



AT&T Voice DNA[®]

Quick Reference Guide for the Polycom[®] SoundPoint[®] IP 650 and 670 Phones



This guide contains the key information you need to get started using your Polycom[®] SoundPoint[®] IP 650 or IP 670 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.

The Polycom SoundPoint IP 650 has a backlit greyscale display. The Polycom SoundPoint IP 670 has a color LED display.

For more detailed information about using these phones, see the *Polycom SoundPoint IP 650* or *SoundPoint IP 670 User Guide*, available from Polycom at

<http://support.polycom.com/PolycomService/support/us/support/voice/index.html>. Not all the Polycom SoundPoint IP 650 or

Polycom SoundPoint IP 670 features are available with the AT&T Voice DNA solution.



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

Your phone number (for external calls)	
Your location dialing prefix plus 4-digit extension number (for internal calls)	
Your voicemail access number	
Your AT&T Voice DNA Administrator	<p>Name:</p> <p>Phone number:</p> <p>Email address:</p>



Selecting a Feature or Option

The Polycom® SoundPoint® IP 650 and Polycom IP 670 phones can have up to six unique phone numbers. The number of unique phone numbers and speed dial keys can be increased by adding up to three expansion modules. The IP 650 takes the SoundPoint IP backlit greyscale expansion module, and the IP 670 takes the SoundPoint IP color LCD expansion module.

Phone alone	Supports up to 6 unique phone numbers and/or up to 5 speed dial keys
Phone + 1 expansion module	Supports up to 20 unique phone numbers and/or up to 19 speed dial keys
Phone + 2 expansion modules	Supports up to 24 unique phone numbers and/or up to 33 speed dial keys
Phone + 3 expansion modules	Supports up to 24 unique phone numbers and/or up to 47 speed dial keys

Both phones have a standard phone keypad and a few additional buttons (for example, **Messages**, **Hold**, and **Redial**). The phones also have *soft keys*, located below the display window. Soft keys work like other phone buttons or keys, but the function of each soft key can change. A label appears in the display window, defining each soft key's function at a given time.

In this guide, we refer to soft keys by the label that appears in the display window describing the function of the soft key at a particular time.

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.

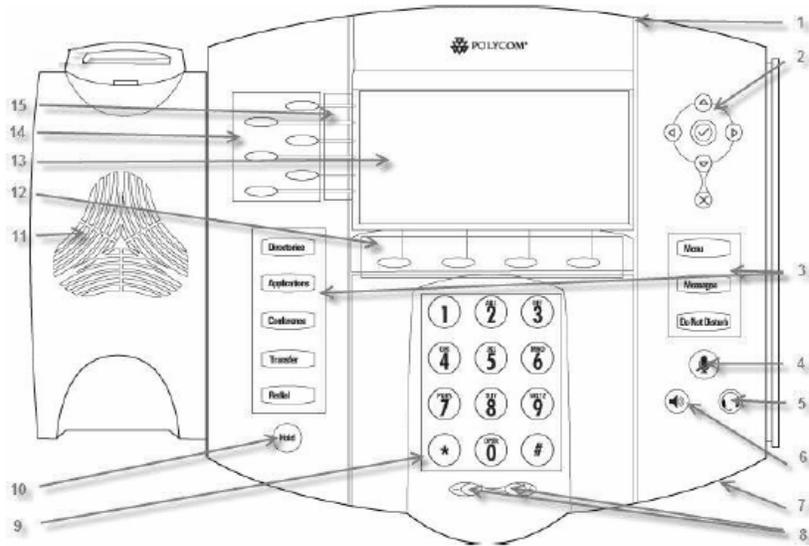


Figure	Feature
1	Message light
2	Display controls Arrows (Scroll) Checkmark (Select) X (Delete)
3	Feature keys
4	Mute button
5	Headset button
6	Speakerphone button
7	Microphone
8	Volume
9	Keypad
10	Hold button



Figure	Feature
11	Speaker
12	Soft keys
13	Display
14	Line keys/Speed dial buttons
15	Line display



Dialing Basics

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

Dialing Feature	Procedure
<p>Make a call by pre-dialing</p>	<ol style="list-style-type: none"> 1. Enter the number you want to call. 2. Do one of the following: <ul style="list-style-type: none"> • Pick up the handset. • Press the Speakerphone or Headset button. • Press the Dial soft key. • Press a Line key.
<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 and enter the number you want to call. • Press a Line key and enter the number you want to call. • Press the New Call soft key and enter the number you want to call. • Press the Speakerphone or Headset button and enter the number you want to call.
<p>Make an internal call</p>	<ul style="list-style-type: none"> • Enter the extension dialing prefix and the extension number.
<p>Make a local call</p>	<ul style="list-style-type: none"> • Enter a 10-digit number, a 7-digit number within your own area code, or a special number (such as 411 or 911).
<p>Make a long distance call</p>	<ul style="list-style-type: none"> • Enter a 10-digit number. (You can enter 1 and the 10-digit phone number, but 1 isn't required.)
<p>Make an international call</p>	<ul style="list-style-type: none"> • Enter 011 (the international code) + country code + phone number. <p>For more information, see the AT&T International Long Distance Dialing Guide at www.att.com/gen/general?pid=1881.</p>



Dialing Feature	Procedure
Return an earlier incoming call	<ol style="list-style-type: none">1. Press the Left Arrow key. A list of received calls appears in the display window with the most recent call listed first.2. Scroll to the number you want to call, and then press the Dial soft key.
Redial the last number called	<ul style="list-style-type: none">• Press the Redial button.
Redial a number called earlier	<ol style="list-style-type: none">1. Press the Right Arrow key. The Placed Calls list appears in the display window.2. Scroll to select the number you want, and then press the Dial soft key.
Hold a call and resume a call	<ul style="list-style-type: none">• To put a call on hold, press the Hold soft key.• To resume the call, press the Resume soft key.
End a call	<ul style="list-style-type: none">• Press the End Call soft key.



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*.

AT&T Voice DNA Feature	Procedure
<p data-bbox="347 657 586 688">Auto Call Back Busy</p> <p data-bbox="188 709 740 1024">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 data-bbox="188 1045 740 1150">Note: If you place a call to a number that has voicemail, you'll be sent to voicemail and Auto Call Back Busy won't check the number.</p>	<p data-bbox="784 657 1130 688">Turn on Auto Call Back Busy:</p> <ol data-bbox="784 709 1406 1073" style="list-style-type: none"><li data-bbox="784 709 1406 772">1. Make your call. When a number is busy, a voice prompt offers Auto Call Back Busy.<li data-bbox="784 793 1406 898">2. Follow the voice instructions. The voice prompt then confirms that Auto Call Back Busy is turned on.<li data-bbox="784 919 935 951">3. Hang up.<li data-bbox="784 972 1406 1073">4. When the number you called becomes free, your phone rings. Answer the call to connect to the number you originally called. <p data-bbox="784 1094 1255 1125">Cancel all Auto Call back Busy sessions:</p> <ul data-bbox="784 1146 1336 1178" style="list-style-type: none"><li data-bbox="784 1146 1336 1178">• Enter *86 and then press the Dial soft key.
<p data-bbox="394 1224 540 1255">Call Waiting</p> <p data-bbox="188 1276 703 1413">If you see a new caller's ID in your phone's display window while you are on a call, Call Waiting is turned on, and you have an incoming call.</p> <p data-bbox="188 1434 703 1570">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 data-bbox="188 1591 719 1696">If you don't want to be notified when callers are waiting, you can turn Call Waiting off for the current call.</p>	<p data-bbox="784 1224 1271 1255">Turn Call Waiting off for the current call:</p> <ol data-bbox="784 1276 1336 1360" style="list-style-type: none"><li data-bbox="784 1276 1336 1308">1. Enter *70 and the number you want to call.<li data-bbox="784 1329 1092 1360">2. Press the Dial soft key.



AT&T Voice DNA Feature	Procedure
<p style="text-align: center;">Account codes</p> <p>An account code enables your AT&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>Mandatory—For all calls except 911, you're always prompted and must enter an account code when calling outside your organization.</p> <p>Optional—You can enter a feature access code followed by the account code when calling outside your organization.</p>	<p>Call using a mandatory account code:</p> <ol style="list-style-type: none"> 1. Enter the phone number you want to call. 2. When prompted, enter the account code. <p>Call using an optional account code:</p> <ol style="list-style-type: none"> 1. Enter *50. 2. When prompted, enter the account code. 3. Enter the phone number you want to call.
<p style="text-align: center;">Block and unblock Caller ID</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>Note: Your AT&T Voice DNA Administrator determines the organization's practice for Caller ID and Caller ID blocking.</p>	<p>Temporarily block Caller ID:</p> <ol style="list-style-type: none"> 1. Enter *67 and the number you want to call. 2. Press the Dial soft key. <p>Temporarily unblock Caller ID:</p> <ol style="list-style-type: none"> 1. Enter *82 and the number you want to call. 2. Press the Dial soft key.



AT&T Voice DNA Feature	Procedure
<p style="text-align: center;">Call transfer</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>Blind transfer—Transfers your call to the new caller directly and drops you from the call.</p> <p>Consultative transfer—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>Make a blind transfer:</p> <ol style="list-style-type: none"> 1. During a call, press the Transfer button or Trnsfer soft key. 2. Press the Blind soft key and enter the phone number to which the call will be transferred. 3. Press the Dial soft key. <p>The call is transferred and you're dropped from the call.</p> <p>Make a consultative transfer:</p> <ol style="list-style-type: none"> 1. During a call, press the Transfer button or Trnsfer soft key. 2. Enter the phone number to which the call will be transferred. 3. Press the Dial soft key. 4. Wait for the person to answer, and then speak. 5. If the person agrees to accept the call, press Transfer again. The call is then transferred from your phone. <p>If the person isn't available or doesn't want to accept the transferred call, press the Cancel soft key to resume the original call.</p>
<p style="text-align: center;">Conference calls</p> <p>You can conduct a conference call with 3 participants from your phone.</p> <p>Note: If you have a Premium feature package, you can conduct a call with up to 15 participants from the AT&T Voice DNA User Dashboard. For more information, see the “Place a Conference Call from the User Dashboard” help topic online.</p>	<p>Make a 3-way conference call by phone:</p> <ol style="list-style-type: none"> 1. Call the first person. 2. After the first person answers, press the Confrnc soft key. The call is placed on hold. 3. Call the second person. 4. When the second person answers, do one of the following: <ul style="list-style-type: none"> • If the person wants to join the call, press the Confrnc soft key to establish the conference. • If the person doesn't want to join the call, press the Cancel soft key to return to the first caller.



AT&T Voice DNA Feature	Procedure
<p style="text-align: center;">Do Not Disturb</p> <p>When you don't want to be bothered, you can turn on the Do Not Disturb feature.</p> <p>Private lines—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>Shared lines—Your phone won't ring but the line blinks and you or someone else can answer the call.</p>	<p>Turn on Do Not Disturb:</p> <ul style="list-style-type: none"> Press the Do Not Disturb button. <p>"Do Not Disturb" appears in the display window for all your phone lines.</p> <p>Turn off Do Not Disturb:</p> <ul style="list-style-type: none"> Press the Do Not Disturb button. <p>"Do Not Disturb" disappears from the display window.</p>
<p style="text-align: center;">Intercom Over Speakerphone</p> <p>You can initiate an Intercom Over Speakerphone call to other AT&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>Make an Intercom Over Speakerphone call:</p> <ol style="list-style-type: none"> Enter *96. Enter an extension number. Press the Dial soft key. Wait to hear a beep, and then speak.
<p style="text-align: center;">Reject a call</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>Reject a call:</p> <ul style="list-style-type: none"> While your phone is ringing, press the Reject or Silence soft key.



AT&T Voice DNA Feature	Procedure
<p>Multiple line appearances and line keys</p> <p>A phone number assigned to a line key on an IP phone is called a <i>line appearance</i>. 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 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 <i>call presence</i>.</p> <p>Shared call presence—When a call is answered and put on hold, any other phone with that line appearance can take the call off hold.</p> <p>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.</p>	<p>Move between calls on different line appearances:</p> <ol style="list-style-type: none">1. While on a call, press the line key associated with another line. The call on the first line is put on hold.2. Talk with the second caller.3. To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.



AT&T Voice DNA Feature	Procedure
<p style="text-align: center;">Call Forwarding</p> <p>You can forward calls to other numbers. The forward-to number can be an extension or any 10-digit phone number.</p> <p>AT&T Voice DNA provides these types of Call Forwarding:</p> <p>Call Forwarding Always—All calls to your phone are forwarded. This is also referred to as Send All Calls.</p> <p>Call Forwarding No Answer—If you don't answer, the call is forwarded.</p> <p>Call Forwarding Busy—Calls that come in while your phone is busy are forwarded.</p> <p>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.</p> <p>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.</p>	<p>Turn on Call Forwarding:</p> <ol style="list-style-type: none"> When your phone is idle, enter: <ul style="list-style-type: none"> *72 for Call Forwarding Always. *92 for Call Forwarding No Answer. *62 for Call Forwarding Busy. *94 for Call Forwarding Not Reachable. Enter the phone number to which calls will be forwarded. Press the Dial soft key. <p>A voice prompt confirms that Call Forwarding is turned on.</p> <p>Turn off Call Forwarding:</p> <ol style="list-style-type: none"> When your phone is idle, enter: <ul style="list-style-type: none"> *73 for Call Forwarding Always. *93 for Call Forwarding No Answer. *63 for Call Forwarding Busy. *95 for Call Forwarding Not Reachable. Press the Dial soft key. <p>A voice prompt confirms that Call Forwarding is turned off.</p>



AT&T Voice DNA Feature	Procedure
<p>Register or reboot your phone</p> <p>There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.</p>	<p>Register or reboot your phone:</p> <ol style="list-style-type: none">1. Press the Menu button.2. Scroll to locate Settings, and then press the Select soft key.3. Select Basic.4. Select Restart Phone. <p>The Polycom logo appears in the display window for a short time. When the logo disappears, the phone is again operational.</p>



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 Feature	Procedure
<p style="text-align: center;">Message waiting</p> <p>A message waiting light on the phone alerts you that you've received a voicemail message.</p>	<p>Retrieve your messages from voicemail:</p> <ol style="list-style-type: none"> 1. Press the Messages button. 2. Select the Connect soft key and follow the voice prompts.
<p style="text-align: center;">Transfer a call to your voicemail</p> <p>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>Transfer a call to your voicemail:</p> <ul style="list-style-type: none"> • Press the Reject or Silence soft key.
<p style="text-align: center;">Transfer a call to another user's voicemail</p> <p>You can transfer a call to another AT&T Voice DNA user's voicemail.</p>	<p>Transfer a call to another user's voicemail:</p> <ol style="list-style-type: none"> 1. While on a call, press the Trnsfer soft key. 2. Press the Blind soft key. 3. Enter *90 and the other user's extension number. 4. Press the Trnsfer soft key again, and then hang up.