

CALNET 3: AT&T Voice DNA[®] Polycom[®] SoundStation[®] IP 7000

Version 1.0



Covered topics

- What is AT&T Voice DNA[®]
- What is the Polycom[®] SoundStation[®] IP 7000
- 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.

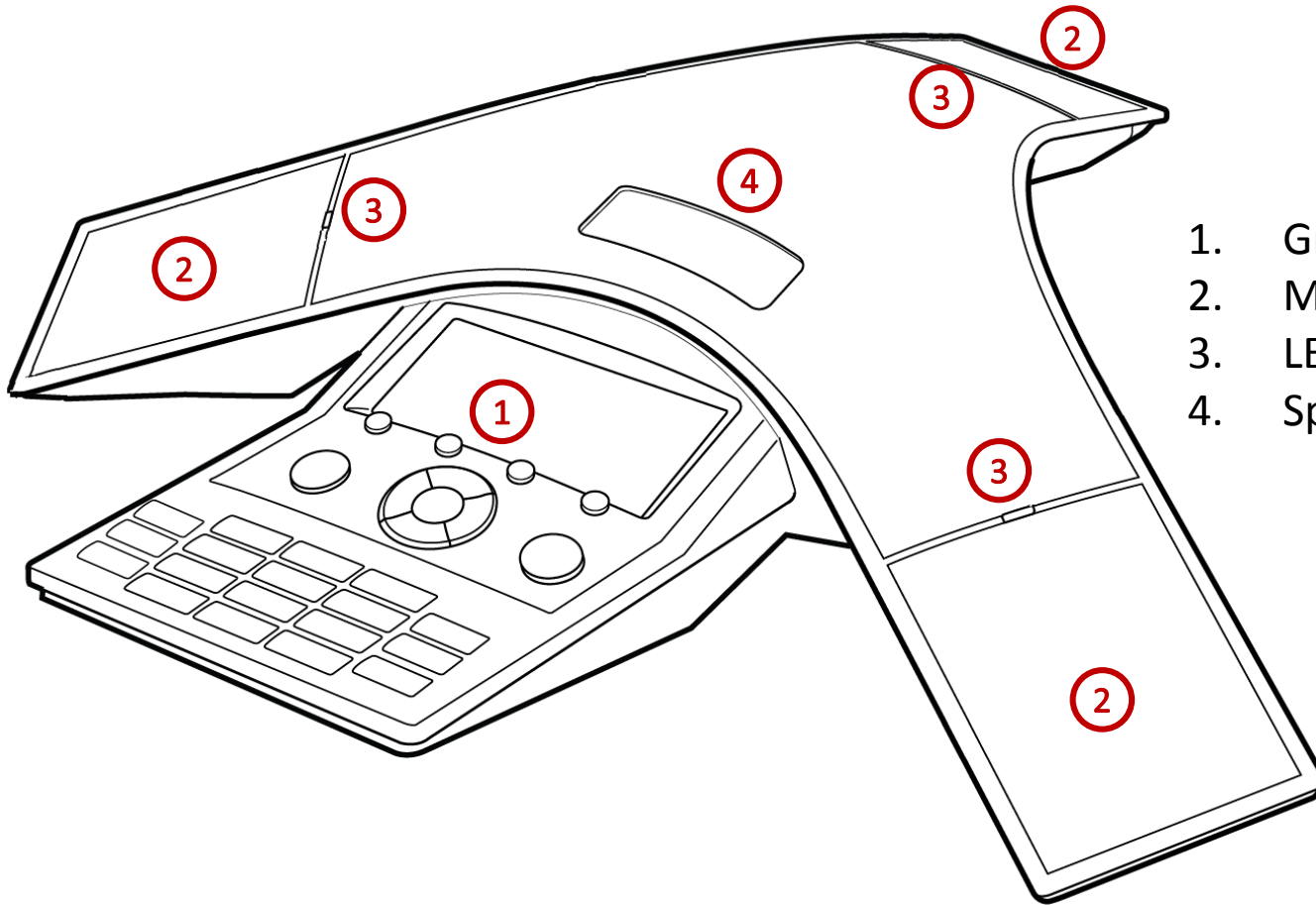


What is the Polycom SoundStation IP 7000

The Polycom SoundStation IP 7000 conference phone is a full-featured IP phone equipped with a high-resolution LCD screen and it provides high-fidelity wideband audio conferencing over an IP network.



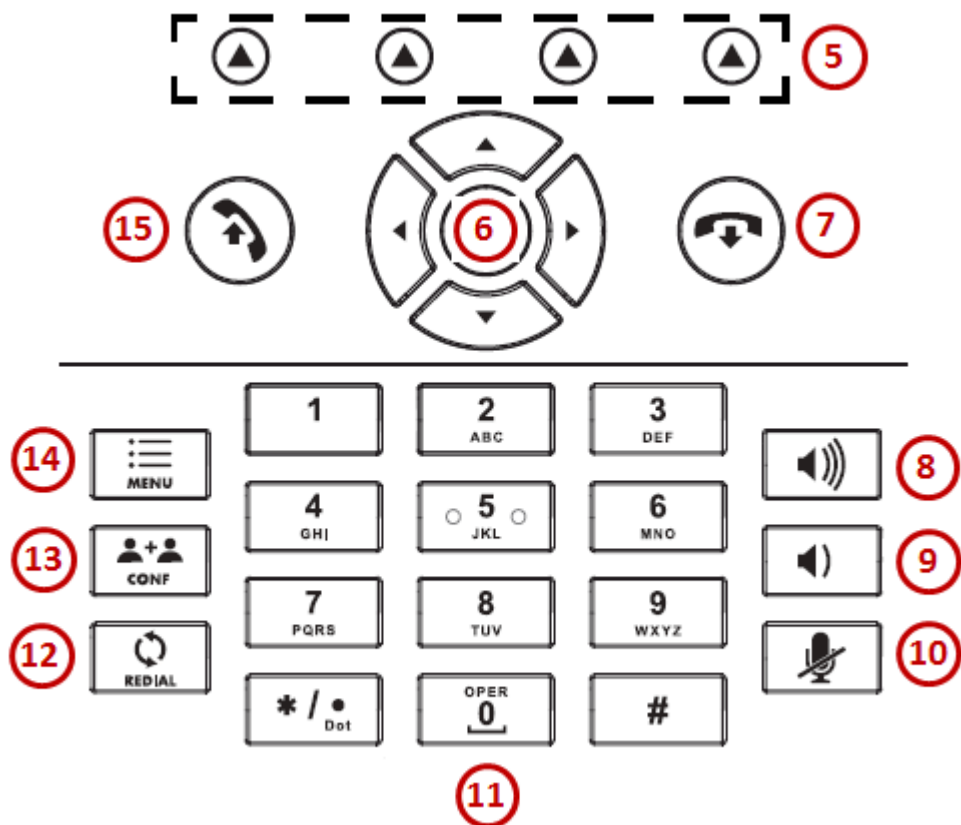
Polycom SoundStation IP 7000 phone



1. Graphic LCD display
2. Microphones
3. LED indicators
4. Speaker



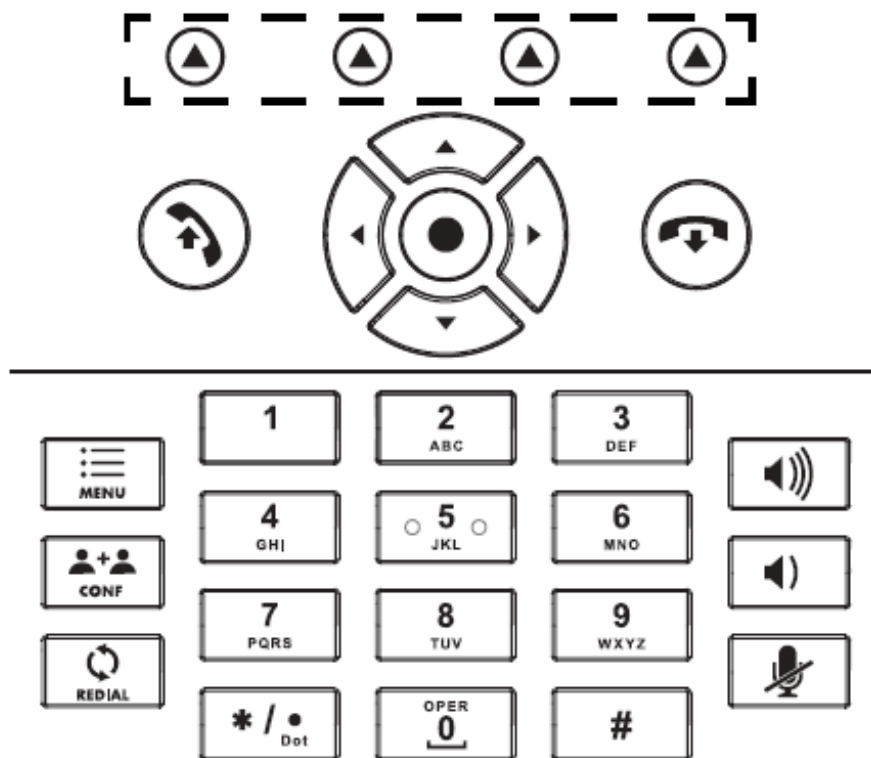
Polycom SoundStation IP 7000 phone – continued



- 5. Soft keys
- 6. Display control keys
- 7. End Call button
- 8. Volume up button
- 9. Volume down button
- 10. Mute button
- 11. Keypad
- 12. Redial button
- 13. Conference button
- 14. Menu button
- 15. Call button



Accessing the menu



The Menu button provides access to phone settings and functions:

- Features
 - Contact Directory
 - Call List
 - Messages
- Status
 - Platform
 - Network
 - Lines
 - Diagnostics
- Settings
 - Basic
 - Advanced
- Applications



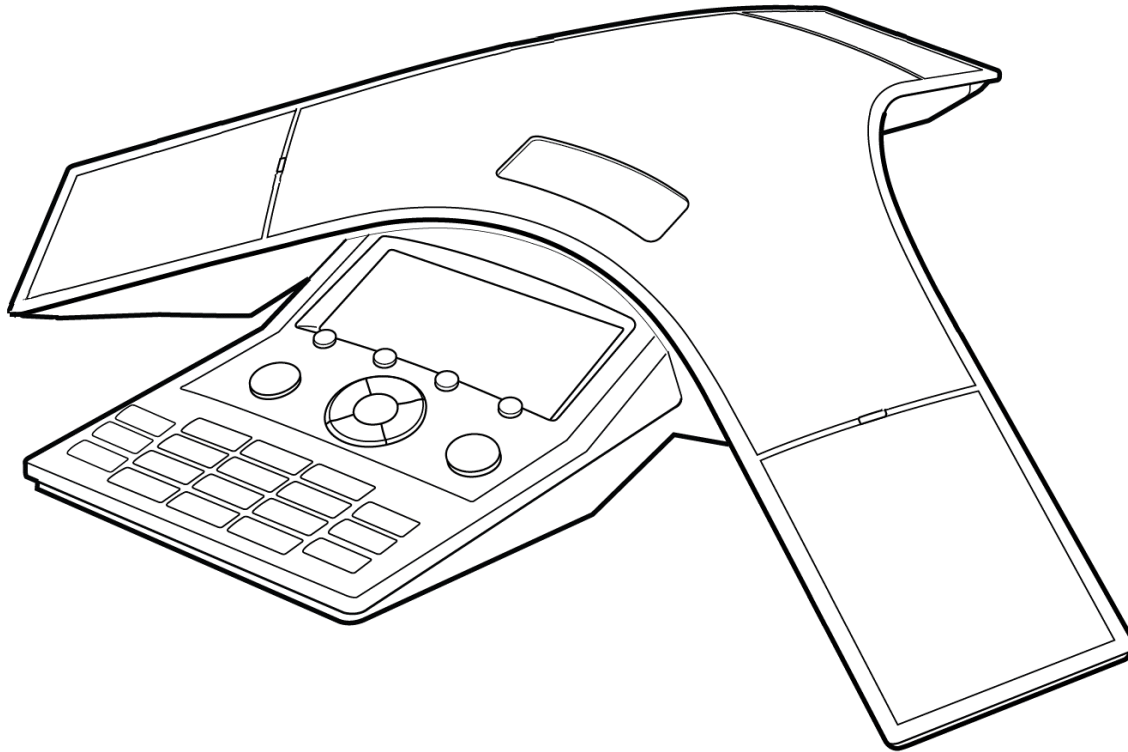
Line icons

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

- Registered line: solid black conference phone
- Ringing / incoming call: musical notes
- Call on hold: white dot flashing inside conference phone icon
- Outgoing call: arrow moving left
- Active call: two opposing arrows
- Do Not Disturb activated: large X



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:** Call is muted.

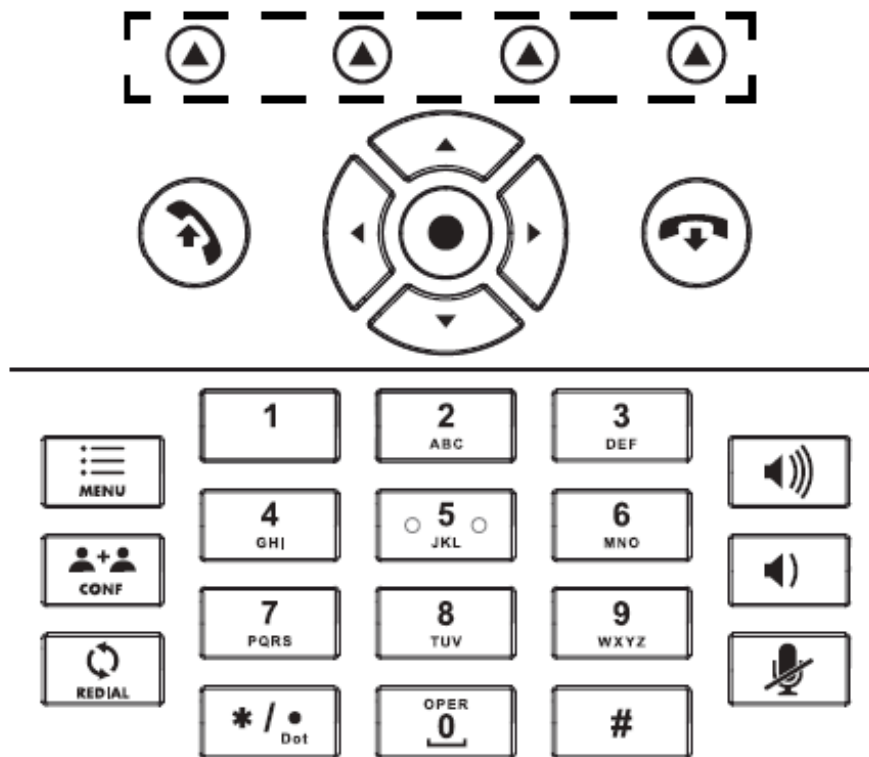


Dialing tips

- 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.
- Call duration is monitored through a local call timer on the graphic display.



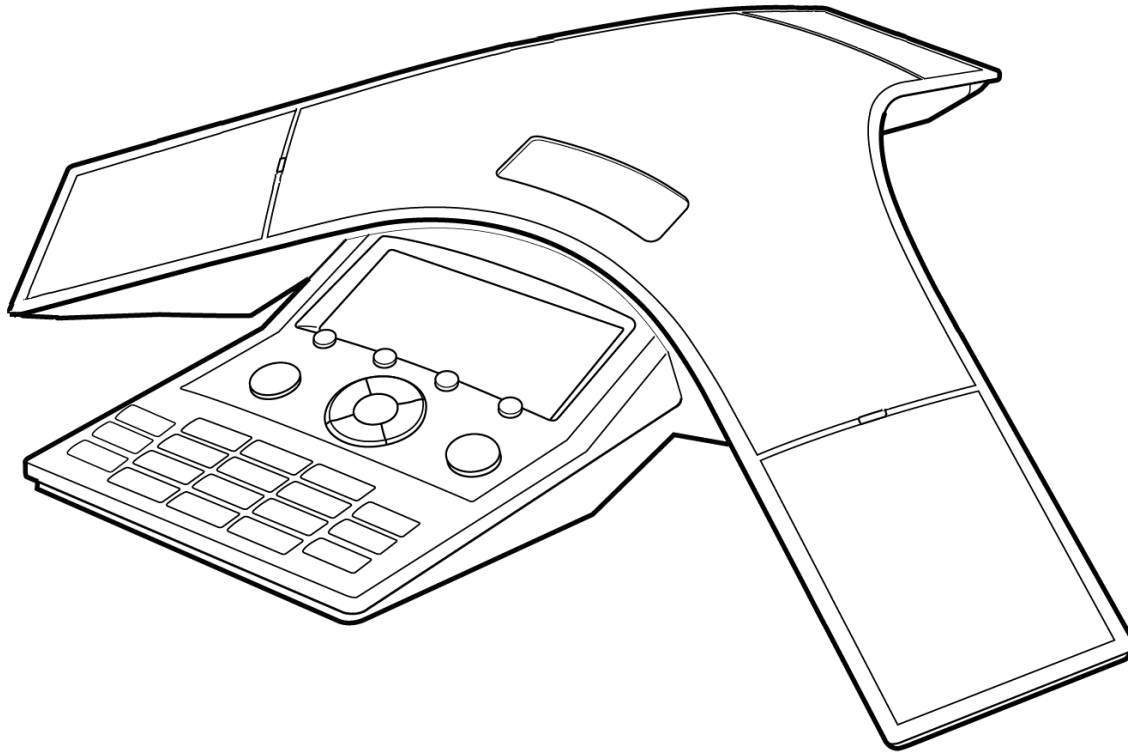
Calling basics



- Placing a call
 - Dial first
 - Dial pad
 - Call Lists
 - Contact Directory
 - Redial button
 - Choose call method
 - Call button
 - **Dial** soft key
- Answering a call
 - Call button
 - **Answer** soft key
 - **Reject** soft key
- Ending a call
 - **End Call** soft key
 - End Call button



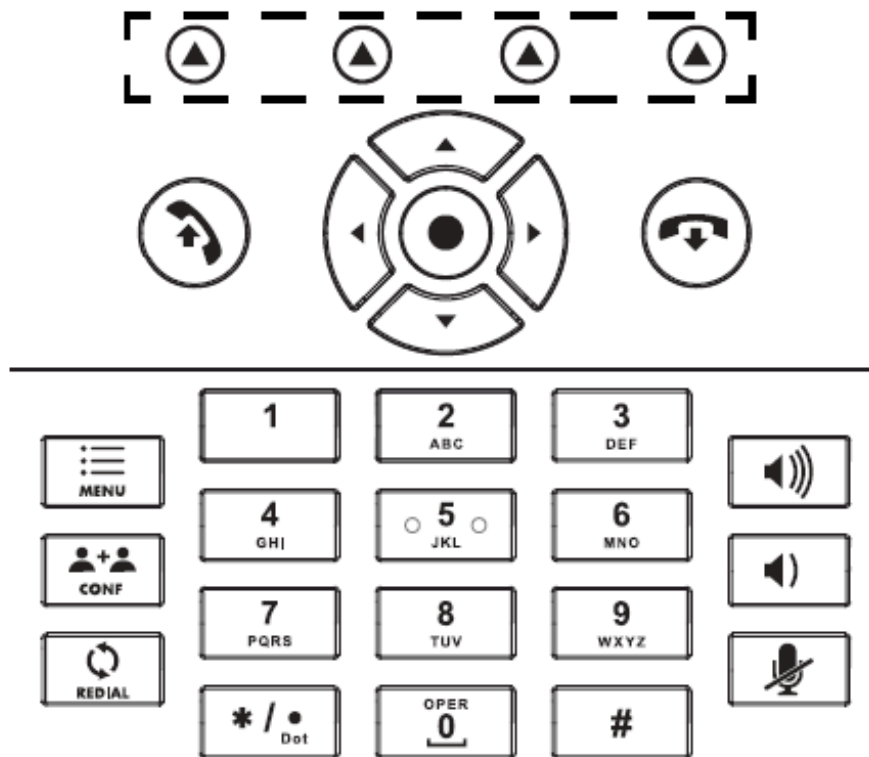
Placing a call on hold



- During an active call:
 - Press **Hold** soft key.
 - Press **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.



Do Not Disturb

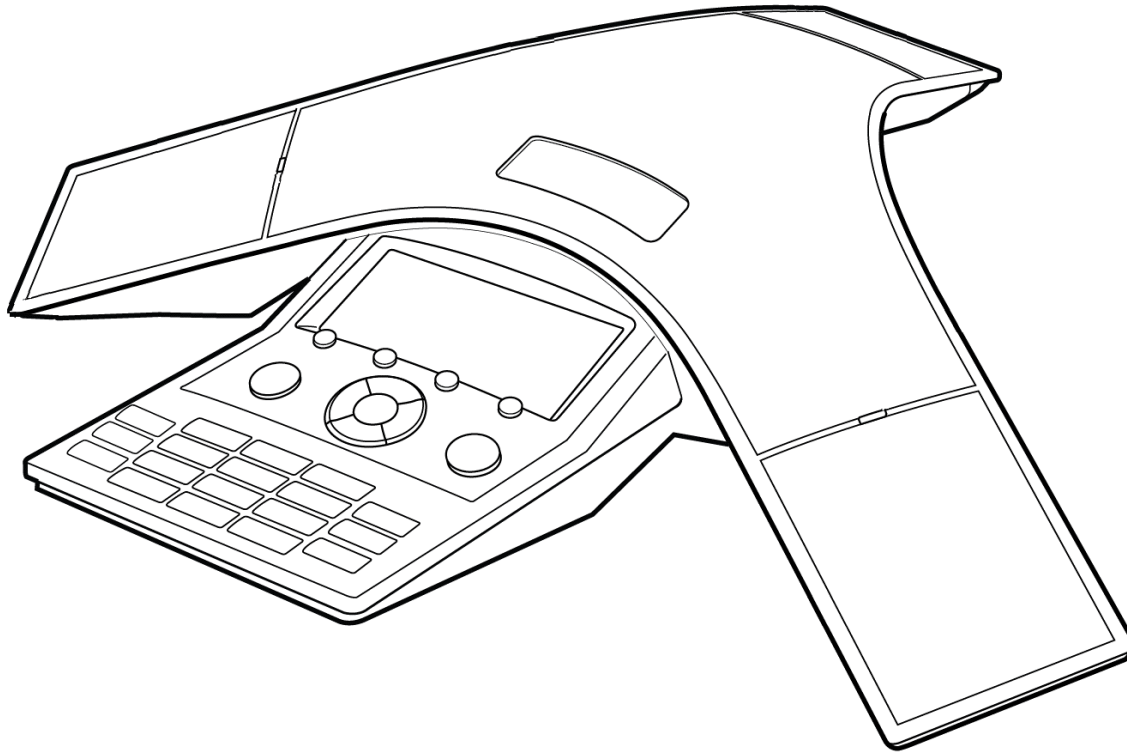


Do Not Disturb prevents incoming call notifications.

- Callers will hear a busy signal.
- To enable / disable:
 - Choose the Menu button.
 - Select Features.
 - Select Do Not Disturb.
- A blinking X will appear in the upper left corner and (X) Do Not Disturb will show in the graphic display window.



Call List



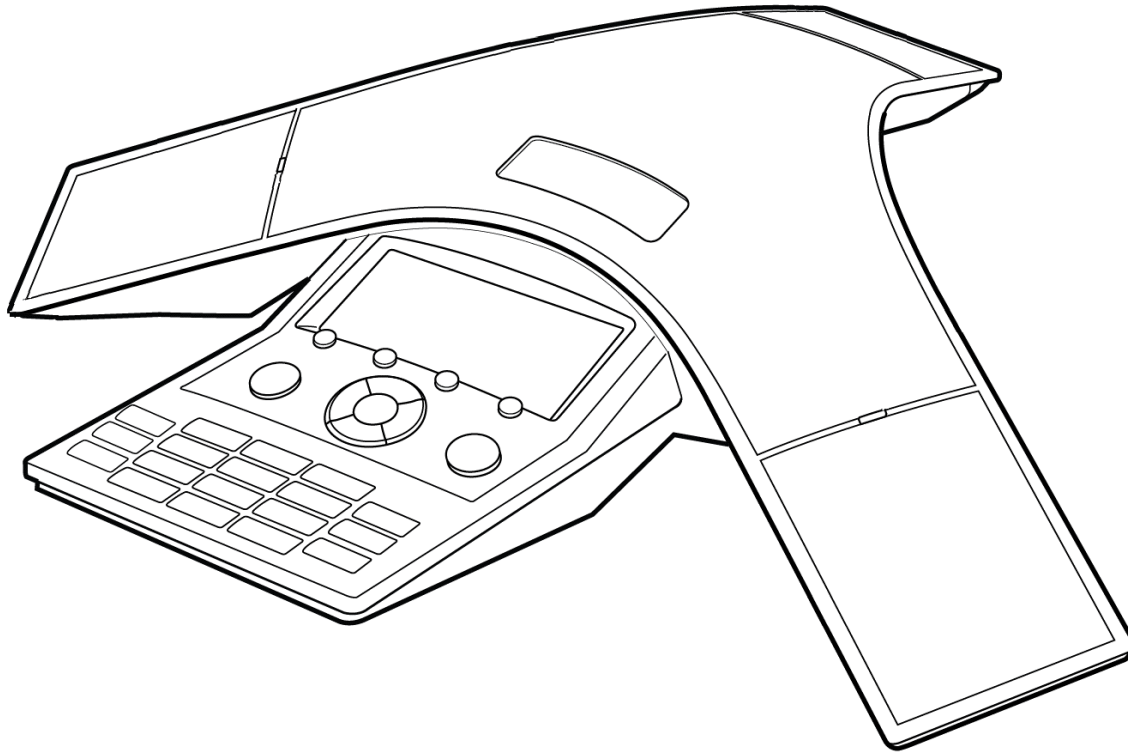
The Call List retains up to 99 received, placed, and missed calls.

- To retrieve Call List:
 - Select **Directories** (Dir) soft key.
 - Select Call Lists in display.
 - Use the display control keys to scroll up / down through the list.
 - Select **Dial** soft key to place the call.

Note: If power is lost to the phone or the phone is rebooted, the call lists will be erased on the phone.



Contact Directory

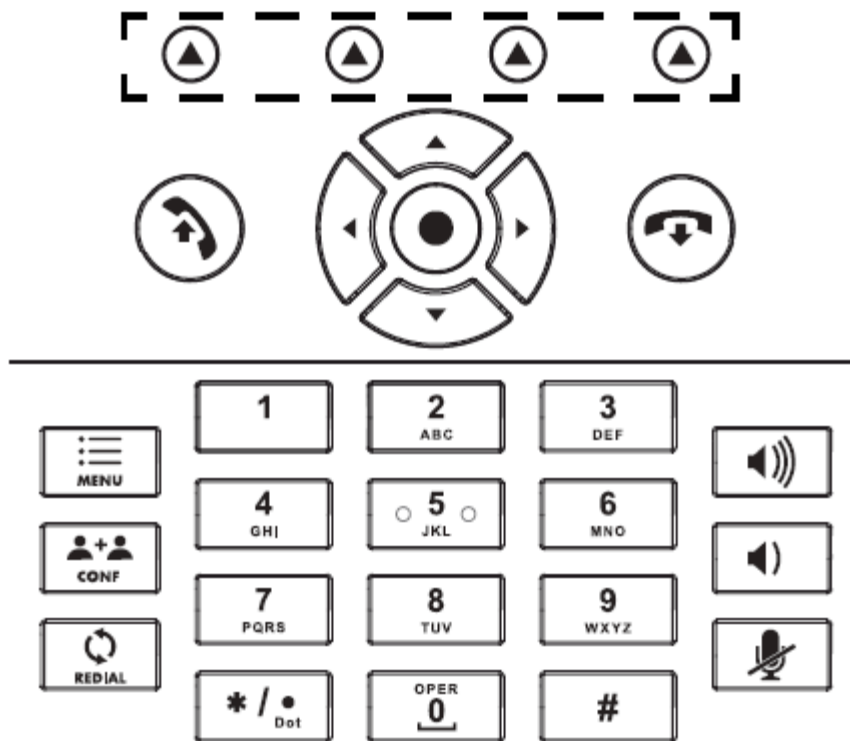


Phone maintains up to 99 contacts.

- To add a new contact:
 - Select **Directories** (Dir) soft key.
 - Select Contact Directory.
 - Select **Add** soft key.
 - Enter information using the dial pad.
 - Select **Save** soft key.
- To modify current contacts:
 - Select the contact you wish to change.
 - Select appropriate soft key (**Edit** or **Delete**).
 - Select **Save** soft key when complete.
- Select **Dial** soft key to place a call.



Conference calling

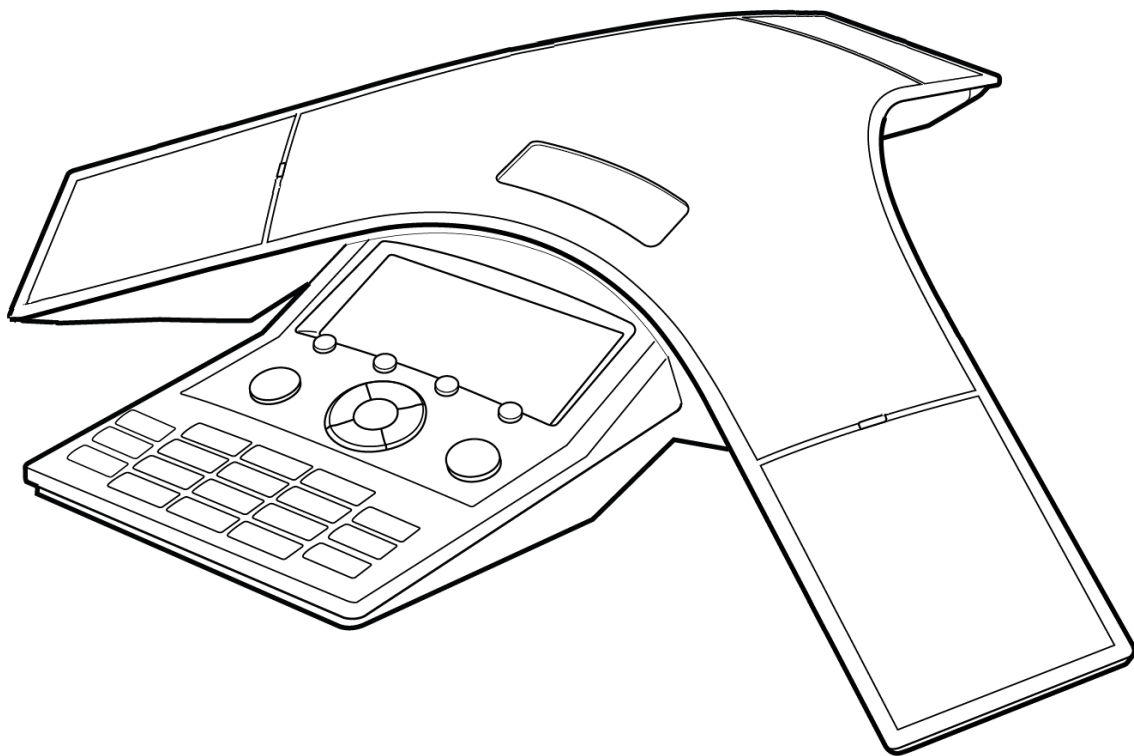


You can conference up to 3 participants on one call.

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



Transferring a call

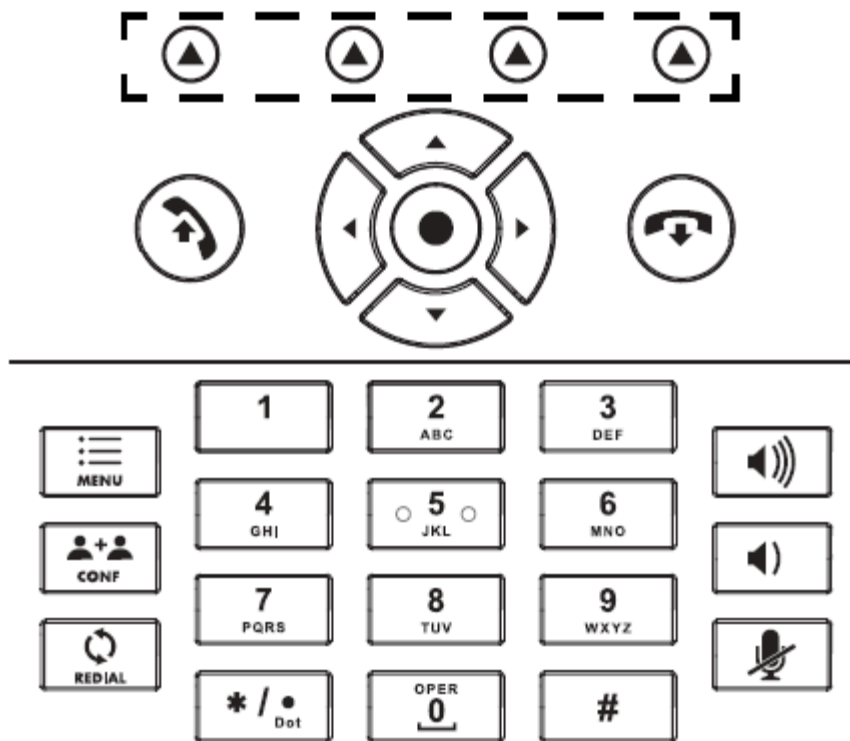


Transfer a call to an extension or 10-digit number.

- Select **Transfer** 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** soft key.
- Select **Transfer** soft key to complete consultative transfer.
- **Cancel** soft key stops the transfer process.



Parking a call



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

- Place call on hold.
- Dial *98 on your keypad.
- Enter your extension.
- Press **Dial** soft key.

To retrieve:

- Dial *99 on your keypad.
- Enter your extension (where call was parked).
- Press the **Dial** soft key.



Call forwarding

Enable

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

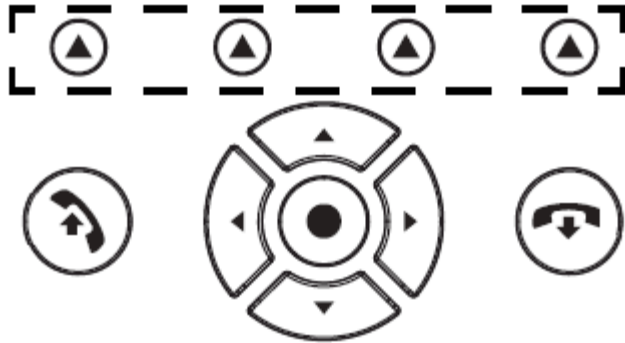
- Note: The forward-to number can be an extension or any 10-digit phone number.

Disable

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



Intercom



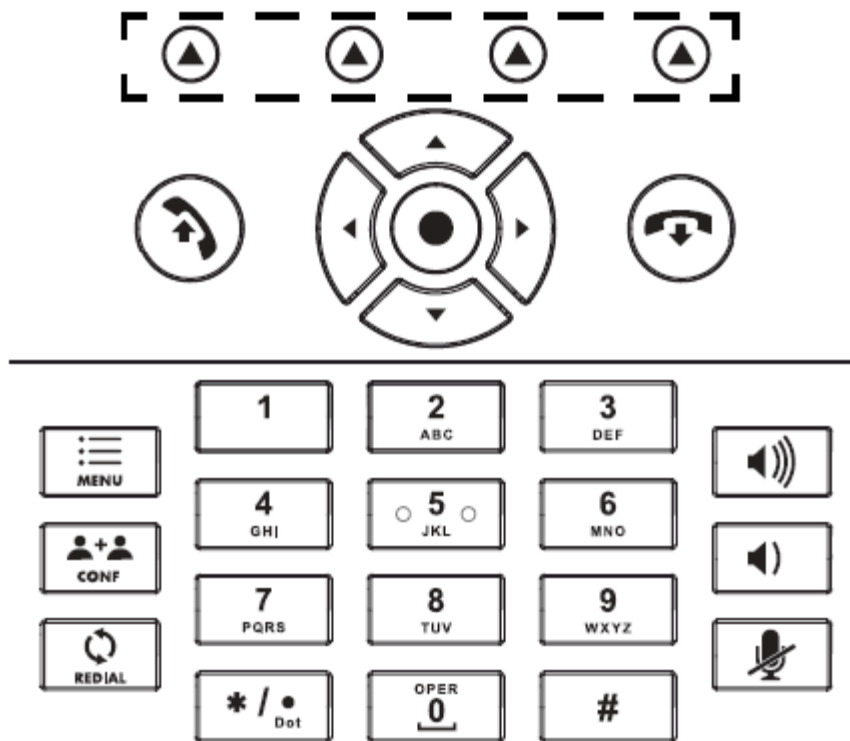
To initiate an intercom call:

- Enter *96
- Enter extension.
- Select the **Dial** soft key.
- 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.



Feature (star) codes

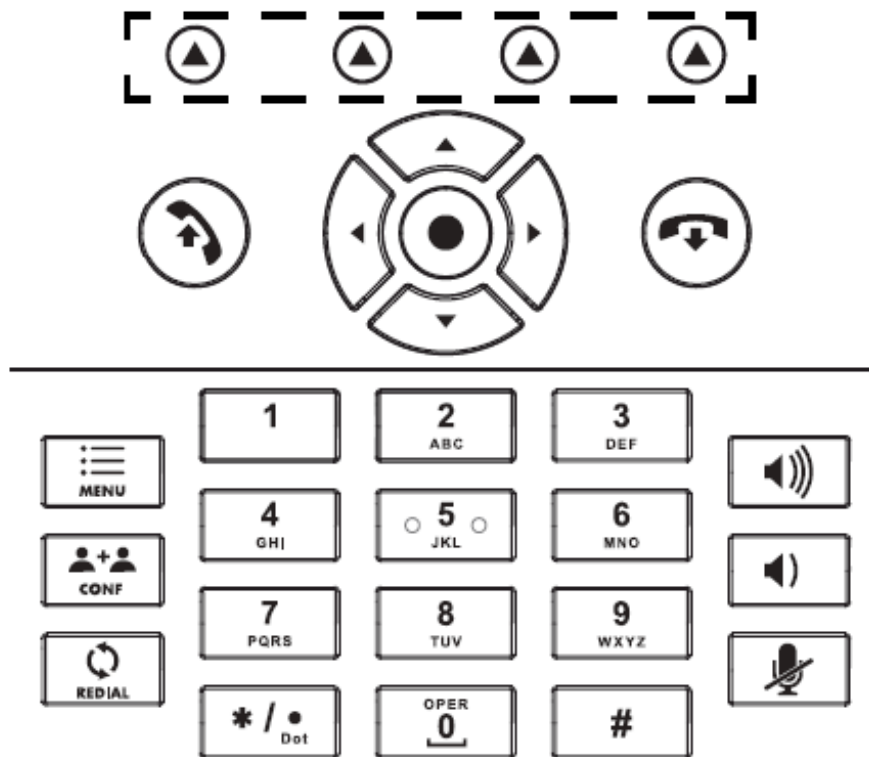
Commonly used feature (star) codes

- *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
- *82 Caller ID Selective Unblocking
- *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>



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.



Additional support

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



Questions and answers



