AT&T Voice DNA® Voicemail:

Quick reference guide

Version 1.1

Overview

You can listen to your AT&T Voice DNA® voicemail messages using your Internet Protocol (IP) phone or any touch-tone phone (wireline or wireless). You can also have your messages sent to you as an email attachment, or you can access them through your AT&T Voice DNA User Dashboard. This guide provides the key information you need to set up and use voicemail from your phone with AT&T Voice DNA.

For information about accessing voicemail using the AT&T Voice DNA User Dashboard, see "Manage Messages" and "Manage Voicemail Settings" in online help.

Note: Only users who have the Premium feature package of AT&T Voice DNA have voicemail and access to the AT&T Voice DNA User Dashboard. Your organization determines which features you can use and access. If you have questions regarding features, check with your AT&T Voice DNA Administrator.

Your AT&T Voice DNA Administrator can provide the following important information:

Description	Detail
Your phone number (for external calls)	
Your extension number (for internal calls)	
Your voicemail access number	
Your AT&T Voice DNA Administrator	Name: Phone number: Email address:

Table of important information

Phone Keypad Shortcuts

AT&T Voice DNA voicemail offers the following shortcuts from your phone's keypad:

1 Rewind **11** Play Previous Message	**2** Pause	**3** Fast Forward
4 Slow Down / Repeat	**5** Header Info	**6** Speed Up / Forward / Print **66** Control Volume
7 Delete	**8** Reply	**9** Save **99** Mark as New
* Return to Main Menu	**0** Helpful Hints	**#** Skip Message

Setting up your voice mailbox

Before you can start using voicemail, you need to set up your AT&T Voice DNA voice mailbox.

Task	Action
Set up your voice mailbox To set up your voice mailbox, you need the following information (provided by your AT&T Voice DNA Administrator): • Your AT&T Voice DNA phone number • Your voicemail access number • Your temporary personal identification number (PIN)	1. Do one of the following: • From your office IP phone, enter your voicemail access number. • On your office IP phone, press the Message button, or press the Menu button and select Messages. 2. Enter your temporary PIN and press **#**. 3. When prompted, enter a new PIN and press **#**. Your new PIN must be 6- to 10-digits long. If you make a mistake, press ***** to start again. Your PIN must follow these security rules: • Don't use any part of your phone or voice mailbox number. • Don't repeat digits (for example, 444444). • Don't use sequential digits (for example, 345678). • Don't use easily identifiable numbers (for example, your ZIP Code or street address). • Keep your PIN secret. For added security, change your PIN periodically. 4. Re-enter your new PIN, and then press **#** to confirm. 5. Set up an authentication code to be used to reset your PIN if you forget. • To use your mother's date of birth, press **1**. • To use your father's date of birth, press **2**. • To use your spouse's date of birth, press **3**. • To use your child's date of birth, press **4**. 6. When prompted, enter the date you chose for your authentication code in the form of 8 digits (mmddyyyy). 7. When prompted, re-enter your authentication code. You'll hear a message stating that your code has been saved.
Record your name and greeting The next step in setting up your voicemail is to record your name, and then record a personal greeting or select a prerecorded greeting.	1. After you hear a tone, say your name and press #. 2. When the recording is played back, do one of the following: • To use this recording, press **1**. • To re-record your name, press **2**. If you need more time, press **8** to pause for up to 20 seconds. To continue, press any key. 3. When prompted, record a personal greeting or select a prerecorded greeting. Callers will hear this greeting when they reach your voice mailbox. Choose from these options: • To record a personal greeting, press **1** and begin speaking after the tone. When you finish, press **#**. • To use a prerecorded greeting that contains your spoken name, press **2**. • To select a prerecorded greeting that contains only your phone number, press **3**. • To select a prerecorded greeting that doesn't contain your name or phone number, press **4**.

If you need more time, press **8** to pause for up to 20 seconds. To continue, press any key. 4. After you record your greeting or select a prerecorded greeting, your basic voicemail setup is complete. For more setup instructions and to hear some helpful hints about how to use your voice mailbox, follow the prompts. To skip the hints and enter your voice mailbox now, press **#**.

Accessing your mailbox and getting your messages

After you've set up your AT&T Voice DNA voice mailbox, you can access it and retrieve your messages from any touch-tone phone (wireline or wireless) or by logging in to your AT&T Voice DNA User Dashboard.

For more information about using the Dashboard, see "Manage Messages" and "Manage Voicemail Settings" in online help.

Task	Action
Get your messages using your phone You can access your voice mailbox using your office phone or any touch-tone phone (wireline or wireless).	1. Do one of the following: • On your office phone, enter your voicemail access number. • On your office phone, press the Messages button, or press the Menu button and select Messages. • From a phone other than your office phone, call your voicemail access number and enter your 10-digit AT&T Voice DNA phone number. • From any phone, call your AT&T Voice DNA phone number. (Your office phone then rings. Someone might pick it up, so you might prefer to dial your voicemail access number instead.) When you hear your greeting, press *****. 2. Enter your PIN. A message states how many new messages you have and how many of them are marked "urgent." 3. Follow the voice prompts. If the Autoplay feature is on (default), your messages begin playing automatically. If it's not on, press **1** to listen to your messages. Messages are played one at a time and include the date and time that the message was sent and the phone number from which it was placed (if available). If the call is from a number also on the AT&T Voice DNA system, you hear the person's recorded name (if available). Messages are played in this order: • Messages marked "urgent" • New messages • Saved messages

	4. While listening to your messages, you can do any of the following using your phone's keypad: • To play the message again, press **4**. • To save the message, press **9**. • To delete the message, press **7**. • To back up, one step at a time, to the **Main Menu**, press *****. If you press ***** while listening to the initial message summary, Autoplay disconnects your voicemail session. If Autoplay is turned on and you don't take any action, the message is saved and the next message is played. If Autoplay is turned off, you must take action after a message is played before you can move on to the next message. 5. To leave your mailbox, hang up or press *****.
Turn Fast Login on and off When turned on, the Fast Login feature lets you bypass entering your phone number when you call in to your voice mailbox from your AT&T Voice DNA phone. Fast Login is turned on by default (you can turn it off if you choose). **Note:** If you're calling from a phone other than your office phone, you must always first enter your AT&T Voice DNA phone number before entering your PIN.	1. Access your AT&T Voice DNA voice mailbox from the AT&T Voice DNA phone number with which you want to use Fast Login. 2. From the **Main Menu**, press **4** for **Mailbox Settings**. 3. For **Administrative Options**, press **2**. 4. For **Security** and **Hands Free Options**, press **1**. 5. To set up Fast Login, press **2**. 6. To turn Fast Login on or off, press **1**.

Setting up greetings for specific situations

You can change your AT&T Voice DNA voicemail greeting from any touch-tone phone (wireline or wireless). You can record a new greeting, or you can switch between your personal greeting, an extended absence greeting, and one of three prerecorded greetings. You can also record a new voice mailbox name announcement, which is what users hear when they leave you a message or when you leave them a voice message. Your voice mailbox name announcement is also used with the prerecorded greeting.

Task	Action
Select a special greeting From your IP phone, you can set up additional greetings for specific situations. Choose from these options: • **Personal greeting for everyday use**—This is a personal greeting that you record. For example, "Hello,	1. Using your office phone, call your voicemail access number. 2. At the **Main Menu**, press **4** for **Mailbox Settings**, and then press **3** for **Greetings**. 3. Do one of the following: • To change your personal or prerecorded greeting, press **1**. • To turn on an extended absence greeting, press **2**. • To change your recorded name, press **3**. 4. After making your selection, follow the prompts to make and confirm your change.

you've reached Joe's voicemail. I'm on another call or away from my desk. Please leave a message."

- **Prerecorded greeting**—When you don't want to record a personal greeting, this greeting provides a standard greeting. You can use a prerecorded greeting that:
  - Contains your spoken name (the one you recorded when you set up your voice mailbox), along with a prerecorded greeting.
  - Contains only your phone number and a prerecorded greeting.
  - Contains only a prerecorded greeting, without your name or phone number.

- **Extended absence greeting**—This personalized greeting gives callers a specific message and lets you determine whether to allow voicemail messages to be left. For example, "I'll be out of the office Tuesday and Wednesday, returning on Thursday. Please call back then."

  Note: By default, the extended absence greeting prevents voicemail from being left. If you want callers to be able to leave a voicemail message after they hear your extended absence greeting, you must explicitly select that option when prompted after selecting the extended absence greeting option.

Provide instructions to callers In addition to choosing greetings, you can give your callers options by including instructions in your personal greeting.	1. In your personal greeting, you can tell callers the following: "Record your message, and then press **#**. " Callers will then hear the following: "To simply leave your message, press **1**." When callers press **1**, they'll be prompted with the following information:

	• To review the message, press 1. • To mark the message as "urgent," press **2**. • To mark the message as "private," press **3**. • To send the message, press **#**

Sending voice messages without calling

You can send voice messages to other AT&T Voice DNA users without calling them.

Task	Action
Send a voicemail message directly If you want to leave a voicemail message without calling, you can compose a voicemail message and send it directly to one or more AT&T Voice DNA users.	1. Access your AT&T Voice DNA voice mailbox. 2. From the **Main Menu**, press **2**. 3. After the tone, record your message and then press **#**. To stop recording, press **#** again. 4. Enter the 10-digit phone number of the first person you want to send the voicemail message to. You'll hear a confirming message that includes the person's name and phone number (if available). To send the message to more than one person, repeat this step. 5. To confirm that you've listed all the recipients' addresses, press #. 6. For delivery options, press **1**, and then choose from these options: • To review your message, press **1**. • To mark a message as "urgent," press **2**. • To mark a message as "private," press **3**. • To re-record your message, press **4**. • To request a delivery report, press b. • To request a report telling you when the message is read, press 6. • To request future delivery, press **7**. 7. To send your message, press #.

Recovering recently deleted messages

Messages you delete by phone are placed in a temporary queue where they are held for approximately 48 hours an then permanently deleted.

Task	Action
Recover a recently deleted message You can recover deleted messages only while they're in the temporary queue.	1. Access your AT&T Voice DNA voice mailbox. 2. From the **Main Menu**, press **6** for **Delete Messages**. All messages deleted during the past 48 hours begin playing. 3. Do one of the following: • To save a message in the Deleted Messages list, press 9 after hearing the message. The message is placed with your saved messages.

Note: Messages you delete using the AT&T Voice DNA User Dashboard can't be restored.	• To permanently delete a message, press **7**. The

AT&T Voicemail Viewer

In addition to using your AT&T Voice DNA voicemail, some users can gain even more flexibility by also using the AT&T Voicemail Viewer app, a FREE downloadable suite of smartphone apps that make it easy for you to view and manage voicemail from select smartphones and other devices. With the AT&T Voicemail Viewer, you can listen to your messages in any order and even forward a message as email from your smartphone or other device. For more information, go to www.um.att.com/vmviewer.

Voicemail key maps

You can use the following maps for reference when accessing voicemail options from your phone.

Note: Your organization determines which features you can use and access. If you have questions regarding features, check with your AT&T Voice DNA Administrator.

Mailbox settings – main menu

1. Get messages
   - Play message
     1. Rewind
     2. Pause
     3. Fast forward
     4. Slow down / repeat
     5. Header information
     6. Speed up / forward copy
     7. Delete
     8. Reply
        1. Call the sender
        2. Reply to sender
     9. Save
     10. Helpful hints
     \# Skip
   * Return to main menu

2. Send message
   - Begin recording after the tone. To end recording, select #
   - Enter 10-digit telephone number or distribution list then select #
     1. Delivery options
        1. Review
        2. Urgent
        3. Private
        4. Re-record
        5. Delivery report
        6. Read report
        7. Future delivery
        \# Send
     \# Send message
     * Cancel number
     0 Helpful hints

4. Change mailbox settings
5. Reminders
6. Deleted messages
7. Another subscriber login
- 0. Get help

Change mailbox settings

1. Notifications
   1. MWI light
      1. Enable / disable
   3. Email notifications
      3. Enable / disable

2. Administrative options
   1. Security and hands free
      1. Change PIN
      2. Fast login
      3. PIN setup
      4. Authentication code
   2. Group Distribution lists
      1. Add
      2. Edit
      3. Review
   4. Message settings
      1. Voicemail
      3. Fax
   6. Additional settings
      1. Wireless number
      2. Attendant number
      4. Broadcast options
   8. Language selection
      1. English
      2. Spanish

3. Greetings or recorded name
   1. Personal / pre-recorded greeting
      1. Record / change Personal greeting
      2. Pre-recorded greeting
         1. Include name
         2. Include only telephone
         3. No name or telephone number
   2. Extended absence greeting
      1. Enable / disable
   3. Record your name
      1. Use recorded name
      2. Re-record your name