



AT&T Voice DNA® Quick Reference Guide – Voicemail

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WELCOME

The AT&T Voice DNA® Mailbox allows you to retrieve your voicemail messages, making them accessible to you from your AT&T Voice DNA Personal Web Site, any Touch-Tone® telephone, or your AT&T wireless phone. Additionally, since notification of messages waiting is sent to your phone, you are always in touch with your messages. The following are some of the most important features of AT&T Voice DNA voice mailbox:

1. Hear your voicemail messages on your PC, over the telephone, or a wireless phone.
2. Receive notification of messages waiting via your telephone.
3. Reduce your chances of missed messages.

Getting Started With Your AT&T Voice DNA Voice Mailbox

The following lists the items that you will need before you start setting up your mailbox:

1. Your Access Number - The telephone number (provided by your Administrator) which allows you to access your messages. This telephone number is the number that when called will accept voicemail messages.
2. Your Temporary PIN - Provided by your Administrator. You should change this PIN, the first time you log into your mailbox.
3. Your Mailbox Number - Your AT&T Voice DNA telephone number.

Setting Up Your Mailbox from Your Office Phone Number

The first time you call in from your office phone number:

Setting Up Your Mailbox.

Step	Description
1	Dial your access number. The access number should be provided by your AT&T Voice DNA Administrator. Also, if you have access to the AT&T Voice DNA Personal Web Site, the access number is displayed on the My Settings → Voicemail Settings page.
2	Enter your Temporary PIN and press # .
3	When prompted, enter a new PIN and press # . Your new PIN must be from 6 to 10 digits in length. If you make a mistake, press * to start again. For security reasons, you should change your Temporary PIN immediately, even if you are not yet using your mailbox. When choosing your PIN, you should NOT: <ul style="list-style-type: none"> • Use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the PIN. • Repeat digits (e.g., 444444). • Use sequential digits (e.g., 345678). • Use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your mailbox PIN as you would your ATM PIN. For added security, change your PIN periodically.

Setting Up Your Mailbox (Contd).

Step	Description
4	Re-enter your new PIN followed by # to confirm. You will be prompted to record your name.
5	Say your name after the tone and press # . To use this recorded name, press 1 . To re-record your name, press 2 . If you need more time, press 8 to pause for up to twenty seconds. Press any key to continue.
6	You will now be prompted to record your Personal Greeting or to select a Pre-recorded greeting for your office phone number. This greeting is what callers will hear when you do not answer your phone. You have the following options: <ul style="list-style-type: none"> • To record a personal greeting, press 1 and begin speaking after the tone. When you finish speaking press #. • To use a pre-recorded greeting that contains your name press 2. • To choose a pre-recorded greeting that only contains your phone number press 3. • To choose a pre-recorded greeting that does not contain your name or phone number press 4. • If you need more time, press 8 to pause for up to twenty seconds. Press any key to continue.
7	After recording your greeting, you'll hear some helpful hints on how to use and to set options for your mailbox. To skip the helpful hints, press # to go to Main Menu .
8	The system requests that you set up an authentication code. This authentication code is used to reset your PIN should you forget your PIN in the future. You may choose option 1 to set up the authentication code or option 2 to choose to set up the authentication code at a later time. This is a good time to enable this feature during your initial set up as it allows you to reset your PIN should you forget it in the future.
9	You are now taken to the Main Menu . This is the home for your mailbox when navigating around your mailbox.
10	Hang up to leave your mailbox. Your mailbox is now ready to use.

SETTING UP YOUR MAILBOX FROM ANOTHER TELEPHONE

If you are calling from a telephone number other than the one that is connected to your AT&T Voice DNA voice mailbox to check for messages, the first time you call in:

Setting Up Your Mailbox From Another Telephone.

Step	Description
1	Dial your access number. The access number should be provided by your AT&T Voice DNA Administrator. Also, if you have access to the AT&T Voice DNA Personal Web Site, the access number is displayed on the My Setting → Voicemail Settings page.
2	Enter your phone number (mailbox number) and then press #.
3	Enter your Temporary PIN and press #.
4	<p>When prompted, enter a new PIN and press #. Your new PIN must be from 6 to 10 digits in length. If you make a mistake, press * to start again. For security reasons, you should change your Temporary PIN immediately, even if you are not yet using your mailbox. When choosing your PIN, you should NOT:</p> <ul style="list-style-type: none"> • Use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the PIN. • Repeat digits (e.g., 444444). • Use sequential digits (e.g., 345678). • Use easily identifiable numbers (e.g., ZIP code, street address, etc.). <p>Treat your mailbox PIN as you would your ATM PIN. For added security, change your PIN periodically.</p>
5	Re-enter your new PIN followed by # to confirm. You will be prompted to record your name.
6	<p>Say your name after the tone and press #. To use this recorded name, press 1.</p> <p>To re-record your name, press 2. If you need more time, press 8 to pause for up to twenty seconds. Press any key to continue.</p>

Setting Up Your Mailbox From Another Telephone (Cont.)

Step	Description
7	<p>You will now be prompted to record your Personal Greeting or to select a Pre-recorded greeting for your office phone number. This greeting is what callers will hear when you do not answer your phone. You have the following options:</p> <ul style="list-style-type: none"> • To record a personal greeting, press 1 and begin speaking after the tone. When you finish speaking press #. • To use a pre-recorded greeting that contains your name press 2. • To choose a pre-recorded greeting that only contains your phone number press 3. • To choose a pre-recorded greeting that does not contain your name or phone number press 4. • If you need more time, press 8 to pause for up to twenty seconds. Press any key to continue.
8	After recording your greeting, you'll hear some helpful hints on how to use and to set options for your mailbox. To skip the helpful hints press # to go to Main Menu .
9	The system requests that you set up an authentication code. This authentication code is used to reset your PIN should you forget your PIN in the future. You may choose option 1 to set up the authentication code or option 2 to choose to set up the authentication code at a later time. This is a good time to enable this feature during your initial set up as it allows you to reset your PIN should you forget it in the future.
10	You are now taken to the Main Menu . This is the home for your mailbox when navigating around your mailbox.
11	Hang up to leave your mailbox. Your mailbox is now ready to use.


How to Access Your Mailbox and Get Your Messages

GENERAL

Once your AT&T Voice DNA voice mailbox has been configured, you can access the mailbox using a Touch-Tone or wireless phone. The various features of your mailbox and how to use them are explained in the following sections.

HOW TO ACCESS YOUR MAILBOX

How to Access Your Mailbox.

Step	Description
1	Dial your access number for access to your mailbox from the telephone that is connected to your AT&T Voice DNA voice mailbox. The access number should be provided by your AT&T Voice DNA Administrator. Also, if you have access to the AT&T Voice DNA Personal Web Site, the access number is displayed on the My Setting → Voicemail Settings page.
2	Enter the PIN that you created during the setup of your mailbox and press #. If you haven't set up your PIN , enter your Temporary PIN and press the pound sign (see Setting Up Your Mailbox From Your Office Phone Number for instructions on changing your temporary PIN). Your Temporary PIN is provided to you by your AT&T Voice DNA Administrator.
3	The first time you access your voicemail, you will hear some helpful hints on how to use your mailbox. The next time you access your voicemail, the helpful hints will not be played.
4	You are now alerted how many new messages you have received, including the number of urgent messages, and then taken to the Main Menu . This is the home for your mailbox whenever you are in your mailbox.  If Autoplay is ON , the Main Menu is bypassed and your messages will begin playing automatically. To go to the Main Menu at any time, press *.
5	If you have messages, you will hear: To get your messages, press 1. After pressing 1, you are prompted to press 1 again to listen to your voice messages.
6	To leave your mailbox, hang up or press *.


HOW TO GET YOUR VOICE MESSAGES

The following steps describe how to get your voice messages.

How to Get Your Voice Messages.

Step	Description
1	Call your Access Number to access to your mailbox from the telephone that is connected to your AT&T Voice DNA voice mailbox. The access number should be provided by your AT&T Voice DNA Administrator. Also, if you have access to the AT&T Voice DNA Personal Web Site, the access number is displayed on the My Setting → Voicemail Settings page.

Get Your Voice Messages (Contd.)

Step	Description
2	Enter your PIN. If you call from a number other than the telephone that is connected to your AT&T Voice DNA Mailbox, you are prompted to enter your ten digit area code and phone number.
3	Before you are taken to the Main Menu, you will be alerted with how many new messages you have received, including the number of urgent messages.  If Autoplay is on, the Main Menu is bypassed and your messages will begin playing automatically. The Autoplay feature is set from the Main Menu by pressing 4, 2, and following the prompts. To go to the Main Menu at any time, press * to back up until you get to the Main Menu. If you are in the Message Summary, * will disconnect you.
4	If you have messages, you will hear: To get your messages, press 1. After pressing 1, you are prompted to press 1 again to listen to your voice messages.
5	When you press 1, messages are played one at a time and include the date and time that the message was sent as well as the recorded name of other AT&T voice mailbox subscribers within your tenant (if available) and the phone number of the calling party (if available). The messages are played in the following order: <ul style="list-style-type: none">• Messages marked as urgent by callers• New messages• Saved messages
6	While you are listening to your messages, you can: <ul style="list-style-type: none">• Repeat or listen again - press 4.• Save - press 9.• Erase - press 7.• Reply (if another AT&T Voice DNA voice mailbox user sent the message) - press 8. Pressing 4 gives you additional options:<ul style="list-style-type: none">○ To place a call directly to this person - press 1, to cancel the call, press *.○ Reply to sender - press 2.○ Reply to all recipients - press 3.• Forward a copy to another AT&T Voice DNA voice mailbox user - press 6.• Play Header - press 5.• Back up a few seconds - press 1.• Slow Down - press 4.• Pause and resume - press 2.• Forward a few seconds - press 3.• Speed Up - press 6.• Helpful Hints - press 0. If Autoplay is ON and you do not take any action, the message is saved and you will move on to the next message.
7	To leave your mailbox, hang up or press *.

QUICK KEYPAD GUIDE

Guide to Listening to Your Messages



Telephone Keypad

Telephone Keypad Shortcuts.


Key	Action
0	Helpful Hints
1	Rewind Message
2	Pause Message
3	Fast Forward Message
4	Slow Down/Repeat Message
5	Header Information
6	Speed up/Forward a copy
7	Delete
8	Reply
9	Save
11	Play Previous Message
66	Volume Control
*	Return to Main Menu
#	Skip Message

Using the AT&T Voice DNA Personal Web Page

MESSAGE LOGS

Using your AT&T BusinessDirect login ID and password, access your AT&T Voice DNA personal web page. On the home page, you will see a **Messages** tab that lists the latest five messages. You may click on the **Next** button to see the next five messages. Alternatively, you may click on the **Messages** option on the blue **Menu** bar and see ten messages at a time.


The Messages log can be used to:

Listen to a message - click on the **Speaker**  icon to listen to the message.

Messages		Incoming Calls		Placed Calls			
	Date	Time	Number	Name	Msg	Forward	Contact
<input type="checkbox"/>	15 Jan	8:17 PM	732-668-3142	Unavailable			
<input type="checkbox"/>	09 Jan	7:14 PM	908-425-1005	Unavailable			
<input type="checkbox"/>	09 Jan	7:07 PM	908-425-1005	Unavailable			

Last updated: 07 Feb 8:53 AM (US/Eastern) Items 1 - 3 of 3

Messages.

Forward a message to any e-mail account - click on the Envelope icon  to forward the message. You will be taken to the following page:

Forward Message

Forward Message

* Send To: [+ Directory Look-up](#)


Subject: Voicemail from 732-668-3142

Text Message: I am forwarding this message to you.

Attachment: Voicemail message (as a .wav file) from:
732-668-3142
Received 15 Jan 2008, 8:17 PM

Forward Message.

Enter the e-mail address of the person you wish to forward the message to in the **Send To** box. Add a text message, if you like, and click on the **Forward** button.

Add the caller as a contact in your Personal Contacts directory - click on the **Contact**  icon and you will be taken to the following page:

Home Messages Conference Call Logs Directory Call Management My Settings

Add Contact

General Information


* Required field.

* First Name:

Preferred Name:

Middle Name:

Last Name:

Group: 

Phone Numbers

Work Phone:



Cell Phone:

Home Phone (1):

Home Phone (2):

Custom Phone (1):

Custom Phone (2):

Primary Phone:  

Email Addresses

Work Email:

Home Email:

Add Contact.

Add all the appropriate information and click on the **Save** button at the bottom of the page.

VOICEMAIL SETTINGS

On the AT&T Voice DNA personal Home page, click on the **My Settings** option on the blue **Menu** bar and select the **Voicemail Settings** option. You will be directed to the Voicemail Settings page:

Home | Messages | Conference | Call Logs | Directory | Call Management | My Settings

Voicemail Settings

Dial 732-368-3125 to access voicemail.

New Message Notification

Send me an email alert when a new message arrives.
Send this alert to:

Forward a new message as an attachment.
Forward the message to:

Save

Change Voicemail PIN

Enter the old voicemail PIN and the new PIN. PINs must be 6-10 digits. A PIN with all zeros is not allowed.

*Old Voicemail PIN:

*New Voicemail PIN:


*Re-enter New Voicemail PIN:

Reset Voicemail PIN

Voicemail Settings.

On this page, you can:

- **Set Message Notifications** - you can choose to have an e-mail alert delivered to your e-mail address upon receipt of a new message **AND/OR** have the message forwarded to your e-mail account.
- Change your Voicemail PIN.

 If you fail to enter your PIN correctly in seven successive attempts, the phone access to your messages is disabled. If this happens, you need to contact your AT&T Voice DNA Administrator, so they can perform a Voicemail PIN reset. The TUI (Telephone User Interface) disconnects the call if you exceed four invalid PIN attempts in one TUI session, although your phone access to your messages may not be disabled at this point.

Send Voice Message / Greetings

SEND VOICE MESSAGE

If you would like to leave a voice message for another AT&T Voice DNA Mailbox user within your tenant (or to a distribution list without calling them), you can compose a voice mail message and then send it to the user or the distribution list.

Compose New Voicemail Message.

Step	Description
1	Access your AT&T Voice DNA Mailbox.
2	From the Main Menu , press 2 . (If Autoplay is ON , press * to access the Main Menu .)
3	Enter the 10-digit telephone number of the person or distribution list number to whom you want to send the voicemail message. You can send the voicemail to more than one person or to multiple distribution lists. If you get an error when entering the phone number, remember you must include the area code (see Distribution Lists for more information on distribution lists).
4	You should hear the person's recorded name or telephone number if they are a valid user.
5	Press # to confirm you have finished addressing the message.
6	Record your message after the tone.
7	Press # to stop recording.
8	Press the # key to send the message or Press 1 to hear all of the Delivery Options . <ul style="list-style-type: none">• Press 1 to review.• Press 2 to mark message urgent.• Press 3 to mark message private.• Press 4 to re-record.• Press 5 to request a delivery report.• Press 6 to request a read report.• Press # to send message.
9	If you are finished with your delivery options, pressing # sends the voice message.

GREETINGS

You can have several greeting options tied to the phone number associated with your mailbox. The greeting types are:

- Personal Greeting for everyday use. Your personal greeting (e.g., **Hello, you have reached the office of Malcolm and Associates, we are on another call or are away from the phone, please leave a message.**) is the main greeting that callers will hear when they call your office and you do not answer the telephone.
- Extended Absence Greeting gives callers a specific message and allows you the option of whether to allow voicemail messages to be left in your mailbox (Default is **OFF** - no voicemails allowed). On special occasions you may want to use an Extended-Absence Greeting to give callers specific information. For example: **I will be out of the office today, returning tomorrow. Please call back tomorrow.**
- Pre-recorded Greeting can be used if you don't want to record your own personal greeting. You can use a pre-recorded greeting that:
 - contains your name along with a pre-recorded greeting. The name used is the name you recorded during the mailbox setup.
 - contains only your phone number along with a pre-recorded greeting.
 - does not contain your name or phone number along with a pre-recorded greeting.

For example, you could use the AT&T Voice DNA Mailbox Pre-recorded greeting, which says, **<Your recorded name> can't take your call now. At the tone, please record your message. When you have finished recording, simply hang up or press the pound key for more options.** Once the caller has recorded a message, they are provided prompts to either review the message, mark the message urgent or private.

You can change your greeting from any Touch-Tone® phone. You can record new greetings, switch among your Personal Greeting, the Extended-Absence Greeting and one of three Pre-recorded Greetings for the phone number associated with your AT&T Voice DNA Mailbox. You can also record a new mailbox name announcement. Your name announcement is what other subscribers will hear when they send you a message from their mailbox or when you send them a voice message and when the Pre-recorded Greeting is used.

Selecting a Greeting.

Step	Description
1	Call into your mailbox using the phone whose greeting you want to change.
2	Press 4 at the Main Menu for Mailbox Settings . <ul style="list-style-type: none">• Press 3 for Greetings.• Press 1 to change personal or pre-recorded greeting.• Press 2 to set the extended absence greeting to ON.

DISTRIBUTION LISTS

A distribution list is a group of telephone numbers of AT&T Voice DNA Mailbox subscribers to which you can send (or forward) messages.

Your distribution list can be used to reach several people with one message. For example, you can create List 1, which contains the phone numbers for people on your sales team. Then you can record one message (e.g., **Hi, everyone - today's sales meeting has been rescheduled to this Friday at 9 a.m.**) and send it to everyone on the list with a single call.

Create a Distribution List.

Step	Description
1	From the Main Menu , press 4 for Mailbox Settings .
2	Press 2 for Administrative Options .
3	Press 2 for Group Distribution Lists .
4	Press 1 to add a new list .
5	Enter a one- or two-digit number for this list. This number will be what you use when addressing voice messages over the phone. You can have 15 distribution lists (25 maximum of AT&T Voice DNA subscribers per list). Press # when finished entering the list number.
6	Record a name for the list, such as Sales Team. Press # when finished recording the list name.
7	Enter the 10-digit telephone numbers (or 1-2 digit Distribution List) of other AT&T Voice DNA subscribers you want to be on the list. Press # when finished entering list item. You can have a maximum of 25 AT&T Voice DNA subscribers per distribution list (you can have up to 15 distribution lists).
8	When you have added all of the phone numbers for the list, press # to end the list.

VOICE MAIL SETTINGS

Setting Your Voice Mail Options.

Step	Description
1	Log into your mailbox using the phone number for which you want to change the Mailbox Settings.
2	Press 4 for Mailbox Settings .
3	Press 2 for Administrative Options .
4	Press 4 for Message Settings .
5	<p>Press 1 to configure your Voicemail settings. The system will state your current Voicemail settings and the option to change the setting. The following options are available:</p> <ul style="list-style-type: none"> • Press 1 to turn ON/OFF hearing the Caller Name or Number while listening to Voicemails. • Press 2 to turn ON/OFF hearing the Date and Time of a Voicemail. • Press 3 to turn ON/OFF hearing the Current Body of a Voicemail. • Press 4 to turn ON/OFF hearing the Voicemail as soon as you log into you mailbox. When this Autoplay feature is set to ON, the Main Menu is skipped and your messages begin playing automatically. When Autoplay is active, you have the ability to manipulate the messages while they are playing. You can press 1 to repeat, 2 to save or 3 to delete while the message is playing. In addition, after each message you'll be given a few seconds of silence to decide what you want to do with the message. If you don't do anything, the AT&T Voice DNA mailbox will automatically save the message and move on to the next message. This feature is useful when using a speakerphone or mobile phone to check your messages and you want to get through all your messages with minimal key presses. After all of your new messages are played, you are directed to press * to enter the Main Menu. • Press 5 to turn ON/OFF hearing only the Current Urgent Messages played automatically.

CHANGE YOUR TELEPHONE PIN


Change Your Telephone PIN.

Step	Description
1	Access your AT&T Voice DNA Mailbox.
2	From the Main Menu , press 4 for Mailbox Settings .
3	Press 2 for Administrative Options .
4	Press 1 for Security and Hands Free .
5	Press 1 to change your PIN .
6	<p>Enter your new PIN. Your PIN should be 6 to 10 digits in length. If you make a mistake, press * to start again. When choosing your PIN, you should NOT:</p> <ul style="list-style-type: none"> • Use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the PIN. • Repeat digits (e.g., 444444). • Use sequential digits (e.g., 345678). • Use easily identifiable numbers (e.g., ZIP code, street address, etc). <p>Treat your mailbox PIN as you would your ATM PIN. For added security, change your PIN periodically.</p>

FAST LOGIN, PIN SKIP*


When you call into your mailbox from the telephone number associated with your mailbox, you will only need to enter your **PIN**. If you are calling from another phone, you will need to enter your phone number before you enter your **PIN**. These steps can be bypassed by turning **ON** the **Fast Login** (bypasses entering your phone number) and **PIN Skip*** (bypasses entering your **PIN**) features.

If both of these features are turned **ON**, when entering your mailbox, you will go directly to the **Main Menu** or directly to your messages if **Autoplay** is turned **ON**.

-  **Fast Login** is initially set to **ON** at creation, but can be set to **OFF**. **PIN Skip*** can only be turned **ON** when **Fast Login** is turned **ON**.
- Use of the **PIN SKIP** feature reduces the security of your service by making your messages more vulnerable to unauthorized access by third parties. This includes unauthorized persons calling from the location associated with your mailbox or gaining access by using equipment to make it appear such calls are originating from the location associated with your mailbox. It is recommended that you always require access to your mailbox by using a secure **PIN**.

Set Fast Login and PIN Skip* to ON/OFF.

Step	Description
1	Access your mailbox using the phone number for which you want to speed up the login process.
2	Press 4 at the Main Menu for Mailbox Settings .
3	Press 2 for Administrative Options .
4	Press 1 for Security and Hands Free .
5	Press 2 for Fast Login setup.
6	Press 1 to set Fast Login to ON/OFF (toggles).
7	Press 3 for PIN Skip* .
8	Press 1 to set PIN Skip* to ON/OFF (toggles).

-  **Fast Login** is initially set to **ON** at creation, but can be changed to **OFF**. **PIN Skip*** can only be set to **ON** when **Fast Login** is set to **ON**.
- Use of the **PIN SKIP** feature reduces the security of your service by making your messages more vulnerable to unauthorized access by third parties. This includes unauthorized persons calling from the location associated with your mailbox or gaining access by using equipment to make it appear such calls are originating from the location associated with your mailbox. It is recommended that you always require access to your mailbox using a secure **PIN**.

AUTHENTICATION CODE

Authentication Code.

Step	Description
1	Access your AT&T Voice DNA Mailbox
2	From the Main Menu , press 4 for Mailbox Settings .
3	Press 2 for Administrative Options .
4	Press 1 for Security and Hands Free .
5	Press 4 for Authentication Code .
6	<p>Press 1 to add or change. To use your:</p> <ul style="list-style-type: none"> • Mother's date of birth - press 1. • Father's date of birth - press 2. • Spouse's date of birth - press 3. • Child's date of birth - press 4. • Play options again - press 5. <p>After selecting an option, you are prompted to enter the chosen date as 8 digits. For example, July 10, 1950 should be entered as 07101950. You are prompted to re-enter the chosen date again to ensure a mistake was not made. If both 8 digit selections were entered the same, your authentication code will be saved.</p>
7	Press 2 to skip (this option disappears if you skip once) or delete. If the Authentication Code is deleted, you will need to contact a customer care representative to reset your PIN. You can skip the initialization once. After skipping once, the next time you will be forced to make a selection (e.g., setup or delete).

NOTIFICATIONS

The AT&T Voice DNA Mailbox has several ways of keeping you informed of new messages that have been left in your mailbox. This means you are able to respond to individuals leaving messages in a timely manner.

Once these are set up, you then have the option to turn the notification features **ON** or **OFF** over the telephone.

(PHONE) NOTIFICATION

The AT&T Voice DNA mailbox notifies you with a Message Waiting Indicator (MWI) on the telephone number associated with your service. This indicator can either be a light on specially equipped phones or an **interrupted** dial tone for analog phones behind an adapter.

SETTING UP YOUR NOTIFICATION OPTIONS

Your notification options can be set to **ON** or **OFF**.

Set Notification to ON/OFF.

Step	Description
1	Access your AT&T Voice DNA Mailbox.
2	Press 4 from the Main Menu .
3	Press 1 for the Notifications menu.
4	Press 1 for Notification . Press 1 to change your (MWI) notification setting (only for your land line). Once you've pressed 1 , you can toggle the notification ON or OFF by pressing 1 again.

Additional Settings

Attendant Call Coverage

Attendant Call Coverage is a feature that allows your callers to press **0** while your greeting is playing, and to be transferred to a different phone number within your tenant. This allows you to set up a ten digit telephone number to which a caller is **transferred** if they decide to press **0** during your greeting.

Setup Attendant Call Coverage Number

To set up your ten digit **transfer** number, when calling in to your mailbox from a telephone:

- Press **4** to enter **Mailbox Settings**.
- Press **2** for **Administrative Options**.
- Press **6** for **Additional Settings**.
- Press **2** to enter the **Attendant Number** and follow the instructions.

For example, you can have the caller transferred to an administrative assistant as part of a company greeting or to a telephone number where you may be at for a period of time (as explained in your own personal greeting). If you have the attendant number set up, you should include the option for the caller to press **0** as part of your greeting. An example of a personal greeting might be, **Hi this is Larry. I am either away from my desk or on the phone. If you need to reach someone immediately, press 0 to be connected to my assistant.** If the caller presses 0 they will hear, **Please hold while I transfer your call.** If there is no answer, the caller is returned to your greeting and will be able to leave a voice message in your mailbox.

Delete Queue

Your deleted messages are placed in the queue. You can recover deleted messages in this queue for approximately 48 hours after they were deleted. To recover a deleted message, press **6** (Delete Queue) from the **Main Menu** and follow the prompts.

Reminders Messages

The **Reminders** feature allows you to record and schedule a message to be delivered to your telephone number. Reminders can only be set from the phone number associated with your mailbox.

To work with your reminder messages from the **Main Menu** press **5**.

Messages can be scheduled for a one-time delivery, weekday (Monday-Friday) delivery, and everyday (Sunday through Saturday) delivery. Since this feature actually rings your telephone line, some user may use it as a way to remind themselves of an upcoming event. If you do not answer the phone (the system tries to deliver the reminder 3 times), the reminder will be deposited in your voicemail.

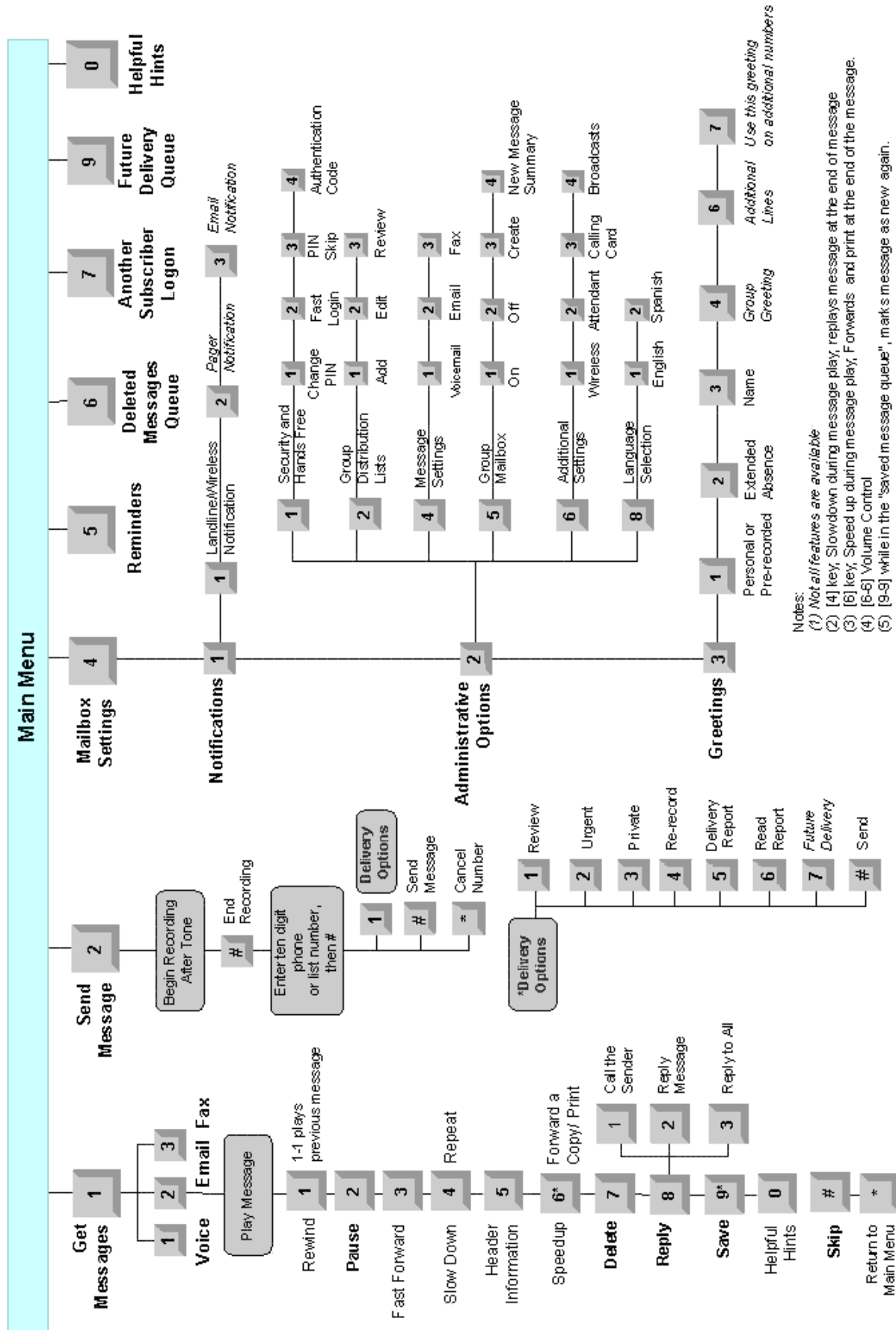
If the reminder is unanswered, on your Personal Web Site, the TN field only displays "-", (no numbers) and the Name Field displays "Unavailable". The Call Log for Received records associated with this feature indicate the user's own TN and Name.

Call Back Now

The **Call Back Now** feature allows you to **call the sender** of a message you have received in your mailbox.

Press **8** to reply to the message, and if the caller's telephone number is available, press **1** to call the sender, the system then dials that number. You will be placed on hold until a connection is made. After you complete that call, you will be returned to your mailbox to continue reviewing messages. Some callers, for privacy reasons, do not want their telephone numbers known to others and/or the system, so those caller's numbers are blocked and **Call Back Now** option will not be an option for them

Appendix A - Telephone Menu Options



Notes:
 (1) Not all features are available
 (2) [4] key, Slowdown during message play, replays message at the end of message
 (3) [6] key, Speed up during message play, Forwards and print at the end of the message.
 (4) [6-8] Volume Control
 (5) [9-9] while in the "saved message queue", marks message as new again.

Appendix B - Features List

Supported AT&T Voice DNA Service Features on the AT&T Messaging Platform

Feature	TUI Prompt	Parameter
GREETINGS		
Personal Greeting	4,3,1	180 secs
System Greeting	4,3,1	
Extended Absence Greeting	4,3,2	
Turn Off Messages (with Extended Absence Greeting)	4,3,2	Default is turned off
Turn On Messages (with Extended Absence Greeting)	4,3,2,1	
Name Announcement	4,3,3	
MESSAGE SIZE and MAILBOX CAPACITY		
Message Length		3 minutes
Storage Capacity		30 MB
Mailbox Full Warning - 90% and 100%		
MAILBOX ACCESS		
Multiple access methods (from user's primary phone or any other phone)		
Default PIN/Password		Contact your AT&T Voice DNA Administrator. PIN length: 6-10 digits
Multiple Login tries		Max. 7 successive attempts; phone access is disabled. If disabled, contact your AT&T Voice DNA Administrator. Call disconnects on four invalid PIN attempts in one session.
Fast Login - allows subscribers to login without inputting their 10 digit telephone number before entering a PIN	Set up - Prompts 4,2,1,2	
PIN Skip when accessing from subscriber's phone	Set up - Prompts 4,2,1,3	
Auto Play - begins playing new messages in the mailbox without any keys being pressed or going through any menus. Note that AutoPlay will not prompt the user to save/delete message after the message is played. It automatically saves the message and then plays the next new message.		Only if PIN Skip is turned ON.
Access to Mailbox from Greeting (barge in)	Press * key when greeting is being played	
Exit Voicemail		
RETRIEVED MESSAGE HANDLING AND RETENTION		
Play Message	1	Via TUI and Personal Web Site
Back up while listening to message	1,1	Back up 3 seconds
Forward while listening to message	1,6	Forward 3 seconds
Message Pause via TUI	1,2	20 seconds
Save Message	1,9	Saved messages played in LIFO order
Repeat Message	1,4	
Play Previous Message	1,1,1	
Erase/Delete Message	1,7	Available for retrieval within 2 days
Retrieve Deleted messages	6	Available for retrieval within 2 days

Appendix B - Features List (Contd.)

Supported AT&T Voice DNA Service Features on the AT&T Messaging Platform (Contd.)

Feature	TUI Prompt	Parameter
Restore Deleted messages	6,2	
Reminder messages	5	Up to 5 one-time reminders and 5 recurring reminders per subscriber; Reminder Message length - 60 secs
Reply - Two-Way Messaging between AT&T Messaging subscribers (Mailbox to Mailbox)	1,8,2	
Live Reply - Reply to messages left via call answering	1,8,1	If Privacy indicator of sender set to N
Message Retention Period		Unlimited
SEND VOICE HANDLING & FEATURES		
Message Review prior to Send	2,1,1,#	
Name verification of called party - mailbox to mailbox		Between 2 UM subscribers only
Urgent Message marking	2,1,2,#	
Private Message marking	2,1,3,#	
Confirm Message delivery	2,1,5,#	
Confirm Read Message	2,1,6,#	
Private Delivery (callers can mark a message private)	2,1,3,#	
Caller Announcement (Called phone number/Caller ID info)	4,2,4	
Marketing Broadcast toggle (On/Off)	4,2,6,4	
Distribution Lists (created via TUI)	4,2,2	Max. 15 lists per subscriber; Max. 25 members per list
MAILBOX MANAGEMENT		
PIN lockout	Call Voice DNA Administrator	Via Voice DNA Administrator Tool
Password change	4,2,1,1	Via TUI and Personal Web Site
Password reset by Administrator		Via Voice DNA Administrator Tool
Password reset by User (via Authentication)	4,2,1,4	Via TUI
E-mail alert upon receipt of voicemail message		Via Personal Web Site
Operator Revert/Zero out	4,2,6,2	User-defined via TUI
Time and Date stamp toggle	4,2,4	Via TUI
Language toggle	4,2,8	English and Spanish