

# CALNET 3: AT&T Voice DNA<sup>®</sup> Polycom<sup>®</sup> VVX<sup>®</sup> 411

Version 1.0



## Covered topics

- What is AT&T Voice DNA<sup>®</sup>
- What is the Polycom<sup>®</sup> VVX<sup>®</sup> 411
- 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.

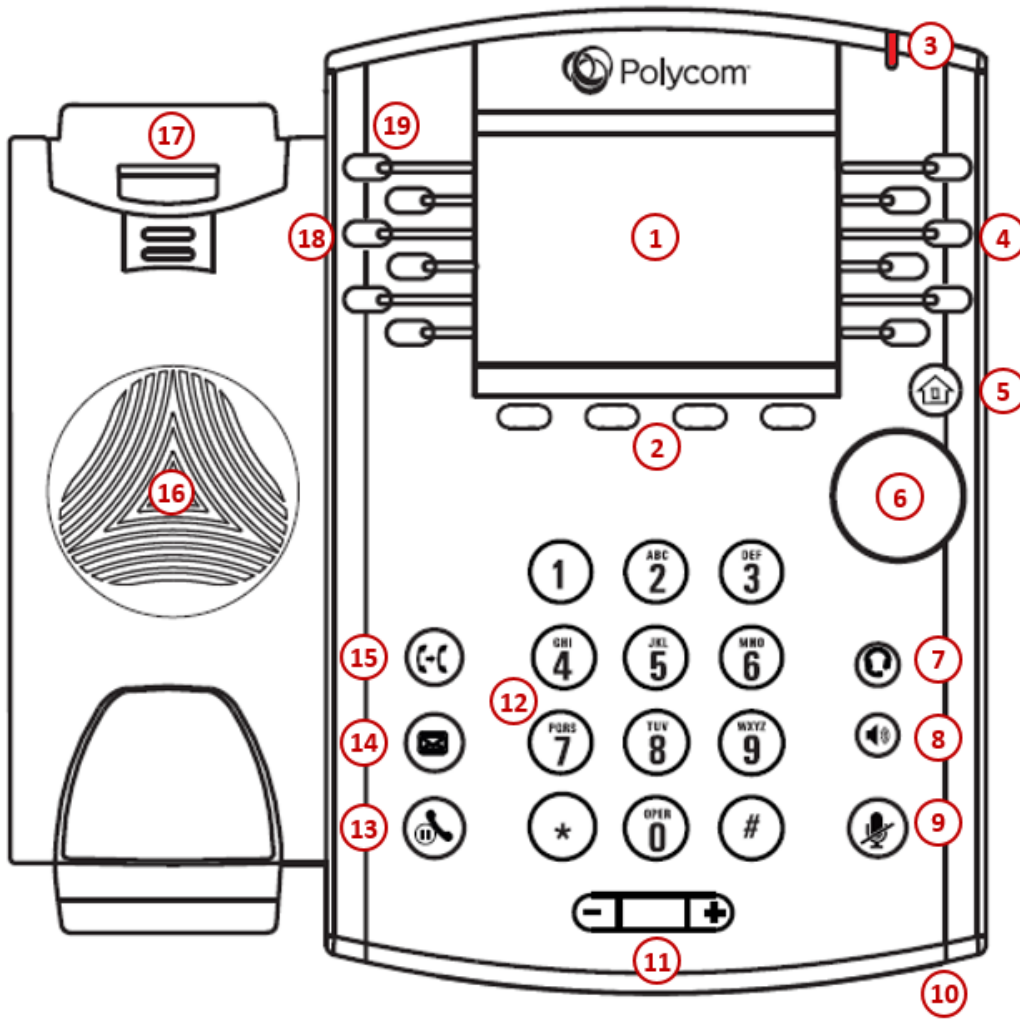


## What is the Polycom VVX 411

The Polycom VVX 411 phone is a full-featured IP phone with a hands-free speakerphone and handset designed for hi-fidelity wideband audio utilizing the Polycom® HD Voice™ technology for lifelike voice quality, a built-in headset connection and an integrated Ethernet switch. The phone can have up to twelve unique phone numbers, has additional buttons (such as Messages, Hold, and Transfer), and four soft keys, located below the display window, that provide additional functions based upon the status of the phone. The Polycom VVX 411 is equipped with a color LCD display.



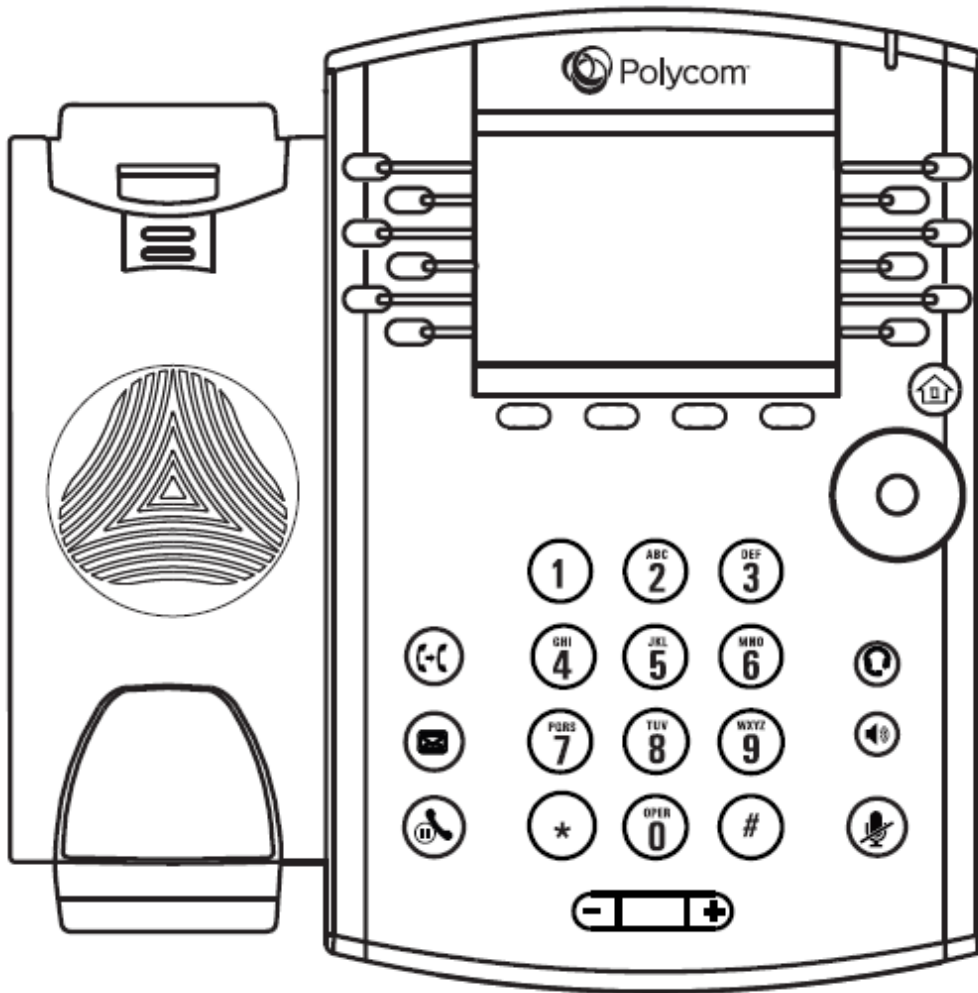
# Polycom VVX 411 phone



1. Graphic display
2. Soft keys
3. LED indicator
4. Feature buttons
5. Home button
6. Display Control button
7. Headset button
8. Speakerphone button
9. Mute button
10. Microphone
11. Volume keys
12. Dial pad
13. Hold button
14. Messages button
15. Transfer button
16. Speaker
17. Hook switch
18. Line keys
19. Line indicators



# Home

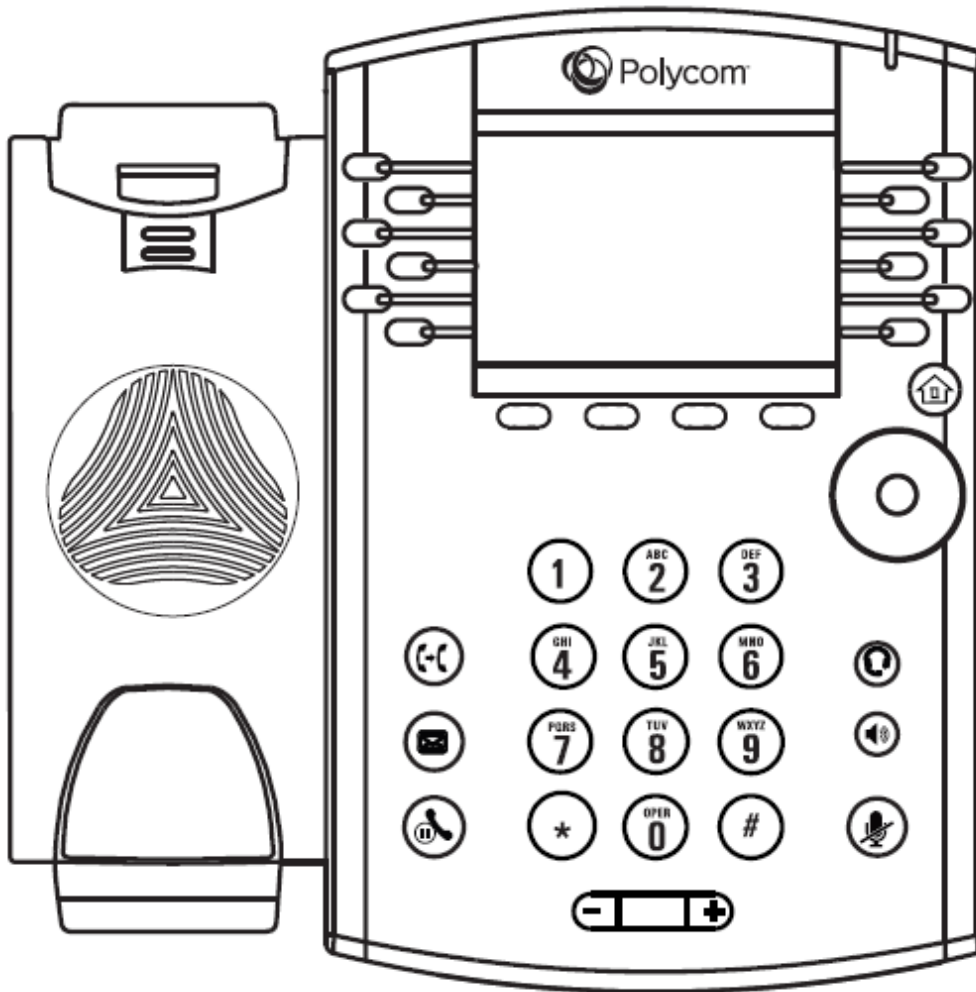


The Home button provides access to phone settings and functions.

When in any menu, pressing the Home button will return you to the main screen.



## Recent Calls list

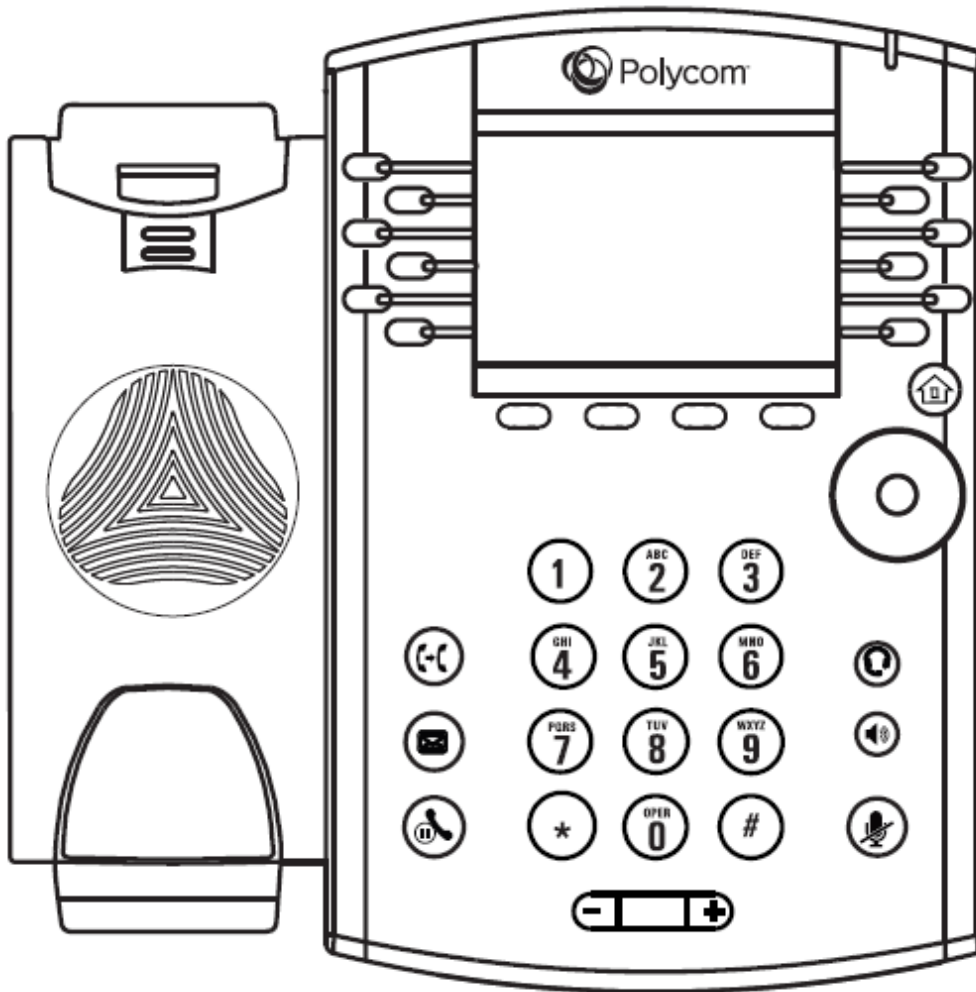


The Recent Calls list retains up to 100 received, placed, and missed calls.

- To retrieve call list:
  - Select **Directory** soft key.
  - Select Recent Calls.
  - Select **Type** soft key.
  - Select the desired call list.
  - Use the display control keys to scroll up / down through the list.
  - Select **Dial** soft key to place the call.



# Contact Directory



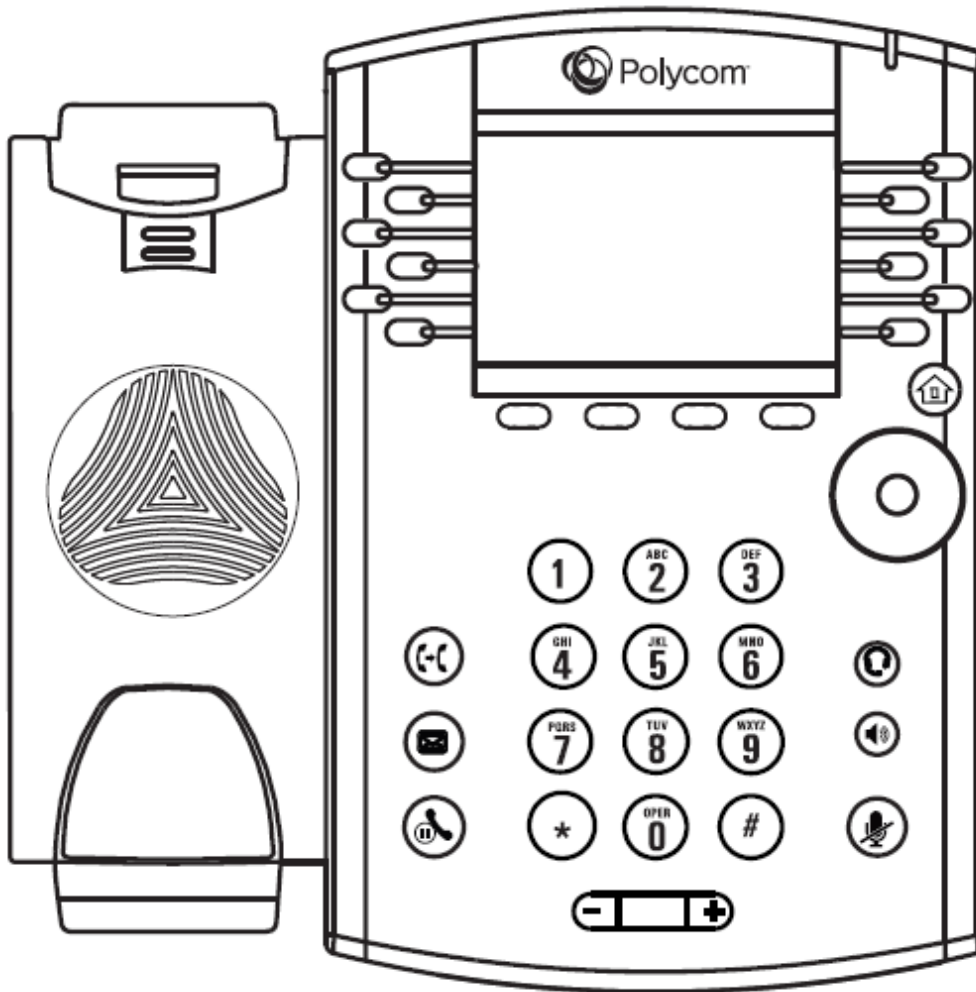
Phone maintains up to 100 contacts.

- To add a new contact:
  - Select **Directory** 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 **Info** soft key.
  - Select appropriate soft key (**Edit** or **Delete**).
  - Select **Save** soft key when complete.
- Select **Dial** soft key to place a call.





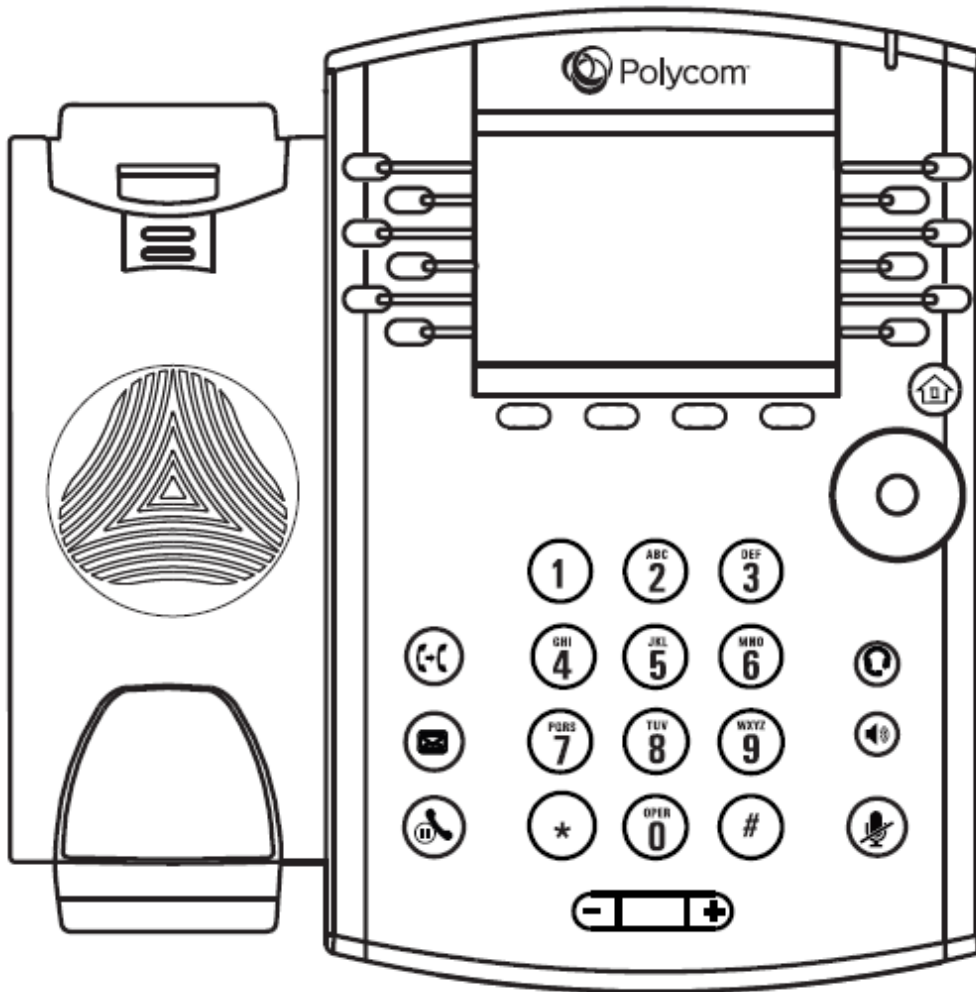
## Placing a call on hold



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



## Retrieving voicemail messages



- New voicemail message:
  - Flashing indicator light
  - Envelope in graphic display
  - Number of new voicemails in graphic display
- To retrieve messages:
  - Select Messages button.
  - View voicemail statistics.
  - Select **Connect** soft key.
  - Enter voicemail PIN.



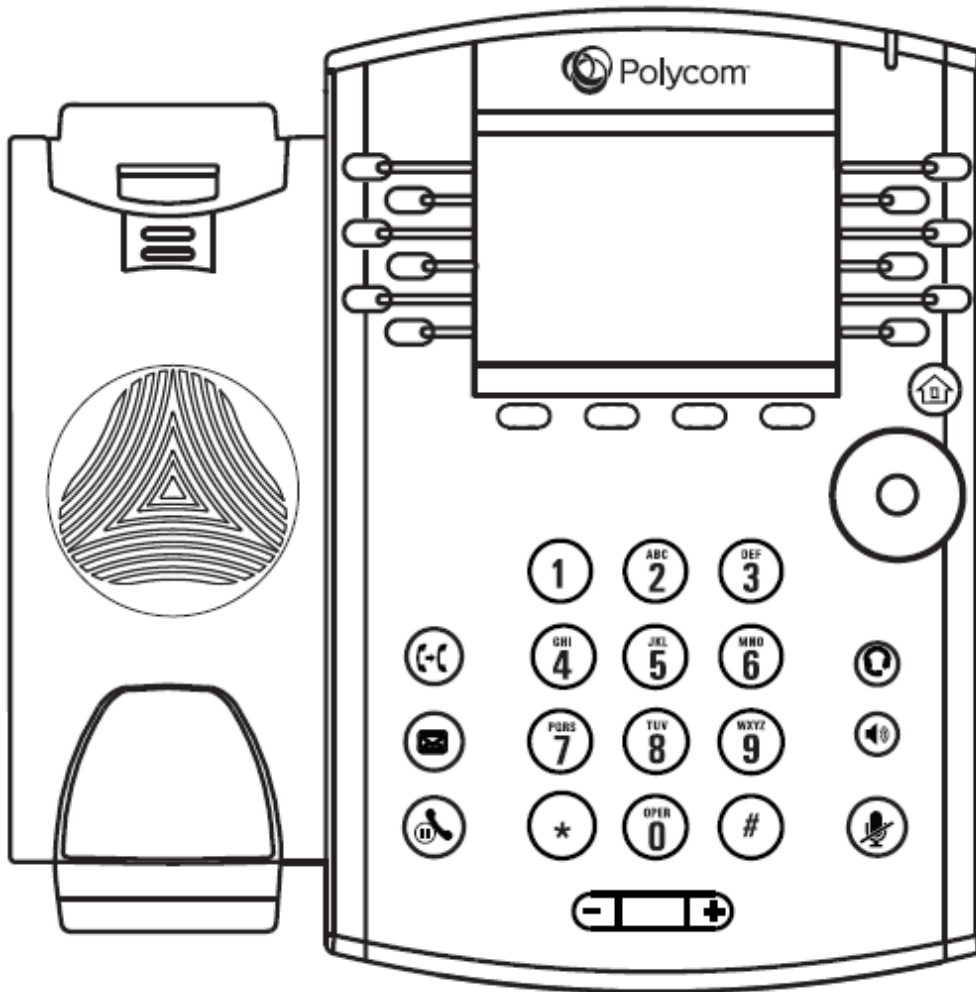
## Line icons

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

- Registered line: white telephone handset with green checkmark
- Registered shared line: white telephone handset with shadow and green checkmark
- Ringing / incoming call: caller ID displayed on screen
- Call on hold: white telephone handset with hold symbol and line number
- Outgoing call: white telephone handset with arrow
- Active call: active call highlighted in green.
- Voice mail messages: envelope beside applicable line key
- Do Not Disturb activated: white telephone handset with white line inside a red circle.



## 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).

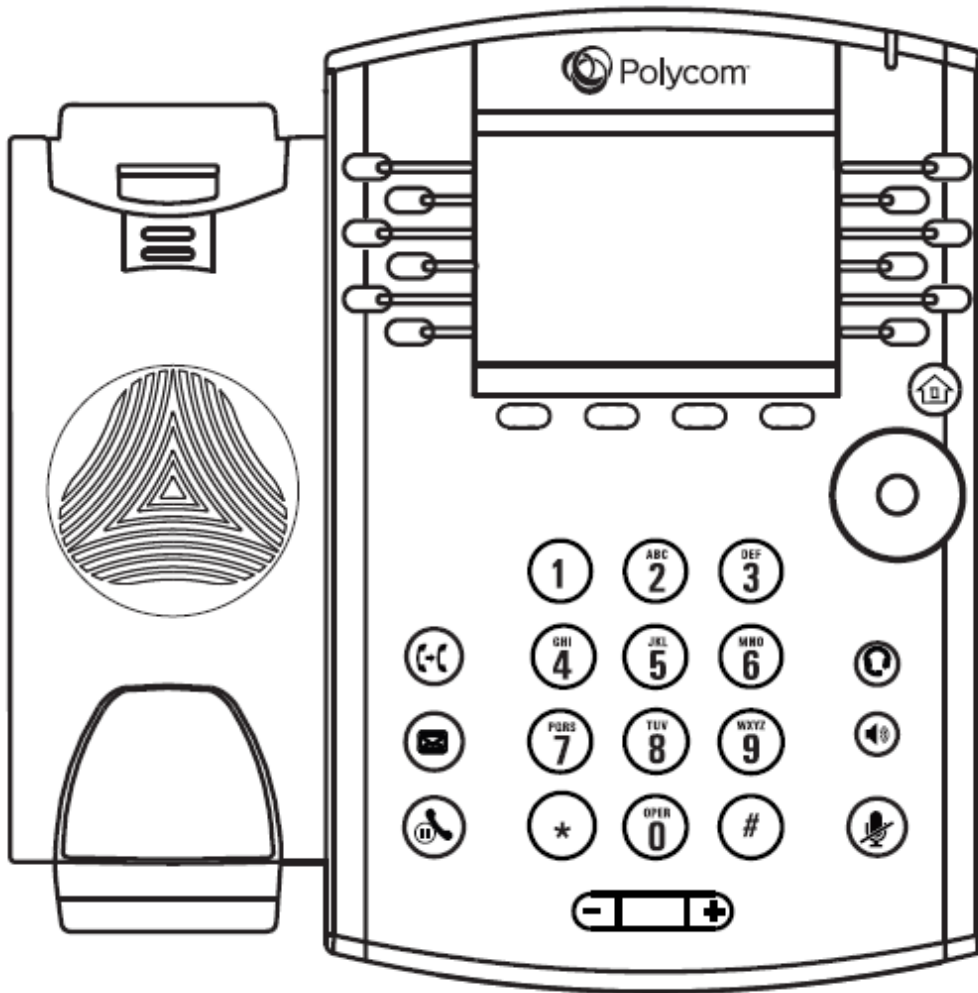


## Dialing tips

- 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.



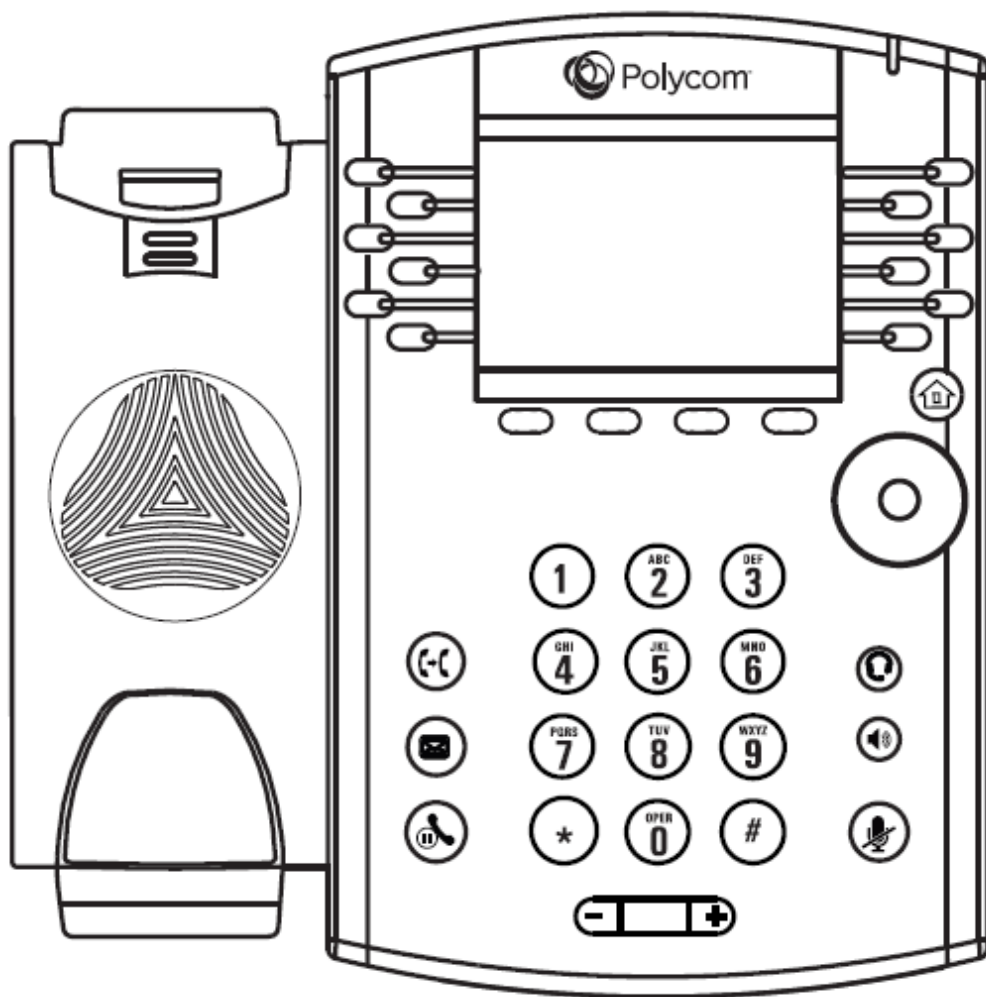
# Placing a call



- Dial first
  - Dial pad
  - Directory soft key
    - Recent Calls
    - Favorites
    - Contact Directory
  - Home button to access Directories
- Choose call method
  - Handset
  - Headset button
  - Speakerphone button



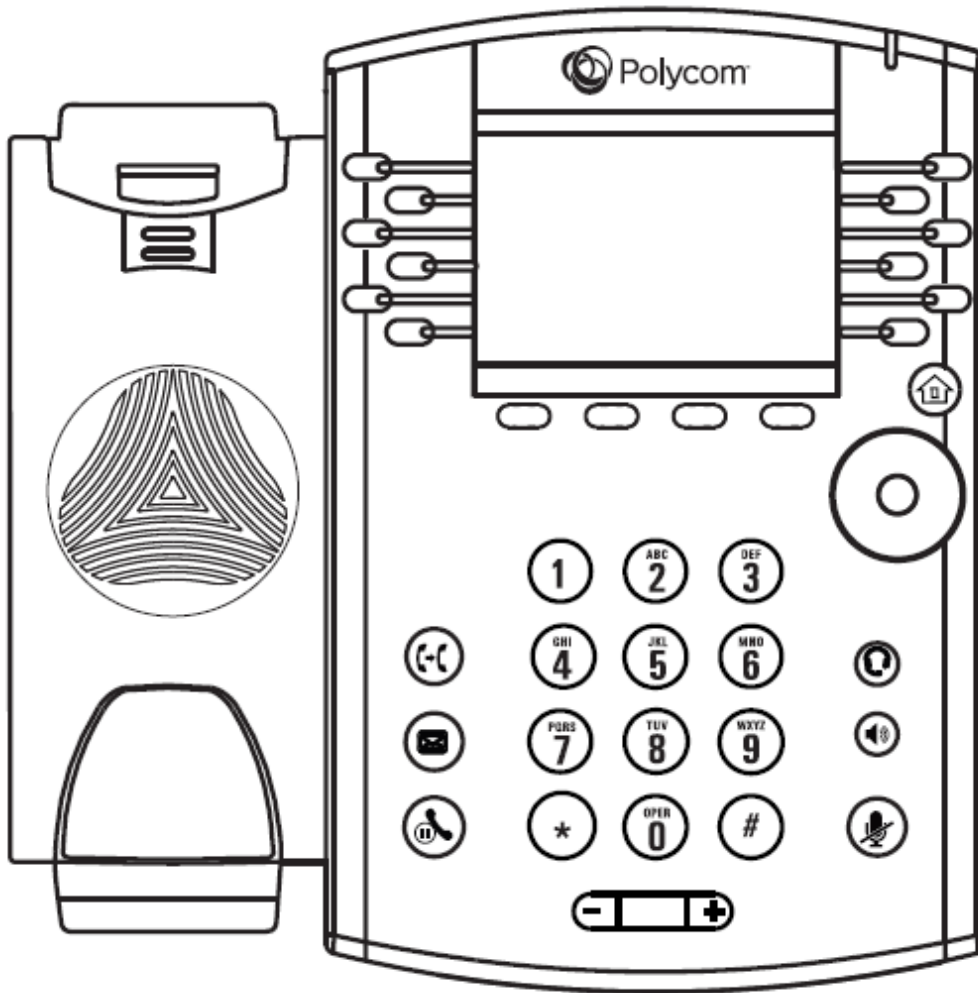
## Answering a call



- Pickup Handset
- Press Headset button
- Press Speakerphone button
- Use the soft keys
  - **Answer** soft key
    - Defaults to speakerphone
  - **Reject** soft key
    - Sends call directly to voicemail
  - **Ignore** soft key
    - Silences the ringer volume



## Ending a call

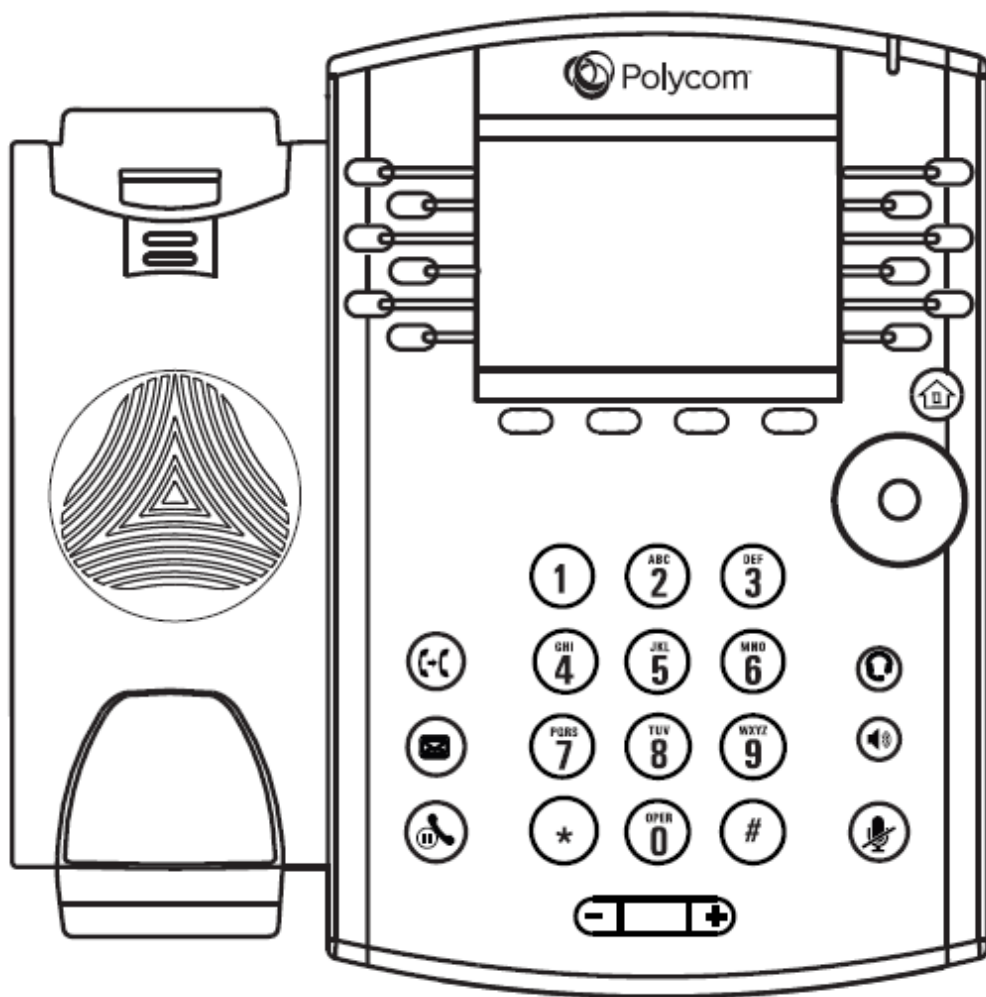


- Replace Handset
- Press **End Call** soft key
- Press Headset button
- Press Speakerphone button





## Transferring a call

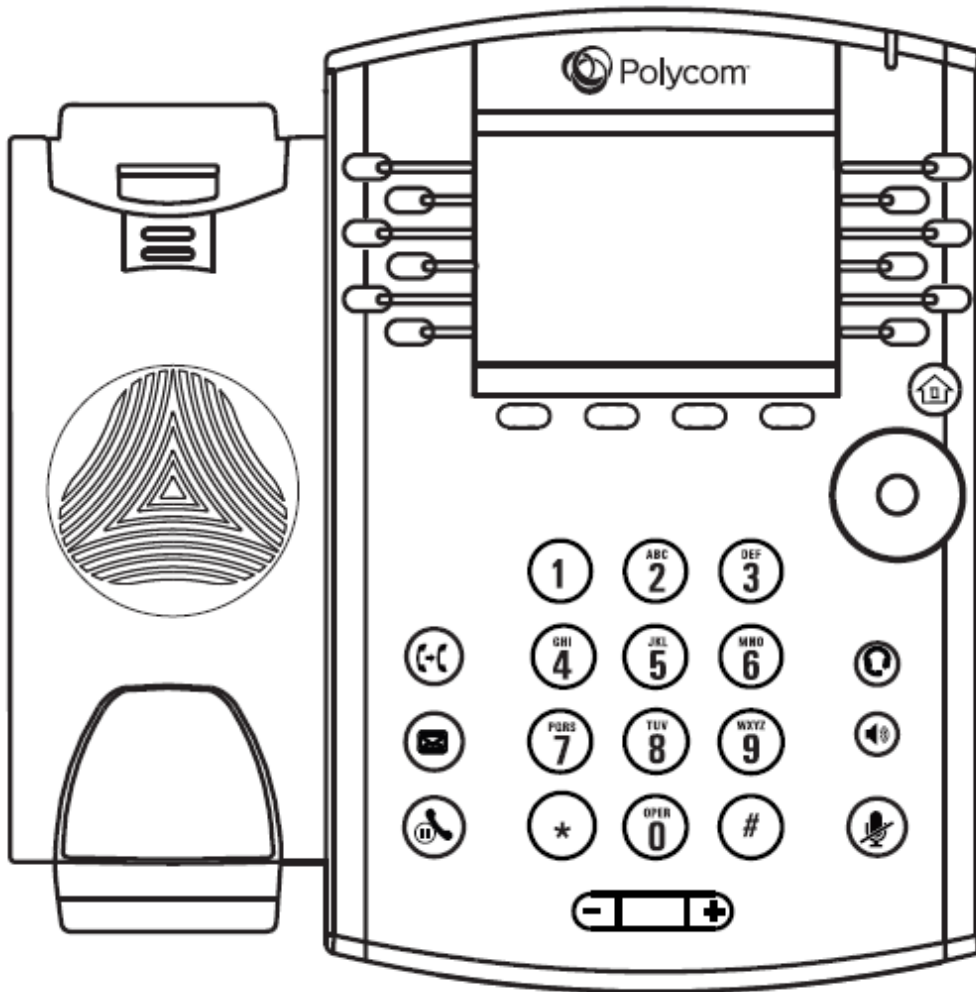


Transfer a call to an extension or 10-digit number.

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



## Conference calling

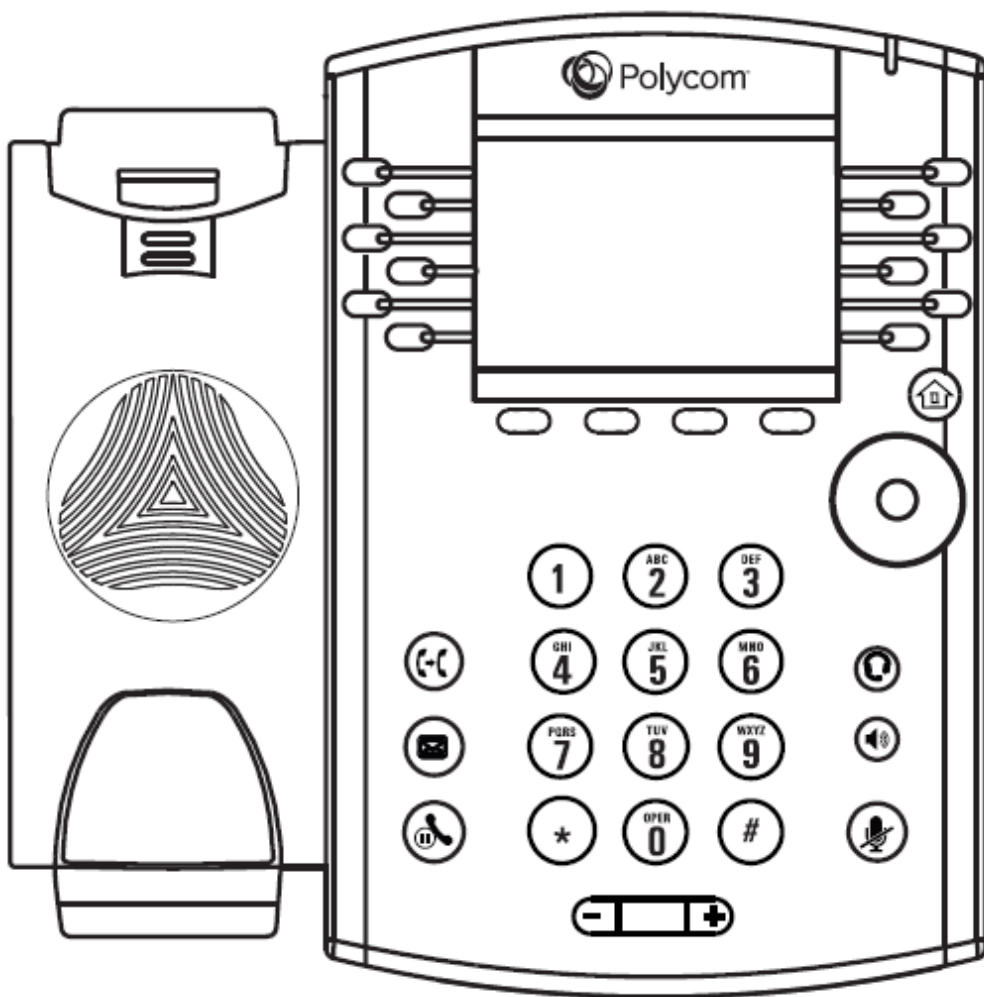


You can conference up to 12 participants on one call.

- Select More soft key.
- Select **Conference (Confrenc)** soft key.
- Enter the number.
- Select **Send** soft key.
- Select **Conference (Confrenc)** soft key to complete.
- **Join** soft key merges active call with one on hold.



## Parking a call



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

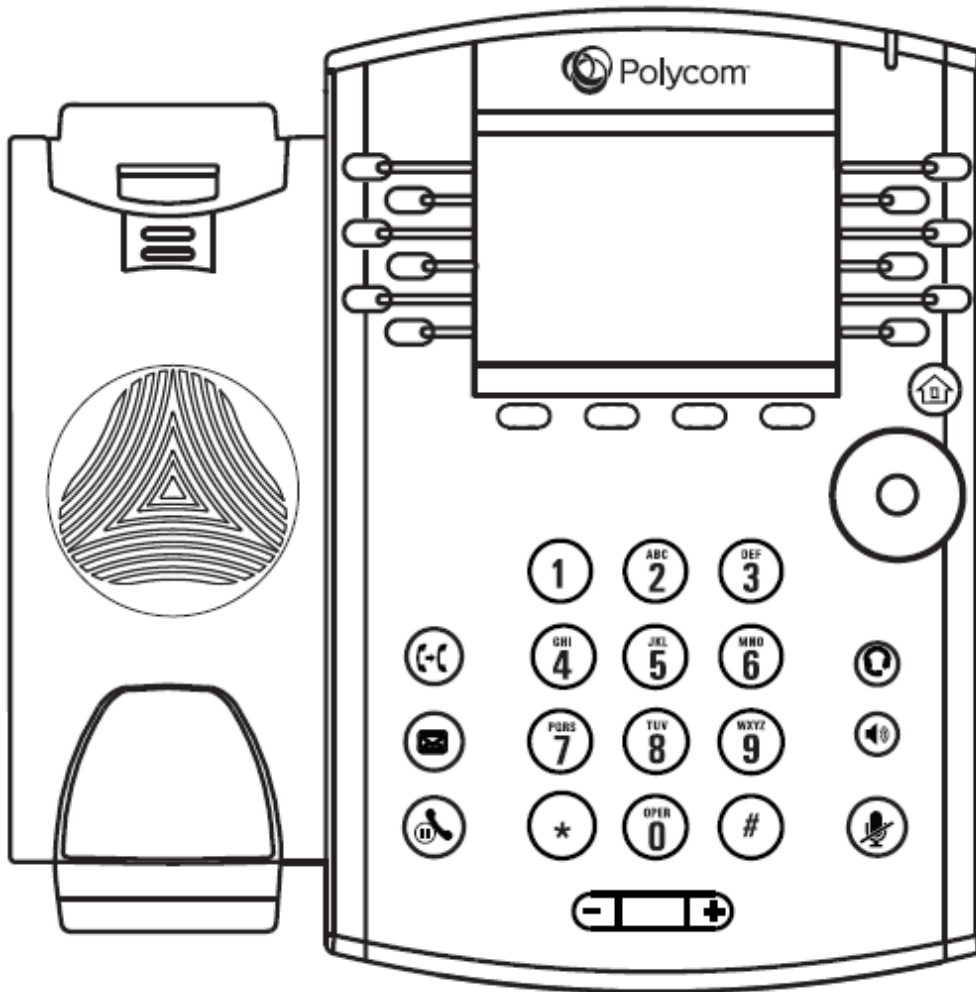
- Press **Park** soft key.
- Enter your extension.
- Select **Enter** soft key.

To retrieve from another extension:

- Press **Retrieve** soft key.
- Enter your extension (where call was parked).
- Select Enter soft key.
- Pickup the handset.



## 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 **Do Not Disturb (DND)** soft key
- When activated, a red circle with a white line is visible next to each line key and in the upper right corner of the graphic display.



# Call forwarding

## Enable

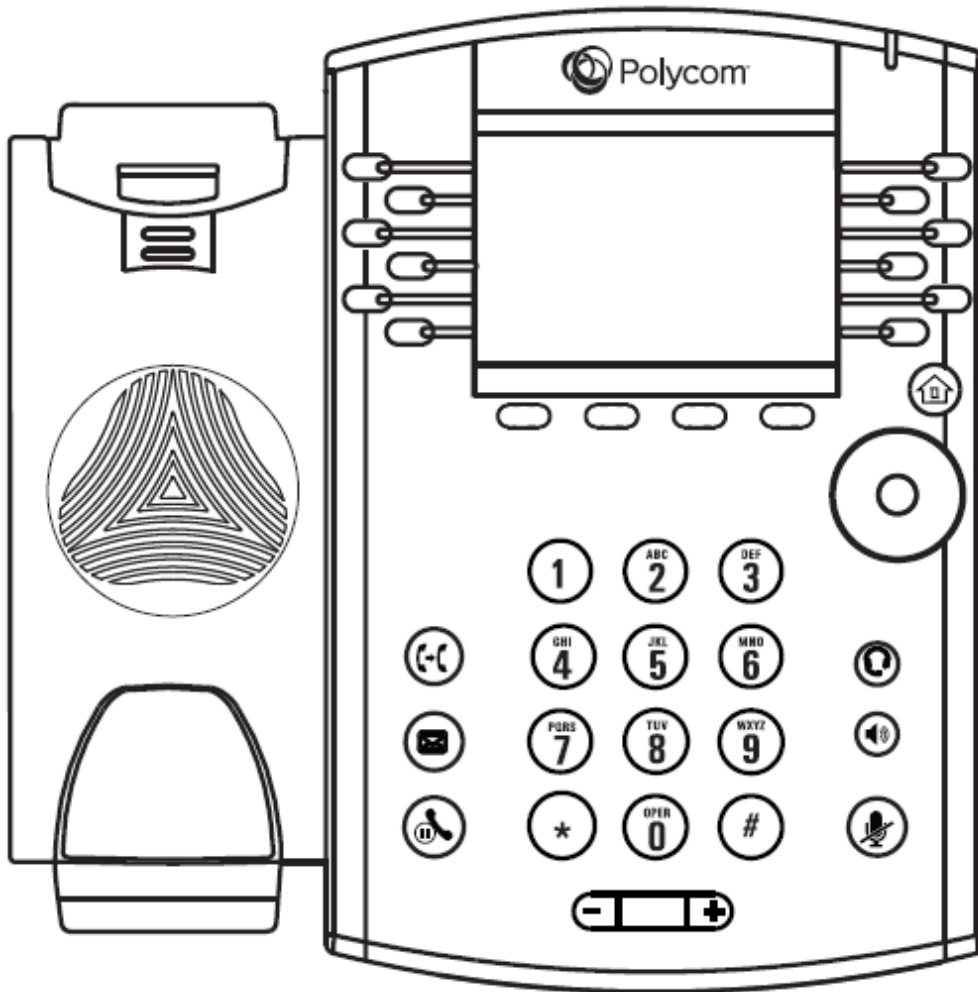
- When your phone is idle enter:
  - \*72 for Call Forwarding Always
  - \*92 for Call Forwarding No Answer
  - \*62 for Call Forwarding Busy
- Enter the forward-to number.
- Press the **Dial** soft key.
- A voice prompt confirms that Call Forwarding is turned on.
  
- Note: The forward-to number can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



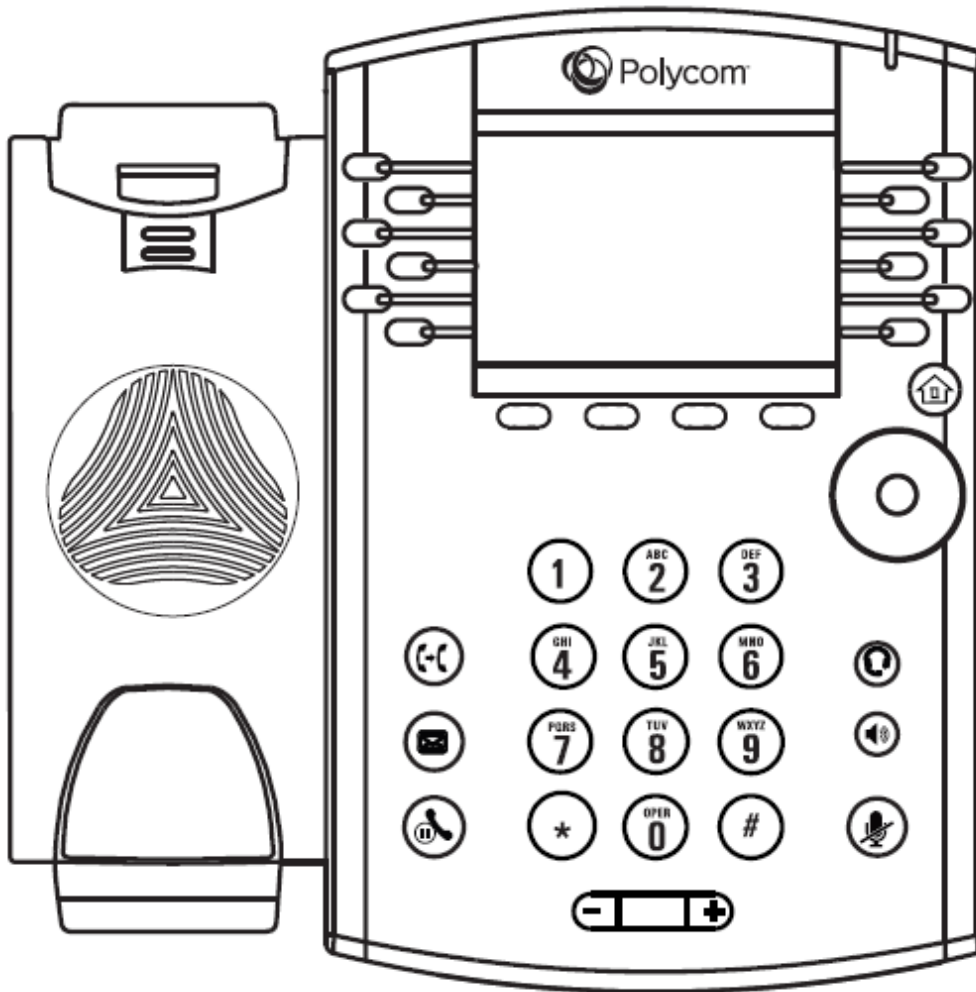
To initiate an intercom call:

- 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.

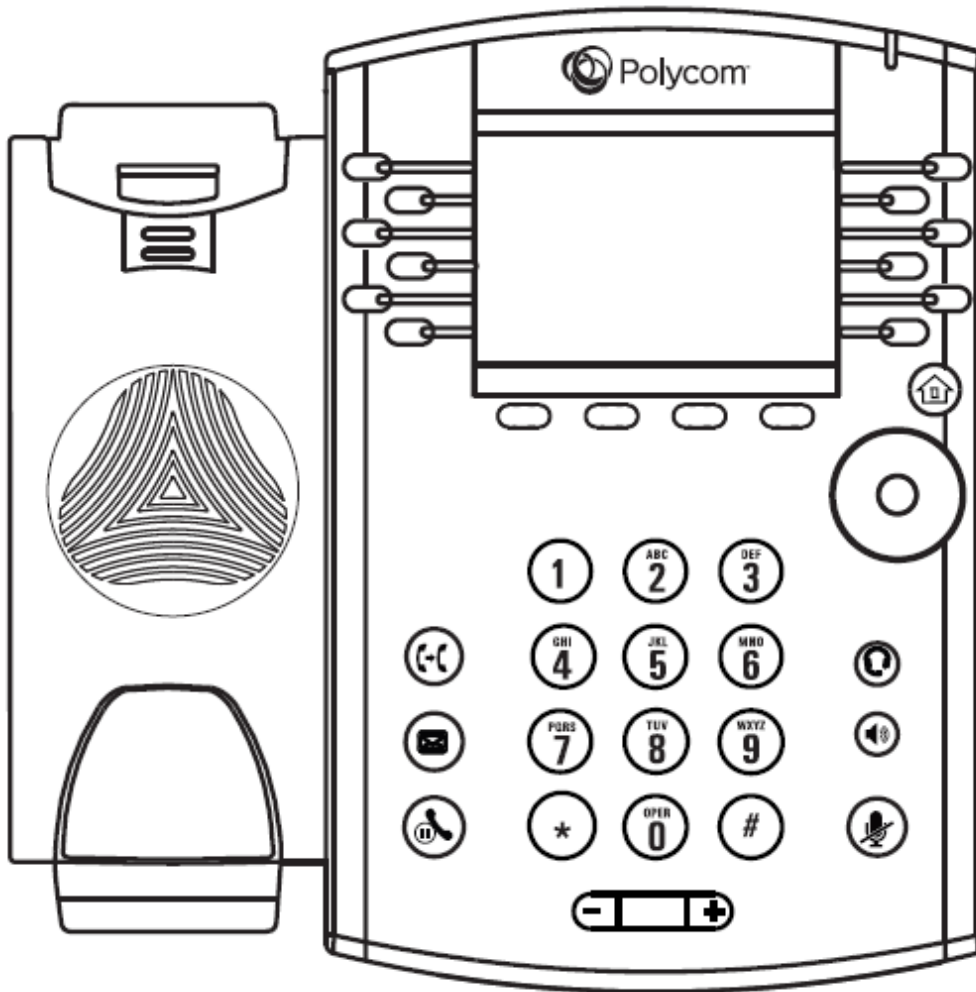
- Please notify the guard and / or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.



# Settings



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

To change the ringtone:

- Choose Home 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>



## 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](mailto:CalnetTraining@att.com)
- Please complete our survey.



# Questions and answers



