



Getting Started with Voicemail

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Overview

AT&T Business ReadySM voicemail enables you to manage your messages for the way you work—whether you're in your office, on the road, or at home. Listen to your messages from your phone, from your AT&T Business Ready User Dashboard, or even in attachments sent to your email. You may never miss a message because notifications by email and text alert you.

When your Business Ready service is set up, you'll receive a system-generated email containing the following information:

- Your temporary voicemail passcode.
- Your Business Ready login password.
- The phone number you dial to access your voicemail.

If you don't receive an email, contact your administrator for assistance.

You can access your voicemail in multiple ways:

- From your desktop phone, press ***62**, press the **Dial** key, and then enter your voicemail passcode. **Note:** If you're using a Polycom[®] VVX phone, press the **Messages** button, and then enter your voicemail passcode.
- If you're using a phone other than your desktop phone, enter the Voice Portal number, enter your extension, and then enter your voicemail passcode.

To manage your voicemail and settings in Business Ready, log in with your username and password, and then click **My Messages**.

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Manage Voicemail from a Phone

Set up voicemail from your desktop phone

1. To set up voicemail, leave the handset on the phone, press *62, press the Dial key, and then enter your voicemail passcode. Note: If you're using a Polycom VVX phone, press the **Messages** button, and then enter your voicemail passcode.
2. Follow the system prompts and enter the voicemail passcode you received in email.
3. When prompted, enter a new passcode and then enter it again to confirm the change.
4. When prompted, record your first and last name.

Your voicemail is active and ready to use.

Set up your voicemail from a different phone

If you can't use your desktop phone, you can activate your voicemail from another phone (for example, from your mobile phone). Before you start, make sure you have the voicemail portal number you received in email.

1. Dial the voicemail portal number you received in email.
2. Follow the system prompts and enter your extension, followed by the passcode you received in email.
3. When prompted, enter a new passcode and then enter it again to confirm the change.
4. When prompted, record your first and last name.

Your voicemail is active and ready to use.

Record a personal greeting from your desktop phone

You can personalize the message your callers hear when they reach your voicemail. You'll hear the voicemail prompts (and see when you log in to Business Ready) that your voicemail greetings are classified as **Busy** or **No Answer**:

- The **Busy** greeting is what callers hear when you're on another call.
 - The **No Answer** greeting is what callers hear when you don't answer your phone.
1. Press *62, press the **Dial** key, and then enter your voicemail passcode. **Note:** If you're using a Polycom VVX phone, press the **Message** button, and then enter your passcode.
 2. To access your voice mailbox, press **1**.



3. To personalize your greeting, press **2** for **Busy** or **3** for **No Answer**.
4. To record the new greeting, press **1**.
5. When you're finished recording, press the pound (#) key.
6. To return to the previous menu, press the star (*) key.

Record a personal greeting from another phone

You can personalize your greeting, [as described above](#).

1. Dial the voicemail portal number you received in email.
2. Follow the system prompts, enter your extension, and then enter your voicemail passcode.
3. To access your voice mailbox, press **1**.
4. To personalize your greeting, press **2** for **Busy** or **3** for **No Answer**.
5. To record the new greeting, press **1**.
6. When you're finished recording, press the pound (#) key.
7. To return to the previous menu, press the star (*) key.

Retrieve your voicemail messages from your desktop phone

1. Press ***62**, press the **Dial** key, and then enter your voicemail passcode. **Note:** If you're using a Polycom VVX phone, press the **Messages** button, and then enter your voicemail passcode.
2. To access your voicemail box, press **1**.
3. To listen to your messages, press **1**.

Retrieve your messages from another phone

1. Dial the voicemail portal number, enter your extension, and then enter your voicemail passcode.
2. To access your voicemail box, press **1**.
3. To listen to your messages, press **1**.

Use other voicemail message options

As you listen to a message, you can:

- Skip backward by 10 seconds—press **1**.
- Pause or resume the message—press **2**.



- Skip forward by 10 seconds—press **3**.
- Jump to the beginning of the message—press **4**.
- Jump to the end of the message—press the pound (**#**) key.

After you listen to a message, you can:

- Save the message—press **9**.
- Delete the message—press **7**.
- Repeat the message—press **1**.
- Hear the envelope information, including the phone number (if available) and time and date stamp—press **3**.
- Return the call—press **5**.
- Reply to the message—press **6**.
- Forward the message—press **8**.
- Repeat the menu—press the pound (**#**) key.

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Manage Voicemail from the Business Ready Dashboard

Play, delete, and download your messages from the dashboard

1. Log in to [AT&T Business Ready](#) with the username and password you received from your administrator. The Business Ready User Dashboard appears.
2. To view a list of your voicemail messages, click **My Messages**.
3. To filter your voicemail messages, select one of the following:
 - **Urgent**
 - **Confidential**
 - **Caller Number**
 - **Caller Name**
 - **Call Date**
 - **Call Time**
4. Select a message, and then click **Play**.
5. To delete a message, select the message, and then click **Delete Selected** at the right.



6. To download a message and save it to your computer, select the message, and then, click **Download Selected** at the right.
7. To reload the list of voicemails, click **Refresh**.

Change your voicemail settings from the dashboard

1. From the Business Ready User Dashboard, click **My Messages**, and then click **Settings**. The voicemail configuration window appears.
2. Under **Voice Messaging**:
 - To send calls to voicemail when you're on another call or away from your desk, click **On**.
 - To route all incoming calls directly to your voicemail, click **Always**.
 - If **Off** is selected on this screen, your voicemail is turned off.
 - To turn on your voicemail, click **On**.
3. Under **Message Storage**, you can turn your phone message waiting light on or off:
 - To turn on the phone indicator light when a new message arrives, select **System Mailbox**, and then click **Message waiting indicator on phone**.
 - To send your voicemails to an email as a .wav file, select **External Mailbox**, and then enter the email for voicemail storage.
4. To route your messages and notifications, use the **Additional Settings** options:
 - To receive notifications when voicemail arrives, click **Get notified when new message is received via**.
 - To receive a text message, select **Text to cell**, enter your mobile phone number, and then select your wireless provider.
 - To receive an email notification, select **PartyEmailAddress**, and then enter your email.
 - To receive a copy of the voicemail as an audio WAV file attachment in email, select **Send a copy of all new messages to another email address**, and then enter your email.
 - To allow your caller to bypass your voicemail, select **Transfer on "0" to**, and then enter the destination phone number.
5. When you're finished selecting options, click **Save**.



6. To change the message callers hear when they reach your voicemail, under **Greetings**, select either the Business Ready System message or upload a **Personal** WAV file from your computer:
 - To set the number of rings callers hear before being sent to voicemail, under **Number of rings before playing greeting**, use the up and down arrow keys to select a number.
 - Choose whether your callers hear the **System** or **Personal** message when your phone is busy. If you choose **Personal**, click **Browse** to find the WAV file on your computer, and then click **Open** to upload the file.
 - Choose whether your callers hear the **System** or **Personal** message when you don't answer. If you choose **Personal**, click **Browse** to find the WAV file on your computer, and then click **Open** to upload the file.
7. When you're finished setting options, click **Save**.

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