

## AT&T Voice DNA® Quick Reference Guide for the Aastra® 6731i Phone



This guide contains the key information you need to get started using your Aastra® 6731i desktop phone with the AT&T Voice DNA® service. It explains how to access features using the buttons, line keys, and soft keys on your Internet Protocol (IP) phone.

AT&T Voice DNA is a Voice over IP system that transports calls over the AT&T IP network rather than over the traditional public switched telephone network. AT&T Voice DNA can be used exactly like a traditional phone system.

For more detailed information about using this phone, see the *Aastra 6731i User Guide*, available from Aastra. Not all the Aastra 6731i features are available with the AT&T Voice DNA solution.

Your organization determines which AT&T Voice DNA features you can use and can also impose dialing restrictions. If you have questions about the features available to you or about any dialing restrictions that may apply to you, check with your AT&T Voice DNA Administrator.

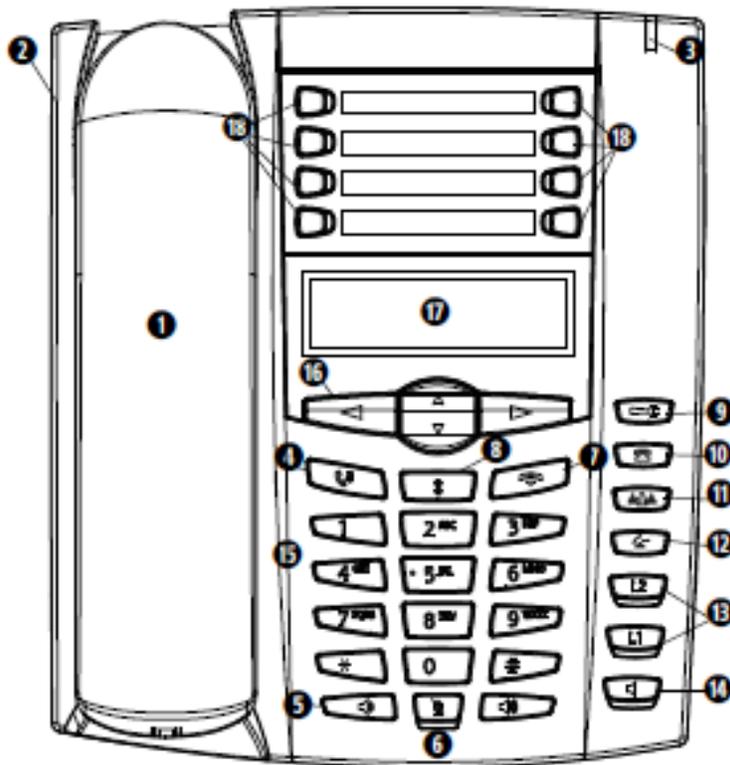
Your AT&T Voice DNA Administrator can provide the following important information:

Important Details	
Description	Detail
Your phone number (for external calls)	
Your 4-digit extension number (for internal calls)	
Your voicemail access number	
Your AT&T Voice DNA Administrator	<b>Name:</b> <b>Phone number:</b> <b>Email address:</b>

## Selecting a Feature or Option

Your Aastra 6731i phone that works with AT&T Voice DNA has a standard phone keypad and a few additional buttons (for example, a **Hold** button). It also has two hard line keys with lights that show which ones are active.

The phone also has options and features that appear in the display window. To select a function, use the navigation keys (above the keypad), and then follow the directions in the display window. In this guide, we refer to soft keys by the label that appears in the display window describing the function at a particular time.



1	Handset	7	Goodbye button	13	Line/Call Appearance keys
2	Speaker	8	Redial button	14	Speakerphone button
3	Message Indicator	9	Options button	15	Keypad
4	Hold button	10	Callers List button	16	Navigation keys
5	Volume control	11	Conference button	17	Display
6	Mute button	12	Transfer button	18	Programmable keys

Your phone also has eight programmable buttons. The first four are reserved by AT&T Voice DNA for additional line keys (lines 3–6). Line keys 1 and 2 are hard keys at the lower-right of your phone. Your Administrator programs these line keys.

The next four buttons (on the right) are set up as short-cut keys for commonly used settings, such as Save, Delete, Directory, or Do Not Disturb. For example:



1	Line 3	5	Save
2	Line 4	6	Delete
3	Line 5	7	Directory
4	Line 6	8	Do Not Disturb

## Dialing Basics

With AT&T Voice DNA, you don't need to use an out-of-network prefix (such as 9) when making calls.

<b>Make a call by pre-dialing</b>	<ol style="list-style-type: none"> <li>1. Enter the number you want to call.</li> <li>2. Do one of the following: <ul style="list-style-type: none"> <li>• Pick up the handset.</li> <li>• Press the Speakerphone button.</li> <li>• Press a line key.</li> </ul> </li> <li>3. Press <b>Send</b>.</li> </ol>
<b>Make a call</b>	<ol style="list-style-type: none"> <li>1. Do one of the following: <ul style="list-style-type: none"> <li>• Pick up the handset.</li> <li>• Press the <b>Speakerphone</b> button.</li> <li>• Press a line key.</li> </ul> </li> <li>2. When you hear a dial tone, enter the number you want to call.</li> <li>3. Press <b>Send</b>.</li> </ol>
<b>Make an internal call</b>	<ul style="list-style-type: none"> <li>• Enter the extension dialing prefix plus the extension number.</li> </ul>
<b>Make a local call</b>	<ul style="list-style-type: none"> <li>• Enter a 10-digit number, a 7-digit number within your own area code, or a special number (such as 411 or 911).</li> </ul>
<b>Make a long distance</b>	<ul style="list-style-type: none"> <li>• Enter a 10-digit number. (You can enter <b>1</b> and the 10-digit phone</li> </ul>

<b>call</b>	number, but <b>1</b> isn't required.)
<b>Make an international call</b>	<ul style="list-style-type: none"> <li>Enter <b>011</b> (the international code) + country code + phone number.</li> </ul> <p>For more information, see the <i>AT&amp;T International Long Distance Dialing Guide</i> at <a href="http://www.att.com/gen/general?pid=1881">www.att.com/gen/general?pid=1881</a>.</p>
<b>Return the most recent incoming call</b>	<ol style="list-style-type: none"> <li>Enter <b>*69</b>.</li> <li>Press <b>Send</b>.</li> </ol>
<b>Return a call from the call logs on your phone</b>	<ol style="list-style-type: none"> <li>Press the <b>Callers List</b> button. <ul style="list-style-type: none"> <li>To scroll through the list, press the up and down navigation keys.</li> <li>To see the most recent call, press the up navigation key.</li> <li>To see the oldest call, press the down navigation key.</li> </ul> </li> <li>Select a number from the list, and then press the <b>Speakerphone</b> button, lift the handset, or press a line key.</li> </ol>
<b>Redial the last number called</b>	<ul style="list-style-type: none"> <li>Press the <b>Redial</b> button. (For speakerphone, press the <b>Redial</b> button twice.)</li> </ul>
<b>Redial a number called earlier</b>	<ol style="list-style-type: none"> <li>Press the <b>Redial</b> button.</li> <li>Scroll through the list and select the number. <ul style="list-style-type: none"> <li>To scroll up, press the up navigation key.</li> <li>To scroll down, press the down navigation key.</li> </ul> </li> <li>Press the <b>Speakerphone</b> button, lift the handset, or press a line key.</li> </ol>
<b>Put a call on hold</b>	<ul style="list-style-type: none"> <li>Press the <b>Hold</b> button.</li> </ul>
<b>Resume a call</b>	<ul style="list-style-type: none"> <li>Press the line key where the call is being held.</li> </ul> <p>If you have more than one call on hold, press the left and right navigation keys to scroll through the list of held calls. Then press the line key where the call is being held.</p>
<b>End a call</b>	<ul style="list-style-type: none"> <li>Hang up or press the <b>Goodbye</b> button.</li> </ul>

## Special Features

The following sections detail special features of AT&T Voice DNA that can save you time.

With some features, you press buttons or soft keys. With some others, you enter special feature codes (for example, **\*82**) from your phone's keypad. In some cases, you can access features in multiple ways. For more information about feature codes, see the *Feature Codes Quick Reference Guide*.

**Note:** When using a star (\*) feature code, you must press **Send**. The call won't be dialed automatically.

<p style="text-align: center;"><b>Auto Call Back Busy</b></p> <p>If you call a phone number that's busy, Auto Call Back Busy checks the busy number for the next 30 minutes. When the phone number becomes free, Auto Call Back Busy rings you and then connects the call. If you change your mind, you can cancel Auto Call Back Busy at any time. Note that you can have multiple Auto Call Back Busy sessions running at the same time.</p> <p><b>Note:</b> If you place a call to a number that has voicemail, you'll be sent to voicemail and Auto Call Back Busy doesn't check the number.</p>	<p><b>Turn on Auto Call Back Busy:</b></p> <ol style="list-style-type: none"> <li>1. Make your call. When a number is busy, a voice prompt offers Auto Call Back Busy.</li> <li>2. Follow the voice instructions. The voice prompt then confirms that Auto Call Back Busy is turned on.</li> <li>3. Hang up.</li> <li>4. When the number you called becomes free, your phone rings. Answer the call to connect to the number you originally called.</li> </ol> <p><b>Cancel all Auto Call Back Busy sessions:</b></p> <ul style="list-style-type: none"> <li>• Enter <b>*86</b> and then press <b>Send</b>.</li> </ul>
<p style="text-align: center;"><b>Call Waiting</b></p> <p>If you see a new caller's ID in your phone's display window while you're on a call, Call Waiting is turned on, and you have an incoming call.</p> <p>If you don't answer the new call, it will be routed to your voicemail (if available) or to your chosen "when I don't answer" call treatment.</p> <p>If you don't want to be notified when callers are waiting, you can turn Call Waiting off for the current call.</p> <p>For information about turning off Call Waiting for all calls, see the "Manage Miscellaneous Settings" help topic online.</p>	<p><b>Turn Call Waiting off for the current call:</b></p> <ol style="list-style-type: none"> <li>1. Enter <b>*70</b> and the number you want to call.</li> <li>2. Press <b>Send</b>.</li> </ol>
<p style="text-align: center;"><b>Account codes</b></p> <p>An account code enables your AT&amp;T Voice DNA service to track call data by account or category for outbound calls made from your organization. You may be assigned one of the following types of account codes:</p> <p><b>Mandatory</b>—For all calls except 911, you're</p>	<p><b>Call using a mandatory account code:</b></p> <ol style="list-style-type: none"> <li>1. Enter the phone number you want to call.</li> <li>2. When prompted, enter the account code.</li> <li>3. Press <b>Send</b>.</li> </ol> <p><b>Call using an optional account code:</b></p>

<p>always prompted and must enter an account code when calling outside your organization.</p> <p><b>Optional</b>—You can enter a feature access code followed by the account code when calling outside your organization.</p>	<ol style="list-style-type: none"> <li>1. Enter <b>*50</b>.</li> <li>2. When prompted, enter the account code.</li> <li>3. Enter the phone number you want to call.</li> <li>4. Press <b>Send</b>.</li> </ol>
<p style="text-align: center;"><b>Block and unblock Caller ID</b></p> <p>When Caller ID is turned on, your number and name appear on the phones you call. If permitted by your organization, you can block your Caller ID for a single call outside your organization. Or your Administrator can block your line's Caller ID for all calls.</p> <p><b>Note:</b> Your AT&amp;T Voice DNA Administrator determines the organization's practice for Caller ID and Caller ID blocking.</p>	<p><b>Temporarily block Caller ID:</b></p> <ol style="list-style-type: none"> <li>1. Enter <b>*67</b> and the number you want to call.</li> <li>2. Press <b>Send</b>.</li> </ol> <p><b>Temporarily unblock Caller ID:</b></p> <ol style="list-style-type: none"> <li>1. Enter <b>*82</b> and the number you want to call.</li> <li>2. Press <b>Send</b>.</li> </ol>
<p style="text-align: center;"><b>Call transfer</b></p> <p>You can transfer a call to any extension within your organization or to any 10-digit phone number. Call Transfer has two forms:</p> <p><b>Blind transfer</b>—Transfers your call to the new caller directly and drops you from the call.</p> <p><b>Consultative transfer</b>—Enables you to speak with the person you're transferring the 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 talk with the caller.</p>	<p><b>Make a blind transfer:</b></p> <ol style="list-style-type: none"> <li>1. During a call, press the <b>Transfer</b> button.</li> <li>2. Enter the phone number to which the call will be transferred.</li> <li>3. Press the <b>Transfer</b> button.</li> </ol> <p>The call is transferred and you're dropped from the call.</p> <p><b>Make a consultative transfer:</b></p> <ol style="list-style-type: none"> <li>1. During a call, press the <b>Transfer</b> button.</li> <li>2. Enter the phone number to which the call will be transferred.</li> <li>3. Wait for the person to answer, and then speak.</li> <li>4. If the person agrees to accept the call, press the <b>Transfer</b> button again. The call is then transferred from your phone.</li> </ol> <p>If the person isn't available or doesn't want to accept the transferred call, press the <b>Cancel</b> soft key to resume the original call.</p>
<p style="text-align: center;"><b>Conference calls</b></p> <p>You can conduct a conference call with 3 participants from your phone.</p> <p><b>Note:</b> If you have a Premium feature package, you can conduct a call with up to 15 participants from the AT&amp;T Voice DNA User. For more information, see the "Place a Conference Call from the User</p>	<p><b>Make a 3-way conference call by phone:</b></p> <ol style="list-style-type: none"> <li>1. Call the first person.</li> <li>2. After the first person answers, press the <b>Conference</b> button. The call is placed on hold.</li> <li>3. Call the second person.</li> <li>4. When the second person answers, press the <b>Conference</b> button to establish the conference.</li> </ol>

<p>Dashboard" help topic online.</p>	
<p style="text-align: center;"><b>Do Not Disturb</b></p> <p>When you don't want to be bothered, you can turn on the Do Not Disturb feature.</p> <p><b>Private lines</b>—If you have voicemail, all incoming calls are immediately routed to your voicemail. If you don't have voicemail, calls are routed to your "when I'm busy" call treatment.</p> <p><b>Shared lines</b>—Your phone won't ring but the line blinks and you or someone else can answer the call.</p>	<p><b>Turn Do Not Disturb on or off:</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Do Not Disturb</b> soft key. "Do Not Disturb" appears in the display window.</li> <li>2. Press the <b>Do Not Disturb</b> soft key again. "Do Not Disturb" disappears from the display window.</li> </ol>
<p style="text-align: center;"><b>Intercom Over Speakerphone</b></p> <p>You can initiate an Intercom Over Speakerphone call to other AT&amp;T Voice DNA users in your organization.</p> <p>The phone of the person you're calling automatically answers the call in speakerphone mode. You can then have a conversation.</p>	<p><b>Make an Intercom Over Speakerphone call:</b></p> <ol style="list-style-type: none"> <li>1. Enter <b>*96</b>.</li> <li>2. Enter an extension number.</li> <li>3. Press <b>Send</b>.</li> <li>4. Wait to hear a beep, and then speak.</li> </ol>
<p style="text-align: center;"><b>Reject a call</b></p> <p>If you don't want to answer a call while it's ringing, you can reject the call. If you have voicemail, the call is then routed to your voicemail. If you don't have voicemail, the call is routed to your chosen "when I don't answer" call treatment.</p> <p><b>Note:</b> If the ringing line is a shared line, your phone will stop ringing, but the shared lines will continue to ring on other phones.</p>	<p><b>Reject a call:</b></p> <p>If you are not currently on a call:</p> <ul style="list-style-type: none"> <li>• Press the <b>Goodbye</b> button.</li> </ul> <p>If you are currently on a call:</p> <ul style="list-style-type: none"> <li>• Press <b>2</b> on the keypad.</li> </ul>
<p style="text-align: center;"><b>Multiple line appearances and line keys</b></p> <p>A phone number assigned to a line key on an IP phone is called a line appearance. The line keys on your phone can have repeated numbers, different numbers that belong to you, or numbers that belong to others. When a call comes in to a number, all phones with that number as a line appearance ring at the same time. When the call is answered, how it's handled depends on the line's call presence.</p> <p><b>Shared call presence</b>—When a call is answered and put on hold, any other phone with that line appearance can take the call off hold.</p>	<p><b>Move between calls on different line appearances:</b></p> <ol style="list-style-type: none"> <li>1. While on a call, press the line key associated with another line. If necessary, use the navigation keys to scroll through the list of currently active calls. The call on the first line is put on hold.</li> <li>2. Talk with the second caller.</li> <li>3. To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.</li> </ol>

Not shared call presence—When a call is answered, it becomes exclusive to the phone that answered it and no longer appears on the other phones.

### Call Forwarding

You can forward calls to other numbers. The forward-to number can be an extension or any 10-digit phone number.

AT&T Voice DNA provides these types of Call Forwarding:

**Call Forwarding Always**—All calls to your phone are forwarded. This is also referred to as **Send All Calls**.

**Call Forwarding No Answer**—If you don't answer, the call is forwarded.

**Call Forwarding Busy**—Calls that come in while your phone is busy are forwarded.

Another type of call forwarding, **Call Forwarding Not Reachable**, applies when your phone can't be reached by the AT&T Voice DNA network (not simply when you don't answer or are busy). You can set it up in advance.

**Note:** Your AT&T Voice DNA Administrator establishes your access to the **Call Forwarding** features. If you have any questions about your access to **Call Forwarding** features, check with your Administrator. If you have access to the AT&T Voice DNA User Dashboard, you can manage advanced call forwarding through your Dashboard. For more information, see the "Manage Locate Me Settings" help topic online.

### Turn on Call Forwarding:

1. When your phone is idle, enter:
  - \*72** for Call Forwarding Always.
  - \*92** for Call Forwarding No Answer.
  - \*62** for Call Forwarding Busy.
  - \*94** for Call Forwarding Not Reachable.
2. Enter the phone number to which calls will be forwarded.
3. Press **Send**.  
A voice prompt confirms that Call Forwarding is turned on.

### Turn off Call Forwarding:

1. When your phone is idle, enter:
  - \*73** for Call Forwarding Always.
  - \*93** for Call Forwarding No Answer.
  - \*63** for Call Forwarding Busy.
  - \*95** for Call Forwarding Not Reachable.
2. Press **Send**.  
A voice prompt confirms that Call Forwarding is turned off.

## Voicemail

AT&T Voice DNA offers voicemail options for users with the Premium feature package. You can listen to your AT&T Voice DNA voicemail messages using your Internet Protocol (IP) phone or any touch-tone phone (wireline or wireless). You can also have your messages sent to you as an email attachment, or you can access them through your AT&T Voice DNA User Dashboard. If you don't want to take an incoming call, you can reject it and send the caller to your voicemail. After answering a call, you can transfer the caller to another user's voicemail.

Voicemail is preconfigured on your phone as a speed dial number. Use the number **1** on your keypad to access voicemail.

<p style="text-align: center;"><b>Message waiting</b></p> <p>A message waiting light on the phone alerts you that you've received a voicemail message.</p>	<p><b>Retrieve your messages from voicemail:</b></p> <ul style="list-style-type: none"> <li>Press and hold <b>1</b> on your keypad.</li> </ul>
<p style="text-align: center;"><b>Transfer a call to your voicemail</b></p> <p>Without answering, you can transfer a ringing call immediately to your voicemail. However, if Call Forwarding No Answer settings are enabled, the call is first routed through your chosen "when I don't answer" call treatment.</p>	<p><b>Transfer a call to your voicemail:</b></p> <ul style="list-style-type: none"> <li>Press the <b>Goodbye</b> button.</li> </ul> <p>A voicemail icon appears in your phone's display window.</p>
<p style="text-align: center;"><b>Transfer a call to another user's voicemail</b></p> <p>You can transfer a call to another AT&amp;T Voice DNA user's voicemail.</p>	<p><b>Transfer a call to another user's voicemail:</b></p> <ol style="list-style-type: none"> <li>While on a call, press the <b>Transfer</b> button.</li> <li>Enter <b>*90</b> and the other user's extension number.</li> <li>Press the <b>Transfer</b> button again, and then hang up.</li> </ol>