on page [103](#).



View Equipment Profiles

Using the AT&T Voice DNA® Administrator Dashboard, you can view details of supported IP phones, expansion modules, and desktop and location adapters.

To view equipment profiles

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **RESOURCES**, and then click **Equipment** immediately below. The Equipment page appears, with the **Registrations** tab displayed.
3. Click the **Profiles** tab. The Equipment Profiles page appears and shows expandable headings for the supported devices. Note that your service may not use all the supported models.
4. To see details about supported devices, click **View Details**. You'll see the following information:

IP phones

- Whether expansion modules are available
- Maximum unique line appearances supported on the base device
- Total number of line keys available on the base device
- Whether shared presence is available
- Default numbers of line keys for the first line appearances (the default number of keys to which the device owner's line appearance is assigned)
- Maximum number of keys for a non- shared line appearance
- Maximum number of keys for a shared line appearance
- Default number of calls per key
- Whether configurable calls per key are available
- Maximum number of calls per key
- Maximum concurrent calls supported on this device
- Whether the call waiting tone can be turned off
- Whether Call Park/Retrieve Softkey is available
- Whether Directed Call Pickup Softkey is available
- Whether the Codec Priority is editable



View Company Equipment Information

Page 191

- Whether remote reset is supported
- Whether cross location extensions are supported

IP phone expansion modules

- Number of expansion modules
- Maximum unique line appearances supported
- Total number of line keys available

Softphone/Mobile client

- Maximum unique line appearances supported
- Maximum number of concurrent AT&T Voice DNA calls supported on this device
- Whether a shared presence is available
- Whether the call waiting tone can be turned off
- Whether manual configuration is required
- Whether the Codec Priority is editable
- Whether remote reset is supported

For each desktop and location adapter model

- Number of FXS ports (traditional phone ports) available
- Number of FXO ports available
- Number of PRI ports available
- Whether shared presence is available
- Whether remote reset is supported

5. To save a copy of the details to your hard drive, click **Download csv file** for any of the equipment profiles.

Run Equipment Reports

From the Equipment page, you can also run Registration, Line Appearances, and User Devices reports that provide details about equipment at one or more locations. You can read the reports online or save them to your hard disk. You can also access these reports by clicking **REPORTS** on the AT&T Voice DNA® Administrator Dashboard.

For complete information about using these reports, see **Registration Report** on page [236](#), **Line Appearances Report** on page [240](#), and **User Devices Report** on page [242](#).

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View Company Equipment Information

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To run an equipment report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **RESOURCES**, and then click **Equipment** immediately below.

The Equipment page appears, with the **Registrations** tab displayed.

3. Click the **Reports** tab.
4. Click Registration Report, Line Appearances Report, or User Devices Report.



MANAGE COMPANY SETTINGS

For information about accessing and managing company settings for AT&T Voice DNA®, see these topics:

- [Manage Schedules](#)—View and edit a company schedule. See page [194](#).
- [Manage Voicemail Message Access](#)—Manage the company default for users' access to voicemail messages on the AT&T Voice DNA User Dashboard. See page [201](#).
- [Manage Location-Specific Settings](#)—Access all location-specific settings. See page [204](#).
- [Manage External Contacts and Virtual Extensions](#)—Add internal and external phone numbers to the Directory for quick dialing. See page [206](#).



Manage Schedules

Overview

[View Schedules and Events](#)

[Create and Edit Company Schedules](#)

[Create and Edit Events](#)

Overview

A schedule is an AT&T Voice DNA[®] feature that provides time and date parameters for other features. A schedule consists of one or more events, each with a time, date, and recurrence option. An event covers a specific hour, a single day, or range of dates.

AT&T Voice DNA Company Administrators create and manage Company schedules on the AT&T Voice DNA Administrator Dashboard. There are two types of schedule: Time (for work hours and days) and Holiday (for company holidays and other non-working events).

Location Administrators can view Company schedules but can't change or add to them.

Users can view but not edit Company schedules. They can include Company schedules when they configure their Call Notify, Priority Alert, and advanced Locate Me features on the AT&T Voice DNA User Dashboard. A schedule determines when the feature is applied to incoming calls. Users can create and manage Personal schedules.

Administrators can't view or edit users' Personal schedules.

View Schedules and Events

Holiday and Time schedules appear together on the Schedules page of the AT&T Voice DNA[®] Administrator Dashboard.

To view schedules and events

1. Log in to Premier and then access the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. Click **SETTINGS**, and then click **Schedules** immediately below. The Schedules list appears, indicating each schedule's type (Holiday or Time).
3. (Optional) To find a specific schedule, in the **Search** field, enter the first few letters of the schedule name, and then click **Go**.



Manage Schedules

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4. (Optional) To view only one schedule type, from the **Show List for** menu, select **Holiday** or **Time**.
5. To view details, click a schedule name. The Schedule Details page appears.
6. Click an event name to view event details.

Create and Edit Company Schedules

Company Administrators can create, edit, and delete Company schedules and events on the AT&T Voice DNA® Administrator Dashboard.

To create a Company schedule

1. Log in to Premier and then access the AT&T Voice DNA Administrator Dashboard. (For help with this step see **Log In** on page 6.)
2. Click **SETTINGS**, and then click **Schedules** immediately below. The Schedules list appears, showing both Time and Holiday schedule types.
3. At the top-right of the page, click **Create Schedule**. The Create Schedule page appears.
4. In the **Schedule Name** box, enter a name for the schedule. Then specify whether it's a Time or Holiday type. The name must be unique within the type.
5. Click **Create**. The new schedule's Details page appears, with a message that your schedule was created successfully.
6. Now [add an event](#). You can add events now or later.

To edit a Company schedule

1. Log in to Premier and then access the AT&T Voice DNA Administrator Dashboard. (For help with this step see **Log In** on page 6.)
2. Click **SETTINGS**, and then click **Schedules** immediately below. The Schedules list appears, showing both Time and Holiday schedule types.
3. Locate the schedule you want to edit.
4. Under **Actions**, click the Edit icon . Or, click the schedule's name to display its details, and then click **Edit**.
5. Rename the schedule or edit the Events list, and then click **Save**.

Note: You can't edit the schedule type. If you need a different schedule type, you must create a new schedule.



Manage Schedules

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To delete a Company schedule

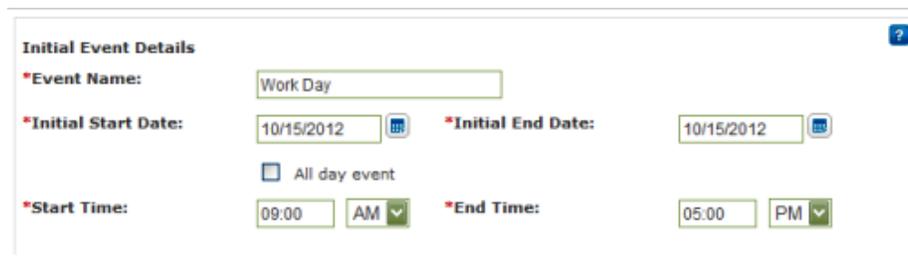
1. On the Schedules page, locate the schedule you want to edit.
2. Under **Actions**, click the Delete icon .

Create and Edit Events

Every schedule has one or more events, which define the days and times when the schedule is actively in effect. Each event has an initial start and end time, and each event can occur one time or repeat. Schedules can contain up to 25 events.

Whenever an event's specified time period (and recurrence pattern, if selected) matches the current calendar date and time, the schedule containing this event takes effect and affects all the features and settings to which the schedule has been applied.

Initial Event Details



The screenshot shows a form titled "Initial Event Details" with a help icon in the top right corner. The form contains the following fields and options:

- *Event Name:** A text input field containing "Work Day".
- *Initial Start Date:** A date input field containing "10/15/2012" with a calendar icon to its right.
- *Initial End Date:** A date input field containing "10/15/2012" with a calendar icon to its right.
- All day event
- *Start Time:** A time input field containing "09:00" and a dropdown menu set to "AM".
- *End Time:** A time input field containing "05:00" and a dropdown menu set to "PM".

These settings specify the duration of the first complete instance of the event:

- Initial start and end dates specify the dates of one complete occurrence of the event.
- Start and end times specify the hours in which the event occurs.
- If you select **All day event**, the initial start and end times option become unavailable.

Event Recurrence Details



Manage Schedules

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Event Recurrence Details

Recurrence Pattern:

* Recurs every week(s) on:

- Mon-Fri
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Recurrence Pattern Ends:

- Never
- After occurrence(s)
-

Event Recurrence specifies how frequently the **Initial Event Details** are repeated: daily, weekly, monthly, or yearly. You can also specify recurrence intervals, such as every 5 days or every 2 weeks. You can set a recurrence pattern to stop on a specific date, after a number of occurrences, or not at all.

Event Examples

Here are some examples of how to set typical events:

A one-time holiday (for example, the first day of school)

- Same initial start and end date.
- All day event checked.
- Recurrence set to **Never**.

An annual holiday (for example, New Year's Day)

- Both the initial start and end Date set to 1/1/2013.
- All day event checked.
- Recurrence set to **Yearly**.

The company's work week

- Initial start date is a specific **Monday**.
- Initial end date is set to the **same Monday**.
- Start time is **8:00 a.m.**, end time is **5:00 p.m.**
- Recurrence pattern is set to **Weekly**.
- Recurs every **1** week. Check **Mon-Fri** and each individual day **Monday, Tuesday, Wednesday, Thursday, and Friday**.



Manage Schedules

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- Recurrence pattern ends **never**.

***Required**

Schedule Name: Work Week
Schedule Type: Time

Initial Event Details ?

***Event Name:**

***Initial Start Date:** ***Initial End Date:**

All day event

***Start Time:** ***End Time:**

Event Recurrence Details ?

Recurrence Pattern:

*** Recurs every** week(s) on:

- Mon-Fri
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Recurrence Pattern Ends:

- Never
- After occurrence(s)
-

Note: The system doesn't prevent overlapping or conflicting events from being saved within the same schedule or across multiple schedules. Always verify that the action you want is applied.

To add an event to a Company schedule

1. Log in to Premier and then access the AT&T Voice DNA® Administrator Dashboard. (For help with this step see **Log In** on page 6.)
2. Click **SETTINGS**, and then click **Schedules** immediately below. The Schedules list appears, showing both Time and Holiday schedule types.
3. Click a schedule name.
4. In the **Events** section, click **Add Event**.

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Manage Schedules

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5. In the **Initial Event Details** section, enter the following information:
 - **Event Name**—Enter a descriptive name for the event. This event name must be unique within this schedule. Some special characters (for example, @, ~, +) are not accepted.
 - **Initial Start Date** and **Initial End Date**—Enter the start and end dates for the first occurrence of this the event. To pick dates from the calendar, click the calendar icons .

The end date must occur after the start date. If this is a repeating event, use the **Event Recurrence Details** settings, described below.

- **All day event**—If the event lasts all day, you can check this option instead of entering start and end times.
- **Start Time** and **End Time**—Enter the time (in hours and minutes) when the event starts and when it ends. Make sure to select the appropriate a.m. or p.m. option.
- Start and end times can range from 12:00 a.m. (first minute of the day) to 11:59 p.m. (last minute of the day). 12:00 p.m. is noon, or mid-day.
- The end time must be later than start time unless the event spans more than one day (the end date occurs later than the start date).

6. In the Event Recurrence Details section:

- If the event repeats every day, week, month, or year, select that time frame from the **Recurrence Pattern** list. The section's options change according to the pattern you select.
- Enter how many times the event pattern occurs, and in what time frame.
 - For schedules that repeat for every cycle of the selected pattern, enter **1**. For example, a daily schedule **Rekurs every 1 day(s)**.
 - The recurrence interval can't be shorter than the span of days between the initial start date and the initial end date. (For example, you can't have a **Daily** recurrence pattern for an event that starts and ends on different days).
- Indicate after what date or after how many occurrences the pattern should end.

7. Click **Save**. The Schedule Details page shows the new event in the Events table.

To edit an event

1. On the Schedule Details page, locate the event in the **Events** section.



Manage Schedules

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2. Under **Actions**, click the Edit icon . Or, click the event's name to display its details, and then click **Edit**.
3. Make needed changes to the event, and then click **Save**.

To delete an event

1. On the Schedule Details page, locate the event in the **Events** section.
2. Under **Actions**, click the delete icon .



Manage Voicemail Message Access

As an AT&T Voice DNA® Administrator, you can specify a company-wide preference for voicemail message access. You can set full or limited access.

Full access—Users have full access to all the messaging capabilities provided by AT&T Voice DNA, including the ability to manage messages via their AT&T Voice DNA User Dashboard. They can also receive and forward voicemail messages as email attachments.

Limited access—Users can listen to voicemail messages via the telephone, but they don't have a message log on their AT&T Voice DNA User Dashboard and they can't send voicemail messages as email attachments.

You can override the company-wide preference for an individual user by changing the setting on that user's Voicemail page (see **Manage Voice Mailboxes**) or by selecting and unassigning the user on the Voicemail Message Access page.

If you change the company-wide setting, all overrides you've applied to individual users are removed.

To set a company-wide preference for voicemail message access

1. Open the AT&T Voice DNA Administrator Dashboard, click **SETTINGS**, and then click **Voicemail Message Access**, directly below.

The Voicemail Message Access page appears.



Manage Voicemail Message Access

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Voicemail Message Access

Company setting for voicemail message display: Full Access [Edit](#)

Override for company setting for voicemail message display in effect for the following users(50):

[Assign](#)|[Unassign](#)

Page 1 of 6 | < 1 2 3 4 > | ...

Name	Number	Extension
Doe1, John	703-878-9544	5464
Doe2, John	103-878-9544	5464
Doe3, John	284-878-9548	2647
Doe4, John	103-838-5498	3428
Doe5, John	703-878-9544	2544
Doe2, John	703-878-9544	3544

Page 1 of 6 | < 1 2 3 4 > | ...

2. Under Company setting for voicemail message display, click Edit, and then choose an access level: Full Access or Limited Access.
3. Click **Save**. A confirmation window opens, asking if you're sure you want to change the company setting.
4. In the confirmation window, click **Yes, change setting** to accept the change. Otherwise, click **Cancel**.

To override the voicemail preference for specific users

You can use this procedure to assign or unassign users to an override of the company-wide voicemail preference.

1. On the AT&T Voice DNA Administrator Dashboard, click **SETTINGS**, and then click **Voicemail Message Access**, directly below.

The Voicemail Message Access page appears.

2. To assign an override to specific users, click **Assign** (or click **Unassign** if you want to remove a user or users from the override).

The **Assign Users** (or **Unassign Users**) window opens.



Manage Voicemail Message Access

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at&t Close Window

Assign Users

i Search returns results for users at a location matching on of name and number/extension entered.

Select Location **Name or Number or Extension**

Select Location

List of users that can be assigned: Select one or more and click on save button.

[Select All](#) [Deselect All](#)

New Jersey - 989767364

<input type="checkbox"/>	703-878-9544	5464	DoeP, John
<input type="checkbox"/>	103-878-9544	5647	DoeQ, John
<input type="checkbox"/>	284-878-9548	2647	DoeR, John
<input type="checkbox"/>	103-848-5498	3544	DoeS, John
<input type="checkbox"/>	703-878-9544	2544	DoeT, John
<input type="checkbox"/>	703-878-9544	3544	DoeU, John

- To filter the list of users who appear, do one or both of the following, and then click **Go**:
 - To limit your choices to users at a specific location, choose the location from the **Select Location** list.
 - To limit your choices to users with a specific phone number or extension, type the first few digits of the number in the **Name or Number or Extension** field.
- To select the users, do one of the following:
 - To select all users in the list, click **Select All**.
 - Check the box for the individual users you want to assign an override.
- Click **Save**.

Note: For information about overriding the voicemail access setting on a user's Voicemail page, see **Manage Voice Mailboxes** on page [82](#).



Manage Location-Specific Settings

Overview

As an AT&T Voice DNA® Administrator, you can quickly find all the settings for a specific location on one page of the Administrator Dashboard. Location-specific settings include:

- Account code settings
- Call Park settings
- Custom dial patterns
- Location Caller ID
- Location Operator
- Location Custom Music on Hold

Manage Location-Specific Settings

To view settings for a specific location, follow the steps below.

To view location-specific settings

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **SETTINGS**, and then click **Location Specific** immediately below. The Location Specific Settings page appears.



Manage Location-Specific Settings

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HOME	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS	
Custom Dial Patterns	Schedules	Virtual Office	Voicemail Message Access	Location Specific	External Cor	
Profile Information: Company Administrator for						
<h3>Location Specific Settings</h3>						
Select Location: <input type="text" value="Location1"/>						
Account Code Settings			Location Caller ID			
Code Length: 3 2 Account Codes provisioned for this location.			Location Caller ID Number: 330-555-1111			
Manage Account Codes Manage Mandatory Account Codes User List Manage Optional Account Codes User List			Manage Location Caller ID Manage Location Caller ID User List			
Call Park Settings			Location Operator			
Recall Timer: 30 sec			Location Operator: 330-555-1112			
Manage Call Park			Manage Location Operator			
Custom Dial Patterns			Custom Music on Hold			
No dial restriction patterns No dial restriction override patterns			Manage Location Custom Music on Hold			
Manage Custom Dial Patterns for this location						

- To view and edit settings for a particular category, click the corresponding blue link, such as **Manage Account Codes**. The associated settings page appears.

To learn more about specific settings, see these associated help topic:

Manage Account Codes on page [212](#).

Manage Location Caller ID on page [215](#).

Manage Call Park Settings on page [219](#).

Create and Manage Custom Dial Restrictions and Overrides on page [126](#).

Manage Location Custom Music on Hold on page [220](#).



Manage External Contacts and Virtual Extensions

Overview

[Create, Edit, and Delete External Contacts](#)

[Create, Edit, and Delete Virtual Extensions](#)

Overview

For convenience, you can add external contacts and virtual extensions to the Directory in your AT&T Voice DNA[®] system.

External contacts are people outside of the organization who are called frequently.

Some users who are part of the organization but not yet on the AT&T Voice system can be added as virtual extensions.

Adding people to the Directory as external contacts and virtual extensions has several benefits:

- When an external contact or someone with a virtual extension calls an AT&T Voice DNA number, their name appears on the phone as the caller ID.
- A user can easily call external contacts and virtual extensions by using the **Click to Call** feature on the AT&T Voice DNA User Dashboard.
- An AT&T Voice DNA user can call a virtual extension user by dialing just the virtual extension instead of the full 10-digit number.

Create, Edit, and Delete External Contacts

You can add external contacts individually, or you can upload a comma-separated values (CSV) file containing up to 10,000 records. You can also edit an individual external contact's name and delete one or more external contacts.

To create individual external contacts

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **External Contacts** immediately below. The External Contacts page opens, displaying the list of external contacts.



Manage External Contacts and Virtual Extensions

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3. Click **Add External Contacts**. A blank row opens for adding an external contact.
4. Enter the external contact's last name, first name, and 10-digit phone number.
5. To add another external contact, click **Add External Contacts** again. Another blank row opens.
6. Continue to add as many external contacts as you like. To remove a name from the list, in the **Actions** column, click the Delete icon  for the name you want to delete.
7. When you're finished adding external contacts, click **Save**.

Note: An external contact can't have the same phone number as an AT&T Voice DNA user within your organization.

To create multiple external contacts from a file

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **External Contacts** immediately below. The External Contacts page opens, displaying the list of external contacts.
3. Click **Get Template**. Follow the instructions for how to create a comma separated values (CSV) file that contains the names and 10-digit phone numbers of the new external contacts. You can add up to 10,000 records in one file.
4. Click **Add External Contacts from File**. Browse to and select the CSV file. The external contacts are added to the list.

Note: An external contact can't have the same phone number as an AT&T Voice DNA user within your organization.

To edit an external contact's name

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **External Contacts** immediately below. The External Contacts page opens, displaying the list of external contacts.
3. In the contact's **Actions** column, click the Edit icon .
4. Make changes to the first and last names, and then click the Save icon .

Note: You can't edit the phone number. To change the number, delete the contact and then add it again with the new number.

To delete an external contact

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Manage External Contacts and Virtual Extensions

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1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see [Log In](#) on page 6.
2. Click **SETTINGS**, and then click **External Contacts** immediately below. The External Contacts page opens, displaying the list of external contacts.
3. In the contact's **Actions** column, click the Delete icon . To delete multiple contacts, check the boxes next to the names, and then click **Delete**.

Create, Edit, and Delete Virtual Extensions

A virtual extension is a way to include in the Directory a user who is part of the organization but not yet part of the organization's AT&T Voice DNA service. A virtual extension consists of a special dialing prefix plus the user's extension. All virtual extensions within the organization use the same dialing prefix, which is temporary; when the user's location joins the AT&T Voice DNA service, the user receives a permanent dialing prefix, and you must delete the user's virtual extension.

Because each virtual extension must be unique in the company Directory (and the virtual special dialing prefix is the same across the organization), two users with the same extension at different locations can't both be entered as virtual extensions. Instead, you must add one as an external contact with the full 10-digit phone number. When these two locations join the AT&T Voice DNA system, each location will have its own dialing prefix, so the users will end up with unique AT&T Voice DNA extensions.

For example, John and Jane are users at two XYZ Company locations that are not yet with XYZ's AT&T Voice DNA service. XYZ's virtual extension dialing prefix is 22. John, at Location 1, has extension 1234. Jane, at Location 2, also has extension 1234. An XYZ administrator enters John as a virtual extension, so he appears in XYZ's Directory as 22-1234. Jane can't be a virtual extension because she would also need to be 22-1234, so the administrator makes her an external contact with her full 10-digit phone number in the Directory. When Locations 1 and 2 join XYZ's AT&T Voice DNA service, Location 1 gets dialing prefix 44, and Location 2 gets dialing prefix 55. In the Directory, John's extension is 44-1234, and Jane's extension is 55-1234.

Note: You must delete a user's virtual extension from the virtual extension list before you can add that user as an AT&T Voice DNA user in the system. See [To delete a virtual extension](#), below.

To create individual virtual extensions

To create a virtual extension, you first enter a virtual extension dialing prefix, and then add virtual extensions individually or upload a comma-separated values (CSV) file



Manage External Contacts and Virtual Extensions

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containing up to 10,000 records. You can also edit an individual virtual extension's name and delete one or more virtual extensions.

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **Virtual Extensions** immediately below. The Virtual Extensions page appears, displaying the list of virtual extensions.
3. In the **Virtual extension dialing prefix** field, enter a 1- to 4-digit number to be used when dialing all virtual extensions. This prefix can't match a company location's dialing prefix and can't begin with 0 or 1. To change an existing dialing prefix, click **Edit**.
4. Click **Add Virtual Extensions**. A blank row opens.
5. Enter the virtual extension's last name, first name, and 10-digit phone number.
6. To add another virtual extension, click **Add Virtual Extensions** again. Another blank row opens.
7. Continue to add as many virtual extensions as you like. To remove a virtual extension from the list, in the **Actions** column, click the Delete icon  for the extension you want to delete.
8. When you're finished adding virtual extensions, click **Save**.

To create multiple virtual extensions from a file

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **Virtual Extensions** immediately below. The Virtual Extensions page opens, displaying the list of virtual extensions.
3. In the **Virtual extension dialing prefix** field, enter a 1- to 4-digit number to be used when dialing virtual extensions. This prefix can't match a company location's dialing prefix and can't begin with 0 or 1. To change an existing dialing prefix, click **Edit**.
4. Click **Get Template**. Follow the instructions for how to create a comma separated values (CSV) file that contains the names and 10-digit phone numbers of the new virtual extensions. You can add up to 10,000 records in one file.
5. Click **Add Virtual Extensions from File**. Browse to and select the CSV file. The virtual extensions are added to the list.

To edit a virtual extension's name

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Manage External Contacts and Virtual Extensions

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1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **Virtual Extensions** immediately below. The Virtual Extensions page opens, displaying the list of virtual extensions.
3. In an extension's **Actions** column, click the Edit icon .
4. Make changes to the first and last names, and then click the Save icon .

Note: You can't edit the phone number or extension. To change the number and extension, delete the virtual extension and add it again with the new number.

To delete a virtual extension

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. Click **SETTINGS**, and then click **Virtual extensions** immediately below. The Virtual extensions page opens, displaying the list of virtual extensions.
3. To remove a virtual extension from the list, in the **Actions** column, click the Delete icon  for the extension you want to delete. To delete multiple virtual extensions, check the boxes next to the names, and then click **Delete**.



MANAGE LOCATION SETTINGS

For details about viewing or editing AT&T Voice DNA® location settings, see these topics:

- [Manage Account Codes](#)—Manage account code settings and assign the use of mandatory and optional account codes for multiple users. See page [212](#).
- [Manage Location Caller ID](#)—View and edit a location's caller ID number and manage location caller ID assignment for multiple users. See page [215](#).
- [Manage Location Operator](#)—View and edit the assignment of a phone number as the location's operator destination. See page [218](#).
- [Manage Call Park Settings](#)—View and edit the call park recall timer, which specifies the amount of time a call is parked before it rings again. See page [219](#).
- [Manage Location Custom Music on Hold](#)— Select different music for all calls on hold and parked calls, or for internal calls (on hold or parked) at a particular location. See page [220](#).
- For information about managing custom dial patterns for a location, see the [Manage Dial Restrictions and Overrides](#) topics on page [112](#).



Manage Account Codes

Overview

Activate a User's Account Code Feature

Create, Edit, and Delete Account Codes

Overview

An account code is a 2-14 digit number that enables your AT&T Voice DNA[®] service to track call data—date, time, and duration—by account or category for outbound calls made from your organization. For example, a law firm that charges clients for time spent on phone calls can use account codes to collect the call data needed for billing. As an Administrator, you create and manage account codes, which users then enter when placing calls. You can view the outbound call data with the **Account Code Summary Report** tool. See page [245](#).

Using the AT&T Voice DNA Administrator Dashboard, you can create a list of account codes for a location and then activate one of the two account code features for individual users (for more information, see **Manage User Features** on page [66](#)). These are the account code features:

- **Account Codes - Mandatory**—For all calls except 911, the user is always prompted and must enter an account code when calling outside your organization.
- **Account Codes - Optional**—The user can call with or without an account code. To use an account code, the user enters a feature access code (***50**) followed by the account code when calling outside your organization.

Note: 911 emergency calls, calls within your organization, and calls made by users without an assigned account code feature never require account codes.

Activate a User's Account Code Feature

By default, no account code feature is active. You must activate the appropriate account code feature for each user.

To activate a user's account code feature

1. Access the AT&T Voice DNA[®] Administrator Dashboard. (For help with this step, see **Log In** on page [6](#).)



Manage Account Codes

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2. Click **RESOURCES**. The Users page appears.
3. Use the Search feature to find the user you want. (For help with this step, see [Use Search](#) on page 16.)
4. Click the user's name. The User Details page appears.
5. Click the **Features** tab, and then click **Edit**.

User Details: John Doe 1

Profile Features Voicemail Dial Restrictions Devices and Line Appearances

Features Edit

Active Package: Premium

Available Features
Select all Clear selection

- Automatic callback
- Account Codes - Mandatory
- Account Codes - Optional
- Barge-in-Exempt
- Calling Line ID Delivery Blocking

Hold Control to select multiple features.

Active Features
Select all Clear selection

- Anonymous Call Rejection
- Call Waiting
- Music on Hold
- Remote Office

Hold Control to select multiple features.

6. In the **Available Features** box, select either **Account Codes - Mandatory** or **Account Codes - Optional**, and then click the right-facing arrow to move it into the **Active Features** box.
7. At the bottom of the page click **Save**.

Create, Edit, and Delete Account Codes

You create and manage account codes for individual locations. For additional details, see [Manage Location Profiles](#) on page 158.

To access a location's account code settings

1. Access the AT&T Voice DNA® Administrator Dashboard. (For help with this step, see [Log In](#) on page 6.)
2. From the **Select Location** list, select a location. (If you're a Location Administrator, your location appears by default.)
3. In the **Locations** tile, click **Manage Location Settings**. The location's **Settings** tab appears.



Manage Account Codes

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4. In the **Account Code Settings** tile, click **Manage Account Codes**. The location's current account codes appear. You can change the length of the location's account codes, edit each code's number and description, or delete codes.

Code	Description	Actions
1223	Code Description A	
2345	Code Description E	

5. At the top of the page, note the code length assigned for this location. To change the code length for this location, click **Edit**, select the new code length, and then click **Save**.

Caution: If you change the code length for this location, all current account codes will be deleted.

To create a new account code

1. At the upper-right of the page, click **Add Account Code**.
2. Enter an appropriate code, enter a description, and then click **Save**.

To edit an account code

1. Find the code in the Account Codes list.
2. Under **Actions**, click the Edit icon .
3. Enter a new code or description.
4. To save your changes, under **Actions**, click the Save icon . To discard your changes, click the Cancel icon .

To delete an account code

1. Find the code in the Account Codes list.
2. Under **Actions**, click the Delete icon .



Manage Location Caller ID and User List

Each location within your organization has its own AT&T Voice DNA[®] network access and phone number range.

If the location caller ID feature is active, when a user places a call, the location's caller ID number (rather than the user's personal number) appears on the phone called. By default, the location caller ID number is the location's Default Calling Number (DCN). As an Administrator, you can change the location caller ID number to any AT&T Voice DNA number that belongs to the location. You can also assign the number to a user. For example, if a location has a reception desk, you can set the reception desk's number as the caller ID for all calls placed by that location's users.

Note: You can't clear the location caller ID number. If no number is entered, the AT&T Voice DNA system automatically uses the location's Default Calling Number (DCN) as the location caller ID number. If you don't want users to use the Location Caller ID, change the user's caller ID setting to the user's phone number instead of the location caller ID number. To change your location's DCN, you need to contact your AT&T service representative and submit a service order.

As an Administrator, you activate and deactivate location caller ID for users. If you deactivate the location caller ID for a user, the user's phone number becomes the caller ID for outgoing calls. You can do this for multiple users on the Location Details page, or for individual users on the user's profile page. For more information, see **Manage User Profiles** on page 63. Extension-only users are automatically assigned to the location Caller ID; you can't remove them from the Caller ID User list for their location because they don't appear on the current assigned users list.

Note: Users with voicemail who use location caller ID can't log directly into voicemail from their office phones. When they connect to voicemail, they must press * (the star key) and follow the prompts to enter their phone number and PIN.

To edit a location's caller ID number

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Select Location** field, specify the location. Then, in the **Locations** tile, click **View Details for this Location**. The Location Details page appears.
3. Click the **Settings** tab. The Settings page appears.
4. Click **Manage Location Caller ID**, and then enter a new number in the **Location Caller ID Number** field. To select a number from a list, click **Select from company's phone numbers** and select a number.



Manage Location Caller ID and User List

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Profile	Staff	Equipment	IP Address	Settings
Settings				
Account Code Settings		Location Caller ID		
Code Length: 4 0 Account Codes provisioned for this location.		Location Caller ID Number: 732-300-1006		
Manage Account Codes		Manage Location Caller ID		
Manage Mandatory Account Codes User List		Manage Location Caller ID User List		
Manage Optional Account Codes User List				
Call Park Settings		Location Operator		
Recall Timer: 45 sec		Location Operator:		
Manage Call Park		Manage Location Operator		
Custom Dial Patterns				
1 restriction patterns				
No dial restriction override patterns				
Manage Custom Dial Patterns for this Location				

5. Click **Save**.

To edit a location's caller ID user list

When you assign a user to the Location Caller ID list, the location caller ID number appears on phones called by that user.

When you remove a user from the Location Caller ID list, the user's phone number appears on phones called by that user.

Note: Extension-only users do not appear in the Location Caller ID Users list, they are assigned to the Location Caller ID list by default.

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Select Location** field, specify the location. Then, in the **Locations** tile, click **View Details for this Location**. The Location Details page appears.
3. Click the **Settings** tab. The Settings page appears.
4. In the Location Caller ID tile, click Manage Location Caller ID User List, and then do the following:
 - To assign users to the Location Caller ID list, click **Assign**. In the Assign Users window that opens, check the users you want to add to the list. To locate a specific user, enter a name or number in the **Select Name** or **Number or Extension** fields, and then click **Go**. When you've selected the users you want to add, click **Save**.



Manage Location Caller ID and User List

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- To remove users from the Location Caller ID list, click **Unassign**. In the Unassign Users window that opens, check the users you want to remove from the list. To locate a specific user, enter a name or number in the **Select Name** or **Number or Extension** fields, and then click **Go**. When you've selected the users you want to remove, click **Save**.

A confirmation message appears.



Manage Location Operator

If your company has more than one physical location with your AT&T Voice DNA[®] service, each location has its own AT&T Voice DNA network access and phone number range. Each location can have a designated location operator.

The operator number can be an AT&T Voice DNA number or extension, or it can be a 10-digit phone number that's not part of your AT&T Voice DNA service.

Users enter **#0** to reach the location operator.

To set up or edit a location's operator number

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. In the **Select Location** field, enter the location. Then, in the **Locations** tile, click **View Details for this Location**.

The Location Details page appears.

3. Click the **Settings** tab.
4. In the **Locations Operator** tile, click **Manage Location Operator**. The Manage Location Operator page appears.
5. Do one of the following:
 - In the **Operator Phone Number** field, enter the number (not necessarily an AT&T Voice DNA number) of the user you want to be the location's operator. If you use an AT&T Voice DNA extension, enter it as a Location Dialing Prefix and extension (not an extension only).
 - To search for a user, click **Find in Directory**. The Find in Directory window opens. Select the location. Then, in the **Name or Number** field, enter a partial name or number. Click the Search icon , and then click the checkmark  next to the name of the user you want to be the location operator.
6. Click **Save**.



Manage Call Park Settings

The AT&T Voice DNA® service allows users to "park" a call on hold on any AT&T Voice DNA extension, making it possible for any other user to retrieve the call. Users can park one call to one extension at a time

As an AT&T Voice DNA Administrator, you can specify how long a parked call is placed on hold by specifying a location-wide **Recall Timer** preference. By default, this time is set to 45 seconds. If a parked call exceeds the specified time, one of the following scenarios occurs:

- If the user who parked the call is available, the parked call rings back to that user's phone. A call park recall description is included in the caller ID information.
- If the user who parked the call isn't available, the call remains parked, and the timer is restarted for 10 seconds. The service checks the user every 10 seconds for as long as the call remains parked. When the user who parked the call becomes available, the parked call rings back to that user's phone. A call park recall description is included the caller ID information.

To set the Call Park Recall Timer

1. Open the AT&T Voice DNA Administrator Dashboard. (For more information, see **Log In** on page 6.)
2. In the **Locations** tile, click **View List of all Locations**. The Locations page appears.
3. Click the location name for the location you want to edit.
The Location Details page opens with the **Profile** tab selected.
4. Click the **Settings** tab. The location's settings page appears.
5. In the **Call Park Settings** tile, click **Manage Call Park**. The Edit Call Park page appears.
6. For **Recall Timer**, select a time, and then click **Save**.



Manage Location Custom Music on Hold

Overview

By default, system-defined music plays when calls are on hold or parked. With the Location Custom Music on Hold feature, you can choose different music for all calls on hold and parked calls, or for internal calls (on hold or parked) at a particular location.

Your custom music must be a WAV or WMA file. The maximum file size is 10,000KB, which provides up to 5 minutes of music.

View and Select Custom Music for your Location

To view location custom music settings

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. In the **Select Location** field, specify the location. Then, under **Locations**, click **Manage Location Settings**.



Manage Location Custom Music on Hold

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HOME	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS
----------------------	---------------------------	---------------------------	--------------------------	---------------------------------	-------------------------

Profile Information: Company Administrator for SASVP VDNA Fide

AT&T Voice DNA® Administrator Dashboard

Select Location:

Users	Locations
View List of Users for this Location View List of all Users	View Details for this Location View List of all Locations
Search User: <input type="text" value="Enter Name/Number/Employee"/> <input type="button" value="Go"/>	Manage Location Settings
Create New User	

Hunt Groups	Phone Number Ranges
View Hunt Groups for this Location View All Hunt Groups	View Phone Number Ranges for this Location View All Phone Number Ranges
Create New Hunt Group	

Internal Key Contacts	Administrators
View Contact for this Location View All Contacts	View Administrators for this Location View All Administrators
View Company Contacts Details	

The Location Specific Settings page appears with the **SETTINGS** tab selected.

3. To view your custom music settings, under **Custom Music on Hold**, click **Manage Location Custom Music on Hold**.



Manage Location Custom Music on Hold

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HOME	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS	
Custom Dial Patterns	Schedules	Virtual Office	Voicemail Message Access	Location Specific	External Cor	
Profile Information: Company Administrator for						
<h2>Location Specific Settings</h2>						
Select Location: <input type="text" value="Location1"/>						
Account Code Settings			Location Caller ID			
Code Length: 3 2 Account Codes provisioned for this location.			Location Caller ID Number: 330-555-1111			
Manage Account Codes Manage Mandatory Account Codes User List Manage Optional Account Codes User List			Manage Location Caller ID Manage Location Caller ID User List			
Call Park Settings			Location Operator			
Recall Timer: 30 sec			Location Operator: 330-555-1112			
Manage Call Park			Manage Location Operator			
Custom Dial Patterns			Custom Music on Hold			
No dial restriction patterns No dial restriction override patterns			Manage Location Custom Music on Hold			
Manage Custom Dial Patterns for this location						

The Location Details page appears, with the **Settings** tab selected.



Manage Location Custom Music on Hold

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HOME RESOURCES DIRECTORY SETTINGS MASS MANAGEMENT REPORTS

Users Locations Hunt Groups Number Ranges Internal Key Contacts Administrators Equipment

Profile Information: Company Administrator for

<< Back to Location Specific

Location Details: Location1

Profile Staff Equipment IP Address Settings

Manage Location Custom Music on Hold

Enable Music during Call Hold

Enable Music during Call Park

Upload Custom Music File:

Use System Defined Music

Use Alternate Music for Internal Calls

Upload Custom Music File:

Use System Defined Music

AT&T is not responsible for any content that you transmit, store, or play using the Custom Music on Hold feature. Your content shall not violate the AT&T Acceptable Use Policy or the intellectual property rights of AT&T or any third party.

To choose custom music for a location

1. Follow the steps for **To view location custom music settings**.
2. To choose custom music for calls on hold or parked calls:
 - Select **Upload Custom Music File**.
 - Click **Upload New** and select the WAV or WMA file. The maximum file size is 10,000KB. (For more information on file specifications, see **Music File Specifications** below.)
3. To play different music for internal calls:

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Manage Location Custom Music on Hold

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- Select **Upload Custom Music File**.
- Click **Upload New** and select the WAV or WMA file. The maximum file size is 10,000KB. (For more information about file specifications, see **Music File Specifications** below.)

Note: To play no music during internal and external calls (on hold or parked), uncheck **Enable Music during Call Hold** or **Enable Music during Call Park**.

Music File Specifications

Be sure that your WAV and WMA files match these specifications:

For WAV files:

- Linear PCM
- 16.000 kHz
- 16 bit mono
- WAV file type

For WMA files:

- Linear PCM
- 16.000 kHz
- 16 bit mono
- WMA file type



REPORTS

For details about using the AT&T Voice DNA® reporting tools, see these topics:

- [Manage Reports](#)—Manage reports for a large organization. Locate recently generated reports on the **My Recent Reports** tab on the AT&T Voice DNA Administrator Dashboard. See page [227](#).
- [Extension Detail Report](#)—Provides setup information about the assigned phone numbers and extensions for specific or all locations. See page [229](#).
- [Service Quantities Report](#)—Provides the number of service (feature) packages and hunt groups your organization has ordered or assigned, and lists how many are being used and how many are still available. See page [231](#).
- [Extension Location Status Report](#)—Provides the location status for each extension that you administer. AT&T Voice DNA uses location status when processing 911 calls. See page [233](#).
- [Registration Report](#)—Provides comprehensive details about the registrations associated with users' line appearances provisioned on devices currently in use at one or more locations. See page [236](#).
- [Line Appearances Report](#)—Provides information about how line appearances are provisioned on a location's IP phones, desktop adapters, and location adapters. See page [240](#).
- [User Devices Report](#)—Provides summary information about the devices (IP phones, desktop adapter ports, and location adapter ports) provisioned for users. See page [242](#).
- [Account Code Summary Report](#)—Lists account codes and details the total number of hours, minutes, and seconds for calls made using each account code during the specified reporting period and with other input filters you set. See page [245](#).
- [Emergency Call Log Report](#)—Provides details about emergency (911) calls made by users from your AT&T Voice DNA service. See page [248](#).
- [Call Transfer/Forward Report](#)—Provides details about transferred and forwarded calls. See page [251](#).
- [Inbound Call Detail Report – User](#)—Provides details about calls made to the AT&T Voice DNA numbers you administer. See page [254](#).



REPORTS

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- [Inbound Call Detail Report – Hunt Group](#)—Provides details about incoming calls handled by the AT&T Voice DNA hunt groups you manage. See page [257](#).
- [Outbound Call Detail Report](#)—Provides details about calls made from the AT&T Voice DNA numbers you administer. See page [260](#).
- [Administrator Detail Report](#)—Provides details about company administrators and location administrators. See page [264](#).
- [Location Detail Report](#)—Provides details about one or more locations in your organization. See page [266](#).
- [Hoteling Detail Report](#)—Provides details about hoteling service usage by hoteling hosts, hoteling guests, or both, at the locations you specify. See page [268](#).



Manage Reports

As an AT&T Voice DNA® Administrator, you can run a variety of reports for your company or location. If your company is large, a **My Recent Reports** tab appears under **REPORTS** on the AT&T Voice DNA Administrator Dashboard. Reports that are output as a .csv file appear on this tab.

Note: Some reports offer an option to display the output on screen if the output meets certain size criteria (for example, if the report includes fewer than 100 extensions). When the report is open on screen, you can save it as a .csv file and download it immediately, without using the **My Recent Reports** tab.

While a report is being generated, it appears on the **My Recent Reports** tab as **pending**, and the report name and a timestamp for the request are shown.

After the report is generated, you can click the report name to open a window from which you can create and download a comma-separated file (CSV) version of the report.

Reports can remain on the **My Recent Reports** tab for 30 days. You can have up to 30 stored reports at one time. If you need to make room for additional reports, simply delete reports.

The following reports will appear on the **My Recent Reports** tab if that tab is used for your company:

- Call Transfer/Forward (CSV version)
- Extension Detail
- Inbound Call Detail – User
- Inbound Call Detail – Hunt group
- Line Appearances (CSV version)
- Outbound Call Detail
- Registration
- Service Quantities (CSV version)
- User Devices (CSV version)
- Extension Location Status (CSV version)
- Administrator Detail Report
- Location Detail Report
- Hoteling Detail Report



To view all pending and stored reports

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with this step, see **Log In** on page 6.)
2. Click **REPORTS**. The My Recent Reports window appears.

Note: If you don't have any pending or stored reports, the All Reports window appears.

The screenshot shows the 'My Recent Reports' interface with two tabs: 'My Recent Reports' (selected) and 'All Reports'. Below the tabs is an information icon (i) and two sections: 'Status Pending' and 'Status Complete'. The 'Status Pending' section contains a table with two columns: 'Report Name' and 'Requested on'. The 'Status Complete' section contains a table with three columns: 'Report Name', 'Generated on', and 'Action'.

Status Pending:	
Report Name	Requested on
Extension Detail Report	2011-07-20-04:23:45
Registration Report	2011-07-15-04:23:45

Status Complete:		
Report Name	Generated on	Action
Account Code Summary Report	2011-07-20-04:23:45	
Call Transfer/Forward Report	2011-07-15-04:23:45	

3. To change the order of the reports in the **Status Pending** or **Status Complete** sections of the My Recent Reports page, do one of the following:
 - To sort the reports in alphabetical order by report name, and then by date, click **Report Name**.
 - To sort the requests by date, and then by name, click **Requested on** or **Generated on**.
4. To delete a report, click the Delete icon for the report.



Extension Detail Report

The Extension Detail Report provides setup information about the assigned phone numbers and extensions for all your locations or for specific locations. The report includes the following:

- Name
- Phone number
- Extension
- Email address
- Voicemail status and voicemail number
- Employee ID
- Premier account status
- Premier login ID
- Location
- Service (feature) package and individual administrator-activated features, such as **Directed Call Pickup**, **Caller ID**, and **Privacy**
- Voicemail message display setting (full/limited)
- General dial restrictions
- Custom dial restrictions
- Custom dial restriction overrides

To run an Extension Detail Report

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Administration**, click **Extension Detail Report**. The Extension Detail Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Extension Detail Report

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Extension Detail Report

Location: All locations Specific locations

Extensions: Single Extension

Extension Range To

Report Output: Downloadable file (.csv)
This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. Specify the location and extensions you want to include in the report. (If you have only one location, the location's name and ID number appear next to **Location**, and the **Extensions** fields are available.)
 - To include all locations and all extensions, select **All locations**.
 - To include specific locations, select **Specific location**, and then check the locations you want to include.
 - To include specific extensions, select **Specific location**, specify the locations you want, and then select **Extensions**. Then select **Single Extension** or **Extension Range** and enter the appropriate extensions.

Note: If you don't select **Extensions**, the report will include information for all extensions at the selected locations.

5. Click **Generate Report**.
6. In the report confirmation window that opens, click **Download Report (CSV)**.
7. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Service Quantities Report

The Service Quantities Report shows you the number of service (feature) packages and hunt groups your organization has ordered or assigned, how many are being used, and how many are still available. (For information about hunt groups, see **About Hunt Groups** on page [140](#).)

To run a Service Quantities Report

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page [6](#).)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Administration**, click **Service Quantities Report**.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page [227](#).)

The Service Quantities Report page appears.

Service Quantities Report

View:

- Both Service Package and Hunt Groups
- Only Service Packages
- Only Hunt Groups

Report Output:

- Display on Screen
- Downloadable File (.csv)

[Cancel](#) [Generate Report](#)

4. Under **View**, select the categories you want in the report.
5. Under **Report Output**, select **Display on screen** or **Downloadable file (.csv)**. (If you select **Display on screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on screen** may not be available.



Service Quantities Report

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6. Click Generate Report.
 - If you selected **Display on screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable file (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Extension Location Status Report

The Extension Location Status Report provides the location status for each extension that you administer. This status supports the E911 move-detection feature, which ensures proper routing of 911 calls when a device is moved. You can use this report to group extensions by status or to determine the status of the individual extensions you administer.

The following values represent a user's current E911 extension location status:

- **Base**—User's devices are checked in at the provisioned location, or user has no devices or no devices checked in.
- **Branch**—User's checked-in devices are all at the same customer AT&T Voice DNA[®] location, but this location is not the user's provisioned location.
- **Other**—User's devices don't qualify as Base or Branch because they're at an unknown location, or the location status is ambiguous (for example, one phone is at the base location and another is at a branch location).

Note: It is the responsibility of the customer to ensure the E911 Registered Location of each telephone number associated with the AT&T Voice DNA service is always accurate. (See **Move IP Phones** on page 22 for more information.)

In addition to the location status (**Base**, **Branch**, or **Other**), the Extension Location Status Report provides the following details for each user:

- Extension
- Phone number
- Name (last, first)
- Provisioned location (location name and location ID)
- Branch name
- Branch location ID
- Last device check in

To run an Extension Location Status Report

1. Open the AT&T Voice DNA[®] Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.



Extension Location Status Report

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3. On the All Reports page that appears, under **Service Usage**, click **Extension Location Status Report**. The Extension Location Status Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page [227](#).)

Extension Location Status Report

Location Status for:

Extensions for all users within the company

Extensions for users provisioned at specific locations

Select	Location
<input type="checkbox"/>	New Jersey - 986754456
<input type="checkbox"/>	New York - 778876765
<input type="checkbox"/>	Ohio - 764555433
<input type="checkbox"/>	Texas - 334433333

Extensions:

Single Extension *

Extension Range * To *

Extension Location Status

Base Location

Branch Location

Other

Report Output:

Display on Screen

Downloadable File (.csv)

This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. Specify the location and extensions you want included in the report:
 - To include all locations and all extensions, select **Extensions for all users within the company**.
 - To include specific locations, select **Extensions for users provisioned at specific locations**, and then select the locations you want to include.



Extension Location Status Report

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- To include specific extensions, select **Extensions for users provisioned at specific locations**, specify the locations you want, and then check **Extensions**. Select **Single Extension** or **Extension Range**, and then enter the appropriate extensions.
5. Select the Extension Location Status that you want to include in the report: **Base Location**, **Branch Location**, or **Other**. You can select more than one.
 6. Under Report Output, select Display on screen or Downloadable file (.csv).

Note: If you select **Display on screen**, you'll get another chance to download the file later.

7. Click Generate Report:
 - If you selected **Display on screen**, you can view the report results now. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable file (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that appears, click **Open** to view the results now or **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Registration Report

The Registration Report provides comprehensive details about the devices currently in use at one or more locations. It includes information about every device and line appearance that's currently able to make and receive calls using the AT&T Voice DNA[®] service.

The Registration Report includes the following:

- Provisioned location ID and name
- Device type: IP phone, softphone, or adapter
- Make/Model of the phone or adapter
- Firmware version
- Last check-in date
- MAC Address/Identifier of the phone or adapter
- Phone or adapter port owner name
- Extension number for the device
- URI (Uniform Resource Identifier) associated with the device
- Expiration date for registration
- Line Key or Adapter Port index for the given extension
- Call appearance owner name
- Registration ID
- Call presence (whether the line appearance is shared)
- Whether the line appearance is a primary line appearance

Note: You can quickly find registration information for a single extension from the AT&T Voice DNA Administrator Dashboard. Click **RESOURCES**, and then click **Equipment** immediately below. On the Equipment page that appears, click **Registrations**, enter the user's phone number or extension (or click **Find user** to look up the user), and then click **View Registrations**.

To run a Registration Report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)



Registration Report

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2. To open the report, do one of the following:
 - At the top of the page, click **REPORTS**. Under **Administration**, select **Registration Report**.
 - At the top of the page, click **RESOURCES**, and then click **Equipment**. Under **Equipment**, click **Reports**, and then select **Registration Report**.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page [227](#).)

3. Specify the location and extensions for the report:
 - To include all extensions at all locations, select **All extensions in the company**.
 - To include all extensions for specific locations, select **Extensions at selected locations**, and then select the locations you want to include.
 - To include only specific phone extensions, select **Extensions at selected locations**, and then select the locations you want. Select **Extensions**, select **Single Extension** or **Extension Range**, and then enter the appropriate extensions.



Registration Report

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Registration Report

Registrations for:

All extensions in the company

Extensions in selected locations

Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	Ohio - 444566676

Extensions

Single Extension *

Extension Range * To *

Single Device:

Report Output: Downloadable file (.csv)
This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. To limit the report to a single device, select **Single Device**, and then enter the device's MAC ID or the softphone's identifier.
5. Under **Report Output**, select **Display on Screen** or **Downloadable File (.csv)**. (If you select **Display on Screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on Screen** may not be available.

6. Click Generate Report.
 - If you selected **Display on Screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, click Download Report (CSV) when the report confirmation window opens. In the File Download window that appears, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the



Registration Report

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report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Line Appearances Report

The Line Appearances Report provides information about how line appearances are provisioned on a location's IP phones, desktop adapters, and location adapters. It contains the following:

- Device's location
- Device owner's extension
- Device's make/model and MAC address or identifier (softphone)
- Phone key index (the line key that the extension appears on)
- Adapter port index (the port assigned to a non-IP phone or fax machine)
- Appearance extension (If the line appearance is a cross location extension, the entry includes the location dialing prefix, for example 5-1234)
- Appearance label (the line key label for supported phones)
- Call presence (whether it's shared or not shared)
- Barge-in (displayed only in CSV downloaded report)
- Number of calls per key

For an explanation of line appearances, see **Manage IP Phones and Line Appearances** on page [88](#).

To run a Line Appearances Report

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page [6](#).)
2. To open the report, do one of the following:
 - At the top of the page, click **REPORTS**. Under **Equipment**, click **Line Appearances**.
 - At the top of the page, click **RESOURCES**, and then click **Equipment**. Under **Equipment**, click **Reports**, and then select **Line Appearances Report**.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page [227](#).)

The Line Appearances Report page appears.



Line Appearances Report

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3. Specify the location and extensions for the report (if you have only one location, the location's name and ID number appear next to **Location**, and the **Extensions** fields are available):
 - To include all locations and extensions, select **All locations**.
 - To include all extensions for specific locations, select **Specific location**, and then check the locations you want to include.
 - To include only specific phone extensions, select **Specific location**, and then check the locations you want. Select **Extensions**, select **Single Extension** or **Extension Range**, and then enter the appropriate extensions.

Location: All locations
 Specific location

Select	Location
<input checked="" type="checkbox"/>	Location1 - 000014512
<input type="checkbox"/>	Location2 - 000014511

4. Under **Report Output**, select **Display on Screen** or **Downloadable File (.csv)**. (If you select **Display on Screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on Screen** may not be available.

5. Click Generate Report.
 - If you selected **Display on Screen**, the report results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, when the report confirmation window opens, click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



User Devices Report

The User Devices Report provides summary information about the devices (IP phones, location adapters, and desktop adapters) in use at a location. The report contains information about the following:

- Provisioned location name and ID
- Each device's make and model, and MAC address or identifier (softphone)
- Adapter port
- Number of expansion modules
- Owner's name and extension
- Whether the device is a primary device
- Codec (digital signal coder-decoder) priority setting (appears only on the CSV version of the report)

To run a User Devices Report

1. Open the AT&T Voice DNA[®] Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Equipment**, click **User Devices Report**. The User Devices Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



User Devices Report

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User Device Report

Location: All locations Specific location

Extensions

Single Extension *

Extension Range * To *

Filter on Device Make Model

MAC Address

Report Output: Display on Screen Downloadable File (.csv)

This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

- Specify the location you want included in the report:
 - To include all locations, select **All locations**.
 - To include only specific locations, select **Specific location**, and then check the locations you want to include in the report.
- (Optional) If you selected specific locations, you can filter the report for specific phone extensions. Check **Extensions**, and then select **Single Extension** or **Extension Range**. Enter the appropriate extensions.

If you don't check **Extensions**, the report will include information for all extensions at the selected locations. If you selected **All locations**, the report will automatically include all extensions.

Note: If you want to display the report on screen, select a small number of extensions in your range. If you specify more than the allowed threshold, you'll receive an error message when you try to run the report.

- Under Filter On:
 - To limit the report to a particular device make and model, select **Device Make/Model**, and then select the device.
 - To include all devices, select **Device Make/Model**, and then select **All Devices**.



User Devices Report

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- To limit the report to a particular address, select **MAC Address**, and then enter the device's MAC address.
7. Under **Report Output**, select **Display on screen** or **Downloadable file (.csv)**. (If you select **Display on screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on screen** may not be available.

8. Click Generate Report:
 - If you selected **Display on screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable file (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Account Code Summary Report

The Account Code Summary Report provides a list of account codes and the total number of hours, minutes, and seconds for calls using each account code for the specified report period and other input filters you set. You can also limit the summary report to total duration of calls made by users at a specified location. You can view the results online or save them as a text file.

The report includes the following:

- Account codes used
- Location ID of users dialing the account codes
- Corresponding seconds of usage over the report interval

You can view the results online or save them as a text file.

To run an Account Code Summary Report

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Service Usage**, click **Account Code Summary Report**. The Account Code Summary Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Account Code Summary Report

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Account Code Summary Report

Summary Period:

Single Day
mm/dd/yyyy

Date Range
From mm/dd/yyyy To mm/dd/yyyy

Time Zone: Select ▼

Account Codes:

All Account Codes

Single Account Code

Calls made using account codes by:

All users within the company

Users at selected locations

Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	Ohio - 444566676

Include a summarized Account Code usage across locations

Report Output: Display on Screen

Downloadable File (.csv)

4. Specify the report's time frame:

- For one day, select **Single Day**, and then enter a date or click the Calendar icon  and select a date.
- For a range of days, select **Date range** and enter the dates in the format shown, or click the Calendar  and select beginning and ending dates.

5. From the **Time Zone** list, select the time zone in which you want the report times displayed.

Note: If your organization has more than one location, the default is UTC (Coordinated Universal Time, also called Greenwich Mean Time). If you have only



Account Code Summary Report

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one location, the default is the location's time zone. You can select any time zone for your report.

6. Specify the account codes you want to include in the report:
 - To generate a report for all account codes, select **All Account Codes**.
 - To generate a report for a single account code, select **Single Account Code** and enter the code.
7. Specify the location you want included in the report:
 - To include all locations, select **All users within the company**.
 - To include users at only specific locations, select **Users at select locations**, and then check the locations you want to include in the report.
8. To include a summary of all account code usage in all locations, select **Include a summarized Account Code usage across locations**.
9. Under **Report Output**, select **Display on screen** or **Downloadable file (.csv)**. (If you select **Display on screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on screen** may not be available.

10. Click Generate Report:
 - If you selected **Display on screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Emergency Call Log Report

The Emergency Call Log Report provides details about emergency (911) calls made from your AT&T Voice DNA® service. You can view the results online or save them as a text file.

The report includes the following:

- Calling number
- Calling party's name and provisioned service location
- Number called (911)
- Date
- Time (in the time zone you specify)
- Duration (seconds)

To run an Emergency Call Log report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see [Log In](#) on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Service Usage**, click **Emergency Call Log Report**. The Emergency Call Log Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see [Manage Reports](#) on page 227.)



Emergency Call Log Report

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Emergency Call Log Report

Calls made: Within the last hour
 Today and Yesterday
 Date range
From To

Timezone:

Location: All locations
 Specific location

Extensions
 Single Extension
 Extension Range To

Report Output: Display on Screen
 Downloadable File (.csv)

Note: If you don't specify any options, and just click **Generate Report**, you will get an onscreen display of all 911 calls made in the last hour.

4. Specify the report's time frame:

- For the most recent calls, select **Within the last hour**.
- For all calls within the last two days, select **Today and Yesterday**.
- For a range of days, select **Date range** and enter the dates in the format shown, or click the Calendar icons  and select beginning and ending dates.

5. From the **Time Zone** list, select the time zone in which you want the report times displayed. If your organization has more than one location, the default is UTC

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Emergency Call Log Report

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(Coordinated Universal Time, also called Greenwich Mean Time). If you have only one location, the default is the location's time zone. You can select any time zone for your report.

6. To select a specific location for the report, select **Specific location**, and then check the locations you want to include in the report.
7. (Optional) If you selected specific locations, you can filter the report for specific phone extensions. Check **Extensions**, and then select **Single Extension** or **Extension Range**. Enter the appropriate extensions.

If you don't check **Extensions**, the report will include information for all extensions at the selected locations. If you selected **All locations**, the report will automatically include all extensions.

8. Under **Report Output**, select **Display on screen** or **Downloadable file (.csv)**. (If you select **Display on screen**, you'll get another chance to download the file later.)

Note: If your data set is too large, **Display on screen** may not be available.

9. Click Generate Report:
 - If you selected **Display on screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable file (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Call Transfer/Forward Report

The Call Transfer/Forward Report provides details about transferred and forwarded calls. The report includes the following:

- Number from which the call was transferred or forwarded
- Name of the person who initiated the transfer or forward
- Service location of the person who initiated the transfer or forward
- Number of the call being transferred or forwarded
- Action type (transferred or forwarded)
- Destination number
- Date
- Time (in the time zone you specify)
- Call duration (seconds)
- Call-type indicator (inbound or outbound--forwards are always inbound calls)

To run a Call Transfer/Forward Report

1. Open the AT&T Voice DNA® Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Service Usage**, click **Call Transfer/Forward Report**. The Call Transfer/Forward Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Call Transfer/Forward Report

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Call Transfer/Forward Report

Call Transferred/Forwarded: Single Day
mm/dd/yyyy

Date Range
From mm/dd/yyyy To mm/dd/yyyy

Time Zone: US/Central

Transfer/Forward Initiator: All Extensions in the company
 Extensions in selected locations

Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	Ohio - 444566676

All extensions in selected locations
 Single extension / range
 Extension *
 Extension Range * To *

Transfer/Forward Destination: All destinations
 Within company (includes within initiator's location)
 Within initiator's location
 Domestic calls (not within company)
 International calls

Report Output: Downloadable file (.csv)
This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. Specify the report's time frame:

- For one day, select **Single Day**.
- For a range of days, select **Date Range** and enter the dates in the format shown, or click the Calendar and select beginning and ending dates.

5. From the **Time Zone** list, select the time zone in which you want the report times displayed.

Note: If your organization has more than one location, the default is UTC (Coordinated Universal Time, also called Greenwich Mean Time). If you have only one location, the default is that location's time zone. You can select any time zone for your report.



Call Transfer/Forward Report

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6. Specify the **Transfer/Forward Initiator** locations, and the extensions you want included in the report:
 - To include all transfer and forward locations and all extensions, select **All Extensions in the company**.
 - To include specific transfer and forward locations, select **Extensions in selected locations**, and then check the locations you want to include in the report.
 - To include all extensions at the selected locations, select **All extensions in selected locations**.
 - To include only a specific extension or range of extensions, select **Single extensions/range**. Then enter the extension or range in the fields.
7. Specify the **Transfer/Forward Destination** location you want to include in the report.
8. Click **Generate Report**, and, in the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Inbound Call Detail – User Report

For the dates and locations you specify, the Inbound Call Report displays details of each incoming call to the AT&T Voice DNA® numbers you administer and provides the following:

- Called party's phone number, name, and location
- Calling number
- (Optional) Destination number for forwarded and transferred calls
- Date
- Time (in the time zone you specify)
- Duration (seconds)

To run an inbound call detail report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the All Reports page that appears, under **Service Usage**, click **Inbound Call Detail Report**. The Inbound Call Detail Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Inbound Call Detail – User Report

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Inbound Call Detail Report

Call Received: Single Day

Date Range
From To

Time Zone:

Call Destination: All extensions in the company
 Extensions in the selected locations

Include call Transfer /Forward information in the report ?

Report Output: Downloadable file (.csv)
This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. Specify the report's time frame:
 - For one day, select **Single Day** and enter the date in the format shown, or click the Calendar  and select the date.
 - For a range of days, select **Date Range**, and then enter the appropriate dates in the format shown, or click the Calendar  and select beginning and ending dates.
5. From the **Time Zone** list, select the time zone in which you want the report times displayed. If you have more than one location, the default is UTC (Coordinated Universal Time, also called Greenwich Mean Time). If you have a single location, the default is the location's time zone. You can select any time zone for your report.
6. Specify the extensions you want to include in the report:
 - To include all extensions, select **All extensions in the company**.
 - To include all the extensions in only specific locations, select **Extensions in selected locations**, specify the locations you want, and then select **All extensions in selected locations**.
 - To include only specific extensions in specific locations, select **Extensions in selected locations**, and then select the locations you want. Then select **Single extension/range** and enter the appropriate extensions.



7. To include information about forwarded and transferred calls, select **Include call Transfer/Forward information in the report**.

Note: When this option is selected, the report includes the destination number of all transferred and forwarded calls, and notes the type of call (forwarded or transferred).

8. Click **Generate Report** and, in the report confirmation that appears, click **Download Report (CSV)**.
9. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Inbound Call Detail – Hunt Group Report

The Inbound Call Detail – Hunt Group Report provides details about each incoming call handled by the AT&T Voice DNA[®] hunt groups you manage. The report includes the following:

- Hunt group name
- Answering party first and last name
- Answering party's location
- Indication whether the answering party is the final destination (hunt group call forward number) or a hunt group member
- Called party's phone number, name, and location (hunt group number or hunt group member's number)
- Calling number
- Date
- Time (in the time zone you specify)
- Duration (seconds)

To run an Inbound Call Detail – Hunt Group Report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the All Reports page that appears, under **Service Usage**, click **Inbound Call Detail – Hunt Group Report**. The Inbound Call Detail – Hunt Group Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)

4. Specify the report's time frame:
 - For one day, select **Single Day** and enter the date in the format shown, or click the Calendar  and select a date.



Inbound Call Detail – Hunt Group Report

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- For a range of days, select **Date Range** and enter the appropriate dates in the format shown, or click the Calendar  and select beginning and ending dates.

Inbound Call Detail Report - Hunt Group

Call Received:

Single Day
mm/dd/yyyy

Date Range
From mm/dd/yyyy To mm/dd/yyyy

Time Zone: Select ▼

Location:

All locations
 Specific locations

Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	Ohio - 444555666

Hunt Group:

All Hunt Groups in the company
 Hunt Groups in selected locations
 All Hunt Groups in selected location
 Specific Hunt Groups in selected locations

Select	Phone Number	Name
<input type="checkbox"/>	888-765-2365	Hunt Group 1
<input type="checkbox"/>	710-567-2341	Hunt Group 2
<input type="checkbox"/>	888-234-9845	Hunt Group 3
<input type="checkbox"/>	888-765-2365	Hunt Group 4

5. From the **Time Zone** list, select the time zone in which you want the report times displayed. If your organization has more than one location, the default is UTC (Coordinated Universal Time, also called Greenwich Mean Time). If you have only one location, the default is the location's time zone. You can select any time zone for your report.
6. Specify the location for the report:
 - To include all locations, select **All Locations**.



Inbound Call Detail – Hunt Group Report

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- To include specific locations, select **Specific Locations**, and then select the locations from the list.
7. Specify the hunt group for the report:
 - To include all hunt groups, select **All hunt groups in the company**.
 - To include all hunt groups belonging to a particular location, select **Hunt groups in selected locations**, and then select **All Hunt Groups in selected locations**.
 - To include specific hunt groups at one location, select **Hunt groups in selected locations**, and then select **Specific Hunt Groups in selected location**. Then specify the hunt groups you want in the list that appears.
 8. Click **Generate Report**. In the report confirmation window that opens, click **Download Report (CSV)**.
 9. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.

Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Outbound Call Detail Report

The Outbound Call Detail Report provides details about outgoing calls from the AT&T Voice DNA® numbers you administer. You can filter the report for calls to specific destinations. The report results are saved as a text file, which you can view now or later.

The report includes the following:

- Calling party's phone number, name, and location
- Indication of call type (for example, within company, international call, and so on)
- Destination number for transferred and forwarded calls (if used for the given call)
- Number called
- (Optional) Account code
- Date
- Time (in the time zone you specify)
- Duration (seconds)

To run an outbound call detail report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the All Reports page that appears, under **Service Usage**, click **Outbound Call Detail Report**. The Outbound Call Detail Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Outbound Call Detail Report

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Outbound Call Detail Report

Calls made: Single Day

Date Range
From **To**

Timezone:

Call Originator: All Extensions in the company
 Extensions in selected locations

Account Code: Do not include Account Code information
 Include Account Code information, if dialed
 Only show calls made using an Account Code

Call Destination: All calls
 Within company (includes within caller's location)
 Within caller's location
 Domestic calls (not within company)
 International calls
 Operator / Operator assisted calls
 Information calls
 N11 (not including 911)

Report Output: Downloadable file (.csv)

This report will not be immediately available. See the "My Recent Reports" page for status and to download the report when it is available.

4. Specify the report's time frame:

- For one day, select **Single Day** and enter the date in the format shown, or click the Calendar and select the date.
- For a range of days, select **Date Range** and enter the appropriate dates in the format shown, or click the Calendar and select beginning and ending dates.

5. From the **Time Zone** list, select the time zone in which you want the report times displayed. If you have more than one location, the default is UTC (Coordinated Universal Time, also called Greenwich Mean Time). If you have a single location,



Outbound Call Detail Report

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the default is the location's time zone. You can select any time zone for your report.

6. Specify the extensions you want to include in the report:
 - To include all extensions, select **All extensions in the company**.
 - To include all the extensions in only specific locations, select **Extensions in selected locations**, specify the locations you want, and then select **All extensions in selected locations**.
 - To include only specific extensions in specific locations, select **Extensions in selected locations**, and then select the locations you want. Then select **Single extension/range** and enter the appropriate extensions.

Call Originator: All Extensions in the company

Extensions in selected locations

Select	Location
<input type="checkbox"/>	000014512
<input type="checkbox"/>	000014511

All extensions in selected locations

Single extension / range [?](#)

Extension

Extension Range To

7. Under **Call Destination**, select the types of placed calls to include in the report.
8. To include information about transferred calls, select **Include transfer information**.
9. Click **Generate Report** and, in the report confirmation window that opens, click **Download Report (CSV)**.
10. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.



Outbound Call Detail Report

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Note: For larger companies or data sets, the report may not run immediately. Instead, a confirmation message appears, telling you to check the **My Recent Reports** tab for the report. (For more information on using the **My Recent Reports** tab and managing reports for large companies, see **Manage Reports** on page [227](#).)



Administrator Detail Report

The AT&T Voice DNA® Administrator Detail Report provides information about the administrators in your organization. View all administrators, or limit the report to company administrators or to location administrators at one or more locations.

The report includes the following:

- Name
- Administrator type (company or location)
- Location administered (if a location administrator)
- Premier login ID
- Phone number (if the administrator has an associated AT&T Voice DNA user account)
- Employee ID (if available)

To run an Administrator Detail Report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Administration**, click **Administrator Detail Report**. The Administrator Detail Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Administrator Detail Report

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Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	Ohio - 4445556676

4. Specify the administrator type you want included in the report:
 - To include all company and location administrators, select **All administrators**.
 - To include company administrators only, select **All company administrators**.
 - To include location administrators from specific locations, select **Location administrators**. A list of locations appears. Check one or more locations to include in the report.
5. Under **Report Output**, select **Display on Screen** or **Downloadable File (.csv)**. (If you select **Display on Screen**, you'll get another chance to download the file later.)
6. Click Generate Report:
 - If you selected **Display on Screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.



Location Detail Report

The AT&T Voice DNA® Location Detail Report provides information about the locations in your organization. View all locations or limit the report to specific locations.

The report includes the following:

- Location name
- Location ID
- Location street address
- Location dialing prefix
- Default calling number
- Location caller ID
- Location operator (if specified)
- Voicemail access number (if specified)
- Location contact name (if specified)
- Location contact phone number
- Location contact email address

Note: Location contact information appears only in the CSV downloaded report.

To run a Location Detail Report

1. Open the AT&T Voice DNA Administrator Dashboard. (For help with logging in, see **Log In** on page 6.)
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Administration**, click **Location Detail Report**. The Location Detail Report page appears.

If your company is very large, you may see a **My Recent Reports** tab and an **All Reports** tab on the Reports page. To run a new report, click **All Reports**, and then click the report name. To view your pending and saved reports, click **My Recent Reports**. (For more information, see **Manage Reports** on page 227.)



Location Detail Report

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Select	Location
<input type="checkbox"/>	New Jersey - 898778899
<input type="checkbox"/>	New York - 677788779
<input type="checkbox"/>	California - 919011100
<input type="checkbox"/>	Ohio - 444555575

- Specify the locations you want included in the report:
 - To include all locations in the organization, select **All locations**.
 - To include one or more specific locations, select **Specific location**. A list of locations appears. Check one or more locations to include in the report.
- Under **Report Output**, select **Display on Screen** or **Downloadable File (.csv)**. (If you select **Display on Screen**, you'll get another chance to download the file later.)
- Click Generate Report:
 - If you selected **Display on Screen**, the results appear on screen. To save the file, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, a report confirmation window opens. Click **Download Report (CSV)**. In the File Download window that opens, click **Open** to view the results in your spreadsheet application, or click **Save** to save the results as a text file on your computer.



Hoteling Detail Report

With AT&T Voice DNA[®], you can run a Hoteling Detail Report that provides the following for the locations and hoteling user categories you specify:

Results for Hoteling Hosts

- Location name
- Hoteling host name
- Hoteling host status
- Room ID
- Associated guest name
- Guest association time

Results for Hoteling Guests

- Location name
- Hoteling guest name
- Hoteling guest status
- Associated host name
- Host association time

To run a Hoteling Detail Report

1. Open the AT&T Voice DNA Administrator Dashboard. For help with this step, see **Log In** on page 6.
2. At the top of the page, click **REPORTS**.
3. On the Reports page that appears, under **Administration**, click **Hoteling Detail Report**. The Hoteling Detail Report page appears.



Hoteling Detail Report

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Hoteling Details Report

Location:

All locations

Specific location

Select	Location
<input type="checkbox"/>	Location 1
<input type="checkbox"/>	Location 2
<input type="checkbox"/>	Location 3
<input checked="" type="checkbox"/>	Location 4

View:

Both Hoteling Hosts and Guests

Only Hoteling Hosts

Only Hoteling Guests

Report Output:

Display on Screen

Downloadable File (.csv)

- Specify the report's locations:
 - To include all locations in your enterprise, select **All locations**.
 - For specific locations, select **Specific location**. In the box that appears, select one or more locations. (If you are a Location Administrator, your location is preselected.)
- For **View**, specify the hoteling user types to include: both hoteling hosts and guests, only hoteling hosts, or only hoteling guests.
- For **Report Output**, select whether to view the report online or download it as a comma-separated values (CSV) file. The onscreen report includes only selective columns. For a full report, select **Downloadable File (.csv)**.
- Click Generate Report.
 - If you selected **Display on Screen**, the filter criteria and report appear onscreen. For more results, click **Save results to a text file**.
 - If you selected **Downloadable File (.csv)**, the filter criteria and a message appear onscreen. Click **Download Report (CSV)**. Save the file or open it. The results appear in your spreadsheet application.



EXTERNAL APPLICATIONS

External applications are add-ons to the AT&T Voice DNA[®] service that enable users to control basic functions of the AT&T Voice DNA User Dashboard without opening it. As an Administrator, you control users' access to external applications.

- **Manage Receptionist**—Company receptionists and front-office workers can use the Receptionist application to monitor the phone status of up to 200 selected users. As an Administrator, you enable an AT&T Voice DNA user to access Receptionist, and then you manage that receptionist's monitored-users list. See page 271.



Manage Receptionist

Overview

Activate the Receptionist Application

Manage Receptionist-Monitored Users

Overview

Front-office receptionists or phone attendants in your organization can use the AT&T Voice DNA® Receptionist application to monitor and manage users' calls.

As an Administrator, you control a user's ability to use Receptionist by setting permission on the AT&T Voice DNA Administrator Dashboard.

A user with permission to use the Receptionist application can start Receptionist from the AT&T Voice DNA User Dashboard. After launching Receptionist and signing in, the user can use the Receptionist workspace to:

- Monitor the line status of selected users.
- Answer and hold calls.
- Drag and drop call transfers.
- Place calls directly, or from contacts, call history, and speed dial codes.
- Search the company Directory easily.
- Create and manage conference calls for three or more contacts.
- And much more. For details, see the *Receptionist User Guide*.

Activate the Receptionist Application

You can give a user with a Premium feature package access to the Receptionist application. The user can then start Receptionist from the AT&T Voice DNA User Dashboard.

To activate the Receptionist feature for a user

1. Open the AT&T Voice DNA Administrator Dashboard, and then locate the user's information. For help with this step, see **Log In** on page 6 and **Use Search** on page 16. The User Details page appears with the **Profiles** tab selected.
2. Click the **Features** tab, and then click **Edit**.



Profile
Features
Voicemail
Dial Restrictions
Devices and Line Appearances

Edit Features

Active Package: Premium

Available Features
[Select all](#) [Clear selection](#)

- Direct Call Pickup
- Direct Call Pickup with Barge-in
- Hoteling Guest
- Hoteling Host
- Intercom Over Speakerphone

Hold Control to select multiple features.

Active Features
[Select all](#) [Clear selection](#)

- Anonymous Call Rejection
- Call Waiting
- Click to Conference
- Music on Hold
- Receptionist - Tenant

Hold Control to select multiple features.

Cancel
Save

3. From the **Active Package** list, verify that **Premium** is selected. If not, select **Premium**.
4. From the **Available Features** box, select **Receptionist - Tenant**, and then click the right arrow to move it into the **Active Features** box.
5. If the user is to host conference calls in the Receptionist application, or manage or pick up monitored users' calls, activate the appropriate feature as in step 4, above.
6. Click **Save**.
7. Add users for this new receptionist to monitor. See [Manage Receptionist-Monitored Users](#), below.

Manage Receptionist-Monitored Users

A receptionist (person with permission to access the Receptionist application) can monitor the call status of up to 200 selected company users. As an Administrator, you manage the receptionist's list of monitored users.

To manage a receptionist's list of monitored users

1. Open the AT&T Voice DNA Administrator Dashboard, and then locate the Receptionist user's information. For help with this step, see **Log In** on page 6 and



- Use Search** on page [16](#). The User Details page appears with the **Profiles** tab selected.
2. Click **Manage Receptionist's Monitored Users**. The list of monitored users appears.
 3. To add a monitored user, click **Add Monitored Users**. The Add Monitored Users window opens, showing all users in the receptionist's default location who can be assigned.

You can search for a specific user in any location. For help with this step, see **Use Search** on page [16](#).

4. Check the boxes next to the names of users you want to add, and then click **Save**. The updated list of monitored users appears.
5. To remove a monitored user from the list, check the box next to the user's name, and then click **Delete**.

Note: To alert the receptionist that the monitored users list has been updated, a confirmation message appears on the Receptionist application workspace, in the **Contacts** pane on the **Monitored Users** tab.



GLOSSARY

These are common terms and acronyms that you may encounter in your role as an AT&T Voice DNA® Administrator. For information about AT&T Voice DNA features, see **Manage User Features** on page 66.

Term	Definition
account codes	Codes that you assign to users to track call data. Assign mandatory account codes when a user is required to enter an account code for all outside calls. Assign optional account codes if users can determine whether or not to use an account code for an outgoing call.
adapter port	A connection point on a desktop or location adapter into which you plug non-IP phones or fax machines.
Administrator profile	In Premier, an Administrator's information and permissions. Access the profile by clicking Manage Administrators on the Premier Profiles & Permissions menu. You can view Administrators' information but not edit it on the AT&T Voice DNA Administrator Dashboard.
appearance label	See line key label .
AT&T Voice DNA Administrator Dashboard	The website you use to manage administrative aspects of your company's AT&T Voice DNA system. This includes managing users, system features, and other system functionality.
available phone number	An unassigned AT&T Voice DNA phone number in your organization's phone number inventory.



Term	Definition
branch location	Another company location within the AT&T Voice DNA system that's not the user's provisioned location.
call capacity	For a given phone number or extension on a phone, the number of line keys assigned to that number multiplied by the number of calls per key. For example, 3 line keys x 2 calls per key = a call capacity of 6.
call waiting tone	The tone played to notify a user who's currently on a call that a second call is waiting. Users can disable the call waiting tone for IP phones. When the call waiting tone is disabled, the user sees a visual indication of a second incoming call but doesn't hear a tone.
called number	The phone number receiving a call.
caller ID	A display of the calling party's information (usually name and phone number).
calling number	The phone number placing a call.
calls per key	On an IP phone, the number of calls that can be handled on a single line key. You set this value when editing line keys.
codec	A setting that specifies the encoding used for calls handled by the IP phone or adapter. The codec setting is a balance of quality and bandwidth. For example, if you have a noisy environment, you can choose to use a codec that requires more bandwidth but provides higher quality.



Term	Definition
company contact	The individual designated by the organization as the primary point of communication for the AT&T Voice DNA system. You designate the contact when you set up the AT&T Voice DNA system, and you can change the company contact information through the AT&T Voice DNA Administrator Dashboard at any time.
Company Directory	A searchable database of all the organization's users and hunt groups that have an assigned AT&T Voice DNA phone number or extension.
configuration	The total picture of a user's individual settings. Sometimes used to specifically refer to an IP phone or adapter arrangement.
configure	To adjust a user's system or device settings. Sometimes used to specifically refer to adjusting IP phone or adapter properties.
confirmation message	Information that appears at the top of a page, indicating that AT&T Voice DNA successfully completed the function you initiated. Compare to error message .
CSV	Stands for "comma-separated values," a text file type that contains a report's tabular data in a form that can be used in a spreadsheet or database.
custom dial patterns	Specific phone numbers and phone number ranges that you set up as numbers that users can or can't call. See dial restriction overrides and dial restrictions .



Term	Definition
Dashboard	The main page of the AT&T Voice DNA website (one for Administrators, one for users).
dedicated line	A phone number (AT&T Voice DNA or traditional) reserved for one purpose or type of call.
delete user	Permanently remove a user from the organization's AT&T Voice DNA service, enabling the user's resources, such as phone number, service package, and IP phone(s) or adapter port(s), to be reassigned. Compare to delete user, Premier .
delete user, Premier	Detach (remove) a user's Premier login. You can remove a user from your organization's AT&T Voice DNA service without deleting the user's Premier login. Compare to delete user .
desktop adapter	A desktop device, supporting one to four users, that enables non-IP phones and fax machines to work with your organization's AT&T Voice DNA system.
device	An IP phone (or a non-IP phone or fax machine connected to a location adapter port or desktop adapter port) that's used with the AT&T Voice DNA service.



Term	Definition
dial restriction	<p>A limitation you set for users that prevents them from making certain types of outgoing calls, such as international or Directory Assistance, from their AT&T Voice DNA phone number. The AT&T VDNA service provides a list of common restrictions that you can assign to users, and you can create custom restriction patterns (at a company or location level) that you can then also assign to users.</p> <p>In addition, you can assigned call restriction overrides, which specify individual numbers or number ranges that users can call. Custom dial restrictions are often referred to as dial restriction patterns.</p>
dial restriction overrides	<p>Also known as dial restriction override patterns. Rules that you create that specify a number or range of numbers that users can call, superseding any other dial restriction in effect. For example, if you restrict users from making international calls, you can also create an override pattern that contains a single international number and assign that dial restriction override pattern to the users who need to call that number.</p>
direct network access port	<p>A connection point on a desktop or location adapter into which IP phones or additional desktop adapters can be plugged. This arrangement is typically used to reduce the number of local area network (LAN) connections needed at a company location.</p>
Directory	<p>A searchable database of users and hunt groups in the organization's AT&T Voice DNA system. Same as Company Directory.</p>



Term	Definition
Directory privacy	An option on the User or Hunt Group Details page that allows you to hide a user or hunt group's profile information from view in the Company Directory.
Enhanced package	A package of AT&T Voice DNA user features. Includes all the features in the Standard package, plus additional features, such as intercom and access to the AT&T Voice DNA User Dashboard. The Premium package includes more features than the Enhanced package, such as voicemail.
Equipment page	The page where you can view user registrations and profiles of all the device types available with the AT&T Voice DNA service. To access the Equipment page, open the AT&T Voice DNA Administrator Dashboard and click RESOURCES and select Equipment . Compare to Equipment tab .
Equipment tab	The area of a Location Details page that shows a specific location's equipment details. Compare to Equipment page .
error message	Information that appears at the top of a page, indicating that AT&T Voice DNA is unable to complete the function you initiated. Compare to confirmation message .
expansion module	An attachment for certain IP phone models that provides additional line keys or speed dial buttons.



Term	Definition
extension	The abbreviated dial string that can be used when dialing another user at the same location. It typically matches the last digits of the user's AT&T Voice DNA phone number. As an Administrator, you can specify the length of the extension and change users from phone numbers and extensions to extensions only, or vice versa.
external contact	A frequently dialed number outside the company that an administrator adds to the Company Directory.
fax user	A fax machine with a profile and an AT&T Voice DNA phone number. Fax machines (even those that belong to users) must be set up as fax users so that they can be given a separate phone number and to ensure that the adapter port is configured correctly to support fax transmissions.
feature package	Available features packages are Standard, Enhanced, or Premium; the organization orders feature packages to be assigned to users. The feature package determines which AT&T Voice DNA capabilities are available to users.
FXO port	A port on a location adapter to which you connect a traditional (non-IP) phone line in support of the site survivability service. See site survivability .
FXS port	A port on a location or desktop adapter that enables you to connect a traditional (non-IP) phone or fax machine.



Term	Definition
hunt group	An AT&T Voice DNA feature that enables incoming calls to a hunt group main phone number to be distributed to group members' numbers in a set order.
hunt group member	An AT&T Voice DNA telephone number assigned to a user and that rings according to the hunt group's set policy and behavior. Members of a standard hunt group may also receive calls dialed directly to their phone numbers and these calls will receive the users' personal call forwarding treatments, if any exist.
hunt group, member number	A hunt group that has no main number. This group's members are generic users, whose extensions can appear on multiple IP phones. An incoming call "hunts" through the extensions according to a set order, until the call is answered or terminated. Anyone available can answer the call from any phone. Member features, such as personal call forwarding, are ignored.
hunt group, standard	See hunt group .
hunting behavior	A hunt group setting that determines how long a hunt group member's extension rings before an incoming call rings the pre-established next hunt group member.
hunting policy	A hunt group setting that determines the pattern in which an incoming call rings the hunt group members.
internal key contact	See company contact and location contact



Term	Definition
Internet Protocol (IP)	A method of sending voice information over an IP network rather than the public switched network. AT&T Voice DNA transmits calls over the AT&T IP Network.
IP password	Password used in association with device configuration. You can reset this password for users on the User Details page. Note: Resetting a user's IP password affects devices on which that user's phone number appears as a line appearance. After resetting a user's IP password, you must reboot all affected devices. Typically, as part of troubleshooting, Customer Care instructs you to reset a user's IP password.
IP phone	A phone that transmits voice signals over a Voice over IP (VoIP) system using Internet Protocol (IP). AT&T Voice DNA is a VoIP system. When connected to a VoIP system, an IP phone is used like a traditional (non-IP) phone, but also enables users to take advantage of the features of AT&T Voice DNA.
line	A phone number or extension.
line appearance	A phone number assigned to a line key on a phone that works with AT&T Voice DNA.
line key	Button on a phone that works with AT&T Voice DNA and has an assigned phone number or extension (line appearance).
line key label	A paper label or electronic readout next to a line key that shows the key's assigned extension (line appearance).



Term	Definition
location adapter	<p>A device that connects an organization's internal network with the AT&T Voice DNA service and enables the system's features and functionality for all connected devices.</p> <p>Not all AT&T Voice DNA transport services utilize a location adapter (MIS, for example, does not).</p>
location contact	<p>The person designated to be the organization's primary contact at a specific location for purposes related to AT&T Voice DNA. An organization is not required to designate a location contact.</p> <p>You can designate or edit the location contact through the AT&T Voice DNA Administrator Dashboard at any time.</p>
Location Operator	<p>The phone number designated as a location's point of contact when other users call #0 for operator. An organization is not required to designate a Location Operator.</p>
location-specific settings	<p>Settings that apply only to a specified location and not to the entire company.</p>
MAC address	<p>Media access control (MAC) address, an electronic address that uniquely identifies a device on the network, enabling the device to send and receive data.</p>
Manage Administration permission	<p>In an Administrator's Premier profile, permission to create, edit, or delete other Administrators' profiles.</p>
mass management	<p>AT&T Voice DNA option that allows you to manage dial restriction and dial restriction override settings for multiple users at one time.</p>



Term	Definition
non-IP phone	A traditional analog phone that connects to the AT&T Voice DNA system through a special adapter (desktop adapter or location adapter). Non-IP phones can work with the AT&T Voice DNA service but can't access all the features of an IP phone.
not shared presence	Setting that applies when assigning a phone number to multiple devices or as a secondary line appearance. All phones showing the same line appearance ring at the same time, but after the call is answered, it becomes exclusive to the phone that answered it and no longer appears on the other phones. Sometimes called "unshared presence." Compare to shared presence .
number	See phone number .
phone number	The unique AT&T Voice DNA phone number or extension that is assigned to a user. Each location in an organization has a range of phone numbers to assign to users.
phone number range	A group of consecutive AT&T Voice DNA phone numbers that belong to a specific location.
port	See adapter port .
Premium package	A package of AT&T Voice DNA user features that includes all the features in the Standard and Enhanced packages, plus additional features such as voicemail and Virtual Office.



Term	Definition
primary device	<p>A user's principal device (IP phone, softphone, desktop adapter port, or location adapter port), typically assigned when you create the user created.</p> <p>Certain features like "place a call" and intercom interact only with the user's primary device.</p>
profile (hunt group)	<p>A list of a hunt group's main settings. Shown on the first tab on the Hunt Group Details page.</p>
profile (location)	<p>A list of a location's basic information. Shown on the first tab of the Location Details page.</p>
profile (user)	<p>A list of a user's main settings in AT&T Voice DNA. Shown on the first tab of the User Details page.</p>
Quick Reference Guide	<p>A document that summarizes how to use the major features of a specific phone or topic. Available to users in the Support section of AT&T Voice DNA User and Admin Dashboards.</p>
reboot (device)	<p>Turn a device off and then on again (also called power-cycling) to obtain an updated device configuration, or plug a device into power for the first time, or plug an IP phone into a new location.</p>
Registered Location	<p>The geographic location of an IP phone (identified by the user's phone number) on record with the AT&T 911 Center.</p>



Term	Definition
registration, equipment	A list of active line appearances (appearances that can make and receive calls) for a given extension. The registration information maps a user's phone number to every device on which that number is a line appearance and is actively connected to the network.
schedule	Used as selective criteria for the Locate Me, Call Notify, and Priority Alert features. Users can create personal work schedules that reflect their work hours and time off. As an AT&T Voice DNA Administrator, you can also create and maintain a company schedule, which user's can then apply to selective criteria.
secondary device	An additional device (IP phone, softphone, desktop adapter port, or location adapter port) that you assign to a user by editing the User Details page. Users with an Enhanced or Premium feature package can have one or more secondary devices. A user with a Standard feature package can have only a primary device.
selective criteria	Rules you create that determine when to invoke features such as Ring in Order , Ring all at Once , Priority Alert , and Call Notify . Selective criteria can include phone numbers, schedules, and active or inactive status.
service package	See feature package .



Term	Definition
shared presence	Setting that applies when assigning a phone number to multiple devices or as a secondary line appearance. All phones showing the same line appearance ring at the same time, and when a user answers the call, all phones show the shared call in progress (typically indicated by a solid red line key status light). If the call is put on hold, it can be taken off hold by anyone sharing the line appearance. Other users can access the call only if it's first put on hold. Compare to not shared presence .
site survivability	A capability of the AT&T Voice DNA service, supported by certain location adapters. Site survivability allows you to continue to make calls within a location, and make and receive a limited number of calls outside your location, in the event that you cannot communicate with the AT&T Voice DNA network.
softphone	An application that can run on a PC that allows you to make and receive calls using your AT&T Voice DNA service and phone number.
Standard package	A package of AT&T Voice DNA features. The Standard package includes basic user features. For users requiring advanced features, select the Enhanced or Premium package.
tab	A panel of options or feature settings on an AT&T Voice DNA Administrator Dashboard page.



Term	Definition
tile	Distinct areas on the AT&T Voice DNA Administrator Dashboard, each of which contains convenient links to related pages.
unshared presence	See not shared presence .
user	A person with a profile in Premier and an AT&T Voice DNA phone number within your organization.
User Dashboard	The AT&T Voice DNA User Dashboard, the website where users who have an Enhanced or Premium package can manage call logs, features, and other aspects of their AT&T Voice DNA service.
user feature, Administrator activated	A feature that you can allow or deny for a particular user by editing the user's details on the AT&T Voice DNA Administrator Dashboard. Some of the features you allow can be turned off by the user.
user feature, user activated	A feature that users can turn on or off on by using their phones or the AT&T Voice DNA User Dashboard.
virtual extension	An extension that an administrator adds to the Directory for a user who is part of the organization but not yet on the AT&T Voice DNA system.



Term	Definition
voice mailbox	A repository of voicemail messages that a user with the Premium package can access from a phone, by entering the voicemail access number and a PIN, or by using the AT&T Voice DNA User Dashboard. You can limit or restrict users' access to messages from the AT&T Voice DNA User Dashboard, and you can restrict their ability to receive messages as email attachments.
voicemail access number	The phone number that all users at a location call to access their voice mailboxes.
voicemail PIN	Voicemail personal identification number. The code a user enters to access the voice mailbox.