

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

Version 1.2



## Covered topics

- What is AT&T Voice DNA<sup>®</sup> Premier
- Initial Premier membership setup
- Logging into Premier
- Features
  - Home
  - Logs
  - Directory
  - Settings
  - Profile
- Additional support
- Questions and answers



## What is AT&T Voice DNA Premier

AT&T Voice DNA Premier is the portal which allows you to view or manage your service features such as Virtual Office, Locate Me, and other settings.



## Premier membership setup

**Dear CALNET3 Customer,**

This email contains your exclusive link for registering with AT&T Premier.

Click the following link and select one of these options:

- Register a new login.
- If you already have a Premier login, associate your AT&T Voice DNA® number with it.

To associate or continue registration, click [Access Premier Today](#).

If the link doesn't work, copy the following URL and paste it into your browser:  
<https://www.wireless.att.com/businesscare/registration/membership.jsp?token=ABCDEFGHIJKLMNPOQRSTUVWXYZ0123456789>.

**Note:** This link expires on 12/30/2015, 30 days from when we sent this email.

Thank you,

The AT&T Premier Team

- When your account is setup, you will receive a welcome email with a link to setup your Voice DNA account.



# Premier membership setup – continued

## AT&T Business Direct® | Premier

**i** If you already have a Premier account, you can create an additional account with a separate login by selecting **New Customer**. If you want to have a single login, select **Premier Account Holder**, and your new AT&T Voice DNA® number will be associated with your existing account.

### Premier Membership

To begin registration, select one of the following:

- New customer
- Premier account holder

Continue

- To begin setup, select **New customer**.
- Select **Continue**.



# Premier membership setup – continued

## AT&T Premier Registration

### Login Profile

To continue, type the requested information.

\*Required

\*Username:

\*First Name:

\*Last Name:

Email Address:

\*Password:  ?

\*Re-Enter Password:

\*Secret Question 1:  ▼

\*Secret Answer 1:

\*Secret Question 2:  ▼

\*Secret Answer 2:

Password requirements: Must be at least 8 characters long and have at least 2 alpha, numeric, or special characters (~!@#%\$%^&\*()-+={}[]\|;:<>,./?).

**Do not include:**

- Username.
- First or last name.
- Your telephone number.
- Two ascending numbers.
- The same as your previous four passwords.

Select One

- What is the name of a childhood pet?
- Who was your childhood hero?
- What is your favorite restaurant?
- Who is the person you would most like to meet?
- Who is/was your favorite school teacher?
- Who is your favorite author?
- Who is your favorite artist?
- Who is your favorite actor?
- What was your favorite toy as a child?
- What movie did you enjoy the most?
- What book did you enjoy the most?

- Enter all required information indicated by the red asterisks.
- Select security questions and answers.
- When completed, select **Continue**.

### Postal Address

Due to new Federal Communications Commission (FCC) regulations, your postal address is required.

\*Required

\*Address Line 1:  (Street Address)

Address Line 2:  (Suite, Apt#, etc.)

\*City:

\*State:  ▼

\*ZIP Code:

Cancel

Continue



## Premier membership setup – continued

### AT&T Premier Registration

#### Terms and Conditions

##### TERMS AND CONDITIONS

Your use of AT&T's website is subject to the Terms of Use and Privacy Policy, which may be accessed through links at the bottom of this page. You are solely responsible for maintaining the confidentiality of your password(s) and any other code (including user name) used to secure your online account information and you agree that AT&T will have no obligations with regard thereto. We recommend that you not share your password(s) or security code(s). However, should you share your passwords or security codes, you will be responsible for all

**Accept Terms and Conditions**

Cancel

Continue

- Select the box to **Accept Terms and Conditions**.
- Select **Continue**.
- Once you have completed the registration you will receive a confirmation page. You are now able to log into Premier.



# Logging into Premier

## Log in to Premier

Username

Password

 [Show](#)

Remember my username

Log in

Forgot your [username](#) or [password](#)?

Don't have a username or password? [Register now](#)



- The User Portal Web Address: [www.wireless.att.com/premiercare](http://www.wireless.att.com/premiercare).
- Enter **Username** and **Password**.
- Select **Log In**.





# Premier home screen

The screenshot shows the AT&T Voice DNA Premier home screen. At the top right, there is a 'Log out' link (1). Below it is a navigation bar with 'MANAGE' and 'SUPPORT' tabs, and a 'My Login Profile' link (2). The main content area is titled 'AT&T BusinessDirect® | Premier'. It features three main sections: 'AT&T Voice DNA Quick Links' (3), 'Support' (4), and 'Current Settings' (5). The 'AT&T Voice DNA Quick Links' section includes links for 'AT&T Voice DNA User Dashboard', 'Profile Information', and 'Directory'. The 'Support' section includes links for 'Get started', 'Manage user dashboard settings', 'Place calls', and 'Manage profile information'. The 'Current Settings' section includes links for 'Virtual Office', 'Locate Me', and 'Manage Other Settings'.

1. Log out
2. My Logon Profile
3. AT&T Voice DNA Quick Links
4. Support
5. Current Settings



# My Login Profile

Update Profile > Verify > Confirm

## My Login Profile

### Login Information

To update your Premier Online Care login profile, change the displayed information. Click **Continue** to save your changes.

\*Required

Username: calnet3

\*First Name:

\*Last Name:

Password:  ?

Retype Password:

Secret Question 1:  ▼

Secret Answer 1:

Secret Question 2:  ▼

Secret Answer 2:

\*Email Address:

\*Retype Email Address:

Email Address Validation Status: Verified

### Postal Address

Due to Federal Communications Commission (FCC) regulations, your postal address is required.

\*Address Line 1:

Address Line 2:

\*City:

\*State:  ▼

\*ZIP Code:

Cancel

Continue

- Update your personal settings and select **Continue** when finished.



# Support

## AT&T Voice DNA® User Support

### ▼ Get Started

[Log In](#)

[About the User Dashboard](#)

[Manage Personal Profile](#)

[Manage Messages](#)

[View Call Logs](#)

[Search the Directory](#)

[Move Your IP Phone](#)

[Support](#)

▶ [Manage User Dashboard Settings](#)

▶ [Hoteling](#)

▶ [Place Calls](#)

[Glossary](#)

▶ [External Applications](#)

### Get Started

For information that will help you get a jump-start on using the AT&T Voice DNA® service, click these links:

- [Log In](#)—Set up your Premier account and access the AT&T Voice DNA User Dashboard.
- [About the User Dashboard](#)—View all the features you can manage from the AT&T Voice DNA User Dashboard.
- [Manage Personal Profile](#)—View and manage your personal profile, which includes your name, contact numbers, email address, physical address, and other information pertinent to your AT&T Voice DNA service.
- [Manage Messages](#)—View a list of your voicemail messages, and listen to, reply to, and forward messages from your AT&T Voice DNA User Dashboard.
- [View Call Logs](#)—View calls from the past 24 hours and from the 90-day call log.
- [Search the Directory](#)—Find phone number, extension, location, and email information for all users and hunt groups in your organization.
- [Move Your IP Phone](#)—Before moving the phone you use with AT&T Voice DNA, whether permanently or temporarily, read this crucial information about configuring the phone, registering the new location, and calling for help in an emergency.
- [Support](#)—Access AT&T Voice DNA help information and other support resources.

### Comprehensive Guide

 [User Guide](#)

### Quick Reference Guides

 [Get Started](#)

 [Voicemail](#)

 [Feature Codes](#)

 [Polycom® SoundPoint® IP 321/331 Phone](#)

 [Polycom® SoundPoint® IP 550/560 Phone](#)

 [Polycom® SoundPoint® IP 650/670 Phone](#)

 [Polycom® SoundStation® IP 6000 Phone](#)

 [Polycom® SoundStation® IP 7000 Phone](#)

 [Aastra® 6731i Phone](#)

 [Aastra® 6757i Phone](#)

### Quick Tour Video

 [User Dashboard](#)

- Access support page by selecting either the **Support** tab or a link in the **Support** section.
- User support page provides links to detailed instructions and PDF files for the comprehensive guide and quick reference guides.



# Premier – Get started

MANAGE SUPPORT

AT&T Voice DNA®

## AT&T BusinessDirect® | Premier

### AT&T Voice DNA Quick Links

AT&T Voice DNA User Dashboard

**Get started**

[View call logs](#)

---

Profile Information

[View profile details](#)

---

Directory

[View company directory](#)

### Support

Need help using your phone or service? To learn more, click these links:

[Get started](#)

[Manage user dashboard settings](#)

[Place calls](#)

[Manage profile information](#)

### Current Settings

Virtual Office

Status: Disabled

[view details](#)

---

Locate Me

No forwarding - ring my work number

[view details](#)

---

Manage Other Settings

[Schedules](#)

[Settings](#)

- To access the Premier dashboard, select the **Get started** link.



# User Dashboard

- 1
- 2
- 3

Welcome CALNET3 Customer | [Premier Home](#) | [Support](#) | [Quick Help](#)

HOME LOGS DIRECTORY SETTINGS PROFILE

## AT&T Voice DNA<sup>SM</sup> User Dashboard

### New Messages 4

Last Updated: 11/27/2015, 5:24 PM [Refresh Messages](#) Show: All Message Types

Type	Date	Time	From	Phone Number	Actions
	11/27/2015	4:02 PM	Smith, Fred	555-555-1234	
	11/27/2015	4:01 PM	Customer	555-555-9531	
	11/27/2015	3:54 PM	Unavailable	555-555-4568	
	11/27/2015	3:54 PM	Test Lab	555-555-1852	

[View All](#)

### Profile Information 5

Name: CALNET3 Cus...  
Phone Number: 555-555-9164  
Extension: 30-59164  
Voicemail Access Number: 555-555-9293  
Email Address: calnet3@att.com  
Company: AT&T  
Location: Hub - 00003...  
[View Profile](#) [Edit Profile](#)

### Place a Call 6

[Place a Conference Call](#)

### Recent Calls 7

Last Updated: 11/27/2015, 5:26 PM [Refresh Calls](#) Show: All Call Types

Type	Date	Time	From/To	Phone Number
	11/27/2015	5:25 PM	Unavailable	555-555-4568
	11/27/2015	4:18 PM	Customer	555-555-9531
	11/27/2015	4:18 PM	Smith, Fred	555-555-1234
	11/27/2015	4:09 PM	Test Lab	555-555-1852
	11/27/2015	4:08 PM	Unavailable	555-555-9293

[View All](#)

### Search Company Directory 8

[Advanced Directory Search](#)

### Current Settings 9

**Virtual Office**  
Inactive

**Locate Me**  
Always Call my Work Number

**When my number is busy**  
Forward to My Voicemail  
Voicemail Access Number: 555-555-9293

**When I don't answer**  
Forward to My Voicemail  
Voicemail Access Number: 555-555-9293

1. Premier Home
2. Support
3. Quick Help
4. New messages
5. Profile Information
6. Place a Call
7. Recent calls
8. Search Company Directory
9. Current Settings



# Quick Help

HOME | LOGS | DIRECTORY | SETTINGS | PROFILE | **2**

## AT&T Voice DNA<sup>SM</sup> User Dashboard

**New Messages** **1** ?

**Quick Help:** New messages are listed. To see all your saved messages, click the **LOGS** tab and select **Messages**. The log doesn't refresh automatically. To refresh, click **Refresh Messages** or press **F5**.

Last Updated: **11/27/2015, 5:24 PM** [Refresh Messages](#) Show:  ▾

Type	Date ▲	Time	From	Phone Number	Actions
	11/27/2015	4:02 PM	Smith, Fred	555-555-1234	
	11/27/2015	4:01 PM	Customer	555-555-9531	
	11/27/2015	3:54 PM	Unavailable	555-555-4568	
	11/27/2015	3:54 PM	Test Lab	555-555-1852	

**Profile Information** ?

**Quick Help:** This is an overview of your current account settings. To view more details, click **View Profile**. To edit account information, choose **Edit Profile**.

**Name:** CALNET3 Cus...

**Phone Number:** 555-555-9164

**Extension:** 30-59164

**Voicemail Access Number:** 555-555-9293

**Email Address:** calnet3@att.com

**Company:** AT&T

**Location:** Hub - 00003...

[View Profile](#) [Edit Profile](#)

1. Selecting a question mark (?) icon will activate the individual help section.
2. Selecting **Quick Help** link will activate all quick help windows on all pages.



# Logs tab – Messages

HOME LOGS DIRECTORY SETTINGS PROFILE

Messages Calls

### Messages (4)

Last Updated: 11/27/2015, 5:24 PM [Refresh Messages](#)

Show: All Message Types  
Voicemail Messages  
Faxes  
Status Emails 1

Page 1 of 1 | 1 | ...

Select any Clear all	Type	Date	Time	From <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>	Phone Number	Actions
<input type="checkbox"/>		11/27/2015	4:02 PM	Smith, Fred	555-555-1234	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>
<input type="checkbox"/>		11/27/2015	4:01 PM	Customer	555-555-9531	
<input type="checkbox"/>		11/27/2015	3:54 PM	Unavailable	555-555-4568	
<input type="checkbox"/>		11/27/2015	3:54 PM	Test Lab	555-555-1852	

Page 1 of 1 | 1 | ...

Delete

1. Select from the dropdown menu to view All Message Types, Voicemail Messages, Faxes, or Status Emails.
2. Blue column headings allow you to sort.
3. From this screen you can play, forward to email, or delete the message.



# Logs tab – Calls



## Calls (10)

Last Updated: 11/30/2015, 8:38 PM Refresh Calls

Show: All Call Types  
Dialed Calls  
Missed Calls  
Received Calls 1

Page 1 of 1 | 1 | ...▼

Type	Date	Time	From/To	Phone Number
	11/27/2015	8:28 PM	Unavailable	555-555-4568
	11/27/2015	8:27 PM	Smith, Fred	555-555-1234 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>
	11/27/2015	8:27 PM	Test Lab	555-555-1852
	11/27/2015	8:20 PM	Unavailable	555-555-4568

Page 1 of 1 | 1 | ...▼

1. Select from the dropdown menu to view All Call Types, Dialed Calls, Missed Calls, or Received Calls.
2. Blue column headings allow you to sort.
3. Call logs retain a record of 99 instances of each type of call.





# Directory tab



Directory (4)

[Advanced Search](#) ▲

Search form with fields for Name, Phone Number, Extension, and Location, and a Go button.

Show:  ▼

Type	Name	Phone Number	Extension	Wireless	Location
	Admin Desk	555-555-1234	30-51234	--	Hub - 000...
	Smith, Fred	555-555-4554	30-54554	--	Hub - 000...
	Jones, David	555-555-9874	30-59874	--	Hub - 000...
	HelpDesk	555-555-9553	30-59553	--	Hub - 000...

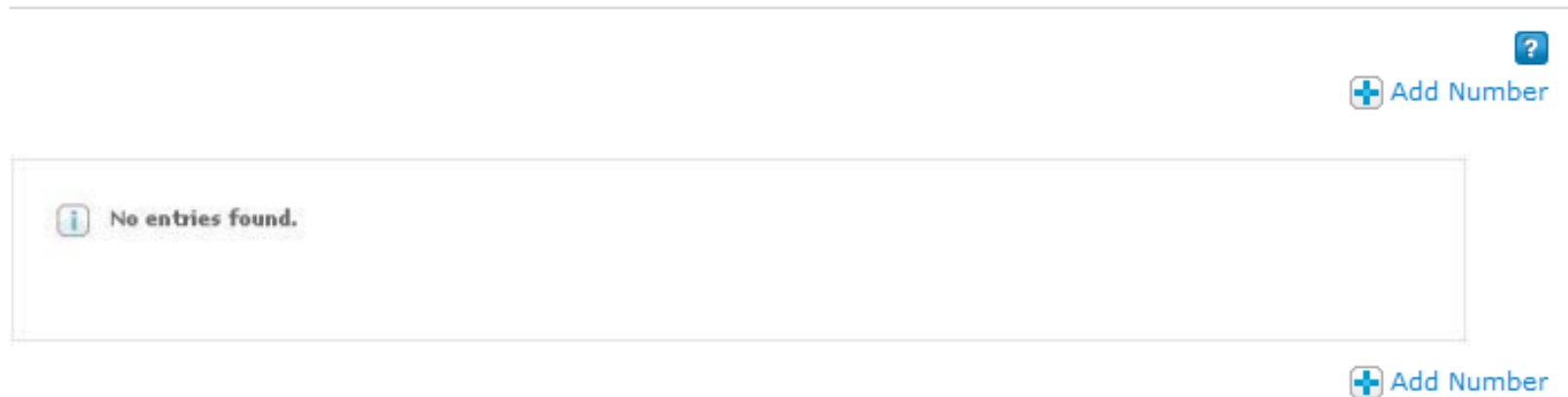
- The Directory tab displays the corporate directory and allows you to place calls directly from the list.



## Settings tab – Virtual Office Locations



### Virtual Office Locations



- Virtual Office Locations are numbers you can use as additional extensions (or shared appearances) of your Voice DNA number.
- You can set criteria and schedules that determine when your settings are active.
- Select **Add Number** to create a new virtual office location.



## Settings tab – Virtual Office Locations – continued

HOME LOGS DIRECTORY **SETTINGS** PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify Priority Alert Call Reject Speed Dial Misc.

### Add number

?  
+ Add Number

Phone Number	Description	Status	Require answer confirmation	Actions
* <input type="text"/>	* <input type="text"/>	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled	<input checked="" type="radio"/> Yes <input type="radio"/> No	

+ Add Number

Cancel
Save

1. Enter a valid 10-digit phone number and a description.
2. To receive incoming calls to your Voice DNA number and to receive alerts for outbound calls initiated using Place a Call, set Status to **Enabled**.
3. Select **Save** when completed.



## Settings tab – Locate Me



### Locate Me Settings

Edit

#### Your current settings

##### When my number is busy

Forward to My Voicemail

Voicemail Access Number: 555-555-1234

##### When I don't answer

Forward to My Voicemail

Voicemail Access Number : 555-555-1234

- Locate Me settings allow you to set rules for calls to follow you when you are unavailable.
- You can create lists of numbers where you can be reached, determine which incoming calls ring the numbers in your list, and set schedules that determine when these settings are in effect.



## Settings tab – Locate Me – continued

### Edit Locate Me Settings

When someone calls me **Ring my work number** 1

Forward calls  
Ring my In Order list of numbers  
Ring my All At Once list of numbers

Ring my work number options:

If the number is busy:

Forward calls to

Voicemail

This number  Find Number

2 If I don't answer:

Ring  times, and then

Forward calls to

Voicemail

This number  Find Number

When my number is not reachable by the network

Forward calls to my voicemail

Forward calls to this number  Find Number

3

1. Calls will be handled according to the option selected.
2. Specify busy and no answer treatments for your work number.
  - Ring my In Order
  - Ring my All at Once
3. Set call forward not reachable.
4. Add criteria based on incoming call types and schedules.
5. Select **Save** when completed.



## Settings tab – Voicemail



### Voicemail Settings

Edit

Voicemail Access Number: 555-555-1234

Voicemail Message Access: Full Access ?

Send email alert when new message arrives

Apply to:

Standard Voicemails

Urgent Voicemails

Faxes (all)

Send this alert to: calnet3@att.com

Use comma to separate multiple email addresses.

Forward a new message as an attachment

Forward to: calnet3@att.com

- Voicemail settings allow you to set-up when you will be notified by email of a new message and additionally allow you to have messages forwarded to a specified email address as an attachment.



# Settings tab – Schedules

HOME | LOGS | DIRECTORY | **SETTINGS** | PROFILE

Virtual Office | Locate Me | Voicemail | **Schedules** | Call Notify | Priority Alert | Call Reject | Speed Dial | Misc.

## Schedules (2)

Search



[Create Schedule](#)

Show List for:

Page 1 of 1 | 1 | ...

Schedule Name	Type	Level	Actions
Lunchtime	Time	Personal	
Staff Meeting	Time	Personal	

Page 1 of 1 | 1 | ...

- View and manage Time or Holiday schedules so that you can apply them to your Locate Me settings or other features that use time-based criteria.
- You can view or use a company schedule, or create and edit a personal schedule. You can only modify the personal schedules you created.



# Settings tab – Schedules – continued

## Schedule Details: Staff Meeting

Schedule Name: Staff Meeting  
Schedule Type: Time  
Schedule Level: Personal

**Initial Event Details**

\*Event Name: Staff Meeting

\*Initial Start Date: 12/02/2015  All day event

\*Initial End Date: 12/02/2015

\*Start Time: 10:00 AM

\*End Time: 11:00 AM

**Event Recurrence Details**

Recurrence Pattern: Weekly

\* Recurs every 1 week(s) on:

- Mon-Fri
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Recurrence Pattern Ends:

- Never
- After 0 occurrence(s)
- 

Cancel Save

- Specify the start and end dates and times of the event.
- Select how frequently the event will repeat.
- Select **Save** when completed.





# Settings tab – Call Notify

Call Notify Settings [Edit](#)

Send email notification to: calnet3@att.com

For calls matching:

Active	Description	Calls From	Schedule	Actions
No entries found.				

Regardless of above settings never notify for calls matching:

Active	Description	Calls From	Schedule	Actions
No entries found.				

- Call Notify settings let you set criteria so that you receive an email to notify you immediately of incoming calls from specific numbers.
- You can also choose a schedule that determines when your Call Notify settings are in effect. When a call comes in, only active criteria are followed.



## Settings tab – Call Notify – continued

### Add Call Notify Criteria

The following criteria will be applied for use of your Call Notify settings: ?

\*Required

\*Description:

Initial Status:  Inactive  
 Active

Select Schedule: Every Day All Day [Find Schedule](#)

Notify on call(s) from:  Any Phone Number  
 Following Phone Numbers  
 Any Anonymous Number  
 Any Unavailable Number  
 Specific Number(s)

Phone Number	Action
<input type="text" value="555-555-1000"/> <input type="button" value="x"/> <a href="#">Find Number</a>	<input type="button" value="🗑"/>

[+ Add a number \(Maximum 12\)](#)

- Specify new call notification criteria.
- Select **Add** button.



# Settings tab – Priority Alert

HOME LOGS DIRECTORY **SETTINGS** PROFILE

Virtual Office Locate Me Voicemail Schedules Call Notify **Priority Alert** Call Reject Speed Dial Misc.

<< Back to Priority Alert Settings

## Add Priority Alert Criteria

The following criteria will be applied for use with your Priority Alert settings: ?

\*Required

**\*Description:**

**Initial Status:**  Inactive  Active

**Select Schedule:** Every Day All Day [Find Schedule](#)

**Use Priority Alert on call(s) from:**  Any External Phone Number  Following Phone Numbers

Any Anonymous Number

Any Unavailable Number

Specific Number(s)

Phone Number	Action
--------------	--------

[+](#) Add a number (Maximum 12)

[Cancel](#) [Add](#)

- Priority Alert assigns a different ringtone to priority calls.
- Add call type criteria and set schedules that specify when your Priority Alert settings are in effect. Only active criteria are followed.



# Settings tab – Call Reject



<< Back to Reject Call Settings

## Add Call Rejection Criteria

The following criteria will be applied for use of your reject call settings: ?

\*Required

\*Description:

Initial Status:  Inactive  
 Active

Select Schedule: Every Day All Day [Find Schedule](#)

Reject Call from:  Any Phone Number  
 Following Phone Numbers

- Any Anonymous Number
- Any Unavailable Number
- Specific Number(s)

Phone Number	Action
--------------	--------

[+](#) Add a number (Maximum 12)

- Call Reject settings determines which calls are rejected, based on the incoming caller identity, the specific phone number, and a schedule that determines when criteria are followed.
- To reject all anonymous calls, check **Always Reject Anonymous calls**.
- Callers on the reject list will hear “The party you are trying to reach is not accepting calls at this time.”



## Settings tab – Speed Dial



<< Back to all Speed Dials

### Speed Dial Details: #01

\*Required

**Speed Dial Code:** #01

**\*Description:**

**\*Phone Number:**  [Find Number](#)

- Speed Dial maintains a list of up to 99 personal speed dial codes, with the phone numbers associated with each code and unique descriptions.
- To update or delete speed dial information, select **Actions** and click the **Edit** or **Delete** icons.
- To make a call from your speed dial list, enter # + the 2-digit speed dial code.



## Settings tab – Miscellaneous





### Miscellaneous Feature Settings

Edit



#### Call waiting:

Disable call waiting for your extension 

Disable tone on your IP phone(s) 

Music on hold

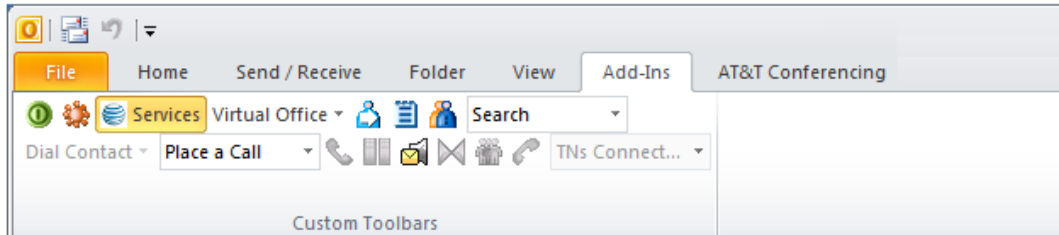
#### VDNA External Clients:

[Download the Voice DNA Assistant Software](#) 

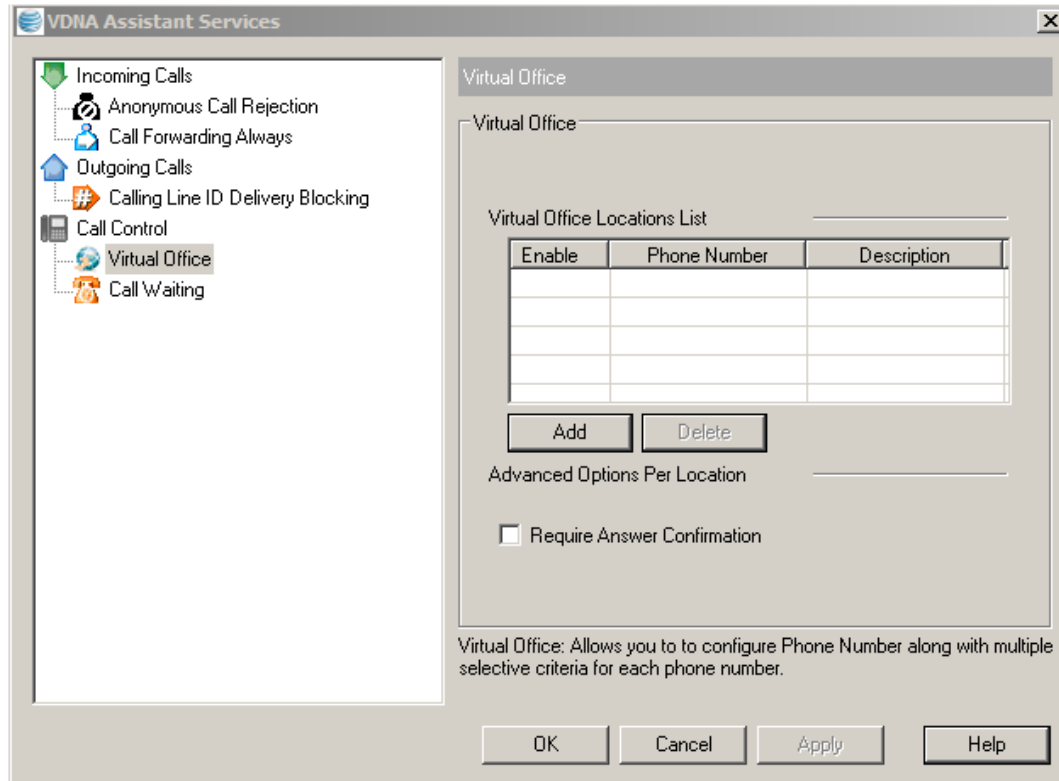
- Miscellaneous settings allow you to enable or disable Call waiting and Music on hold.
- You can also download or start an external application such as Voice DNA Assistant or Receptionist.



# Voice DNA Assistant services



- The Voice DNA Assistant allows you to manage Premier features through your email application.



## Additional support

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





# Questions and answers



