AT&T Voicemail Viewer User Guide for Android

Contents

Android Requirements

You must have an AT&T Unified Messaging℠ account or an AT&T U-verse Voice℠ account in order to use the AT&T Voicemail Viewer application. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging℠ or AT&T U-verse Messaging℠ mailbox.

At least the following Android software versions (collectively, with the operating system, "OS") with the following devices are supported:

- HTC Inspire™ 4G (Android OS 2.2.1)

- Motorola Atrix™ 4G (Android OS 2.2, 2.2.1, and 2.3)

- Motorola Xoom™ (Android 3.0)

- Samsung Captivate™ (Android OS 2.1)

- Samsung Galaxy Tab™ (Android OS 2.2)

Voicemail Viewer does not work with all Android devices or all software versions. Standard data usage charges may apply.

Installation

Before downloading, you will need your AT&T Unified Messaging℠ or AT&T U-verse Messaging℠ mailbox PIN. If you forgot your PIN, instructions can be found at att.com/vmviewer under Frequently Asked Questions. Additional information can be found at um.att.com/vmviewer-help.

The steps for downloading are:

1. Tap the "Market" icon on the Home Screen to bring up Android Market (Figure 1).

2. Tap search icon to bring up the search screen (Figure 2).

3. Input "AT&T Voicemail Viewer" and initiate search (Figure 3).
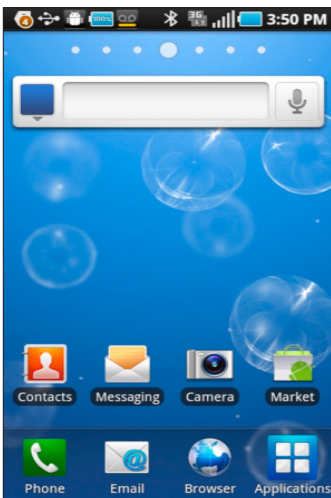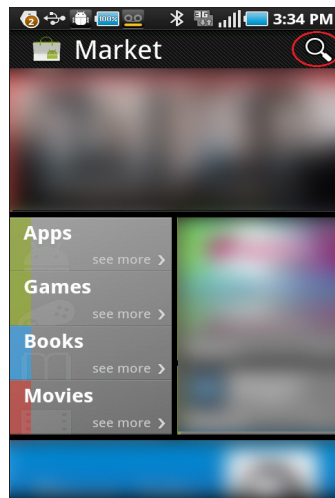
Figure 1 – Tap "Market" to bring up Android Market
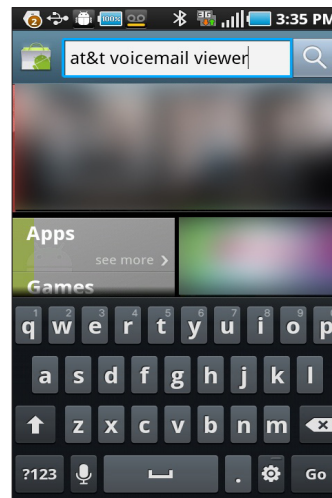
Figure 2 – Tap search icon

Figure 3 – Search for "AT&T Voicemail Viewer"

4. Tap the "AT&T VM Viewer" app, and then tap the "Download" button.

5. Tap "Accept and download" to start downloading and installing the app.

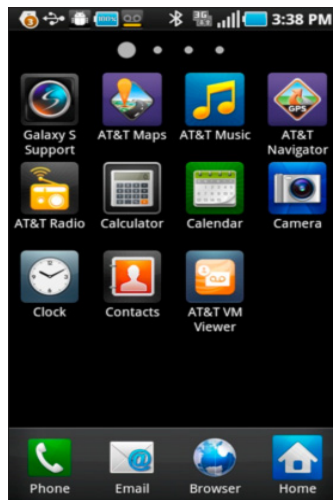6. The AT&T Voicemail Viewer app is installed when the process finishes (Figure 4).

Figure 4 – VM Viewer app installed

Message Notification and Message Count

When a new message is received, the Android device will automatically receive notifications in several forms:

- Audio sound that indicates there is a new message. What audio sound plays depends on the setting of the device.

- An alert message displayed on the Notification Bar. Note this message is transient and only appears briefly on the Notification Bar (Figure 5).

- An icon in the Notification Bar remains, indicating a new message (Figure 6).

You can pull down the Notification Bar to reveal more details such as message count (Figures 7 & 8).

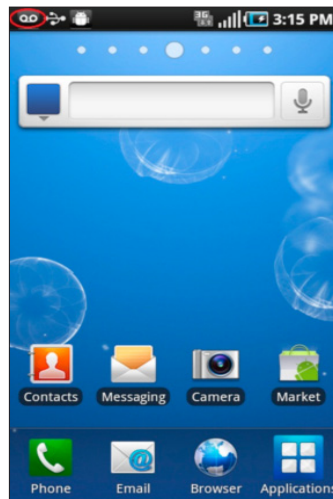**Figure 5 – Alert message displayed on the Notification Bar**

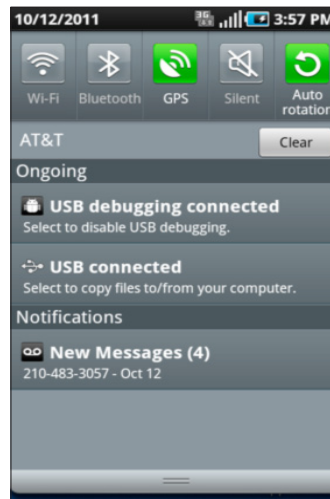**Figure 6 – New message icon in the Notification Bar**

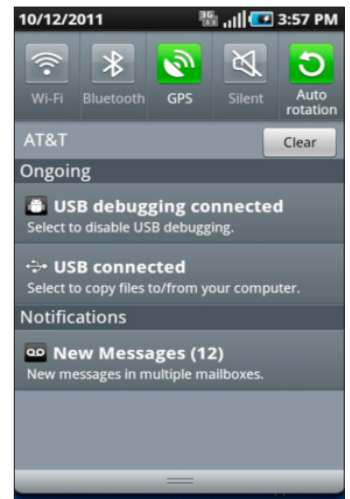**Figure 7 – New message count for a single mailbox**

Figure 8 – New message count when multiple mailboxes are configured

Application

Initial Launch

When you launch the app for the first time, you'll need to go through a few steps to set up the app.

1. Tap the "AT&T VM Viewer" app from the Application Launcher screen or Home screen to start the application.

2. You will be presented with the End User License Agreement (EULA) screen. Tap the "Accept" button to proceed (Figure 9).

3. You will then be presented with the following "Data Charges" warning message. Tap "OK" to proceed (Figure 10).

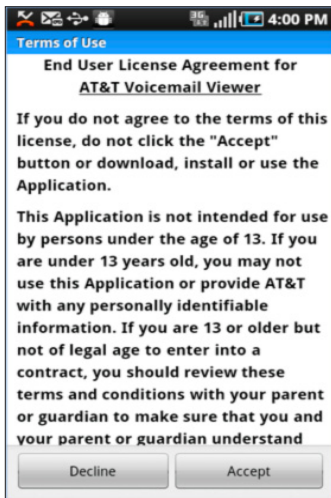4. You will next be presented with the login screen (Figure 11).

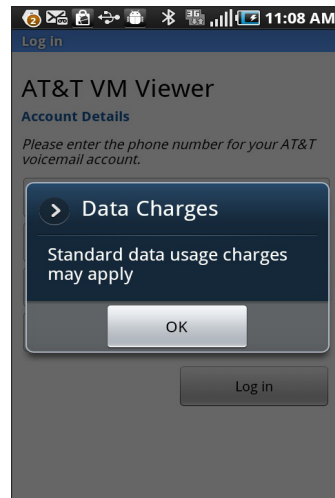**Figure 9 – End User License Agreement**
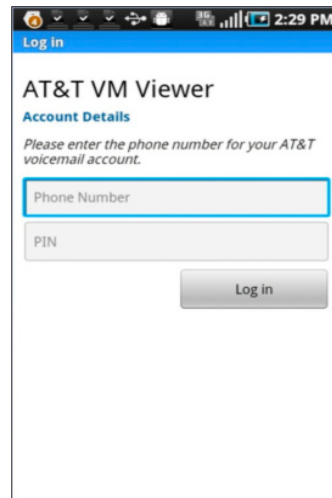

Figure 10 – Data charges message

Figure 11 – Login screen

Login

When you log into the app for the first time, you will be presented with the login screen that asks for your AT&T wireless phone number and AT&T Unified Messaging℠ or AT&T U-verse Messaging℠ mailbox PIN. After entering your phone number and PIN, tap "Log in" (Figure 12).

If the login credentials are authenticated, you will be logged in and presented with your AT&T Voicemail Viewer inbox (Figure 13).

However, if the mailbox is a main mailbox and there are sub-mailboxes configured under that main mailbox, a "Select Mailbox" screen that lists the main mailbox and all sub-mailboxes will be presented first. You can tap any of the mailboxes listed to select one of the mailboxes and proceed to the login screen again to enter the correct credentials. In this case, tap the "Consumer" sub-mailbox (Figure 14).

You will then be presented the login screen to log in (Figure 15).
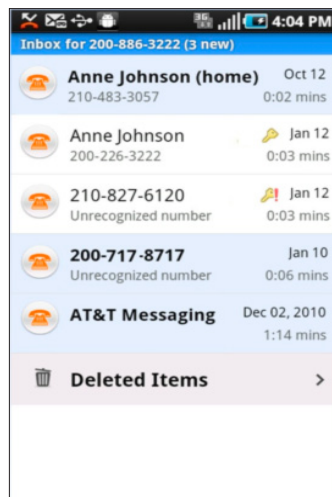

Figure 12 – Enter mailbox credentials
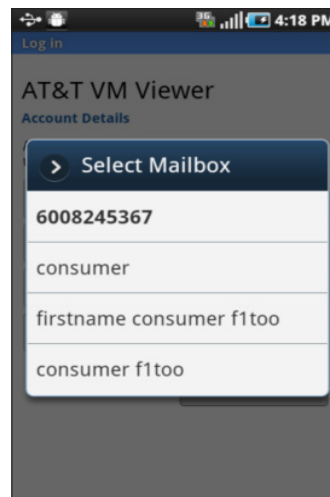
Figure 13 – Inbox view

Figure 14 – Sub-mailbox listing

Figure 15 – Sub-mailbox login screen

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You can configure a sub-mailbox by either entering the sub-mailbox number directly (in the format of 2008863222-x, where 2008863222 is the main mailbox number) on the "Login" screen, or by selecting one from the "Select Mailbox" screen.

If correct credentials (phone number and PIN) are not entered, an error message will pop up for you to re-enter your login credentials (Figure 16).

If a mailbox is not set up (to include establishing a PIN) prior to downloading VM Viewer, an error message will be shown after attempting to log in (Figure 17).
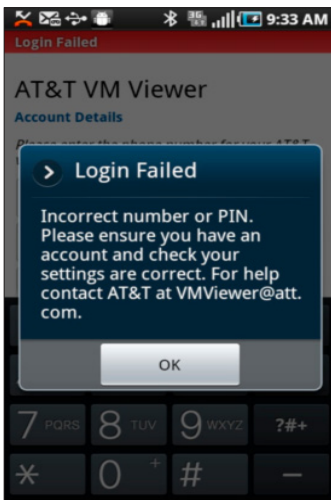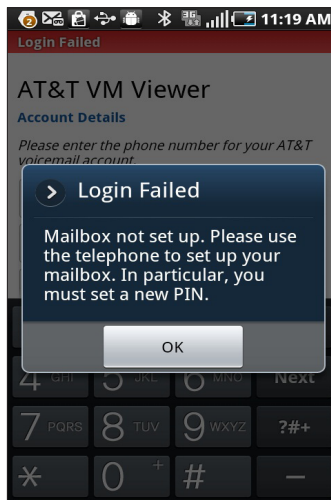

Figure 16 – Incorrect credentials

Figure 17 – Mailbox not set up

The following functions are available with the app:

- Play or listen to messages

- Delete messages

- Make a call to sender

- Mark a message as unheard or heard. The function toggles between "Mark as unheard" and "Mark as heard".

- Forward a message as email. (Note that private messages cannot be forwarded).

- Reply

- Save caller information into device's Contact

The inbox view displays a list of messages in the mailbox. The sender is bold and the row is shaded for unheard messages (Figure 18).

A private message is marked by a key icon, and an urgent message is marked by ❗ icon (Figure 19).

You can play a message by first tapping the message, then tapping the blue arrow button on the next screen (Figure 20).

You can pause, stop, or use the slider to skip forward or backward. "Call Back" and "Delete" functions are also available on this screen (Figure 21).
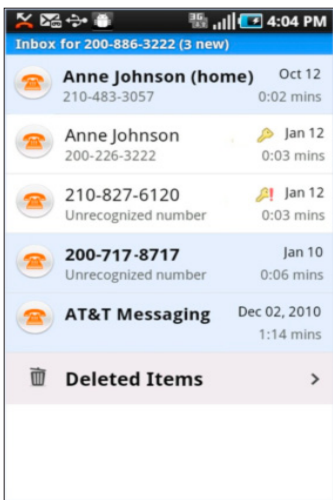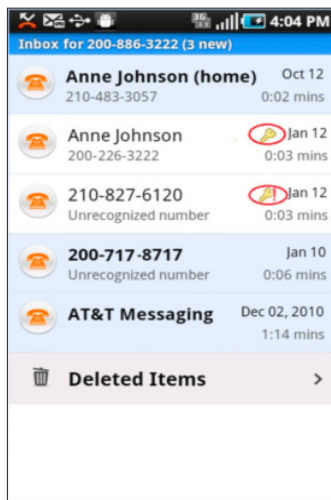
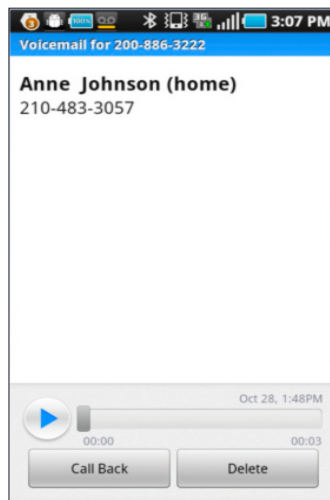**Figure 18 – Inbox view**

Figure 19 – Private/ Urgent

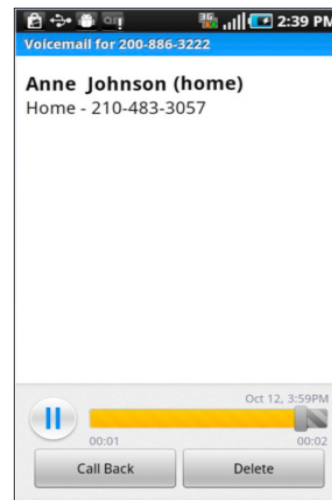**Figure 20 – Play message screen**

Figure 21 – Playing a message

By tapping the device menu key while in the inbox view, you have access to Voicemail Viewer menu functions (Figure 22).
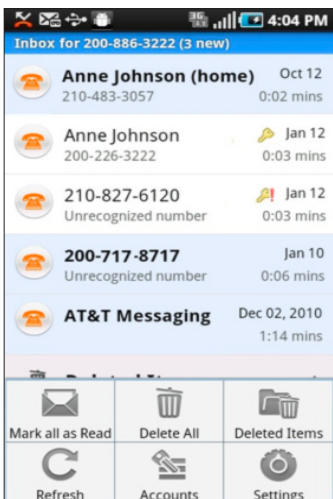

Figure 22 – Voicemail Viewer Menu

From the Inbox view, you can also touch and hold a message to access menu functions such as call back, delete, reply, mark as read/unread and view contacts (Figure 23).

The menu item toggles between "Mark as Read" and "Mark as Unread" depending on the read status of a message – on an unread message, the menu will have "Mark as Read" whereas on a read message, the menu will have "Mark as Unread".

The menu item also toggles between "Save to Contacts" and "View Contact" depending on if the caller is already in the device contact list or not – if the caller is already in the device's contacts, the menu will have "View Contact". If the caller is not in the device's contact list, the menu will have "Save to Contacts".

The menu below reflects a message that has been read and the caller is in the device's address book. Notice the "Mark as Unread" and "View contact" functions are available (Figure 24).
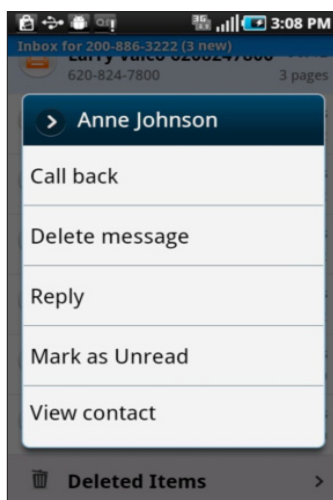

Figure 23 – Touch and hold a message to access above functions
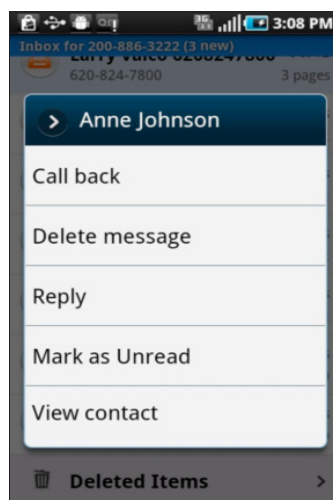
Figure 24 –Menu for a read message with "Mark as Unread" available.

The menu below reflects a message that has not been read and the caller is in the device's address book. Notice the "Mark as Read" and "View contact" functions are available (Figure 25).

The menu below reflects a message that has been read and the caller is not in the device's address book. Notice the "Save to Contacts" function is available (Figure 26).

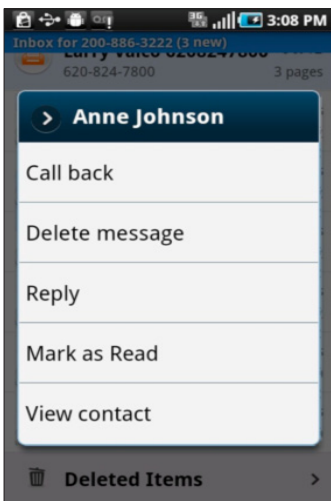The menus below show when a user taps the device menu key while in the play message screen (Figures 27 & 28).

Figure 25 - Menu for an unread message with "Mark as Read" available
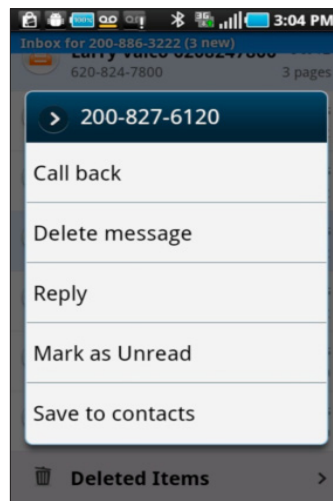
Figure 26 – "Save to Contacts" becomes available

Figure 27 – Menu when the caller is not in device's contacts

Figure 28 –Menu when the caller is in the device's contacts

If a message is marked as private, the forwarding function is not permitted and hence not available on the menu (Figure 29).

When you select the Reply function from the menu, if a caller is in your device's contact list, you can reply to a message via a few more options (Figure 30 & 31).

If a caller is not in your device's contact list, you can only reply to a message via SMS; thus you will be taken directly to the SMS composure screen (Figure 32).
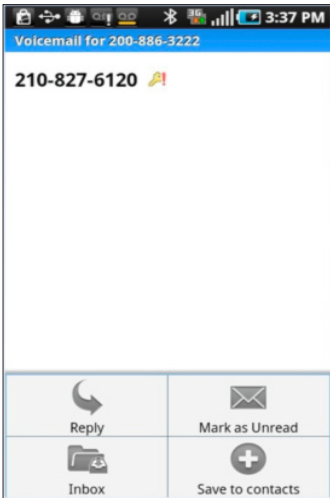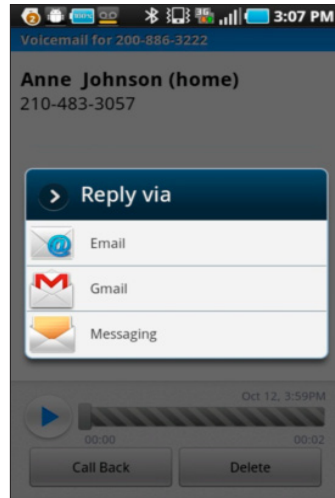

Figure 29 – Menu on a private message

Figure 30 – Play message screen reply options when the caller is in the device's contacts
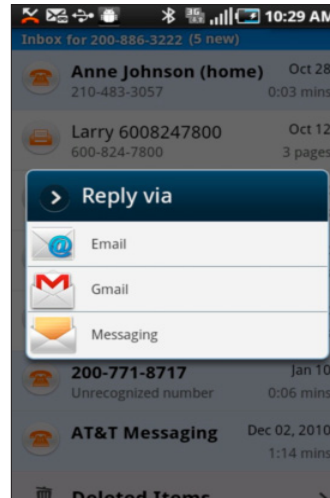
Figure 31 – Inbox view reply options when a caller is in the device's contacts
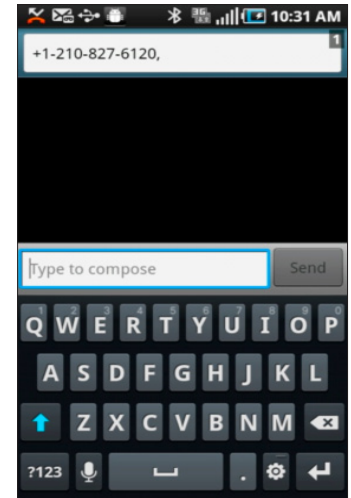

Figure 32 – Reply via SMS when a caller is not in the device's contacts

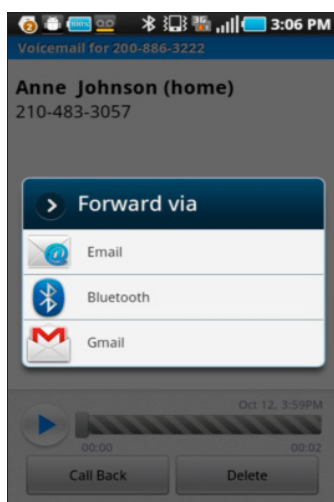You have a few options to forward a message (Figure 33).

Figure 33 – Forward options

Account Management and Configuring Multiple Mailboxes

The Android app is capable of configuring multiple mailboxes. There is no limit on how many mailboxes can be configured.

To configure multiple accounts:

    1. On the Inbox screen, tap the device menu key to bring up the menu (Figure 34).

    2. Tap the "Accounts" menu item to get to this screen (Figure 35).

    3. Tap "Add Account". You can configure the mailbox by entering your login credentials (Figure 36).
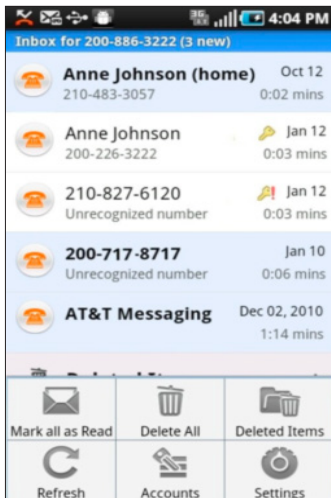
Figure 34 – Menu displayed with Accounts
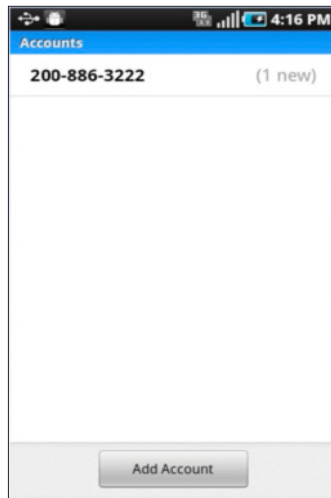
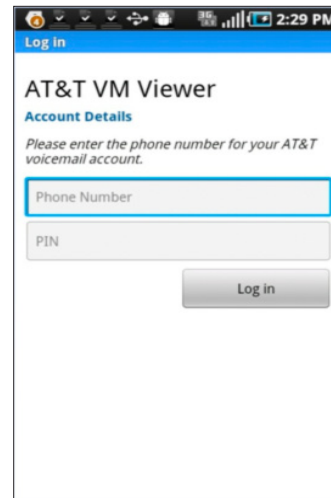**Figure 35 – Tap "Accounts"**

Figure 36 – Login screen to configure additional mailbox

The following figure is a screenshot that shows multiple accounts are configured. If multiple accounts are configured, you can switch and open an account simply by tapping that account (Figure 37).

When you touch and hold an account, a menu is brought up to allow you to open or remove an account (Figure 38).

If multiple mailboxes are configured, the blue title bar on the inbox view will identify the mailbox. (Note: The mailbox name is the mailbox number by default and can be labeled in Settings). For example, the title bar will read "Inbox for 200-882-3232 (3 new)" where 200-882-3232 is the mailbox name. If there is only one mailbox configured, the title bar will only display "Inbox (3 new)" (Figure 39).
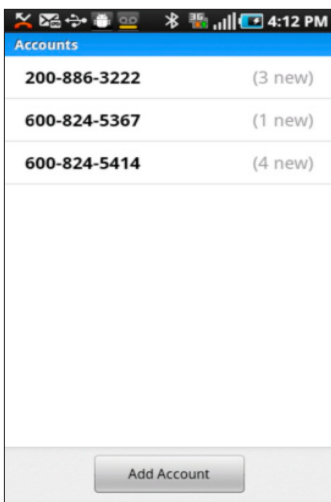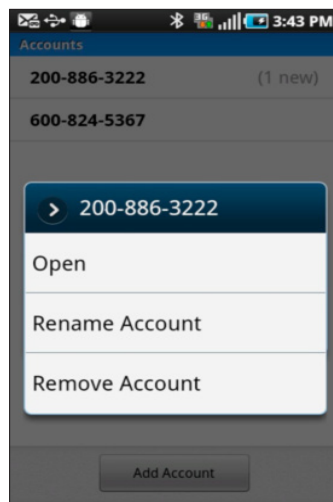

Figure 37 – Multiple accounts configured

Figure 38 – Touch and hold an account brings up this menu
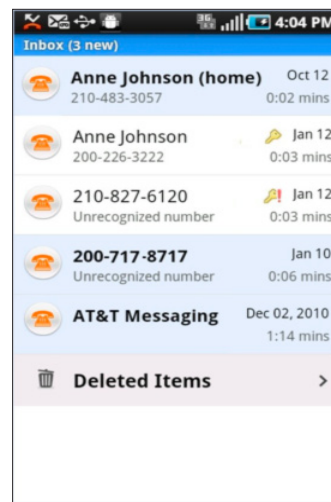
Figure 39 – Blue title bar when only one mailbox is configured

Settings

There are a number of setting options you can change on the settings screen. To access the settings screen from the inbox screen, bring up the menu by tapping the device's menu key, and then tap the "Settings" button (Figures 40 & 41).

On the settings screen, you can make changes on settings, except the Phone Number field, which is grayed out. You can make changes by tapping on any field.

On default, the mailbox name is set to be the mailbox number. You can change the mailbox name by tapping the "Account Name" field. And the new mailbox name will then be shown (Figures 42 & 43).
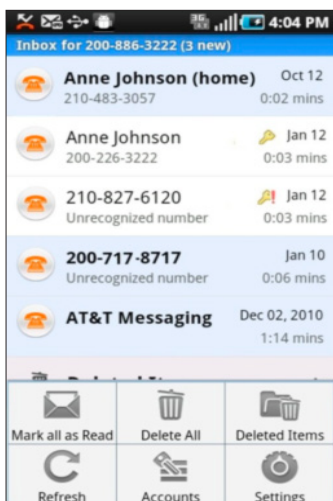
Figure 40 - Bring up the menu by tapping the device's menu key. Tap "Settings" to bring up the settings screen.
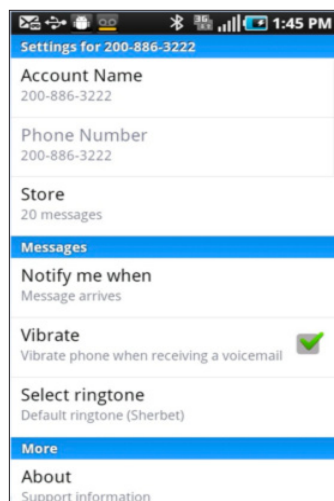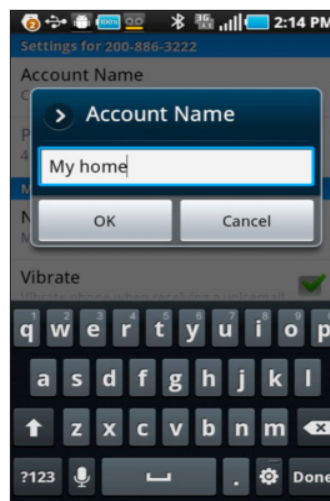

Figure 41 – Settings screen

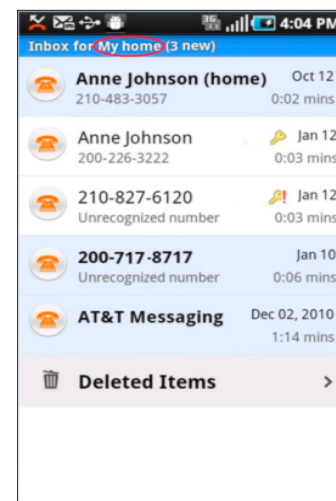**Figure 42 – Change account name**

Figure 43 – Inbox for "My home"

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The number of messages saved on the device can be set. The default setting value is 20 (Figure 44).

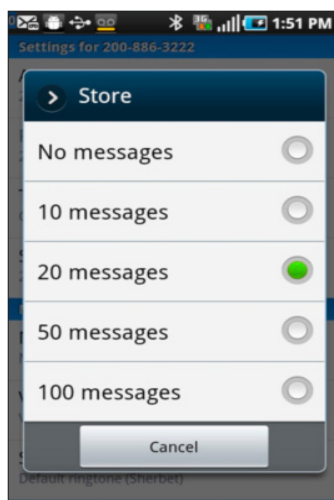You can change the message notification setting (Figures 45 & 46).

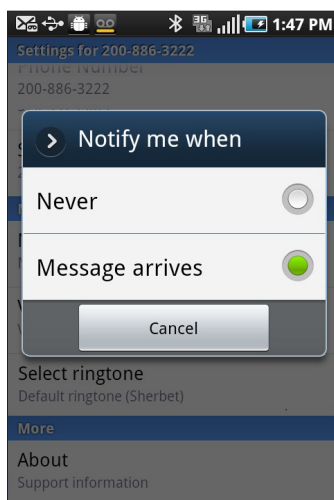**Figure 44 – Tap "Store" to change**
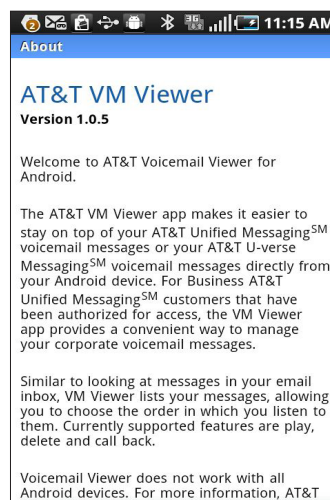

Figure 45 – Message Notification setting

Figure 46 – "About" page

Delete Folder and Message Restore

A delete folder is supported by the Android app – you can access the "Deleted Items" folder from the inbox view. All deleted messages go to the "Deleted Items" folder. You have the ability to go into the "Deleted Items" folder to either restore a deleted message or permanently delete it (Figures 47 – 49).

You also can touch and hold a message to bring up a menu where you have the ability to restore a message among other functions (Figure 50).
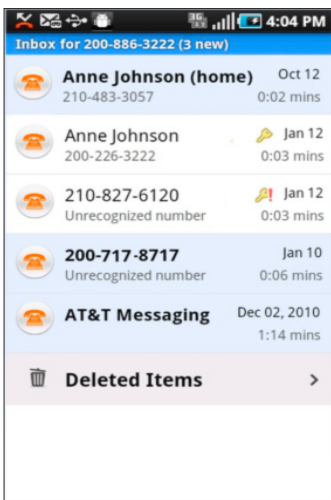

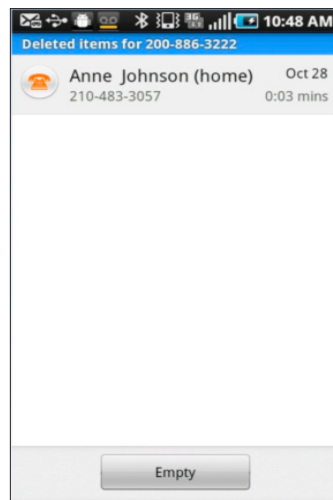**Figure 47 – "Deleted Items" folder from inbox**
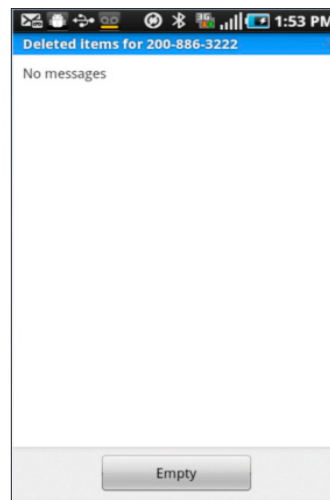

Figure 48 – "Deleted Items" folder

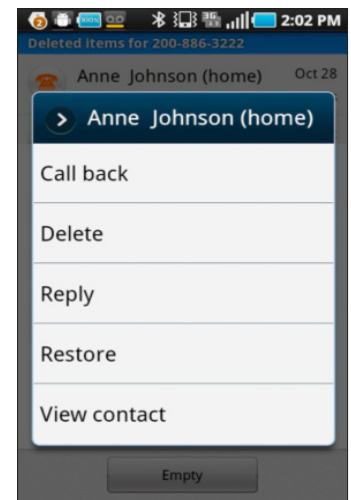**Figure 49 – An empty "Deleted Items" folder**

Figure 50 – Touch and hold a message to bring up this menu

Access the following menus when you tap the device menu key (Figure 51).
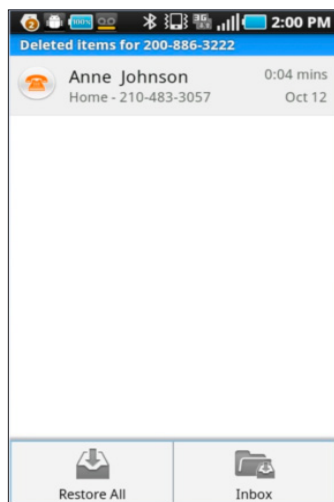

Figure 51 – Menu for the "Deleted Item" folder

Mailbox Storage Limit Warnings

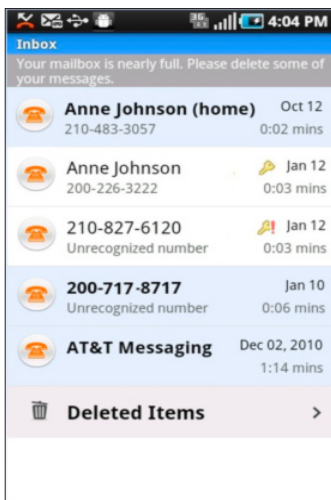When the mailbox is full or nearly full, a warning message will be displayed (Figures 52 & 53).

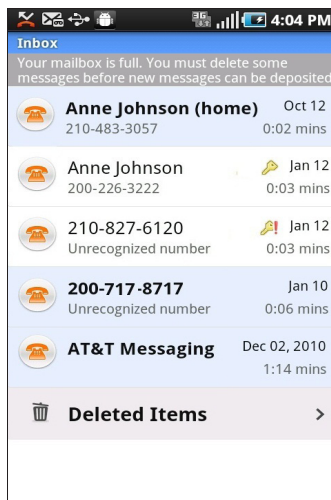**Figure 52 – Mailbox nearly full warning message**

Figure 53 – Mailbox full warning message

Phone-top Widget

The application includes a phone-top widget that you can optionally choose to place on the Home screen. The widget has a badge showing a count of unread items, and shows information about the latest message. The information is aggregated across all mailboxes. If multiple mailboxes are configured, the unread message count is the sum of all unread messages across all mailboxes, and the newest message shown is the single newest message across all mailboxes.

To add the AT&T Voicemail widget to the Home screen:

On the Home screen, press and hold your device screen to bring up the "Add to Home Screen" menu and select "Widgets" (Figure 54).
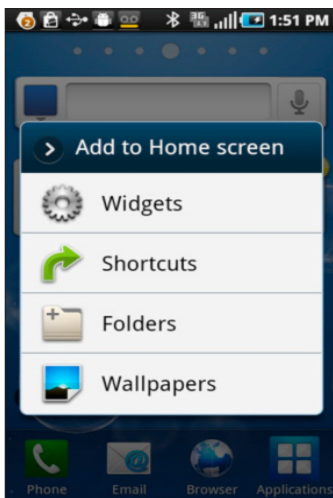

Figure 54 – Press and hold your device screen
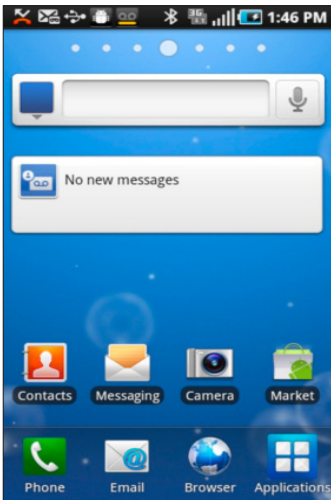
Below are phone-top widget examples (Figures 55 – 57).
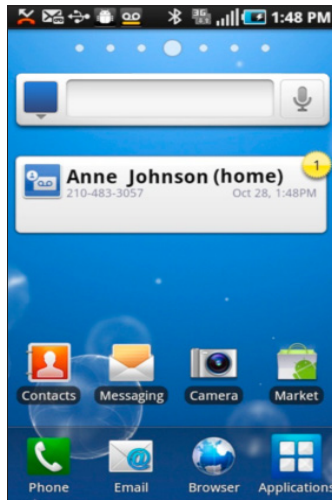

Figure 55 – Phone-top widget with no new message

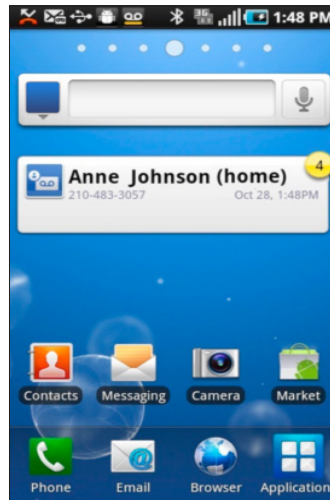**Figure 56 – Phone-top widget with one (1) new message**

Figure 57 – Phone-top widget with four (4) new messages, showing the newest message

Legal

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Privacy Policy
http://www.att.com/gen/privacy-policy?pid=2506
v12.0-04012011