



AT&T Enterprise Messaging - Unified Messaging User Guide

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How does AT&T EM-UM work?

AT&T Enterprise MessagingSM Unified Messaging (EM-UM) is one service in the AT&T Enterprise Messaging family of products. AT&T EM-UM unifies landline voicemail, AT&T wireless voicemail, fax, and email messages, making them easily accessible from any computer or touchtone phone.

Here are just a few of the great features available to you:

- Manage and listen to voicemail messages from a computer with internet access.
- Receive fax messages and forward them through the Telephone User Interface (TUI) or print them from a computer.
- Read email anywhere, anytime over the internet from a computer.
- Hear your voice messages, emails, and fax headers over the phone.

This guide will help you set up your new mailbox and learn about the basics of your service like accessing your mailbox, checking your message, and recording greetings. You can also learn more about the advanced features that are available in AT&T EM-UM.

System requirements

The AT&T EM-UM service is designed to work with most computers equipped with Intel Pentium® or newer processors.

Note: There are some internet browser limitations for Apple® Macintosh.

Computer speed

133 MHz or higher.

Operating system

- Microsoft® Windows® 10, 8, 7, and Windows Vista®.
Note: If you don't know the operating system you are using your computer will be checked automatically during the setup process.

Apple® Macintosh users won't be able to record greetings.

In addition, to listen to voice messages, Apple® Macintosh and Microsoft® Windows Vista® users will need to use the built-in media player.

Available hard drive space

140MB or higher.



Web browser

- Microsoft® Internet Explorer® 11 or higher
- Microsoft® Edge
- Mozilla Firefox® 27 or higher.

Note: If you don't know the web browser you're using, your computer will be checked automatically during the setup process.

Flash

Adobe Flash® Player v11.0 or later.

Screen resolution

Minimum: 800 x 600 pixels.

Recommended: 1024 x 768 pixels.

Audio output (optional)

You'll need speakers or a headset if you want to listen to your voicemail messages with your computer.

Audio input (optional)

You'll need a microphone if you want to record greetings or voice messages with your computer.

Set up your mailbox

You can set up your AT&T EM-UM mailbox by using a computer or phone.

Note: We recommend you set up your AT&T EM-UM service using a computer.

If you use a computer to set up your voicemail, you'll need a microphone on your computer to record your greetings. To record a greeting from your computer, you must be running a Windows operating system.

Set up your mailbox by using a computer

The setup wizard is the easiest way to configure your mailbox because it takes you through the basic setup:

- System requirements test – Do you have the necessary hardware and software to use AT&T EM-UM?



- Compatibility test – Do you have the software required for creating greetings and listening to messages? If you don't have the required software, the wizard will download and install it for you.
- Account creation – Set up a personalized email address and PIN, including an authentication code question and answer in the event you forget or lose your PIN and need to reset it.
- Record greetings – Record your name and personal greeting. You can skip this step and record your greetings using a phone when you access your mailbox for the first time.
Note: If you're using a computer, you'll need a microphone attached to your computer to record your greetings.
- Main mailbox settings – Determine how many messages you want displayed in your Inbox at one time and whether you want to save a copy of every email you send.
- Time zone – Set your time zone.
- Sign in – Decide if you want to enter your phone number and PIN when you access your messages from a phone.
- Autoplay messages – Decide if your messages start playing immediately when you access your messages from a phone.
- Urgent messages – Decide if your urgent messages play first when you access your messages from a phone?
- Message details – Decide if you want to hear the date and time stamp, message header, message body, or a combination when you access your messages from a phone.
- Add a wireless number to your EM-UM service during setup.

After you're done with the setup wizard, your AT&T EM-UM mailbox is ready to use.

Next, set up your online account so you can check your messages from your computer.

Set up your online account

You'll need the following information to set up your online account:

- Your temporary email address
- Your phone number combined with @em.att.com (for example, 5551234567@em.att.com)
- Your temporary password (provided to you by your administrator)
Note: If you don't have these items, contact your administrator.

Now, follow these steps:

1. Go to <http://www.em.att.com>.
Note: This is where you'll go every time you want to access your mailbox using a computer, so bookmark it or add it to your Favorites list for future use.
2. Enter your temporary email address and temporary password.
Note: When asked to create a new email address keep in mind this new address can't be changed.
3. Follow the instructions on the screen.



To check your voicemail or email messages, go to <http://www.em.att.com> and enter the email address and password you just created. You'll be taken directly to your inbox. To view a message, select it.

Set up your mailbox by using a phone

Note: 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. You'll be charged for a local call every time you retrieve a message or access your mailbox using your local phone 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 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 number won't incur airtime charges. However, airtime charges will apply when using your wireless handset to retrieve messages. Contact us for rate information.

There are two ways to set up your mailbox by using a phone:

- With a number connected to your service
- With a number not connected to your service

Things you'll need before you start:

- Your mailbox number
- Your access number
- Your temporary PIN (if you haven't set up a new one)

Set up your mailbox from a number connected to your service

1. Dial your access number or dial ***98**.
Note: If extension mailboxes are present, you'll be prompted for the extension number. The main mailbox will be 0.
2. Enter the temporary PIN provided by your administrator, and then select **#**.
3. When prompted, enter a new 6 to 10-digit PIN, and then select **#**.
Note: If you make a mistake, select ***** and start again.
4. Re-enter your new PIN followed by **#**.
5. Enter an authentication code you can use to reset your PIN if you forget it.
 - To use your mother's date of birth, select **1**.
 - To use your father's date of birth, select **2**.
 - To use your spouse's date of birth, select **3**.
 - To use your child's date of birth, select **4**.**Note:** Enter dates as 8 digits. For example, July 10, 1950 would be 07101950.
6. Enter your authentication code again and if they match you'll be told your authentication code has been saved.



Next, you'll record your name and optional personal greeting. If you've already done this, your mailbox setup is complete.

Record your name

Your name announcement is your name or department name for your mailbox (e.g., "Mike Smith" or "Accounting"). Other EM-UM wireless users will hear your name announcement when you leave them a message.

For example, they will hear: "Message from Mike Smith."

Note: If you don't record and activate a personal greeting your name announcement will also play as part of the system greeting, like: "Mike Smith can't take your call now. Leave a message."

1. Say your name after the tone and select **#**.
2. To use this recorded name, select **1**.
3. To rerecord your name, select **2**.
4. To exit without changing the recording, select **3**.
5. If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key.

Record your personal greeting

You can optionally record a personal greeting for your mailbox. Your personal greeting is the greeting callers hear when you don't answer or your line is busy.

Note: Sample personal greeting: "You have reached A Plus Accounting. Please leave a message."

1. If you want to record a personal greeting or select a prerecorded greeting, select **1**.
2. Begin speaking after the tone, and then select **#** when you're done.
3. To use the recorded greeting, select **1**.
4. To rerecord your greeting, select **2**.
5. To choose another type of prerecorded greeting, select **3**.
6. If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key to continue.

For more information about greetings, see [Setting your mailbox greetings](#) in this guide.

Basic mailbox setup is now complete and your AT&T EM-UM voicemail box is now ready to use.

For advanced setup instructions, select **#** and follow the prompts.

Set up your mailbox from a number not connected to your service

Note: We recommend you access your mailbox from a number connected to your service so no one answers the phone when you're accessing your messages. Setting up your mailbox using a phone not connected to your service isn't recommended for customers with measured service, as additional usage charges are incurred.



1. You can access your mailbox in two ways if you're not dialing from the phone number that is connected to your service.
 - Dial the access number you received from your administrator and follow the prompts after the system greeting.
 - Dial your mailbox number and select *****. After you hear the system greeting, enter your area code and phone number, and then select **#**.
2. Enter your temporary PIN and select **#**.
3. When prompted, enter a new 6 to 10-digit PIN and select **#**.
Note: If you make a mistake, select ***** and start again.
4. Re-enter your new PIN followed by **#**.
5. Enter an authentication code you can use to reset your PIN if you forget it.
 - To use your mother's date of birth, select **1**.
 - To use your father's date of birth, select **2**.
 - To use your spouse's date of birth, select **3**.
 - To use your child's date of birth, select **4**.**Note:** Enter dates as 8 digits. For example, July 10, 1950 would be 07101950.
6. Enter your authentication code again and if they match you'll be told your authentication code has been saved.

Next, you'll record your name and optional personal greeting. If you've already done this, your mailbox setup is complete.

Record your name

Your name announcement is your name or department name for your mailbox (e.g., "Mike Smith" or "Accounting"). Other EM-UM wireless users will hear your name announcement when you leave them a message.

For example, they will hear: "Message from Mike Smith."

Note: If you don't record and activate a personal greeting your name announcement will also play as part of the system greeting, like: "Mike Smith can't take your call now. Leave a message."

1. Say your name after the tone and select **#**.
2. To use this recorded name, select **1**.
3. To rerecord your name, select **2**.
4. To exit without changing the recording, select **3**.
5. If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key.

Record your personal greeting

You can optionally record a personal greeting for your mailbox. Your personal greeting is the greeting callers hear when you don't answer or your line is busy.

Note: Sample personal greeting: "You have reached A Plus Accounting. Please leave a message."



2. If you want to record a personal greeting or select a prerecorded greeting, select **1**.
3. Begin speaking after the tone and select **#** when you're done.
4. To use the recorded greeting, select **1**.
5. To rerecord your greeting, select **2**.
6. To choose another type of prerecorded greeting, select **3**.
If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key to continue.

For more information about greetings, see [Setting your mailbox greetings](#) in this guide.

Basic mailbox setup is now complete and your AT&T EM-UM voicemail box is now ready to use.

For advanced setup instructions, select **#** and follow the prompts.

Test your new mailbox (optional)

Now that you've set up your mailbox, follow these steps to test it out. When you're done, check out the rest of this guide to learn about the features of your service and what you can do with it.

Test your mailbox from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. Under compose, select **Email**.
4. In the **To** field, type your AT&T EM-UM email address.
5. Type **First email** in the **Subject** field and then, in the large box, type **This is the first email for my new mailbox**.
6. If you'd like to keep a copy of the email you just created, check the box next to **Save a Copy on Send**. A copy will be stored in your Sent Items folder.
Note: These saved copies of sent emails take up space, so you'll want to move these messages to your hard drive periodically. For more information on saving emails to your hard drive, see [Save a message to your computer](#) in this guide.
7. Select **Send**. You'll be returned to your Inbox.
8. If you don't see the email you just sent, wait 10 seconds, and then select **Check for New Messages**.
9. Select the email's Date/Time, Size, Subject, or the email icon to open it.



Test your mailbox from a phone

1. Now you'll check your message over the phone. There are three ways to do this:
 - Call your access number from any phone.
 - From a number connected to your AT&T EM-UM service, dial ***98**.
 - Call your mailbox (phone) number and select ***** during the greeting, enter your PIN, and then select **#**.
2. If you called your access number, enter your area code and mailbox (phone) number and select **#**. You'll either be taken to the Main Menu or directly to your messages.
Note: Depending on how you set up your mailbox, you may or may not be asked to enter your phone number or PIN.
3. When prompted, select **1** to hear your messages and select **2** to listen to your email. You should hear the email you sent to yourself.
4. To leave your mailbox, select ***** until you hear "thank you, goodbye" or just hang up.

Accessing your mailbox

Now that you've set up your AT&T EM-UM mailbox, you can access it anytime by using a computer or phone.

Access your mailbox from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com

Access your mailbox from a phone

Note: To access another wireless user's mailbox, dial your mailbox and select **7** from the main menu.

There are three ways to access your mailbox from a phone:

- Call your access number from any phone.
- From a number connected to your AT&T EM-UM service, dial ***98**.
- Call your mailbox (phone) number and select ***** during the greeting, enter your PIN, and select **#**.

If you called your access number, enter your area code and mailbox (phone) number and select **#**.

Note: Depending on how you set up your mailbox, you may or may not be asked to enter your phone number or PIN.



Adding a wireless number

You can connect two wireless numbers to your primary AT&T EM-UM mailbox.

Note: The wireless phone number must be in the same local calling area as the mailbox. Only AT&T wireless numbers can be connected to your AT&T EM-UM service.

Add a wireless number from a computer

3. Go to <http://www.em.att.com>.
4. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
5. In the upper right of the page, select **Settings**.
6. Under Telephone Access Settings, select **Add New Wireless phone**.
7. In the text box that appears, enter your 10-digit wireless number including the area code and phone number.
8. Enter the last 4 digits of your Social Security Number or Tax ID for verification purposes.
Note: When adding a wireless number, the last 4 digits of the Social Security Number or Tax ID entered must match the last 4 digits of the Social Security Number or Tax ID on the wireless account being added.
9. Select **Save and Close**.
Note: After your number has been verified, you'll be taken back to Telephone Settings. If you don't want to send your number for verification, select **Cancel Changes**.

Now you're ready to create a name announcement for your wireless number.

Note: You'll need a microphone on your computer to do this. If you don't have one, you must record your name announcement over the phone.

Record name announcement

1. From the **My Greetings** page, select your wireless number from the list and select **Go**.
2. In the Recording Action column for your wireless number, select **Spoken Name**.
3. Under Telephone Access Settings, select **Record** and say your name.
4. When you're done, select **Stop**.
5. To review your name announcement, select **Play**.
6. If you want to rerecord your name announcement, select **Delete** and start over.
7. When you're happy with your name announcement, select **Save and Close**.

Now you're ready to create a personal greeting for your wireless number.

Note: You'll need a microphone on your computer to do this. If you don't have one, you must record your greeting over the phone.



Record a personal greeting

Your personal greeting is the greeting callers will hear if you don't answer or your line is busy. For example: "You have reached A Plus Accounting. Please leave a message."

1. From the **My Greetings** page select your wireless number from the list and select **Go**.
2. In the Recording Action column, select **Record Greeting**.
3. Select **Record** and say your personal greeting.
4. When you're done, select **Stop**.
5. To review your greeting, select **Play**.
6. If you want to rerecord your personal greeting, select **Delete** and start over.
7. When you are happy with your personal greeting, select **Save and Close**.
8. On the **My Greetings** page, you can choose the greeting type you want by selecting the appropriate radio button for your wireless number (the personal greeting that you just recorded, prerecorded greeting, etc.).

For more information about greetings, see [Setting your mailbox greetings](#) in this guide.

Add a wireless number from a phone

1. [Access your mailbox](#).
2. If Autoplay is on, select * to access the main menu.
3. Select **4**.
4. Select **2**.
5. Select **6**.
6. To add a wireless number, select **1**.
7. When prompted, enter your wireless area code and phone number, and then select **#**.
8. Enter the last 4 digits of your Social Security Number or Tax ID for verification purposes.

Note: When adding a wireless number, the last 4 digits of the Social Security Number or Tax ID entered must match the last 4 digits of the Social Security Number or Tax ID on the wireless account being added.

Setting your mailbox greetings

With AT&T EM-UM service, you have a choice of several mailbox greetings.

Name announcement

Your recorded name announcement is what other AT&T EM users hear when they send you a message or when you send them a voice message. It's also heard when using the prerecorded greeting with spoken name. A sample recorded name: "Jack Smith."



Prerecorded greeting

The prerecorded greeting is a default greeting provided by your AT&T EM-UM service. If you don't record and activate your personal greeting, callers will hear one of three prerecorded greetings. You have a choice of a greeting that includes your name, a greeting that includes your phone number, or just a generic greeting that does not include your name or phone number.

Sample prerecorded greetings:

- “<Your recorded name> can't take your call now...”
- “Telephone number <xxx-xxx-xxxx> can't take your call now...”
- “The person you have dialed can't take your call now. At the tone, please record your message. When you have finished recording, simply hang up.”

Personal greeting

Your personal greeting is for everyday use. It's the main greeting callers hear when they call and you don't answer.

Note: After you record and activate your personal greeting, it'll replace the prerecorded greeting.

A sample personal greeting: “Hello, you've reached Dennis Smith's mailbox. Please leave a message.”

Same as primary greeting

This option sets the greeting for wireless numbers or secondary lines associated with your AT&T EM-UM mailbox to the same as your primary line.

Extended absence greeting

An extended absence greeting is a temporary greeting for special occasions, when you go on vacation or are out of the office for a while. In addition, if your extended absence greeting is turned on, you can always go back to your personal greeting without having to rerecord your personal greeting.

An extended absence greeting is like the Out-of-Office Reply feature. For more information about Out-of-Office replies, see [Out-of-Office Reply](#) in this guide.

Sample greeting: “This is Marilyn with an out-of-the-office announcement. I am currently out on vacation for the next two weeks. This mailbox will not accept any messages in my absence. Please call back after the 15th. Thank you.”



If the extended absence greeting is active, you'll be notified upon signing in to your mailbox over the phone or the computer that it's on and whether messages are being received or not.

Company greeting

If you have extension mailboxes on your main mailbox, you'll want to set up the company greeting callers hear when dialing your main number. The company greeting should tell the caller which extension to select to reach the appropriate party. You can have 98 extensions that don't need to be ordered sequentially.

Sample Company Greeting: "Thank you for calling Smith Landscaping

Company. To leave a message for John Smith, press 1 now. For Mary Smith, press 2 now. You can

also leave a message in our general mailbox after the tone."

Note: The main mailbox is always extension 0.

Each extension mailbox will be initialized individually; repeat the initialization steps for each extension.

Access the company greeting from a phone

1. [Access your mailbox.](#)
2. From the main menu, select **4**.
3. Select **3**.
4. Select **4** for company greetings.

Set mailbox greetings from a computer

Note: You'll need a microphone on your computer to do this. If you don't have one, you must record your name announcement over the phone.

Record name announcement

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. From the **My Greetings** page, select your wireless number from the list, and then select **Go**.
4. In the Recording Action column for your wireless number, select **Spoken Name**.
5. Under Telephone Access Settings, select **Record** and say your name.
6. When you're done recording, select **Stop**.
7. To review your name announcement, select **Play**.
8. If you want to rerecord your name announcement, select **Delete** and start over.



9. When you're happy with your name announcement, select **Save and Close**.

Now, if you want, you're ready to create a personal greeting.

Record a personal greeting

Note: You'll need a microphone on your computer to do this. If you don't have one, you must record your greeting over the phone.

Your personal greeting is the greeting callers will hear if you don't answer or your line is busy. For example: "You have reached A Plus Accounting. Please leave a message."

1. From the **My Greetings** page, select your wireless number from the list, and then select **Go**.
2. In the Recording Action column, select **Record Greeting**.
3. Select **Record** and say your personal greeting.
4. When you're done, select **Stop**.
5. To review your greeting, select **Play**.
6. If you want to rerecord your personal greeting, select **Delete** and start over.
7. When you are happy with your personal greeting, select **Save and Close**.
8. On the **My Greetings** page, you can choose the greeting type you want by selecting the appropriate option for your wireless number (the personal greeting that you just recorded, prerecorded greeting, etc.).

Now you can create an extended absence greeting, if you want.

Record an extended absence greeting

Note: You'll need a microphone on your computer to do this. If you don't have one, you must record your greeting over the phone.

An extended absence greeting is played on special occasions, for example, when you go on vacation or are out of the office for a while.

Note: Sample extended absence greeting: "This is Marilyn with an out-of-the-office announcement. I am currently out on vacation for the next two weeks. This mailbox will not accept any messages in my absence. Please call back after the 15th. Thank you."

1. From the **My Greetings** page, select your wireless number from the list, and then select **Go**.
2. In the Recording Action column, select **Record Greeting**.
3. Select **Record** and say your greeting.
4. When you're done, select **Stop**.
5. To review your greeting, select **Play**.
6. If you want to rerecord your greeting, select **Delete** and start over.
7. When you are happy with your greeting, select **Save and Close**.



8. On the **My Greetings** page, you can choose the greeting type you want by selecting the appropriate option for your wireless number (the personal greeting that you just recorded, prerecorded greeting, etc.).

Set mailbox greetings from a phone

1. [Access your mailbox.](#)
2. From the main menu, select **4**.
3. Select **3**.
Note: If you have multiple phone lines, select **6** to record greetings for each phone line.
4. Record your name. Your recorded name is your name or department name for your mailbox (for example, Mike Smith or Accounting). Other EM-UM wireless users will hear your name announcement when you leave them a message.
For example, they will hear: “Message from Mike Smith.”
Note: If you don’t record and activate a personal greeting, your name announcement will also play as part of the system greeting. For example: “Mike Smith can’t take your call now. Leave a message.”

Record your name

Your name announcement is your name or department name for your mailbox (e.g., “Mike Smith” or “Accounting”). Other EM-UM wireless users will hear your name announcement when you leave them a message.

For example, they will hear: “Message from Mike Smith.”

Note: If you don’t record and activate a personal greeting your name announcement will also play as part of the system greeting, like: “Mike Smith can’t take your call now. Leave a message.”

1. Say your name after the tone and select **#**.
2. To use this recorded name, select **1**.
3. To rerecord your name, select **2**.
4. To exit without changing the recording, select **3**.
5. If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key.

Record your extended absence greeting (optional)

You can record your extended absence greeting. An extended absence greeting is played on special occasions, for example, when you go on vacation or are out of the office for a while.

Note: Sample extended absence greeting: “This is Marilyn with an out-of-the-office announcement. I am currently out on vacation for the next two weeks. This mailbox will not accept any messages in my absence. Please call back after the 15th. Thank you.”

- To record an extended absence, select **2**.
- Begin speaking after the tone and select **#** when done.



- To use the recorded greeting, select **1**.
- To rerecord your greeting, select **2**.
- If you need more time, select **8** to pause for up to 20 seconds. To resume, simply select any key to continue.

Options for Callers

You can also leave additional instructions for callers in your personal or extended absence greeting that let them mark their messages as urgent or private. If you choose this option, your callers should follow these steps:

1. Callers record their messages and select **#**.
2. To review or rerecord their message, select **1**. Callers will be prompted to do one of the following:
 - To rerecord the message, select **1**, and then, after the tone, begin recording.
 - To continue recording, select **2**, and then, after tone, begin recording.
 - If this recorded message is OK, select **#**.
3. To mark the message urgent, select **2**.
4. To mark the message private, select **3**.
5. To send the message, select **#**.

Extension mailboxes

Extension mailboxes are an easy way to sort messages for multiple employees or departments that share one main phone line.

Note: You can have up to 98 extensions on one main phone line.

Access an extension mailbox from a computer

Note: Access to your extension mailbox through your PC is only available if your extension is also an AT&T EM-UM mailbox.

1. Go to <http://www.em.att.com>.
2. Enter the email address and password associated with the extension.
Note: Enter your temporary email address if signing in for the first time. Your temporary email address will include your extension number, for example 3125550000-1@em.att.com.

Access an extension mailbox from a phone

1. Dial the access number for the extension that was assigned by your administrator.
2. If you're calling from a number associated with your mailbox, select *****.



3. Enter your area code and phone number, and then select **#**.
4. You'll be asked to select which mailbox to sign in to. The main mailbox will always be 0. Select the number of your extension from 1-98.
5. Enter your temporary password.

The greeting for extension mailboxes is the company greeting. For more information, see [Company greeting](#) in this guide.

Checking your messages

When accessing your mailbox, you'll be presented with several options. Checking for messages is the option you'll choose most often. The message types are voice, email, and fax.

On the next page you'll see a quick touch guide for managing your messages from a phone.



Messaging quick touch guide

-  Press **1** to rewind the message.
-  Press **1** twice to play the previous message.
-  Press **2** to pause the message.
-  Press **3** to fast forward the message.
-  Press **4** to slow down or replay the message.
-  Press **5** to hear the date and time the message was received.
-  Press **6** to speed up a voice message or forward a copy/print a fax.
-  Press **6** twice to control the volume.
-  Press **7** to delete the message.
-  Press **8** to reply to the message.
-  Press **9** to save the message.
-  Press **9** twice mark the message as new.
-  Press **0** for helpful hints
-  Press **#** to skip the message.
-  Press ***** to return to the main menu.



Check messages from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. Select the icon or any underlined field (Date/Time, Size or Subject) of a message to review it.

Play a Voicemail message

1. Select the message you want to review.
2. To listen to the voicemail, select **Play**.
3. To stop playback, select **Stop**.

Open an attachment

1. Select the message you want to review.
2. Underneath the message window, select the filename of the attachment you want to open.

Save a message to your computer

Saving messages to your computer and deleting them from your inbox helps keep your Inbox from getting too full.

Note: After your messages are deleted and you empty your Trash folder, the messages can no longer be accessed through your AT&T EM-UM mailbox.

1. Open the message you want to save from your inbox or other folder.
2. Near the bottom of the page, select **Save to My Computer**.
3. In the pop-up box, select **Save**.
4. Choose the location on your computer where you want to save the message.
5. Enter a name for the file, and then select **Save**.

Deleted Messages

When a message is deleted you have 48 hours to access this message before it is permanently erased from your EM-UM mailbox.

Manage deleted messages from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com



3. You'll find deleted messages in your Trash folder. To prevent messages from being permanently erased from your Trash folder, move the messages to a personal folder, back to your Inbox, or save them to your computer.

Note: Deleted messages do not count against your mailbox storage quota if they remain in your Trash folder.

Manage deleted messages from a phone

1. [Access your mailbox.](#)
2. If Autoplay is on, select * to access the main menu.
3. For deleted messages, select **6**. All messages deleted during the past 48 hours will begin playing.
4. While a deleted message is playing, do one of the following:
 - To save a message that is in your Deleted Messages into your Saved Messages, select **9**.
 - To permanently erase a message from your Deleted Messages, select **7**.

Security options

Your AT&T EM-UM service includes the following security options to protect your messages and make listening to your messages quicker.

Changing your PIN

You should change your PIN periodically for security and privacy purposes. This can be accomplished easily from a phone or a computer.

Fast Sign In

When turned on, this feature lets you sign in without entering your phone number. You must call AT&T EM-UM from a phone number associated with your EM-UM service.

Note: Fast Sign In turned on by default.

PIN Skip

When this feature is turned on you won't have to enter your PIN to access your account.

Note: PIN Skip can only be turned on when Fast Sign In is turned on. If you have both these features turned on, you'll go directly to the main menu after you dial your access number.

Using this feature reduces the security of your service by making your messages more vulnerable to unauthorized access by third parties. We recommend you always require a PIN to access to your mailbox.



Authentication code

Each mailbox owner can create an 8-digit authentication code to be used to reset a PIN or password. This authentication code can be used from any phone number or any internet connection.

Note: AT&T encourages all users to use this authentication code to reset your own password or PIN without having to contact AT&T.

If you've already established your authentication code and you forget your PIN or password, you'll enter your authentication code and then enter a new PIN or password.

Autoplay and Urgent Message Playback options

When Autoplay is turned on you can bypass the main menu and automatically start listening to your messages. When Autoplay is active, you can manipulate messages while they are playing:

- To repeat the message, select **4**.
- To save the message, select **9**.
- To delete the message, select **7**.

Note: If you don't save or delete a message while it's playing, it will automatically be saved and the next message will play.

When Urgent Message Playback is turned on, you can hear urgent messages first when accessing your mailbox over the phone.

Voicemail and email listening options

You can change what details of your messages are read to you over the phone:

For voicemail:

- Name or number
- Date/Time – This includes the time and date the message was left.
- Message body only – This is the message that was left for you.

For email messages:

- Sender's name or number
- Date/Time
- Subject line
- Message body
- Number of attachments



Updating security options using a computer

Phone PIN

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Security Settings, select **Change PIN for Telephone**.
5. In the New Telephone PIN and Confirm Telephone PIN text boxes, enter the new PIN.
6. Select **Save and Close**.

Web password

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Security Settings, select **Change Web password**.
5. Enter your old web password, the new web password, and confirm the new web password.
6. Select **Save and Close**.

Fast Sign In, PIN Skip

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Telephone Access Settings, select **Telephone Settings**.
5. Select the radio buttons next to the sign in options you want:
 - Always enter both your phone number and PIN from all phones (both Fast Sign in and PIN Skip Off).
 - When calling from your own phone, do not ask for your phone number (Fast Sign in On, PIN Skip Off).
 - Speed is important (both Fast Sign in and PIN Skip On).
6. Select **Save and Close**.

AutoPlay and New Urgent Message Playback

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Telephone Access Settings, select **Telephone Settings**.



- For each message type, voice; email; and fax, choose one of these options:
 - Automatically play all new messages
 - Play only urgent new messages
 - Don't automatically play new messages

Note: If you choose Autoplay, at the end of each message, the message will be saved, and the next message will play.
- Select Save and Close.

Listening Options for Message Settings

- Go to <http://www.em.att.com>.
- Enter your email address and password.

Note: Your email address will always have the following extension @em.att.com
- On the top right of the page, select **Settings**.
- Under Telephone Access Settings, select **Telephone Settings**.
- For each message type, voicemail, email, and fax, choose what information you want to hear when checking messages from a phone.
- Select Save and Close.

Authentication code

If you forget your password, select **forgotten your password** at the bottom of the **Sign In** page and follow the prompts to use your authentication code and reset your password.

- Go to <http://www.em.att.com>.
- Enter your email address and password.

Note: Your email address will always have the following extension @em.att.com
- On the top right of the page, select **Settings**.

On the **Mailbox Settings** page there are three Security Settings options.

- Select **authentication code** and follow the prompts for setting up and changing your authentication code.
- Select **Save and Close**.

Updating security options by using a phone

Fast Sign In, PIN Skip

- [Access your mailbox](#).
- From the main menu, select **4**.
- Select **2**.
- Select **1**.
- To change your PIN, select **1**.
- Enter your new PIN and select **#**

Note: PINs must be between 6 and 10 digits.
- Re-enter your new PIN and select **#**.



8. Select **2** for Fast Sign In setup.
 - Select **1** to turn Fast Sign In on or off.
9. Select **3** for PIN Skip.
 - Select **1** to turn PIN Skip on or off.

Note: PIN Skip can only be turned on if Fast Sign In is turned on.
10. Enter an authentication code to be used in the future to reset your PIN if you forget it.
 - To use your mother's date of birth, select **1**.
 - To use your father's date of birth, select **2**.
 - To use your spouse's date of birth, select **3**.
 - To use your child's date of birth, select **4**.

Note: Enter dates as 8 digits. For example, July 10, 1950 would be 07101950.
11. Enter your authentication code again and if they match you'll be told your authentication code has been saved.

Reset your PIN with your authentication code

If you have already established your authentication code, and you forget your PIN:

1. [Access your mailbox.](#)
2. If you enter an incorrect PIN, the system will offer you a chance to reset your PIN using your authentication code by selecting **1**. After selecting **1**, the system will prompt you to enter your authentication code.

Note: If your mailbox PIN begins with 1, there is a short window where if you select **1** and wait, you'll be prompted to enter your authentication code, or you'll be allowed to reenter your valid PIN that begins with 1.
3. Follow the prompts. After you have accurately entered your authentication code, you can reset your PIN and access your mailbox.

To turn on Autoplay for voicemail

1. [Access your mailbox.](#)
2. Select **4**.
3. Select **2**.
4. Select **4**.
5. Select **1**.
6. Choose an Autoplay option:
 - To turn on Autoplay for all messages, select **4**.
 - To turn on Autoplay for urgent messages only, select **5**.

To turn on Autoplay for email

1. [Access your mailbox.](#)
2. Select **4**.
3. Select **2**.
4. Select **4**.
5. Select **2**.



6. Choose an Autoplay option:
 - To turn on Autoplay for all email, select **2**.
 - To turn on Autoplay for urgent email only, select **3**.

To turn on Autoplay for fax

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.
4. Select **4**.
5. Select **3**.
6. Choose an Autoplay option:
 - To turn on Autoplay for all faxes, select **3**.
 - To turn on Autoplay for urgent faxes only, select **4**.

Retrieving a deleted message/storage capacity (full mailbox)

AT&T EM-UM comes with a storage capacity of 100MB. Additional storage capacity can be purchased in 50MB increments up to 200MB. If your AT&T EM-UM mailbox becomes full, delete messages from your mailbox to free up storage capacity. You can delete messages by using a computer or phone.

When a message is deleted you have 48 hours to access this message before it is permanently erased from your EM-UM mailbox.

Note: Deleted messages do not count against your mailbox storage quota.

Manage deleted messages from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. You'll find deleted messages in your Trash folder. To prevent messages from being permanently erased from your Trash folder, move the messages to a personal folder, back to your Inbox, or save them to your computer.
Note: Deleted messages do not count against your mailbox storage quota if they remain in your Trash folder.

Manage deleted messages from a phone

1. [Access your mailbox](#).
2. If Autoplay is on, select * to access the main menu.



3. For deleted messages, select **6**. All messages deleted during the past 48 hours will begin playing.
4. While a deleted message is playing, do one of the following:
 - To save a message that is in your Deleted Messages into your Saved Messages, select **9**.
 - To permanently erase a message from your Deleted Messages, select **7**.

Sending a voice message

You can leave voice messages for other AT&T EM-UM users without calling them from a computer or phone. You can send messages to other mailboxes or groups.

Send a voice message by using a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. Under Compose on the left side of the page, select **Voice Message**.
4. Type the email addresses of the people you want to send a voice message to.
Note: You can enter the email addresses associated with a specific distribution list from your address book to send the same message to multiple people at once.

If you enter an email address of someone who isn't an AT&T EM-UM user, they'll receive an email with a .wav (sound file) attachment.

The subject of the email will prepopulate with "Voice Message from <your email address>."

5. Check the appropriate boxes if the voice message is urgent and/or private and select whether you want a read-receipt.
6. Select **Record** in the audio player and speak your message into the microphone.
7. When you're finished, select **Stop**.
Note: Be sure to select Stop after recording your message or the system won't recognize that you've recorded a message and won't send it.
8. To listen to the message you just recorded, select **Play**.
9. If you want to record the message again, select **Delete** and record another message.
10. When you are satisfied with your voice message, select **Send**.

Send a voice message by using a phone

1. [Access your mailbox](#).
2. If Autoplay is on, select *****.
3. Select **2**.
4. Record your message after the tone and select **#**.



5. Enter the area code and phone number or distribution list number of the person or list you want to send the voice message to.
Note: The 10-digit phone number must be the phone number of another AT&T EM customer.
6. Next, you'll hear the recipient's name or phone number read back to you.
 - If the number is correct, select **#**.
 - If the number is incorrect, select ***** and re-enter the 10-digit phone or distribution list number.
 - If you get an error when entering the phone number, remember that you must include the area code.
Note: You won't be charged long-distance charges for sending a voice message to another wireless user located outside of your local calling area from your AT&T EM-UM mailbox.
7. Next, you'll then be asked if you want to add additional numbers.
 - If you have additional numbers to enter, follow the prompts, and then select **#** when done.
8. To hear delivery options, select **1**. Your delivery options are:
 - To review the message, select **1**.
 - To mark the message urgent, select **2**.
 - To mark the message private, select **3**.
 - To rerecord the message, select **4**.
 - To request a delivery report, select **5**.
Note: Select this option if you want to get confirmation that the message is delivered.
 - To request a read report notification, select **6**.
Note: Select this option if you want confirmation that the recipient opened the message.
 - To request future delivery, select **7**.
9. To send your message, select **#**.

Using your address book

Your AT&T EM-UM mailbox has an address book where you can store contact information of people you communicate with often. Enter their names, email addresses, phone numbers, street addresses, and more.

Note: You must use a computer to add individual entries to the address book.

In addition to using the address book to address voice messages and email messages, you can create distribution lists and send the same voice or email message to a group of people at once.



When creating a distribution list, you can only enter phone numbers of AT&T EM-UM users. You can select email addresses from your address book or manually enter their email addresses.

Note: Any single message can only be sent to 100 recipients.

Add individual entries to an address book from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the left side of the page, select **Address Book**.
4. Select **Add Individual Entry**.
5. Enter the person's contact information.
6. Select **Save and Close**.

Add distribution lists to an address book from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension:
3. On the left side of the page, select **Address Book**.
4. Select **Add Distribution List**.
5. Type a name for your list. For example, **My Team**.
6. Enter a 1- or 2-digit number for identifying the list.
Note: This number is what you'll use when addressing voice messages to a specific list using a phone or computer.
7. Select the email addresses you want on your distribution list from the **Available Addresses** section of the page, and then select **Add**, **Remove**, or **Remove All** to create the distribution list.
Note: Unless there's an email address associated with a contact, it can't be used for a distribution list.

Add distribution lists to an address book from a phone

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.
4. Select **2**.
5. Select **1**.
6. Choose a 1- or 2-digit number for identifying the list.
Note: This number is what you'll use when addressing voice messages to a specific list using a phone or computer.
7. Record a name for the list. For example, **My Team**.



8. Enter the phone numbers of the AT&T EM-UM users you want on the list, and then select **#** after each entry.
Note: To send voice messages from a phone to people who aren't AT&T EM-UM users, you must first enter their email addresses in your address book using a computer and create a distribution list. Then, select the distribution list you just created to be the recipient of the voice message. The voice message will be sent to their email address as a .wav file that can be played back by using a computer.
9. When you are done adding phone numbers, select **#**.

Addressing emails and voice messages

Use your address book to address a message.

Compose a voice message or email message

1. Select **To**.
2. Select the email addresses of the contacts you want to send a message to. The addresses appear in the address box in the middle of the page next to the To: list.
3. If you want to CC (carbon copy) or BCC (blind carbon copy) someone on your message, do the following:
 - Select the dropdown menu next to the addresses box
 - Select **CC** or **BCC**
 - Select the email addresses of the contacts you want to CC or BCC and the addresses will appear in the address box in the middle of the page.
4. When you have selected all the addresses you want, select **Use These addresses**.

You'll be returned to your message with all the addresses you selected in their respective boxes.

Note: You can also start an email message in the address book by selecting the name of the person you want to send an email to.

Understanding your message notification options

Message notifications let you know when new messages are left in your AT&T EM-UM mailbox. You can set your mailbox to page you, send a message notification to a wireless or landline phone, or send an email to an address other than your own.

You can turn your message notification on and off whenever you want by using a phone or computer. You can also select the type of messages you want to be notified about (for example, email, voice, or fax) and whether you want to be notified of all messages, just the ones marked urgent, or none.



Landline phone notification

If you receive a message notification on a landline phone, the Message Waiting Indicator on the phone will be activated. The Message Waiting Indicator will either be an intermittent dial tone when you pick up the phone and/or a light on specially equipped phones.

If you have a secondary phone line (alternate ID) associated with your service, you can also send message notifications to it. For instance, you can set your mailbox to send voice message notifications to your primary line and fax message notifications to your secondary line.

Note: If you have wireless phones, the same landline notification setting affects your wireless notification. For example, if you turn on landline notifications your wireless notifications will also be turned on. However, you can choose never to be notified of an email, voicemail, or fax on your wireless phone if you only want to be notified on your landline phone.

For more information about message notifications, see [Turning Message Notifications On and Off](#).

Pager notification

If you want to be paged when a new message is left in your mailbox, you have two options:

The first option is to use an email address associated with your pager. Your AT&T EM-UM mailbox will send an email to your pager letting you know you have a message.

Note: If you're not sure if you have an email address associated with your pager, ask your pager service provider.

If you have a numeric pager, a specific code indicating the type and urgency of the message will show in the pager's display.

Note: Your mailbox (phone) number will also appear next to the code. Here are the codes you will see and the type of messages they represent:

- 10 — Voice message
- 11 — Urgent voice message
- 20 — Fax message
- 21 — Urgent Fax message
- 30 — email message
- 31 — Urgent email message

If you have an alphanumeric pager, you'll see more than just a code on your pager display. You'll also see the message type, the message header, and the date and time stamp.



Here are some examples of what an alphanumeric pager notification could look like:

- **Voice message** – Regular message received by AT&T Unified Messaging system. Voice message from new one <b5376@em.att.com> regarding Voice message from b5376@em.att.com 2 new messages in mailbox.
- **Urgent fax message** – Urgent message received by AT&T Unified Messaging system. Fax from 9252449383 <FAX=3143605825@day01gw0001.em.att.com> regarding Incoming Fax 2 new messages in mailbox.
- **Email message** – Regular message received by AT&T Unified Messaging system email from new one <b5376@em.att.com> regarding hello jello test 2 new messages in mailbox.
Note: The actual text of an email or any attachments won't appear in the pager display. Also, pager service providers may format their notifications differently.

The second option is to have your EM-UM mailbox page you directly. This option works similarly to someone calling your pager number directly and then keying in a phone number.

Note: If you select this option, you'll be able to choose which phone number is displayed in your pager when a message is left in your AT&T EM-UM mailbox. We recommend you use the access number as the callback number. This way, when you receive a page, you'll see the phone number you should call to get your messages rather than the number of the caller.

Note: Use of pager notification to any device other than a pager (e.g., cellular/wireless phone number) might count as an incoming call or text message and be applied against your monthly allowance. Please check with your cellular/wireless provider.

For more information about message notifications, see [Turning Message Notifications On and Off](#) in this guide.

Email notification

Email notification is like pager notification. You'll get an email with the message type, the message header and a date and time stamp and you can select a link to access your mailbox and review your messages. Email notifications are useful when you're at home and want to know when new messages arrive in your mailbox at work.

Note: For message notifications by email, you'll need to use a different email address from your AT&T EM-UM mailbox address.

For more information about message notifications, see [Turning Message Notifications On and Off](#) in this guide.



Wireless phone notification

You can have message notifications sent to your wireless phone. They appear as text message or voice message waiting icons.

Note: If you have landline phones, the same wireless notification setting affects your landline notification. For example, if you turn on your wireless notifications your landline notifications will also be turned on. However, you can choose never to be notified of an email, voice message, or fax on your landline phone if you only want to be notified on your wireless phone.

For more information about message notifications, see [Turning message notifications on and off](#) in this guide.

Turning message notifications on and off

Change landline and wireless notification settings from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right side of the page, select **Settings**.
4. Under Notification Settings, select **Landline and Wireless Telephone Notification Settings**.
5. Turn the setting on or off:
 - To turn notifications on, select **Yes** and continue to step 6.
 - To turn notifications off, select **No** and you're done.**Note:** This setting will affect all your landline and wireless phone numbers.
6. If you have more than one number on your service, select the tab with the landline or wireless phone number that you want to change the settings on. Otherwise skip to step 7.
7. Choose the type and urgency of message you want to be notified about.
Note: You can choose one option for email messages, one for voice messages, and one for fax messages.
8. Select **Save and Close**.
Note: If you have landline phones, the same wireless notification setting affects your landline notification. For example, if you turn on your wireless notifications, your landline notifications are also turned on. However, you can choose not to be notified of an email, voice message, or fax on your landline phone if you only want to be notified on your wireless phone and vice versa.

If you want to receive message notifications on your landline phone, but not your wireless phone, select the wireless phone number tab and choose **Never** for all message types.



If you want to receive message notifications on your wireless phone, but not your landline phone, select the landline phone number tab and choose **Never** for all message types.

Change pager notification settings from a computer

Note: Use of pager notification to any device other than a pager (for example, a wireless phone number) may count as an incoming call or text message and be applied against your monthly allowance. Please check with your wireless provider for details.

Receive email notifications on your pager

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Notification Settings, select **Pager Notification Settings**.
5. Turn the setting on or off:
 - To turn notifications on, select **Yes** and continue to step 6.
 - To turn notifications off, select **No** and you're done.
6. Select your pager's email address.
7. Choose the type of pager you have — Numeric or Alphanumeric.
Note: For wireless phones, choose Alphanumeric.
8. Enter the email address of your pager or phone where indicated. For example: number@mypagercompany.com
9. Choose the type and urgency of messages you want to be notified about.
Note: You can choose one option for email messages, one for voice messages, and one for fax messages.
10. (optional) To be notified of messages from people in your Key Contacts List, check the box for this option. For more information about your Key Contacts List, see [Creating and editing your Key Contacts List](#) in this guide.
11. Select **Save and Close**.

Receive phone notifications on your pager

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Notification Settings, select **Pager Notification Settings**.
5. Turn the setting on or off:
 - To turn notifications on, select **Yes** and continue to step 6.
 - To turn notifications off, select **No** and you're done.
6. Select **Your pager's telephone number**.
7. Enter the area code and phone number of your pager.
8. If a pager number needs to be entered, select **Yes**.



- From the list, enter the wait seconds before the pager number is sent.
 - Enter the pager number.
- Note:** This step will vary, depending on what type of pager you have.
9. If a PIN needs to be entered, select **Yes**.
 - From the list, enter the wait seconds before the PIN is sent.
 - Enter the PIN.
 10. Enter the callback number. This is the number that will be displayed on your pager. This callback number can be your voicemail access number or any callback number you wish.
 - From the list, enter the wait seconds before the callback number is sent.
 - Enter the callback number.
 11. Choose the type and urgency of messages you want to be notified about.

Note: You can choose one option for email messages, one for voice messages, and one for fax messages.
 12. (optional) To be notified of messages from people in your Key Contacts List, check the box for this option. For more information about your Key Contacts List, see [Creating and editing your Key Contacts List](#) in this guide.
 13. Select **Save and Close**.

Test your paging notification settings

1. Select **All Emails**.
2. Select **Test These Settings**.

You should receive a test email in your mailbox and a page. Check your pager to confirm it was sent.

If you receive a test email and a page, you're all set.

If you don't receive a page, go to the Pager Notification section on <http://www.em.att.com>, change your settings, and try another test.

Change email notification settings from a computer

Turn settings on or off

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.

Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Notification Settings, select **Email Notification Settings**.
5. Turn the setting on or off:
 - To turn notifications on, select **Yes** and continue to step 6.
 - To turn notifications off, select **No** and you're done.

Note: This setting affects all your listed email addresses.



6. Select the tab with the email address whose settings you want to change.
Note: To add an email address, select the Next Available email address tab and type the email address in the email address field. You can have up to three email addresses. All listed emails will receive the notifications.
7. Decide whether to receive email notifications:
 - To send email notifications to the selected email address, select **Yes**.
 - To not send email notifications to the selected email address, select **No**.
8. Choose the type and urgency of message you want to be notified about.
Note: You can choose one option for email messages, one for voice messages, and one for fax messages.
9. (optional) To be notified of messages from people in your Key Contacts List, check the box for this option. For more information about your Key Contacts List, see [Creating and editing your Key Contacts List](#) in this guide.
10. Select **Save and Close**.

Delete an email address

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the “@em.att.com” extension.
3. On the top right of the page, select **Settings**.
4. Under Notification Settings, select **Email Notification Settings**.
5. Turn the setting on or off:
 - To turn notifications on, select **Yes** and continue to step 6.
 - To turn notifications off, select **No** and you're done.**Note:** This setting affects all your listed email addresses.
6. Select the email address you want to delete.
7. Select **Delete Email Address**.
8. Select **Save and Close**.

Toggle notifications from a phone

Note: Phone and email pager notifications must be set up on the computer before they can be toggled on or off over the phone.

1. [Access your mailbox](#).
2. Select **4**.
3. Select **1**.
4. To change your landline and wireless notification setting, select **1**.
5. To change your pager notification setting, select **2**.
6. To change your email notification setting, select **3**.



Creating and editing your Key Contacts List

Your Key Contacts List is a list of the people who are most important to you. You can use your Key Contacts List for pager and email notifications.

Note: You can only create and edit your Key Contacts List by using a computer.

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Notification Settings, select **View/Edit My Key Contacts List**.
5. To move a contact to your Key Contacts List, select it from your address book, and then select **Add**.
 - To select multiple addresses at once, hold down the Ctrl key as you make your selection.
6. If you want to add addresses to your Key Contacts List that aren't in your address book, enter them in the space provided.
 - Select the type of address you are adding from the list – email or voicemail (phone number) – and then type the address or phone number in the adjacent box and select **Add**.
7. Select **Save and Close**.

Additional Features

Reminders

Note: Reminders can only be set up through the phone and aren't available in all areas.

A reminder is a message you record to be delivered to your phone number at a scheduled time. You can schedule a reminder one time only, Monday through Friday, or every day of the week. A reminder can be set 365 days in advance.

The reminder is delivered to the phone number the reminder was set on. You'll first hear the header for the reminder message: "I have a message for <your recorded name>. To listen to this reminder message, select 1 or just hang up." If you don't answer, the call is repeated every 5 minutes, up to 4 times total. All unanswered reminder messages are deposited into your mailbox. The subject line is "Missed reminder message; originally scheduled for <phone number> on <date and time>."

There are 3 types of reminder messages that can be set up:

- A one-time reminder
- A weekday daily reminder (Monday-Friday)
- An everyday reminder



Depending on the type of reminder, you'll be prompted to enter the month, date, and time of day of delivery. After you record a new reminder you'll be prompted to select what type of reminder it is. You can have a maximum of five one-time reminder messages and a maximum of five daily reminders (weekday and everyday combined) active at one time.

Note: Only one reminder can be delivered at a specified time.

Work with reminders from a phone

If no reminders are set:

1. [Access your mailbox.](#)
2. Select **5**.
3. To turn reminders on or off, select **1**.
4. To add a new reminder, select **2**.
 - Record your reminder and select **#**.
 - Your reminder will be played back to you.
 - If you're happy with your reminder, select **1**.
 - To rerecord your reminder, select **2**.
5. Select what type of reminder the new one is:
 - To make it a one-time reminder, select **1**.
 - To make it a recurring weekday reminder (Monday-Friday), select **2**.
 - To make it a recurring everyday reminder, select **3**.

If you have reminders set already:

Note: The system will tell you how many reminders you have set.

1. [Access your mailbox.](#)
2. Select **5**.
3. To turn reminders on or off, select **1**.
4. To add a new reminder, select **2**.
 - Record your reminder and select **#**. Your reminder is played back to you.
 - If you're happy with your reminder, select **1**.
 - To rerecord your reminder, select **2**.
5. Select what type of reminder you want:
 - To make it a one-time reminder, select **1**.
 - To make it a recurring weekday reminder (Monday-Friday), select **2**.
 - To make it a recurring everyday reminder, select **3**.
6. To access existing recurring reminders, select **3**.
 - To change or delete an existing reminder, select **2**.
7. To access existing one-time reminders, select **4**.
 - To change or delete an existing reminder, select **2**.

Call Back Now

Use Call Back Now to place a call directly from your AT&T EM-UM mailbox to a person who left a message in your mailbox. This feature isn't available in all areas or on all calls. If Caller



ID information is not provided (for example, if it's unavailable, private, blocked, etc.), this feature won't be able to place a call to the person who left the message.

Note: If the number of the caller is a long-distance call, AT&T EM-UM alerts you. An AT&T Long Distance (AT&T LD) calling card is required to make this call and the AT&T LD calling card number will have to be set up to complete the call. Instructions on setting up the AT&T LD calling card are outlined below.

Regardless of the type of long distance plan you may have on your line — for example, an unlimited long distance calling plan — use of a Call Back Now **will** incur long distance charges. Long distance charges are billed by AT&T LD to the AT&T LD calling card at the current AT&T LD calling card rate. Calls placed using a calling card aren't covered by AT&T LD calling plans. No charges apply to callbacks made within your local service area.

Set up a long distance calling card from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Telephone Access Settings, select **Calling Card Information**.
5. Fill in the information requested on the page, including:
 - **Calling Card Access Number** — This is the 10-digit toll-free number used to place a calling card call. This number can be found on the front of your calling card. Only the 10-digit number can be entered. Don't enter the 1. If you leave this field blank, you won't be able to place a long-distance Call Back Now call.
 - **Calling Card Number** — This is the 14-digit number as it appears on your calling card. This number is found across the front of your calling card.
 - **Calling Card Type** — The default value for this field is AT&T Long Distance. Only AT&T LD calling cards work with EM-UM.

Set up a long distance calling card from a phone

When prompted by the system when making a long-distance call by using Call Back Now, set up your calling card.

Note: Your calling card will only be accepted if it is an AT&T LD calling card.

1. Enter your calling card access number (10 digits) and select **#**.
2. Enter your calling card number (14 digits) and select **#**.
Note: Your calling card will only be accepted if it is an AT&T LD calling card.

You can proactively enter your AT&T LD calling card information by using a phone at any time:

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.



4. Select **6**.
5. To work with your calling card, select **3** and follow the prompts to enter your AT&T LD calling card information.
6. Enter your 10-digit calling card toll-free access number and then select **#**.
7. To confirm, select **1**, or to re-enter the access number, select **2**.
8. To enter your calling card number, select **2**.
9. Enter your 14-digit calling card number, followed by **#**.
10. To confirm, select **1**, or to re-enter the calling card number, select **2**.

You can also delete your calling card number from your account:

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.
4. Select **6**.
5. To work with your calling card, select **3** and follow the prompts to enter your AT&T LD calling card information. Any current information will be played back to you.
6. To stop using a calling card, select **3**.
7. To confirm and remove your calling card details, select **1**.

Use Call Back Now from a phone

1. [Access your mailbox](#).
2. To reply to a voice message while you're listening to it, select **8**.
3. Select **1** to call the sender.
Note: You'll only hear this option if the calling number was not blocked.

Attendant Number

Attendant Number gives callers the option to be transferred to a designated person (attendant) if the person they're calling is unavailable. To reach the attendant, callers select **0**.

Note: This feature isn't available in all areas and the selected party can't be a long-distance call.

If you have more than one line associated with your mailbox, each Attendant Number must be set up separately for each line.

Set up Attendant Number by using a computer

Turn on this feature

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. Under Telephone Access Settings, select **Telephone Settings**.



4. At the bottom of the Telephone Settings page, enter the Call Transfer to Attendant phone number.
Note: The phone number must be 10-digits long.
5. Select **Save and Close**.

Turn off this feature

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. Under Telephone Access Settings, select **Telephone Settings**.
4. At the bottom of the Telephone Settings page, delete the Call Transfer to Attendant phone number.
5. Select **Save and Close**.

Note: You'll need to include the directions for the Attendant Number feature in your personal greeting. For example, a personal greeting with access to Attendant Number might be "Hi, this is Fred Johnson. I'm either away from my desk or on another line. If you need to speak with someone immediately, please select 0 to be transferred to our receptionist. Otherwise, leave a message after the tone."

Set up Attendant Number by using a phone

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.
4. Select **6**.
5. To select Attendant Number, select **2**.
6. To select the attendant number or change an existing number, select **2**.
7. Enter the 10-digit number you want calls transferred to when customers dial 0 and select **#**.
8. To turn off your attendant number, select **2**.
Note: Selecting 2 deletes the number from the system.

Note: You'll need to include the directions for the Attendant Number feature in your personal greeting. For example, a personal greeting with access to Attendant Number might be "Hi, this is Fred Johnson. I'm either away from my desk or on another line. If you need to speak with someone immediately, please select 0 to be transferred to our receptionist. Otherwise, leave a message after the tone."

Email signature

An email signature is your name, title, phone number, and any other information you want automatically included at the end of your email.

Note: You can only set up this feature from a computer.



1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Email Signature**.
5. If you want to add your Email Signature to all outgoing email, check the appropriate box.
Note: If you don't check this option, you'll still have a choice to add your signature to emails on a case-by-case basis.
6. In the **Text** box, type your signature as you want it to appear at the end of your email.
7. When you are done, select **Save and Close**.

External Email

Use the External Email feature to retrieve messages from other email accounts you have and put them into your AT&T EM-UM mailbox. AT&T EM-UM can retrieve email messages from up to three other external email accounts that offer POP3 access. Accounts behind firewalls, such as work accounts, can't be used.

If you have an existing AT&T Yahoo! email address, you can integrate that email address into your AT&T EM-UM mailbox. Using the link below, find your email alias and associated POP3 server name. You'll need this information, as well as your email address/user ID and password, for the email address.

If you are an AT&T Yahoo! subscriber and need help finding your POP3 server information, visit the [POP3 help page](#) and follow the steps.

If you aren't an AT&T Yahoo! subscriber and need assistance finding your POP3 server information, please contact your Internet Service Provider (ISP).

Set up external email

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Account Settings, select **My External Email Account**.
5. Select **Add New Email Account**.
6. Enter an Account Name that identifies which email account you want to retrieve messages from.
Note: Make sure the name is distinctive from other email accounts you want to add.



7. Enter the User ID of the email account you want to add.
Note: The User ID is the chunk of the email address before the @ sign or the whole email address. Depending on your provider, it may not be necessary to enter the entire address. Contact your Internet Service Provider (ISP) if you aren't sure.
Note: The User ID in this case is different from your AT&T EM-UM email address.
8. Enter the password of the email account you want to add.
9. Enter the Mail Server of the email account you want to add.
 - Your ISP may refer to its mail server as a POP server. Your ISP can give you the name.
10. To confirm you have entered all the necessary information correctly, select **Test These Settings**.
11. Select **Save and Close**.

Mailbox Display settings

Adjust the Mailbox Display settings to change the activity and appearance of your AT&T EM-UM mailbox.

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Mailbox Display Settings**.
5. Update the following settings:
 - Set the number of messages you want displayed in your mailbox at one time.
Note: About 10 messages can be displayed at once without scrolling at a resolution of 1024 x 768.
 - Choose whether to save a copy of any outgoing message in your Sent Items folder. For more information, see [Save a copy on send](#) in this guide.
 - Set your time zone.
Note: The default time zone is the same as where your mailbox resides. When this is set, all your incoming messages will be time and date stamped with this time zone.
 - Set whether you want to check for new messages before signing out. If you set it to check, upon signing out you'll get a window telling you that new messages have arrived, and you have the option to go to your Inbox or to continue signing out.
6. Select **Save and Close**.



Save a copy on send

You can set your mailbox to automatically save a copy of every email and voicemail you send.

Note: If you set your mailbox to automatically save a copy of the messages you send, your Sent Items folder can fill up quickly and will subtract from your available storage quota. To avoid this problem:

- Empty your Trash folder regularly.
Note: The Trash folder will automatically delete messages that have been there for 48 hours.
- Save messages to your computer. After you've saved a message to your computer, you'll need to delete the message from your inbox.
- Avoid keeping copies of the messages you send in your Sent Items folder.

Save a copy on send

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Mailbox Display Settings**.
5. Select **Save a Copy of all outgoing messages**.
Note: Unselect this option if you don't want to automatically save sent messages.

Save as Drafts Folder

Use the Save as Drafts folder to save an email or voice message and send it later. **Note:** Like the Sent Items and Trash folders, the Drafts folder will appear only after you place a message in it.

When you're ready to send a message, you have saved in your Drafts folder, select the unsent message, and send it.

Bulk Mail Folder

The system creates the Bulk Mail folder. Messages are placed in the Bulk Mail folder when the system thinks the message is spam. Messages in the Bulk Mail folder don't count against your storage space and are deleted when they have been in your Bulk Mail folder for more than 15 days. These messages are deleted, not just moved to your Trash folder.

Message Forwarding

Use Message Forwarding to forward messages in your AT&T EM-UM Inbox to another email account.



1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Message Forwarding and Out-of-Office Reply**.
5. Select a forwarding option from the list:
 - Do not forward incoming messages
 - Forward incoming messages and delete original
 - Forward incoming messages and keep original
6. In the Email Address To Forward To field, enter the address where you want your messages forwarded.
7. Select **Save and Close**.

Enhanced forwarding with Message Management Links

Message Management links are included in forwarded voice, fax, or email messages. Use these links to act, such as deleting or marking messages as read.

Set up Enhanced Forwarding with Message Management Links

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Message Forwarding and Out-of-Office Reply**.
5. Select a forwarding option from the list:
Note: To take advantage of Message Management Links, select Forward incoming messages and keep original.
 - Do not forward incoming messages
 - Forward incoming messages and delete original
 - Forward incoming messages and keep original
6. In the Email Address To Forward To field, enter the address where you want your messages forwarded.
7. Select **Include message management links in forwarded message**.
8. Select **Save and Close**.

Upon receipt of the first forwarded message with Message Management Links, select a Message Management Link. You'll then be asked to authenticate with your pre-populated 10-digit phone number and the PIN used to sign in to your AT&T EM-UM account from a phone.

Enhanced Forwarding with Message Management Links are now set up.



Re-authentication is required in the following scenarios:

- Every 365 days after setup is complete
- Occasional network updates
- When your password has changed
- PC browser cookies are deleted
- PC Remember Me check box isn't checked
- PC cookies aren't enabled

For more information about authentication codes and PINs, see [Security Options](#) in this guide.

Out-of-Office Reply

The Out-of-Office Reply lets you set an automatic response to email messages you receive when you are away for a while or need to inform people of an alternate way to contact you. Follow these steps to create an Out-of-Office Reply:

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Web Access Settings, select **Message Forwarding and Out-of-Office Reply**.
5. From the list, select **Always Send Out-of-Office Reply**.
6. In the space provided next to the Out-of-Office Reply, type the message you want to be sent automatically when you're out of the office.
7. Select **Save and Close**.

Note: The extended absence greeting is the phone equivalent of Out-of-Office Reply. For more information, see [Extended absence greeting](#) in this guide

Extra Storage

You can add extra storage to your AT&T EM-UM mailbox to a maximum storage capacity of 200MB. It can be added in 50MB increments. For help, contact your administrator.

Printing from the phone (fax and email)

Use this feature to print your fax and email messages to any fax machine with a 10-digit fax number.

You have the option to turn the fax receipt option on and off both from the computer's Fax settings section and from a phone.

Note: The fax print feature is only available in some areas where AT&T EM-UM is available. If the feature isn't available in your area, you won't hear the print fax/email options when



you access your EM-UM mailbox from a phone or see the Print from the Telephone field under My Fax Settings on a computer.

To set up a 10-digit fax number to send your fax and email messages, enter a default 10-digit fax machine number.

Note: If you don't want to send the fax or email to your default fax machine, you have the option to send it to any 10-digit number.

Set up a 10-digit default fax number from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Telephone Access Settings, select **My Fax Settings**.
5. In the Printing From the Telephone field, enter a 10-digit fax machine number.
6. Select **Save and Close**.

Set up a 10-digit default fax number from a phone

1. [Access your mailbox](#).
2. Select **4**.
3. Select **2**.
4. Select **4**.
5. Select **3**.
6. To add or change your default fax machine number, select **1**.
7. Enter a 10-digit Fax machine number and select **#**.
8. The number will be read back to you, select **1** if correct or **2** to re-enter.

Add an Additional Telephone Line (Secondary Telephone Line) to your service

If you have more than one phone number in your office, your AT&T EM-UM service can direct messages from several phone lines into a single mailbox.

Note: You can have 15 landlines and 2 wireless numbers as Additional Telephone Lines.

Most of your mailbox settings will be the same for both phone lines. For example, you only need one PIN to access messages from all lines. However, some settings can differ from line to line according to your preferences.



You can customize these settings for each phone line:

- Fast Sign In and PIN Skip settings
- Greetings, including personal, extended absence, prerecorded and name announcement, and greetings for multiple phone lines
- Message Notification settings

Changing greetings from a computer

1. Go to <http://www.em.att.com>.
2. Enter your email address and password.
Note: Your email address will always have the following extension: @em.att.com
3. On the top right of the page, select **Settings**.
4. Under Telephone Access Settings, select **My Greetings**.
5. In the Greeting Selection list, find the number you want to change and select a greeting.
Note: You can also create a new greeting for the secondary lines by selecting on the Recording Action Links to the right of Greeting Selection.
6. Select **Save and Close**.

Changing greetings from a phone

1. [Access your mailbox](#).
2. Select **4**.
3. To access the Greetings or Recorded Name options for your additional phone number, select **3**.
Note: If you have more than one phone number, you can select which number's greeting you want to set.

Direct Inward Dial (DID) Mailbox

The EM-UM DID mailbox is a Direct Inward Dial voicemail box for business customers. With the EM-UM DID mailbox, wireless users can create a business presence in any area where EM-UM is available.

AT&T Voicemail Viewer

AT&T Voicemail Viewer makes it easier for AT&T Enterprise Messaging customers to stay on top of their voicemail messages. Use AT&T Voicemail Viewer to easily view, listen, and forward messages as email from select smartphones.

You can download the AT&T Voicemail Viewer App to your iOS® or Android® device and listen to your voicemails or read them as text without signing into your account.



Frequently Asked Questions

Q: After I've established my authentication code, how do I use it to reset my PIN?

A: After an invalid sign in attempt, you'll be asked to enter a 10-digit phone number or re-enter your PIN. To use your authentication code to access your mailbox and reset your PIN, select **1**.

Q: Can I access my AT&T EM-UM mailbox from any phone or do I have to use my own phone?

A: You can access your AT&T EM-UM mailbox from any phone, no matter where you are, any time of day. Depending on where you are calling from, local, toll, or usage charges may apply.

There are two ways to access your AT&T EM-UM messages when using a phone:

- Call your AT&T EM-UM phone number and when the message begins playing, select *****.
- Call your AT&T EM-UM access number (provided by your administrator).

Q: One of my callers couldn't leave me a message because my mailbox was full. How can I prevent that?

A: After retrieving any email, voicemail, or fax message, you should always delete it or save it to your computer. When your mailbox is full, callers won't be able to leave messages until you free up space in your mailbox.

Note: You can see how much storage your mailbox is using by selecting the Folder link. In the bottom left-hand corner, you can see how much storage space is available. When your mailbox is close to capacity, you'll receive a notice and you can take steps to free up space.

If you need to increase your storage, contact your administrator.

Q: If I have messages from an external email account, such as Yahoo! Mail, forwarded to my AT&T EM-UM mailbox, do I have to clean out messages from both places?

A: No, if your messages are set to forward to your AT&T EM-UM mailbox from your external email account, they won't show up in that external email account.

Q: How much space do I have for sent items?

A: You have a default maximum of 100MB for Sent, Saved, Inbox, Drafts and personal folders combined. It's a good idea to regularly free up space in your mailbox. If you need to increase your storage, contact your administrator.

Q: Do I have to listen to all the options before I make my selection from a menu?



A: No, you can select a key at any time. You don't have to wait for the system to list each menu option. To become familiar with your menu options, see the [Telephone Menu Navigation Map](#) at the end of this guide.

Q: Some of my callers want to skip my greeting and record their messages immediately. How can they do this?

A: Tell your callers to select the # key when they hear your greeting. The greeting will stop playing and they will hear the record tone.

Q: How does the extended absence greeting work?

A: Extended absence greeting is a special announcement that is intended to be used in situations when you'll be out of the office for a while. It's the only feature in your service that allows you to prevent callers from leaving a message. The message reception setting for the Extended Absence feature is off by default, which means that callers can hear your extended absence greeting but won't be able to leave a message for you.

Q: Can callers leave messages when I'm using the extended absence greeting?

A: Yes, they can. If you'll be out of the office for a while but want callers to be able to leave you a message, you can record an extended absence greeting and then turn Message Reception on.

Note: If you set the Message Reception feature on, it will remain on even after you deactivate your extended absence greeting. The next time you activate the Extended Absence feature it'll allow callers to leave messages unless you choose to turn Message Reception off.

Q: Do I have to use the extended absence greeting if I'll be away from the office for a while?

A: No, you can change your personal greeting to tell callers you'll be out of the office and they can leave you voice messages as always.

Q: Can I change the number of times my phone rings before the call goes to my mailbox?

A: Yes. For ring cycle changes, contact your administrator.

Q: How can someone send me a fax?

A: Anyone can send you a fax by calling the phone number associated with your mailbox. The mailbox will detect the fax tones and accept the fax.

Note: If someone is calling to send you a fax, don't answer the phone. Let the call go to your mailbox.



Q: Can I use a secondary line (Alternate ID) as a second fax line?

A: Yes, callers can dial your secondary line and the mailbox will detect the fax tones and accept the fax.

Note: If someone is calling to send you a fax, don't answer the phone. Let the call go to your mailbox.

Q: Can my AT&T EM-UM service read faxes over the phone?

A: No. When checking messages using a phone, you'll only hear the date and time stamp of a fax message. If you check fax messages by using a computer, you can read the entire fax.

Q: Do I have to subscribe to AT&T High Speed Internet Access or Dial-up service to use AT&T EM-UM service?

A: No, you can access your service using any internet connection, regardless of the provider.

Q: Can I flag messages for a specific response date?

A: No. Messages are flagged only as urgent or private.

Q: How long will it take to set up my mailbox?

A: Approximately 15 minutes.

Q: Is there a limit to how many addresses I can add to my address book?

A: No, you can add as many as you want. Your address book doesn't impact your maximum storage space.

Q: How long can I make my greeting?

A: Up to 6 minutes.

Q: How many secondary lines (Alternate IDs) can I add?

A: You can add up to 15 landline Alternate IDs and 2 wireless Alternate IDs.

Q: Can I add a second wireless number to my mailbox?

A: Yes. You can do this in two places. For more information, see [Adding a wireless number](#) in this guide.

Q: Can I access my mailbox through a cable internet connection?

A: Yes.



Q: What is Future Delivery?

A: Future Delivery allows the wireless user to schedule voice message delivery up to 365 days in advance.

Q: Is there a way to determine what Future Delivery messages I have in queue to be delivered?

A: Yes, select **9** from the Main Menu over the phone and you'll be alerted to the messages in queue.

Q: To how many end users can I send one message?

A: Up to 100.



Definition of Terms

Access Number

The number you're given to retrieve your messages by using a phone.

Additional phone numbers

Additional phone numbers share the same mailbox as the primary phone line. Each number has access to the same mailbox and messages. However, each number can have a separate set of greetings, notification settings, and other features. An example of why you'd have an additional phone line would be an office with two lines. Callers dialing either number can leave a message in the same mailbox.

Authentication code

Each mailbox owner can create an eight-digit authentication code to use to reset a PIN or password. This authentication code can be set up and used from any phone or any internet connection from the EM browser (<http://www.em.att.com>).

Distribution list

A list of AT&T EM-UM wireless user phone numbers, email addresses, and non-wireless user email addresses that you can use to send the same message to a group of people at the same time.

Email server

If you have POP3 on an external email account, you must provide your ISP's email server name and your user name and password to get your messages in you AT&T EM-UM mailbox. For more information, see [External Email](#).

Note: AT&T EM-UM service cannot access email servers behind corporate firewalls.

Fast Sign In

Fast Sign In recognizes if you're calling from the phone number associated with your mailbox. When this feature is turned on, you don't have to select # when signing in to your mailbox. Use this feature in combination with the PIN Skip feature and neither a phone number or PIN is required for you to sign in to your mailbox over the phone.

Future Delivery

Use Future Delivery to schedule voice message delivery up to 365 days in advance.



Interrupted or Intermittent Dial Tone

A special-sounding dial tone when you pick up the phone that plays intermittently and alerts you to new messages in your AT&T EM-UM mailbox.

Landline phone

Refers to a phone that requires a phone jack.

Mailbox Number

The phone number associated with your service

MWI

Message Waiting Indicator. The Message Waiting Indicator is either an intermittent dial tone when you pick up the phone and/or a light on specially equipped phones.

PIN Skip

Use this feature with Fast Sign In and access to your mailbox without entering your PIN.

Note: This feature only works if you're calling from your own phone.

Wireless user

Refers to an AT&T EM customer.

Telephone menu navigation map

