

AT&T Voice DNA[®] Voicemail

Version 1.1

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Voicemail overview

You can listen to your AT&T Voice DNA[®] voicemail messages using any of the following:

- Internet Protocol (IP) phone
- Touch-tone phone (wireline or wireless)
- Email attachment
- AT&T Voice DNA User Dashboard
- Note: Only users who have the Premium feature package of AT&T Voice DNA have voicemail and access to the AT&T Voice DNA User Dashboard. Your organization determines which features you can use and access.

Voicemail setup

To set up your voice mailbox, you need the following information (provided by your AT&T Voice DNA Administrator):

- Your AT&T Voice DNA phone number
- Your voicemail access number
- Your temporary personal identification number (PIN)
 - Default is set to 123456#

Voicemail setup - continued

Voicemail must be set up from your office IP phone.

- Press the Message button on your IP phone.
- Enter your temporary PIN and press #
- When prompted, enter a new PIN and press #
 - If you make a mistake, press * to start again
 - Your PIN must follow these security rules:
 - Must be 6- to 10-digits long.
 - Does not use any part of your phone or voice mailbox number.
 - Does not repeat digits (for example, 444444).
 - Does not use sequential digits (for example, 345678).
 - Does not use easily identifiable numbers (for example, your ZIP Code or street address).

Voicemail setup - continued

- Re-enter your new PIN, and then press # to confirm.
- Set up an authentication code to be used to reset your PIN if you forget.
 - To use your mother's date of birth, press 1.
 - To use your father's date of birth, press 2.
 - To use your spouse's date of birth, press 3.
 - To use your child's date of birth, press 4.
- When prompted, enter your chosen 8-digit authentication code (mmddyyyy).
- When prompted, re-enter your authentication code. You'll hear a message stating that your code has been saved.

Phone keypad shortcuts

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

Mailbox settings – main menu

1. Get messages

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

2. Send message

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

4. Change mailbox settings

5. Reminders

6. Deleted messages

7. Another subscriber login

- 0. Get help

Change mailbox settings

1. Notifications

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

2. Administrative options

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

3. Greetings or recorded name

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

Additional support

- VDNA support helpdesk
 - 877.288.8362, option 2
- AT&T CALNET Training
 - <http://www.attcalnettraining.com>
 - CalnetTraining@att.com
- Please complete our survey.

Questions and answers



AT&T