

Dial from your phone

Make calls over AT&T's managed IP network directly from your existing touch-tone home phone.

NATIONWIDE CALLING: Dial 1 + area code + 7-digit phone number INTERNATIONAL CALLS: Dial 011 + country code + 7-digit phone number

Dial from the Web

Call from your online Address Book or Call History³, which shows a list of up to 100 of your most recent calls sorted by date and time.

- 1. Go to att.com/myatt
- 2. Log in with your U-verse email address and password.
- 3. Click on HOME PHONE and then MANAGE FEATURES.
- 4. Enter a number to dial or select a number from your CALL HISTORY or ADDRESS BOOK.
- **5.** Specify whether you'd like to activate/deactivate Caller ID Blocking and Call Waiting for the call.
- 6. Click CALL.
- **7.** When your home phone rings, pick it up to place your call. To find numbers in the Call History, you can also sort numbers by missed, answered, outgoing, name, type, or length of call.

Dial from your TV

With U-verse Voice and U-verse TV, you can view a list of up to 100 of your most recent incoming calls sorted by date and time on your TV screen. Use your U-verse TV remote to tune to your Call History and return calls with the press of a button.

- 1. Tune to CHANNEL 9900 using your U-verse TV remote.
- 2. Select a U-verse Voice phone number onscreen.
- **3.** Press **OK** to view a log of answered and missed calls. You can sort by name, date, and phone number.
- 4. Scroll using the ARROWS.
- 5. Select a number and press OK to return a call.
- 6. Select CALL and press OK.
- 7. Your home phone will ring. Pick up the phone to place the call.

AT&T U-verse



Need more help?

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

Questions?

Click or Live Chat online: att.com/uversesupport
Call: 1.800.288.2020 (and say "U-verse Technical Support")

¿Habla español?

Por favor visite **att.com/uverseguias** para ver la informacion en español. También pueden ver la guía: ATT82000603-9 (Voice User Guide) para más detalles.

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your Voice User Guide (ATT82000603-9) in an alternate format. Additional accessibility support:

• Special Needs Equipment:

– Phone: 1.877.902.6350– TTY: 1.800.772.2889

• Repair Center:

Phone: 1.800.246.8464TTY: 1.800.397.3172

- Accessible Tagged PDF: Visit att.com/userquides
- Device Compatibility Feature: TTY

AT&T U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power.

1 Caller ID on TV requires subscription to U-verse TV and U-verse Voice

- Standard data usage and messaging charges may apply.
- 3 Call History cannot be manually deleted, but will be automatically deleted after 60 days, or after reaching the 100 call maximum. Outooing calls are only viewable online.

ATT82000603-9 (3/15)

AT&T U-verse®

Voice user guide

- How to make calls by phone or Click to Call
- How to manage Phone Features
- How to manage or change Voicemail Setting
- Need more help?



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



How to manage Phone Features

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

Anonymous Call Blocking

Allows you to reject incoming calls from callers who block their Caller ID. The message "The number you dialed does not accept calls without Caller ID information" will be played to the caller indicating that you do not accept anonymous calls.

• ON: *77# • OFF: *87#

All Call Forwarding

Allows you to forward all incoming calls to another number.

• ON: *72, enter a forwarding number if one is not already set, then press #

• OFF: *73#

Busy Call Forwarding

Allows you to forward all incoming calls to another number when your line is busy.

- ON: *90, enter a forwarding number, then press #
- OFF: *91#

Exclusive Call Forwarding

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

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

No Answer Call Forwarding

Sends any phone calls that aren't answered to either voicemail or an alternate phone number.

• ON: *92, enter a forwarding number, then press #

Safe Call Forwarding

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

- ON: *372, enter a forwarding number, then press #
- OFF: *373#

Call Blocking

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

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

Caller ID Blocking

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

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

Caller ID on TV1

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

Call Screening

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

- . ON: Activated Online
- OFF: *84#

Call Trace

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

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

• *57#

Call Waiting

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

Cancel Call Waiting

Allows you to cancel Call Waiting for a specific call, for all calls or during a current call.

- Per-Call Cancel: *70 + dial number #
- To Deactivate for all calls: OFF: *370#
- To Reactivate: ON: *371#
- Call Waiting Mid-Call Cancel: Flash + *70# + Flash

Directory Assistance Blocking

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

Do Not Disturb

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

• ON: *78# • OFF: *79#

International Call Blocking

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

Locate Me

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

- ON: Activated Online
- OFF: *313#

Three-Way Calling

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

• Flash + dial number + Flash

How to manage or change Voicemail Settings

To manage Voicemail Features online:

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

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

Voicemail Set Up

Instructs you on how to set up voicemail.

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

After creating your PIN, be sure to set up vour authentication code. This will allow you to reset your PIN over the phone if you forget it.

Change PIN for Voicemail

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

FROM HOME:

- Dial *98
- Press 4 to change PIN
- Follow the prompts.

FROM ANY TOUCH TONE PHONE:

- Dial your U-verse phone number and once you hear your greeting, press *
- Enter your PIN
- Press 4 and follow the prompts

ANY TOUCH TONE PHONE (FORGOT PASSWORD):

- Dial your U-verse Voice home phone number and once you hear your greeting, press '
- Enter your PIN
- If you incorrectly enter your PIN, the system will prompt you to enter your Authentication Code. Once you have entered your Authentication Code, follow the prompts to reset your PIN and access your mailbox.

Change Voicemail Greeting

Choose the greeting callers will hear when they reach your voice mailbox.

• Dial 98 Follow the prompts

Voicemail Access

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

FROM HOME:

*98 or dial your home phone number.

FROM AWAY FROM HOME:

- Dial your home phone number Press the * when you hear your greeting
- Enter your PIN
- Press 1 and follow the prompts

Option to Combine your AT&T Wireless and U-verse Voicemail into a single mailbox

Integrate Wireless voicemail

The online wizard will quide you in integrating your wireless Voicemail with your U-verse Voicemail.

Add up to two wireless phone numbers from AT&T to your U-verse voicemail mailbox and get all your voicemail messages in one place.

Message Waiting Indicator on TV¹

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

Set Number of Rings

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

Turn Voicemail On or Off

Using this online feature allows you to control the call forwarding to your voice mailbox. When the feature is on all calls not answered will go to your voice mailbox. When it is off your voicemail will not answer calls.

Turn On, Off Voicemail Notification

Using this online feature allows you to control the call forwarding to your voice mailbox. When the feature is on all calls not answered will go to your voice mailbox. When it is off your voicemail will not answer calls.

Voicemail Viewer and Voicemail-to-Text

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



• Press "Flash" to activate during a call