

# AT&T Phone for Business Voicemail User Guide



AT&T Business

# AT&T Phone for Business

## Voicemail User Guide



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## Overview

Voicemail is one of the many features included with AT&T Phone for Business digital voice service. This comprehensive messaging capability is fully integrated with your service and provides multiple configuration options that enable you to customize your voicemail to best fit your business.

This guide explains the options available, provides instructions to initially set up the service, and describes the various tools you have to manage your voicemail going forward. Let's get started!

## On Installation Day

When your AT&T Phone for Business service is initially installed, it is likely your telephone lines have been preprogrammed to forward incoming calls that are unanswered or reach a busy line to the AT&T voicemail box associated with your main telephone number (i.e. your published, primary business number).

We recommend performing a quick check to determine if Call Forwarding features are ON for each of your AT&T Phone lines. Review [www.att.com/smbhowtovideos](http://www.att.com/smbhowtovideos).

- Log into the myAT&T website from your computer ([www.att.com/mybusiness](http://www.att.com/mybusiness)) or the myAT&T mobile app to access your AT&T Phone features. **Refer to page 5 for information on logging in.**
- Check if any Call Forwarding features are in the ON position, and actively forwarding calls to 'Voicemail Access Number'.
  - » This is the AT&T voicemail service access number for your account. Review each of your telephone numbers individually.
- Your AT&T installation technician can help you confirm your settings.

Now you'll need to decide what type of voicemail arrangement will best support your day-to-day operations, make appropriate adjustments to various settings and options, and customize your voicemail service with personalized greetings.



## Voicemail Design

AT&T Phone for Business voicemail allows you to keep up with your messages no matter where you are or how you prefer to manage them. Using AT&T voicemail, you're able to:

- Access and manage your voicemail from any device within or outside of your business location.
- Access and manage your voicemail using any device connected to the internet, including smartphones, tablets, and PC's.
- Listen to your voicemail messages or view your voicemail messages transcribed into text using the AT&T Voicemail Viewer mobile app (free download for iOS and Android).
- View your voicemail messages transcribed into text as an email (Voicemail-to-Text Transcription), as well as receive the audio voicemail file (.wav) as an attachment.
- Assign up to 8 sub-mailboxes to capture messages for individual employees or departments in addition to the main (Primary) voicemail box.

AT&T Phone for Business offers 2 configuration options to accommodate the wide variety of businesses we serve.

- **Basic Voicemail:** This simple arrangement uses 1 voicemail box to receive all messages for the business. Using AT&T Phone for Business Call Forwarding features you can direct incoming calls to a single, common voicemail box. Messages can be accessed by sharing the access PIN between one or more employees. This is often the 'default' arrangement in place upon completion of your service installation.
- **Advanced Voicemail:** This arrangement uses more than 1 voicemail box and enables callers to be directed to separate, individualized mailboxes. AT&T Phone for Business includes up to 8 additional mailboxes (called 'sub-mailboxes') that can be assigned to individual employees or departments.

2 common Advanced Voicemail configurations are described below:

- Sub-mailboxes may be assigned to a specific AT&T Phone line/number which has been designated to a specific department (i.e. 'Service' or 'Billing') or employee (i.e. 'Office Manager'). In this design, callers who directly dial the specified number will be connected to the separate sub-mailbox. This is handled using the Call Forwarding feature on that designated line/number.
  - » This is referred to as a "Private" option, because the sub-mailbox is assigned to a specifically designated AT&T Phone line/number.
- Sub-mailboxes may also be configured to be 'Extensions' off of the primary voicemail box or the main number of the business. Callers will hear a list of available 'extension mailboxes' from which to choose. This can be accomplished by activating the "Company/Group Greeting" option on the main voicemail box.
  - » Using the "Company/Group" greeting incorporates the active sub-mailbox(es) into the main recorded greeting, allowing callers to hear each sub-mailbox assigned name and the assigned dial keypad number of the mailbox they want to reach.

# AT&T Phone for Business

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### Getting Started

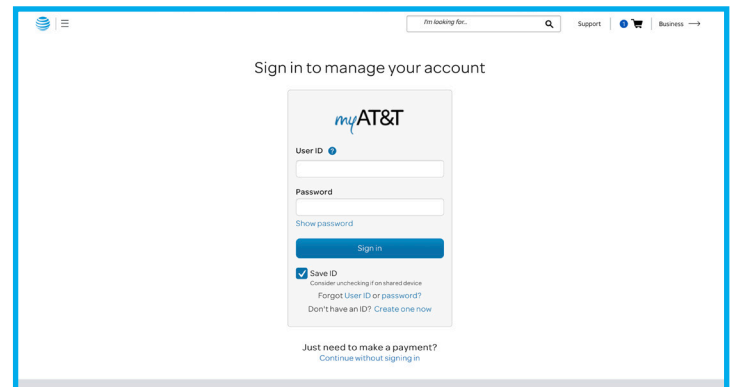
To set up your Voicemail service you will use one of your AT&T Phone for Business lines at your business location to access the voicemail system (for example, to record personalized greetings).

*Note: The Advanced voicemail design requires accessing your account online.*

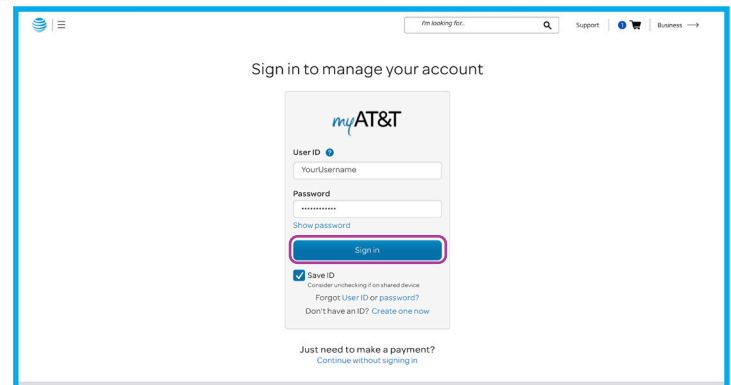
### Voicemail setup using myAT&T

The myAT&T online account portal is where your AT&T Phone for Business line features are accessed and managed, and where most of the voicemail option settings are located.

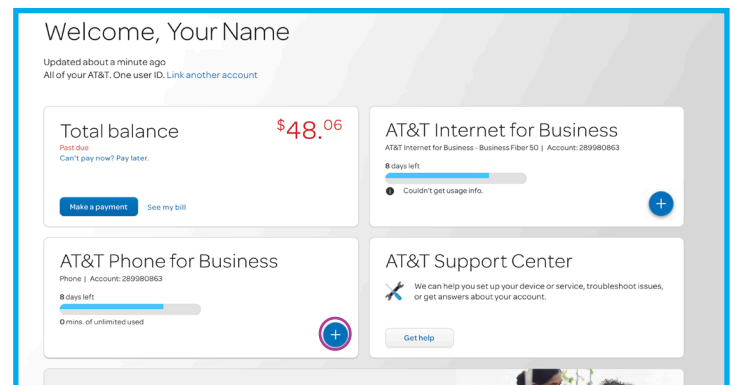
1. From your Internet browser, go to [www.att.com/mybusiness](http://www.att.com/mybusiness) to log in.



2. Enter your **User ID** and **Password** and click **“Sign in”**.



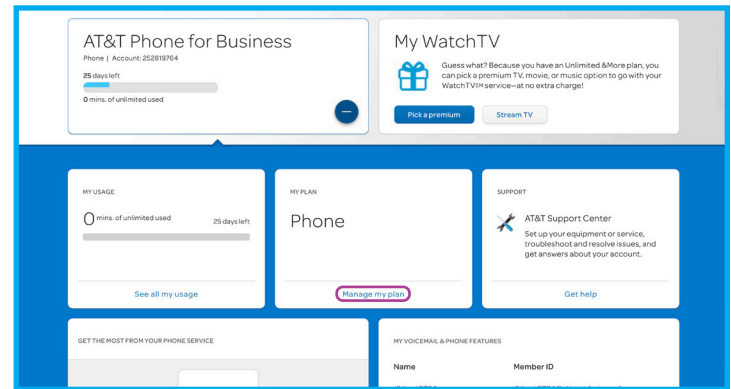
3. From the **Account Overview** page, expand the AT&T Phone for Business section by clicking **“+”**.



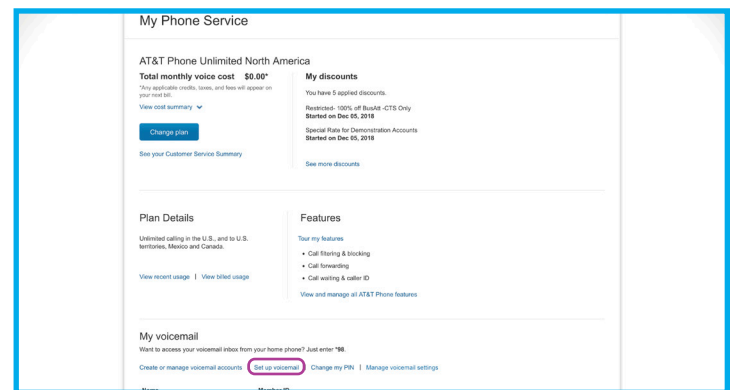
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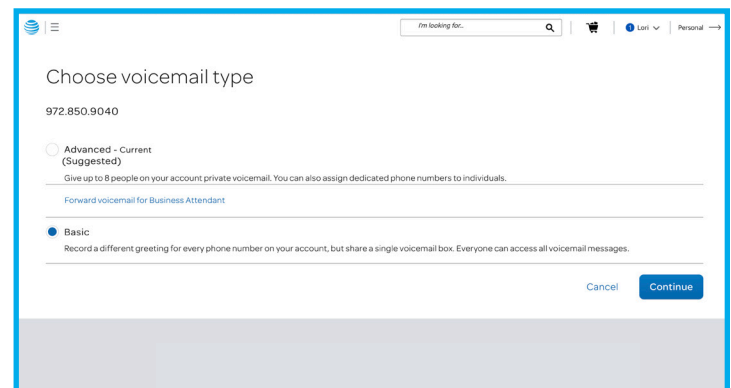
4. Next, select **“Manage my plan”**.



5. From the **My Phone Service** page scroll down to the **My voicemail** section and select **“Set up voicemail”**.



6. Next, you need to choose which voicemail design is best for your business needs: **Basic** or **Advanced**.



Here is a brief description of each voicemail design. *Refer to page 7 for more information.*

**Basic:** If you want to use 1 common mailbox for all voicemail messages for all lines, employees, and departments, click **“Continue”**. **Basic is the default setting.**

**Advanced:** If you want to use multiple mailboxes designated to individual telephone numbers, employees, or departments, select **“Advanced”** and then click **“Continue”**.

### Basic Voicemail Design Setup

As mentioned on [page 3](#), your line may be programmed with Call Forwarding to the voicemail box assigned to your published business number when your AT&T Phone for Business order is processed.

When setting up a Basic Voicemail arrangement, it is important to check each telephone number to ensure only the lines you want going to voicemail are set to do so. The common exceptions for lines forwarding to voicemail would be fax lines or point of sale machines, etc.

- Click on the **Voicemail Settings** tab from the Manage voicemail and features section (for additional information on accessing the features of AT&T Phone for Business, please review the videos at [www.att.com/smbhowtovideos](http://www.att.com/smbhowtovideos)).
- Confirm your voicemail is **turned ON**. If the voicemail is set to OFF, change the setting to **ON** and select **“Save”**.
- Next, click on the **Features** tab and complete the setup of the Call Forwarding features you want to use.
- To complete setting up a Basic Voicemail box, you must call into your voicemail using your primary AT&T Phone for Business number by simply dialing **\*98**.
  - » Follow the prompts you hear to establish your PIN, authentication code, and record your greeting(s). *Refer to page 13 for greeting options.*

Remember, with **Basic Voicemail** you are using only **1 mailbox that is shared by all lines and all employees**.

### Advanced Voicemail Design Setup

**Advanced Voicemail** includes establishing as many as **8 additional sub-mailboxes** (plus your primary voicemail box). This allows callers to leave messages in separate mailboxes for individual employees or departments.

Configuring Advanced Voicemail first requires the primary account owner to create individual sub-accounts in their myAT&T account profile. Depending on which Advanced voicemail arrangement you want to configure, you may need to create separate sub-accounts for each sub-mailbox user. *Refer to page 8 for more information.*

Because you are setting up the sub-accounts, you will establish the User ID and initial password for each sub-account created. These can be changed later if the sub-account is assigned to an employee for their individual use.

The following steps provide high-level guidance on establishing a sub-account(s). For detailed instructions, watch the **Establishing sub-accounts video** at [www.att.com/smbhowtovideos](http://www.att.com/smbhowtovideos).

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1. From the **My Phone Service** page, select **“Create or manage voicemail accounts”**.

2. On the **Manage Sub-Accounts** tab, select **“Add a Sub-account”** and then click **“Accept”**.

3. Complete the required sub-account user profile information and click **“Save”**.

4. Review the information on the **Confirmation** page then click **“Continue”**.

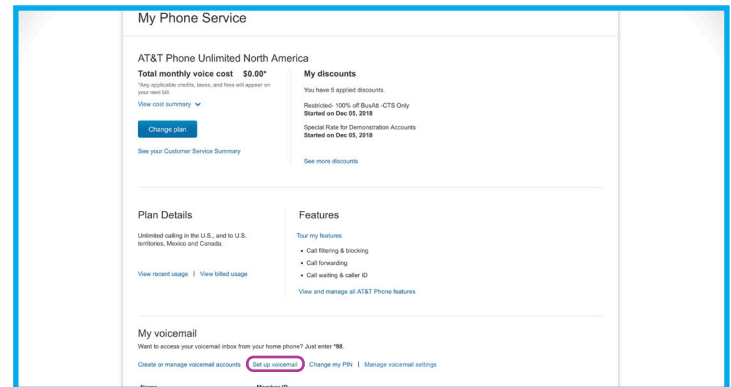


# AT&T Phone for Business Voicemail User Guide

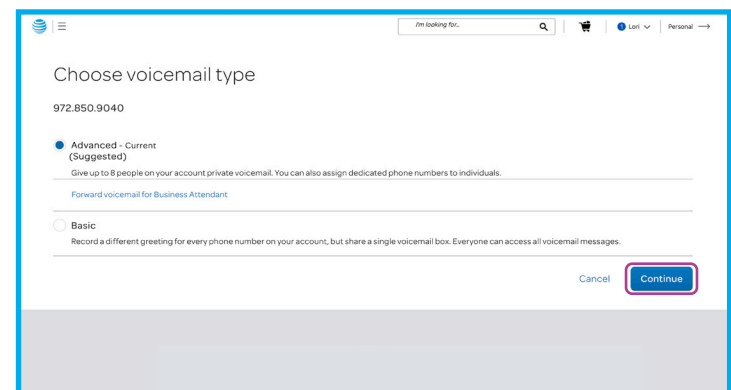


Once you have completed creating your sub-account(s), the myAT&T site will take you back to the **My Phone Service** page to proceed with setting up Advanced Voicemail.

5. Select **“Set up voicemail”**.



6. Confirm that **Advanced** is selected and click **“Continue”**.



Note: The next few steps include 4 tab sections to complete the Advanced Voicemail setup.

7. **Tab 1 “Add names”** is the first of 4 sections to complete. Although this first step is optional, we highly recommend assigning a name/description to each of your AT&T Phone numbers. Identifying each line to an individual employee or department helps with the ongoing management of the Advanced Voicemail settings. Once complete, select **“Continue”**.

8. **Tab 2 “Add subaccount users”** is where an individual sub-mailbox can be assigned to the subaccounts you’ve created:

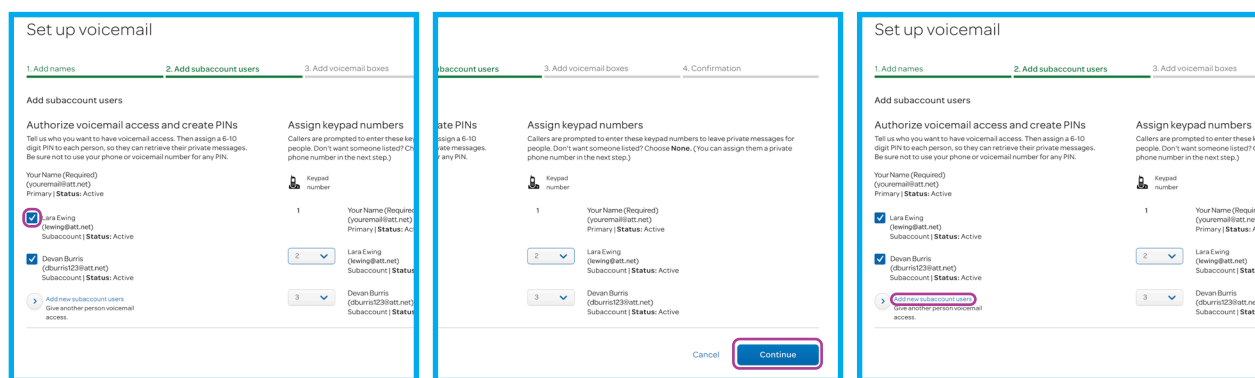
- Click the “✓” next to each subaccount user
- Create a PIN<sup>1</sup> that is between 6-10 digits

**Tab 2** is also where sub-mailboxes are assigned a **unique keypad number**<sup>2</sup> for callers to select for their message. This is required if you want to use the Company Greeting arrangement. *Refer to page 14 for more information.*

» Example: “Thank you for calling. Press 1 to leave a message in the general mailbox, press 2 to leave a message for Sales, press 3 to leave a message for Billing, etc.”

After you have assigned the PIN(s) and key pad numbers needed, select “**Continue**”.

If you need to create additional subaccounts, you can click the “**Add new subaccount users**” link from this screen to return to the **Establishing subaccounts** section.



9. **Tab 3** configures how each line will be designated for its voicemail configuration.

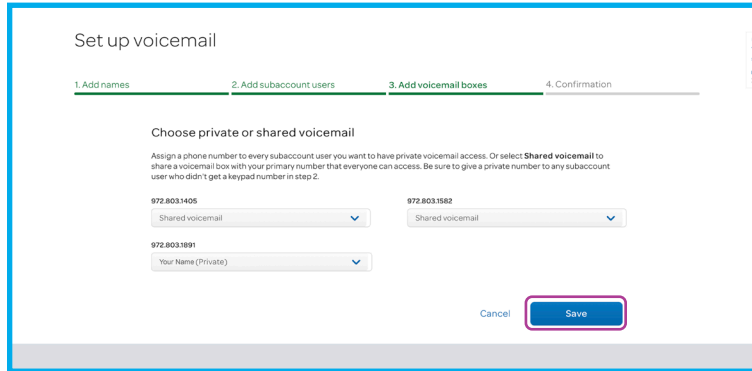
- **The (Private) option** ties a specific line to a specific sub-mailbox. Callers dialing that line number directly will reach a private voicemail box to which that line is being forwarded. This voicemail box is not tied to the main, primary business line or shared with other users.
- **The (Shared) option** directs messages for this number to your main mailbox and shares the main phone number’s greeting. This means callers leaving a message at this number are leaving a message in the main mailbox. Callers may also hear the main number’s greeting, including the Company Greeting that offers the assigned key pad number options as well (if they are turned on).

» Note: You must designate **private** or **shared** for each additional AT&T Phone line on your account. The Primary business line will not be displayed on this page.

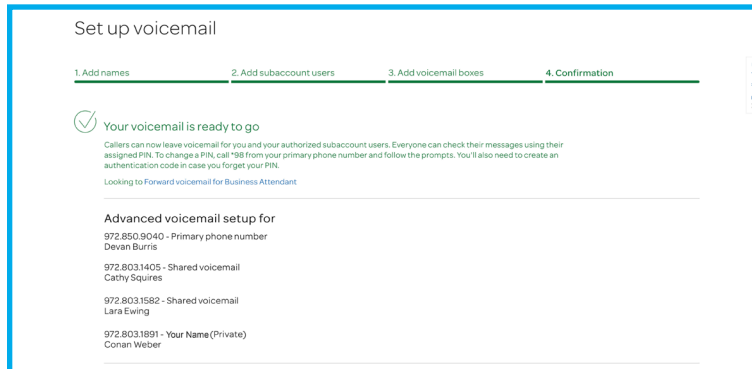
1. When choosing your PIN, do not use your telephone or mailbox number (or any part of the telephone or mailbox number). In addition, don’t use repeating digits (e.g. 444444), sequential digits (e.g. 123456) or any easy-to-guess numbers (e.g. zip code, street address, etc.). Treat your PIN as you would your ATM PIN. The PIN requires at least six digits. For added security, you should change your PIN and check your greetings periodically.

2. If you do not want the sub-mailbox to be accessible in the Company Greeting menu via a key press, select NONE in the key press drop-down. Remember to assign one of your non-Primary AT&T Phone numbers to sub-mailboxes that are not assigned a key press, and use the Call Forwarding features on that line to enable callers to reach the box.

- After selections are made, click **“Save”**.



9. **Tab 4 “Confirmation”** will confirm how your voicemail has been setup and lets you know it's ready to use.



Callers can now leave voicemail messages for your business, designated employees and/or departments.

Next, you (and other sub-mailbox owners) may personalize your voicemail boxes by recording their Greetings, including the main Company Greeting which directs callers to each sub-mailbox as well as individual greetings for each sub-mailbox.

After the company greeting is turned on, each assigned voicemail user will need to call into the voicemail system to set up their voicemail box (including setting up their greeting). **Refer to page 13 for Greetings Section.**

## Voicemail Setup using your AT&T Phone Business Line

### Basic Voicemail

Using your phone to set up Basic Voicemail is easy. Remember, to set up Advanced Voicemail initially you must log into your account ([www.att.com/mybusiness](http://www.att.com/mybusiness)).

1. From any of your AT&T Phone for Business lines on your office phone press **\*98**.
  - It may take 5 to 7 seconds to receive a response
2. When prompted, enter a new PIN, and then press the pound key (**#**).
  - *Note: Your PIN must be at least 6-10 digits long. If you make a mistake when entering your PIN, press the star key (**\***) to start over.*
3. Follow the instructions to set up your **authentication code**. You'll use the authentication code if you forget or need to reset your PIN.
4. Next, you'll be prompted to record your name. Say your name after the tone, and then press the pound key (**#**).
  - If you're happy with the recording, press **1**
  - To record again, press **2**
  - If you need more time, press **8** to pause the recording
    - » To resume, press **any key**
5. Next, you'll be prompted to record your personal greeting or use the defaulted pre-recorded system greeting.

To access<sup>1</sup> the voicemail system from any touch-tone phone, call your office phone number, and then press the star key (**\***) at any time while your greeting is being played. When prompted, enter your PIN.

**Important:** For added security, we require that you use an authentication code for your voicemail box. Authentication codes use an 8-digit, MM/DD/YYYY format. Use a date that's easy for you to remember.

- If you forget your authentication code and/or need to reset your PIN, go to the **Change PIN** section of the **Voicemail settings** tab. *Refer to page 17.*

<sup>1</sup> When you call in to your voicemail box remotely, you may incur additional access charges for non-local calls, hotel service charges, or wireless charges.

## Greetings Section

AT&T Phone for Business offers the ability to record a greeting for each/any unique telephone number associated with your service.

- Create separate greetings
  - » Although most callers reach a business by dialing their published business number, there are exceptions where callers may directly dial other telephone numbers in the business. In this case all voicemail messages will be deposited into your primary voicemail box.
- Use the primary voicemail box main greeting

Each telephone number can be handled differently and can use any of the following Greeting options. This includes any AT&T Wireless numbers you have chosen to integrate into your AT&T Phone voicemail. **Refer to page 19 for more information.**

## Recorded Name

The first time you access your voicemail box you will be prompted to record your name. This is an optional recording but we recommend doing so as some callers will have the opportunity to hear your name announced.

- It is heard when you choose the pre-recorded greeting option
- It is heard when other AT&T Phone subscribers leave you a voicemail message or when you leave them a voicemail message
  - » Examples of Recorded Names: *"Jack Smith "* or *"ABC Company"*

## Pre-Recorded Greeting

The pre-recorded greeting is the basic system greeting associated with AT&T Phone for Business voicemail. In the absence of a personal greeting this option allows callers to hear one of 3 pre-recorded greetings.

- A pre-recorded greeting that includes your company name (Recorded Name)
  - » *"ABC Company can't take your call now."*
- A pre-recorded greeting that includes your telephone number (default)
  - » *"Telephone Number xxx.xxx.xxxx can't take your call now."*
- A generic pre-recorded greeting that does not include your name or your phone number
  - » *"The person you have dialed can't take your call now."*

## Personal Greeting

Recording a personal greeting ensures your callers know who they have reached when leaving a message. It is the greeting callers hear when you are not available.

If you choose to use a personal greeting, it will replace the pre-recorded system greetings. You can change your personal greeting or use a pre-recorded greeting at any time.

- » Example of a Personal Greeting: *"Hello, you've reached Larry at ABC Company. Please leave a message."*



### Apply Primary Number Greeting on Additional Numbers

As explained on the prior page, each telephone number in your service can have a separate greeting. This setting applies the same greeting you have recorded on your main published number to any of your other AT&T Phone for Business telephone numbers you designate.

- » Example: ABC Company has 3 AT&T Phone lines with most calls dialing the main published number with line 2 as a rollover. These 2 lines will share the primary greeting. However line 3 is used for Accounting and receives inbound calls independent of line 1 and may elect to have a different greeting.

### Extended Absence Greeting

This greeting may be used as a temporary greeting to be played for seasonal closures or an extended absence. If your Extended Absence Greeting is on, you can switch to your personal greeting without having to re-record it.

You also have the option of receiving or not receiving voicemail messages when the Extended Absence Greeting is in use. If this greeting is active, you will be notified upon signing in to your mailbox that the Extended Absence Greeting is on and whether messages are being received or not.

- » An example Extended Absence Greeting: *"This is 'Come Fly With Me Travel Agency'. We are currently out of the office on vacation for the next 2 weeks. Please leave your message and we will call you back after the 15th. Thank you."*
- » An example of Seasonal Absence Greeting: *"This is the 'Jolly Holiday Tree Farm'. We will be open for the new season beginning November 12. This mailbox will not accept any messages during this time. Please call back after the 12th. Thank you."*

### Company Greeting

If you elect to use Advanced Voicemail with sub-mailboxes the Company Greeting will be used and will act as a general menu-type message that callers will initially hear when they call your primary business number. The greeting directs callers to specific sub-mailboxes.

- » Example Company Greeting: *"You have reached 'ABC Company'. To leave a general message press 1. To leave a message for Sales, press 2. To leave a message for Customer Service, press 3."*

When pressing 1, callers will hear the greeting you have selected to use for your primary business number mailbox.

When pressing 2 or 3, they will hear the sub-mailbox greeting associated with each of these key pad numbers. If the caller doesn't press a key, messages will be left in the main mailbox, which is the same as if they pressed 1.

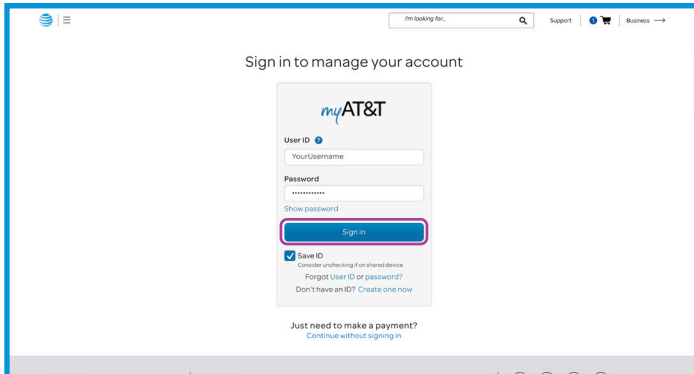
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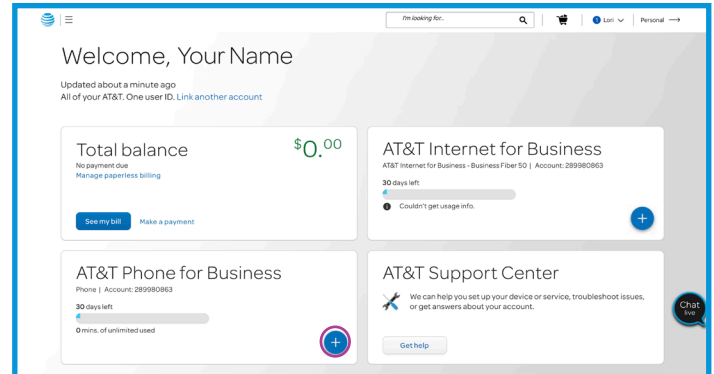
## Managing Your Voicemail

### Using myAT&T

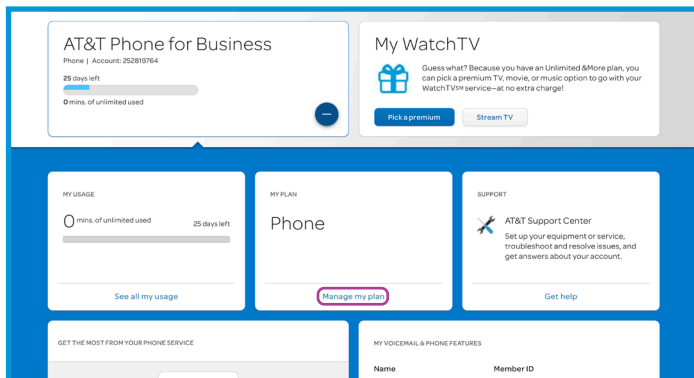
Now that your voicemail boxes are fully configured, we'll review a few ways AT&T Phone for Business can help you manage your messages.



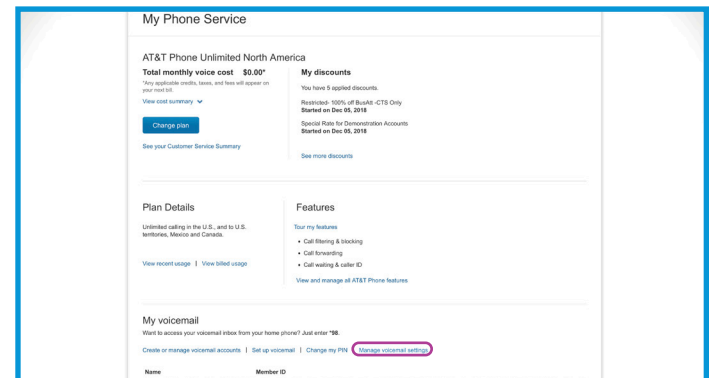
1. **“Sign in”** to your myAT&T account.



2. Expand **AT&T Phone for Business** section by clicking the “+”.



3. Select **“Manage my plan”** from the expanded section.



4. Once on the **My Phone Service** page, click the **“Manage voicemail settings”** link.

You will be taken to the area where AT&T Phone for Business features are managed. Across the top section you can select the different tabs to view Voicemail Messages, Call History, Address Book, Phone Features or Voicemail Settings.

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### Voicemail Settings

For detailed information on the Phone Features tab, please review the AT&T Phone for Business User Guide located on the myAT&T website at [www.att.com/mybusiness](http://www.att.com/mybusiness).

The Voicemail Settings tab has three sections: General Preferences, Voicemail Preferences, and Notifications.

Let's take a closer look at each one.

[Return to Account Overview/Voicemail Settings](#)

### Voicemail Settings

470-305-7950 [View](#)

Voicemail Messages 3 NEW

Missed Calls 0 TODAY

System Messages 0 NEW

Make a Call

Enter Phone Number

Call...

Contacts

[Contacts](#)

[Personal Groups](#)

[Search Contacts](#)

Quick Settings

Voicemail On

All Call Forwarding Off

Call Protect Off

Do Not Disturb Off

Locate Me Off

Sequential Hunting Off

470-305-7950 included? Yes

Flexible Calling Line ID On

More Features >>

Help

[Voice Help and Troubleshooting](#)

Voicemail Messages (3)

Call History

Address Book

Phone Features

Voicemail Settings

#### General Preferences

▶ Voicemail ON Messages are being received

▶ Set Number Of Rings Before Voicemail 4 Rings (24 Seconds)

▶ Change PIN

▶ Save Messages Don't save copy in my Sent Items, Don't Check new voicemail before logout

▶ Voicemail Setup

#### Voicemail Preferences

▶ Security Medium - PIN required

▶ Urgent Playback ON

▶ Autoplay OFF Choose from options menu to play

▶ Message Forwarding OFF

▶ Message Transcription ON

▶ Message Details Content, Date & Time

▶ Manage Greetings For Phone #: 470-305-7950, 470-305-7952, 470-305-7953

▶ Add/Remove Wireless Number Voicemail integrated for 0 wireless numbers.

#### Notifications

▶ Phone Notification ON Notifications for 3 phone numbers

▶ Email Notification OFF

▶ Pager Notification OFF

▶ Message Groups

▶ Notification Group

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### General Preferences

You can turn voicemail ON/OFF, set number of rings, change your PIN, change message settings and more. Click to expand each setting.

#### Voicemail

This setting confirms your voicemail is turned on or off.

You will need to check the voicemail on/off status on each number on your AT&T Phone for Business service.

To do this, select each phone number from the drop-down menu and click **“View”**.

If you make a change remember to click **“Save”**.

#### Set Number of Rings Before Voicemail

This is where you set the number of times your phone will ring before forwarding the caller to your voicemail

On your AT&T Phone for Business service you have the option to change the number of rings for each line.

To do this, select each phone number from the drop-down menu and click **“View”**.

If you make a change remember to click **“Save”**.

#### Change PIN

This is where you change the access PIN that you use when calling into your voicemail box over the phone.

Both Basic voicemail users and Advanced sub-mailbox users can change their PIN here.

If you have forgotten your PIN this is where you can set a new one.

If you make a change remember to click **“Save”**.

#### Save Messages

Here you can specify if you want the system to notify you when you have new messages before you sign out. You can also indicate whether you want to save a copy of all your manually forwarded voicemails in your Sent Items folder.

#### Voicemail Setup

Need to configure voicemail for more than one AT&T Phone number?

Use our Wizard to easily view and customize your messaging options on all of your phone numbers in one place.

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### Voicemail Mailbox Preferences

Choose Security levels, Urgent Playback, Auto-play, Message forwarding.

#### Security

This section gives you different Security levels for accessing your voicemail when calling from the AT&T Phone for Business line in the drop-down. You can select:

**High** – After entering \*98 you will enter both your phone number and PIN to access your voicemail.

**Medium** – After dialing \*98 only your PIN is required (recommended).

**Low** – After dialing \*98 no PIN is required. Anyone dialing \*98 from the number listed will gain immediate access to your voicemail.

You can set this option on a per phone number basis.

#### Urgent Playback

If you want Urgent voicemail messages played first, this setting should be set to **"ON"**.

If someone leaves you an urgent message, it will be played ahead of non-urgent messages.

You can set this option on a per phone number basis.

#### Autoplay

Turn Auto-play **"ON"** and save time!

Hear your new messages play immediately once you access your voicemail box.

This option can be set on a per phone number basis also.

#### Message Forwarding

With Message Forwarding you can send voicemails left in your voicemail box to a preferred email address. The voicemail message will appear in the email as an attached .WAV (sound file).

To use this feature select **"ON"** then select an action in the drop down menu:

- Forward incoming messages and delete original
- Forward incoming messages and keep original

Enter the Email Address (addresses can only be up to 30 characters).



# AT&T Phone for Business

## Voicemail User Guide



### Voicemail Preferences

In Voicemail Preferences you can choose security levels, Message Transcription, Message Details, Manage Greetings, as well as add/remove wireless numbers.

#### Message Transcription

Sometimes it's not convenient to listen to a voicemail message; you want the ability to read your messages.

Message Transcription, also known as voicemail to text, transcribes your voicemail messages so they can be read in your email or on your voicemail viewer app.

**This feature is always set to ON**, and is used within the AT&T Voicemail Viewer mobile app (*refer to page 23 for more info*) and Message Forwarding feature described above.

#### Message Details

Customize the information included with each voicemail message for each phone number.

Here you can specify the information you want to hear when you check your voicemail messages over the phone.

For example specify caller's name/number if available or the date and time of the voicemail.

This can help save time when retrieving messages and give you as much detail about a message as possible.

#### Manage Greetings

This section allows you to manage your greetings for each number associated with your AT&T Phone for Business service. **Click the drop down** next to "Change Settings for" to select which phone number you want to manage.

Depending on what you have already recorded, this section may not reflect all of your greeting options.

**Refer to page 23 for greeting options.**

To record or re-record you must access your voicemail over the phone.

#### Add/Remove Wireless Number

In this section you can combine up to 2 AT&T Wireless phone numbers to your AT&T Phone for Business voicemail box. All voicemail messages left on your business phone or wireless number(s) will be deposited into one voicemail box allowing only one place to check messages.

Once you click on **"Add number"** follow the set-up wizard to complete.

In Advanced voicemail set up, each sub-mailbox can also have two wireless numbers associated with the mailbox.

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### Notifications

In this panel you can set up Phone, Email, and Pager Notifications as well as Message and Notification Groups.

#### Phone Notification

This section controls the message waiting indicator (an interrupted dial tone and/or light on certain telephone models) on all numbers associated with your AT&T Phone for Business account.

**In the drop down** next to Phone Number you may select which number(s) will receive notifications and the type of messages for which you will be notified.

After your selections remember to click **“Save”**.

*Note: If you have Advanced voicemail set-up, notification is not sent to the phone numbers when messages are left in Sub-mailboxes.*

Number	Voicemail Notification
470-305-7950	ALL
470-305-7952	ALL
470-305-7953	ALL

#### Email Notification

To avoid missing messages, turn this option **“ON”** to be notified by email when a message is left. You can assign up to 3 email addresses to receive the notification.

In the **Add Email field**, enter the email address, then choose what type of message to be notified of then click **“Add”**.

After all email addresses are added click **“Save”**.

*Note: The email address may only be up to 30 characters.*

Email	Voicemail	Notification Group
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#### Page Notification

If you want to be paged when a new message is left in your mailbox, select **“ON”**. You have two options from which to choose.

The first option is to use an email address associated with your pager. Your 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 mailbox page your pager number directly. This option works similarly to someone calling your pager number directly and then keying in a phone number.

Pager Type
ALPHANUMERIC

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### Message Groups

If you want to send the same voicemail message to a group of people all at once, set up a Message Group. Only the numbers of AT&T Phone customers are allowed in your group.

To add a group, click **"Add New"** and type a name that describes your group (ex: Sales Team, Management Team, Everyone, etc.). Next to Add Number, enter the phone number(s) you want to add and then click **"Add"**. After all your numbers are added for your group, click **"Save"**. You can have up to 15 groups with 25 numbers in each.

Notice the number in parenthesis given to your group in the drop down. This is the number you will use when sending the voicemail message to your group from the phone.

See also Group Distribution Lists on the voicemail telephone menu on **page 25**. In addition, you can forward messages to the group after listening to the message from the Voicemail Messages tab.

### Notification Group

A number listed in your Notification Group is for someone you would want to be notified of right away if they leave you a message. Adding someone in this list allows you to receive email notification and/or pager notification whenever this person leaves you a message, even if Email and Pager Notification are set to OFF.

If your email and pager notifications are set to OFF, you will only be emailed or paged for voicemail messages left from the number(s) in this group, not for every voicemail message.

To add a number, enter the 10-digit number in the Add Number field and click **"Add"** to move it to your list. Once you have entered all of your numbers, click **"Save"**.

After your numbers are added to the Notification Group, go up to Email Notification/Pager Notification and select the Yes radio button next to the notification group members link. Then click **"Save"**.

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### Voicemail Messages

Under Voicemail Messages-Inbox you can see who's called, play or save messages, add contacts to your Address Book or delete messages.

To listen to the voicemail message, select the play icon (▶). A new window will open to play the message.

Can't play the message? Download a media player like Windows Media® Player from [microsoft.com](http://microsoft.com) or RealPlayer® from [real.com](http://real.com).

Or, save the voicemail message to your computer. **Right-click** your mouse and select **"Save"**. From the pop-up window, designate the location to save the voicemail message and select **"Save"**.

This screen also displays your Inbox, Sent Items, and Trash folders. To customize your voicemail box, you may also set up additional personal folders. You may add up to 15 personal folders. All new messages are displayed in bold in order of the date/time received. As you get close to the maximum amount of space available in your voicemail box, the meter in the upper corner of your voicemail box will turn red.

Return to Account Overview/Voicemail Messages

Voicemail Messages - Inbox [Refresh](#) [?](#)

470-305-7950 [View](#)

Voicemail Messages **3 NEW**

Missed Calls **0 TODAY**

System Messages **0 NEW**

Make a Call

Enter Phone Number [Call...](#)

Contacts

Contacts

Personal Groups

Search Contacts

Quick Settings

Voicemail **On**

All Call Forwarding **Off**

Call Protect **Off**

Do Not Disturb **Off**

Locate Me **Off**

Sequential Hunting **Off**

470-305-7950 included? **Yes**

Flexible Calling Line ID **On**

[More Features >>](#)

Help

Voice Help and Troubleshooting

Voicemail Messages (3) [Call History](#) [Address Book](#) [Phone Features](#) [Voicemail Settings](#)

[Inbox](#) [Sent Items](#) [Trash](#) [Folders](#)

USAGE: 0.63Mb of 50Mb

[Delete](#) [Move to](#) [More Actions](#)

<input type="checkbox"/>	Type	From	Number	When	Size	Actions
<input type="checkbox"/>		WIRELESS CALLE	469-995-0871	08-14-19, 07:03 PM	94 Kb	<a href="#">▶</a> <a href="#">+</a> <a href="#">✕</a>
<input type="checkbox"/>		AT T	800-924-1743	06-04-19, 10:37 AM	368 Kb	<a href="#">▶</a> <a href="#">+</a> <a href="#">✕</a>
<input type="checkbox"/>		ASANN SNOW	678-308-6965	11-01-18, 06:03 PM	186 Kb	<a href="#">▶</a> <a href="#">+</a> <a href="#">✕</a>

Buttons on the right under Actions:

- Play
- Add to Address Book
- Delete

Quick Settings is on the left. This is where you can see if Voicemail is turned on or off.

### Voicemail Viewer

AT&T Voicemail Viewer is an application (app) for iOS and Android devices that makes it easier to stay on top of your voicemail messages.

You may check your voicemail messages visually, and even choose the order in which you listen to them. Messages are automatically delivered to your wireless device; there is no need to sign in to your myAT&T account.

Visit your app store to download the AT&T Voicemail Viewer app. For more detailed information visit [att.com/vmviewer](http://att.com/vmviewer).

This is an ideal app if you are not able to check for messages from your online account or by calling in over the telephone. Simply go to the Voicemail Viewer App from your wireless device.

If you have Advanced Voicemail with sub-mailboxes, instead of using your subaccount to sign in to your myAT&T account to check for messages, you can download the app and check messages for your sub-mailboxes directly from your wireless device.

There are two ways you can sign in to the app for a sub-mailbox:

- Use the sub-mailbox number (Example: 2025550163-1).
- Use the primary number, and then select the sub-mailbox from the drop down list.

Note: The sub-mailbox number may be different than the assigned “key press” number callers use to reach your sub-mailbox. It depends on the order in which the sub-mailbox was added to your account

To confirm which number to use as the sub-mailbox number in the VMV app, **check the list order** in the **My Voicemail Section** of your online account and the position of the subaccount.

My voicemail

Want to access your voicemail inbox from your home phone? Just enter \*98.

Create or manage voicemail accounts | Set up voicemail | Change my PIN | Manage voicemail settings

Name	Member ID	
Your Name	Your User ID (primary)	(141) New <a href="#">View voicemail</a>
Devan Burris	dburris123	Msgs. unavailable
Cathy Squires	csquires456	Msgs. unavailable



## Accessing Voicemail using your phone

Here are a few quick tips for managing your voicemail using voice prompts over any telephone line.

### Voicemail Access

#### From your AT&T Phone for Business line(s)

- Dial **\*98** or call your business phone number

#### From any other phone:

- Dial **your business phone number**,  
Press the **\*** when you hear your greeting
- Enter your **PIN**

### Change PIN for Voicemail

Your PIN must be 6-10 digits in length and should not be your phone number or voice mailbox number.

#### From your AT&T Phone for Business line(s):

- Dial **\*98** to access your voicemail
- At the Main Menu, press **4**
- For Administrative Options, press **2**
- For Security and Hands Free, press **2**
- To change PIN, press **1**

#### From any other phone:

- Dial **your business phone number**,  
Press the **\*** when you hear your greeting
- Enter your **PIN**
- Follow prompts as stated above
- 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

#### Access your voice mailbox

- At the Main Menu for Mailbox settings, press **4**, then for Greetings press **3**.
- If you have sub-mailboxes and need to turn on the Company greeting, **after pressing 3** at the greetings menu press **4**.

### Combine your AT&T Wireless and AT&T Phone for Business voicemail

You can add up to two wireless phone numbers from AT&T to your AT&T Phone for Business voicemail and receive all your voicemail messages in one place.

#### Access your mailbox

- At the Main Menu, for Mailbox Settings, press **4**
- For Administrative Options, press **1**
- For Additional Settings, press **6**
- To add a Wireless Number, press **2**

When prompted, enter your 10-digit wireless phone number. Then enter the last 4 digits of your Social Security Number or Tax ID for verification purposes. The last 4 digits of the Social Security or Tax ID entered must match the last 4 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.*

### Voicemail to Text

The line needs to be sending calls to voice mail. (Call forward or No Answer).

#### To enable this feature:

- In the Voicemail Settings tab, go to Voicemail Preferences block.
- Open Message Forwarding and Set Message forwarding to **ON**.
- Select an action from the drop-down (Forward incoming messages and keep original), set a desired sent to Email Address and then **"Save"**.
- Also on the Voicemail preferences, go to Message Transcription, set it to **ON** and then **"Save"**.

# AT&T Phone for Business

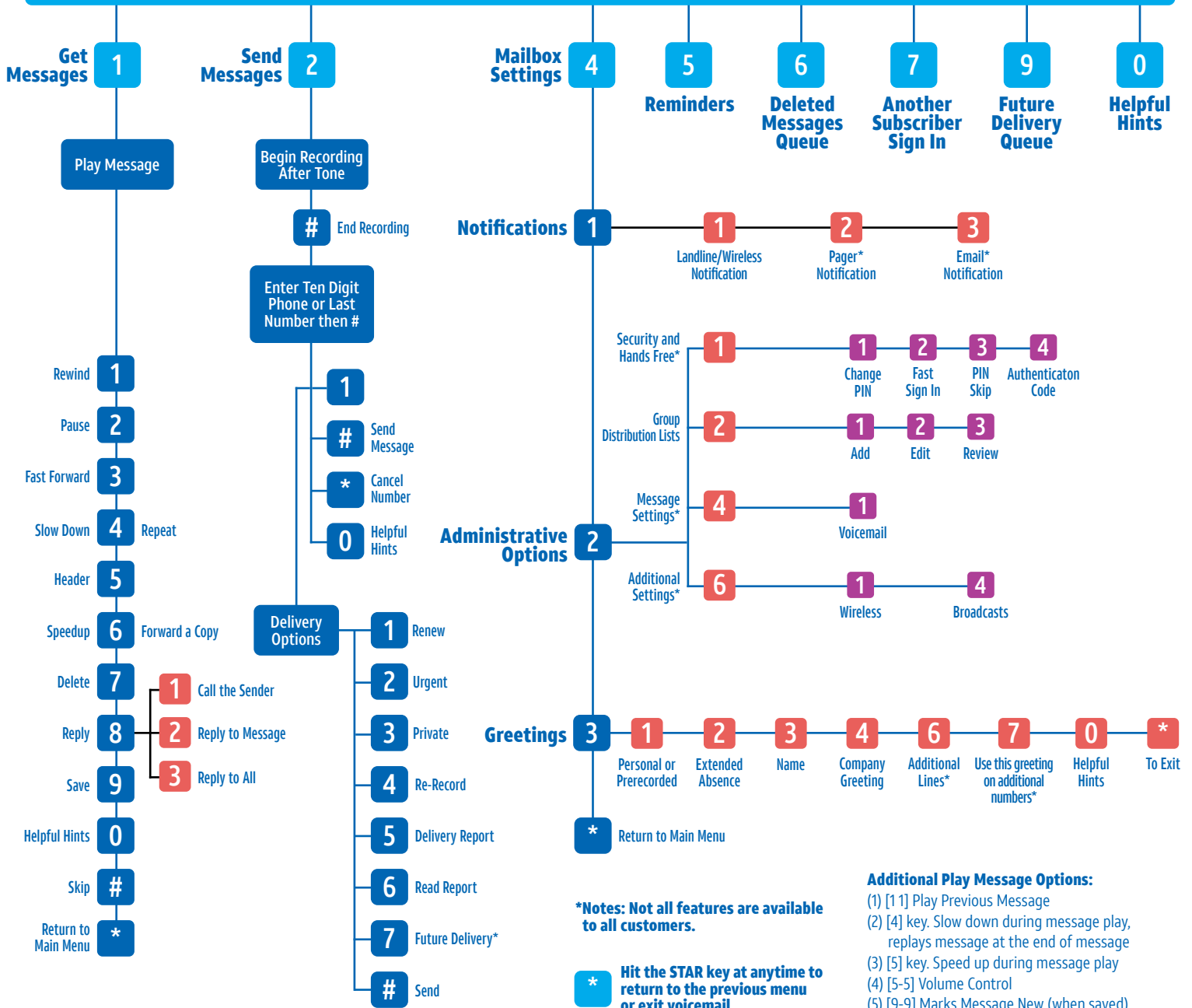
## Voicemail User Guide



### Quick Reference Guide

#### Visual Chart

### AT&T Phone for Business Voicemail Main Menu



# AT&T Phone for Business

## Voicemail User Guide



### Text Chart

#### AT&T Phone for Business Voicemail Main Menu

**Press 1** to Get Messages.

**Press 2** to Send Messages.

**Press 4** for Mailbox Settings.

**Press 5** for Reminders.

**Press 6** for the Deleted Messages Queue.

**Press 7** for Another Subscriber Sign In.

**Press 9** for Future Delivery Queue.

**Press 6** for Helpful Hints.

**Press \*** at anytime to return to the previous menu or exit voicemail.

#### Get Messages

**Press 1** to Get Messages, then play a message.

**Press 1** again to **rewind** the message.

**Press 2** to **pause** the message.

**Press 3** to **fast forward** the message.

**Press 4** to **slow down** or **repeat** the message.

**Press 5** to listen to the message **header**.

**Press 6** to **speed up** or **forward a copy** of the message.

**Press 7** to **delete** the message.

**Press 8** to **reply** to the message.

**Press 9** to **save** the message.

**Press 0** for **Helpful Hints**.

**Press #** to **skip** the message.

**Press \*** to **return to the Main Menu**.

#### Reply to Message

If you **pressed 8** to reply to the message...

**Press 1** to **call the sender**.

**Press 2** to **reply to the message**.

**Press 3** to **reply to all**.

#### Additional Play Message Options

**Press 1-1** to play the **previous message**.

**Press 4** to **slow down** during message play. This will also **replay** the message at the end of the message.

**Press 5** to **speed up** during message play.

**Press 5-5** for **volume control**.

**Press 9-9** to **mark the message as new** when saved.

### Send Messages

**Press 2** to Send Messages, then begin recording after the tone.

**Press #** to **end** the recording.

Enter your ten digit phone or last number, then **press #** again.

**Press 1** for **Delivery Options**.

**Press #** to **send** the message.

**Press \*** to **cancel** the number.

**Press 0** for **Helpful Hints**.

### Delivery Options

If you **pressed 1** for Delivery Options...

**Press 1** to **renew**.

**Press 2** for **urgent**.

**Press 3** for **private**.

**Press 4** to **re-record**.

**Press 5** for the **delivery report**.

**Press 6** to **read the report**.

**Press 7** for **future delivery\***.

**Press #** to **send**.

\*Note: Not all features are available to all customers.

# AT&T Phone for Business

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### Mailbox Settings

- Press 4** for Mailbox Settings.
- Press 1** for Notifications
- Press 2** for Administrative Options.
- Press 3** for Greetings
- Press \*** to return to the Main Menu.

### Notifications

- If you **pressed 1** for Notifications...
- Press 1** again for **landline/wireless notifications**.
- Press 2** for **pager\* notifications**.
- Press 3** for **email\* notifications**.

### Administrative Options

- If you **pressed 2** for Administrative Options...
- Press 1** for **security and hands free\***.
- Press 2** for **group distribution lists**.
- Press 4** for **message settings\***.
- Press 6** for **additional settings\***.

### Security and Hands Free

- If you **pressed 1** for security and hands free...
- Press 1** to **change your pin**.
- Press 2** for **fast sign in**.
- Press 3** to **skip your pin**.
- Press 4** for **authentication code**.

### Group Distribution Lists

- If you **pressed 2** for group distribution lists...
- Press 1** to **add**.
- Press 2** to **edit**.
- Press 3** to **review**.

### Message Settings

- If you **pressed 4** for message settings...
- Press 1** for **voicemail**.

### Additional Settings

- If you **pressed 6** for additional settings...
- Press 1** for **wireless**.
- Press 4** for **broadcasts**.

### Greetings

- If you **pressed 3** for Greetings...
- Press 1** for **personal or prerecorded**.
- Press 2** for **extended absence**.
- Press 3** for **name**.
- Press 4** for **company greeting**.
- Press 6** for **additional lines\***.
- Press 7** to **use this greeting on additional numbers\***.
- Press 0** for **Helpful Hints**.
- Press \*** to **exit**.

\*Note: Not all features are available to all customers.