

# AT&T Digital Phone Self-installation guide

Urgent!  
You **MUST**  
activate your  
AT&T Phone  
service

## Before installation:

Check the service activation date on your packing slip.

**Note:** To activate your digital phone service, complete Steps 1 and 2 below within 5-7 days of your activation date.

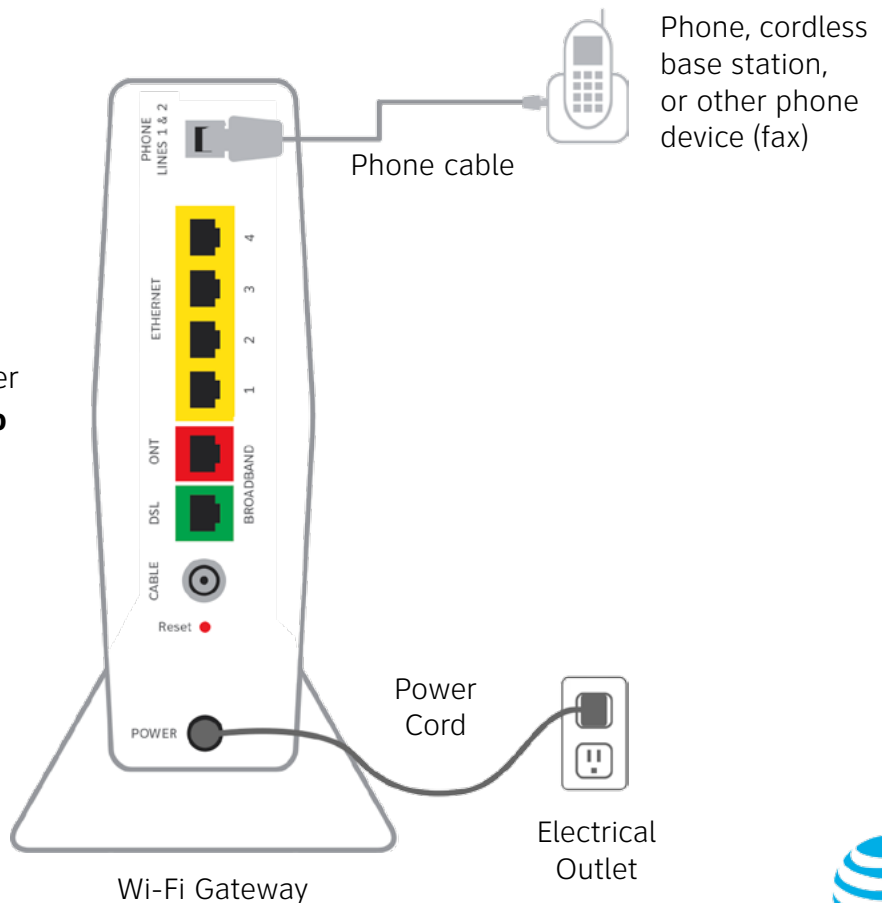
# 1. *Connect your primary phone*

Approximate time: 10 minutes

- Plug one end of your phone cable into the Wi-Fi Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station
- Leave any cables that are already connected to the Wi-Fi Gateway as they are

## Reminder:

- Your gateway does not contain a battery backup
- Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit [att.com/batterybackup](http://att.com/batterybackup) for more information



Your device and connections may vary.



## 2. Activate your phone service (required)

Approximate time: 5 minutes

You **MUST** activate your digital phone service

**You can activate your digital phone service either by calling or going online.**

**A** Call **877.377.0016** from the phone connected to your Wi-Fi Gateway and follow the instructions to complete activation. Upon successful activation you will hear the following: "Your telephone number xxx.xxx.xxxx has been successfully activated."

**OR**

**B** Open your Internet browser (e.g. Internet Explorer, Safari, etc.) and enter **att.net/uverse** into your address bar.

- Enter your Account Number (if requested) and passcode
  1. Your Account Number is available on your order confirmation email or letter.
  2. Your Passcode is the four-digit number you selected when you placed your order.

• Follow the online instructions to complete activation of your digital phone services.

**Note:** You will need your existing AT&T User ID and password

• Upon successful activation of your digital phone service you will see the following:

**Congratulations! Thank you for completing this process!**



**Note:** Please make sure that you can make and receive calls from the phone connected to the gateway to ensure that it is working.

## 3. Set up Voicemail from your own home

Approximate time: 10 minutes

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

**To set up your voicemail from your home phone:**

1. Dial \*98 (or dial your home phone number).
2. Follow the prompts to set-up your mailbox.
3. After creating your PIN, be sure to set-up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

After you have set up your voice mailbox, visit **att.com/vmviewer** for the option of automatic delivery of your voicemail messages to your qualifying Wi-Fi device or computer.

By downloading the AT&T Voicemail Viewer App, you can check your voicemail messages visually, choosing the order in which you listen to them or even reading your messages as voicemail-to-text.

## Manage your Phone and Voicemail features

**To manage Phone Features online:**

1. Log in to your online account at **att.com/myatt**
2. Click on HOME PHONE
3. Click on MANAGE FEATURES

**To manage Voicemail Features online:**

1. Log in to your online account at **att.com/myatt**
2. Click on HOME PHONE
3. Click on CHECK VOICEMAIL
4. Click on VOICEMAIL SETTINGS

For more information on managing Phone Features or Voicemail Settings go to **att.com/uvfeatures**

### Having Trouble? Here are a few common issues to check:



#### What is your service activation date?

Begin installation anytime on your service activation date. You can find this date on your packing slip.



#### Did you activate your phone service?

You must complete activation for your digital phone service to work correctly. See step 2.

Still having problems? Many issues can be resolved with these simple steps:



#### 1. Check your connections.

Check all cables and cords to ensure they are connected properly and securely.



#### 2a. Power down, power up.

Unplug the power cord from the back of the Wi-Fi Gateway. Leave the Wi-Fi Gateway unplugged for 15 seconds and plug it back in.

#### 2b. Wait for blinking indicator lights.

You may need to wait up to two minutes for blinking indicator lights to turn solid green.

## Need more help?

Visit **att.com/support**

Call us at **800.288.2020** and ask for "technical support."

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# Additional information

## Manage your account:

Available 24/7, download the myATTapp at **att.com/myattapp** from your mobile device.

## Support:

- For support, including live chat, go to **att.com/support**
- Visit **att.com/userguides** to find this guide (UV Voice Add)

## Accessibility support:

Alternate formats now available in large print or braille. Call 800.288.2020 and request your guide number (ATT150430905-2) in an alternate format.

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

## IPv6

AT&T supports IPv6 across our network, equipment and devices. Visit **att.com/ipv6** for more information.

## ¿Hablas español?

Para ver esta guía en español, visita **att.com/uverseguias** y haz clic en Guía del usuario del servicio Phone de AT&T (**ATT150430905-2**).

