IMPORTANT NOTICE REGARDING LIMITATIONS OF 911/E911 SERVICES AVAILABLE WITH AT&T TOGGLE VOICE

AT&T Toggle Voice utilizes a digital technology called Voice over IP (“VoIP”) and may be provided to your device over a wired broadband or Wi-Fi connection rather than the wireless connection used by cellular telephones. Examples of the types of circumstances under which 911 services may not be available to you or is limited in comparison with traditional 911 telephone service include, but are not limited to:

1. AT&T Toggle Voice 911 calls may be connected to a live operator who will route you to the emergency first responder based on location information you provide verbally;
2. 9-1-1 is dialed from a location other than the location you verbally provided to the emergency call center operator;
3. Your broadband connection (wired, wireless and/or WI-FI) has been disrupted or impaired;
4. Your underlying data service plan has lapsed or has been disrupted or impaired;
5. Loss of electrical or battery power;
6. Use of a non-native telephone number;
7. Being required to close alert messages and/or press the “send” or “call” button in more than one dialer as part of the 911 call process;
8. Needing to manually navigate from the cellular dialer to the Voice Over IP dialer to place a Voice Over IP 9-1-1 call; and
9. The device is not located in the United States of America.

If AT&T Toggle Voice is installed on a device that has a cellular wireless service plan, and you are in an area where you have access to such wireless service and need to dial 9-1-1, do not use AT&T Toggle Voice. Place the 9-1-1 call from the dial pad on your mobile phone, not the dial pad in AT&T Toggle Voice.

You cannot use AT&T Toggle Voice to make emergency calls outside the United States.

If your device is equipped with an underlying wireless voice plan: If you attempt to initiate a 911 call from your device using AT&T Toggle Voice, in areas of sufficient cellular strength such call will be completed using the underlying wireless voice service on your device and not from the AT&T Toggle Voice VoIP solution. After entering 9-1-1 from within the AT&T Toggle Voice dialer and pushing “Call” or “Send,” the call will be redirected to your underlying device dialer (note - some devices require agreeing to be redirected by pressing “OK” when alerted by a pop-up message). You will need to push “Call” or “Send” a second time in the device dialer in order to complete the 911 call. If your emergency call fails, you should close the device dialer and re-enter the AT&T Toggle Voice dialer to attempt the 911 call via VoIP. Once you re-enter the AT&T Toggle Voice dialer, you will see a pop-up message on top of the AT&T Toggle Voice dialer titled “Re-Attempt Emergency Call?”, from which you may either push “Yes” to try the emergency call again using AT&T Toggle Voice VoIP, or you may push “No” to return to the AT&T Toggle Voice dialer.

If (i) your device does not have any underlying wireless voice plan (for example, it is a Wi-Fi only device); (ii) your underlying wireless voice service is unavailable; or (iii) you elect to “Re-Attempt Call” after an initial failed emergency call: Any 911 call made from your device using AT&T Toggle Voice will be routed to an emergency call center that will connect your call to the Public Service Answering Point (“PSAP”) or emergency call center. The emergency call center operator will not have access to your location or call
back telephone number. The emergency call center operator will attempt to collect your current location information and telephone number by requesting that you verbally provide your address and call-back information. Unless you are unable to speak when making a call to a third party emergency call center, you must be prepared to verbally provide both your address information and call-back telephone number for use by emergency call center operators or PSAP dispatchers.

Your Toggle administrator will provide you with a warning label and/or notification materials regarding emergency 911 calls and AT&T Toggle Voice.
1. **OVERVIEW**

Welcome to AT&T Toggle Voice, AT&T’s voice solution for the growing Bring Your Own Device (BYOD) environment. As feature of AT&T Toggle, AT&T Toggle Voice offers completely separate and independent mobile voice usage capabilities for business use on employees’ BYOD phones or tablets. AT&T Toggle Voice is easy to use and integrates seamlessly with existing systems.

AT&T Toggle Voice allows you to place and receive phone calls using VoIP technology. Toggle Voice provides smooth and continuous communication with all your business colleagues as well as your personal contacts, from virtually anywhere in the U.S.: in the office or on the road.

**Note:** AT&T Toggle Voice is available as a test service for a limited number of users. It is expected to be generally available in the future.

Your AT&T Toggle Voice phone number corresponds with the address you have registered with your company’s Toggle administrator. You are required to update that address if your new address is located in a different state.

2. **INSTALL AT&T TOGGLE VOICE**

**Requirements**

Before you begin installing AT&T Toggle Voice, ensure that you meet the following requirements:

- Have AT&T Toggle installed on your device.
- You have a stable Wi-Fi or mobile data connection.
- **For Android™ devices:** You have a compatible Android device, running Android versions 2.3, 4.0.x, 4.1.x, 4.2.x, or 4.3. Android devices running 3.x and versions below 2.3 are not compatible.
- **For Apple® devices:** You have an iPhone®, iPod®, or iPad® running Apple 6.0 or later.

**Install Toggle Voice**

Toggle Voice is most likely installed with AT&T Toggle. Determine if Toggle Voice is installed on your device. For Android devices, look for the AT&T Toggle Voice icon in the application tray. For Apple devices look for the icon on your Apple device desktop.

If Toggle Voice needs to be installed, you can install it from Apple App Store for Apple devices or the Google Play™ Store for Android Devices.

1. **Apple**
   a. Navigate to the Apple App Store
   b. Search for AT&T Toggle Voice
   c. Click Install
   d. Accept any App Permissions which pop up

2. **Android**
   a. Navigate to the Google Play Store
3. SIGN IN TO AT&T TOGGLE VOICE

When your system administrator adds you as a user in the AT&T Toggle Voice environment, AT&T Toggle Services sends you a Welcome email with your AT&T Toggle Voice phone number and initial password.

![Welcome email](image1.png)

Figure 1 – Toggle Voice Welcome Email

When you open the AT&T Toggle Voice application for the first time, you are prompted to accept the Toggle Voice EULA. Read the EULA; then, click Accept to use the Toggle Voice Application.

1. Once you enter your initial login information, you are prompted to change your password. After changing your password, sign in using your company email address as your user name and your new password. Sign in to AT&T Toggle.

2. From within AT&T Toggle, tap the **AT&T Toggle Voice** icon 📱. The AT&T Toggle Voice Sign In screen opens.

![Sign In screen](image2.png)

![Sign In screen](image3.png)

Figure 2 - Android  
Figure 3 - Apple
3. Tap inside the **User Name** field. The virtual keyboard opens.

4. Enter your user name (your company email address) and password, and tap **Sign in**. If this is the first time you log in you will be prompted to change your password.

   **Note:** If you forget your password, tap “**Forgot your password?**” AT&T Toggle Voice immediately sends a new temporary password to your registered email address. Use this new password to sign in; then, define a new password when prompted.
4. Navigating AT&T Toggle Voice Screens

AT&T Toggle Voice consists of four screens:

- QuickView Screen
- History Screen
- Dialer Screen
- Me Screen

**QuickView Screen**

To access the QuickView screen, tap the QuickView icon: [Apple] or [Android].

QuickView lists all incoming, outgoing, and missed phone calls placed to or from your business number. Phone calls are grouped by “call logs” according to the phone number, listed in chronological order with the most recent phone call at the top of the screen. The detailed history for each call log is displayed in the History screen, which you can easily see by tapping the call log. For details, see History Screen.

When using the AT&T Toggle Voice QuickView, note the following:

- QuickView lists all incoming, outgoing, and missed calls.
- On Android devices, QuickView displays the name and picture only for those contacts in your AT&T Toggle Voice contacts list.
- On Apple devices, QuickView displays the name and/or picture only for those contacts with that information in your native iPhone contacts list.
• Each call log displays the total number of missed phone calls for that phone number.

• A time stamp indicates the time of the phone call as follows:
  ° For all phone calls received today, the time stamp indicates the time of the phone call.
  ° If the most recent phone call was received yesterday, the time stamp displays “yesterday.”
  ° If the most recent phone call was received between two and six days ago, the time stamp displays the day of the week.
  ° If the most recent phone call was received between seven days and seven months ago, the time stamp displays the date of the last phone call.
  ° If the most recent phone call was received in the previous year, the time stamp displays the date and the year of the last phone call.

• Incoming phone calls that originate from an unknown number are displayed as “Unknown.”

In addition, the QuickView allows you to perform the following actions:

**Table 1 – QuickView Actions**

<table>
<thead>
<tr>
<th>To do this....</th>
<th>Do this....</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access the History screen</td>
<td>Tap the call log for the phone number; the History screen opens displaying a history of all phone calls between you and that phone number.</td>
</tr>
<tr>
<td>Place an AT&amp;T Toggle Voice call to the contact</td>
<td>Apple devices: Tap the desired contact; the History screen opens. Tap anywhere in the header; the contact card for that contact opens. Tap <strong>Toggle Voice Call</strong>. Android devices: Tap the contact’s picture and tap the <strong>AT&amp;T Toggle Voice Call</strong> icon -- or -- Tap the desired contact. When the History screen opens, tap the Android menu and tap <strong>Toggle Voice Call</strong>.</td>
</tr>
<tr>
<td>Access your voicemail</td>
<td>If you have unread voicemail messages, a banner appears on the top of the QuickView. Simply tap the banner; AT&amp;T Toggle Voice automatically dials your voicemail phone number.</td>
</tr>
<tr>
<td>Mark unattended calls as read (Android only)</td>
<td>In the Android menu, tap <strong>Mark all as read</strong>.</td>
</tr>
</tbody>
</table>

The following icons appear in the Quick View for AT&T Toggle Voice phone calls:

**Table 2 – QuickView Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Indicates an incoming call.</td>
</tr>
<tr>
<td>🔄</td>
<td>Indicates an outgoing call.</td>
</tr>
<tr>
<td>📞</td>
<td>Indicates a missed call.</td>
</tr>
</tbody>
</table>
History Screen

The History screen displays all incoming, outgoing, and missed phone calls as a series of “balloons.” Each balloon contains one phone call.

When using the AT&T Toggle Voice History screen, note the following:

- The AT&T Toggle Voice History screen displays the entire history for that phone number.
- Each balloon shows one phone call. Outgoing phone calls are indicated by an orange border at the bottom of the balloon; the balloon is right-aligned.
- Incoming and missed phone calls are indicated by a blue border at the bottom of the balloon; the balloon is left-aligned.
- A time stamp indicates the time of the phone call. Calls are grouped by the date of the phone calls.
- To display previous phone calls, scroll up.
- AT&T Toggle Voice retains conversations for seven months.
**Dialer Screen**

**Important:** See the [911/E911 Services Advisory](#) on page Error! Bookmark not defined. for information about Toggle 911 services.

To access the Dialer screen, tap the **Dialer** icon: [Apple] or [Android].

![Figure 10 – Apple Dialer screen](image)

![Figure 11 - Android Dialer screen](image)

The Dialer screen enables you to place VoIP phone calls to any cellular or landline phone in the United States, including those outside of AT&T Toggle Voice.

In addition, you can access your voicemail from the Dialer screen by long tapping the Voicemail icon [ ] on the “1” button. For more details, see [Retrieving Voicemail Messages](#).

You can also access the native iPhone contacts list [Apple devices] or the AT&T Toggle Voice contacts list [Android devices] and place a call to those contacts directly from the AT&T Toggle Voice Dialer screen by tapping the **Contacts** icon.

On Apple devices, your Toggle (business) contacts synchronize with and appear in your native iPhone® (personal) contacts list. The contact lists re-sync any time you make changes to your Toggle contacts. Your Toggle administrator has the capacity to disable this feature.
**Me Screen**

To access the Me screen, tap the Me icon: [Android] or [Apple].

![Me screen screenshot](image)

**Figure 12 – Apple Me screen**  **Figure 13 - Android Me screen**

The Me screen displays some of your personal settings, such as telephone numbers and email addresses. AT&T Toggle Voice users with Apple devices can also use the Me screen to access the AT&T Toggle Voice online help and to sign out.
5. AT&T Toggle Voice Basics

This section covers the following topics:

- **Password Policy**
- **Accessing the AT&T Toggle Voice Online Help**
- **Sending Feedback to AT&T Toggle Voice**
- **Signing out from AT&T Toggle Voice**

**Changing Your Password**
Change your password using the following procedure.

**For Apple devices:**
1. Sign out from AT&T Toggle Voice.
2. Return to the Sign In screen. Then, tap **Forgot your password**.
3. AT&T Toggle Voice immediately sends a new password to your email address. Use this password to sign in; when prompted, define a new password.

**For Android devices:**
1. In the Android menu, tap **Settings**.
2. Under **Account**, tap **Change password**.
3. Enter and confirm your new password and tap **Save**.

**Password Policy**
The AT&T Toggle Voice password policy provides flexibility and security.

- You must enter your password each time you sign to AT&T Toggle Voice.
- You do not have to sign in when AT&T Toggle Voice is in background and you bring it to the foreground.
- Your password must meet the following conditions:
  - Each password must be at least 6, but no more than 20 characters in length.
  - Each password must contain a combination of letters and numerals.
  - The password cannot contain a sequence of three consecutive characters from a previous password.
  - The password cannot include your user name.
  - The password is case-sensitive.
Accessing the AT&T Toggle Voice Online Help

Your AT&T Toggle Voice client includes a link to the online help which provides procedures and valuable information to help use AT&T Toggle Voice to its fullest potential.

For Apple devices:
1. Access the Me screen.
2. Tap About, and then tap Help > AT&T Toggle Voice Help.

For Android devices:
1. In the Android menu, tap Settings.
2. Under About, tap Help.

Sending Feedback to AT&T Toggle Voice

AT&T Toggle Voice makes it easy to send feedback, or to inform AT&T Toggle Voice support about pertinent issues.

For Apple devices:
1. Access the Me screen.
2. Tap About, and then tap Help > Tell us How We’re Doing.
3. Enter your message and tap to send the report to AT&T Toggle Voice support.

For Android devices:
1. In the Android menu, tap Settings.
2. Under About, tap Tell us how we’re doing.
3. Enter your message and tap to send the report to AT&T Toggle Voice support.

Note: From the About page you can also access license, legal, and technical information.

Signing out from AT&T Toggle Voice

For Apple devices:
1. Access the Me screen.
2. Tap Account > Sign Out.

For Android devices:
1. In the Android menu, tap Settings.
2. Under Account, tap Sign out.

Note: After you sign out, you cannot receive incoming calls until you sign in again.
6. Placing and Receiving AT&T Toggle Voice Phone Calls

AT&T Toggle Voice uses VoIP technology to enable you to place and receive phone calls virtually anywhere in the United States and at any time. VoIP calls use Internet connections, which can help reduce your communications-related expenses. AT&T Toggle Voice calls also count as data usage under your enterprise data plan, if your employer has provided you with that plan, rather than your personal voice or data plan. After any enterprise data plan allowance is exhausted, or if you do not have an enterprise data plan allowance, AT&T Toggle Voice uses data from your personal data plan. This chapter describes how to use your AT&T Toggle Voice to place and receive VoIP phone calls and includes the following:

- Placing AT&T Toggle Voice Calls
- Missed AT&T Toggle Voice Calls
- Retrieving Voicemail Messages
- Using a Bluetooth Headset

Placing AT&T Toggle Voice Calls

There are several ways of placing a phone call via AT&T Toggle Voice. This section describes two of the most common ways:

- Placing an AT&T Toggle Voice Call from the QuickView
- Placing an AT&T Toggle Voice Call from the Dialer

Placing an AT&T Toggle Voice Call from the QuickView

You can only use the QuickView to place AT&T Toggle Voice calls to numbers or contacts that are already listed in the QuickView.

To place an AT&T Toggle Voice call from the QuickView:

1. Scroll up or down the QuickView until you come to the phone number or contact in the United States to whom you want to place the call.
2. Tap the call log. The History screen opens displaying the most recent history of phone calls with that contact.
3. For Apple devices: Tap anywhere in the blue header. The Contact Info screen for that contact opens; tap Toggle Voice Call. For Android devices: In the Android menu, tap Toggle Voice Call.
4. The AT&T Toggle Voice Call screen opens as the call is placed.

   Once the call the call has been connected, you can:
   - Mute the call (tap Mute).
   - Bring the Dialer keypad to the foreground (tap Keypad).
   - Activate the speakerphone (tap Audio Source > Speaker for iPhone® or Speaker for Android).

   **Note:** The Audio Source menu for iPhone® also allows you to choose Bluetooth or Earpiece. If your phone has a Bluetooth headset connected, all audio is automatically routed to that headset.

5. To terminate the call, tap End Call.

   **Note:** If the called party is busy, Busy is displayed. If connection is not established, the Call Failed screen opens.
**Placing an AT&T Toggle Voice Call from the Dialer**

To place an AT&T Toggle Voice call from the Dialer:

1. Open the Dialer.
2. Enter the phone number and tap Call. If the recipient is listed in AT&T Toggle Voice their name appears in the header of the screen.

   -- or --

   Tap the Contacts icon to open the native AT&T Toggle Voice contacts list.

3. The AT&T Toggle Voice Call screen opens as the call is placed (see Figure 16 or Figure 17).

   **Tip:** To redial the last dialed number, tap the Call button twice.
**Receiving AT&T Toggle Voice Calls**

You can receive incoming AT&T Toggle Voice VoIP phone calls whether AT&T Toggle Voice is in the foreground or in the background. All incoming AT&T Toggle Voice calls appear on the Incoming Call screen.

To accept the call, tap **Answer**; to reject the call tap **Ignore** [iPhone®] or **Decline** [Android].

**Note:** If a Bluetooth headset is connected to your phone, the audio is automatically routed to your headset.

**Missed AT&T Toggle Voice Calls**

Missed phone calls are indicated by the Missed Call icon on the Notification bar. You can return a missed call using the QuickView.

**Retrieving Voicemail Messages**

To retrieve voicemail messages:

In the Dialer, long tap the Voicemail icon located on the “1” button. AT&T Toggle Voice automatically dials the number of your voicemail.

--- or ---

Tap the banner that appears at top of the QuickView whenever you have unattended voicemail messages. AT&T Toggle Voice automatically dials the number of your voicemail.
**Using a Bluetooth Headset**

If a Bluetooth headset is connected to your phone, all audio is automatically routed to the headset.

On an iPhone®, tapping the **Audio Source** icon opens a menu which contains three options:
- Bluetooth
- Speaker
- Earpiece

On an Android phone the **Speaker** icon is replaced by a **Bluetooth** icon. Tapping the **Bluetooth** icon opens an additional menu with these same options.

### 7. Frequently Asked Questions

This chapter lists some of the most frequently asked questions, providing useful tips for using and maintaining your AT&T Toggle Voice Android client, and for solving problems that might arise.

This section includes the following categories of questions:
- **Using AT&T Toggle Voice** See the 911/E911 Services Advisory on page Error! Bookmark not defined. for information about Toggle 911 services.
- **Technical Issues**

**Using AT&T Toggle Voice**

**Q. How do I dial an external telephone number?**

A. In the AT&T Toggle Voice Dialer screen, “dial” the telephone number as you would from any mobile phone.

**Q. Can I access my voicemail from my phone?**

A. Yes. You can access your voicemail from the Dialer by long tapping the Voicemail icon (on the “1” button) in the AT&T Toggle Voice Dialer.

**Q. Can I use my Bluetooth headset with my Android AT&T Toggle Voice client?**

A. Yes. When you connect a Bluetooth headset to your Android phone, all audio is automatically routed to the Bluetooth headset.

**Q. How long does the QuickView retain the history of a contact’s phone calls?**

A. AT&T Toggle Voice retains history of phone calls for seven months, after which the history is automatically deleted.

**Q. How secure is my personal data?**

A. Your personal data is highly secure. Since the AT&T Toggle Voice software cannot access or even view your private content, no sharing or crossover occurs between AT&T Toggle Voice and your personal applications. The exception is Toggle Contacts which are integrated with the Personal contacts list for Apple devices.
Q. How can I find out what my AT&T Toggle Voice phone number is?
A. When your system administrator adds you as a user in the AT&T Toggle Voice environment, AT&T Toggle Services sends you a Welcome email containing both your AT&T Toggle Voice phone number and your initial password.

Q. Can I make emergency calls to 911 via AT&T Toggle Voice?
A. See the 911/E911 Services Advisory on page Error! Bookmark not defined. for information about Toggle 911 services.

Technical Issues

Q. I cannot sign in to AT&T Toggle Voice. What should I do?
A. If you cannot sign in to AT&T Toggle Voice, a warning or error message appears. Check the following:
- Check your network and Internet connections.
- Verify with your system administrator that the license is valid.

Q. My phone does not emit a ring or sound when I receive incoming calls.
A. Make sure your phone is not set to “Silent.”

Q. What do I do if I forget my password?
A. Prompt AT&T Toggle Voice to create a new password. In the Log in screen, tap Forgot Your Password. AT&T Toggle Voice immediately sends a temporary password to your email address. Use this new password to sign in. Then, define a new password when prompted.

Q. Are there any limitations when defining a new password?
A. Yes. The following limitations apply:
- Each password must be at least 6 but not more than 20 characters in length.
- Each password must contain a combination of letters and numerals.
- The password cannot contain a sequence of three consecutive characters from a previous password.
- The password cannot include your user name.
- The password is case-sensitive.

Q. How does AT&T Toggle Voice affect battery consumption?
A. Battery consumption depends on data consumption, which in turn depends on the amount of data transferred while using the application. When AT&T Toggle Voice is in the background battery consumption is usually negligible.

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