



AT&T Voice DNA[®]

User Guide



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GET STARTED

For information that will help you get a jump-start on using the AT&T Voice DNA[®] service, view these topics:

- [Log In](#)—Set up your Premier account and access the AT&T Voice DNA User Dashboard. See page 5.
- [About the User Dashboard](#)—View all the features you can manage from the AT&T Voice DNA User Dashboard. See page 9.
- [Manage Personal Profile](#)—View and manage your personal profile, which includes your name, contact numbers, email address, physical address, and other information pertinent to your AT&T Voice DNA service. See page 15.
- [Manage Messages](#)—View a list of your voicemail messages, and listen to, reply to, and forward messages from your AT&T Voice DNA User Dashboard. See page 17.
- [View and Use Call Logs](#)—View calls from the past 24-hours and from the 90-day call log. See page 22.
- [Search the Directory](#)—Find phone number, extension, location, and email information for all users and hunt groups in your organization. See page 24.
- [Move Your IP Phone](#)—Before moving the phone you use with AT&T Voice DNA, whether permanently or temporarily, read this crucial information about configuring the phone, registering the new location, and calling for help in an emergency. See page 29.
- [Support](#)—Access AT&T Voice DNA help information and other support resources. See page 31.



Log In

[Overview](#)

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

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

[Recover Your Username and Password](#)

[Log Off from Premier](#)

Overview

You access AT&T Voice DNA® from the AT&T Premier home page.

When you set up your AT&T Voice DNA account, register for a Premier account. If you already have a Premier account as an AT&T Voice DNA Administrator, you'll need to link your new account to your existing account.

Register Your Premier and AT&T Voice DNA Accounts

Whether you're new to Premier or have an existing Premier account, you must verify your email address and register your accounts.

When your AT&T Voice DNA® account is first set up, you'll receive an invitation email from Premier. Even if you already have a Premier account, use the links in this email to verify your email address and register your AT&T Voice DNA account.

Note: To avoid this invitation ending up in your junk email folder, add Premier@premier.wireless.att-mail.com to your list of contacts or your list of permitted addresses.

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.
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.

To log in to Premier and access AT&T Voice DNA

1. Open the [Premier Log In](#) page.
2. Enter your Premier username and password, and then click **Log In**. The AT&T Premier home page appears with your account details.
3. Click **AT&T Voice DNA User Dashboard**. The User Dashboard appears.

Note: If you're also an AT&T Voice DNA Administrator, the AT&T Premier home page shows your AT&T Voice DNA Administrator information with the added link, **Manage My Phone**, which takes you to your AT&T Voice DNA User Dashboard.

Your AT&T Voice DNA User Dashboard opens in a new browser window. Your Premier session remains active in its own window. After 15 minutes of inactivity, your Premier session asks if you want to keep it active or close it. You can choose to keep it active, close it, or let it expire. It's not necessary to stay logged in to Premier to continue working with AT&T Voice DNA. After 8 hours of inactivity, your AT&T Voice DNA User Dashboard session times out and closes the browser window.

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.

Log Off from Premier

When you finish working with AT&T Voice DNA[®], close the browser window. If your Premier session is still active, click **Logout** at the top-right of the page.



About the User Dashboard

[Overview](#)

[Tiles](#)

[Navigation Bar](#)

Overview

You can find the tools you need for managing your AT&T Voice DNA[®] settings on the AT&T Voice DNA User Dashboard.

To open the User Dashboard

1. Log in to Premier. For help logging in, see **Log In** on page 5.
2. On the Premier home page, locate the **AT&T Voice DNA Quick Links** tile. Then, under **AT&T Voice DNA User Dashboard**, click **Get Started**.

The AT&T Voice DNA User Dashboard opens, displaying your new messages, recent calls, and current settings.



HOME LOGS DIRECTORY SETTINGS PROFILE

Service Restricted ?

AT&T Voice DNA® - User Dashboard

New Messages

Messages include those deposited in your mailbox via a hunt group
Last Updated: 8/18/2010 9:45 am Refresh Messages Show: All Message Types

Type	Date	Time	From	Phone Number	Actions
	8/18/2010	3:10 pm	User Name	234-875-4598	
	8/17/2010	11:00 pm	User Name1	554-875-4598	
	8/17/2010	7:50 am	User Name1	554-875-4598	
	8/16/2010	7:50 am	User Name1	554-875-4598	
	8/15/2010	7:50 am	User Name1	554-875-4598	

View All

Profile Information

Name: John Doe
Phone Number: 705-986-8756
Voicemail Access Number: 101-987-3861
Email Address: johndo...
Company: ABC Pvt Ltd
Location: Ohio - 999999999
[View Profile](#) [Edit Profile](#)

Place a Call

Enter Number
[Place a Conference Call](#)

Search Company Directory

Enter Name/Number
[Advanced Directory Search](#)

Recent Calls

Last Updated: 8/18/2010 9:45 am Refresh Calls Show: All Call Types

Type	Date	Time	From/To	Phone Number
	8/18/2010	7:50 am	User Name	234-875-4598
	8/17/2010	3:10 pm	User Name1	554-875-4598
	8/16/2010	7:50 am	User Name1	554-875-4598
	8/16/2010	7:50 am	User Name1	554-875-4598
	8/15/2010	7:50 am	User Name1	554-875-4598

Current Settings

Virtual Office
Active
703-876-9548

Locate Me
Always call my work number

Tiles

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



User Dashboard Tiles

Tile	Description
New Messages	<p>View or edit your voicemail messages.</p> <ul style="list-style-type: none">• To sort the list, click a blue underlined heading.• To return a call, click a phone number.• To listen to, forward by email, or delete a message, click the applicable icon under Actions. <p>Note: The New Messages tile appears only if you have voicemail and your Administrator has given you full access to voicemail.</p>
Recent Calls	<p>View the time and number of your most recent phone calls.</p> <ul style="list-style-type: none">• To sort the list, click a blue underlined heading.• To return a call, click a phone number.
Profile Information	<p>View your basic profile information.</p> <ul style="list-style-type: none">• To view your full profile, click View Profile.• To edit your wireless number, email address, or time zone, click Edit Profile.
Place a Call	<p>Place a call from the User Dashboard.</p> <ul style="list-style-type: none">• To make a call, enter a number in the Enter Number box, and then click Call.
Search Company Directory	<p>Search for anyone in your organization's AT&T Voice DNA system.</p> <ul style="list-style-type: none">• To access more search parameters, click Advanced Directory Search.



Tile	Description
Current Settings	View your current Virtual Office and Locate Me settings. <ul style="list-style-type: none">To view or edit details for these feature settings, click Virtual Office or Locate Me.

Navigation Bar

In addition to using 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 User Dashboard.

You can access help and support information from any page. To locate the information you need, click **Support** or **Help**.

Quick Help, which appears when you click the Quick Help  icon, is available. To turn on Quick Help so that it appears automatically on every page of the AT&T Voice DNA website, click **Quick Help**. To turn off Quick Help, click **Quick Help** again.

HOME

Click **HOME** to open the AT&T Voice DNA User Dashboard. You can access most features by clicking links within the specific tiles on the User Dashboard. For more information, see [Tiles](#), above. At the top of the dashboard is the menu bar, which gives you access to the various user tools.



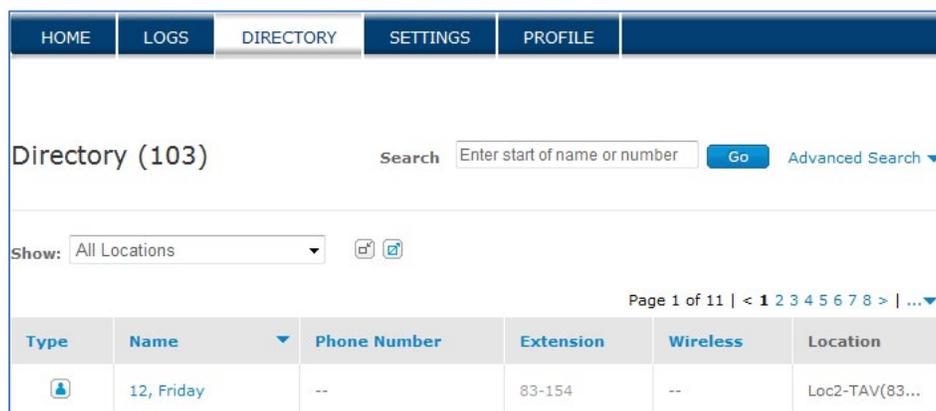
LOGS

Click **LOGS** to open the Messages and Calls pages. If you have the Premium feature package and full access to voicemail, you can open the Messages page and view, manage, and listen to messages, plus reply to them and forward them by email. On the Calls page, you can view your last 90 days of calls, sort and filter calls, and return calls.



DIRECTORY

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



SETTINGS

Click **SETTINGS** to view additional links to pages from which you can view and manage AT&T Voice DNA feature settings. Note that your particular features may be different from those shown here. For more information, contact your Administrator.



PROFILE

Click **PROFILE** to open your personal Profile Information page, where you can view and edit your personal information. To edit your information, click **Edit**.



HOME	LOGS	DIRECTORY	SETTINGS	PROFILE
Profile Information Edit				
First Name:	John			
Last Name:	Doe			
Job Title:	<i>Not specified</i>			
Phone Number:				
Extension:	908-172			
Caller ID:	My Phone Number			
Voicemail Access Number:				
Wireless Number:	<i>Not specified</i>			
Email Address:	Jdoe@email.com			
Address:	200 S. Laurel Avenue Middletown, NJ 07748-1914			
Location:	Loc3-Hub(908) - 000023213			
Time Zone:	US/Eastern			



Manage Personal Profile

Overview

With AT&T Voice DNA®, you can view and manage your personal profile. Your profile includes your name, phone numbers, email address, physical address, and specific information about your phones and devices. It also specifies whether the Privacy option has been enabled by your Administrator. The Privacy option hides your profile information from view in the Company Directory.

Your AT&T Voice DNA Administrator can edit most settings for you, but you can also manage your wireless number, time zone, and email address yourself. For more information, contact your AT&T Voice DNA Administrator.

To view and edit your profile

1. Open the AT&T Voice DNA for User Dashboard. For help with this step, see **Log in** on page 5.
2. Click **PROFILE**. The Profile Information page appears.

Profile Information Edit

First Name:	John
Last Name:	Doe
Privacy:	Enabled ⓘ
Job Title:	Not Specified
Phone Number:	705-986-8756
Extension:	6-9878
Softphone/Mobile Client:	Make/Model: CounterPath/Bria Identifier: 100000001SP12134 ⓘ ▶ View Softphone/Mobile Client Configuration Details
	Make/Model: CounterPath/Bria Identifier: 100000002SP12134 ⓘ ▶ View Softphone/Mobile Client Configuration Details
Caller ID:	123-987-9878
Wireless Number:	Not specified
Email Address:	johndoe@abc.com ⓘ Edit email address
Address:	166,Maple Avenue Red Bank, New Jersey, 2876
Location:	New Jersey, 99999999
Time Zone:	America/New_York
Location Status:	Branch ⓘ

3. Click **Edit**. The Edit Profile Information page appears.



4. Make changes to your wireless number and time zone as needed, and then click **Save**.

To edit your email address

1. Open the AT&T Voice DNA User Dashboard.
2. Click **PROFILE**. The Profile Information page appears.
3. On the Profile Information page, next to your email address, click **Edit email address**. You are redirected to your Premier home page.
4. At the top right of your Premier home page, click **My Login Profile**. The My Login Profile page appears.
5. In the appropriate fields, enter and then re-enter your new email address.
6. Click **Continue**. The Verify Update My Login Profile page appears.
7. Verify your new email address and then click **Submit** (click **Back** if you need to make a correction). A confirmation message appears.

You will receive an email message with a link that requires you to respond in order to verify your email address change.

Note: You can also edit your email address directly from the **My Login Profile** link on your Premier home page. Follow the instructions above, starting at step 4.



Manage Messages

Overview

View Your Messages

Listen to, Reply to, Forward, and Delete Voicemail Messages

Overview

If you have the Premium feature package and full voicemail access, you can view a list of voicemail messages, faxes, and informational email from AT&T Voice DNA® on your AT&T Voice DNA User Dashboard. On the Messages page, you can view and listen to messages, reply to them, forward them by email, and manage (search through, sort, delete) them.

Your Administrator sets your access to voicemail. If you have limited access, you can listen to voicemail messages from your phone, but you can't view your voicemail messages on the User Dashboard.

Note: Your voice mailbox has a limit on the number of messages it can hold. When you reach the limit, new messages aren't saved. When you near the limit, AT&T Voice DNA sends you an email warning you that your voice mailbox is almost full, and then sends another email alerting you when your mailbox is full.

To manage voicemail settings, see **Manage Voicemail Settings** on page 59.

View Your Messages

When you log in to your AT&T Voice DNA® User Dashboard, the **New Messages** tile lists all your messages, as well as phone calls placed, received, and missed in the past 24 hours.

Your most recent messages appear first, along with the sender's name, if available. Scroll to view more new messages.

You can receive voicemail messages , fax messages , and email messages .



AT&T Voice DNA® - User Dashboard

New Messages ?

Messages include those deposited in your mailbox via a hunt group

Last Updated: 8/18/2010 9:45 am Refresh Messages Show: All Message Types

Type	Date	Time	From	Phone Number	Actions
	8/18/2010	3:10 pm	User Name	234-875-4598	
	8/17/2010	11:00 pm	User Name1	554-875-4598	
	8/17/2010	7:50 am	User Name1	554-875-4598	

You can read , play , forward , and delete messages by clicking an icon in the **Actions** column.

Note: The **New Messages** tile doesn't automatically refresh. To view new messages, refresh the page by clicking **Refresh Messages** or by pressing the **F5** key on your keyboard.

To view all your messages

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)

The New Messages and Recent Calls tiles appear.

2. Do one of the following:
 - At the lower-right of the **New Messages** tile, click **View All**.
 - On the main menu bar, click **LOGS**, and then click **Messages**.

The Messages page appears, showing all your new and saved messages.

If you have more messages than can be shown on one page, click the page numbers or arrows in the page selector at the top of the list to see more.

3. To view incoming messages, click **Refresh Messages** or press **F5**.

New (unread) messages appear in bold. After you've read or listened to a message, the bold disappears.

Note: A hunt group often has one voice mailbox that receives all unanswered calls. If your mailbox is set to receive these calls, a notice appears on the left side of your AT&T Voice DNA Dashboard as well as at the top of the Messages page. If your voice mailbox is the end-destination of a hunt group, use a generic voicemail greeting (one that



doesn't mention your name or number) to avoid confusion for callers trying to reach a specific individual.

To view a fax or an email message

- In the **Actions** column of the email or fax you want to view, click the Read icon



To sort messages

By default, your messages are sorted by time received, but you can sort your messages by any column that has a blue header. Messages typically appear in descending order (most recent first).

- To sort in ascending order, click the blue header one time. To sort in descending order, click the header again. An arrow appears next to the header, indicating which column is currently sorted, and in what direction.

To filter messages

By default, all new messages appear in the AT&T Voice DNA User Dashboard **New Messages** tile. You can filter messages to show only one type (voicemail, fax, or email).

- From the **Show** list, select a message type.

Listen to, Reply to, Forward, and Delete Voicemail Messages

If you have full voicemail access, you can listen to and manage your voicemail from your AT&T Voice DNA® User Dashboard.

Note: For information on managing messages directly from your phone, see the *Quick Reference Guide* for your phone.

To listen to a voice message

When you listen to messages, you'll hear urgent messages first.

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)

The **New Messages** tile appears, listing all your new messages.

2. In the **Actions** column of the message you want to hear, click the Play icon  .



If you listen to a message on your phone, it is not marked as read—you must explicitly save it to mark it as read.

Note: If you have a problem playing back messages using your Internet browser, configure your browser to use the appropriate audio program on your PC to play messages. For configuration instructions, see your browser's help documentation.

To reply to a voice message

1. Click the phone number that was used to leave the message. The call is placed automatically.
2. To end the call, click **Cancel**.

To forward a message by email

If you have full voicemail access, you can forward a voicemail message as an email attachment.

1. In the **Actions** column for the row of the message you want to forward, click the Forward icon . The Forward Message page appears.

The voicemail file is automatically attached and the **Subject** line is filled in.

Note: You can't forward a message marked "Private."

2. In the **To** field, enter the email address of the recipients. To search for a recipient's name in the Directory, click **Find in Directory**.

Note: You can also forward voicemail messages from your phone. For more information, see the *AT&T Voice DNA Voicemail Quick Reference Guide*.

To delete one message

- In the **Actions** column of the message you want to delete, click the Delete icon .

Note: You can also delete messages using your phone. For more information, see the *AT&T Voice DNA Voicemail Quick Reference Guide*.

To delete multiple messages

1. Do one of the following:
 - Check the box at the left of each message you want to delete.



- Select all the messages on the current page by clicking **Select All** at the top of the left column.

2. Click **Delete**.

Note: Messages you delete using the AT&T Voice DNA User Dashboard can't be restored. Messages you delete using your phone can be restored for approximately 48 hours after they're deleted. For assistance with restoring messages deleted using your phone, contact your AT&T Voice DNA Administrator.

To check messages from your phone when you have multiple lines

If you have multiple phones lines set up for voicemail, the message waiting indicator lights up and the phone display indicates which line has the new message.

Depending on the phone model, the message indicator is either an Envelope icon or an altered (blinking or different color) indicator light.

- To retrieve messages from your phone, press the **Message** button or menu option, and then select the specific line key.



View and Use Call Logs

Overview

You can view your recent outgoing and incoming calls from the AT&T Voice DNA® User Dashboard. On the Calls page, you can view your last 90 days of calls (up to 10,000 calls maximum).

Call logs display the type of call, the date and time, the sender or recipient (if available), and the phone number. The top of the tile shows when the log was last updated. You can filter calls by headings and sort calls by type. You can also make calls directly from the log.

You can't delete entries from the call log. After 24 hours, recent calls move to the 90-day log; after 90 days, calls are removed from the log.

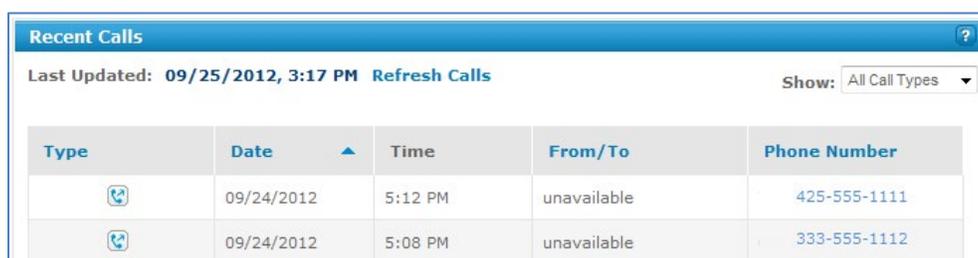
Note: The log doesn't automatically refresh. To manually refresh the list, click **Refresh Calls** or press **F5**.

To view recent calls

- Open your AT&T Voice DNA User Dashboard. The **Recent Calls** tile lists all your calls from the past 24 hours.

Call types are indicated by icons: received calls , dialed calls , and missed calls .

Note: Calls that go to voicemail are logged as missed calls.



Type	Date	Time	From/To	Phone Number
	09/24/2012	5:12 PM	unavailable	425-555-1111
	09/24/2012	5:08 PM	unavailable	333-555-1112

To view all calls on the Calls page

- Open your AT&T Voice DNA User Dashboard, and do one of the following:
 - At the bottom of the **Recent Calls** tile, click **View All**.
 - Click **LOGS**, and then click **Calls** to open the Calls page.



To filter calls by type

The **Recent Calls** tile and the Calls page list all call types by default. You can filter calls by **Dialed Calls**, **Received Calls**, or **Missed Calls**.

- In the **Recent Calls** tile or on the Calls page, select a call type from the **Show** list.

To sort calls by heading

From both the **Recent Calls** tile and the Calls page, you can sort the columns that have blue headings (**Type**, **Date**, **From\To**, **Phone Number**). You can sort in ascending or descending order.

1. Click the column heading by which you want to sort. Calls are typically shown in ascending order.
2. To sort the opposite way, click the heading again.

An arrow appears next to the heading, showing which column is currently sorted and in what sort direction.

To make a call from the call log

You can make a call from either the **Recent Calls** tile or the Calls page.

- Click the blue underlined number you want to call.

Note: Conference calls appear in the call log, but you can't initiate a new conference call by clicking the blue underlined number. To initiate a conference call, click the **Place a Conference Call** link.



Search the Directory

[Overview](#)

[View the Directory](#)

[Search, Sort, and Filter](#)

Overview

The Directory is a searchable index containing information on everyone in your organization who uses the AT&T Voice DNA[®] service. It contains every user, hunt group, and fax machine with an AT&T Voice DNA phone number. The Directory 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.

In the Directory, clicking any phone number or extension initiates the **Place a Call** function. It's a convenient way to place calls from your AT&T Voice DNA User Dashboard.

Note: AT&T Voice DNA Administrators can enable the **Directory Privacy** option for a user or hunt group. When this option is enabled, the user or hunt group does not appear in the Directory.

You can browse through the Directory in either normal or extended view. Normal view displays a short summary of information for each user; extended view displays more information.

You can search for people, sort contents, and filter results by location.

View the Directory

By default, the Directory uses normal view. You can switch between normal view and extended view at any time. The sort order remains the same when you toggle between views.

You can view detailed information about one particular AT&T Voice DNA[®] user, including location, phone number, extension, wireless number, email address, and time zone.

To view the Directory



1. Log in to the AT&T Voice DNA User Dashboard. For help logging in, see **Log In** on page 5.
2. Click **DIRECTORY**. The Directory page appears.

Type	Name	Phone Number	Extension	Wireless	Location
	qqavdnaeaeighttc...	300-300-1003	21-003	--	Bothell(21)...
	qqavdnaelaeighttc...	300-300-1001	21-001	--	Bothell(21)...
	TEST1 (Hunt Group...)	300-300-1002	21-002	--	Bothell(21)...

3. To change to extended view, click the **Extended View** icon at the right of the **Show** box.

qqavdnaeaeighttcmbEU, qqavdnaeaeighttcmbEU

Location: Bothell(21)_editName - 000123243

Phone Number:	300-300-1003
Extension:	21-003
Wireless:	Not specified
E-mail:	ar413v@att.com
Time Zone:	US/Eastern

4. To return to normal view, click the **Normal View** icon at the right of the **Show** box.

To view detailed information about one user

1. Make sure the Directory is in normal view.
2. In the **Name** column, click the user's name. The User Details page appears.



3. To return to the Directory, click **Back to Directory list** at the upper-left.

Search, Sort, and Filter

The Directory provides several utilities that can help you quickly find the information you need.

Search

You can search the Directory for names or phone numbers.

To search the Directory

- In the **Search** box at the top of the Directory page, enter the first few letters of the person's first or last name, or the first few digits of the phone number, and then click **Go**.

The Directory Search Results page shows all matching entries. The name or number you searched for appears after **Search Criteria** in the upper-left corner.

To search the Directory from any AT&T Voice DNA page

You can access the Directory from most AT&T Voice DNA[®] pages by using the **Search Company Directory** tile at the right of the page.

- Enter a name or number in the box, and then click **Go**. The Directory page appears.

Search Company Directory ?

Enter name or number Go

Advanced Directory Search

To use Advanced Search

Advanced Search helps you focus your search. You can search by up to four criteria—name, phone number, extension, and location. (Note that phone numbers and extensions have separate search boxes.) Search returns results that match all the criteria you enter.

For help with advanced searches, click the **Quick Help**  icon at the top-right of the search area.



1. At the top-right of the Directory page, click **Advanced Search**. The Advanced Search options appear.
2. Enter search criteria in the appropriate boxes, and then click **Go**.

Name	Phone Number	Extension	Location
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

For example, to find everyone named Doe with a phone extension starting with 11, enter the following:

- Name: Doe
- Extension: 11
- Other fields: Leave blank

The results that are displayed include everyone who matches both of the criteria. If a person matches only one of the criteria—for example, if the person has the name Doe but not an extension starting with 11—that person won't appear in these results.

Note: If your organization has more than one location, phone extensions from other locations appear in the Directory with their location dialing prefixes. When you search for an extension, enter only the extension number, not the location prefix.

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**.

To return to standard search

- Click the arrow at the right of **Advanced Search**.



Sort Content

In normal view, you can sort the Directory content by any column that has a blue heading (**Type**, **Name**, **Phone Number**, **Extension**, **Wireless**).

To sort Directory content

1. Make sure the Directory is in normal view.
2. Click the sort-by blue heading. The content sorts in ascending order.
3. To sort the column in descending order, click the heading again. An arrow appears at the right of a column's heading, showing which column is currently sorted and whether it's sorted in ascending or descending order.

Filter a View by Location

If the Directory content spans multiple locations, you can narrow your results by location.

To show results for only one location

- From any view (including Search Results), select the location from the **Show** menu at the top of the list.



Move Your IP Phone

[Overview](#)

[If You Move Your IP Phone](#)

Overview

When you move your IP phone that works with AT&T Voice DNA® to a new location, there are a few simple things you must do to make your phone work properly.

Your Phone's Location and Emergency Calling

AT&T Voice DNA® service is a business Voice over IP (VoIP) service. There are differences between E911 (emergency 911) access with traditional wireline phone service and E911 access with VoIP service. Some circumstances under which these differences occur include, but are not limited to, relocation of your IP-compatible telephone set or device, use of a non-native or virtual telephone number, failure in the broadband connection, loss of electrical power, or delays in your Registered Location being available through the lookup database. As required by the Federal Communications Commission, AT&T provides its business VoIP 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.

If You Move Your IP Phone

You can move your IP phone to another location within your organization or to some locations outside your organization's AT&T Voice DNA® system.

Note: Moving an analog phone adapter is not supported by your AT&T Voice DNA service.



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

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

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

If for any reason you relocate your phone outside your organization's locations, you must do the following immediately:

- 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 your new location, you cannot use your IP phone at that location.
- Ask your AT&T Voice DNA Administrator about any restrictions, conditions, or limitations set by your company for the service features, if any, that are available if you move your phone.
- If necessary, configure the phone so that it will work away from your organization's AT&T Voice DNA system. Your phone may not work remotely with its current configuration. The phone needs to be configured for moving only once, no matter how often it's moved. Ask your Administrator for details and procedures.

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.



Support

You can find answers to most of the questions you have about AT&T Voice DNA® by reading the help files. Most other questions can be answered by contacting your AT&T Voice DNA Administrator.

Access AT&T Voice DNA help files

1. From any page in Premier or AT&T Voice DNA, click **Support**.
The Premier Support page appears.
2. Under **My Information**, select a topic.
AT&T Voice DNA User Help opens.



MANAGE USER DASHBOARD SETTINGS

For details about using the AT&T Voice DNA® User Dashboard and tools, see these topics:

- **Manage Virtual Office**—Set up your AT&T Voice DNA service so that you can place and receive calls from alternate locations. See page [33](#).
- **About Selective Criteria**—Set up selective criteria that you can use for Locate Me, Call Notify, and Priority Alert (if these features have been activated for you by your AT&T Voice DNA Administrator). See page [43](#).
- **Manage Locate Me Settings**—Determine how to treat a call that comes in while your phone is busy or if you don't answer, and set additional numbers that you want to ring (in order or all once) when your AT&T Voice DNA number is called. See page [50](#).
- **Manage Voicemail Settings**—View your voicemail capabilities and set up email alerts for different types of voice messages. Available only if you have a voicemail box. See page [59](#).
- **Manage Schedules**—Set up personal schedules that you can use within selective criteria for the Locate Me, Call Notify, and Priority Alert features (if they've been activated for you by your AT&T Voice DNA Administrator). See page [61](#).
- **Manage Call Notify Settings**—Set up call notification criteria and specify the email address where you want to be notified when you get calls matching the specified criteria. See page [68](#).
- **Manage Priority Alert Settings**—Set up selective criteria for when you want to receive special ringtone alerts for incoming calls that match the specified criteria. See page [75](#).
- **Manage Miscellaneous Feature Settings**—Manage a variety of features, such as Call Waiting and Anonymous Call Rejection. Only the features activated for you by your AT&T Voice DNA Administrator are listed. See page [82](#).
- **Manage Call Reject Settings**—Set selective criteria rules that cause specific incoming calls to be rejected. See page [85](#).
- **Manage Speed Dial Settings**—Create personal speed dial codes to quickly dial frequently called numbers. See page [92](#).



Manage Virtual Office

[Overview](#)

[Set Up Virtual Office Numbers](#)

[Place and Receive Calls with Virtual Office](#)

[Calling Features Affected](#)

Overview

Use the Virtual Office feature to set up other phone numbers to act like your AT&T Voice DNA® number. For example, you might want to make your mobile number, home number, or a conference room number into Virtual Office numbers so that you can make and receive calls on the AT&T Voice DNA system while away from your desk.

You set up and enable (turn on) a Virtual Office number on the AT&T Voice DNA User Dashboard. When your AT&T Voice DNA number receives a call, your desk phone and all your enabled Virtual Office numbers ring. You can answer the call on any ringing phone.

From the AT&T Voice DNA User Dashboard, you can place a call that connects your Virtual Office number to the phone you're calling. The call acts like it was made from your desk phone, and your AT&T Voice DNA number appears on the called phone as the caller ID.

You can create several Virtual Office numbers and enable or disable them as needed. On the AT&T Voice DNA User Dashboard, the **Current Settings** tile shows if Virtual Office is enabled. (You must have permission to use the Virtual Office feature. If you don't have permission, Virtual Office doesn't appear in the tile.)

You can also define a set of selective criteria rules that automatically activate your Virtual Office number. Each selective criteria rule has a schedule and a set of phone numbers. For information about selective criteria, see **About Selective Criteria** on page 43. For information about schedules, see **Manage Schedules** on page 61.

Each rule defines a Use Virtual Office option or a Never Use Virtual Office option.

- **Use Virtual Office**—Specifies that the system activates your Virtual Office number whenever you receive a call that matches both the schedule and phone number rules. These rules appear in the **For calls matching** section of the Virtual Office Settings page. If no Use Virtual Office rules are active, your Virtual Office number isn't activated.



- **Never Use Virtual Office**—Specifies that your Virtual Office number won't be activated when you receive a call that matches both the Schedule and Phone Number rules. These rules appear in the **Regardless of above settings never ring Virtual Office for calls matching** section of the Virtual Office Settings page. Never Use Virtual Office rules are used to exclude specific calls from a broader Use Virtual Office list, enabling you to use more general Use Virtual Office rules.

Note: Although most of your AT&T Voice DNA calling features function normally with Virtual Office, the customized Locate Me features behave differently. For more information, see [Calling Features Affected](#).

Set Up Virtual Office Numbers

Virtual Office works with phones located inside or outside your office.

To add a Virtual Office phone number

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office** immediately below. The Virtual Office Locations page appears, showing your current Virtual Office phone numbers.
3. Click **Add Number**. The Add Number page appears.
4. Set these options:
 - Under **Phone Number**, enter the new Virtual Office phone number.
 - Enter a description of the location.
 - For **Status**, select **Enable** or **Disabled**. When someone calls your AT&T Voice DNA number, enabled Virtual Office numbers ring along with your desk phone and other phones that have your number as a line. You can answer the call on any ringing phone.
 - For **Require answer confirmation**, select **Yes** or **No**. If you select **Yes**, when you answer a call at a Virtual Office number you follow a prompt to connect to the caller. This confirmation prevents calls from being forwarded to the Virtual Office phone's local voicemail.
5. Click **Save**.
6. If needed, add and save additional Virtual Office numbers.



7. To specify Virtual Office criteria, click **Add Criteria**.
8. To turn Virtual Office on or off, check the **Active** box for the rule.

To create Virtual Office rules

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office**. The Virtual Office Locations page appears.
3. Click the Edit icon  for the rule you want to create.
 - To create a Use Virtual Office rule, click  **Add Criteria** at the top of the **For calls matching** section.

For calls matching:  Add Criteria				
Active	Description	Calls From	Schedule	Actions
<input type="checkbox"/>	test	Any Phone Number	Every Day All Day...	 

- To create a Never Use Virtual Office rule, click  **Add Criteria** at the top of the **Regardless of above settings never use Virtual Office for calls matching** section.

Regardless of above settings never use Virtual Office for call matching:  Add Criteria				
Active	Description	Calls From	Schedule	Actions
<input type="checkbox"/>	Unavailable	Any Unavailable Number	Every Day All Day...	 

The Add Virtual Office Selective Criteria page appears. The options are the same, regardless of which option you clicked earlier.



Add Virtual Office Selective Criteria

The following criteria will be applied for use of your virtual office settings: ?

*Required

***Description:**

Initial Status: Inactive
 Active

Select Schedule: Every Day All Day [Find Schedule](#)

Virtual Office Call from: Any Phone Number
 Following Phone Numbers
 Any Anonymous Number
 Any Unavailable Number
 Specific Number(s)

Phone Number	Action
--------------	--------

[+](#) Add a number (Maximum 12)

[Cancel](#) [Add](#)

4. In the **Description** box, enter a name for the selective criteria rule.
Note: For more information about selective criteria rules, see **About Selective Criteria** on page 43.
5. Specify an initial status of **Inactive** or **Active**. You can change this status at any time by clicking the **Active** box for the rule on the main Virtual Office Settings page when in edit mode.
6. For **Select Schedule**, click **Find Schedule**, and, in the Find Schedule window that opens, click the checkmark for the schedule you want to use. The Find Schedule window closes and the Add Virtual Office Selective Criteria page appears again.
Note: If you decide not to select a schedule, the default option of **Every Day All Day** applies.
7. For **Virtual Office Call from**, select the phone number that will trigger the virtual office rule. These are the choices:



- **Any Phone Number**—Applies when you receive a call from any phone number. This is the default setting.
 - **Any Anonymous Number**—Applies when you receive a call from a phone number without a caller ID.
 - **Any Unavailable Number**—Applies when you receive a call from a phone number without a caller ID or a viewable phone number.
 - **Specific Number(s)**—Applies when you receive a call from any of the specified phone numbers. You can enter up to 12 phone numbers. To search for and select a number from the Company Directory, click **Find Number**.
8. Click **Add**.
 9. Enter additional criteria, or click **Back to Virtual Office Settings** at the top of the page to return to the Virtual Office Settings page.

Note: If no virtual office criteria are met (after activating criteria for a particular location), the virtual office phone for that location won't ring.

To edit a Virtual Office phone number

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office** immediately below. The Virtual Office Locations page appears, displaying your current Virtual Office phone numbers.
3. Find the location you want to edit and, under **Actions**, click the Edit icon .
4. Make any needed changes.
5. To save your changes, under **Actions**, click the Save icon . To discard your changes, click the Cancel icon .

To edit a Virtual Office criteria rule

1. Open the AT&T Voice DNA[®] User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office** immediately below. The Virtual Office Locations page appears.
3. Do one of the following:



- In the **Phone Number** column, click the phone number that has a rule you want to edit, and then click **Edit** on the Virtual Office Settings page. Then click the Edit icon  for the rule.
- Click the Edit icon  for the phone number that has a rule you want to edit, and then click the Edit icon  for the rule.

The Edit Virtual Office Selective Criteria Details page appears in edit mode.

4. Make your changes to the rule, and then click **Save**. For information about the options available, see **To create Virtual Office criteria rules**, above.

Note: If no virtual office criteria are satisfied (after activating criteria for a particular location), the virtual office phone for that location won't ring.

To delete a Virtual Office phone number

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office** immediately below. The Virtual Office Locations page appears, showing your current Virtual Office phone numbers.
3. Find the location you want to delete and then under **Actions**, click the Delete icon .
4. Under **Actions**, click the Delete icon .
5. Confirm that you want to delete this location.

To delete a Virtual Office criteria rule

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Virtual Office**, immediately below. The Virtual Office Locations page appears.
3. Do one of the following:
 - Locate the phone number associated with the rule you want to delete, and then click the Edit icon . In the Edit Virtual Office Settings page that appears, click the Delete icon  for the rule you want to delete.



- In the **Phone Number** column, click the phone number associated with the rule you want to delete, and then, in the Virtual Office Settings page that appears, click **Edit**. In the Edit Virtual Office Settings page that appears, click the Delete icon  for the rule you want to delete.

Place and Receive Calls with Virtual Office

You must place Virtual Office calls from your AT&T Voice DNA® User Dashboard. A Virtual Office is the phone number you set up, not the physical phone at the remote location. If you call directly from a physical phone, the call won't be on the AT&T Voice DNA service, and the remote location's number appears as the caller ID.

Virtual Office calls are subject to the same dialing restrictions your AT&T Voice DNA phone number.

To place a call from Virtual Office

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. In the **Place a Call** tile, enter a number, and then click **Call**. A message shows when Virtual Office number, along with your AT&T Voice DNA phone number, rings.

For more information about placing a call from your AT&T Voice DNA User Dashboard, see **Place a Call from the User Dashboard** on page 110.

To put a Virtual Office call on hold

- A call you make from a Virtual Office number can be put on hold and taken off hold on your desk phone or any phone that has your AT&T Voice DNA number as a line. After the call is answered, it can't be put on hold and taken back by the Virtual Office number. To move the call back to your Virtual Office number, see [To move an in-progress call from your desk phone to a Virtual Office phone](#), below.

To receive a call when Virtual Office numbers are enabled

- When a call comes in to your AT&T Voice DNA phone number, your desk phone and all your enabled Virtual Office phone numbers ring. Answer any ringing phone. If prompted, press any key to accept the call.



- If Locate Me settings are active, your Virtual Office number is treated the same as your work number.

For example, say that you've set Locate Me to **Forward Calls to My Voicemail**. When a call comes in to your AT&T Voice DNA number, your Virtual Office numbers won't ring and the call goes to voicemail.

Or, say that for Locate Me you've specified a **Ring In Order** list of numbers, along with **Ring My Work Number First**, which takes precedence. When you get a call, your work number and all your Virtual Office numbers ring before calls are routed to the **Ring In Order** list.

Note: Don't enable Virtual Office and a **Ring All At Once** list simultaneously, because those features can interfere with each other. For more information, see [Calling Features Affected](#), below, and **Manage Locate Me Settings** on page 50.

To move an in-progress call from a Virtual Office phone to your desk phone

- From your desk phone, enter the Call Retrieve feature access code (***11**). The call moves to your desk phone and is dropped from the Virtual Office phone.

To move an in-progress call from your desk phone to a Virtual Office phone or between two Virtual Office phones

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. In the **Place a Call** box, enter the Call Retrieve feature access code (***11**), and then click **Call**.
3. Answer the ringing call on the Virtual Office phone.
4. If prompted, press any key on the Virtual Office phone to accept the call. The call moves to the Virtual Office phone and is dropped from the desk phone. If the call moves to another Virtual Office phone, the call is dropped from the first Virtual Office phone.

Calling Features Affected

Virtual Office and advanced Locate Me options enabled

If you enable both Virtual Office and advanced Locate Me options at the same time, take care:



- If **Ring my All At Once list of numbers** uses a number that's enabled as a Virtual Office number, the **Ring All At Once** functionality takes precedence over Virtual Office. If you want to use the Virtual Office feature, don't set **Ring my All At Once list of numbers** as your Locate Me option.
- Ring my In Order list of numbers also affects Virtual Office.
 - If you're using Virtual Office and set **Ring my In Order list of numbers** without selecting **ring my number first**, when a call comes in to your AT&T Voice DNA® number, the Ring in Order list of numbers rings. If you have a Virtual Office location in your Ring in Order list, the number rings but doesn't have any of the capabilities of Virtual Office (for example, it can't retrieve a call or provide presence status).
 - If you enable **Ring In Order** and select **ring my number first**, when a call comes in, your desk phone and all enabled Virtual Office numbers ring. If you don't answer, the **Ring In Order** feature takes over and begins ringing your specified list of numbers. If you have a Virtual Office location in your Ring in Order list, the number rings but without any of the capabilities of Virtual Office (for example, it can't retrieve a call or provide presence status).

For details about using Locate Me advanced features, see **Manage Locate Me Settings** on page 50.

Use Multiple Rules at One Time

You can define multiple rules and specify which rules are active at any given time. If you have multiple rules active at once, the rules are evaluated in the following order:

- **Never use virtual office** rules are evaluated first.
- **Use virtual office** rules are then evaluated.

If a **Use virtual office** rule and a **Never use virtual office** rule are both defined and active, the **Never use virtual office** rule takes precedence. An incoming call that matches the **Never use virtual office** rule prevents the call from being rejected, even though the incoming call otherwise matches the **Use virtual office** rule.

You can use the **Never Use Virtual Office** rules to refine a more general **Use Virtual Office** rule.

Example



You have two **Use Virtual Office** rules active with the names “Sales calls” and “Management calls,” and one **Never Use Virtual Office** rule active with the name “Calls from Bob.” When a call comes in, the rules are evaluated like this:

- The **Never Use Virtual Office** rule “Calls from Bob” is evaluated first.
- If the call is from Bob’s number, the Virtual Office phone doesn’t ring (even though Bob’s number might be listed in the “Sales calls” rule).
- If the call isn’t from Bob’s number, the **Use Virtual Office** rules are evaluated.



About Selective Criteria

[Overview](#)

[Selective Criteria Rules](#)

[View Selective Criteria Rules](#)

[Create Selective Criteria](#)

[Edit Selective Criteria](#)

[Delete Selective Criteria](#)

Overview

When you use the AT&T Voice DNA features Locate Me, Call Notify, Priority Alert, Call Reject, and Virtual Office, you specify selective criteria rules that help define when and how the features are activated.

You specify selective criteria rules that evaluate an incoming call to determine whether and how to use the feature. Using selective criteria rules in these features is optional. If you don't define any selective criteria rules, the features will apply for every call.

Selective Criteria Rules

A selective criteria rule includes:

- Status (active or inactive), indicating whether or not to use the rule to evaluate incoming calls (you can create inactive rules but save them for later use).
- A schedule (time and date information) that defines when to apply the rule.
- Incoming call's phone number information.

The system evaluates and handles incoming calls according to active rules. For a rule to be satisfied, both the phone number and schedule criteria must be met.

If the first active criteria rule doesn't match the call, the rule isn't satisfied, so the call is evaluated against the next rule. When a rule is satisfied, the evaluation stops and the list of numbers either rings or doesn't ring, depending on the designation. If no rule is satisfied, the feature doesn't execute and the call is handled by your normal incoming call settings (such as forward to voicemail or another number).

Selective Criteria Scenarios for the Locate Me Feature

Page 43

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Below are two scenarios to help you understand how selective criteria rules work with AT&T VDNA® features. These scenarios use the Locate Me option **Ring my In Order list of numbers** and the following three active selective criteria rules:

Rules for Scenarios

Rule Name	Incoming Call Type	Schedule	Resulting behavior: ring or don't ring
Week Days	Any phone number	Monday through Friday, 9 a.m. – 5 p.m.	Ring my list of numbers
Lunch Hour	Any phone number	Monday through Friday, 12–1 p.m.	Ring my list of numbers
Unknown Caller	Number with no caller ID displayed	Every day all day	Don't ring my list of numbers

Example 1: You receive a call with caller ID at 10 a.m. on Tuesday.

- First, The Unknown Caller rule evaluates the call (first, because it's a "do not ring" rule). Because the call has caller ID, the call doesn't match the rule's phone number criterion, so the rule is not satisfied and therefore not applied.
- Next, the Lunch Hour rule evaluates the call (because it's alphabetically the first of the "ring my list" rules). Because the call happened outside of the 12–1 p.m. criterion, it doesn't match the rule's schedule, so the rule is not satisfied and therefore not applied.
- Finally, the Week Days rule evaluates the call. The call matches both phone number and schedule criteria, so the rule is applied. The listed numbers ring in order.

Example 2: You receive a call without caller ID at 12:30 p.m. on Thursday.

- First, the Unknown Caller rule evaluates the call (first, because it's a "do not ring" rule). Because there's no caller ID, the call matches the rule's phone number criterion. The call also matches the rule's schedule. The rule is satisfied, so evaluation stops and the rule is applied. The listed numbers do not ring, and the call is handled by your normal incoming call settings (such as forward to voicemail or another number).



- Even though the call would have satisfied the Lunch Hour rule, the Unknown Caller rule was already satisfied and applied.

View Selective Criteria Rules

You can view a list of all your active and inactive selective criteria rules for any feature.

To view your Locate Me selective criteria rules

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Locate Me** immediately below.
3. At the right of the Locate Me Settings page, click **Edit**. The Edit Locate Me Settings page appears.
4. From the **When someone calls me** list, select **Ring my In Order list of numbers** or **Ring my All At Once list of numbers**.

When someone calls me Ring my All At Once list of numbers				
For calls matching:				+ Add Criteria
Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Any Calls	Any Phone Number	Test Holiday	

The Edit Locate Me Settings page changes according to the option you choose. Near the top of the page is a table titled **For calls matching**, which contains selective criteria rules that can cause the list of numbers to ring. Near the bottom of the page is another table, titled **Regardless of above settings never use Ring All At Once [or In Order] for calls matching**, which contains rules that can bypass the **For calls matching** rules, preventing the list of numbers from ringing.

Regardless of above settings never use ring All At Once for calls matching:					+ Add Criteria
Active	Description	Calls From	Schedule	Actions	
<input type="checkbox"/>	Anonymous call...	Any Phone Number	Every Day All ...		

In both tables, in the **Active** column, verify the rules you want to use are active.

To view Call Notify selective criteria rules



1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Notify** immediately below.

The Call Notify Settings page appears containing two tables with selective criteria rules that the feature uses to determine how to handle incoming calls. The first table contains the **For call matching** section, and the second contains the **Regardless of above settings never notify for calls matching** section.

In both tables, in the **Active** column, verify the rules you want to use are active.

To view your Priority Alert selective criteria rules

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below.

The Priority Alert Settings page appears containing two tables with selective criteria rules that the feature uses to determine how to handle incoming calls. The first table contains the **Use Priority Alert For call matching** section, and the second contains the **Regardless of above settings use standard alert for calls matching** section.

In both tables, in the **Active** column, verify the rules you want to use are active.

To view Virtual Office selective criteria rules

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Virtual Office** immediately below. The Virtual Office Setting page appears.

The Virtual Office Settings page contains two tables with selective criteria rules that the feature uses to determine how to handle incoming calls. The first table contains the **For call matching** section, and the second contains the **Regardless of above settings never use Virtual Office for calls matching** section.

In both tables, in the **Active** column, verify that the rules you want to use are active.

Note: When no virtual office criteria rules are satisfied (after activating criteria for a particular location), the virtual office phone for that location doesn't ring.

To view Reject Call selective criteria rules



1. Open the AT&T Voice DNA User Dashboard. For help with logging in, see **Log In** on page 5.
2. Click **SETTINGS**, and then click **Call Reject** immediately below. The Reject Call Settings page appears.

The Reject Call Settings page contains two tables with selective criteria rules that the feature uses to determine how to handle incoming calls. The first table contains the **For call matching** section, and the second contains the **bypass your Reject Call settings** section.

In both tables, in the **Active** column, verify that the rules you want to use are active.

Create Selective Criteria Rules

You create separate rules to use with each feature. Follow the steps in [View Selective Criteria Rules](#), above.

Note: Creating a selective criteria rule might require attaching a schedule. If you need help creating a schedule, see **Manage Schedules** on page 61 before you begin the following procedure.

To create a selective criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Locate Me**, **Call Notify**, **Priority Alert**, or **Virtual Office** immediately below. The feature's Settings page appears.
3. Click **Edit**. The Edit Settings page appears for the feature.
4. Above the table for which you want to create selective criteria rule, click **Add Criteria**.

The feature's Selective Criteria page appears.



The following criteria is applied for use of your locate me settings:

Description:

Initial Status: Inactive Active

Select Schedule: Every Day All Day [Find Schedule](#)

Locate me on call from: Any Phone Number Following Phone Numbers

Any Anonymous Number

Any Unavailable Number

Specific Number(s)

Phone Number	Action
	<input type="button" value="Add a number (Maximum 12)"/>

5. In the **Description** field, enter a name for the rule. Keep in mind that active rules in each table are applied in alphabetical order.
6. Set Initial Status. You can change the status later. Only active rules are evaluated. Inactive rules remain dormant until activated.
7. To use a schedule in place of the default Every Day All Day, click **Find Schedule**. Search using any combination of the first few letters of the **Schedule Name**, **Type** (Time or Holiday), and **Level** (Company or Personal), and then click the checkmark to select the schedule.

Find Schedule

Schedule Name and Schedule Type and Schedule Level

Matching Entries for "Sch" and "Holiday" : Select one by clicking on the Select icon

Schedule Name	Type	Level	Type
Schedule A	Holiday	Enterprise	<input checked="" type="checkbox"/>
Schedule Ab	Holiday	Enterprise	<input checked="" type="checkbox"/>
Schedule Ac	Holiday	Personal	<input checked="" type="checkbox"/>
Schedule Ac	Holiday	Enterprise	<input checked="" type="checkbox"/>

8. Select the types of incoming numbers you want evaluated by the rule (you can select more than one):
 - Any phone number
 - Any anonymous number (caller blocked the caller ID information)
 - Any unavailable number (network didn't provide caller information)
 - Up to 12 specific numbers. Enter any number, or click **Find Number** to add a company number. To add additional numbers, click **Add a Number**. To remove a number, click the Delete icon .



9. To add the new selective criteria rule to its appropriate table, at the bottom of the page, click **Add**.

Edit Selective Criteria Rules

Follow the steps under [View Selective Criteria Rules](#), above, and then follow the steps below.

To edit a selective criteria rule

1. On the Edit Settings page, in either table of selective criteria rules, find the rule to edit.
2. Under **Actions**, click the Edit icon . The Edit Selective Criteria page appears.
3. Make changes to the criteria as needed, and then click **Save**.

Delete Selective Criteria Rules

Note: You don't have to delete a rule to deactivate it. To keep a rule for later use, uncheck it in the **Active** column.

Start with [View Selective Criteria Rules](#) above, and then follow the steps below.

To delete a selective criteria rule

1. On the Edit Settings page, locate the rule you want to delete.
2. Under **Actions**, click the Delete icon .



Manage Locate Me Settings

[Overview](#)

[Edit Your Locate Me Settings](#)

[Simple Locate Me Options](#)

[Customized Locate Me Options](#)

Overview

The Locate Me feature lets you determine how AT&T Voice DNA[®] service handles your incoming calls. The simplest Locate Me scenario is the default: When a call comes to your AT&T Voice DNA number, your office phone rings. If you have voicemail and don't answer within four rings, the call is forwarded to your voice mailbox. Otherwise, the caller will hear ringing until you answer or until the network ends ringing and connects the caller to an announcement.

You can change your Locate Me settings so that calls are handled differently. You can forward calls to another number, have your phone ring longer, or send calls straight to voicemail. You can also customize Locate Me by defining rules that handle calls according to call type, date, and time.

Note: If you need to use your AT&T Voice DNA service from a temporary work location, such as your home or hotel (so that you can still make and receive calls using your AT&T Voice DNA number), see **Manage Virtual Office** on page 33. You can use Virtual Office in conjunction with most Locate Me settings.

Your current Locate Me settings appear in the lower-right corner of your AT&T Voice DNA User Dashboard. You can also view your current settings by clicking **SETTINGS**, and then **Locate Me** immediately below.

Edit Your Locate Me Settings

Locate Me has four options: **Ring my work number**, **Forward calls**, **Ring my In Order list of numbers**, and **Ring my All At Once list of numbers**. Additionally, you select a setting for **When my number is not reachable by the network**. First, you select one of these options, and then you configure the settings.

To change your Locate Me settings



1. Open the AT&T Voice DNA® User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then **Locate Me** immediately below.
3. At the right of the Locate Me Settings page, click **Edit**. The Edit Locate Me Settings page appears.
4. From the **When someone calls me** list, select an option.

The Edit Locate Me Settings page changes according to the option you chose in step 4. **Ring my work number** and **Forward calls** are simple Locate Me options. **Ring my In Order list of numbers** and **Ring my All at Once list of numbers** are customizable options that require more complex settings. For details, see [Simple Locate Me Options](#) or [Customized Locate Me Settings](#). The **When my number is not reachable by the network** option is present on all Locate Me setting pages and is independent of other Locate Me settings.

Simple Locate Me Options

Locate Me can ring your work number or forward calls. If your number is unreachable by the network (for example, during a power outage), Locate Me can forward calls to voicemail or another number.

Ring My Work Number

Choose this option if you want your desk phone and any enabled Virtual Office numbers to ring when someone calls your AT&T Voice DNA® number. (Other phones on which your number appears as a line will also ring.)

To set Ring my work number

1. From the When someone calls me list, select Ring my work number.



When someone calls me

Ring my work number options:

If the number is busy:

Forward calls to

Voicemail

This number Find Number

If I don't answer:

Ring times, and then

Forward calls to

Voicemail

This number Find Number

When my number is not reachable by the network

Forward calls to my voicemail

Forward calls to this number Find Number

Note: Voicemail options will appear only if you have a voice mailbox.

2. Under **Ring my work number options:**

- Indicate how to treat a call if your number is busy. Locate Me can forward calls to voicemail or to another number. Select **Voicemail** or enter the number directly. To see a list of currently allocated numbers in your organization, click **Find Number**.
- Indicate how to treat a call if you don't answer. Select how many times to ring your phone, and then specify where to forward the unanswered call.

3. To save your changes, at the bottom of the page, click **Save**. The Locate Me Settings page shows your new settings as current.

Forward Calls

Select this option when you don't want your desk phone and any enabled Virtual Office Locations to ring. When you don't want to be disturbed, or if you know you'll be away from your desk, you can forward incoming calls directly to voicemail (if you have a voice mailbox) or to another number.

To forward calls



1. From the When someone calls me list, select Forward calls.

When someone calls me **Forward calls**

Forward calls options:

Forward calls to

My Voicemail

This Number Find Number

Play Ring reminder when call is forwarded

When my number is not reachable by the network

Forward calls to my voicemail

Forward calls to this number Find Number

Note: Voicemail options appear only if you have a voice mailbox set up.

2. Under **Forward call options:**
 - Indicate where to forward your calls. You can forward calls to voicemail or to another number. Enter the number directly, or to see a list of currently allocated numbers in your organization, click **Find Number**.
 - If you want your desk phone to sound a short ring when a call comes in to remind you that all your calls are being forwarded, check **Play ring reminder when a call is forwarded**.
3. To save your changes, at the bottom of the page, click **Save**. The Locate Me Settings page shows your new settings as current.

When my number is not reachable by the network

This setting is independent of the other Locate Me options. It's not necessary to edit it if you change your other call forwarding settings.

The network may not be able to reach your number because the network is down or your power is down.

To set When my number is not reachable by the network

On the bottom of any Locate Me page, select one of these options:

- **Forward calls to my voicemail**



- **Forward calls to this number**—Enter a phone number in the field or click **Find Number** to select an AT&T Voice DNA number.

Customized Locate Me Settings

Rather than forward your incoming calls to a single number, you can set up a list of numbers to be called, either in order or all at once. If you want the numbers to be called in order, you can specify up to 5 numbers. If you want the numbers to be called all at once, you can specify up to 10 numbers.

You create selective criteria rules that evaluate an incoming call and handle it according to the calling number and the date or time. If an incoming call matches the rule, it rings the list of numbers.

For example, you're expecting a call from John Doe, whose numbers are 425-555-1212 (office) and 425-555-3434 (wireless). You could create selective criteria rules that result in the following separate call handling scenarios:

- Scenario I: If 425-555-1212 calls my number and it's lunchtime (12:00–1:00 p.m. weekdays), ring my Ring All at Once list of numbers. Let the phones ring four times. If no one answers, apply my normal incoming call settings (such as forward to voicemail or another number).
- Scenario II: If 425-555-1212 or 425-555-3434 calls my number on a holiday, ring my work number first, then ring my wireless number, and then ring my home number. Let the phones ring three times. If I don't answer the call, apply my normal incoming call settings.
- Scenario III: If any number calls my number during work hours, ring my Ring in Order list of numbers. If an unknown caller (no Caller ID displayed) calls my number at any time, don't ring my Ring in Order list of numbers. Apply my normal incoming call settings instead.

You can create multiple selective criteria rules and activate or deactivate them as needed. Rules are designated as "ring my list if" or "do not ring my list if." More than one rule can be active, but an active "do not ring" rule is always applied first. If you specify a "do not ring" rule, you must also specify at least one "ring my list if" rule.

The system creates a default criteria rule that allows all calls, all day, every day. If you don't activate any of your own rules, the default setting will allow your number to receive all calls and your Locate Me settings will be in effect. You can't edit or delete the default rule.



You create separate rules to use with your Locate Me Ring in Order and Ring All at Once lists of numbers, the Priority Alert feature and the Call Notify feature. For details about creating and managing selective criteria and schedules, see **About Selective Criteria** on page 43 and **Manage Schedules** on page 61.

Ring My in Order List of Numbers

You can use this feature with your own active selective criteria or the default criteria rule. If you need help creating a selective criteria rule, see **About Selective Criteria** on page 43 before beginning the following procedure.

If you have Virtual Office phone numbers enabled, those numbers will ring whenever your AT&T Voice DNA® number rings. As a result, you don't need to add an enabled Virtual Office number to the Ring in Order list.

Note: Depending on how you set up your options, there's the potential for a large number of rings before the call is answered. If the number of rings exceeds the ring time allowed by the caller's network, the caller's network will end the call.

To set my Ring in Order list of numbers

1. From the When someone calls me list, select Ring my In Order list of numbers.

Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any Phone Number	Schedule Name Ca	
<input type="checkbox"/>	Selective Criteria B	Any Assumed Number	Schedule Name B	

2. In the table titled **For calls matching**, select the rules for your Ring in Order list:
 - In the **Active** column, check the box of one or more rules to apply. Uncheck rules you don't want to apply. If you activate more than one rule, rules will be applied in alphabetical order.
 - To create a new selective criteria rule, click **Add Criteria**.
 - To change an existing selective criteria rule, under **Actions**, click the Edit icon .
 - To delete a rule from the list, under **Actions**, click the Delete icon .

Note: You don't have to delete the rule to deactivate it. To keep it for later use, simply uncheck it in the **Active** column.



- Adjust the list of numbers to be called so that they're in the order in which you want them to ring (5 numbers maximum):
 - To add a new number, click **Add a Number**, enter the number, select how many times it should ring, whether to allow further forwarding, and then, under **Actions**, click the Save icon .

Note: An external number's phone system might restrict further forwarding.

- To edit an existing number's properties, under **Actions**, click the Edit icon . Change as needed, and then click the Save icon .
- To delete a number, under **Actions**, click the Delete icon .

Add numbers to be called In Order (Maximum 5)			
Phone number	Number of rings	Allow further forwarding 	Actions
<input type="text" value="425-555-1234"/>	2 	<input checked="" type="radio"/> Yes <input type="radio"/> No	 
<input type="text" value="425-555-5678"/>	3 	<input type="radio"/> Yes <input checked="" type="radio"/> No	 

 Add a Number

- Indicate whether to ring your own number first, and how to handle the call if your number is busy or you don't answer.

When ringing above numbers

Ring my number first
Ring times, and then

If my number is busy

Ring the above numbers
 Use my current "If my number is busy" settings
[View/Edit your current "If my number is busy" settings](#)

 If none of the above numbers answer, your settings under **Ring my Work Number >> If I don't answer settings** shall apply
[View/Edit your current "If I don't answer" settings](#)

Allow callers to interrupt the "In Order" ringing by pressing # and forward directly to my "If I don't answer" setting.

- In the table titled **Regardless of above settings never use ring In Order for calls matching**, activate or deactivate any rules to prevent ringing your Ring in Order list. Activate, add, edit, or delete rules for this table, as shown in step 2 above. Rules you activate in this table will override any active rules in the **For calls matching** table in step 2.



6. Indicate where to forward calls if the network can't reach your number, for instance, during a power failure.
7. To save your changes, at the bottom of the page, click **Save**. The Locate Me Settings page shows your new settings as current.

Ring My All at Once List of Numbers

You can use this feature with or without your own active selective criteria. If you specify a "do not ring" rule, you must specify at least one "ring my list if" rule. If none of your own criteria is activated, the default rule is active and your Locate Me settings will be used for all calls, all day, every day.

If you need help creating a selective criteria rule, see **About Selective Criteria** on page 43 before beginning the following procedure.

If you have Virtual Office phone numbers enabled, those numbers will ring whenever your AT&T Voice DNA number rings. As a result, never put an enabled Virtual Office number in the Ring All at Once list.

To set my Ring All at Once list of numbers

1. From the When someone calls me list, select Ring my All At Once list of numbers.

Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any Phone Number	Schedule Name Ca	

2. In the table titled **For calls matching**, select the rules for your Ring All at Once list:
 - In the **Active** column, check the box of one or more rules to apply. Uncheck rules don't want to apply. If you activate more than one rule, rules will be applied in alphabetical order.
 - To create a new selective criteria rule, click **Add Criteria**.
 - To change an existing selective criteria rule, under **Actions**, click the Edit icon .
 - To delete a rule from the list, under **Actions**, click the Delete icon .

Note: You don't have to delete the rule to deactivate it. To keep the rule for later use, simply uncheck it in the **Active** column.



3. Adjust the list of numbers you want to ring all at once (10 numbers maximum):

- To add a new number, click **Add a Number**, enter the number, whether to allow further forwarding, and then, under **Actions**, click the Save icon

Note: An external number's phone system might restrict further forwarding.

- To edit an existing number's properties, under **Actions**, click the Edit icon . Change as needed and then click the Save icon .
- To delete a number, under **Actions**, click the Delete icon .

Add numbers to be called All At Once (Maximum 10)		
Phone number	Allow further forwarding	Actions
425-555-1212	Yes	
<input type="text" value="4255552345"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	

Add a Number

4. Indicate how to handle the call if your number is busy.

If my number is busy

Ring the above numbers

Use my current "If my number is busy" settings

View/Edit your current "If my number is busy" settings

5. In the table titled **Regardless of above settings never use ring All At Once for calls matching**, activate or deactivate any rules to prevent an incoming call from ringing your Ring All at Once list. Activate, add, edit, or delete rules for this table as shown in step 2 above. Rules you activate in this table will override any active rules in the **For calls matching** table in step 2.
6. Indicate where to forward calls if the network can't reach your number, for instance, during a power failure.
7. To save your changes, at the bottom of the page, click **Save**. The Locate Me Settings page shows your new settings as current.



Manage Voicemail Settings

Overview

From the AT&T Voice DNA[®] User Dashboard, you can view and change your voicemail settings. Your Administrator sets your voicemail access to **Full** or **Limited**.

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

Limited access—You can listen to voicemail messages using the phone, but you don't have a message log on your AT&T Voice DNA User Dashboard and can't send voicemail messages as email attachments.

Note: Your voice mailbox has a limit on the number of messages it can hold. This limit is set by the AT&T Voice DNA system. When you reach the limit, new messages aren't saved. When you near the limit, AT&T Voice DNA sends you an email message warning you that your voice mailbox is almost full and sends another email alerting you when your mailbox is full.

To change your voicemail settings

You can easily change your voicemail settings to specify alerts and forwarding options. If your Administrator set your Voicemail access to **Limited**, you won't have the option to forward a new message as an email attachment.

1. Open your AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **Settings**, and then click **VoiceMail**. Your current voicemail settings appear.
3. Click **Edit**. The Edit Voicemail Settings page appears.



Voicemail Settings

Voicemail Access Number: ?

Voicemail Message Access: **Limited Access** i

Send Email Alert when new message arrives

Apply to:

Standard Voicemails

Urgent Voicemails

Faxes(all)

Send this alert to :

Use comma to separate multiple email addresses.

Cancel Save

4. To be alerted when new messages arrive, check **Send Email alert when new message arrives**, and then do the following:
 - Select the type of messages for which you want to be alerted.
 - Enter the email addresses to which you want the alerts sent. You can enter multiple addresses, separated by commas.
5. To have all your messages (faxes and voicemails) forwarded to you by email, check **Forward a new message as an attachment** and enter one or more email addresses, separated by commas.
6. Click **Save**.



Manage Schedules

[Overview](#)

[View Schedules and Events](#)

[Create and Edit Personal Schedules](#)

[Create and Edit Events](#)

Overview

When using features that use schedules, the selective criteria rules define how and when your settings are applied to incoming calls.

There are two types of schedule: Time and Holiday. Time schedules provide information about work hours and days. Holiday schedules provide information about company holidays and other non-working events, such as company picnics and personal vacations. Schedules are independent of any specific rule, so you can save schedules and apply them to a rule at any time.

There are also two levels of schedule: Company and Personal. Your Company Administrator provides Company schedules, which you can view and use but not edit. From the AT&T Voice DNA[®] User Dashboard, you can create and manage Personal schedules. Your Personal schedules are available only to you. Administrators can't see or change Personal schedules.

Every schedule consists of one or more events. Each event has a time, date, and recurrence option. An event can be for a specific time, a single day, or a range of days. For example, a Company schedule named Company Holidays might include separate events for each holiday of the year: New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, and so on. You might also create a Personal schedule named Work Hours that includes the recurring event of your Monday through Friday regular work hours.

View Schedules and Events

You can access Company and Personal schedules from the Schedules page of the AT&T Voice DNA[®] User Dashboard.

To view schedules and events



1. Log in to Premier and then access the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then **Schedules** immediately below. The Schedules list appears, indicating each schedule's type (Holiday or Time) and level (Company or Personal).
3. (Optional) To find a specific schedule, in the **Search** field, enter the first few letters of the schedule name, and then click **Go**.
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. To view event details, click an event name.

Create and Edit Personal Schedules

You can create and edit Personal schedules that will be used with customized selective criteria rules. No one else can view, edit, or delete your Personal schedules.

To create a Personal schedule

1. Log in to Premier and then access the AT&T Voice DNA® User Dashboard. (For help with this step see **Log In** on page 5.)
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 schedule.
 - Schedule name must be unique within the same schedule type (Time or Holiday). Some special characters (for example, @, ~, +) aren't accepted.
 - For schedules you create, the level will always be Personal schedule.
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 Personal schedule



1. Log in to Premier and then access the AT&T Voice DNA User Dashboard. (For help with this step see **Log In** on page 5.)
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.

To delete a Personal schedule

1. On the Schedules page, locate the schedule you want to delete.
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 its own initial start time 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

Initial Event Details			
Event Name:	work day		
Initial Start Date:	07/30/2012	Initial End Date:	07/30/2012
Start Time:	09:00 AM	End Time:	05:00 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 become unavailable.

Event Recurrence Details

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**.

Your 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, checking **Mon-Fri** and each individual day **Monday, Tuesday, Wednesday, Thursday, and Friday**.
- Recurrence pattern ends **Never**.

The screenshot shows a web form with two main sections: "Initial Event Details" and "Event Recurrence Details".

Initial Event Details:

- *Event Name: Work Day
- *Initial Start Date: 07/16/2012
- *Initial End Date: 07/16/2012
- All day event
- *Start Time: 08:00 AM
- *End Time: 05:00 PM

Event Recurrence Details:

- Recurrence Pattern: Weekly
- * Recurs every 1 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 Personal schedule

1. Log in to Premier and then access the AT&T Voice DNA® User Dashboard. (For help with this step see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Schedules** immediately below. The Schedules list appears, showing both Time and Holiday schedule types.
3. Click the schedule name.
4. In the **Events** section, click **Add Event**.
5. In the **Initial Event Details** section, enter the following information:



- **Event Name**—Enter a descriptive name that for the event. This event name must be unique within this schedule. Some special characters (for example, @, ~, +) aren't accepted.
- **Initial Start Date** and **Initial End Date**—Enter the dates for the first occurrence of this 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 the 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 **Recurs 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.
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 Call Notify Settings

[Overview](#)

[Feature Interactions](#)

[View Your Call Notify Settings](#)

[Edit Your Call Notify Settings](#)

[Use Multiple Rules at One Time](#)

Overview

AT&T Voice DNA® can notify you or someone else by email when specific calls are received. Use the Call Notify feature to define a set of selective criteria rules that cause specific incoming calls to trigger email notification.

To use Call Notify, you first specify the email address that will receive the notifications. Then you configure one or more selective criteria rules and activate the rules. Each selective criteria rule has a schedule and a set of phone numbers. For information about selective criteria, see **About Selective Criteria** on page 43. For information about schedules, see **Manage Schedules** on page 61.

Each rule defines a **Use Call Notify** option or a **Do Not Use Call Notify** option.

- **Use Call Notify**—Specifies that the system sends an email whenever you receive a call that satisfies both the schedule and phone number criteria. These rules appear in the **For calls matching** section of the Call Notify Settings page. If no Use Call Notify rules are active, no notifications are sent.
- **Do Not Use Call Notify**—Specifies that no email will be sent when you receive a call that satisfies both the Schedule and Phone Number criteria. These rules appear in the **Regardless of above settings never notify for calls matching** section of the Call Notify Settings page. Do Not Use Call Notify rules are used to exclude specific calls from a broader Use Call Notify list, allowing your Use Call Notify rules to be more general.

Feature Interactions

Call Notify interacts with other AT&T Voice DNA features in the following situations:

- Applies when a call is forwarded using Call Forwarding or Locate Me.



- Applies to calls sent to voicemail.
- Applies to calls sent to Call Waiting.

View Your Call Notify Settings

You can view your Call Notify settings at any time from the AT&T Voice DNA® User Dashboard. To quickly turn Call Notify rules on and off, click **Edit** on the Call Notify page.

To view your Call Notify settings

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then **Call Notify** immediately below. The Call Notify Settings page appears.

Call Notify Settings Edit

Send email notification to: johndoe@abc.com

For calls matching:

Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any Phone Number	Schedule Name Ca	
<input checked="" type="checkbox"/>	Selective Criteria B	Any Anonymous Number Any Available Number Specific Numbers ▼	Schedule Name B	
<input checked="" type="checkbox"/>	Selective Criteria E	Any Unavailable Number	Schedule Name Ab	
<input checked="" type="checkbox"/>	Selective Criteria F	Any Anonymous Number	Schedule Name E	
<input type="checkbox"/>	Selective Criteria C	Any Unavailable Number	Schedule Name C	
<input type="checkbox"/>	Selective Criteria D	Any Anonymous Number	Schedule Name D	

Regardless of above settings never notify for calls matching:

Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria S	Any Phone Number	Schedule Name Ca	
<input checked="" type="checkbox"/>	Selective Criteria T	Any Anonymous Number Any Available Number Specific Numbers ▼	Schedule Name B	
<input checked="" type="checkbox"/>	Selective Criteria w	Any Unavailable Number	Schedule Name Ab	
<input checked="" type="checkbox"/>	Selective Criteria Z	Any Anonymous Number	Schedule Name E	
<input type="checkbox"/>	Selective Criteria X	Any Unavailable Number	Schedule Name C	
<input type="checkbox"/>	Selective Criteria Y	Any Anonymous Number	Schedule Name D	

Edit Your Call Notify Settings



To set up Call Notify, you first specify the email address that will receive the notifications. Then you add criteria to one of the two notify sections: **For calls matching** and **Regardless of above settings never notify for calls matching**.

For more information, see **About Selective Criteria** on page 43 and **Manage Schedules** on page 61.

To edit your Call Notify settings

1. Open the AT&T Voice DNA® User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Notify** immediately below. The Call Notify Settings page appears.
3. Click **Edit**.
4. In the **Send email notification to** box at the top of the page, enter your email address.
5. To turn a Call Notify rule on or off, check the **Active** box for the rule.
6. To save your changes, click **Save** to save your changes. To discard your changes, click **Cancel**.

To create Call Notify criteria rules

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Notify** immediately below. The Call Notify Settings page appears.
3. Click **Edit**.
4. Add criteria:
 - To create a **Use Call Notify** rule, click **Add Criteria** at the top of the **For calls matching** section.

For calls matching + Add Criteria				
Active ▼	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any Phone Number	Schedule Name Ca	 

- To create a **Do Not Use Call Notify** rule, click **Add Criteria** at the top of the **Regardless of above settings never notify for calls matching** section.



Regardless of above settings never notify for calls matching: + Add Criteria				
Active ▼	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria S	Any Phone Number	Schedule Name Ca	

The Add Call Notify Criteria page appears. The options are the same, regardless of which Add Criteria option you clicked.

Add Call Notify Criteria

The following criteria will be used to bypass your Call Notify settings: ?

*Required

***Description:**

Initial Status: Inactive
 Active

Select Schedule: Every Day All Day [Find Schedule](#)

Do not notify on call(s) from: Any Phone Number
 Following Phone Numbers

- Any Anonymous Number
- Any Unavailable Number
- Specific Number(s)

Phone Number	Action
<input type="text"/> Number	Find

[+ Add a Number\(Maximum 12\)](#)

5. In the **Description** box, enter a name for the selective criteria rule.

Note: If multiple rules are in use at one time, a rule's name can affect when or if it's used. For information about how rules are prioritized, see [Use Multiple Rules at One Time](#), later in this topic.

6. Specify an initial status of **Inactive** or **Active**. You can change this status at any time by clicking the **Active** box for the rule on the main Call Notify Settings page when in edit mode.

7. For **Select Schedule**, do one of the following:

- Use the default option of **Every Day All Day**.



- Click **Find Schedule** and, in the Find Schedule window that opens, click the checkmark for the schedule you want to use. The Find Schedule window closes and the Add Call Notify Criteria page appears again.
8. For **Notify on call(s) from**, select the phone number that will trigger email notification. These are the choices:
 - **Any Phone Number**—Sends an email when you receive a call from any phone number. This is the default setting.
 - **Any Anonymous Number**—Sends an email when you receive a call from a phone number without a caller ID.
 - **Any Unavailable Number**—Sends an email when you receive a call from a phone number without a caller ID or viewable phone number.
 - **Specific Number(s)**—Sends an email when you receive a call from any of the specified phone numbers. You can enter up to 12 phone numbers. To search for and select a number from your Company Directory, click **Find**.
 9. Click **Add**, and then enter additional criteria or click **Back to Call Notify Settings** at the top of the page to return to the Call Notify Settings page.

To edit a Call Notify criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Notify** immediately below. The Call Notify Settings page appears.
3. Do one of the following:
 - In the **Description** column, click the name for the rule you want to edit, and then click **Edit** on the criteria detail page.
 - Click **Edit** (if not already in edit mode), and then click the Edit icon  for the rule.
4. The Call Notify Criteria Details page appears in edit mode.
5. Make your changes to the criteria and click **Save**. For information about the options available, see [To create Call Notify criteria rules](#), above.

To delete a Call Notify criteria rule



1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Notify** immediately below. The Call Notify Settings page appears.
3. Do one of the following:
 - Click Edit and, for the rule you want to delete, click the Delete icon .
 - In the **Description** column, click the name of the rule you want to delete, and then, in the Call Notify Criteria Details page that appears, click **Delete**.

Use Multiple Rules at One Time

You can define multiple rules and specify which rules are active at any given time. If you have multiple rules active at once, the rules are evaluated in the following order:

- **Do Not Use Call Notify** rules are evaluated first. If multiple "Do Not Use Call Notify" rules are active, they're evaluated in alphabetical order of the rule's name.
- **Use Call Notify** rules are then evaluated, in alphabetical order of the rule's name.

If a **Use Call Notify** rule and a **Do Not Use Call Notify** rule are both defined and active, the **Do Not Use Call Notify** rule takes precedence. An incoming call that matches the **Do Not Use Call Notify** rule prevents email from being sent, even though the incoming call otherwise matches the **Use Call Notify** rule.

Example

You have two **Use Call Notify** rules active with the names "Calls from Management" and "Weekday rules," and one **Do Not Use Call Notify** rule active with the name "Calls from Bob." When a call comes in, the rules are evaluated as follows:

- First, the **Do Not Use Call Notify** rule "Calls from Bob" is evaluated.
- If the call **is** from Bob's number, no notification is sent (even though Bob's number may be listed in the "Calls from Management" rule).
- If the call **is not** from Bob's number, the **Use Call Notify** rules are evaluated. The "Calls from Management" rule is evaluated first because of alphabetical order. If that rule's criteria are not met, then the "Weekday rules" rule is evaluated.



In this way, you can use **Do Not Use Call Notify** rules to refine a more general **Use Call Notify** rule.



Manage Priority Alert Settings

Overview

[View Your Priority Alert Settings](#)

[Edit Your Priority Alert Settings](#)

[Use Multiple Rules at One Time](#)

Overview

If you have the AT&T Voice DNA[®] Premium feature package and your Administrator has enabled this feature for you, you can use the Priority Alert feature to alert you of incoming calls using a predefined distinctive ringtone.

You can use Priority Alert for calls sent to an IP phone on the AT&T Voice DNA system. This feature doesn't apply to soft phones, mobile phones, or analog phones.

To use the Priority Alert feature, you first configure one or more selective criteria rules and activate the rules. Each selective criteria rule has a schedule and a set of phone numbers. For information about selective criteria, see **About Selective Criteria** on page 43. For information about schedules, see **Manage Schedules** on page 61.

Each rule must define a **Use Priority Alert** option or a **Do Not Use Priority Alert** option.

- **Use Priority Alert**—If an incoming call satisfies both the schedule and phone number criteria, a distinctive ring sounds when the call comes in to your AT&T Voice DNA IP phone. These rules appear in the **Use Priority Alert for calls matching** section of the Priority Alert Settings page.
- **Do Not Use Priority Alert**—If an incoming call satisfies both the schedule and phone number criteria, a normal ring sounds when the call comes in to your AT&T Voice DNA IP phone. These rules appear in the **Regardless of above settings use standard alert for calls matching** section of the Priority Alert Settings page. Use **Do Not Use** settings to exclude specific calls from a broader **Use Priority Alert** list. This enables your **Use Priority Alert** rules to be more general.

Interactions with other Features

Priority Alert interacts with other AT&T Voice DNA features in the following situations:

- Applies to calls before Call Forwarding No Answer.



- Applies to your phone number and the destinations within Locate Me In Order if they ring AT&T Voice DNA IP phones.
- Applies to the Call Waiting tone when a second call comes in to your AT&T Voice DNA IP phone.
- Applies to all shared call appearances of your phone number on other users' AT&T Voice DNA IP phones.

Priority Alert doesn't apply to your Virtual Office locations.

Note: Priority Alert overrides any ring selection made on your IP phone through the IP phone menu and directory settings. If you want to set a certain ring for a line appearance on a particular IP phone or for a particular phone directory entry, use the IP phone-based settings, not the Priority Alert feature.

View Your Priority Alert Settings

You can view your Priority Alert settings at any time from the AT&T Voice DNA® User Dashboard. To quickly turn Priority Alert rules on and off, click **Edit** on the Priority Alert page.

To view your Priority Alert settings

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below. The Priority Alert Settings page appears.



Priority Alert Settings Edit				
Use Priority Alert for calls matching:				
Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any External Phone Number	Selective Criteria Ca	
<input checked="" type="checkbox"/>	Selective Criteria B	Specific Numbers ▼	Selective Criteria B	
<input checked="" type="checkbox"/>	Selective Criteria E	Any Unavailable Number	Selective Criteria Ab	
<input checked="" type="checkbox"/>	Selective Criteria F	Any Anonymous Number	Selective Criteria E	
<input type="checkbox"/>	Selective Criteria C	Any Unavailable Number	Selective Criteria Ab	
<input type="checkbox"/>	Selective Criteria D	Any Anonymous Number	Selective Criteria D	
Regardless of above settings use standard alert for calls matching:				
Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria S	Any External Phone Number	Selective Criteria Ca	
<input checked="" type="checkbox"/>	Selective Criteria T	Specific Numbers ▲ 222-334-3424 432-334-3424	Selective Criteria B	
<input checked="" type="checkbox"/>	Selective Criteria W	Any Unavailable Number	Selective Criteria Ab	
<input checked="" type="checkbox"/>	Selective Criteria Z	Any Anonymous Number	Selective Criteria E	
<input type="checkbox"/>	Selective Criteria X	Any Unavailable Number	Selective Criteria C	
<input type="checkbox"/>	Selective Criteria Y	Any Anonymous Number	Selective Criteria D	

Edit Your Priority Alert Settings

To set up Priority Alert, you add criteria to one of the two notify sections: Use Priority Alert for calls matching and Regardless of above settings use standard alert for calls matching.

Note: Before you can set up Priority Alert, you must create selective criteria rules and a schedule. For more information, see **About Selective Criteria** on page 43 and **Manage Schedules** on page 61.

To edit your Priority Alert settings

1. Open the AT&T Voice DNA® User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below. The Priority Alert Settings page appears.
3. Click **Edit**.
4. To turn a Priority Alert rule on or off, check the **Active** box for the rule.



5. To save your changes, click **Save** to save your changes. To discard your changes, click **Cancel**.

To create Priority Alert criteria rules

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below. The Priority Alert Settings page appears.
3. Click **Edit**.
4. Add criteria:
 - To create a Use Priority Alert rule, click Add Criteria at the top of the Use Priority Alert for calls matching section.

Use Priority Alert for calls matching: + Add Criteria				
Active ▾	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria A	Any External Phone Number	Selective Criteria Ca	

- To create a **Do Not Use Priority Alert** rule, click **Add Criteria** at the top of the **Regardless of above settings use standard alert for calls matching** section.

Regardless of above settings use standard alert for calls matching: + Add Criteria				
Active ▾	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	Selective Criteria S	Any Phone Number	Selective Criteria Ca	

The Add Priority Alert Criteria page appears. The options are the same, regardless of which Add Criteria option you clicked.



Add Priority Alert Criteria

The following criteria will be applied for use of your Priority Alert settings: ?

*Required

***Description:**

Initial Status: Inactive
 Active

Select Schedule: Every Day All Day [Find Schedule](#)

Alert on call(s) from: Any External Phone Number
 Following Phone Numbers
 Any Anonymous Number
 Any Unavailable Number
 Specific Number(s)

Phone Number	Action
<input type="text"/> Number	Find

[+ Add a Number\(Maximum 12\)](#)

[Cancel](#) [Add](#)

5. In the **Description** box, enter a name for the rule.
Note: If multiple rules are in use at one time, a rule's name can affect when it's used. For information about how rules are prioritized, see [Use Multiple Rules at One Time](#), later in this topic.
6. Specify an initial status of **Inactive** or **Active**. You can change this status at any time by clicking the **Active** box for the rule on the main Priority Alert Settings page.
7. For **Select Schedule**, do one of the following:
 - Use the default option of **Every Day All Day**.
 - Click **Find Schedule** and, in the Find Schedule window that opens, click the checkmark for the schedule you want to use. The Find Schedule window closes and the Add Priority Alert Criteria appears again.
8. For **Alert on call(s) from**, select the phone number that will sound a distinctive ring when it calls you. These are the options:
 - **Any Phone Number**—Sounds a distinctive ring when you receive a call from any phone number. This is the default setting.



- **Any Anonymous Number**—Sounds a distinctive ring when you receive a call from a phone number without caller ID.
 - **Any Unavailable Number**—Sounds a distinctive ring when you receive a call from a phone number without caller ID or a viewable phone number.
 - **Specific Number(s)**—Sounds a distinctive ring when you receive a call from any of the specified phone numbers. You can enter up to 12 phone numbers. To search for and select a number from your Company Directory, click **Find**.
9. Click **Add**.
 10. Enter additional criteria at this time or click **Back to Priority Alert Settings** the link at the top of the page to return to the Priority Alert Settings page.

To edit a Priority Alert criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below. The Priority Alert Settings page appears.
3. Do one of the following:
 - In the Description column, click the name for the rule you want to edit, and then click **Edit** on the criteria detail page.
 - Click **Edit** (if not already in edit mode), and then click the Edit icon  for the rule.

The Priority Alert Criteria Details page appears.

4. Make your changes to the criteria, and then click **Save**. For information about the options available, see [To create Priority Alert criteria rules](#), above.

To delete a Priority Alert criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Priority Alert** immediately below. The Priority Alert Settings page appears.
3. Click **Edit**.
4. Do one of the following:



- In the **Description** column, click the name of the rule you want to delete, and then, in the Priority Alert Criteria Details page that appears, click **Delete**.
- Click the Delete icon  for the rule you want to delete.

Use Multiple Rules at One Time

You can define multiple rules and specify which rules are active at any given time. If you have multiple rules active at once, the rules are evaluated in the following order:

- **Regardless of above settings use standard alert for calls matching** rules are evaluated first, in alphabetical order of the rule's name.
- **Use Priority Alert for calls matching** rules are then evaluated, in alphabetical order of the rule's name.

If a **Use Priority Alert** rule and a **Do Not Use Priority Alert** rule are both defined and active, an incoming call that matches the **Do Not Use Priority Alert** rule uses a standard ring even though otherwise the incoming call matches the **Use Priority Alert** rule.

Example

You have two **Use Priority Alert** rules active with the names "Calls from Management" and "Weekday rules," and one **Do Not Use Priority Alert** rule active with the name "Calls from Bob." When a call comes in, the rules are evaluated as follows:

- First, the **Do Not Use Priority Alert** rule "Calls from Bob" is evaluated.
- If the call **is** from Bob's number, a standard ring is used (even though Bob's number may be listed in the "Calls from Management" rule).
- If the call **is not** from Bob's number, the **Use Priority Alert** rules are evaluated. The "Calls from Management" rule is evaluated first because of alphabetical order. If that rule's criteria are not met, then the "Weekday rules" rule is evaluated.

In this way, you can use **Do Not Use Priority Alert** rules to refine a more general **Use Priority Alert** rule.



Manage Miscellaneous Feature Settings

[Overview](#)

[Change Your Feature Settings](#)

[Feature Settings](#)

Overview

You can view and edit settings for certain miscellaneous features supported by AT&T Voice DNA®. For information about changing your Virtual Office, Locate Me, or voicemail settings, see **Manage Virtual Office** on page 33, **Manage Locate Me Settings** on page 50, and **Manage Messages** on page 17.

Change Your Feature Settings

Your AT&T Voice DNA® administrator can turn on or off feature settings for you, but you can also manage certain feature settings yourself.

To change feature settings

1. From your AT&T Voice DNA User Dashboard, click **SETTINGS**, and then click **Misc.** immediately below. The Miscellaneous Feature Settings page appears.
2. To change feature settings, click **Edit**. The Edit Miscellaneous Feature Settings page appears.

Note: If you're assigned the account code feature, it will appear on this page, showing you which type you're assigned (Mandatory or Optional). Only an administrator can edit this setting.



HOME LOGS DIRECTORY **SETTINGS** PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify Priority Alert Misc.

Miscellaneous Feature Settings

Account Codes - Mandatory ?

Anonymous Call Rejection

Call waiting:

Disable call waiting for your extension

Disable tone on your IP phone(s)

Music on Hold

Cancel Save

3. Check the features you want to turn on, and uncheck the features you want to turn off.
4. Click **Save**.

Feature Settings

The following settings are available on the Miscellaneous Feature Settings page:

- **Account Codes**—If you're assigned the Account Code feature, your status appears as **Account Codes – Mandatory** or **Account Codes – Optional**. If you're not assigned the Account Code feature, no account code status is shown. Only an Administrator can change this option. For more information, see **About Account Codes** on page [122](#).
- **Call waiting**—Turns off Call Waiting for your phone, or turns off the tone that rings to announce a call is waiting:
 - **Disable call waiting for your extension**—Turns off Call Waiting and, when your line is busy, sends secondary calls to the number specified in your Call Forward/Busy settings (see **Manage Locate Me Settings** on page [50](#) for more information).



- **Disable tone on your IP phone(s)**—Turns off the Call Waiting tone that sounds when your phone receives a secondary call. Other Call Waiting indicators remain active, such as a blinking line key or an onscreen message. For this change to take effect, you must reboot your IP phone(s).
- **Music on Hold**—Turns on (or off) the music that callers hear when on hold.



Manage Call Reject Settings

Overview

[View Reject Call Settings](#)

[Edit Reject Call Settings](#)

[Create Reject Call Rules and Set Criteria](#)

[Use Multiple Rules at One Time](#)

Overview

AT&T Voice DNA[®] can automatically reject all anonymous calls or specific calls. Rejected calls follow the busy call treatment.

You can view and edit settings for the Reject Call feature, and you can set selective criteria rules that cause specific incoming calls to be rejected based on the incoming caller's identity, the phone number, and a set schedule.

To use Reject Call rules, you set up one or more selective criteria and then activate the rules. Each rule has a schedule and a set of phone numbers. For information about selective criteria, see **About Selective Criteria** on page 43. For information about schedules, see **Manage Schedules** on page 61.

Each rule defines when to reject a call and when to bypass the rule and accept the call.

- **Reject Call**—Specifies that the system rejects the call and uses the busy call treatment whenever you receive a call that meets both the schedule and phone number criteria.
- **Bypass Reject Call**—Specifies that a call that meets both the schedule and phone number criteria is accepted. Bypass Reject Call rules are used to exclude specific calls from a broader Reject Call list, enabling you to use more general rules for Reject Call.

View Reject Call Settings

From the AT&T Voice DNA User Dashboard, you can view your Reject Call settings at any time.



To view your Reject Call settings

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Reject** immediately below. The Reject Call Settings page appears.

Reject Call Settings Edit

Always Reject Anonymous calls ?

For calls matching:

Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	toll-free	Any Unavailable Number	company s...	

The following criteria will be used to bypass your Reject Call settings:

Active	Description	Calls From	Schedule	Actions
No entries found.				

Edit Reject Call Settings

When setting up the Reject Call option, first decide if you want to reject all anonymous calls or if you want to reject only some calls by configuring selective criteria rules.



For more information, see **About Selective Criteria** on page 43 and **Manage Schedules** on page 61

To edit your Reject Call settings

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Reject Call** immediately below. The Reject Call Settings page appears.
3. Click **Edit**.
4. To reject all anonymous calls, click **Always Reject Anonymous calls**.
Note: When **Always Reject Anonymous calls** is active, it overrides any anonymous rejection criteria rule.
5. To turn a Reject Call rule on or off, check the **Active** box for the rule.
6. To save your changes, click **Save**. To discard your changes, click **Cancel**.

Create Reject Call Rules and Set Criteria

Follow these instructions to create Reject Call rules and set the criteria for these rules.

To create a Reject Call rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Reject** immediately below. The Reject Call Settings page appears.
3. Click **Edit**.
4. To create a **Use Reject Call** rule, click  **Add Criteria** at the top of the **For calls matching** section.

For calls matching:				
Active	Description	Calls From	Schedule	Actions
<input checked="" type="checkbox"/>	toll-free	Any Unavailable Number	company s...	 



To create a **Bypass Reject Call** rule, click **Add Criteria** at the top of the **bypass your Reject Call settings** section.

The following criteria will be used to bypass your Reject Call settings: Add Criteria

Active	Description	Calls From	Schedule	Actions
No entries found.				

The Add Reject Call Criteria page appears. The options are the same, regardless of which **Add Criteria** link you clicked.

Add Call Rejection Criteria

The following criteria will be applied for use of your reject call settings:

*Required

***Description:**

Initial Status: Inactive Active

Select Schedule: Every Day All Day [Find Schedule](#)

Reject Call from: Any Phone Number Following Phone Numbers

- Any Anonymous Number
- Any Unavailable Number
- Specific Number(s)

Phone Number	Action
--------------	--------

Add a number (Maximum 12)

5. In the **Description** box, enter a name for the selective criteria rule.

Note: If multiple rules are in use at one time, a rule's name can affect when or if it's used. For information about how rules are prioritized, see **Use Multiple Rules at One Time** on page [90](#).



6. Specify whether you want the rule to be active or inactive when created. Click **Inactive** or **Active**. You can change this status at any time by clicking the **Active** box for the rule on the main Reject Call Settings page when in edit mode.
7. Under **Select Schedule**, click **Find Schedule**. The Find Schedule window opens.
8. Click the checkmark for the schedule you want to use. The Find Schedule window closes and the Add Virtual Office Selective Criteria page appears again.

Note: If you decide not to select a schedule, the default option of **Every Day All Day** applies.

Next, set the call rejection criteria.

To set call rejection criteria

Follow the steps under **To create a Reject Call rule**.

1. Select the phone number that will use the rule. These are the choices:
 - **Any Phone Number**—Applies the call rejection criteria when you receive a call from any phone number. This is the default setting.
 - **Any Anonymous Number**—Applies the call rejection criteria when you receive a call from a phone number without caller ID.
 - **Any Unavailable Number**—Applies the call rejection criteria when you receive a call from a phone number without caller ID or a viewable phone number.
 - **Specific Number(s)**—Applies the call rejection criteria when you receive a call from any of the specified phone numbers. You can enter up to 12 phone numbers. To search for and select a number from your Company Directory, click **Find**.
2. Click **Add**.
3. Enter additional criteria, or click **Back to Reject Call Settings** at the top of the page to return to the Edit Reject Call Settings page.

To edit a Reject Call criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Call Reject** immediately below. The Reject Call Settings page appears.



3. Do one of the following:
 - Click **Edit**, and then click the Edit icon  for the rule you want to edit.
 - In the **Description** column, click the name of the rule you want to edit, and then click **Edit** on the criteria detail page.

The Edit Reject Call Selective Criteria page appears in edit mode.

4. Make your changes to the criteria, and then click **Save**. For information about the options available, see **To set call rejection criteria** on page [89](#).

To delete a Reject Call criteria rule

1. Open the AT&T Voice DNA User Dashboard. (For help with logging in, see **Log In** on page [5](#).)
2. Click **SETTINGS**, and then click **Reject Call** immediately below. The Reject Call Settings page appears.
3. Do one of the following:
 - Click **Edit**, and then click the Delete icon  for the rule you want to delete.
 - In the **Description** column, click the name of the rule you want to delete. When the Reject Call Selective Criteria page appears, click **Delete**.

Use Multiple Rules at One Time

You can define multiple rules and specify which rules are active at any given time. If you have multiple rules active at once, the rules are evaluated in the following order:

- **Bypass Reject Call** rules are evaluated first.
- **Reject Call** rules are evaluated next.

If a **Reject Call** rule and a **Bypass Reject Call** rule are both defined and active at the same time, the **Bypass Reject Call** rule takes precedence. An incoming call that matches the **Bypass Reject Call** rule prevents the call from being rejected, even though the incoming call otherwise matches the **Reject Call** rule.

You can use **Bypass Reject Call** rules to refine a more general **Reject Call** rule.

Example



You have two active **Reject Call** rules, Anonymous and Sales, and one active **Bypass Reject Call** rule, Calls from Bob. Bob's number is listed in the **Bypass Reject Call** rule and also in the Sales **Reject Call** rule. When a call comes in, the rules are evaluated like this:

- First, the **Bypass Reject Call** rule Calls from Bob is evaluated.
- If the call is from Bob's number, the call bypasses rejection (even though Bob's number is listed in the Sales **Reject Call** rule).
- If the call isn't from Bob's number, the **Reject Call** rules are evaluated.



Manage Speed Dial Settings

Overview

View, Add, Edit, and Delete Personal Speed Dial Codes

Overview

With AT&T Voice DNA[®], you can create personal speed dial codes to quickly dial frequently called numbers. Create personal speed dial codes by selecting a speed dial code and associating the number dialed by this code. All personal speed dial codes must begin with the pound (#) sign. You can add up to 93 personal speed dial codes.

To create personal speed dial codes from the Voice DNA User Dashboard, see **To add personal speed dial codes**, on page 93. To add personal speed dial codes directly from your phone, enter ***75** and, after you hear a tone, enter the two-digit speed dial code, the number the code dials, and the pound sign (#).

Note: The Voice DNA User Dashboard prevents you from using a personal speed dial code that's currently designated as a feature access code, including **#58, #70, #72, #73, #76, #77, and #92**. If you create a speed dial code from your phone and the code you enter is a designated feature access code, the speed dial code overrides the feature access code.

View, Add, Edit, and Delete Personal Speed Dial Codes

To view your personal speed dial codes

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log in** on page 5.
2. Click **SETTINGS**, and then click **Speed Dial** immediately below. The Speed Dial page appears, showing your speed dial codes, the phone number each code dials, and a unique description.



HOME LOGS DIRECTORY **SETTINGS** PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify Priority Alert Hoteling Call Reject **Speed Dial** Misc.

Speed Dial (2)

Page 1 of 1 | 1 | ...

Speed Dial Code	Phone Number	Description	Actions
#01	3305551111	First1 Last1	
#02	3305551112	First2 Last2	

Page 1 of 1 | 1 | ...

Create Speed Dial

Profile Information

Name: Jane Doe
Phone Number: 3305551113
Extension: 000-00000
Voicemail
Access Number: 3305551114

To add personal speed dial codes

1. Open the AT&T Voice DNA User Dashboard.
2. Click **SETTINGS**, and then click **Speed Dial** immediately below. The Speed Dial page appears.

HOME LOGS DIRECTORY **SETTINGS** PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify Priority Alert Hoteling Call Reject **Speed Dial** Misc.

Speed Dial (2)

Page 1 of 1 | 1 | ...

Speed Dial Code	Phone Number	Description	Actions
#01	3305551111	First1 Last1	
#02	3305551112	First2 Last2	

Page 1 of 1 | 1 | ...

Create Speed Dial

Profile Information

Name: Jane Doe
Phone Number: 3305551113
Extension: 000-00000
Voicemail
Access Number: 3305551114

3. Click **Create Speed Dial**. The Create Speed Dial page appears.



4. Select a speed dial code, enter a description, and enter the phone number associated with this code.
Note: To search the Company Directory, click **Find Number**.
5. Click **Create**. The Speed Dial Details page appears.
6. Create another speed dial code, or click **Back to all Speed Dials** to return to your list of speed dial codes.

To edit a personal speed dial code

1. Open the AT&T Voice DNA for User Dashboard. (For help with this step, see **Log in** on page 5.)
2. Click **SETTINGS**, and then click **Speed Dial** immediately below. The Speed Dial page appears, showing your speed dial codes, the phone numbers associated with the codes, and a description.
3. To edit a speed dial code, do one of the following:
 - In the **Speed Dial Code** column, click the code that you want to edit. The Speed Dial Details page appears. To change the description or phone number, click **Edit**, make your changes, and click **Save**.



- In the **Speed Dial Code** column, click the Edit icon  for the speed dial code you want to edit. Change the description or phone number, and then click **Save**.

To delete a personal speed dial code

1. Open the AT&T Voice DNA for User Dashboard. For help with this step, see **Log in** on page 5.
2. Click **SETTINGS**, and then click **Speed Dial** immediately below. The Speed Dial page appears, showing your speed dial codes, the phone numbers associated with the codes, and a description.
3. To delete a speed dial code, click  for the code you want to delete.



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 using hoteling, click these links:

- [About Hoteling](#)—Learn all about the functions and benefits of hoteling. See page [97](#).
- [Manage Hoteling Settings](#)—Learn how to be a hoteling host user and hoteling guest user, using your AT&T Voice DNA User Dashboard or your Polycom[®] phone. See page [101](#).



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 you're visiting another office in your location or enterprise, because you can work as if you had your own AT&T Voice DNA phone with you. You can also share your phone with visitors to your office.

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, your Administrator might locate a hoteling center host phone in a visitor office and create the virtual user Hoteling Office 1.)
- **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.

Your Administrator controls whether you're a hoteling host user, guest user, both, or neither. If you have either or both of these permissions, you can control most of your own hoteling settings from the User Dashboard.

Frequently Asked Questions about Hoteling

If I'm a guest user associated with a host phone, how does the host phone work?

Page 97

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- The host phone's primary line (first line appearance) is updated to be your own phone number or extension. The number of primary line repetitions depends on how the host phone is configured. For example, if the host phone is configured for three repetitions, then there will be three repetitions of your primary number.
- When your phone number receives a call, the hoteling host phone rings. Your 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 I'm a guest user associated with a host phone, how does my own phone work?

Note: If you have a secondary device, the secondary device works as usual.

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

I'm a guest user logged in to a host phone, and my number appears as a shared line on another user's phone. How do the phones' presence indicators act?

- If your number receives a call and the other user answers the call and then puts the call on hold, the host phone's indicator doesn't update to show that the call is on hold.
- When you make a call on the host phone, the other user's phone indicator shows that your primary line is busy.
- When you make a call on the host phone and then put the call on hold, the other user's phone indicator shows that your primary line is on hold. The other user can take the call off hold.

If a hoteling host phone is hosting 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 I'm a guest user associated with a host phone, what happens if I receive a voicemail?

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

How do 911 calls work?

- When you're a guest user logged in to a host phone, you can call 911 from a host phone primary line, even though it's updated with your 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 you're a guest user logged in to a host phone somewhere, another person can call 911 from the primary line on your 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.

If I'm a guest user logged in to a host phone, how does the guest/host association end?

- You can end (release) the association from the AT&T Voice DNA User Dashboard or directly on the host phone.
- The host user 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 you can't make additional calls.

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.)



Manage Hoteling Settings

[Overview](#)

[Manage Hoteling Host and Guest Settings](#)

[Passcode Rules](#)

[Create or Release a Hoteling Association](#)

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.

The user sharing an IP phone is called a hoteling host user, and that phone is called a hoteling host phone. If you move (associate) your number to a host phone, you're called a hoteling guest user. Depending on your settings, you can be a host user, a guest user, both, or neither.

When you're a hoteling guest user, your own phone number becomes the primary line on the hoteling host phone, which also assumes your active service features such as Locate Me. From the AT&T Voice DNA User Dashboard or the host phone, you can associate with a host user or release an association.

For example, Jane is a user at another location in your organization. For visitors' use, Jane is a hoteling host user and her phone is a host phone. When you visit Jane's office, she is on vacation, and you use her workspace. You use your hoteling guest permissions to associate with Jane. Now you can use her phone with your own phone number and feature settings.

Hoteling is beneficial when you're visiting another office in your location or enterprise, because you can work as if you had your own AT&T Voice DNA phone with you.

When you're a guest user and your AT&T Voice DNA number receives a call, the host phone rings. Your own phone (which can be an IP phone or virtual extension) doesn't ring (in most cases). Also, your own phone blocks outgoing calls in most cases. For complete details about hoteling, see [About Hoteling on page 97](#).

Your Administrator controls whether you're a hoteling host user, guest user, both, or neither. If you have either or both of these permissions, you can control most of your own hoteling settings from the AT&T Voice DNA User Dashboard.



Manage Hoteling Host and Guest Settings

On the AT&T Voice DNA[®] User Dashboard, your hoteling host and guest settings appear on the same page. If you don't have guest permissions, only the host settings appear. If you don't have host permissions, only the guest settings appear. If you don't have either permission, the Hoteling option doesn't appear on your Dashboard.

Note: If you have both host and guest permissions, your host settings and guest settings appear together on the Hoteling Settings page, but they aren't related to each other. If you're a guest user, your guest limitation settings reflect those of the host you're associated with, not your own host settings. If you have host status, your host settings affect any guest user who associates with you, not with your own guest settings.

To manage hoteling guest user settings

Note: For hoteling host settings, see [To manage hoteling host user settings](#), later in this help topic.

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see [Log In](#) on page 5.
2. Click **SETTINGS**, and then click **Hoteling** immediately below. The Hoteling Settings page appears, showing your current hoteling status.
3. To change settings, click **Edit**. The page changes to edit mode.

Hoteling Settings

Hoteling Guest Status: On Off ?

Enter New Hoteling Passcode:

Confirm New Hoteling Passcode:

Associated Host: [Select Hoteling Host](#)

Hoteling Host Status: On

Limit Guest's Association: Hour(s)

Enforce Limit

Access Level: Tenant Host's Location Only

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



4. As a hoteling guest user, you can:
 - Change your hoteling guest status from **On** to **Off**. This is your own temporary setting. It doesn't affect the permissions your Administrator gave you. For example, if you turn off your status, neither you or anyone else can use the hoteling feature by using your credentials.
 - Enter and then confirm a hoteling passcode. This passcode is required if you associate with a host phone by pressing the **GuestIn** button on the host phone. See [Passcode Rules](#), below, and [To associate with a hoteling host using the host phone keypad](#), later in this help topic.

Note: If you enter and confirm the passcode correctly but still receive an error message, contact your Administrator.

Associate with a hoteling host. See [To associate with a hoteling host using the AT&T Voice DNA User Dashboard](#), below.
5. Click **Save**. The Hoteling Settings page shows your updated settings.

To manage hoteling host settings

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see [Log In](#) on page 5.
2. Click **SETTINGS**, and then click **Hoteling** immediately below. The Hoteling Settings page appears, showing your current hoteling status. The hoteling host settings apply to hoteling guest users who associate with you.
3. To change settings, click **Edit**. The page changes to edit mode.
4. As a hoteling host user, you can:
 - Set guests' association time limit. This is the maximum time a guest's association with you can be in effect before the system terminates it (unless you choose not to enforce it). Under **Limit Guest's Association**, enter a number of hours.
 - Decide to enforce the limit. To do so, check or uncheck **Enforce Limit**. If you uncheck it, your guests can override your association limit.
 - Select the guests' access level: **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 your own location who has hoteling guest status.

Note: Your **Hoteling Host Status** is set to **On**. You can't turn it off.



5. Click **Save**. The Hoteling Settings page shows your updated settings.

Passcode Rules

On the Hoteling Settings edit page, you can create your hoteling guest user passcode that follows 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. (It can contain a repeated pattern, for example, 12514514 is valid.)

Your passcode never expires, but you can change it anytime. For details, see [To manage hoteling guest user settings](#), above.

Create or Release a Hoteling Association

As a hoteling guest user, you can associate with (or release) a hoteling host in two ways: through the AT&T Voice DNA[®] User Dashboard or directly from the hoteling host phone.

To associate with a hoteling host using the AT&T Voice DNA User Dashboard

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see [Log In](#) on page 5.
2. Click **SETTINGS**, and then click **Hoteling** immediately below. The Hoteling Settings page appears, showing your current hoteling status.
3. Click **Edit**. The page changes to edit mode.
4. Click **Select Hoteling Host**. The Find Hoteling Host window opens.



Find Hoteling Host

Last Name First Name and Number or Extension

Matching Entries for "", "" and "": Select one by clicking on the Select icon

Last Name	First Name	Enforced Association Limit	
Doe	Jane	Yes	<input type="radio"/>
Doe	Susan	Yes	<input type="radio"/>
Doe	Fernando	Yes	<input type="radio"/>
Doe	Kelsha	No	<input type="radio"/>

5. To search for a hoteling host, enter any combination of last name, first name, and number or extension, and then click the Search icon .
6. In the list that appears, select a host. The window closes, and the Hoteling Settings page appears with new guest settings:

Hoteling Settings

Hoteling Guest Status: On Off

Enter New Hoteling Passcode:

Confirm New Hoteling Passcode:

Host has Guest Limit of: 24 Hour(s)

Association Limit Enforced by Host: Yes

Limit My Guest Association to Hour(s)

Associated Host: Doe , John [Select Hoteling Host](#)

Hoteling Host Status: On

Limit Guest's Association: Hour(s)

Enforce Limit

Access Level: Tenant Host's Location Only

- **Associated Host** shows the host's name.



- **Host has Guest Limit of** shows the maximum time your association can be active before the system terminates it, as set by the host. (Note that when the association ends, an active call will continue.)
 - **Association Limit Enforced by Host** shows **Yes** or **No**. If **Yes**, the association limit you set can't exceed the host's guest limit, and you can't uncheck **Limit My Guest Association To**. If **No**, your limit can be longer than the host's guest limit. To set your own time limit, select **Limit My Guest Association to** and then enter a number of hours.
7. Click **Save**. The Hoteling Settings page shows the new host information.

Hoteling Guest and Host updated successfully.

Hoteling Settings Edit

Hoteling Guest Status: On ?

Limit My Guest Association to Hour(s)

You are associated as guest on this host's device: [Release association](#)

Name:	Doe, John
Phone Number/Extension:	732-368-4980
Association Time:	2014-05-27-21:10:38
Host's Association Limit:	24 Hour(s)
Association Limit Enforced by Host:	Yes

Hoteling Host Status: On

Limit Guest's Association: 24 Hour(s)

Enforce Limit

Access Level: Host's Location Only

This Guest is associated with your device: No association

To release a host association using the AT&T Voice DNA User Dashboard

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see [Log In](#) on page 5.
2. Click **SETTINGS**, and then click **Hoteling** immediately below. The Hoteling Settings page appears, showing your current hoteling status.
3. Next to **You are associated as guest on this host's device**, click **Release association**.
4. In the Confirm window that opens, click **Yes, Drop**.

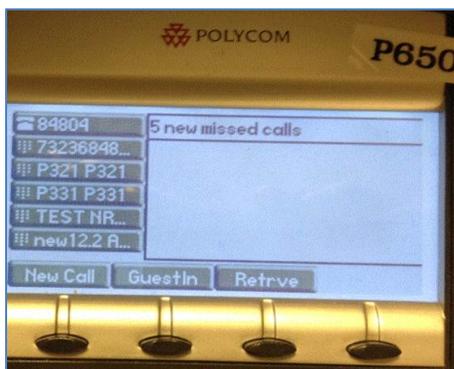


On the Hotel Settings page, **You are associated as guest on this host's device** shows **No association**, and the host information disappears.

Note: You can complete an active call, but you can't use service features such as Transfer Call or make more calls as a guest.

To associate with a hoteling host using the host phone keypad

1. On the hoteling host phone, press the **GuestIn** soft key.



The **Sign In** screen appears.

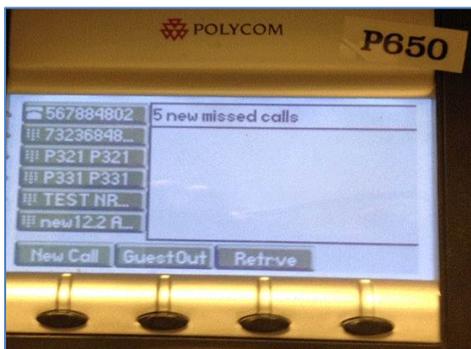


2. For **User ID**, enter your phone number. Using the down arrow button, scroll down to **Password**.
3. For **Password**, enter the passcode you configured on the AT&T Voice DNA User Dashboard's Hoteling Settings page.
4. Press the **OK** soft key. Your association with the hoteling host phone is established. The soft key changes to **GuestOut**. (The **GuestOut** soft key isn't displayed during an active call.)



To release your association on the hoteling host phone

- On the hoteling host phone you're associated with, press the **GuestOut** soft key.



Your hoteling host association ends. The host phone returns to its original configuration.



PLACE CALLS

Learn how to place calls with your AT&T Voice DNA® service. See these topics:

- [Place a Call from the User Dashboard](#)—Use the features on the AT&T Voice DNA User Dashboard to place a call. See page [110](#).
- [Place a Conference Call from the User Dashboard](#)—Set up a conference call online, and add or drop participants from the call. See page [113](#).
- [Place a Call from Your IP Phone](#)—Place a call from your AT&T Voice DNA-provisioned IP phone. See page [118](#).
- [Place a Call from Your Softphone Application](#)—Place a call using the AT&T Voice DNA-service and your softphone application. See page [121](#).
- [About Account Codes](#)—Learn how to place calls using account codes that track outbound call data—date, time, and duration—for calls made to numbers outside your organization. See page [122](#).



Place a Call from the User Dashboard

[Overview](#)

[Place a Call](#)

[Place a Call Using an Account Code](#)

Overview

You can place calls directly from your AT&T Voice DNA[®] Dashboard.

Place a Call

When you place a call from the AT&T Voice DNA[®] User Dashboard, the call rings through to your phone and any enabled Virtual Office phone numbers. For more information on Virtual Office, see **Manage Virtual Office** on page [33](#).

To place a call

1. Open the AT&T Voice DNA User Dashboard. For help with logging in, see **Log In** on page [5](#).
2. Do one of the following:
 - In the **New Message** tile or the **Recent Calls** tile, click the number you want to call.
 - Click **LOGS**, and then click **Calls** or **Messages**. In the log, click the number you want to call.
 - Search the Directory for a number, and then click the number that results from the search (see **Search the Directory** on page [24](#)).
 - In the **Place a Call** tile, enter a number, and then click **Call**.

The Place a Call window opens, showing the current state of the call (**Ringling**, **Connecting**, **Call in Progress**, or **No response, call timed out**).

To cancel the call at any time, click **Cancel** in the Place a Call window.

3. When your phone rings, pick it up to take the call.

When the call connects, the Place a Call window's **Cancel** button changes to **End Call**.



To end the call

- Hang up or click **End Call**. When the call ends, the Place a Call window closes.

To close the Place a Call window and remain on the call

- Click the **Close** button (X) at the top-right of the window. The **Place a Call** tile on the AT&T Voice DNA User Dashboard shows a **Call in Progress** reminder.

Place a Call Using an Account Code

You may be required to use account codes when making outbound calls from your organization. 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.

- **Mandatory account codes**—You're always prompted to enter an account code when calling outside your organization (911 is excluded).
- **Optional account codes**—You can call with or without an account code. To use an account code, enter a feature access code (***50**) followed by the account code when calling outside your organization.

For more information about using account codes, see **About Account Codes** on page [122](#).

To make a call using a mandatory account code

1. Open the AT&T Voice User Dashboard. For help with this step, see **Log In** on page [5](#).
2. In the **Place a Call** tile, enter a phone number, and then click **Call**. Your desk phone and any enabled Virtual Office numbers ring.
3. Answer any ringing phone, and when prompted, enter the account code.

The number you're calling rings. When that person answers, the call is connected.

Note: You won't be prompted for an account code when making calls within your organization or when making emergency (911) calls.

To make a call using an optional account code

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page [5](#).



2. In the **Place a Call** tile, enter ***50** followed by the account code and phone number.
3. Click **Call**. Your desk phone and any enabled Virtual Office numbers ring.
4. To connect the call, answer any ringing phone.

To use an optional account code after the call is in progress

1. Open the AT&T Voice DNA User Dashboard. For help with this step, see **Log In** on page 5.
2. In the **Place a Call** tile, enter the phone number.
3. Click **Call**. Your desk phone and any enabled Virtual Office numbers ring.
4. Answer the phone.
5. At any time after the called party answers, place the call on hold.
6. Press the **New/Call** soft key on your phone, and then dial ***50** followed by the account code.
7. When you hear "code accepted," hang up or press the **End** softkey.
8. Resume the original call.



Place a Conference Call from the User Dashboard

Overview

[Set Up a Conference Call Online](#)

[Add and Drop Participants](#)

[Temporarily Leave a Conference Call](#)

[End a Conference Call](#)

Overview

Using the AT&T Voice DNA® User Dashboard, you can quickly set up and conduct conference calls with up to 15 participants, adding and dropping people as needed.

You can set up and conduct conference calls with up to 3 participants from your desk phone.

Set Up a Conference Call Online

To set up a conference call online

1. Open the AT&T Voice DNA® User Dashboard. For help with this step, see **Log In** on page 5.
2. In the **Place a Call** tile, click **Place a Conference Call**. The Conference Call page appears.



Conference Call

To begin a call, enter the participants' phone numbers and click **Start Call**. To add another person to the conference call while the call is in progress, enter the complete phone number and click **Add**.

Search **Go**

Play entry/exit tones Max. Duration: hr(s) **Start Call**

Participant Status	Number	Name	Action
Idle	330-300-1001	John Doe	
	<input type="text"/>	<input type="text"/>	
	<input type="text"/>	<input type="text"/>	

3. Before you start the call:

- If you want the conference to play a tone when a participant joins or drops from the call, check the box next to **Play entry/exit tones**.
- Using the **Max. Duration** menu, specify the maximum duration of the conference call. Default is one hour.

4. Add participants. You can invite up to 14 other participants. They don't need to use the AT&T Voice DNA service to join your call.

If you know a participant's phone number, enter it in the **Number** column, and then, in the **Action** column, click the Add icon (the plus sign) . You can enter or edit the person's name in the **Name** column for reference, if you want.

Note: Enter the phone number in the same format you use to call the person directly (for example, extension, location code and extension, or full phone number). Any dialing restrictions in place apply here, too.

To quickly add participants who are part of your AT&T Voice DNA service, you can use the Directory. Type the first few letters of the person's last name or the first few digits of the phone number (not extension) in the **Search** box, and then click **Go**. All matches appear in the Find number window. Click the name of the person you want to add, and then click the Add icon. If the person isn't found, click **Cancel** to close the window.

5. To start the conference call, click **Start Call**.

Your desk phone or active Virtual Office location rings first. When you answer it, the system calls the next person on the participant list. As people answer, the **Participant Status** column changes to reflect who is on the call. If a line is busy, Call Waiting (if



available) alerts the person. If the person takes too long to answer, or the call goes to voicemail, the conference bridge won't connect and the person's **Participant Status** is shown as **Idle**.

Note: The conference service uses your location caller ID as the caller ID displayed on the participants' phones.

The screenshot shows the 'Conference Call' interface. At the top, it says 'Conference Call' with a green checkmark icon. Below that, instructions state: 'To end the call, click End Call. To add another person to the conference call while the call is in progress, enter the complete phone number and click Add.' A green banner indicates 'Conference Call in Progress...'. There is a search bar with 'Enter name or number' and a 'Go' button. Below the search bar, there are controls for 'Play entry/exit tones', 'Max. Duration: 1 hr(s)', a 'Start' button, and a timer showing 'Time: Fri Nov 15 08:56:55 AKST 2013'. An 'End Call' button is also present. The main part of the interface is a table with the following data:

Participant Status	Number	Name	Action
In Conference	330-300-1001	John Doe	
In Conference	330-300-1002	Jane Doe	
	<input type="text"/>	<input type="text"/>	
	<input type="text"/>	<input type="text"/>	
	<input type="text"/>	<input type="text"/>	

6. If you want, control the call by clicking the three icons in each participant's **Action** column:

- Add/drop icon
- Mute/unmute icon
- Hold/resume icon

Add and Drop Participants

You can add and drop participants at any time.

To add a participant during a conference call

Do one of the following:

- On the Conference Call page, enter the name or number in an empty row, and then click the Add/drop icon .



- Search for and select the name or number, and then click the Add/drop icon. Participants are called as soon as you add them.

To drop a participant

If you want people to participate in the call temporarily, you can invite them to join the call for just awhile, and then drop them when appropriate.

1. In the **Action** column for the person you want to drop, click the Add/drop icon.
2. In the Confirm user drop window, verify you are dropping the correct person, and then click **Yes, Drop**.

To re-invite a participant who has left

If a participant is dropped or hangs up during the conference call, the participant's status changes to **Idle**. You can invite that person to rejoin the call.

- In the **Action** column for that participant, click the Add/drop icon.

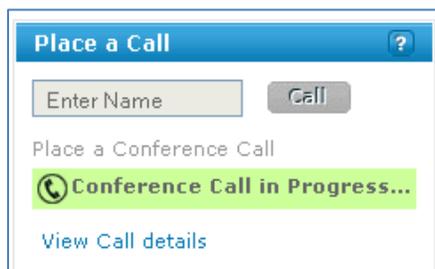
If an idle participant isn't going to rejoin, you can clear the contents of that row and add someone else.

Temporarily Leave the Conference Call

You can have only one active conference call on the AT&T Voice DNA® User Dashboard at a time.

You can temporarily leave the Conference Call page and perform other tasks on the AT&T Voice DNA User Dashboard while the call is in progress (for example, you can look up a new participant).

When you leave the Conference Call page, **Conference Call in Progress** appears highlighted in the **Place a Call** tile on all AT&T Voice DNA User Dashboard pages to remind you about the call.





End a Conference Call

As the conference host, you can navigate away from the Conference Call page and the conference will remain active. If you hang up your phone, the call continues as long as other participants remain. To rejoin the call, add yourself as a participant.

To end the call, do one of the following:

- Click **End Call**.
- Click **Cancel**.
- Close your browser window.

Additionally, if you and all participants hang up, the conference call ends (even though you didn't end the call by one of the methods above).



Place Calls from Your IP Phone

[Overview](#)

[Phone Features](#)

[Place Calls Within Your Organization](#)

[Place Outside Calls](#)

[Place Outside Calls Using Account Codes](#)

Overview

You can access most AT&T Voice DNA[®] features directly from your IP (Internet Protocol) phone, and you can access some features from any touch-tone phone. Different phone models access some of the features (such as the Directory) slightly differently. For more information, see the *Quick Reference Guide* for your specific phone model.

This help topic details the special system features of your IP phone and shows you how to make most calls.

Note: Your AT&T Voice DNA Administrator controls your access to these features; some features may be restricted.

Phone Features

IP phones that work with AT&T Voice DNA[®] include the following features:

- **On-phone display window**—Digits appear in the phone's display window as you enter them, so it's easy to check that the number is correct. The display window also shows information and indicates the current functions of the phone's programmable soft keys.
- **On-hook dialing**—You can enter a number, and then pick up the receiver or press the **Speakerphone** button to immediately dial the call.
- **Automatic call initiation**—If you're holding the receiver or have the speakerphone on and you enter a number that the phone recognizes as complete (whether it's a full 10-digit number or a short AT&T Voice DNA extension number), the system waits a few seconds and then dials the number automatically. If you don't want to wait, press **Dial** or **Send** to dial the number immediately.



Place Calls Within Your Organization

If you have access to the AT&T Voice DNA® User Dashboard, you can use the Directory or the Search feature to look up a phone number within your organization.

To call other users at your location

- Enter the AT&T Voice DNA extension or 10-digit phone number assigned to that user.

To call a user at another location within your organization

- Enter the location dialing prefix plus the user's extension or just the 10-digit phone number.

Each location in an organization has its own location dialing prefix that allows users at different locations to have the same extension number without confusion.

To find the user's location dialing prefix, extension, and phone number, look up the user in the AT&T Voice DNA Directory.

To call your location operator

- If your AT&T Voice DNA Administrator designated a member of your organization as a phone operator, you can reach that person by entering **#0**.

Place Outside Calls

AT&T Voice DNA® does not require you to use an out of network prefix.

Note: Your AT&T Voice DNA Administrator controls your calling access. You may have restricted access to some types of outside calls, such as long distance, Directory Assistance, or specific area codes.

To call a local number or special number (411, 911, and so on)

- Enter the number.

Note: When calling 911 from an IP phone with multiple line keys, always dial using a primary line key (one that has your own extension as the line appearance). Don't dial from a secondary line key, which has another user's extension as the line appearance. This is especially important when the IP phone supports cross location extensions, since a 911 call made from a cross location secondary line key will not be handled



appropriately and may result in emergency personnel being dispatched to the wrong location.

To make a long distance call

- Enter **1** before entering the 10-digit number.

To make an international call

- Enter **011** (international code) + the country code + the phone number.

For example, to call the United Kingdom (UK), enter **011**, then **44** (the UK country code), then the inside-UK area code, and then the phone number. For more information, see the *AT&T International Long Distance Dialing Guide*.

Place Outside Calls Using Account Codes

You may be required to use account codes when making outbound calls from your organization. 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.

- Mandatory account codes—You're always prompted to enter an account code when calling outside your organization (911 is excluded).
- Optional account codes—You can call with or without an account code. To use an account code, enter a feature access code (***50**) followed by the account code when calling outside your organization.

For more information about using account codes, see **About Account Codes** on page [122](#).

To make a call using a mandatory account code

1. Enter the phone number.
2. When prompted, enter the account code.

The number you're calling rings. When that person answers, the call is connected.

To make a call using an optional account code

1. Enter ***50**.
2. When prompted, enter the account code.
3. When you hear "code accepted," enter the phone number.



Note: You can also enter all numbers at once, without waiting for prompts: ***50** + account code + phone number.

To use an optional account code after the call is in progress

1. Enter the phone number.
2. When the called party answers, place the call on hold.
3. Press the **New/Call** soft key on your phone and dial ***50** followed by the account code.
4. When you hear "code accepted," hang up or press the **End** softkey.
5. Resume the original call.



About Account Codes

[Overview](#)

[Use 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 phone time can use account codes to collect the call data needed for accurate billing.

Your AT&T Voice DNA Administrator creates account codes for each location and can then assign one of these account code options to each user:

- **Mandatory**—For all calls except 911, you're always prompted and must enter an account code when calling outside your organization.
- **Optional**—You can enter a feature access code (***50**) followed by the account code when calling outside your organization.

If your Administrator doesn't assign you one of these options, you can place all calls without account codes.

Note: 911 emergency calls and calls within your organization never require account codes.

Use Account Codes

You use account codes when placing calls from your desk phone or your AT&T Voice DNA[®] User Dashboard. Your Administrator controls your account code setting. You can view your account code status but can't edit it.

To view your account code status

Your Administrator controls your account code setting. You can view but not edit your account code status.

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. Click **SETTINGS**, and then click **Misc.** immediately below. The Miscellaneous Features Settings page appears. If you're set up to use account codes, you see



Account Codes – Mandatory or Account Codes – Optional. If you're not set up to use account codes, no account code status appears.

To call a number using a mandatory account code

From your phone

1. Enter the phone number.
2. When prompted, enter the access code.

The call connects as usual.

From the AT&T Voice DNA User Dashboard

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. In the **Place a Call** tile, enter the phone number, and then click **Call**.
3. When prompted, enter the account code, and then click **Call** again. Your desk phone and any enabled Virtual Office numbers ring. (See page 33 for **Virtual Office** information.)
4. Answer any ringing phone to connect to your call.

To call a number using an optional account code

From your phone

1. On the phone's keypad, enter ***50**.
2. When prompted, enter the account code.
3. When you receive confirmation and hear the dial tone again, enter the phone number.

From the AT&T Voice DNA User Dashboard

1. Open the AT&T Voice DNA User Dashboard. (For help with this step, see **Log In** on page 5.)
2. In the **Place a Call** tile, enter ***50**, followed by the account code and phone number.
3. Click **Call**.
4. Your desk phone and any enabled Virtual Office numbers ring. Answer any ringing phone to connect to your call. (See page 33 for **Virtual Office** information.)



You can also enter an optional account code mid-call.

To enter an account code mid-call

From an IP phone

1. Place the active call on hold.
2. Press the **New Call** key.
3. Enter ***50**.
4. When prompted, enter the account code, and then press the **Resume** key.

From a non-IP phone

1. During the call, press the **Flash** key or tap the receiver hook, and then enter ***50**.
2. When prompted, enter the account code to reconnect to your call.



EXTERNAL APPLICATIONS

External applications are add-ons to the AT&T Voice DNA[®] service. With external applications, users can control basic functions of the AT&T Voice DNA User Dashboard without opening it.

AT&T Voice DNA Assistant

One external application is AT&T Voice DNA Assistant, which adds a toolbar to your Microsoft[®] Outlook[®] screen. Learn more from these topics:

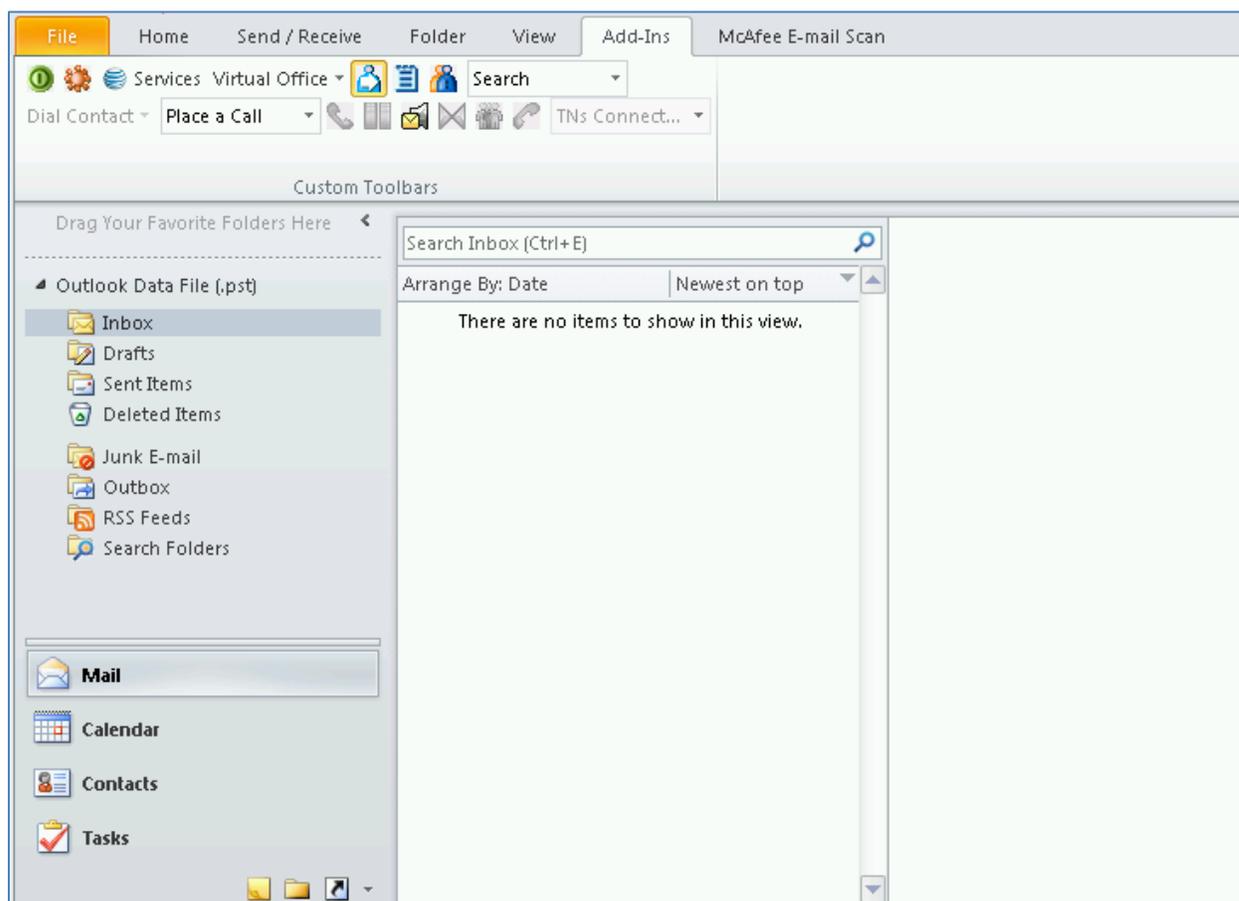
- [About AT&T Voice DNA Assistant](#)—Learn about the basic functions of the AT&T Voice DNA Assistant application. See page 126.
- [Download AT&T Voice DNA Assistant and Change Your Password](#)—Learn how to download the application from your AT&T Voice DNA User Dashboard and change your external applications' password. See page 128.
- [Set AT&T Voice DNA Assistant Options](#)—Learn how to configure your AT&T Voice DNA account settings, which you must do before you can log in the first time. See page 131.
- [Use AT&T Voice DNA Assistant](#)—Learn how to use the features on the AT&T Voice DNA Assistant toolbar. See page 140.



About AT&T Voice DNA Assistant

The AT&T Voice DNA® Assistant application enables you to access AT&T Voice DNA call management features from Microsoft® Outlook®, without having to access the AT&T Voice DNA User Dashboard.

The Voice DNA Assistant toolbar appears on the **Add-Ins** tab of your Outlook screen.



To get started, download the AT&T Voice DNA Assistant application from the AT&T Voice DNA User Dashboard Miscellaneous Feature Settings page. For details, see **Download Voice DNA Assistant and Change Your Password** on page [128](#).

Next, open Outlook and click the **Add-Ins** tab. You'll see the AT&T Voice DNA Assistant toolbar. Use this toolbar to:

- Log in or out of AT&T Voice DNA Assistant.



- Configure your account settings.
- Configure your call management settings.
- Enable or disable virtual office locations, and the Call Forward Always and Anonymous Call Rejection features.
- View your call history and place a call from call history.
- Search directories and place a call from the directory.
- Place a call.
- Answer or end a call.
- Put a call on hold.
- Transfer a call to another active caller.
- Start a conference call.
- Transfer a call to voicemail and retrieve your voicemail messages.

To learn how to configure your account settings, see **Set AT&T Voice DNA Assistant Options** on page [131](#).

To learn how to use the AT&T Voice DNA Assistant toolbar, see **Use the AT&T Voice DNA Assistant** on page [140](#).



Download AT&T Voice DNA Assistant and Change Your Password

All AT&T Voice DNA[®] users with a Premium or Enhanced feature package can access the AT&T Voice DNA Assistant feature. AT&T Voice DNA Assistant appears as a toolbar on your Microsoft[®] Outlook[®] screen. Using the toolbar, you can perform basic functions of the AT&T Voice DNA User Dashboard without opening the Dashboard. For details, see **Use AT&T Voice DNA Assistant** on page [140](#).

The first time you want to use AT&T Voice DNA Assistant, you must download and install the software.

Download and Install AT&T Voice DNA Assistant

You can download the AT&T Voice DNA Assistant software from the AT&T Voice DNA User Dashboard.

To access Voice DNA Assistant

1. Open the AT&T Voice DNA User Dashboard. Click **SETTINGS**, and then click **Misc.** immediately below.



HOME LOGS DIRECTORY SETTINGS PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify Priority Alert Hoteling Misc.

Miscellaneous Feature Settings Edit

Account Codes - Mandatory i ?

Anonymous Call Rejection

Call waiting:

Disable call waiting for your extension

Disable tone on your IP phone(s)

Music on Hold

VDNA External Clients:

[Launch Receptionist Application](#) i

[Download the Voice DNA Assistant Software](#) i

2. Under **VDNA External Clients**, click **Download the Voice DNA Assistant Software**.
3. In the pop-up window that opens, click **Run**. Windows® will guide you through the installation process. Follow the onscreen instructions.
4. Open Outlook. The AT&T Voice DNA Assistant toolbar appears. For complete instructions about how to use the toolbar, see **Use AT&T Voice DNA Assistant** on page [140](#).

Change your External Applications Password

You can change your temporary password.

To change your external applications password

1. Open the AT&T Voice DNA User Dashboard.
2. Click **PROFILE**.
3. Click **Edit**. The Edit Profile Information page appears.



Edit Profile Information

First Name:	Jane
Last Name:	Doe
Job Title:	<i>Not specified</i>
Phone Number:	330-555-1111
Extension:	8-1111
Caller ID:	My Phone Number
Voicemail Access Number:	330-555-1000
Wireless Number:	<input type="text"/>
Email Address:	janed@myemail.com
External Client Application Credentials 	
User ID:	3305551111
Enter New Password:	<input type="password"/>
Enter Confirm Password:	<input type="password"/>
Address:	123 Any Street AnyTown, OH 34567
Location:	Location1
Time Zone:	US/Pacific ▾

4. Enter the new password, and enter it again to confirm.
5. Click **Save**.

Your new password must follow these rules:

- Must not contain your login ID.
- Must not contain your old password.
- Must not be the reverse of the old password.
- Must not be the same as your last 4 passwords.
- Must contain at least 2 numbers, 1 uppercase letter, 1 lowercase letter, 1 special character, for example ~!@#\$\$%^&*()_+={}| \;:<>./?.
- Must be at least 8 characters long.



Set AT&T Voice DNA Assistant Options

Before you can log in to AT&T Voice DNA® Assistant for the first time, you must first set up your account on the Voice DNA Assistant Options page.

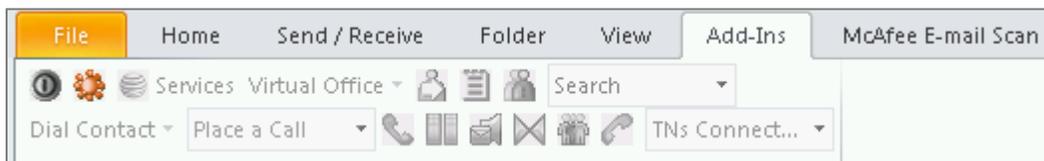
Options include:

- General
- Account
- Outlook Integration
- LDAP Integration
- Updates
- About

Note: Check that your network firewall is not blocking Port 2209 (with protocol XML over TCP and secure TLS) or Port 80 (with protocol HTTP).

To access the Options page

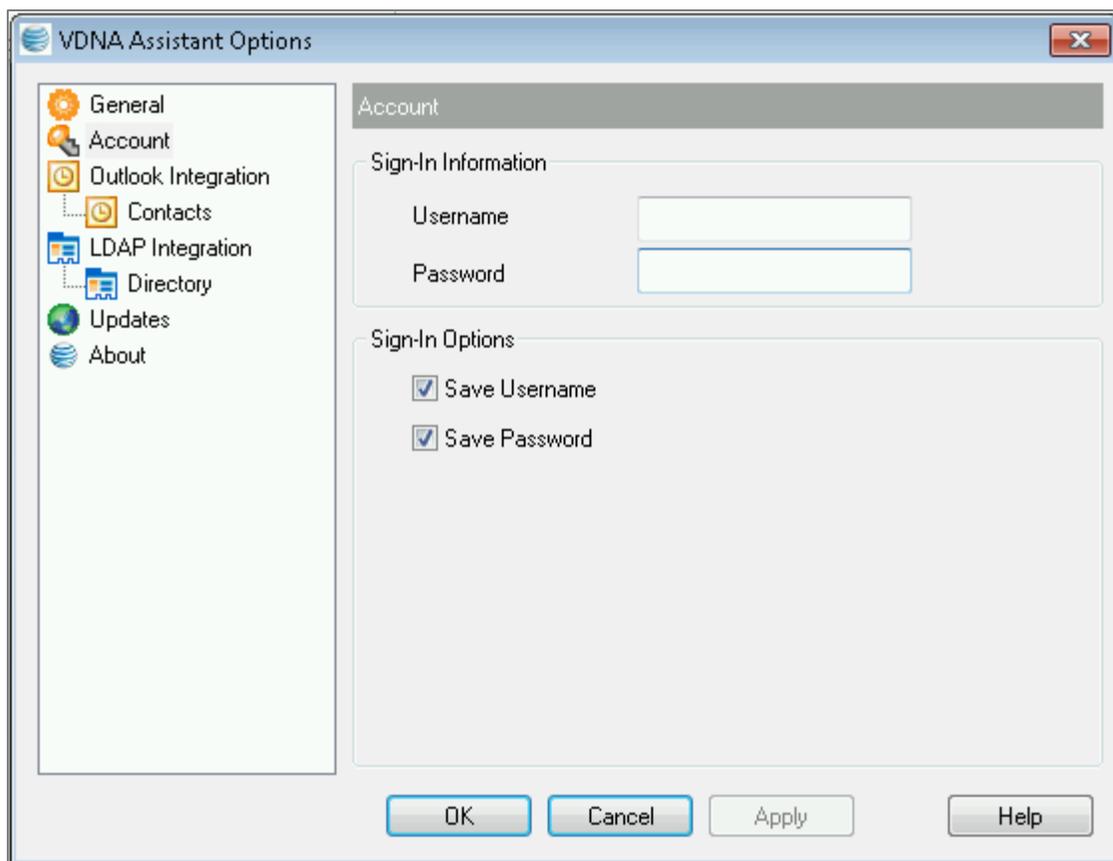
1. Open Microsoft® Outlook®, and then click the Add-Ins tab. The AT&T Voice DNA Assistant toolbar appears.



2. Click the Options icon . The VDNA Assistant Options page appears, with **General** selected.

To set account options

1. Click **Account**.



2. Enter your username and password.

Note: If you've forgotten your password, open the AT&T Voice DNA User Dashboard and click **PROFILE**. Under **External Client Application Credentials**, click **Send password by email**. You can also change your password from the Profile Information page.

3. Select your AT&T Voice DNA Assistant sign-in options:

- To automatically enter your username each time you log in, check **Save Username**.
- To automatically enter your password each time you log in, check **Save Password**.

4. Click **Apply**, and then click **OK**.

To set general options

Page 132

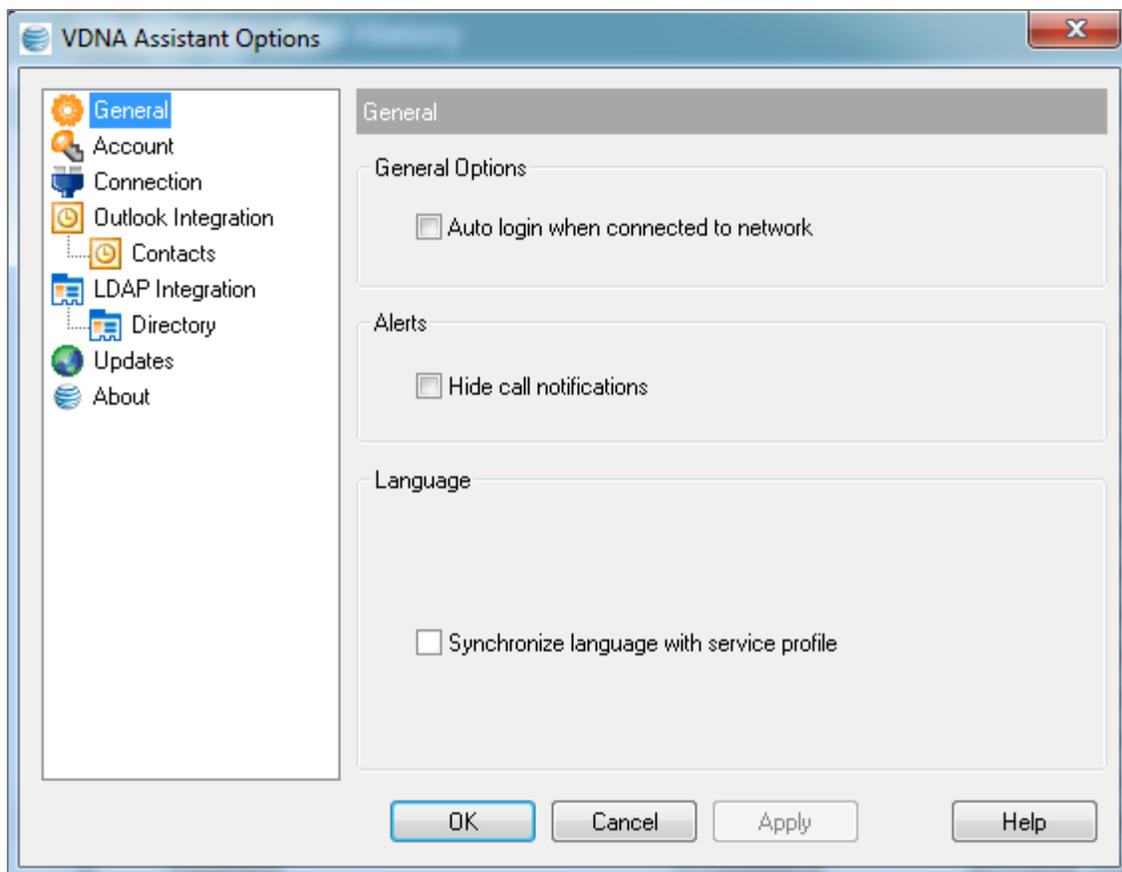
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1. Click **General**.



2. Set the following options:
 - To log in to AT&T Voice DNA Assistant automatically when you're connected to the network, under **General Options** select **Auto login when connected to network**.
 - To hide incoming and outgoing call notifications, under **Alerts** select **Hide call notifications**.

Note: English is the default language and no other choices are available. The **Synchronize language with service profile** option is not available.

3. Click **Apply**, and then click **OK**.

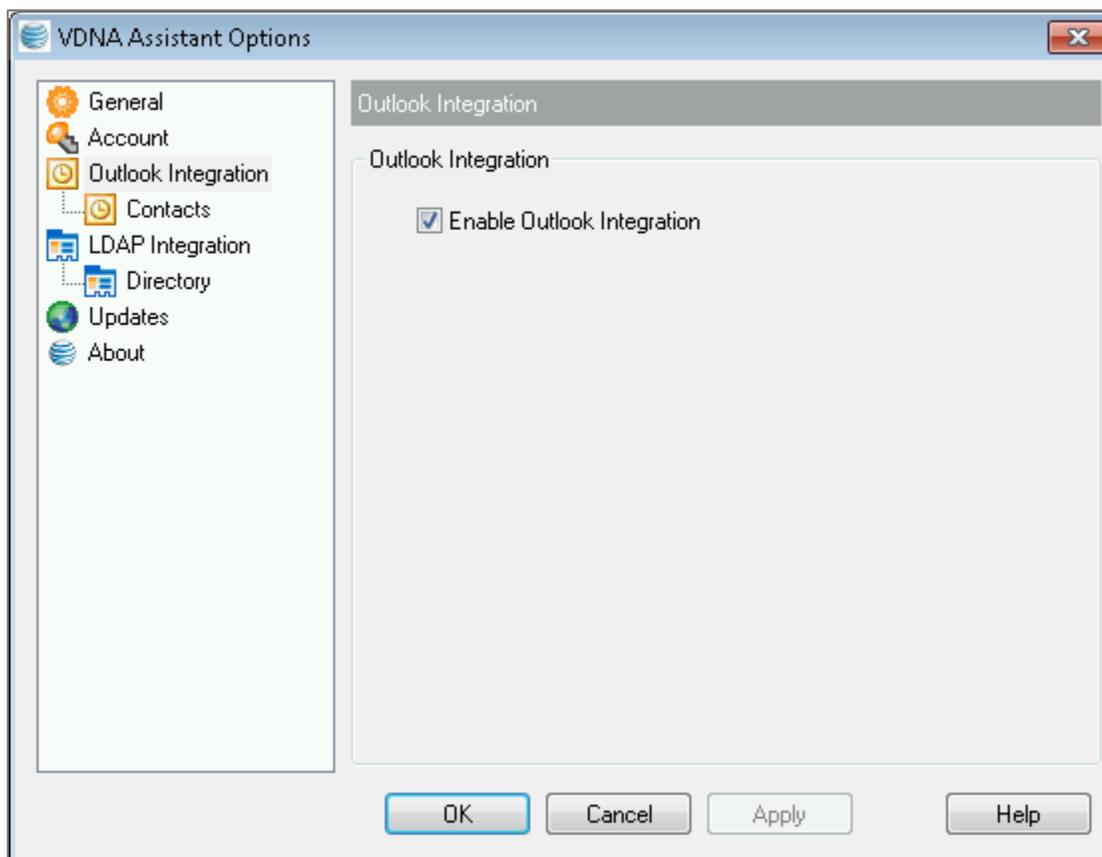
To set Outlook Integration options

1. Click **Outlook Integration**.

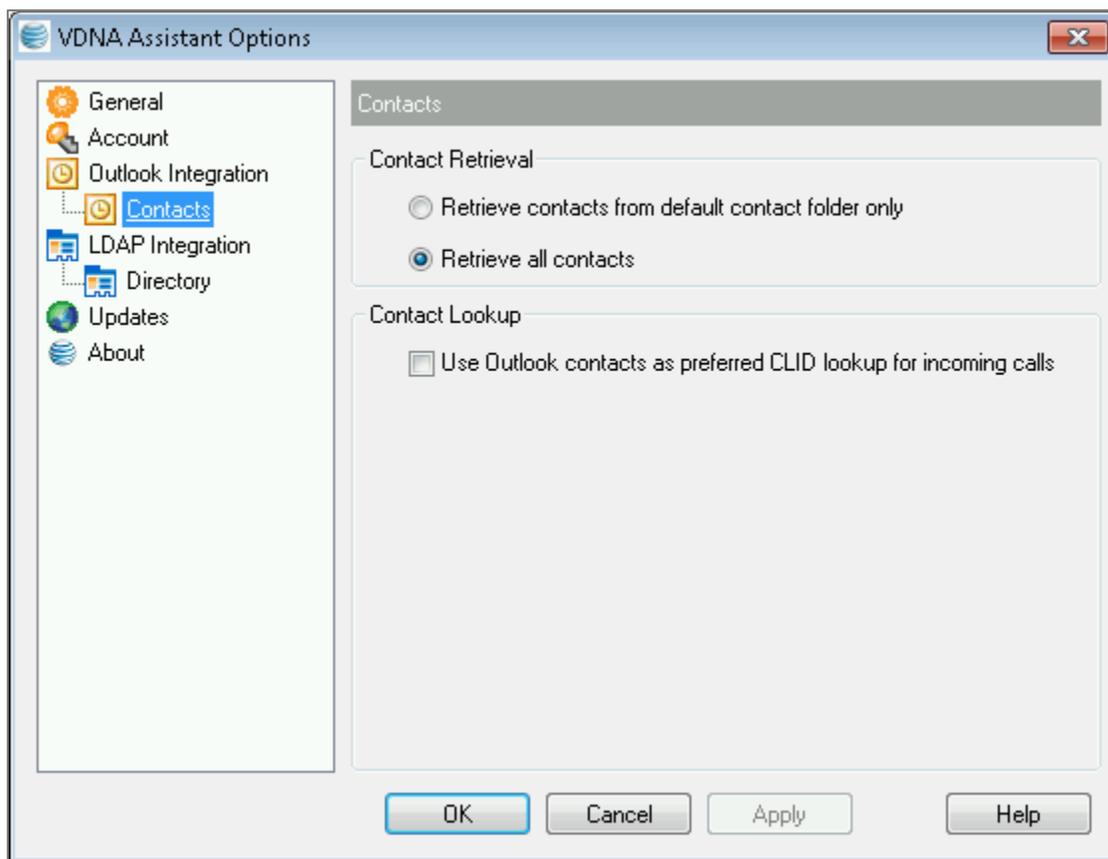
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2. To search for and view information stored in Outlook, check **Enable Outlook Integration** and click **OK**.
3. If you checked **Enable Outlook Integration**, specify your Outlook contacts options. Click **Contacts**.



Customize your search capabilities:

- To search only for information located in your Outlook Contacts folder, select **Retrieve contacts from default contact folder only**. Items matching search criteria from your AT&T Voice DNA directory will also appear.
- To search for information located in any Outlook folder, select **Retrieve all contacts**. Items matching search criteria from your AT&T Voice DNA directory will also appear.

Customize your incoming call information:

- To display incoming caller information from the Outlook contacts list, select **Use Outlook contacts as preferred CLID lookup for incoming calls**. Caller information from your AT&T Voice DNA directory will not appear.

4. Click **Apply**, and then click **OK**.

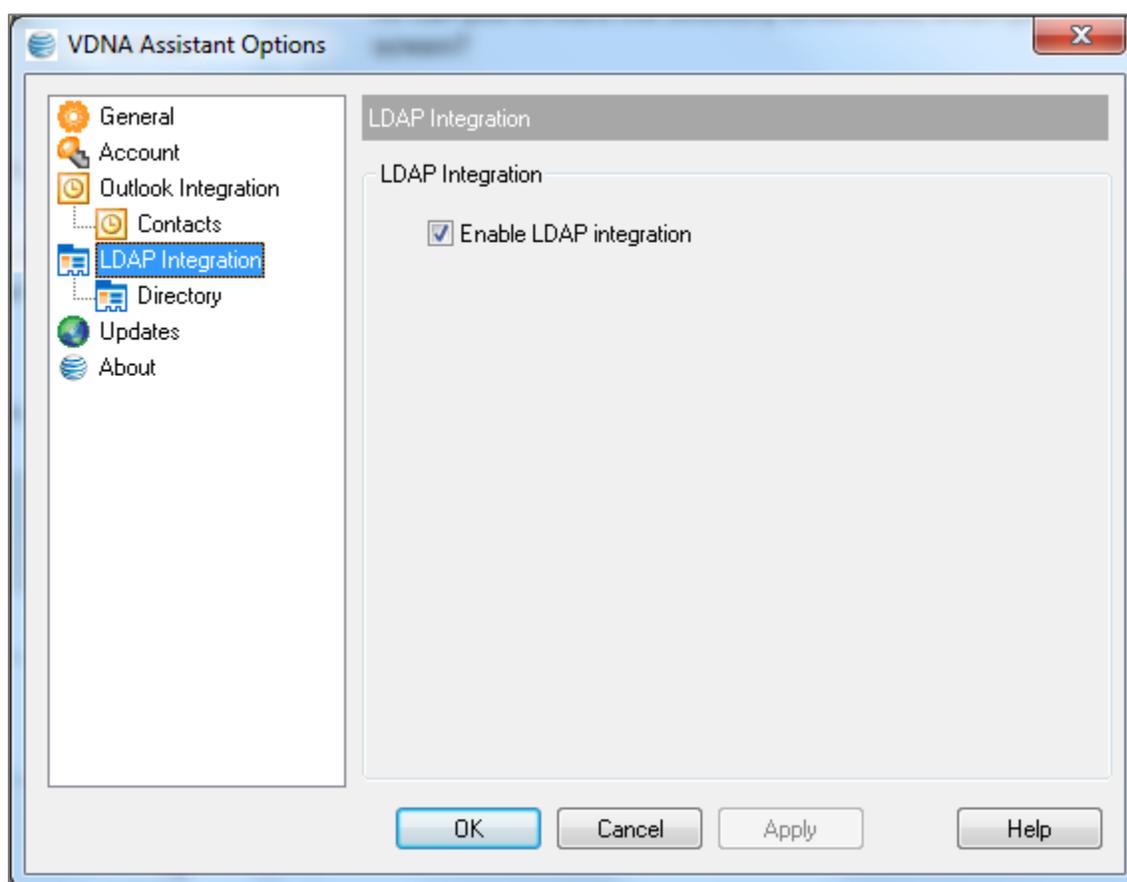
To set LDAP Integration options



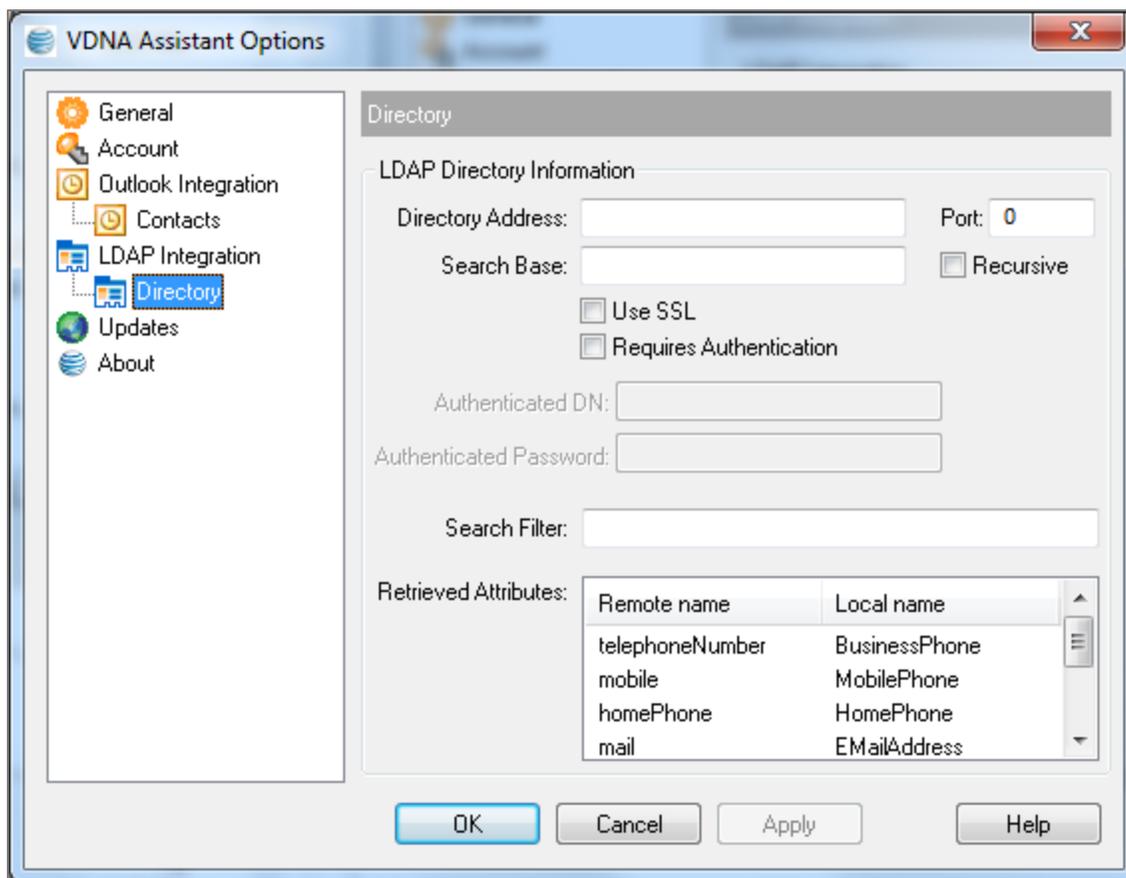
The **LDAP Integration** option enables you to configure settings for the LDAP (Lightweight Directory Service Protocol) server connection, needed for LDAP directory lookup. For more information, contact your administrator.

Note: LDAP Integration uses a customer-provided directory server. Your organization is responsible for configuration and use of the LDAP Integration within the Voice DNA Assistant.

1. Click **LDAP Integration**.
2. Click **Enable LDAP integration**.



3. Click **Apply**, and then click **OK**.
4. Configure the **Directory** settings so that AT&T Voice DNA Assistant can connect to your directory server:



- Click **Directory**.
- Enter the directory address, which specifies the network address of the LDAP directory server.
- Enter the port number for the LDAP server.
- Enter the search base, which specifies the directory server tree location that AT&T Voice DNA Assistant accesses when searching for a name.
- To search all sub-trees within the search base, check **Recursive**.
- If you want to use Secure Sockets Layer (SSL) when connecting to the directory server, check **Use SSL**. If you check **Use SSL**, you may need to use a different port.
- If you want to require a user name and password before the directory server conducts a search, check **Requires Authentication**.



- Enter the **Authenticated DN**, which is the user name that Voice DNA Assistant provides when connecting to the directory server (when **Requires Authentication** is checked.)
- Enter the **Authenticated Password**, which is the password that corresponds to the Authentication DN (when **Requires Authentication** is checked.)
- To add an additional search filter that you can apply to all directory searches, enter the search criteria in the **Search Filter** field.
- **Retrieved attributes** controls the way that AT&T Voice DNA Assistant maps attributes returned from the directory server to columns displayed in the list of search results. In each row of the table, enter an LDAP attribute in the **Remote Name** column. In the **Local Name** column, enter a corresponding local attribute. Typical remote name values are **cn**, **sn**, **telephoneNumber**, **mobile**, **homePhone**, and **mail**.

To view connection options

If you want to view your connection settings, click **Connection**. Connection selections are already set for you. Note that you don't need to set these options.

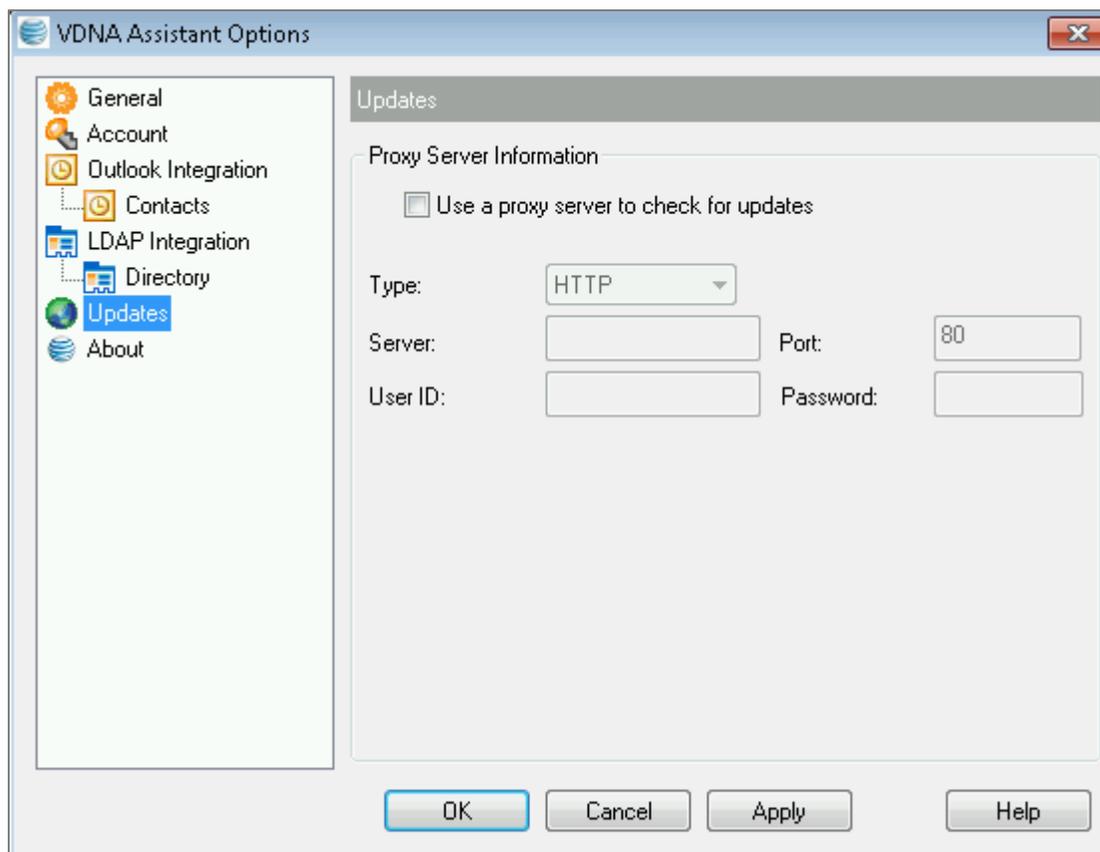
To set update options

If your system is connected to a proxy server, the **Updates** option enables you to enter the proxy server information needed to check for and automatically download AT&T Voice DNA Assistant updates.

To determine if your system uses a proxy server, check with your administrator.

Note: At this time, an automatic update takes effect only when your Windows® **User Account Control Setting** is set to **Never Notify**, which your administrator may not recommend. When Voice DNA Assistant has a critical update, you should be notified with an email that includes update instructions.

1. Click **Updates**.

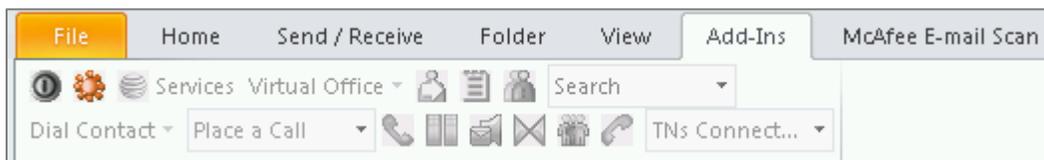


2. Leave the **Type** default setting (**HTTP**).
3. Enter the Web address (URL) for the proxy server. For more information, contact your administrator.
4. Leave the **Port** default setting (**80**).
5. If your proxy server requires a user ID and password for authentication, enter this information. For more information, contact your administrator.
6. Click **Apply**, and then click **OK**.



Use AT&T Voice DNA Assistant

You can place and manage calls using the AT&T Voice DNA® Assistant toolbar. To access the toolbar, open Microsoft® Outlook® and click the **Add-Ins** tab.



This topic shows you how to use the features of the AT&T Voice DNA Assistant toolbar.

Login



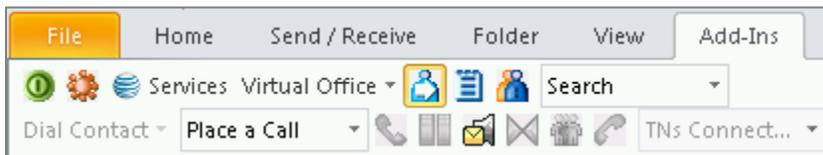
To log in or out of the AT&T Voice DNA Assistant

- Click the Login icon .

The icon color indicates your login status. While AT&T Voice DNA Assistant attempts to log in, the icon color changes from dark gray to light gray.

- Dark gray—Logged out
- Green—Logged in (Your login was successful.)
- Red—Login attempt was unsuccessful. (You may also receive an error message.)

When you log in successfully, many of the toolbar buttons change color, which indicates that they're now active.



Options

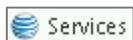




To set options

To set your account options, click the Options icon . For details, see **Set AT&T Voice DNA Assistant Options** on page [131](#).

Services



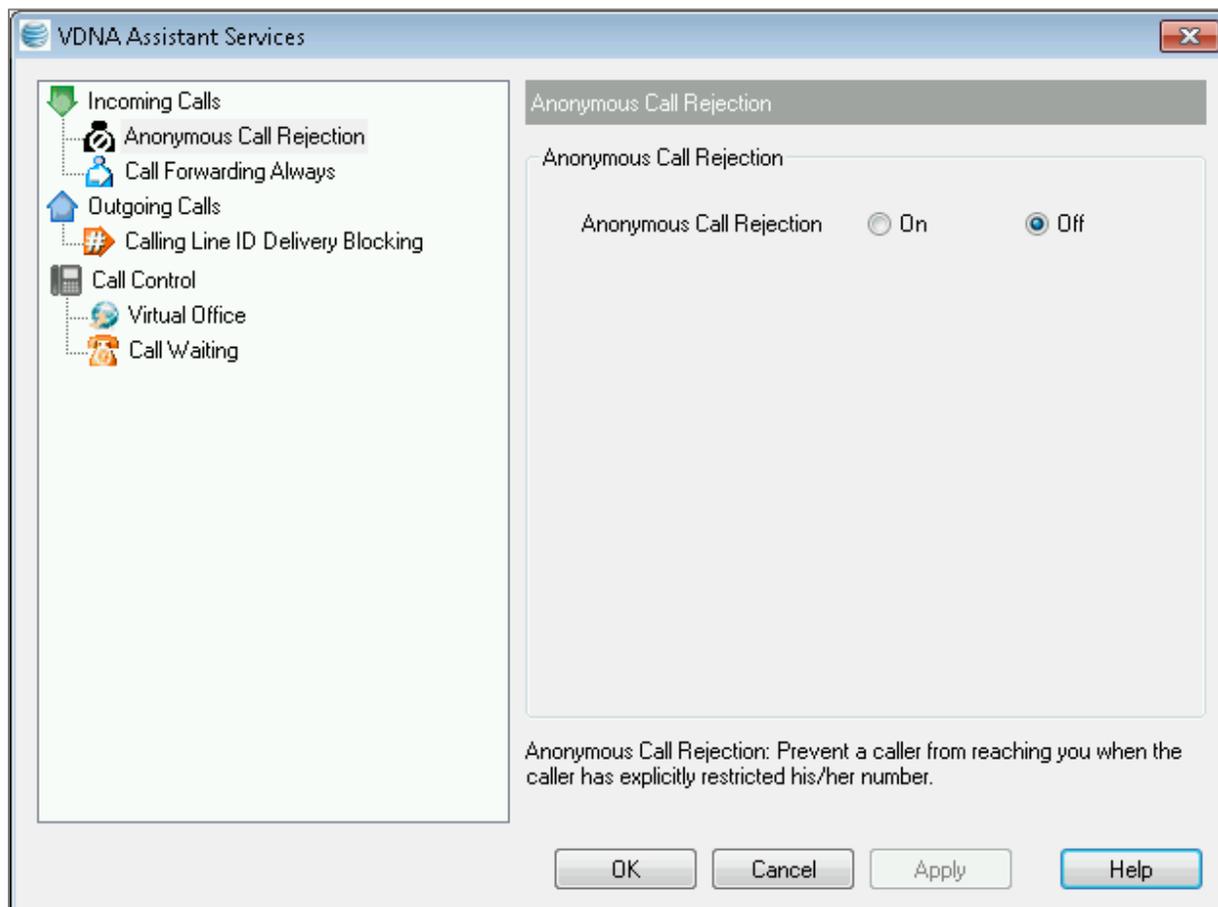
To set up call management services, click the Services icon , and then follow the appropriate procedure below.

AT&T Voice DNA Assistant provides these call management services:

- Anonymous Call Rejection
- Call Forwarding Always
- Calling Line ID Delivery Blocking
- Virtual Office
- Call Waiting



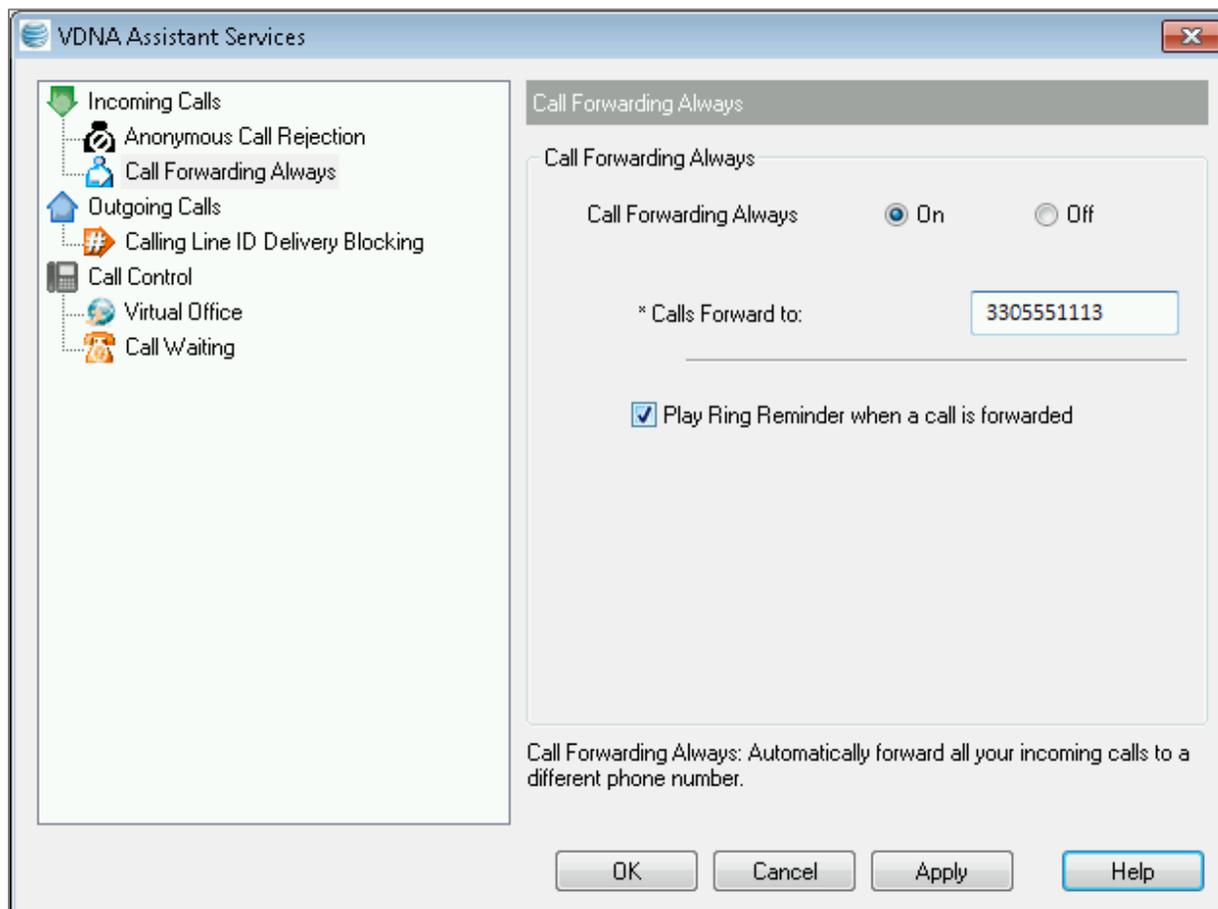
To block incoming calls when the caller ID isn't available



1. Click **Anonymous Call Rejection**.
2. Click **On**.
3. Click **Apply**, and then click **OK**.



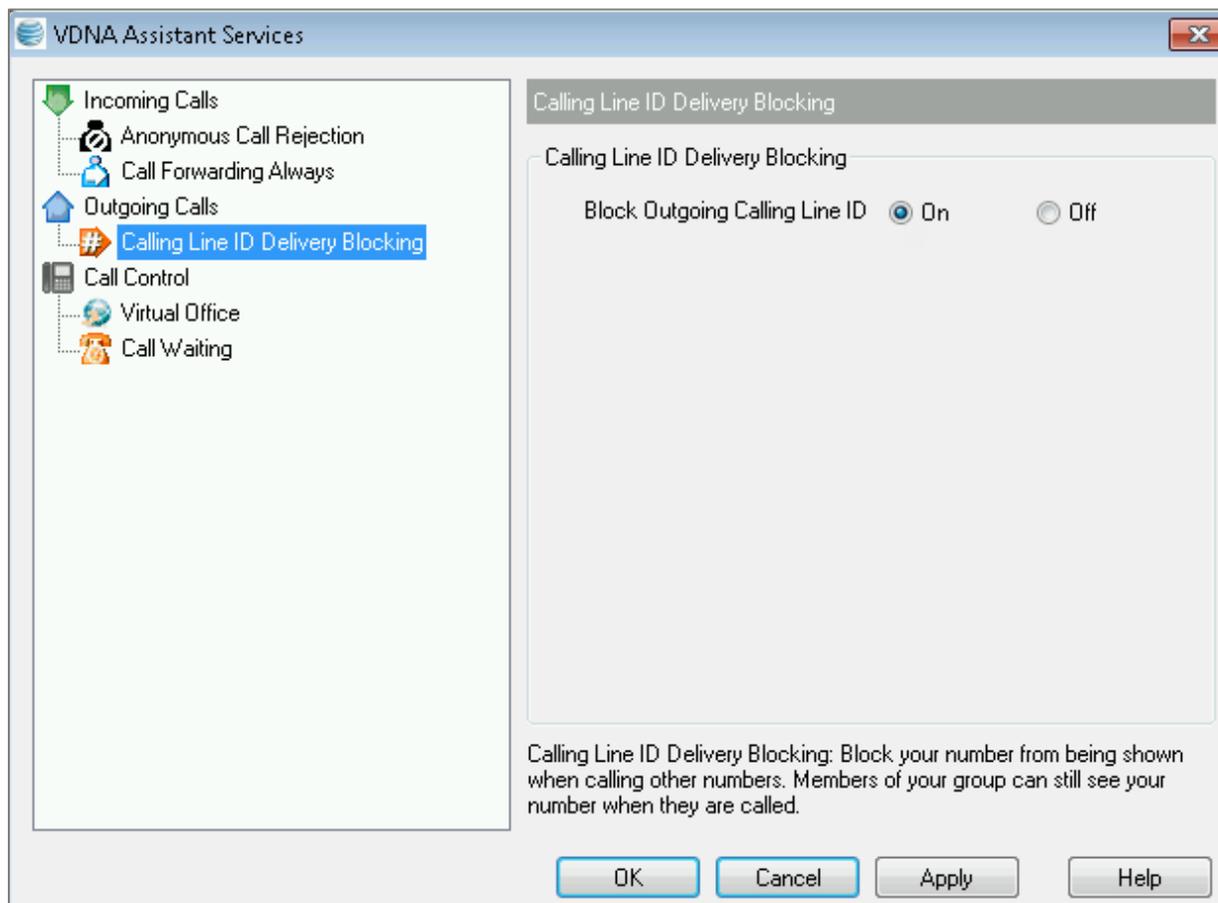
To forward all your calls



1. Click **Call Forwarding Always**, and then select **On**.
2. In the **Calls Forward to** field, enter the number where your calls will be forwarded.
3. To be notified when a call is forwarded, click **Play Ring Reminder when call is forwarded**.
4. Click **Apply**, and then click **OK**.



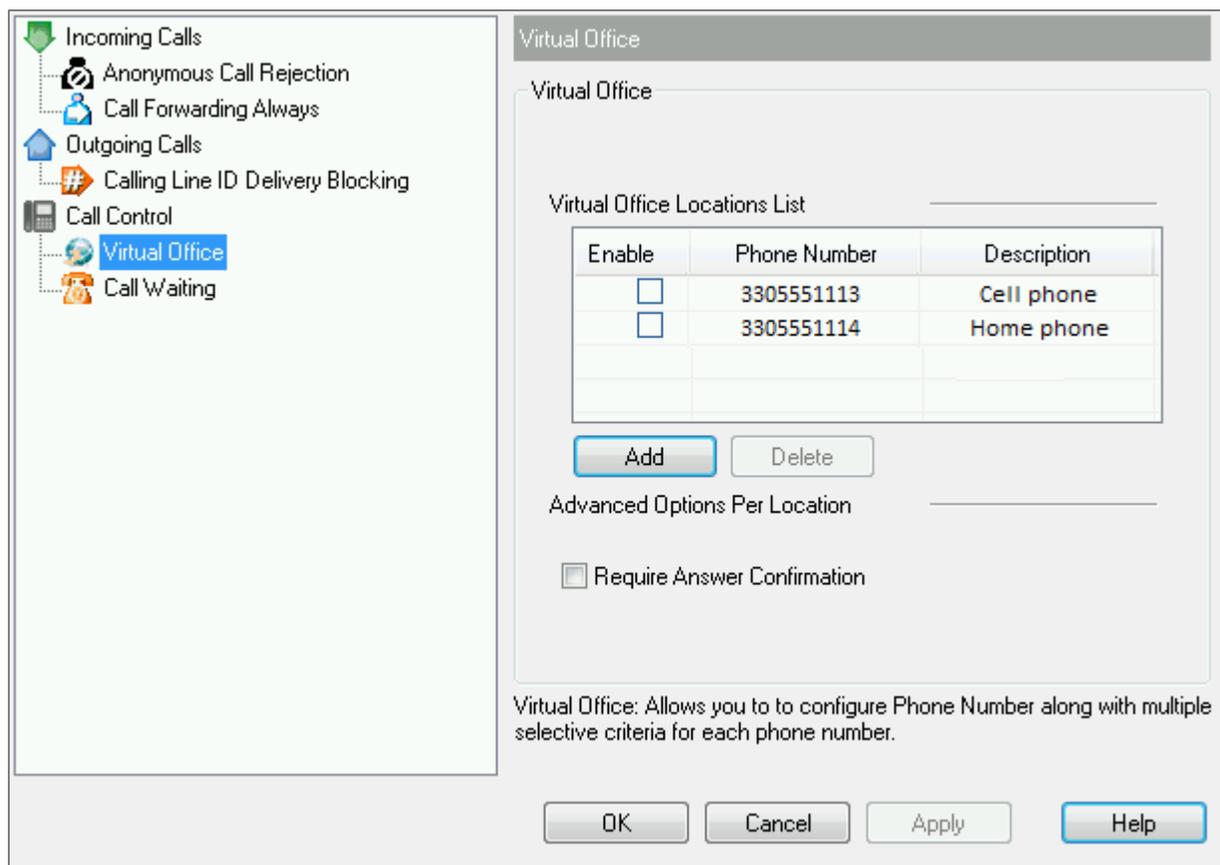
To block your caller ID when you place a call outside of your location



1. Click **Calling Line ID Delivery Blocking**.
2. Select **On**.
3. Click **Apply**, and then click **OK**.

To set up Virtual Office

You can place or receive calls on the AT&T Voice DNA system from any number that you designate as a virtual office.

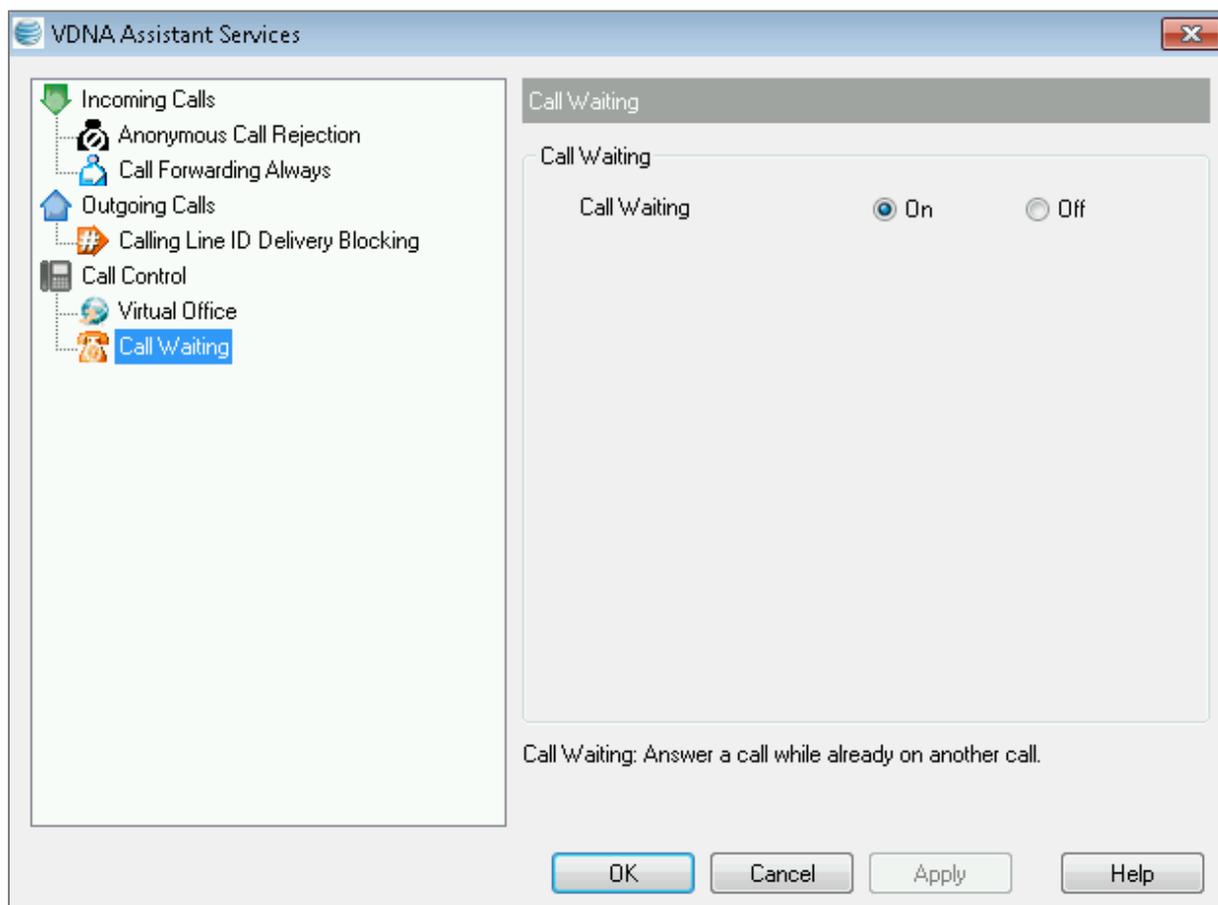


1. Click **Virtual Office**.
2. To designate a number as a virtual office location, check **Enable** for that number.
3. To add a new number to the list of possible virtual office locations:
 - Click **Add**.
 - In the **Phone Number** and **Description** columns, enter the new number and description.
 - Click **Enable**. The new number is activated as a virtual office.
 - Click **Apply**, and then click **OK**.
4. Answer confirmation is applied individually, for each number. To set answer confirmation, click the phone number, and then click **Require Answer Confirmation**.
5. Click **Apply**.
6. Repeat this process for each number. When you're finished, click **OK**.



To turn on call waiting

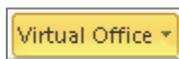
To be able to answer an incoming call while you're currently connected to another call, turn on call waiting.



1. Click **Call Waiting**.
2. Click **On**.
3. Click **Apply**, and then click **OK**.



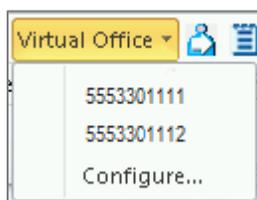
Virtual Office



You can quickly set a phone number as a virtual office location. Virtual office allows you to place or receive calls on the AT&T Voice DNA system from any number that you designate as a virtual office.

To set a number as a virtual office location

1. Click the arrow next to **Virtual Office**.



2. To designate a phone number as a virtual office number, click the number (a checkmark appears).

Note: To add additional numbers as possible virtual office locations, click **Configure**. (See **To set up Virtual Office** on page [144](#) for further instructions.)

Call Forward Always



Call Forwarding Always allows you to forward all incoming calls to a phone number that you designate.

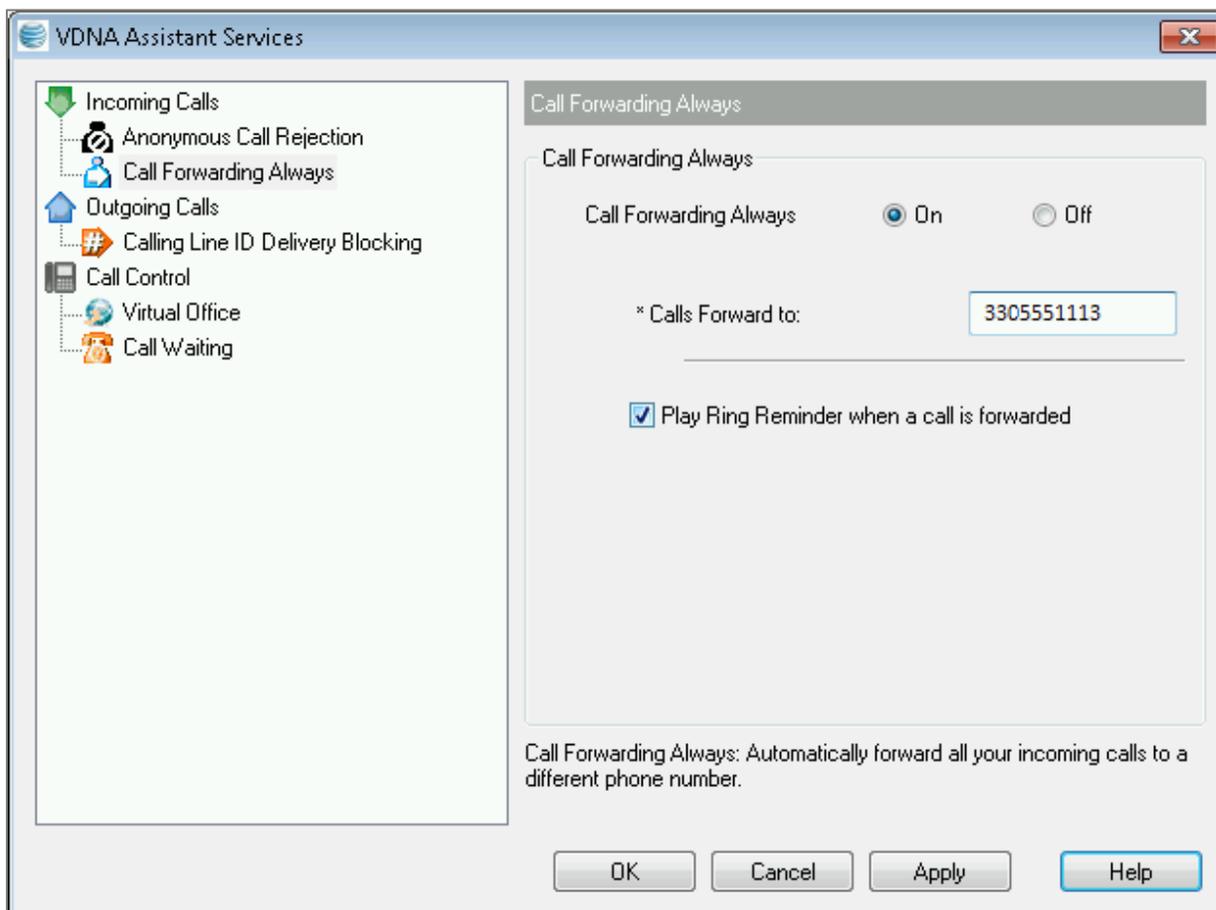
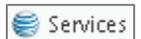
To set up the Call Forward Always feature

1. Click the Call Forward Always icon . When **Call Forwarding Always** is active, the icon appears highlighted.
2. To change your call forwarding number:
 - Enter a new **Calls Forward to** number in the window that appears when you click the Call Forward Always icon.
 - If you'd like a ring reminder, click Play Ring Reminder when a call is forwarded.



3. Click **Apply**, and then click **OK**.

Note: This is the same window that's available when you click the Services icon



Call History



Call History allows you to view a list of your most recent received, missed, and dialed calls. You can also place a call from the Call History window.

To view your call history

- Click the Call History icon .



Call Types include:

-  Missed call
-  Dialed call
-  Received call

Call Type	Name	Number	Date/Time
	Jane Doe	+1-3305551111	2014-11-21, 10:59:11
	John Doe	+1-3305551112	2014-11-20, 08:56:55
	Arthur Doe	+1-3305551113	2014-11-20, 08:56:20
	Alice Doe	+1-3305551114	2014-11-20, 08:55:52
	Mia Doe	+1-3305551117	2014-10-20, 08:14:48

To place a call from the Call History window

1. Click the number you want to call.
2. When your phone rings, answer the call by clicking the Answer Calls icon . The system connects you to your call.

You can also answer the call from the Call Notification window:



Location Directory



From this icon, you can view the directory for your location. You can also place a call from the location directory.

To view the location directory

- To view your AT&T Voice DNA Directory, click the Location Directory icon .



Location Directory				
Name	Number	Extension	Mobile	Department
Doe, Jane	3305551111	00-111		
Doe, John	3305551112	00-112		
Doe, Arthur	3305551113	00-113		
Doe, Alice	3305551114	00-114		
Doe, Mia	3305551115	00-115		

To place a call from the location directory

1. Click the number or extension you want to call.
2. When your phone rings, answer the call by clicking the Answer Calls icon . The system connects you to your call.

You can also answer the call from the Call Notification window:



Search

To search for the name of the person you want to call, use the **Search** field.

Note: The directories or folders searched depend upon your Outlook Integration options choices. To modify these options, see **Set AT&T Voice DNA Assistant Options** on page [131](#).

To search for a name and place a call

1. Enter the name of the person you want to call.

Search results:						
Name	Business	Extension	Mobile	Home	Number	Email
Jane Doe	(330) 555-1112		(330) 555-1111			



2. Click the phone number.
3. When your phone rings, answer the call by clicking the Answer Calls icon . The system connects you to your call.

You can also answer the call from the Call Notification window:



Dial Contact

Dial Contact ▾

To place a call to an Outlook contact, use **Dial Contact**.

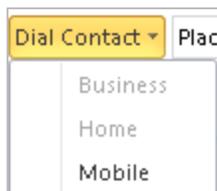
To call an Outlook contact

1. Choose **Contacts** to access your Outlook contacts. The **Add-Ins** tab closes.



Note: In Outlook 2013, “Contacts” are referred to as “People.”

2. Click the **Add-Ins** tab.
3. Select one of your contacts.
4. Click the arrow next to **Dial Contact**, and then click the phone type.

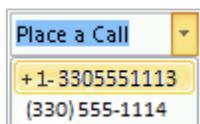


5. When your phone rings, answer the call by clicking the Answer Calls icon . The system connects you to your call.

You can also answer the call from the Call Notification window:



Place a call



To redial a previously placed call or place a new call, use **Place a Call**.

To place a new call

1. Enter the number and then press **Enter**.
2. When your phone rings, answer the call. The system connects you to your call.

To redial a previously placed call

1. Click the arrow next to **Place a Call**, select from the list of 10 previously dialed numbers, and then press **Enter**.
2. When your phone rings, answer the call. The system connects you to your call.

Answer Call

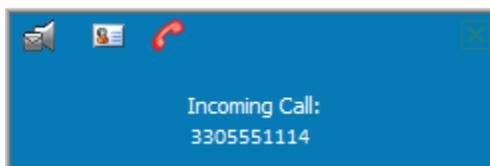




To answer a call

To answer a call, click the Answer Call icon . When your phone rings, the icon color changes from gray to green and a Call Notification window appears.

Note: You can also answer a call by clicking the phone number in the Call Notification window.



Hold Call



To put a call on hold or remove a call from hold

1. To put an active call on hold, click the Hold Call  icon. After you answer a call, the icon color changes from gray to green.
2. To remove the call from hold, click the Answer Call icon .

Transfer to Voicemail or Retrieve Voicemail



To transfer a call to voicemail

- To transfer an incoming call to your voicemail, click the Transfer to Voicemail or Retrieve Voicemail icon .

To retrieve voicemail

When you have a voicemail message, the envelope in the Transfer to Voicemail or Retrieve Voicemail icon turns yellow. To listen to voicemail messages:

1. Check that you have no active calls.



2. Click the Transfer to Voicemail or Retrieve Voicemail icon  .

Note: You can interrupt the greeting announcement by pressing the asterisk key (*) on your phone's keypad.

3. Log in to the voicemail system.

Transfer Call



To transfer a call to another active call

- To transfer a call to another active call, click the Transfer Call icon  . You're disconnected from the call and the other calls are connected.

Note: You can transfer active calls, calls on hold, or incoming calls.

Conference Call



Use the Conference Call icon to connect two or more active calls.

To set up a conference call

1. Click the Conference Call icon  . All active calls are added to the conference.

Note: Your active calls are listed in the **TNs Connect** list.

2. To add another incoming or outgoing call to the existing conference, click the Conference Call icon  again.
3. To remove a caller from the conference, select the number from the **TNs Connect** list, and then click the End Call icon  .

End Call



To end a call

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- Click the End Call  icon.

TNs Connect

TNs Connect... ▾

TNs Connect lists active calls. When you answer a call, the active number appears in the TNs Connect window.

3305551114... ▾

- To view a list of active calls, click the down arrow.

TNs Connect... ▾



USER GLOSSARY

The terms listed in this glossary are general to AT&T Voice DNA[®] users. Note that you might not have access to all the features described here.

Which features are available to you depends on many things, including:

- Your phone's make and model.
- Your organization's policies or restrictions.
- Your feature package (Standard, Enhanced, or Premium).
- Whether you have a voice mailbox (available with Enhanced and Premium packages only).
- Your membership in a hunt group (for calls coming in to the hunt group's number).
- Your phone number appearing on another user's line keys.
- Whether you have access to the AT&T Voice DNA User Dashboard (available with Enhanced and Premium packages only).

For information about AT&T Voice DNA features, see *AT&T Voice DNA Feature Codes Quick Reference Guide*.

Term	Definition
24-Hour Call Log	A list of the calls made, received, and missed by your number in the last 24 hours. The log appears on your AT&T Voice DNA Dashboard in the Recent Calls tile.
90-Day Call Log	A list of the calls made, received, and missed by your number in the last 90 days. The log appears on the Logs page of the AT&T Voice DNA website in the Calls tab.
account codes	Codes used to track call data. If you're assigned mandatory account codes, you must enter an account code when making a call outside your company. If you're assigned optional account codes, you determine whether or not to enter the account code when making a call outside your company.



Term	Definition
adapter port	A connection point on a desktop or location adapter into which you plug non-IP phones or fax machines.
AT&T Voice DNA Administrator	The person assigned by your company to manage the administrative aspects of AT&T Voice DNA system. This includes managing users, system features, and other system functionality. Sometimes referred to as the "Administrator."
AT&T Voice DNA phone number	A phone number associated with the AT&T Voice DNA system. An AT&T Voice DNA Administrator assigns a phone number and extension (or just an extension) to each user.
blind transfer	See transfer, blind .
forwarding calls	The process of routing an incoming call to another number. You can forward calls to any number allowed by your organization, or you can forward calls to your AT&T Voice DNA voicemail (if you have voicemail set up).
call log	A record of the calls placed, received, or missed by your phone number. A 24-Hour Call Log is available on the AT&T Voice DNA User Dashboard. A 90-Day Call Log is available on the Logs page.
Call Notify	An Enhanced and Premier package feature that notifies you or designated others by email when specific calls are received. You can define a set of selective criteria rules that cause specific incoming calls to trigger email notification.
calls per key	On an IP phone, the number of calls that can be handled on a single line key. Your AT&T Voice DNA Administrator sets the value when editing line keys.
call presence, not shared	An option set by the Administrator that determines how phones with the same line appearance work. When a call comes in, all phones showing the same line appearance ring at the same time. If the phone number has a not shared call presence, when the call is answered, it becomes exclusive to the phone that answered it and no longer appears on the other phones. Compare to call presence, shared .



Term	Definition
call presence, shared	An option set by the Administrator that determines how phones with the same line appearance work. When a call comes in, all phones showing the same line appearance ring at the same time. If the phone number has a shared call presence, when the call is answered, all phones show the shared call in progress. If the call is put on hold, it can be taken off hold by anyone sharing that line appearance (at a different phone). Other users can access the call only if it's first put on hold. Compare to call presence, not shared .
call restriction	A limitation set by the Administrator to restrict certain types of outgoing calls, such as international or Directory Assistance calls. Call restrictions also apply to forwarded and transferred calls.
caller ID	A display of the calling party's information (usually billed name and phone number).
consultative transfer	See transfer, consultative .
Dashboard	The main page of the AT&T Voice DNA website. The AT&T Voice DNA User Dashboard shows all your recent phone and new message activity, and provides access to all the website's features.
desk (office) phone	The phone on your desk that works with AT&T Voice DNA. Also called your "office phone." Usually an IP phone that enables access to many AT&T Voice DNA features. It can also be a non-IP phone connected to a special adapter (with limited access to system features).
desktop adapter	A desktop device, suitable for 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, non-IP phone, or fax machine connected to a location adapter port or desktop adapter port used with the AT&T Voice DNA service.
dial restrictions	Specific limits on which calls you can place, forward, or transfer from your phone number. (Dial restrictions don't affect incoming calls.)



Term	Definition
Directory	A searchable database of users and hunt groups in your organization's AT&T Voice DNA system. Also referred to as the Company Directory.
Directory privacy	Setting that your Administrator can set for any user or hunt group profile, hiding this profile information from others in the Company Directory.
display window	The screen on an IP phone that displays AT&T Voice DNA system options and other information.
Enhanced package	A package of AT&T Voice DNA user features that includes all the features in the Standard package, plus additional features such as intercom and access to the AT&T Voice DNA User Dashboard.
extended view	Directory view that shows full information about each user, hunt group, and any fax machine associated with your organization's AT&T Voice DNA system. Compare to standard view .
extension	Abbreviated dialing number. Your Administrator can assign you a phone number and extension or an extension only. When using the system's Abbreviated Dialing feature, this is referred to as your station number.
feature code	Numeric code that you enter on your phone's keypad for quick access to a feature. Also called star (*) or pound (#) codes.
hard key	A phone button that you push to enter a numerical digit or to perform a single function. Compare to soft key .



Term	Definition
hunt group member	<p>An AT&T Voice DNA telephone number that's assigned to a user, and which rings according to the hunt group's set policy and behavior.</p> <p>If you are a member of a standard hunt group, you may receive calls from that hunt group and may also receive calls directly to your phone number. Calls made directly to your phone number will encounter any personal settings that you've applied (such as Locate Me). Calls that you receive through the hunt group ignore your personal settings.</p> <p>If you are a member of a member number hunt group, your personal settings are never applied. All incoming calls to your phone number receive the hunt group treatment.</p>
internal call	A call made to another user on your organization's AT&T Voice DNA system.
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 phone	An Internet Protocol (IP) phone used with a Voice over IP (VoIP) system. AT&T Voice DNA is a VoIP system. An IP phone is used like a traditional (non-IP) phone (when connected to a VoIP system), but it also enables you 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 an AT&T Voice DNA phone.
line key	Button on an AT&T Voice DNA phone with a phone number (line appearance) assigned to it.
Locate Me	The AT&T Voice DNA enhanced call-forwarding capability. You can specify selective criteria and set a list of alternate numbers to call if you don't answer your phone, what to do with an incoming call when your phone is busy, and how long to ring your phone before taking the next action. If permitted by your organization, your list of alternate numbers can include numbers that aren't part of your organization's AT&T Voice DNA system.



Term	Definition
location adapter	Device that connects your organization's internal network with the AT&T Voice DNA service and enables the system's features and functionality for all connected devices.
location contact	The person designated to be the organization's primary contact at a specific location for purposes related to AT&T Voice DNA.
logs (call)	See call log .
logs (messages)	<p>A log of your voicemail messages. New, unread messages display in the New Messages tile on your AT&T Voice DNA User Dashboard. All your messages appear on the Logs page of the AT&T Voice DNA website (in the Messages tab).</p> <p>Your Administrator can limit your access to your messages, requiring that you access your messages through your phone (dial in to the voicemail access number). If you have limited access, you won't see any message logs on the AT&T Voice DNA website.</p>
MAC address	<p>Media access control address, an electronic address that uniquely identifies a device on the network, enabling the device to send and receive data.</p> <p>The MAC address is typically found on a sticker affixed to the bottom of your IP phone.</p>
non-IP phone	A traditional analog (non-IP) phone that connects to the AT&T Voice DNA network through a special 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 call presence	See call presence, not shared .
operator (AT&T Voice DNA location operator)	A person in your organization who has been designated as the location's operator. To call your operator, enter #0 . Not all organizations or locations have an operator; for more information, check with your Administrator.



Term	Definition
port	See adapter port .
Premier	The online site where you can manage your AT&T Voice DNA service.
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.
primary device	Your principal device (IP phone, softphone, desktop adapter port, or location adapter port), typically assigned when your AT&T Voice DNA account is created. Certain features like “Place a Call” and Intercom interact only with your primary device.
Priority Alert	A Premium package feature that alerts you of specific incoming calls by using a predefined distinctive ringtone. You can define a set of selective criteria rules that cause specific incoming calls to trigger the distinctive ringtone.
private message	Designation you can make for a voicemail message. If you mark a voicemail message as "private," it can't be forwarded to another user.
profile	A list of your main settings in AT&T Voice DNA.
reboot (phone)	Turn a phone off and then on again (also called power-cycling) to obtain an updated device configuration. Rebooting also occurs when you plug the phone into power for the first time or plug the phone in at new location.
Registered Location	The geographic location of your IP phone (identified by your phone number) on record with the AT&T 911 Center.



Term	Definition
Ring all at Once	The advanced Locate Me feature that allows you to set a list of alternate numbers that will ring if you don't answer your phone or it is busy. The alternate numbers ring all at once and the call can be answered on any one of them. If permitted by your organization, your list of alternate numbers can include numbers that aren't part of your organization's AT&T Voice DNA system.
Ring in Order	The advanced Locate Me feature that allows you to set a list of alternate numbers that will ring if you don't answer your phone or it is busy. The alternate numbers ring in the order you set. If permitted by your organization, your list of alternate numbers can include numbers that aren't part of your organization's AT&T Voice DNA system.
schedule	Selective criteria used with the Locate Me , Call Notify , and Priority Alert features. You can create personal work schedules that reflect your work hours and time off. You may also access a company schedule that's created and maintained by your AT&T Voice DNA Administrator.
secondary device	An additional device (IP phone, softphone, desktop adapter port, or location adapter port) assigned by your Administrator.
selective criteria	Rules you create to 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.
shared call presence	See call presence, shared .
soft key	A phone button that can be used for multiple functions. The current function is shown next to it in the phone's display window. The soft key's function can change when the system recognizes a different status of the phone. For example, when the phone is not in use, you may press a soft key to view caller IDs of previous callers; when the phone is in use, the key may function as the Mute button that turns off the phone's microphone. Compare to hard key .
softphone	An application that can run on a PC that allows you to make and receive calls using the AT&T Voice DNA system.



Term	Definition
Standard package	A package of AT&T Voice DNA features that includes basic features.
standard view	Directory view that shows a summary of basic information about each user, fax user, or hunt group. Compare to extended view .
tile	An area on the AT&T Voice DNA User Dashboard dedicated to a specific function. Each tile contains useful information and convenient links to the tile's related pages.
transfer calls	The process of sending a call to another extension within your organization's AT&T Voice DNA system, or, when not restricted by your organization, to a number outside the system.
transfer, blind	Option that transfers your call to another AT&T Voice DNA number in your organization directly and then drops you from the call.
transfer, consultative	Option that enables you to speak with the person you're transferring a call to before you transfer the call. If there's no answer or the person doesn't want to take the call, you can cancel the transfer and resume your conversation with the caller.
user	A person with a profile 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 Enhanced or Premium packages can manage call logs, features, and other aspects of their AT&T Voice DNA service.
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.
voicemail access number	The phone number you call to access your voice mailbox. The voicemail access number is pre-programmed on your IP Phone. On the IP Phone, you need only select the message button or menu topic to access your voice mailbox.



Term	Definition
voicemail PIN	Voicemail personal identification number. The code you enter to access your voice mailbox.