# CALNET: AT&T Voice DNA<sup>®</sup> Premier: Administrator participant guide

Version 1.0



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## **Covered topics**

- What is AT&T Voice DNA® Premier
- Logging in to Premier for AT&T Voice DNA
- AT&T Premier Voice DNA Administrator screen
- AT&T Voice DNA Administrator Dashboard
  - Home
  - Resources
  - Directory
  - Settings
  - Mass Management
  - Reports
- Support
- Questions and answers



## What is AT&T Voice DNA Premier

AT&T Voice DNA Premier is the portal which provides the tools you need for creating and managing users access to your organization's voice information. Additionally, the portal will allow you to view, manage and create user accounts and modify resources such as locations, hunt groups, and phone number ranges.

## Logging in to Premier for AT&T Voice DNA

### Log in to Premier



- The User Portal web address: <u>https://www.wireless.att.com/premiercare</u>.
- Enter Username and Password.
- Select Log in.



## AT&T Premier Voice DNA Administrator home screen

Calnet Training   My Profile
e
Administrator and User Profiles
Search for an Administrator to Manage
Last Name: Enter last name Go
Advanced Administrator Search
Manage Administrators and Users
Create Administrators
Hanage aser promes
$\frown$
9 Support 7
$\smile$
Need help with AT&T Voice DNA Administrator features and functions? To learn
more, click these links:
(?)  Create a user
Add an IP phone or IP adapter to a user
Manage user features
Manage user dial restrictions
Eart a user profile
Manage custom dial patterns
Manage reports
<b>?</b> –

- 1. Log out
- 2. My Profile
- 3. AT&T Voice DNA Administrator Dashboard
- 4. Resources
- 5. Company Directory
- 6. Company Settings
- 7. Reports
- 8. Administrator and User Profiles
- 9. Support
- 10. Quick Help



## Modifying your profile information

🥞 AT&	Г			
MANAGE	SUPPORT			
My Profile	9			
Contact Infor	mation			
Name <b>/</b> Edit Calnet Training				
Contact Phone N Primary Number: 5 Alternate Number:	1 <b>mbers / Edit</b> 558010100			
Contact Email Ad calnettraining@att.	<b>dress</b> 🖊 Edit			
Postal Address	🖊 Edit			
1234 Calnet Trainin	ig St 5821			
Profile Inform	nation			
CalnetTraining Password Password E	lit			
User IDs				
ctrainingtcm6   Co	mpany Administra	ator - Voice DNA	Ą	
Manage user IDs				

• Select the corresponding Edit icon to modify your profile information.



## **Accessing Quick Help**

#### AT&T Voice DNA Quick Links

**Quick Help:** View or manage your company's users, hunt groups, locations, Administrators, and contacts, for a selected location or for the whole company. Search the company directory. Click these convenient links to go to the AT&T Voice DNA Administrator Dashboard or directly to a specific page.

Manage AT&T Voice DNA

AT&T Voice DNA® Administrator Dashboard

Resources

Users List

Create User

Locations

Hunt Groups

Phone Number Ranges

Administrators

Company Directory View Company Directory

• Quick help on a selected section can be accessed by clicking the **question mark**.



## **Creating a new Administrator**

All reports

MANAGE	SUPPORT				
AT&T Voice DNA®					
AT&T Pre	mier				
AT&I VOICE L	ONA QUICK LINK	S	(2) (	Administrator and User Profiles	
Manage AT&	T Voice DNA			Search for an Administrator to Manage	
AT&T Voice DNA	Administrator Da	ashboard		Last Name: Enter last name	

A RE Voice DNA <sup></sup> Administrator Dashboard Resources Users List Create User Locations Hunt Groups Phone Number Ranges	Last Name: Enter last name Advanced Administrator Search Manage Administrators and Users Create Administrators Manage user profiles
Administrators	Support
Company Directory View Company Directory	Need help with AT&T Voice DNA Administrator features and functions? To learn more, click these links:
Company Settings 🔹 🔋	Create a user
Configure Settings Custom Dial Patterns Schedules Voicemail Message Access Location Specific Settings	Add an IP phone or IP adapter to a user Manage user features Manage user dial restrictions Edit a user profile Manage schedules Manage custom dial patterns Manage reports
Reports	
Popular Reports Extension Detail Report Outbound Call Detail Report Service Quantities Report User Devices Report	

• To add a new administrator, select the Create Administrators link.



## Creating a new Administrator – continued

	MANAGE SUPPORT	
$\frown$	Create an Administrator	
(1)		
$\mathbf{}$	Login Profile Information	
	Enter Administrator's information.	
	*Required	-
	AT&T Voice DNA® Service Migration O No	O Yes
	*First Name:	
	*Contact Number:	
	Alternate Number:	
	*Email Address:	
_	*Re-enter Email Address:	
(2)	Permissions: Tools and Applications	
$\cup$	Set Administrator's permission levels.	
	Tools and Applications	Permission Level
	►AT&T Voice DNA® Administrator Dashboard Access	Company level(all locations) Location level *Location ID:
(3)	Permissions: Manage Administrators	
$\cup$	Set Administrator's permission levels.	
	Permission Option	Permission Level
	Delete Administrators	O Deny O Allow
	Cancel	Continue
		(4)

- 1. Enter all required information, marked with a red asterisk.
- 2. Select Tools and Applications permission level.
- 3. Select Permission Option permission level.
- 4. Select Continue.



## Accessing the AT&T Voice DNA Administrator dashboard

ST&T	Log o
	Calnet Training   My Profile
MANAGE SUPPORT	
T&T Voice DNA®	
T&T Premier	
AT&T Voice DNA Quick Links	Administrator and User Profiles
Manage AT&T Voice DNA	Search for an Administrator to Manage
AT&T Voice DNA <sup>®</sup> Administrator Dashboard	Last Name: Enter last name Go
Resources	
Users List	Advanced Administrator Search
Create User	Manage Administrators and Users
Locations	Create Administrators
Hunt Groups	Manage user profiles
Phone Number Ranges	
Administrators	Support ? -
Company Directory	
View Company Directory	Need help with AT&T Voice DNA Administrator features and functions? To learn
	more, click these links:
Company Settings	Create a user
Configure Settings	Add an IP phone or IP adapter to a user
Custom Dial Patterns	Manage user features
Schedules	Manage user dial restrictions
Voicemail Message Access	Edit a user profile Manage schedules
Location Specific Settings	Manage schedules
	Manage reports
Reports	
Popular Reports	
Extension Detail Report	
Outbound Call Detail Report	
Service Quantities Report	
User Devices Report	
All reports	
_ · ·	

• To access the AT&T Voice DNA Administrator dashboard, select the **AT&T Voice DNA Administrator Dashboard** link.



## AT&T Voice DNA Administrator dashboard



- 1. Premier Home
- 2. Contact Us
- 3. Support
- 4. Quick Help
- 5. Select Location
- 6. Users
- 7. Hunt Groups
- 8. Internal Key Contacts
- 9. Locations
- 10. Phone Number Ranges
- 11. Administrators
- 12. Search Company Directory
- 13. Reports



## AT&T Voice DNA Administrator dashboard – continued

- 1. Premier Home Displays the AT&T Premier Voice DNA Administrator home screen.
- 2. Contact Us Displays the Contact Us screen.
- 3. Support Displays the online Support screen.
- 4. Quick Help Activates all Quick Help drop-down windows.
- 5. Select Location Selects user location to be displayed.
- 6. Users View users for a specific location or all locations.
- 7. Hunt Groups View hunt groups for a specific location or all locations.
- 8. Internal Key Contacts View internal key contact for a specific location or all locations.
- 9. Locations View details for a for a specific location or all locations.
- 10. Phone Number Ranges View phone number ranges for a specific location or all locations.
- 11. Administrators View administrators for a specific location or all locations.
- 12. Search Company Directory Search for a single name or phone number.
- 13. Reports Quick links to most commonly used reports.



## Resources tab – Users

HOME	RESOURCES DIRECTO	RY SETTINGS	MASS MANAGEME	ENT REPORTS		
Users Lo	ocations Hunt Groups	Number Ranges	Internal Key Co	ntacts Administr	rators Equipment	
(1)				6		(
Users (!	5)	Search Enter na	me or number	<b>G</b> o	Advanced Search 🗸	Crea
Show List fo	or All	From All Locatio	ns 🗸			
					Page 1 of 1   <b>1</b>  ▼	
Туре	Name	Number 🔹	Extension	Location	Actions	
	Customer, Calnet	470-225-3000	53000	Hub - 00003	4	)
۵ (5	Customer, Calnet	470-225-3001	53001	Hub - 00003		
	Customer, Calnet	470-225-3002	53002	Hub - 00003		
١	Customer, Calnet	470-225-3003	53003	Hub - 00003		
	Customer, Calnet	470-225-3004	53004	Hub - 00003		

- 1. Display a listing of all users for by clicking the Users tab.
- 2. Click Create User to add a new user.
- 3. To search for specific name or phone number, use the Search tool and click **Go**.
- 4. Use the Actions icons to access the user portal, reset the voicemail pin, or edit or delete a specific user.
- 5. To view the user details, click the user's name.



## Resources tab – Users – User Details – Profile

Profile	Features	Voicemail	Dial Restrictions	Devices and Line Appe	arances
Profile Inf	ormation			(1)	Edit
				Change	to Hotelin
First Na	me:	Cali	net		(3
Last Na	me:	Cus	tomer		
Job Title	e:	Not	specified		
Phone N	lumber:	470	-225-3000 Change	to extension only 4	
				$\smile$	
Extensi	on:	20 -	- 53000		
Caller I	D:	Му	phone number 🕐		
Wireles	s Number:	Not	specified		
Email A	ddress:	caln	ettrain		
User Po	rtal Access:	Cor	figured		
Address	5:	123	4 Calnet Blvd		
		Sac	ramento, CA 95821		
Locatio	n:	Hub	- 00000006		
Time Zo	one:	US/	Eastern	$\frown$	
VDNA IF	Password:	36.36.36	***** Reset Pass	word (5)	
				$\mathbf{U}$	

#### User Details: Calnet Customer

1. To edit the user, click **Edit**.

- 2. To delete the user, click **Delete**.
- 3. To change this user to a hoteling center host, click **Change to Hoteling Center Host**.

4. To change the user phone number to an extension only, click Change to extension only.

5. To reset the user VDNA IP password, click **Reset Password**.

## Resources tab – Users – User Details – Features

#### User Details: Calnet Customer

Profile	Features	Voicemail	Dial Restrictions	Devices and Line Appearances	
🚺 To edit	the package featu	ure, please click the	"Edit" button to activa	ate edit mode.	Edit
Features					
	De alta a su Ducard				
Active	Package: Premi	um ~			
Availab	le Features		A	ctive Features	
Select all	Clear selection		Se	lect all Clear selection	
Account	t Codes - Mandato	nry ^	A	ccount Codes - Optional	^
Anonyn	nous Call Rejectio	n	A	utomatic Callback	
Barge-1	In Exempt			Call Waiting	
Calling	Line ID Blocking		c	Click to Conference	
Directe	d Call Pickup	~	I	ntercom Over Speakerphone	~
Directo					

• To edit the features assigned to this user, click **Edit**.



## Resources tab – Users – User Details – Voicemail

#### User Details: Calnet Customer

Profile	Features	Voice	mail	Dial Restrictions	Devices and Line	Appearances	
Voicemail						Edit	
Voice	email:	unher	Mailbox (	created for this user			
Voice	email Status:	inder.	Total me Hide Void	ssages=0 Mailbox=En cemail status details	abled		
Voice	email Message /	Access:	Use Com <full acc<="" th=""><th>npany setting cess&gt;</th><th></th><th></th><th></th></full>	npany setting cess>			

• To delete the user mailbox or reset the user's voicemail pin, click Edit.



## Resources tab – Users – User Details – Dial Restrictions

#### User Details: Calnet Customer

Profile	Features	Voicemail	<b>Dial Restrictions</b>	Devices and Line Appearances	
Dial Restr	iction			l	Edit
The follo Genera • Inform • Intern	wing dial restriction I Dial Restriction nation Calls national Calls	ons are currently a	ctive:		?

• To modify the user's dial restrictions, such as restricting informational or international calls, click **Edit**.



### Resources tab – Users – User Details – Dial Restrictions – continued

#### User Details: Calnet Customer

Applied national Calls
Applied national Calls
national Calls
ed

- 1. Select the type of Restriction.
- 2. Add or remove General Dial Restrictions.
- 3. Add or remove Custom Dial Restrictions.
- 4. Add or remove Dial

restriction overrides.

Note: Custom dial

restrictions and overrides are

setup under the Settings Tab,

Custom Dial Patterns.

5. When completed, click **Save**.



#### Resources tab – Users – User Details – Devices and Line Appearances

#### User Details: Calnet Customer

TTOTILO	Features	Voicemail	Dial Restri	ictions	evices and Li	ne Appearan	ces
Primary	Device						
					Edit	Delete	Rese
Devic	е Туре:	IP Ph	one		$\mathbf{O}$	$\bigcirc$	6
Make/	Model:	Polyc	om / VVX411	L	<b>U</b>	Q	उ
MAC A	ddress:	64:16	5:7F:45:E5:00	)			
Expan	sion Modules:	0					
Codec	Priority:	G711	Preferred				Edit
Line K	ey Details:					4	Luit
Key	Extension	Label	Call Pres	sence	Barge-In	Number of Keys	Ca pe Ke
1	53000	53000	Not :	Shared	Off	2	1
2	53000						
Seconda No Sec	ory Devices						
Add S	econdary Devices	not appear on any	other user's	devices.			
	ocation Status						
Device L	and a second second			and a second	1	-	
Device I	nsion location stat	us is used to deterr	nine proper r	outing of 91	1 emergency call	s.	

- 1. To edit the phone type or MAC address, click **Edit**.
- To delete the primary device associated to this user, click Delete.
- 3. To reset the phone, click **Reset**.
- 4. To edit the line keys, click **Edit**.
- 5. To add a secondary device, click **Add Secondary Devices**.
- To show device location details, click Show Device Location Details.



#### **Resources tab – Locations**

	HOME	RESOURCE	S DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS		
	Users	Locations	Hunt Groups N	umber Ranges	Internal Key Contact	s Administ	trators Equ	ipment
								$\frown$
								2
	Locatio	ons (2)			Search Enter st	art of location	name or id	Go
							Page 1 of	1   1  ▼
	Locatio	n Name 🔹 🔻	Location II	Adr	ninistrator	Contact		Actions
5	Hub		00000006	Sho	w Admins 🔻 4			⊠ 3
	Hub		00000007	Sho	w Admins 💌			
							Page 1 of	1   1  ▼

- 1. List all Locations for this organization by clicking the Locations tab.
- 2. To search for a specific contact, use the Search tool and click Go.
- 3. Use the Actions icon to edit a specific location.
- 4. To display a listing of Administrators for a specific location, click **Show Admins**.
- 5. To view the location details, click the location name.



#### Resources tab – Locations – Profile

#### Location Details: Calnet - 000000007

Profile	Staff	Equipment	IP Address	Settings	
Name:		Calne	et		
ID:		0000	00007		
Default C	Calling Numb	ber: 404-0	000-000		
Voicemai	il Access Nu	mber: 404-0	000-000		
Location	Caller ID:	404-(	000-000		
Default C	aller ID Set	tting: Do no	ot use Location Call	er ID Edit I	location Caller ID :
Address:		1234 Sacra	Calnet Blvd mento, CA 95821		
Migratior	n Status:	Cuto	ver complete		
Origin St	atus:	Impo	rted		
View Phon	ne Number Ra	ange Details			

• To change the location name, click **Edit**.



#### Resources tab – Locations – Staff

#### Location Details: Hub - 000000007

Profile	Staff	Equipment	IP Address	Settings
				Edit
Contact:		Calne	t User	
Contact	Phone Num	iber: 555-8	801-0010	
Contact	Email Addr	ess: calne	ttraining@att.com	
Adminis	trator(s):	Adr	ninistrator1	Edit Administrator(s) <b>?</b>

• To change the contact name, phone number, or email address, click Edit.



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#### Resources tab – Locations – Equipment

ocatio	n Deta	ils: Calnet	- 0000000	07		
Profile	Staff	Equipment	IP Address	Settings		
Location	Adapter(s	)				
Make/M	1odel:	ATT	-BIB01/4608T4WF	0E24	it Equipment Detail:	s Reset
MAC Ad	dress:	00:9	90:FB:27:A4:4A		Ŭ	Ŭ
Locatio	n Device T	ype: Prin	hary			
Site Sur	rvivability		Manage EV	O Part Sattings		
FAUE	Port(s):	port	1 Manage PX	o Port Settings		
FX0 F	Routing Nu	mber: 732	-300-0000			
				Ed	it Equipment Detail	s Reset
Make/M	1odel:	ATT	-BIB01/4570			
MAC Ad	dress:	A8:	70:A5:01:12:40			
Locatio	n Device T	ype: Add	-on			

1. To edit the MAC address for an adapter, click Edit Equipment Details.

2. To reset the location adapter, click **Reset**.



#### Resources tab – Locations – IP Address

#### Location Details: Hub - 000000007

Profile Staff	Equipment	IP Address	Settings	
Associated IP Addre	sses			?
WAN Link IP Addre	55:	12.1.1.1		
Other IP Addresses	5:	12.1.1.1	Add IP Address	Delete IP Address

1. To add an IP address, click Add IP Address.

2. To delete an IP address, **Delete IP Address**.



### Resources tab – Locations – Settings

#### Location Details: Hub - 000000007



- 1. Account Code Settings
- 2. Call Park Settings
- 3. Custom Dial Patterns
- 4. Location Caller ID
- 5. Location Operator
- 6. Custom Music on Hold



### Resources tab – Hunt Groups

	HOME	RESOURCES	DIRECTOR	Y SETTINGS	MASS MANAGEMENT	REPORTS			
	Users	Locations	Hunt Groups	Number Ranges	Internal Key Contact	s Adminis	trators E	Equipment	
			(1)						
	Hunt (	Groups (1	1)						
3	chann [A]	Locations							Create Hunt Group
E	Snow: A	LOCACIONS	~						
							Page 1	. of 1   <b>1</b>  ▼	
	Туре	Hunt Gr	oup Name	Number	Location	Final Destinati	on	Actions	
	۵	5 Calnet H	G	470-225-301	2 Hub - 000000006	555-801-0	012		)

- 1. List all Hunt Groups for this organization by clicking the Hunt Groups tab.
- 2. To filter hunt groups by location, use the drop-down menu.
- 3. To create a new hunt group, click **Create Hunt Group**.
- 4. Use the Actions icons to edit or delete a hunt group.
- 5. To view the hunt group details, click the name.



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#### Resources tab – Hunt Groups – Profile

#### Hunt Group Details: Calnet HG

ofile Members	Edit
Name:	Calnet HG
Number:	470-225-3012
Location:	Hub - 00000006
Hunting Policy:	Linear
Hunt Behavior:	Hunting through the member list.
	Ring member for 24 seconds
Final Destination:	Phone Number (555-801-0012)

• To edit the hunt group profile, click **Edit**.



### Resources tab – Hunt Groups – Profile – continued

#### Hunt Group Details: Calnet HG

Profile Members	
Edit Profile Information	
*Required <b>?</b> Type:	Hunt Group Member Number Hunt Group
*Name:	Calnet HG
Directory Privacy	<ul> <li>Disabled</li> <li>C Enabled</li> </ul>
*Number:	470-225-3012 Select from available phone numbers
Hunting Policy	<ul> <li>Linear</li> <li>Circular</li> <li>Uniform</li> <li>Simultaneous</li> </ul>
<ul> <li>Hunting Behavior</li> <li>?</li> </ul>	<ul> <li>Hunt through member list, ringing each member for 24 v seconds</li> <li>Ring first available member only</li> <li>Allow call waiting on members</li> </ul>
? Final Handling	Stop Hunting after 30 seconds (Enter a number between 10 and 120)
	Phone Number * 555-801-0012     Find Numbers     Mailbox * Find Numbers
Cancel	Save

 Make the desired changes to the hunt group profile and then click Save.



#### Resources tab – Hunt Groups – Members

#### Hunt Group Details: Calnet HG

Member	me		Edi
Nar	me		
Nar	me		
		Number	Extension
Cus	stomer, Calnet	470-225-3000	53000
Cus	stomer, Calnet	470-225-3001	53001
Cus	stomer, Calnet	470-225-3002	53002
Cus	stomer, Calnet	470-225-3003	53003

• To add or remove members of a hunt group, click Edit.



### Resources tab – Number Ranges

Users Locations Hunt Groups Number Ranges Internal Key Contacts Administrators E	quipment
Phone Number Ranges	
2 Show Ranges from: All Locations ~ Search Enter start of number	Go
	/e all to file —
Expand all N	Number Ranges
Pag	ge 1 of 1  ▼
Number Ranges   Location Name Location ID	Actions
470-225-3000 to 470-225-3049 Hub 00000007	<b>9</b> 5

- 1. List all number ranges for this organization by clicking the Number Ranges tab.
- 2. To filter number ranges by location, use the drop-down menu.
- 3. To search for a specific number, use the Search tool and click Go.
- 4. To save the number ranges to a file, click **Save all to file**.
- 5. To view the number range details, click the Actions icon.



### Resources tab – Internal Key Contacts

RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS	
Locations Hur	t Groups	Number Ranges	Internal Key Contact	s Administ	trators Equipment
			$\begin{pmatrix} 1 \end{pmatrix}$		
cts (1)			Search	Enter start of	contact name Go
Locations ~	]				
					Page 1 of 1   1
Contact	•	Location Na	me Location I	D	Actions
4 Calnet Use	er	Hub	00000007		<b>2 1 5</b>
	Locations Hur Cts (1) Locations ~ Contact (4) Calnet Use	Locations Hunt Groups M Cts (1) Locations ~ Contact ~ (4) Calnet User	Locations Hunt Groups Number Ranges Cts (1) Locations Contact Contact Hub	Locations Hunt Groups Number Ranges Internal Key Contact	Locations Hunt Groups Number Ranges Internal Key Contacts Administ 1 Search Enter start of Locations ~ Contact The Location Name Location ID (4) Calnet User Hub 00000007

- 1. List all internal contacts for this organization by clicking the Internal Key Contacts tab.
- 2. To filter contacts by location, use the drop-down menu.
- 3. To search for a specific contact, use the Search tool and click **Go**.
- 4. To view the details of a contact, click the name.
- 5. Use the Actions icons to edit or delete a contact.



### Resources tab – Administrators

HOME	RESOURCE	S DIREC	TORY	SETTINGS	MASS MANAGE	EMENT	REPORT	5		
Users	Locations	Hunt Grou	ps Nu	umber Ranges	Internal Key	Contact	s Admi	histrators	Equip	oment
							(	1)		
Searc	h Results	s (2)		Sea	rch Enter start	of Name	/Number o	r full Emplo	yee ID	Go
		(-)								
Show Ad	ministrators	for: All Lo	cations	~						
Show Ad	ministrators	for: All Lo	cations	~				Pa	ge 1 of 1	L   1
Show Ad	ministrators 4 Administrat	for: All Lo	Prem	→ nier Login ID	Locatio	on Name	2 L	Pa ocation I	ge 1 of : D	L   1  • Action
Show Ad Type	Administrators	for: All Lo	Prem ctrain	→ <b>hier Login ID</b>	Locatio	on Name	• L	Pag ocation I	ge 1 of : D	Action

- 1. List all administrators for this organization by clicking the Administrators tab.
- 2. To search for a specific administrator, use the Search tool and click **Go**.
- 3. To filter administrators by location, use the drop-down menu.
- 4. To view the details of an administrator, click the name.
- 5. To edit a administrator's profile, click the edit icon.



### Resources tab – Equipment – Registrations

HOME RESOURC	ES DIRECTO	RY SETTINGS	MASS MANAGEMEN	T REPORTS	
Users Locations	Hunt Groups	Number Range	s Internal Key Con	tacts Adminis	trators Equipment
Equipment					1
Registrations	Reports	Profiles			
Registrations for	specific user				
Select Location	V	and	Nam	e or Number	or number Go
					Page 1 of 1   <b>1</b>  ▼
Phone Number	Exte	nsion	▼ Name	Acti	Page 1 of 1   <b>1</b>   🔻
Phone Number 470-225-3000	Exte	<b>nsion</b> 3000	Name Customer, Calm	Acti	Page 1 of 1   <b>1</b>  ▼
Phone Number           470-225-3000           470-225-3001	Exter 20-5:	nsion 3000 3001	<ul> <li>Name</li> <li>Customer, Calm</li> <li>Customer, Calm</li> </ul>	et 📀	Page 1 of 1   <b>1</b>  ▼

- 1. List all equipment for this organization by clicking the Equipment tab.
- 2. To filter equipment by location, use the drop-down menu.
- 3. To search for a specific name or number, use the Search tool and click **Go**.



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#### Resources tab – Equipment – Reports

#### Equipment

Registrations	Reports	Profiles
Equipment Report	ts	
Registration Repo	rt	
Line Appearances	Report	
Line Appearances		

• Select the Reports tab to access equipment type reports.

Note: All reports, including equipment reports, can be accessed from the main menu under the Reports tab.

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### Resources tab – Equipment – Profiles

#### Equipment



1. To view specific equipment details, click on the desired triangle.

2. To download specific equipment details, select the **Download csv file** link.

### Directory

	номе	RESOURCES DIRE	CTORY SETTINGS	MASS	MANAGEMENT	REPORTS	
	Search	Results (5)	Search	Ente	r start of name or n	umber G	Advanced Search 🗸
3	Show: All	(4)	- C				Page 1 of 1   <b>1</b>  ▼
	Туре	Name	Phone Number	•	Extension	Wireless	Location
		Customer, C	470-225-3000		20-53000		Hub - 00003
		Customer, C	470-225-3001		20-53001		Hub - 00003
		Customer, C	470-225-3002		20-53002		Hub - 00003
		Customer, C	470-225-3003		20-53003		Hub - 00003
		Customer, C	470-225-3004		20-53004		Hub - 00003

- 1. Display the directory for this organization by clicking the Directory tab.
- 2. To search for a specific name or number, use the Search tool and click **Go**.
- 3. To filter users by location, external contacts, or virtual extension, use the drop-down menu.
- 4. To view the user details, click on the name.



### Settings – Custom Dial Patterns

	HOME	RESOUR	CES DIRECTO	RY SETTINGS	MASS MANAGEMENT	REPORTS		
	Custom	Dial Pattern	s Schedules	Virtual Office	Voicemail Message Acc	ess Location Specific	External Contacts	Virtual Extensions
		(1)					2	3
	Custor	n Dial F	Patterns (1)		Search	Enter pattern name	Go	Create Pattern 🕨
4	Show List	for: All P	Pattern Types 🗸	Company and Loca	ition ~	Page :	L of 1   <b>1</b>  ▼	
	Name	•	Туре	Level	Location	Function	Actions	
5	Local Ra	dio	Restriction	Company		Restrict a single	<b>2 1 6</b>	

- 1. Display the custom dial patterns for this organization by clicking the Custom Dial Patterns tab.
- 2. To search for a specific dial pattern, use the Search tool and click Go.
- 3. To create a new dial pattern, click on **Create Pattern**.
- 4. To filter on dial patterns or location, use drop-down menu.
- 5. To view the dial pattern details, click on the name.
- 6. Use the Actions icons to edit or delete a custom dial pattern.



### Settings – Schedules

	HOME RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS			
	Custom Dial Patterns	Schedules V	irtual Office	Voicemail Message Ac	cess Locatio	on Specific I	External Contacts	Virtual Extensions
		(1)					2	3
	Company Sched	ules (2)		Search En	ter start of name	e	Go	Create Schedule 🕨
4	Show List for: All Schee	dule Types 🗸				Page 1 of	? 1   <b>1</b>  ▼	
	Schedule Name		•	Туре		Actions		
5	Thanksgiving Week			Holiday				
	Weekend / After Hours			Time				

- 1. Display the schedules for this organization by clicking the Schedules tab.
- 2. To search for a specific schedule, use the Search tool and click **Go**.
- 3. To create a new schedule, click on **Create Schedule**.
- 4. To filter for a specific schedule type, use the drop-down menu.
- 5. To view the schedule details, click on the name.
- 6. Use the Actions icons to edit or delete a schedule.



### Settings – Schedules – continue

*Required			
Schedule Name:	Weekend / After Hours		
Schedule Type:	Time		
Initial Event Details			(
*Event Name:			
*Initial Start Date:	MM/DD/YYYY	*Initial End Date:	MM/DD/YYYY
	All day event		
*Start Time:	HH:MM AM ¥	*End Time:	HH:MM AM Y
Event Recurrence Detai	ls		(
Recurrence Pattern:	None ~		
Cancel			Add

• Input the required information and then click **Add**, to create a new schedule.



### Settings – Virtual Office

	номе	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS			
	Custom	Dial Patterns	Schedules Vi	rtual Office	Voicemail Message Acce	ss Locatio	n Specific	External Contacts	Virtual Extensions
				(1)					
	Virtual	Office							
	Virtual Of	fice Destinatio	ns						
	Find the us If necessa there by fr	er in your comp ry, you can then reeing up the nur	any who has a s go to that user's nber to be provi	pecific number s End User Das sioned as a Vi	r assigned as a Virtual Off shboard and remove the V rtual Office location by an	fice Location. Virtual Office   other user.	ocation,		
(2)	Enter the p	bhone number yo	ou wish to find an	nd click on Sea	arch.			3	
	Search Re	esult						Search	
9	User Cust	omer, Calnet in	Group : 000000	006 has assigi	ned this number as Virtua	l Office Locati	on		

- 1. Search for assigned virtual office locations for this organization by clicking the Virtual Office tab.
- 2. Enter the user's telephone number.
- 3. Click Search.
- 4. The search results will be listed.



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#### Settings – Voicemail Message Access

HOME RESOURC	ES DIRECTOR	Y SETTINGS	MASS MANAGEMENT	REPORTS		
Custom Dial Patterns	Schedules	Virtual Office	Voicemail Message Access	Location Specific	External Contacts	Virtual Exter
			(1)			
oicemail Mes	sage Acces	5				
					?	
	· · · · · · · · · · · · · · · · · · ·					
mpany setting for v	picemail message	display: Full Acc				
mpany setting for v	picemail message	display: Full Acc				
mpany setting for v	picemail message	display: Full Acc				
rerride for compan	oicemail message <b>ny setting for v</b> e	display: Full Acc	age display in effect for	he following users (	(0):	
verride for compan	vicemail message	display: Full Acc	age display in effect for	the following users (		
verride for compan	oicemail message	display: Full Acc	age display in effect for	he following users (	(0): 3 Assign Unassign	
verride for company	ny setting for v	display: Full Acc	age display in effect for	the following users (	(0): 3 Assign Unassign	
verride for compar	ny setting for v	display: Full Acc	age display in effect for	the following users (	(0): 3 Assign Unassign	
verride for compar Name	vicemail message	display: Full Acc	age display in effect for	the following users (	(0): 3 Assign Unassign	
verride for compar Name	ny setting for vo	display: Full Acc	age display in effect for	the following users (	(0): 3 Assign Unassign	

- 1. View voicemail message access for this organization by clicking the Voicemail Message Access tab.
- 2. To edit voicemail message access for the organization, click Edit.
- 3. To assign or unassign users for voicemail message access, click **Assign | Unassign**. Note: By default, if no specific number is assigned, settings are applied company-wide.



### Settings – Location Specific



- View location specific settings for this organization by clicking the Location Specific tab.
- 2. Account Code settings
- 3. Call Park settings
- 4. Custom Dial Patterns
- 5. Location Caller ID
- 6. Location Operator
- 7. Custom Music on Hold



### Settings – External Contacts

HOME	RESOURCES	DIRECTOR	Y SETTINGS	MASS MANAGEMENT	REPORTS			
Custom Di	al Patterns	Schedules	Virtual Office	Voicemail Message Ac	cess Location	Specific	External Contacts	Virtual Extension
Externa	l Contac	cts	Search E	nter start of Name/Numb	er <b>6</b> 0	Advan	(1) ced Search ▼	
External Co	ontacts (1):			(4) Add Ex	ternal Contacts f ntacts   Clear Ex	Save to a rom File   G ternal Cont	a text file Set Template acts Directory	
						Page 1 of	1   1	
	Last Name	• •	First Name	Phone	Number	A	ctions	
	User		Calnet	555-801	-0012	٥	<b>0</b> (5)	
Delet	e					Page 1 of	1   <b>1</b>  ▼	

1. View external contacts for this organization by clicking the External Contacts tab.

- 2. To search for a specific contact, use the Search tool and click **Go**.
- 3. To save external contacts to a file, click **Save to a text file**.
- 4. To add or clear external contacts, click on the appropriate link.
- 5. Use the Actions icons to edit or delete an external contact.



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#### Settings – Virtual Extensions

HOME RESOURCES DIR	ECTORY SETTINGS	MASS MANAGEMENT	REPORTS		
Custom Dial Patterns Sched	lules Virtual Office	Voicemail Message Access	Location Specific	External Contacts	Virtual Extensions
			(2)		(1)
Virtual Extensions	Search	Enter start of Name/Numb	er Go Adva	nced Search 💌	$\mathbf{\cup}$
				?	
Virtual extension dialing pref	fix: 22 ?	dit			
			(	3)	
Virtual Extensions (1):		$\bigcirc$	Save to	a text file	
		4 Add Virtua	I Extensions from File	Get Template	
		Add Virtual Extension	s   Clear Virtual Exten	sions Directory	
			Page 1 d	of 1   1  ▼	
Last Name 🔻	First Name	Phone Number	Extension	Actions	
Customer	Calnet	555-555-8010	22 - 58010	<b>≥ ○ ○ ○</b>	
			Page 1 o	of 1   1   🔻	
Delete					

1. Display the virtual extensions for this organization by clicking the Virtual Extensions tab.

- 2. To search for a specific name or number, use the Search tool and click **Go**.
- 3. To save virtual extensions to a file, click **Save to a text file**.
- 4. To add or clear virtual extensions, click on the appropriate link.
- 5. Use the Actions icons to edit or delete a virtual extension.



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### Mass Management – Dial Restrictions

Dial Res	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEME	NT REPORTS	
				$\mathbf{}$		
Dial R	estrictions					
Show dia Al St Dial R	Il restrictions fo Il Outgoing Calls ( pecific Calls Restrictions Ove	or: Company ( Company a Location O	Only and Location nly			
	Name		Level	Location	Functio	on
0	No entries found.					

- 1. Display the dial restrictions for this organization by clicking the Mass Management tab.
- 2. To filter dial restrictions for a specific location, use the drop-down menu.
- 3. To add users for mass management, click **Get Users**.

Note: Allows you to manage dial restrictions and restriction overrides for many users at one time, by first locating users who share the same specified criteria.



Get Users

### Reports

HOME	RESOURCES	DIRECTORY	SETTINGS	MASS MANAGEMENT	REPORTS	
					U	
Report	ts					
Adminis	stration					
Administ	trator Detail Rep	ort				
Location	Detail Report					
Extensio	n Detail Report					
Hoteling	Detail Report					
Service	Quantities Repor	t				
Extensio	n Location Statu	s Report				
Registra	tion Report					
Equipm	ent					
Line Appearances Report						
User Dev	vices Report					
Service	Usage					
Account	Code Summary	Report				
Call Trar	nsfer/Forward Re	port				
Emerger	ncy Call Log Rep	ort				
Inbound	Call Detail Repo	rt - User				
Inbound	Call Detail Repo	rt - Hunt Group				
Outhour						

- 1. To access new reports, select the Reports tab.
- 2. Select a link to run the selected report.

Note: Reports are run in real-time only and can not be scheduled in advance.



## Support

MANAGE	SUPPORT						
Suppo	rt						
Online help provi all categories, cli	des detailed informa :k <b>Expand all.</b>	ation and step-by-step procedures. To view topics within a category, click + (plus sign). To view					
Collapse all   Exp	and all						
■ AT&	T Voice DN	A° Management					
Learn ho	w to manage locatio	ns, users, hunt groups, contacts, and devices.					
Get Sta	rted	Manage AT&T Voice DNA					
All topics		Manage users, features, and devices					
Manage a	administrators	Manage locations					
FAQ		Manage hunt groups					
Glossary		Run reports					
2							
🗏 My I	nformatior	1					
Learn ho	w to find your perso	anal profile information, view your phone calls, and manage your AT&T Voice DNA features.					
View my	profile and call log	S					
Place cal	Place calls from my phone or the AT&T Voice DNA User Dashboard						
Manage	my voicemail and fe	eatures					

1. Access the support page by selecting the Support tab.

2. Access a specific help topic by selecting the associated link.



## Support – continued

#### AT&T Voice DNA® Administrator Content Sitemap

#### AT&T Voice DNA Administrator Support



• User support page provides links to detailed instructions and PDF files for the comprehensive guides and quick reference guides.



## Additional support

- AT&T Voice DNA® Service:
  - 1-877-ATT-VDNA (1-877-288-8362)
- AT&T CALNET Training
  - <u>http://www.attcalnettraining.com</u>
  - <u>CalnetTraining@att.com</u>
- Please complete our survey.



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# **Questions and answers**



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