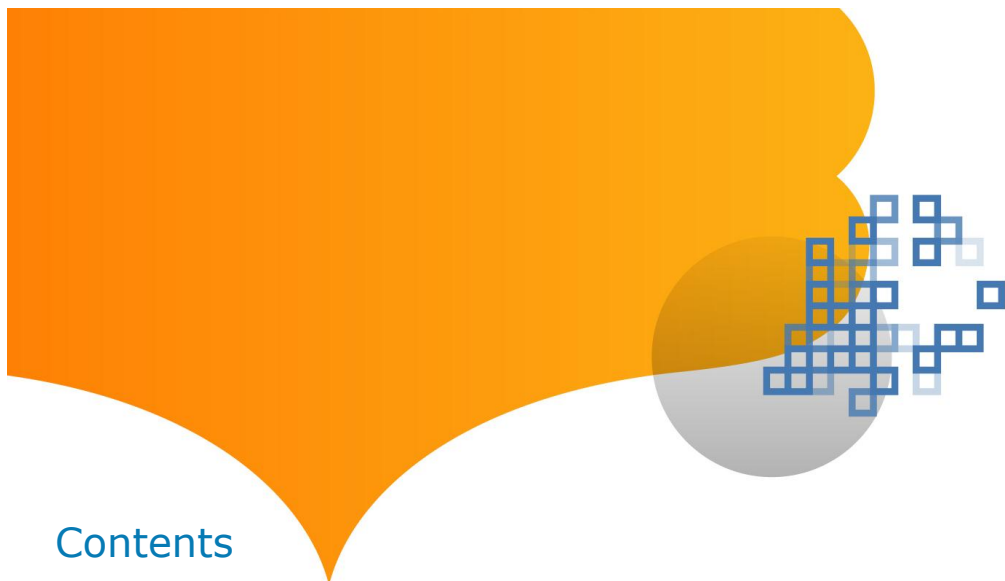


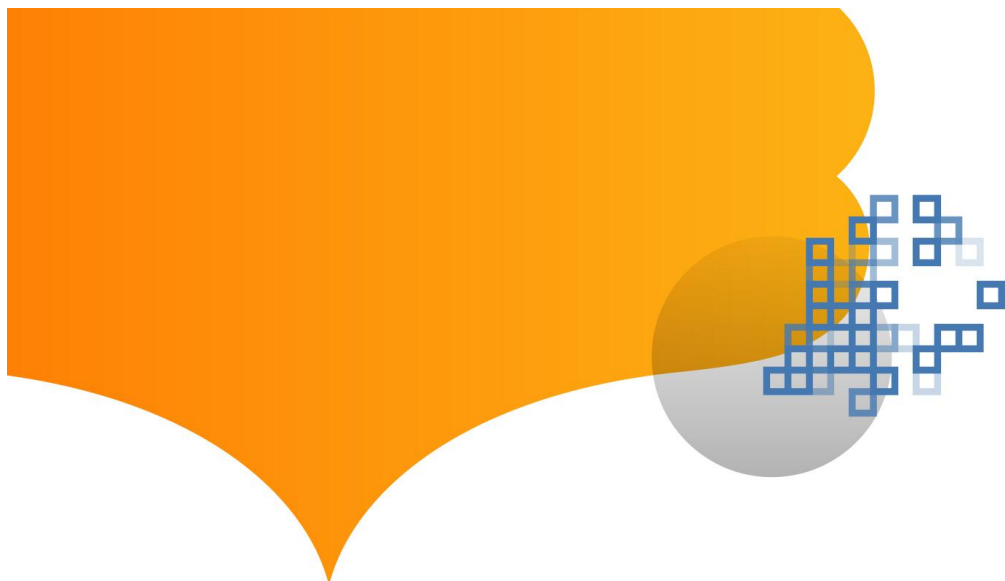
# AT&T Voicemail Viewer User Guide



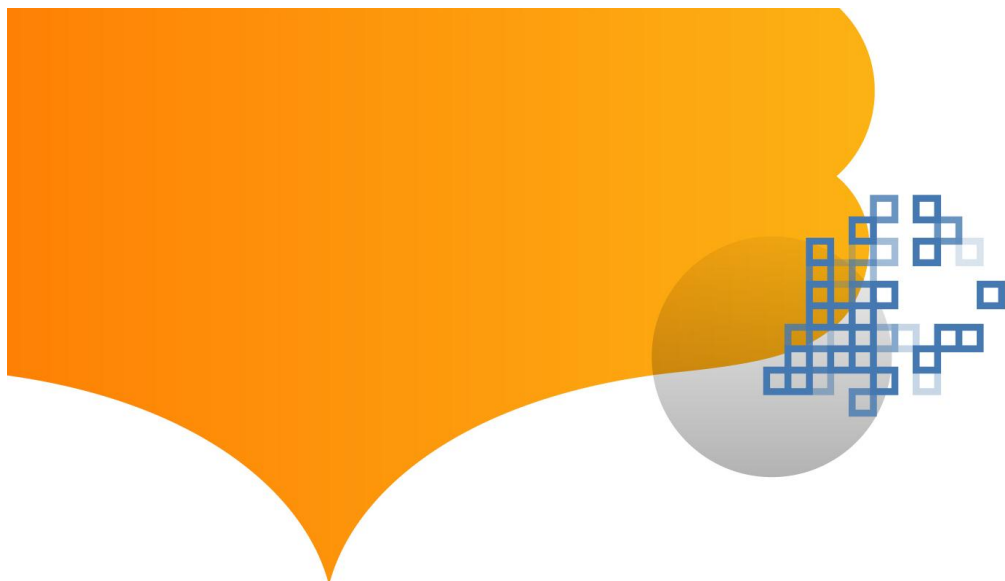


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## iPhone® Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

AT&T Voicemail Viewer is available for the following devices:

- iPhone 4S (iOS 5.0+)
- iPhone 4 (iOS 4.0+)
- iPhone 3GS (iOS 3.1+)
- iPhone 3G (iOS 3.1+)
- iPad® (iOS 3.2+)
- iPad®2 (iOS 4.3+)
- iPod Touch® (iOS 3.1+)

Standard data usage charges may apply.

## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

The steps for downloading the iPhone Voicemail Viewer:

1. Tap the "App Store" icon (Figure 1) to bring up the App Store and tap "Search" (Figure 2) to bring up the search screen.
2. Search "AT&T Voicemail Viewer" (Figure 3). The AT&T Voicemail Viewer application will be listed in the search results. You will see a Voicemail Viewer Home application and a Work application. Select the appropriate one for your type of account (Figure 4).
3. At the App Summary screen, tap the "Free" icon (Figure 5). The "Free" icon will turn into "Install". Tap the "Install" icon (enter iTunes password if required). Once the app download is complete, the app icon is displayed as "VM Viewer" on your iPhone (Figure 6).

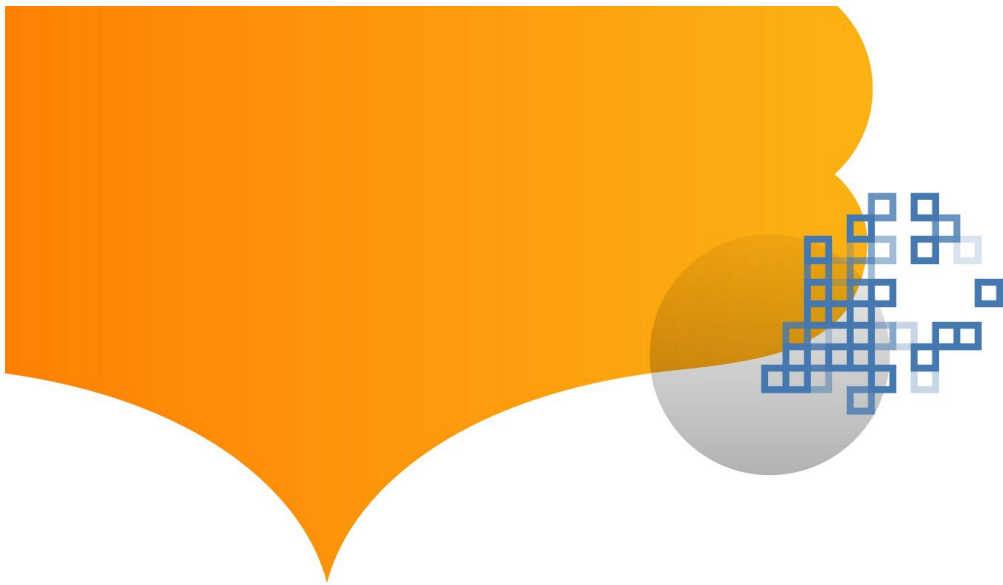


Figure 1: App Store



Figure 2: Search

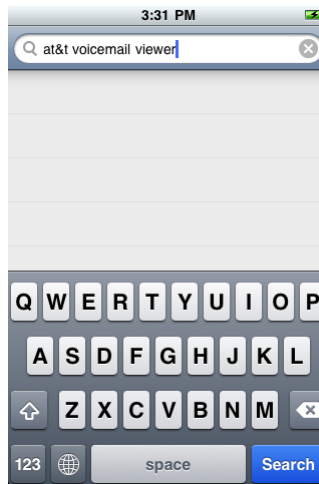


Figure 3: Search "AT&T Voicemail Viewer"



Figure 4: Voicemail Viewer Home and Work Application

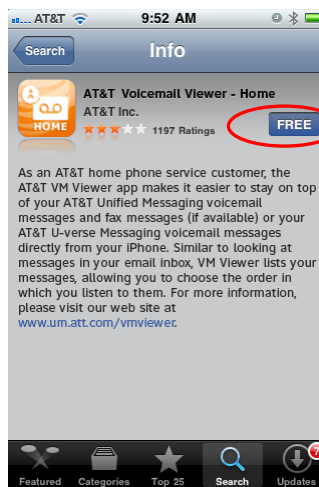


Figure 5: App Summary Screen

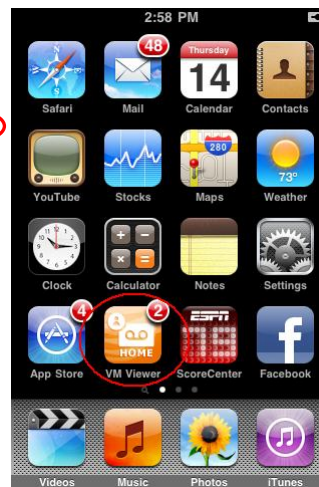
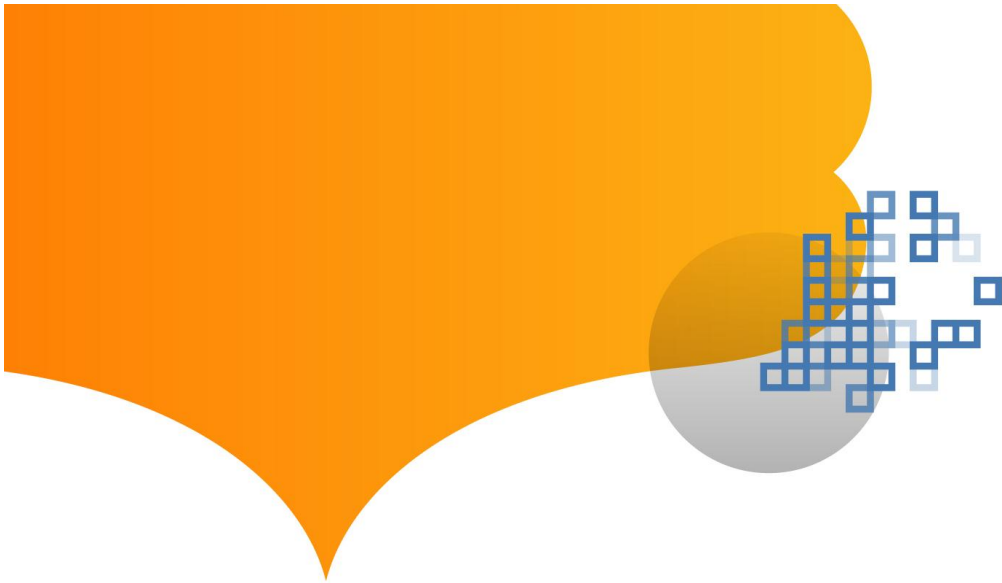
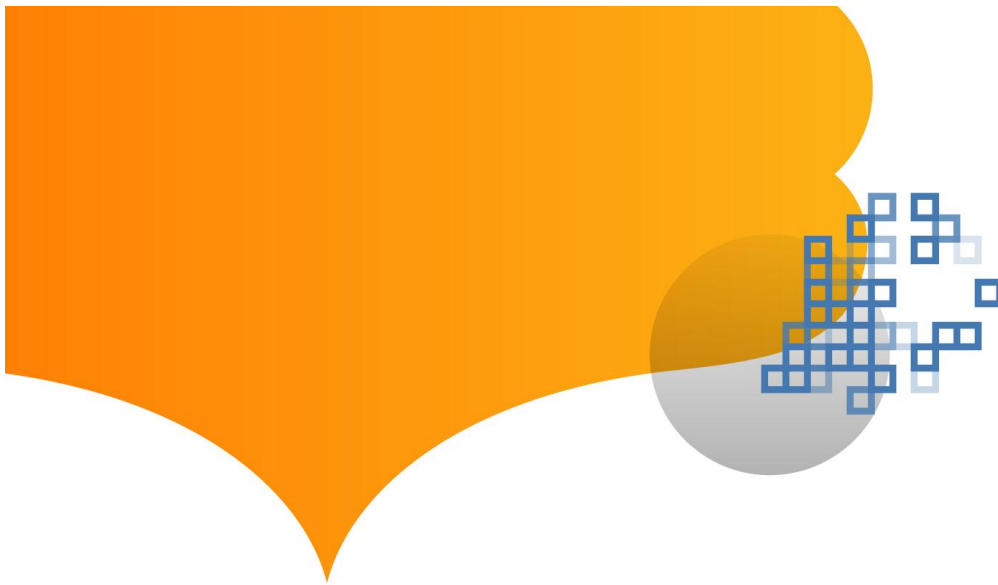


Figure 6: VM Viewer App Application





## Message Notification and Message Count

When the application is installed on the device the first time, a pop-up screen will ask to enable push notification. Click "OK" to enable notification (Figure 7).

**Please note that sometimes in order for this new notification to take effect, you may need to power down the device and power it back on again.**



**Figure 7: Enable Notification**

To check if the notification is enabled:

1. Tap the "Settings" icon on the device (Figure 8) and then tap "Notifications" (Figure 9).
2. You should see "VM Viewer" listed (Figure 10). Tap "VM Viewer" and ensure the settings on "Sounds" and "Badges" are set to "ON" (Figure 11).
3. You will get notifications for new messages through a message count and sound. The message count is displayed as a badge on the application icon with the number of new messages is listed as 2 (Figure 12).

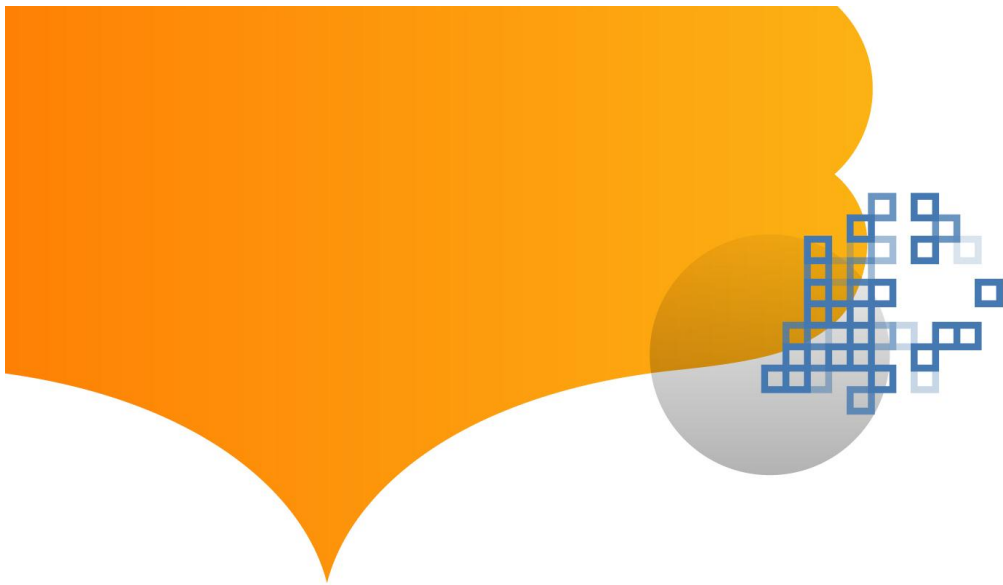


Figure 8: Settings Icon



Figure 9: Settings Screen

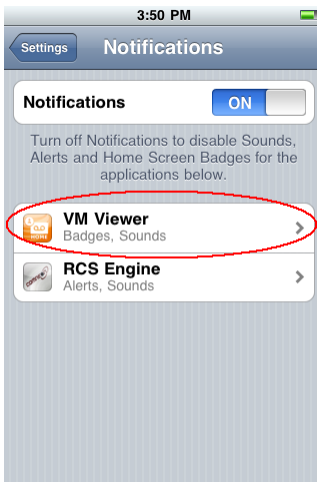


Figure 10: Voicemail Viewer

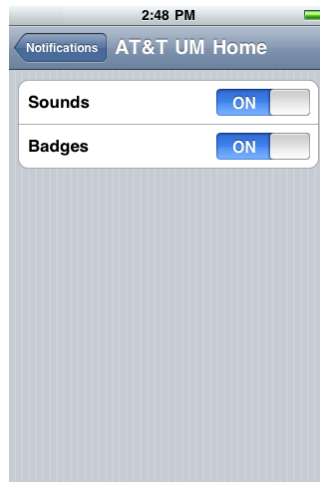


Figure 11: Sounds & Badges

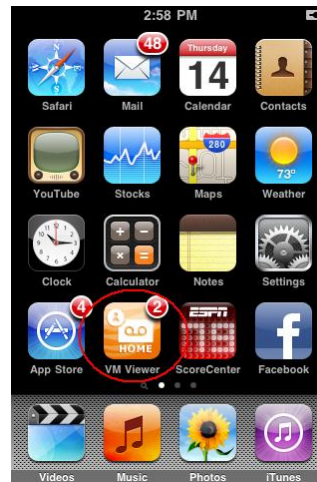
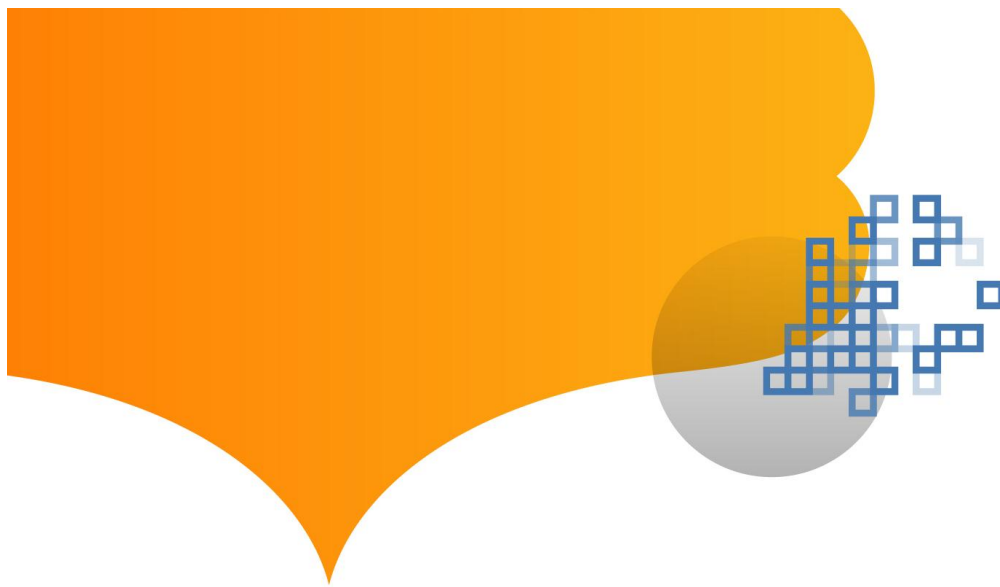


Figure 12: Message count





## Application: Login

When you access the app for the first time, you will be presented with the login screen that asks for the home phone number and PIN. Enter the home phone number and PIN and tap “Log in” (Figure 13). If the login credentials are authenticated, you will be logged in and presented with your Inbox (Figure 14).

If your voice mailbox has sub-mailboxes configured, a “Select mailbox” screen that lists the main mailbox and all sub-mailboxes will be presented (Figure 15). Select any of the mailboxes listed, and tap “Done” to log in to the selected mailbox.

If your voice mailbox has not been set up, you will be unable to log in to your mailbox using Voicemail Viewer and an error message (Figure 16) will pop up. At a minimum, a PIN needs to be set up. To set up your voice mailbox, dial your access number or \*98 from your home phone.

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 17).

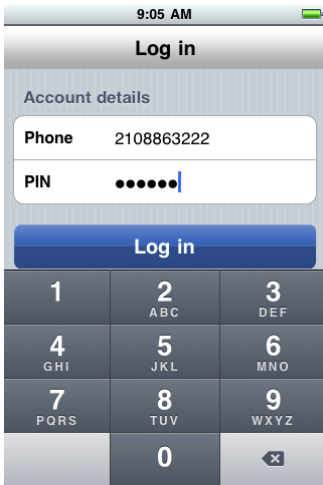
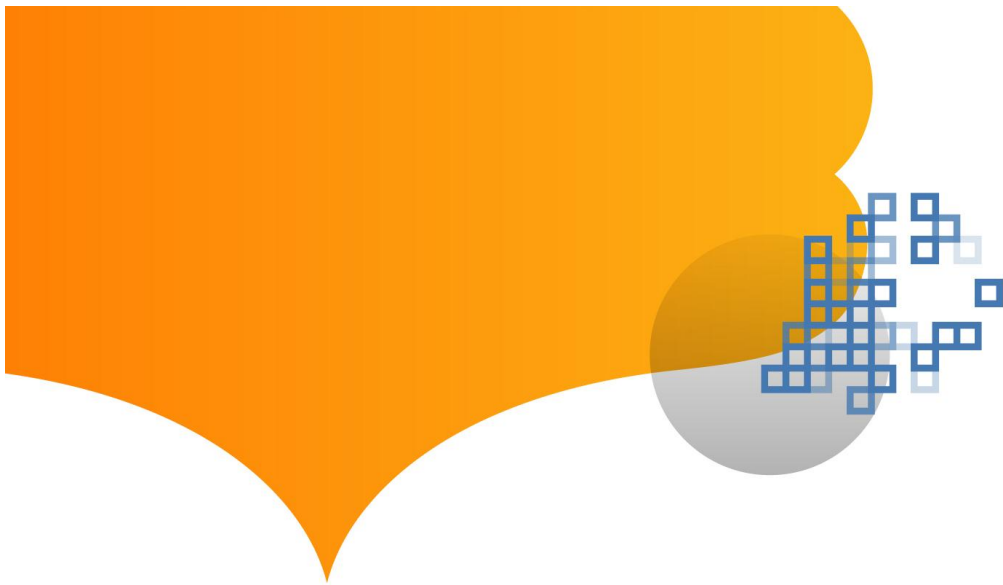


Figure 13: Login Screen



Figure 14: Inbox

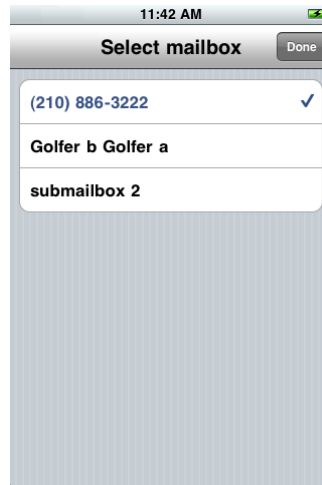


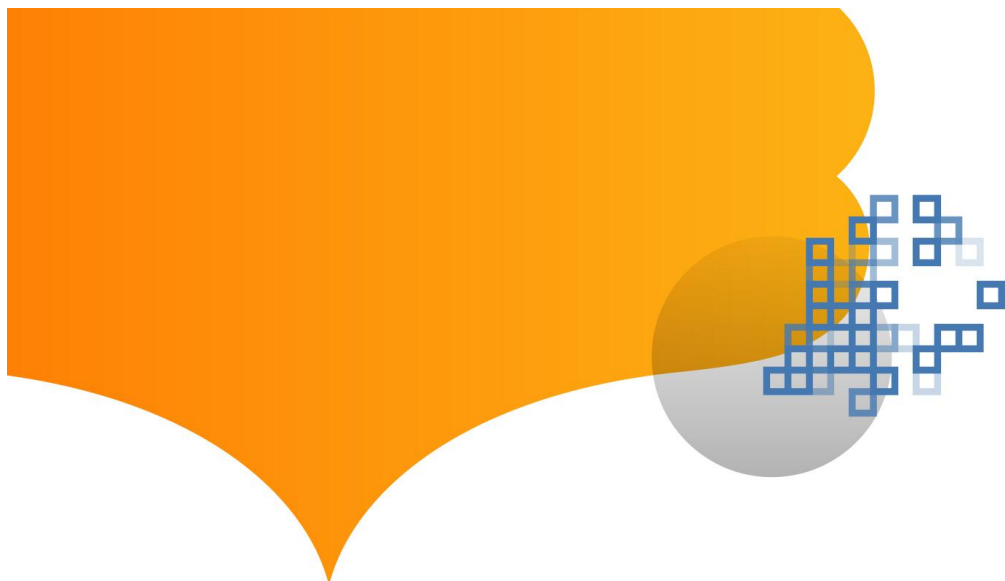
Figure 15: Select Mailbox



Figure 16: Mailbox not set up Error Message



Figure 17: Login Failed Error Message

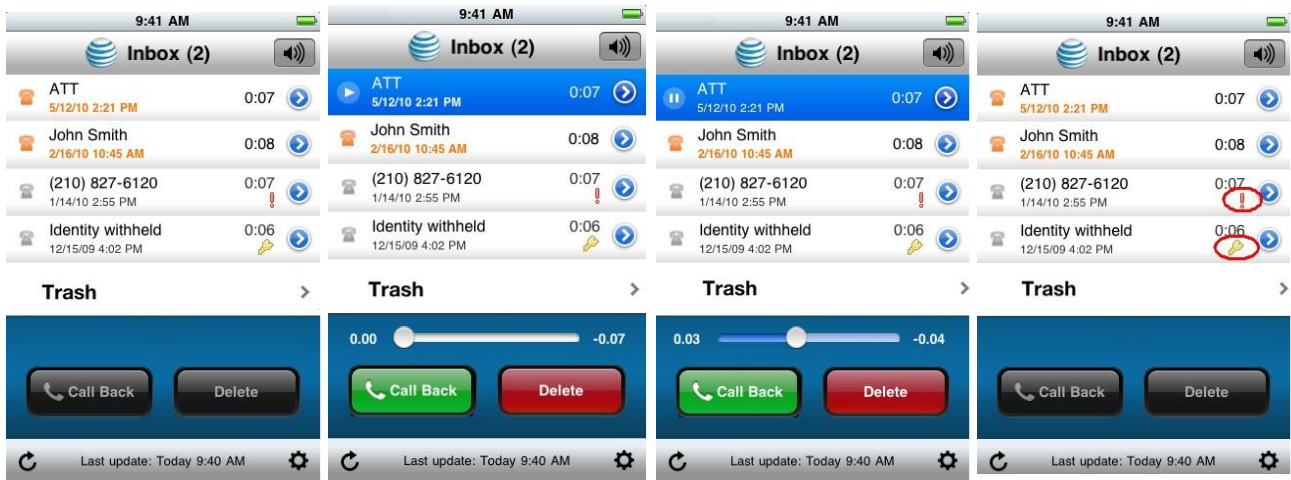


## Application: Functionality Summary

The following functions are available with the app:

- Play or listen to messages
- Delete messages
- Make a call back to a caller
- Mark a message as Unread or Read. The function toggles between “Mark as Unread” and “Mark as Read.”
- Forward a message as email. (Note that private messages cannot be forwarded.)
- Save caller information into device’s address book

The Inbox view displays a list of messages on the mailbox (Figure 18). The unheard messages are highlighted with an orange phone icon and orange colored time stamp. You play the messages by tapping a message and then the arrow icon on the left side of the message (Figures 19 & 20). An urgent message is marked by “!” and a private message is marked by a key icon (Figure 21).

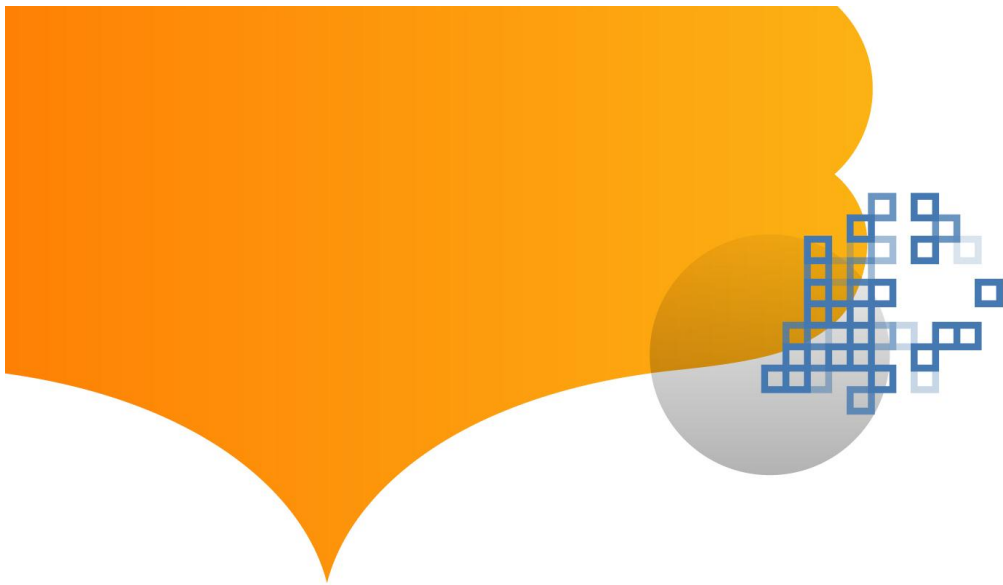


**Figure 18: Unheard messages are indicated with orange phone symbols and time stamps**

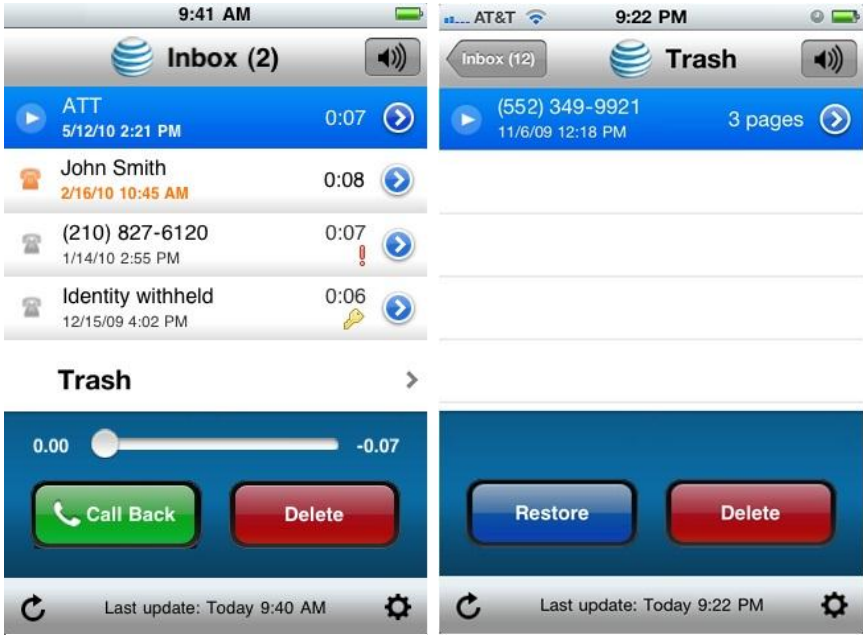
**Figure 19: To play message, tap the message, then tap the arrow icon**

**Figure 20: Message being played**

**Figure 21: Urgent and private messages**



By tapping on a message to highlight it, you can call the caller by tapping the “Call Back” button and delete a message by tapping the “Delete” button (Figure 22). All deleted messages will go into the “Trash” folder. You have the ability to go into the “Trash” folder to either restore a deleted message or permanently delete it (Figure 23).



**Figure 22: “Trash” folder available in inbox view**

**Figure 23: Trash folder view**

To access other functions, tap the blue arrow icon on the right side of a message to get to the “Info” screen (Figure 24). You can toggle between “Mark as Unread” and “Mark as Read” from this screen (Figures 25 & 26). You can also access “Forward as Email” function from this screen (Figure 27). The voice mail message is attached as .wav file when it’s forwarded (Figure 28).

When the blue icon is tapped and a caller is not in the device’s address book, you can choose to save the caller information into the local address book (Figure 29).

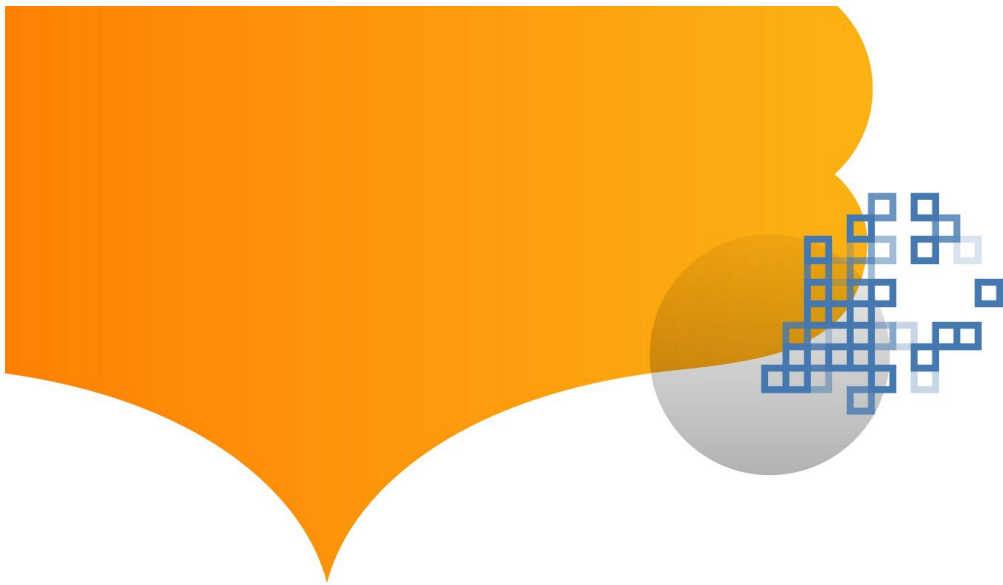


Figure 24: Tap to Access Other Functions

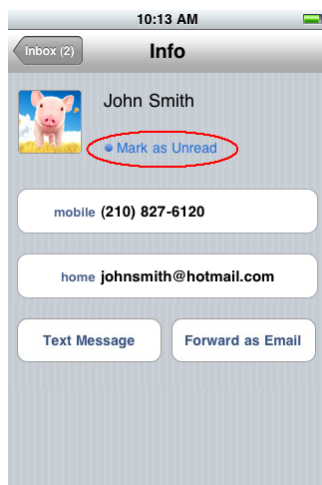


Figure 25: "Mark as Unread" function

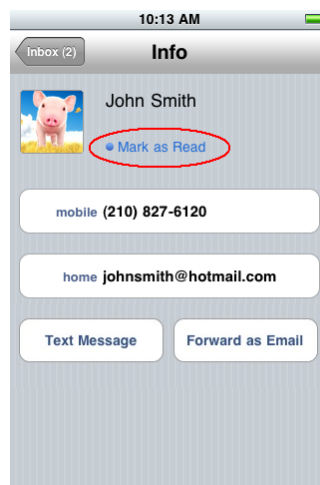


Figure 26: "Mark as Read" function

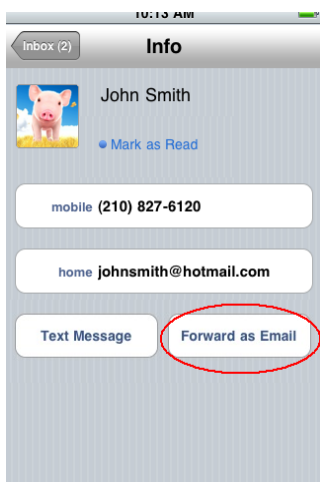


Figure 27: "Forward as Email" function

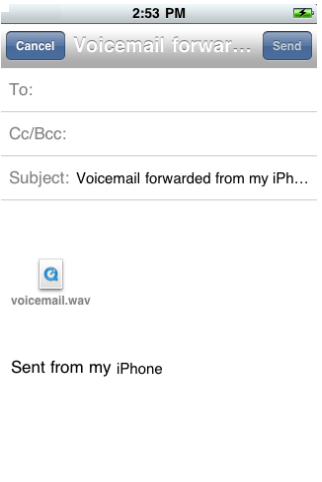


Figure 28: Voicemail message is attached as a .wav file

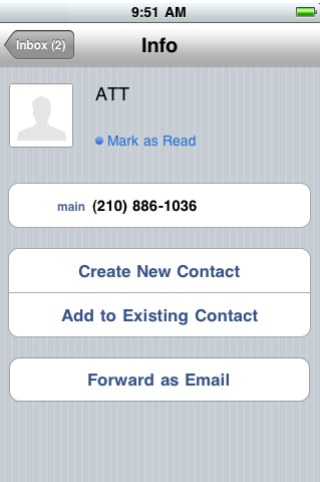
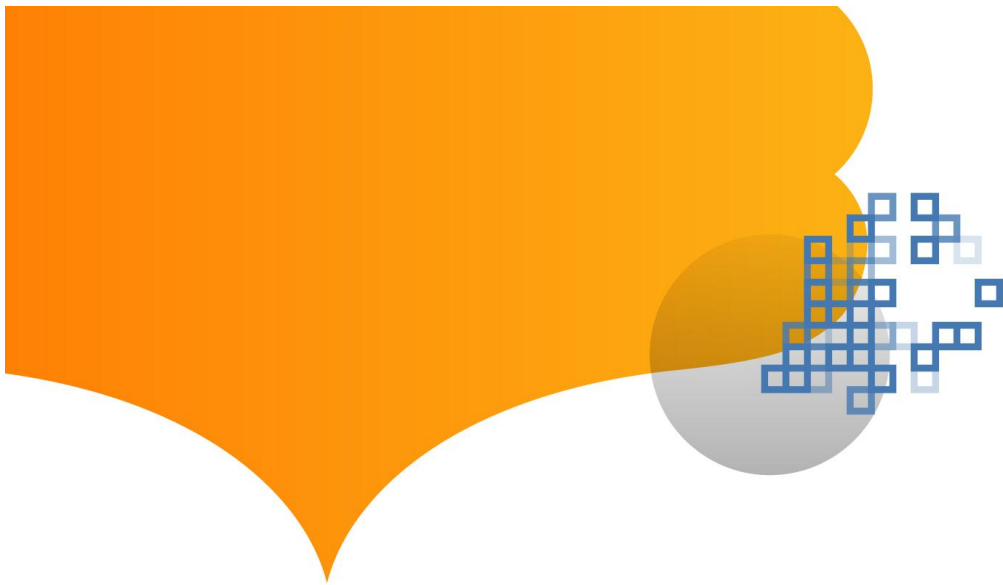


Figure 29: Save caller information into address book



## Application: Settings

You can access settings by tapping the setting icon at the right bottom of the screen (Figure 30).



Figure 30: Setting Icon

The "Save PIN" setting can be toggled between "ON" and "OFF" (Figures 31 & 32).

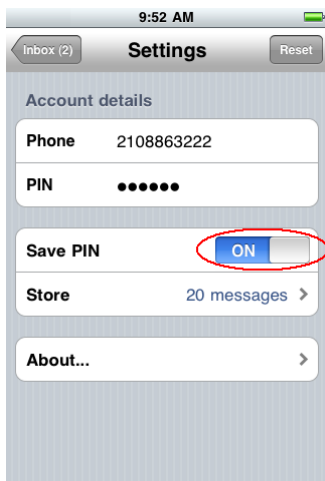


Figure 31: Save PIN set to "ON"

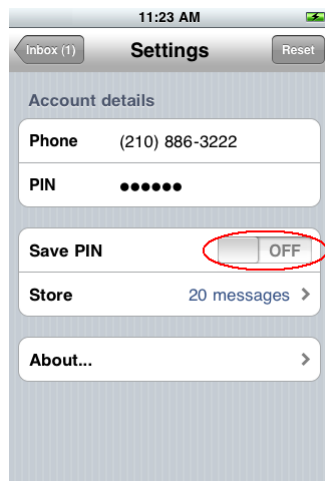
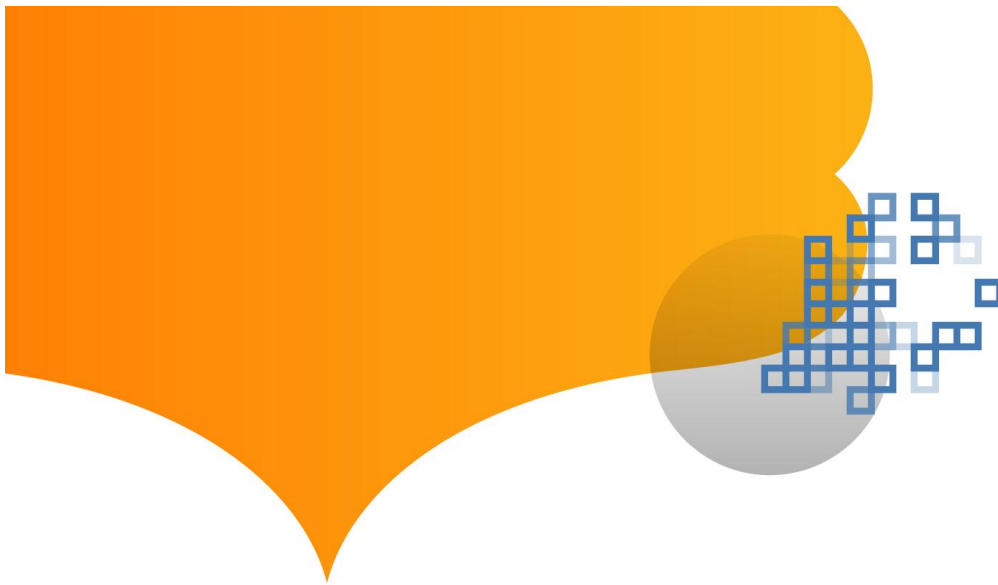
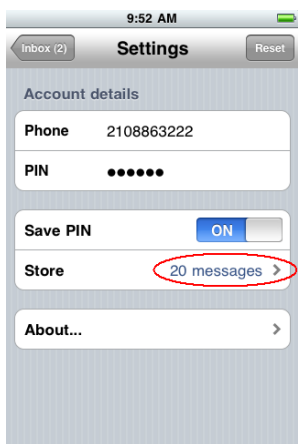


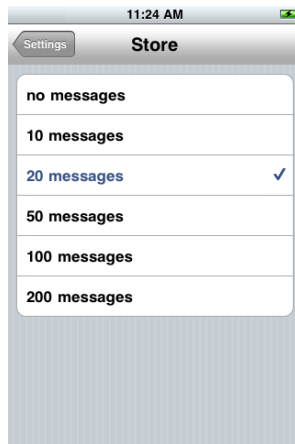
Figure 32: Save PIN set to "OFF"



The number of messages saved on the device can also be set. The default setting value is 20 (Figures 33 & 34).



**Figure 33: Number of messages to be stored**

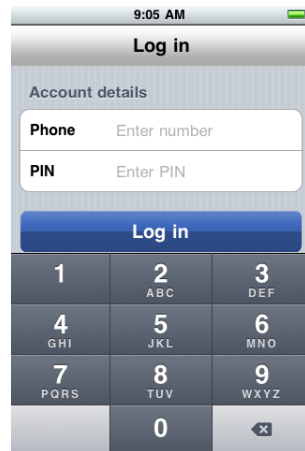


**Figure 34: Default setting is 20**

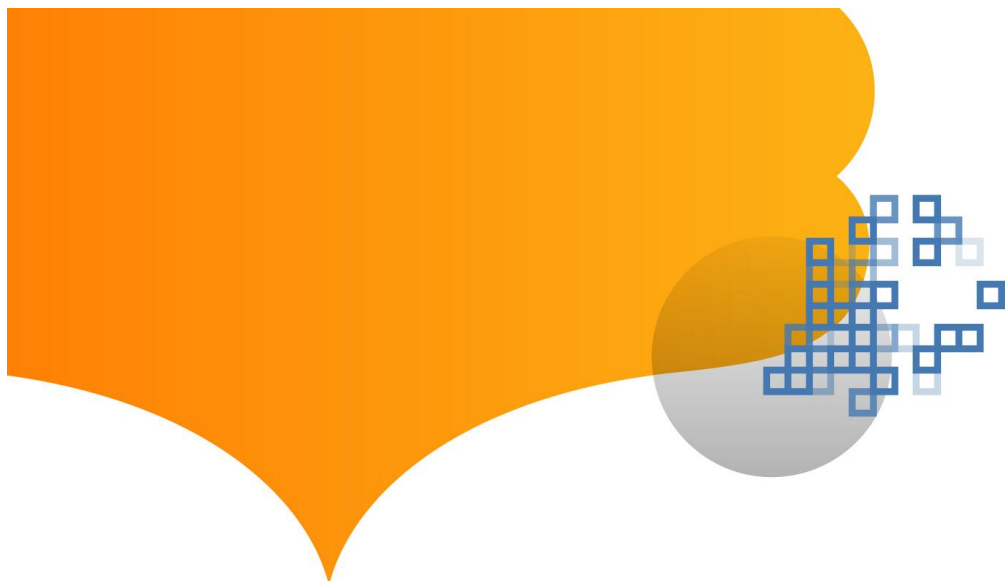
You can switch to access a different mailbox by tapping the “Reset” button on the “Settings” screen. When tapping “Reset,” you will be presented with a pop-up message (Figure 35). By selecting “OK,” you will be presented with a login screen where you can enter a different mailbox number to log in (Figure 36).



**Figure 35: Reset pop-up message**



**Figure 36: Login Screen**



## BlackBerry® Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox. The app will be hosted on the RIM App World. You must have App World app loaded on your device.

The AT&T Voicemail Viewer application is available for at least the following BlackBerry smartphone models with specified software versions (collectively with the operating system, "OS") with a compatible Internet Browser (Browser), Short Messaging Service (SMS) from AT&T and a data plan from AT&T:

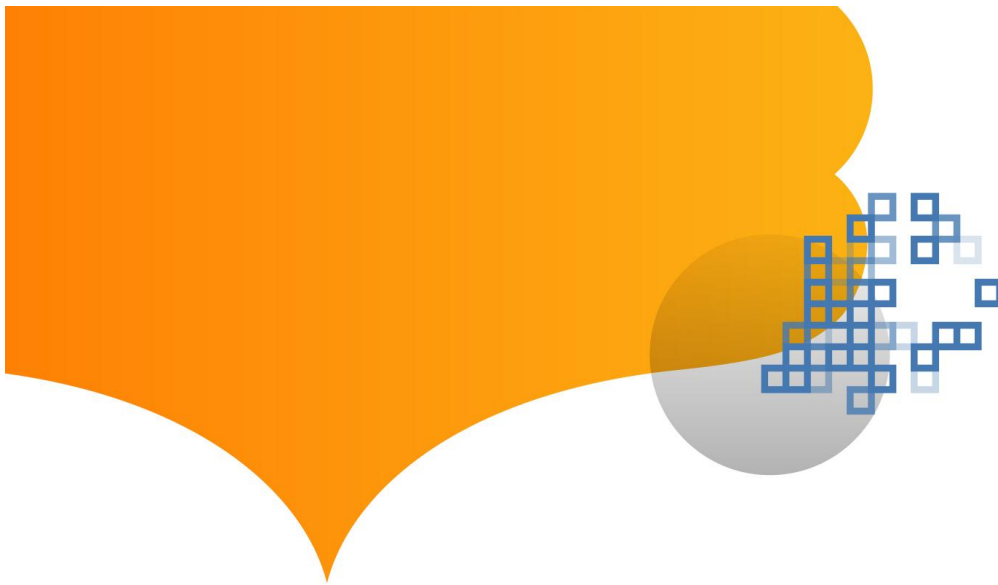
- Model 9800 (OS 6.0.0.695) – BlackBerry® Torch™
- Model 9700 (OS 5.0.0.405 and 6.0.0.526) – BlackBerry® Bold™
- Models 9000 (OS 4.6.0.301 and OS 4.6.0.304) – BlackBerry® Bold™
- Model 8820 (OS 4.5.0.110)
- Model 8310 (OS 4.5.0.110) – BlackBerry® Curve™
- Model 8110 (OS 4.5.0.182) – BlackBerry® Pearl
- Model 9100 (OS 5.0.0.921) – BlackBerry® Pearl 3G
- Model 9300 (OS 5.0.0.955) – BlackBerry® Curve™ 3G

AT&T Voicemail Viewer works only with wireless service from AT&T. Voicemail Viewer does not work with all BlackBerry devices or all software versions.

## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).





The steps for downloading the BlackBerry Voicemail Viewer:

1. Click the track pad/trackball or tap the touchscreen (if device is equipped with a touchscreen) to start the BlackBerry App World™ app (Figure 37). If not already on your device, BlackBerry App World is available at no charge. Simply download it from your BlackBerry® smartphone or computer and get started (Figures 38 A and B).
2. Roll the track pad/trackball to highlight "Search" and click it to bring up the search screen. Select "Search" (Figure 39).
3. Input "ATT Voicemail Viewer" in the search box and press the track pad/trackball. The "ATT Voicemail Viewer" app will be listed (Figures 40A and B).
4. Select the "ATT Voicemail Viewer" app and press the track pad/trackball to load the app (Figures 41 and 42).
5. Click "Download" and follow the instructions. You may be asked to log in with a BlackBerry ID before downloading. If you do not have a BlackBerry ID, you can create one by clicking the "Create a BlackBerry ID" link and follow the instructions. Once signed in, the downloading begins (Figures 43, 44 and 45).
6. If the app is downloaded for the first time, a reboot is required to finish the installation. Click "OK" to reboot and complete the installation (Figure 46). When the device is turned back on after the rebooting, you will be informed that the AT&T Voicemail Viewer app is requesting changes to its application control permission. You should click the "View" button and accept the values as they are shown.
7. However, if this is not the first time that the app is being downloaded, just click "OK" to acknowledge that the "AT&T Voicemail Viewer" is successfully installed (Figure 47A and B).

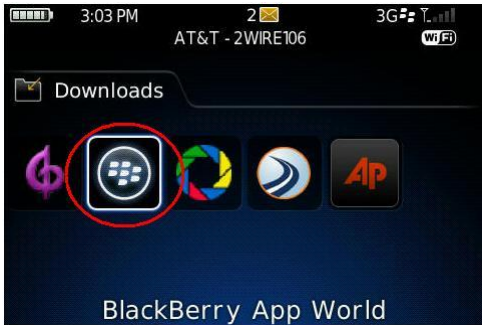
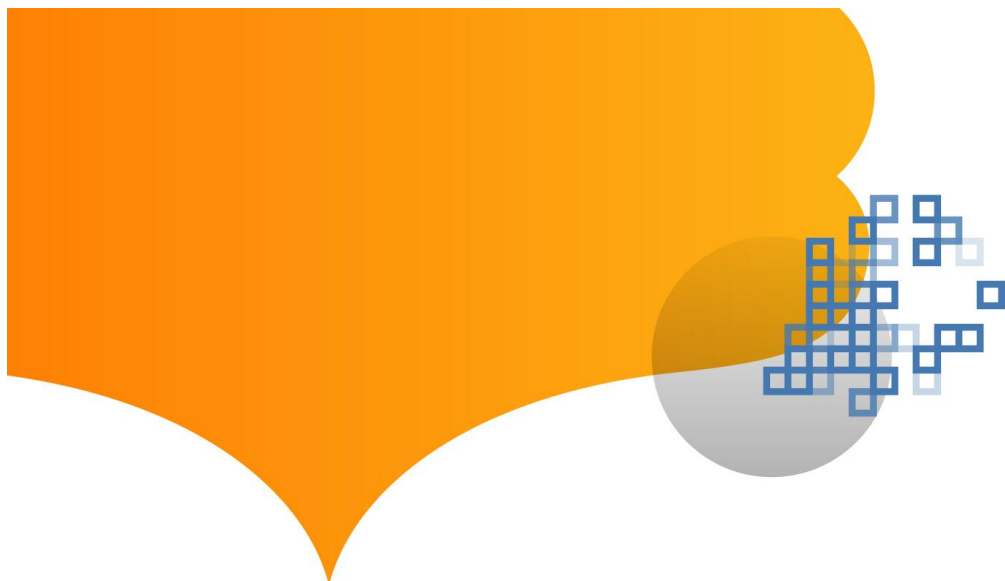


Figure 37: App World app

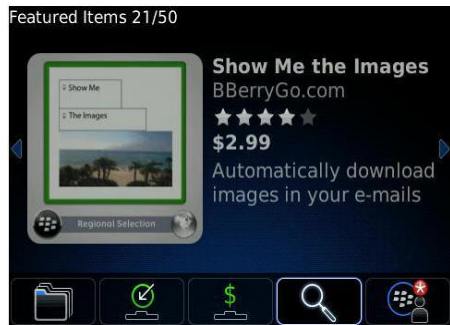
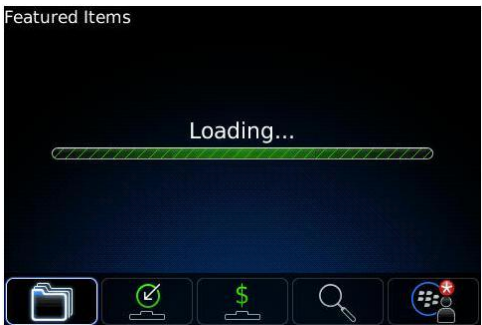


Figure 38A & B: App World is loaded

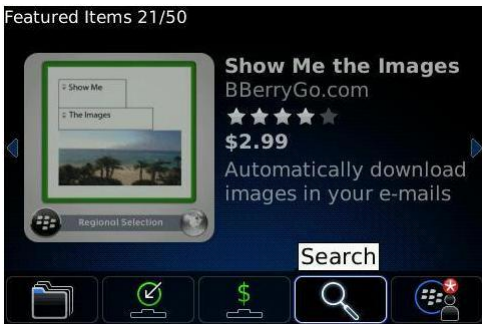


Figure 39: Select "Search"

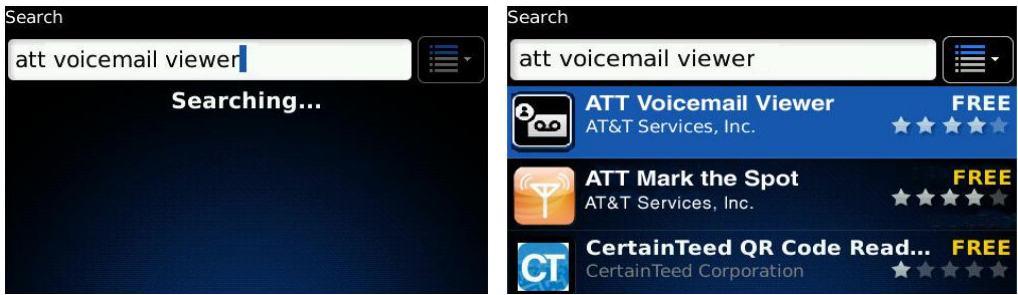
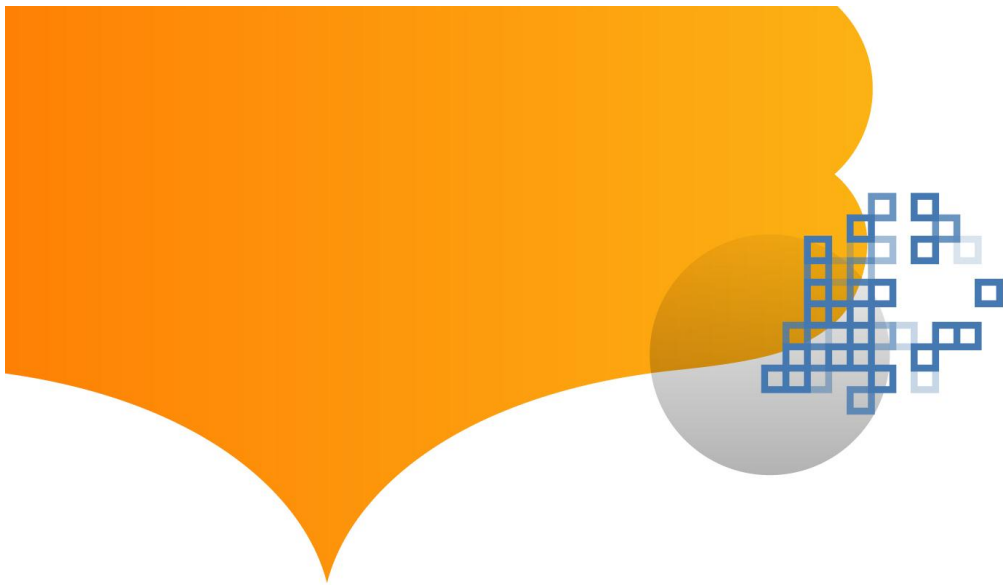


Figure 40A and B: "AT&T Voicemail Viewer" app is located

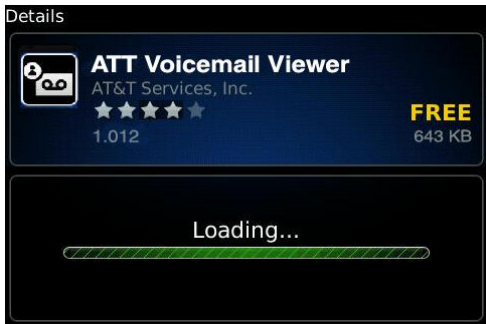


Figure 41: App Loading

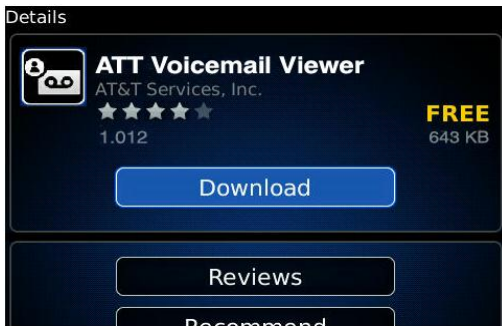


Figure 42: Create BlackBerry ID

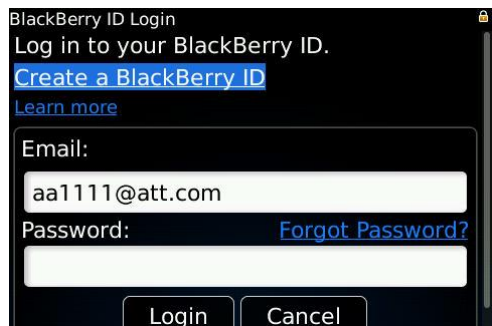


Figure 43: ID Sign-in

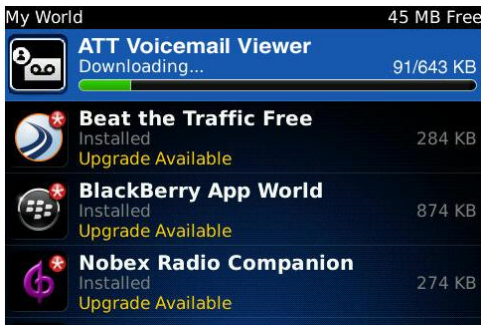
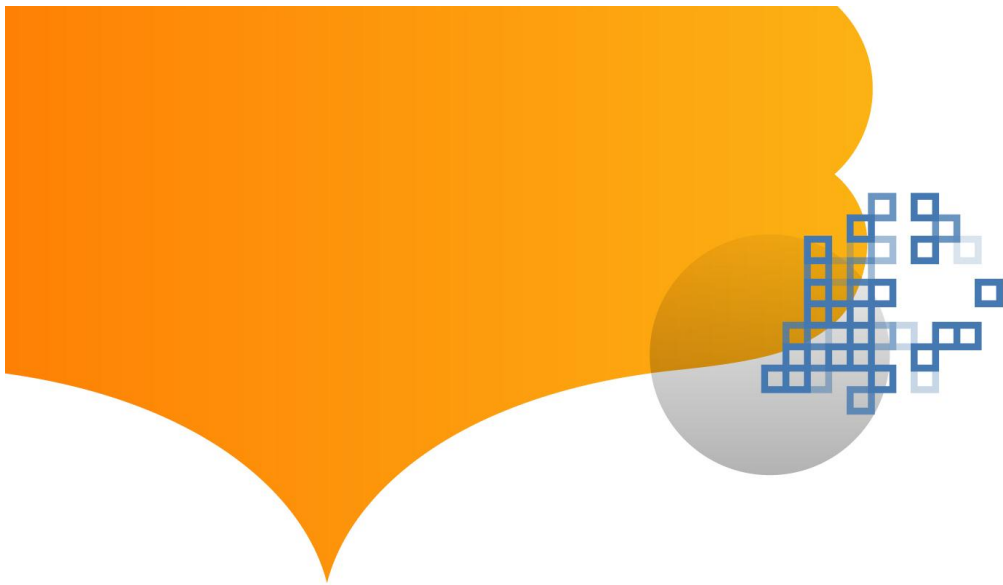


Figure 44: App is downloading

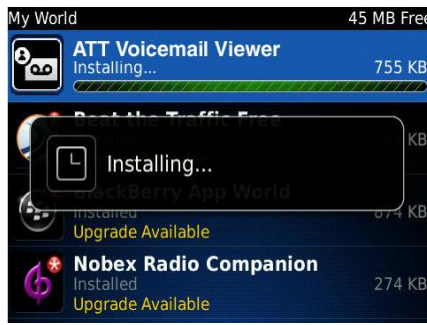


Figure 45: App is installing

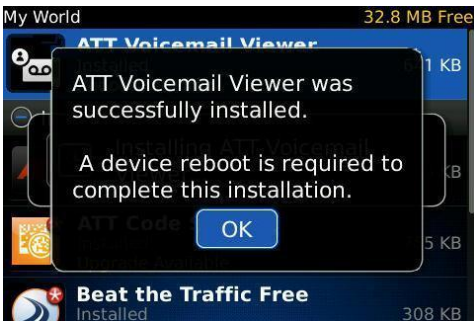


Figure 46: Reboot

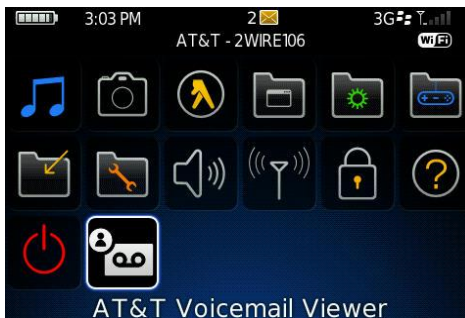
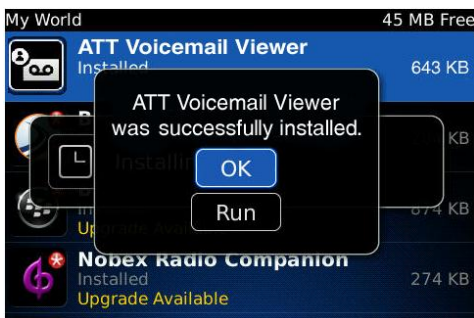
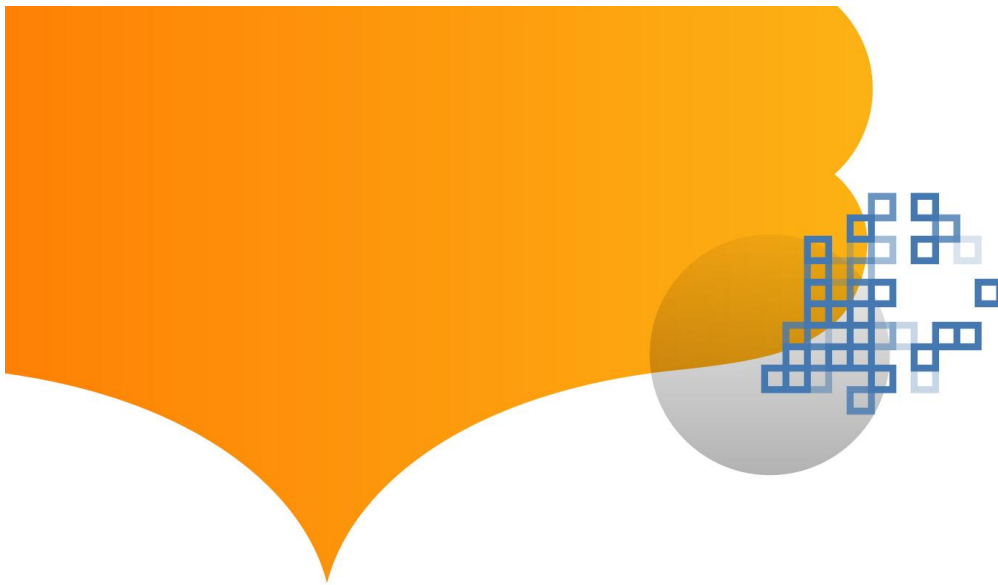


Figure 47 A and B: AT&T Voicemail Viewer is now installed on the device



## Message Notification and Message Count

When a new message is received, the “AT&T Voicemail Viewer” app will automatically receive a notification. A star in a red circle will appear on the app icon to indicate new message(s). When the track pad/trackball is over the app icon, the number of new messages is displayed in parentheses preceding the app name such as “(1) AT&T Voicemail Viewer”. You are also notified by the wireless phone’s Message Waiting Indicator — a flashing red light on the device. Once the Inbox has been accessed, the new message symbol (i.e., the star in a red circle) will go away, but the number of unheard messages will still be displayed in parentheses (Figures 48 and 49).

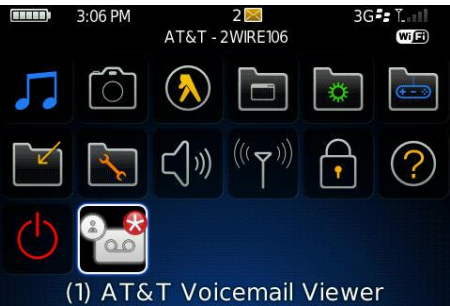


Figure 48: One new message



Figure 49: No new messages, but one unheard message

## Application: Launch

When you launch the app for the first time, you need to go through a few setup steps.

1. Select the "AT&T Voicemail Viewer" app from BlackBerry's Home screen to start the application.
2. You will be presented the End User License Agreement screen. Review the agreement and click "Accept" button to continue (Figure 50).
3. You will see a pop-up notification that says you may incur data airtime charges. Click the "OK" button to continue (Figure 51).
4. You will see a final pop-up notification that says you need to configure your mailbox details. Click "OK" to continue (Figure 52).

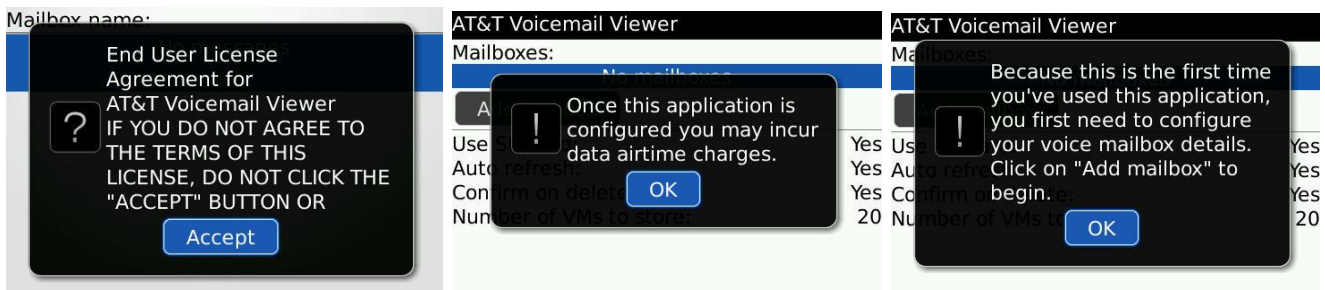
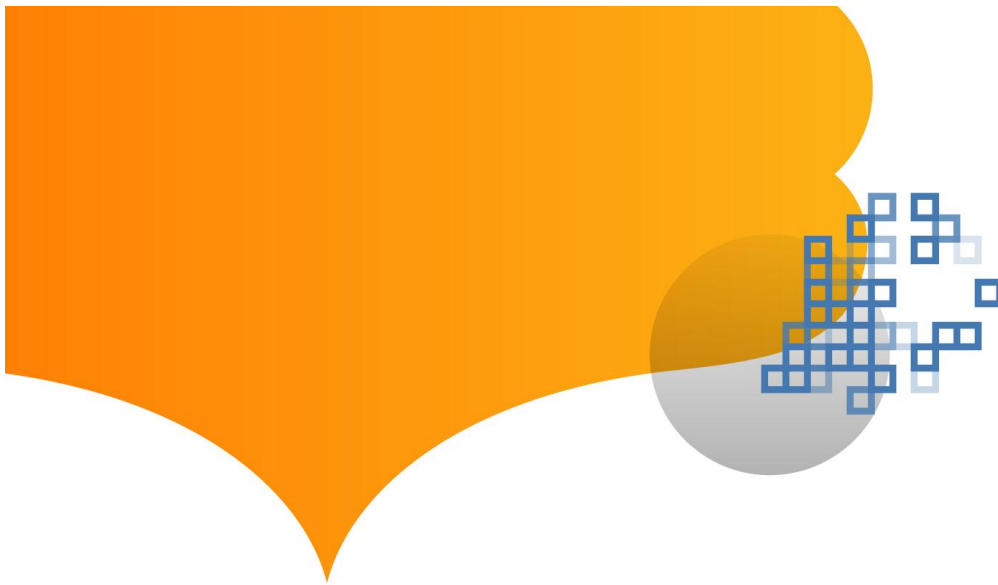


Figure 50: Accept End User License Agreement

Figure 51: Data airtime charges

Figure 52: Configure mailbox



## Configure Mailbox Access

After you go through the initial launching screens, you will be taken to a screen to configure the app to access your home phone voice mailbox or mailboxes.

1. To set up access to your mailbox, click "Add mailbox" (Figure 53).
2. On the "Add mailbox" screen, enter a mailbox name and the mailbox number. You choose the mailbox name, and it is only used as a reference name for this app (Figure 54).
3. Press the Escape key (right of track pad/trackball) and then select "Save" (Figure 55).
4. Enter the mailbox PIN, and click "OK". The process of configuring mailbox is complete (Figure 56).
5. Press the Escape key again, and you are presented with the AT&T Voicemail Viewer Inbox (Figure 57).
6. If the correct credentials are not entered, then an error message will pop up. Press "OK" and you will be presented with the enter PIN screen again to re-enter the PIN (Figure 58).

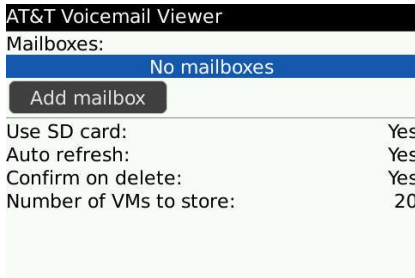
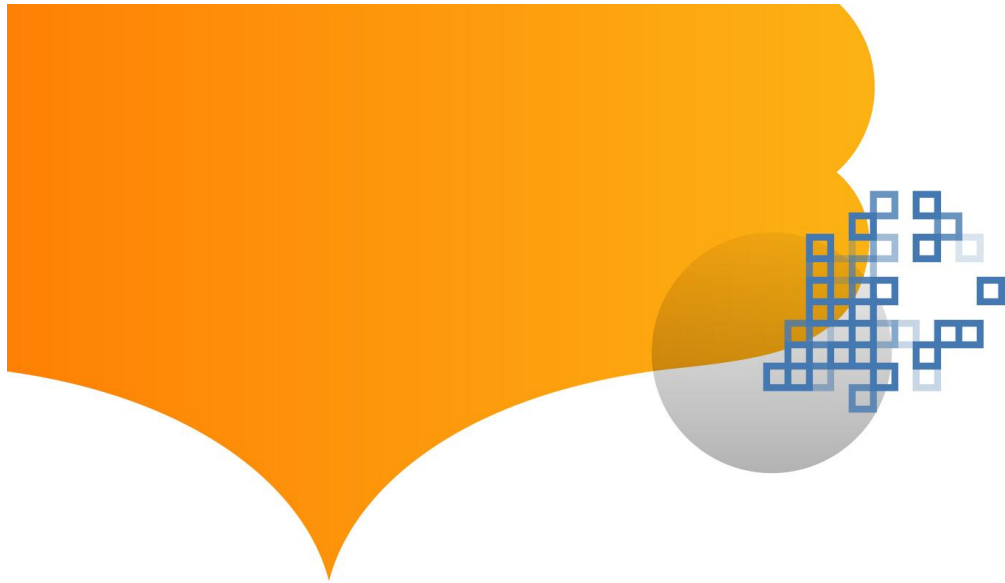


Figure 53: Add mailbox

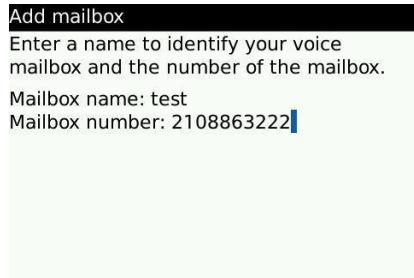


Figure 54: Enter mailbox name and number

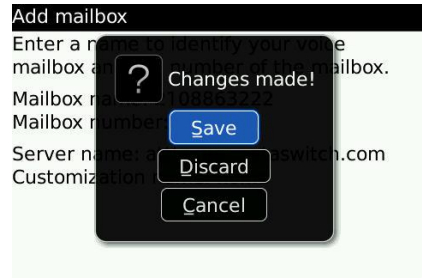


Figure 55: Save changes

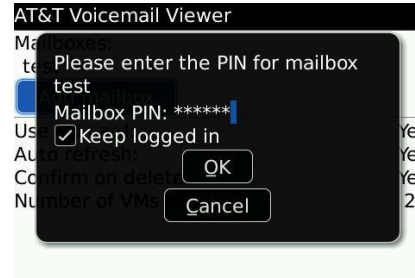


Figure 56: Enter the mailbox PIN and click "OK"

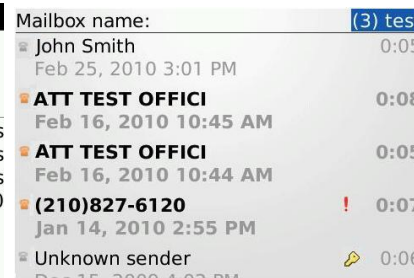


Figure 57: AT&T Voicemail Viewer Inbox

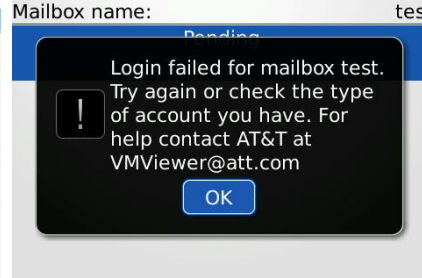
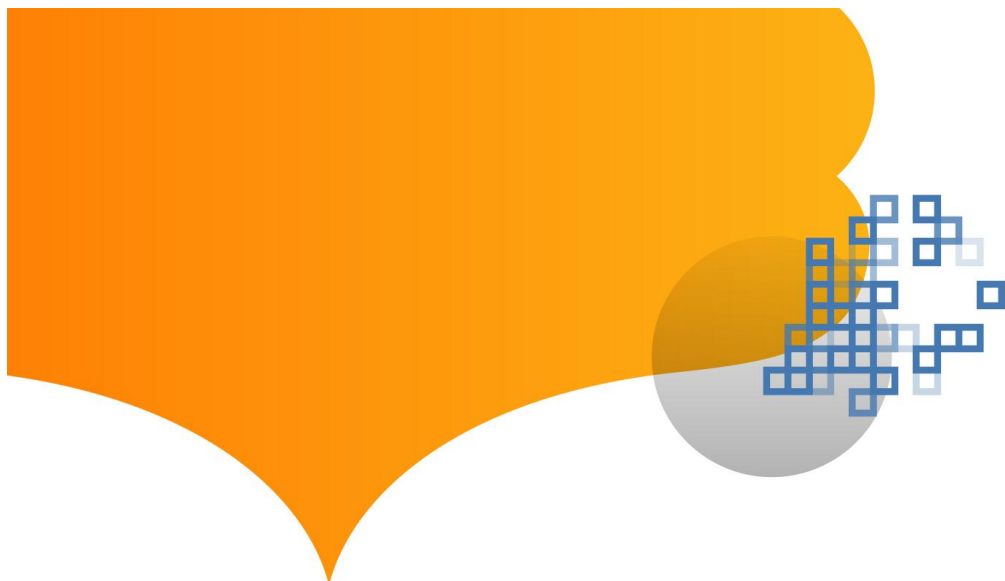


Figure 58: Login failed





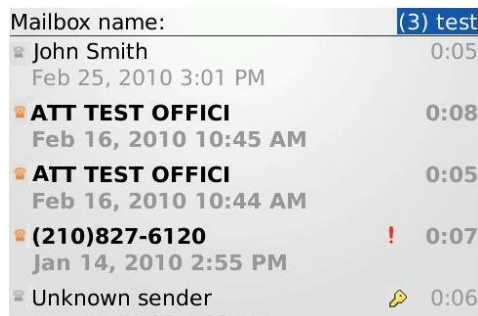
## Configure Multiple Mailboxes

The BlackBerry app is capable of configuring multiple mailboxes, including sub-mailboxes.

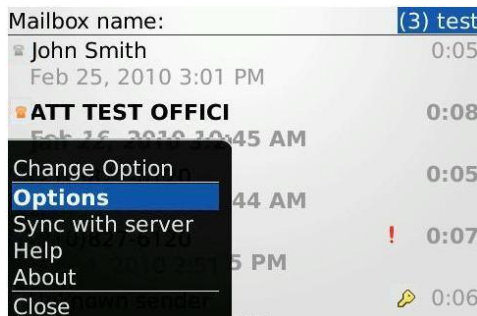
To configure additional mailboxes or sub-mailboxes:

1. On the Inbox view, highlight the mailbox name on the top right corner (Figure 59).
2. Press the Menu key (left of track pad/trackball) and select "Options" (Figure 60).
3. You will be presented with the add mailbox screen again. You can then select "Add mailbox" to configure additional mailbox access (Figure 61).
  - a. To configure a sub-mailbox, enter the sub-mailbox number as 2105554444-x, where 2105554444 is the main mailbox number and x can be 1, 2, etc.

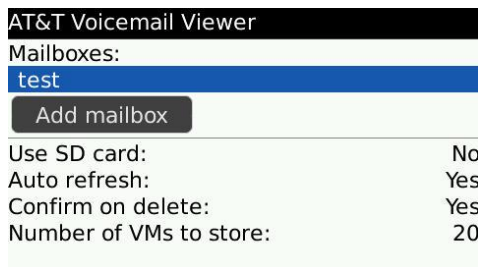
Below is an example of a Voicemail Viewer account with two mailboxes configured. One is labeled "mycvm" and the other is labeled "test" (Figure 62).



**Figure 59: Highlight the mailbox name**



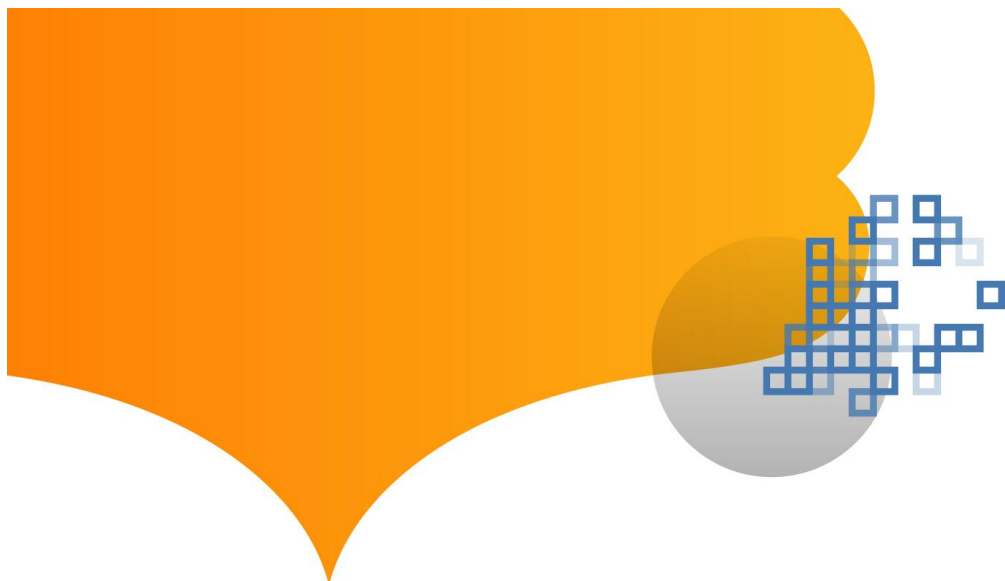
**Figure 60: Options**



**Figure 61: Add mailbox**



**Figure 62: Multiple Mailboxes configured**



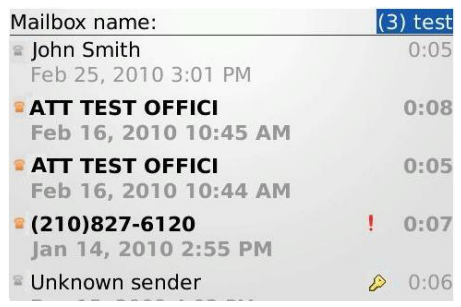
## Functionality Summary

The following functions are available with the app:

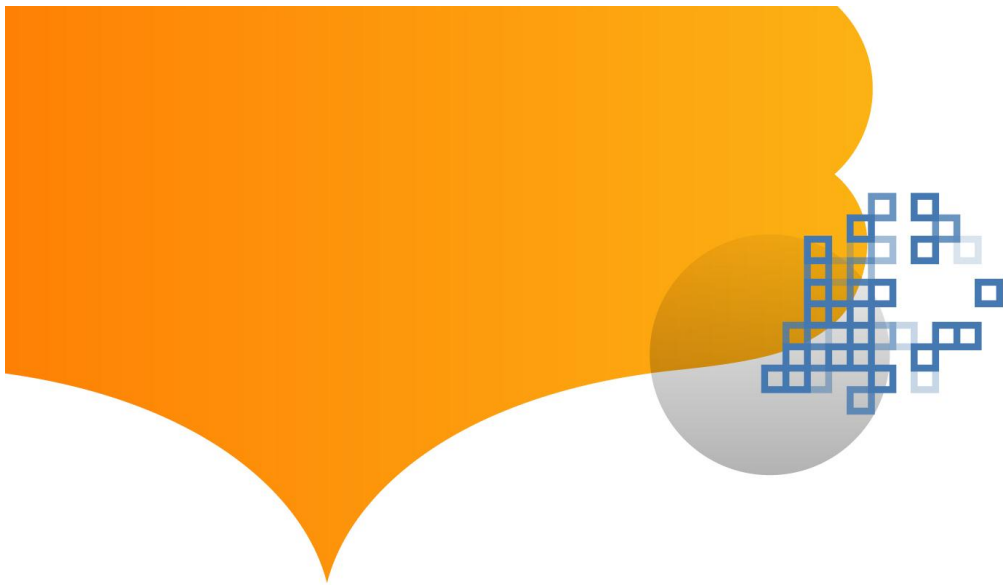
- Play or listen to messages
- Delete messages
- Make a call to sender
- Mark a message as Unheard or Heard. The function toggles between “Mark as unheard” and “Mark as heard.”
- Forward a message as email. (Note that private messages cannot be forwarded.)
- Save caller information into device’s Contact

The Inbox view displays a list of messages in the mailbox. The icon is orange and the sender is bold for unheard messages. The currently selected mailbox is indicated at the top right corner of the screen.

The number in parentheses indicates the number of unheard messages (Figure 63).



**Figure 63: Number of unheard messages**



A private message is marked by a key icon, and an urgent message is marked by an “!” icon (Figure 64).

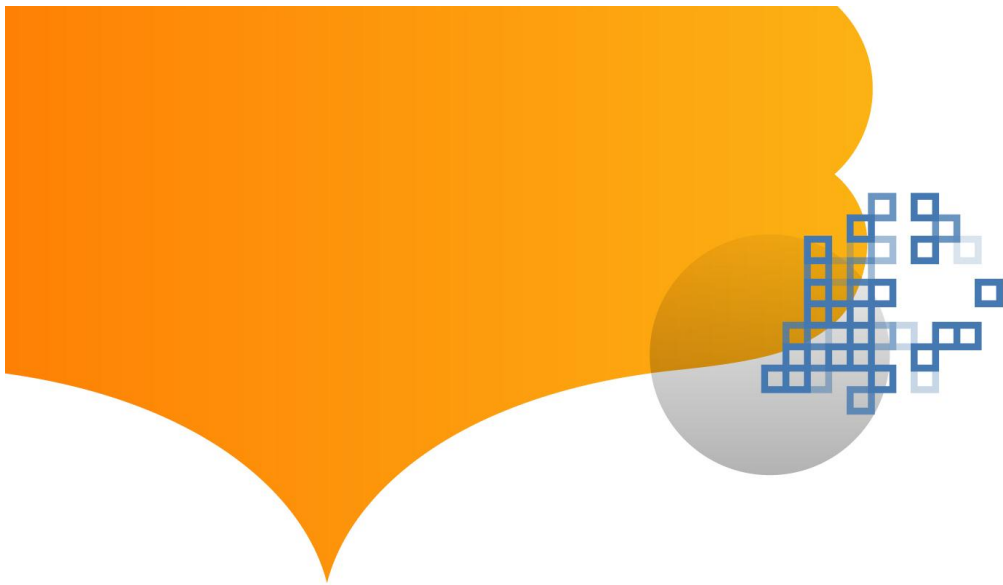
Mailbox name:	(3) test
John Smith	0:05
Feb 25, 2010 3:01 PM	
<b>ATT TEST OFFICI</b>	0:08
Feb 16, 2010 10:45 AM	
<b>ATT TEST OFFICI</b>	0:05
Feb 16, 2010 10:44 AM	
<b>(210)827-6120</b>	! 0:07
Jan 14, 2010 2:55 PM	
Unknown sender	🔑 0:06
Dec 15, 2009 4:02 PM	

Figure 64: Private messages

If multiple mailboxes are configured, a drop-down list is available that allows mailbox selection. Pressing the track pad/trackball, while the mailbox is highlighted, will bring up the drop-down list. All configured mailboxes will be shown. You can highlight the desired mailbox and then press the track pad/trackball to go to that mailbox (Figure 65).

Mailbox name:	(3) test
John Smith	(1) mycvm
Feb 25, 2010 3:01 PM	
<b>ATT TEST OFFICI</b>	0:08
Feb 16, 2010 10:45 AM	
<b>ATT TEST OFFICI</b>	0:05
Feb 16, 2010 10:44 AM	
<b>(210)827-6120</b>	! 0:07
Jan 14, 2010 2:55 PM	
Unknown sender	🔑 0:06
Dec 15, 2009 4:02 PM	

Figure 65: Configured mailboxes



You can play a message by highlighting the message and then pressing the track pad/trackball, or by tapping the message on a device equipped with a touchscreen (Figure 66).

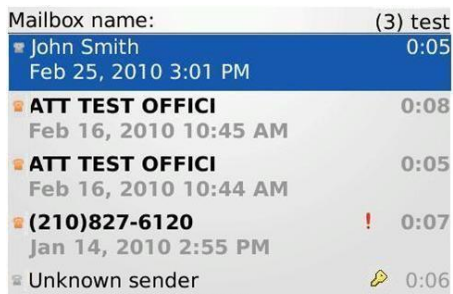


Figure 66: Play a message

You can pause, stop, forward play or backward play the message (Figure 67).

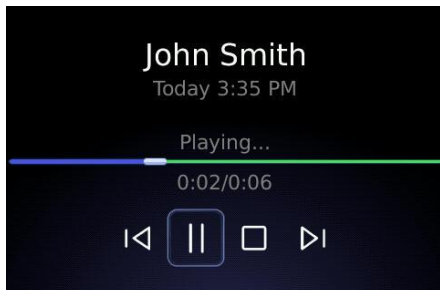
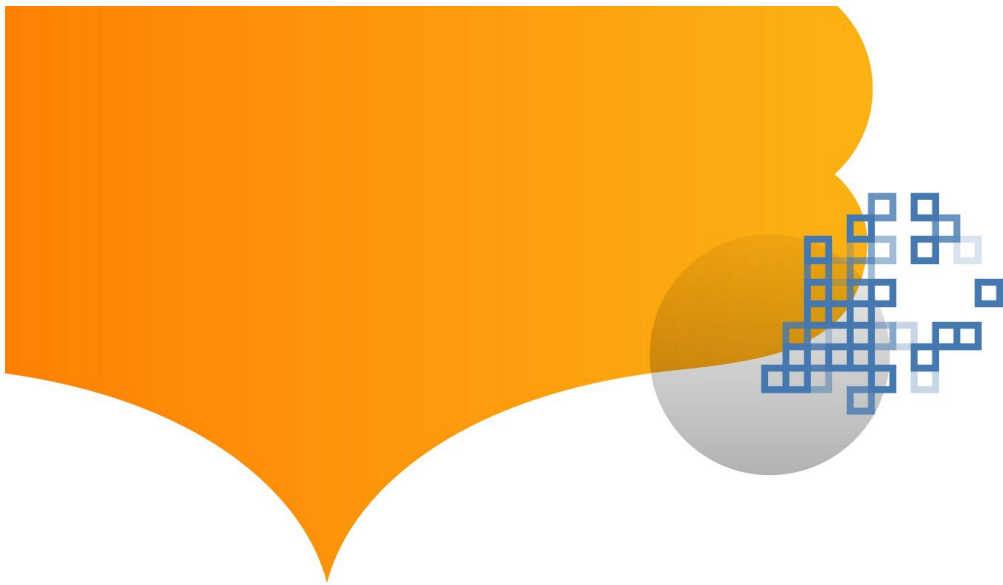
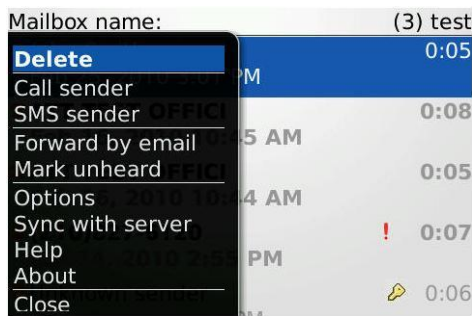


Figure 67: Pause, Stop, Forward or Play back message



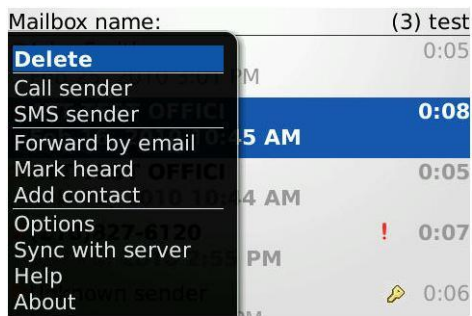
To access other functions while a message is highlighted, press the Menu key on BlackBerry device to bring up an item-specific menu. The items on this menu can be slightly different depending on the nature of the message. The following figures show some examples of the menu.

Below reflects the menu of a message that has already been heard, and the caller is in the device’s address book. Notice the “Mark unheard” is available, but not the “Add contact” function (Figure 68).

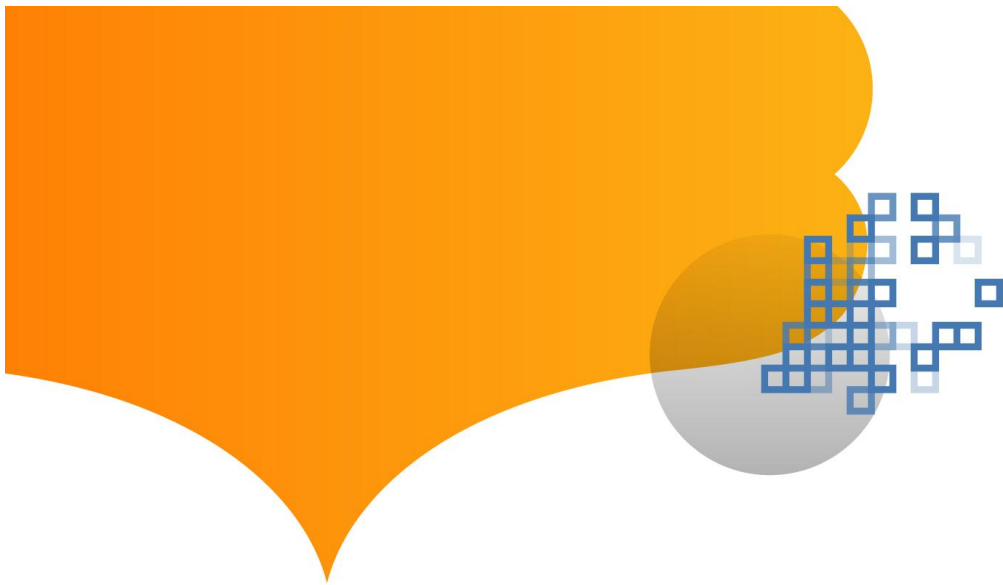


**Figure 68: Message menu for a heard message**

Below reflects the menu on a message that has not been heard and the caller is not in the device’s address book. Notice the “Mark heard” and the “Add contact” functions are available (Figure 69).



**Figure 69: Message menu for an unheard message**



If a message is marked as private, all forwarding and callback functions are not permitted and hence not available on the menu (Figure 70).

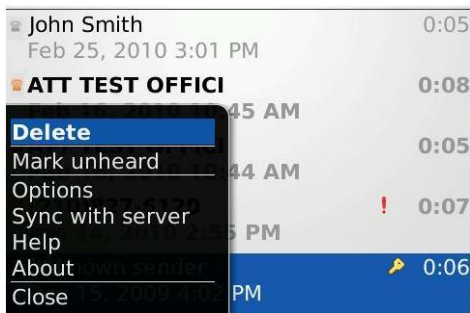
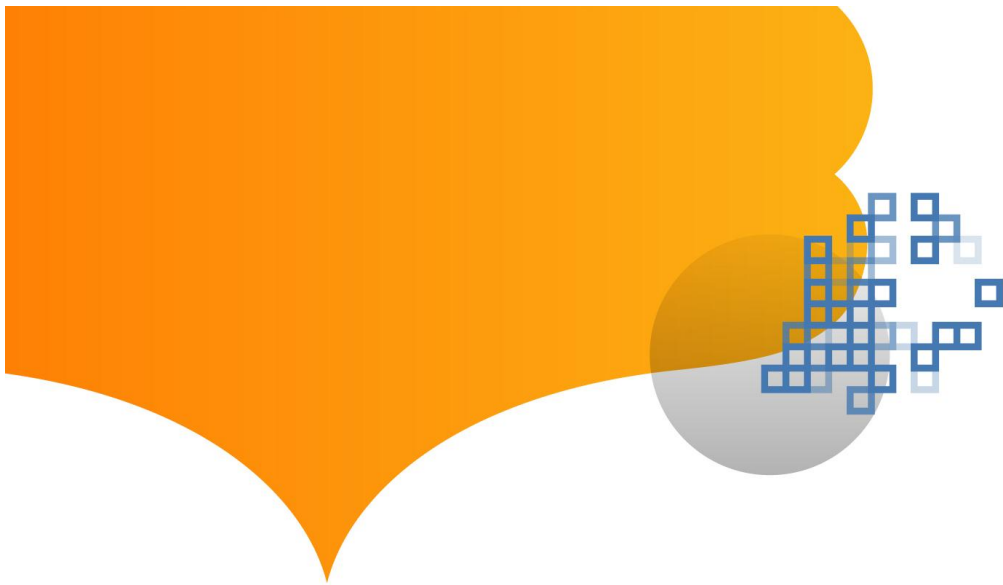


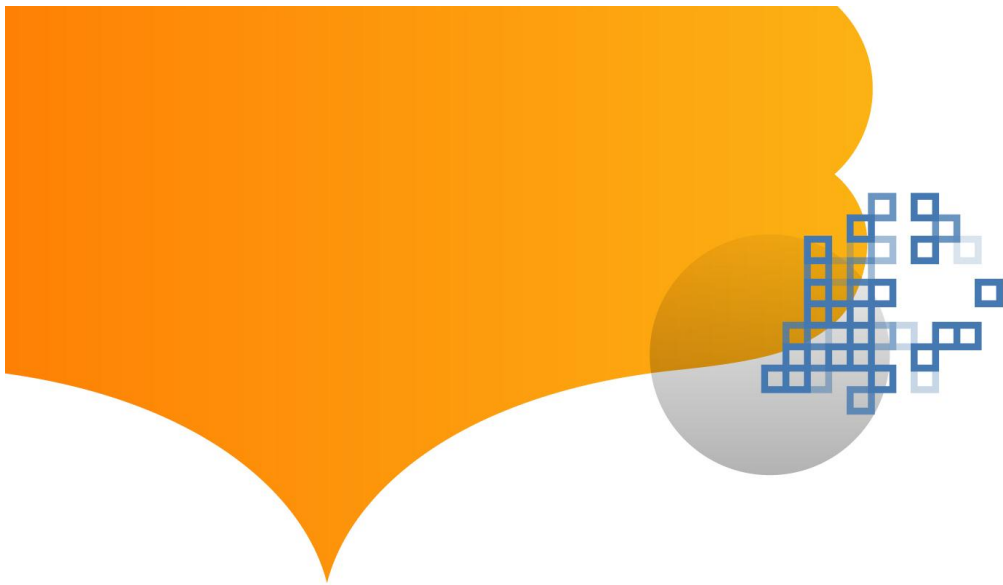
Figure 70: Message menu for private messages



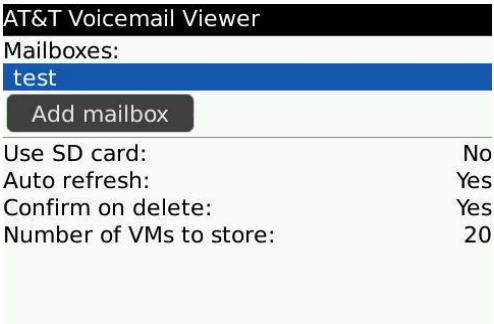
## Settings

There are a number of setting options that you can change. They are listed below:

Use SD card	Whether to use the SD card (if present) for VM messages. The value can be set as: <ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul> Default is set as Yes.
Auto refresh	Whether to automatically refresh the message. The value can be set as: <ul style="list-style-type: none"><li>• Yes</li><li>• No</li><li>• Not when roaming</li></ul> Default is set as Yes.
Confirm on delete	Whether to display a confirmation dialog box before deleting a message. The value can be set as: <ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul> Default is set to Yes.
Number of VMs to store	Number of messages the device stores. Value can be set as: <ul style="list-style-type: none"><li>• 0</li><li>• 10</li><li>• 20</li><li>• 30</li><li>• 50</li><li>• 100</li><li>• 200</li></ul> Default is set as 20.

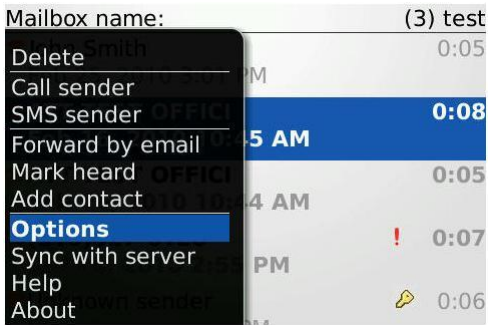


The setting options listed on the previous page are accessible below the “Add mailbox” button on initial setup mailbox screen (Figure 71).



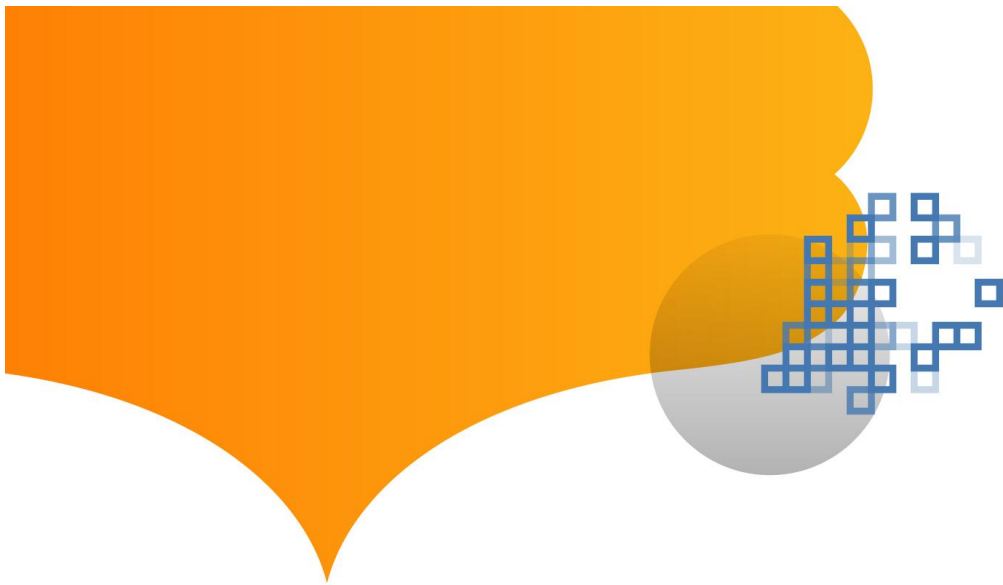
**Figure 71: Add mailbox function**

You can also access those options later by bringing up the menu and selecting the “Options” item while in the Inbox view (Figure 72).



**Figure 72: Inbox view, select “Options”**

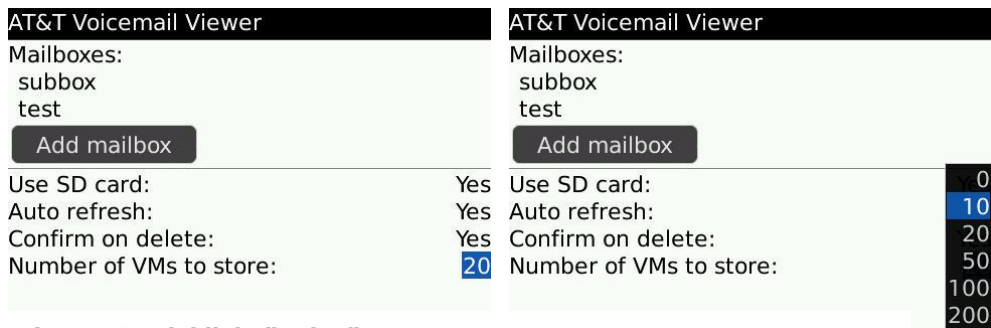




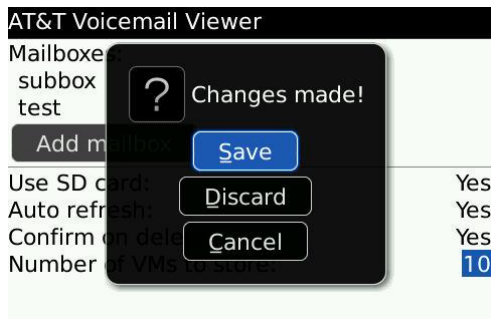
To change the value of those options:

1. Highlight the value and then press the track pad/trackball to bring up a drop-down list. Roll the track pad/trackball to desired value and press it (Figure 73).
2. Press Escape key, and click "Save" on the confirmation screen (Figure 74).

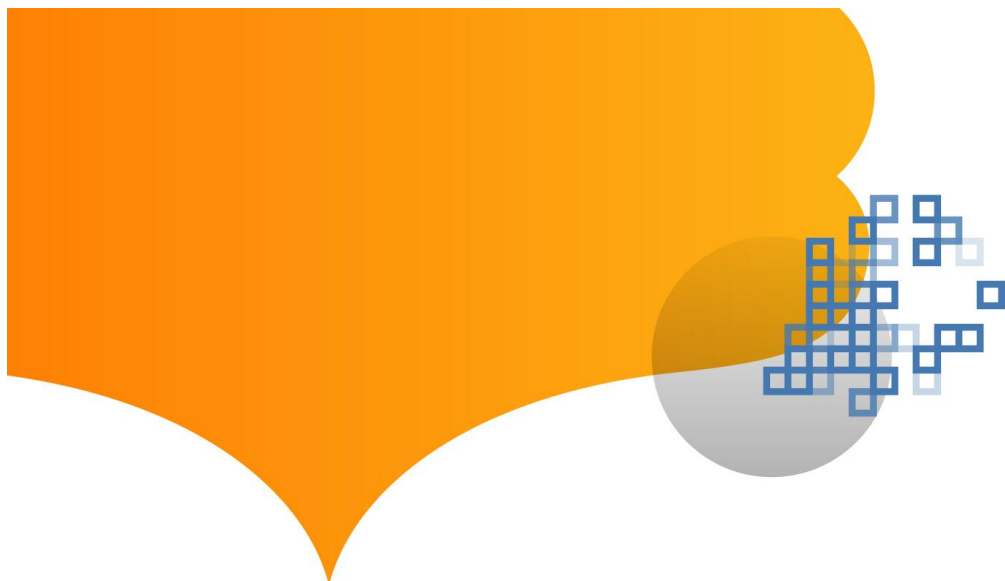
See references below



**Figure 73: Highlight "Value"**



**Figure 74: Confirmation screen**



## iGoogle Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <http://get.adobe.com/flashplayer/> to install the software on your computer.

The following operating systems and Internet browsers are compatible:

- Windows XP with Internet Explorer 7 or 8 or with Firefox 3.0 and above
- Windows Vista with Internet Explorer 7, 8, 9 or with Firefox 3.5 and above
- Windows 7 with Internet Explorer 8, 9 or with Firefox 3.6 and above
- Mac OS X 10.6 and above with Safari 5.0 and above or Firefox 3.5 and above

## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

To start the installation process of the AT&T Voicemail Viewer gadget for iGoogle, open your Internet browser and go to [um.att.com/vmviewer](http://um.att.com/vmviewer).

“Get it now Home!” or “Get it now Work!” is available for your AT&T Unified Messaging<sup>SM</sup> account and “Get it now Home” is available for your AT&T U-verse Voice<sup>SM</sup> account.

To download the iGoogle home gadget:

1. Click the “Get it now Home!” button in the iGoogle section (Figure 75).
2. Click the “Add AT&T Voicemail Viewer to iGoogle” button (Figure 76).

*See references on page 34*

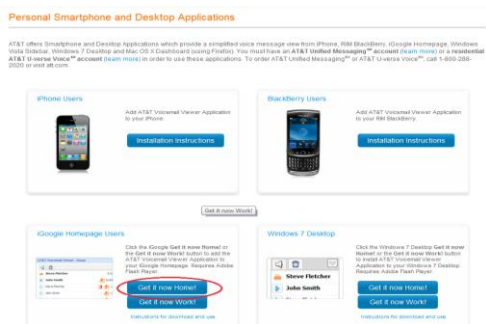
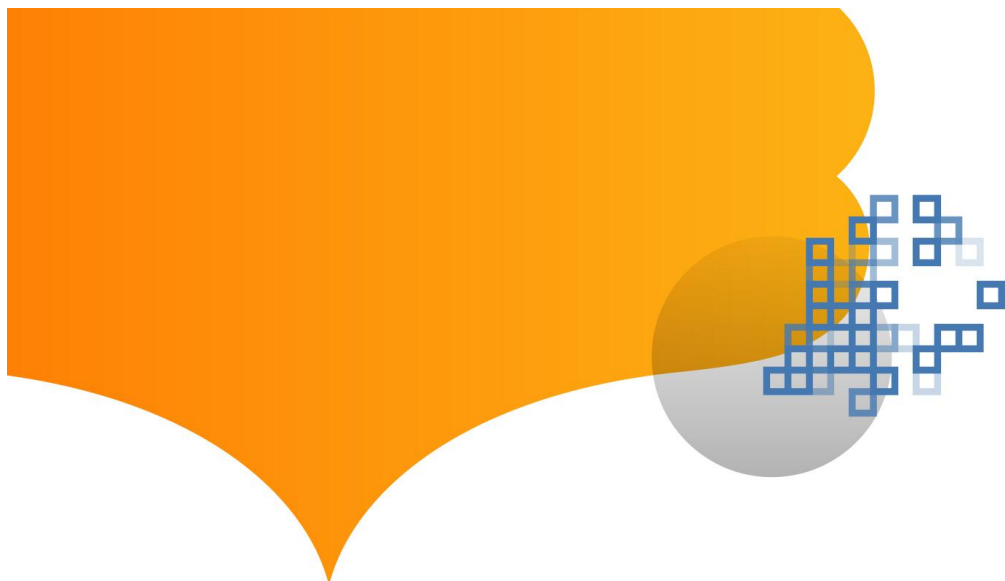


Figure 75: "Get it now Home!"

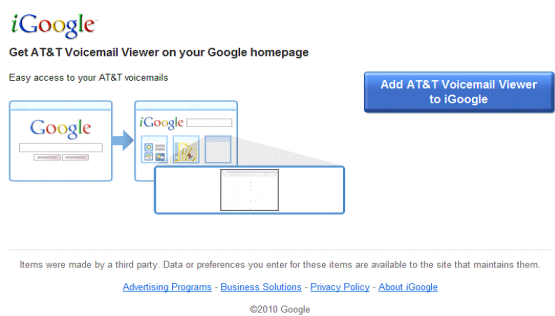


Figure 76: "Add AT&T Voicemail Viewer to iGoogle" button

## Application: Login

Once Voicemail Viewer is installed on the iGoogle page, you are presented with the login screen. Log in with your AT&T Unified Messaging<sup>SM</sup> AT&T U-verse Voice<sup>SM</sup> phone number and voice mailbox PIN. Click the "Remember me on this computer" which saves your credentials on the computer (Figure 77).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 78).

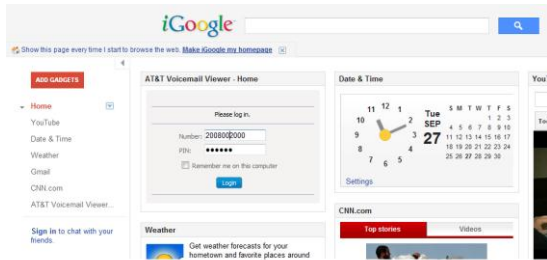
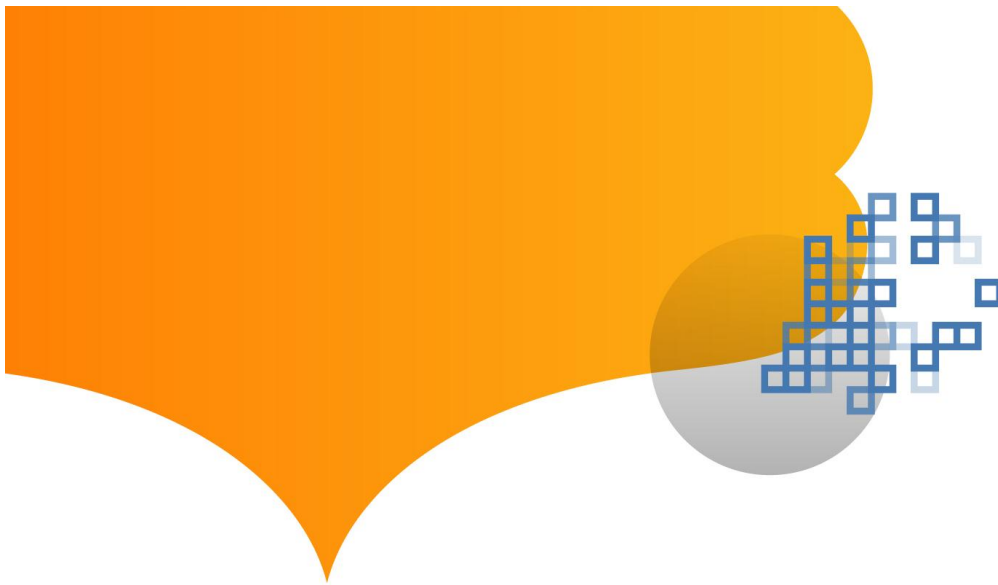


Figure 77: Login Screen

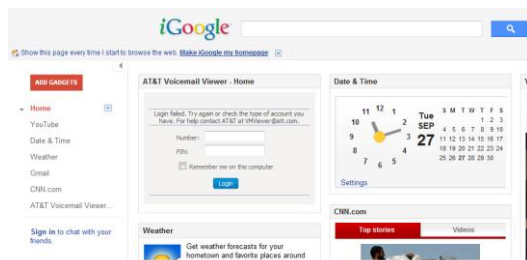


Figure 78: Error Message

## Application: Message Inbox

Once the correct login credentials are entered, you are presented with your Inbox view.

The inbox view displays a list of messages in the mailbox. The unread (or unheard) messages are bold. The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.

Play a message by clicking the arrow button on the left side of a message (Figure 79).

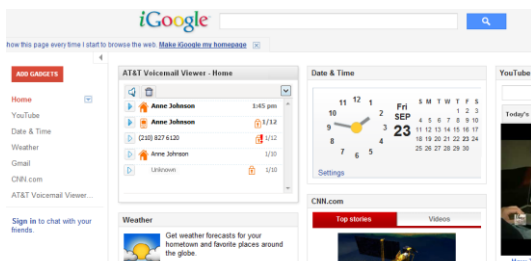
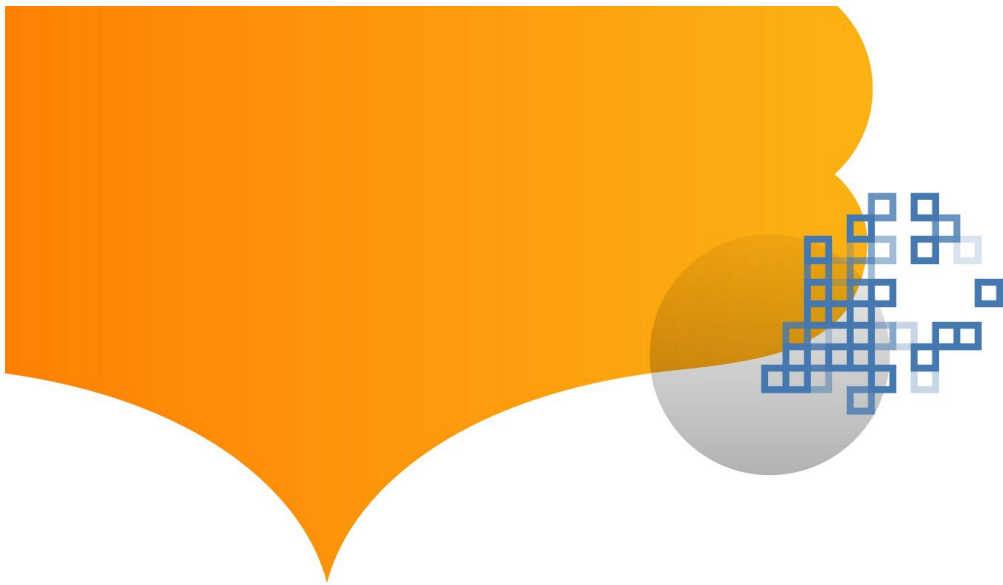
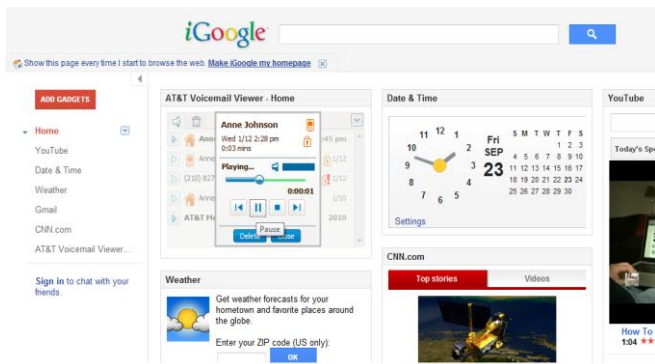


Figure 79: Play a message

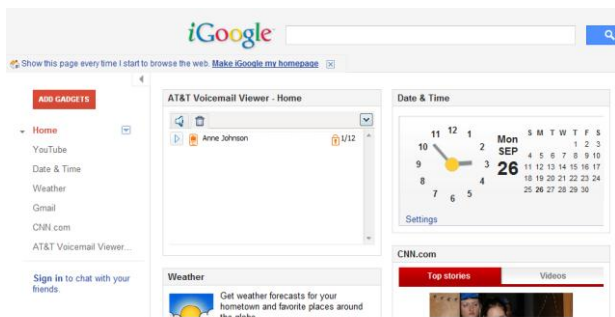


You can pause and stop playing as well as skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message to play from. You can also delete a message by clicking the "Delete" button while the message is being played or after the message has been played (Figure 80).

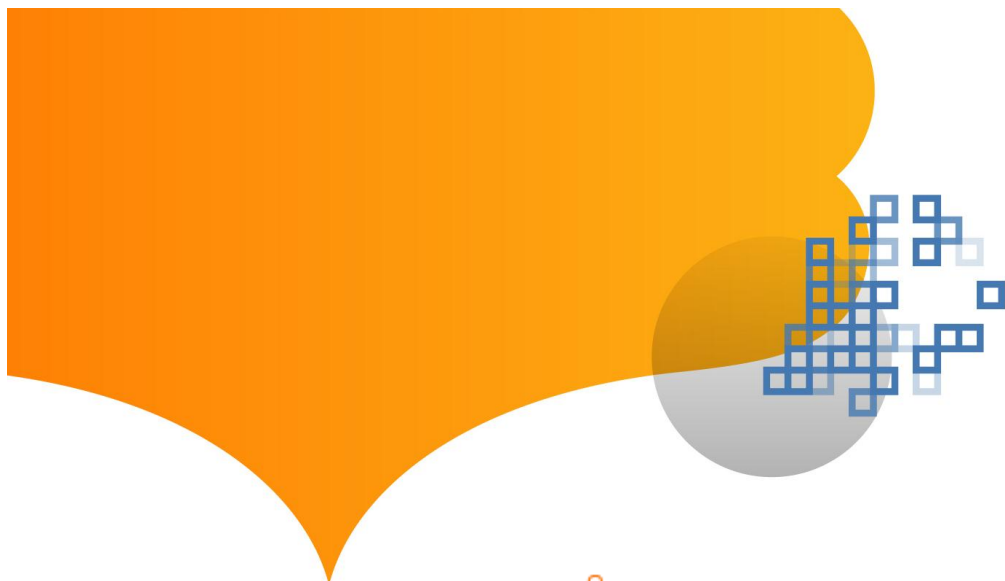








**Figure 80: Message controls & delete a message**

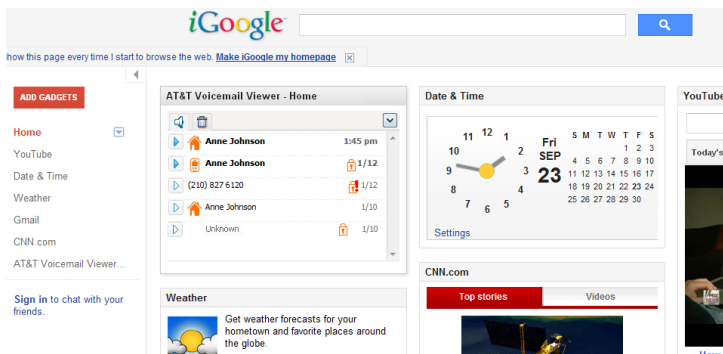
Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 81).



**Figure 81: Deleted messages**

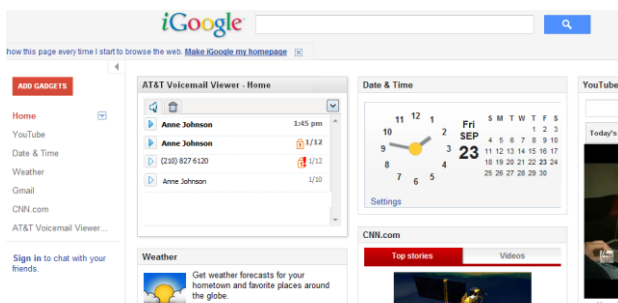


A private message is marked by a lock  icon, an urgent message is marked by  icon, and an urgent and private message is marked by  icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone is withheld, then "Unknown" is displayed. A visual symbol to the left of the name indicates from which number, Home , Work  or Mobile , the message received is displayed (Figure 82).

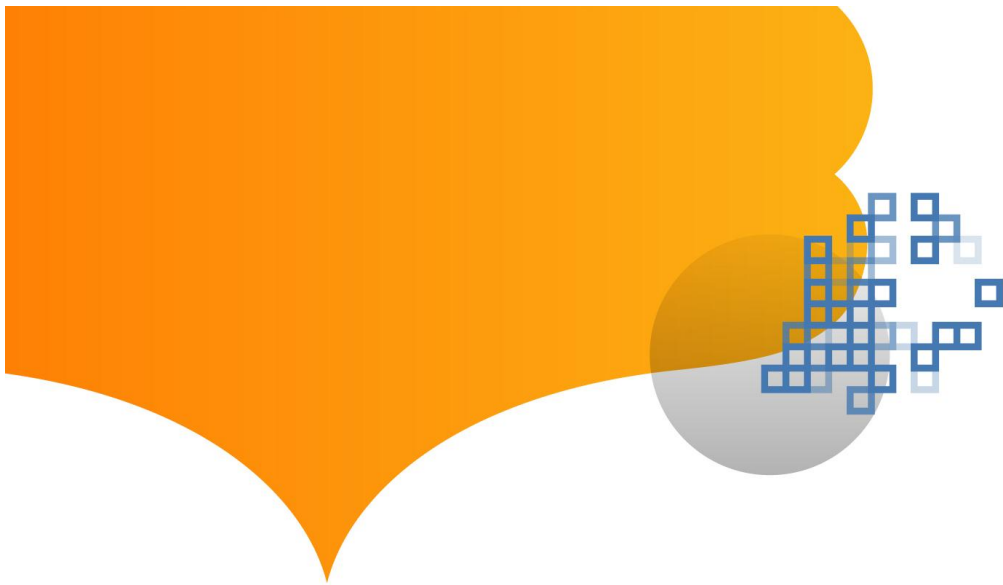


**Figure 82: Message icons**

U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 83).



**Figure 83: U-verse messaging address book**



If a mailbox is full or near full, a warning message will appear (Figure 84). Clicking on the warning message will bring up a pop-up message (Figure 85).

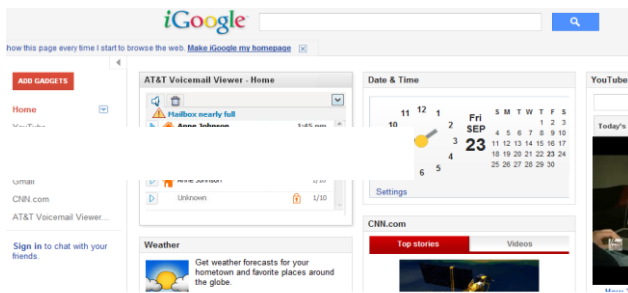


Figure 84: Mailbox full warning

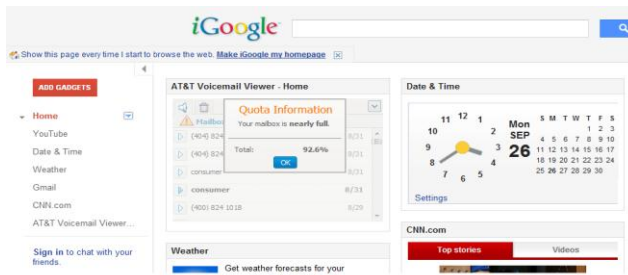
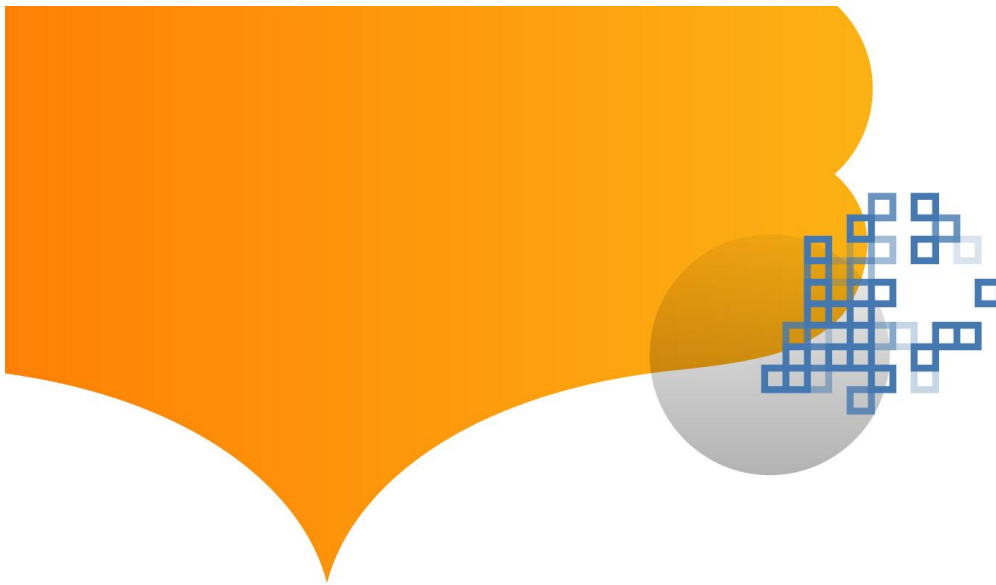


Figure 85: Mailbox Quota information pop-up message



When the gadget window is expanded, more information such as time of call and duration of call are shown (Figures 86 and 87).

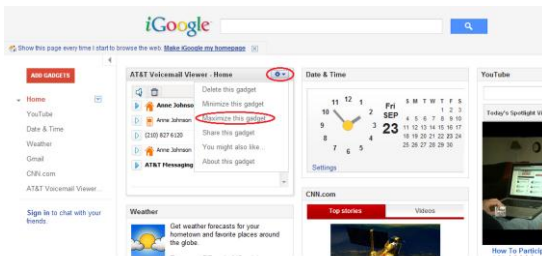


Figure 86: Gadget window

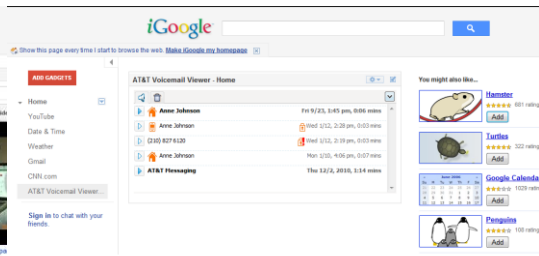




Figure 87: Expanded inbox view

- Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called (Figure 88). Icon  indicates a message was left for the landline number, while icon  indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call.

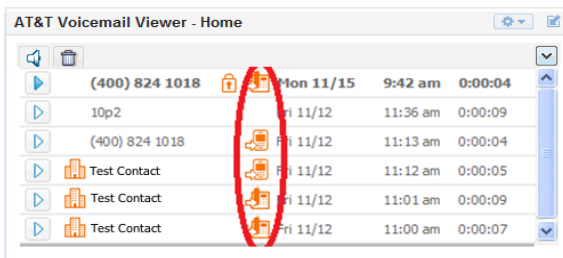
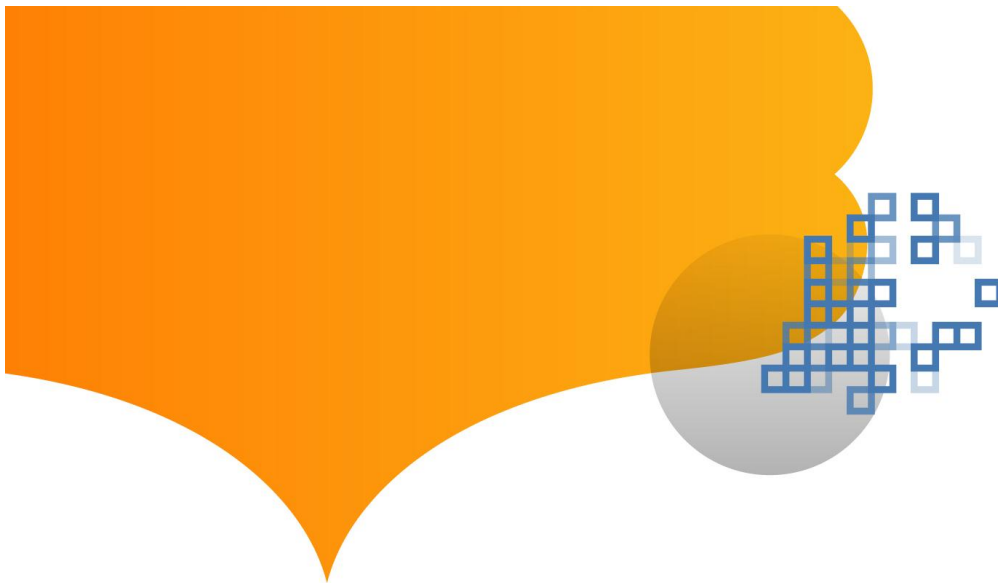
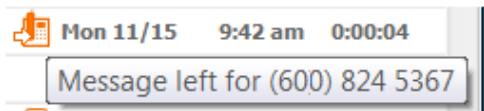


Figure 88: Integrated mailbox called phone icons



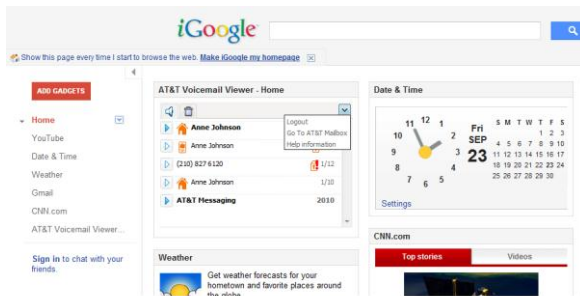


Hovering the mouse or placing the cursor over a message displays the called number.

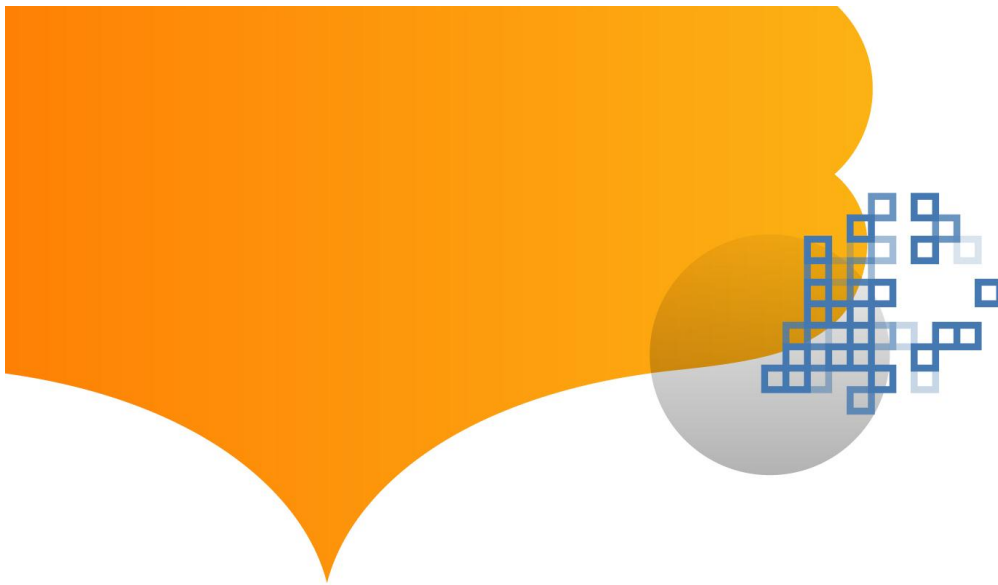


## Gadget Menu Options

The top right-hand corner of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 89).



**Figure 89: Menu Options**



Help information includes an email address for assistance from AT&T (Figure 90).

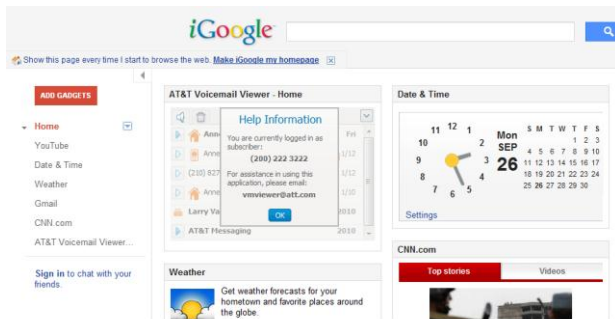


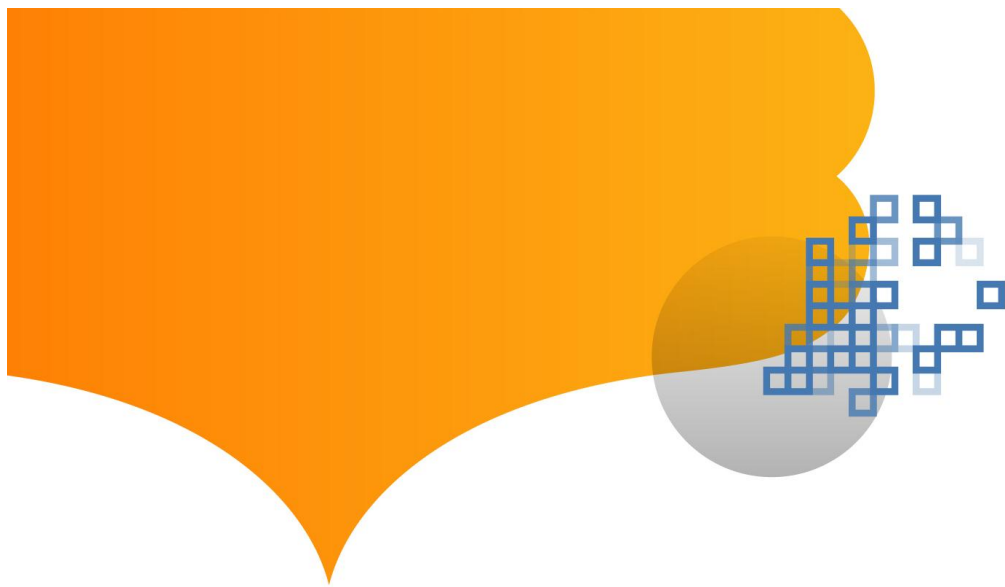
Figure 90: AT&T Help information

## Windows® Vista Sidebar Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe® Flash® Player is required for message playback. If you do not have Flash, go to <http://get.adobe.com/flashplayer/> to install the software on your computer.

Voicemail Viewer for Windows Vista Sidebar requires a PC with Windows Vista operating system and Internet Explorer or Firefox for installation.



## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

To start the installation process of the AT&T Voicemail Viewer gadget for Vista Sidebar, open your Internet browser and go to [um.att.com/vmviewer](http://um.att.com/vmviewer).

“Get it now Home!” or “Get it now Work!” is available for your AT&T Unified Messaging<sup>SM</sup> account and “Get it now Home” is available for your AT&T U-verse Voice<sup>SM</sup> account.

To download the Windows Vista Sidebar home gadget:

1. Click the “Get it now Home!” button (Figure 91).
2. Select “Open” to proceed (Figure 92).
3. Select “Allow” to proceed (Figure 93).
4. Select “Install” to proceed (Figure 94).
5. The Voicemail Viewer gadget will be installed on the Sidebar panel (Figure 95).

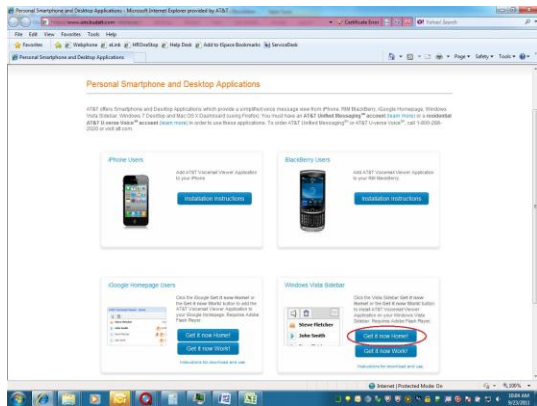
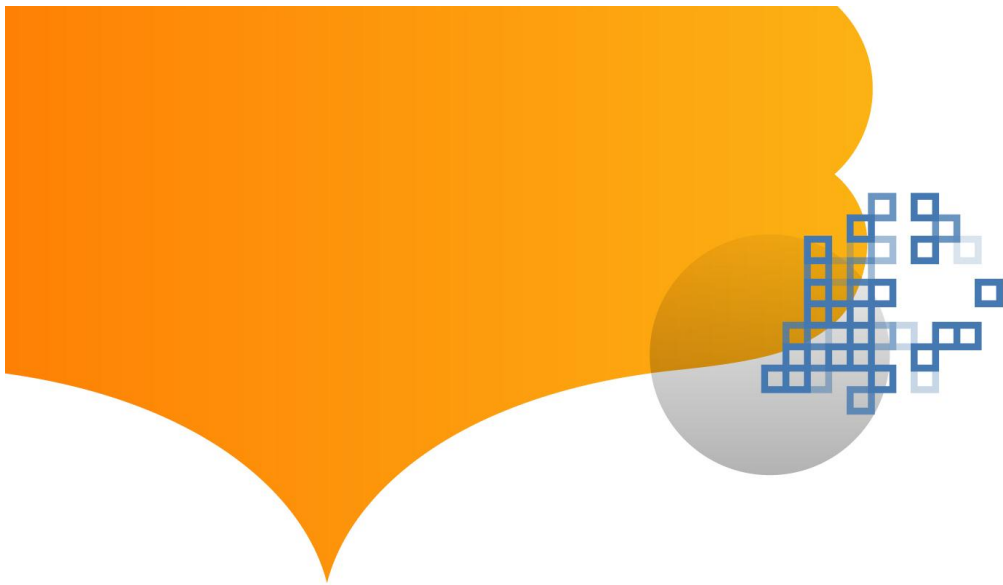


Figure 91: "Get it now Home!"



Figure 92: Select "Open"



Figure 93: Select "Allow"

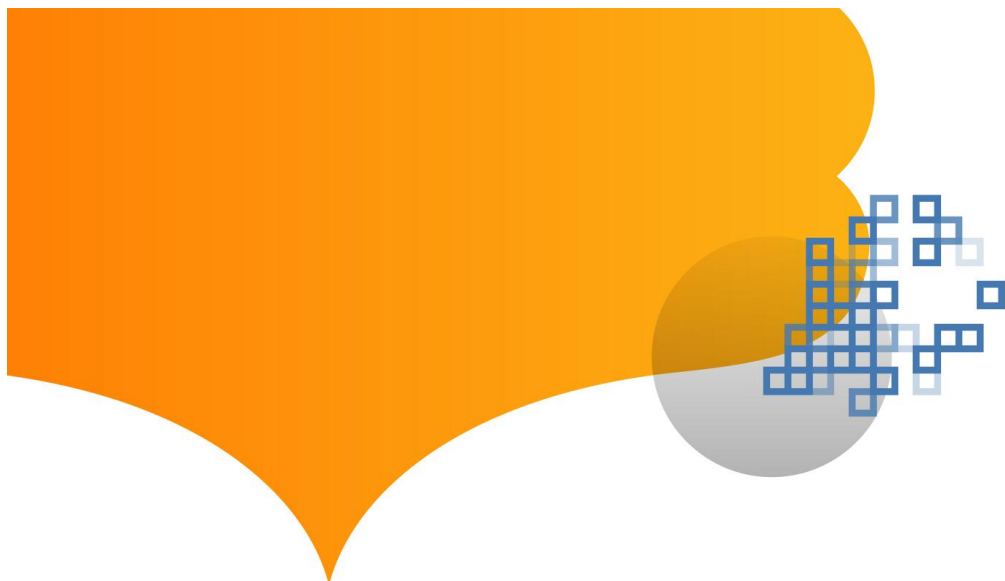


Figure 94: Select "Install"

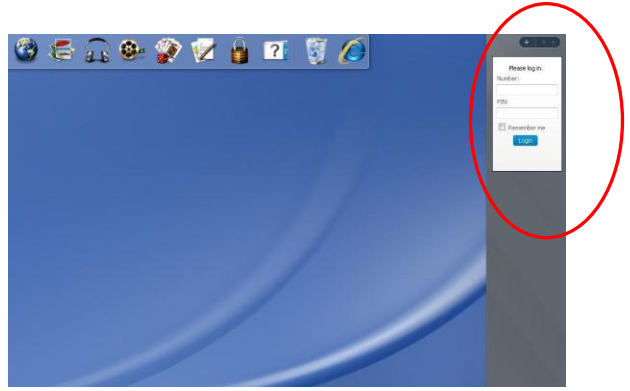


Figure 95: Sidebar panel

## Application: Login

Once Voicemail Viewer is installed on the Windows Vista Sidebar, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 96).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 97).

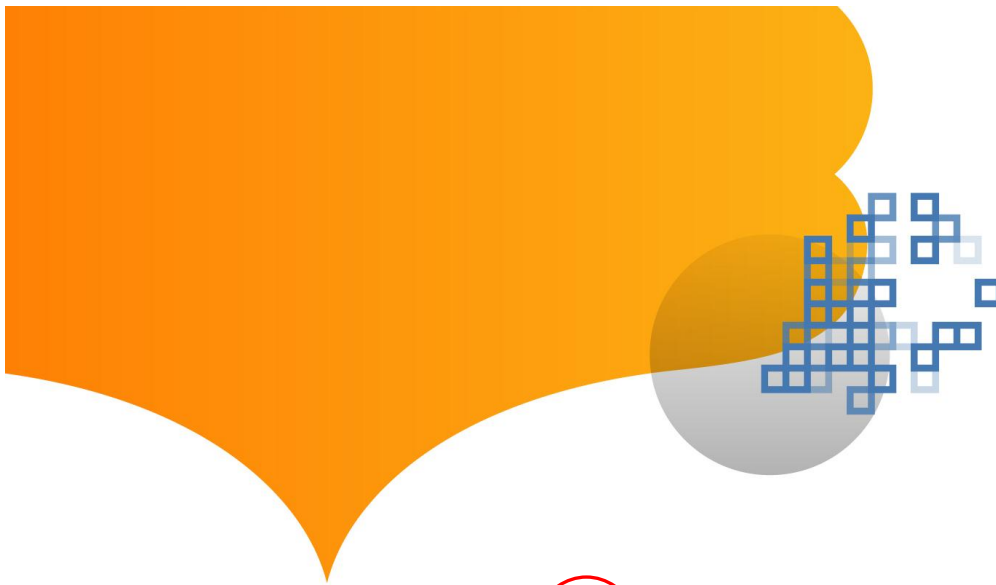


Figure 96: Login screen on sidebar panel

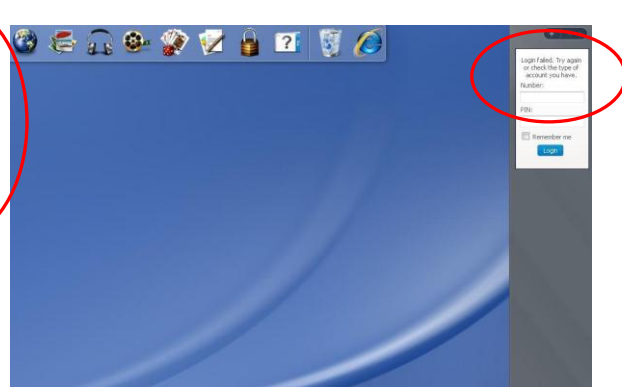
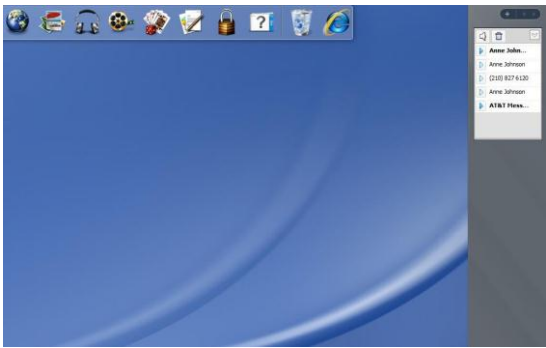
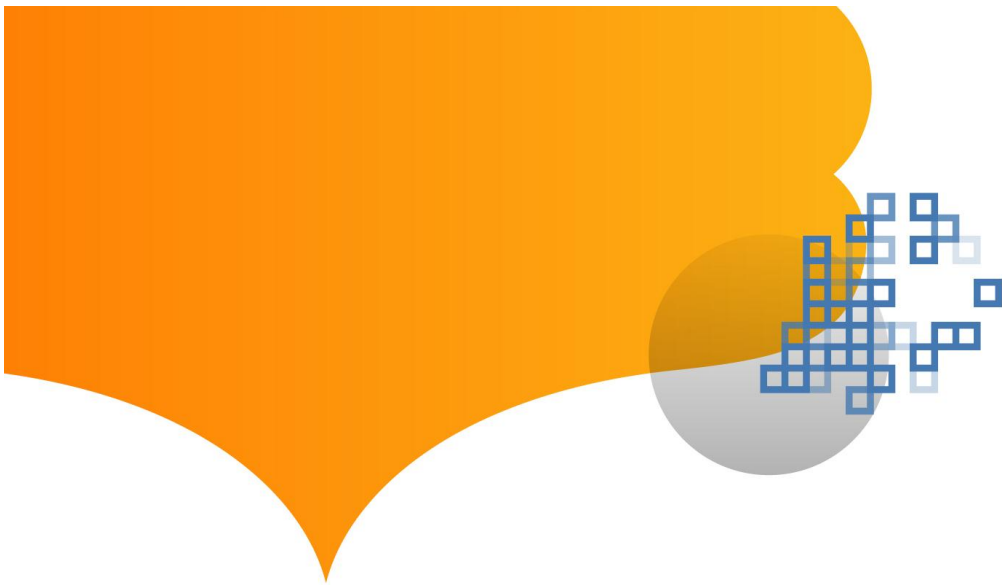


Figure 97: Error message

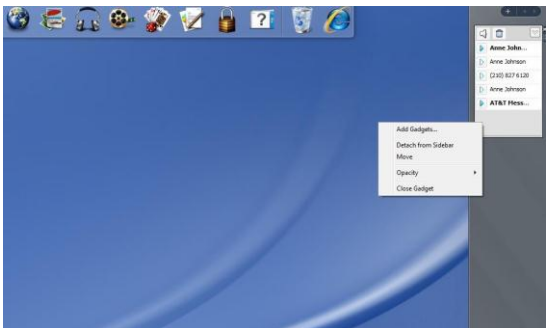
## Application: Message Inbox

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.
- Windows Vista Sidebar has a fixed size for gadgets. As the result, only the most important information is shown — the sender and the button to play the message (Figure 98).

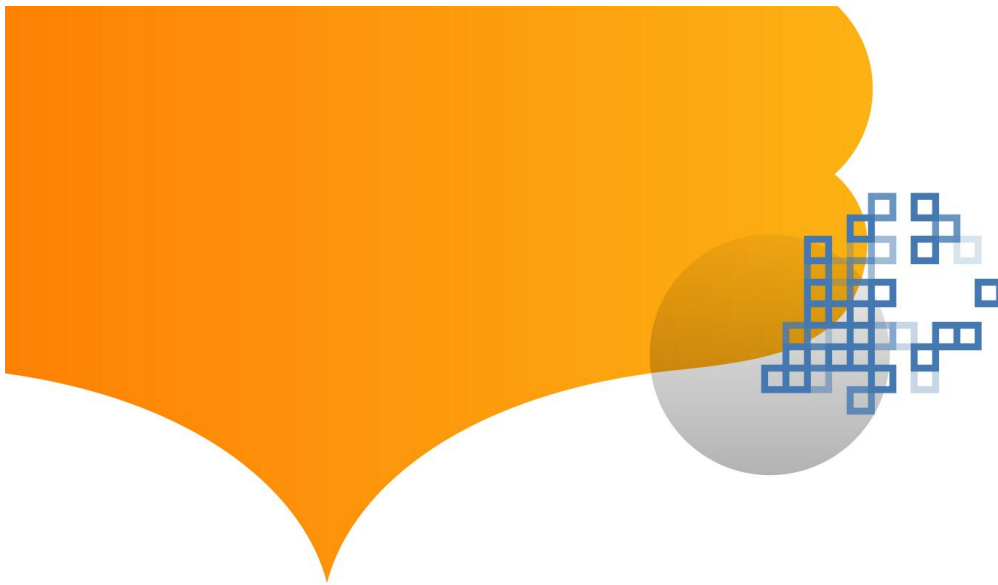


**Figure 98: Message Inbox**




Gadgets can be detached from the Windows Vista Sidebar, in which case they have a much larger (but still fixed) size. To detach a gadget, right click a gadget to open a gadget menu where the menu item "Detach from Sidebar" is available (Figure 99).






**Figure 99: Detach from Sidebar**



The detached gadget has a much larger size to show more information to include date/time and duration of the call.

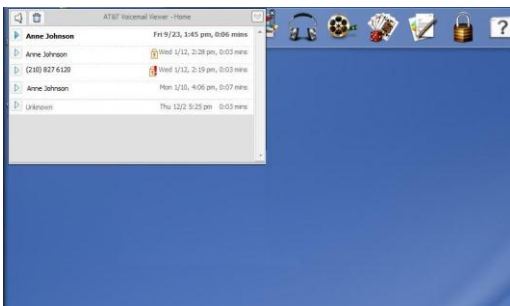
A private message is marked by a lock  icon, an urgent message is marked by  icon, and an urgent and private message is mark by  icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller’s telephone number is displayed. If the caller’s telephone number is withheld, then “Unknown” is displayed.

A visual symbol to the left of the name indicates from which number, Home , Work  or Mobile , the message received is displayed (Figure 100).



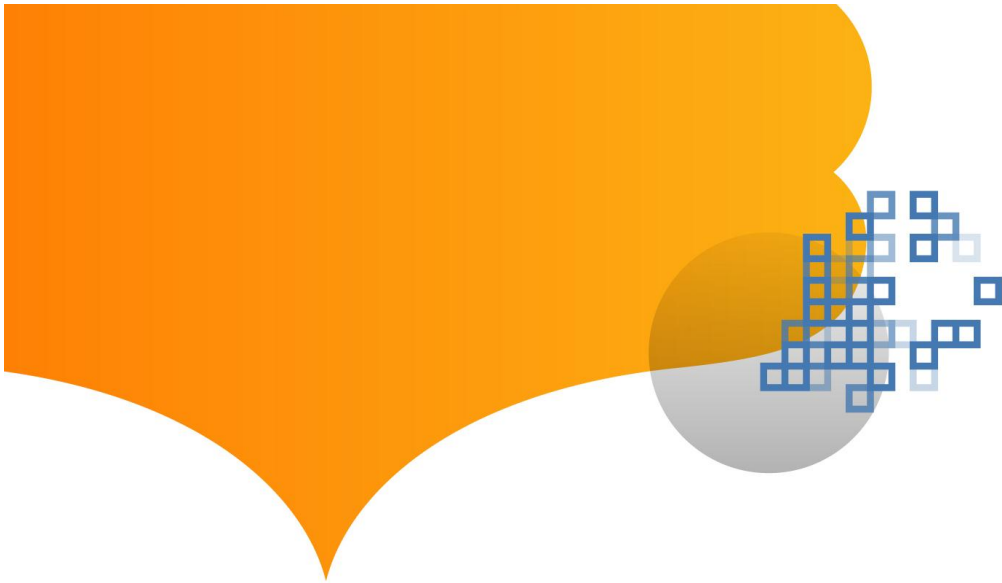
**Figure 100: Detached gadget with icons**

U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 101).





**Figure 101: U-verse Messaging address book**





Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate for which phone number was called.

Icon  indicates a message was left for the landline number, while icon  indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 102).









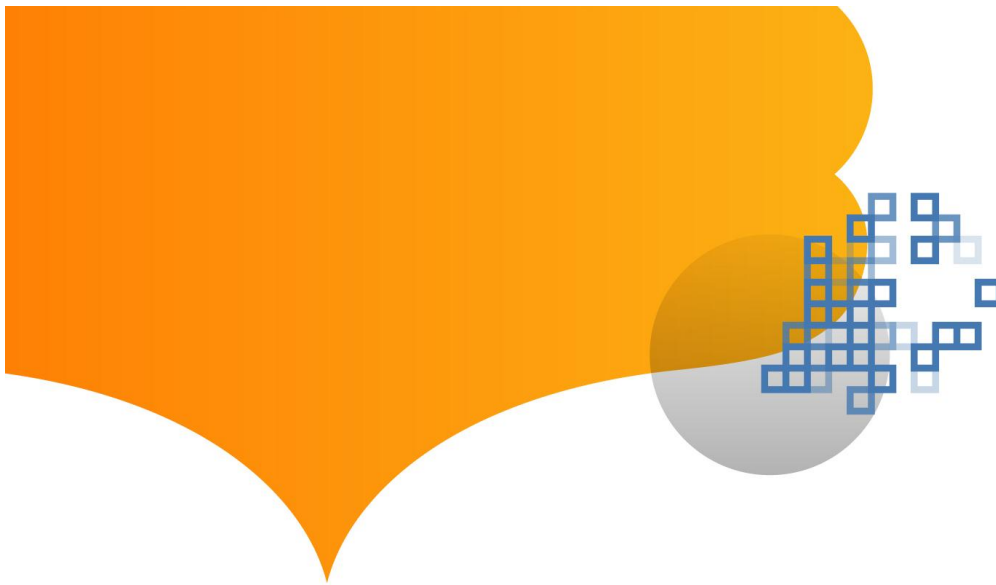
From	Time of call	Duration
 John Smith	Mon 11/15 10:28 am	0:00:13
 John Smith	Mon 11/15 10:27 am	0:00:18
 (404) 824 1018	Mon 11/15 9:42 am	0:00:04
 10p2	Mon 11/12 11:36 am	0:00:09
 (404) 824 1018	Mon 11/12 11:13 am	0:00:04
 Test Contact	Mon 11/12 11:12 am	0:00:05
 Test Contact	Mon 11/12 11:01 am	0:00:09
 Test Contact	Mon 11/12 11:00 am	0:00:07

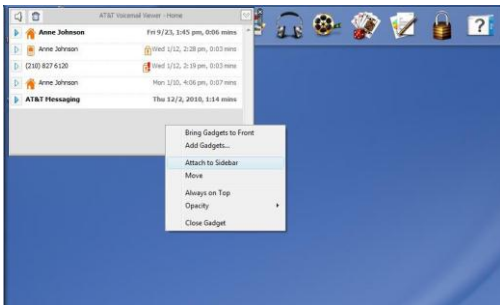
Figure 102: Integrated mailbox called phone icons

Hovering the mouse or placing the cursor over a message displays the called number.





To “dock” the gadget back to the Sidebar, right click the gadget again to bring up the menu and select “Attach to Sidebar” (Figure 103).



**Figure 103: Dock the gadget to the sidebar**

Play a message by clicking the arrow button on the left side of a message (Figure 104).



**Figure 104: Playing a message**

After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the “Delete” button while the message is being played, or after the message has been played (Figure 105).
- Clicking the trash icon will display deleted messages which can then be permanently deleted or restored to the inbox (Figure 106).

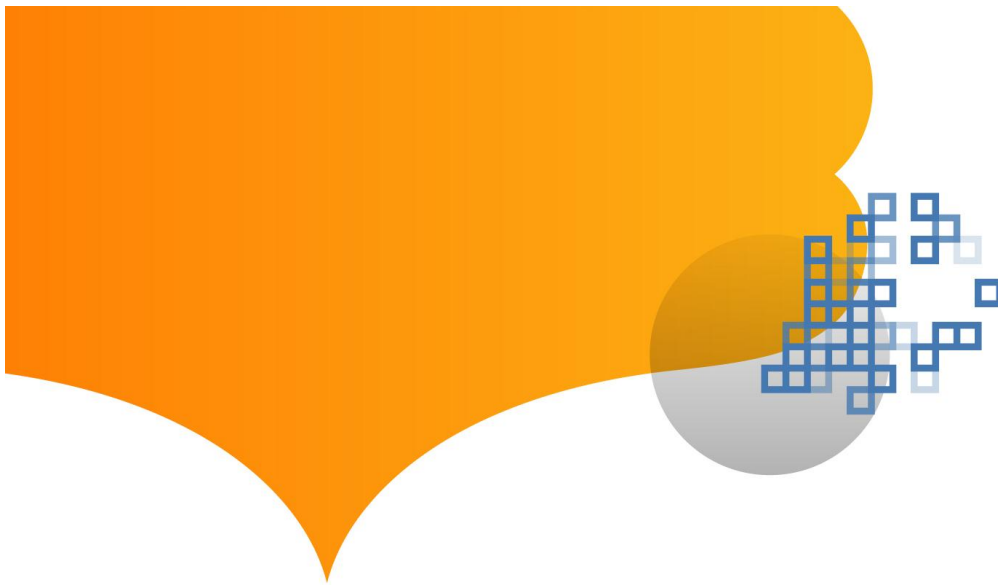


Figure 105: Message controls & delete message



Figure 106: Trash icon

If a mailbox is full or near full, a warning message will appear (Figure 107). Clicking on the warning message will bring up a pop-up message (Figure 108).

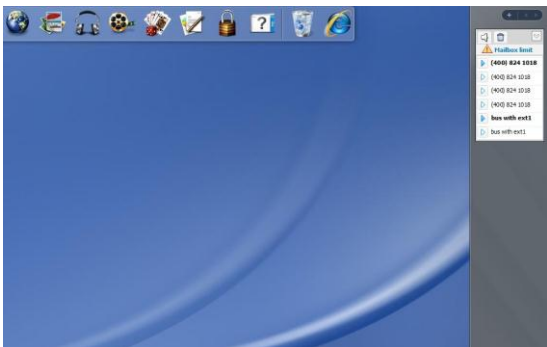


Figure 107: Warning message



Figure 108: Warning message pop-up

## Gadget Menu Options

The top right-hand corner of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 109).

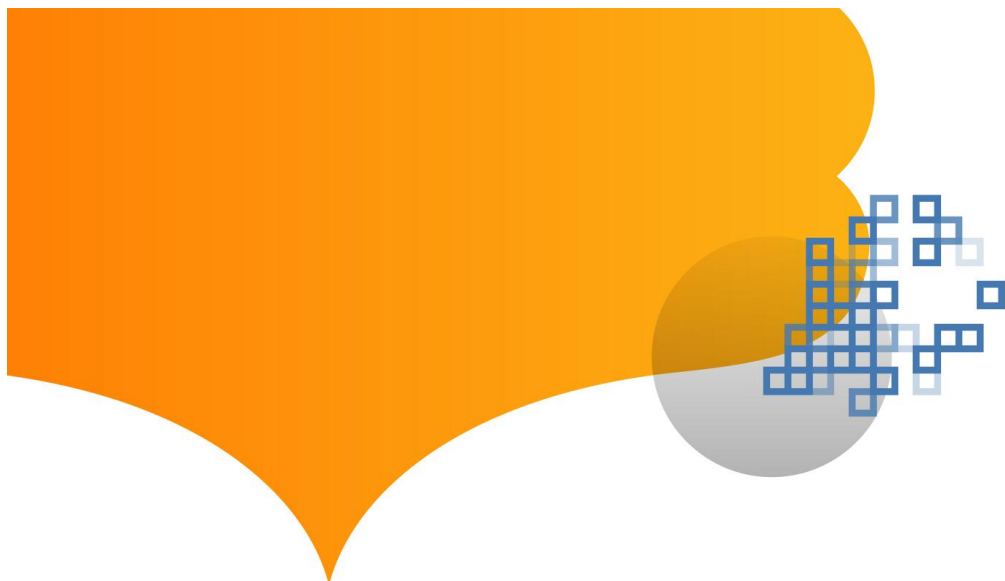


**Figure 109: Menu options**

Help information includes an email address for assistance from AT&T (Figure 110).



**Figure 110: AT&T Help email**



## Windows<sup>®</sup> 7 Desktop Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <http://get.adobe.com/flashplayer/> to install the software on your computer.

Voicemail Viewer for Windows 7 requires a PC with Windows 7 operating system and Internet Explorer or Firefox for installation.

## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

To start the installation process of the AT&T Voicemail Viewer gadget for Windows 7, open your Internet browser and go to [um.att.com/vmviewer](http://um.att.com/vmviewer).

“Get it now Home!” or “Get it now Work!” is available for your AT&T Unified Messaging<sup>SM</sup> and “Get it now Home!” is available for your AT&T U-verse Voice<sup>SM</sup> account.

To download the Windows 7 Desktop gadget:

1. Click “Get it now” button. (Figure 111).
2. Click “OK” and the following screen will appear. (Figure 112)
3. Select “Open” to proceed. (Figure 113)
4. Select “Install” to proceed (Figure 114).
5. The UM gadget will be installed on the desktop (Figure 115).

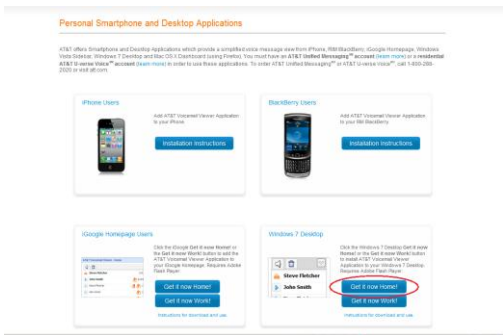
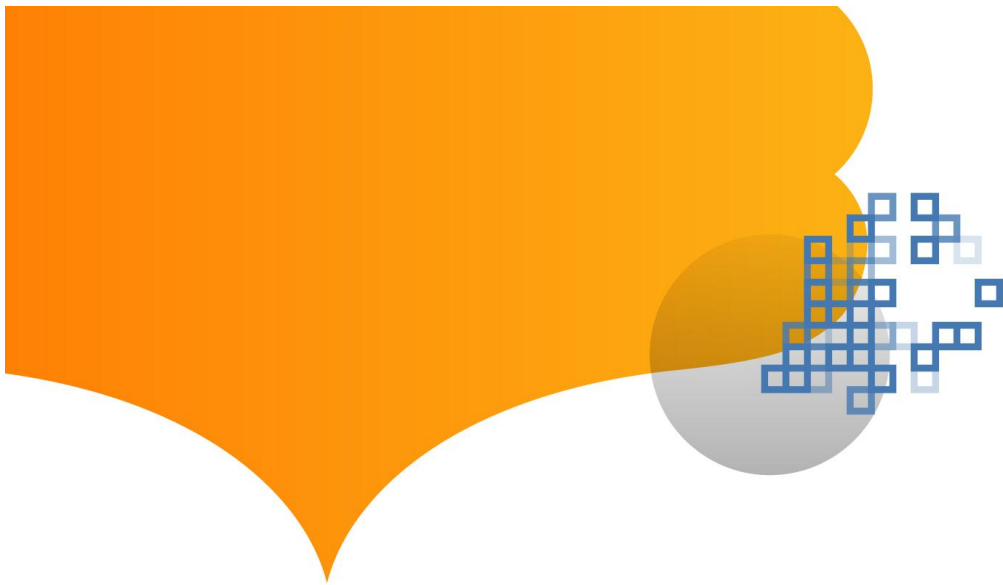


Figure 111: "Get it now Home!" Or "Get it now Work!"

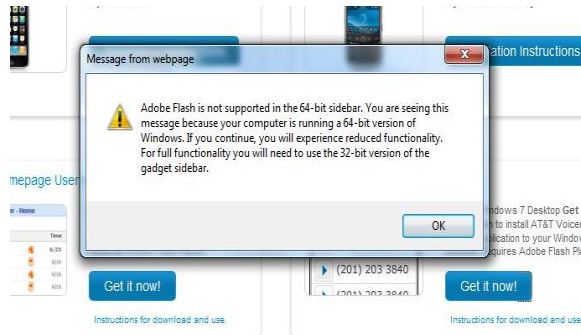


Figure 112: To download the gadget, click "Get it now" and then click "OK"



Figure 113: Click "Open"

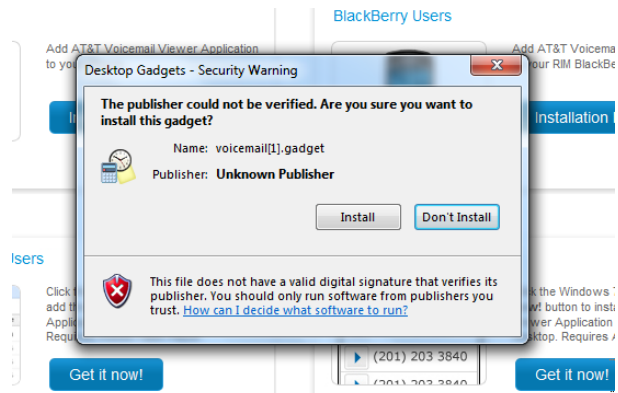


Figure 114: Select "Install" to proceed

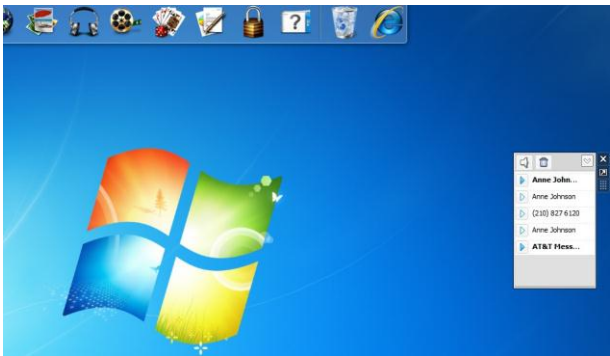
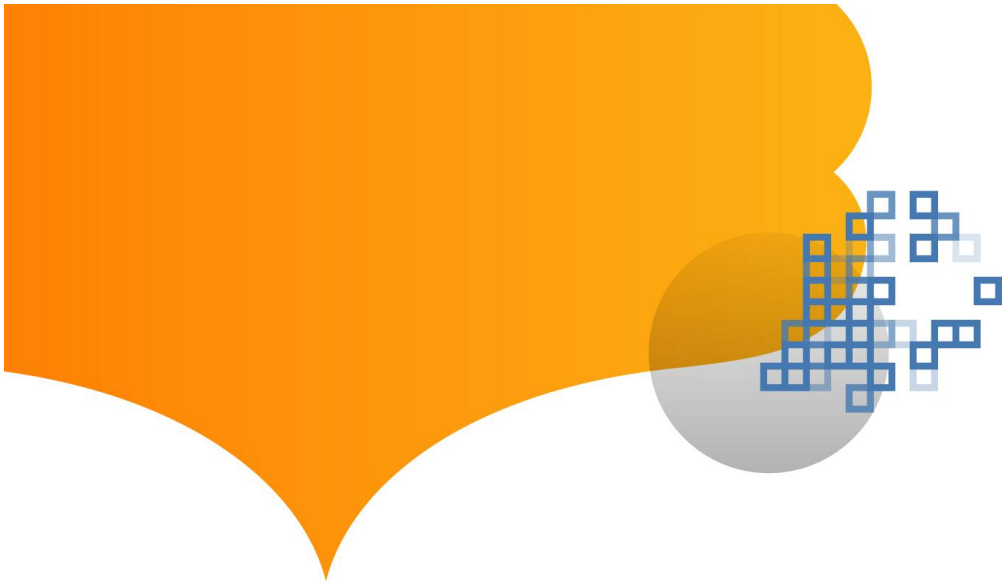


Figure 115: Desktop with UM gadget installed

### Application: Login

Once Voicemail Viewer is installed on Windows 7, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 116).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 117).

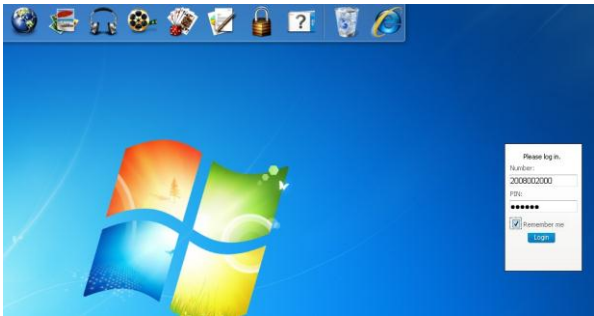


Figure 116: Login screen

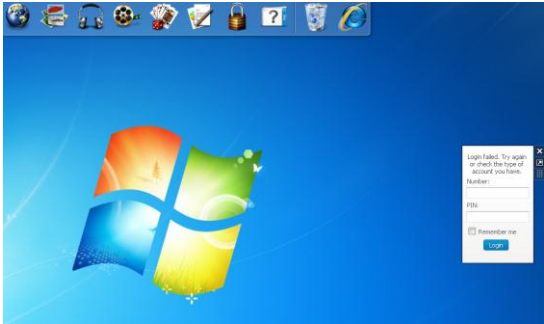
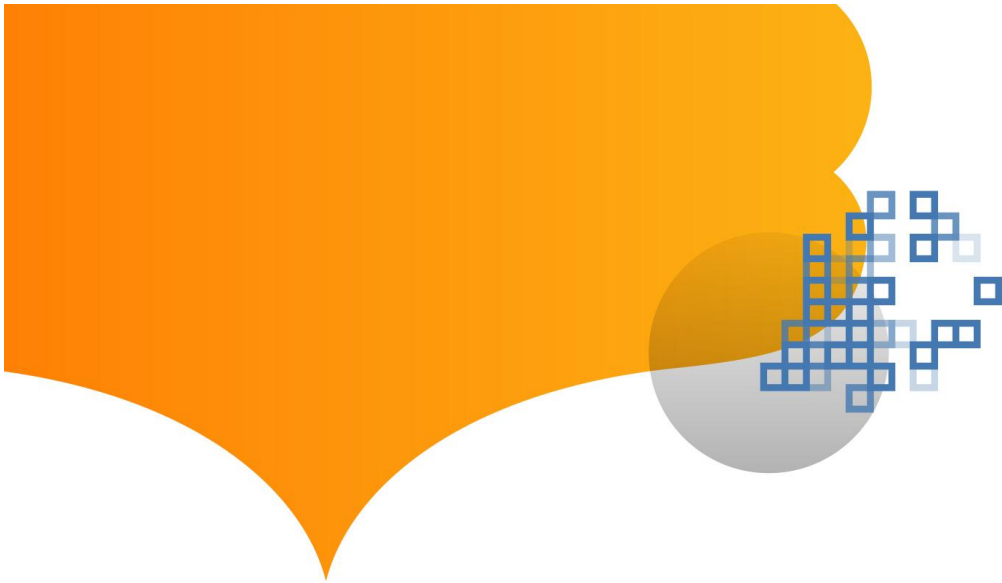


Figure 117: Error message

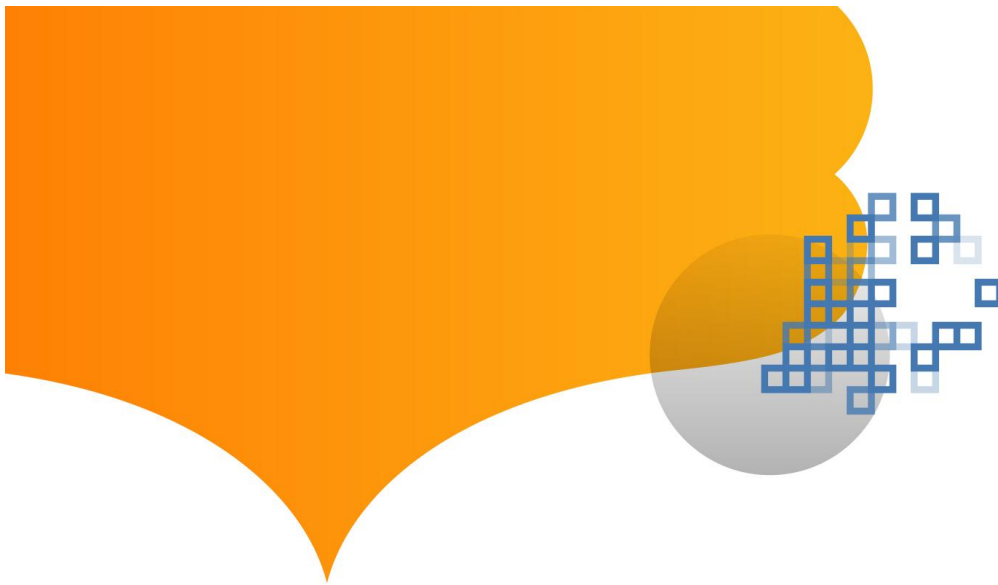
## Application: Message Inbox

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unread unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.
- Windows 7 Sidebar has a fixed size for gadgets. As the result, only the most important information is shown — the sender and the button to play the message (Figure 118).



Figure 118: Message Inbox











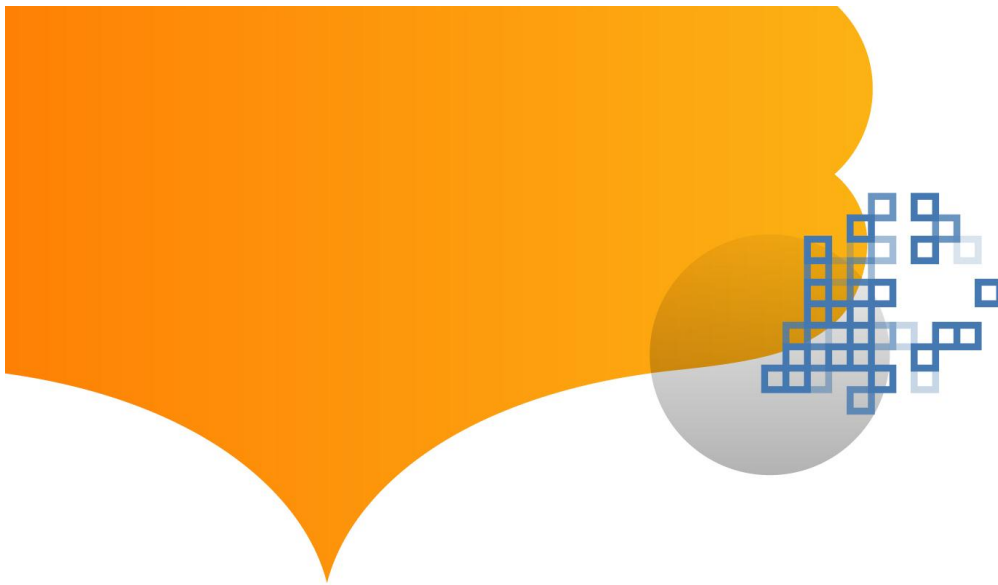
Gadgets can be expanded from the Windows 7 Sidebar to a larger (but still fixed) size. To expand a gadget, right click the “larger size” icon on the side of the gadget (Figure 119).



**Figure 119: Expand gadget**

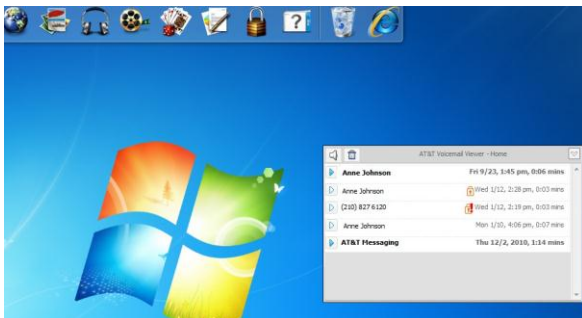
The expanded gadget has a much larger size to show more information to include date/time and duration of the call. A private message is marked by a lock  icon, an urgent message is marked by  icon, and an urgent and private message is marked by  icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller’s telephone number is displayed. If the caller’s telephone number is withheld, then “Unknown” is displayed.

A visual symbol to the left of the name indicates from which number, Home , Work  or Mobile , the message received is displayed (Figure 120).





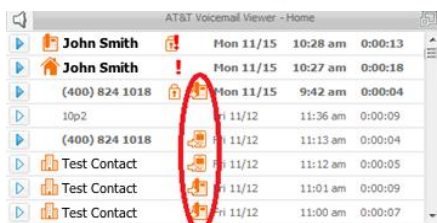
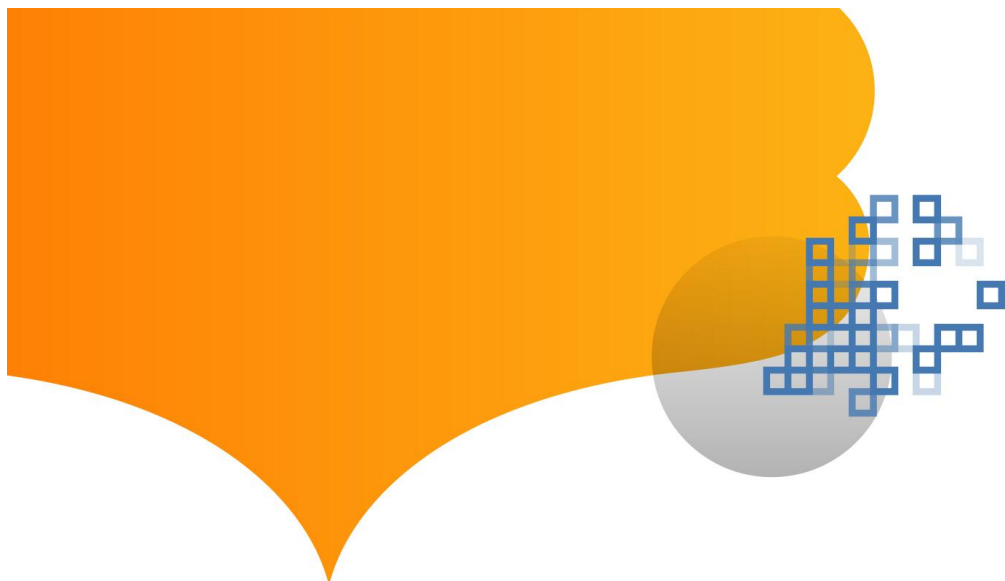
**Figure 120: Expanded gadget with icons**

U-verse Messaging uses a different address book and the address book symbols are not displayed but the private and urgent symbols are displayed (Figure 121).



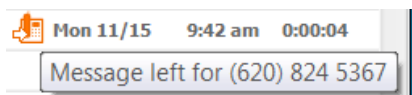
**Figure 121: U-verse Messaging address book**

Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called. Icon  indicates a message was left for the landline number, while icon  indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 122).

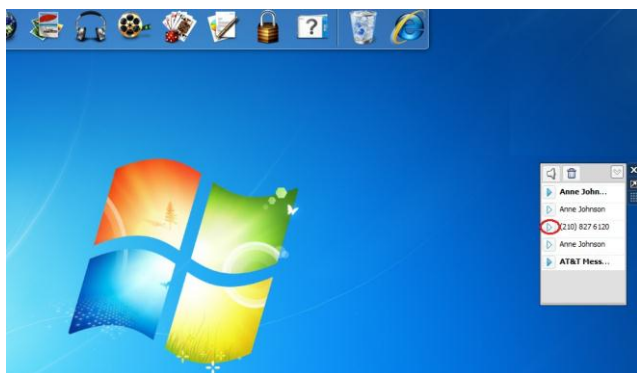


**Figure 122: Integrated mailbox called phone icons**

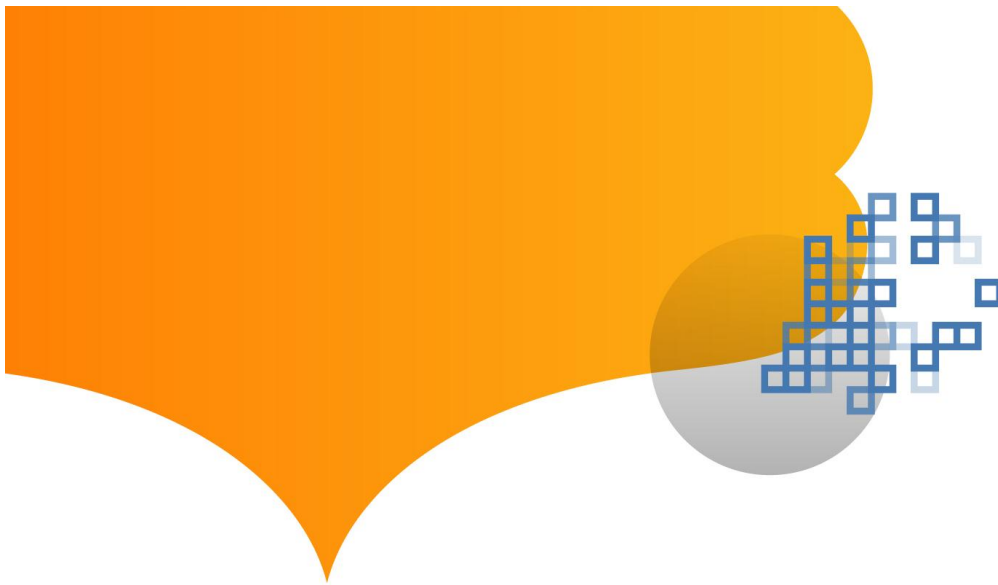
Hovering the mouse or placing the cursor over a message displays the called number.



Play a message by clicking the arrow button on the left side of a message (Figure 123).



**Figure 123: Playing a message**



After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the “Delete” button while the message is being played, or after the message has been played. (Figure 124).
- Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 125).



**Figure 124: Message controls and delete message**



**Figure 125: Trash icon**

If a mailbox is full or near full, a warning message will appear (Figure 126). Clicking on the warning message will bring up a pop-up message (Figure 127).



**Figure 126: Warning message**

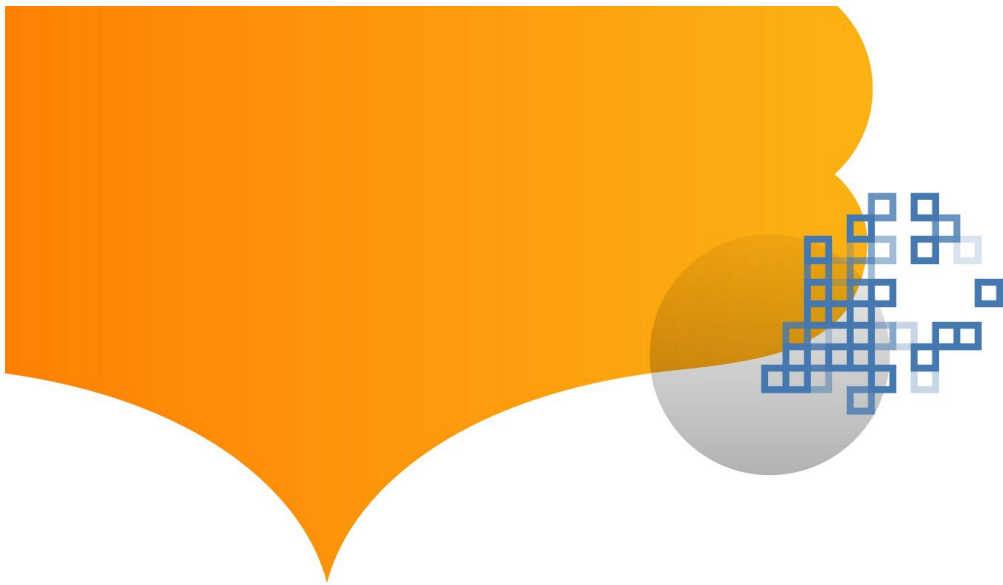


Figure 127: Popup message

## Gadget Menu Options

The top right-hand corner down arrow of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 128).

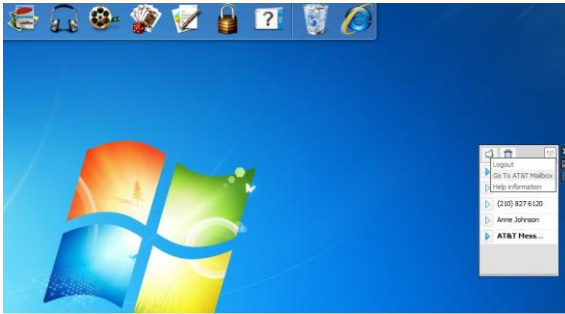
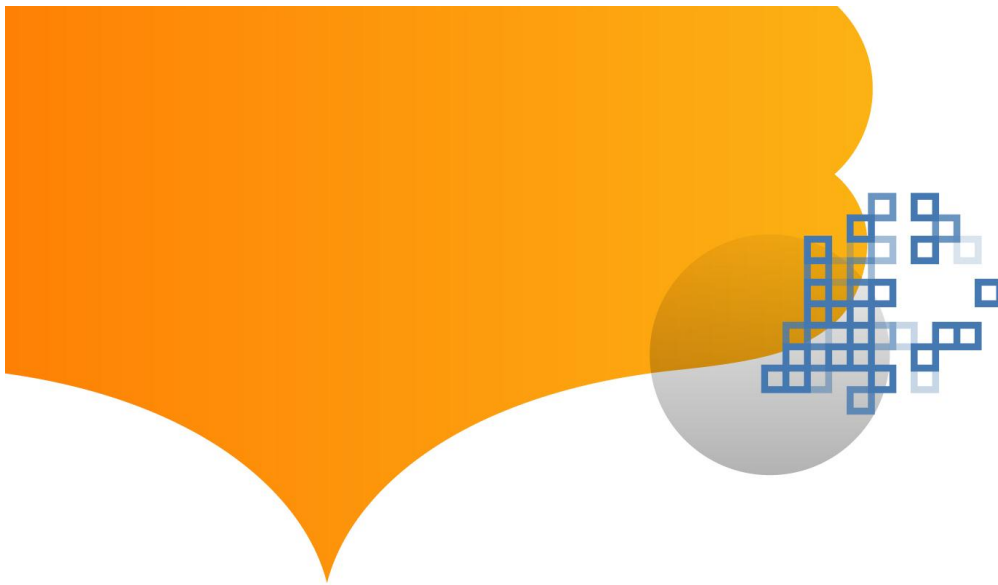


Figure 128: Link to UM's or U-verse Home Page



Help information includes an email address for assistance from AT&T (Figure 129).



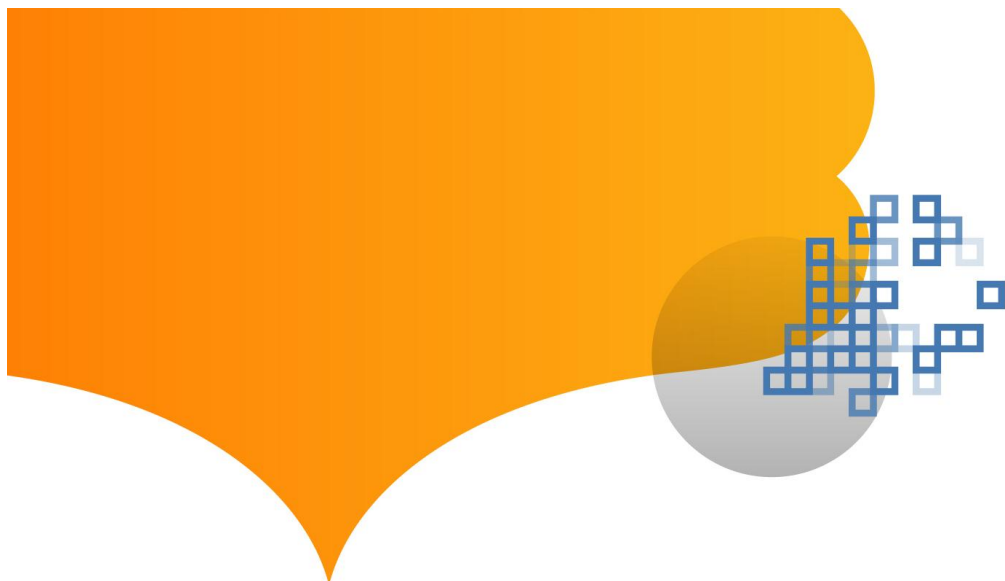
**Figure 129: AT&T Help information**

## Mac OS X Dashboard Requirements

You must have an AT&T Unified Messaging<sup>SM</sup> account or an AT&T U-verse Voice<sup>SM</sup> account in order to use these applications. Before you use Voicemail Viewer, you will need to be sure that you have first set up your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox.

Adobe<sup>®</sup> Flash<sup>®</sup> Player is required for message playback. If you do not have Flash, go to <http://get.adobe.com/flashplayer/> to install the software on your computer.

Voicemail Viewer for Mac Dashboard requires a computer with Mac OS X (10.6.1 and above) Operating System and Firefox (3.5 and above) or Safari (4.0 and above) for installation.



## Installation

Before downloading, you will need your AT&T Unified Messaging<sup>SM</sup> or AT&T U-verse Messaging<sup>SM</sup> mailbox PIN. If you forgot your PIN, instructions can be found at [att.com/vmviewer](http://att.com/vmviewer) under Frequently Asked Questions. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

To start the installation process of the AT&T Voicemail Viewer widget for Mac OS X, open your Internet browser and go to [um.att.com/vmviewer](http://um.att.com/vmviewer).

“Get it now Home!” or “Get it now Work!” is available for your AT&T Unified Messaging<sup>SM</sup> and “Get it now Home!” is available for your AT&T U-verse Voice<sup>SM</sup> account. Additional information can be found at [um.att.com/vmviewer-help](http://um.att.com/vmviewer-help).

To download the Mac OS X Dashboard widget:

1. Click the “Get it now Home!” (Figure 130).
2. Select “Install” to proceed (Figure 131).
3. Select “Keep” to proceed (Figure 132).
4. Voicemail Viewer is installed (Figure 133).

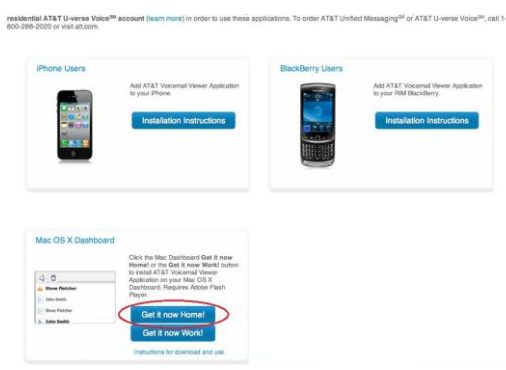
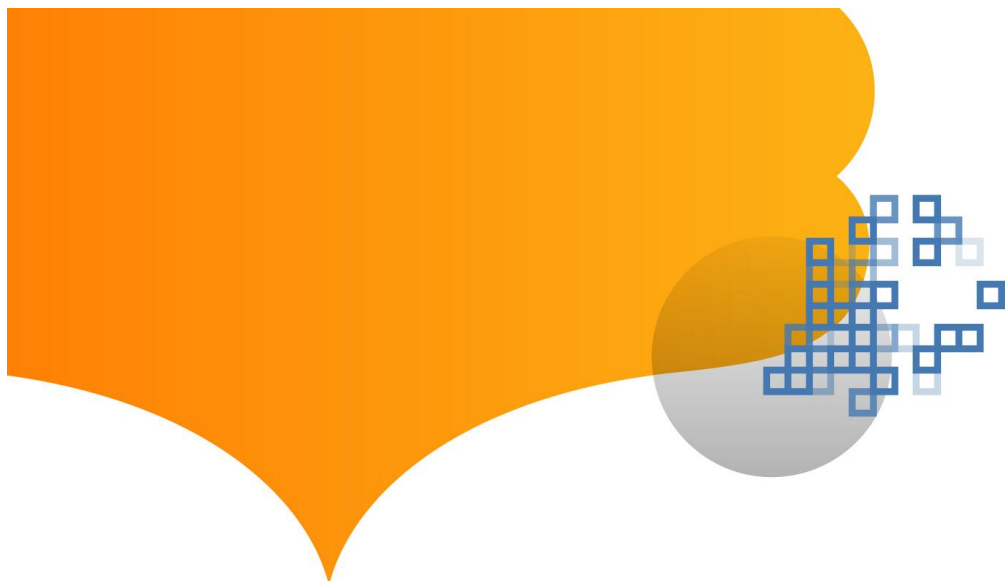


Figure 130: "Get it now Home!" or "Get it now Work!"

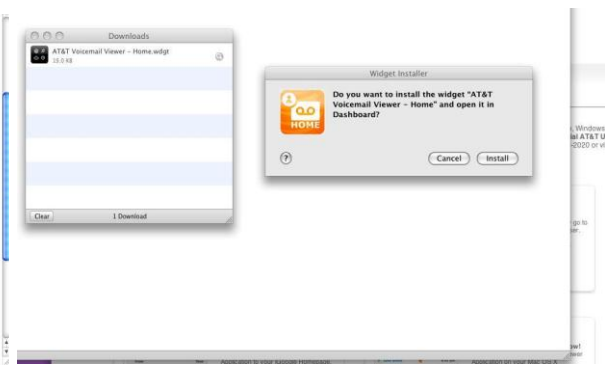


Figure 131: Select "Install" to proceed

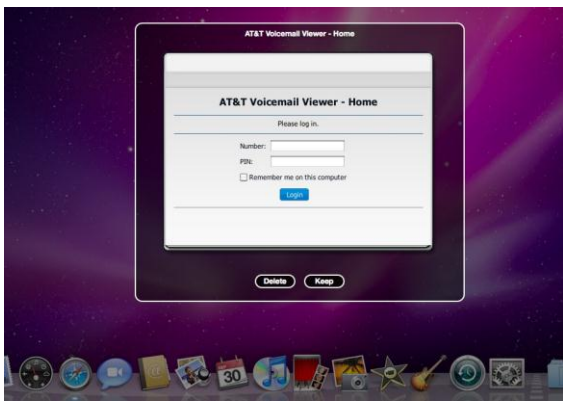
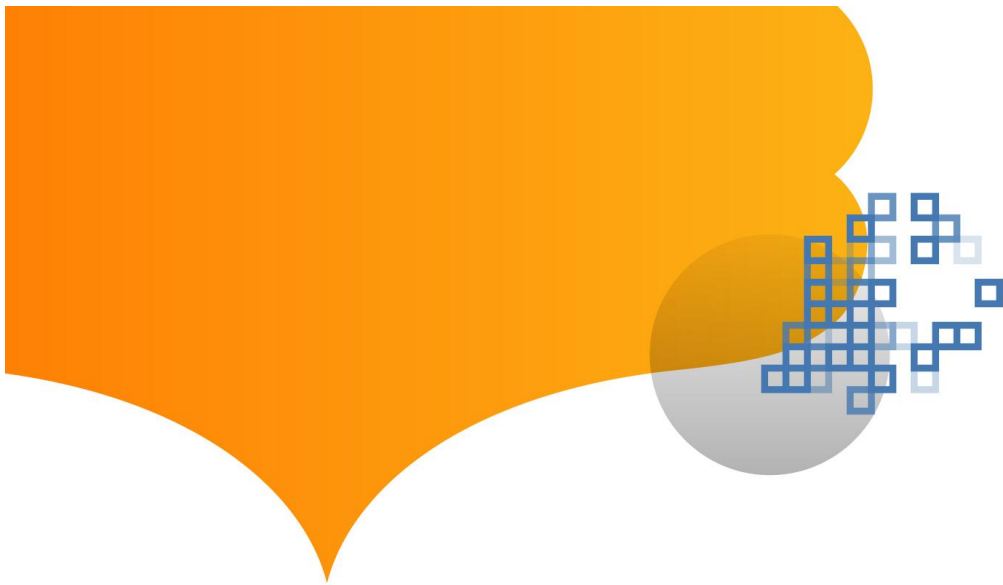


Figure 132: Select "Keep"



Figure 133: Mac Dashboard with Voicemail Viewer installed





## Application: Login

Once Voicemail Viewer is installed on the Mac OS X Dashboard, you are presented with the login screen. You will be required to log in with your home phone number and PIN. Click "Remember me" to save credentials on the computer (Figure 134).

If the correct credentials are not entered, then an error message will pop up to require you to re-enter the login credentials (Figure 135).

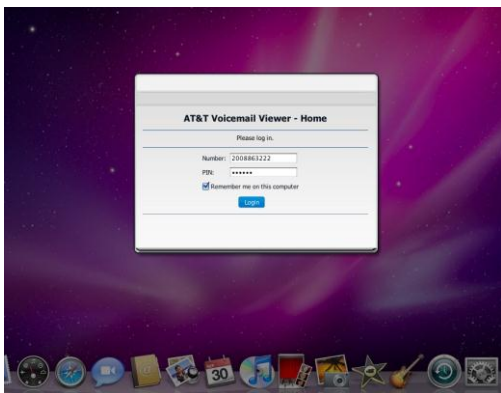


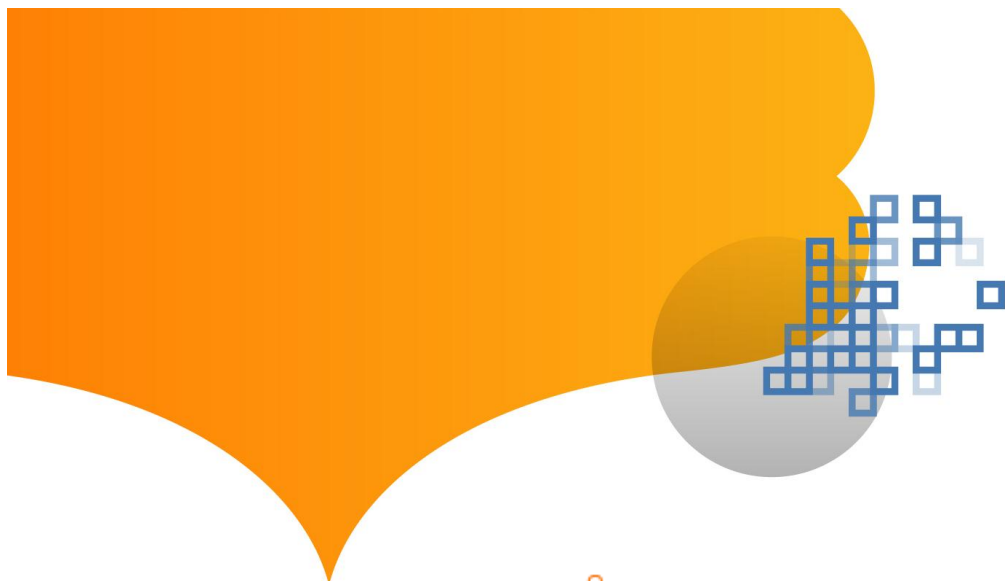
Figure 134: Login screen









Figure 135: Error message

## Application: Message Inbox

- Once the correct login credentials are entered, you are presented with your Inbox view.
- The Inbox view displays a list of messages on the mailbox. The unheard messages are bold.
- The Inbox will be automatically refreshed whenever a new message is received in the UM mailbox.



A private message is marked by a lock  icon, an urgent message is marked by  icon, and an urgent and private message is marked by  icon. The caller name is displayed in place of the calling number if the caller name is available. If no name is available, then the caller's telephone number is displayed. If the caller's telephone number is withheld, then "Unknown" is displayed.

A visual symbol to the left of the name indicates from which number, Home , Work  or Mobile , the message received is displayed (Figure 136).

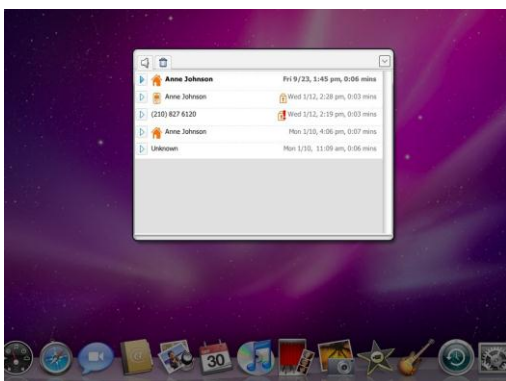
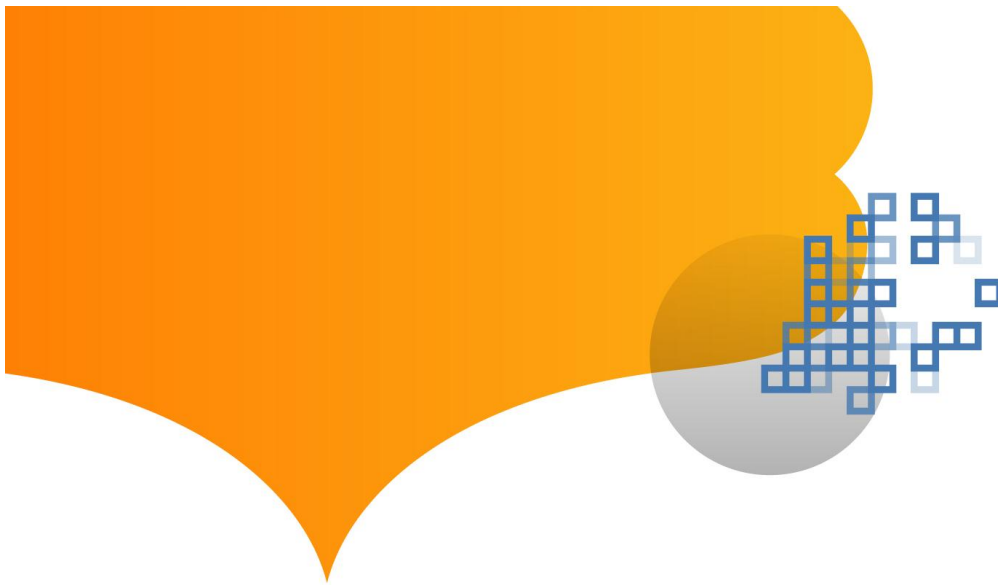
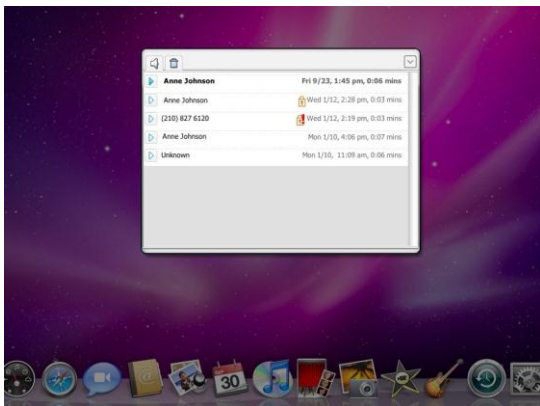




Figure 136: Message inbox with icons



U-verse Messaging uses a different address book and the address book symbols are not displayed, but the private and urgent symbols are displayed (Figure 137).

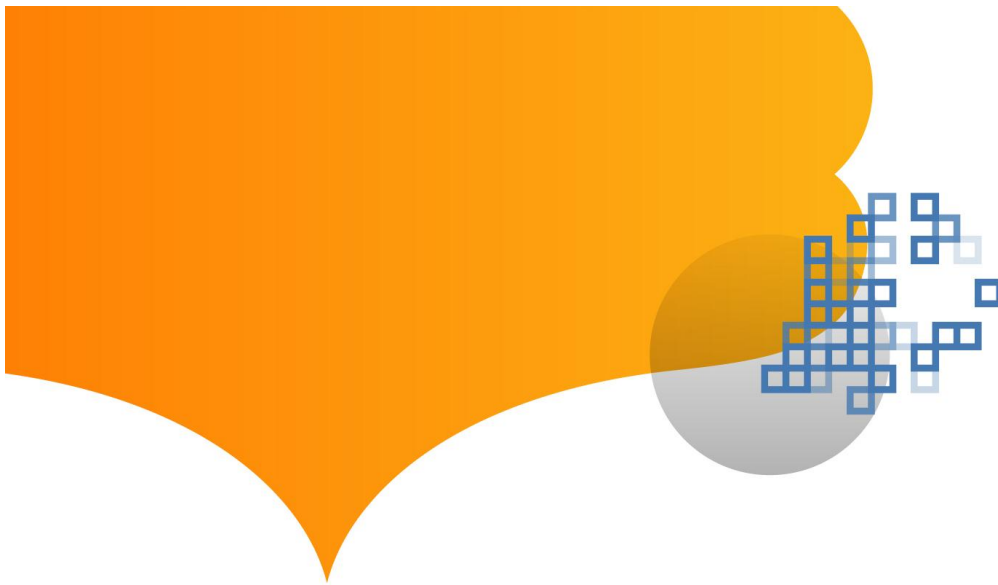


**Figure 137: U-verse Messaging address book**

Both Unified Messaging and U-verse Messaging offer a convenient option to combine or integrate AT&T Wireline and wireless messages into a single mailbox. For integrated mailboxes, additional icons are added to indicate which phone number was called. Icon  indicates a message was left for the landline number, while icon  indicates a message was left for the wireless number. Integrated mailbox called phone icons (to landline, to wireless) are located to left of time of call (Figure 138).



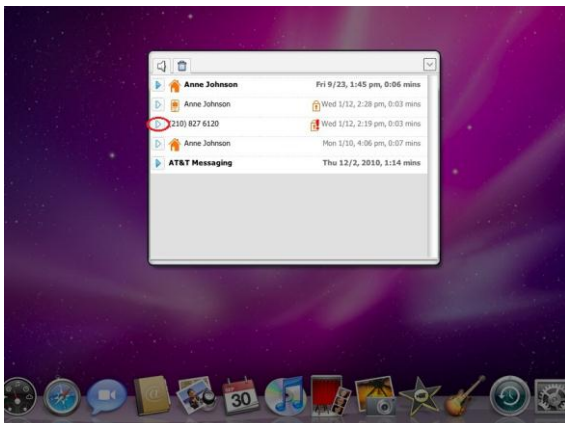
**Figure 138: Integrated mailbox called phone icons**



Hovering the mouse or placing the cursor over a message displays the called number.



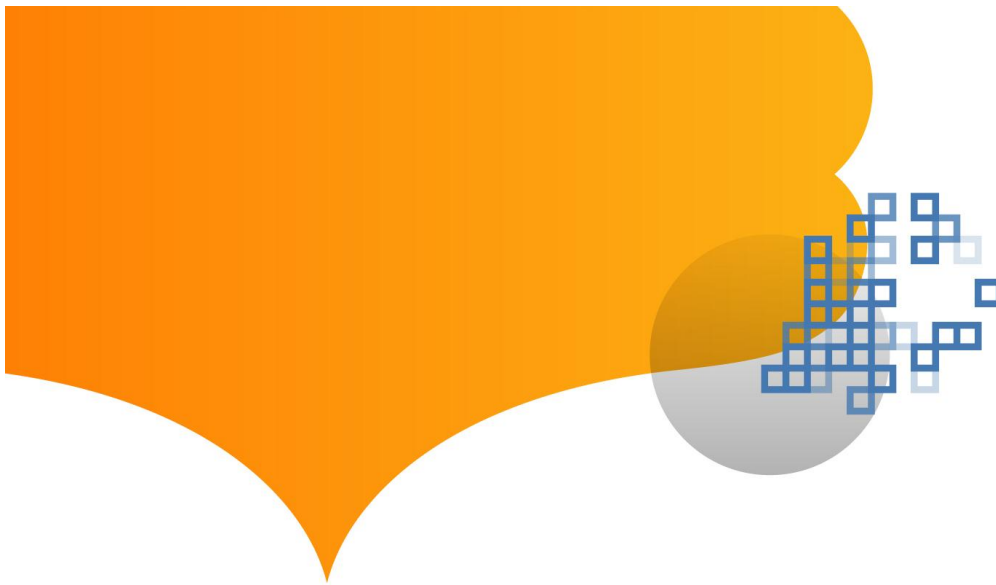
Play a message by clicking the arrow button on the left side of a message (Figure 139).



**Figure 139: Play a message**

After selecting a Voicemail message to listen to, you can:

- Pause and stop playing
- Skip forward and backward within a message. The playback slider indicates progress through the message, and you can click on the slider to select a point in the message.
- Delete a message by clicking the "Delete" button while the message is being played, or after the message has been played (Figure 140).
- Clicking the trash icon will display deleted messages, which can then be permanently deleted or restored to the inbox (Figure 141).



**Figure 140: Message controls and delete message**



**Figure 141: Trash icon**

If a mailbox is full or near full, a warning message will appear (Figure 142). Clicking on the warning message will bring up a pop-up message (Figure 143).



**Figure 142: Mailbox full warning message**

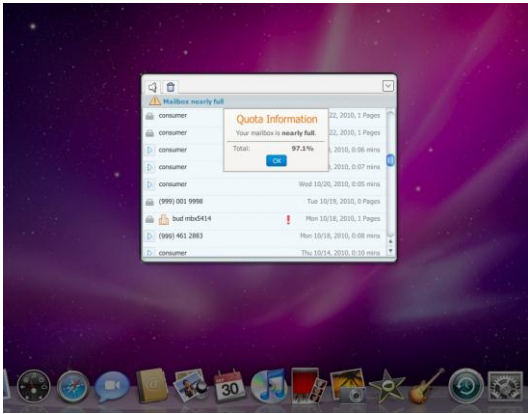
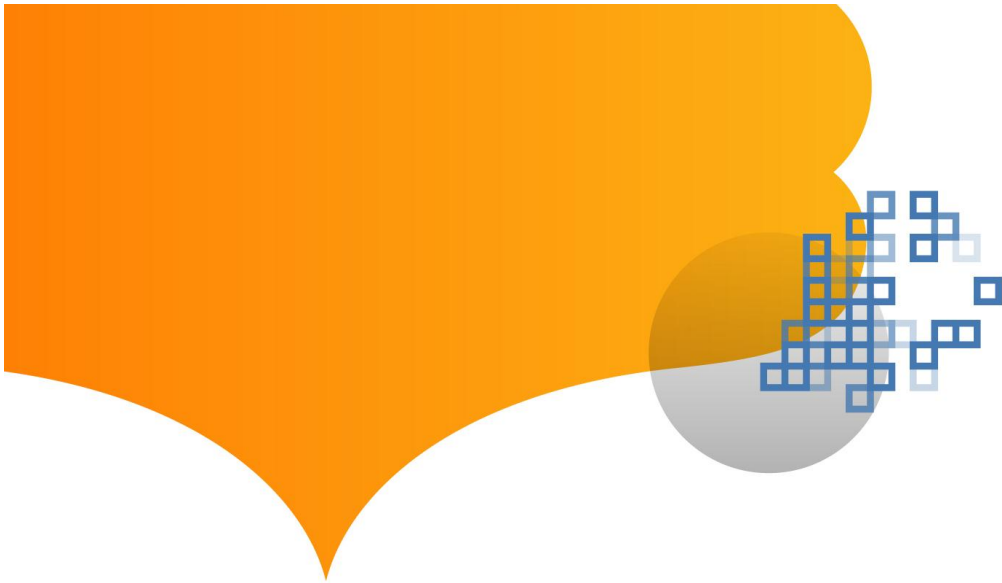


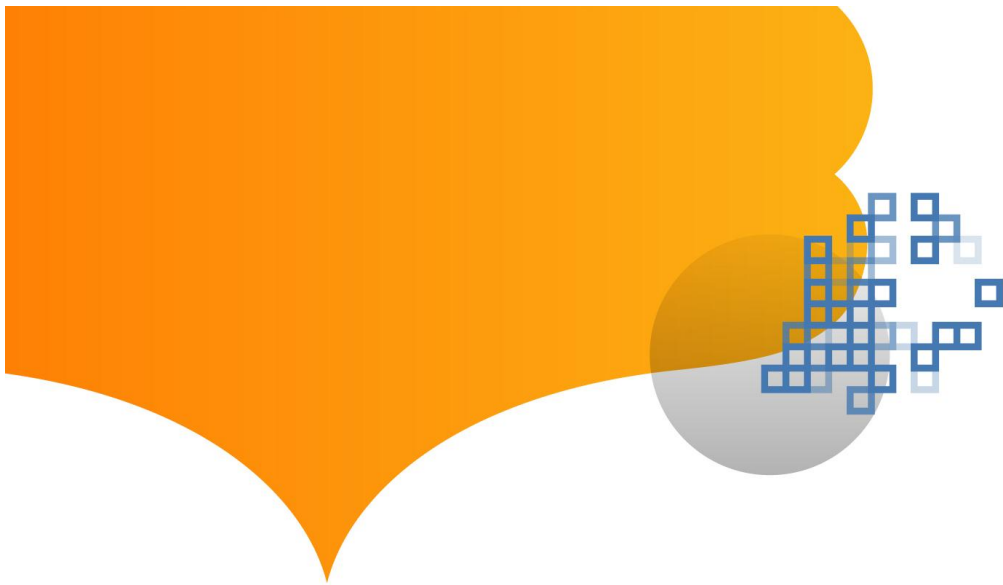
Figure 143: Warning message pop-up

## Widget Menu Options

The top right corner down arrow of Voicemail Viewer has a menu that includes items Logout, Go to AT&T Mailbox and Help information (Figure 144).



Figure 144: Voicemail Viewer menu



Help information includes an email address for assistance from AT&T (Figure 145).

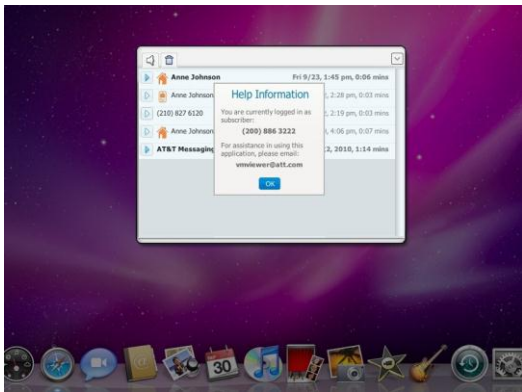


Figure 145: AT&T Help information



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