

# AT&T Voice DNA Premier User Training Agenda

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## AGENDA

### I. VDNA Phone Features

- A. Phone Controls
  - Buttons
  - Soft keys
  - Display
  - Message Waiting Indicator
  - Speakerphone/Mute
- B. Dialing basics
  - Internal & External Calls
  - Ending a call
  - Call hold/call resume
  - Rerouting calls
    - Call transfer/cancel call transfer
    - Call forward
    - Do not disturb
    - Call parking/pickup
  - Conferencing
  - Call Waiting
  - Line appearances/Call presence – if applicable
- C. Accounts codes – if applicable
- D. Intercom – if applicable
- E. Feature (Star) Codes

### II. Voicemail

- A. Voicemail access
  - Voicemail access TN
  - Messages key
- B. Password
  - Default password (123456)
  - Account lockout
    - After 7 bad PIN attempts
    - Contact administrator to unlock
    - Authentication code
- C. Initial Setup
  - New 6-10 digit PIN
  - Record Name
    - Record Personal greeting
    - Authentication code (for PIN reset)
- D. Quick key guide
- E. Greetings
- F. Voicemail settings & features
  - Distribution lists
  - Attendant call coverage
  - Delete queue
  - Reminder messages
  - Call back now

### III. Web Portal

- A. BD/Premier web address: <https://www.wireless.att.com/business/>
- B. Get Started
  - Log In
  - About the User Dashboard
  - Manage Personal Profile
  - Manage Messages
  - View Call Logs
  - Search the Directory
  - Move Your IP Phone
  - Support
- C. Manage User Dashboard Settings
  - Manage Virtual Office Locations
  - About Selective Criteria
  - Manage Locate Me Settings
  - Manage Voicemail Settings
  - Manage Schedules
  - Manage Call Notify Settings
  - Manage Priority Alert Settings
  - Manage Miscellaneous Feature Settings
- D. Place Calls
  - Place a Call from the User Dashboard.
  - Place a Conference Call from the User Dashboard
  - Place a Call from Your IP Phone
  - About Account Codes