



AT&T U-Verse Voice Features User Guide

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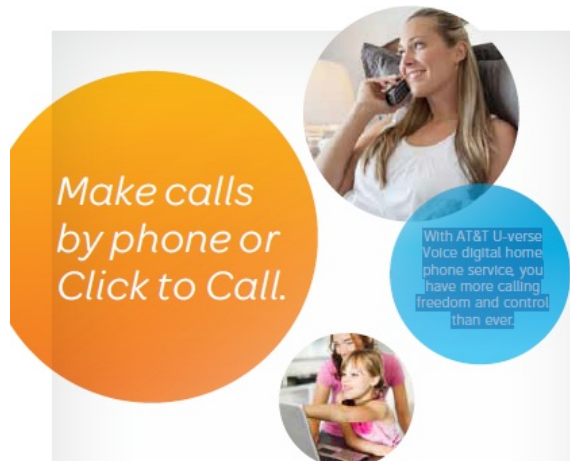


Dial from your phone

Make calls over AT&T's managed IP network directly from your existing touch-tone home phone.

NATIONWIDE CALLING: Dial 1 + area code + 7-digit phone number

International calls: Dial 011 + country code + 7-digit phone number



Dial from the Web

Call from your online Address Book or Call History³, which shows a list of up to 100 of your most recent calls sorted by date and time.



1. Go to att.com/myatt.
2. log in with your AT&T U-verse email address and password.
3. Click on HOME PHONE and then Manage Features.
4. Enter a number to dial or select a number from your Call history or Address Book.
5. Specify whether you'd like to activate/deactivate the Caller ID Blocking and Call Waiting for the call.
6. Click Call.
7. When your home phone rings, pick it up to place your call. To find numbers in the Call History, you can also sort numbers by missed, answered, outgoing, name, type, or length of the call.

Dial from your TV

With AT&T U-verse Voice and AT&T U-verse TV, you can view a list of up to 100 of your most recent incoming calls sorted by date and time on your TV screen. Use your AT&T U-verse TV remote to tune to your Call History and return calls with the press of a button.

1. Tune to Channel 9900 using your AT&T U-verse TV remote.
2. Select an AT&T U-verse Voice phone number onscreen.
3. Press OK to view a log of answered and missed calls. You can sort by name, date, and phone number.
4. Scroll using the arrows.
5. Select a number and press OK to return a call.

6. Select Call and press OK.
7. Your home phone will ring. Pick up the phone to place the call.

Learn more

Visit att.com/uversevoicemail for more information on setting up and customizing your voicemail.

Questions?

Click or Live Chat online: att.com/uversesupport

Call: 1.800.288.2020 (and say "U-verse Technical Support")

AT&T U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power.

1. Caller ID on TV requires a subscription to U-verse TV and U-verse Voice
2. Standard data usage and messaging charges may apply.
3. Call History cannot be manually deleted, but will be automatically deleted after 60 days, or after reaching the 100-call maximum. Outgoing calls are only viewable online.

How to manage Phone Features

To manage Phone Features online, log in to your online account at att.com/myatt and click on Home Phone, then "Manage Voice Features". For more information on managing Phone Features go to att.com/uvfeatures.

Anonymous Call Blocking

Allows you to reject incoming calls from callers who block their Caller ID. The message "The number you dialed does not accept calls without Caller ID information" will be played to the caller indicating that you do not accept anonymous calls.

- On: *77#
- Off: *87#

All Call Forwarding

Allows you to forward all incoming calls to another number.

- On: *72, enter a forwarding number if one is not already set, then press #
- Off: *73#
- Busy Call Forwarding
- Allows you to forward all incoming calls to another number when your line is busy.
- On: *90, enter a forwarding number, then press #
- Off: *91#

Exclusive Call Forwarding

Allows you to forward up to 20 phone numbers from a list of specific incoming callers to an alternate phone number. Click on the 'X' to remove it from the list.

- On Activated Online
- Off: Online or dial *83#
- No Answer Call Forwarding

- Sends any phone calls that aren't answered to either voice mail or an alternate phone number.
- On: *92, enter a forwarding number, then press #

Safe Call Forwarding

Allows you to forward incoming calls to another phone number if your main phone line has a service disruption.

- On: *372, enter a forwarding number, then press #
- Off: *373#

Call Blocking

Call blocking allows you to prevent up to 20 phone numbers from ringing through to your phone. The caller receives a message saying: "The number you dialed will not accept your call."

- On: *60 and follow voice prompts
- off: *8

Call ID Blocking

Allows you to hide your name and the number on all outgoing calls.

- On: *92, enter a forwarding number, then press #

Caller ID Per Call Blocking

Blocks Caller ID display of your name and number to the phone number you are calling on a "per call" basis.

- On: *67 + dial number #
- Off: *82 + dial number #

Caller ID on TV1

Allows members with U-verse TV and U-verse Voice services to receive Caller ID notifications on their TV. A small window will appear on the TV screen when a new call comes in and will automatically disappear after 10 seconds.

Call Screening

Accept calls only from select numbers. All other callers hear, "The number you dialed will not accept your call." Designate up to 20 numbers online at att.com/myatt

- On Activated Online
- Off: *84#

Call Trace

Traces the number of the last call you received – \$8 per call charge.

Note: Only Law Enforcement officials have access to call records. A complaint must be filed to give Law Enforcement officials access to call records.

- *57#

Call Waiting

Plays an audible tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call. Or don't accept the call that's waiting and send the caller to your

voicemail message box. If you have a Caller ID capability, then the number of the incoming caller will be displayed.

- Press “Flash” to activate during a call

Cancel Call Waiting

Allows you to cancel Call Waiting for a specific call, for all calls, or during a current call.

- Per-Call Cancel:
- 70 + dial number #
- To Deactivate all calls: Off: *370#
- To Reactivate: On: *371#
- Call Waiting for Mid-Call Cancel: Flash + *70# + Flash

Directory Assistance Blocking

Directory Assistance Blocking allows you to prevent all outgoing calls to the Directory Assistance (such as 411 or xxx-555- 1212 information).

Do Not Disturb

Gives you the option to turn off the ringer on your phone. This can be done from either the handset or from here. The busy signal will be heard by the caller when Do Not Disturb is turned on.

- On: *78#
- Off: *79#

International Call Blocking

International Call Blocking allows you to prevent all outgoing calls to International numbers (when dialing starts with 011 or 010).

Locate Me

Never miss an incoming call again! Not only will your U-verse Voice number ring, but up to four other numbers will all ring at the same time. Enter Numbers on your “Locate Me” list—online at att.com/myatt.

- On Activated Online
- Off: *313#

Three-Way Calling

Allows you to add a third party to an existing conversation. Flash + dial number + Flash

How to manage or change Voicemail Settings

To manage Voicemail Features online, log in to your online account at att.com/myatt and click on Home Phone, then “Check Voicemail”, and “Voicemail Settings”. For more information on managing Voicemail Settings go to att.com/uvfeatures.

Voicemail Set Up

Instructs you on how to set up voicemail.

- Dial *98 from your home phone

- Follow the prompts to set up a mailbox
- After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

Change PIN for Voicemail

Allows you to change your existing personal identification number (PIN) that is used to access your mailbox over the phone. Your PIN must be 6 to 10 digits in length and should not be your phone number or voice mailbox number. From home:

- Dial *98
- Press 1 to change the PIN
- Follow the prompts.

From any touch-tone phone:

- Dial your U-verse phone number and once you hear your greeting, press
- Enter your PIN Press 4 and follow the prompts
- Any touch-tone phone (forgot password):
- Dial your U-verse Voice home phone number and once you hear your

Greetings, press

- Enter your PIN
- If you incorrectly enter your PIN, the system will prompt you to enter your Authentication Code. Once you have entered your Authentication Code, follow the prompts to reset your PIN and access your mailbox.

Change Voicemail Greeting

Choose the greeting callers will hear with they reach your voice mailbox. Dial 98 Follow the prompts

Voice Mail Access

Allows you to access your voicemail box to retrieve voice messages.

From home:

- 98 or dial your home phone number.
- From Away From Home: Dial your home phone number
- Press the * when you hear your greeting
- Enter your PIN
- Press 4 and follow the prompts

Option to Combine your AT&T

Wireless and U-verse Voicemail boxes Integrate Wireless Voice Mail The wizard will guide you in integrating your wireless Voicemail with your U-verse Voice Voicemail account. Add up to two wireless phone numbers from AT&T to your U-verse Voicemail account and get all your voicemail messages in one place. Message Waiting Indicator on TV1 While you're watching TV, a small window appears on your TV screen to indicate a new voicemail is waiting, and will automatically disappear after ten seconds.

Set Number of Rings

Select how long your phone should ring before forwarding the incoming call to voicemail.

Turn Voicemail On or Off

Using this online feature allows you to control the call forwarding to your voice mailbox. When the feature is on all calls not answered will go to your voice mailbox. When it is off your voicemail will not answer calls. Turn On, Off Voicemail Notification Using this online feature allows you to control the call forwarding to your voice mailbox. When the feature is on all calls not answered will go to your voice mailbox. When it is off your voicemail will not answer calls.

Voicemail Viewer

Enables you to view, manage, and listen to your AT&T U-verse® Voicemail messages on qualifying computers or wireless devices. There is no need to log in to your account to view your messages or dial in to listen to your messages. Instead, they are automatically delivered to your computer or wireless device. This feature is now available with voicemail-to-text functionality. Go to att.com/vmviewer See the complete list of AT&T U-verse Voice features at att.com/uvfeatures and other helpful user guides at att.com/userguides.



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