

# 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](http://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.

## 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 Wireless Gateway. Leave the Wireless 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](http://att.com/uverseguias) para ver la información en español. También pueden ver la siguiente guía: ATT92410665-9 (UV VOICE 3800 CSI INST GUIDE) para más detalles.

## Manage your U-verse Phone and Voicemail features

### To manage Phone Features online:

1. Log in to your online account at [att.com/myatt](http://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](http://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](http://att.com/uvfeatures).

## Need more help?

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

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](http://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.

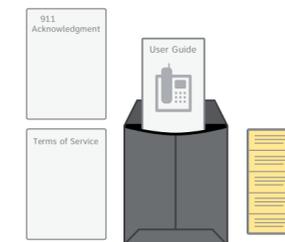
Gather materials included in kit needed for setup:



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



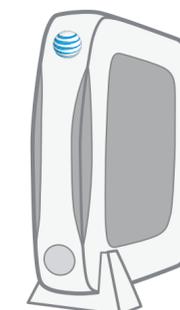
Phone cord provided in installation kit.



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



Packing Slip



(UV VOICE 3800 CSI INST GUIDE) 10/12



ATT92410665-9

## 1 Connect your primary phone Approximate time: 10 minutes

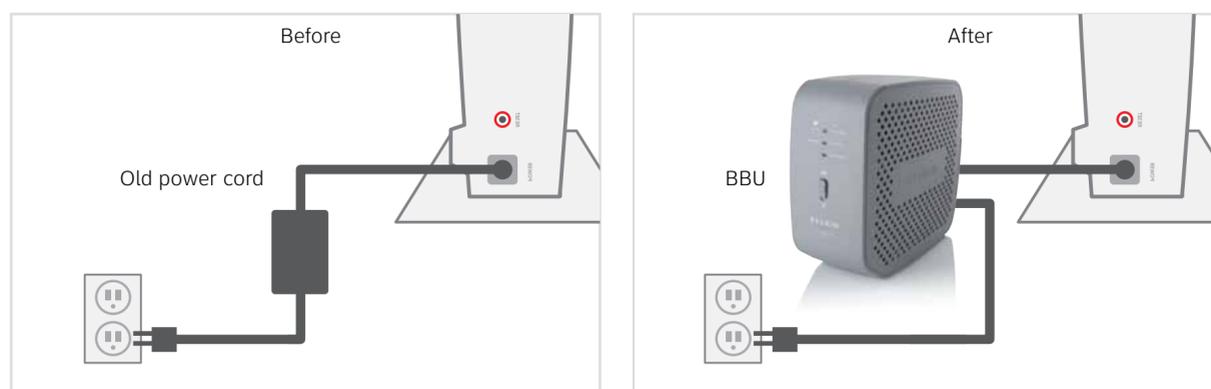
For an online installation tutorial, go to [support.att.com/phoneinstall](http://support.att.com/phoneinstall)

**Note:** If you already have an AT&T U-verse Voice line connected and have ordered a second line, skip to "Adding a second line" below step 3.

- A. Power down your Wireless Gateway by unplugging the power cord from the wall and the Gateway. You will no longer need this power cord.
- 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 Wireless Gateway.

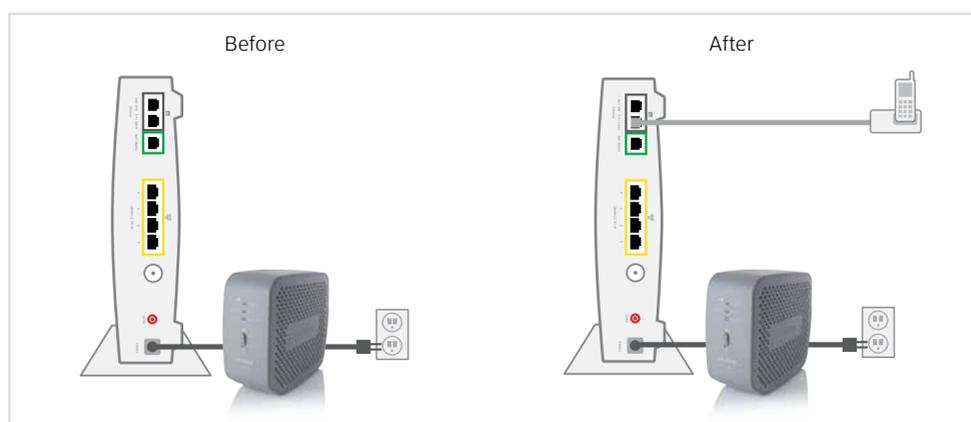
**Important:** If you also have AT&T U-verse TV and/or high-speed Internet service, you will temporarily lose your TV/DVR connection and/or your Internet connection during this step.

**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 the phone cord included with your installation kit from the Lines 1 & 2 port on the Wireless 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

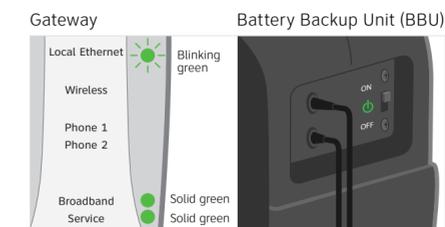
Move the switch on the back of the BBU to the "on" position.

Your Wireless 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. The BBU must be charged to be fully operational; however, while the BBU is charging, installation of your service will not be impeded. While the BBU is charging, it may emit a beeping sound.

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.

**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.



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

## 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."



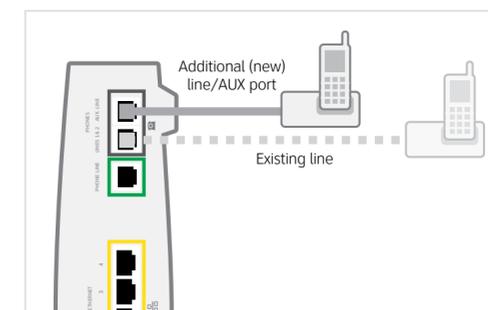
Congratulations! You've successfully installed AT&T U-verse Voice.

## 4 Adding a second line

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

- A. Connect the phone cord included with your installation kit from the AUX port to your phone or cordless base station.
- B. 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](http://att.com/u-verse/newcustomer).

## Questions?

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

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

