

Manage your U-verse Phone and Voicemail features

To manage Phone Features online:

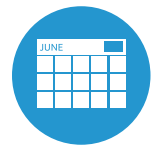
1. Log in to your online account at att.com/myatt
2. Click on HOME PHONE
3. Click on MANAGE FEATURES

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 required 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.

¿Habla español? Por favor visite att.com/uverseguias para ver la información en español. También pueden ver la siguiente guía: ATT92410665-10 (UV VOICE 3800 CSI INST GUIDE) para más detalles.

Need more help?

Go online: Visit att.com/versesupport

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



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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.



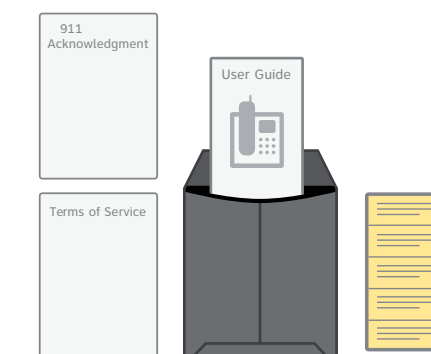
2. Do you have a monitored home security system or health alarm?

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.

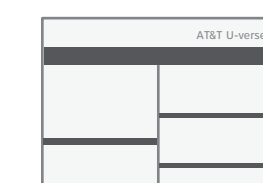
Gather materials included in kit needed for setup:



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

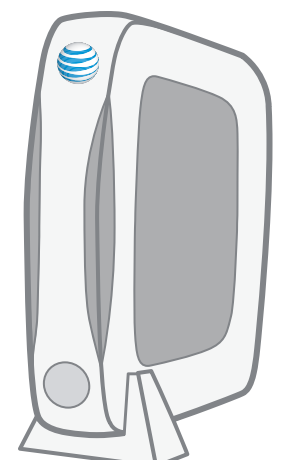


911 Acknowledgment form
Terms of Service
AT&T U-verse Voice User Guide
911 stickers



Packing Slip

Locate your Wi-Fi Gateway:





(UV VOICE 3800 CSI INST GUIDE)
04/13

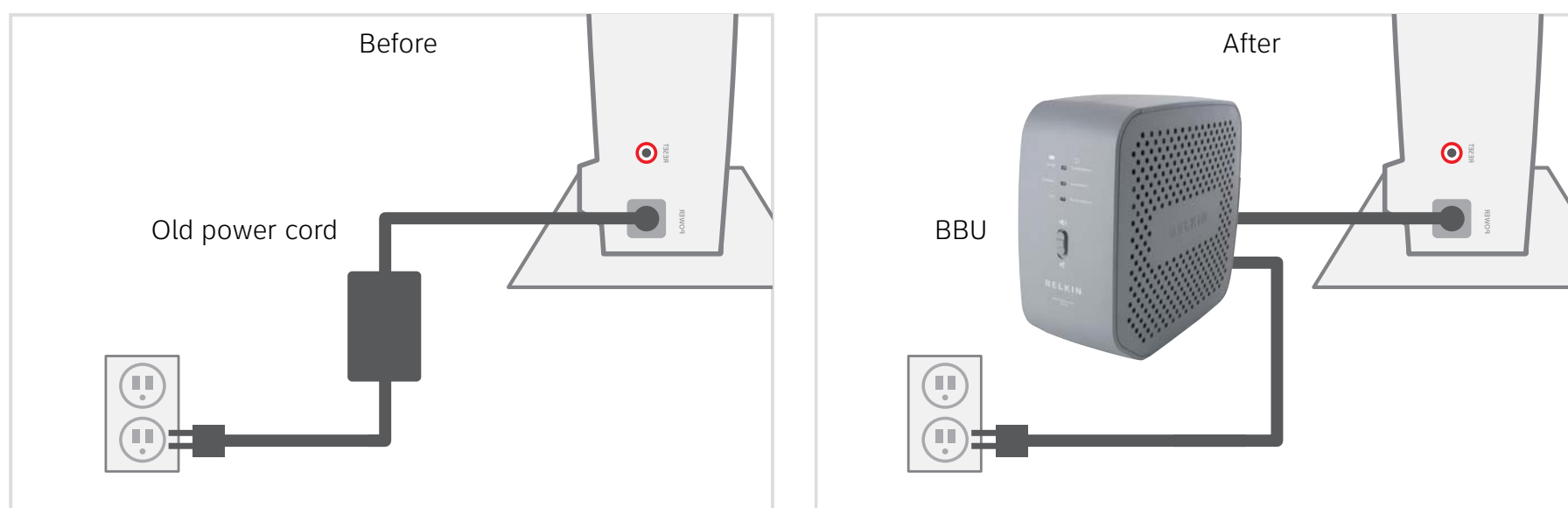


ATT92410665-10

1 Connect your primary phone Approximate time: 10 minutes

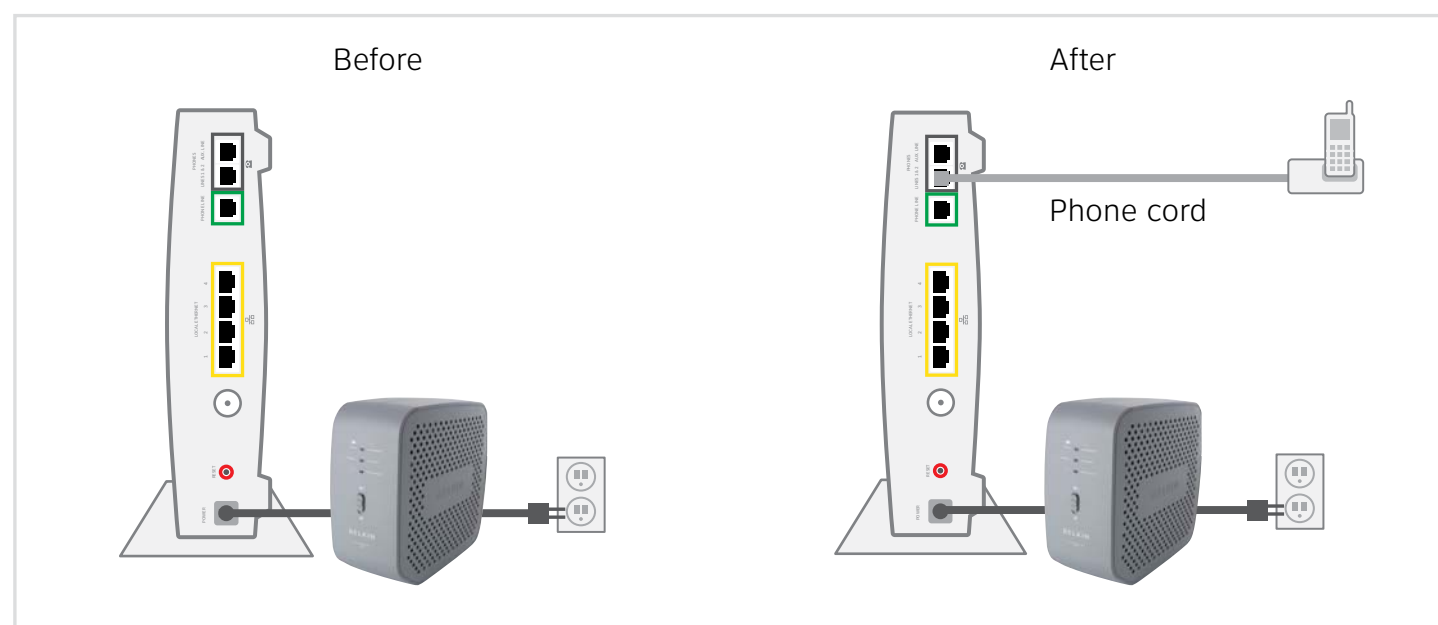
For an online installation tutorial, go to support.att.com/phoneinstall

- A. Power down your Wi-Fi Gateway by unplugging the power cord from the wall and the Wi-Fi Gateway. You will no longer need this power cord.  **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/or your Internet connection during this step.
- 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:** The BBU must be charged to be fully operational, and you may charge the BBU while installing your service. The BBU may emit a beeping sound until fully charged.



Note: Existing jacks will not have service at this point.

- C. Connect your existing 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 existing cables in place.

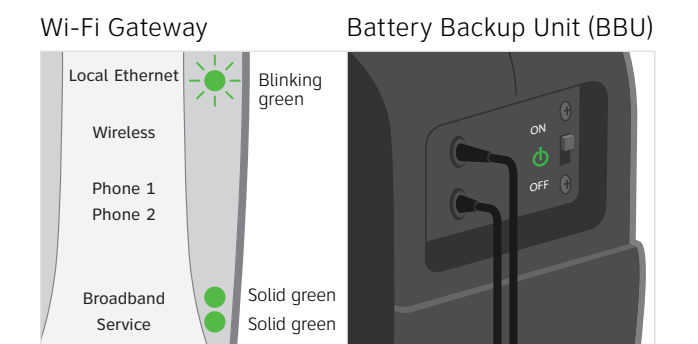
2 Power up Approximate time: 10 minutes

Move the switch on the back of the BBU to the "on" position.

Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to five minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.


-  **Important:** During this time, do not unplug the BBU or data cable, as this may interrupt activation.

If the Broadband and Service lights do not turn solid green or if the Local Ethernet light is not blinking within 5 to 10 minutes, see the "Having trouble?" section on the back of this guide.



Note: During the power up sequence, the **Power light may turn orange** and the Wi-Fi Gateway may reboot itself. This is a normal part of the power up sequence.

3 Activate Phone - REQUIRED Approximate time: 5 minutes

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

Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation. **You must complete activation for your AT&T U-verse service to work correctly.**

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.

4 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.

Switch to convenient, free paperless billing. Reduce your risk of identity theft, plus retrieve up to 12 months of bills online. Go to att.com/Ugreen and select **Stop Paper Bills**.

Visit att.com/u-verse/newcustomer to learn more about the benefits and features of your U-verse service.

Questions?

Go online: Visit att.com/uversesupport

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

