

CALNET 3: AT&T Voice DNA[®] Polycom[®] SoundPoint[®] IP 321 / 331

Version 1.2



Covered topics

- What is AT&T Voice DNA®
- What is the Polycom® SoundPoint® IP 321 / 331
- Phone features
 - Phone controls
 - Dialing basics
 - Feature (star) codes
- Questions and answers



What is AT&T Voice DNA®

AT&T Voice DNA® (Voice Dynamic Network Application) is a cutting-edge, fully hosted, network-based Voice over Internet Protocol (VoIP) service that delivers enhanced communication tools over AT&T's industry leading global IP network. The AT&T Voice DNA service includes advanced features, unlimited domestic calling, and a full suite of management services and tools providing the best overall service to our customers.

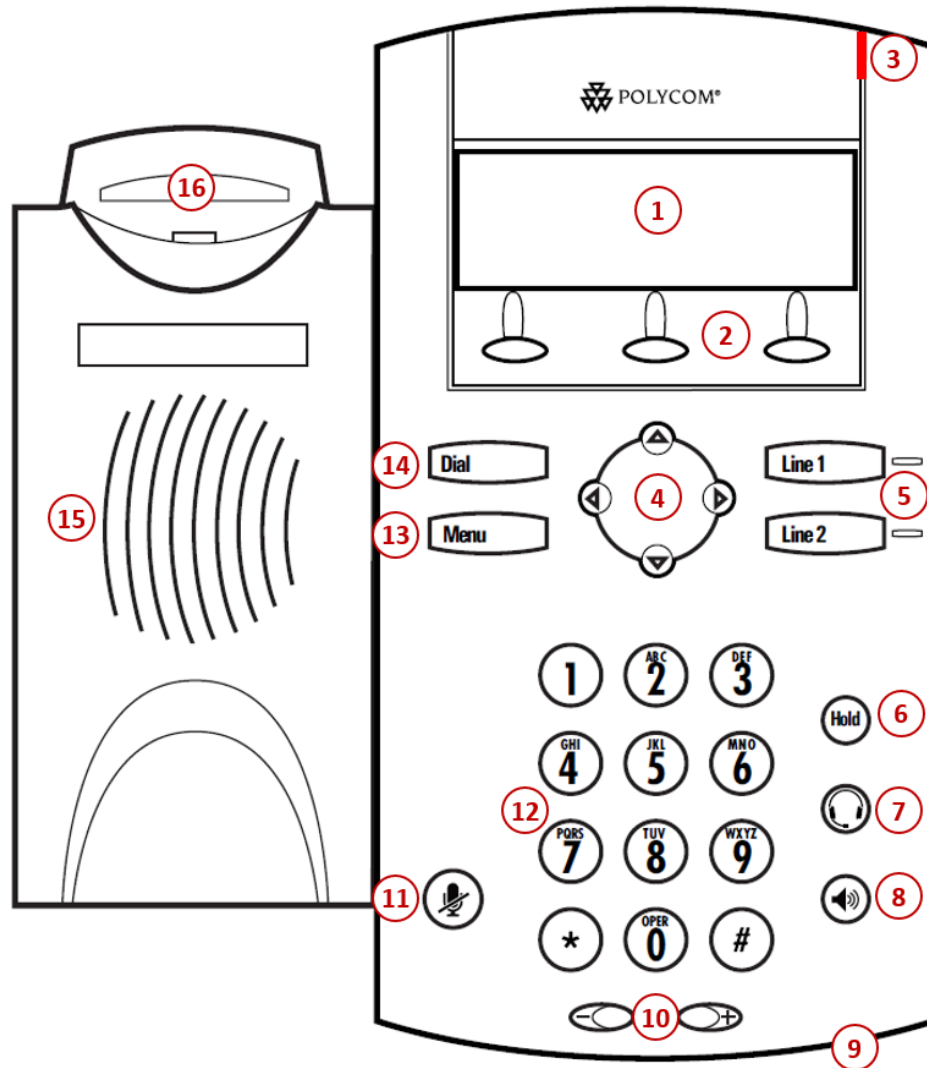


What is the Polycom SoundPoint IP 321 / 331

The Polycom SoundPoint IP 321 /331 phones are full-featured IP phones each with hands-free speakerphone and handset designed for hi-fidelity wideband audio, and a built-in headset connection. Each phone can have up to two unique phone numbers and has a standard phone keypad and three soft keys, located below the display window, that provide additional functions based upon the status of the phone. Both phones are equipped with a grey scale graphical LCD display and the 331 has a dual-port 10/100 Ethernet switch.



Polycom SoundPoint IP 321 / 331 phone



1. Graphic display
2. Soft keys
3. LED indicator
4. Display control keys
5. Line keys with indicators
6. Hold button
7. Headset button
8. Speakerphone button
9. Microphone
10. Volume keys
11. Mute button
12. Dial pad
13. Menu button
14. Dial button
15. Speaker
16. Hook switch



Line icons

The following list describes the icons visible on the graphic display:

- Registered line: solid black telephone
- Registered shared line: split black / white telephone
- Ringing / incoming call: musical notes
- Call on hold: white phone with flashing upside down handset
- Conference call: multiple telephone icons
- Voice mail messages: envelope beside applicable line key
- Do Not Disturb activated: large X

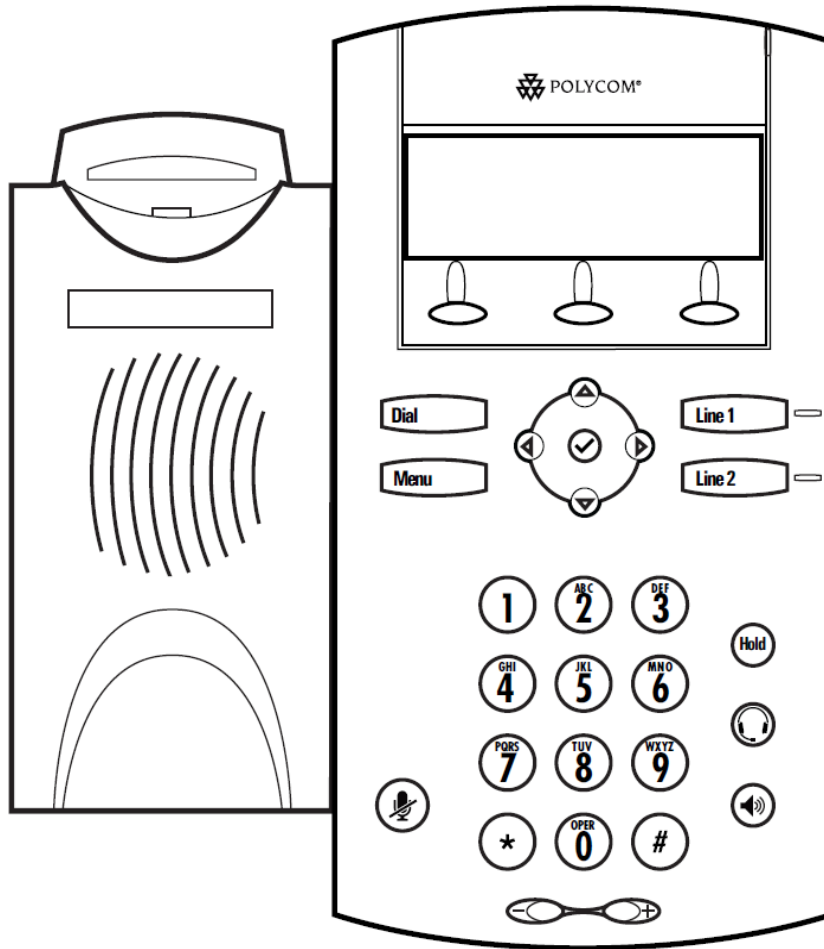


Dialing tips

- Dial number before choosing the method of call.
- You do not need to press 9 for an outside line.
- You do not need to press 1 before the area code.
- You do not need to include area code for local calls.
- Internal calls can be completed by dialing the extension.
- You can alternate between handset, headset or speakerphone during a call.
- Call duration is monitored through a local call timer on the graphic display.



Line indicators

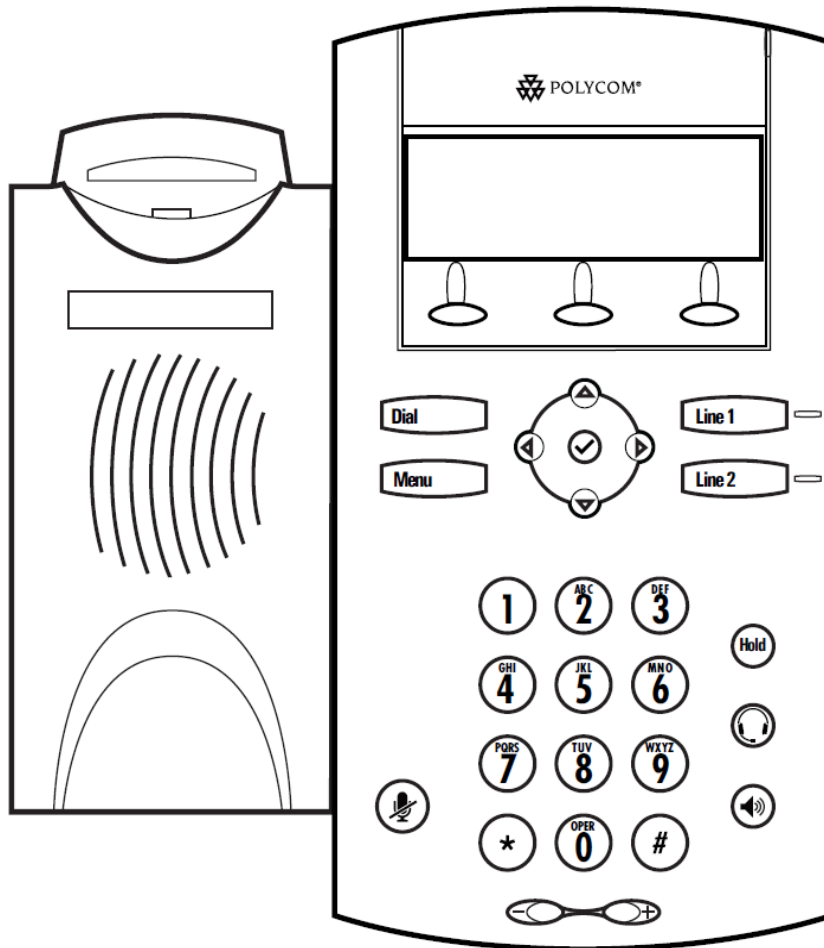


The line indicators will change color depending on the event.

- **Fast flashing green:** Incoming (ringing) call.
- **Solid green:** Active call is in progress.
- **Flashing red:** Call is on hold.
- **Solid red:** Shared line busy (if applicable).



Placing a call



Dial first:

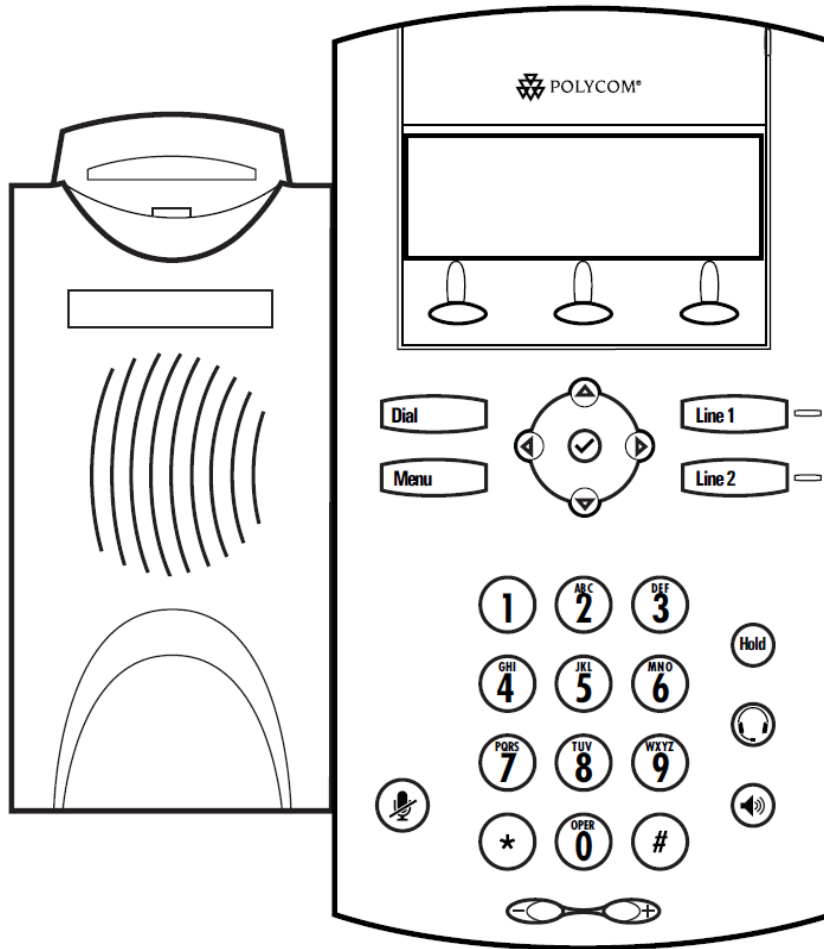
- Dial pad
- **Callers** soft key
- Call List
- Contact Directory
- Dial button

Choose call method:

- Handset
- Dial button
- Line key
- Headset button
- Speakerphone button
- **New Call** soft key



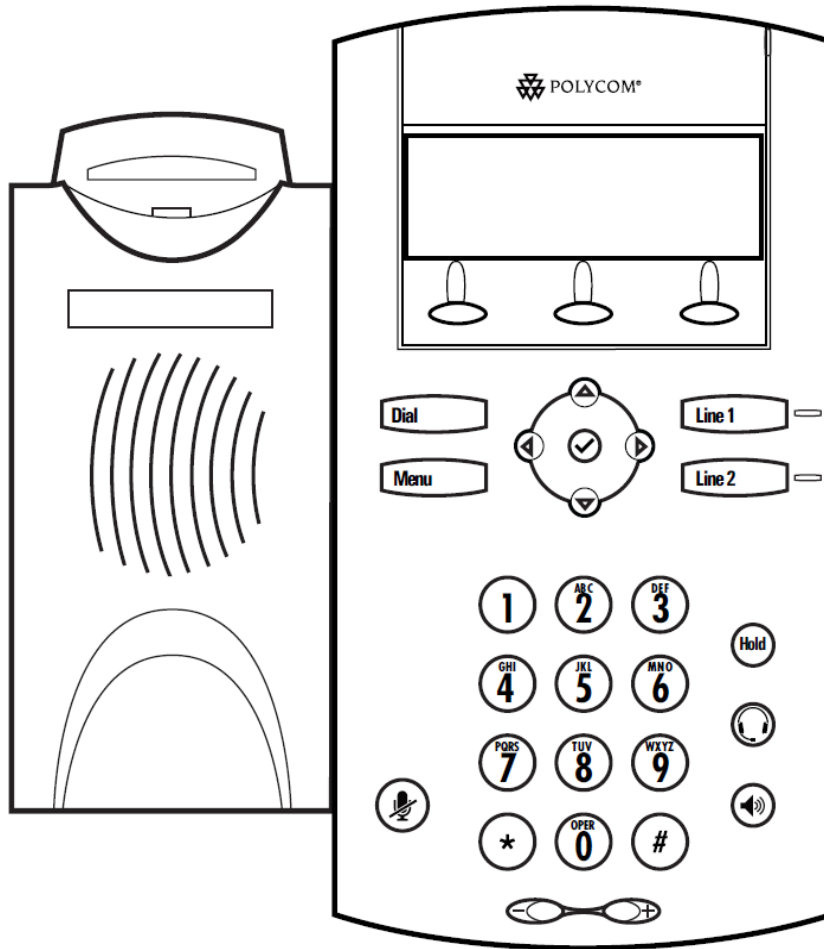
Answering a call



- Pickup Handset
- Press Headset button
- Press Speakerphone button
- Use the soft keys
 - **Answer** soft key
 - **Reject** soft key
 - **Ignore** soft key



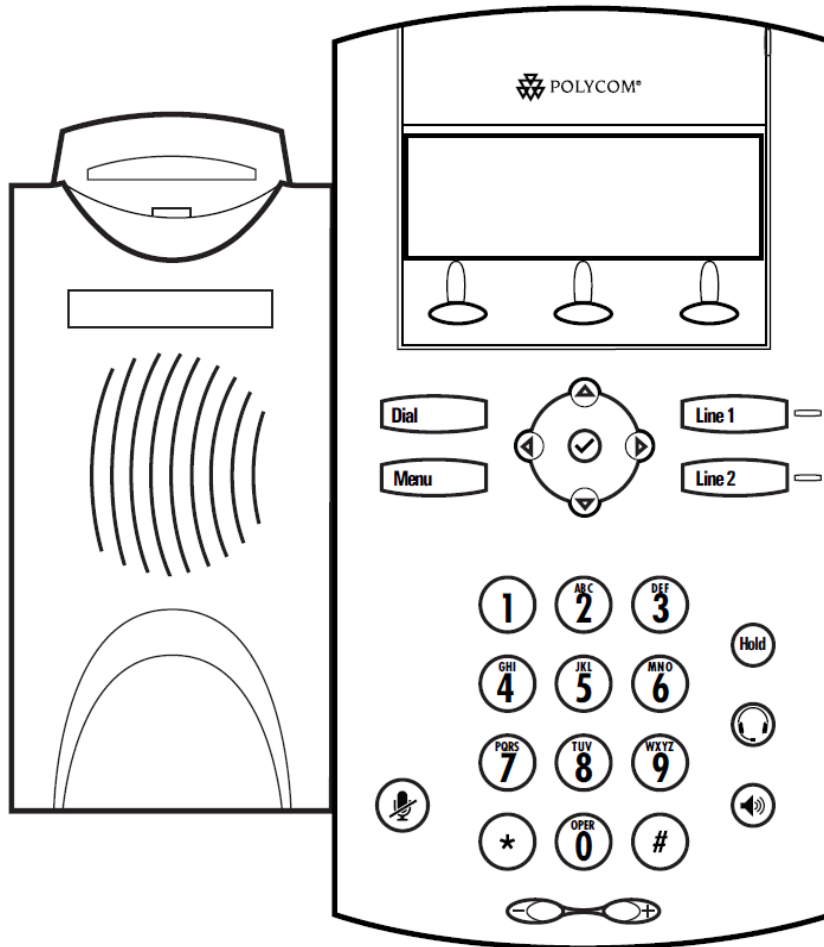
Ending a call



- Replace Handset
- Press **End Call** soft key
- Press Headset button
- Press Speakerphone button



Placing a call on hold



During an active call:

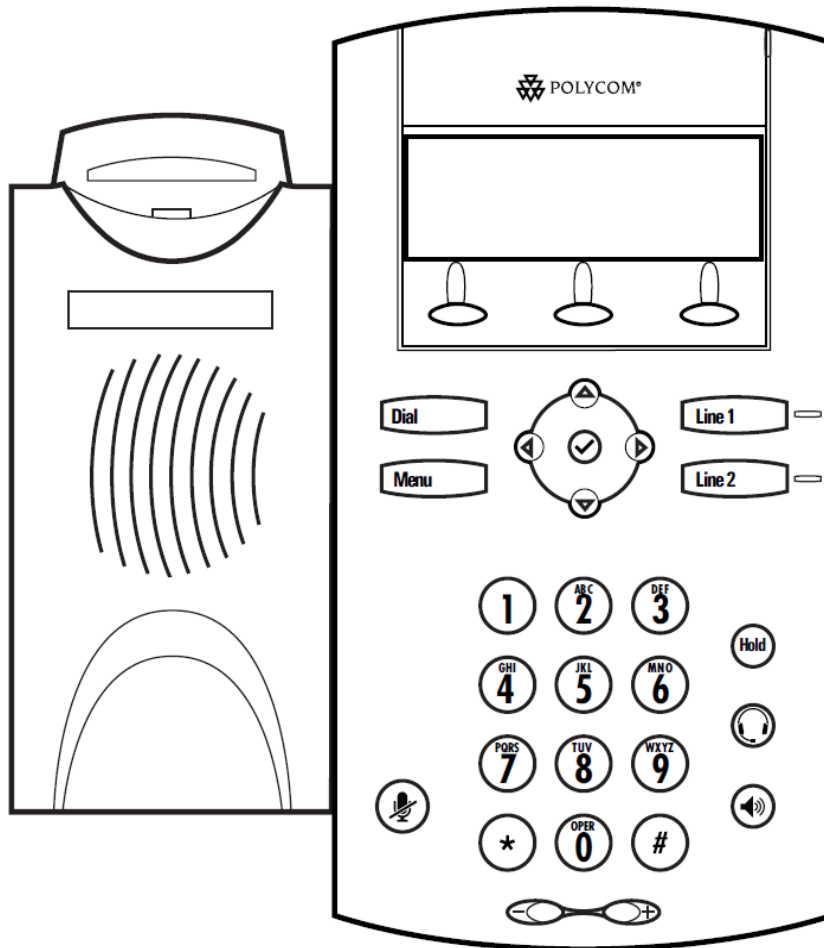
- Press Hold button.
- Press Hold button again or **Resume** soft key.

Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls held, use the up / down arrows to switch between calls. Press **Resume** soft key to select desired call.



Transferring a call

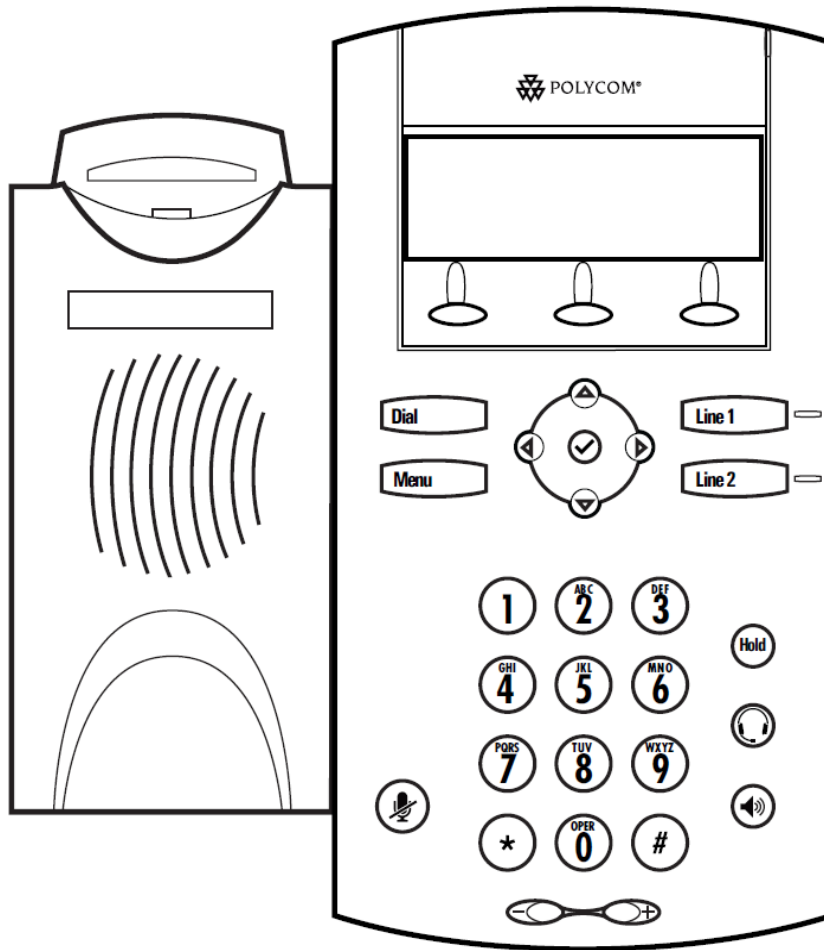


Transfer a call to an extension or 10-digit number.

- Select **Transfer (Trnsfr)** soft key.
- For consultative transfer, enter the phone number of the receiving party.
 - Note: To transfer without an introduction, first select the **Blind** soft key.
- Select Dial button.
- Select **Transfer (Trnsfr)** soft key to complete consultative transfer.
- **Cancel** soft key stops the transfer process.



Conference calling

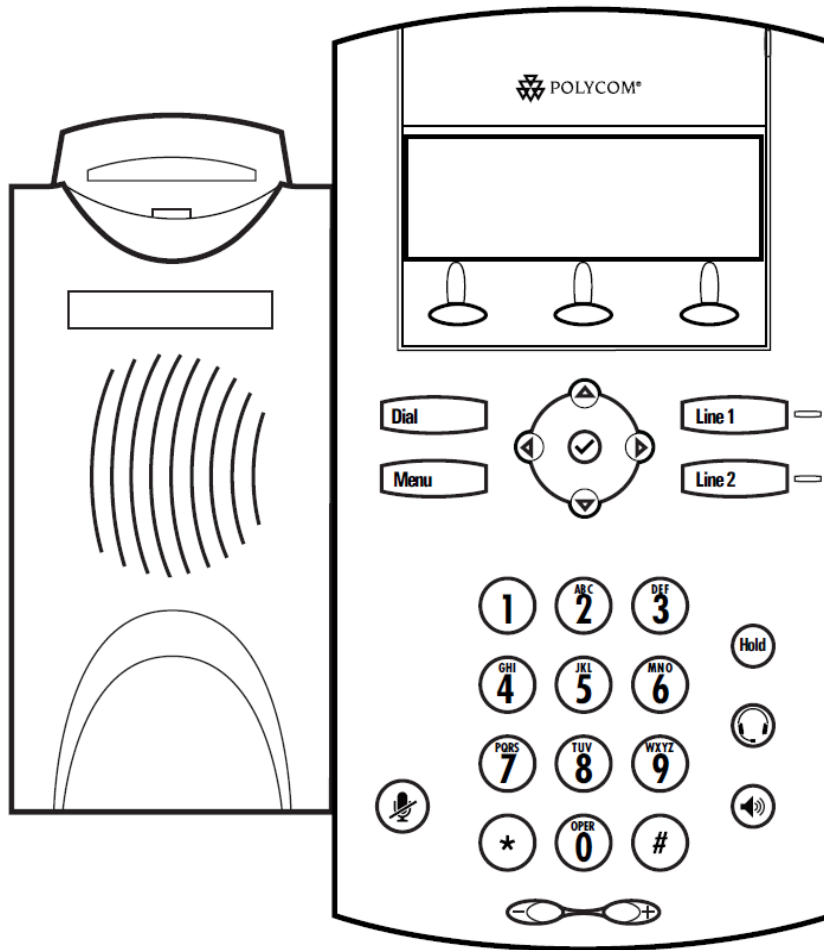


You can conference up to 3 participants on one call.

- Press **Conference (Conf)** soft key.
- Enter the number.
- Select Dial button.
- Select **Conference (Conf)** soft key to complete.
- **Join** soft key merges active call with one on hold.



Do Not Disturb



Do Not Disturb prevents incoming call notifications.

- Calls go directly to voicemail if no other forwarding has been configured.
- On a shared line, your phone will not ring but the line blinks.
- To enable / disable:
 - Select the Menu button.
 - Features > Do Not Disturb > Enable
 - Features > Do Not Disturb > Disable
- A large X will be shown in the graphic display window.



Call forwarding

Enable

- When your phone is idle enter:
 - *72 for Call Forwarding Always
 - *92 for Call Forwarding No Answer
- Enter the forward-to number.
- Press the Dial button.
- A voice prompt confirms that Call Forwarding is turned on.

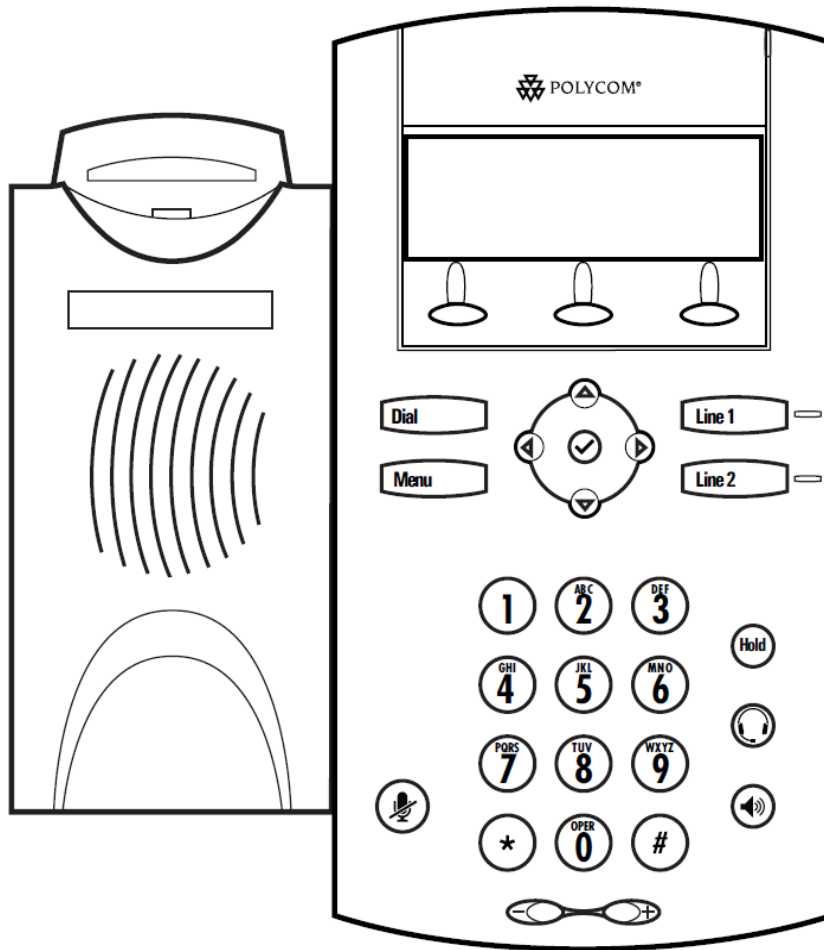
- Note: The forward-to number can be an extension or any 10-digit phone number.

Disable

- When your phone is idle enter:
 - *73 for Call Forwarding Always
 - *93 for Call Forwarding No Answer
- Press the Dial button.
- A voice prompt confirms that Call Forwarding is turned off.



Callers soft key

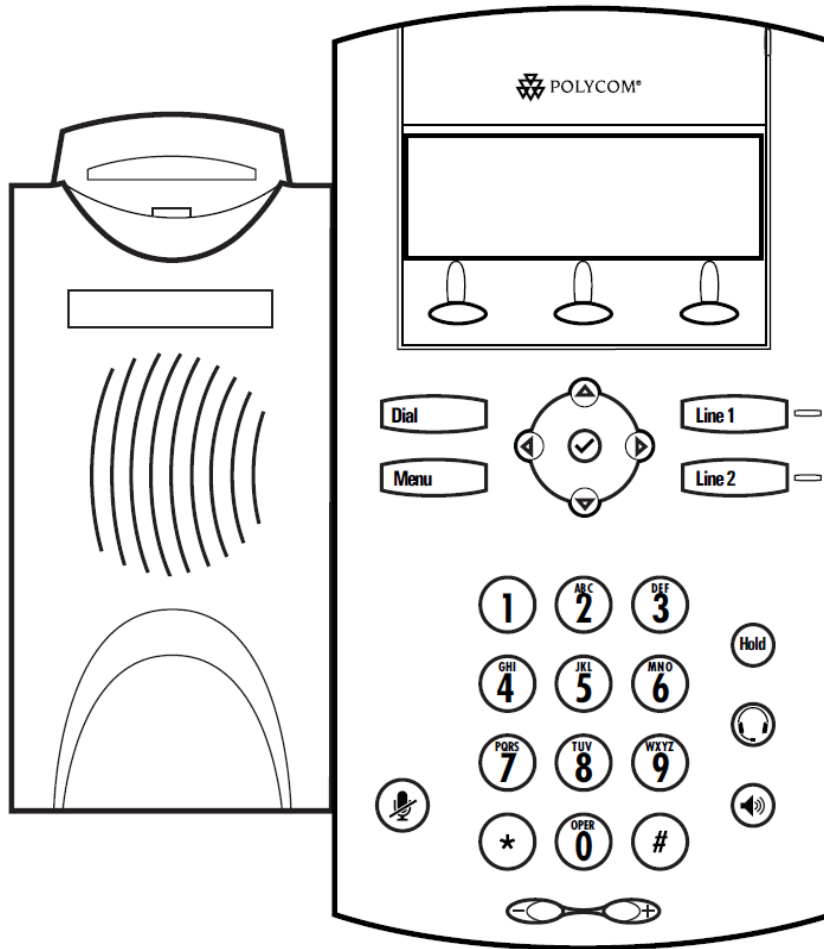


The **Callers** soft key displays received calls.

- Select the **Callers** soft key.
- Use the display control keys to scroll up / down through the list.
- Select the Dial button to place the call.
- Note: If power is lost to the phone or the phone is rebooted, the caller list will be erased on the phone.



Call List

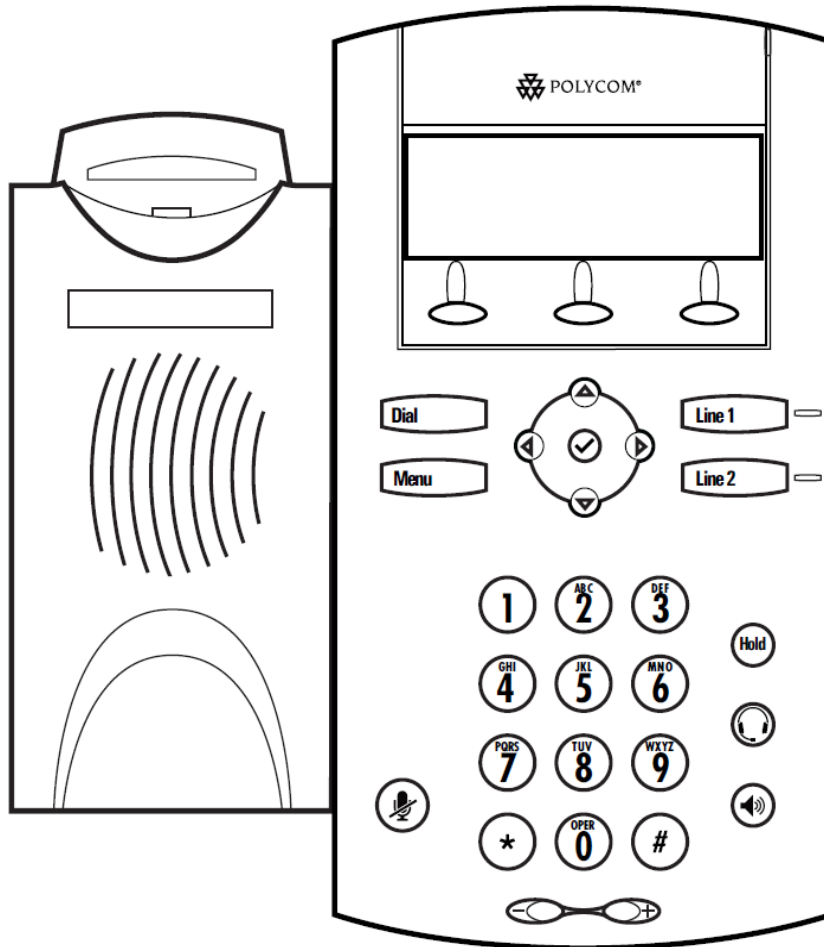


The Call List retains up to 99 received and placed calls.

- To retrieve Call List:
 - Select Menu button.
 - Select Features
 - Select Call Lists.
 - Select the desired call list.
 - Use the display control keys to scroll up / down through the list.
 - Select the Dial button to place the call.



Contact Directory

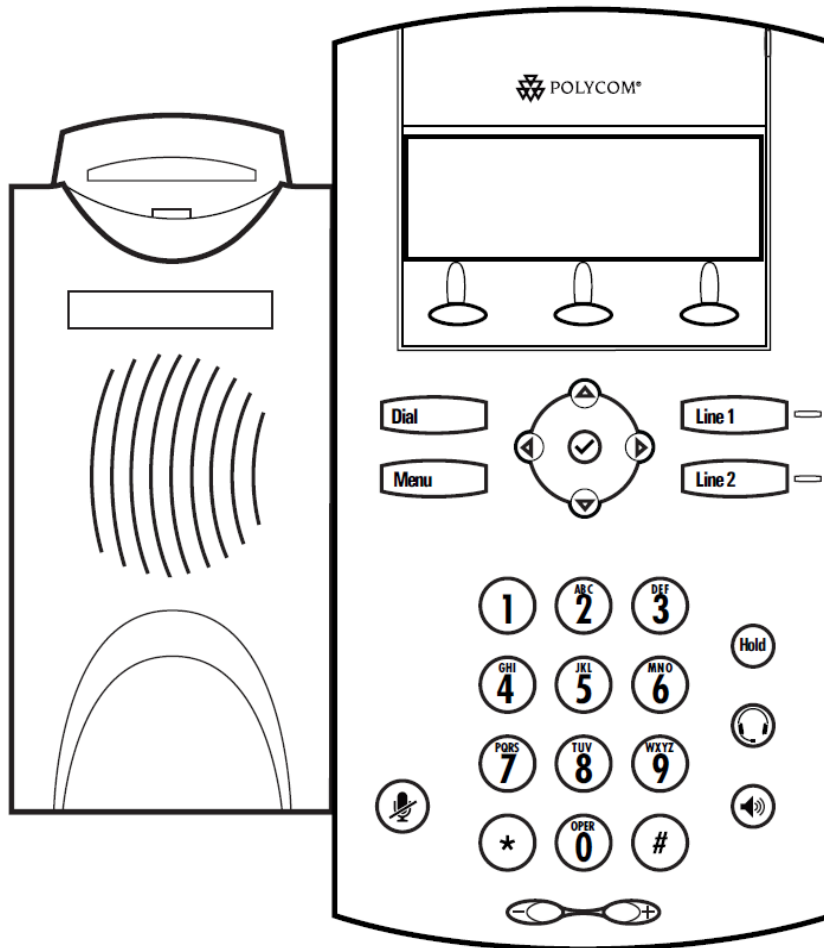


Phone maintains up to 99 contacts.

- To add a new contact:
 - Select **More** soft key.
 - Select **Directory (Dir)** soft key.
 - Select **New Entry**.
 - Choose check mark to enter edit mode.
 - Enter information using the dial pad.
 - Select **OK** soft key when done editing a field.
 - Select down arrow to change fields.
 - Choose left arrow to exit edit mode.
 - Select **Yes** soft key.



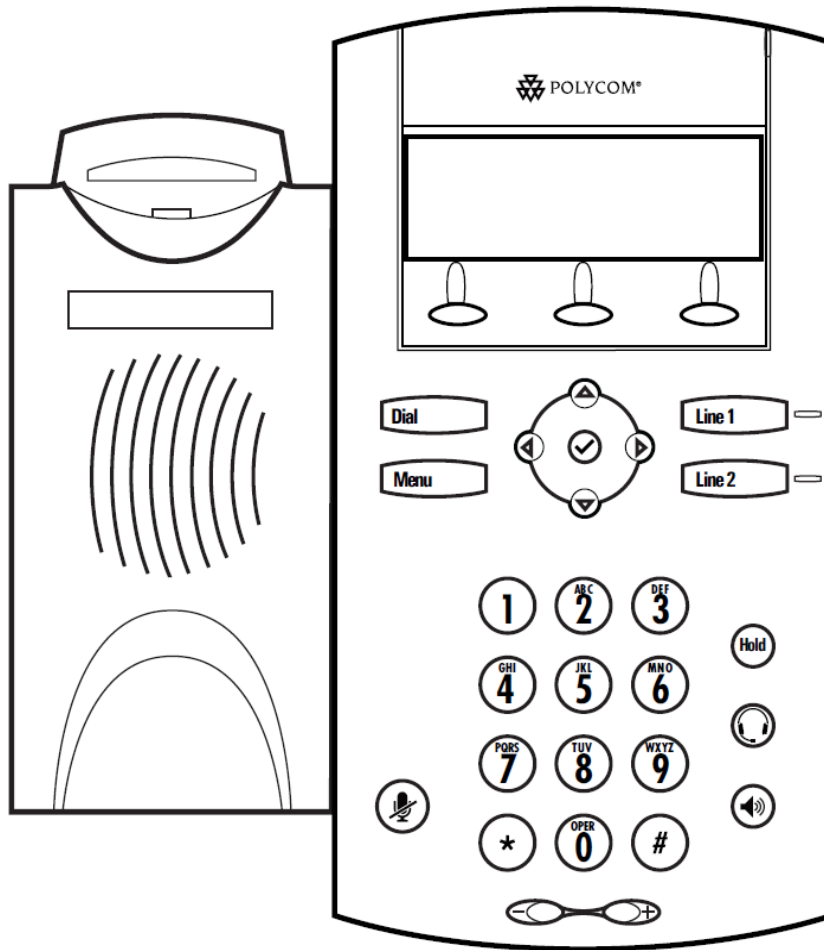
Contact Directory – continued



- To modify current contacts:
 - Select **More** soft key.
 - Select **Directory (Dir)** soft key.
 - Highlight the contact you wish to change.
 - Choose the right arrow.
 - Select appropriate soft key (**Edit** or **Delete**).
 - Choose check mark to enter edit mode.
 - Select **OK** soft key when done editing a field.
 - Choose left arrow to exit edit mode.
 - Select **Yes** soft key.
- Select **Dial** button to place a call.



Parking a call

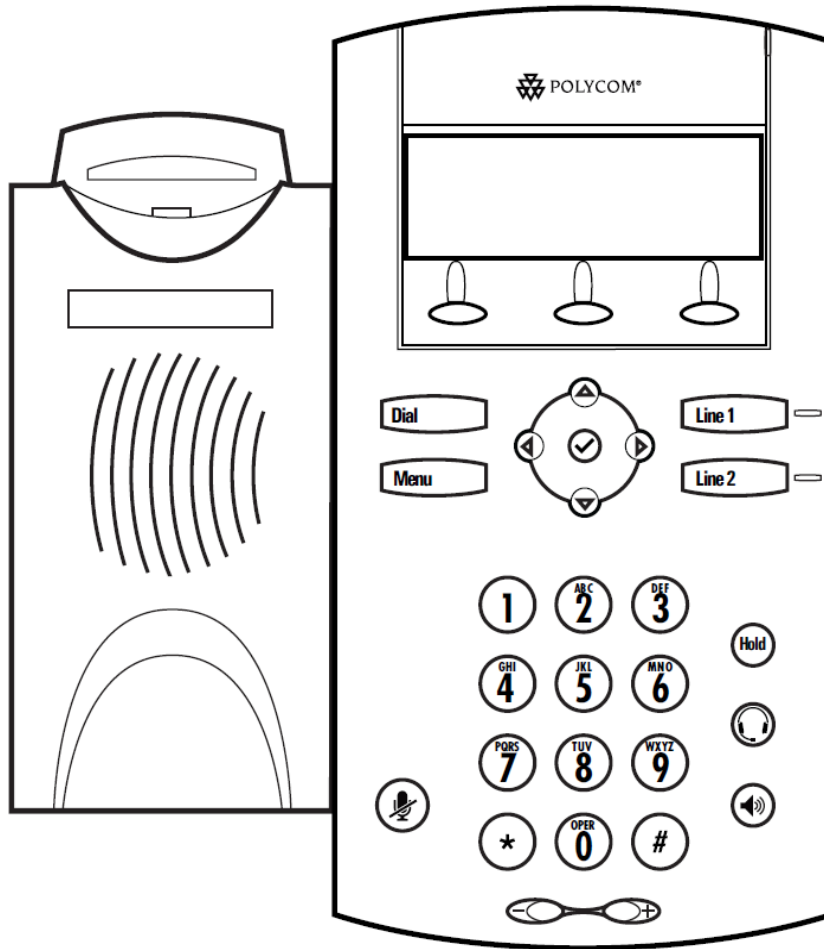


Parking a call allows you to pick up a call from a different extension.

- Press **Park** soft key.
- Enter your extension.
- To retrieve from another extension:
 - Press **Retrieve (Retrve)** soft key.
 - Enter your extension (where call was parked).
 - Pickup the handset.



Intercom



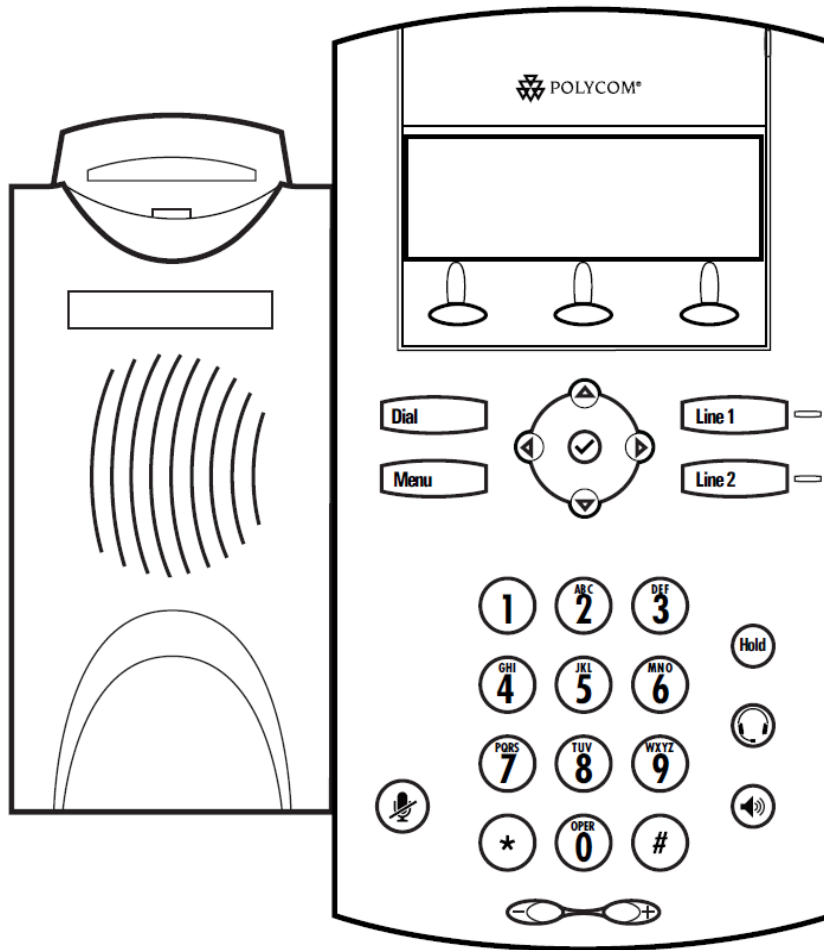
To initiate an intercom call:

- Enter *96.
- Enter extension.
- Wait to hear beep, then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode.



E911 process and procedures



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

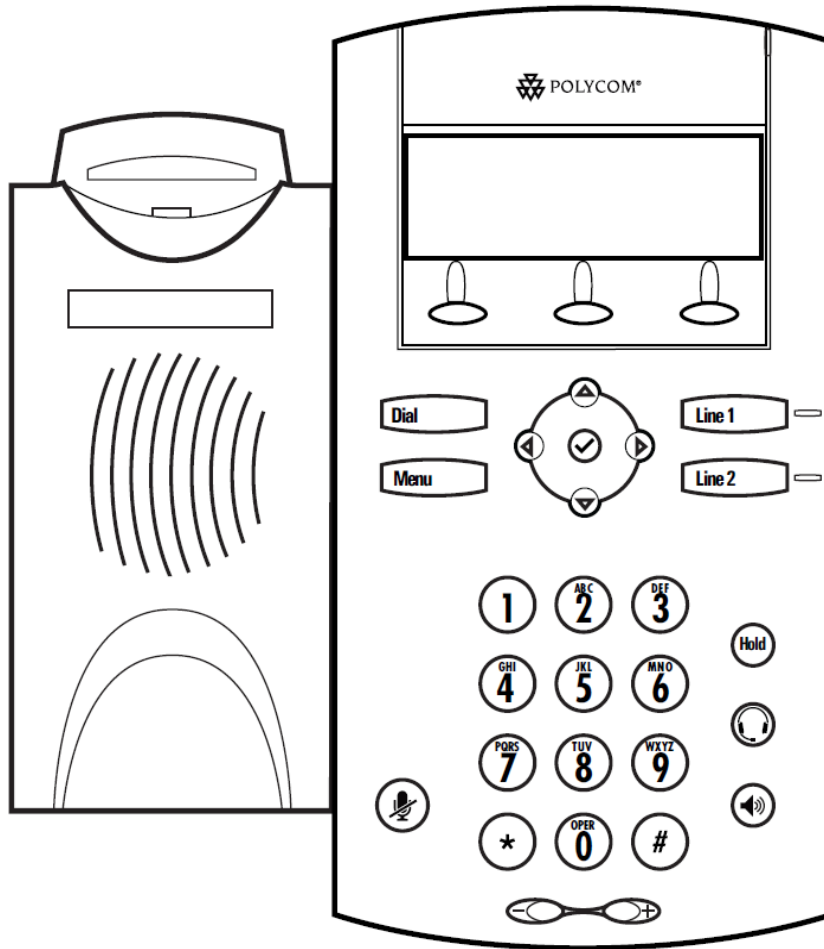
- Please notify the guard and / or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.



Settings



The phone can support 24 selectable ringtones, but only 19 are currently available.

To change the ringtone:

- Choose Menu button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select **Play** soft key to listen to the ringtone.
- Choose **Select** soft key to set ringtone.



Feature (star) codes

Commonly used feature (star) codes

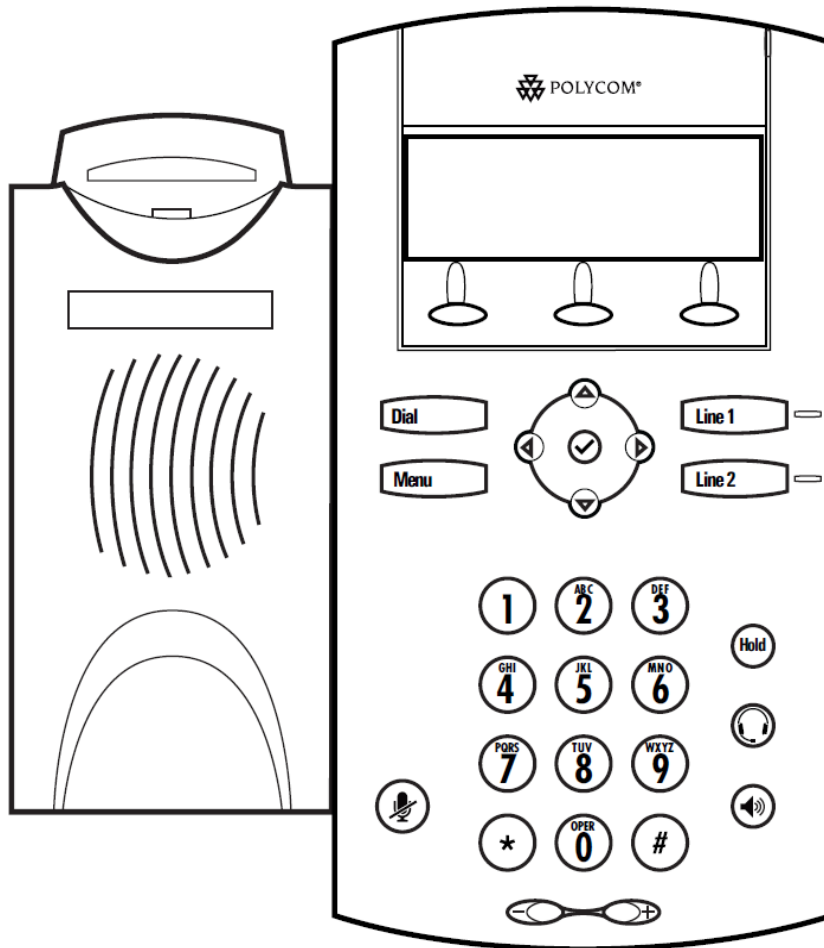
- *00 Last number redial
- *60 Turn off music on hold for one call
- *67 Caller ID Selective Blocking
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *90 Transfer caller directly to voicemail
- *96 Intercom
- *98 Call park
- *99 Call park retrieve

Complete list of feature (star) codes posted on:

<http://attcalnettraining.com/manuals-voice-dna.php>



Retrieving voicemail messages



- New voicemail message:
 - Flashing indicator light
 - Envelope in graphic display
- To retrieve messages:
 - Select **Messages (Mgs)** soft key.
 - Select Message Center.
 - Select **Connect** soft key.
 - Enter voicemail PIN.



Additional support

- Voice DNA support helpdesk
 - 877.288.8362, option 2
- AT&T CALNET Training
 - <http://www.attcalnettraining.com>
 - CalnetTraining@att.com
- Please complete our survey.



Questions and answers



