# AT&T Voicemail Viewer User Guide



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### iPhone<sup>®</sup> Requirements

You must have an AT&T Unified Messaging<sup>™</sup> account or an AT&T U-verse Voice<sup>™</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>™</sup> or AT&T U-verse Messaging<sup>™</sup> mailbox.

AT&T Voicemail Viewer is available for the following devices:

- iPhone 4S (iOS 5.0+)
- iPhone 4 (iOS 4.0+)
- iPhone 3GS (iOS 3.1+)
- iPhone 3G (iOS 3.1+)
- iPad<sup>®</sup> (iOS 3.2+)
- iPad<sup>®</sup>2 (iOS 4.3+)
- iPod touch® (iOS 3.1+)

Standard data usage charges may apply.

#### Installation

Before downloading, you will need your AT&T Unified Messaging<sup>™</sup> or AT&T U-verse Messaging<sup>™</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

The steps for downloading the iPhone Voicemail Viewer:

- 1. Tap the "App Store" icon (Figure 1) to bring up the App Store and tap "Search" (Figure 2) to bring up the search screen.
- 2. Search "AT&T Voicemail Viewer" (Figure 3). The AT&T Voicemail Viewer application will be listed in the search results. You will see a Voicemail Viewer Home application and a Work application. Select the appropriate one for your type of account (Figure 4).
- 3. At the App Summary screen, tap the "Free" icon (Figure 5). The "Free" icon will turn into "Install". Tap the "Install" icon (enter iTunes password if required). Once the app download is complete, the app icon is displayed as "VM Viewer" on your iPhone (Figure 6).



Figure 1: App Store



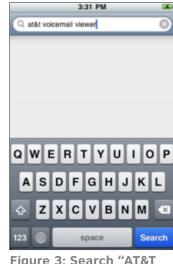
Figure 4: Voicemail **Viewer Home and Work** Application



**Figure 2: Search** 



Figure 5: App Summary Screen



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Figure 3: Search "AT&T Voicemail Viewer"



Figure 6: VM Viewer App

#### Message Notification and Message Count

When the application is installed on the device the first time, a pop-up screen will ask to enable push notification. Click "OK" to enable notification (Figure 7).

Please note that sometimes in order for this new notification to take effect, you may need to power down the device and power it back on again.



**Figure 7: Enable Notification** 

To check if the notification is enabled:

- 1. Tap the "Settings" icon on the device (Figure 8) and then tap "Notifications" (Figure 9).
- 2. You should see "VM Viewer" listed (Figure 10). Tap "VM Viewer" and ensure the settings on "Sounds" and "Badges" are set to "ON" (Figure 11).
- 3. You will get notifications for new messages through a message count and sound. The message count is displayed as a badge on the application icon with the number of new messages listed as 2 (Figure 12).



Settings		
🛜 Wi-Fi	2WIRE106 >	
Notifications	On >	
😨 Brightness	>	
General	>	
💋 Music	>	
Wideo	>	
🔎 Photos	>	
Store	>	

 Notifications
 ON

 Notifications
 ON

 Turn off Notifications to disable Sounds, Alerts and Home Screen Badges for the applications below.

 VM Viewer Badges, Sounds

 Badges, Sounds

 PCS Engine Alerts, Sounds

3:50 PM

Figure 8: Settings Icon

Figure 9: Settings Screen

Figure 10: Voicemail Viewer



 2:58 PM

 Image: Safari

 Image

Figure 11: Sounds & Badges

Figure 12: Message Count

#### **Application: Login**

When you access the app for the first time, you will be presented with the accepting End User License Agreement (EULA) screen. Tap the "Accept" button on the upper right corner to proceed (Figure 13A). You will then be presented with the login screen that asks for the home phone number and PIN. Enter the home phone number and PIN and tap "Log in" (Figure 13B). If the login credentials are authenticated, you will be logged in and presented with your Inbox (Figure 14).

If your voice mailbox has sub-mailboxes configured, a "Select mailbox" screen that lists the main mailbox and all sub-mailboxes will be presented (Figure 15). Select any of the mailboxes listed, and tap "Done" to log in to the selected mailbox.

If your voice mailbox has not been set up, you will be unable to log in to your mailbox using Voicemail Viewer and an error message (Figure 16) will pop up. At a minimum, a PIN needs to be set up. To set up your voice mailbox, dial your access number or \*98 from your home phone.

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 17).

nil AT&T 穼 9:58 AM \* 🕶 EULA AT&T Voicemail Viewer Residential customers must have an AT&T Unified Messaging<sup>™</sup> account or an AT&T U-verse® Voice account in order to use this app. Data usage charges may apply. By clicking Accept, you agree to the End User License Agreement (EULA).

View EULA Figure 13A: Accept EULA

	9:05 AM	
	Log in	
Account	details	
Phone	2108863222	
PIN	•••••	
	Logia	
	Log in	
1	<b>2</b> ABC	3 DEF
4	5	6
GHI	JKL	MNO
7 PORS	8 TUV	9 wxyz
	0	Ø

-		9:41 AM	
<b>()</b>		褑 Inbox (2)	
۲	0:07	ATT 5/12/10 2:21 PM	2
0	0:08	John Smith 2/16/10 10:45 AM	2
۲	0:07	(210) 827-6120 1/14/10 2:55 PM	2
0	0:06	Identity withheld 12/15/09 4:02 PM	8
>		Trash	
	elete	Call Back	1
			-
¢	AM	Last update: Today 9:4	c
	AM	Last update: Today 9:4	-

Figure 14: Inbox

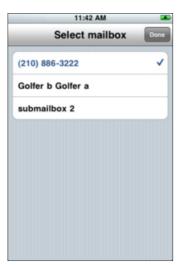


Figure 15: Select Mailbox



Figure 16: Mailbox not set up Error Message



Figure 17: Login Failed **Error Message** 

### **Application: Functionality Summary**

The following functions are available with the app:

- Play or listen to messages
- Delete messages
- Make a call back to a caller
- Mark a message as Unread or Read. The function toggles between "Mark as Unread" and "Mark as Read."
- Forward a message as email. (Note that private messages cannot be forwarded.)
- Save caller information into device's address book

The Inbox view displays a list of messages on the mailbox (Figure 18). The unheard messages are highlighted with an orange phone icon and orange colored time stamp. You play the messages by tapping a message and then the arrow icon on the left side of the message (Figures 19 & 20). An urgent message is marked by "!" and a private message is marked by a key icon (Figure 21).

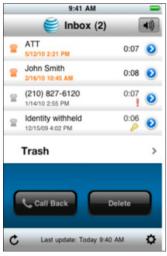


Figure 18: Unheard messages are indicated with orange phone symbols and time stamps

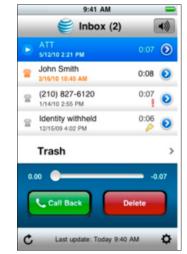


Figure 19: To play message, tap the message, then tap the arrow icon



Figure 20: Message being played

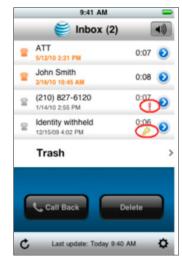


Figure 21: Urgent and private messages

By tapping on a message to highlight it, you can call the caller by tapping the "Call Back" button and delete a message by tapping the "Delete" button (Figure 22). All deleted messages will go into the "Trash" folder. You have the ability to go into the "Trash" folder to either restore a deleted message or permanently delete it (Figure 23).

9:41 AM	-	a AT&T 🔶	9:22 PM	
🥰 Inbox (2	)	Inbox (12)	😂 Trash	
ATT 5/12/10 2:21 PM	0:07 🕥	(552) 34 11/6/09 12		ges
John Smith 2/16/10 10:45 AM	0:08 📀			
(210) 827-6120 1/14/10 2:55 PM	0:07			
Identity withheld 12/15/09 4:02 PM	0:06			
Trash	>			
00 Call Back	-0.07 Delete	Resto	re Delet	e
Last update: Today 9		C Last	t update: Today 9:22 PM	

Figure 22: "Trash" folder available in inbox view

Figure 23: Trash folder view

To access other functions, tap the blue arrow icon on the right side of a message to get to the "Info" screen (Figure 24). You can toggle between "Mark as Unread" and "Mark as Read" from this screen (Figures 25 & 26). You can also access "Forward as Email" function from this screen (Figure 27). The voice mail message is attached as .wav file when it's forwarded (Figure 28).

When the blue icon is tapped and a caller is not in the device's address book, you can choose to save the caller information into the local address book (Figure 29).

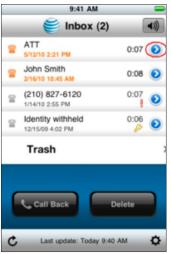


Figure 24: Tap to Access Other Functions



Figure 27: "Forward as Email" function



Figure 25: "Mark as Unread" function

2:53 PM	P
Cancel Voicemail forwar Send	
To:	
Cc/Bcc:	
Subject: Voicemail forwarded from my iPh	•
voicemail.wav Sent from my iPhone	

Figure 28: Voicemail message is attached as a .wav file



Figure 2: "Mark as Read" function

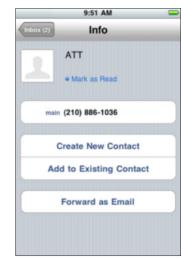
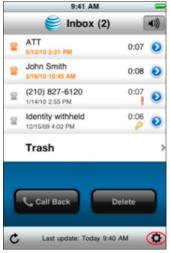


Figure 29: Save caller information into address book

#### **Application: Settings**

You can access settings by tapping the setting icon at the bottom right of the screen (Figure 30).



#### Figure 30: Setting Icon

The "Save PIN" setting can be toggled between "ON" and "OFF" (Figures 31 & 32).

9:52 AM	-		11:23 AM
Settings	Reset	Inbox (1)	Setting
details		Account	details
2108863222		Phone	(210) 886
•••••		PIN	•••••
		Save PIN	1
20 mess	sages >	Store	2
	>	About	
	Settings details 2108863222 ••••••	Settings Reset details 2108863222  ON 20 messages >	Settings Reset

Figure 31: Save PIN set to "ON"

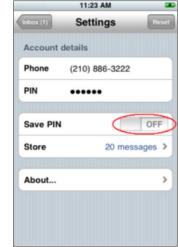


Figure 32: Save PIN set to "OFF"

The number of messages saved on the device can also be set. The default setting value is 20 (Figures 33 & 34).

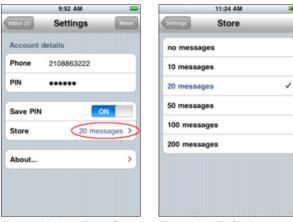


Figure 33: Number of messages to be stored

Figure 34: Default setting is 20

You can switch to access a different mailbox by tapping the "Reset" button on the "Settings" screen. When tapping "Reset," you will be presented with a pop-up message (Figure 35). By selecting "OK", you will be presented with a login screen where you can enter a different mailbox number to log in (Figure 36).

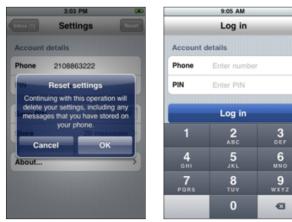


Figure 35: Reset pop-up message

Figure 36: Login Screen

#### BlackBerry® Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox. The app will be hosted on the RIM App World. You must have App World app loaded on your device.

The AT&T Voicemail Viewer application is available for the following BlackBerry models with specified software versions (collectively with the operating system, "OS") with a compatible Internet Browser (Browser), Short Messaging Service (SMS) from AT&T and a data plan from AT&T:

- Model 9900 4G (OS 7.0.0.576) BlackBerry<sup>®</sup> Bold<sup>™</sup>
- Model 9860 4G (OS 7.0.0.576) BlackBerry<sup>®</sup> Torch<sup>™</sup>
- Model 9810 4G (OS 7.0.0.583) BlackBerry<sup>®</sup> Torch<sup>™</sup>
- Model 9360 3G (OS 7.0.0.586) BlackBerry<sup>®</sup> Curve<sup>™</sup>
- Model 9800 (OS 6.0.0.695) BlackBerry<sup>®</sup> Torch<sup>™</sup>
- Model 9700 (OS 5.0.0.405, 6.0.0.526 and 6.0.0.668) BlackBerry<sup>®</sup> Bold<sup>™</sup>
- Model 9000 (OS 4.6.0.301 and OS 4.6.0.304) BlackBerry<sup>®</sup> Bold<sup>™</sup>
- Model 8820 (OS 4.5.0.110)
- Model 8310 (OS 4.5.0.110) BlackBerry<sup>®</sup> Curve<sup>™</sup>
- Model 8110 (OS 4.5.0.182) BlackBerry<sup>®</sup> Pearl
- Model 9100 (OS 5.0.0.921) BlackBerry<sup>®</sup> Pearl 3G
- Model 9300 (OS 5.0.0.955) BlackBerry<sup>®</sup> Curve<sup>™</sup> 3G

AT&T Voicemail Viewer works only with wireless service from AT&T. Voicemail Viewer does not work with all BlackBerry devices or all software versions.

#### Installation

Before downloading, you will need your AT&T Unified Messaging<sup>™</sup> or AT&T U-verse Messaging<sup>™</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

The steps for downloading the BlackBerry Voicemail Viewer:

- Click the track pad/trackball or tap the touchscreen (if device is equipped with a touchscreen) to start the BlackBerry App World<sup>™</sup> app (Figure 37). If not already on your device, BlackBerry App World is available at no charge. Simply download it from your BlackBerry<sup>®</sup> smartphone or computer and get started (Figures 38A and B).
- 2. Roll the track pad/trackball to highlight "Search" and click it to bring up the search screen. Select "Search" (Figure 39).
- 3. Input "ATT Voicemail Viewer" in the search box and press the track pad/trackball. The "ATT Voicemail Viewer" app will be listed (Figures 40A and B).
- 4. Select the "ATT Voicemail Viewer" app and press the track pad/trackball to load the app (Figures 41 and 42).
- 5. Click "Download" and follow the instructions. You may be asked to log in with a BlackBerry ID before downloading. If you do not have a BlackBerry ID, you can create one by clicking the "Create a BlackBerry ID" link and follow the instructions. Once signed in, the downloading begins (Figures 43, 44 and 45).
- 6. If the app is downloaded for the first time, a reboot is required to finish the installation. Click "OK" to reboot and complete the installation (Figure 46). When the device is turned back on after the rebooting, you will be informed that the AT&T Voicemail Viewer app is requesting changes to its application control permission. You should click the "View" button and accept the values as they are shown.
- 7. However, if this is not the first time that the app is being downloaded, just click "OK" to acknowledge that the "AT&T Voicemail Viewer" is successfully installed (Figures 47A and B).





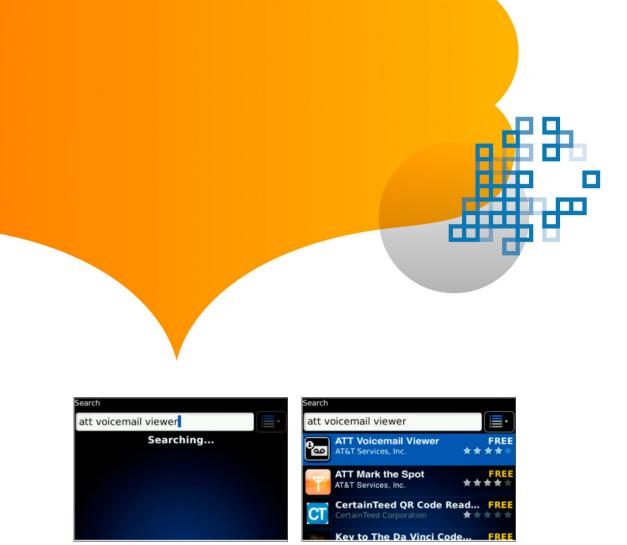
Figure 37: App World app



Figures 38A and B: App World is loaded



Figure 39: Select "Search"



Figures 40A and B: "AT&T Voicemail Viewer" app is located



Figure 41: App Loading



Figure 42: Create BlackBerry ID

Figure 43: ID Sign-in

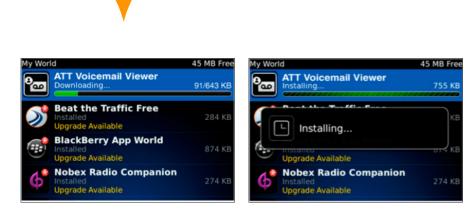


Figure 44: App is downloading

Figure 45: App is installing

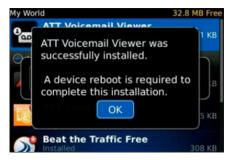


Figure 46: Reboot



Figures 47A and B: AT&T Voicemail Viewer is now installed on the device

#### Message Notification and Message Count

When a new message is received, the "AT&T Voicemail Viewer" app will automatically receive a notification. A star in a red circle will appear on the app icon to indicate new message(s). When the track pad/trackball is over the app icon, the number of new messages is displayed in parentheses preceding the app name such as "(1) AT&T Voicemail Viewer". You are also notified by the wireless phone's Message Waiting Indicator — a flashing red light on the device. Once the Inbox has been accessed, the new message symbol (i.e., the star in a red circle) will go away, but the number of unheard messages will still be displayed in parentheses (Figures 48 and 49).



Figure 48: One new message

Figure 49: No new messages, but one unheard message

### **Application: Launch**

When you launch the app for the first time, you need to go through a few setup steps.

- 1. Select the "AT&T Voicemail Viewer" app from BlackBerry's Home screen to start the application.
- 2. You will be presented the End User License Agreement screen (Figure 50). Tap the "Accept" button to continue.
- 3. You will see a final pop-up notification that says you need to configure your mailbox details. Click "OK" to continue (Figure 51).

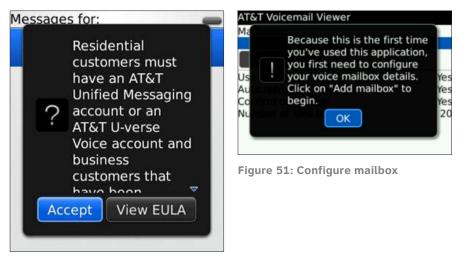


Figure 50: Accept EULA

#### **Configure Mailbox Access**

After you go through the initial launching screens, you will be taken to a screen to configure the app to access your home phone voice mailbox or mailboxes.

- 1. To set up access to your mailbox, click "Add mailbox" (Figure 52).
- 2. On the "Add mailbox" screen, enter a mailbox name and the mailbox number. You choose the mailbox name, and it is only used as a reference name for this app (Figure 53).
- 3. Press the Escape key (right of track pad/trackball) and then select "Save" (Figure 54).
- 4. Enter the mailbox PIN, and click "OK". The process of configuring mailbox is complete (Figure 55).
- 5. Press the Escape key again, and you are presented with the AT&T Voicemail Viewer Inbox (Figure 56).
- 6. If the correct credentials are not entered, then an error message will pop up. Press "OK" and you will be presented with the enter PIN screen again to re-enter the PIN (Figure 57).



#### AT&T Voicemail Viewer

No mailboxes	
Add mailbox	
Use SD card:	Yes
Auto refresh:	Yes
Confirm on delete:	Yes
Number of VMs to store:	20

Figure 52: Add mailbox

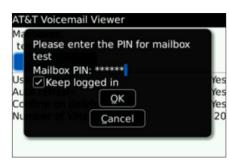
#### Add mailbox

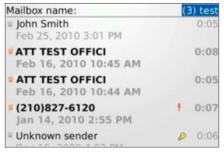
Enter a name to identify your voice mailbox and the number of the mailbox. Mailbox name: test Mailbox number: 2108863222

Figure 53: Enter mailbox name and number

#### dd mailbox Enter a r mailbox ilbox. ? Changes made! Mailbox Mailbox r Save Server n com Discard Customiz Cancel

Figure 54: Save changes





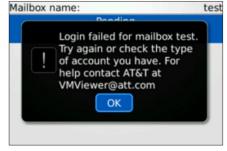


Figure 55: Enter the mailbox PIN and click "OK"

Figure 56: AT&T Voicemail Viewer Inbox Figure 57: Login failed

### **Configure Multiple Mailboxes**

The BlackBerry app is capable of configuring multiple mailboxes, including sub-mailboxes.

To configure additional mailboxes or sub-mailboxes:

- 1. On the Inbox view, highlight the mailbox name on the top right corner (Figure 58).
- 2. Press the Menu key (left of track pad/trackball) and select "Options" (Figure 59).
- 3. You will be presented with the add mailbox screen again. You can then select "Add mailbox" to configure additional mailbox access (Figure 60).
- 4. To configure a sub-mailbox, enter the sub-mailbox number as 2105554444-x, where 2105554444 is the main mailbox number and x can be 1, 2, etc.

80

05

Below is an example of a Voicemail Viewer account with two mailboxes configured. One is labeled "mycvm" and the other is labeled "test" (Figure 61).

Mailbox name:	(3) test	Mailbox name:	(3	3) te
Feb 25, 2010 3:01 PM	0:05	John Smith Feb 25, 2010 3:01 PM		0:
ATT TEST OFFICI Feb 16, 2010 10:45 AM	0:08	ATT TEST OFFICI		0:
ATT TEST OFFICI Feb 16, 2010 10:44 AM	0:05	Change Option Options 44 AM		0:
(210)827-6120 Jan 14, 2010 2:55 PM	! 0:07	Sync with server Help 5 PM	1	0:0
Unknown sender	<i>(</i> ) 0:06	About Close	Ð	0:

Figure 58: Highlight the mailbox name Figure 59: Options

AT&T Voicemail Viewer	
Mailboxes:	
test	
Add mailbox	
Use SD card:	No
Auto refresh:	Yes
Confirm on delete:	Yes
Number of VMs to store:	20
Number of VMS to Store:	2

Figure 60: Add mailbox

Mailboxes:	
mycvm	
test	
Add mailbox	
Use SD card:	Yes
Auto refresh:	Yes
Confirm on delete:	Yes
Number of VMs to store:	20

Figure 61: Multiple Mailboxes configured

#### **Functionality Summary**

The following functions are available with the app:

- Play or listen to messages
- Delete messages
- Make a call to sender
- Mark a message as Unheard or Heard. The function toggles between "Mark as unheard" and "Mark as heard."
- Forward a message as email. (Note that private messages cannot be forwarded.)
- Save caller information into device's Contact

The Inbox view displays a list of messages in the mailbox. The icon is orange and the sender is bold for unheard messages. The currently selected mailbox is indicated at the top right corner of the screen.

The number in parentheses indicates the number of unheard messages (Figure 62).

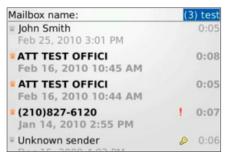


Figure 62: Number of unheard messages



A private message is marked by a key icon, and an urgent message is marked by an "!" icon (Figure 63).

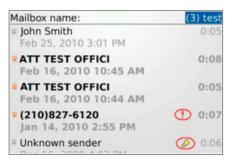


Figure 63: Private messages

If multiple mailboxes are configured, a drop-down list is available that allows mailbox selection. Pressing the track pad/trackball, while the mailbox is highlighted, will bring up the drop-down list. All configured mailboxes will be shown. You can highlight the desired mailbox and then press the track pad/trackball to go to that mailbox (Figure 64).

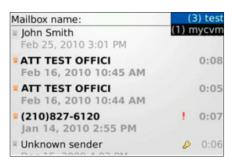


Figure 64: Configured mailboxes



You can play a message by highlighting the message and then pressing the track pad/trackball, or by tapping the message on a device equipped with a touchscreen (Figure 65).

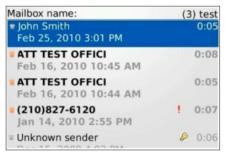


Figure 65: Play a message

You can pause, stop, forward play or backward play the message (Figure 66).



Figure 66: Pause, Stop, Forward or Play back message



To access other functions while a message is highlighted, press the Menu key on BlackBerry device to bring up an item-specific menu. The items on this menu can be slightly different depending on the nature of the message. The following figures show some examples of the menu.

Below reflects the menu of a message that has already been heard, and the caller is in the device's address book. Notice the "Mark unheard" is available, but not the "Add contact" function (Figure 67).

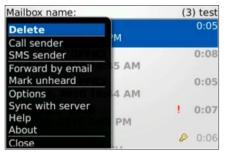


Figure 67: Message menu for a heard message

Below reflects the menu on a message that has not been heard and the caller is not in the device's address book. Notice the "Mark heard" and the "Add contact" functions are available (Figure 68).

Mailbox name:		(3	) test
Delete			0:05
Call sender SMS sender	M		0:08
Forward by email	5 AM		
Mark heard Add contact	4 AM		0:05
Options Sync with server	РМ	1	0:07
Help About		Ø	0:06

Figure 68: Message menu for an unheard message



If a message is marked as private, all forwarding and callback functions are not permitted and hence not available on the menu (Figure 69).

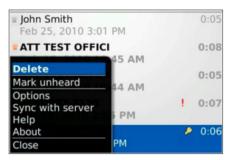


Figure 69: Message menu for private messages

## Settings

There are a number of setting options that you can change. They are listed below:

The value can be set as:	
• Yes	
• No	
Not when roaming	
Default is set as Yes.	
The value can be set as:	
• No Default is set to Yes.	
I	
_	



The setting options listed on the previous page are accessible below the "Add mailbox" button on initial setup mailbox screen (Figure 70).

No
Yes
Yes
20

Figure 70: Add mailbox function

You can also access those options later by bringing up the menu and selecting the "Options" item while in the Inbox view (Figure 71).

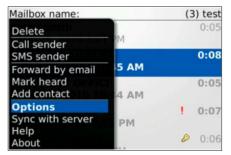


Figure 71: Inbox view, select "Options"



To change the value of those options:

- 1. Highlight the value and then press the track pad/trackball to bring up a drop-down list. Roll the track pad/trackball to desired value and press it (Figure 72).
- 2. Press Escape key, and click "Save" on the confirmation screen (Figure 73).

See references b	elow
------------------	------

Mailboxes:		Mailboxes:	
subbox		subbox	
test		test	
Add mailbox		Add mailbox	
Use SD card:	Yes	Use SD card:	0
Auto refresh:	Yes	Auto refresh:	- 10
Confirm on delete:	Yes	Confirm on delete:	20
Number of VMs to store:	20	Number of VMs to store:	50
			100
			200

Figure 72: Highlight "Value"

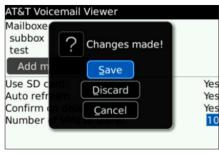


Figure 73: Confirmation screen

#### iGoogle Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <u>http://qet.adobe.com/flashplayer/</u> to install the software on your computer.

The following operating systems and Internet browsers are compatible:

- Windows XP with Internet Explorer 7 or 8 or with Firefox 3.0 and above
- Windows Vista with Internet Explorer 7, 8, 9 or with Firefox 3.5 and above
- Windows 7 with Internet Explorer 8, 9 or with Firefox 3.6 and above
- Mac OS X 10.6 and above with Safari 5.0 and above or Firefox 3.5 and above

#### Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

To start the installation process of the AT&T Voicemail Viewer gadget for iGoogle, open your Internet browser and go to <u>um.att.com/vmviewer</u>.

"Get it now Home!" or "Get it now Work!" is available for your AT&T Unified Messaging<sup>™</sup> account and "Get it now Home" is available for your AT&T U-verse Voice<sup>™</sup> account.

To download the iGoogle home gadget:

- 1. Click the "Get it now Home!" button in the iGoogle section (Figure 74).
- 2. Click the "Add AT&T Voicemail Viewer to iGoogle" button (Figure 75).

See references on page 34

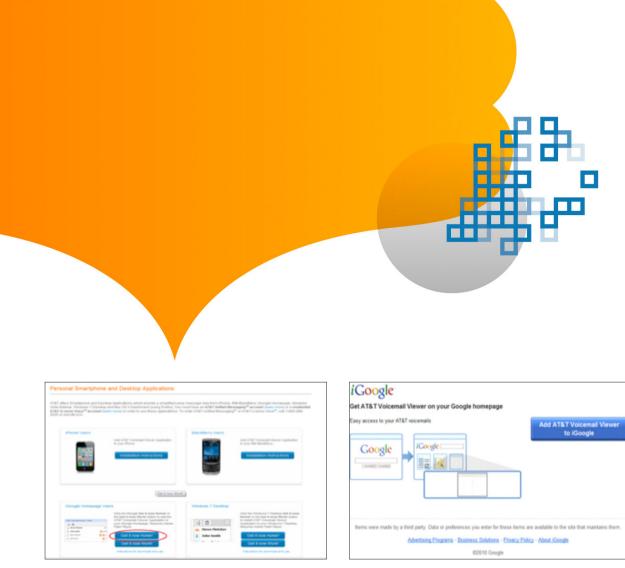


Figure 75: "Get it now Home!"



### **Application: Login**

Once Voicemail Viewer is installed on the iGoogle page, you are presented with the login screen. Log in with your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Voice<sup>SM</sup> phone number and voice mailbox PIN. Click the "Remember me on this computer" which saves your credentials on the computer (Figure 76).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 77).

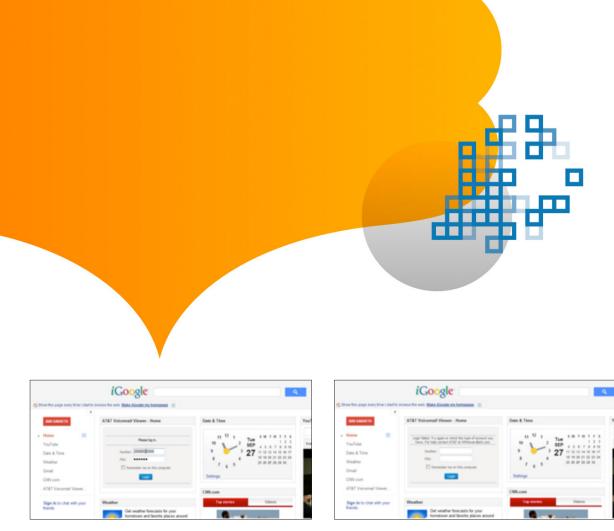


Figure 76: Login Screen

Figure 77: Error Message

#### **Application: Message Inbox**

Once the correct login credentials are entered, you are presented with your Inbox view.

The inbox view displays a list of messages in the mailbox. The unread (or unheard) messages are bold. The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.

Play a message by clicking the arrow button on the left side of a message (Figure 78).

	iGoogle	_ Q	
en his pape every time i start to 4 ANE GANGETE	ATET Voicemail Viewer - Home	Date & Time	YouTabe
Nome 💌 YouTube Date & Time Waather Gmail ONLcam	Image: Section of the sectio	ля 12 л 30 2 1 50 2 3 510 4 5 5 5 5 7 4 5 7 1 5 5 7 1 5 5 7 5 5 7 5 5 7 5 5 5 5	Tada/s 1
ATET Vocemail Vereer	Weather  Cet seather forcasts for poor  forces and they force around the globe.	CNLcom Top moves Videos	Ģ

Figure 78: Play a message



You can pause and stop playing as well as skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message to play from. You can also delete a message by clicking the "Delete" button while the message is being played or after the message has been played (Figure 79).

Ohne Big and a set line I shad he	browse the web. Make Koogle my homepage		
4			
ADD GADGETS	AT&T Voicemail Viewer - Home	Date & Time	YouTube
Home     YouTube     Date & Time     Weather     Gmail     Chill.com		$\substack{0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0\\ 0$	Today's S
AT&T Voicemail Viewer		CNN.com	
Sign in to chat with your friends.	Weather Get weather forecasts for your formstown and favorite places around the globe.	Registeres Videos	Rev Te

Figure 79: Message controls & delete a message

Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 80).

	iGoogle	
Construction     Construction     Construction     Construction     YouTube     Date & Time     Weather     Genal     Chill cons     AT&T Vaccental Veeer	trouse file with Make Goode Jray Lemmaniae ⊗ ATEXT Volcemail Viewer - Home ↓ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑ ↑	Dute & Time $ \begin{array}{c} 11 & 12 & 1 \\ 10 & 12 & 1 \\ 10 & 12 & 2 \\ 10 & 12 & 2 \\ 10 & 2 & 3 \\ 10 & 2 & 3 \\ 10 & 2 & 3 \\ 30 & 2 & 3 \\ 30 & 2 & 3 & 2 \\ 30 & 2 & 3 & 2 & 3 \\ 30 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 3 & 2 \\ 30 & 3 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 3 & 2 & 3 \\ 30 & 3 & 3 & 3 & 3 & 2 \\ 30 & 3 & 3 & 3 & 3 & 3 & 2 \\ 30 & 3 & 3 & 3 & 3 & 3 & 2 \\ 30 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 3 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 3 & 3 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 30 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 30 & 30 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 30 & 30 & 3 & 3 & 3 & 3 & 3 & 3 \\ 30 & 30 & 30 & 3 & 3 & 3 & 3 & 3 & 3 & 3$
Sign in to chat with your trends.	Weather Get weather forecasts for your howethern and favorite places around	Top stories Videos

Figure 80: Deleted messages

A private message is marked by a lock 🗊 icon, an urgent message is marked by 📕 icon, and an urgent and private message is mark by 🔂 icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone is withheld, then "Unknown" is displayed. A visual symbol to the left of the name indicates from which number, Home 🏠 Work 🦾 or Mobile 🖲, the message received is displayed (Figure 81).



Figure 81: Message icons

U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 82).

	iGoogle	٩	
ov bis page every time i start to 4 AND CANKETS Norme YouTube Cate & Time Whather	ATAT Velocenal Verwer - Hones  ATAT Velocenal Verwer - Hones   ATAT Velocenal Verwer - Hones	Dete & Time 11 12 1 Per 4 10 1 1 1 1 1 12 550 Per 4 1 1 1 1 1 1 2 550 Per 4 1 1 1 1 1 1 1 2 32 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	YouTube Toda's S
Gmail CNN com AT&T Voicemail Viewer Sign in to chat with your teends.		Settings CNL.com Trap stores Wisco	Q

Figure 82: U-verse messaging address book



If a mailbox is full or near full, a warning message will appear (Figure 83). Clicking on the warning message will bring up a pop-up message (Figure 84).

	iGoogle	_ Q	
	browse the web. Make Koossie mu homeanae 📧		
All CANOTE Home  YouTube Outr & Time Wather Graal O'BL com	ATT Vecensel Vecenser - Hense           Image: Second Seco	Date & Time	YouTube Teday's
ATET Vuicemail Viewer Sign in to chat with your friends.	Weather Get weather forecasts for your hometeen and laworite places around the globe.	CNR.com Top storten Videos	Ģ

Figure 83: Mailbox full warning



Figure 84: Mailbox Quota information pop-up message



When the gadget window is expanded, more information such as time of call and duration of call are shown (Figures 85 and 86).

	iGoogle				iGoogle		9
Shoe this page every time i start to	bronze file web. Make Google muchamesees 🛞			🐔 Dhow this page every time I start to	browie for web Mate Konste nu harrenese 😤		
All GARGET	ATET Volument Verwer - Home (*)	Date & Time 11 12 1 Fri 5.0 100 1 2 3 9 2 2 55P 1 10 1 10 10 2 23 10 21 10 10 10 10	YouTube Toda's tyottyte Van	All Generation	ATAT Volcemail Viewer - Home	(10.7) 22 (10.7) Ferth(2), 5.45 pm, 625 mm. (10.7) (10.7) 25 pm, 625 mm.	ta maja dar dar.
Date & Time Weather Great CHH com AT&T Vaccenal Vaccen	Dall 42 wild     Date the pelpt     Date the pelpt     Date the pelpt     Date the pelpt     After Hereaging	t t sanaan 7 t S naraan Setep		Case & Time Weather Gmail CHR com AT&T Vacantal Variant	Dell AD 4:36     Ana 384ean     Ana 384ean     Ana 384ean	1 And 1/12, 2 (1 pr., 1-12) new Mar. 1/12, 4/16 pr., 1-12 new The 12/12, 2010, 1.24 news	
Sign in to that with your founds.	Weather Got evailes forecasts for your forecasts for your forecasts fore give	CRE.com Tig stores Video	Concernent of the second	Sign in to shat with your bunds.			

Figure 85: Gadget window

Figure 86: Expanded inbox view

Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called (Figure 87). Icon 👌 indicates a message was left for the landline number, while icon 🦂 indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call.

4	1					~
₽	(400) 824 1018	ô 🗄	Mon 11/15	9:42 am	0:00:04	^
D	10p2		ri 11/12	11:36 am	0:00:09	
D	(400) 824 1018	-	Fi 11/12	11:13 am	0:00:04	
D	Test Contact		i 11/12	11:12 am	0:00:05	
D	Test Contact	1	ri 11/12	11:01 am	0:00:09	
D	Test Contact	11	ri 11/12	11:00 am	0:00:07	~

Figure 87: Integrated mailbox called phone icons



Hovering the mouse or placing the cursor over a message displays the called number.

1	Mon 11/15	9:42 am	0:00:04
	Message left	for (60 <u>0</u>	) 824 5367

## **Gadget Menu Options**

The top right-hand corner of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 88).



Figure 88: Menu Options



Help information includes an email address for assistance from AT&T (Figure 89).

	iGoogle	
Show this page every time I start 400 CADGETS	o browse the web. <u>Bake XGoogle my homepage</u> 🛞 AT&T Voicemail Viewer - Home	Date & Time
Koree     YouTube     Date & Time     Weather     Gmail     CPIN corn	Image: Control of the second	$\begin{array}{c} 11 & 12 & 1 \\ 5 & 5 \\ 5 & 7 \\ 6 & 7 \\ 6 & 5 \end{array} \begin{array}{c} 7 \\ 4 \\ 5 \\ 7 \\ 6 \\ 5 \end{array} \begin{array}{c} 7 \\ 4 \\ 5 \\ 7 \\ 6 \\ 5 \end{array} \begin{array}{c} 7 \\ 4 \\ 5 \\ 7 \\ 8 \\ 7 \\ 7$
AT&T Voicemail Vewer Sign in to chat with your trends.	Weather Get weather forecasts for your	CNLcom Top stores Videos

Figure 89: AT&T Help Information

## Windows<sup>®</sup> Vista Sidebar Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <u>http://get.adobe.com/flashplayer/</u> to install the software on your computer.

Voicemail Viewer for Windows Vista Sidebar requires a PC with Windows Vista operating system and Internet Explorer or Firefox for installation.

## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

To start the installation process of the AT&T Voicemail Viewer gadget for Vista Sidebar, open your Internet browser and go to <u>um.att.com/vmviewer</u>.

"Get it now Home!" or "Get it now Work!" is available for your AT&T Unified Messaging<sup>™</sup> account and "Get it now Home" is available for your AT&T U-verse Voice<sup>™</sup> account.

To download the Windows Vista Sidebar home gadget:

- 1. Click the "Get it now Home!" button (Figure 90).
- 2. Select "Open" to proceed (Figure 91).
- 3. Select "Allow" to proceed (Figure 92).
- 4. Select "Install" to proceed (Figure 93).
- 5. The Voicemail Viewer gadget will be installed on the Sidebar panel (Figure 94).



Figure 90: "Get it now Home!"







Figure 92: Select "Allow"

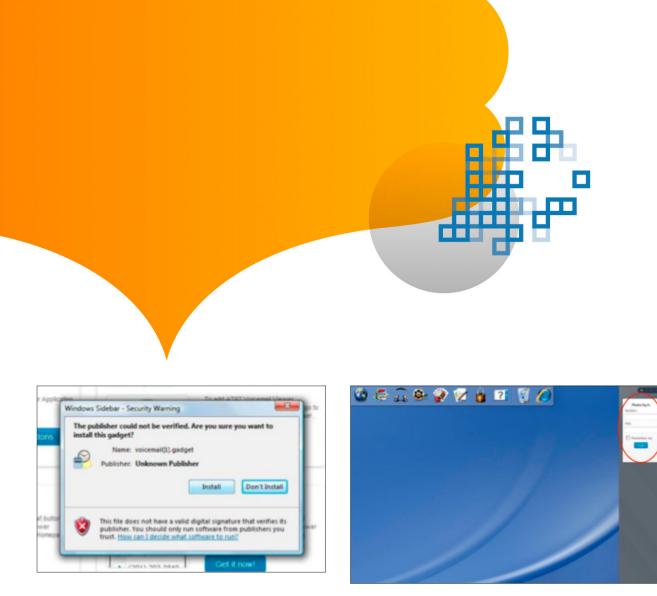


Figure 93: Select "Install"

Figure 94: Sidebar panel

## **Application: Login**

Once Voicemail Viewer is installed on the Windows Vista Sidebar, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 95).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 96).

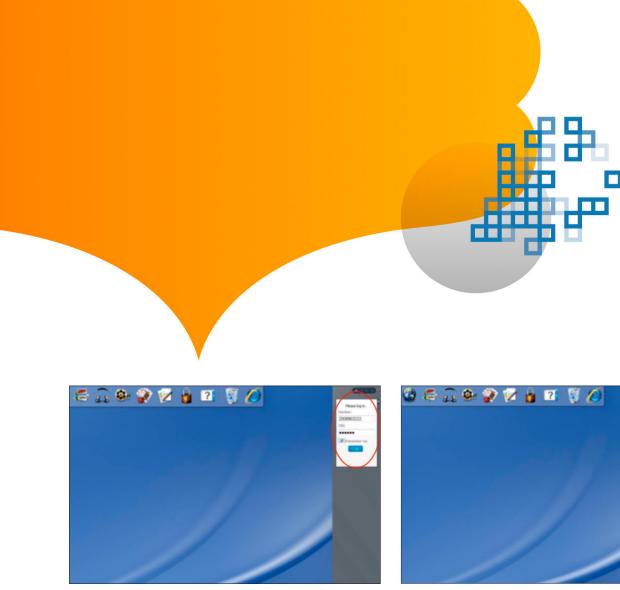


Figure 95: Login screen on sidebar panel

Figure 96: Error message

### **Application: Message Inbox**

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.
- Windows Vista Sidebar has a fixed size for gadgets. As the result, only the most important information is shown the sender and the button to play the message (Figure 97).

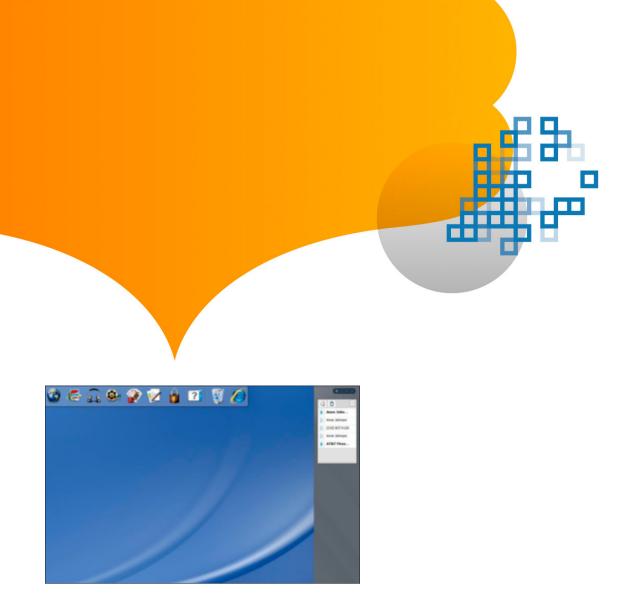


Figure 97: Message Inbox

Gadgets can be detached from the Windows Vista Sidebar, in which case they have a much larger (but still fixed) size. To detach a gadget, right click a gadget to open a gadget menu where the menu item "Detach from Sidebar" is available (Figure 98).



Figure 98: Detach from Sidebar



The detached gadget has a much larger size to show more information to include date/time and duration of the call.

A private message is marked by a lock 💼 icon, an urgent message is marked by 🗜 icon, and an urgent and private message is mark by 🚺 icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone number is withheld, then "Unknown" is displayed.

A visual symbol to the left of the name indicates from which number, Home 希, Work 🏥 or Mobile 🖲, the message received is displayed (Figure 99).



Figure 99: Detached gadget with icons

U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 100).



Figure 100: U-verse Messaging address book



Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate for which phone number was called. Icon 🛃 indicates a message was left for the landline number, while icon 💭 indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 101).

4	AT	&T Voicemail Viewer -	Home		5
	From	Time of call		Duration	
₽	皆 John Smith 👘 👩	Mon 11/15	10:28 am	0:00:13	-
Þ	🏫 John Smith 👘 !	Mon 11/15	10:27 am	0:00:18	
Þ	(404) 824 1018 👔	11/15	9:42 am	0:00:04	
D	10p2	ri 11/12	11:36 am	0:00:09	
D	(404) 824 1018	ali 11/12	11:13 am	0:00:04	
D	Test Contact	an 11/12	11:12 am	0:00:05	
D	🔝 Test Contact	🥂 ni 11/12	11:01 am	0:00:09	
D	L Test Contact	1 ri 11/12	11:00 am	0:00:07	

Figure 101: Integrated mailbox called phone icons

Hovering the mouse or placing the cursor over a message displays the called number.

Mon 11/15	9:42 am	0:00:04
Message le	ft for (600	)) 824 5367



To "dock" the gadget back to the Sidebar, right click the gadget again to bring up the menu and select "Attach to Sidebar" (Figure 102).

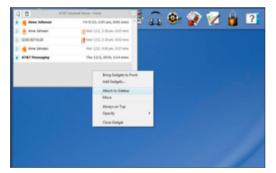


Figure 102: Dock the gadget to the sidebar

Play a message by clicking the arrow button on the left side of a message (Figure 103).



Figure 103: Playing a message

After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the "Delete" button while the message is being played, or after the message has been played (Figure 104).
- Clicking the trash icon will display deleted messages which can then be permanently deleted or restored to the inbox (Figure 105).



Figure 104: Message controls & delete message

Figure 105: Trash icon

If a mailbox is full or near full, a warning message will appear (Figure 106). Clicking on the warning message will bring up a pop-up message (Figure 107).

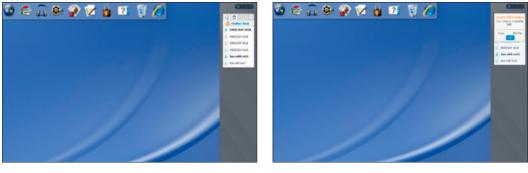


Figure 106: Warning message

Figure 107: Warning message pop-up



# Gadget Menu Options

The top right-hand corner of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 108).



Figure 108: Menu options

Help information includes an email address for assistance from AT&T (Figure 109).



Figure 109: AT&T Help email

## Windows® 7 Desktop Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to http://get.adobe.com/flashplayer/ to install the software on your computer.

Voicemail Viewer for Windows 7 requires a PC with Windows 7 operating system and Internet Explorer or Firefox for installation.

#### Installation

Before downloading, you will need your AT&T Unified Messaging<sup>™</sup> or AT&T U-verse Messaging<sup>™</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

To start the installation process of the AT&T Voicemail Viewer gadget for Windows 7, open your Internet browser and go to <u>um.att.com/vmviewer</u>.

"Get it now Home!" or "Get it now Work!" is available for your AT&T Unified Messaging<sup>™</sup> and "Get it now Home!" is available for your AT&T U-verse Voice<sup>™</sup> account.

To download the Windows 7 Desktop gadget:

- 1. Click "Get it now" button (Figure 110).
- 2. Click "OK" and the following screen will appear (Figure 111).
- 3. Select "Open" to proceed (Figure 112).
- 4. Select "Install" to proceed (Figure 113).
- 5. The UM gadget will be installed on the desktop (Figure 114).





Figure 110: "Get it now Home!" Or "Get it now Work!"



Figure 111: To download the gadget, click "Get it now" and then click "OK"



Figure 112: Click "Open"



Figure 113: Select "Install" to proceed

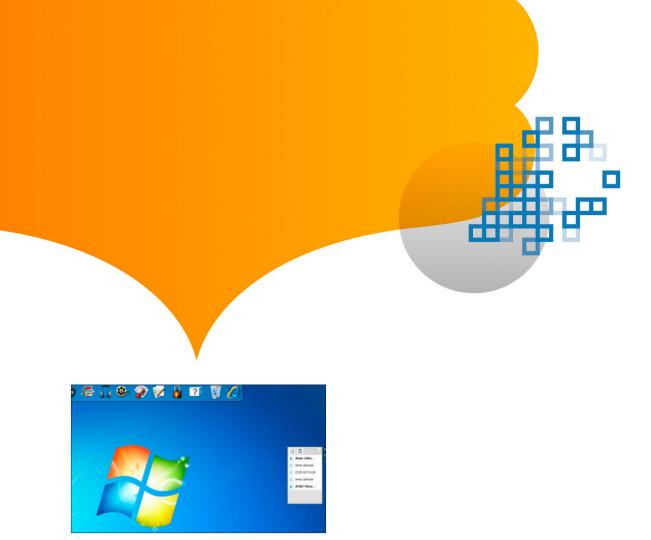


Figure 114: Desktop with UM gadget installed

## **Application: Login**

Once Voicemail Viewer is installed on Windows 7, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 115).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 116).



Figure 115: Login screen

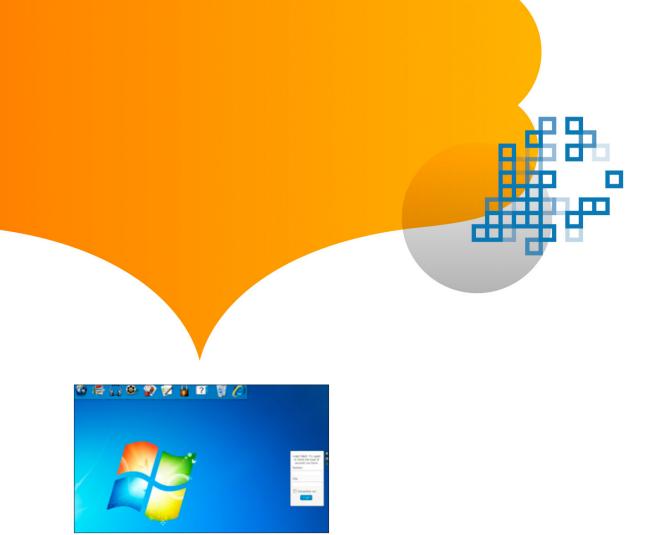


Figure 116: Error message

#### **Application: Message Inbox**

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unread unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.
- Windows 7 Sidebar has a fixed size for gadgets. As the result, only the most important information is shown the sender and the button to play the message (Figure 117).



Figure 117: Message Inbox



Gadgets can be expanded from the Windows 7 Sidebar to a larger (but still fixed) size. To expand a gadget, right click the "larger size" icon on the side of the gadget (Figure 118).



Figure 118: Expand gadget

The expanded gadget has a much larger size to show more information to include date/time and duration of the call. A private message is marked by a lock i icon, an urgent message is marked by i icon, and an urgent and private message is marked by i icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone number is withheld, then "Unknown" is displayed.

A visual symbol to the left of the name indicates from which number, Home 希, Work 🦾 or Mobile 🖲, the message received is displayed (Figure 119).

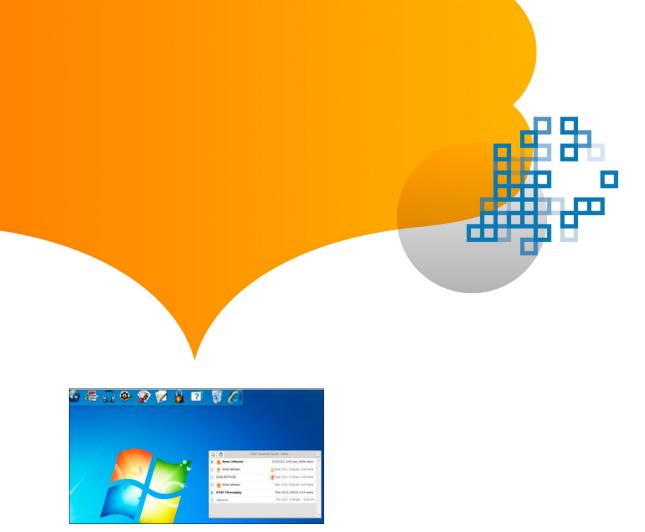


Figure 119: Expanded gadget with icons

U-verse Messaging uses a different address book and the address book symbols are not displayed but the private and urgent symbols are displayed (Figure 120).



Figure 120: U-verse Messaging address box

Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called. Icon 🔄 indicates a message was left for the landline number, while icon 👼 indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 121).

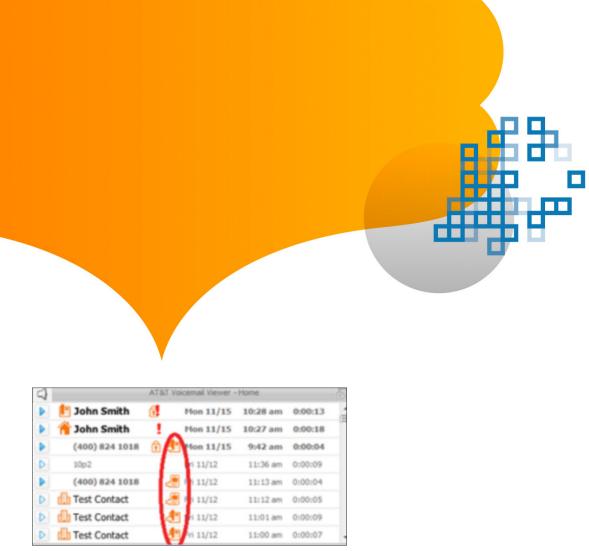


Figure 121: Integrated mailbox called phone icons

Hovering the mouse or placing the cursor over a message displays the called number.

1	Mon 11/15	9:42	am	0:00:04
	Message left	for	(620)	824 5367

Play a message by clicking the arrow button on the left side of a message (Figure 122).



Figure 122: Playing a message

After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the "Delete" button while the message is being played, or after the message has been played (Figure 123).
- Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 124).



Figure 123: Message controls and delete message

Figure 124: Trash icon

If a mailbox is full or near full, a warning message will appear (Figure 125). Clicking on the warning message will bring up a pop-up message (Figure 126).



Figure 125: Warning message

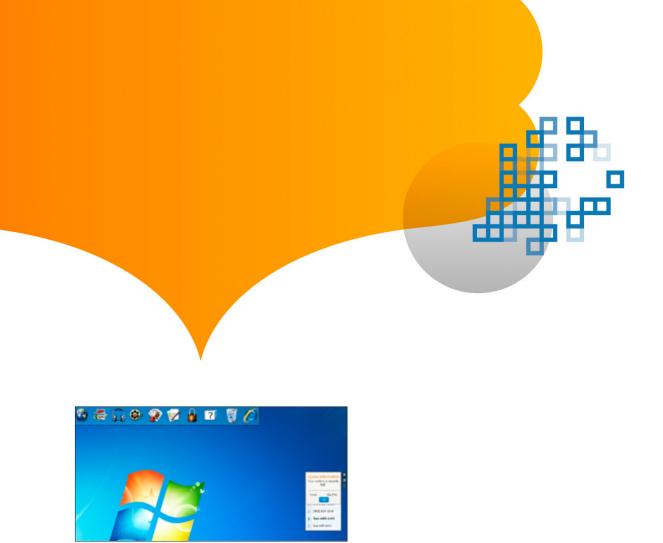


Figure 126: Pop-up message

# Gadget Menu Options

The top right-hand corner down arrow of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 127).



Figure 127: Link to UM's or U-verse Home Page



Help information includes an email address for assistance from AT&T (Figure 128).



Figure 128: AT&T Help Information

# Mac OS X Dashboard Requirements

You must have an AT&T Unified Messaging<sup>™</sup> account or an AT&T U-verse Voice<sup>™</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>™</sup> or AT&T U-verse Messaging<sup>™</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <u>http://get.adobe.com/flashplayer/</u> to install the software on your computer.

Voicemail Viewer for Mac Dashboard requires a computer with Mac OS X (10.6.1 and above) Operating System and Firefox (3.5 and above) or Safari (4.0 and above) for installation.



### Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at <u>att.com/vmviewer</u> under Frequently Asked Questions. Additional information can be found at <u>um.att.com/vmviewer-help</u>.

To start the installation process of the AT&T Voicemail Viewer widget for Mac OS X, open your Internet browser and go to <u>um.att.com/vmviewer</u>.

"Get it now Home!" or "Get it now Work!" is available for your AT&T Unified Messaging<sup>™</sup> and "Get it now Home!" is available for your AT&T U-verse Voice<sup>™</sup> account. Additional information can be found at um.att. com/vmviewer-help.

To download the Mac OS X Dashboard widget:

- 1. Click the "Get it now Home!" or "Get It now Work!" (Figure 129).
- 2. Select "Install" to proceed (Figure 130).
- 3. Select "Keep" to proceed (Figure 131).
- 4. Voicemail Viewer is installed (Figure 132).





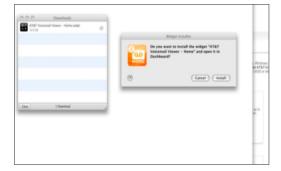


Figure 129: "Get it now Home!" or "Get it now Work!"

Figure 130: Select "Install" to proceed



Figure 131: Select "Keep"



Figure 132: Mac Dashboard with Voicemail Viewer installed



## **Application: Login**

Once Voicemail Viewer is installed on the Mac OS X Dashboard, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 133).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 134).



Figure 133: Login screen



Figure 134: Error message

## **Application: Message Inbox**

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.



A private message is marked by a lock 🗊 icon, an urgent message is marked by 🗜 icon, and an urgent and private message is marked by 🔂 icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone number is withheld, then "Unknown" is displayed.

A visual symbol to the left of the name indicates from which number, Home 沧, Work 🎰 or Mobile 🖲, the message received is displayed (Figure 135).



Figure 135: Message inbox with icons



U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 136).



Figure 136: U-verse Messaging address book

Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called. Icon 🛃 indicates a message was left for the landline number, while icon 🛃 indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 137).

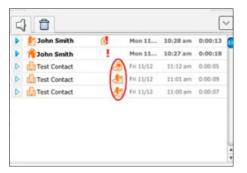


Figure 137: Integrated mailbox called phone icons



Hovering the mouse or placing the cursor over a message displays the called number.

1	Mon 11/15	9:42 am	0:00:04	
[	Message le	ft for (60)	)) 824 5367	

Play a message by clicking the arrow button on the left side of a message (Figure 138).



Figure 138: Play a message

After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the "Delete" button while the message is being played, or after the message has been played (Figure 139).
- Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 140).

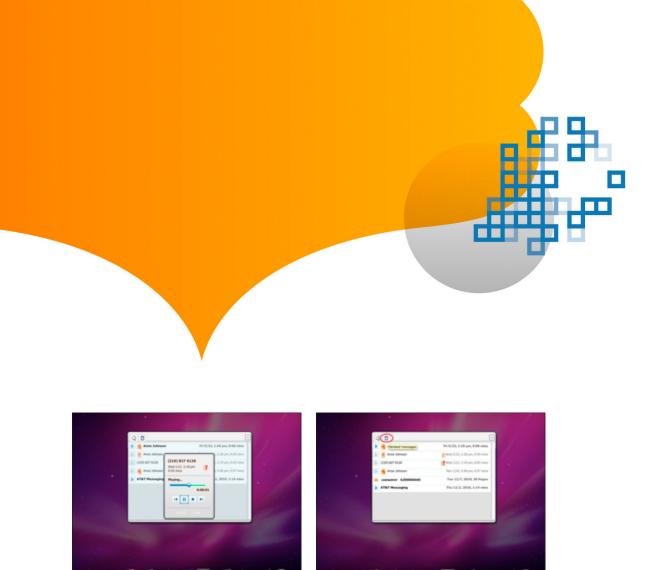


Figure 139: Message controls and delete message

Figure 140: Trash icon

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If a mailbox is full or near full, a warning message will appear (Figure 141). Clicking on the warning message will bring up a pop-up message (Figure 142).



Figure 141: Mailbox full warning message





Figure 142: Warning message pop-up

# Widget Menu Options

The top right corner down arrow of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 143).



Figure 143: Voicemail Viewer menu



Help information includes an email address for assistance from AT&T (Figure 144).



Figure 144: AT&T Help information



## Legal

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