

AT&T U-verse® Voice

self-
installation
guide



Before installation:

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.

Get started

Total approximate installation time: 45 minutes

These instructions will guide you through the process installing U-verse Voice.

Before you begin:



1. Check your service activation date.

Do not attempt to install your services until **8pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.

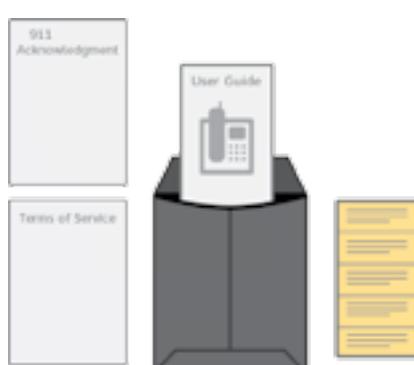
In the box:



Battery backup



Packing
Slip



911 Acknowledgment form
Terms of Service
AT&T U-verse Voice User Guide
911 stickers

1 Connect your primary phone

Approximate time: 10 minutes

! If you also have AT&T U-verse TV and/or high-speed Internet service, you will temporarily lose your TV/DVR connection and/or your Internet connection during this step.

A

- Unplug the power cord from your Wi-Fi Gateway
- Leave existing cables in place



C

- Stand the Wi-Fi Gateway upright.
- Check all of your connections to ensure they are still secure
- Plug the power cord back into the Wi-Fi Gateway

Note: Existing phone jacks will not have service at this point.



B

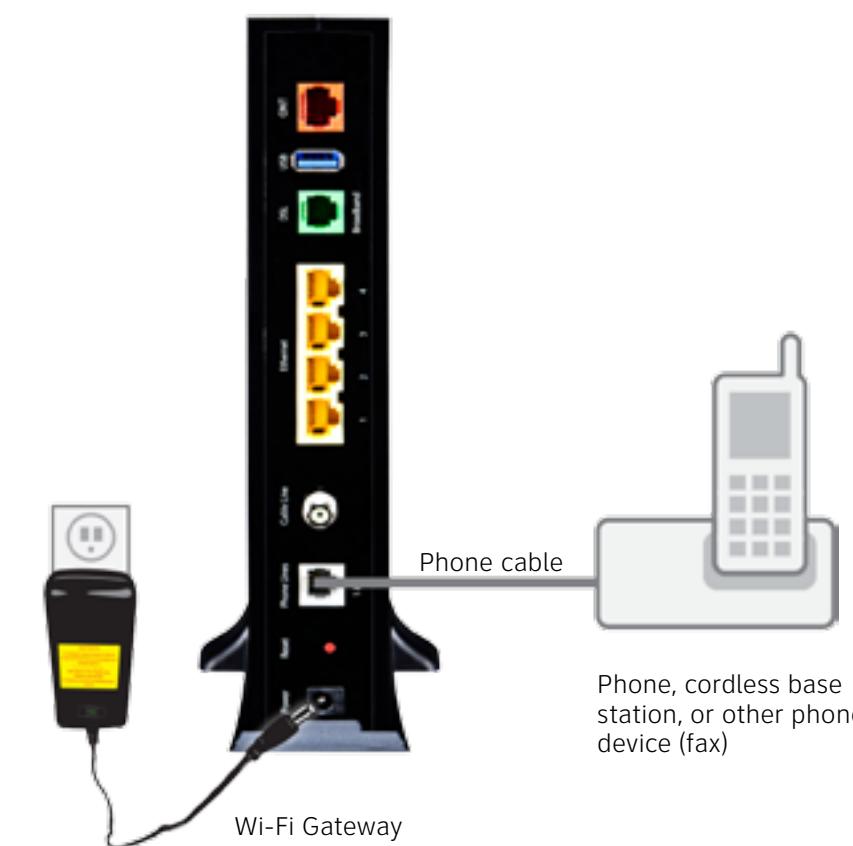
Insert the battery backup into your Wi-Fi Gateway

- Remove the stand from the base
- Remove the cover
- Insert the battery
- Replace the cover and stand



D

- Plug one end of your phone cable into the Wi-Fi Gateway's Phone Lines 1 & 2 port and the other end into a standard phone or cordless base station



2 Power up

Approximate time: 15 minutes

A Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red and the Power light may turn orange.

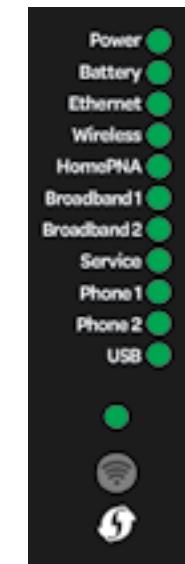
Wait up to 15 minutes for the Service indicator light to turn solid green.

! During this time (up to 15 minutes), do not unplug the power cord or the green data cable, as this can permanently damage the Wi-Fi Gateway and significantly delay your service activation.

If the Service light does not turn solid green or continues to blink after 15 minutes, see the **Having trouble?** section on the back of this guide.

B

- If one or more televisions are not working properly you may need to reboot your receivers by holding down the power button on each affected receiver for ten seconds.



Wi-Fi Gateway indicator lights on front panel. Lights may vary with setup.

3 Activate Phone - REQUIRED

Approximate time: 10 minutes

! You will have a dial tone after completing step 2, but will only be able to make emergency and toll-free calls until you activate your service in step 3.

Call **1.877.377.0016** from the phone you set up in step 1, and follow the voice instructions to complete the activation. **You must complete activation for your AT&T U-verse Voice service to work correctly.**

Upon successful activation you will hear the following: "Your telephone number XXX.XXX.XXXX has been successfully activated."

Congratulations! You've successfully installed AT&T U-verse Voice.

4 Set up Voicemail from your home phone

Approximate time: 10 minutes

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

To set up your voicemail from your home phone:

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

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

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

Questions? Go online: Visit att.com/uversesupport



Manage your U-verse Phone and Voicemail features

To manage Phone Features online:

1. Log in to your online account at att.com/myatt
2. Click on **home phone**
3. Click on **manage features**

To manage Voicemail Features online:

1. Log in to your online account at att.com/myatt
2. Click on **home phone**
3. Click on **check voicemail**
4. Click on **voicemail settings**

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

Having trouble?

Here are a few common issues to check:



What is your service activation date?

Do not attempt to install your service until your service activation date. You can find this date on your packing slip.



Did you make the required activation call?

You must complete activation for your AT&T U-verse Voice service to work correctly. See step 3.

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



1. Check your connections.

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



2a. Power down, power up.

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

2b. Wait for blinking indicator lights.

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

Additional AT&T U-verse information

Check out the User Guides online:

Visit att.com/userguides to find an electronic version of this guide ATT130960866-2 (NVG589 with Voice) and other support information.

Manage your account:

Go to att.com/myuverse to manage your AT&T U-verse account. To view & pay your bill download the new myAT&T app at att.com/anytime today.

¿Habla español?

Por favor visite att.com/uverseguias para ver la informacion en español. También pueden ver la siguiente guía: ATT130960866-2 (NVG589 with Voice) para más detalles.

Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 1.800.288.2020 and request your guide number (ATT130960866-2) in an alternate format. Additional accessibility support:

- Customers with Disabilities:
 - Voice Calls: 1.800.288.8303
 - TTY Calls: 1.800.536.8890
- Repair Center:
 - Voice Calls: 1.800.246.8464
 - TTY Calls: 1.800.397.3172
- Accessible Tagged PDF: Visit att.com/userguides
- Device Compatibility Feature: Compatible to any TTY/TDD devices with standard phone line

Need more help?

Go online: Visit att.com/uversesupport

Call us: Dial **1.800.288.2020** and ask for "U-verse technical support."

