

Set up Voicemail from your home phone

Approximate time: 10 minutes

AT&T U-verse Voicemail incorporates the latest technology to save you time and money, no matter where you are or how you communicate.

To set up your voicemail from your home phone:

1. Dial *98 (or dial your home phone number).
2. Follow the prompts to set-up your mailbox.
3. After creating your PIN, be sure to set-up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

After you have set up your voice mailbox, visit att.com/vmviewer for the option of automatic delivery of your voicemail messages to your qualifying wireless device or computer.

By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as voicemail-to-text.

Manage your U-verse Phone and Voicemail features

To manage Phone Features online:

1. Log in to your online account at att.com/myatt
2. Click on HOME PHONE
3. Click on MANAGE VOICE FEATURES

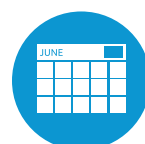
To manage Voicemail Features online:

1. Log in to your online account at att.com/myatt
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

For more information on managing Phone Features or Voicemail Settings go to att.com/uvfeatures.

Having trouble?

Here are a few common issues to check:



What is your service activation date?

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



Did you make the mandatory activation call?

You must complete activation for your AT&T U-verse Voice service to work correctly. See step 3.

Still having problems? Many issues can be resolved with three simple steps:



1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



2a. Power down, power up.

Unplug the BBU power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

2b. Wait for blinking indicator lights.

You may need to wait up to two minutes for blinking indicator lights to turn solid green.

Need more help?

Go online: Visit att.com/versesupport.

¿Habla español? Por favor visite att.com/verseguias para ver la información en Español. También pueden ver la siguiente guía: ATT102700746-4 (UV_VOIP_3801_CSI_GUIDE) para más detalles.

Call us: Dial **1.800.288.2020** and say "U-verse technical support."



AT&T U-verse® Voice

Go to att.com/phoneinstall for more detailed installation instructions.

self-
installation
guide

Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



Get started

Approximate installation time: 35 minutes

Before you begin:



1. Check your service activation date.

Do not attempt to install your service until your service activation date. You can find this date on your packing slip. The packing slip can be found in a plastic sleeve located on the outside of the shipping box.



2. Do you have a monitored security system or health alarm?

If either of these apply to you, you will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.

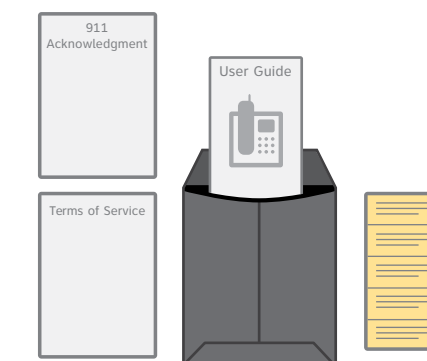
Gather materials needed for setup:



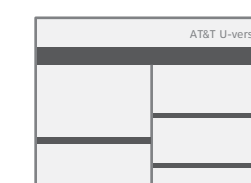
Battery backup unit (BBU) will provide you with backup power in the event of a power outage. (BBU color may vary.)



Phone cord



911 Acknowledgment form
Terms of Service
AT&T U-verse Voice User Guide
911 stickers



Packing Slip

Locate your Wi-Fi Gateway:



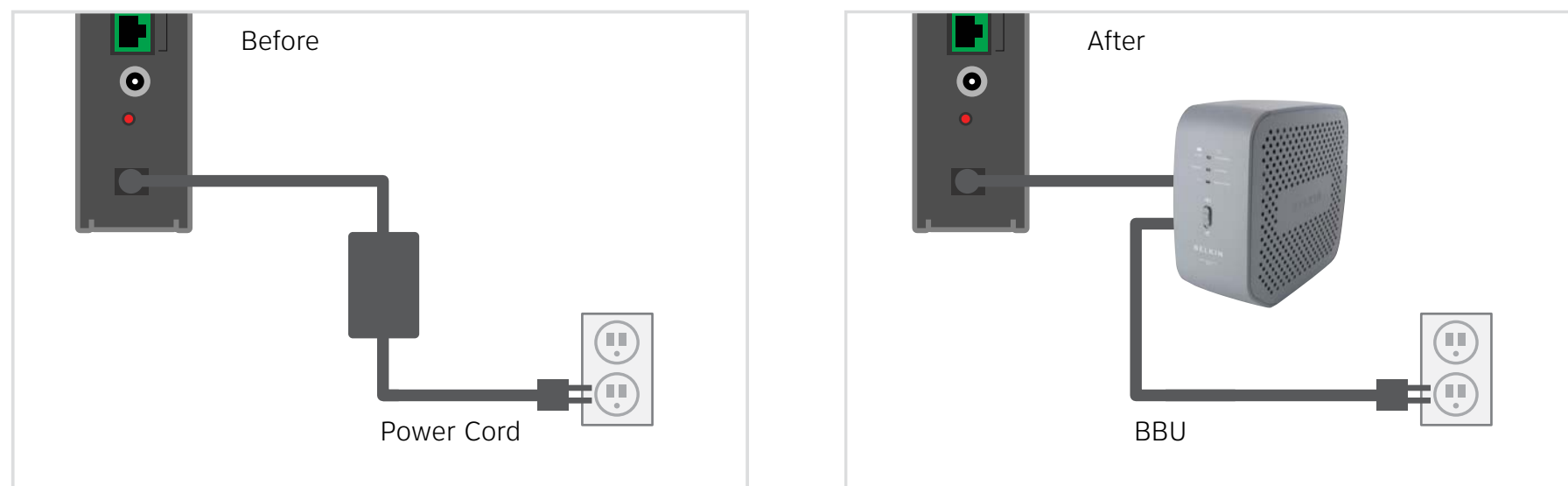
1 Connect your primary phone Approximate time: 10 minutes

For an online installation tutorial, go to support.att.com/phoneinstall.

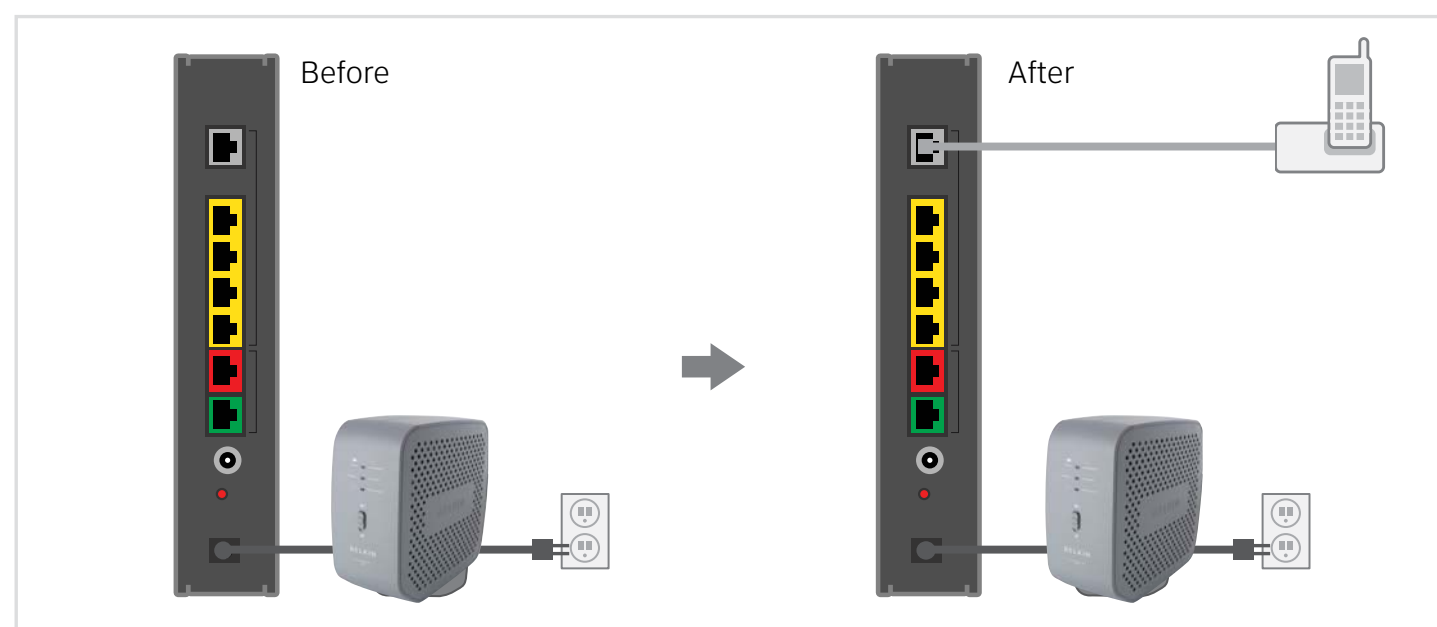
Note: If you already have a phone connected to your AT&T U-verse Voice service line and want to add a second phone line, skip to "Adding a second line" under step 3.

- A. Power down your Wi-Fi Gateway by unplugging the power cord from the wall and the gateway. You will no longer need this power supply.
- B. Connect the battery backup unit (BBU) by plugging it into an electrical outlet. Then plug the round connector into the Power port on the Wi-Fi Gateway.

Important: If you also have AT&T U-verse TV and/or high-speed Internet service, you will temporarily lose your TV/DVR connection and your Internet connection during this step.



- C. Connect the gray phone cord from the Lines 1 & 2 port on the Wi-Fi Gateway to your phone (see diagrams below). If you are using a cordless phone, make sure the base station is plugged into an electrical outlet.



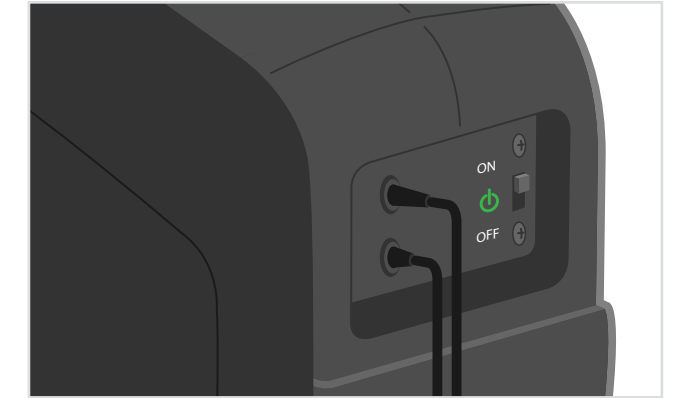
Note: Leave any cables in these ports as they are.

Note: Existing jacks will not have service at this point. For other jacks in the house to operate, see "Connect your home phone jacks" on the back of this guide.

2 Power up Approximate time: 5 minutes

Switch the power to On. Within a few minutes you should see a solid green Power light to indicate a successful power connection.

Important: You will have a dial tone after completing step 2, but will be able to make only emergency and toll-free calls until you activate your service in step 3.



3 Mandatory activation call Approximate time: 5 minutes

Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation.

Upon successful activation you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."

Congratulations! You've successfully installed AT&T U-verse Voice.

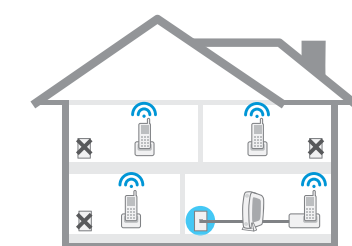
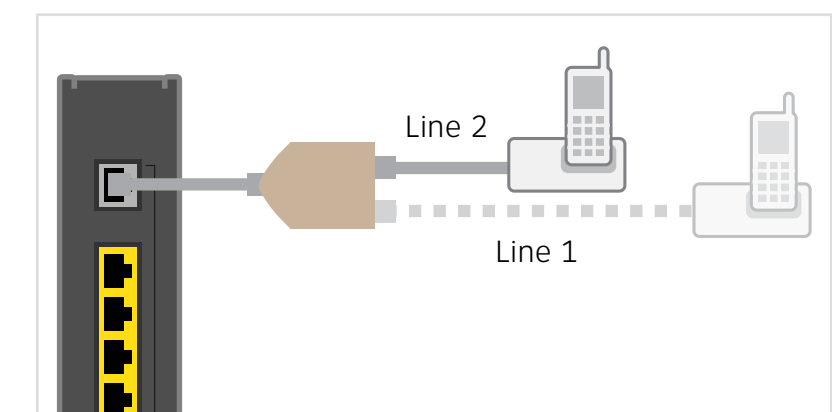


Adding a second line

If you ordered a second AT&T U-verse Voice service line (with a different phone number), follow the instructions below:

- A. Disconnect the phone cord from your primary phone and connect a voice line splitter to the Gateway.
- B. Connect the phone cables of both phones to the first and second ports of the splitter.
- C. Complete the mandatory activation call (step 3 above) from the phone you just connected.

Note: If you order two separate lines with your initial installation, connect the first as explained in step 1 and the second as described above.



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To learn more about the benefits and features of your U-verse service, visit att.com/u-verse/newcustomer.

Questions?

Go online: Visit att.com/uversesupport.

Call us: Dial **1.800.288.2020** and say "U-verse technical support."

