

# 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 **2pm or later** on your service activation date. You can find this date on your packing slip.



**Did you make the required test 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.

## Additional AT&T U-verse information

**Check out the User Guide online:**  
Go to **att.com/uverseguides** to watch a how-to installation video and more.  
Visit **att.com/userguides** to find an electronic version of this guide ATT141580882-2 (PnP UV VOICE 3800 CSI INST GUIDE) and other support information.

**¿Habla español?**  
Por favor visite **att.com/uverseguias** para ver la informacion en español. También pueden ver la siguiente guía: ATT141580882-2 (PnP UV VOICE 3800 INST GUIDE) para más detalles.

**Manage your account:**  
Go to **att.com/myatt** to manage your AT&T U-verse account . You can also visit **att.com/manage** to download the app.

## Need more help?

**Go online:** Visit **att.com/uversesupport**  
**Call us:** Dial **800.288.2020** and say “U-verse technical support.”

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# AT&T U-verse® Voice

self-  
installation  
guide

**Before installation:**  
Do not attempt to install your service until 2pm or later on your service activation date. You can find this date on your packing slip.



## Get started

Approximate installation time: 35 minutes

### Before you begin:



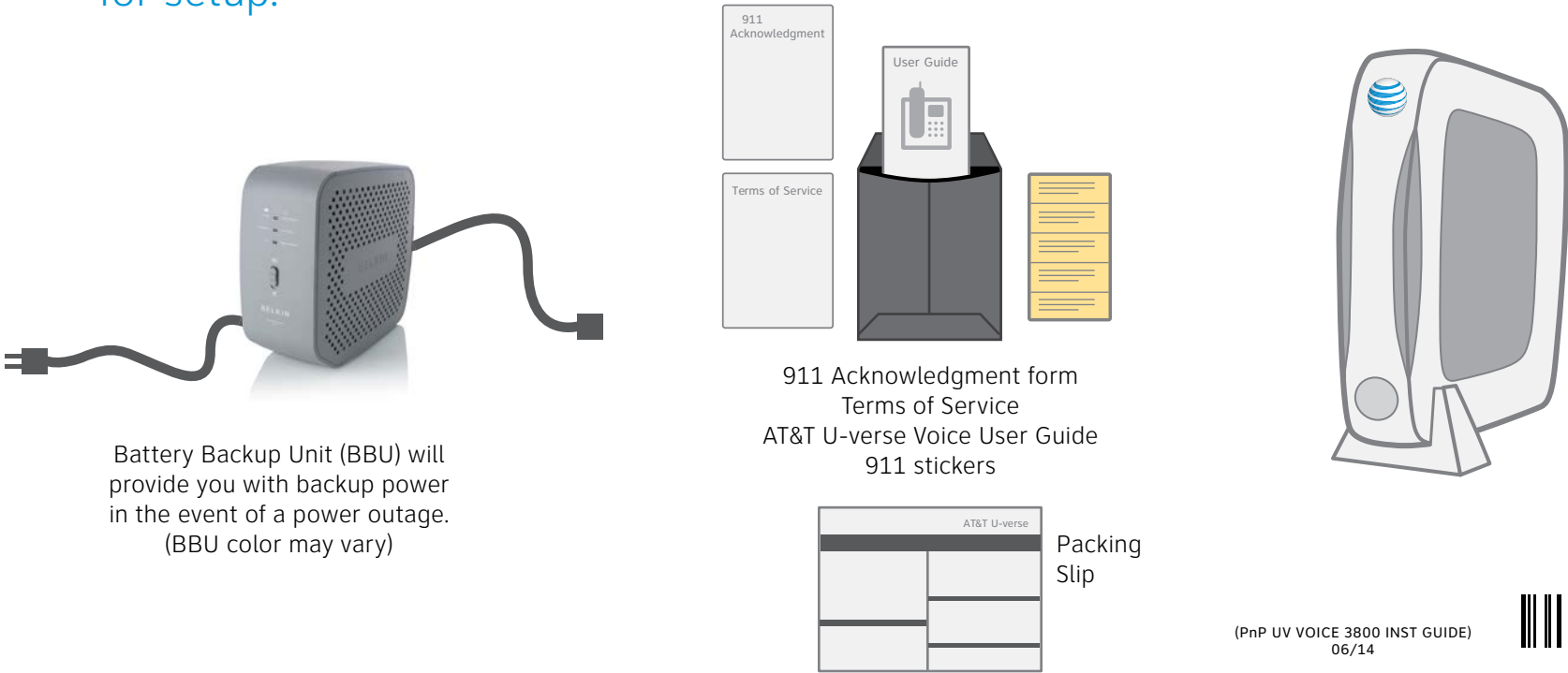
**1. Check your service activation date.**  
Do not attempt to install your services until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.



**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 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:

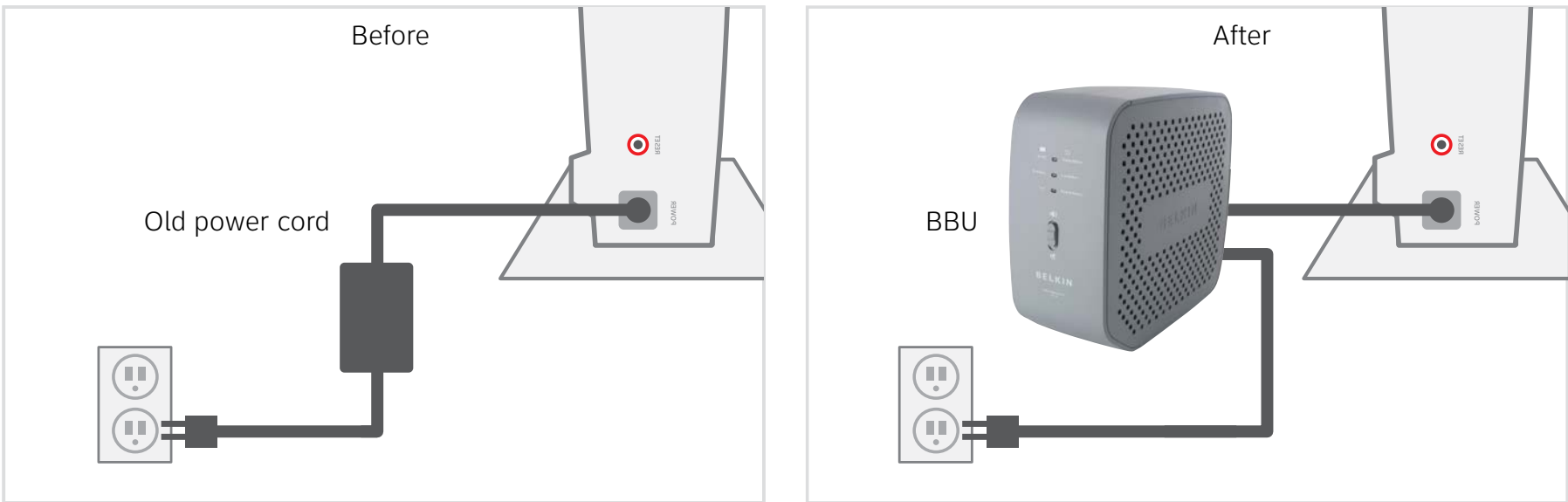
### Locate your Wi-Fi Gateway:



# 1 Connect your primary phone

Approximate time: 10 minutes

- 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.

Visit [att.com/u-versewelcome](http://att.com/u-versewelcome) to learn more about the benefits and features of your U-verse service.

# 2 Power up

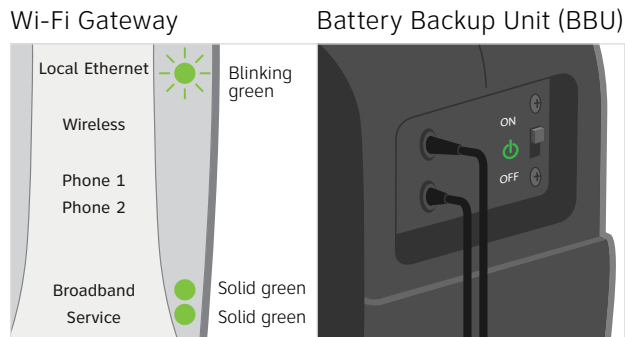
Approximate time: 10 minutes

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 Registration & Activation

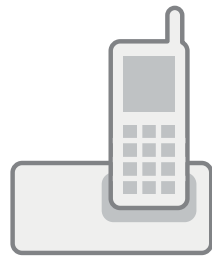
Approximate time: 5 minutes

You have the option of activating your Voice services either by calling or going online.

- A Call 877.377.0016 from the phone connected to your Wi-Fi Gateway and follow the instructions to complete activation. Upon successful activation you will hear the following: “Your telephone number xxx.xxx.xxxx has been successfully activated.”

**OR**

- B Open your Internet browser (e.g. Internet Explorer, Safari, etc. and enter **att.net/uverse** into your address bar)
- Enter your Account Number (if requested) and passcode.
    1. Your Account Number is available on your order confirmation email or letter
    2. Your Passcode is the four-digit number that you selected when you placed your order
  - Follow the online instructions to complete activation of your Voice services. **Note:** You will need your existing AT&T User ID and password.



Upon successful activation of your Voice service you will see the following: **Congratulations! Thank you for completing this process!**

- Important:** Please make sure to place a test call from the phone connected to the gateway to ensure that it is working.

# 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.

## Questions?

**Go online:** Visit [att.com/uversesupport](http://att.com/uversesupport)

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

