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Receiving login credentials

When your Enterprise IT Administrator (EITA) adds you as a user for AT&T Work Voice, the Mobility Management Platform will send you a Welcome email with your AT&T Work Voice phone number, credentials (including initial password) and other setup information.

Downloading AT&T Work Voice

Depending on the operating system (i.e. iOS (left) or Google Android (right) below) of your mobile device, download the AT&T Work Voice app from the App Store or the Android Google Play store.
Logging in for the first time

End User License Agreement

Tap the Work Voice icon on your mobile device to open the app. Upon opening the app for the first time, you will be prompted to accept the End User License Agreement (EULA), which governs your use of AT&T Work Voice. Read the EULA carefully and then click Accept to continue logging in.
Login credentials
Enter your user name (your company email address) and password, and then tap Sign In. The first time you sign in you will be prompted to change your password.
App permissions

You will be prompted to allow AT&T Work Voice to sync with your contacts. Click Allow (iOS) or Accept (Android) to allow the app to sync with your contacts.
Location for emergency calls

The first time you sign in to AT&T Work Voice, you are prompted to enter all fields of your case sensitive **USPS-validatated Location for Emergency Calls**, where you want emergency services routed should the need arise. You should only enter the first 5 digits of your ZIP Code (i.e. omit the last 4 digits).

The location you enter is used to route direct dialed emergency 911 calls to a Public Safety Answering Point (PSAP) in time of need and to route 711 calls to a Text Telephone (TTY) relay center.

This information is critical and mandatory - you cannot sign in to your AT&T Work Voice mobile application without entering and validating your physical location.

**Important:** For the emergency call service to be effective, you must update your Location for Emergency Calls whenever you move to a different physical address or want to change your address for travel.
Main screens

Conversations
The first tab opens the Conversations screen. The Conversations screen shows a list of communications interactions with different Contacts. Each Contact entry includes all activity with that Contact, including phone calls, missed calls, SMS messages, and voicemails integrated into a single panel for easy viewing.
Tapping a *Conversation* entry will open the history log with that Contact. It shows all calls and SMS messages. Tap the phone icon in the upper right corner to initiate a phone call.
Contacts

The second tab opens the Contacts screen. The Contacts screen shows the list of Contacts, which can be used to initiate a phone call or SMS.
Dialer

The third tab opens the Dialer screen. The Dialer screen enables you to place VoIP phone calls to any cellular or landline phone in the United States, including those not subscribed to AT&T Work Voice. In addition, you can access your voicemail from the Dialer screen by selecting the Voicemail icon \( \text{ recent calls } \).
Settings
The fourth tab opens the Settings screen. The Settings screen allows you to change your login password, reset your voicemail password, edit the location for emergency calls, and sign out of the application. Normally, you will want to stay signed in to your AT&T Work Voice account all the time in order to make/receive calls, texts, etc.
Making phone calls

Via conversations

To make a phone call via the Conversations screen, open an existing Conversation and tap the phone icon to start a phone call.
Via contacts
To make a phone call via the Contacts screen, open the Contact and press the phone icon.
Via dialer
To make a phone call via the Dialer screen, open the Dialer and manually enter the phone number via the keypad.
Voicemail

Setup

From your AT&T mobile device, press the voicemail icon [voicemail icon] or press/hold the 1 key. You will be connected to Voicemail.

Select your language preference

- You have the option to hear voicemail prompts in English or Spanish.
- Press 1 for English or Press 2 for Spanish
- Confirm this setting by pressing the # key

Establish your password

- You will be prompted to enter a voicemail password.
- The recommend minimum password length is four-digits.
- Verify your newly created password and press the # key to continue.

Select your greeting preference

The system will prompt you to select from one of three options:

- Standard: An automated greeting stating you are not available.
- Name only: A greeting allowing you to state your name which will be mentioned in the automated greeting.
- Personal: A greeting allowing you to record the entire greeting.

The system will then guide you through the greeting process. Upon successful completion, your voicemail will be set-up.
Voicemail menu

• AT&T mobile device: Press the voicemail icon or press and hold the 1 key.
• AT&T Wireless connected home phone: Dial 1.

*Some menu items are not accessible on certain voicemail services

Changing your voicemail password
You will need to know your current voicemail password in order to change to a new password. If you forgot your password, you may reset it by visiting http://www.att.com/resetvm

• Access voicemail from your AT&T mobile device of AT&T Home connected phone.
• Press 4 – 2 – 1 – 1
• You will be prompted to input your current password.
• Enter your new password.
• The recommend minimum password length is four-digits.
• Verify your newly created password and press the # key to save your changes.