

AT&T Internet and Digital Phone User Guide



Get answers **24/7**
Visit att.com/support
or call **800.288.2020**



User Guide



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PERF / FPO

Record your important information here for easy reference.

With all your key information in one place, it's a snap to manage your account and get support when you need it.

GENERAL INFORMATION

Customer name on account	Manufacturer
Account number	Wi-Fi Network Name (SSID)
Four-digit passcode	Wi-Fi Password (Wireless Network Key)
AT&T Access ID (email address)	Device Access Code
AT&T Access ID password	AT&T Access ID password
AT&T Access ID allows you to manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for AT&T AutoPay, upgrade your account, get updates regarding your service, and much more.	
Voicemail PIN # and authentication code	
Tech's ID for promo code (P2R)	

We're always here to help:

- Go to the myAT&T app on your mobile device
- Visit att.com/support
- Call 800.288.2020
- Please have your 4-digit passcode available when calling.

Resources & Solutions

Get Started

Whether you're on a PC, smartphone, or tablet:

- Configure your email
- Troubleshoot your service and resolve issues
- Set up Wi-Fi
- Bookmark your AT&T "favorites" and more

Go to **uverseactivation.att.com** to take advantage of all that we have to offer.

User guides

- Visit **att.com/userguides** for guides in English
- Esta práctica guía rápida también está en español en **att.com/uverseguias**

Manage your account

- To manage your account 24/7, download the myAT&T app at **att.com/myattapp**
- To help us keep you informed about important account changes, visit **att.com/myatt** and click Profile to update your email address and contact numbers
- Call **800.288.2020**, and then say "Pay my bill," or "technical support"
- Sign up for paperless billing—conveniently store and retrieve up to 16 months of bills online while reducing your risk of identity theft—by visiting **att.com/paperless**

Troubleshooting and technical support

- For support, including live chat, click **att.com/support**
- For Wi-Fi support visit **att.com/wifisupport**
- For installation, setup, and tech support of your Wi-Fi network, regardless of service provider or manufacturer, contact AT&T ConnecTech® by calling **800.270.5103**

IPv6

AT&T supports IPv6 across our network, equipment and devices.

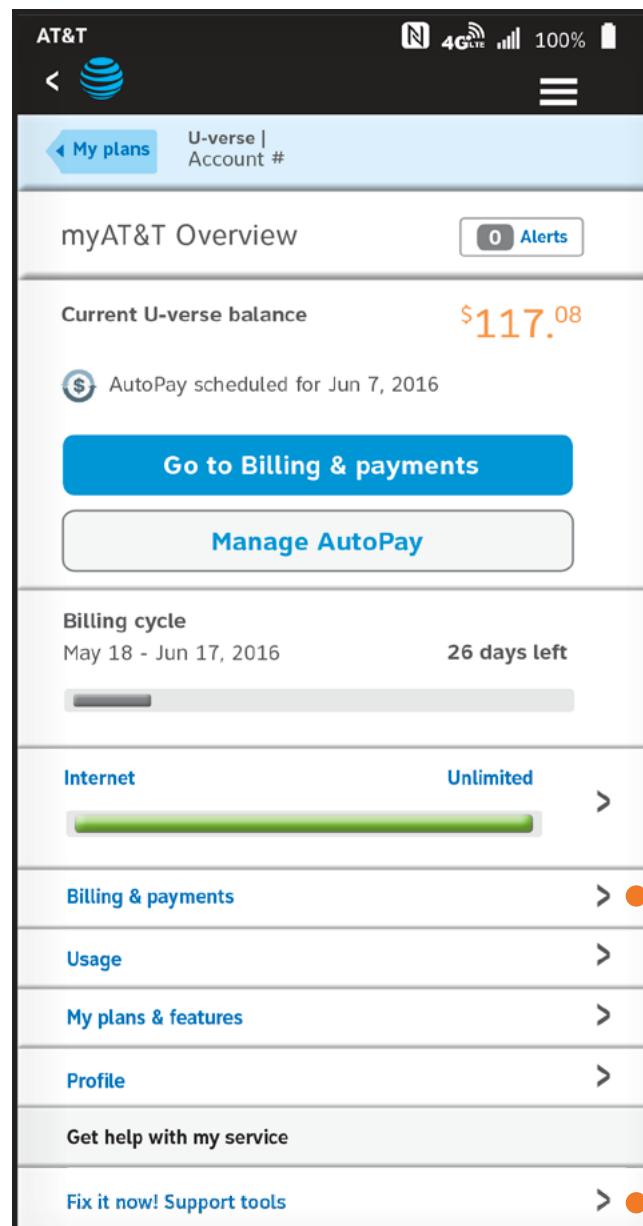
Visit **att.com/ipv6** for more information.

Accessibility support

- Alternate formats now available in large print or braille. Call **800.288.2020** and request your Internet and Phone User Guide in an alternate format.
- Additional accessibility support:
 - ❖ Telephone equipment for visual and/or hearing impaired:
Phone: 877.902.6350
TTY: 800.772.2889
 - ❖ Repair Center:
Phone: 800.246.8464
TTY: 800.397.3172
- Accessible tagged PDF: Visit **att.com/userguides**
- Device compatibility feature: Compatible with any TTY/TDD devices with standard phone line

myAT&T

Seconds count. Save time with the myAT&T mobile app. You can pay your bill, find your Wi-Fi Network Name and Password, get support 24/7, and more.



Billing & payments:

Easy access to payment options and billing history anytime, virtually anywhere.

Fix it now! Support tools:

Manage your Internet and Phone services. With personalized support you can resolve most issues in seconds.

Get started:

Download the free **myAT&T app** on your mobile device:

- Go to **att.com/myattapp** from your mobile device
- Text the word "app" to 8758 from your AT&T mobile device

How to log in to your account:

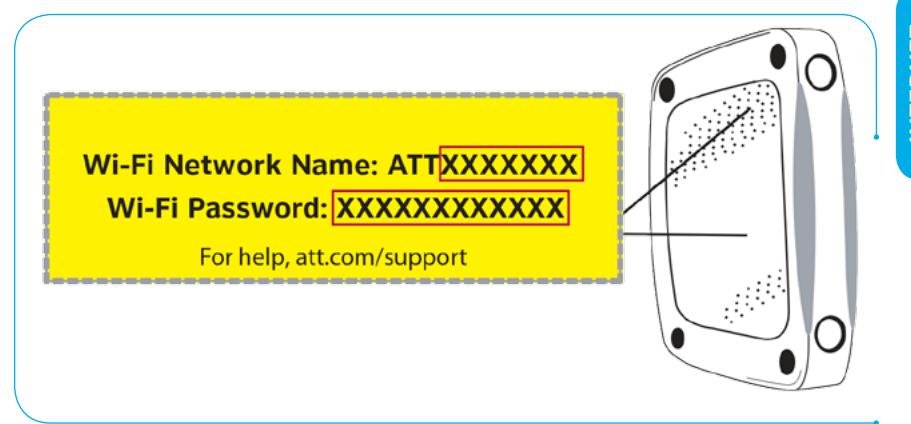
- Log in using your **Member ID** (email address) and password
- If you have linked your account to an AT&T Access ID, you can enter either User ID

Internet



Find your Wi-Fi network name and password

The Wi-Fi Network Name (SSID) and Wi-Fi password (Wireless Network Key) needed to connect your devices to your home network are located on the side of the gateway. The Wi-Fi Network Name begins with "ATT" or "2WIRE" followed by several characters. See illustration below.



To find your Wi-Fi Network Name and password without moving an inch:

- 1 Log in to the myAT&T app with your Member ID and password.
- 2 Select **Fix it now! Support tools**.
- 3 Select **Manage my Wi-Fi**. We'll display the information right there for you!

Go Wi-Fi

- 1 Go to your computer's Wireless Network Settings and refresh the network list.
- 2 Select your Wi-Fi Network Name from the list.
- 3 Enter the Wi-Fi Password in the Password field.

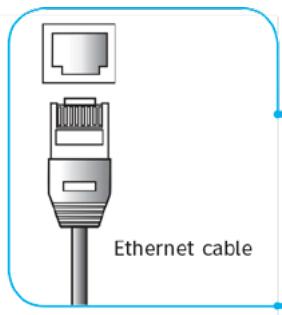
Repeat these steps to configure all of your Wi-Fi enabled computers, notebooks, tablets, and smartphones.

If your computer doesn't have built-in wireless capability:

Install and configure a wireless adapter according to the manufacturer's instructions.

Connect via Ethernet

Connect Ethernet cable to an available yellow Ethernet port on the Wi-Fi Gateway. Then connect other end of cable to the Ethernet port of your computer, notebook, or printer.



Email

For email support, visit att.com/esupport/email.jsp

To access email from your desktop or mobile device:

- 1 Go to att.net.
- 2 In the upper-right side of the screen, select the **MAIL** icon.
- 3 Enter your full **Email Address** (including the portion after the @ symbol) and **Password**.

Note: Your email address and password are usually the same as your primary member ID and password.

- 4 Select **Sign In**. To stay signed in, select **keep me signed in**.

PC Maintenance Toolbox App



Quickly scan your PC for performance issues and make enhancements to correct them—at no charge. We suggest periodically scanning to help keep your PC optimized for increased performance. Also, AT&T ConnecTech specialists are available, for a fee, to fix computer and home network issues.

Visit us at <http://splus.att.com/UVHSIVoice>.

Test your Internet connection speed

Our speed test takes less than a minute to perform two key measurements (Download and Upload) to help you determine if you should take steps to improve the performance of your online experience. Visit att.com/speedtest.

Maximize your speed

Visit att.com/tips to learn how to keep your Internet service running at peak speed.

Need to set up Internet-connectable devices, such as a surveillance camera, game console, or other remote access tool? If yes, then go to att.com/portforwarding for easy setup instructions.

Digital Phone



Blocking features

Control who can call you and who can see your Caller ID information

Manage features online at att.com/myatt1

Call Filtering

▼ Call Blocking OFF

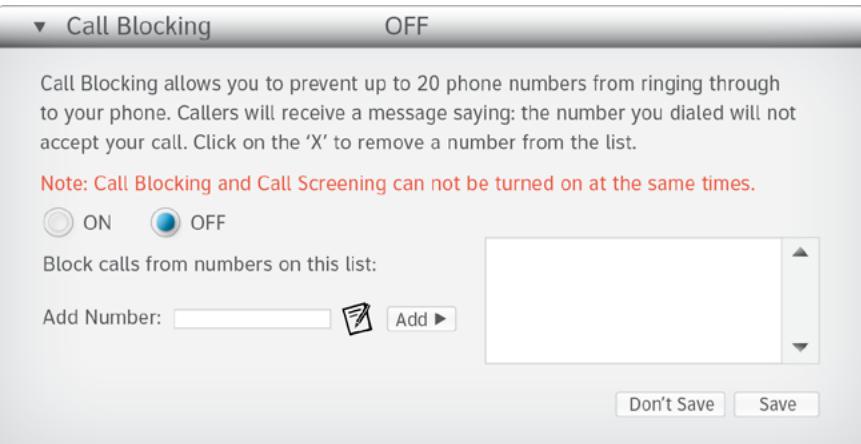
Call Blocking allows you to prevent up to 20 phone numbers from ringing through to your phone. Callers will receive a message saying: the number you dialed will not accept your call. Click on the 'X' to remove a number from the list.

Note: Call Blocking and Call Screening can not be turned on at the same times.

ON OFF

Block calls from numbers on this list:

Add Number: 



▼ Call Screening OFF

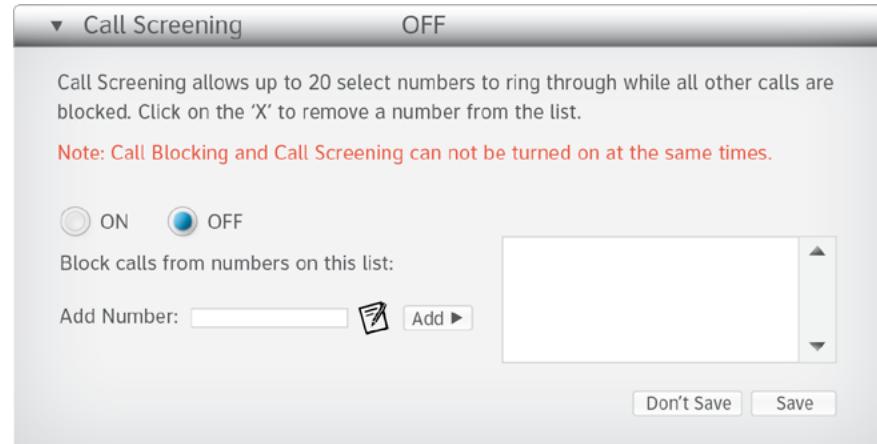
Call Screening allows up to 20 select numbers to ring through while all other calls are blocked. Click on the 'X' to remove a number from the list.

Note: Call Blocking and Call Screening can not be turned on at the same times.

ON OFF

Block calls from numbers on this list:

Add Number: 



Manage features using your phone

Block Specific Incoming Calls

Blocks up to 20 phone numbers

- Activate *60, follow the voice prompts
- Deactivate: *80#

Block Anonymous Calls

Block incoming calls that don't have Caller ID

- Activate *77#
- Deactivate: *87#

Block Your Outgoing Caller ID

Hides your name and number on a "per call" basis

- Activate *67, enter the number you are calling, then press #
- Deactivate: *82#, enter the number you are calling, then press #

Forwarding Features

Send incoming calls to one or more phones

Manage features online at att.com/myatt1

The screenshot shows the 'Voicemail Settings' page with the following sections:

- Call Forwarding**
 - No Answer Call Forwarding**: ON (Forwarded to voicemail).
Description: No Answer Call Forwarding sends any phone calls that aren't answered to either voicemail or to an alternate phone number.
Buttons: ON (radio button), OFF (radio button).
Text: After ringing my phone for 4 rings (24 Secs) forward unanswered incoming calls to:
Options: My voicemail, voicemail Access Number (radio button), Phone number: [input field] (checkbox).
Text: * 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.
Buttons: Don't Save, Save.
 - Busy Call Forwarding**: ON (Forwarded to voicemail).
 - Safe Call Forwarding**: ON (Forwarded to voicemail).
 - All Call Forwarding**: OFF.
- All Call Forwarding**: OFF.
 - Description: All Call Forwarding allows you to forward all incoming calls to another phone number.
 - Buttons: ON (radio button), OFF (radio button).
 - Text: All incoming calls forwarded to:
Options: My voicemail, voicemail Access Number (radio button), Phone number: [input field] (checkbox).
 - Text: * 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.
 - Buttons: Don't Save, Save.

Manage features using your phone

No Answer Call Forwarding

Forward all calls when you don't answer.

- Activate *92, enter a forwarding number, then press #
- Deactivate: *93#

Busy Call Forwarding

Forwards all calls when your line is busy

- Activate *90, enter a forwarding number, then press #
- Deactivate: *91#

Safe Call Forwarding

Forwards all calls in the event of a service disruption

- Activate *372, enter a forwarding number, then press #
- Deactivate: *373#

All Call Forwarding

Forward all calls

- Activate *72, enter a forwarding number, then press #
- Deactivate: *73#

Exclusive Call Forwarding

Forwards calls from up to 20 phone numbers

- Activate online at att.com/myatt1
- Deactivate: *83# or online

Manage Voicemail Settings Online

1. Go to att.com/myatt
2. Log in with your AT&T Member ID (email address) and password
3. Hover over Home Phone and select **Check Voicemail**
4. Select **Voicemail Settings**

Voice Messages (16) Call Logs Address Book Phone Features Voicemail Settings

General Preferences

► Voicemail **ON** Messages are being received

► Set Number Of Rings Before Voicemail 4 Rings (24 Secs)

▼ Change PIN

Select a personal identification number (PIN) to be used when accessing your voicemail mailbox over the phone. Your PIN must be 6 to 10 digits in length and should not be your phone number or voicemail mailbox number.

All fields below are required

New PIN:

Reconfirm PIN:

Change PIN

Don't Save Save

► Save Messages Don't save copy in my Sent Items, Don't Check new voicemail before logout

► Voicemail Setup

Voicemail mailbox Preferences

► Security Medium - PIN required

► Urgent Playback **ON**

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

► Message Forwarding **ON**

► Message Transcription **ON**

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

ON OFF

Voicemail to Text

Don't Save Save

► Message Details Content, Date & Time

► Message Greetings **OFF** For Phone #:

▼ Add/Remove Wireless Number Voicemail integrated for 0 wireless numbers

Get and manage all your voicemail in one place. Combine messages from up to two wireless numbers with your voice mailbox. To begin, select **Add number** and follow the prompts.

Wireless numbers

Add number

Add/Remove AT&T Wireless

Voicemail

Voicemail Viewer and Voicemail-to-Text

Get Voicemail-to-Text (VMTT) on your qualifying iOS or Android device via the Voicemail Viewer App or choose to automatically forward your voicemail messages with VMTT to a designated email address accessible from your smartphone, tablet, or computer. Please visit att.com/vmviewer for more information.

Accessing Voicemail Messages

From Home

- 1 Dial either 98 or your home phone number.
- 2 Enter PIN
- 3 Press 1 to listen

From Any Touchtone Phone

- 1 Dial your home phone number and PRESS * once you hear your greeting.
- 2 Enter your PIN
- 3 Press 1 to listen

Changing PIN

You can change your existing Personal Identification Number (PIN) that you use to access your mailbox over the phone. Your PIN must be 6-10 digits and should NOT be your phone number or voice mailbox number.

From Home

- 1 Dial *98 from your home phone or dial your home phone number.
- 2 To change mailbox settings, PRESS 4 for mailbox settings; then PRESS 2 for administrative options; then PRESS 1 for security and hands-free options; then PRESS 1 to change PIN and follow prompts.

From Any Touchtone Phone

Dial your home phone number. Upon hearing your greeting, PRESS *. Then enter your PIN. PRESS 4 for mailbox settings; then PRESS 2 for administrative options; then PRESS 1 for security and hands-free options; then PRESS 1 to change PIN and follow the prompts.



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