



# AT&T Voice DNA Quick Reference Guide for the Polycom® SoundStation® IP 7000 Phone



This guide contains the key information you need to get started using your Polycom® SoundStation® IP 7000 conference 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 *User Guide for the Polycom SoundStation IP 7000 Phone*, available from Polycom. Not all the Polycom SoundStation IP 7000 features are available with the AT&T Voice DNA solution.

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

### For your reference, fill in these details

Description	Detail
Your phone number (for external calls)	
Your location dialing prefix + 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

### A Guide to the Keys and Buttons of your Polycom®SoundStation® IP 7000 Phone

1		Display
2		Soft keys
3		Scroll keys
4		End Call button
5		Select button
6		Volume keys
7		Mute button
8		Dial Pad buttons
9		Redial button
10		Conference button
11		Menu button
12		Make Call button

The Polycom® SoundStation® IP 7000 that works with AT&T Voice DNA® is intended for speakerphone use in larger rooms and has a single line that can manage up to eight calls at a time (one active call and seven on hold).

Your phone has a standard phone keypad and a few additional buttons (for example, **Select**). The phone also has **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.

## Dialing Basics

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

### How to Make Calls on your Polycom® SoundStation® IP 7000 Phone

Dialing Task	Procedure
<b>Make a call</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Make Call</b> button or the <b>New Call</b> soft key.</li> <li>2. Enter the number, and then press the <b>Dial</b> soft key or the <b>Make Call</b> button.</li> </ol> <p>Or</p> <ul style="list-style-type: none"> <li>• Enter the number, and then press the <b>Dial</b> soft key or the <b>Make Call</b> button.</li> </ul>
<b>Make an internal call</b>	<ul style="list-style-type: none"> <li>• Enter the location dialing prefix and 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 call</b>	<ul style="list-style-type: none"> <li>• Enter a 10-digit number. (You can enter <b>1</b> and the 10-digit phone number, but <b>1</b> isn't required.)</li> </ul>
<b>Make an international call</b>	<ul style="list-style-type: none"> <li>• Enter 011 (the international code) + country code + phone number.</li> </ul> <p>For more information, see the AT&amp;T International Long Distance Dialing Guide at <a href="http://www.att.com/gen/general?pid=1881">www.att.com/gen/general?pid=1881</a>.</p>
<b>Use scroll keys to view call lists</b>	<ul style="list-style-type: none"> <li>• To view the Received Calls list, press the left scroll key.</li> <li>• To view the Placed Calls list, press the right scroll key.</li> <li>• To view the Missed Calls list, press the down scroll key.</li> </ul>



Dialing Task	Procedure
<b>Return the most recent incoming call</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> button.</li> <li>2. Select Features, Call Lists, and either Missed Calls or Received Calls.</li> <li>3. Scroll to select the number you want, and then press the <b>Dial</b> soft key or the <b>Make Call</b> button.</li> </ol>
<b>Redial the last number called</b>	<ul style="list-style-type: none"> <li>• Press the <b>Redial</b> button.</li> </ul>
<b>Redial a number called earlier</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Dir</b> soft key.</li> <li>2. Select <b>Call Lists</b> and <b>Placed Calls</b>. The Placed Calls list appears in the display window.</li> <li>3. Select the number you want, and then press the <b>Dial</b> soft key or the <b>Make Call</b> button.</li> </ol>
<b>Answer a call</b>	<ul style="list-style-type: none"> <li>• Press the <b>Make Call</b> button or the Answer soft key.</li> </ul>
<b>Hold a call and resume a call</b>	<ol style="list-style-type: none"> <li>1. To put a call on hold, press the <b>Hold soft key</b>.</li> <li>2. To resume the call, press the <b>Resume</b> soft key.</li> </ol>
<b>To end a call</b>	<ul style="list-style-type: none"> <li>• Press the <b>End Call</b> button or the <b>End Call</b> soft key.</li> </ul> <p><b>Note:</b> You can't end a call that's on hold. You must resume the call first.</p>



## Special Features

The following sections detail special features of AT&T Voice DNA<sup>®</sup> that can save you time.

If this IP phone is located in a conference room and not assigned to an individual user (as is usually the case), note that some features meant for individuals may not be available.

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*.

### Special Calling Features of AT&T Voice DNA

Feature	Procedure
<p><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 won'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 prompts.</li> <li>3. When the voice prompt confirms that <b>Auto Call Back Busy</b> is turned on, end the call.</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 the Dial soft key.</li> </ul>



Feature	Procedure
<p><b>Call Waiting</b></p> <p>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>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><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 the <b>Dial</b> soft key.</li> </ol>
<p><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 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>	<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> </ol> <p><b>Call using an optional account code:</b></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> </ol>



Feature	Procedure
<p><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 regarding 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 the <b>Dial</b> soft key.</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 the <b>Dial</b> soft key.</li></ol>



Feature	Procedure
<p><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> soft key.</li> <li>2. Press the <b>Blind</b> soft key.</li> <li>3. Enter the phone number to which the call will be transferred.</li> </ol> <p>The call is automatically 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> soft key.</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 <b>Transfer</b> 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> <ol style="list-style-type: none"> <li>5. When you hear the ring-back sound, press the <b>Transfer</b> soft key. The transfer is complete.</li> </ol>



Feature	Procedure
<p><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 Dashboard. For more information, see the "Place a Conference Call from the User Dashboard" help topic online.</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 or the <b>Confrnc</b> soft key. The call is placed on hold.</li> <li>3. Call the second person.</li> <li>4. When the second person answers, do one of the following: <ul style="list-style-type: none"> <li>• If the person wants to join the call, press the <b>Conference</b> button or the <b>Confrnc</b> soft key to establish the conference.</li> <li>• If the person doesn't want to join the call, press the <b>Cancel</b> soft key to drop the second call and return to the first call.</li> <li>• If you have an active call and a call on hold, press the <b>Join</b> soft key.</li> </ul> </li> </ol>
<p><b>Do Not Disturb</b></p> <p>If you don't want to receive any calls, you can turn on the Do Not Disturb feature. 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>Turn on Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> button.</li> <li>2. Select <b>Do Not Disturb</b>.</li> </ol> <p>A flashing X appears in the display window and <b>Do Not Disturb</b> affects all your lines.</p> <p><b>Turn off Do Not Disturb:</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> button.</li> <li>2. Select <b>Do Not Disturb</b>.</li> </ol> <p>The flashing X disappears.</p>



Feature	Procedure
<p><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 the <b>Dial</b> soft key.</li> <li>4. Wait to hear a beep, and then speak.</li> </ol>
<p><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>Reject a call:</b></p> <ul style="list-style-type: none"> <li>• While your phone is ringing, press the <b>Reject</b> soft key.</li> </ul>



Feature	Procedure
<p><b>Call Forwarding</b></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&amp;T Voice DNA provides these types of call forwarding:</p> <p><b>Call Forwarding Always</b>—All calls to your phone are forwarded. This is also referred to as <b>Send All Calls</b>.</p> <p><b>Call Forwarding No Answer</b>—If you don't answer, the call is forwarded.</p> <p><b>Call Forwarding Busy</b>—Calls that come in while your phone is busy are forwarded.</p> <p>Another type of call forwarding, <b>Call Forwarding Not Reachable</b>, applies when your phone can't be reached by the AT&amp;T Voice DNA network (not simply when you don't answer or are busy). You can set it up in advance.</p> <p><b>Note:</b> Your AT&amp;T Voice DNA Administrator establishes your access to the <b>Call Forwarding</b> features. If you have any questions about your access to <b>Call Forwarding</b> features, check with your Administrator. If you have access to the AT&amp;T Voice DNA User Dashboard, you can manage advanced call forwarding there. Dashboard. For more information, see the "Manage Locate Me Settings" help topic online.</p>	<p><b>Turn on Call Forwarding:</b></p> <ol style="list-style-type: none"> <li>When your phone is idle, enter:                     <ul style="list-style-type: none"> <li>*72 for Call Forwarding Always.</li> <li>*92 for Call Forwarding No Answer.</li> <li>*62 for Call Forwarding Busy.</li> <li>*94 for Call Forwarding Not Reachable.</li> </ul> </li> <li>Enter the phone number to which calls will be forwarded.</li> <li>Press the <b>Dial</b> soft key.</li> </ol> <p>A voice prompt confirms that Call Forwarding is turned on.</p> <p><b>Turn off Call Forwarding:</b></p> <ol style="list-style-type: none"> <li>When your phone is idle, enter:                     <ul style="list-style-type: none"> <li>*73 for Call Forwarding Always.</li> <li>*93 for Call Forwarding No Answer.</li> <li>*63 for Call Forwarding Busy.</li> <li>*95 for Call Forwarding Not Reachable.</li> </ul> </li> <li>Press the <b>Dial</b> soft key.</li> </ol> <p>A voice prompt confirms that Call Forwarding is turned off.</p>



Feature	Procedure
<p><b>Register or reboot your phone</b></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&amp;T Voice DNA service.</p>	<p><b>Register or reboot your phone:</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> button.</li> <li>2. Select <b>Settings</b>.</li> <li>3. Select <b>Basic</b>.</li> <li>4. Select <b>Restart Phone</b>.</li> </ol> <p>The restart begins. The Polycom logo appears in the display window for a short time. When the logo disappears, the phone will again be operational.</p>