



quick start guide

AT&T Unified MessagingSM



at&t

Your world. Delivered.

Welcome to AT&T Unified Messaging.SM



Prepare to have your communications life changed. That may sound like a bold statement, but you'll understand the difference your new service can make once you experience its many features and benefits. Even better, AT&T Unified Messaging is easy to learn and use.

How does it work?

AT&T Unified Messaging combines your wireline voice mail, Wireless from AT&T¹ voice mail, fax and email messages into one mailbox, making them all easily accessible from any Internet connection² or any touch-tone telephone. Plus, not only can you listen to your voice messages using a telephone, you can also listen to emails and fax header information thanks to built-in text-to-speech technology.

Let's get started.

It's easy to set up AT&T Unified Messaging. Choose the one you're most comfortable with from these **simple options**.

1. **On your computer.** (*This is highly recommended.*)
- 2a. **Via your primary phone** connected to the service.
- 2b. **From another phone.**

For detailed instructions on using AT&T Unified Messaging and its features, we suggest you view the online User Guide at um.att.com (just click on the User Guide link on the left side of your screen).

¹Landline number and wireless from AT&T number must be within the same service area. If landline and wireless from AT&T numbers are not within the same service area, integration may not work properly and additional airtime charges may apply. Unified Messaging works with most wireless phones from AT&T, but not all. Customers who purchase the iPhone are automatically set up with Visual Voicemail. To establish integration between the wireline and iPhone mailbox, you will need to call Customer Care at 1-888-300-6500. The iPhone can have either Visual Voicemail or an integrated mailbox utilizing the AT&T Unified Messaging service, but not both. Prepaid wireless from AT&T customers cannot add their wireless voice mail to AT&T Unified Messaging. Wireless from AT&T[®]: 3G not available in all areas.

²Macintosh users will not be able to record or listen to voice messages using the AT&T Unified Messaging software. Apple Macintosh users will not be able to record greetings. In addition, to listen to voice messages over the Internet browser Apple Macintosh and Microsoft Windows Vista users will need to use their own media player.

Set up your mailbox on a computer.



This option is highly recommended. Macintosh computers are not supported.
To see a short video demonstration on how to set up your mailbox over the computer, go to www.att.com/umsetup

Things you'll need before you start:

- **Your Temporary Email Address**
- **Your Temporary Password**

*You can find these items in your Welcome Letter. You may also call AT&T Unified Messaging Customer Care at **1.888.300.6500** for help.*

Now follow these steps:

1. Go to **um.att.com**. This is where you'll go every time you want to access your email, voice mail or faxes using a computer. The Set-up Wizard will give you an option to bookmark or add this location to your browser's Favorites list for future use.
2. Enter your **Temporary Email Address** and **Temporary Password**.
3. Follow the **Set-up Wizard** instructions. If you are adding a Wireless from AT&T number, you will need the last four digits of your Social Security Number or Tax ID.

Note: The Social Security Number or Tax ID entered must match the last four digits of the Social Security Number or Tax ID on the Wireless from AT&T account being added.

You have the option of recording your greeting(s) during the Set-up Wizard. You will need a microphone, speakers and a sound card on your computer to do this. If you do not want to record your greeting(s) over the computer or do not have a microphone, you can always record your greeting(s) the first time you access AT&T Unified Messaging over the phone.

Your mailbox is now ready to use. To begin, simply go to **um.att.com** and enter your **Email Address** and the **Password** you created during setup.

You will be taken directly to your Inbox. You can also check your messages using a telephone by dialing your **Access Number**. See the online User Guide for other options to check your messages and more detailed instructions on your new service.

um.att.com | 1.888.300.6500

Set up your mailbox using your primary phone

connected to the service.

2a

Things you'll need before you start:

- Your **Access Number**
- Your **Mailbox Number** (telephone number)
- Your **Temporary PIN**³

You can find these items in your Welcome Letter. You may also call AT&T Unified Messaging Customer Care at **1.888.300.6500** for help.

Note: The temporary PIN is not required for residential customers calling from the telephone number associated with their new mailbox.

If you're using the telephone **CONNECTED** to your service, select either option 1a or 1b to enter your mailbox:

- 1a. Dial your **Access Number** (the number you were given to access your messages over the telephone). *For quicker access, simply dial *98.⁴*
- 1b. Dial your Mailbox Number (phone number).
2. Enter your **Temporary PIN** and press #.
3. When prompted, enter a **new PIN** and press #.
*Your new PIN must be at least six digits in length. If you make a mistake, press * and start again.*
4. Re-enter your **new PIN** followed by #.

5. When you're finished choosing your PIN, you will be given the option to select a **personal authentication question and answer**. Your personal authentication code will be used when you need to reset your PIN.⁵
6. Next, you'll be prompted to record your name. Say your name after the tone and press #.
 - If you're happy with the recording, press **1**.
 - To record again, press **2**.
 - If you need more time, press **8** to pause. To resume, press any key.
7. Now you'll be prompted to record your personal greeting or to use a pre-recorded system greeting. Press **1** and say your greeting after the tone and press #.
 - If you're happy with the recording, press **1**.
 - To record again, press **2**.
 - To use a different type of greeting (pre-recorded), press **3**.
 - If you need more time, press **8** to pause. To resume, press any key.

Set up your mailbox from another phone.

2b

Things you'll need before you start:

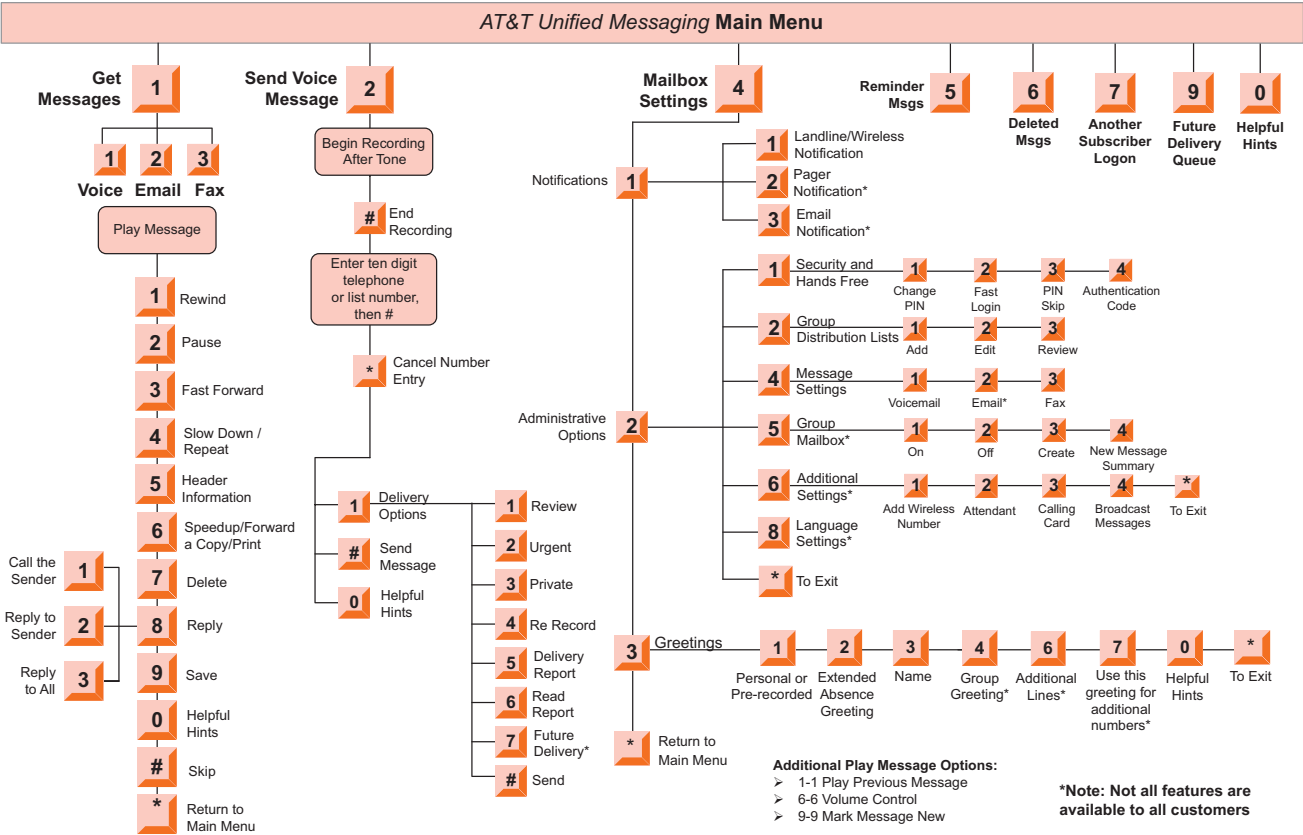
- Your **Access Number**
- Your **Mailbox Number** (telephone number)
- Your **Temporary PIN**³

You can find these items in your Welcome Letter. You may also call AT&T Unified Messaging Customer Care at **1.888.300.6500** for help.

If you're setting up your mailbox using a telephone **NOT CONNECTED** to your service, select either step 1a or 1b below:

- 1a. Dial your **Access Number**. Once you hear the system answer, simply follow the prompts.
- 1b. Dial your **Mailbox Number**. Once you hear the greeting, press *. *Because the phone will ring like any other phone call, someone may accidentally answer. Therefore, you may wish to access your mailbox using Option 1a above.*
2. Enter your **Temporary PIN** and press #.
3. Enter your **Mailbox Number** and press # (if prompted).

4. When prompted, enter a **new PIN** and press #. Your **new PIN** must be at least six digits in length. *If you make a mistake, press * and start again.*
5. Re-enter your **new PIN** followed by # for confirmation.
6. When you're finished choosing your PIN, you will be given the option to select a **personal authentication question and answer**. Your personal authentication code will be used when you need to reset your PIN.⁵
7. Next, record your name. Say your name after the tone and press #.
 - If you're happy with the recording, press **1**.
 - To record again, press **2**.
 - If you need more time, press **8** to pause. To resume, press any key.
8. Follow the same procedure as in step 7 above to record a personal greeting or use a pre-recorded system greeting.



Congratulations! You've just simplified your life.

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At this point, your basic mailbox set up is complete and your AT&T Unified Messaging mailbox is now ready to use. You can proceed directly to your mailbox by pressing # or you can remain on the line to go through more Setup features. To begin, go online or simply use a telephone by dialing your access number and following the prompts. See the online user guide for other options to check your messages and more detailed instructions on your new service.

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AT&T Online Repair Center – We have now made it easier to report and check trouble online.
Please visit www.att.com/repair

³For security reasons, we ask that you change your temporary website Email Address, website Password and PIN immediately, even if you're not yet using your mailbox. When choosing your Password and PIN, don't use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of your Password and PIN. Don't repeat digits (e.g., 444444), don't use sequential digits (e.g., 123456) and don't use easily identifiable numbers (e.g., ZIP code, street address, etc). Treat your Password and PIN as you would your ATM PIN. Select a Password and PIN of at least six digits. For added security, you should change your Password and PIN periodically and check your greetings to make sure they haven't been changed.

⁴The *98 feature is not available in all areas, and it is not available in California.

⁵Your personal authentication code will be used when you need to reset your PIN to gain access to your AT&T Unified Messaging mailbox. When resetting your PIN over the telephone, you must be dialing from a phone number associated with your AT&T Unified Messaging mailbox.

When you add a Wireless number to AT&T Unified Messaging, your Wireless mailbox will be eliminated and your existing messages will be lost. Depending upon the model of your Wireless handset, you may need to reprogram the "1" key to automatically dial the AT&T Unified Messaging voice mail access number to access your voice mailbox. Please visit the Online User Guide at www.um.att.com for programming instructions. If your local service is billed on a per-call or per-minute basis, you'll be charged for all local calls associated with the use of your voice messaging service. Under such plans, you'll be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local telephone number. You'll also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on per-call calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you'll incur applicable local toll or long distance charges. Calls forwarded to your mailbox from your Wireless phone from AT&T will not incur airtime charges. However, airtime charges will apply when using your Wireless AT&T handset to retrieve messages. Contact your provider for rate information. AT&T Unified Messaging is a service provided by AT&T Messaging.

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