

AT&T Voice DNA® Quick Reference Guide for the Polycom® SoundPoint® IP 321 and 331 Phones



This guide contains the key information you need to get started with your Polycom® SoundPoint® IP 321 or 331 phone that's being used 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 *Polycom SoundPoint IP 321 or 331 User Guide*, available from Polycom. Not all the Polycom SoundPoint IP 321 and 331 features are available with the AT&T Voice DNA solution.

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

Important Items	
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:

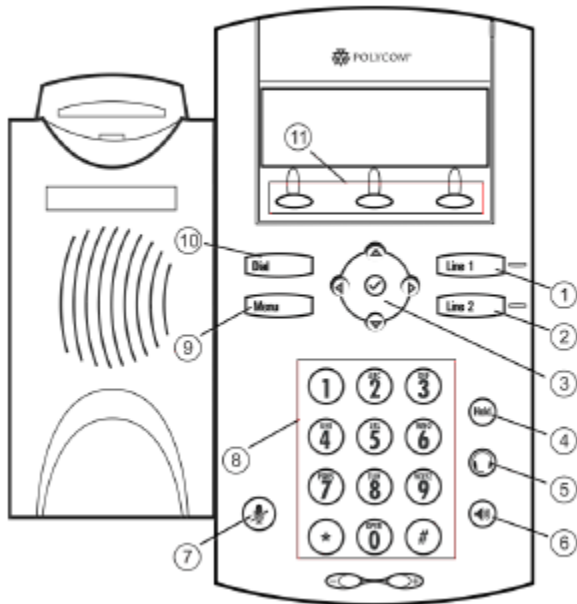
Selecting a Feature or Option

The Polycom 321 and 331 phones that work with AT&T Voice DNA have two lines and can handle up to eight calls at one time.

In addition to a standard phone keypad and a few additional keys (for example, a **Menu** key), your phone also has *soft keys*, located below the display window.

Soft keys work like other phone keys, but the function of each soft key can change. A label appears in the display window next to each soft key, defining its function at a given time. In this guide, we refer to soft keys by the label that appears in the display window, such as **New Call**, **Callers**, and **Dir**.

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.



1 & 2	Line key buttons
3	Display controls: <ul style="list-style-type: none"> • Arrows keys • Select button (center checkmark)
4	Hold button
5	Headset button
6	Speakerphone button
7	Mute button
8	Keypad
9	Menu button
10	Dial button
11	Soft keys

Dialing Basics

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

Call by pre-dialing	<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 Dial button. • Press the Headset button (if you've connected an optional headset).
Make a call	<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 button. • Press the Headset button (if you've connected an optional headset). • Press the Dial button. 2. Enter the number you want to call.
Make an internal call	<ul style="list-style-type: none"> • Enter the extension dialing prefix plus the extension number.
Make a local call	<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).
Make a long distance call	<ul style="list-style-type: none"> • Enter a 10-digit number. (You can enter 1 and the 10-digit phone number, but note that entering 1 is not required.)
Make an international Call	<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>
Return an earlier incoming call	<ol style="list-style-type: none"> 1. Press the Callers soft 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.
Redial a number	<ol style="list-style-type: none"> 1. Press the Dial button. The Placed Calls list appears in the display window. 2. Do one of the following: <ul style="list-style-type: none"> • To redial the most recently dialed number, press the Dial button. • To dial a number dialed earlier, locate the number you want to call, and press the Dial button.

Call hold and call resume

- To put a call on hold, press Hold.
- To resume the call, press Hold again, or press the Resume 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*.

Auto Call Back Busy

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.

Note: If you place a call to a number that has voicemail, you'll be sent to voicemail and Auto Call Back Busy will not check the number.

Turn on Auto Call Back Busy:

1. Make your call. When a number is busy, a voice prompt offers Auto Call Back Busy.
2. Follow the voice instructions. The voice prompt then confirms that Auto Call Back Busy is turned on.
3. Hang up.
4. When the number you called becomes free, your phone rings. Answer the call to connect to the number you originally called.

Cancel all Auto Call back Busy sessions:

- Enter ***86** and then press the **Dial** button.

Call Waiting

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.

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.

If you don't want to be notified when callers are waiting, you can turn Call Waiting off for the current call.

Turn Call Waiting off for the current call:

1. Enter ***70** and the number you want to call.
2. Press the **Dial** button.

Account codes

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

Call using a Mandatory Account Code:

1. Enter the phone number you want to call.
2. When prompted, enter the account code.

Call using an Optional Account Code:

<p>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>	<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 Caller ID for your line for all calls.</p> <p>Note: Your AT&T Voice DNA Administrator determines the organization's practice regarding 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 button. <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 button.
<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, which transfers your call to the new caller directly and drops you from the call.</p> <p>Consultative transfer, which 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 Trans soft key. 2. Enter the phone number to which the call will be transferred. 3. Press the Blind 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 Trans soft key. 2. Enter the phone number to which the call will be transferred. 3. Press the Dial button. 4. Wait for the person to answer, and then speak. 5. If the person agrees to accept the call, press Trans 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 3-way participant conference call from your phone.</p> <p>Note: If you have a Premium feature package, you</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 Conf soft key. The call is placed on hold.

<p>can conduct a call for 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>	<ol style="list-style-type: none"> 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 Conf 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.
<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 am 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> <ol style="list-style-type: none"> 1. Press the Menu button. 2. Select Features and press the Select button. Or, on your keypad, press 1 for Features. 3. Scroll to Do Not Disturb and then press the Select button. Or press 2 on your keypad. 4. Press Menu button. <p>"Do Not Disturb" appears in the display window.</p> <p>Turn off Do Not Disturb:</p> <ol style="list-style-type: none"> 1. Press the Menu button. 2. Select Features and press the Select button. Or, on your keypad, press 1 for Features. 3. Scroll to Do Not Disturb, and then press the Select button. Or press 2 on your keypad. 4. Press the Menu 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"> 1. Enter *96. 2. Enter an extension number. 3. Press the Dial button. 4. 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 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 More soft key, and then press the Reject or Ignore soft key.
<p style="text-align: center;">Multiple line appearances and line keys</p>	<p style="text-align: center;">Move between calls on different line appearances:</p>

A phone number assigned to line key on an IP phone is called a *line appearance*. The line keys on your phone may have repeated numbers, different numbers that belong to you, or numbers that belong to other persons. When a call comes to a number, all phones with that number as a line appearance ring at the same time. Once the call is answered, how it is handled depends on the line's *call presence*.

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.

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.

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.

Call Forwarding

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, called **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 the **Dial** button.

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 the **Dial** button.

A voice prompt confirms that Call Forwarding is turned off.

Register or reboot your phone

There will be times when you must reset your

Register or reboot your phone:

1. Press the **Menu** button.
2. Scroll to locate **Settings**, and then press the **Select**

phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.

button.

3. Select **Basic**.
4. Select **Restart Phone**.

The Polycom logo appears in the display window for a short time. When the logo disappears, the phone is again operational.

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.

Message waiting

A message waiting light on the phone alerts you that you've received a voicemail message.

Retrieve your messages from voicemail:

1. Press the **Msgs** soft key or press the **Menu** button.
2. Select **Features** and press the **Select** button.
3. Scroll to **Messages** and press the **Select** button.
4. Press the **Connect** soft key and follow the voice prompts.

Transfer a call to your voicemail

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.

Transfer a call to your voicemail:

1. Press the **More** soft key.
2. Press the **Reject** or **Silence** soft key.

Transfer a call to another user's voicemail

You can transfer a call to another AT&T Voice DNA user's voicemail.

Transfer a call to another user's voicemail:

1. While on a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. Enter ***90** and the other user's extension number.
4. Press the **Trans** soft key again, and then hang up.