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 VOICE 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 services until **2pm or later** on the date provided to you by AT&T. You can find this date on your packing slip.

Did you make the mandatory 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 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 U-verse information

Visit **att.com/userguides** to find an electronic version of this guide ATT141610888-2 (PnP Pace 5168 INST 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: ATT141610888-2 (PnP Pace 5168 INST 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: 30 minutes

Before you begin:

1. Check your service activation date.
Do not attempt to install your services until **2pm or later** on your service activation date. You can find this date on your packing slip.

2. Do you have a monitored security system or health alarm?
If either of these apply to you, you will need an AT&T technician to install your service. Call 1.800.288.2020 to schedule an appointment. Additional charges will apply for professional installation services from an AT&T U-verse service technician.
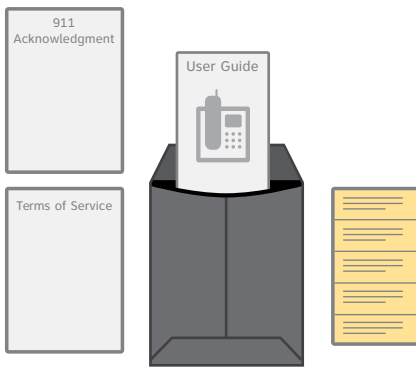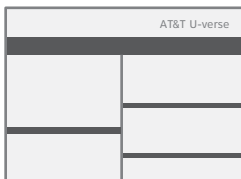
Gather materials needed for setup:

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

Phone cord

911
Acknowledgment

User Guide

Terms of Service

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

AT&T U-verse

Packing Slip

Locate your Wi-Fi Gateway:

(PnP Pace 5168 INST GUIDE)
06/14

FPO
ATT141610888-2

# 1 Connect your primary phone Approximate time: 10 minutes

A. Power down your Wi-Fi Gateway by unplugging the power cord from the wall and the gateway. You will no longer need this power supply.

B. Connect the battery backup unit (BBU) by plugging it into an electrical outlet. Then plug the round connector into the Power port on the Wi-Fi Gateway.

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

Before

Power Cord

After

BBU
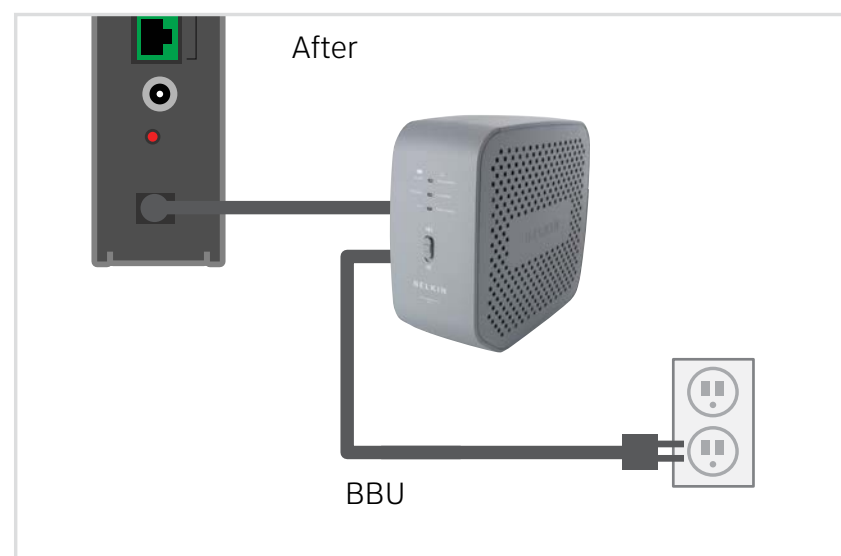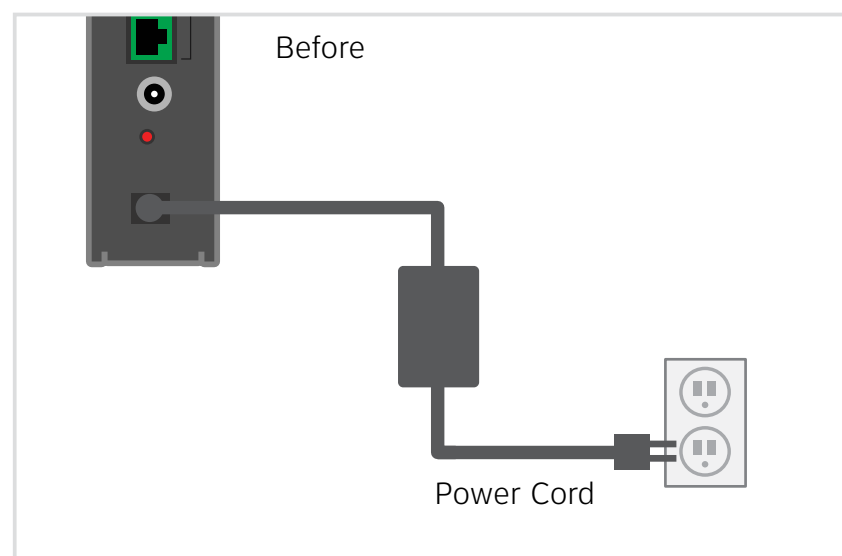
C. Connect the gray phone cord from the Lines 1 & 2 port on the Wi-Fi Gateway to your phone (see diagrams below). If you are using a cordless phone, make sure the base station is plugged into an electrical outlet.

Before

After

**Note:** Leave any cables in these ports as they are.
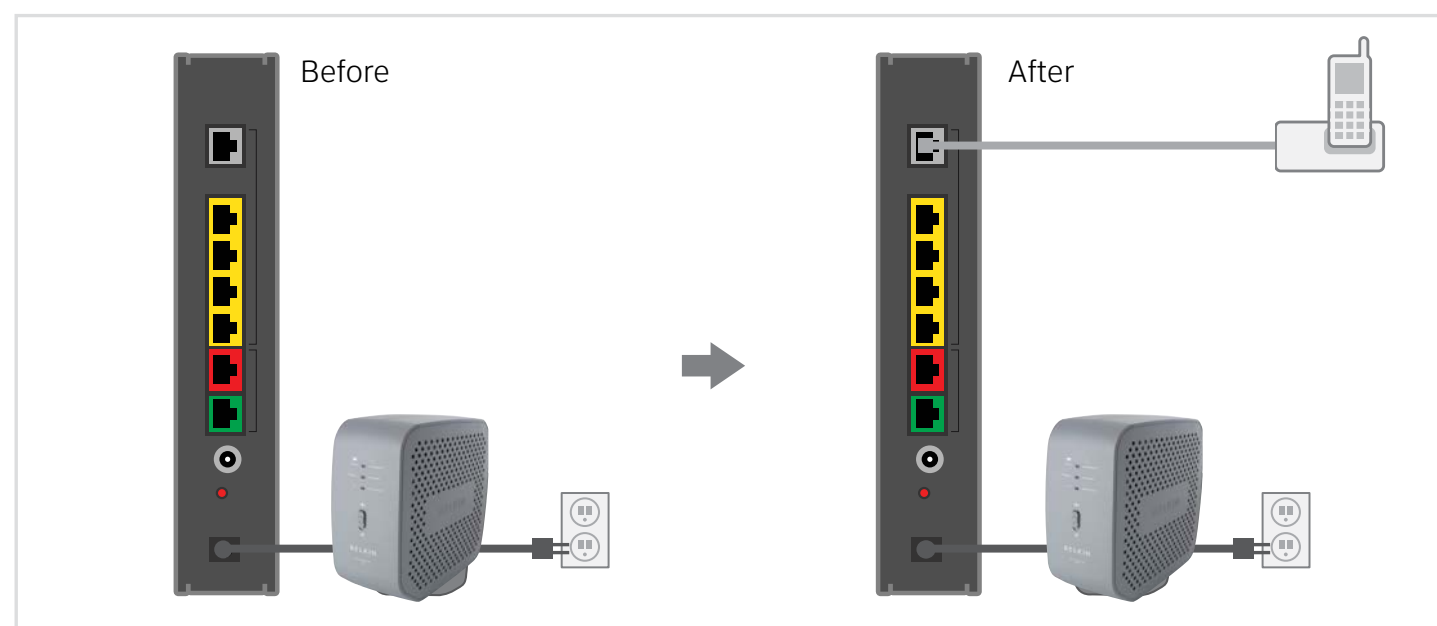
Note: Existing jacks will not have service at this point. For other jacks in the house to operate, see "Connect your home phone jacks" on the back of this guide.

Questions?

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

2 Power up Approximate time: 5 minutes

Switch the power to On. Within a few minutes you should see a solid green Power light to indicate a successful power connection.

Important: You will have a dial tone after completing step 2, but will be able to make only emergency and toll-free calls until you activate your service in step 3.
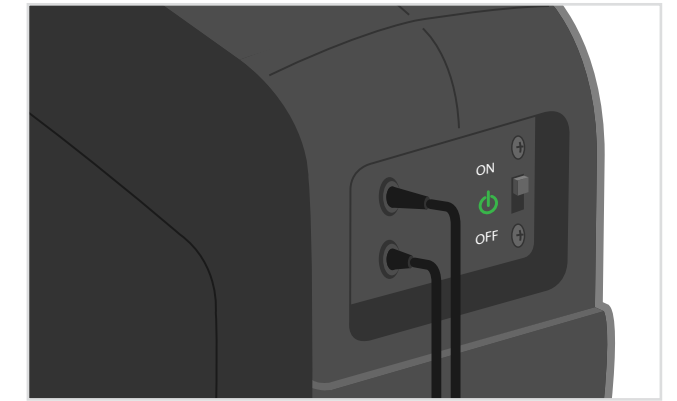
3 Registration & Activation Approximate time: 5 minutes

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.
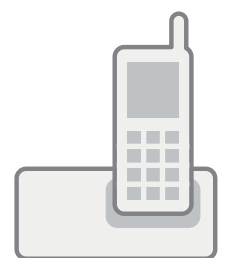
4 Set up Voicemail from your home phone Approximate time: 10 minutes

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.