



# CALNET 3: AT&T Voice DNA<sup>®</sup>

## Receptionist Portal:

### Quick reference guide

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Version 1.0



## AT&T Voice DNA® Receptionist portal

### What is the AT&T Voice DNA Receptionist portal?

AT&T Voice DNA Receptionist is a software-based attendant console for use by front office receptionists to monitor and manage inbound calls for up to 200 selected users in their organization.

The portal allows the user to:

- Monitor the line status of selected users.
- Manage their own calls – answer, hold, resume, end.
- Drag and drop call transfers.
- Place calls from contacts, call history, and speed dial codes or simply dial directly from the console.
- Search the company directory.
- Create and manage conference calls for three or more contacts.

### Logging into the AT&T Voice DNA Receptionist portal

Receptionist can be accessed from the AT&T Voice DNA User Dashboard or through the website: <https://recvdna.att.com/receptionist/>.

User ID 5555551212

Password [masked] [visibility icon]

Stay signed in

Sign In

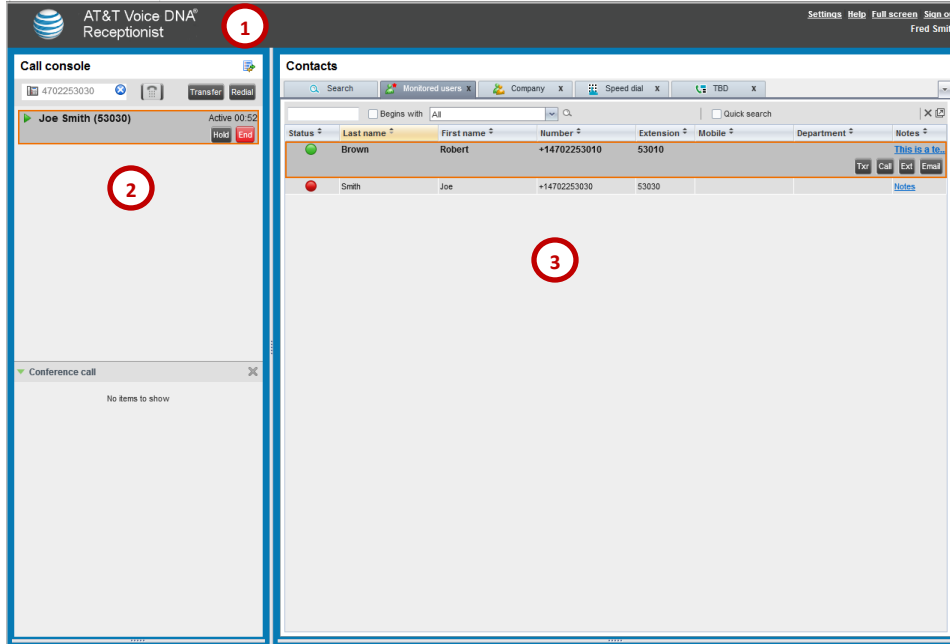
[Bookmark this page](#)

Enter your User ID, which is your phone number, and the password provided to you by your administrator. If you have lost or forgotten your password, contact your system administrator.

The receptionist portal home page will display upon successfully logging in.



## AT&T Voice DNA Receptionist portal



### 1. Logo area at top of page

- Links to Settings to configure the Receptionist portal.
- Links to Help and other Receptionist functions.
- Displays error, warning, and informational messages.

### 2. Call console pane

- Manages your own current calls.
- Includes the Dialer and Redial button.
- Link to Call History dialog box to view and dial your past calls.
- Conference calls are shown in the Conference call area.

### 3. Contacts pane

- Contains your contact directories, search function, and speed dial codes.



## Call console

The Call console has 5 main sections:

### Call History

- Choose the call history icon.
  - Displays missed, received, and placed calls.
  - You can place a call from a call log number here.

### Dialer

- The Dialer contains an Enter Number field and a Dial icon.
- Enter a 10-digit phone number or the 5-digit extension to place a call.
- Use the Redial icon to dial the last number dialed.

### Current Calls

- View the calling party's name and phone number (if available), the call state, and the duration of the call.
- Displays how long a call has been on hold, when applicable.
- Hunt group members can view calls coming into the hunt group.

### Conference Calls

- Displays conference calls in progress.
- Once a conference call is started in the current calls area, the call moves to the Conference call area.

### Call Notification

- Displays pop-up messages when an incoming call is received, if this feature is enabled on your Settings Plug-Ins page.
- From this pop-up, you can answer or transfer the incoming call or send it to voicemail.

## Placing a call

### Call a contact

In the Contacts pane, do one of the following:

- Choose the Monitored Users tab or the Company tab, then locate your contact.
- Choose Search and search for your contact in your selected directory.
- Choose the contact's name to expand the entry.
- Choose Call.

### Directly dial a number

- On the Call console, enter the 10-digit phone number or 5-digit extension in the Dialer.
- Choose the Dial icon.

### Call from call history

- Choose the Call History icon. The Call history dialog box appears, with a log of past calls.
- From the Show list, select Missed Calls, Received Calls, or Dialed Calls. (By default, Missed Calls is selected.)
- To find the number you want to call, scroll through the list that appears.
- Choose the entry to expand it, then choose Call.
- To close the Call History dialog box, choose OK.

## Answering a call

With Directed Call Pickup, you can answer a call coming in to a monitored user.

In the Contacts pane, locate the monitored user with an incoming call by doing one of the following:

- Choose Monitored Users, and then locate the monitored user.
- Choose Search and search for the monitored user.
- Choose the monitored user's entry to expand it.
- Mouse over the monitored user and choose Ans. The call appears in the Call console as Incoming.



## Managing current calls

In the current calls area of the Call console, you can answer calls, put calls on hold, remove from hold, transfer calls, and more. You can call a contact from the Call console or the Contacts pane.

### View Current Calls

- Your current calls are always visible in the Call console.
- You can view conference call details. In the Conference call area, choose the Expand icon.
- If the Call Notification feature is enabled, a notification window above your task bar's system tray shows the caller's name and number.

### Answer a call

- In the Call console, mouse over an incoming call, and then choose Ans.
- In a Call Notification window, select anywhere in the text.

### Place a call on hold

- In the Call console, mouse over an incoming or active call, and then choose Hold.

Note: The Hold function is not available from a virtual office.

### Resume a call

- In the Call console, mouse over the held call, and then choose Ans.

Note: The Resume function is not available from a virtual office.

### End a call

- In the Call console, mouse over a call, and then choose End.

## Call Barge-In

If provisioned by your administrator, you can barge in on an established call to set up a 3-way conference. In the Contacts pane, locate a contact on the active call by doing one of the following:

- Choose Monitored Users, and then locate the contact.
- Choose Search and search for the contact from both directories.
- Choose the busy contact, and then Choose Barge, establishing a 3-way conference. The calls appear in the Conference call area of the Call console. You can treat the call like any conference call, except you cannot add additional participants.

Note: A barge-in conference can have only three participants.

## Line indicators

The icon next to each call will change depending on the event:

- Green arrow pointing right: Incoming call
- Green triangle: Active call is in progress
- Two vertical blue lines: Call is on hold
- Green arrow pointing left: Outgoing call



## Using the Contacts pane

Use the Contacts pane, on the right side of the Receptionist portal, to call, monitor, and manage your contacts. The Contacts pane has four active informational tabs:

### Monitored users

- A searchable list of all the users you actively monitor.

### Company

- A searchable directory of all the users and hunt groups in your organization. This is the same as the Directory on your AT&T Voice DNA User Dashboard.

### Search

- A feature for searching both the Monitored users and Company tabs at once.

### Speed dial

- A configurable list of speed dial codes.

Note: The inactive Pullout icon, in the Contacts pane search area, is reserved for future use.

## Monitored users

### View monitored user details and use available functions

- Choose a monitored user or contact to expand the entry.
- To call the monitored user or contact's AT&T Voice DNA number, choose Call.
- To call the monitored user or contact's extension, choose Ext.
- To call the monitored user or contact's mobile number (if listed), choose Mob.
- To send the monitored user or contact an email, choose Email.

### Search for a Specific User

- The search function for each tab is directly beneath the tab name. You can search for a first name, last name, or number.

## Calling or Emailing a user or contact

You can use the Contacts pane to call or email a contact.

### To call a contact

- On the Monitored users or Company tab, search for or scroll to find the user or contact.
- Choose the entry to expand it.
- Choose Call.

### Email a contact

- On the Monitored users or Company tab, search for or scroll to the user or contact.
- Choose the entry to expand it.
- Choose Email. A blank email addressed to the user or contact appears.
- Write the email and send.

## Add a personal note about a monitored user

You can provide additional information about a user in the Notes column.

- On the Monitored users tab, search for or scroll to the user or contact.
- Choose the entry to expand it.
- In the Notes column, choose the Notes link for that user. The Notes dialog box appears.
- Enter your note text. You can also view and edit previously entered notes.
- To save your changes and close the dialog box, choose OK. To close the dialog box without saving, choose Cancel.



## Directory tab

### Search all columns of a directory tab

- Make sure the Quick search checkbox is unchecked.
- Choose the first search field.
- Enter a name, number, or at least two characters of the name or number.
- If you want the search to limit the results to those that begin with a specific character string, check the Begins with checkbox. Otherwise, the search will all results that contain those characters anywhere.
- Leave the Begins with selection as All.
- Choose the Search icon (the magnifying glass). All the entries on the tab that meet the search criteria are displayed.
- From the search results, choose the entry you want.

### Search in a specific column on a directory tab

- On the Monitored users or Company tab, make sure the Quick search checkbox (at the right) is unchecked.
- Choose in the first search field.
- Enter a name, number, or at least two characters of the name or number.
- If you want the search to limit the results to those that begin with a specific character string, check the Begins with checkbox. Otherwise, the search will all results that contain those characters anywhere.
- From the Begins with drop-down list, select a column.
- Choose the Search icon. All the contacts in the selected column that meet the search criteria are displayed.
- Select the contact you want.

### Search All Directories

- You can use the Search tab to search for a contact in all directories at once.
- In the Contacts pane, choose the Search tab.
- Choose in the first search field.
- Enter a name, number, or at least two characters of the name or number.
- If you want, check the Begins with checkbox. The search returns only results that begin with the character string you entered. If you do not check Begins with, the search returns results that begin with the string and results that contain the string anywhere.

### Use the Contacts Pane

- Choose the Search icon. The text you enter is matched against all columns in both the Monitored users and Company directory tabs (except for the Notes column). Search results are displayed on the Search tab.
- From the results, select the user or contact you want.

## Viewing directories

You use the Monitored users tab to monitor the phone status of selected users assigned by your Administrator. Your Administrator controls which users you monitor. To view all contacts, use the Company tab.

The Monitored users and Company tabs contain the following information for each contact or user:

- Call status (Monitored users tab only)
- First and last name
- AT&T Voice DNA phone number
- Extension
- Mobile number (manually entered)
- Notes section

### Additional features

- You can sort entries by column by selecting the column heading. To reverse the order, select the column heading again.
- You can remove a tab by selecting the X located in each tab.
- You can select a removed tab using the drop-down arrow on the far right of Contact area.



## Managing Speed dials

Using the Speed dial tab in the Contacts pane, you can create and edit speed codes for your frequently called contacts. The speed code, phone number, and description are shown for each contact.

### Add a speed dial entry

- In the Contacts pane, choose the Speed dial tab.
- Choose the Edit icon. The Edit Speed Dials dialog box appears.
- Choose Add. A new line is added below the existing entries, enabling you to define a new entry.
- From the Code drop-down list on the left, select a speed dial code.
- In the Phone number field, enter the phone number for this code.
- In the Description field, enter a description that identifies the entry.
- To save the entry, choose anywhere in the dialog box outside the entry.

### Call a speed dial entry

- Choose the speed dial entry to expand it.
- Choose Call.

### Modify a speed dial entry

- In the Contacts pane, choose the Speed dial tab.
- Choose the Edit icon. The Edit Speed Dials dialog box appears.
- Double-choose the entry.
- Edit the information.
- To save your changes, choose anywhere in the dialog box outside the entry.

### Delete a speed dial code

- In the Contacts pane, choose the Speed dial tab.
- Choose the Edit icon. The Edit Speed Dials dialog box appears.
- Select the entry, and then choose Delete.

## Settings and other links

You can customize the functionality and appearance of Receptionist.

To get started, choose Settings and then choose the tab (General, Services, Plug-ins, About) that contains the settings you want to customize. When you are finished, choose Back to application at the upper right of any tab.

### General tab

Use the General tab to configure miscellaneous settings that improve the usability of Receptionist.

- Select a date format for call entries.
- Select a time format.

If you have customized the size and position of the web browser that displays your Receptionist workspace, you can do one of the following:

- To save your workspace configuration, choose Save workspace.
- To rearrange your active workspace to a previously saved configuration, choose Load workspace.
- To restore the original workspace configuration, choose Restore workspace.
- If you want, check the Always save workspace on sign out checkbox. This means you will not need to open this page and save your workspace configuration every time you end a Receptionist session.
- Check the Drag and drop checkbox so that you can easily transfer a call to a contact by dragging it from the Call console and dropping it on the contact's entry in the Contacts pane. You can drag and drop a call that is ringing, answered, or held.

### Notes:

- The Application tab is not currently use.
- The Services tab allows you to set your Call Forwarding. See that section for more details.
- The Plug-ins tab should never change from the default settings.
- The About tab provides system version information.





## Transferring a call

The Call console offers three types of call transfers, Blind, Supervised and Consultative. Transfers vary according to the role you play in the call. You can also transfer calls directly to voicemail.

### Blind transfers

You can blind transfer active, held, or ringing calls. If a call is ringing, blind transfer redirects the call before you answer it. You can blind transfer a call to a number you enter in the Dialer or to a contact. The call is transferred and disappears from the Call console.

#### Blind transfer a call to a destination number:

- In the Call console, select a call to transfer.
- In the Dialer, enter the destination number, and then choose Transfer.

#### Blind transfer a call to a contact:

- In the Call console, select a call to transfer.
- In the Contacts pane, locate the destination contact by doing one of the following:
  - Choose Monitored Users or Company, and then locate the contact. Choose Search and search for the contact from both directories.
  - Choose the destination contact's name to expand the entry.
  - Choose TXR.
- The call is transferred and disappears from the Call console.

### Supervised transfer

You can transfer and supervise an active inbound call to a monitored user.

- In the Call console, select a call to transfer.
- In the Dialer, dial the number or contact to whom you want to transfer the call.
- On the Monitored Users tab, if you see that the call is not answered, or the line is busy, you can reconnect to the call.
- If you want, you can transfer the call to another number. Move the mouse over the new, non-selected call and choose TXR.

### Consultative transfer

You might want to speak to the person you are transferring the call to before you transfer the call. You can transfer active, held, or ringing calls. If you transfer a ringing call, it is redirected before you answer it.

- In the Dialer, call the destination number or contact.
- Speak when the party you are transferring the call to answers.
- In the Call console, select the call to transfer (an active call will be put on hold automatically).
- Mouse over the new call, and then choose TXR. The calls are connected and disappear from the Call console.

### Transfer a call to voicemail

You can transfer a call to a contact's voicemail or to your own voicemail. You can transfer a call that is active, held, or ringing on your phone.

- In the Call console, select a call to transfer.
- In the Contacts pane, locate the contact where you will transfer the call by doing one of the following:
  - Manage Conference Calls.
  - Choose the Monitored Users or Company tab, and then locate the contact.
- To transfer the call to your own voicemail, locate your own contact entry.
- Choose Search and search for the contact from both directories.
- Choose the destination contact to expand the entry.
- Choose VM. The call is transferred to the contact's (or your) voicemail and disappears from the call.



## Conference calling

You can conference 15 participants on one call.

### Start a conference call

To start a conference call, at least two active calls need to be in the current calls area of the Call console. You are the third participant.

- To establish the call with the first contact, call the contact (by any method). The call appears in the current calls area.
- To add the second party to the call, choose the first call and then mouse over the second call. Choose Conf.

Note: You can only have one active conference at a time.

### Add participants to a conference call

If your Administrator activates the N-way conference calls feature for you, you can add additional participants to your 3-way call for a total of up to 15 participants.

- Call the new participant (by any method). The call appears in the current calls area of the Call console.
- Mouse over the call you want to add, and then choose Conf. The call is added to the active conference and moves to the Conference call pane.

### Hold a conference call

- In the Conference call header, choose Hold. The entire conference call is put on hold.

### Resume a conference call

- In the Conference call header, choose Ans. All calls in the conference become active.

### Hold or resume a specific participant's call

- Expand the Conference call pane by choosing the Expand icon.
- Mouse over the participant's call. To hold the participant's call, choose Hold. To resume the participant's call on hold, choose Ans.

### Leave a conference call

- In the Conference call header, choose Leave. The other parties remain connected, but the calls disappear from the Call console.

Note: This function is only available for 3-way conference calls.

### End a conference call

- In the Conference call header, choose End. All calls are disconnected, and the calls disappear from the Call console.

## Call forwarding always

You can forward all calls from your desk to any external number or internal extension. When you activate the Call forwarding always feature, your own name and number appear on the Caller ID on the recipient's phone, and not the number of the original caller.

- On the Services tab, under Inactive, choose Call forwarding always.
- In the settings that appear, check the Active checkbox.
- If you want a caller to hear a tone that indicates the call is being forwarded, check the Ring Splash checkbox.
- In the Forward to field, enter the destination phone number.
- Choose Save.



## Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

### Temporarily block Caller ID:

- Enter \*67 and the number you want to call.
- Choose the Dial icon.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

### Temporarily unblock Caller ID:

- Enter \*82 and the number you want to call.
- Choose the Dial icon.

## E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and or have someone wait at the entrance to direct emergency services.

### If a network outage or loss of power occurs:

Use your cell phone to call emergency services.