Voicemail instructions:

**Main Menu**
- Press 1 to listen to your message.
- Press 2 to send a message (not supported on iPhone, class of service [COS] 349).
- Press 3 to check receipt of a message (not supported on iPhone, COS 349).
- Press 4 to change your personal options.
- Press 6 for external e-mail and voice services (only available for subscribers with Voicemail To Text message transcription capability - COS 448, 449, 450, and 452).
- Press 19 to review erased messages deleted during the current voicemail session.
- Press * to disconnect.
- Press ## and the two-digit code to go immediately to a specific message (short-code access to specific message menu option is only available for subscribers of the three VMTT-only classes of service - COS 448, 449, 450. The codes are sent in the transcribed messages, so the customer knows which code corresponds to which message).

**During message review**

To control message playback, use the top row of keys (1-2-3) on numeric keypad. Playback speed is controlled with keys 4 and 6.

- Press 1 to rewind 10 seconds.
- Press 11 to rewind to the start of the message.
- Press 2 to pause playback.
- Press 3 to fast forward 10 seconds.
- Press 33 to go to the end of the message.
- Press 4 to slow down playback speed.
- Press 5 to hear the date/time stamp.
- Press 6 to speed up playback speed.
- Press 7 to delete message.
- Press 8 to return a call.
  - Reply messages can only be sent to other AT&T Mobility voicemail subscribers, excluding subscribers using the iPhone, AT&T Messages users activated before September 6, 2012, or customers on a combined wired/wireless mailbox. This feature is not supported on iPhone, COS 349.
- Press 9 to save message.
- Press * to cancel message review.
- Press 0 to return a call to the next message, get envelope information about this message, delete this message, reply, save this message, change playback speed, or cancel message review.

**After message review**
| Press 1 to rewind the message 10 seconds. | Press 4 to replay the message. |
| Press 5 to get envelope information about this message. This includes when the voice message was sent, the number calling (if caller ID was not blocked), and length of the message. |
| Press 6 to send a copy to someone else with your remarks. |
| Messages can be sent only to other AT&T Mobility voicemail subscribers, excluding subscribers using the iPhone, AT&T Messages users activated before September 6, 2012, or customers on a combined wired/wireless mailbox. This feature is not supported on iPhone, COS 349. |
| 1. After listening to a message, press 6. |
| 2. Record your introduction, then press #. |
| 3. Enter the recipient's phone number. |
| 4. Press 0 for delivery options: |
| - 1 - Mark private |
| - 2 - Mark urgent |
| - 3 - Confirmation when recipient listens to the message |
| - 4 - Set future delivery date up to one year (Optional) |
| 5. Press # to send. |
| Press 7 to delete this message. |
| Press 8 to reply to the message. |
| Only messages from other AT&T Mobility voicemail subscribers can be replied to. This excludes subscribers using the iPhone, AT&T Messages users activated before September 6, 2012, or customers on a combined wired/wireless mailbox. This feature is not supported on iPhone, COS 349. |
| Press 9 to save the message. |
| Press * to cancel message review. |
| Press 0 to hear more options. |
| Press # to skip to next message. |
| Press 19 to recover messages deleted during the current voicemail session. |

Press 2 to send a message (iPhone, COS 349 cannot send messages). Record your message. Once finished, press # and enter the destination CTN. **Note:** Messages can be sent only to other AT&T Mobility voicemail subscribers, excluding subscribers on AT&T Messages activated before September 6, 2012, or users on a combined wired/wireless mailbox. |

- Confirm the mailbox name. |
- Press # send now. |
- Press 0 for more delivery options. |
  - Press 1 to mark private. |
  - Press 2 to specify urgent priority. |
  - Press 3 for confirmation. |
  - Press 4 to specify future delivery (up to 365 days). |
  - Press * return to the main menu. |

Press 3 to check receipt of a message (Not supported on iPhone, COS 349). |

1. Enter recipient number. |
2. Press * to cancel checking for receipt of a message. |

Press 4 to change your personal options. |

**Personal Options Menu**
To turn notification on or off, press 1 (Not supported on Visual Voicemail [VVM] and Voicemail to Text features).

To change administrative options, press 2.

- Press 1 for password options.
  - Press 1 to establish or change passwords.
  - Press 2 to turn password on or off.
- Press 2 to establish or change group distribution lists (not supported on iPhone, COS 349).
  - Press 1 to create a distribution list.
  - Press 2 to edit a list.
  - Press 3 to delete a list.
  - Press 4 to hear names of group lists.
- Press 3 to change prompt level.
  - Press 1 for a standard prompt.
  - Press 2 for a rapid prompt (less prompts).
  - Press 3 for an extended prompt (more prompts).
- Press 4 to control the date and time option.
  - Press 1 to turn date and time on.
  - Press 2 to turn date and time off.
- Press 6 to turn auto-play on or off.
  - Press 1 to turn auto-play on.
  - Press 2 to turn auto-play off.
- Press 7 to change cut-through paging options (not supported on VVM and Voicemail To Text features).
  - Press 1 to change caller prompting for cut through paging.
  - Press 2 to turn cut through paging off.
- Press 8 to change mailbox language.
  - Press 1 to hear your mailbox prompts in Spanish.
  - Press # to return to the language option.
  - Press 2 to hear your mailbox prompts in English.
  - Press # to return to the language option.
- Press 9 to change telephone answering language.
  - Press 1 to establish or change the first language.
  - Press 1 to have prompts play in Spanish.
  - Press 2 to have prompts play in English.

For Greetings or Name, press 3.

- Press 1 for personal greeting.
  - Press 1 for standard greeting with your mobile number.
  - Press 2 for standard greeting with your name.
  - Press 3 for personal greeting.
- Press 2 to create your extended absence greeting.
- Press 3 to change your recorded name.

To change notification options, press 4 (not supported on VVM and Voicemail to Text features).

Press 1 to establish or change outcall notification schedules.

- Press 1 to establish first schedule.
- Press 2 to establish second schedule.
- Press 3 to establish temporary schedule.

**Spanish prompts** - To change the prompts to Spanish
Habla Español? (para cambiar sus opciones a Español, vaya al Menú Principal).

• Presione 4 para opciones personales.
• Presione 2 para opciones administrativas.
• Presione 8 para cambiar idioma del buzón.
• Presione 1 para escuchar las opciones del buzón en Español.