

# quick guide



## Set up your voice mailbox to manage your voice mail.

Setting up your AT&T U-verse Messaging<sup>SM</sup> 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 changing 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.

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

### ACCESSING YOUR MAILBOX ONLINE

- 1 Go to [uversecentral.att.com](http://uversecentral.att.com). Enter your AT&T U-verse<sup>SM</sup> email address and password.
- 2 On the AT&T U-verse Central homepage, select **AT&T U-verse Voice** to view your options.

### ACCESSING YOUR MAILBOX BY PHONE

- > Dial **\*98** from your home phone
- > If you're away from home, dial your home number and press **\*** to skip the voice mail greeting

To learn more about your AT&T U-verse Voice<sup>SM</sup> service, visit [helpme.att.net/userguides](http://helpme.att.net/userguides) to see the full Feature Guide!

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



## How do I turn off AT&T U-verse Messaging<sup>SM</sup>?

- 1 Go to [uversecentral.att.com](http://uversecentral.att.com) and enter your member ID and password.
- 2 From the main page, go to the **AT&T U-verse Voice** section.
- 3 Click the **Phone Features** tab.
- 4 Turn off the following three Call Forwarding options:
  - > No Answer Call Forwarding
  - > Busy Call Forwarding
  - > Safe Call Forwarding

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

## How do I change my PIN (personal identification number)?

- 1 To change your mailbox PIN at [uversecentral.att.com](http://uversecentral.att.com), enter your AT&T U-verse<sup>SM</sup> email address (account ID) and password.
- 2 Locate the **AT&T U-verse Voice** section, select **Manage Message Settings**, then scroll to Voice Mailbox Preferences and select **Change PIN**.

For more information on voice mail setup or customization, visit [helpme.att.net/voice](http://helpme.att.net/voice).

Questions?

Click [uverse.att.com/support](http://uverse.att.com/support). Call **1-800-ATT-2020**.

Esta práctica guía rápida también está en español en [helpme.att.net/userguides](http://helpme.att.net/userguides) (en inglés).

## Important Information

**REMOTE ACCESS:** Although you can access your voice mail 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. **VOICE MAIL:** When dialing into voice mail 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 voice mail systems. ©2009 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

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