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 **2pm or later** on your service activation date. You can find this date on your packing slip.

Did you make the required test 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 three 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 Guide online:
Visit att.com/userguides to find an electronic version of this guide ATT141610887-2 (PnP NVG510 IP-DSL Voice Guide) and other support information.

¿Habla español?
Por favor visite att.com/uverseguias para ver la informacion en español. También pueden ver la siguiente guía: ATT141610887-2 (PnP NVG510 IP-DSL Voice Guide) para más detalles.

Manage your account:
Go to att.com/myatt to manage your AT&T U-verse account . You can also visit att.com/manage to download the app.

Need more help?

Go online: Visit **att.com/uversesupport**

Call us: Dial **800.288.2020** and say "U-verse technical support."

AT&T U-verse® Voice

self-installation guide

Before installation:
Do not attempt to install your service until 2pm or later on your service activation date. You can find this date on your packing slip.

Get started

Approximate installation time: 40 minutes

Before you begin:

1. Check your service activation date.
Do not attempt to install your service until **2pm or later** on the date provided to you by AT&T. This date is also located on your packing slip.

2. Do you have a monitored home security system or health alarm?
You will need to contact your home security and/or health alarm providers after completing all of the installation steps in this guide to ensure that their services have not been affected.
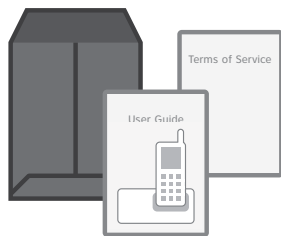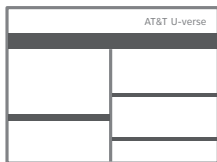
Locate in your home:

In the box:

WiFi Gateway

Battery Backup Unit (BBU) will provide you with backup power in the event of a power outage. (BBU color may vary.)

Support materials
User Guide, Terms of Service

Packing slip
(includes service activation date)
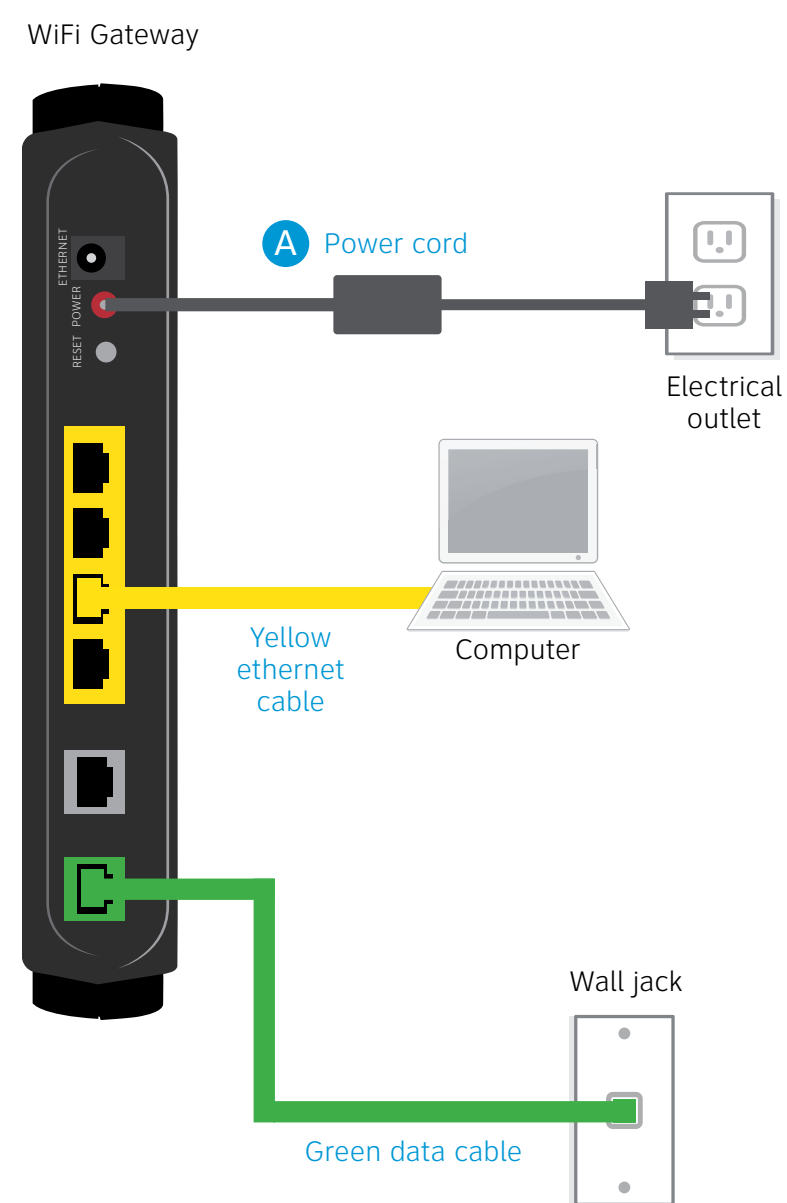
(PnP NVG510 IP-DSL Voice Guide)
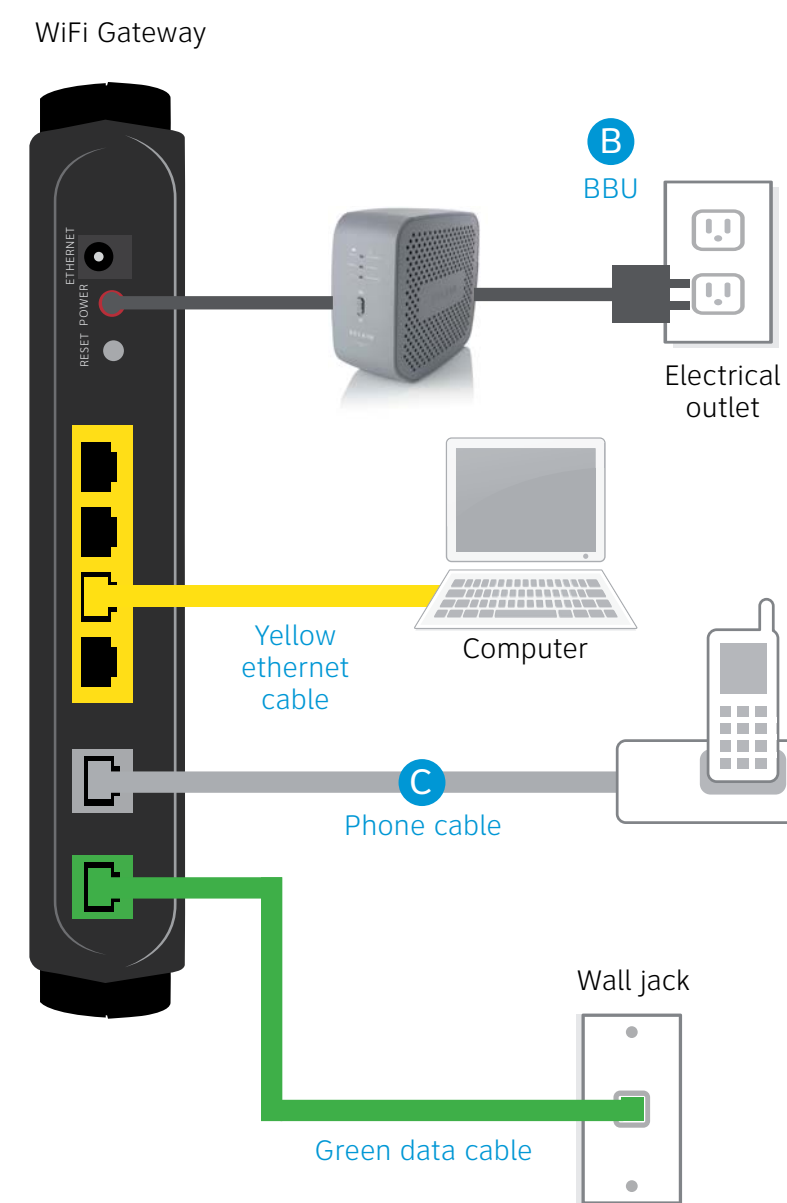06/14

ATT141610887-2

1 Set up
Approximate time: 15 minutes

A Power down your existing WiFi Gateway by removing the power cord from the electrical outlet, and disconnecting the other end from the Gateway. You will not need this power cord with the new setup.

B Connect the provided Battery Backup Unit (BBU) to the WiFi Gateway's Power port. Plug the BBU into a standard electrical outlet.

C Connect one end of your phone cable into the WiFi Gateway's phone line 1 port, and connect the other end to a standard phone or cordless base station.

Exisiting setup:

WiFi Gateway

A Power cord

Electrical outlet

Yellow ethernet cable

Computer

Wall jack

Green data cable

New setup:

WiFi Gateway

B BBU

Electrical outlet

Yellow ethernet cable

Computer

C Phone cable

Wall jack

Green data cable

2 Power up
Approximate time: 10 minutes

Move the switch on the back of the BBU to the "on" position.

Your Wi-Fi Gateway is now powering up. During this time, the Broadband light will turn red. Wait up to five minutes for the indicator lights for Broadband and Service to turn solid green and the Local Ethernet indicator light to start blinking green.

❗ During this time, do not unplug the BBU or data cable, as this may interrupt activation.

If the Broadband and Service lights do not turn solid green or if the Local Ethernet light is not blinking within 5 to 10 minutes, see the "Having trouble?" section on the back of this guide.

Battery Backup Unit (BBU)
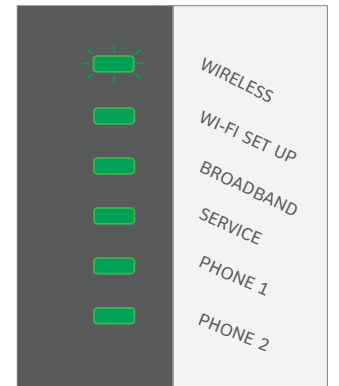
Wireless Gateway Indicator Lights

WIRELESS
WI-FI SET UP
BROADBAND
SERVICE
PHONE 1
PHONE 2

3 Registration & Activation
Approximate time: 5 minutes

**You have the option of activating your Voice services either by calling or going online.**

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

OR

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

• Enter your Account Number (if requested) and passcode.
   1. Your Account Number is available on your order confirmation email or letter
   2. Your Passcode is the four-digit number that you selected when you placed your order
• Follow the online instructions to complete activation of your Voice services. **Note:** You will need your existing AT&T User ID and password.

Upon successful activation of your Voice service you will see the following: **Congratulations! Thank you for completing this process!**

❗ **Note:** Please make sure to place a test call from the phone connected to the gateway to ensure that it is working.
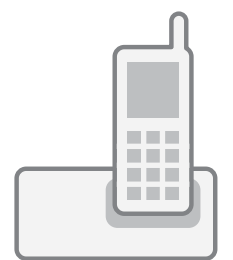
4 Set up Voicemail from your home phone
Approximate time: 10 minutes

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 wireless 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?
Visit **att.com/uversewelcome** to learn more about the benefits and features of your U-verse service.