



## Voice DNA Test and Turn-up Checklist

The following is a list of the test and turn-up steps for customers who have ordered AT&T Voice DNA Service. Please have available on stand-by any technical resources knowledgeable about your CPE (Customer Premise Equipment) during your Voice DNA Test & Turn-Up call for troubleshooting purposes

### **Note:**

1. Your AT&T Order Manager will assist you in testing one AT&T Local number, Ported-in Telephone Number or Virtual (non-local) Telephone Number (if there are any), associated with the site being tested and turned up. Please perform your own testing on all other Telephone Numbers. If you have any maintenance issues or questions about your service following the completion of Test and Turn-Up, please call the AT&T Global Client Service Center at 1-877-ATT-VDNA (1-877-288-8362)
2. Your AT&T Order Manager will assist in testing these calls/ features on any two SIP Phones of your choice or an Analog phone or a Soft-phone. All other phone-types shall be tested at your own convenience.
3. If you are planning on using either the Cisco VG224 Analog Phone Adapter or the CITEK Link SIP Handset Gateway for connecting Analog phones, please contact your AT&T Order Manager to obtain the Outbound Proxy IP Addresses and/or Line Proxy IP Addresses for configuring these devices.
4. Your AT&T Order Manager will be assisting you with testing any three features of your choice per package type. Should you have any problems or questions concerning any other feature, please contact the AT&T Global Client Service Center at 1-877-ATT-VDNA (1-877-288-8362)
5. Failure to ensure customer premise equipment/telephone device is ready on the date of Test & Turn-Up for sites that have LEC Ported TNs may result in an out-of-service condition. Please notify your Order Manager of any modification or delay you want in scheduling the porting of your LEC Telephone Numbers a minimum of 5 business days in advance of your Test and Turn-Up date.

### Outbound Calling

- 1) **On-net Call Test:** Place a test call to a 10 digit On-net number at AT&T IP Flexible Reach and/or Voice DNA customer locations, if any are available
- 2) **Intra-Tenant Call Test:** Place test calls to other users within the same Voice DNA site (Intra-site) and to other Voice DNA sites (Inter-site) within the same Tenant using:
  - a. Only the extension digits
  - b. Using the private dial plan prefix for the Tenant plus the extension digits and
  - c. 10 digit public telephone numbers
- 3) **Off-net Call Test or Public Dial Plan Test:** Place a test call to the following Off-net numbers:
  - a. 10 digit Local number
  - b. 10 digit Long Distance number
  - c. Toll free Number
  - d. N11 calls. **Note:** AT&T Voice DNA service is currently not supporting 611 and 811 calls. **Caution: Public Safety Access Points do not allow 911 call testing. Hence please do not test 911 calls.**
  - e. Please test that the following Off-net calls can be successfully placed. If the customer has requested during the Technical Interview that they be blocked, please ensure that these calls fail:
    - i. Operator Assisted Calls (0-, 0+, 00-, 00+ ) **Note:** The + sign denotes that additional digits may be dialed after the zero and the minus(-) sign denotes no digits dialed after the zero
    - ii. Local Directory Assistance (411) and Long Distance Directory Assistance (NPA-555-1212)
    - iii. Direct Dialed International calls (011+) and International Operator Calls (01)

### Note:



- Please ensure that Calling Name display (CNAM) functionality works as specified by the customer during the Technical Interview while testing Off-net calls
- AT&T Voice DNA Service is currently not supporting 500 (Follow me), 700, 900, 611, 811, NPA-555-XXXX (except NPA-555-1212), NPA-976-XXXX and 101+ (Dial around) calls.

- 4) **Private Dial Plan Test:** If customer has requested the Voice DNA site to share the dial plan with other IP Flexible Reach Sites that they may have, test customer's ability to place private dial plan calls from the Voice DNA Site(s) to those AT&T IP Flexible Reach site(s) belonging to the company that belong in the same dial plan. For a full explanation of private dial plans, please refer to the Dial Plan Guide located on the AT&T Business Voice over IP Implementation Planner web-site at <http://www.att.com/dna/support/> (This page is password protected. Please use user name: att and password: attvoip)

### **Inbound Calling**

- 1) **On-net Call Test:** Place test calls from a 10 digit On-net number belonging to an AT&T IP Flexible Reach and/or Voice DNA site(s) (if any are available) belonging to the company to any TN at this site.
- 2) **Intra-Tenant Call Test:** Place test calls from other users within the same Voice DNA site (Intra-site) or other Voice DNA sites (Inter-site) within the same Tenant to a user at this site using:
  - a. Only the extension digits
  - b. Using the private dial plan prefix for the Tenant plus the extension digits and
  - c. 10 digit public telephone numbers
- 3) **Off-net Call Test or Public Dial Plan Test:** Place test calls from a traditional PSTN number (Off-net number) to any TN at this site.
- 4) **Collect Call Test:** Test Collect calling and 3<sup>rd</sup> Party Billing preferences as specified during the Technical Interview.
- 5) **Private Dial Plan Test:** If customer has requested the Voice DNA site to share the dial plan with other IP Flexible Reach Sites that they may have, test customer's ability to receive private dial plan calls at the Voice DNA site(s) placed from those AT&T IP Flexible Reach Sites (if there are any) that belong in the same dial plan of the customer. For a full explanation of private dial plans, please refer to the Dial Plan Guide located on the AT&T Business Voice over IP Implementation Planner web-site at <http://www.att.com/dna/support/>

### **Site Survivability testing (if feature is ordered)**

- 1) **Install Site Survivability device**
- 2) **Test VDNA functionality**
  - a. If NOT already done, perform all VDNA tests listed above.
  - b. If Site Survivability is being added to an already-tested VDNA site, place one outgoing and one incoming call with VDNA service to confirm correct VDNA operation
- 3) **Disconnect cable between Site Survivability device and router**
- 4) **Test calls in Survivability mode:**
  - a. inbound to VDNA TN -- goes to voicemail/error handling (proves we're in SS mode)
  - b. inbound to POTS TN
  - c. intra-site (extension to extension)
  - d. outbound 0+long distance
  - e. outbound local
  - f. outbound 411
- 5) **Reconnect cable between EdgeMarc and router**



- 6) **Test calls to confirm correct VDNA recovery:**
  - a. inbound to VDNA TN -- repeat until successful (proves restoration of normal service)
  - b. outbound local or LD

### **Standard Package Features**

The following features are available for customers who have ordered the **Standard** package. For a detailed description of each feature, please refer to the "Class of Service Templates" section in the Voice DNA Administrator Guide which is available on the AT&T Business Voice over IP Implementation Planner web-site.

- Anonymous Call Rejection
- Call Waiting
- Caller ID presentation of Voice DNA user
- Caller Name presentation
- Call Hold
- Call Transfer – Blind (User must be enabled with Call Transfer – Blind on their COS profile)
- Call Transfer – Consultative (User must be enabled with Call Transfer – Consultative on their COS profile)
- External Transfer (User must be enabled with External Transfer on their COS profile)
- Last Number Redial
- DID (Direct Inward Dialing)
- DOD (Direct Outward Dialing)
- T.38 Fax (only w/ an IAD)
- Call Restriction
- Station to Station Dialing



## Enhanced Package Features

For customers who have ordered the **Enhanced** package, the following features in addition to the features listed under the **Standard** package are available. For a detailed description of each feature, please refer to the "Class of Service Templates" section in the Voice DNA Administrator Guide which is available on the AT&T Business Voice over IP Implementation Planner web-site.

- Click to Call
- Call Logs
- Missed Call Notification
- Locate Me (Find Me/Follow Me)
- Call Forward- Busy
- Call Forward – No Answer
- Call Forward - Variable
- Call Treatments
- Caller Categories (Groups)
- Simultaneous Ring
- Call Forking
- No Answer Ring Timers
- Selective Call Forwarding
- Selective Call Rejection from callers in specific call categories
- Selective Call Acceptance
- Speed Dialing Corporate
- Speed Dialing Personal (Favorites)
- Directory/Contacts
- Alternate Name Search
- My Profile

### Phone Features:

- Bridged Line Appearance (Delayed)
- Multiple Line Appearances (Delayed)
- Multiple Line Appearance – Virtual Line (Delayed)
- Multi-Line Phone support
- Call Forwarding - Unconditional
- Call Park
- Call Pick-up
- Call Pickup- Directed
- Call Pickup- Group
- Click to Call LCD
- Distinctive Ringing
- Intercom Calling
- Do Not Disturb
- Last Call Return

### Common Capabilities:

- Billing (Account) Codes – Mandatory
- Billing (Account) Codes – Optional
- Call Groups
- Hunt Groups



## Premium Features

For customers who have ordered the **Premium** package, the following features in addition to the features listed under the **Standard** and **Enhanced** packages are available. For a detailed description of each feature, please refer to the "Class of Service Templates" section in the Voice DNA Administrator Guide which is available on the AT&T Business Voice over IP Implementation Planner web-site.

- Outlook Integration
- Voicemail - with Unified Messaging (UM) and Message Waiting Indicator (MWI)
- Switch Phone (also known as Mid-Call Move)

## A la Carte Features

The following A la Carte Features are available for those customers who have ordered **Enhanced** or **Premium** packages. For a detailed description of each feature, please refer to the "Class of Service Templates" section in the Voice DNA Administrator Guide.

- Audio conferencing (up to 10 users) Per Seat
- Auto Attendant – Please ensure that you have set-up Call Forwarding (using the "Locate Me – Send all calls" functionality in the Voice DNA Portal) to the CTRN on all Call Tree Numbers belonging to the Auto Attendant that need to be configured in a "Direct-Answered" mode. For more information on the Auto Attendant functionality, please refer to the Voice DNA Admin Guide

## Additional Features available to all Voice DNA Customers:

In addition to all the features included in the Standard, Enhanced and Premium packages as also the A la Carte Features, all Voice DNA customers have access to the following additional features:

- **911 Campus Routing** - This feature provides the Customer Administrator the ability to specify a 10-digit telephone number to which all emergency calls can be routed.
- **Dial 0 Routing** - This feature provides the Customer Administrator the ability to define a 10-digit telephone number or extension as the "Dial 0 Destination" to be reached when a user at a site dials 0
- **Abbreviated Dialing** - This feature allows the Customer Administrator the ability to assign an extension to an off-net number (or Public Switched Telephone Network number)

For a detailed description of each feature, please refer to the Voice DNA Administrator Guide which is available on the AT&T Business Voice over IP Implementation Planner web-site