

Get Started with AT&T Voice DNA® Quick Reference Guide

This guide contains the basic information you need to get started with AT&T Voice DNA®, a Voice over IP business communications system that provides features designed to make you more efficient and your communications time more productive.

This guide details AT&T Voice DNA features that are available to users of compatible Internet Protocol (IP) phones. (Although most users use IP phones, you can use AT&T Voice DNA with non-IP phones and a required adapter.)

Note: If you're using a non-IP phone (with an adapter), you won't have access to many of the broad range of service features available with AT&T Voice DNA.

Your AT&T Voice DNA Administrator, the person who administers the service for your organization, 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	Name: Phone number: Email address:

Making Calls

Your IP phone has a standard keypad and a few additional buttons (for example, **Mute**). Depending on the manufacturer and model of your IP phone, it may also have *soft keys*, located next to or below the display window, or programmable options that appear in the display window. Soft keys can change function depending on the current action. A label for the soft key appears in the display window, showing the current function.

The display window also shows options. To scroll to an option, press the navigation (arrow) keys. For more information, see the *AT&T Voice DNA Quick Reference Guide* for your particular phone make and model. You can also get support information online from your AT&T Voice DNA User Dashboard, described later in this guide.

Note: Your organization determines which features you can access and can also impose dialing restrictions. If you have questions regarding features or any dialing restrictions, check with your AT&T Voice DNA Administrator.

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

<p>Make a call by pre-dialing</p>	<ol style="list-style-type: none"> 1. Enter the number. 2. Do one of the following: <ul style="list-style-type: none"> • Pick up the handset. • Press the Speakerphone or Headset button. • Press the Call or Dial button or soft key (depending on your phone make and model).
<p>Make a call</p>	<ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> • Pick up the handset. • Press the Speakerphone or Headset button. • Press the Call or Dial button or soft key (depending on your phone make and model). 2. Enter the number.

Using Voicemail

To learn how to set up and use voicemail features, see the AT&T Voice DNA *Voicemail Quick Reference Guide* (available from your AT&T Voice DNA User Dashboard, described in the following section).

Note: You must have the Premium feature package to access voicemail.

Registering for Premier and AT&T Voice DNA®

Before you can access your AT&T Voice DNA User Dashboard, you must first validate your email address and register with AT&T Premier.

Register for Premier

You'll receive an email from AT&T Premier to register your account. 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.

1. Open the email containing your AT&T Premier registration link, and then click the **Access Premier Today** link.
The page that appears asks if you're a new Premier member.
2. Do one of the following:
 - If you're new to Premier, select **New Customer** and click **Continue**. The AT&T Premier Registration page appears.
 - If you're already registered with Premier as an AT&T Voice DNA Administrator, select **Premier Account Holder** and log in to Premier. This associates your AT&T Voice DNA account with your existing Premier account. Your registration is complete; do not proceed to the next step.
3. On the registration page, in the **Username** box, enter a username.
4. In the **Password** box, enter a new password. See [Password Requirements](#), below.
5. Enter your password again in the **Re-enter Password** box.
6. Set your Secret Question and Secret Answer.
7. Enter your postal address.
8. Click **Continue**.
9. Review and accept the Terms and Conditions, and then click **Continue**.

The Premier Online Care Registration page appears with information and links for Premier and AT&T Voice DNA.

Password requirements

For greater security, include a combination of upper- and lowercase letters and special characters. Make sure your password is something you can easily remember without writing it down, because a written-down password is an insecure password.

Your password must follow all these security rules:

- It must be 8–16 characters long.
- It must contain at least two alphabetic characters (a–z, A–Z).
- It must contain at least two numbers (0–9).
- It can contain special characters, such as @ # +.
- It can't be the same as or include your user ID.

Using Your AT&T Voice DNA User Dashboard

The AT&T Voice DNA User Dashboard gives you easy access to many features. If you have the Enhanced or Premium feature package, you can do the following using the AT&T Voice DNA User Dashboard (check with your Administrator to verify which features are available to you):

- View your messages and calls (inbound and outgoing) for the last 90 days, and all your stored messages.
- Look up and contact anyone in your organization's Directory.
- Set up several ways for people to contact you when you can't or don't want to answer your phone.
- Host on-demand conference calls with as many as 15 participants.
- Access other AT&T Voice DNA features.

Log in and open the AT&T Voice DNA User Dashboard

To access your AT&T Voice DNA User Dashboard, you must first log in to Premier.

1. Go to Premier at www.wireless.att.com/business.
2. Enter your Premier username and password, and then click **Log In**.
The Premier Home Page appears, showing your account details.
3. Click **AT&T Voice DNA User Dashboard**.

Access online help

You can learn more about features and easily get additional help and support information online.

- From the AT&T Voice DNA User Dashboard, click **SUPPORT**. Or, on the Premier home page, click a help topic link in the **Support** tile. The Premier **SUPPORT** tab includes a link to all help topics.