



Customer Equipment with AT&T Phone Service

AT&T Phone (Business VoIP) is a digital voice service available over a managed IP-based network. Delivering great sound quality and reliability, AT&T Phone lets you use your existing office phones, helps deliver cost savings, and comes with traditional features, and more. This enhanced technology replaces your traditional phone service.

AT&T Phone also offers many advanced benefits that help simplify and enhance productivity, including:

- **Flexibility**—multiple calling features help you manage your inbound and outbound calls.
- **Simplicity**—convenience with one monthly bill that includes voice, Internet usage, features, and messaging. A single mailbox provides easy access to both your AT&T wireless and AT&T Phone messages.
- **Anticipated Savings**—easy management of your service through the web and get it all with a great bundle price with AT&T All for Less plans.

Here are some helpful hints and considerations for fax machines, credit card terminals/point-of-sale devices and alarm or remote monitoring systems. Since AT&T Phone utilizes different technology than you may use today, these services or equipment may require updates to work with your new AT&T Phone Voice service.

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. We have provided suggestions below in order for you to determine if your fax machine is compatible with AT&T Phone.

Adjusting the fax settings to work with AT&T Phone to improve the faxing experience:

- 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.

Additional steps if needed:

- Connect the fax machine directly to the AT&T 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.



Point of Sale Devices

If your credit card terminal or point-of-sale device is connected to your current phone line, **please contact your bank or merchant services vendor to determine if your credit card reader or other point of sale (POS) device can be connected to an IP-based network.**

Advantage of using point of sale devices over AT&T Internet:

- Helps make transactions faster and more secure and will save time and add value for your business and your customers.
- Allows you to process transactions and keep phone lines available, so you can conduct your business without having to wait to free up a line or receive phone calls without worrying about disrupting the credit card terminal.

IMPORTANT: After the AT&T Technician has completed installation of your AT&T Phone service, you may need to contact your bank or merchant services vendor to configure your credit card reader for IP connectivity.

Alarm Lines

You must contact your alarm or remote monitoring system provider to determine if your service is compatible with an IP-based network service as set forth in the [AT&T U-verse TV and AT&T Phone General Terms of Service](#).
<https://www.att.com/gen/general?pid=6622>. The Terms of Service state:

IF YOU HAVE OR PURCHASE A MONITORED FIRE ALARM OR BURGLAR ALARM SYSTEM OR A MEDICAL MONITORING DEVICE THAT YOU INTEND TO USE WITH AT&T PHONE AS THE COMMUNICATIONS PATHWAY, YOU AGREE TO CONTACT YOUR PROVIDER FOR THOSE SYSTEMS/DEVICES TO DETERMINE COMPATIBILITY WITH AT&T PHONE SERVICE AND TO ARRANGE FOR YOUR PROVIDER TO TEST SUCH SYSTEMS/DEVICES AFTER INSTALLATION OF AT&T PHONE SERVICE. YOU ALSO ACKNOWLEDGE AND UNDERSTAND THAT EVEN IF SUCH SYSTEMS AND DEVICES ARE COMPATIBLE WITH AT&T PHONE SERVICE, THEY WILL NOT BE ABLE TO COMMUNICATE WITH MONITORING STATIONS DURING A POWER OUTAGE UNLESS YOU MAINTAIN BATTERY BACKUP POWER FOR AT&T PHONE AS DESCRIBED IN THESE TOS. IF YOU PURCHASE A MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM AFTER AT&T PHONE HAS BEEN INSTALLED, YOU ALSO AGREE TO CALL AT&T PRIOR TO INSTALLATION OF ANY SUCH SYSTEM. SUBSEQUENT INSTALLATION OF THESE SYSTEMS MAY REQUIRE RE-WIRING OF AT&T PHONE SERVICE, WHICH MAY ALSO RESULT IN TIME AND MATERIAL CHARGES. (AT&T DOES NOT PROVIDE SUPPORT FOR, OR RE- WIRING OF AT&T PHONE IN SUPPORT OF, MEDICAL MONITORING SYSTEMS OR DEVICES).

ONCE AT&T PHONE HAS BEEN INSTALLED FOR USE WITH A MONITORED FIRE ALARM OR MONITORED BURGLAR ALARM SYSTEM, YOU AGREE THAT YOU WILL NOT CHANGE OR MODIFY THE INSIDE WIRING OF YOUR HOME OR MOVE OR RECONFIGURE YOUR RG, FBG AND OR IAD IN ANY WAY WITHOUT CONTACTING AT&T AND YOUR ALARM SERVICE PROVIDER. YOU ALSO AGREE THAT YOU WILL NOT PLUG ANY TELEPHONE EQUIPMENT INTO THE BACK OF THE RG, FBG AND OR IAD. YOU ACKNOWLEDGE AND UNDERSTAND THAT IF YOU CHANGE OR MODIFY YOUR INSIDE WIRING, MOVE OR RECONFIGURE YOUR RG, FBG AND OR IAD IN ANY WAY, OR PLUG ANY TELEPHONE EQUIPMENT INTO THE BACK OF THE RG, FBG AND OR IAD IT COULD RESULT IN A FAILURE OF YOUR MONITORED BURGLAR ALARM OR MONITORED FIRE ALARM SYSTEM.

For support after your AT&T Phone service is installed, call 1-877-503-2622 Option 4 for Tech Support.

Watch the short Installation video for more information.

