

# AT&T Voicemail<sup>SM</sup> Services

## *User Guide*

Applies to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee customers.



# Welcome to AT&T Voicemail<sup>SM</sup> Services

Includes AT&T Voicemail<sup>SM</sup>, MessageLink<sup>SM</sup>, and MemoryCall<sup>®</sup> and MemoryCall<sup>®</sup> Announcement Service for Business

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

## How Does AT&T Voicemail Work?

AT&T Voicemail combines wireline, wireless<sup>1</sup>, and fax messages into one mailbox, making them easily accessible. AT&T Voicemail 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 so you can get the most out of your new service.

The AT&T Voicemail Terms and Conditions of Service are located at the end of this document. These were also provided with your Order Confirmation when you ordered AT&T Voicemail.

If you have further questions, call us at **800.288.2020**.

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<sup>1</sup> Refers only to AT&T Wireless service. AT&T Voicemail 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 service.

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# Setting Up Your Mailbox

You have to 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.

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

**Note:** The temporary PIN is not required for residential 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 (such as your home or office number), follow these steps:

### Residential Customers

1. Dial **\*98** (if available in your area)<sup>2</sup>.  
Or: Dial your **Access Number**.
2. Follow the prompts to set up your mailbox.

### Business Customers

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, follow these steps:

### Residential or Business Customers

1. Dial your **Access Number**.
2. Enter your **Temporary PIN** (your 10-digit telephone number).
3. Follow the prompts to set up your mailbox.

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

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<sup>1</sup> FOR SECURITY REASONS, WE ASK THAT YOU CHANGE YOUR TEMPORARY PIN IMMEDIATELY EVEN IF YOU'RE NOT YET USING YOUR MAILBOX. When choosing your PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your PIN as you would your ATM PIN. Select a PIN of at least six digits. For added security, you should change your PIN periodically and check your greetings to make sure they haven't been changed.

<sup>2</sup> The \*98 feature may not be available in all areas.

# Accessing Your Mailbox

Now that you've set up your AT&T Voicemail, 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:

Residential Customers

1. Dial **\*98** (if available in your area)<sup>1</sup> Or: Dial your **Access Number**.
2. Enter your **PIN**<sup>2</sup>.

Business Customers

1. Dial your **Access Number**.
2. Enter your **PIN**<sup>2</sup>.

## To access your mailbox using a telephone NOT connected to your AT&T Voicemail:

Residential or Business Customers

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**.

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<sup>1</sup> The **\*98** feature may not be available in all areas.

<sup>2</sup> Depending on how you set up your voice mailbox, you may or may not be asked to enter your PIN. If you haven't set up your PIN, enter your **Temporary PIN** from your order confirmation booklet. The Temporary PIN is typically your 10-digit telephone number.

# Setting Up Your Mailbox Greetings

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

## **Name Announcement**

Your recorded Name Announcement is what other AT&T Voicemail 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 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 Larry'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. (See Definition of Terms on Page 28.)

## **Extended Absence Greeting**

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

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. Instructions for setting up an Extended Absence Greeting are listed below.

### Group or Family Greeting

The primary mailbox, or main mailbox, is also 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 (for Business customers) or Family Greeting (for Residence customers) and assigns the appropriate keys that callers would press to leave a message for various members of the company/household.

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

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

Sub-mailboxes will not have the option of changing the Group or Family Greeting that callers hear when the primary telephone number is called. Each sub-mailbox holder can, however, create a personalized greeting the caller hears once the caller selects the number associated with the holder’s sub-mailbox.

(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 or Family 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 or Family 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 or Family 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 **4** for Mailbox Settings.
3. Press **3** for Greetings.
4. Choose the greeting you want to change:
  - Personal Greeting, press **1**.
  - Extended Absence Greeting, press **2**.
  - Name, press **3**.
  - Group or Family Greeting (if applicable), press **4**.
  - Additional Lines, press **6** (see note below).
  - If greeting used for additional numbers, press **7** (see note below).
5. After recording the new greeting:
  - If you're happy with the recording, press **1**.
  - To record again, press **2**.
  - If you need more time, press **8** to pause up to 20 seconds. To resume, press any key to continue.
  - To cancel and return to the Greetings menu, press **\***.

**Note:** Pressing the **6** key allows you to review and change greetings for all telephone numbers connected to your mailbox. When calling from your primary telephone number, pressing the **7** key allows you to set the greetings for all telephone numbers connected to your mailbox to be the same greeting as your primary number ("same as primary"). If all telephone numbers are already set to "same as primary," **7** is not an option. When calling from any additional telephone number that is 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 **2** for Administrative Options.
4. Press **1** for Security.
5. Press **4** to modify your Authentication Code.
6. Press **1** to Create or Change the eight-digit date of birth (MMDDYYYY)<sup>1</sup>.
  - 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**.

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

## Wireline-Wireless Mailbox Service (Optional 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 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 **2** for Administrative Options.
5. Press **6** for Additional Settings.
6. Press **1** to add a Wireless Number.
  - When prompted, enter your 10-digit wireless phone number. Then enter the last four digits of your Social Security Number or Tax ID for verification purposes. The last four digits of the Social Security Number or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the wireless account being added.

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

## Programming the 1 Key on Your Wireless Phone

(This optional feature may not be available in all areas.)

With your AT&T Voicemail service, you can add your AT&T wireless number to your integrated mailbox. For added convenience, 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. 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 **4** for Mailbox Settings.
3. 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.
2. Press **1** for Voice Messages.
3. Press **3** for Fax Messages.

# Message Options

<b>1</b>	Rewind
<b>1 + 1</b>	Play previous message
<b>2</b>	Pause
<b>3</b>	Fast forward
<b>4</b>	Slow down/Replay
<b>5</b>	Date/Time received
<b>6</b>	Speed up/Forward a copy/Print fax
<b>6 + 6</b>	Volume control
<b>7</b>	Delete
<b>8</b>	Reply
<b>9</b>	Save
<b>9 + 9</b>	Marks message new
<b>0</b>	Helpful hints
<b>#</b>	Skip
<b>*</b>	Return to Main Menu

# Retrieving Your Messages Faster and Easier

Your AT&T Voicemail includes the following shortcuts for retrieving and reviewing messages using a phone. The information below is also outlined in the Quick Reference Guide on Page 27.

## Fast Sign in

When turned on, this feature lets you bypass entering your Telephone Number when you call AT&T Voicemail 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.

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 **2** for Administrative Options.
4. Press **1** for Security.
5. Press **2** for Fast Sign in Setup.
  - Press **1** to turn on/off Fast Sign in.
6. 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 Administrative Options.
4. Press **4** for Message Settings.
5. Press **1** for Voicemail, **3** for Fax Settings.
6. Select the type of message you want to Autoplay and follow the prompts to turn Autoplay on/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. By choosing one of the message types, that particular message type, if marked urgent by the sender, will be played ahead of any non-urgent messages.

#### **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 Administrative Options.
4. Press **4** for Message Settings.
5. Press **1** for Voicemail, or **3** for Fax Settings.
6. Press **2** again for Urgent messages.
  - To turn on/off urgent voicemail messages, press **1**.
  - To turn on/off urgent fax messages, press **3**.

# Managing Your Faxed Messages

A fax can be received in your voice mailbox. Your voicemail service allows you to hear how many New faxes and how many Saved faxes are in your mailbox. The contents of faxes are not read. You will then hear information about each of your faxes. You will hear the fax origination telephone number and the date and time it arrived. Follow the prompts to manage your faxes just like you manage your voice messages.

## To Listen to How Many Faxes are in Your Mailbox:

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

**Note: Do not answer the phone during an inbound fax or the fax will not be received.**

## Fax Number Setup For Printing

This feature allows you to print your fax to any fax machine with a 10-digit fax number.<sup>1</sup> In addition, you have the option to turn on and off the ability to receive faxes in your mailbox from the Message Settings Menu. To set up a 10-digit fax number to print your fax, you must first enter a default 10-digit fax machine number. This will be your default fax number. If at any time you do not want to send the fax to your default fax machine, you have the option of sending it to any 10-digit number.

## To Set Up Fax Number:

1. Access your mailbox.
2. Press **4** for Mailbox Settings from the Main Menu.
3. Press **2** for Administrative Options.
4. Press **4** for Messaging Settings.
5. Press **3** for Fax.
6. Press **1** to add or change your default fax machine number.
7. Enter a 10-digit fax machine number.
  - Press **1** if correct.
  - Press **2** to re-enter.

## To Forward and Print Fax:

1. Access your mailbox.
2. From the Main Menu, press **1** to get to all your messages.
3. Press **3** for Fax Messages.
4. After playback of the message, press **6** to forward a copy.
  - To send a copy to another voicemail subscriber, press **1**.
  - To print and send to a fax machine, press **2**. Enter the 10-digit number of a fax machine. You can print and send a fax to additional fax numbers by pressing **#** again when you are done entering the fax number(s). Or, To use default fax number just press **#**.

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<sup>1</sup> The fax print feature is not available in all areas where AT&T Voicemail service is available. If you do not have the feature, you will not hear the print fax option while in your mailbox.

## 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 (gone for good).

## Storage Capacity (Full Mailbox)

AT&T Voicemail comes with storage capacity of 50MB for residential customers (with an additional 30MB for each sub-mailbox/extension mailbox) and 100MB for business customers. 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 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 customers or the message won't be delivered.
  - If correct, press #.
  - If incorrect, press \* and re-enter the 10-digit telephone number or Distribution List code.
  - If you get an error when entering the telephone number, remember that you must include the area code. See the section of this User Guide on Distribution/Group Lists.

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

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 #.

# 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 27).

## To Schedule a Message for Future Delivery:

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 distribution list code must be for other AT&T Voicemail customers or the message won't be delivered.
  - If correct, press **#**.
  - If incorrect, press \* and re-enter the 10-digit telephone number or Distribution List code.
  - If you get an error when entering the telephone number, remember that you must include the area code. See the next section of this User Guide for more information on Distribution Lists.

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

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. Press **7** for Future Delivery. To schedule this message to be delivered in the future, listen to the instructions, or follow the example below.

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

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

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

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

- To cancel Future Delivery and mark this message for immediate delivery, press **1**.
- To edit the requested delivery time, press **2**.
- To continue, press **#**.

Your message has been successfully scheduled for future delivery.

# Setting up Distribution/Group Lists

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

## To Create a Distribution/Group List:

1. Access your mailbox.
2. From the Main Menu, press **4** for Mailbox Settings.
3. Press **2** for Administrative Options.
4. Press **2** again for Group Distribution Lists.
5. Press **1** to Add a new distribution list.
6. Choose a code for your list by entering a one- or two-digit code for identifying the list. This number is what you'll use when addressing voice messages to a specific list.
7. Record a name to describe the distribution list.
8. Enter telephone numbers of the AT&T Voicemail users you want on the list.
9. When you're done adding telephone numbers, press **#**.

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

## To Change Your PIN:

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

**Note:** If you've forgotten your PIN and enter it incorrectly, the system will prompt you for your Authentication Code. Once you've entered your Authentication Code, follow the voice prompts to reset your PIN and access your mailbox. (See Page 8 for Managing Your Authentication Code/Resetting Your PIN.)

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

# Understanding Your Message Notification Options

With Message Notification, you always know when new messages are left in your AT&T Voice mailbox — no matter where you are. 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 your message notification on and off. You can also select the type of messages you want to be notified about (e.g., voice and fax) and whether you want to be notified of all messages, just the ones marked urgent or none at all.

## Wireline/Wireless 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” dial tone when you pick up the telephone and/or light on specially equipped telephones.

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

If you have a secondary telephone line (Transfer MBX/Alternate ID) associated with your service, you can also send it message notifications. For instance, you can set your mailbox to send voice message notifications to your primary line and fax message notifications to your secondary line (Transfer MBX/Alternate ID). (See Definition of Terms on Page 28.)

**Note:** If you have wireless phones, then this same wireline notification setting also affects your wireless notification. For example, if you decide to turn on your wireline notification, then your wireless notification will also be turned on. Conversely, if you decide to turn off your wireline notification, your wireless notification will also be turned off. However, you can choose never to be notified of a voice message or fax 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
- 20 = Fax message
- 21 = Urgent fax 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 and Off:**

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

## Additional Features of Your AT&T Voicemail

### **Reminders**

(This feature is not available in all areas.)

The reminder message is a message you record to be delivered to your own number at a scheduled time. You can schedule a reminder to be delivered one time only, Monday through Friday or every day of the week. A reminder can be set one year (365 days) in advance. The reminder message will be delivered to the telephone number from which the reminder was set. You will first hear the header for the reminder message: "I have a message for <Primary Account Holder's recorded name>. To listen to this reminder message, press 1 or press \*9 to hang up." If you do not answer, the call will be repeated every five minutes, up to three more times.

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

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

Depending on the type of reminder, you may be prompted to enter the month, date and time of day of delivery. Once you record a new reminder message, you will be prompted to select what type of reminder it is. You may have a maximum of five one-time reminder messages and another maximum of five daily reminders (weekday and everyday combined) active at one time. Each reminder can be up to 1 minute in length.

**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.

### **Call Back Now**

(This feature is not available in all areas or on all calls.)

This feature allows you to place a call directly to a person who left a message in your mailbox. If Caller ID information is not passed (i.e. Unavailable, Private, Blocked, etc.), this feature will not be able to place a call to the person who left the message. Also, Call Back Now is not available if the caller's number you are responding to is a long distance call.

#### **To Call Back Person Who Left a Message in Your Mailbox:**

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

### **Spanish Language Preference**

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

#### **To Set English or Spanish Language:**

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

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

If you have more than one telephone number in your home or office, your AT&T Voicemail can direct messages from several telephone lines into a single mailbox. The number of Transfer MBX/Alternate IDs available to you varies by region and whether you are a residential or business customer. (See Definition of Terms on Page 28.) 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.

Here's a time saver. 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 or household 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/Family Greeting and the routing of calls to each sub-mailbox and can also include the sub-mailboxes' new message count within the primary mailbox's new message playback.

If you use the sub-mailbox/extension mailbox feature, you'll need to record a Group/Family 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, "Hi, you've reached the Smith family (or hello, you've reached Smith Landscaping). No one is available to take your call. To leave a message for Larry, press **1**. To leave a message for Rhonda, press **2**. To leave a message for Stacy, press **3**. To leave a message for Wendy, press **4**. Or to leave a message for the Smith family (or in Smith Landscaping's general mailbox), press **5**."

**Note:** In this example, Larry is the primary mailbox owner (mailbox 1) and designates the key presses. Also, all users would need the PIN for mailbox 5 (since it has been set up as the "group" mailbox).

To set up your Group/Family Greeting, you first need to create at least one sub-mailbox. You can create sub-mailboxes and also activate/deactivate mailboxes depending on your personal or 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 telephone PIN (same as 7-digit main telephone number).

Provide this information to the individuals so they can sign in 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/Family Greeting**, you'll first need to turn on this feature and then record your greeting. **Note:** Turning on your **Group/Family Greeting** allows routing to designated mailboxes.

**To Turn On/Off Group/Family 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/Family Greeting:**

1. Press **4** for Mailbox Settings from the Main Menu.
2. Press **3** for Greetings.
3. Press **4** for Group/Family 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 Faxes".

**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.

## AT&T Voicemail Viewer

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

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

(For business customers only)

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

# Call Transfer to Attendant

(For business customers only)

Call Transfer to Attendant is a feature for business customers that gives callers the option to be transferred to a designated person (attendant) if the individual they are calling is unavailable. 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.”

## MessageLink<sup>SM</sup> Service

MessageLink Service is a stand-alone voice messaging mailbox service. It provides subscribers with voicemail capability independent from a telephone line.

- MessageLink provides most of the features as other voicemail offers (where available) and uses the same voicemail setup and access instructions. (See Setting Up Your Mailbox, Accessing Your Mailbox and Setting Up Your Mailbox Greetings instructions.)
- In addition, your callers have the ability to Press **0** to speak with an attendant. (See Call Transfer to Attendant instructions.)

# MemoryCall® Announcement Service

(For business customers only)

MemoryCall Announcement Service allows you to greet customers with a recorded message that provides correct and consistent answers to their most frequently asked questions. 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.

## **MemoryCall Announcement Service is available with the following options:**

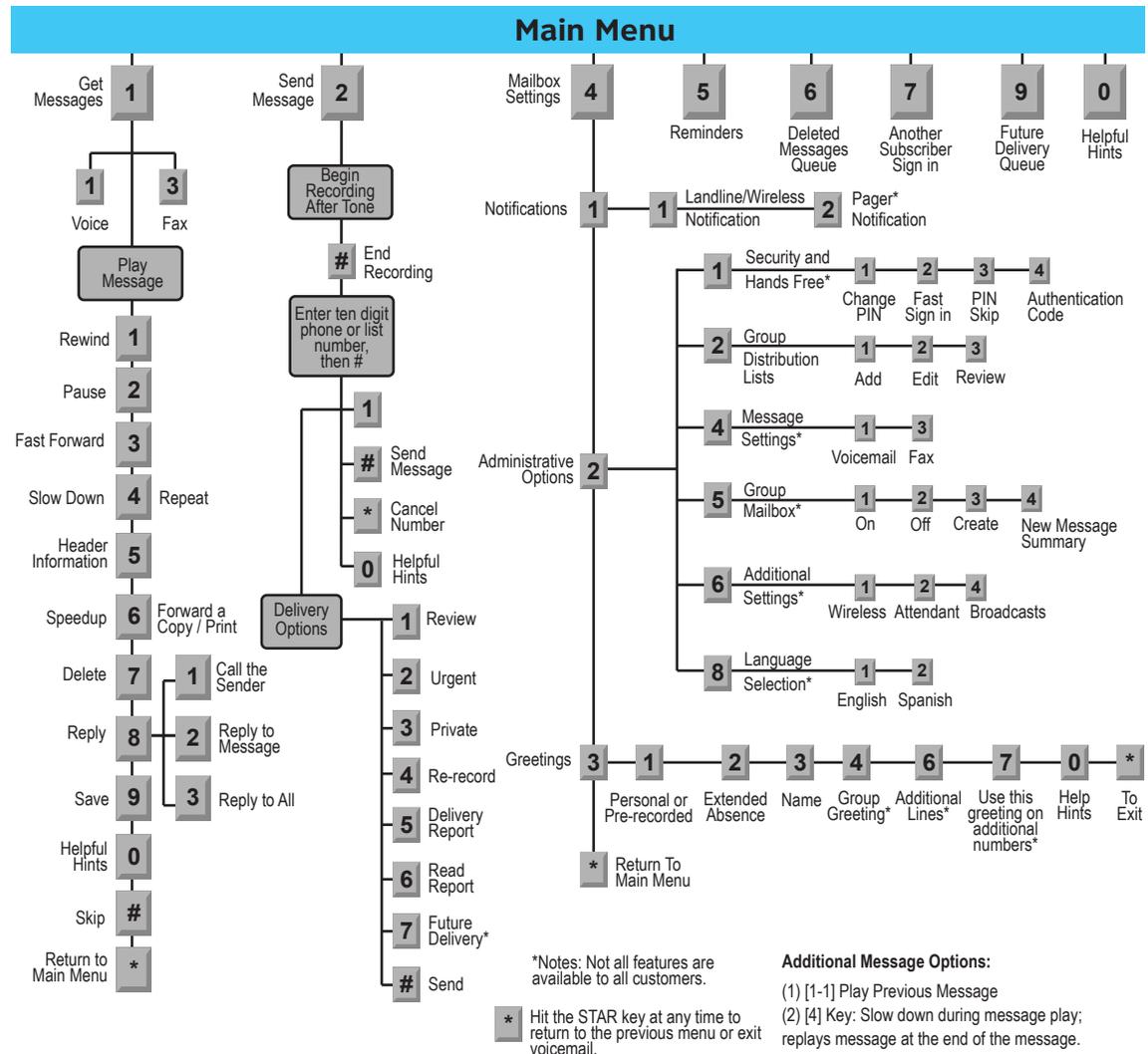
- Three announcement lengths: one minute, three minutes, or six minutes. The length of your announcement depends on which option you ordered.
- A “zero-out” option that allows callers to Press **0** to speak with an attendant. (See Call Transfer to Attendant instructions.)

## **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:** Each time you access your mailbox, the service tells you that “there are no messages in your mailbox.” Since you are using only the greeting option of this service, your mailbox cannot receive messages, so ignore this message.

# Quick Reference Guide



# Definition of Terms

## **Access Number**

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

## **“Beeping” Dial Tone**

A special-sounding dial tone when you pick up the telephone that plays intermittently and alerts you to new messages in your AT&T 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 signing in to your mailbox. The system automatically recognizes your telephone number (Mailbox Number). This feature can also be used in combination with the PIN Skip feature so neither a telephone number nor PIN is required for you to sign in to your mailbox over the phone.

## **Mailbox Number**

The telephone number associated with your service.

## **MWI**

Message Waiting Indicator

## **PIN Skip**

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

## **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 or home with two lines. Callers dialing either number would leave a message in the same mailbox.

## **Subscriber**

This term refers to an AT&T Voicemail 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/family 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.

# AT&T Voicemail<sup>SM</sup> Terms and Conditions of Service

(Provided at the time AT&T Voicemail services are ordered.)

The terms and conditions set forth herein constitute an agreement (“Agreement”) between BellSouth Telecommunications, Inc., d/b/a AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee (“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. Customers purchasing usage-based services and features may receive a usage allowance in the monthly recurring rate. Such customers may be charged a per use rate for each use above the monthly allowance, if any. Customers purchasing a flat rate service or feature will be billed a recurring monthly rate regardless of amount of usage of the service or feature.
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 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 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 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.

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