



Manage calling features online.

No two people use their phones the same way. That's why AT&T U-verse Voice gives you so many options and lets you turn them on and off at will. Easily activate and deactivate most calling features by pressing a few buttons on your home phone's keypad. Many features can also be activated and deactivated online.

- 1 Go to att.com/uversecentral.
- 2 Log in with your AT&T U-verse member ID (email address) and password.
- 3 Scroll down to the **AT&T U-verse Voice** section.
- 4 Click **Manage Your Phone Features**.
- 5 Click on the features you want to manage.
- 6 Click **Save** when you're finished.

You can also manage your phone features from att.net. Just click on the **AT&T U-verse** icon listed under the **Personal Assistant** section on the right side of the page and click on **Check Voicemail**, **Change PIN**, **Manage Phone Features**, or **View Your Call Logs**. You'll be asked to log in with your AT&T U-verse member ID (email address) and password.

How do I turn off AT&T U-verse Messaging?

- 1 Go to att.com/uversecentral and enter your AT&T U-verse member ID (email address) and password.
- 2 From the main page, go to the **AT&T U-verse Voice** section.
- 3 Click on the **AT&T U-verse Voice Home Page**.
- 4 On the left under **Quick Settings**, click on the **Voicemail** link.
- 5 Click **Off**, and then click **Save**.

Note: If you choose to turn off these Call Forwarding features, you will NOT receive voicemail in your mailbox until the features have been turned back on.

How do I change my PIN?

- 1 To change your mailbox PIN at att.com/uversecentral, enter your AT&T U-verse member ID (email address) and password.
- 2 Locate the **AT&T U-verse Voice** section.
- 3 Select **Change PIN**.
- 4 Follow the instructions.

AT&T Voicemail Viewer



Get your AT&T U-verse voicemail messages delivered right to your desktop or smartphone, listen to messages in any order, and even forward messages as email from your smartphone.

AT&T Voicemail Viewer apps and desktop gadgets give you a simplified voice message view from iPhone® and BlackBerry® devices, as well as iGoogle Homepage and Windows® Vista Sidebar. To get started, visit att.com/vmviewer.

learn more

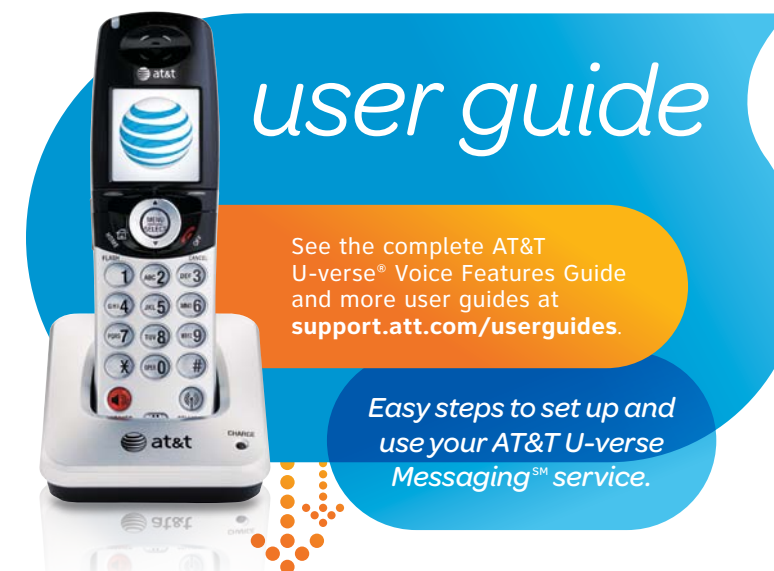
Visit support.att.com/voice for more information on setting up and customizing your voicemail.

Questions?

Click: att.com/uversesupport
Chat: support.att.com/chat
Call: **1.800.288.2020** (and say "U-verse Technical Support")

Esta práctica guía rápida también está en español en support.att.com/userguides.

REMOTE ACCESS: Although you can access your voicemail and manage your features while away from home, calls can be placed only from your home. AT&T U-verse Voice service is not currently mobile. **VOICEMAIL:** When dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel service charges, or cellular charges. **CALL FORWARDING/CALL TRANSFER:** Per-minute rates apply if you forward or transfer to an international number or exceed time under a defined minutes-per-month plan. **LINKING WIRELESS FROM AT&T TO YOUR AT&T U-VERSE MAILBOX:** Prepaid service cannot be added to AT&T U-verse Messaging. Landline and wireless numbers must be within the same service area. The Social Security number or Tax ID provided during setup must match the one on your wireless account. AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voicemail systems. **CALLER ID:** Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. ©2010 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property. ATT82000603-5 (10/10)



user guide

See the complete AT&T U-verse® Voice Features Guide and more user guides at support.att.com/userguides.

Easy steps to set up and use your AT&T U-verse MessagingSM service.

Set up your voice mailbox to manage your voicemail.

Setting up your AT&T U-verse Messaging voice mailbox is easy, and it takes only a few minutes:

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

Now that your mailbox is set up, you can listen to messages or change settings.

Accessing your voice mailbox online:

- 1 Go to att.com/uversecentral. Enter your AT&T U-verse® member ID (email address) and password.
- 2 On the AT&T U-verse Account Overview page, go to the **AT&T U-verse Voice** section.
- 3 Click on **Check Voicemail** to listen to your messages, or click on **Voice Details**, then **Manage Voice Mailbox Settings** to view your options.

Accessing your voice mailbox by phone:

- ▶ Dial ***98** from your home phone
- ▶ If you're away from home, dial your home number and press ***** to skip the voicemail greeting

Questions? Get answers 24/7 at att.com/uversesupport, or chat live with an AT&T representative!

Make calls by phone or Click to Call.

With AT&T U-verse Voice digital home phone service, you have more calling freedom and control than ever.

Dial from your phone

Make calls over AT&T's managed IP network directly from your existing touch-tone home phone.

- ▶ **Local calls:** Dial the area code + the 7-digit phone number
- ▶ **Long distance calls:** Dial 1 + area code + 7-digit phone number
- ▶ **International calls:** Dial 011 + country code + 7-digit phone number

Dial from the Web

Call from your online Address Book or Call History, which shows a list of up to 100 of your most recent calls sorted by date and time.

- 1 Go to att.com/uversecentral.
- 2 Log in with your AT&T U-verse email address and password.
- 3 Enter a number to dial or select a number from your **Call History** or **Address Book**.
- 4 Specify whether you'd like to activate/deactivate Caller ID Blocking and Call Waiting for the call.
- 5 Click **Call**.
- 6 When your home phone rings, pick it up to place your call.

To find numbers in the Call History, you can also sort numbers by missed, answered, outgoing, name, type, or length of call.

Dial from your TV

With AT&T U-verse Voice and AT&T U-verse TV, you can view a list of up to 100 of your most recent incoming calls sorted by date and time on your TV screen. Use your AT&T U-verse TV remote to tune to your Call History and return calls with the press of a button.

- 1 Tune to **Channel 9900** using your AT&T U-verse TV remote.
- 2 Select an AT&T U-verse Voice phone number onscreen.
- 3 Press **OK** to view a log of answered and missed calls. You can sort by name, date, and phone number.
- 4 Scroll using the **ARROWS**.
- 5 Select a number and press **OK** to return a call.
- 6 Select **Call** and press **OK**.
- 7 Your home phone will ring. Pick up the phone to place the call.

Feature	Description	Benefits
Caller ID on TV*	Caller ID and Message Waiting Indicator displays on TV screen.	Helps you make a decision on whether to continue watching TV or to answer the phone. Display message will last approximately six seconds, or you can dismiss it with your remote control.
AT&T U-verse Messaging ¹ (integrated voicemail)—home phone and wireless	Combine Wireless from AT&T and AT&T U-verse Voice home phone messages into one mailbox. Accessible via phone or computer (Web portal). Robust Web portal functionality includes call history, missed calls, and the ability to listen to, save, forward, or delete message wave files.	Receive notification on your wireless handset when a voicemail message is left on your home phone. Access the voicemail through your wireless handset or the Web portal. Share voicemail messages by sending via email to any other person or distribution list.
Web portal	Password-protected Web site allows you to manage features with the click of a mouse.	Manage all AT&T U-verse features, access your Address Book, or check your bill from any Internet-connected computer at home or away.
Do Not Disturb	All callers will receive a busy signal, and incoming calls will not forward to voicemail.	Schedule quiet time, family time, events, etc., knowing that you will not be interrupted.
Locate Me	Incoming calls will simultaneously ring all numbers that are designated on your Locate Me list.	Never miss an important call. No matter where you are, callers will always reach you.
Call Blocking	Call Blocking allows you to prevent up to 20 numbers from ringing through your phone. Callers hear, "The number you dialed will not accept your call."	Maintain your privacy and eliminate harassing or annoying calls.
Exclusive Call Forwarding	Lets you forward select calls to another number. All others go to voicemail. You can select up to 20 numbers.	Choose who can reach you wherever you are, and let all other calls go to voicemail.
Safe Call Forwarding	Calls are automatically forwarded to a number of your choice during a network outage or when battery backup is exhausted during a power outage.	Never miss a call, even in an emergency situation. Feature turns off automatically when line becomes active.
Call History on Web	Lets you see your recent incoming and outgoing call list on your computer.	Reference recent calls and add those calls to your Address Book for future calling. Click to call.
Call History on TV*	Lets you see the last 100 incoming calls on ch-9900.	Protect your call history with AT&T U-verse TV Parental Controls. Click to call.
Click to Call on TV/PC*—EXCLUSIVE! ²	Initiate a call by typing in number or selecting number in Address Book/Call History on TV or Web portal. Select the call button. The phone will ring. Pick up the handset to begin the call.	Call any number in recent call history by utilizing your TV remote or mouse without dialing the number on your phone.
Fax support	Service is compatible with most fax machines.	Send and receive faxes.
Broadcast Messaging	Lets you send voice messages simultaneously to distribution lists of other AT&T U-verse Voice subscribers.	Share your message with multiple people at the same time or send it to large distribution lists. Save time by eliminating multiple calls.
Battery backup ³	Initial battery backup included at no additional cost.	Helps maintain your service in the event of a power outage.

*Requires subscription to U-verse TV and U-verse Voice. 1 AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voicemail systems. 2 Claim based on major competitor Web sites as of 10/6/10. 3 U-verse Voice, including all dialing, will not function during a power outage without battery backup power.