AT&T Voicemail℠ Services

Applies to AT&T All In One Service, AT&T Business Network Service, AT&T Local Exchange Services, AT&T OneNet Option, ACC Business Service

User Guide

Welcome to AT&T Voicemail^{SM} Services

Enjoy all the benefits of your new AT&T Voicemail^{SM} service by learning about its many features and capabilities. AT&T Voicemail^{SM} is easy to use. Simply follow the steps in this User Guide.

How Does AT&T Voicemail^{SM} Work?

AT&T Voicemail^{SM} combines wireline, wireless[1], messages into one mailbox, making them easily accessible. AT&T Voicemail^{SM} provides the latest technology to save you time and money, no matter where you are or how you communicate.

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. The remaining sections will help you understand how the different features of your service work together, so you can get the most out of your new service.

The AT&T Voicemail^{SM} Terms and Conditions of Service are located at the end of this document.

---

1   Refers only to AT&T Wireless service. AT&T Voicemail^{SM} service works with most AT&T wireless phones, but not all. If AT&T wireline (home or business telephone number) and wireless numbers are not for the same service area, integration (combining AT&T wireline and wireless messages into a single mailbox) may not work properly and additional airtime charges may apply. AT&T Prepaid Wireless customers cannot add their wireless voicemail to AT&T Voicemail^{SM} service.

Table of Contents

Setting Up Your Mailbox

You must complete mailbox setup before you can start using your voice mailbox!

Things you'll need before you start
You can find these items in your Order Confirmation which was mailed to you when you ordered AT&T Voicemail^{SM}.

1. Your **Mailbox Number** (telephone number that is connected to voicemail).
2. Your **Access Number.**
3. Your **Temporary PIN** (your 10-digit telephone number).

Note: The temporary PIN may not be required for customers calling from the telephone number connected to their voicemail.

To set up your voice mailbox using the telephone connected to your AT&T Voicemail^{SM} (such as your office number), follow these steps:
1. Dial your **Access Number.**
2. Follow the prompts to set up your mailbox.

To set up your mailbox using a telephone number NOT connected to your AT&T Voicemail^{SM}, follow these steps:

1. Dial your **Access Number.**
2. Enter your **Temporary PIN** (your 10-digit telephone number).
3. Follow the prompts to set up your mailbox.
   Or
1. Dial your Telephone Number (mailbox number).
2. Once you hear the system greeting, **press *.**
3. Enter your **PIN.**

FOR SECURITY REASONS, YOU SHOULD CHANGE YOUR TEMPORARY PIN IMMEDIATELY EVEN IF YOU'RE NOT YET USING YOUR MAILBOX. Your PIN must be at least six and not more than 10 digits long.

Once you've recorded your personal greeting or selected a pre-recorded greeting, basic Mailbox Setup is complete and your AT&T Voicemail^{SM} is ready to use. For additional set-up instructions, follow the prompts.

Accessing Your Mailbox

Now that you've set up your AT&T Voicemail^{SM}, you can access it anytime. The various features of your mailbox and how to use them are explained in the following sections of this User Guide.

To access your voice mailbox using the telephone connected to your AT&T Voicemail^{SM}:

1. Dial your **Access Number**.
2. Enter your **PIN**.

To access your mailbox using a telephone NOT connected to your AT&T Voicemail^{SM}:

1. Dial your **Access Number.**
2. Enter your 10-digit telephone number (mailbox number).
3. Enter your **PIN.**

   Or:

1. Dial your Telephone Number (mailbox number).
2. Once you hear the system greeting, **press *.**
3. Enter your **PIN.**

Setting Up Your Mailbox Greetings

With AT&T Voicemail^{SM}, you have a choice of several types of mailbox greetings:

Name Announcement
Your recorded Name Announcement is what other AT&T Voicemail^{SM} 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 Voicemail^{SM} 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 is 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 Jack's mailbox. Please leave a message."

Same As Primary Greeting
This greeting allows callers to hear the same greeting that they hear when they call your primary line. This is used with wireless numbers and secondary telephone lines associated with your AT&T Voicemail^{SM}. (See Definition of Terms on Page 20.)

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. 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.

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 that the Extended Absence Greeting is on and whether messages are being received or not.

Group Greeting
The primary mailbox, or main mailbox, is considered mailbox **number 1**. All subsequent sub-mailboxes/ extension mailboxes are given their own number — **mailbox 2, mailbox 3, mailbox 4** and **mailbox 5**.
Note: It is not required that sub-mailboxes/extension mailboxes be placed in numerical order.

The main mailbox owner records the Greeting, referenced as Group Greeting customers and assigns the appropriate keys that callers would press to leave a message for various members of the company.

A sample Group Greeting: "You have reached the Smith Company. To leave a message for the Customer Care Department [main mailbox owner], press 1 and wait for the tone; for the Shipping Department, press 2; for the Billing Department; press 3."

In the Group Greeting example above, the primary mailbox belongs to the Customer Care Department. When the Customer Care Department's callers press 1 and wait for the tone, they will hear the Customer Care Departments recorded greeting.

Sub-mailboxes will not have the option of changing the Group 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.

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

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

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.

To Set Up Your Mailbox Greetings:

1. Access your mailbox.
2. From the Main Menu, press **3** for Greetings.
3. Choose the greeting you want to change:
   - Personal Greeting, press **1.**
   - Extended Absence Greeting, press **2.**
   - Name, press **3.**
   - Group Greeting (if applicable), press **4.**
4. 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 20 seconds. To resume, press any key to continue.
   - To cancel and return to the Greetings menu, press ***.**

Note: 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 connected to your mailbox, pressing **7** allows you to create a personal greeting or turn on/off the "same as primary" greeting

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. If you enter your PIN 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.

To Create or Change your Authentication Code/PIN:

1. Access your mailbox.
2. Press **4** for Mailbox Settings from the Main Menu.
3. Press **3** for Security and Hands Free Options.
4. Press **4** to modify your Authentication Code.
5. Press *1* to Create or Change the eight-digit date of birth (MMDDYYYY)*.
   - For Mother's Date of Birth, press **1.***
   - For Father's Date of Birth, press **2.***
   - For Spouse's Date of Birth, press **3.***
   - For Child's Date of Birth, press **4.***

*Any date or string of 8 digits can be used, it does not have to be a valid date of birth. The system does not check for valid date entries. For example, 12345678 would be considered a valid entry.

Wireline-Wireless Mailbox Service

You can connect up to two wireless numbers to your primary AT&T voice mailbox and one wireless number to each sub-mailbox/extension mailbox. **This service is only available when your wireless service is provided by AT&T and is not a prepaid number.** AT&T Voicemail[SM] services work 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.

To Connect Wireless Numbers to your Wireline Voicemail:

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 **6** for Additional Settings.
5. Press **1** to add a Wireless Number.
   - When prompted, enter your 10-digit wireless phone number. Then enter the last four digits of the Social Security Number or Tax ID on the wireless account being added for verification purposes.

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

Programming the 1 Key on your Wireless Phone
(This optional feature may not be available in all areas.)

With AT&T Voicemail[SM] service, when you add your AT&T wireless number to your integrated mailbox, you can also program the **1** key on your wireless phone to automatically dial your voice mailbox number (or Access Number). If your phone uses a SIM card, it is a GSM phone. The SIM card is a small plastic chip typically found underneath the battery. If you have a GSM wireless phone, your voice mailbox number will be sent automatically to your phone after you set up your AT&T Voicemail[SM]. Wait approximately three hours and then press and hold the **1** key to verify that it has been sent.

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 **3** for Greetings and follow the prompts.

Getting Your Messages

When accessing your mailbox, you'll be presented with several options. Checking for messages is the option you'll choose most often.

Get Your Messages:

1. Press **1** to Get your Messages.

Message Options

Rewind	1	1	Play previous Message
Save	2	2	Save As New
Delete	3		
Reply	4		
Forward Copy	5		
Pause	8		
Save	9		
Helpful Hints	0		
Skip	#		
Return to Main Menu	*		

Retrieving Your Messages Faster and Easier

Your AT&T Voicemail^{SM}includes the following shortcuts for retrieving and reviewing messages. The information below is also outlined in the Quick Reference Guide on Page 21.

Fast Sign In
When turned on, this feature lets you bypass entering your Telephone Number when you call AT&T Voicemail^{SM} 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 from your primary telephone number.

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. We recommend you always require access to your mailbox by using a secure PIN.

To Turn Fast Sign In and PIN Skip On and Off:
(**Note:** These instructions are for main mailbox owners only.)
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 **3** for Security and Hands Free Options.
4. Press **2** for Fast Sign In Setup.
   - Press **1** to turn on/off Fast Sign In.
5. Press **3** for PIN Skip.
   - Press **1** to turn on/off PIN Skip.

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

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 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/extension mailboxes, each mailbox owner can set his/her own Autoplay options.

To Turn Autoplay On and Off:

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 Voicemail Settings.
4. Press **4** to toggle Autoplay Settings on or off.

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. If marked urgent by the sender, that message will be played ahead of any non-urgent messages.

To Turn New Urgent Message Playback On and Off:

1. Access your mailbox using the telephone number for which you want to designate urgent message playback.
2. From the Main Menu, press **4** for Mailbox Settings.
3. Press **2** for Voicemail Settings.
4. Press *5* for Urgent Message Settings.
5. Press *5* again to toggle Urgent Message Playback on or off.

Erased Message Retrieval

When a message is erased, you have up to 48 hours to access this message before it is permanently deleted from your mailbox.

To Retrieve Erased Messages:

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 and cannot be recovered.

Storage Capacity (Full Mailbox)

AT&T Voicemail[SM] comes with storage capacity of 100MB. If your AT&T Voice mailbox becomes full, you need to delete messages from your mailbox in order to free up storage capacity.

Sending a Voice Message

Your new service makes it easy to leave voice messages for other AT&T Voicemail^{SM}users without calling them. You can send messages to other mailboxes, groups or sub-mailboxes/extension mailboxes.

To Send a Voice Message:
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. You'll be prompted to record your message. After the tone, record your message and press **#** when you're done.
5. Address the message by entering the 10-digit telephone number or the one-or two-digit Distribution List code of the person to whom you want to send the voice message. The 10-digit telephone number or the distribution list code must be for other AT&T Voicemail^{SM}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.
   - See the section of this User Guide on Distribution/Group Lists.

6. 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.
7. 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**.
     - o Select this option if you want to get confirmation that the message is delivered.
   - To request read report, press **6**.
     - o 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 **#**.
   - To Cancel and return to the previous menu, press *****.

Note: You will not incur long distance charges for sending a voicemail outside of your local calling area from your AT&T Voice mailbox.

Future Delivery of a Voice Message

You can schedule Future Delivery voice messages 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 Quick Reference Guide on Page 21).

To Schedule a Message for Future Delivery:
1. Follow instructions on page 11 to send a voice message.

2. 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 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 cancel, press *.
   ● To continue, press #.
   Your message has been successfully scheduled for future delivery.

Setting up Distribution/Group Lists

When creating a Distribution/Group List, you can only enter telephone numbers of other AT&T Voicemail[SM] service users.

To Create a Distribution/Group List:

1. Access your mailbox.
2. From the Main Menu, press **4** for Mailbox Settings.
3. Press **4** for Administrative Options.
4. Press **1** 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.
7. Record a name to describe the distribution list.
8. Enter telephone numbers of the AT&T Voicemail[SM] users you want on the list.
9. When you're done adding telephone numbers, press **#**.

Changing Your PIN/Sign in Settings

To Change Your PIN:

1. Access your mailbox.
2. Press **4** for Mailbox Settings from the Main Menu.
3. Press **3** for Security and Hands Free Options.
4. Press **1** to Change PIN.
5. Enter your new PIN, which must be at least six and no more than ten digits.
6. 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. (See Page 7 for Managing Your Authentication Code/Resetting Your PIN.)

Understanding Your Message Notification Options

With Message Notification, you can be notified when new messages are left in your AT&T Voice mailbox. You can set your mailbox to page you or send a message notification to a wireless device or wireline telephone. If you have sub-mailboxes/extension mailboxes, each mailbox user can set his/her message notification.

You can turn message notification on and off. You can also select whether you want to be notified of all messages, just the ones marked urgent or none at all.

Wireline Phone Notification

If you receive message notifications via a wireline telephone, the Message Waiting Indicator on the telephone will be activated. The Message Waiting Indicator will either be a special "beeping" or "stutter" dial tone when you pick up the telephone and/or light on specially equipped telephones. Notification is not delivered to the telephone when messages are left in sub-mailboxes or extension mailboxes — only the primary mailbox.

If you have a secondary telephone line (Transfer MBX/Alternate ID) associated with your service, you can also send it message notifications.

Wireless Phone Notification

If you have a wireless phone connected to your mailbox, your wireless notification will be the same as your wireline notification. However, you can choose never to be notified of a voice message on your wireless phone if you only want to be notified on your wireline telephone.

Pager Notification

Your mailbox can page your pager number directly. This option works similarly to someone calling your pager number directly and then keying in a phone number. You'll be able to choose which telephone number is displayed in your pager when a message is left in your AT&T Voice 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.

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

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.

To Turn Message Notification On Or Off:

1. Access your mailbox.
2. Press 4 for Mailbox Settings from the Main Menu.
3. Press 5 for Notification Options.
4. Press 1 to turn on/off your Wireline/Wireless Phone Notification settings.
5. Press 2 to turn on/off your Pager Notification setting.

Additional Features of Your AT&T Voicemail^{SM}

Reminders

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.

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)."

To Set Up a Reminder Message:

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

If no Reminders are 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.

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.

Language Preference

You can choose to hear either English or Spanish Language prompts when calling in to access your voicemail. English is the default language.

To Set English or Spanish Language:

1. Access your mailbox.
2. Press **4** for Mailbox Settings from the Main Menu.
3. Press **6** for Additional Settings.
4. Press **4** for Language Settings.
   - Press **1** for English.
   - Press **2** for Spanish.

Adding a Secondary Telephone Line - Transfer Mailbox (MBX)/Alternate Identification (ID) to Your Service

If you have more than one telephone number in your office, your AT&T Voicemail^{SM}can direct messages from several telephone lines into a single mailbox. The number of Transfer MBX/Alternate IDs available to you varies by region. (See Definition of Terms on Page 22.) Transfer MBX/Alternate IDs must be in the same local service area. There are also some limitations regarding toll-free numbers.

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.

To customize the greeting on your secondary and subsequent telephone lines, sign in to your mailbox, press **7** at the Main Menu and enter the **Transfer MBX/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.

To Record a 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 Transfer MBX/Alternate ID number (your other telephone number) for which you'd like to change the greeting. Then follow the prompts.

Sub-mailboxes/Extension Mailboxes: Sharing Your Mailbox

Sub-mailboxes/Extension mailboxes allow various people within a business to manage their messages separately. Each sub-mailbox/extension mailbox can have its own PIN, greetings and settings.

The primary mailbox activates or deactivates sub-mailboxes. The main mailbox also controls the Group 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.

If you use the sub-mailbox/extension mailbox feature, you'll need to record a Group Greeting that callers will hear if their call goes unanswered. Your 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 group greeting could say, "You have reached the Smith Company. To leave a message for the Customer Care Department [main mailbox owner], press 1 and wait for the tone; for the Shipping Department, press 2; for the Billing Department; press 3."

Note: In this example, the Customer Care Department is the primary mailbox owner (mailbox 1) and designates the key presses.

To set up your Group Greeting, you first need to create at least one sub-mailbox. You can create sub-mailboxes and activate/deactivate mailboxes depending on your business needs.

To Create and Set Up Sub-mailboxes/Extension Mailboxes:

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/extension mailbox.

After you add a new sub-mailbox/extension mailbox, the following is what you will hear when the system provides you with the information for that sub-mailbox:
- The sub-mailbox/extension mailbox number.
- The temporary PIN (same as 7-digit main telephone number).

Provide this information to the individuals so they can sign into their accounts and record their own greetings.

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/extension mailbox number. Until this is done, callers will only hear the pre-recorded greeting when they reach your individual mailbox.

To begin using your **Group Greeting**, you'll first need to turn on this feature and then record your greeting. **Note:** Turning on your **Group Greeting** allows routing to designated mailboxes.

To Turn On/Off Group Greeting:

1. Press **4** for Mailbox Settings from the Main Menu.
2. Press **2** for Administrative Options.
3. Press **5** for Group Mailbox.
4. Press **1** to Turn On Group Mailbox.
5. Press **2** to Turn Off Group Mailbox.

To Record Group Greeting:

1. Press **4** for Mailbox Settings from the Main Menu.
2. Press **3** for Greetings.
3. Press **4** for Group Mailbox Greeting.

Note: Messages left in Sub-mailboxes/Extension Mailboxes will not activate the Message Waiting Indicator (MWI).

Primary Mailbox and Sub-Mailbox/Extension Mailbox New Message Summary

When you access your main mailbox, you will hear the New Message Summary for both the primary and sub-mailboxes/extension mailboxes. You can choose to include or exclude the sub-mailboxes/extension mailboxes. An example of the Message Summary is: "You have 1 new voice message. You have 3 new messages in sub-mailboxes".

To Exclude Sub-mailboxes/Extension Mailboxes in the 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.

Call Transfer to Attendant

Call Transfer to Attendant is a feature that gives callers the option to be transferred to a designated person (attendant) if the individual they are calling is unavailable. Callers will Press 0 to reach the attendant. This feature is not available in all areas and the selected attendant number cannot be a long-distance call.

To Set Up Attendant Number:

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.
   - 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, "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."

Announcement Only Service

Announcement Only Service allows you to greet customers with a recorded message that provides consistent information about your business. For example, the announcement can provide the times during which your business is open and information about where your business is located. Your announcement is available to callers any time of day or night, even outside normal business hours. You can change your announcement at any time.

Announcement Only Service is available with the following options:

- The maximum announcement length is ten minutes.
- A "zero-out" option that allows callers to Press **0** to speak with an attendant. (See Call Transfer to Attendant instructions.)

To Setup Your Announcement Mailbox:
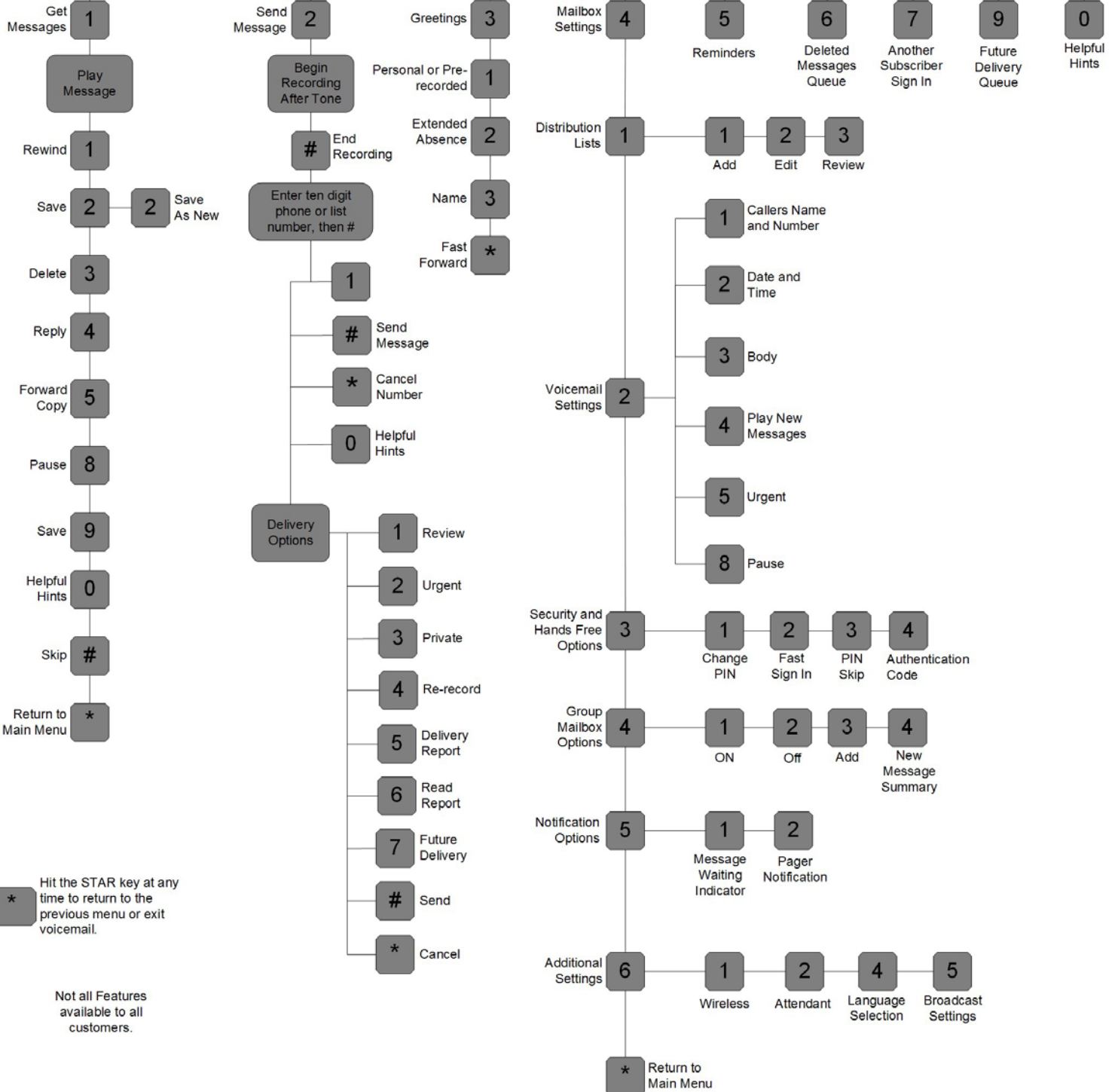1. See Setting Up Your Mailbox and Accessing Your Mailbox instructions.
2. For instructions on recording your announcement, see Setting Up Your Mailbox Greetings instructions.

Note: Since you are using only the greeting option of this service, your mailbox cannot receive messages. However, each time you access your mailbox, the service tells you that "there are no messages in your mailbox."

Quick Reference Guide

Main Menu

Get Messages — 1
- Play Message
  - Rewind — 1
  - Save — 2 → Save As New — 2
  - Delete — 3
  - Reply — 4
  - Forward Copy — 5
  - Pause — 8
  - Save — 9
  - Helpful Hints — 0
  - Skip — #
  - Return to Main Menu — *

Send Message — 2
- Begin Recording After Tone
  - End Recording — #
  - Enter ten digit phone or list number, then # — 1
    - Send Message — #
    - Cancel Number — *
    - Helpful Hints — 0
  - Delivery Options
    - Review — 1
    - Urgent — 2
    - Private — 3
    - Re-record — 4
    - Delivery Report — 5
    - Read Report — 6
    - Future Delivery — 7
    - Send — #
    - Cancel — *

Greetings — 3
- Personal or Pre-recorded — 1
- Extended Absence — 2
- Name — 3
- Fast Forward — *

Mailbox Settings — 4
- Distribution Lists — 1
  - Add — 1
  - Edit — 2
  - Review — 3
- Voicemail Settings — 2
  - Callers Name and Number — 1
  - Date and Time — 2
  - Body — 3
  - Play New Messages — 4
  - Urgent — 5
  - Pause — 8
- Security and Hands Free Options — 3
  - Change PIN — 1
  - Fast Sign In — 2
  - PIN Skip — 3
  - Authentication Code — 4
- Group Mailbox Options — 4
  - ON — 1
  - Off — 2
  - Add — 3
  - New Message Summary — 4
- Notification Options — 5
  - Message Waiting Indicator — 1
  - Pager Notification — 2
- Additional Settings — 6
  - Wireless — 1
  - Attendant — 2
  - Language Selection — 4
  - Broadcast Settings — 5
- Return to Main Menu — *

Reminders — 5

Deleted Messages Queue — 6

Another Subscriber Sign In — 7

Future Delivery Queue — 9

Helpful Hints — 0

---

* Hit the STAR key at any time to return to the previous menu or exit voicemail.

Not all Features available to all customers.

Definition of Terms

Access Number
The telephone number you dial to access your messages using any telephone.

"Beeping" or "Stutter" 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 Voice mailbox.

Distribution/Group List
A list of other subscriber telephone numbers 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 logging 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.

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 the telephone associated with your mailbox.

Secondary Telephone Line/Transfer Mailbox (MBX)/Alternate Identification (ID)
The Transfer MBX/Alternate ID feature allows calls to your other existing wireline telephone number(s) to forward into the same mailbox as calls to your primary wireline telephone number. A Transfer MBX/ 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 with two or more lines. Callers dialing either number would leave a message in the same mailbox.

Subscriber
This term refers to an AT&T Voicemail^{SM} service customer.

Sub-Mailboxes/Extension Mailboxes
This is a mailbox that has a group of other mailboxes linked to it (also known as a Group or a Shared Mailbox). The primary purpose of a sub-mailbox/extension 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 group greeting and the routing of calls to each sub-mailbox/extension mailbox by designating which key to press to reach the sub-mailbox.

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

If you have further questions, call us at the number printed on your bill or

(877) 325-0445 for AT&T All In One Service
(800) 328-1111 for AT&T Business Network Service
(888) 227-3824 for AT&T Local Exchange Services
(800) 344-5100 for AT&T OneNet Option
(800) 456-6000 for ACC Business

AT&T Voicemail^{SM} Terms and Conditions of Service

(Provided at the time AT&T Voicemail^{SM} services are ordered.)

The terms and conditions set forth herein constitute an agreement ("Agreement") between AT&T Corp., AT&T Communications of Indiana, LLC, AT&T Communications of New York, Inc., AT&T Communications of Texas, LLC, AT&T Communications of Virginia, LLC, Teleport Communications America, LLC, TC Systems, Inc., and/or ACC Business d/b/a AT&T Corp. (hereinafter, AT&T) and the voicemail customer ("Customer") for the provision of voicemail services and features. Please read these terms and conditions carefully and keep a copy for your records.

 1. AT&T will furnish and provide voicemail services and features on a month-to-month basis. The services and features may be terminated at any time, for any reason, by Customer. In the event AT&T chooses to discontinue any voicemail service or feature as a generally available service or feature offering, AT&T will provide thirty (30) days written notice of the same to Customer. AT&T reserves the right to provide voicemail services and features through any appropriate equipment and software and to change the same from time to time at AT&T's sole option.

2. Customer agrees to pay AT&T its charge for establishment of the voicemail services and features and the monthly charge for each service and feature that will be placed on Customer's monthly AT&T bill. AT&T reserves the right to bill Customer for AT&T VoicemailSM through any AT&T affiliate and to change the billing entity from time to time at AT&T's sole discretion without advance notice.

3. Customer has the responsibility of contacting AT&T if he/she wishes to discontinue any voicemail services or features that Customer no longer wants, can no longer use with Customer's existing services, or that are incompatible with other existing services or features subscribed to by Customer. AT&T may discontinue a voicemail feature on behalf of Customer without notice to Customer if and when AT&T becomes aware of Customer subscribing to another service or feature that is incompatible with a voicemail feature or that Customer can no longer use an AT&T Voicemail^{SM} feature because Customer has discontinued a service or feature with which the voicemail feature was specifically designed to work.

4. AT&T may modify the charges for voicemail services and features on thirty (30) days written notice to Customer. Such notice may be provided in a bill insert, as a message printed on the AT&T bill, in a separate mailing, or by any other reasonable method at AT&T's discretion. AT&T further reserves the right to modify the terms of this Agreement and/or the operation of voicemail services and features at any time. If Customer does not accept the modified charges or terms of the Agreement, or the modified operation of the voicemail service or feature, Customer may immediately terminate the service or feature.

5. LIMITATION OF LIABILITY: Customer's sole remedies for loss or damage caused by use of voicemail services or features, or for delay or partial or total non-performance of any voicemail service or feature under this Agreement, regardless of the form of action, whether in contract, tort (including negligence), strict liability or otherwise, shall be limited to an amount equivalent to charges payable by Customer to AT&T for such voicemail service or feature for the period such failure, delay or non-performance occur. A pro rata refund for these equivalent charges will be issued to Customer upon Customer request. AT&T is not responsible for the content of messages or messages lost in the use of voicemail services and features, including those due to equipment failure or Customer error. AT&T WILL IN NO EVENT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED TO THE PROVISION OR USE OF VOICEMAIL SERVICES AND FEATURES, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE, ERROR, MISTAKE OR OMISSION ON THE PART OF AT&T OR ITS EMPLOYEES OR AGENTS), STRICT LIABILITY OR OTHERWISE.

6. AT&T shall not be held responsible for any delay or failure in performance of any part of this Agreement caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement, civil or military authority, act of God, or other similar causes beyond AT&T's control ("Condition"). If any such Condition occurs, AT&T may elect to immediately terminate this Agreement and the AT&T Voicemail^{SM} services and features without notice.

7. Unless expressly stated otherwise, these terms and conditions do not apply to customers who have entered a separate contract for AT&T Voicemail^{SM} services and features for a specified time period to the extent such contract contains separate terms and conditions.

8. Non-payment of voicemail service and feature charges shall not be cause for denial or termination of exchange telephone service. Non-payment may, however, result in immediate cancellation of the voicemail services and features without further notice and the application of a late payment charge and/or late payment interest of up to 1.5% (1% in Louisiana) or the highest amount allowed by law, whichever is lower.

9. Voicemail services and features are for Customer's use only and may not be assigned.

10.   If voicemail features are tariffed offerings in Customer's state, the terms of the tariff will control in the event of a discrepancy between the terms and conditions hereof and the provisions of the applicable tariff.

11.   In using voicemail services and features, Customer shall comply with all applicable state and federal laws and regulations. The services and features shall not be used for any unlawful, fraudulent or obscene purpose, or for the purpose of frightening, abusing, tormenting, or harassing another, or for any other purpose in violation of AT&T's regulations and policies. Any such usage may result in immediate termination of the services and features without notice.