# Table of Contents

## Welcome
Welcome/Contact and Support .............................................. 3

## AT&T Phone for Business
Accessing AT&T Phone for Business ................................ 3-6
  How to Register ................................................................. 4

## Account Overview
Voicemail Messages ............................................................. 7
Call History ........................................................................ 7
Address Book ....................................................................... 8

## Accessing your Phone Features
Accessing your Phone Features .......................................... 9
  Call Forwarding ................................................................. 10
  Call Filtering .................................................................... 11
  Feature Controls ............................................................... 12
  Sequential Hunting ........................................................... 13

## Voicemail Settings
Voicemail Settings ............................................................. 14
  General Preferences .......................................................... 15
  Voicemail Preferences ...................................................... 16-17
  Notifications ..................................................................... 18

## Accessing your Phone Features
By Phone ............................................................................... 20
  Anonymous Call Blocking ............................................... 20
  All Call Forwarding .......................................................... 20
  Busy Call Forwarding ........................................................ 20
  Call Blocking .................................................................... 20
  Caller ID Blocking ............................................................ 20

## Call Screening..................................................................... 20
Call Transfer........................................................................ 20
Call Waiting......................................................................... 20
Cancel Call Waiting ............................................................. 20
Do Not Disturb .................................................................... 21
Exclusive Call Forwarding .................................................. 21
Locate Me............................................................................ 21
No Answer Call Forwarding ................................................ 21
Safe Call Forwarding ............................................................ 21
Three-Way Calling ............................................................... 21
Speed Dialing ..................................................................... 21
Transfer To Voicemail .......................................................... 21

## Troubleshooting
Fax .......................................................................................... 23
  Troubleshooting .................................................................. 23
  Point of Sale devices (POS) ................................................ 24
Alarms/Remote monitoring systems ........................................ 24
Contact and Support ............................................................. 24
Notes ...................................................................................... 25-27

## AT&T Phone - Additional Equipment Information
Fax .......................................................................................... 23
  Troubleshooting .................................................................. 23
  Point of Sale devices (POS) ................................................ 24
  Alarms/Remote monitoring systems ..................................... 24
  Contact and Support ............................................................. 24
  Notes ...................................................................................... 25-27
Welcome

AT&T Phone for Business provides powerful, convenient voice communication tools that you can access at any time to keep your business running smoothly. From the AT&T Phone for Business web portal, you can review and make real-time changes to your features and services, easily and quickly.

Contact and Support

For additional assistance, contact the AT&T Business Services Center at:

1-800-321-2000
Visit att.com/contactus/smb/

Accessing AT&T Phone for Business

If you are already registered, log in at www.att.com/login/ Before you can log in, you must register a username and password.

Enter User Name & Password

Click Log in: Once your account is verified, the myAT&T overview page will appear.

If you are not registered create a new user ID now.
Accessing AT&T Phone for Business (continued)

How to Register

If you’re not registered, you can create a new User ID by clicking **Create one now**. You can also register at www.att.com/registermybusiness

Enter the phone number and zip code. Follow the prompts to complete the registration.
Accessing AT&T Phone for Business (continued)

Now that you have successfully logged in you will see the overview page. The overview page will show your **Total balance** and services. These sections and their placement will vary based on which services you have.

Click the blue circle in the bottom right of the box to view more details of AT&T Phone.

Scroll down to access phone features and voicemail.

Click here to access phone features and voicemail.
Accessing AT&T Phone for Business (continued)

Now that you have access to your AT&T Phone for Business features, let's go over each of them in more detail. The portal will open on the **Voicemail Messages** tab with the rest of the services listed in the adjacent tabs. The phone portal gives you an overview and access to all your phone services. The highlighted sections below are similar to the pages you will see in the portal.

In order to manage phone features you must first select the telephone number you wish to manage.

Some features can only be turned on, off or changed on the main number.

Each tab displays additional information when selected.

Quick settings provide a snapshot of your current feature settings. If you wish to make changes to your settings, you can open up each feature on the Phone Features tab.
Voicemail Messages

We will now explain each service from left to right, starting with **Voicemail Messages**. From this tab, you can view and manage your voicemail messages. The Voicemail Messages tab makes it easy to view missed calls, play or save messages, add to address book, or delete messages with a click of the mouse.

**Tip**

The Voicemail Messages tab keeps you up to date with any messages your business receives. The logs work like an Excel file; you can sort by any column.

Click the icon in the Actions column to **play** the message, add the number to the **address book**, or **delete** the message.

Call History

Now that we’ve shown you how to manage your voicemail messages, we will explain the next tab, **Call History**. Call History makes it easy to stay organized and keep track of your calls – you can also dial and return calls with the click of the mouse. The Call History tab will list all your **received**, **missed**, and **dialed** calls sorted by the time of the call. This log can be resorted by the column headings as well.

**Quick Find** allows you to search by entering the **name** or **telephone number** of the incoming or outgoing call you want to find.
Address Book

You now know how to use the Call History tab to review calls, and how to search for calls with either a name or phone number. Next, we will explain the Address Book tab. The Address Book tab is where you can find information regarding your contacts.

Tip

You can quickly organize, add and search contact information from the Address Book tab.

Organize your contacts by creating contact groups. After you create a group, you can share the group contacts with other address book users.

Click “Add” to add new contacts and contact information.

Enter a name or phone number in the search bar to search for a contact in your address book.
Accessing your Phone Features

Now that you know how to manage your contacts, let’s learn about managing **Phone Features**. The Phone Features section allows you to customize your phone so that it meets your business needs. This section will teach you what these features do and how to use them.

**The Phone Features tab includes:**
- Call Forwarding
- Call Filtering
- Feature Controls
- Sequential Hunting

Remember, to manage phone features, you need to select the phone number you’d like to work with. Some features can only be changed on your main phone number.

**Tip**

This is where you can turn each feature **ON** or **OFF**.

Click the **arrows** on the left under each feature to expand the settings. This will provide a description of the feature. These features will be discussed in detail in the next section.
Accessing your Phone Features (continued)

Call Forwarding

From the Phone Features tab, you can expand the options under Call Forwarding which include No Answer Call Forwarding, Busy Call Forwarding, Safe Call Forwarding, and All Call Forwarding.

Tip

This is where you can decide how long your phone will ring before forwarding a call to voicemail or another number.

No Answer Call Forwarding: Automatically sends unanswered phone calls to voicemail or to a specific phone number.

Busy Call Forwarding: Allows you to forward all incoming calls to another phone number when your line is busy.

Safe Call Forwarding: Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.

All Call Forwarding: Allows you to forward all incoming calls to another phone number.
Accessing your Phone Features (continued)

Call Filtering

From the Phone Features tab, expand the services under Call Filtering. Scroll down to screen and block unwanted calls and numbers.

Tip

The entries displayed in the following example are the default settings for the Call Filtering feature, and apply to the whole portal.

Call Blocking: Prevents incoming calls from up to 100 numbers.

Call Protect: Reduces robocalls and other unwanted phone calls.

Call Screening: Allows up to 20 select numbers to ring through while all other calls are blocked.

Exclusive Call Forwarding: Allows you to forward up to 20 phone numbers from a list of specific incoming callers to an alternate phone number.
Feature Controls

From the Phone Features tab, expand the services under Feature Controls. Scroll down below the Call Filtering section to find Feature Controls. Select which features you would like to use, including Do Not Disturb, Anonymous Call Blocking, Locate Me, and Call Waiting.

**Tip**
As a reminder this is where you choose the features that work on each phone number.

**Do Not Disturb:** Gives you the option to prevent incoming calls from ringing your phone(s).

**Anonymous Call Blocking:** Allows you to reject incoming calls from callers who block their Caller ID.

**Locate Me:** The Locate Me feature allows you to designate up to 5 phones to ring for each incoming call received on your primary line. This makes it easy to answer a call no matter where you are, or for multiple people in various locations to be answering calls.

**Call Waiting:** Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put your current call on hold and accept the other call.
Accessing your Phone Features (continued)

Sequential Hunting

From the Phone Features tab, scroll down to expand **Sequential Hunting**. This allows you to set up a queue of phone numbers to receive incoming calls. If the first number in the queue does not pick up the call, it will be forwarded to the second number, and so on until the call is either answered or reaches the end of the queue.

**Tip**
This is how you want your phones to ring.

You can control the queue by enabling or disabling the line in the **Status** column.

Turning **ON** Sequential Hunting will automatically turn **OFF** Business Attendant and Locate Me.

Sequential Hunting: You can determine what happens if the call is not answered (e.g. forward to voicemail).

Remember to click **Save** for any feature changes.
Voicemail Settings

You’ve seen what is available in the Phone Features tab, now read on to learn about Voicemail Settings. Much like the Phone Features tab, the Voicemail Settings tab contains three sections: General Preferences, Voicemail Preferences, and Notifications.

Just click on the arrows to expand the settings.
Voicemail Settings (continued)

General Preferences

From the Voicemail Settings tab, click to expand the options under General Preferences. Turn voicemail ON or OFF, choose how long your phone rings before sending a call to voicemail, set a PIN to access voicemail, and more.

- **Voicemail**: Turning Voicemail ON allows you to receive messages in your voicemail mailbox.
- **Set Number of Rings Before Voicemail**: Select how long your phone should ring before forwarding the incoming call to voicemail.
- **Change PIN**: Enter a PIN to use when you access your voicemail.
- **Save Messages**: Select different settings when sending and reviewing new voicemail messages online.
- **Voicemail Setup**: Set up your voicemail configurations.

**Tip**

This button will allow you to set up additional mailboxes.
Voicemail Settings (continued)

Voicemail Preferences

Expand each section and you will find more options to customize your preferences. Manage voicemail security, message greetings, message transcription and more.

Security: Select the security levels required for accessing your voicemail from your business phones or the AT&T wireless phones associated with this voicemail box.

Urgent Playback: Play Urgent voicemail messages before any other messages.

Autoplay: Automatically play voicemail messages when you log into your voicemail mailbox over the phone.

Message Forwarding: Allows you to send your voice messages to an email account. With Message Forwarding you can send voicemails left in your AT&T U-verse Voicemail box to a designated email address. Voicemail will appear in the email as a .WAV (sound file) attachment.
Voicemail Settings (continued)

Voicemail Preferences (continued)

Scroll down to find the rest of the available options.

- **Message Transcription**: Allows you to create a text transcript of new voice messages for AT&T Voicemail Viewer App and forwarded messages.

- **Message Details**: Allows you to choose what information will play when you are checking a voicemail message.

- **Manage Greetings**: Allows you to choose the greeting callers will hear when they reach your voicemail mailbox.

- **Add/Remove Wireless Number**: Allows you to combine messages from 2 AT&T wireless numbers with your AT&T Phone voicemail.

Remember to click **Save** for any feature changes.
Voicemail Settings (continued)

Notifications

From the Voicemail Settings tab, expand the options under **Notifications**. Turn notifications ON or OFF, and choose where you would like to receive notifications.

- **Phone Notification**: When a new message arrives, you’re notified by an interrupted dial tone or message-waiting indicator (stutter dial tone).

- **Email Notification**: Assign up to 3 email addresses to receive notifications when a voicemail message is left in your voicemail mailbox.

- **Pager Notification**: Have your pager notify you when voicemail messages are left in your voicemail mailbox.

- **Message Groups**: Organize contacts by a familiar name and forward voicemail messages to multiple contacts at one time.

- **Notification Group**: Create a group of important contacts and receive notifications whenever someone from this group calls your phone number and leaves you a voicemail message.
Creating/Managing Sub-Accounts

In order to assign mailboxes to additional line numbers you first must create sub-accounts. Sub-accounts can be created without assigning telephone numbers as well. These are simply additional email accounts. Under **Voicemail Settings-General Preferences**: expand the Voicemail Setup feature.

Click here to create new sub-accounts.

Fill out the form and follow the prompts to create each new sub-account. For detailed instructions please refer to the AT&T Phone for Business Voicemail User Guide.
Can’t get online to manage your phone features? No problem. You can access and manage these features using star codes directly from your phone’s dial pad.

**Anonymous Call Blocking**
Reject incoming calls from callers who block their Caller ID.
- **On:** 
  * 7 7 *
- **Off:** 
  * 8 7 *

**All Call Forwarding**
Forward all incoming calls to another number.
- **On:** 
  * 7 2 * enter the number you’d like to forward to, then press #
- **Off:** 
  * 7 3 *

**Busy Call Forwarding**
Forward all incoming calls to another number when your line is busy.
- **On:** 
  * 9 0 * enter a forwarding number, then press #
- **Off:** 
  * 9 1 *

**Call Blocking**
Prevent up to 100 phone numbers from ringing through to your phone.
- **Block the most recent call:** 
  * 6 1 *
- **On:** 
  * 6 0 *
- **Off:** 
  * 8 0 *

**Caller ID Blocking**
Hide your name and number when making an outgoing call.
- **On:** 
  * 6 7 dial number, then press #

**Call Screening**
Accept calls only from select numbers. Designate up to 20 numbers online at: att.com/mybusiness
- **On:** Activate online
- **Off:** 
  * 8 4 *

**Call Transfer**
Place an existing call on hold and initiate a second call; after the second party answers, you can hang up and the two remaining parties are joined together on the call.
- Press the hook flash and listen for dial tone
- **Dial the transfer-to number**
- The two callers will now be joined, and you can hang up

**Call Waiting**
Plays an audible tone indicating that an incoming call is waiting to be answered. You can put the current call on hold and accept the other call, or don’t accept it and send the caller to your voice mailbox.
- Press the “Flash” to activate during a call

**Cancel Call Waiting**
Allows you to cancel Call Waiting for a specific call, for all calls, or during a current call.
- **Per-Call Cancel** 
  * 7 0 * dial number #
- **Deactivate for all calls:** Off: 
  * 3 7 0 *
- **Reactivate:** 
  * 3 7 1 *
- **Call Waiting Mid-Call Cancel:** Press Flash +
  * 7 0 # + Flash

© 2017-2018 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Accessing your Phone Features by Phone (continued)

**Do Not Disturb**

Turn off the ringer on your phone. Callers will hear a busy signal when Do Not Disturb is turned on.
- **On:** *7 8 #
- **Off:** *7 9 #

**Exclusive Call Forwarding**

Forward up to 20 phone numbers from a list of specific incoming callers, to an alternative phone number. Enter numbers online at: [att.com/mybusiness](http://att.com/mybusiness)
- **On:** Activate Online
- **Off:** Deactivate online or by dialing *83#

**Locate Me**

Don’t miss an incoming call again! Not only will your Internet Voice number ring, but up to four other numbers will all ring at the same time.
Enter numbers in your “Locate Me” list online at: [att.com/mybusiness](http://att.com/mybusiness)
- **On:** Activate Online
- **Off:** Deactivated online or by dialing *313#

**Safe Call Forwarding**

Forward incoming calls to another phone number if your main phone line has a service disruption.
- **On:** *372 enter a forwarding number, then press #
- **Off:** *373#

**Three-Way Calling**

Add a third party to an existing call.
- **During a call,** press Flash, dial the new number, then press Flash again

**Speed Dialing**

Assign 2-digit codes to frequently called numbers, with a maximum of 32 speed dialing codes per phone line. Available speed dial numbers are 20-51.
- **Set up via phone:** *75 speed dial code 20-51, phone number
- **Example:** *75 20 8178881234 would result in 20 as the speed dial code for 817-888-1234.

**Transfer To Voicemail**

Transfer a call directly into another user’s voicemail box.
- **During a call,** press the hook flash (aka switch hook) then *99 followed by the “transfer to” number
- **Wait for the voicemail greeting to start before hanging up to properly connect the caller to the voicemail.**
- **Note:** The “transfer to” number must be in the same Internet account.

© 2017-2018 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
How to Manage or Change Voicemail Settings from your Phone’s keypad

Tip
The # key is not needed to manage voicemail.

Voicemail Access
Listen to and manage voice messages.

From business phone:
• Dial * 9 8 or call your business phone number

From any other phone:
• Dial your business phone number and press * when you hear your greeting
• Enter your PIN when prompted

Change PIN for Voicemail
Change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be 6 to 10 digits in length and should not be your phone number or voice mailbox number.

From business number:
1. Dial * 9 8
2. At the Main Menu, press 4
3. For Administrative Options, press 2
4. For Security and Hands Free, press 2
5. To change PIN, press 1

From any other phone:
1. Dial your business phone number and press * when you hear your greeting
2. Enter your current PIN
3. Follow prompts as stated above

Note: If you incorrectly enter your PIN, you will be asked to enter your Authentication Code. Once you have entered your Authentication Code, follow the prompts to reset your PIN and access your mailbox.

Change Voicemail Greeting
Choose the greeting callers will hear when they reach your voice mailbox.
1. Access your voice mailbox
2. At the Main Menu, for Mailbox settings, press 4
3. For Greetings, press 3

Combine Your AT&T Wireless and Internet Voice Mailboxes
Add up to two wireless phone numbers from AT&T to your Internet Voicemail account and get all your voicemail messages in one place.

Telephone Instructions:
1. Access your mailbox
2. At the Main Menu, for Mailbox Settings, press 4
3. For Administrative Options, press 1
4. For Additional Settings, press 6
5. To add a Wireless Number, press 2
You will be prompted to enter the last four digits of your Social Security Number or Tax ID for verification purposes. The last four digits of the Social Security or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the wireless account being added.

Voicemail Viewer
View, manage, and listen to your AT&T Internet Voicemail messages on qualifying computers or wireless devices at att.com/vmviewer. Once set up, messages are automatically delivered to your computer or wireless device. This feature includes voicemail-to-text functionality.
• Activated online at: att.com/vmviewer

© 2017-2018 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
AT&T Phone - Additional Equipment Information

AT&T Phone for Business is also able to utilize other technology in addition to your phone. Fax machines, credit card terminals/point-of-sale devices, and remote monitoring systems can all be managed with AT&T Phone for Business. The following pages provide helpful information on how to get the most out of these services.

Fax

Fax machines were designed to work with traditional analog phone lines. Most fax machines, but not all, can be adjusted to work with AT&T Phone for Business. We have provided suggestions below in order for you to determine if your fax machine is compatible with AT&T Phone for Business.

<table>
<thead>
<tr>
<th>Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Some devices such as answering machines and caller IDs may interfere with the fax transmission.</td>
</tr>
<tr>
<td>• Change the transmission speed. Adjust the BAUD rate of the fax machine to 9600 bps or lower.</td>
</tr>
<tr>
<td>• Turn off or disable ECM (Error Correction Mode) or FEC (Forward Error Correction), a setting usually set as the default.</td>
</tr>
<tr>
<td>• Connect the fax machine directly to the AT&amp;T Phone for Business Gateway with your existing phone cord. Remove any splitters or other devices on that line. Some devices may interfere with the fax transmission such as answering machines and caller IDs.</td>
</tr>
<tr>
<td>• Enable overseas or international mode if available.</td>
</tr>
<tr>
<td>• Change the resolution setting to standard.</td>
</tr>
<tr>
<td>• If a fax machine shares a line with a voice line equipped with voicemail, the stutter tone that notifies the user of a new voicemail message may cause interference and confuse fax machines. To clear the stutter tone, listen to any voicemails not previously heard. If you have more than one line, you should consider putting your voicemail service on a line not shared with a fax machine.</td>
</tr>
<tr>
<td>• Plug the power adapter (cord) directly into a wall socket, rather than a power strip or surge protector.</td>
</tr>
</tbody>
</table>

*Please check with your sales contact to evaluate compatibility or call 1-800-321-2000

© 2017-2018 AT&T Intellectual Property. All rights reserved. AT&T, the Globe logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.
Point of Sale devices (POS)

If your merchant does not recommend connecting the POS device to your new IP-based voice network, the device may work directly from a broadband connection.

### Using POS devices over broadband connection

- May make transactions faster and save time for your business and your customers.
- Allows you to process transactions without risk of disrupting a transmission if an incoming call is received.
- Allows transactions without having a dedicated voice line or waiting for a phone line to become available.

### Alarms/Remote monitoring systems

You must contact your alarm or remote monitoring system provider to determine if your service is compatible with an AT&T Phone for Business IP-based network service as set forth in the AT&T U-VERSE® TV and AT&T PHONE Terms of Service for Business. [https://www.att.com/legal/terms.businessUverseAttTermsOfService.html](https://www.att.com/legal/terms.businessUverseAttTermsOfService.html)

**Congratulations!** You now know how to use the AT&T Phone for Business portal! This document was created to help you meet your business communication needs. Additional contact and support information is listed below.

### Contact and Support

For additional assistance, contact the AT&T Business Services Center at:

- 1-800-321-2000
- Visit att.com/contactus/smb/