



# AT&T Phone For Business **User Guide**





# Table of Contents

<b>Welcome</b>	
Welcome/Contact and Support.....	3
<b>AT&amp;T Phone for Business</b>	
Accessing AT&T Phone for Business.....	3-6
How to Register.....	4
<b>Account Overview</b>	
Vicemail Messages.....	7
Call History.....	7
Address Book.....	8
<b>Accessing your Phone Features</b>	
Accessing your Phone Features.....	9
Call Forwarding.....	10
Call Filtering.....	11
Feature Controls.....	12
Sequential Hunting.....	13
<b>Voicemail Settings</b>	
Voicemail Settings.....	14
General Preferences.....	15
Voicemail Preferences.....	16-17
Notifications.....	18
Creating/Managing Sub-Accounts.....	19
<b>Accessing your Phone Features</b>	
By Phone.....	20
Anonymous Call Blocking.....	20
All Call Forwarding.....	20
Busy Call Forwarding.....	20
Call Blocking.....	20
Caller ID Blocking.....	20
Call Screening.....	20
Call Transfer.....	20
Call Waiting.....	20
Cancel Call Waiting.....	20
Do Not Disturb.....	21
Exclusive Call Forwarding.....	21
Locate Me.....	21
No Answer Call Forwarding.....	21
Safe Call Forwarding.....	21
Three-Way Calling.....	21
Speed Dialing.....	21
Transfer To Voicemail.....	21
<b>Voicemail</b>	
How to Manage or Change Voicemail Settings from your Phone's keypad.....	22
Voicemail Access.....	22
Change PIN for Voicemail.....	22
Change Voicemail Greeting.....	22
Combine your AT&T Wireless & AT&T Phone Mailboxes.....	22
Voicemail Viewer.....	22
<b>AT&amp;T Phone - Additional Equipment Information</b>	
Fax.....	23
Troubleshooting.....	23
Point of Sale devices (POS).....	24
Alarms/Remote monitoring systems.....	24
Contact and Support.....	24
Notes.....	25-27





# AT&T Phone for Business

## Welcome

AT&T Phone for Business provides powerful, convenient voice communication tools that you can access at any time to keep your business running smoothly. From the AT&T Phone for Business web portal, you can review and make real-time changes to your features and services, easily and quickly.

### Contact and Support

For additional assistance, contact the AT&T Business Services Center at:



1-800-321-2000



Visit [att.com/contactus/smb/](http://att.com/contactus/smb/)

## Accessing AT&T Phone for Business

If you are already registered, log in at [www.att.com/login/](http://www.att.com/login/) Before you can log in, you must register a username and password.

The screenshot shows the 'Log in to manage your account' page. It features the myAT&T logo, a User ID input field, a 'Save User ID' checkbox, a Password input field, a 'Show password' link, a 'Log in' button, a 'Forgot User ID or Password?' link, and a 'Create one now' button. Three callout boxes provide instructions: 'Enter User Name & Password' points to the User ID field, 'Click Log in; Once your account is verified, the myAT&T overview page will appear.' points to the Log in button, and 'If you are not registered create a new user ID now.' points to the Create one now button.



# Accessing AT&T Phone for Business (continued)

## How to Register

If you're not registered, you can create a new User ID by clicking **Create one now**. You can also register at [www.att.com/registermybusiness](http://www.att.com/registermybusiness)

Create ID

1. Select/verify account    2. Choose ID & password    3. Confirmation

Welcome

Let's get started by finding your account.

Enter your AT&T phone number or AT&T account number

AT&T phone number

Or

Account number

Billing ZIP code of account you want access to

5-digit zip code

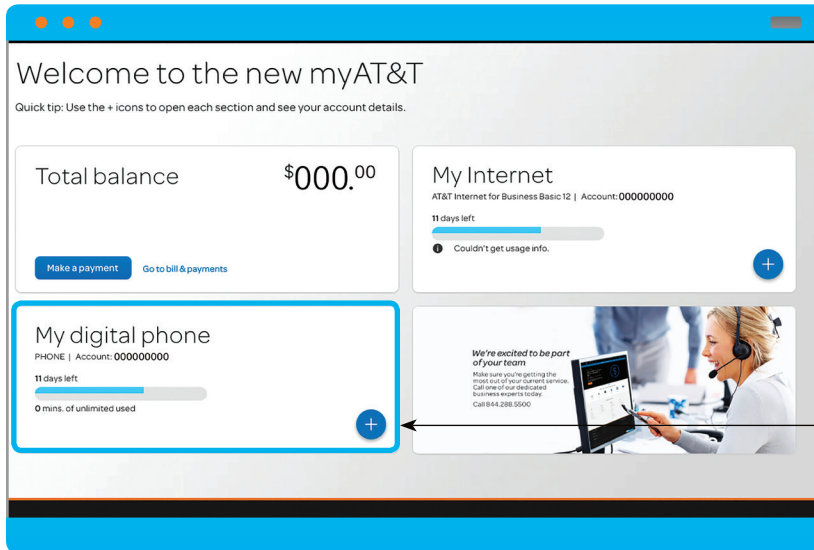
Cancel    Continue


Enter the phone number and zip code. Follow the prompts to complete the registration.

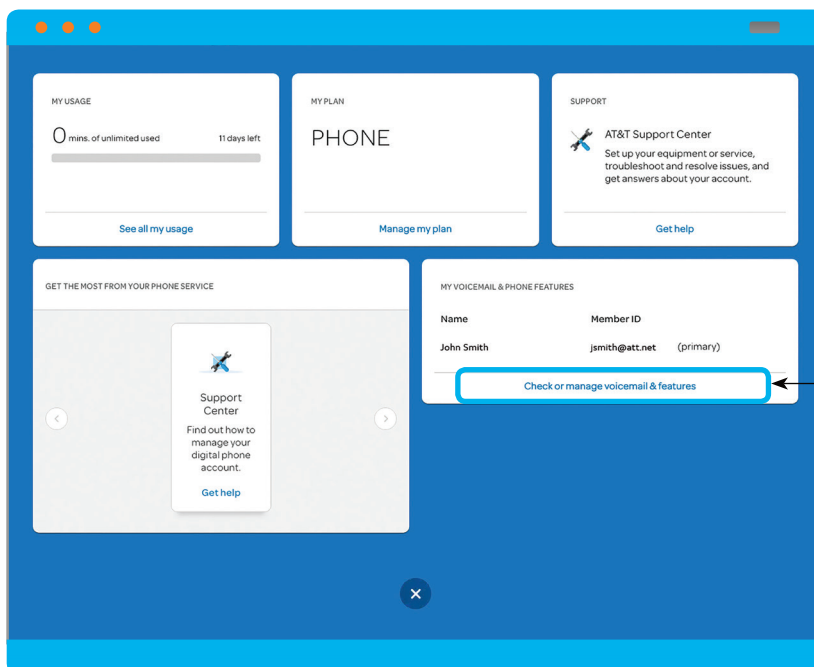



# Accessing AT&T Phone for Business (continued)

Now that you have successfully logged in you will see the overview page. The overview page will show your **Total balance** and services. These sections and their placement will vary based on which services you have.



  
Click the **blue circle** in the bottom right of the box to view more details of **AT&T Phone**.



  
Scroll down to access **phone features** and **voicemail**.

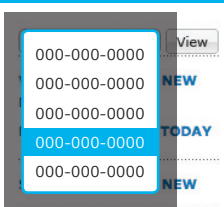
[Check or manage voicemail & features](#)  
Click here to access **phone features** and **voicemail**.





# Accessing AT&T Phone for Business (continued)

Now that you have access to your AT&T Phone for Business features, let's go over each of them in more detail. The portal will open on the **Voicemail Messages** tab with the rest of the services listed in the adjacent tabs. The phone portal gives you an overview and access to all your phone services. The highlighted sections below are similar to the pages you will see in the portal.



*In order to manage phone features you must first select the telephone number you wish to manage.*

Some features can only be turned on, off or changed on the main number.

**Voicemail Messages (0)** Call History Address Book Phone Features Voicemail Settings

Each tab displays additional information when selected.

The screenshot shows the AT&T Phone for Business portal. At the top, there are navigation tabs: MY ACCOUNT, SHOP, and SUPPORT. Below these are links for Account Overview, My Services, Bill & Payments, Usage & Recent Activity, Message Center, My Profile, and My Orders. The main header reads "Voicemail Messages - Inbox" with a Refresh button. Below the header is a navigation bar with tabs: Voicemail Messages (0), Call History, Address Book, Phone Features, and Voicemail Settings. The main content area shows a list of messages from "JOHN SMITH" with columns for Type, From, Number, When, Size, and Actions. On the left sidebar, there are sections for Voicemail Messages (0 NEW), Missed Calls (0 TODAY), System Messages (0 NEW), and Contacts. At the bottom left, there is a "Quick Settings" section with a list of features and their status: Business Attendant (On), Voicemail (On), All Call Forwarding (Off), Do Not Disturb (On), Locate Me (Off), and Sequential Hunting (On). A "More Features" link is at the bottom of this section.

The "Quick Settings" panel shows a list of features with their current status: Business Attendant (On), Voicemail (On), All Call Forwarding (Off), Do Not Disturb (On), Locate Me (Off), and Sequential Hunting (On). There is an "included? Yes" label and a "More Features" link at the bottom.

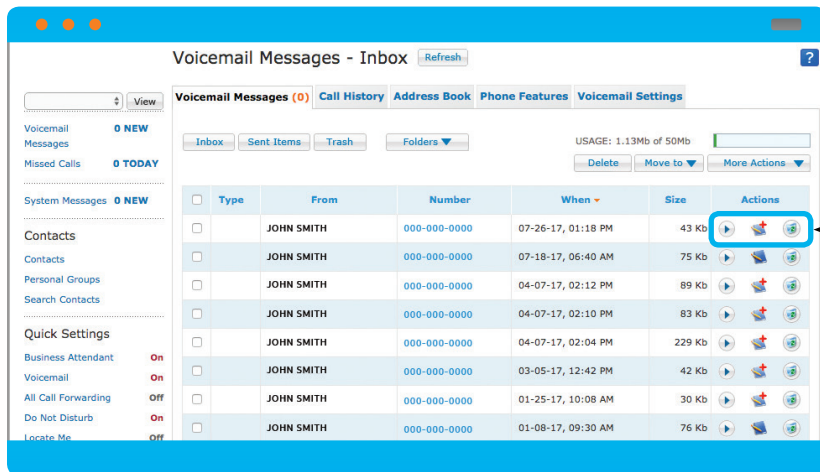
Quick settings provide a snapshot of your current feature settings. If you wish to make changes to your settings, you can open up each feature on the Phone Features tab.



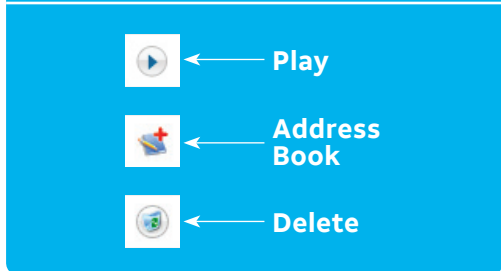
# Voicemail Messages

We will now explain each service from left to right, starting with **Voicemail Messages**. From this tab, you can view and manage your voicemail messages. The Voicemail Messages tab makes it easy to view missed calls, play or save messages, add to address book, or delete messages with a click of the mouse.

**Tip**  
The Voicemail Messages tab keeps you up to date with any messages your business receives. The logs work like an Excel file; you can sort by any column.



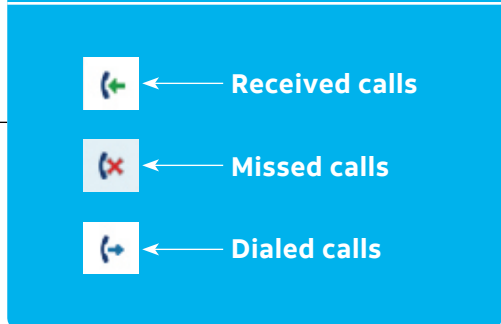
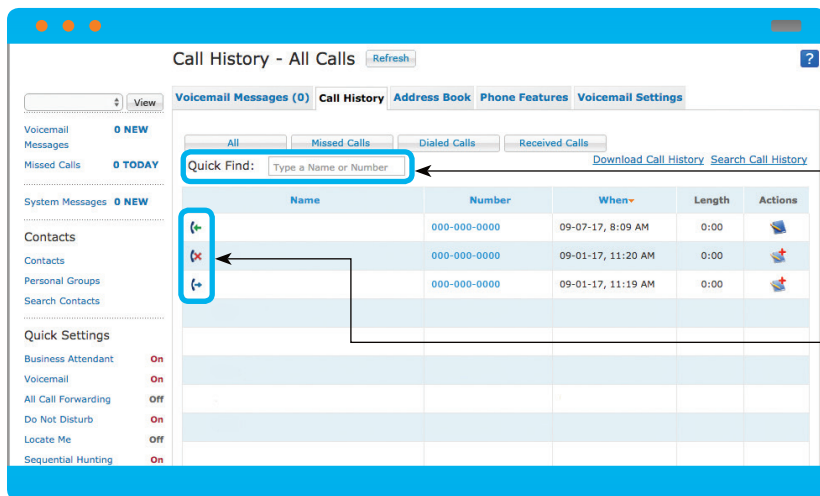
Click the icon in the Actions column to **play** the message, add the number to the **address book**, or **delete** the message.



# Call History

Now that we've shown you how to manage your voicemail messages, we will explain the next tab, **Call History**. Call History makes it easy to stay organized and keep track of your calls – you can also dial and return calls with the click of the mouse. The Call History tab will list all your *received*, *missed*, and *dialed* calls sorted by the time of the call. This log can be resorted by the column headings as well.

**Quick Find** allows you to search by entering the **name** or **telephone number** of the incoming or outgoing call you want to find.



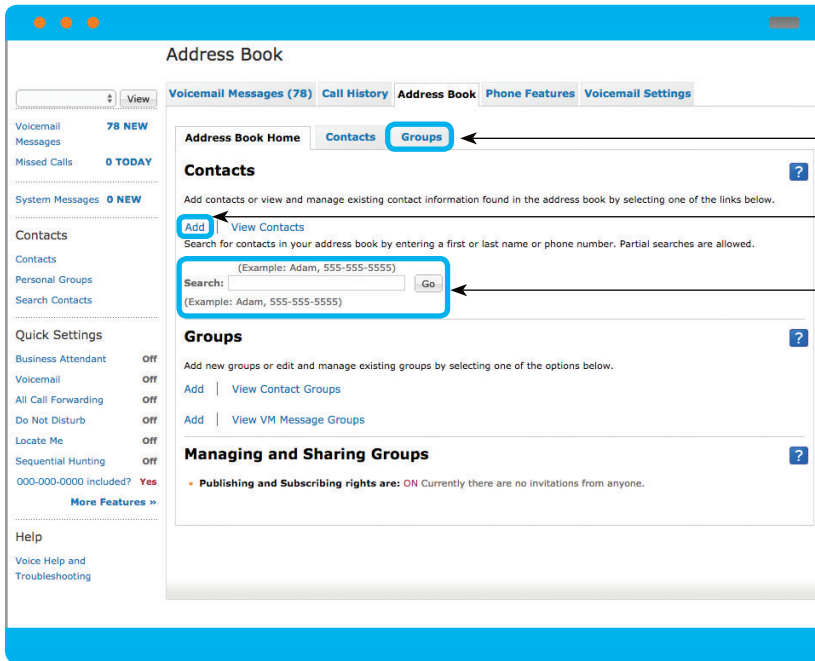


# Address Book

You now know how to use the Call History tab to review calls, and how to search for calls with either a name or phone number. Next, we will explain the **Address Book** tab. The Address Book tab is where you can find information regarding your contacts.

## ☆ Tip

You can quickly organize, add and search contact information from the Address Book tab.



**Organize** your contacts by creating contact groups. After you create a group, you can share the group contacts with other address book users.

Click **“Add”** to add new contacts and contact information.

Enter a **name** or **phone number** in the search bar to search for a contact in your address book.





# Accessing your Phone Features

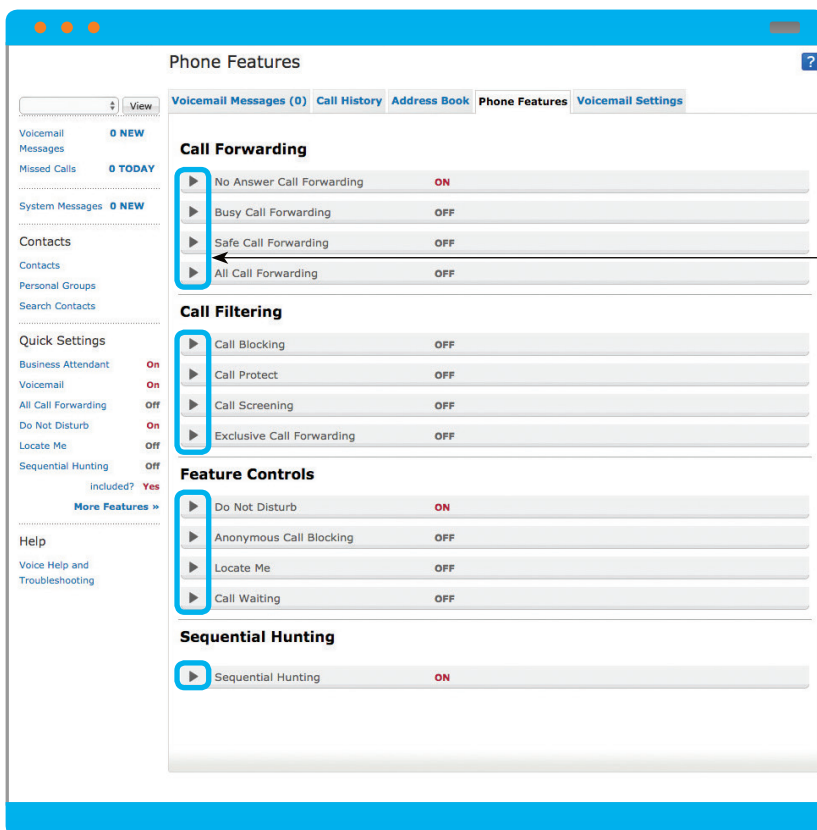
Now that you know how to manage your contacts, let's learn about managing **Phone Features**. The Phone Features section allows you to customize your phone so that it meets your business needs. This section will teach you what these features do and how to use them.

## The Phone Features tab includes:

- Call Forwarding
- Call Filtering
- Feature Controls
- Sequential Hunting



Remember, to manage phone features, you need to select the phone number you'd like to work with. Some features can only be changed on your main phone number.



### Tip

This is where you can turn each feature **ON** or **OFF**.



Click the **arrows** on the left under each feature to expand the settings. This will provide a description of the feature. These features will be discussed in detail in the next section.



# Accessing your Phone Features (continued)

## Call Forwarding

From the Phone Features tab, you can expand the options under **Call Forwarding** which include *No Answer Call Forwarding*, *Busy Call Forwarding*, *Safe Call Forwarding*, and *All Call Forwarding*.

☆ Tip

This is where you can decide how long your phone will ring before forwarding a call to voicemail or another number.

**Call Forwarding**

**No Answer Call Forwarding** **ON** Forwarded to voicemail 000-000-0000

No Answer Call Forwarding sends any phone calls that aren't answered to either voicemail or to an alternate phone number.

ON  OFF

After ringing my phone for (5 Rings (30 Seconds) ↓) forward unanswered incoming calls to: \*

Voicemail. Voicemail Access Number: 000-000-0000

Phone number:

\* Calling charges may be incurred based on where you forward the number to (e.g., international forward to number will incur standard international rates) or if you exceed time under a defined minutes-per-month plan.

**Busy Call Forwarding** **OFF**

Busy Call Forwarding allows you to forward all incoming calls to another phone number when your line is busy.

ON  OFF

If phone is busy, all incoming calls will be forwarded to: \*

Voicemail. Voicemail Access Number: 000-000-0000

Phone number:

\* Calling charges may be incurred based on where you forward the number to (e.g., international forward to number will incur standard international rates) or if you exceed time under a defined minutes-per-month plan.

**Safe Call Forwarding** **OFF**

Safe Call Forwarding allows you to forward incoming calls to another phone number if your main phone line has a service disruption.

ON  OFF

All incoming calls will be forwarded to: \*

Voicemail. Voicemail Access Number: 000-000-0000

Phone number:

\* Calling charges may be incurred based on where you forward the number to (e.g., international forward to number will incur standard international rates) or if you exceed time under a defined minutes-per-month plan.

**All Call Forwarding** **OFF**

All Call Forwarding allows you to forward all incoming calls to another phone number.

ON  OFF

All incoming calls will be forwarded to: \*

Voicemail. Voicemail Access Number: 000-000-0000

Phone number:

\* Calling charges may be incurred based on where you forward the number to (e.g., international forward to number will incur standard international rates) or if you exceed time under a defined minutes-per-month plan.

**No Answer Call Forwarding:** Automatically sends unanswered phone calls to voicemail or to a specific phone number.

**Busy Call Forwarding:** Allows you to forward all incoming calls to another phone number when your line is busy.

**Safe Call Forwarding:** Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.

**All Call Forwarding:** Allows you to forward all incoming calls to another phone number.



# Accessing your Phone Features (continued)

## Call Filtering

From the Phone Features tab, expand the services under **Call Filtering**. Scroll down to screen and block unwanted calls and numbers.



The entries displayed in the following example are the default settings for the Call Filtering feature, and apply to the whole portal.

**Call Blocking:** Prevents incoming calls from up to 100 numbers.

**Call Protect:** Reduces robocalls and other unwanted phone calls.

**Call Screening:** Allows up to 20 select numbers to ring through while all other calls are blocked.

**Exclusive Call Forwarding:** Allows you to forward up to 20 phone numbers from a list of specific incoming callers to an alternate phone number.



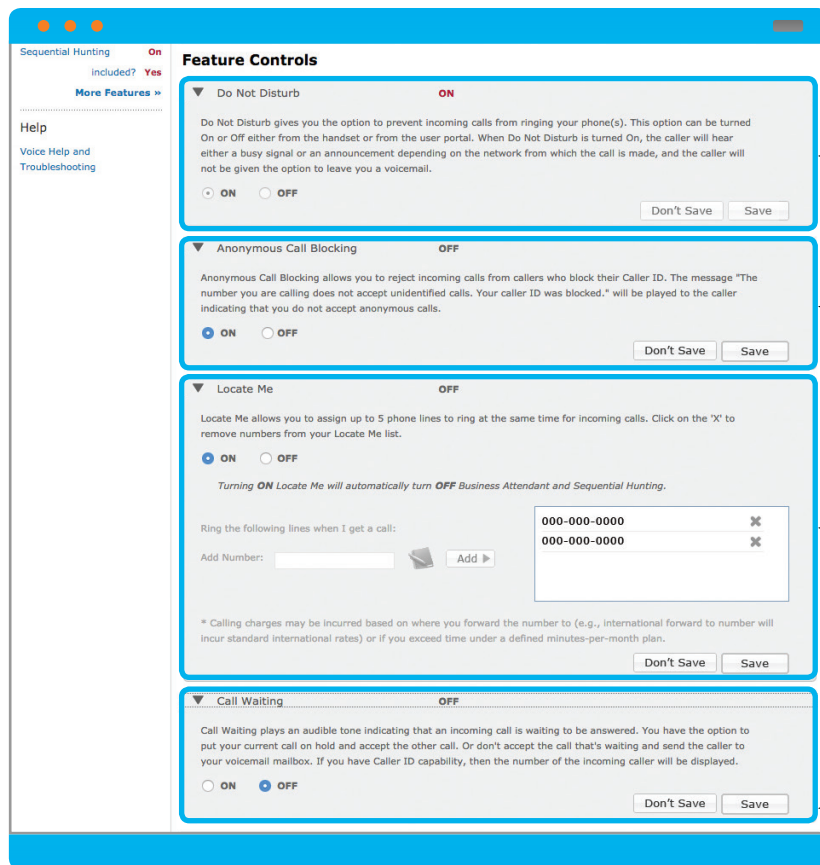
# Accessing your Phone Features (continued)

## Feature Controls

From the Phone Features tab, expand the services under **Feature Controls**. Scroll down below the Call Filtering section to find Feature Controls. Select which features you would like to use, including *Do Not Disturb*, *Anonymous Call Blocking*, *Locate Me*, and *Call Waiting*.

### ☆ Tip

As a reminder this is where you choose the features that work on each phone number.



**Do Not Disturb:** Gives you the option to prevent incoming calls from ringing your phone(s).

**Anonymous Call Blocking:** Allows you to reject incoming calls from callers who block their Caller ID.

**Locate Me:** The Locate Me feature allows you to designate up to 5 phones to ring for each incoming call received on your primary line. This makes it easy to answer a call no matter where you are, or for multiple people in various locations to be answering calls.

**Call Waiting:** Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put your current call on hold and accept the other call.



# Accessing your Phone Features (continued)

## Sequential Hunting

From the Phone Features tab, scroll down to expand **Sequential Hunting**. This allows you to set up a queue of phone numbers to receive incoming calls. If the first number in the queue does not pick up the call, it will be forwarded to the second number, and so on until the call is either answered or reaches the end of the queue.



This is how you want your phones to ring.

**Sequential Hunting**

Sequential Hunting lets you set up a call queue to receive incoming calls. If the call is not answered by the first number, typically the primary number, it rings to the next available line in the queue, and so on, until it is answered. If the call goes through all the phone numbers in the queue without being answered, the call will be terminated according to the termination treatment (e.g. forward to voicemail) as defined by either the primary phone number, or the last phone number in the queue, depending on the specific conditions governing the processing of the call.

ON  OFF

Turning **ON** Sequential Hunting will automatically turn **OFF** Business Attendant and Locate Me.

Select which phone numbers to include following the main number, and arrange them in order. Use the **Time** column to set how long each number rings before advancing.

Order	Status	Phone Number	Time
1	Main	000-000-0000	N/A
2	<input checked="" type="checkbox"/> Included	000-000-0000	9 sec
3	<input type="checkbox"/>	000-000-0000	9 sec
4	<input type="checkbox"/>	000-000-0000	6 sec
5	<input type="checkbox"/>	000-000-0000	9 sec
6	<input type="checkbox"/>	000-000-0000	9 sec

Don't Save Save

**Sequential Hunting:** You can determine what happens if the call is not answered (e.g. forward to voicemail).

Turning **ON** Sequential Hunting will automatically turn **OFF** Business Attendant and Locate Me.

You can control the queue by enabling or disabling the line in the **Status** column.

Don't Save Save


Remember to click **Save** for any feature changes.





# Voicemail Settings

You've seen what is available in the Phone Features tab, now read on to learn about **Voicemail Settings**. Much like the Phone Features tab, the Voicemail Settings tab contains three sections: *General Preferences*, *Voicemail Preferences*, and *Notifications*.

  
Just click on the **arrows** to expand the settings.



# Voicemail Settings (continued)

## General Preferences

From the Voicemail Settings tab, click to expand the options under **General Preferences**. Turn voicemail ON or OFF, choose how long your phone rings before sending a call to voicemail, set a PIN to access voicemail, and more.

The screenshot shows the 'Voicemail Settings' interface. The 'General Preferences' section is expanded, showing several sub-sections: 'Voicemail' (OFF), 'Set Number Of Rings Before Voicemail' (1 Ring (6 Seconds)), 'Change PIN', 'Save Messages', and 'Voicemail Setup'. Each sub-section has a 'Don't Save' and 'Save' button. The 'Voicemail' section has a radio button for 'ON' and 'OFF'. The 'Set Number Of Rings Before Voicemail' section has a dropdown menu. The 'Change PIN' section has input fields for 'New PIN' and 'Reconfirm PIN'. The 'Save Messages' section has checkboxes for 'Save a copy in My Sent Items folder...' and 'Check for new voicemail messages...'. The 'Voicemail Setup' section has buttons for 'Create New Voicemail Mailbox' and 'Change Voicemail Settings'.

**Voicemail:** Turning Voicemail **ON** allows you to receive messages in your voicemail mailbox.

**Set Number of Rings Before Voicemail:** Select how long your phone should ring before forwarding the incoming call to voicemail.

**Change PIN:** Enter a **PIN** to use when you access your voicemail.

**Save Messages:** Select different settings when sending and reviewing new voicemail messages online.

**Voicemail Setup:** Set up your voicemail configurations.

☆ **Tip**  
This button will allow you to set up additional mailboxes.



# Voicemail Settings (continued)

## Voicemail Preferences

Expand each section and you will find more options to customize your preferences. Manage *voicemail security*, *message greetings*, *message transcription* and *more*.

**Voicemail Preferences**

**Security** High - Phone Number and PIN required

Select the security levels required for accessing your voicemail from your business phones or the AT&T wireless phones associated with this voicemail box. Accessing this mailbox from a phone not associated with it always requires the highest level of security to log in and asks for both the phone number and PIN.

A sub-account user (secondary Member ID) can modify all settings except the security settings. If you select the Low (no PIN required) security setting, anyone with access to your business phone or the AT&T wireless phone associated with this voicemail box can retrieve your messages. Using this option reduces the security of your service and makes your voicemail vulnerable to unauthorized access. We recommend that you always require a PIN to access your voicemail.

Change Settings for : (000-000-0000)

High - Phone Number and PIN required  
 Medium - PIN required  
 Low - No PIN required

Don't Save Save

**Urgent Playback** OFF

Play Urgent voicemail message before any other messages.

Change Settings for : (000-000-0000)

ON  OFF

Don't Save Save

**Autoplay** OFF Choose from options menu to play

Change Settings for : (000-000-0000)

Turn Autoplay ON and play the voicemail messages automatically when I log into voicemail mailbox over the phone.  
 Turn Autoplay OFF and let me choose what to do from the options menu when calling for messages.

Don't Save Save

**Message Forwarding** ON

Message Forwarding allows you to send your voice messages to an email account.

ON  OFF

Action: Forward incoming messages and keep original

Email Address: jsmith@att.net

Include message management links in forwarded message

Don't Save Save

**Security:** Select the security levels required for accessing your voicemail from your business phones or the AT&T wireless phones associated with this voicemail box.

**Urgent Playback:** Play Urgent voicemail messages before any other messages.

**Autoplay:** Automatically play voicemail messages when you log into your voicemail mailbox over the phone.

**Message Forwarding:** Allows you to send your voice messages to an email account. With Message Forwarding you can send voicemails left in your AT&T U-verse Voicemail box to a designated email address. Voicemail will appear in the email as a .WAV (sound file) attachment.



# Voicemail Settings (continued)

## Voicemail Preferences (continued)

Scroll down to find the rest of the available options.

**Message Transcription:** Allows you to create a text transcript of new voice messages for AT&T Voicemail Viewer App and forwarded messages.

**Message Details:** Allows you to choose what information will play when you are checking a voicemail message.

**Manage Greetings:** Allows you to choose the greeting callers will hear when they reach your voicemail mailbox.

**Add/Remove Wireless Number:** Allows you to combine messages from 2 AT&T wireless numbers with your AT&T Phone voicemail.

Don't Save

Save

Remember to click **Save** for any feature changes.



# Voicemail Settings (continued)

## Notifications

From the Voicemail Settings tab, expand the options under **Notifications**. Turn notifications ON or OFF, and choose where you would like to receive notifications.

**Notifications**

Phone Notification **ON** Notifications for 6 phone numbers

When a new message arrives, you're notified by an interrupted dial tone or message-waiting indicator. To turn off this feature, select **OFF**.

On  OFF

You can send notifications to any of your AT&T Phone lines and up to 2 AT&T wireless numbers. Numbers that appear in the list are set up for notifications.

Want to combine your wireless number and AT&T Phone voicemail? Go to **Add/Remove Wireless Number** and follow the prompts.

Phone Number: 000-000-0000

Notify for:  All voicemail messages  Urgent voice messages only  Never for voice messages

Number	Voicemail Notification
000-000-0000	ALL
000-000-0000	ALL
000-000-0000	ALL
000-000-0000	ALL

**Email Notification** **OFF**

Email notification allows you to assign up to 3 email addresses that will receive notification when a voicemail message is left in your voicemail mailbox.

ON  OFF

Provide email addresses in the space below and select the alert notification options to be used when sending notifications.

Add Email:

Notify for:  All voicemail messages  Urgent voicemail messages only  Never for voicemail messages

Email	Voicemail	Notification Group
ALL	No	☒

Notify me on this email if one of my notification group members leaves me a voicemail message:

Yes  No

**Pager Notification** **OFF**

Pager Notification gives you the option having your pager notify you when voicemail messages are left in your voicemail mailbox. Follow the steps to activate Pager Notification.

ON  OFF

Send to Pager's:  Email Address

Pager Type: ALPHANUMERIC

Pager Email Address:

Page me for:  All voicemail messages  Urgent voice messages only  Never for voice messages

Notify me on my pager if one of my notification group members leaves me a voicemail message:

Yes  No

**Message Groups**

Groups are an easy way to organize contacts by a familiar name and forward voicemail messages to multiple contacts at one time. Select a group from the drop-down list, or create a new group with the "Add New..." option. To remove a Message Group, select Delete Group.

Add New...

Group Name:

Add Phone Numbers to this group by entering below, or looking up in Address Book:

Add Number:

**Notification Group**

Notification Groups allow you to add phone numbers of people who are most important to you. After selecting your notification settings, you will receive a notification (pager, email or phone) whenever someone from this group calls your phone number and leaves you a voicemail message.

Add Phone Numbers to this group by entering below, or looking up in Address Book:

Add Number:

**Phone Notification:** When a new message arrives, you're notified by an interrupted dial tone or message-waiting indicator (stutter dial tone).

**Email Notification:** Assign up to 3 email addresses to receive notifications when a voicemail message is left in your voicemail mailbox.

**Pager Notification:** Have your pager notify you when voicemail messages are left in your voicemail mailbox.

**Message Groups:** Organize contacts by a familiar name and forward voicemail messages to multiple contacts at one time.

**Notification Group:** Create a group of important contacts and receive notifications whenever someone from this group calls your phone number and leaves you a voicemail message.

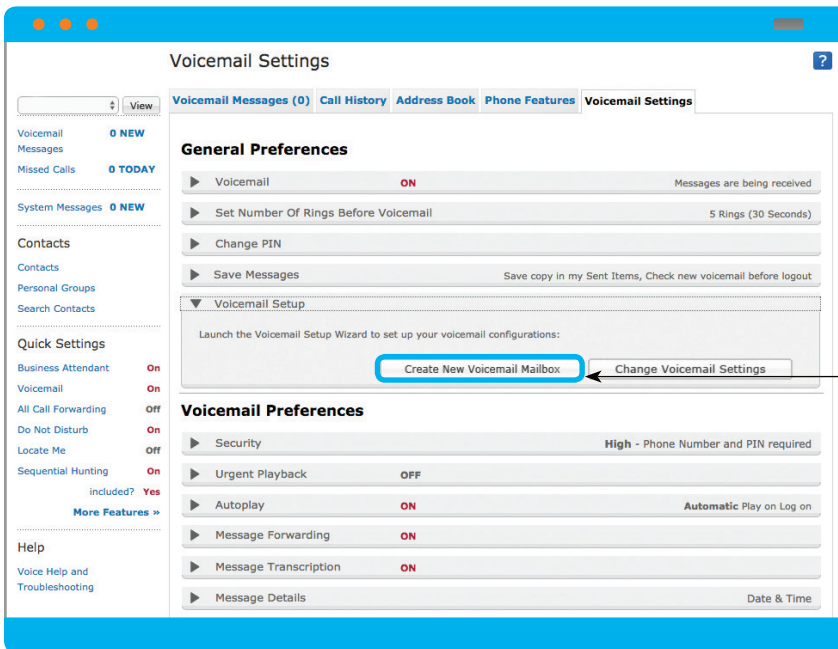




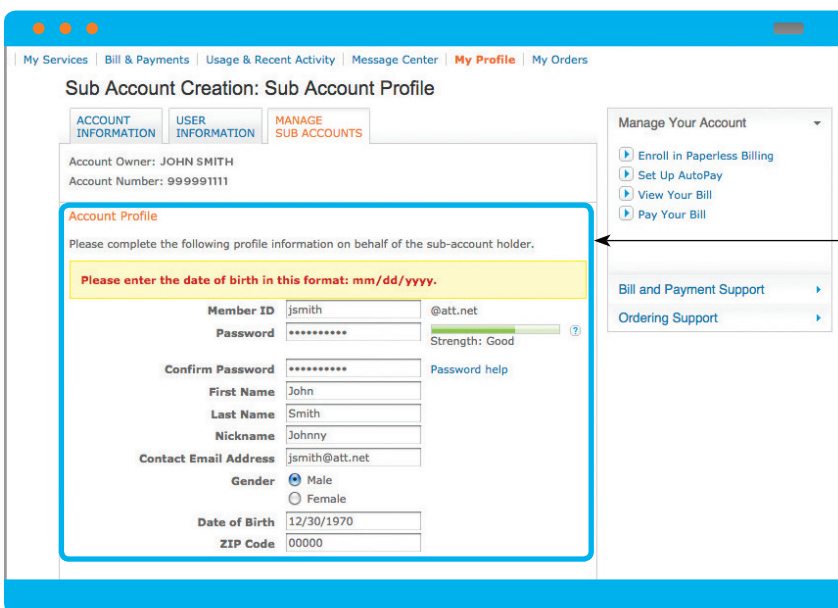
# Creating/Managing Sub-Accounts

In order to assign mailboxes to additional line numbers you first must create sub-accounts. Sub-accounts can be created without assigning telephone numbers as well. These are simply additional email accounts.

Under **Voicemail Settings-General Preferences**: expand the Voicemail Setup feature.



Click here to **create** new sub-accounts.



Fill out the form and follow the prompts to **create** each new sub-account. For detailed **instructions** please refer to the AT&T Phone for Business Voicemail User Guide.



# Accessing your Phone Features by Phone

Can't get online to manage your phone features? No problem. You can access and manage these features using star codes directly from your phone's dial pad.

### ☆ Tip

Many codes start with the \* key and end with the # key.

## Anonymous Call Blocking

Reject incoming calls from callers who block their Caller ID.

- On: \*77#
- Off: \*87#

## All Call Forwarding

Forward all incoming calls to another number.

- On: Dial \*72 enter the number you'd like to forward to, then press #
- Off: \*73#

## Busy Call Forwarding

Forward all incoming calls to another number when your line is busy.

- On: \*90 enter a forwarding number, then press #
- Off: \*91

## Call Blocking

Prevent up to 100 phone numbers from ringing through to your phone.

- Block the most recent call: \*61
- On: \*60
- Off: \*80

## Caller ID Blocking

Hide your name and number when making an outgoing call.

- On: \*67 dial number, then press #

## Call Screening


Accept calls only from select numbers. Designate up to 20 numbers online at:

**att.com/mybusiness**

- On: Activate online
- Off: \*84#

## Call Transfer

Place an existing call on hold and initiate a second call; after the second party answers, you can hang up and the two remaining parties are joined together on the call.

 Press the hook flash and listen for dial tone

- Dial the transfer-to number
- The two callers will now be joined, and you can hang up

## Call Waiting

Plays an audible tone indicating that an incoming call is waiting to be answered. You can put the current call on hold and accept the other call, or don't accept it and send the caller to your voice mailbox.

 Press the "Flash" to activate during a call

## Cancel Call Waiting

Allows you to cancel Call Waiting for a specific call, for all calls, or during a current call.

- Per-Call Cancel \*70 + dial number #
- Deactivate for all calls: Off: \*370#
- Reactivate: \*371#
- Call Waiting Mid-Call Cancel: Press Flash + \*70# + Flash



# Accessing your Phone Features by Phone (continued)

## Do Not Disturb

Turn off the ringer on your phone. Callers will hear a busy signal when Do Not Disturb is turned on.

- On: \*78#
- Off: \*79#

## Safe Call Forwarding

Forward incoming calls to another phone number if your main phone line has a service disruption.

- On: \*372# enter a forwarding number, then press #
- Off: \*373#

## Exclusive Call Forwarding

Forward up to 20 phone numbers from a list of specific incoming callers, to an alternative phone number. Enter numbers online at: [att.com/mybusiness](http://att.com/mybusiness)

- On: Activate Online
- Off: Deactivate online or by dialing \*83#

## Three-Way Calling

Add a third party to an existing call.

- During a call, press Flash, dial the new number, then press Flash again

## Locate Me

Don't miss an incoming call again! Not only will your Internet Voice number ring, but up to four other numbers will all ring at the same time.

Enter numbers in your "Locate Me" list online at: [att.com/mybusiness](http://att.com/mybusiness)

- On: Activate Online
- Off: Deactivated online or by dialing \*313#

## Speed Dialing

Assign 2-digit codes to frequently called numbers, with a maximum of 32 speed dialing codes per phone line. Available speed dial numbers are 20-51.

- Set up via phone: \*75# speed dial code 20-51, phone number
- Example: \*75 20 8178881234 would result in 20 as the speed dial code for 817-888-1234.

## No Answer Call Forwarding

Sends any phone calls that aren't answered to either voicemail or an alternate phone number.

- On: \*92# enter a forwarding number, then press #

## Transfer To Voicemail

Transfer a call directly into another user's voicemail box.

- During a call, press the hook flash (aka switch hook) then \*99# followed by the "transfer to" number
- Wait for the voicemail greeting to start before hanging up to properly connect the caller to the voicemail.

Note: The "transfer to" number must be in the same Internet account.



# How to Manage or Change Voicemail Settings from your Phone's keypad

## ☆ Tip

The # key is not needed to manage voicemail.

## Voicemail Access

Listen to and manage voice messages.

### From business phone:

- Dial (\*)(9)(8) or call your business phone number

### From any other phone:

- Dial your business phone number and press \* when you hear your greeting
- Enter your PIN when prompted

## Change PIN for Voicemail

Change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be 6 to 10 digits in length and should not be your phone number or voice mailbox number.

### From business number:

1. Dial (\*)(9)(8)
2. At the Main Menu, press (4)
3. For Administrative Options, press (2)
4. For Security and Hands Free, press (2)
5. To change PIN, press (1)

### From any other phone:

1. Dial your business phone number and press \* when you hear your greeting
2. Enter your current PIN
3. Follow prompts as stated above

Note: If you incorrectly enter your PIN, you will be asked to enter your Authentication Code. Once you have entered your Authentication Code, follow the prompts to reset your PIN and access your mailbox.

## Change Voicemail Greeting

Choose the greeting callers will hear when they reach your voice mailbox.

1. Access your voice mailbox
2. At the Main Menu, for Mailbox settings, press (4)
3. For Greetings, press (3)

## Combine Your AT&T Wireless and Internet Voice Mailboxes

Add up to two wireless phone numbers from AT&T to your Internet Voicemail account and get all your voicemail messages in one place.

### Telephone Instructions:

1. Access your mailbox
2. At the Main Menu, for Mailbox Settings, press (4)
3. For Administrative Options, press (1)
4. For Additional Settings, press (6)
5. To add a Wireless Number, press (2)

You will be prompted to enter the last four digits of your Social Security Number or Tax ID for verification purposes. The last four digits of the Social Security or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the wireless account being added.

## Voicemail Viewer

View, manage, and listen to your AT&T Internet Voicemail messages on qualifying computers or wireless devices at [att.com/vmviewer](http://att.com/vmviewer) Once set up, messages are automatically delivered to your computer or wireless device. This feature includes voicemail-to-text functionality.

- Activated online at: [att.com/vmviewer](http://att.com/vmviewer)



# AT&T Phone - Additional Equipment Information

AT&T Phone for Business is also able to utilize other technology in addition to your phone. Fax machines, credit card terminals/point-of-sale devices, and remote monitoring systems can all be managed with AT&T Phone for Business. The following pages provide helpful information on how to get the most out of these services.

## ☆ Tip

AT&T Phone works with your existing analog telephones and handsets. No need to buy new equipment!\*



## Fax

Fax machines were designed to work with traditional analog phone lines. Most fax machines, but not all, can be adjusted to work with AT&T Phone for Business. We have provided suggestions below in order for you to determine if your fax machine is compatible with AT&T Phone for Business.

## Troubleshooting

- Some devices such as answering machines and caller IDs may interfere with the fax transmission.
- Change the transmission speed. Adjust the BAUD rate of the fax machine to 9600 bps or lower.
- Turn off or disable ECM (Error Correction Mode) or FEC (Forward Error Correction), a setting usually set as the default.
- Connect the fax machine directly to the AT&T Phone for Business Gateway with your existing phone cord. Remove any splitters or other devices on that line. Some devices may interfere with the fax transmission such as answering machines and caller IDs.
- Enable overseas or international mode if available.
- Change the resolution setting to standard.
- If a fax machine shares a line with a voice line equipped with voicemail, the stutter tone that notifies the user of a new voicemail message may cause interference and confuse fax machines. To clear the stutter tone, listen to any voicemails not previously heard. If you have more than one line, you should consider putting your voicemail service on a line not shared with a fax machine.
- Plug the power adapter (cord) directly into a wall socket, rather than a power strip or surge protector.

\*Please check with your sales contact to evaluate compatibility or call 1-800-321-2000





## Point of Sale devices (POS)

If your merchant does not recommend connecting the POS device to your new IP-based voice network, the device may work directly from a broadband connection .

### Using POS devices over broadband connection



May make transactions faster and save time for your business and your customers.



Allows you to process transactions without risk of disrupting a transmission if an incoming call is received.



Allows transactions without having a dedicated voice line or waiting for a phone line to become available.



## Alarms/Remote monitoring systems

You must contact your alarm or remote monitoring system provider to determine if your service is compatible with an AT&T Phone for Business IP-based network service as set forth in the AT&T U-VERSE® TV and AT&T PHONE Terms of Service for Business. <https://www.att.com/legal/terms.businessUverseAttTermsOfService.html>

***Congratulations!*** You now know how to use the AT&T Phone for Business portal! This document was created to help you meet your business communication needs. Additional contact and support information is listed below.

### Contact and Support

For additional assistance, contact the AT&T Business Services Center at:



**1-800-321-2000**



**Visit [att.com/contactus/smb/](https://att.com/contactus/smb/)**







