

# AT&T Unified Messaging<sup>SM</sup>

## *User Guide*



# AT&T Unified Messaging<sup>SM</sup> User Guide

Enjoy all the benefits of your new service by learning about its many features and capabilities.

## Welcome to AT&T Unified Messaging<sup>SM</sup>

Prepare to have your messaging life changed. That may sound like a bold statement, but you'll understand the difference your new AT&T Unified Messaging service can make once you experience its many features and benefits. Even better, your AT&T Unified Messaging service is easy to learn and use. Simply follow the steps in this User Guide and you'll be off and running in no time.

### How Does AT&T Unified Messaging Work?

AT&T Unified Messaging combines voice, wireless<sup>1</sup>, fax and email messages into one mailbox, making them easily accessible from any computer or phone. Plus, not only can you listen to your voice messages using a phone, you can also listen to your email and fax header information, thanks to built-in text-to-speech technology.

AT&T Unified Messaging incorporates the latest technology to save you time and money, no matter where you are or how you communicate.

Here are just a few of the service's great features that put you in control:

- Check voicemail messages by phone or from a computer with Web access.
- Receive fax messages and print them out using your computer.
- Option to combine AT&T wireline and wireless messages into a single mailbox.
- Hear your voice messages, email and fax headers over the phone.
- Easily view a list of your voicemail messages right from your wireless device with the AT&T Voicemail Viewer application.

The first section of this User Guide will help you set up your new mailbox. Next, you'll learn about the basics, like how to access your mailbox. Then we'll walk you through a test run. The remaining sections will help you understand how the different features of your service work so you can get the most out of your new service.

If you have further questions, please don't hesitate to call us. We're ready to answer any questions about your AT&T Unified Messaging service and assist you with setting up your mailbox. It could save you time, and you'll have access to an AT&T Unified Messaging expert to answer your questions.

Call AT&T Unified Messaging Customer Care at 888.300.6500, Monday through Friday 8am-7pm CT.

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<sup>1</sup> This service is only available when your wireless service is provided by AT&T and is not a prepaid number. Unified Messaging works with most wireless phones from AT&T, but not all. Both services must originate within the same service area, or the combined mailbox may not work properly and you may incur additional charges. Once combined, your wireless voice mailbox will be eliminated and any existing messages will be lost.

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# System Requirements

The AT&T Unified Messaging<sup>SM</sup> service is designed to work with most computers equipped with Pentium or higher processors. There are some Internet browser limitations for Apple® Macintosh users. Minimum system requirements include:

## **Computer Speed**

133 MHz or higher

## **Operating System**

Microsoft Windows® 10, 8, 7 and Vista. If you don't know the operating system you're using, your computer will be checked automatically during the setup process. There are some Internet browser limitations for Apple® Macintosh users. Apple® Macintosh users will not be able to record greetings. In addition, to listen to voice messages over the Internet browser, Apple® Macintosh and Microsoft Windows® Vista users will need to use their own media player.

## **Available Hard Drive Space**

140MBs or higher

## **Web Browser**

Microsoft Internet Explorer 11 or higher; Microsoft Edge; Firefox 27 or higher. If you don't know the Web browser you're using, your computer will be checked automatically during the setup process.

## **Flash**

Adobe Flash Player v11.0 or higher.

## **Screen Resolution**

Minimum: 800 x 600 pixels

Recommended: 1024 x 768 pixels is optimal

## **Audio Output (Optional)**

You'll need speakers or a headset if you want to listen to your voicemail messages via your computer.

## **Audio Input (Optional)**

You'll need a microphone if you want to record greetings or voicemail messages via your computer. Check your PC manual.

You can set up your AT&T Unified Messaging<sup>SM</sup> (UM) mailbox using a telephone or computer. If you use a computer to set up your voicemail, you'll need a microphone on your computer to record your greetings.

**Note:** Apple® Macintosh users cannot record greetings from their computer with Setup Wizard. Accordingly, Apple® Macintosh can set up Unified Messaging on their computer except that all greetings will need to be recorded from their handset.

## **Telephone Instructions**

**If you're setting up your voicemail mailbox using the telephone connected to your AT&T Unified Messaging service, follow these steps:**

For Residential Customers (when dialing from your home phone):

1. Dial \*98<sup>1</sup>.
2. Follow the prompts to set-up your mailbox.

**Note:** Once you've completed basic set-up of your mailbox, go to the Retrieving Your Messages Faster and Easier section for telephone instructions to consider turning on PIN Skip and Autoplay.

For Any Customer:

1. Dial your Access Number (found in your Welcome Letter)
2. Enter your Temporary PIN (found in your Welcome Letter) and follow the prompts to set-up your mailbox.

Once you've recorded your personal greeting or selected a pre-recorded greeting, Basic Mailbox Setup is complete and your AT&T Unified Messaging voicemail mailbox is now ready to use. For additional setup instructions, follow the prompts. To check your voice or email messages online, you'll still need to go through the Setup Wizard on the computer.

**If you're setting up your mailbox using a telephone NOT connected to your AT&T Unified Messaging service, follow these steps:**

1. You can access your mailbox in one of two ways:
  - a. Dial your Access Number (You can find your access number in your Welcome Letter). Once you hear the system greeting, simply follow the prompts.
  - b. Dial your Mailbox Number. Once you hear the system greeting, press \*.
2. Enter your 10-digit telephone number.
3. Enter your Temporary PIN.

Once you've recorded your personal greeting or selected a pre-recorded greeting, Basic Mailbox Setup is complete and your AT&T Unified Messaging voicemail mailbox is now ready to use. For additional setup instructions, follow the prompts. To check your voice or email messages online, you'll still need to go through the Setup Wizard on the computer.

## **Computer Instructions**

To see a short video demonstration on how to set up your mailbox over the computer, go to [um.att.com](http://um.att.com).

The Setup Wizard is the easiest way to configure your mailbox features. It takes you through basic setup:

- System Requirements — Do you have the necessary hardware and software to use AT&T Unified Messaging?
- Compatibility Test — Do you have software required for creating greetings and listening to messages? If you don't have the required software, the Setup Wizard will download and install it for you.
- Account Creation — To set up a personalized email address and PIN, including an authentication code question and answer, in the event you forget or lost your PIN and need to reset it.
- Making Recordings (via Web or phone) — How do you record your name announcement and personal greeting? If you're using a Windows computer, you'll need a microphone attached to

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<sup>1</sup> If Star Code Access to Voicemail (\*98) is not available in your area, dial your home phone number from your home phone or dial the access number listed in your Welcome Letter to access your mailbox. As needed, call AT&T Unified Messaging Customer Care at 888.300.6500 for assistance.

your computer to record your greetings. You can skip this step and record your greetings using a telephone when you access your mailbox for the first time.

#### **Additional Setup Wizard steps:**

- Main Mailbox Settings — How many messages do you want displayed in your inbox at one time? Do you want to save a copy of every email you send? What's your time zone?
- Telephone Settings: Sign in — Do you want to enter your telephone number and PIN when you access your messages via phone?
- Telephone Settings: Urgent Messages — Do you want urgent messages to play first when you access your messages via phone? Autoplay — Do you want your messages to start playing immediately when you access your messages via phone?
- Telephone Settings: Message Details — Do you want to hear just the sender's name/number, the date/time, the subject line, the message body or all the details when you access your messages via phone?
- In addition, if you would like to add a wireless phone from AT&T to your UM service or set up additional mailboxes, this can be done through the Setup Wizard with selected UM products.

#### **Things you'll need before you start:**

- Your Temporary Email Address (Your telephone number combined with @um.att.com. For example, 5551234567@um.att.com)
- Your Temporary Password (Provided to you at the time you placed your order)

You can also find both items in your Welcome Letter. If necessary, call AT&T Unified Messaging Customer Care at 888.300.6500 for help.

#### **Now, follow these steps:**

1. Go to [um.att.com](http://um.att.com). This is where you'll go every time you want to access your mailbox using a computer, so bookmark it or add it to your Favorites list for future use.
2. Enter your Temporary Email Address and Temporary Password<sup>1</sup> in the appropriate fields.
3. Follow the onscreen instructions of the Setup Wizard.

After you're done with the **Setup Wizard**, your AT&T Unified Messaging mailbox is now ready to use.

To check your voicemail or email messages, simply go to [um.att.com](http://um.att.com) and enter the Email Address and Password you just created using the Setup Wizard. You'll be taken directly to your Inbox. Then, click any message to view it. You can also check your messages using a phone.

If your local service is billed on a per-call or per-minute basis, you'll be charged for all local calls associated with the use of your voice messaging service. You'll be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You'll also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you'll incur applicable local toll or long distance charges. Calls forwarded to your mailbox from your wireless phone will not incur airtime charges. However, airtime charges will apply when using your wireless handset to retrieve messages. Contact us for rate information.

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FOR SECURITY REASONS, WE ASK THAT YOU CHANGE YOUR TEMPORARY WEBSITE EMAIL ADDRESS, WEBSITE PASSWORD AND PIN IMMEDIATELY EVEN IF YOU'RE NOT YET USING YOUR MAILBOX. When choosing your Password and PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your Password and PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your Password and PIN as you would your ATM PIN. Select a Password and PIN of at least six digits. For added security, you should change your Password and PIN periodically and check your greetings to make sure they haven't been changed.

# Setting Up Your Mailbox

## Setting Your Mailbox Greetings

With AT&T Unified Messaging<sup>SM</sup> service, you have a choice of several types of mailbox greetings:

### **Name Announcement**

Your recorded Name Announcement is what other AT&T Unified Messaging users hear when they send you a message or when you send them a voice message. It is also heard when using the Pre-recorded Greeting that includes your name.

A sample Recorded Name: "Jack Smith."

### **Pre-Recorded Greeting**

The pre-recorded greeting is a default greeting provided by your AT&T Unified Messaging service. If you don't record and activate your personal greeting, callers will hear one of three pre-recorded greetings. You have a choice of a pre-recorded greeting that includes your name (Recorded Name), a pre-recorded greeting that includes your telephone number or just a generic pre-recorded greeting that does not include your name or your phone number.

Sample pre-recorded greetings:

1. "<Your Recorded Name> can't take your call now..."
2. "<Telephone Number xxx-xxx-xxxx> can't take your call now..."
3. "The person you have dialed can't take your call now..."

...at the tone, please record your message. When you have finished recording, simply hang up..."

### **Personal Greeting**

Your personal greeting is for everyday use. It's the main greeting your callers hear when they call and you don't answer the telephone. If you record and activate your personal greeting, it will replace the pre-recorded greeting. You can change your personal greeting or use a pre-recorded greeting at any time.

A sample Personal Greeting: "Hello, you've reached Larry's mailbox. Please leave a message."

### **Same As Primary Greeting**

Used with wireless numbers and secondary lines associated with your AT&T Unified Messaging mailbox. This greeting allows callers to hear the same greeting that they hear when they call your primary line.

### **Extended Absence Greeting**

This greeting can be used as a temporary greeting to be played for special occasions. An example of when you would use your Extended Absence Greeting would be when you go on vacation or are out of the office for a period of time. In addition, if your Extended Absence Greeting is playing, you can always go back to your personal greeting without having to re-record your personal greeting. You also have the option of receiving or not receiving messages when this greeting is active.

An Extended Absence Greeting is similar to the Out-of-Office email feature, except that when the Out-of-Office message is on people can still send emails to your account. When the Extended Absence Greeting is in use, voicemails cannot be left unless additional commands are entered into the UM system.

A sample Extended Absence Greeting: "This is Marilyn with an out-of-the-office announcement. I am currently out on vacation for the next 2 weeks. This mailbox will not accept any messages in my absence. Please call back after the 15th. Thank you."

If this greeting is active, you will be notified upon signing in to your mailbox over the phone or the computer that the Extended Absence Greeting is on and whether messages are being received or not.

Telephone and computer instructions for setting up an Extended Absence Greeting are listed below.

**Family Greeting** (residential customers only)

The primary mailbox, or main mailbox, is also considered mailbox number 1. All subsequent sub-mailboxes are given their own number — mailbox 2, mailbox 3, mailbox 4 and mailbox 5. **Note:** It is not required that sub-mailboxes be placed in a numerical order. From the computer, you can choose 2, 5 and 9, for example.

The main mailbox owner records the Family Greeting and assigns the appropriate keys callers would press to leave a message for various members of the household.

A sample Family Greeting: "You have reached the Smith home. To leave a message for Jack [main mailbox owner], press 1 and wait for the tone; for Kim, press 2; to leave a general message for the family, please press 3."

In the Family Greeting example above, the primary mailbox belongs to Jack. When Jack's callers press 1 and wait for the tone, they will hear Jack's personal greeting, specific to Jack's mailbox. He took the primary account so that he would not have to give the primary account passcode to his kids, therefore preventing them from altering the settings of the primary mailbox and all sub-mailboxes. He created a sub-mailbox for the general/family mailbox ("...to leave a message for the family, please press 3"). He can give the passcode for this sub-mailbox to the whole family, but if changes are made to this sub-mailbox (mailbox 3), the changes only affect this sub-mailbox.

In addition, the primary mailbox has the option to hear if the sub-mailboxes have new messages or not.

All sub-mailboxes will not have the option of changing the initial (family) greeting that callers hear when the primary telephone number is called. Each sub-mailbox holder can, however, create a personalized greeting the caller hears once the caller selects the number associated with the holder's sub-mailbox. When setting up this sub-mailbox greeting through the website, the sub-mailbox user goes to the **My Greetings** page, and then selects the greeting to use.

**Note:** There is an option to select a greeting for your wireless phone or secondary telephone line that is the same as the primary. If this option is chosen when a Family Greeting is used, the Family Greeting will be played for callers who call the wireless phone or secondary landline for which the greeting was chosen to be the same as the primary.

If you want to use a different greeting from the Family Greeting for your wireless phone, choose Personal Greeting from the greeting links and follow the standard process for recording the greeting outlined below.

You can only use one Family Greeting at a time. If you're using a Family Greeting on the primary line, you have to use the same greeting for your wireless phone if you want a Family Greeting on your wireless phone. You cannot create a separate Family Greeting for your wireless phone.

The Family Greeting for residential customers is the same as the Company Greeting for business customers.

**Options for Callers**

You can also leave additional instructions for callers in your personal greeting, which allows them to mark

their messages as urgent. If you choose this option, inform callers in your personal greeting to follow these steps:

After callers press #, they'll be prompted to do one of the following:

- Press 1 to review the message.
- Press 2 to mark the message "Urgent."
- Press 3 to mark the message "Private."
- Press # to send the message.

### Telephone Instructions

1. Access your mailbox.
2. From the Main Menu, press 4 for Mailbox Settings.
3. Press 3 for Greetings.
4. Choose the greeting you want to change:
  - Personal Greeting, press 1.
  - Extended Absence Greeting, press 2.
  - Name, press 3.
  - Group or Family Greeting (if applicable), press 4 (See section on Setting Your Mailbox Greetings. Additional Lines, press 6 (see note below).
  - If greeting used for additional numbers, press 7 (see note below).

Note: Pressing the **6** key allows you to review and change greetings for all telephone numbers associated to your mailbox. When calling from your primary telephone number, pressing the **7** key allows you to set the greetings for all telephone numbers associated to your mailbox to be the same greeting as your primary number ("same as primary"). If all telephone numbers are already set to "same as primary," **7** is not an option. When calling from any additional telephone number that is associated to your mailbox, pressing **7** allows you to create a personal greeting or turn on/off the "same as primary" greeting.

5. After recording the new greeting:
  - If you're happy with the recording, press 1.
  - To record again, press 2.
  - If you need more time, press 8 to pause up to twenty seconds. To resume, press any key to continue.
  - To cancel and return to the Greetings menu, press \*.

### Computer Instructions

**Note:** You must have a microphone on your computer to use this option.

1. Go to [um.att.com](http://um.att.com), enter your Email Address and Password. Select Settings from the navigation bar on the top right-hand side of the page, and then select My Greetings (under the Telephone Access Settings). Select the number from the drop-down list for which the greeting is to be set up and click Go.
2. Toward the bottom of the page, click the link under the Recording Action column and next to the type of greeting you want to review or re-record.
3. Record your Name, Personal Greeting, or Extended Absence Greeting.
4. Click Save and Close.
5. You'll automatically be returned to the My Greetings page.
6. Repeat steps 2-5 for the next greeting type you want to record.
7. Select which greetings to activate for each phone number via the Mailbox Greetings in Use section on the My Greetings page. Click the button next to the greeting you want to play.
8. Click Save and Close.

**Note:** If the greeting hasn't been recorded, you will not see an option to review the greeting in the Recording Action column.

If you're the primary owner of the account (the first account in a residential sub-mailbox configuration),

you may also want to record a personal greeting for your own individual mailbox, which callers will access by pressing 1. If you've already set up other sub-mailboxes on the account (learn how to create other accounts in section Sub-Mailboxes) and want a family greeting menu to play, follow these steps to set up your family greeting:

1. Complete steps 2–8 outlined above for your primary account.
2. Select the Review or Re-record Greeting link under the Recording Action column.
3. Record your Family Greeting. In order for the Family Greeting to play when someone calls the primary telephone number, the Family Mailbox Greetings in Use must be selected under the My Greetings page.
4. Click Save and Close.

## Managing Your Authentication Code/Resetting Your PIN

Setting up an Authentication Code will allow you to reset your PIN in the event it is lost or forgotten.

### Telephone Instructions

1. Access your mailbox. (See Accessing Your Mailbox.)
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 2 for Administrative Options.
4. Press 1 for Security and Hands Free.
5. Press 4 to modify your Authentication Code.
  - a. Press 1 to Create or Change.
    - i. For Mother's Date of Birth, press 1.
      1. Enter 8-digit date of birth (MMDDYYYY)<sup>1</sup>.
      2. Re-enter 8-digit date to confirm.
      3. Puts you back in the Security Options sub-menu.
    - ii. For Father's Date of Birth, press 2.
      1. Enter 8-digit date of birth (MMDDYYYY).
      2. Re-enter 8-digit date to confirm.
      3. Puts you back in the Security Options sub-menu.
    - iii. For Spouse's Date of Birth, press 3.
      1. Enter 8-digit date of birth (MMDDYYYY).
      2. Re-enter 8-digit date to confirm.
      3. Puts you back in the Security Options sub-menu.
    - iv. For Child's Date of Birth, press 4.
      1. Enter 8-digit date of birth (MMDDYYYY).
      2. Re-enter 8-digit date to confirm.
      3. Puts you back in the Security Options sub-menu.

**Note:** If you've forgotten your PIN and enter it incorrectly, the system will prompt you for your Authentication Code. Once you've entered your Authentication Code, follow the voice prompts to reset your PIN and access your mailbox.

### Computer Instructions

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Change Authentication Code (Under the Security Settings section).
4. Enter current Web Password.
5. Select Authentication question.
6. Enter answer to question.
7. Re-enter answer to question.
8. Click Save and Close.

Once complete, you'll be taken back to the Settings page.

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<sup>1</sup> The system does not check for valid date entries. For example, 12345678 would be considered a valid entry.

# Combining AT&T Wireline and Wireless Voicemail Messages to a Single Mailbox

(Feature not available with AT&T Unified Messaging<sup>SM</sup> Lite service)

This can also be done when you activate your service with the Setup Wizard.

You can connect up to two wireless numbers to your primary AT&T Unified Messaging mailbox and one wireless number to each sub-mailbox. After wireless integration, your messages can be accessed by pressing and holding the number 1 key.

This service is only available when your wireless service is provided by AT&T and is not a prepaid number. Unified Messaging works with most wireless phones from AT&T, but not all. Both services must originate within the same service area, or the combined mailbox may not work properly and you may incur additional charges. Once combined, your wireless voice mailbox will be eliminated and any existing messages will be lost.

If your wireless device has Visual Voicemail, the email-like inbox will be removed along with any existing wireless voicemail messages. We offer another application, the AT&T Voicemail Viewer app, which can be downloaded through the App Store or Google Play. It will allow you to check messages visually in an email-like inbox, choosing the order in which you listen to them and for residential customers, even reading both your AT&T wireline and wireless messages as voicemail-to-text.

**Note:** If your AT&T wireless device has Visual Voicemail, you may need to call Customer Care to have your integration fully completed.

Five minutes after completing the steps below, call your wireless number and leave a voicemail message to confirm your message was delivered to your AT&T Unified Messaging<sup>SM</sup> mailbox. If not, please call Customer Care at 888.300.6500.

## Telephone Instructions

1. Access your mailbox.
2. If Autoplay is on, press \* to access the Main Menu.
3. At the Main Menu, press 4 for Mailbox Settings.
4. Press 2 for Administrative Options.
5. Press 6 for Additional Settings.
6. Press 1 to add a Wireless Number.
  - When prompted, enter your 10-digit wireless phone number. Then enter the last four digits of your Social Security Number or Tax ID for verification purposes. The last four digits of the Social Security Number or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the wireless account being added.

**Note:** There may be a brief delay while confirming your wireless information.

The default greeting for your wireless number is your home phone greeting.

## Telephone Instructions to Create a Different Greeting for Your Wireless Number

1. Access your mailbox by pressing and holding the number 1 key from your wireless phone.
2. From the Main Menu, press 4 for Mailbox Settings.
3. Then press 3 for Greetings and follow the prompts.

## **Computer Instructions**

1. Go to [um.att.com](http://um.att.com). This is where you'll go every time you want to access your mailbox using a computer, so bookmark it for future use.
2. Enter your Email Address and Password in the appropriate fields.
3. Click Settings link on the top right-hand side of the page.
4. Click Add New Wireless Phone (under the Telephone Access Settings section).
5. In the text box that appears, enter your 10-digit wireless phone number. Then, enter the last four digits of your Social Security Number or Tax ID number for verification purposes.
6. When adding a wireless number, the last four digits of the Social Security Number or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the wireless account being added.
7. Click Save and Close to process your request. After your number has been verified, you'll be taken back to Telephone Settings. If you don't want to send your number for verification, click Cancel Changes.

Now, you're ready to create a Name Announcement and Greeting for your wireless number. You'll need a microphone on your computer to do this. If you don't have one, you can record your greeting over the phone. (See Setting Your Mailbox Greetings section.) The greeting for your wireless number can be the same as your main mailbox Greeting and Name Announcement, or you can create a new Greeting or Name Announcement just for your wireless number by following these steps:

8. From the My Greetings page, select your wireless number from the drop-down menu and click Go.
9. Toward the bottom of the page, click the link under the Recording Action column and next to the type of greeting you want to Review or Re-record. Your recorded spoken name is just that — your name, family name or department name for your mailbox (e.g., "Rhonda" or "A Plus Accounting"). Other UM subscribers will hear your name announcement when you leave them a message. For example, they'll hear: "Message from Rhonda." If you don't record and activate a personal greeting (see below), your name announcement will also play as part of the system greeting, like: "Rhonda can't take your call now. Leave a message."
10. Click Record and say your name after the tone.
11. Click Stop when you're done recording.
12. To review your Name Announcement, click Play.
13. If you want to re-record your Name Announcement, click Delete and start over.
14. When you're happy with your Name Announcement, click Save and Close.
15. Click the Record Greeting link to record your Personal Greeting. Your personal greeting is the greeting callers will hear if you don't answer or your line is busy. For example: "You have reached A Plus Accounting. Please leave a message."
16. Click Record and say your Personal Greeting.
17. Click Stop when you're done recording.
18. To review your greeting, click Play.
19. If you want to re-record your Personal Greeting, click Delete and start over.
20. When you're happy with your Personal Greeting, click Save and Close.
21. Once back at My Greetings, you can choose the greeting type you want from selecting a radio button of the greeting of your choice (Personal Greeting — that you just recorded, Pre-Recorded Greeting, etc.).

# Accessing Your Mailbox

Now that you've set up your AT&T Unified Messaging<sup>SM</sup> mailbox, you can access it anytime using a telephone or computer. The various features of your mailbox and how to use them are explained in the following sections of this User Guide.

## Telephone Instructions

### Accessing your voicemail mailbox using the telephone connected to your AT&T Unified Messaging service:

For Residential Customers (when dialing from your home phone):

1. Dial \*98<sup>1</sup>
2. If PIN Skip is not turned on, enter your PIN

### For Any Customer:

1. Dial your Access Number
2. Enter your PIN

**Note:** Once you've completed basic set-up of your mailbox, go to the Retrieving Your Messages Faster and Easier section for telephone instructions to consider turning on PIN Skip and Autoplay.

### Accessing your mailbox using a telephone NOT connected to your AT&T Unified Messaging service:

1. You can access your mailbox in two ways:
  - a. Dial your Access Number.
  - b. Dial your Mailbox Number. Once you hear the system greeting, press \*.
2. Enter your 10-digit telephone number.
3. Enter your PIN.

## Computer Instructions

1. Go to [um.att.com](http://um.att.com).
2. Enter your Email Address and Password in the appropriate fields. You'll automatically be taken to your Inbox.

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<sup>1</sup> If Star Code Access to Voicemail (\*98) is not available in your area, dial your home phone number from your home phone or dial the access number listed in your Welcome Letter to access your mailbox.

# Listening to Your Messages

When listening to and managing your messages, you have several options:

## Guide to Listening to Your Messages



### Computer Instructions

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password. You'll be taken to your Inbox containing all your messages.
2. Click on the Message Type icon or any underlined field (Date/Time, Size or Subject) of the message to review it.

The Message Types are: Voice, email and fax.

To play a voicemail message:

1. Click on the message to review.
2. Click Play to listen to the voicemail message.
3. Press Stop to stop playback.

### To open an attachment:

1. Click on the message to review.
2. Underneath the message window, emails with attachments will show the attachment file names that can be opened. Click on the underlined attachment file name to open the file.

### **Save to My Computer**

Saving messages to your computer and deleting them from your inbox helps keep your inbox from reaching capacity. Once your messages are deleted and you empty your trash folder, they can no longer be accessed through your AT&T Unified Messaging mailbox.

To save messages to your computer, follow these steps:

1. Open the message you want to save from your Inbox or other folder.
2. Click the Save to My Computer button near the bottom of the page.
3. Choose Save from the pop-up box.
4. Choose the location on your computer where you want to save the message.
5. Name the file.
6. Click Save.

## **Retrieving Your Messages Faster and Easier**

Your AT&T Unified Messaging service includes the following shortcuts for retrieving and reviewing messages using a phone. The information below is also outlined in your Telephone User Interface (TUI) Setup Wizard:

### **Fast Sign In**

When turned on, this feature lets you bypass entering your Telephone Number when you call AT&T Unified Messaging from your primary telephone number. Your new service comes with Fast Sign in turned on. See below for how to turn Fast Sign in on and off.

### **PIN Skip**

When turned on, this feature lets you bypass entering your PIN when calling in from your primary telephone number. PIN Skip can only be turned on when Fast Sign in is turned on. If you have both these features turned on, you'll go directly to the Main Menu after you dial your Access Number.

**Note:** Use of this feature reduces the security of your service by making your messages more vulnerable to unauthorized access by third parties. This includes unauthorized persons calling from the location associated with your mailbox or gaining access by using equipment to make it appear such calls are originating from the location associated with your mailbox.

### **Autoplay**

When turned on, this feature lets you bypass the Main Menu and automatically starts playing your messages. When Autoplay is active, you still have the ability to manipulate messages after they have played. You can simply press 4 to repeat, 9 to save, or 7 to delete while the message is playing. If you do not press 9 to save it or 7 to erase it, the message will automatically be saved and the next message will play.

If you have sub-mailboxes, all mailboxes have access to this feature.

### **Urgent Message Playback Options**

When turned on, this feature lets you designate which types of urgent messages you want to hear first upon accessing your mailbox over the telephone. By choosing one of the message types, that particular message type, if marked urgent by the sender, will be played ahead of any non-urgent messages.

### **Voicemail and Email Listening Options**

You also have the ability to change the way your messages are read to you over the phone. Here are your options:

For Voicemail messages:

- Name or number
- Date/Time — This includes the time and date the message was left.
- Message body only — This is the actual message that was left for you.

For Email messages:

- Sender's name/number
- Date/Time
- Subject Line
- Message body
- Number of attachments

### **Telephone Instructions — Fast Sign in and PIN Skip**

**Note:** These instructions are for main mailbox owners only.

Follow these steps to turn Fast Sign in and PIN Skip on and off:

1. Access your mailbox using the telephone number whose sign in you want to speed up.
2. From the Main Menu, press 4 for Mailbox Settings.
3. Press 2 for Administrative Options.
4. Press 1 for Security and Hands Free.
5. Press 2 for Fast Sign in Setup.
- 5a. Press 1 to turn on/off Fast Sign in..
6. Press 3 for PIN Skip.
- 6a. Press 1 to turn on/off PIN Skip.

**Reminder: PIN Skip can only be turned on if Fast Sign in is turned on.**

### **Telephone Instructions — Autoplay**

1. Access your mailbox using the telephone number for which you want to Autoplay messages.
2. From the Main Menu, press 4 for Mailbox Settings.
3. Press 2 for Administrative Options.
4. Press 4 for Message Settings.
5. Press 1 for Voicemail, 2 for Email or 3 for Fax Settings.
6. Select the type of message you want to Autoplay and follow the prompts to turn Autoplay on/off.

If Autoplay is on and you don't want to listen to your messages when you access your service, press \* to access the Main Menu. If you've created sub-mailboxes, each mailbox owner can set his/her own Autoplay options.

### **Telephone Instructions — New Urgent Message Playback**

1. Access your mailbox using the telephone number you want to designate urgent message playback.
2. From the Main Menu, press 4 for Mailbox Settings.
3. Press 2 for Administrative Options.
4. Press 4 for Message Settings.
5. Press 1 for Voicemail, 2 for Email or 3 for Fax Settings.
6. Press 2 again for Urgent messages.
  - To turn on/off urgent voicemail messages, press 1
  - To turn on/off urgent email messages, press 2
  - To turn on/off urgent fax messages, press 3

## **Computer Instructions — Fast Sign in, PIN Skip, Voicemail and Email Reading Options, AutoPlay and New Urgent Message Playback**

(For main mailbox owners only)

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Telephone Settings (under the Telephone Access Settings section).
4. If applicable, select the phone number for which you want to change the settings and click Go.
5. Click the radio buttons next to the sign in options you want.
  - Always enter both your phone number and PIN from all phones (both Fast Sign in and PIN Skip off)
  - When calling from your own phone, do not ask for your number (Fast Sign in on, PIN Skip off)
  - Speed is important (both Fast Sign in and PIN Skip<sup>1</sup> on)
6. Click the box(es) to designate which type of urgent messages (all, urgent or none) you want to be prompted for when you sign in over the phone.
7. For voicemail and email listening options, check what header information you want to hear over the phone.
8. Click **Save and Close**.

## **Computer Instructions — AutoPlay for non-primary account users in a Sub-Mailbox account (Residential Only) or Extension Mailbox (Business)**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Telephone Settings (under the Telephone Access Settings section).
4. If applicable, select the phone number for which you want to change the settings and click Go.
5. Click the box(es) to designate which type of urgent messages (all, urgent or none) you want to be prompted for when you sign in over the phone.
6. For voicemail and email listening options, check what header information you want to hear over the phone.
7. Click Save and Close.

## **Managing Your Fax Messages**

A fax can be received and stored electronically in your Unified Messaging mailbox as a .tif file. The telephone number associated with your Unified Messaging mailbox can also be used for inbound faxes.

**Note:** Do not answer the phone during an inbound fax or the fax will not be received. For Business Customers, if a separate number is desired so that a phone does not ring for an inbound fax, consider the Unified Messaging Fax Plus product (See page 42).

### **Computer Instructions**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password. You'll be taken to your Inbox containing all your messages.
2. Click on the fax Message Type.
3. All faxed messages are displayed where you can either delete or view faxes.
4. To view your fax, click on any underlined field (Date/Time, Size or Subject) of the fax message to review it.

The fax will be displayed and can be modified for viewing with the viewer tool. You can also Print, Move To Folder, on your PC, or Forward the fax to any email address.

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<sup>1</sup> USE OF THIS FEATURE REDUCES THE SECURITY OF YOUR SERVICE BY MAKING YOUR MESSAGES MORE VULNERABLE TO UNAUTHORIZED ACCESS BY THIRD PARTIES. This includes unauthorized persons calling from the location associated with your mailbox or gaining access by using equipment to make it appear such calls are originating from the location associated with your mailbox.

### **Telephone Instructions**

The Telephone User Interface allows you to hear how many New faxes and how many Saved faxes are in your mailbox. The contents of faxes are not read over the phone, you must use your computer to access and manage your faxes.

1. Access your mailbox.
2. From the Main Menu, press 1 to get your Messages.
3. Press 3 for Faxes.

You will then hear information about each of your faxes. You will hear the fax origination telephone number and the date and time it arrived. You will then have the following prompt options to manage your faxes:

- To Repeat Press 4.  
To Forward a Copy to another UM subscriber or distribution list press 6.  
To Delete Press 7.  
To Save Press 9.  
To Mark as New Press 9, 9.

## **Erased Message Retrieval**

When a message is erased over the telephone or deleted from the computer, you have up to 48 hours to still access this message before it is permanently deleted from your UM mailbox.

### **Telephone Instructions**

1. Access your mailbox.
2. If AutoPlay is on, press \* to access the Main Menu.
3. At the Main Menu, press 6 for Deleted Messages.

All messages erased during the past 48 hours will begin playing.

- If you want to save a message that is in the Deleted Message menu, just press 9 after hearing the message to save it. The message will be placed in your saved messages.
- If you press 7 to delete a message from the Deleted Message menu, it is permanently erased (no longer able to be retrieved).

### **Computer Instructions**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password. You'll be taken to your Inbox containing all your messages.
2. Erased Messages are in your Trash Folder (located underneath the Inbox on the left-hand side of the page).
  - To prevent messages from permanently being erased from your Trash Folder, move the messages to a Personal Folder, back to your Inbox or Save to Your Computer.
  - Messages will be deleted 48 hours from the time they are placed in your Trash Folder.

## **Deleting Messages, Trash Folder and Storage Capacity (Full Mailbox)**

AT&T Unified Messaging<sup>SM</sup> comes with storage capacity of 50MB for residential customers (with an additional 30MB for each sub-mailbox) and 100MB for business customers. Additional storage capacity can be purchased in 50MB increments. The maximum storage capacity of any primary mailbox is 200MB. If your AT&T Unified Messaging mailbox becomes full, you need to delete messages from your mailbox in

order to free up storage capacity. This can be done over the Telephone User Interface or the Web User Interface. When you erase or delete a message, it is placed in the Trash Folder for a period of 48 hours. Messages can be retrieved from the Trash Folder up to 48 hours from the time they were placed there. To retrieve your message from the Trash Folder, you can choose to re-save messages by signing in to your mailbox using a computer and moving the message to a Personal Folder or back to the Inbox. You can also save the message from the Trash Folder by using the TUI "Deleted Messages" option through the phone (press 6 from the main menu). When a message surpasses 48 hours in the Trash folder or is manually deleted from the Trash Folder by the user, it is permanently deleted from the system for good.

## Sending a Voice Message

Your new service makes it easy to leave voice messages for other AT&T Unified Messaging<sup>SM</sup> users without calling them. You can send messages to other mailboxes, groups or sub-mailboxes.

### Telephone Instructions

1. Access your mailbox.
2. If AutoPlay is on, press \* to access the Main Menu.
3. At the Main Menu, press 2 to send a voice message.
4. Address the message by entering the 10-digit telephone number of the person or the one- or two-digit Distribution List code to whom you want to send the voice message. The 10-digit telephone number or distribution list must be the telephone numbers of other AT&T Unified Messaging customers or the message won't be delivered.
  - If correct, press #.
  - If incorrect, press \* and re-enter the 10-digit telephone number or Distribution List code.
  - If you get an error when entering the telephone number, remember that you must include the area code. See the next section of this User Guide for more information on Distribution Lists.

**Note:** You won't incur long distance charges for sending a voicemail outside of your local calling area from your AT&T Unified Messaging mailbox.

5. Next, you'll hear the recipient's name or telephone number read back to you. You'll then be asked if you want to add additional numbers.
  - If you have additional numbers to enter, follow the prompts.
  - Once you've finished entering telephone or Distribution List numbers, press # to confirm you're done.

You'll then be prompted to record your message.

6. After the tone, record your message and press # when you're done. To hear delivery options, press 1.
  - To review the message, press 1
  - To mark the message Urgent, press 2
  - To mark the message Private, press 3
  - To re-record the message, press 4
  - To request delivery report, press 5
    - Select this option if you want to get confirmation that the message is delivered.
  - To request read report, press 6
    - Select this option if you want confirmation that the recipient opened the message.
  - To mark the message for Future Delivery, press 7
  - To send as is, press #

### Computer Instructions

Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.

Choose Voicemail under Compose on the left-hand side of the page.

Type the email address(es) of the people you want to receive the voice message. Or you can enter the email address associated with a specific Distribution List from your Address Book. If you enter an email address of someone who isn't an AT&T Unified Messaging user, he/she will receive an email with a .wav (sound file) attachment.

The subject will pre-populate with "Voice message from <your user name>."

Check the appropriate boxes if the voice message is urgent and/or private, and select if you want a read receipt notification.

Click the Record button in the audio player and speak your message into the microphone.

When you're finished, click **Stop**. Be sure to click **Stop** after recording your message or the system won't recognize that you've recorded a message and therefore won't send it.

Click **Play** to listen to the message you just recorded.

If you want to record the message again, click Delete and record another message.

When you're satisfied with your voice message, click **Send**.

## Future Delivery of a Voice Message

You can schedule Future Delivery voice messages from the Telephone User Interface (TUI) to be delivered up to 365 days in advance. Voice messages need to be scheduled at least 16 minutes into the future. Multiple Future Delivery messages can be sent for the same delivery time. The maximum number of Future Delivery messages that can be scheduled is 50. When there are Future Delivery messages scheduled, option No. 9 will be enabled from the Main Menu providing the ability to edit scheduled messages (See Telephone User Interface (TUI) Map).

### Telephone Instructions

1. Access your mailbox.
2. If AutoPlay is on, press \* to access the Main Menu.
3. At the Main Menu, press 2 to send a voice message.
4. Address the message by entering the 10-digit telephone number of the person or the one- or two-digit Distribution List code to whom you want to send the voice message. The 10-digit telephone number must be the telephone number of another AT&T Unified Messaging customer or the message won't be delivered.
  - If correct, press #.
  - If incorrect, press \* and re-enter the 10-digit telephone number or Distribution List code.
  - If you get an error when entering the telephone number, remember that you must include the area code. See the next section of this User Guide for more information on Distribution Lists.

**Note:** You won't incur long distance charges for sending a voicemail outside of your local calling area from your AT&T Unified Messaging mailbox.

Next, you'll hear the recipient's name or telephone number read back to you. You'll then be asked if you want to add additional numbers.

If you have additional numbers to enter, follow the prompts.

Once you've finished entering telephone or Distribution List numbers, press # to confirm you're done.

5. You'll then be prompted to record your message. After the tone, record your message and press # when you're done. To hear delivery options, press 1.
6. Press 7 for Future Delivery.

To schedule this message to be delivered in the future, listen to the instructions, or follow the example below.

After you press **7**, you need to specify a date and time for delivery. "Please enter the number of the desired month, for example, three for March or zero for this month." Then you will be prompted to enter the day for delivery. "Please enter the number of the desired day of the month, for example, 20 for the 20th or enter zero for today."

If this is correct, press **1**. To try again, press **2**.

You will now need to specify the time for delivery. "Please enter the time you wish the message to be delivered, specific to your normal local time. First, the hour." Then you will need to specify the minute. "Now please select the minute of the hour at which to deliver the message." Then "please select [1] for AM or [2] for PM."

If this is correct, press **1**. To try again, press **2**.

- To cancel Future Delivery and mark this message for immediate delivery, press 1.
- To edit the requested delivery time, press 2.
- To continue, press #. Your message has been successfully scheduled for future delivery.

## Using Your Address Book, Setting Up Distribution Lists

Your AT&T Unified Messaging<sup>SM</sup> mailbox has an Address Book where you can store contact information of people you communicate with often. Enter their name, email address, telephone number, street address and more.

In addition to using the Address Book to address voicemails and email messages, you can even create Distribution Lists within your Address Book so you can send the same voice or email message to a group of people all at once.

When creating a Distribution List using the telephone, you can only enter telephone numbers of AT&T Unified Messaging users. When creating a Distribution List using the computer, you can only enter telephone numbers of AT&T Unified Messaging users; in addition, you can enter email addresses of AT&T Unified Messaging users plus email addresses of people who aren't AT&T Unified Messaging users.

**Note:** You cannot add individual entries to the Address Book over the phone, only via the computer. When adding, deleting or changing entries to your Address Book or Distribution Lists using the computer, dialog boxes may pop up with helpful reminders of possible duplication and suggested actions to take to avoid duplication.

### Computer Instructions — Add Individual Entry

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Address Book on the left-hand side of the page.
3. Click Add Individual Entry.
4. Enter the person's contact information.
5. Click Save and Close to save the person to your Address Book.

### Telephone Instructions — Distribution List

Follow these steps to create a distribution list:

1. Access your mailbox.
2. From the Main Menu, press 4 for Mailbox Settings.

3. Press 2 for Administrative Options.
4. Press 2 again for Group Distribution Lists.
5. Press 1 to Add a new distribution list.
6. Choose a code for your list by entering a one- or two-digit code for identifying the list. This number is what you'll use when addressing voice messages to a specific list using a phone or computer.
7. Record a name to describe the distribution list.
8. Enter telephone numbers of the AT&T Unified Messaging users you want on the list.
  - To send voicemail messages from a phone to people who aren't AT&T Unified Messaging users, you must first enter their email address in your Address Book using a computer and create a distribution list with the email address in it. Then, when you're on the telephone, select the distribution list you just created to be the recipient of the voicemail (instead of entering a telephone number). The voicemail will be sent to their email address as a .wav file that can be played back using a computer.
9. When you're done adding telephone numbers, press #.

### **Computer Instructions — Distribution List**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Address Book on the left-hand side of the page.
3. Click Add Distribution List.
4. Type a name that describes your distribution list.
5. Enter a one- or two-digit code for identifying the list. This number is what you'll use when addressing voice messages to a specific list using a phone or computer.
6. Select the email addresses you want to be on your Distribution List from the Available Addresses portion of the page and click the Add, Remove and/or Remove All buttons as appropriate to create the Distribution List. (Note: Unless there's an email address associated with an entry, the entry cannot be used for a distribution list either from the computer or over the phone.)
7. If you want to add someone to your Distribution List who's not in your Address Book, enter the person's email address in the box marked Email Address and click the Add button.
8. Click the Save and Close button to save the list to your Address Book.

### **Addressing Email and Voicemail**

Use your Address Book to address a message.

When composing a voicemail or email message:

1. Click the "To:" button. ("CC:" and "BCC:" will also work.) Your address book will appear.
2. Click the email address(es) for all recipients. The address(es) will appear in the address box in the middle of the page next to the "To:" drop-down menu.
3. If you want to CC (carbon copy) or BCC (blind carbon copy) someone on your message, select the drop-down menu next to the address(es) box and choose "CC:" or "BCC:". The address(es) in the box will go away, but you'll see it again by choosing "To:" from the drop-down menu. Click the email address(es), like you did for "To:".
4. When you have selected all of the addresses you want, click the "Use These Address(es)" button. You'll be returned to your message with all of the address(es) you selected in their respective boxes.

**Note:** You can also start an email message in the Address Book by clicking the name of the person to whom you would like to send an email.

# Changing Your Password

## Computer Instructions

1. Access your mailbox from main menu.
2. Select Settings after accessing your mailbox.
3. Under Security Settings, select Change Web Password.
4. Under Change Web Password page, enter old password, new password and confirm new password.

# Forgot Password

## Computer Instructions

1. At the UM sign in page ([um.att.com](http://um.att.com))
2. Select Forgotten Your Password?
3. On the Enter Your Email Address page, type in your email address in the Your Email Address box and select Next.
4. On the Enter Your Authentication Code page, type in your authentication code in the authentication code question box. (e.g., What is your mother's date of birth?)
5. On the Enter Your New Password page, type in your new password and confirmed new password (6 – 18 characters). Then select Finish.

# Changing Your PIN/Sign in Settings<sup>1</sup>

## Telephone Instructions

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 2 for Administrative Options.
4. Press 1 for Security and Hands Free.
5. Press 1 to Change PIN.
6. Enter your new PIN, which must be at least six digits.
7. Re-enter your new PIN.

**(Note:** If you've forgotten your PIN and enter it incorrectly, the system will prompt you for your Authentication Code. Once you've entered your Authentication Code, follow the voice prompts to reset your PIN and access your mailbox.)

## Computer Instructions

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Change PIN for Telephone (Under the Security Settings section).
4. Enter the new PIN into the New Telephone PIN and Confirm Telephone PIN text boxes.
5. Click Save and Close.

Once complete, you'll be taken back to the Mailbox Settings page.

**Note:** If you forget your PIN, don't worry. You can reset it by accessing your mailbox using an Authentication Code or by calling AT&T Unified Messaging Customer Care at 888.300.6500 for help. To learn more about setting up or using an authentication code, please see the Managing Your Authentication Code section.

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<sup>1</sup> When choosing your Password and PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your Password and PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your Password and PIN as you would your ATM PIN. Select a Password and PIN of at least six digits. For added security, you should change your Password and PIN periodically and check your greetings to make sure they haven't been changed.

# Understanding Your Message Notification Options

With Message Notification, you always know when new messages are left in your AT&T Unified Messaging<sup>SM</sup> mailbox — no matter where you are. Set your mailbox to page you, send a message notification to a wireless or landline telephone, or send an email to an address other than your own. If you have sub-mailboxes, each mailbox user can set his/her message notification.

You can turn your message notification on and off whenever you want using a touch-tone telephone or computer. You can also select the type of messages you want to be notified about (e.g., email, voice and fax) and whether you want to be notified of all messages, just the ones marked urgent or none at all.

**Note:** Notifications can only be set up and changed using a computer.

## Landline Phone Notification

If you receive message notifications via a landline telephone, the Message Waiting Indicator on the telephone will be activated. The Message Waiting Indicator will either be a special “beeping” dial tone when you pick up the telephone and/or light on specially equipped telephones.

**Note:** Notification is not delivered to the telephone when messages are left in sub-mailboxes or extension mailboxes — only the primary mailbox. For example, if you have set up sub-mailboxes or extension mailboxes (“Hi, you’ve reached the Smiths. To leave a message for Jane, press 1; John press 2; Jill, press 3), notification is only available when messages are left for Jane. John and Jill will have to call in to check to see if they have received messages. However, Jane can set up the primary mailbox to play how many new messages each sub-mailbox has when she signs in to her mailbox. This can be turned on from either the telephone or when using the computer.

If you have a secondary telephone line (Alternate ID) associated with your service, you can also send it message notifications. For instance, you can set your mailbox to send voice message notifications to your primary line and fax message notifications to your secondary line (Alternate ID).

**Note:** If you have wireless phones, then this same landline notification setting also affects your wireless notification. For example, if you decide to turn on your landline notification, then your wireless notification will also be turned on. Conversely, if you decide to turn off your landline notification, your wireless notification will also be turned off. However, you can choose never to be notified of an email, voice message or fax on your wireless phone if you only want to be notified on your landline telephone.

**Learn how to turn your message notification on and off in the next section of this User Guide.**

## Pager Notification

If you want to be paged when a new message is left in your mailbox, you have two options.

The first option is to use an email address associated with your pager. Your AT&T Unified Messaging mailbox will send an email to your pager advising you of the message left. If you’re not sure if you have an email address associated with your pager, ask your pager service provider.

The second option is to have your AT&T Unified Messaging mailbox page your pager number directly. This option works similarly to someone calling your pager number directly and then keying in a phone number.

If you have a numeric pager, a specific code indicating the type and urgency of the message will show in the pager’s display. Your Mailbox (Telephone) Number will also appear next to the code. Here are the codes you’ll see and the type of messages they represent:

- 10 = Voice message
- 11 = Urgent voice message
- 20 = Fax message

- 21 = Urgent fax message
- 30 = Email message
- 31 = Urgent email message

If you have an alphanumeric pager, you'll see more than a code on your pager display. You'll see the message type, the message header and the date and time stamp. Here are some examples of what an alphanumeric pager notification could look like:

- Voice message — Voice message from new one <5376@um.att.com> regarding Voice message from 5376@um.att.com - 2 new messages in mailbox
- Fax message — Fax from 9252449383 <FAX=3143605825@um.att.com> - 2 new messages in mailbox
- Email message — Email from new one <huggs6@um.att.com> regarding hello test - 2 new messages in mailbox

**Note:** The actual text of an email or any attachments will not appear in the pager display. Also, pager service providers may format their notifications differently. Therefore, the pager notifications you receive may not appear exactly like the examples shown above.

If you select the second option to have your mailbox page your pager number directly, you'll be able to choose which telephone number is displayed in your pager when a message is left in your AT&T Unified Messaging mailbox. We recommend you use the access number as the callback number. This way, when you receive a page, you'll see the telephone number you need to call to retrieve your messages over the phone.

#### Email Notification

For message notifications by email, you'll need to use a different email address than your AT&T Unified Messaging mailbox. Email notification comes in handy when you're at work and want to know when new messages arrive in your mailbox at home. Email notification is similar to pager notification. You'll get an email with the message type, the message header and a date and time stamp.

#### Wireless Phone Notification

You can also have message notifications sent to your wireless phone. They appear as a text message.

**Learn how to turn your message notification on and off in the next section of this User Guide.**

## Turning Message Notifications On and Off

### Telephone Instructions — Landline/Wireless Pager and Email Notification

**Note:** Pager and Email Notifications must be set up on the computer before they can be toggled on or off over the phone.

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 1 for Notifications.
4. Press 1 to turn on/off your Landline and Wireless Notification settings.
5. Press 2 to turn on/off your Pager Notification setting.
6. Press 3 to turn on/off your Email Notification setting.

### Computer Instructions — Landline & Wireless Notification

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.

3. Click Landline and Wireless Notification Settings (under the Notification Settings section).
4. Select the Yes or No button.
  - This setting will affect all your landline and wireless telephone numbers. The feature must be set to Yes in order to proceed to settings. If Telephone Notification is set to No, you cannot change the message types.
5. Select the tab with the landline or wireless telephone number (if you have more than one) that you want to change.
6. Choose the type and urgency of messages you want to be notified about. You can choose one option for email messages, one for voice messages and one for fax messages.
7. Click Save and Close.

**Note:** This same on/off setting also affects your wireless notification. If you decide to turn on your landline notification, your wireless notification will also be turned on. Conversely, if you decide to turn off your landline notification, your wireless notification will also be turned off. Even though the on/off settings are linked, you can configure each of the telephone numbers' options separately and differently from one another. Therefore, although the notification option for your wireless, for example, might be turned on, you can choose never to receive email, voice message or fax notifications on your wireless.

If you want to receive message notifications from your landline telephone, but not your wireless phone, you must select the wireless phone number tab and then choose the Never option for all message types.

#### **Computer Instructions — Pager Notification**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Pager Notification Settings (under the Notification Settings section).
4. Select the Yes or No button.
  - This feature must be Yes in order to proceed to settings. If message notification is No, you can't make any changes on this page.
5. Choose the type of pager notification, either via your pager's email address or your pager's phone number. Then follow the instructions below.
  - Email Address — Most alphanumeric pagers and some numeric pagers have an email address associated with the phone number of the pager (pager number@mypagercompany.com).
  - Telephone Number — This is your actual 10-digit pager phone number. A page will be generated from your mailbox and sent to your pager number when the specified type of message is left. In order to send a page, you'll need to know how many seconds of delay are required between calling your pager number and requesting a pager number. If you don't know, ask your pager provider.

#### **Pager Notification Instructions using an Email Address**

1. Choose the type of pager you have — Numeric or Alphanumeric. For wireless phones, choose Alphanumeric.
2. Enter your email address for your pager or phone where indicated (Ex: pager number@mypagercompany.com).
3. Choose the type and urgency of messages you want to be paged about. You can choose one option for email messages, one for voice messages and one for fax messages. If you want to be notified of messages from people in your Key Contacts List, check the box for this option. (Learn about Key Contacts on page 40.)
4. Click Save and Close.

#### **Pager Notification Instructions using a Pager Number**

1. Enter your 10-digit pager number or your toll-free pager number.

2. Click the Wait check box and enter the number of seconds of delay before your pager will accept a number or before the next entry.
  - This step will vary, depending on what type of pager you have.
3. If you entered a toll-free number in the first pager field, use the second field to enter your pager number.
  - Click the Enter Pager Number check box and enter the number of seconds of delay before you're required to input any more information.
4. If a PIN is required, enter it in the appropriate field.
  - Click the Enter My PIN check box and enter the number of seconds of delay before you're required to input any more information.
5. Enter the Callback Number. This is the number that will be displayed on your pager. The Callback Number can be your voicemail access number to pick up your messages or any callback number you wish.

Choose the type and urgency of messages you want to be paged about.

You can choose one option for email messages, one for voice messages and one for fax messages.

If you want to be notified of messages from people in your Key Contacts List, check the box for this option. (See Key Contacts section.)

#### **Test Your Paging Notification Settings**

To ensure your pager notification has been set up properly, you'll want to test them.

Click the **All Emails** button under section 3.A on the Pager **Notifications Settings** page.

Click **Test These Settings** button.

You should receive a test email in your mailbox, which will then send you a page. Check your pager to confirm it was sent.

If you receive a page, return to the Pager Notification section on [um.att.com](#) to set your pager options, such as type and urgency of messages. If you don't receive a page, return to the Pager Notification section on [um.att.com](#) to change your settings and test them again.

Click **Save and Close**.

#### **Computer Instructions — Email Notification**

1. Go to [um.att.com](#) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Email Notification Settings (under the Notification Settings section).
4. Select the Yes or No button. This setting will affect all your email addresses listed. This feature must be Yes to proceed to settings.
5. Select the tab with the email address whose settings you want to change.
  - To select a new email address, click the next available email address tab and type the email address in the Email Address field. You can have up to three email addresses. Any email listed in this section will receive the notification. If you'd like to remove an email so that it doesn't receive notifications, select the tab of the Email Address you want to remove and click Delete Email Address. Click Save and Close.
6. Select the Yes button to send Email Notifications to the selected Email Address or select No if you do not want to send Email Notifications but do not want to delete the address from your selection.
7. Choose the type and urgency of messages you want to be emailed about.

You can choose one option for email messages, one for voice messages and one for fax messages.

If you want to be notified of messages from people in your Key Contacts List, check the box for this option. (See Key Contacts section.)

8. Click Save and Close.

#### **Primary Mailbox Sub-Mailbox New Message Summary**

1. Access your mailbox.
2. Press 4 for Mailbox Settings the Main Menu.
3. Press 2 for Administrative Options.
4. Press 5 for Group Mailbox Options.
5. Press 4 to include/exclude Sub-Mailboxes in New Message Summary.

#### **Computer Instructions**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click My Sub-Mailboxes (under the Account Settings section).
4. Select the Yes or No button in section 2 once you've selected In Any Mailbox in section 1.

## **Creating and Editing Your Key Contacts List**

Your Key Contacts are the addresses of the people who are most important to you. Create your list by selecting an address from the Address Book and then click Add to move it to your list. You can use your Key Contacts List for pager and email notification. Your Key Contacts List can only be created and edited using a computer.

#### **Computer Instructions**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click View/Edit My Key Contacts List (under the Notification Settings section).
4. On the left, click an address from your Address Book and use the Add button to move them to your Key Contacts List.
  - An email address or phone number can be added to the Key Contacts List.
  - To select multiple addresses at once, hold down the Ctrl key as you make your selection.
  - Note: If you are adding an AT&T Unified Messaging email address to your Key Contacts List, be sure it is in the new format of <user ID>@um.att.com. A notification will not be sent to you if the email address is in the previous format of <user ID>@sbcuc.net.
5. If you want to add addresses to your Key Contacts List that aren't in your Address Book, you can enter them in the space provided.
  - Select the type of address you're adding from the drop-down menu below the Address Book list — email or voicemail (telephone number) — and then type the address or telephone number in the adjacent box and click Add.
6. Click Save and Close.

## **Additional Features of Your AT&T Unified Messaging Service**

#### **Reminders**

This feature can only be set up through the telephone, and is not available in all areas.

The reminder message is a message you record to be delivered to your own number at a scheduled time. You can schedule a reminder to be delivered one time only, Monday through Friday or every day of the week. A reminder can be set one year (365 days) in advance. The reminder message will be delivered to

the telephone number from which the reminder was set. You will first hear the header for the reminder message: "I have a message for <Primary Account Holder's recorded name>. To listen to this reminder message, press 1 or press \*9 to hang up." If you do not answer, the call will be repeated every five minutes, up to three more times.

There are three types of reminder messages that can be set up:

1. a one-time reminder
2. a weekday daily reminder (Monday-Friday)
3. an everyday reminder

Depending on the type of reminder, you may be prompted to enter the month, date and time of day of delivery. Once you record a new reminder message, you will be prompted to select what type of reminder it is. You may have a maximum of five one-time reminder messages and another maximum of five daily reminders (weekday and everyday combined) active at one time. Each reminder can be up to 1 minute in length. Only one reminder can be delivered at a specified time and cannot be set within 2 minutes prior to the reminder.

**Note:** All unanswered reminder messages will be deposited into your mailbox for you to review. The subject line will read "Missed reminder message; originally scheduled for (phone number) on (date and time)."

### **Telephone Instructions**

To work with reminders:

1. Access your mailbox.
2. Press 5 for Reminder Messages from the Main Menu.

If no Reminders are set:

3. Press 1 to turn on/off Reminders
4. Press 2 to add a new Reminder
  - Record your Reminder and press #
  - Your reminder will be played back to you
  - Press 1 if okay
  - Press 2 to re-record

If you have Reminders set already:

The system will tell you how many reminders you have set

1. Press 1 to turn on/off Reminders
2. Press 2 to add a new Reminder
  - Record your Reminder and press #
  - Your reminder will be played back to you
  - Press 1 if okay
  - Press 2 to re-record
3. Press 3 for existing recurring reminders (if recorded) Press 2 to change/delete
4. Press 4 for existing one-time reminders (if recorded) Press 2 to change/delete

Once your reminder is recorded, you will be prompted to select what type of reminder it is.

- Press 1 for One-Time Reminder
- Press 2 for Weekday Recurring Reminder (Monday-Friday)
- Press 3 for Everyday Recurring Reminder

### **Call Back Now**

This feature allows you to place a call directly from the Unified Messaging mailbox to a person who left a message in your mailbox. This feature is not available in all areas or on all calls. If Caller ID information is not passed (i.e. Unavailable, Private, Blocked, etc.), this feature will not be able to place a call to the person who left the message.

### **Telephone Instructions**

1. Access your mailbox.
2. Press 1 to Get Messages.
3. Press 1 again to listen to Voice Messages.
4. After listening to your voice messages, press 8 to Reply.
5. Press 1 to Call the Sender (you will only hear this option if the calling number wasn't blocked).

### **Email Signature**

This feature can only be used from the computer. An email signature is your name, title, telephone number or any other information you want automatically included at the end of your email.

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Email Signature (under the Web Access Settings section).
  - If you want to add your Email Signature to all outgoing email, check the appropriate box. If you don't check this option, you'll still have a choice to add your signature to email on a case-by-case basis.
4. In the Text box, type your signature as you want it to appear at the end of your email.
5. When you're done, click Save and Close.

### **Mailbox Display Settings**

This feature allows you to adjust the activity and appearance of your AT&T Unified Messaging mailbox.

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Mailbox Display Settings (under the Web Access Settings section).

From here, you can:

Type the name you want to appear in the "From" field of your emails.

Set the number of messages you want displayed in your mailbox at one time. About 10 messages can be displayed at once without scrolling at a resolution of 1024 X 768.

Choose to save or not save a copy of any outgoing message in your Sent Items folder. See the next section of this User Guide for more information on how to Save a Copy on Send.

Set your time zone. The default time zone is the same as where your mailbox resides. When this is set, all your incoming messages will be time and date stamped with this time zone.

Set whether or not you want to check for new messages before signing out. If you set it to check, upon signing out, you'll get a pop-up window telling you new messages have arrived and then you have the option to go to your Inbox or to continue signing out.

### **Spanish Language Preference**

You can choose to hear either English or Spanish Language prompts when calling in over the telephone to access your Unified Messaging service.

## **Telephone Instructions**

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 2 for Administrative Options.
4. Press 8 for Language Settings.
  - Press 1 for English
  - Press 2 for Spanish

## **Computer Instructions**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Language Preference for Telephone (under the Telephone Access Settings section).
4. Select English or Spanish.
5. Click Save and Close.

### **Save a Copy on Send**

You can set your mailbox to automatically save a copy of every email and voicemail you send. Follow these steps:

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Mailbox Display Settings (under the Web Access Settings section).
4. Check Save a copy of all outgoing messages.
  - Uncheck this option if you don't want to automatically save sent messages.

If you set your mailbox to automatically save a copy of the messages you send, your Sent Items folder can fill up quickly and will also subtract from your available storage. To avoid this problem:

- Save messages to your computer. Once you've saved the message to your computer, you'll still need to delete the item.
- Avoid keeping copies of the messages you send in your Sent Items folder.

### **Save as Drafts Folder**

The Save as Drafts folder feature lets you save an email or voice message and send it at a later date. Like the Sent Items and Trash folders, the Drafts folder will appear only after you place a message in it. When you're ready to send a message you've saved in your Drafts folder, simply click the unsent message and select the option to send it.

### **Bulk Mail Folder**

The Bulk Mail folder is created by the system. The message is placed in the Bulk Mail folder as a result of the system flagging or scoring the message as SPAM. The messages in the Bulk Mail folder do not count against your allocation and the messages expire when they have been in your Bulk Mail folder for more than 15 days. These messages will actually be deleted, not just moved to your Trash folder.

AT&T Unified Messaging has built-in unsolicited commercial email (SPAM) protection. AT&T Unified Messaging monitors its systems for detection of suspected SPAM being sent to its subscribers and addresses SPAM on two levels. AT&T Messaging monitors and compiles listings of domain addresses that are identified as the biggest SPAM offenders who are sending SPAM mail to [um.att.com](http://um.att.com) subscribers.

**These AT&T Unified Messaging-identified SPAM emails are completely blocked and will NOT be delivered to your AT&T Unified Messaging Inbox.**

Other emails received that appear they may be SPAM will be **automatically marked as SPAM and passed to your Bulk Mail folder**. AT&T uses widely available lists of known SPAM domains to decide which messages to mark as SPAM. See [mail-abuse.org](http://mail-abuse.org) for more information on this topic.

The settings used to determine whether or not an email is SPAM cannot be changed by individual users.

### **Message Forwarding**

Message Forwarding lets you forward messages in your AT&T Unified Messaging Inbox to another email account. To set up Message Forwarding, follow these steps:

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Message Forwarding and Out-of-Office Reply (under the Web Access Settings section).
4. Select a Message Forwarding option from the drop-down menu:
  - Do not forward incoming messages
  - Forward incoming messages and delete original
  - Forward incoming messages and keep original
5. In the Email address to forward to field, enter the address where you want your messages forwarded.
6. Click Save and Close.

### **Enhanced Forwarding with Message Management Links**

Message Management links are included in forwarded voicemail, fax or email messages. This will enable you to perform online actions such as deleting messages or marking them as read, empowering you to be more efficient in accessing and managing your messages.

To set up Enhanced Forwarding with Message Management Links, follow these steps:

1. Go to <http://www.um.att.com> and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Message Forwarding and Out-of-Office Reply (under the WebAccess Settings section).
4. Select a Message Forwarding option from the drop-down menu:
  - Do not forward incoming messages
  - Forward incoming messages and delete original
  - Forward incoming messages and keep original

To fully utilize all Message Management Links, select **Forward incoming messages and keep original**.

5. In the Email address to forward to field, enter the address where you want your messages forwarded.
6. Select Include message management links in forwarded message.
7. Click Save and Close.

Upon receipt of the first forwarded message with Message Management Links, select a Message Management Link. You will then be asked to authenticate with your pre-populated 10-digit telephone number and the PIN used to sign in to your AT&T Unified Messaging account from the telephone.

Enhanced Forwarding with Message Management Links setup is now complete.

Re-Authentication is required for the following reasons:

- Every 365 days after setup is complete
- Occasional network updates that affect Authentication
- Password has changed
- PC Browser Cookies are deleted
- PC Remember Me check box is not selected
- PC Cookies not enabled

See **Understanding Your Message Notification Options** for more information.

### **Out-of-Office Reply**

Out-of-Office Reply lets you set an automatic response to email messages you receive when you're away for an extended period of time or need to inform people of an alternate way to contact you. Follow these steps to create an Out-of-Office Reply:

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Message Forwarding and Out-of-Office Reply (under the WebAccess Settings section).
4. Select Always Send Out-of-Office Reply from the drop-down menu.
5. In the space provided next to Out-of-Office Reply, type the message you want to be sent automatically when you're out of the office.
6. Click Save and Close.

The Extended Absence Greeting is the telephone equivalent to the Out-of-Office Reply feature. (See section on **Setting Your Mailbox Greetings**.)

### **Extra Storage**

Business customers can add extra storage to their AT&T Unified Messaging mailbox in 50MB increments. The maximum storage capacity of any primary mailbox is 200MB. Unified Messaging for Residential customers comes with 50MB of storage. Unified Messaging for Business customers comes with 100MB of storage. Business customers can purchase up to an additional 100MB of storage in increments of 50MB up to 200MB. Contact AT&T Unified Messaging Customer Care at 888.300.6500.

### **Printing Fax and Email from the Telephone**

This feature allows you to print your fax and email messages to any fax machine with a 10-digit fax number.<sup>1</sup> In addition, you have the option to turn on and off the ability to receive faxes in your mailbox. This can be done either over the telephone or from the computer when accessing your mailbox.

To set up a 10-digit fax number to print your fax and email messages, you must first enter a default 10-digit fax machine number. This will be your default fax number to print to. If at any time you do not want to send the fax or email to your default fax machine, you have the option of sending it to any 10-digit number. You can set up your default number either from the telephone or from the computer.

#### **To set up your 10-digit default fax machine number:**

##### **Telephone Instructions**

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 2 for Administrative Options.
4. Press 4 for Message Settings.
5. Press 3 for Fax.

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<sup>1</sup> The fax print feature is not available in all areas where AT&T Unified Messaging is available. If you do not have the feature, you will not hear the print fax/email options while in your UM mailbox over the telephone, nor will you see the Print from the Telephone field from the My Fax Settings section when on the Web.

6. Press 1 to add or change your default fax machine number. Enter a 10-digit fax machine number.

Press 1 if correct.  
Press 2 to re-enter.

### **Computer Instructions**

1. Go to um.att.com and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click My Fax Settings (under the Telephone Access Settings section).
4. Enter a 10-digit fax machine number in the Printing from the Telephone field.
5. Click Save and Close to save all changes and exit the page.

### **To print a fax or email message from a fax machine:**

#### **From the telephone:**

1. Access your mailbox.
2. From the Main Menu, press 1 to get to all your messages.
3. Choose the type of messages you want to hear:
  - Voice messages, press 1
  - Email messages, press 2
  - Fax messages, press 3

If you Press **2** for email messages or **3** for fax messages, after playback of the message:  
Press **6** to forward a copy

- To send a copy to a voicemail subscriber, press 1
  - To print and send to a fax machine, press 2
1. Enter the 10-digit number of a fax machine. You can print and send a fax to additional fax numbers by pressing # again when you are done entering the fax number(s).  
or
  2. To use default fax number, just press #

In addition to printing a fax by sending it to a fax machine, you can also print a fax or any other message from your personal computer by sending it to a local printer.

## **Adding a Secondary Telephone Line (Alternate ID) to Your Service**

If you have more than one telephone number in your home or office, your AT&T Unified Messaging service can direct messages from several telephone lines into a single mailbox. (Note: Alternate IDs are purchased separately. The number of Alternate IDs available to you varies by region and whether you are a residential or business customer. Please call us if you'd like to order an Alternate ID or find out how many Alternate IDs are available in your area. The phone number to call in your area can be found in the Q&A section of this User Guide.)

Alternate IDs must be in the same local service area. There are also some limitations regarding toll-free numbers. Please call AT&T Unified Messaging Customer Care at 888.300.6500 for details on the restrictions.

Most of your mailbox settings will be the same for both telephone lines. For example, you only need one PIN to access messages from both lines. However, some settings can differ from line to line according to your preferences. You can customize these settings per telephone line:

- Fast Sign in and PIN Skip settings
- Greetings, including personal, extended absence, pre-recorded greetings and recorded Name Announcement
- Message Notification settings

Here's a time saver. To customize the greeting on your secondary and subsequent telephone lines, sign in to your mailbox using a touch-tone telephone, press 7 at the Main Menu and enter the Alternate ID number (your other telephone number) and your PIN. Then follow the prompts. This saves you from having to hang up and sign in again.

#### **Telephone Instructions — Secondary Line Greeting**

1. Access your mailbox.
2. Press 4 for Mailbox Settings.
3. Press 3 for Greetings.
4. Press 6 for Additional Lines and to hear the greetings menu. You can then choose which Alternate ID number (your other telephone number) to change the greeting for. Then follow the prompts. This saves you from having to hang up and sign in again.

#### **Computer Instructions — Secondary Line Greeting**

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click My Greetings (under the Telephone Access Settings section).
4. In the drop-down box, find the number you want to change and select a greeting from the Greeting Selections available to that number. (Note: You can also create a new greeting for the secondary line(s) by clicking on the Recording Action Links to the right of Greeting Selection.
5. Click Save and Close.

## **Sub-Mailboxes: Sharing Your Mailbox with the Family**

(For residential customers only)

Your AT&T Unified Messaging service has a sub-mailbox feature that allows you to link up to four sub-mailboxes to your primary mailbox.

Sub-mailboxes allow various people within a household to manage their messages separately. Each sub-mailbox can have its own email address, password, PIN, separate set of greetings and separate settings for notification options. In addition, each sub-mailbox can have its own wireless secondary number with its own greeting and notification options associated with the sub-mailbox — see Adding a Wireless Number. The primary mailbox activates or deactivates sub-mailboxes. The main mailbox also controls the family greeting and the routing of calls to each sub-mailbox and can also include the sub-mailboxes' new message count within the primary mailbox's new message playback.

Sub-mailboxes are a handy way to keep your messages separate and private from those of family members or roommates.<sup>1</sup>

If you use the sub-mailbox feature, you'll need to record a family greeting that callers will hear if their call goes unanswered. Your family greeting should tell callers which keys to press to leave a message in either the primary mailbox or one of the sub-mailboxes. For example, a family greeting could say, "Hi. You've reached the Smith family. No one is available to take your call. To leave a message for Larry, press 1. To leave a message for Rhonda, press 2. To leave a message for Stacy, press 3. To leave a message for Wendy, press 4. Or to leave a message for the family, press 5."

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<sup>1</sup> Messages left on sub-mailboxes will not activate the Messages Waiting Indicator (MWI) on the primary line main mailbox or telephone set. However, other message notification options are available for a pager, cell phone or an email address. Alternate ID is not available on sub-mailboxes. Wireless integration for up to two numbers are available with a sub-mailbox.

**Note:** In this example, Larry is the primary mailbox owner (mailbox 1) and designates the key presses. Also, all users would need the PIN and password for mailbox 5 (since it's been set up as the "family" mailbox). To set up your family greeting, you first need to create at least one sub-mailbox. You can create sub-mailboxes over the telephone or from the computer, and you can also activate/deactivate sub-mailboxes over the telephone or the computer. You may want to deactivate one if a family member is on vacation for an extended period of time.

### Create Additional Mailboxes

Note: Instructions may vary depending on if you've set up additional mailboxes during the Setup Wizard.

#### Telephone Instructions

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 2 for Administrative Options.
4. Press 5 for Group Mailbox.
5. Press 3 to Create a new sub-mailbox (you can add up to 4 sub-mailboxes).

After you add a new sub-mailbox, the following is what you will hear when the system provides you with the information for that sub-mailbox:

- the sub-mailbox number is : (#)
- the telephone PIN is ##### (same as 7-digit main telephone number)
- the email address is #####-#@[um.att.com](http://um.att.com) (same as 10-digit main telephone number followed by a dash and then the sub-mailbox number@um.att.com)
- the Web password is ##### (same as 7-digit main telephone number)

You will want to give this information to the individual so he or she can sign in to their account.

#### Computer Instructions

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page, then My Sub-Mailboxes (under the Account Settings section).
3. Click one of the Add Sub-Mailbox links in the table.
4. On the View and Edit Sub-Mailbox page that appears:
  - Fill in the name that you want to appear in the From field of emails.
  - From the drop-down menu, select a number the caller should press to leave a message. You can select any number you want. When you record a family greeting, this is the number a caller must press to leave a message in this mailbox.
  - The default email address will be provided to you.
  - Enter a Web password and telephone PIN for the individual and provide the information to the person so he or she can sign in to their account.
5. Click Save and Close.
6. In the table on the My Sub-Mailboxes page (found in the Make this Mailbox column), make sure the mailbox you just created is set to Active in the drop-down menu.
7. Click Save and Close.
8. Repeat steps 2-6 for each mailbox you want to set up. You can create up to 4 sub-mailboxes.

### Sub-Mailbox Family Greeting Activation, Call Routing and New Message Summary

#### Computer Instructions

1. Click Settings on the top right-hand side of the page, then My Sub-Mailboxes (under the Account Settings section).

2. Select the In Any Mailbox button to allow callers access to sub-mailboxes when they call. (NOTE: Select In Any Mailbox only if you want callers to hear a family greeting.)
  - If you select In Any Mailbox, callers can leave messages in other mailboxes on this account by pressing the key you assigned in Step 4 from the previous page. You'll want to record a family greeting that tells callers which key to press to leave a message for a specific person.

If you don't record a family greeting, callers will hear a pre-recorded family greeting instead. The pre-recorded family greeting will insert any Name Announcements other mailbox holders have recorded. If they have not recorded a Name Announcement, the telephone number with mailbox number will be played.

- If you select Just in My Mailbox, callers won't be able to leave messages in a sub-mailbox. No family greeting will be played and only your recorded personal greeting, or the pre-recorded greeting for your mailbox, will be played.
3. Select Yes or No button in section 2 once you've selected In any Mailbox.
  4. Click Save and Close.

### **Telephone Instructions**

1. Access your mailbox.
2. Press 4 for Mailbox Settings.
3. Press 3 for Greetings.
4. Press 4 for the Group Greeting.
5. Press 1 to turn on/off the Group Greeting feature. (If turned off, callers cannot reach your sub-mailboxes.)
6. Press 2 to re-record the Group Greeting.

### **Record Group Greeting**

#### **Computer Instructions**

1. Click Settings on the top right-hand side of the page.
2. Click My Sub-Mailboxes at the bottom of the page (under the Account Settings section).
3. Click Listen to and Record Family Greeting link under In Any Mailbox to listen to and record a family greeting.
4. Record your greeting.
5. Click Save and Close.

**Note:** Once sub-mailboxes are set up, individuals — including the primary account holder — should record the personal greeting callers hear when they select a sub-mailbox number. Until this is done, callers will only hear the pre-recorded greeting when they reach your individual mailbox. Learn how to record your greeting on page 17.

## **AT&T Voicemail Viewer**

By downloading the AT&T Voicemail Viewer App to your qualifying wireless device, you can check your voicemail messages visually, even choosing the order in which you listen to them. There is no need to sign in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your wireless device. For more information, AT&T Unified Messaging Residential customers may visit [att.com/vmviewer](http://att.com/vmviewer) and Business customers may visit [um.att.com/vmviewer](http://um.att.com/vmviewer).

## VoiceMail-to-Text (VMTT) On/Off

(For Residential customers only)

VMTT can be turned on or turned off while in the AT&T Voicemail Viewer app by selecting **Settings** on your wireless device and then selecting **Transcription** to be either on or off.

VMTT can also be turned on or turned off by signing in to your account at [um.att.com](http://um.att.com), selecting **Settings** at the top of the page, then selecting Mailbox Display Settings and selecting Create a text transcript of new voice messages for VM Viewer and forwarded messages.

## Delivery of VoiceMail-to-Text (VMTT) to a Designated Email Address

(For residential customers only)

1. Access your account at [um.att.com](http://um.att.com) by signing in with your AT&T Unified Messaging email address and password.
2. Select Settings at the top of the page.
3. Select Mailbox Display Settings.
4. Verify Create a text transcript of new voice messages is selected. If not, select Create a text transcript of new voice messages and then Save and Close.
5. Select Settings at the top of the page.
6. Select Message Forwarding and Out of Office Reply.
7. Select Forward incoming messages and keep original from the drop-down menu.
8. Enter your forwarding email address (only one email address may be used) in the Email address to forward to field.
9. Select Include message management links in forwarded message.
10. Select Save and Close.

**Note:** Message management links will enable you to perform actions such as deleting messages or marking them as read. To use all message management links in your forwarded email, make sure that you selected Forward incoming messages and keep original.

When you get the first forwarded message with management links, select a message management link. You'll then be asked to authenticate with your pre-populated 10-digit phone number and the PIN used to sign in to your mailbox from the phone.

## Putting the AT&T Unified Messaging<sup>SM</sup> Director (Auto Attendant) to Work

(For business customers only)

The AT&T Unified Messaging Director is an auto-attendant function that gives companies added flexibility and functionality in managing their multiple mailboxes and telephone lines.

Here are just a few things you can do with AT&T Unified Messaging Director:

- Set a uniform greeting so every call that comes into your company is answered the same way.
- Allow each mailbox to have a personalized greeting.
- Automatically direct calls to a preset company greeting or an employee directory when your main line goes unanswered or is busy.
- Easily allocate key assignments for employees' mailboxes and designate your company greeting using a computer.

The company greeting you record will act as a general menu-type message that callers initially hear. It directs callers to specific mailboxes. For example, a company greeting could be: "You have reached ABC Company. To leave a message for Sales, press 1. For Distribution, press 2. For Customer Service, press 3." And so on. If the callers don't press a key, their messages will be left in the primary landline mailbox, which is the same as if they pressed 1.

Your employees will be able to record their own personal mailbox greetings.

When you designate key assignments for your mailboxes, make sure you have selected the feature that routes calls through your primary mailbox to your employees' mailboxes. The main account holder can do this on the telephone by turning on the company greeting or over the computer by selecting the feature that allows callers to reach any mailbox in the company menu.

### **Telephone Instructions — Company (Group) Greetings**

To begin using your Company (Group) Greeting, you'll first need to turn it on and then record your greeting. Note: Turning on your Company Greeting allows routing to designated mailboxes.

1. Access your mailbox.
2. Press 4 for Mailbox Settings.
3. Press 3 for Greetings.
4. Press 4 for Group Greetings.
5. Press 1 to turn on/off the Group Greeting. (If turned off, inbound callers cannot be routed to other company mailboxes.)
6. Press 2 to record/review a new Company (Group) Greeting.

### **Computer Instructions — Company Greetings and Key Assignments**

You can also create a Company Greeting and set your Key Assignments using a computer.

The 1 through 9 keys can be:

- Assigned to any name/phone number
- Left unassigned
- Used as a "repeat current menu" key

However you set it up, be sure to include the Key Assignments in your outgoing greeting when recording your Company Greeting so callers know how to reach the appropriate mailbox.

You can also record a message for the primary landline's mailbox and set its Key Assignments. In this case, simply go the My Greetings page to record the personal greeting. Then, from the drop-down menu on the record greeting link, select a Key Assignments.

1. Sign in to your AT&T Unified Messaging Director Mailbox.
2. Click Settings on the top right-hand side of the page.
3. Click My Greetings (under the Telephone Access Settings section).
4. Click Record Greeting and Change Key Assignments link under the Recording Action column towards the bottom of the page.

Step 1.

Designate which keys callers need to press to leave their message for a particular individual. Select the phone numbers from the drop-down menu for each key press.

Step 2.

Record a company greeting that tells callers how to reach individual mailboxes. (Learn about Setting Your Mailbox Greetings).

5. Click **Save and Close**. You will be taken back to the previous page.
6. Check the Company Greeting for your business linked mailboxes in use to allow callers to reach the other mailboxes. (If this is not selected, your callers will not be able to leave messages in anyone else's mailbox.)
7. Click **Save and Close**.

To turn off the routing of callers to other mailboxes, un-check the Company Greeting for your business linked mailboxes in use box.

8. Click Save and Close.

## AT&T Unified Messaging<sup>SM</sup> Fax Plus

(For business customers only)

AT&T Unified Messaging Fax Plus is a business-only product that gives you all the same functionality as an AT&T Unified Messaging mailbox, but comes with an additional telephone number for fax reception.<sup>1</sup> (This separate number was given to you at the time you placed your order.)

By providing your callers with a fax number separate from your main business telephone number, or separate from your secondary telephone numbers (ALT IDs), you are able to:

- Free up those numbers from receiving faxes
- Receive fax messages in the same mailbox as your telephone voicemail messages, wireless voicemail messages and email messages

Remember with AT&T Unified Messaging, you can also print your fax messages to any fax machine. But with AT&T Unified Messaging Fax Plus, you can provide your callers with a separate number to send faxes to, know that you received the fax via various notification methods, hear who sent you the fax, or see it from a computer and then print the fax to a convenient location. It doesn't get any better or more efficient than that!

### How does my fax number receive faxes?

Just like any other fax machine, when your caller dials your separate Unified Messaging fax number, they just press the START or SEND button on their fax machine and send their fax to your AT&T Unified Messaging mailbox. It's as simple as that.

**Note:** Your fax number should only be used to receive fax messages. It cannot be used to retrieve your Unified Messaging mailbox messages or have your callers leave you a voicemail message. In addition, you are not able to forward other telephone numbers to your Unified Messaging Fax Plus number for the purposes of having the Fax Plus number receive a fax.

## Extension Mailboxes

(For business customers only)

Extension mailboxes allow your inbound callers to leave messages for any of your associates, employees or departments in a separate mailbox. This is an efficient and easy way to sort inbound messages for multiple employees or departments that share a primary mailbox. You can have up to 98 extensions on one primary mailbox.

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<sup>1</sup> AT&T Unified Messaging Fax Plus is not available in all areas where AT&T Unified Messaging is available.

When your caller hears your Company Greeting, they will be prompted to select an extension to leave a message in. When the caller selects the extension, they will hear a unique greeting for that extension mailbox. They can leave a message in the extension mailbox complete with delivery options (i.e., urgent, private, etc.).

An extension mailbox can be added to any primary Unified Messaging mailbox (except UM Director). Extension mailboxes have similar features and functionality as the Unified Messaging primary mailbox.<sup>1</sup>

### **Set up**

To access an Extension mailbox on the telephone:

1. Dial your access number (you can find your access number in your Welcome Letter).
2. If prompted, enter your 10-digit mailbox number.
3. You will be asked, "Who do you want to sign in as?" Enter your extension number, which will be a number between 1 and 98. (The main or primary mailbox will always be "0")
4. Enter your PIN.

### **Computer Instructions:**

1. Go to [um.att.com](http://um.att.com).
2. Enter your temporary email address and temporary password found in your Welcome Letter. You will be taken through the Setup Wizard.
3. Follow the onscreen instructions of the Setup Wizard.

### **Sample Greeting with Extension Mailboxes:**

"Thank you for calling Smith Landscaping Company. To leave a message in our general mailbox, press 0. To leave a message for John Smith, press 1 now. For Mary Smith, press 2 now."

## **Call Transfer to Attendant**

(For business customers only)

Call Transfer to Attendant is a feature for business customers that gives callers the option to be transferred to a designated person (attendant) if the individual they are calling is unavailable. The key callers will press to reach the attendant is always 0. This feature is not available in all areas and the selected party cannot be a long distance call.

### **Telephone Instructions**

To set the number to which callers will be transferred:

1. Access your mailbox.
2. Press 4 for Mailbox Settings.
3. Press 2 for Administrative Options.
4. Press 6 for Additional Settings.
5. Press 2 for Attendant.
6. Press 1 to enter an attendant number or change an existing number.
  - a. Enter the 10-digit number to which you want calls transferred when customers dial 0.
7. Press 2 to turn off your transfer to attendant. (Pressing 2 deletes the number from the system.)

**Reminder:** You will need to include the directions for the Call Transfer to Attendant feature in your personal greeting. For example, a personal greeting with access to Call Transfer to Attendant functionality might be: "Hi, this is Nicole. I'm either away from my desk or on another line. If you need to speak with someone immediately, please press 0 to be transferred to our receptionist. Otherwise, leave a message after the tone."

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<sup>1</sup> **NOTE:** Messages left on Extension mailboxes will not activate the Messages Waiting Indicator (MWI) on the primary line main mailbox or telephone set. However, other message notification options are available for a pager, cell phone or an email address. Alternate ID is not available on Extension mailboxes. Wireless integration for two numbers and additional storage are available with an Extension mailbox. Please see page 52 for more information about additional storage.

## **Computer Instructions**

To set the number to which callers will be transferred:

1. Go to [um.att.com](http://um.att.com) and enter your Email Address and Password.
2. Click Settings on the top right-hand side of the page.
3. Click Telephone Settings (under the Telephone Access Settings section).
4. At the bottom of the Telephone Settings page, enter the Call Transfer to Attendant phone number. The phone number must be 10 digits in length.
5. Click Save and Close.

To disable this feature:

1. If you do not want the Call Transfer to Attendant feature to be used, delete the number from the bottom of the Telephone settings page. (See above.)
2. Click Save and Close.

**Note:** The Call Transfer feature will not permit calls to a long distance number.

## **AT&T Unified Messaging<sup>SM</sup> (UM) Direct Inward Dial (DID) Mailbox**

(For business customers only)

The UM DID mailbox product is a Direct Inward Dial voicemail mailbox for business customers (where available).

There are two UM DID mailbox products. The UM DID Lite mailbox, which does not offer wireless integration, and the UM Standard DID mailbox which does offer wireless integration. The following are features of the UM DID Mailbox:

- The UM DID mailbox can “stand alone” without being tied directly to a business line number that rings a phone. Think of it as a virtual telephone number.
- The ability to directly dial the UM DID mailbox number and hear a business greeting without physically ringing a phone line.
- The UM DID Mailbox number is a different number from the business line number.
- The same number is used to leave messages and to retrieve messages, so there’s only one number to remember.
- The UM DID number can be directly dialed without ringing a phone, or you can place Call Forwarding features on a business line and have inbound calls to your business line forward directly into the UM DID mailbox.
- Call Forwarding features may be purchased separately. Additional charges may apply.
- UM DID mailboxes do not have Message Waiting Indicator or Call Transfer capabilities.
- Up to 98 UM Extension mailboxes can be tied to a single UM DID Mailbox. UM Extension mailboxes are optional and charged separately for each extension mailbox.
- An Alternate ID is recommended for the business line number associated with the UM DID mailbox for messaging purposes between subscribers. By making the business line number an ALT ID of the DID mailbox, you can address the message to the ALT ID number and it will be placed into the UM DID mailbox.
- If you have an Alternate ID number, you will receive Message Waiting Notification on that landline number.
- Each UM DID mailbox comes with 100MB of storage. Additional storage can be purchased in 50MB increments. The maximum storage capacity of any mailbox is 200MB.

With the UM DID mailbox, business customers can create a business presence in any area where UM is available.

### **Telephone Instructions**

To access a DID mailbox on the telephone:

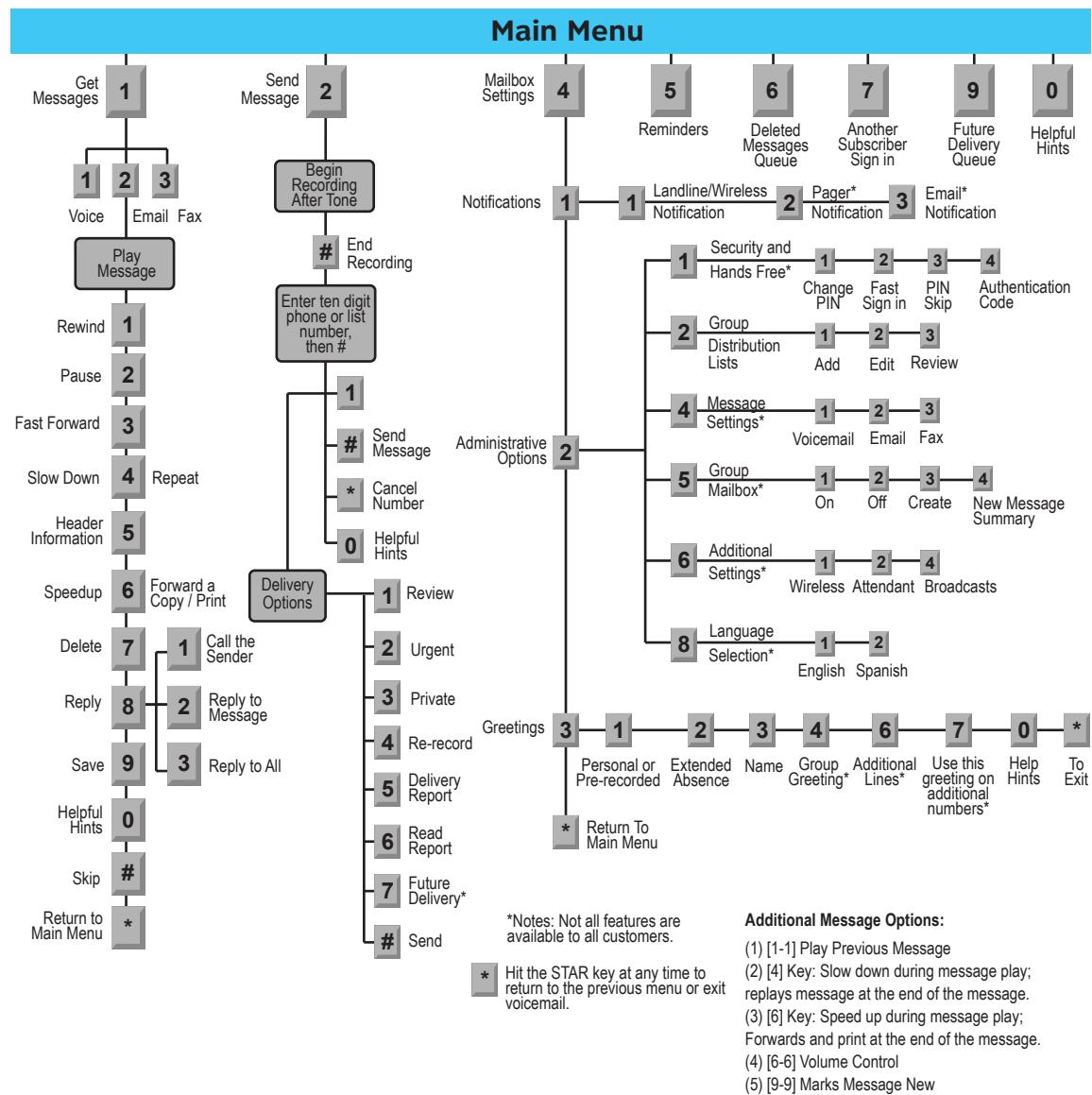
1. Dial your DID number (you can find your access number in the Welcome Letter).
2. Press \* when you hear the greeting come on.
3. Enter your PIN.

### **Computer instructions:**

To access your DID mailbox over the computer:

1. Go to [um.att.com](http://um.att.com).
2. Enter your Email Address and Password that you set up during the Setup Wizard.
3. If you have not set up your DID mailbox yet, enter your Temporary Email Address and Temporary Web Password found in your Welcome Letter and you will be taken through the Setup Wizard.

# Telephone User Interface (TUI) Prompt Menu Options



# Frequently Asked Questions

Go to [www.um.att.com](http://www.um.att.com) and select Frequently Asked Questions (FAQ).

## Definition of Terms

### Access Number

The telephone number you were given to access your messages using a telephone.

### Alternate ID

The Alternative Identification feature allows calls to your other existing landline telephone number(s) to forward into the same mailbox as calls to your primary landline telephone number. An Alternate ID shares the same mailbox as the primary telephone line. Each number has access to the same mailbox and messages. However, each number can have a separate set of greetings and notification settings as well as other features. An example of why one would have a Secondary Telephone Line would be an office or home with two lines. Callers dialing either number would leave a message in the same mailbox.

### “Beeping” Dial Tone

A special-sounding dial tone when you pick up the telephone that plays intermittently and alerts you to new messages in your AT&T Unified Messaging mailbox.

### Distribution List

A list of subscriber telephone numbers, subscriber email addresses and non-subscriber email addresses that you can use to send messages. You can use a distribution list to send the same message to a group of people at the same time.

### Fast Sign in

This feature enables your system to recognize if you’re calling from the telephone associated with your mailbox. When this feature is turned on, you don’t have to press # when signing in to your mailbox. The system automatically recognizes your telephone number (Mailbox Number). This feature can also be used in combination with the PIN Skip feature so neither a telephone number nor PIN is required for you to sign in to your mailbox over the phone.

### Landline Telephone

This term refers to a telephone that requires a telephone jack.

### Mailbox Number

The telephone number associated with your service.

### MWI

Message Waiting Indicator

### PIN Skip

The feature that works with Fast Sign in and allows you to access your mailbox without entering your PIN if you’re calling from your own telephone.

### Sub-Mailbox(es)

For residential customers only. Also known as a Group or a Shared Mailbox. This is a mailbox that has a group of other mailboxes (up to four) linked to it. The primary purpose of a sub-mailbox is to enable callers to call one number but be able to leave messages in any of the mailboxes (by pressing a defined

key). Each sub-mailbox has a separate set of greetings and settings for notification options. The main mailbox activates or deactivates sub-mailboxes. The main mailbox also controls the family greeting and the routing of calls to each sub-mailbox by designating which key to press to reach the sub-mailbox.

#### **Subscriber**

This term refers to an AT&T Unified Messaging customer.

## **Terms and Conditions**

BEFORE USING YOUR NEW AT&T UNIFIED MESSAGINGSM (UM) SERVICE, PLEASE READ THE FOLLOWING. Your use of the AT&T Unified Messaging service represents your agreement to these Terms and Conditions and, for business customers, the Terms and Conditions of the Business Services Agreement (BSA) found at [corp.att.com/agreement/](http://corp.att.com/agreement/); or, for residential customers, the Terms and Conditions of the Residential Services Agreement (RSA) found at [att.com/servicepublications](http://att.com/servicepublications). THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.

Your use of the AT&T Unified Messaging service represents your agreement to these Terms and Conditions. If you are unwilling to abide by these Terms and Conditions, please contact us immediately.

**PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.**

#### **Description of Service**

AT&T Unified Messaging service (“Service”) is provided by Southwestern Bell Telephone Company; Pacific Bell Telephone Company; Illinois Bell Telephone Company, LLC; Indiana Bell Telephone Company, Incorporated; Michigan Bell Telephone Company; Nevada Bell Telephone Company; The Ohio Bell Telephone Company or, Wisconsin Bell, Inc., (each individually and collectively referred to as “AT&T”). Please see the User Guide for more information on your AT&T Unified Messaging service. Unified Messaging subscribers must have a landline to order/keep the service. If landline service is terminated, UM service will also be terminated.

These Terms and Conditions apply to your mailbox only. The voicemail service described herein requires some regulated services such as: Touch-tone telephone service; call forwarding features for Call Forwarding Busy Line/Don’t Answer (CFBLDA), Customer Alerting Enablement (CAE) or Message Waiting Indicator (MWI), and Star Code Access to Voicemail if available. In some cases, the CFBLDA and MWI features may be included as part of your Service. If not, when you order Service, unless otherwise informed, an order is placed on your behalf with AT&T for these services. You can check with our office to verify if CFBLDA and MWI are included. The Busy Line/Don’t Answer Call Forwarding feature may prevent reception of operator-interrupt calls.

#### **Prices**

A monthly recurring charge and a one-time non-recurring charge apply. Monthly recurring charges are subject to change. Rates and requirements are based upon customer’s local service provisioning arrangement (e.g., call forwarding). The rates may be based upon customer’s term and volume commitment, if applicable. If they are, the term and volume selected by customer is specified on customer’s Standard Term Agreement. If services are subscribed to under a term agreement (e.g., 1, 3, or 5 years), monthly prices are not subject to change during the term. For business customers, if at any time during the term in the Agreement, the number of mailboxes fall below the minimum level required for the selected commitment specified in the Standard Term Agreement the customer receives, customer will be billed an Under Utilization Charge of \$10.00 per mailbox under the minimum commitment. The Under Utilization Charge will be in addition to the monthly rate for the provisioned mailboxes and will be assessed on customer’s bill date. The parties agree this charge is reasonable because the monthly rate is based on a minimum number of mailboxes being provisioned at all times. If customer has signed a

Standard Term Agreement, the Terms and Conditions of that agreement will control in the event those terms conflict with the Terms and Conditions herein. In the event the Term Agreement is silent as to a provision, term, or condition set forth herein, the provision, term, or condition set forth herein controls. Detailed rates and charges appear on your AT&T local telephone bill. If your local service is billed on a per-call or per-minute basis, you'll be charged for all local calls associated with the use of your Messaging service. You'll be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You'll also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you will incur applicable local toll or long distance charges. In addition, if you have purchased an AT&T Messaging service with wireless integration, calls forwarded to your mailbox from your wireless phone will not incur airtime charges. However, airtime charges will apply when using your wireless handset to retrieve messages. Contact your provider for rate information.

### **Changes to Terms and Conditions**

AT&T reserves the right to modify these Terms and Conditions, including changing charges or discontinuing the provision of AT&T Unified Messaging at any time. AT&T will notify you of any price change or discontinuance before its effective date. No sales representative, independent or other, has the authority to change these Terms and Conditions. Customer may not incur any charges against a UM Access Number or against a mailbox number assigned to the Customer.

### **Availability**

AT&T Unified Messaging services are not available on all residential and business classes of services. Service not available in all areas. Residential services are not available on non-residential lines and are not available under a term plan. AT&T Unified Messaging voicemail may be periodically unavailable for general maintenance. AT&T Unified Messaging integration with wireless, pager notification, reminders, and fax print are not available when toll free (ie: 800 type) numbers are used to access your UM mailbox.

### **AT&T Unified Messaging Web Interface**

Use of the [um.att.com](http://um.att.com) mailbox, or other AT&T Unified Messaging mailbox, is subject to the AT&T Unified Messaging Acceptable Use Policy (AUP) available on [um.att.com](http://um.att.com). The AUP is subject to change. Notice of change will be provided by posting the new AUP at the aforementioned link. Initial and continued use of the AT&T Unified Messaging service means that you have read, understand, and agree to the AUP. Software downloaded as part of the Web interface set-up process is subject to the End User License Agreement that accompanied that software. The AT&T Unified Messaging Web-based mailbox is accessed with an email address and a password. You are responsible and liable for all activities that occur under your address and password. You agree to (1) immediately notify AT&T if you suspect any breach of security pertaining to your AT&T Unified Messaging service; (2) exit from your mailbox at the end of each session; and (3) periodically change your password. AT&T may establish general practices and limits concerning use of the Web interface, including without limitation, limiting the maximum number of days that messages are retained and allocating/limiting storage space. You agree that AT&T shall not have responsibility or liability related to the storage and transmission of messages, including responsibility or liability for the deletion of messages, the failure to store or accurately/timely deliver messages, or the modification or malformation of messages.

### **Voicemail-To-Text (VMTT)**

AT&T Unified Messaging may include a voicemail-to-text feature that provides automated transcription of your voicemail. AT&T is not responsible nor liable for: 1) errors in the conversion of or its inability to transcribe voicemail messages to text/email; 2) lost or misdirected messages; or 3) content that is unlawful, harmful, threatening, abusive, obscene, tortious, or otherwise objectionable. We do not filter, edit or control voice, text, or email messages, or guarantee the security of messages. We can interrupt, restrict or terminate VMTT without notice, if your use of VMTT adversely impacts AT&T's network, for example that could occur from abnormal calling patterns or an unusually large number of repeated calls.

and messages; or if your use is otherwise abusive, fraudulent, or does not comply with the law.

You are solely responsible for and will comply with all applicable laws as to the content of any text messages or emails you receive from VMTT that you forward or include in a reply to any other person. You authorize AT&T or a third party working on AT&T's behalf to listen to, and transcribe all or part of a voicemail message and to convert such voicemail message into text/email, and to use voicemail messages and transcriptions to enhance, train and improve AT&T's speech recognition and transcription services, software and equipment. You agree that you will not publish or disclose results of benchmarking VMTT against competing products or services.

Additional charges may apply to receiving email on your wireless device from VMTT, as well as, replying to or forwarding VMTT messages via SMS (text) or email, depending on your plan. Transcription times cannot be guaranteed. You are responsible for providing a correct email address and updating the email address when changes to the email account are made.

### **Service Policy**

Customer understands that AT&T may change or modify the AT&T Unified Messaging technology architecture that may result in customer experiencing lost messages or service disruptions and changing its telephone number to continue receiving AT&T Unified Messaging service.

### **Terms of Payment**

Your AT&T Unified Messaging charges will appear on your AT&T local telephone bill, or on a separate bill for your AT&T Unified Messaging services. Payment is due on the date specified on the bill. If any portion of payment is received after the payment due date, a monthly late charge may apply. The monthly late charge will be administered according to applicable state tariffs, guidebooks and/or AT&T standard billing procedures and will not exceed the highest amount allowed by law. Telecommunication services may be disconnected for non-payment of your AT&T Unified Messaging charges, depending on service location.

### **Cancellation of Services**

You may cancel your service at any time. If you have purchased a package or grouping of services from your AT&T local service provider, cancellation of your AT&T Unified Messaging service may impact your package/grouping. If you cancel your AT&T Unified Messaging service, you agree to pay a pro-rated amount for the used portion of the final month of your service. AT&T may cancel your mailbox service for non-payment of applicable charges. AT&T Unified Messaging is designed as a voicemail service – not an announcement service. Use of this service as an announcement service, and/or other improper or excessive use, may impair AT&T's ability to provide reasonable service to other customers. AT&T reserves the right to cancel your service at any time, with or without notice, if as determined solely by AT&T based on its network/service design and usage experience your AT&T Unified Messaging service is (1) being used in an improper manner including but not limited to using it as an announcement service or for unlawful purposes, (2) generating excessive usage, (3) affecting AT&T's ability to provide reasonable service to other customers or (4) being used to interfere with another's use of the telephone/voicemail system.

### **Pager Notification**

Pager Notification allows your pager to notify you when a message is received in your mailbox. Your pager can have either an email address or your pager can have a telephone number associated with it and must be set up through the Web User Interface. Paging service and equipment must be purchased separately. Other restrictions may apply. Use of Pager Notification to any device other than a pager (e.g. cellular/wireless phone number) may count as an incoming text message and be applied against your monthly allowance. Please check with your cellular/wireless provider.

### **Spam Policy**

AT&T Unified Messaging has built-in unsolicited commercial email (SPAM) protection. AT&T Unified Messaging monitors its systems for detection of suspected SPAM being sent to its subscribers and addresses SPAM on two levels. AT&T monitors and compiles listings of domain addresses that are identified as the biggest SPAM offenders who are sending SPAM mail to um.att.com subscribers. **These AT&T Unified Messaging-identified SPAM emails are completely blocked and will NOT be delivered**

**to your AT&T Unified Messaging Inbox.** Other emails received that appear they may be SPAM will be **automatically marked as SPAM and passed to your Bulk Mail Folder.** AT&T uses widely available lists of known SPAM domains to decide which messages to mark as SPAM. See [mail-abuse.org](http://mail-abuse.org) for more information on this topic.

#### **LIMITATION OF LIABILITY**

AT&T SHALL MAKE REASONABLE EFFORTS TO PROVIDE CONTINUOUS, UNINTERRUPTED, AND ERROR-FREE SERVICES TO AT&T UNIFIED MESSAGING CUSTOMERS, BUT THE LIABILITY OF AT&T, ITS PARENT AND ITS AFFILIATES FOR FAILURE TO DO SO SHALL BE LIMITED TO A REFUND OF THE FEES PAID BY THE CUSTOMER FOR THE SERVICE FOR THE PERIOD OF INTERRUPTED OR ERRONEOUS SERVICE (THE PRORATED AMOUNT). NEITHER AT&T, NOR ITS PARENT, NOR ANY OF ITS AFFILIATES SHALL BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE LOSS OF INFORMATION, PROFITS OR BUSINESS OPPORTUNITY, ARISING FROM THE PERFORMANCE OR FAILURE TO PERFORM AT&T UNIFIED MESSAGING SERVICE REGARDLESS OF THE CAUSE OF SUCH FAILURE TO PERFORM, INCLUDING BUT NOT LIMITED TO NEGLIGENCE. WHILE AT&T ATTEMPTS TO MONITOR AND MAINTAIN COMMERCIALLY REASONABLE SERVICE LEVELS BETWEEN ITS AT&T UNIFIED MESSAGING SERVICE AND AN INVOLVED WIRELESS COMPANY, WE CANNOT ENSURE ACCEPTABLE SERVICE LEVELS FROM THE PAGER SERVICE OR WIRELESS PROVIDER TO THE END USER. ANY CONCERNs OR QUESTIONS ABOUT YOUR PAGING OR WIRELESS SERVICE SHOULD BE ADDRESSED TO YOUR PROVIDER. THE PURPOSE OF THIS PROVISION IS TO LIMIT AT&T's, ITS PARENT's, AND ITS AFFILIATES' LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR THE PROVISION OF SERVICES.

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