

## Chapter 13    **User Manuals**

### **Overview**

The *AT&T Digital Broadband Customer Guide* is included in this chapter.

# Getting Started

## Here Are The Basics

### Domestic Calls From Home

For calls within your own local calling area, just dial the 7- or 10-digit phone number.

For calls outside your local calling area, dial 1 first before dialing the number.

Please refer to the enclosed Calling Area Map to find out which calls are within your local area.

### Operator-Assisted Calls

To place a collect, person-to-person, or operator-assisted call from anywhere in the United States, dial 1 800 CALL ATT® (1 800 225-5288) when you are away from home, or simply dial 0 from home.

### Service Additions

If you would like additional services, AT&T Digital Broadband Representatives are ready to assist you at 1 877 ATT-DGTL (1 877 288-3485) during normal business hours.

### Online Customer Service

If you have internet access, you can always refer to the AT&T Digital Broadband Customer Service Support site, [www.care.iatt.com](http://www.care.iatt.com), for questions you may have about your service.

### International Calls From Home

To place the call yourself, dial 011 + the country code + the phone number. If you don't know the country code, or wish to have an AT&T Operator place the call for you, simply dial 0.

### AT&T Digital Broadband Customer Service Toll Free: 1 877 ATT-DGTL (1 877 288-3485)

# Getting Started (cont.)

## Here Are the Basics

### 911 Emergency Calls

For emergency police, fire, or medical assistance:

1. Dial 911. If 911 is not available, dial 0.
2. Follow the 911 operator's instructions.

You can dial 911 free of charge from any phone.

**Note:** 911 should be used only in emergency situations in which there is immediate danger to life, health, or property. For nonemergency situations, please contact the police, fire department, or medical authorities at the number listed in your phone book, or call Directory Assistance.

### AT&T 00 INFO<sup>SM</sup> Directory Assistance

- Simply dial 00 from home to find any listed number in the U.S., whether it's local or long distance, even when you don't have the exact name or location.
- When you're away from home, dial 1 800 CALL ATT (1 800 225-5288), follow the prompts, and use your CALL ATT<sup>SM</sup> Calling Card or major credit card for billing.

### Calls Away From Home

Your CALL ATT Calling Card can be used for all calls, not just long distance. If you don't have a CALL ATT Calling Card, or if you'd like to order additional cards, call 1 877 ATT-DGTL (1 877 288-3485). There is no charge to receive the card.<sup>1</sup>

<sup>1</sup> When you call from home, AT&T Digital Broadband supports only AT&T-branded calling cards. Currently, other telephone company calling cards are not supported by this service.

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*Trying to find a friend's new home phone number or the number for the hotel where you're staying on your business trip? Here's where you'll find the assistance you need.*

*These services make it easy to stay in touch. Whether you're calling home to find out what you need to pick up at the grocery store or calling the office from the airport, you're always within reach.*

### To place a call with your CALL ATT Calling Card or credit card:

1. Dial 1 800 CALL ATT (1 800 225-5288).
2. Listen for the AT&T tone, then press 1.
3. Listen for and follow the simple, step-by-step calling instructions.

### Here are some timesaving tips when using your CALL ATT Calling Card or credit card:

- Press # to place the next call without hanging up
- Press #123 to leave a message if the line is busy or not answered
- Press \* to correct a mistake when dialing

### Inside Wire Maintenance Plan

If you have the AT&T Digital Broadband Inside Wire Maintenance Plan, call 1 877 ATT-DGTL (1 877 288-3485) or if you have internet access, visit our Web site at [www.care.iatt.com](http://www.care.iatt.com) to report a problem with your inside wiring and we'll send a technician to fix the problem at no additional charge.

If you choose not to subscribe to the plan and there's a problem with your inside wiring, you're responsible for arranging and paying for repairs. To repair the inside wiring, you can:

- Call 1 877 ATT-DGTL (1 877 288-3485) to arrange for AT&T Digital Broadband to perform the repairs; you will be billed for the time necessary to complete the repairs
- Hire a contractor to do the work
- Perform the repairs yourself

If you're not sure whether or not your AT&T Digital Broadband plan includes the Inside Wire Maintenance Plan,<sup>1</sup> or if you want to sign up for it, just call 1 877 ATT-DGTL (1 877 288-3485).

<sup>1</sup> The AT&T Digital Broadband Inside Wire Maintenance Plan covers only telephone wiring that is in working condition at the time you sign up for service.

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# High-Speed

## Internet Access

AT&T Digital Broadband High-Speed Internet Access is available for your home. If you choose this feature you'll get:

- Instant access to the Internet, with no need to dial up and no busy signals.
- The ability to talk on the phone and go online at the same time with one digital phone line.
- High-Speed Internet Access lets you surf the Web and download files in a flash — you can even access the Internet with multiple computers simultaneously.<sup>1</sup>

### PC Equipment Requirements

The following are minimum customer PC requirements:

- CPU
  - Windows 95®: Pentium-class processor or higher.
  - Windows 98®: Pentium-class processor or higher.
- Memory
  - Windows 95®: 16 megabytes (MB).
  - Windows 98®: 32 megabytes (MB).
- One free PCI slot or (PCMIA) slot (Windows 95 OSR 2.0 or later or Windows 98) or one free USB Port (Windows 98 only).<sup>1</sup>
- CD-ROM drive.
- Display—VGA or higher resolution.
- Mouse or pointing device.
- Internet Sharing Software (ISS) cannot be installed on any PC used for high-speed Internet access.
- Operating system disks or CDs must be available.
- We do not currently support MAC, Win 2000, and Linux.

<sup>1</sup> Each PC requires additional hardware and software.

To learn more about AT&T Digital Broadband High-Speed Internet Access, call an AT&T Digital Broadband Representative at 1 877 ATT-DGTL (1 877 288-3485).

### About Your AT&T Bill

Your AT&T bill will include the following information:

- A toll-free number for service and billing inquiries, 1 877 ATT-DGTL (1 877 288-3485).
- The date the bill was calculated (bill-rendered date).
- The payment due date.
- Internet charges.<sup>1</sup>
- An itemized list of long distance charges for the service period covered by the bill, including monthly service charges, listed by date incurred.
- Monthly charges are billed in advance for the first full month and will be prorated from the date your service was activated, so your first bill may be up to twice as high as the expected amount. Your next and future bills will only include one full month of charges.

<sup>1</sup> Internet charges are applicable only to AT&T WorldNet High-Speed service subscribers.

*Your AT&T Digital Broadband package includes many features. If you would like to add features to your AT&T Digital Broadband at any time, just call Customer Service at 1 877 ATT-DGTL (1 877 288-3485).*

# Calling Conveniences

## And Standard Features

### Calling Conveniences And Standard Features AT&T Digital Broadband

Residential service includes the following features:

- Touch-tone dialing.<sup>1</sup>
- One residential listing in the telephone directory per telephone number.
- Unlimited local service.
- Local toll service.<sup>2</sup>
- Long distance service.<sup>2</sup>

Selected calling features and calling card service also available.

To upgrade your service to include any of these additional features, just call 1 877 ATT-DGTL (1 877 288-3485).<sup>3</sup>

**Not all features may be available in all areas.**

#### Call Waiting: Don't Miss A Call

A special tone signals you if there's an incoming call while you're already on the phone. When you hear the tone, briefly press and release the telephone switch hook (dial-tone button) or flash button. This will put the first call on hold while you answer the second call. To return to the first call (and to switch back and forth), simply press and release the switch hook or flash button again.

To temporarily deactivate Call Waiting so that you will not be interrupted by a Call Waiting signal during a particular call,

<sup>1</sup> AT&T Digital Broadband supports only touch-tone equipment.

<sup>2</sup> Please see enclosed Pricing Guide for per-minute and monthly charges.

<sup>3</sup> Monthly service, per-use charges, and/or long distance charges apply.

*Call Waiting makes sure you don't miss a call when you're already on the phone.*

dial \*70 from a touch-tone phone and wait for a second dial tone before placing your call. Call Waiting will be automatically reactivated for new incoming calls when you hang up.

#### Caller ID: Always Know Who's Calling

Now you can see the name and phone number of each incoming caller automatically displayed on a special unit. The unit also shows the date and time of the call (if available) and is activated simply by following the instructions that accompany the unit.<sup>1</sup>

**Note:** Caller ID will not identify calls from pay phones, some cellular phones, areas without advanced switching capabilities, or if the calling party blocks their number.

#### Three-Way Calling: Talk To Two Parties At Once

1. When you're on the phone with one person, briefly press and release the switch hook or flash button.
2. When you hear a series of short beeps and then a dial tone, dial the number of the second person to be added to the call.
3. When the second person answers, press and release the switch hook or the flash button to reconnect the first person and start the three-way call.

**Note:** Your call will stay connected if either of the other parties hangs up. As the host, only you can end the call — when you hang up, the other parties are also disconnected.

<sup>1</sup> You must purchase Caller ID equipment.

*Whether you have roommates, run a business from home, or have teenagers constantly receiving calls, Caller ID lets you know who is calling. And if you've been away, Caller ID will tell you when you return what calls you missed.*

*Now you can have a conversation with two people simultaneously, any time you want. This feature is perfect when you have good news to share or whenever you just feel like having a reunion over the phone.*

## Calling Features (cont.)

### Speed Dialing 30

To set up your Speed-Dial list, follow these steps from any touch-tone phone in your home<sup>1</sup>:

1. Dial \*75.
2. When you hear a second dial tone, dial your selected speed-dial code (any number between 20 and 49) followed by area code and the 7- or 10-digit telephone number (or 1+ area code and number for long distance calls).
3. Press # and listen for several short tones that will confirm your entry.
4. Repeat the process for each additional number (up to a total of 30 numbers).

When you want to call one of these numbers, simply pick up your phone and dial the preset two-digit code, then press # and your call will be connected.

To change a number on your Speed-Dial list, simply follow the steps above and enter the new telephone number using the same Speed-Dial code.

*This feature enables you to quickly place a call just by dialing a two-digit code from a touch-tone phone in your home. Speed Dialing 30 can store up to 30 different local or long distance phone numbers.*

### Repeat Dialing

1. Dial the number you're trying to reach from a touch-tone telephone.
2. If the line is busy or there is no answer, hang up, then pick up the phone again and dial \*66.
3. Repeat Dialing will dial the number every 60 seconds for up to 30 minutes and will signal you with a special call-back ring when the line is clear and your call is ready to go through.
4. Pick up the phone to complete the connection.

To cancel all outstanding feature requests at any time before the 30 minutes are up, pick up the phone and dial \*86. After an announcement tells you this feature has been deactivated, simply hang up.

*Repeat Dialing will continue to try a number for you if the number is busy or if there is no answer the first time you dial it — such as when you're trying to reach a box office the first day tickets go on sale. Now your world doesn't have to stop while you're waiting to get through!*

<sup>1</sup> Must be equipped with speed-dialing features.

## Calling Features (cont.)

### Call Return

With Call Return, you can dial the last number that called you, whether you answered the call or not.

1. Dial \*69 after any incoming call. An announcement will provide the calling number (if available) and time of the last incoming call. To activate Call Return for the number, press 1 any time during the announcement.
2. If the line is busy, Call Return will check the line for the next 30 minutes and alert you with a special call-back ring as soon as the line is clear and your call can be put through. In the meantime, you can place or receive other calls as usual.
3. When you hear the special call-back ring, just pick up the phone to be connected.
4. To cancel Call Return at any time before the 30 minutes are up, just pick up the phone and dial \*89. When you hear an announcement confirming that your Call Return request has been deactivated, simply hang up.

*If you've ever rushed to answer the phone only to have it stop ringing when you get to it, you'll appreciate the convenience of this feature!*

### Distinctive Ring Service

1. To set up your Distinctive Ring Service, simply dial \*61 to reach an interactive menu.
2. Follow the prompts to enter the telephone numbers you wish to receive distinctive ring, and press # after entering each number.
3. To activate the feature, press 3 and then hang up.
4. To deactivate the feature, simply dial \*81. The telephone numbers you have already entered will remain in the system, ready to be reactivated anytime you dial \*61.

*Take the guesswork out of who should answer the phone when it rings. With Distinctive Ring Service, you can select up to 12 incoming-call phone numbers that will each have a distinctive ring.*

# Calling Features (cont.)

## Call Forwarding

Several Call Forwarding options are available with AT&T Digital Broadband.

### Call Forwarding—Variable

1. Dial \*72 and listen for the second dial tone.
2. Enter the number to which you want your calls forwarded (up to 32 digits).<sup>1</sup>
3. When prompted, verify the number by pressing 1.
4. To activate, press 3 and then hang up.
5. To deactivate, simply dial \*73.

**Note:** You must follow these steps each time you use Call Forwarding. The forwarding number is not saved.

### Call Forwarding—Remote Access

Start by calling your local remote access number which was given to you at the time you ordered this feature. Use this number each time you need to activate or deactivate your Call Forwarding — Remote Access service. If you do not have your local remote access number; please call 1 877 ATT-DGTL (1 877 288-3485), and follow prompt #1, to request one.

To activate:

1. Dial your local remote access number.
2. When prompted, dial your 10-digit telephone number and PIN.

<sup>1</sup> Long distance charges may apply to calls you forward, depending on the destination of the call.

*This service automatically forwards every incoming call to another number you specify (up to 32 digits).*

*Call Forwarding—Remote Access lets you activate, deactivate, and change the features of Call Forwarding when you're away from home. You'll receive a PIN when you sign up for the service. If you wish to change or reset your PIN, simply call us.*

3. Dial \*72 and listen for the second dial tone.
4. Follow the prompts and enter the number to which you want your calls forwarded (up to 32 digits).<sup>1</sup>

To deactivate:

1. Dial your local remote access number.
2. When prompted, dial your 10-digit telephone number and PIN.
3. Dial \*73 and listen for the second dial tone.
4. Follow the prompts to deactivate the Call Forwarding.

**Note:** You must follow steps 1 through 4 each time you use Call Forwarding—Remote Access.

### Call Forwarding—Selective

1. Dial \*63 and follow the instructions to review the list, change, or enter a new number you can forward.
2. Enter the 10-digit telephone number (1+10 digits for long distance calls) to which incoming calls from your preselected numbers are to be forwarded, and follow the prompts to confirm it.<sup>1</sup>
3. Alternatively, enter the telephone numbers on the screening list that are to be forwarded, and press # after each one.
4. After you've finished your list, listen for the announcement confirming that Call Forwarding Selective has been activated, and hang up.
5. To deactivate, simply dial \*63.

<sup>1</sup> Long distance charges may apply to calls you forward, depending on the destination of the call.

*This service automatically forwards only incoming calls from the telephone numbers you select. Calls from any other telephone number will not be forwarded. You can program up to 12 different telephone numbers.*



## Calling Features (cont.)

### Call Screening

1. Dial \*60 and follow the instructions to activate or deactivate the feature and to update or change the list of numbers you wish to reject.
2. To activate the feature, press 3 and then hang up.
3. Dial \*80 to automatically deactivate the feature.

If you want to reject an incoming call marked as Private (i.e., you don't have the number of the caller), you may add it to the screen list after receiving such a call. After you've hung up, simply dial #01# to add the last incoming call to your screen list during the screen list editing session.

### Anonymous Call Rejection

- To activate this feature, dial \*77.
- To deactivate this feature, dial \*87.

### Caller ID Blocking—Per Line

Once you subscribe to this feature, your name and telephone number will no longer be displayed when you call someone who has Caller ID.

*Call Screening allows you to reject incoming calls from up to 12 dialing numbers you select.*

*Anonymous Call Rejection allows you to automatically reject incoming calls from a number that has Caller ID blocking or is marked private.*

To deactivate this feature on a per-call basis:

1. Pick up the phone and listen for a dial tone.
2. Press \*82 and wait for another dial tone.
3. Complete the call as usual.
4. When you hang up, your Caller ID Blocking is automatically reconnected for the next call.

### Caller ID Blocking—Per Call

With this feature, you can block your name and telephone number from displaying on any call you make. Otherwise, it will be displayed as usual.

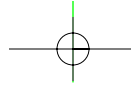
To initiate Caller ID Blocking for a call you are about to place:

1. Pick up the receiver and listen for a dial tone.
2. Press \*67 and wait for another dial tone.
3. Complete the call as usual.

**Note:** To activate this feature, you must follow these steps for each call on which you want to use Caller ID Blocking.

*You can keep your phone number and name anonymous to any party you call. If the receiving party has Caller ID, he or she simply sees the words "Private" or "Anonymous."*

*You can use Caller ID Blocking on a per-call basis.*



## Calling Features (cont.)

### Call Trace

To activate the Call Trace feature:

1. Hang up immediately from an offensive phone call.
2. Wait 10 seconds, pick up the handset, and dial \*57.
3. If the call trace is successful, you will receive instructions on how to deliver the call trace information to the local law enforcement authorities. If the call trace was not successful, you will receive an error message.

### Long Distance Alert

With this feature, incoming long distance calls have a special ring to distinguish them from local calls. The long distance ringing pattern contains three rings. If you also have Call Waiting, an incoming long distance call will provide a distinctive call waiting tone with three beeps.

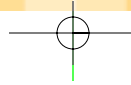
*If you ever receive a harassing or threatening phone call, you now have the ability to trace the call.*

*With this feature, you can always distinguish an incoming long distance call from a local call because of the special ring.*

### Restricted Service

You can prevent your phone from being used to make or receive certain types of calls, including collect calls, calls billed to a third party, international calls, local toll and long distance calls, operator calls, and directory assistance calls.<sup>1</sup> For more information or to order Restricted Service, call 1 877 ATT-DGTL (1 877 288-3485).

<sup>1</sup> 900 and 976 calls are blocked for all customers.



# Voice Mail

## Instructions

### **Voice Mail service is not available in all areas.**

Now that you've signed up for AT&T Voice Mail, you're not out of touch, no matter where you are. You can check your home messages even if you're halfway around the world.

This section explains how Voice Mail works. It covers getting started and how to use either the Standard Voice Mail or the Deluxe Voice Mail functions. There's a two-page Voice Mail Menu for both the Standard and Deluxe Voice functions.

We've even included a wallet card on the back cover of this booklet to write down your access number so that you'll always have it with you.

# Getting Started with Voice Mail

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## Here Are the Basics

Use these instructions to get started with either the Standard Voice Mail or the Deluxe Voice Mail systems. This book also contains menus with more specific information regarding your particular voice mail package. The menus for Standard Voice Mail start on page 20 and those for Deluxe Voice Mail begin on page 26.

The first time you call into your Voice Mail system, you'll get easy-to-follow prompts to help you set it up.

### **Local access number and mailbox number**

The access number is a local call from your home phone, and you must use it when you access the Voice Mail system. Your mailbox number is your 10-digit home phone number (area code and telephone number). **Your access number is included in your enclosed introductory letter.**

Write your local access number on the line below and on the wallet card we've provided on the back of this booklet.

My Voice Mail local access number \_\_\_\_\_

### **Your password**

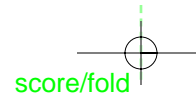
The default password, which is actually numeric, is the last four digits of your telephone number. To secure your Voice Mail system, you should change it to a number of your choice. It must be between 4 and 7 digits in length. Specific instructions begin on page 20.

### **Need more help?**

If you need help using AT&T Voice Mail, just dial **"8"** after you've accessed your mailbox and a series of voice prompts will lead you through the system step by step. For a broad overview and practice tutorial, dial **"88."** And if you'd like to hear the complete New User Tutorial, dial **"888."**

### **Your greeting**

You can leave the **Standard Greeting** active and add your **Voice Signature**. The Voice Mail system then inserts your name and generates the greeting. You can also record a **Personal Greeting**, so that you can personalize your greeting to callers. You can change your personal greeting as often as you like.



## Accessing

### Your Standard Voice Mail

#### From Home

When you access the Voice Mail system from your home phone, the system automatically recognizes you. You don't have to enter your mailbox number. Just dial your local AT&T Voice Mail access number, enter your password, and press #.

#### Away From Home

To access your Voice Mailbox when away from your home phone, start by dialing your local Voice Mail access number. After you hear the Voice Mail system answer your call, enter your mailbox number (10-digit home phone number) and press #. Then enter your password, press # again, and you're in.

## Standard Voice Mail

### Menu

As soon as you pick up your home phone, you will immediately know if there are any new messages in your mailbox. How? By hearing a special dial tone. This is your message-waiting indicator: If you hear a normal dial tone, it means you don't have any new messages. When you access your Voice Mail, either from home or remotely, you first reach the Main Menu. At this point you will have several options.

You may:

Press **1** to **Listen** to voice and fax messages (**Note: The fax option is not available with this service.**)

Press **3** to access the **Modify** menu

Press **8** for **Help**

Standard Voice Mail can save up to 30 new and played messages for 15 days.

Unheard new or played messages will be saved for 15 days.

#### Listening to your messages

When you first access your voice mail, you will hear a message indicating how many new messages you have. Your messages will fall into one of three categories: Urgent, Regular, and Played. The first two are for new messages, the third one is for messages you have already heard but have not deleted. When you press **1** from the Main Menu to listen to your messages, the Urgent messages will be played first.

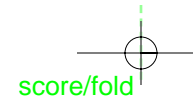
While listening to a message, the following options are available:

Press **7** to **Pause/Resume** listening to a message

Press **8** for **Help**

Press **3** to **Skip Forward** 8 seconds

Press **33** to **Skip to the End** of the message



## Standard Voice Mail (cont.)

### Menu

Press **1** to **Back Up** 8 seconds

Press **11** to **Back Up to the Beginning** of the message

Press **111** to **Back Up to the Beginning** of the **Previous Message**

After listening to a message, you have the following options:

Press **1** to **Repeat** the message

Press **5** to **Delete** the message

Press **6** to move on to the **Next** message

After deleting a message, you have the following options:

Press **1** to **Repeat** the message

Press **4** to **Keep** (save) the message

Press **6** to move on to the **Next** message

#### Retrieving a lost message

If you accidentally erase a message, don't worry. You can retrieve it, as long as you **don't hang up the phone**. All you have to do is return to the Main Menu (press **9** to return to the Main Menu from anywhere in the system) and select **1** to listen to your messages. You can find a particular message in the **Played** section and **Keep it** (by pressing **4**) so that it will not be deleted when you hang up.

#### Changing your greeting or password

You have the ability to customize your Voice Mail system's outgoing greeting, which is played whenever you can't answer the phone. Your options are a system-generated **Standard Greeting** with your personally recorded voice signature, or a **Personal Greeting**, which allows you to record your greeting message.

To access the **Setup Options** menu to change your greeting or password, simply:

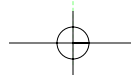
Press **3** from the Main Menu for the **Modify** menu

Choose your option, then follow the prompts to make changes:

Press **1** for **Outgoing Greeting**

Press **2** for **Voice Signature**

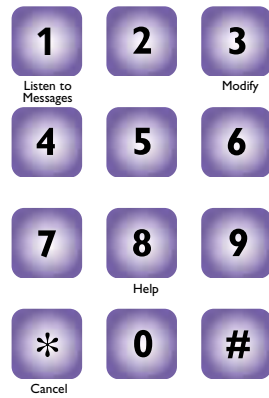
Press **4** for **Password**



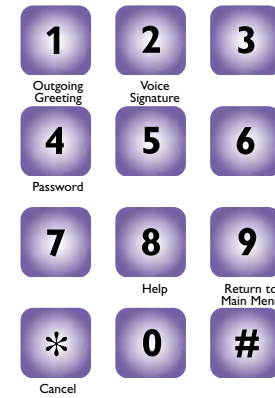
# Standard Voice Mail (cont.)

## Menu Diagram

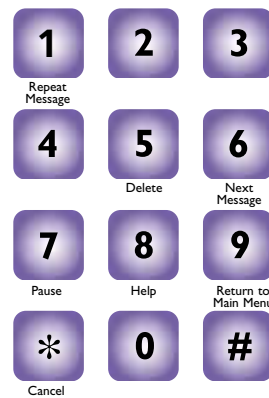
**Standard Voice Mail  
Main Menu (start here)**



**Standard Voice Mail  
Modify Menu (3)**



**Standard Voice Mail  
Listen Menu (1)**



## Accessing

### Your Deluxe Voice Mail

#### From Home

When you access the Voice Mail system from your home phone, the system automatically recognizes you. You don't have to enter your mailbox number. Just dial your local AT&T Voice Mail access number. Then indicate the mailbox you wish to enter:

For the main mailbox, press **0**, then press **#**, enter your password, then press **#**.

For sub-mailboxes, press the sub-mailbox number **(1-4)**, press **#**, enter your password, then press **#**.

#### Away From Home

To access your Voice Mailbox when away from your home phone, start by dialing your local Voice Mail access number. After you hear the Voice Mail system answer your call, enter your mailbox number **(10-digit home phone number)**, then press **#**. Then indicate the mailbox you wish to enter:

For the main mailbox, press **0**, enter your password, then press **#**.

For sub-mailboxes, press the sub-mailbox number **(1-4)**, enter your password, then press **#**.

## Deluxe Voice Mail

### Menu

When you dial into your Deluxe Voice Mail system, either from home or remotely, you first reach the Main Menu. You will have four main options at this point to select from, which include:

Press **1** to **Listen** to voice and fax messages **(Note: Fax option is not available with this service.)**

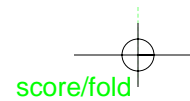
Press **2** to **Send** messages

Press **3** to access the **Modify** menu

Press **8** for **Help**

Deluxe Voice Mail can save up to 45 new or played messages for 31 days.

Unheard new or played messages will be saved for 31 days.



# Deluxe Voice Mail (cont.)

## Menu

### Listening to your messages

When you sign on, you will hear a message indicating how many new messages you have. Your messages will fall into one of three categories: Urgent, Regular, and Played. The first two are for new messages, the third one is for messages you have already heard.

When you press **1** from the Main Menu to listen to your messages, the Urgent messages will be played first.

While listening to a message, the following controls are available:

- Press **7** to **Pause/Resume** listening to a message
- Press **3** to **Skip Forward** 8 seconds
- Press **33** to **Skip to the End** of the message
- Press **1** to **Back Up** 8 seconds
- Press **11** to **Back Up to the Beginning** of the message
- Press **111** to **Back up to** the beginning of the **Previous Message**

After listening to a message, you have the following options:

- Press **2** to **Reply** to the message
- Press **3** to **Transfer** the message to a different mailbox
- Press **5** to **Delete** the message
- Press **6** to move on to the **Next** message
- Press **11** to **Replay** the message

After deleting a message, you have the following options:

- Press **2** to **Reply**
- Press **3** to **Transfer**
- Press **4** to **Keep** (save) the message
- Press **6** to move on to the **Next** message

**Note:** You may only "Reply" or "Transfer" to the following:

- Other AT&T Digital Broadband Voice Mail subscribers in your area
- Your sub-mailboxes
- Your main mailbox

### Retrieving a lost message

If you accidentally erase a message, don't worry. You can retrieve it, as long **as you don't hang up the phone**. All you have to do is return to the Main Menu (press **9** to return to the Main Menu from anywhere in the system) and select **1**. You can find a particular message in the **Played** section and **Keep it** (by pressing **4**) so that it will not be deleted when you hang up.

### Changing your greeting and password

You have the ability to customize your Voice Mail system's outgoing greeting, which is played whenever you can't answer the phone. Your options are a system-generated **Standard Greeting** with your personally recorded voice signature, or a **Personal Greeting**, which allows you to record your message to callers.

To access the **Setup Options** menu to change your greeting or password, simply:

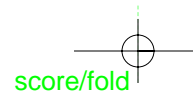
- Press **3** from the Main Menu for the **Modify** menu
- Press **4** to access the **Setup** menu

Then choose your option:

- Press **1** for **Outgoing Greeting**
- Press **2** to **Voice Signature**
- Press **4** for **Password**

Follow the prompts to make changes.





# Deluxe Voice Mail

## Features

### Pager Notification

Your Deluxe Voice Mail system enables you to be notified via pager whenever a new message arrives in your main mailbox. Pager Notification can be set to notify you of all messages left in your main mailbox or just those labeled "urgent." However, Pager Notification is activated only when a message is left in the main mailbox, not in sub-mailboxes.

To use your Pager Notification, simply:

Press **3** from the Main Menu for the **Modify** menu

Press **2** for **Forwarding**

Then select your option:

Press **1** to be notified of all **Urgent** messages

Press **2** to be notified of **All** messages

Press **3** for **No Notification** (e.g., to deactivate the previous notification selection)

Then select your option of where to be notified:

Press **1** for **Main Phone** (not used)

Press **2** for **Alternate Phone** (e.g., pager)

**Important:** If you have a new pager number or if you've never used this feature, you'll first need to call the Customer Care Center at 1 877 ATT-DGTL (1 877 288-3485) to set up your pager in the Voice Mail system.

### Sub-mailboxes

If you've got teenagers, roommates, or a home office, the Deluxe Voice Mail system has the perfect feature for you—sub-mailboxes. You can create up to four additional sub-mailboxes, each with its own password and greeting.

To set up your sub-mailboxes, simply dial your local AT&T Voice Mail access number. Press the sub-mailbox number (**1-4**) that you would like to establish, press **#**, enter your temporary password, then press **#**.

### Temporary Password

Your temporary password is the same for the main mailbox and the sub-mailboxes, which is the last four digits of your telephone number. Remember to change your temporary password for each of your mailboxes after accessing for the first time.

### Reminder Service

Your Deluxe Voice Mail system allows you to record and deliver a message from your mailbox to your phone number on a date and time of your choosing. The system allows you to preprogram up to seven messages for a future delivery date and time.

To set up a Reminder message:

Press **2** from the Main Menu

Enter your mailbox number as the destination

Then simply follow the prompts to set up your reminder. Repeat to establish multiple reminders (maximum of seven).

# Deluxe Voice Mail (cont.)

## Features

### Send Message

With your Deluxe Voice Mail system you can send a message to:

- One of your sub-mailboxes
- A list of people for whom you have created a group list (all of whom have AT&T Digital Broadband service), or
- Another voice mail customer in your area who also has AT&T Digital Broadband Voice Mail service

To **Send**, simply:

Press **2** from the Main Menu to access **Send** messages, then follow the prompts

To create a **Group List**, simply:

Press **3** from the Main Menu to access the **Modify** menu

Then press **3** for **Lists**

Then select your option:

- Press **1** to **Modify** an existing list
- Press **2** to **Create** a new group list
- Press **3** to **Delete** a list

### Remember

You may send messages only to the following:

- Other AT&T Digital Broadband Voice Mail subscribers in your area
- Your sub-mailboxes
- Your main mailbox

Use these functions at any time while in the voice mail system:

- Press **1** to **Back Up** 8 seconds during a message
- Press **11** to **Back Up to the Beginning** of the message
- Press **111** to **Back Up to** the beginning of the **Previous Message**
- Press **3** to **Skip Forward** 8 seconds during a message
- Press **33** to **Skip to the End** of the message
- Press **7** to **Pause/Resume** a message
- Press **8** for **Help** wherever you are in the prompt
- Press **88** to hear a shorter version of the **Tutorial**
- Press **888** to hear the **Complete Tutorial**
- Press **9** to return to the **Main Menu**
- Press **99** to **Exit** the system
- Press **#** to **Cancel** the last action and back up one step

### Voice Mail Menu Shortcuts

From the Main Menu, use the following shortcuts:

Change your password

Standard **(3, 4)**

Deluxe **(3, 4, 4)**

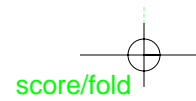
Change your outgoing message

Standard **(3, 1)**

Deluxe **(3, 4, 1)**

Listen and delete a message **(1, 5, 6)**

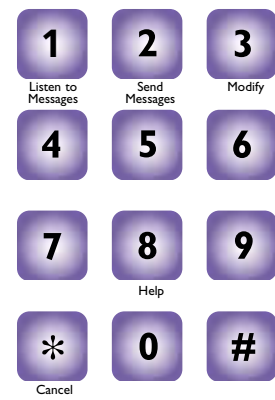
Listen and save a message **(1, 6)**



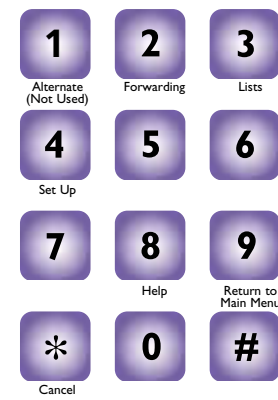
# Deluxe Voice Mail

## Menu Diagrams

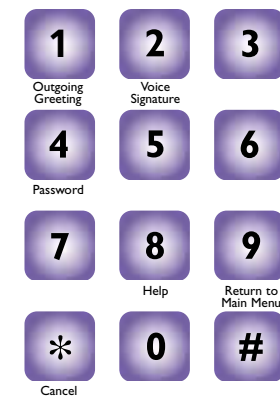
**Deluxe Voice Mail Main Menu (start here)**



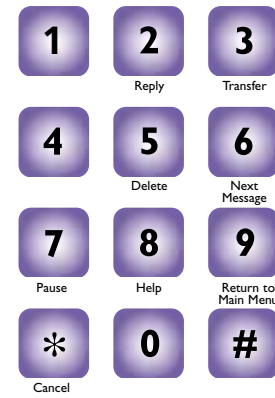
**Deluxe Voice Mail Modify Menu (3)**



**Deluxe Voice Mail Setup Menu (4)**



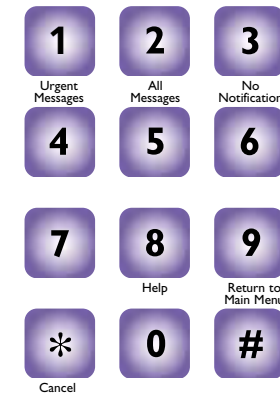
**Deluxe Voice Mail Listen Menu (1)**

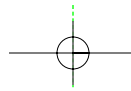


Press 11 to repeat a message.

**Pager Notification Menu (Deluxe Voice Mail Only)**

After pressing 3 for the Modify Menu, select 2 for Forwarding, then





# AT&T

# Troubleshooting

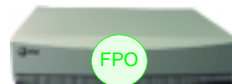
## Provided Equipment

## Helpful Hints

Please look over the following AT&T Digital Broadband equipment. The Outdoor Unit and the Indoor Unit pictured below will be installed at your home by our technicians. Please refer to the Customer Location Equipment Installation Overview on the first page of your Subscriber Agreement for more details and a diagram of approximately where the equipment will be installed at your home. There is also a Subscriber Agreement form on the inside of the Agreement, which must be signed by the customer before installation.



Outdoor Unit (Antenna)



Indoor Unit

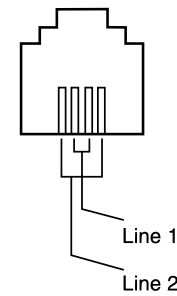
### Finding the Source of a Problem with Your Phone

One of the many advantages of AT&T Digital Broadband is easy maintenance. Because we use digital wireless technology, you no longer have to worry about problems with outside wiring. This reduces service repair to areas such as your telephone itself or the inside wiring.

### Frequently Asked Questions

Information in this section assumes your inside wiring is installed as shown in this figure.

### Inside Wiring Telephone Connection

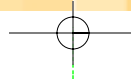


**Note:** Some locations may not have wiring available for Line 2.

*You're just one phone call or mouse click away from helpful solutions. Whether you're looking for more information about AT&T Digital Broadband features, experiencing difficulty with our phone, or need to reach emergency assistance, we're here to help.*

**AT&T Digital Broadband Customer Service**  
1 877 ATT-DGTL  
(1 877 288-3485)

**AT&T Digital Broadband Service Support Site**  
[www.care.iatt.com](http://www.care.iatt.com)



## Helpful Hints

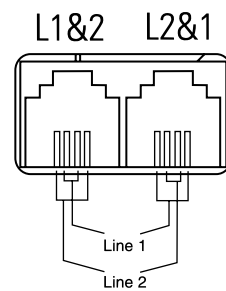
The Indoor Unit has two telephone connectors, or jacks, as shown below: L1&2 and L2&1.

### Indoor Unit Telephone Connectors

**Note:** The center pair of wires indicate the active line.

#### How do I connect a one-line telephone to Line 2?

Connect the telephone directly to the L2&1 jack on the back of the Indoor Unit, if convenient, or to the Line 2 jack of a splitter plugged into any wall telephone jack. If you have any problems, contact AT&T Digital Broadband Customer Service.



#### How do I connect a two-line telephone and have the Line 1 number ring Line 1?

Connect the L1&2 jack on the back of the Indoor Unit to any wall telephone jack and plug the two-line telephone into any other wall telephone jack in the house. If you have any problems, contact AT&T Digital Broadband Customer Service.

#### Can I connect a two-line telephone to have the Line 1 number ring Line 2?

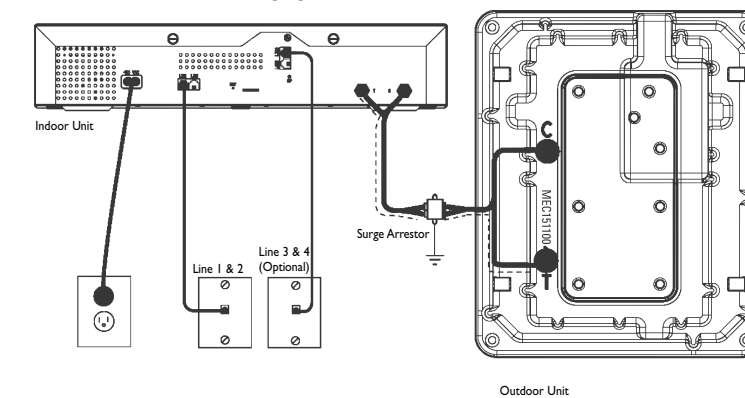
Yes, you can. Connect the L2&1 jack to a wall telephone jack. Calling the Line 1 number will cause Line 2 to ring on any telephone plugged into the wall telephone jack in the house. If you have any problems, contact AT&T Digital Broadband Customer Service.

**Note:** All customer-supplied equipment (such as telephones, modems, etc.) must comply with FCC regulations, Chapter 47, Parts 2, 15, 24, and 68, regarding attachment of equipment to the telephone network. Due to variances in the manufacturer's product design, some equipment may not work properly.

### How do I reconnect the dual RG-6 cable to the Indoor Unit if it is inadvertently disconnected?

Connect the lettered or ribbed side of the dual RG-6 cable to the "T" connector on the back of the Indoor Unit as shown in this figure.

### Customer Location Equipment Interconnection



The "T" connector on the back of the outdoor unit connects to the "T" connector on the back of the indoor unit. The "C" connector on the back of the outdoor unit connects to the "C" connector on the indoor unit.

### How do the telephone connections work if I have three or four lines?

If you have three or four lines, you will have L3&4 and L4&3 jacks on the back of the Indoor Unit. These jacks function identically to the L1&2 and L2&1 jacks for Line 1 and Line 2, respectively. High-speed Internet access connectivity to your personal computer, however, is available only on Line 1 and Line 2.

**Note:** You will lose phone service if you disconnect the dual RG-6 cable from the Indoor Unit.

## Helpful Hints (cont.)

### Special Conditions

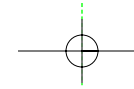
This table provides possible solutions to special conditions you may encounter:

Condition	Possible Cause	Indicator Light	Action to Take
Indicator light off	No power	Off	Ensure that the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Indicator light yellow	No AC power	Yellow	The Indoor Unit is currently running on battery power. Ensure that the power cord is plugged into the unit and the power outlet is active. Also check the circuit breaker for a tripped switch. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
Indicator light red	Communication to Outdoor Unit malfunctioning	Red	The dual coaxial cable between the Indoor Unit and the Outdoor Unit should never be removed. If you have disconnected these cables at any time, verify that they have been reconnected as indicated in the Customer Location Equipment Interconnection drawing on page 39. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Error	Red	Contact AT&T Digital Broadband Customer Service.
No dial tone	Phone off hook	Green	Check that all telephones are on hook. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	No power	Off	Ensure that the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Inside wiring not connected to unit	Green	Unplug the telephone cable from the L1&2 and L2&1 connectors. Plug a telephone directly into the L1&2 connector at the back of the unit. If you get a dial tone, check your home inside wiring. If you do not get a dial tone, contact AT&T Digital Broadband Customer Service.

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Condition	Possible Cause	Indicator Light	Action to Take
Noisy telephone line	Faulty inside wiring	Green	Unplug the telephone cable from the L1&2 and L2&1 connectors. Plug a telephone directly into the L1&2 connector at the back of the unit. If the line clears up, check your home inside wiring. If equipment such as a PC has been added to the circuit, disconnect it and see if that resolves the problem. And if it does not, contact AT&T Digital Broadband Customer Service.
Dial tone present but unable to initiate telephone call	Faulty telephone	Green	Replace telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	Pulse-dial telephone	Green	Switch to the tone-dial feature of your current telephone, if available, or replace with a tone-dial telephone. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
No high-speed Internet access service	Unit in error mode	Red	Contact AT&T Digital Broadband Customer Service.
	No power	Off	Ensure that the power cord is plugged into the unit and the power outlet is active. If this does not resolve the issue, contact AT&T Digital Broadband Customer Service.
	No connection between PC HomeLAN card and Indoor Unit	Green	Verify that the HomeLAN card and software have been installed correctly (refer to high-speed Internet access guide). Ensure that the <i>connect</i> indicator on the PC HomeLAN card is on. If not, unplug the telephone cable from the L1&2 and L2&1 connectors. Plug the PC HomeLAN card directly into the L1&2 connector at the back of the Indoor Unit. If you get the <i>connect</i> light, there is a problem with your home inside wiring. Attempt to connect to PC at a different outlet. If you are still unable to connect, contact AT&T Digital Broadband Customer Service.

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# Safety Information

Retain and follow all safety and operating instructions for this product. Observe all warnings on the product and in the operating instructions.



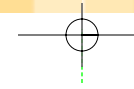
**Warning:** In addition to proper usage and operation, the following are basic precautions that should always be followed when operating or placing objects close to equipment:

- Heed all service markings. Do not service any AT&T product yourself. Opening or removing covers that are marked with a warning label may expose you to electric shock. Components inside these compartments should be serviced only by AT&T
- Avoid placing or installing radiators, heat registers, stoves, and other similar products near the Indoor Unit
- Do not place or construct objects in close proximity to the Outdoor Unit
- Do not paint the Outdoor Unit
- Do not disconnect, reroute, or otherwise modify coaxial cables connecting to the Indoor Unit, Outdoor Unit, or the surge arrestor or you will lose telephone service
- Do not disconnect, reroute, or otherwise modify the grounding cable or other cables connected to the surge arrestor
- Do not place objects weighing more than 100 lbs on the desktop version of the Indoor Unit
- Do not use the wall-mounted Indoor Unit as a shelf or step
- Do not hang items on the wall-mounted Indoor Unit
- Do not remove the cover of the Indoor Unit
- AT&T service personnel only should replace batteries in the Indoor Unit
- Do not block ventilation holes on the Indoor Unit



**Caution:** In addition to proper usage and operation, the following are basic precautions that should always be followed when operating or placing objects close to the Indoor Unit.

- Do not use a telephone to report a gas leak while you are in the vicinity of the leak
- Do not connect or use a modem or telephone (other than a cordless type) during a lightning storm. There may be a remote risk of electric shock from lightning
- Unplug the Indoor Unit from the electrical outlet and refer servicing to AT&T under the following conditions:
  - The power cord, extension cord, or plug is damaged
  - A liquid has been spilled or an object has fallen onto the Indoor Unit
  - The Indoor Unit has been exposed to rain or water
  - The Indoor Unit has been dropped or damaged
- The Indoor Unit does not operate normally when you follow the operating instructions



# Notes

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Lined area for notes, consisting of 20 horizontal lines.