

# AT&T Voicemail Viewer

## Frequently Asked Questions (FAQ)

### 1) What is AT&T Voicemail Viewer?

AT&T Voicemail Viewer is a suite of smartphone and desktop applications that make it easier for AT&T customers to stay on top of their voicemail messages. Voicemail Viewer allows you to easily view a list of your landline home or work voicemail messages right from your smartphone or computer desktop, listen to messages in any order and even forward messages as email right from your smartphone. The service is for customers who have AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup>. For more information, Residential customers may visit [www.att.com/vmviewer](http://www.att.com/vmviewer) and Business customers may visit [www.um.att.com/vmviewer](http://www.um.att.com/vmviewer).

### 2) What type of AT&T Voicemail do I need to have on my account to use the VM Viewer app?

The VM Viewer app is only compatible with AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup>.

For residential customers who subscribe to CallNotes<sup>®</sup>, CallNotes<sup>®</sup> Plus, The Message Center, The Message Center Deluxe, Nevada Voice Mail, Voice Mail Basic Mailbox, Voice Mail Premium Mailbox, MemoryCall, or MessageLINK, the VM Viewer app will not work. However, your service will function as normal and there is no need for you to take any action. You may call 1-800-288-2020 to order AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup>.

Business customers must have an AT&T Unified Messaging<sup>SM</sup> account in order to use this app. Business customers can order AT&T Unified Messaging<sup>SM</sup> by calling the number on their bill or by visiting [att.com](http://att.com).

### 3) How do I log in to the VM Viewer app?

Use your 10 digit home telephone number and the six digit numeric PIN associated with your messaging service. Make sure that you are not using a home answering machine rather than your AT&T voice mailbox. The six digit numeric PIN must be the same on the app as on your home or work number – the app will not work if your PIN numbers do not match.

### 4) How do I change or reset my six digit numeric PIN?

Residential customers who subscribe to AT&T U-verse Voice<sup>SM</sup> can log in to their account by visiting [www.att.com](http://www.att.com) or by accessing their mailbox from a phone.

#### Computer

- A. Go to [att.com](http://att.com)
- B. Enter your U-verse member ID (email address) and password
- C. Click Home Phone (upper right of page)
- D. Click Change Voicemail PIN and follow instructions

#### Home Phone

- A. Dial \*98 from home phone
- B. Press 4 to change your mailbox settings
- C. Press 2 to change administrative options

- D. Press 1 for security
- E. Press 1 to change PIN and follow instructions

### Any Touchtone Phone

AT&T U-verse Voice<sup>SM</sup> customers as well as business or residential customers who subscribe to AT&T Unified Messaging<sup>SM</sup> can access their mailbox by phone and use their Authentication Code. You can either dial your access number or you can dial your mailbox number (typically your phone telephone number) and press \* when you hear the greeting. Once you've accessed your mailbox, you will be offered three opportunities to enter your correct PIN. After three invalid entries, the system will offer the option to reset your PIN by pressing 1. After pressing 1, the system will prompt you to enter your Authentication Code. Follow the prompts. Once you have accurately entered your Authentication Code, you may reset your PIN and access your mailbox. A tutorial video on how to access your Unified Messaging home phone mailbox can be viewed at [att.com/um](http://att.com/um).

**5) If I change my telephone PIN, will I need to also change the PIN on my iPhone or Blackberry in the VVM application?**

Yes, when the application asks you to enter a PIN, enter the new PIN. The telephone PIN must match the PIN on the app to work properly.

**6) What is the difference between Visual Voicemail on my cell phone and AT&T Voicemail Viewer?**

Visual Voice Mail lists your **wireless** from AT&T voicemail messages visually, allowing you to choose the order in which you listen to them. Voicemail Viewer lists your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> **home or work phone** voicemail messages visually, allowing you to choose the order in which you listen to them.

**7) I downloaded the AT&T Voicemail Viewer and can't find it on my display screen.**

The application may appear in the "Download" folder initially. In that case, the user can move the application (using the move to folder option) onto the top level menu.

**8) How can I tell the difference between Visual Voice Mail and AT&T Voicemail Viewer on my BlackBerry?**



Visual Voice Mail



Visual Voice Mail



**AT&T Voicemail Viewer**



**AT&T Voicemail Viewer**

Each of the icons has a unique design and the icons are further differentiated when the cursor is placed over them.

### 9) What do I need to use Voicemail Viewer?

- 1) Subscribe to AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup>
- 2) Have a qualifying AT&T smartphone/device or computer

The following iPhones and Apple devices are supported by AT&T:

- iPhone 4S (iOS 5.0+)
- iPhone 4 (iOS 4.0+)
- iPhone 3GS (iOS 3.1+)
- iPhone 3G (iOS 3.1+)
- iPad<sup>®</sup> (iOS 3.2+)
- iPad<sup>®</sup> 2 (iOS 4.3+)
- iPod Touch<sup>®</sup> (iOS 3.1+)

Standard data usage charges may apply.

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

- 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.

At least the following RIM BlackBerry smartphones running the specified software versions (collectively, with the operating system, "OS") with a compatible Internet Browser (Browser), Short Messaging Service (SMS) from AT&T and a data plan from AT&T are supported by AT&T:

- Model 9800 (OS 6.0.0.695) – BlackBerry® Torch™
- Model 9700 (OS 5.0.0.405 and 6.0.0.526) – BlackBerry® Bold™

- Models 9000 (OS 4.6.0.301 and OS 4.6.0.304) – BlackBerry® Bold™
- Model 8820 (OS 4.5.0.110)
- Model 8310 (OS 4.5.0.110) – BlackBerry® Curve™
- Model 8110 (OS 4.5.0.182) – BlackBerry® Pearl
- Model 9100 (OS 5.0.0.921) – BlackBerry® Pearl 3G
- Model 9300 (OS 5.0.0.955) – BlackBerry® Curve™ 3G

Voicemail Viewer does not work with all BlackBerry devices or all software versions.

The following operating systems and internet browsers are supported by AT&T with iGoogle:

- Windows XP with Internet Explorer 7, 8 or with Firefox 3.0 and above
- Windows Vista with Internet Explorer 7, 8, 9 or with Firefox 3.5 and above
- Windows 7 with Internet Explorer 8, 9 or with Firefox 3.6 and above
- Mac OS X 10.6 and above with Safari 5.0 and above or Firefox 3.5 and above

You can right click on My Computer and check the General tab to determine your operating system.

#### **10) I have a Mac. Can I still use the Voicemail Viewer on my computer?**

Yes, Voicemail Viewer for Mac Dashboard requires a computer with Mac OS X (10.6.1 and above) Operating System and Firefox (3.5 and above) or Safari (4.0 and above) for installation.

#### **11) Can I have cell phone service from any provider and still use the Voicemail Viewer smartphone apps?**

VM Viewer is for customers who have AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup>. You must have wireless service from AT&T to experience Voicemail Viewer's full functionality on BlackBerry devices. VM Viewer may work with other providers' devices running iOS or Android, but it is supported by AT&T only on qualifying AT&T devices.

#### **12) I noticed at iTunes that there are both AT&T Voicemail Viewer (Home) and AT&T Voicemail Viewer (Work) apps. What's the difference?**

AT&T Voicemail Viewer (Home) is for AT&T home phone service customers that have AT&T U-verse Voice<sup>SM</sup> or AT&T Unified Messaging<sup>SM</sup> as their voicemail service. AT&T Voicemail Viewer (Work) is for Business AT&T Unified Messaging<sup>SM</sup> customers that have been authorized access to Voicemail Viewer.

#### **13) Who do I contact for assistance once I've reviewed the FAQs?**

Please send an email to [VMViewer@att.com](mailto:VMViewer@att.com) and include your phone number, the device you're using to access the app, and the reason for your inquiry.