Dial from your phone
Make calls over AT&T’s managed IP network directly from your existing touch-tone business phone.

NATIONWIDE CALLING: Dial 1 + area code + 7-digit phone number. Includes unlimited calls to Canada, Mexico, Puerto Rico, the U.S. Virgin Islands, Guam and the Northern Mariana Islands with no long distance charges.

INTERNATIONAL CALLS: Dial 011 + country code + 7-digit phone number

Dial from the Web
Call from your online Address Book or Call Logs, which shows a list of up to 100 of your most recent calls sorted by date and time.

1. Go to www.att.com/mybusiness
2. Log in with your AT&T email address and password
3. Click on Phone Features
4. Enter a number to dial or select a number from your Address Book or Call Logs
5. Specify whether you’d like to activate/deactivate Caller ID Blocking and Call Waiting for the call
6. Click Place Call
7. When your business phone rings, pick it up to place your call

To find numbers in the Call Logs, you can also sort numbers by missed, dialed, received, name, type, or length of call

Questions?
Call 877.503.2622 for Ordering, Billing, or Technical Support Assistance.

AT&T Phone user guide

AT&T Phone, including 911 dialing, will not function during a power outage without battery backup power.

1. Call History cannot be manually deleted, but will be automatically deleted after 60 days, or after reaching the 100 call maximum. Outgoing calls are only viewable online.
How to manage phone features

To manage phone features online, log in to your online account at www.att.com/mybusiness and click phone features. Many features can also be managed from your phone.

Anonymous Call Blocking
Allows you to reject incoming calls from callers who block their Caller ID. The message “The number you dialed does not accept calls without Caller ID information” will be played to the caller indicating that you do not accept anonymous calls.
- On: *77 #
- Off: *67 #

All Call Forwarding
Allows you to forward all incoming calls to another number:
- On: *72, enter a forwarding number if one is not already set, then press #
- Off: *73 #

Busy Call Forwarding
Allows you to forward all incoming calls to another number when your line is busy.
- On: *90, a forwarding number, then press #
- Off: *51 #

Call Blocking
Call blocking allows you to prevent up to 20 phone numbers from ringing through your phone. Caller receives a message saying: “The number you dialed will not accept your call.”
- On: *60 and follow voice prompts
- Off: *60 #

Call ID Blocking
Allows you to hide your name and number on all outgoing calls.
To enable Call ID blocking on all calls, log in to your online account at www.att.com/mybusiness.
- While this feature is on, to disable it on a “per call” basis, dial *82, dial the number, then press # (must be activated prior to each call)

Caller ID Per Call Blocking
Blocks Caller ID display of your name and number to the phone number you are calling on a “per call” basis. (must be activated prior to each call)
- On: *67 + dial number #

Call Screening
Accepts calls only from select numbers. All other callers hear: “The number you dialed did not accept your call.” Designate up to 20 numbers online at www.att.com/mybusiness.
- On: Activated Online
- Off: *84 #

Call Transfer
Consultative Call Transfer
Place an existing call on hold and initiate a 2-call; after the second party answers, you can hang up and the two remaining parties are joined together on the call.
- Press the flash hook and listen for dial tone
- Dial the transfer to number
- Introduce the caller, and then hang up

Call Waiting
If caller requests that you put the current call on hold and accept the other call, you have the option to pick up the second call while the first call is put on hold.
- On: *70 + dial number #
- To Deactivate for all calls: Off: *370 #
- To Reactivate: On: *371 #

Call Waiting Mid-Call Cancel
Flash: *70 # + Flash

Directory Assistance Blocking
Directory Assistance Blocking allows you to prevent outgoing calls to Directory Assistance (such as 411 and www.att.com/mybusiness).
Activate and Deactivate using your online account: www.att.com/mybusiness.

Do Not Disturb
Gives you the option to prevent incoming calls from ringing your phone(s). This option can be turned On or Off either from the handset or from the user portal. When Do Not Disturb is turned On, you will hear either a busy signal or an announcement depending on the network from which the call is made, and the caller will not be given the option to leave you a voicemail.
- On: *78 #
- Off: *79 #

Exclusive Call Forwarding
Allows you to forward up to 20 phone numbers from a list of specific incoming callers, to an alternate phone number.
- On: Activated Online
- Off: Online or dial #83 #

International Call Blocking
International Call Blocking allows you to prevent all outgoing calls to international numbers. When dialing starts with 011 or 010:
Activate and Deactivate using your online account.

Locate Me
Don’t miss an incoming call again! Not only will your AT&T Phone number ring, but 10 to 20 numbers will ring at the same time.
- Enter numbers in your “Locate Me” list—online at www.att.com/mybusiness.

On: Activated Online
- Off: *313 #

No Answer Call Forwarding
Sends any phone calls that aren’t answered to either voicemail or an alternate phone number.
- On: *92, enter a forwarding number, then press #

Safe Call Forwarding
Allows you to forward incoming calls to another phone number if your current phone line has a service disruption.
- On: *372, enter a forwarding number, then press #
- Off: *373 #

Sequential Hunting
If the main number on the account is busy or not answered, attempts are made to locate or “hunt” for an available person to answer the call.
If the end of the hunt sequence is reached without the call being answered, the main telephone number’s call forward no answer feature will take over the call, for example the call will forward to voicemail.
The numbers in the hunting sequence must be part of your Business account.
This feature is activated, online at www.att.com/mybusiness.

Speed Dialing
Selects a speed dialing frequently called numbers. With Speed Dialing you can assign 2-digit codes to frequently called numbers, with a maximum of 32 speed dialing codes per phone line.
- Codes 20-51

- Created and managed with *1 codes or online at www.att.com/mybusiness.

- Set up dialed phone numbers: *75, and speed dial code 20-51, then phone number.

- Example: *75 20 8176681234 in which *75 is the activation code and 20 would be the speed dial code to dial 8176681234

Three-Way Calling
Allows you to add a third party to an existing conversation.
- Flash + dial number + Flash

Transfer to Voicemail
Allows you to transfer a call directly into another user’s voicemail box.
- Press the flash hook (aka switch hook)

- *99 followed by the “transfer to” number

You must wait for the voicemail greeting to start before hanging up in order to properly connect the caller to the voicemail. The “transfer to” number must be in the same AT&T Phone account.

Vocemial Set Up
Instructs you on how to set up voicemail.
- Dial: *98 from your business phone

- Follow the prompts to set up a mailbox

- 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.

Voice Mail Access
Allows you to access your voicemail mailbox to retrieve voice messages and make changes.
From business phone: *98 or call your business phone number.
From any other phone:
- Dial your business phone number
- Press the # when you hear your greeting
- Enter your PIN

Change PIN for Voicemail
Allows you to change your existing personal identification number (PIN) that is used to access your voicemail. The PIN must be 6 to 10 digits in length and should not be your phone number or voicemail mailbox number.
From business number:
- Dial: *98

- Press 4 at the Main Menu

- Press 2 for Administrative Options

- Press 2 for Security and Hands Free

- Press 1 to change PIN

From any touch tone phone:
- Dial your Business Voice Phone number and once you hear your greeting, press *
- Enter your PIN
- Follow prompts as stated above

From business number:
From any touch tone phone:
- Dial your Business Voice Phone number and once you hear your greeting, press *
- Enter your PIN
- If you incorrectly enter your PIN, the system will prompt you to enter your Authentication Code.

- Once you have entered your Authentication Code, follow the prompts to reset your PIN and access your mailbox

Turn Voicemail On or Off
Using this online feature allows you to control the call forwarding to your voice mailbox. When the feature is on all calls are not answered will go to your voice mailbox. When it is off your voice mail will not answer calls.

Message Forwarding/Transcription
Automatically forward your voicemail messages with voicemail-to-text and an audio file to a designated email address accessible from your wireless device or computer.
- Activated Online: www.att.com/mybusiness

- Transcription (voicemail-to-text) defaults to On

- Deactivated Online

Vocemial Viewer
Enables you to view, manage, and listen to your AT&T Phone Voicemail messages on qualifying computers or wireless devices. There is no need to log in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your computer or wireless device. This feature includes voicemail-to-text functionality. Go to www.att.com/mybusiness

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