

Top Features



Voicemail Viewer and Voicemail-to-Text (VMTT)

Get VMTT on your qualifying iOS or Android™ device via the Voicemail Viewer App or choose to automatically forward your voicemail messages with VMTT to a designated email address accessible from your smartphone, tablet, or computer.

Call Blocking

Block unwanted calls from numbers you specify, avoid those with anonymous information, and screen the callers you want to hear from with this feature.

Caller ID on TV

See who is calling on your TV screen, and decide whether you want to answer (Phone and U-verse TV service required).

Add/Remove Wireless Number

Combine your AT&T Wireless and home Voicemail into a single mailbox. Wireless numbers can be added or removed anytime you'd like.

AT&T Phone user guide

Need more help?

Visit att.com/digitalvoicemail for more information on setting up and customizing your voicemail.

Questions?

Click or Live Chat online: att.com/support
Call: **800.288.2020** (and say "Technical Support").

¿Hablas español?

Para ver esta guía en español, visita att.com/uverseguias y haz clic en Guía del usuario del servicio Phone de AT&T (ATT82000603-10).

Accessibility support:

Alternate formats now available in large print or braille.
Call 800.288.2020 and request your Phone User Guide (ATT82000603-10) in an alternate format.

- Telephone equipment for visual and/or hearing impaired:
 - Phone: 877.902.6350
 - TTY: 800.772.2889
- Repair Center:
 - Phone: 800.246.8464
 - TTY: 800.397.3172
- Accessible Tagged PDF: Visit att.com/userguides
- Device Compatibility Feature: Compatible with any TTY/TDD devices with standard phone line

AT&T Phone, including 911 dialing, will not function during a power outage without battery backup power.
¹ Caller ID on TV requires subscription to U-verse TV and Phone. (06/16)

Printed on recycled paper.



ATT82000603-10

AT&T Phone user guide

- Top Features
- How to manage Phone Features
- How to manage or change Voicemail Settings
- Need more help?



Questions? Get answers 24/7 at att.com/support, or Live Chat with an AT&T representative!



How to manage Phone Features

To manage Phone Features online, log in to your online account at att.com/myatt and click on HOME PHONE, then “MANAGE VOICE FEATURES.” For more information on managing Phone Features, go to att.com/uvfeatures

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: *87#

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, enter a forwarding number, then press #
- OFF: *91#

Exclusive Call Forwarding

Allows you to forward up to 20 phone numbers from a list of specific incoming callers to an alternate phone number. Click on the ‘X’ to remove from the list.

- ON: Activated Online
- OFF: Online or dial *83#

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 #
- OFF: *93#

Safe Call Forwarding

Allows you to 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#

Call Blocking

Call blocking allows you to prevent up to 20 phone numbers from ringing through to your phone. Caller receives a message saying “the number you dialed will not accept your call.”

- ON: *60 and follow voice prompts
- OFF: *80#

Caller ID Blocking

Prevent the person you are calling from seeing your details on their Caller ID display. Enable this feature for all calls at uversecentral.att.com

- To disable this feature for one call, press *82, dial the number, then press #
- To block your details for one call, press *67, dial the number, then press #

Caller ID on TV

Allows members with U-verse TV and Phone services to receive Caller ID notifications on their TV. A small window will appear on the TV screen when a new call comes in and will automatically disappear after 10 seconds.

Call Screening

Accept calls only from select numbers. All other callers hear “The number you dialed will not accept your call.” Designate up to 20 numbers online at att.com/myatt

- ON: Activated Online
- OFF: *84#

Call Trace

Traces the number of the last call you received—\$8 per call charge.

Note: Only law enforcement officials have access to call records. A complaint must be filed to give law enforcement officials access to call records.

- *57#

Call Waiting

Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call. Or don’t accept the call that’s waiting and send the caller to your voicemail message box. If you have Caller ID capability, then the number of the incoming caller will be displayed.

- Press “Flash” to activate during a call

Cancel Call Waiting

Allows you to cancel Call Waiting for all calls.

- ON: *370#
- OFF: *371#

Directory Assistance Blocking

Directory Assistance Blocking allows you to prevent all outgoing calls to Directory Assistance (such as 411 or information).

Do Not Disturb

Gives you the option to turn off the ringer on your phone. This can be done from either the handset or from here. A busy signal will be heard by the caller when Do Not Disturb is turned on.

- ON: *78#
- OFF: *79#

International Call Blocking

International Call Blocking allows you to prevent all outgoing calls to international numbers (when dialing starts with 011 or 010).

Locate Me

Never miss an incoming call again! Not only will your Phone number ring, but up to four other numbers will all ring at the same time. Enter numbers on your “Locate Me” list—online at att.com/myatt

- ON: Activated Online
- OFF: *313#

Three-Way Calling

Allows you to add a third party to an existing conversation.

- Flash + dial number + Flash

See the complete list of Phone features at att.com/uvfeatures, battery backup information at att.com/batterybackup, and other helpful user guides at att.com/userguides.



How to manage or change Voicemail Settings

Voicemail Setup

Instructs you on how to set up voicemail.

- Dial *98 from your home phone
- Follow the prompts to set up your 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.

Voicemail Access

Allows you to access your voice mailbox to retrieve voice messages.

FROM HOME:

- Dial *98 or dial your home phone number

FROM ANY TOUCH-TONE PHONE:

- Dial your home phone number and press the * when you hear your greeting
- Enter your PIN
- Press 1 to listen

Change PIN for Voicemail

Allows you to 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 HOME:

- Dial *98 from home phone (or dial your home phone number, then * at the greeting).
- Press 4 to change your mailbox settings.
- Press 2 to change administrative options.
- Press 1 for security and hands-free options.
- Press 1 to change PIN and follow the prompts.

FROM ANY TOUCH-TONE PHONE:

- Dial your home phone number.
- Upon hearing your greeting, press *.
- Enter your PIN.
- Press 4 to change your mailbox settings.
- Press 2 to change administrative options.
- Press 1 for security and hands-free options.
- Press 1 to change PIN and follow the prompts.

FROM ANY TOUCH-TONE PHONE (FORGOTTEN PIN):

- Dial your home 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.

To Manage Voicemail Features Online:

- 1) Access your account at att.com/myatt by logging in with your AT&T U-verse Member ID (email address) and password.
- 2) Hover over Home Phone on the myAT&T Account Overview page and then select Check Voicemail.
- 3) Select Voicemail Settings.

Turn Voicemail On or Off

Using this online feature allows you to control call forwarding to your voice mailbox. When the feature is on, voicemail messages can be left in your voice mailbox. When it is off, callers will not have the option to leave you voicemail messages.

Set Number of Rings

Select how long your phone should ring before forwarding the incoming call to voicemail.

Change PIN

Select a personal identification number (PIN) to be used when accessing your voicemail 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.

Add/Remove Wireless Number

Convenient option to combine your AT&T Wireless and voicemail into a single mailbox. Add up to two wireless numbers to your voice mailbox. If desired, you can also remove your wireless numbers from a single mailbox to distinct mailboxes.

Message Waiting Indicator on TV

While you’re watching TV, a small window appears on your TV screen to indicate a new voicemail is waiting and will automatically disappear after 10 seconds.

For more information on managing Voicemail Settings, go to att.com/digitalvoicemail

Voicemail Viewer and Voicemail-to-Text

Get Voicemail-to-Text (VMTT) on your qualifying iOS or Android device via the Voicemail Viewer App or choose to automatically forward your voicemail messages with VMTT to a designated email address accessible from your smartphone, tablet, or computer. For more information, please visit att.com/vmviewer