

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.

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

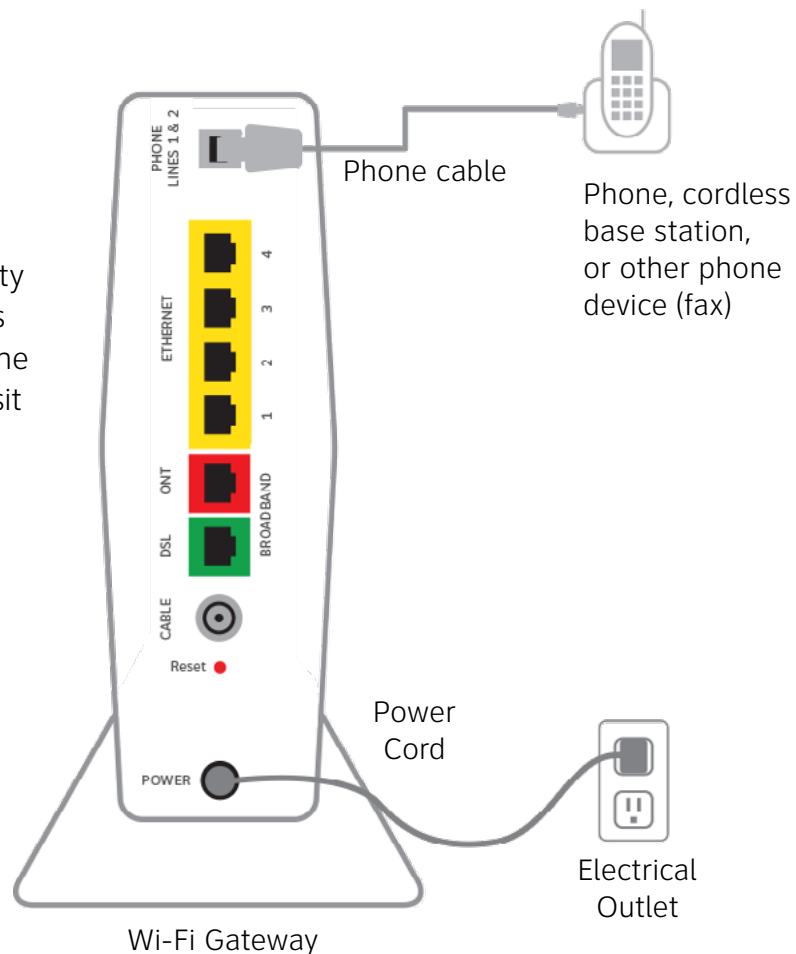
1. *Connect your primary phone*

Approximate time: 10 minutes

- 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
- Leave any cables that are already connected to the Wi-Fi Gateway as they are

Reminder:

- Your gateway does not contain a battery backup
- Battery backup is available for purchase from third party manufacturers and retailers to keep you connected in the event of a power failure. Visit **att.com/batterybackup** for more information



Your device and connections may vary.



2. Registration & Activation

Approximate time: 5 minutes

You have the option of activating your Voice service 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 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 that you can make and receive calls from the phone connected to the gateway to ensure that it is working.

3. 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.

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?

Begin installation anytime on your service activation date. You can find this date on your packing slip.



Did you activate your voice service?

You must complete activation for your AT&T U-verse Voice service to work correctly. See step 2.

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 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.

Need more help?

Visit **att.com/uversesupport**

Call us at **800.288.2020** and ask for "U-verse technical support."



Additional U-verse information

Manage your account:

Available 24/7, download the myAT&T app at **att.com/myattapp** from your mobile device.

Support:

- For U-verse support, including live chat, go to **att.com/uversesupport**
- Visit **att.com/userguides** to find this guide (UV Voice Add)

Accessibility Support:

Alternate formats now available in Large Print or Braille. Call 800.288.2020 and request your guide number (ATT150430905) in an alternate format. Additional accessibility support:

- Special Needs Equipment:
 - Phone: 877.902.6350
 - TTY: 800.772.2889
- Repair Center:
 - Phone: 800.246.8464
 - TTY: 800.397.3172
- Accessible Tagged PDF: Visit **att.com/userguides**
- Device Compatibility Feature: Compatible to any TTY/TDD devices with standard phone line

¿Habla español?

Por favor visite **att.com/uverseguias** para ver la informacion en español. También pueden ver la siguiente guía: **ATT150430905** (UV Voice Add) para más detalles.

