Instructions for setting up AT&T Visual Voicemail

To set up Visual Voicemail on your BlackBerry Bold smartphone, you will need:

- An AT&T BlackBerry Bold smartphone with the Visual Voicemail icon on the Home screen
- A BlackBerry data plan
- Visual Voicemail service added to your account*

For customers with a BlackBerry Personal Plan, follow these steps:

Step 1: Check to see if you have the Visual Voicemail icon on the Home screen of your AT&T BlackBerry Bold smartphone. To do this, click on the menu key and locate the Visual Voicemail icon.

If you have the Visual Voicemail icon on your smartphone, move to step 2.

If you do *not* have the Visual Voicemail icon, you will need to perform a Wireless Update by completing the following steps:

1. Press the Menu key
2. Select the Settings icon
3. Select the Options icon
4. Scroll to and select Advanced Options
5. Scroll to and select Wireless Update

Note: *Performing a wireless update can require the use of up to 15 MB of free memory or more. To prevent your device from automatically removing data, it is recommended that you remove unnecessary data before performing this Wireless Update.*

Step 2: Add Visual Voicemail feature to your account.

1. Log into att.com/mywireless
2. Go to **Manage Your Features**.
3. Select Visual Voicemail under the Voicemail Features section.

Important: *Adding Visual Voicemail feature to your account will result in the deletion of your existing voicemail box and messages. Please review all voice messages before adding the Visual Voicemail feature.*

Step 3: Set up your new Visual Voicemail box.

1. Press the **Menu** key to view the expanded Home screen
2. Click on the Visual Voice Mail icon
3. Follow steps on screen to enter password, record your name, and a personal greeting

Setup Instructions for Corporate Administrators

Step 1: AT&T BlackBerry Bold Smartphone with the Visual Voicemail Application

The Visual Voicemail application is present in all BlackBerry Bold handset software version 4.6.0.517 and above. Check whether you have the Visual Voicemail application on your device by looking for the Visual Voicemail icon on the expanded home screen.

If the Visual Voicemail icon <u>is present</u> on the smartphone, move to step 2.

a. If the Visual Voicemail icon <u>is not present</u>, check that the icon has not been hidden or moved to a folder.
b. If the icon remains unfound, you should deploy the most recent BlackBerry handheld code within your organization using the OTASL Wireless Update functionality or by using your standard handheld code upgrade methodology.

Step 2: Add the Visual Voicemail Feature

AT&T Visual Voicemail requires a feature to be added to each user's service. To add the Visual Voicemail feature, please log on to Premier Online or contact your AT&T representative.

Important: *Adding the Visual Voicemail feature to your users' service will result in the deletion of their existing voicemail box and messages. Please advise your users to review all existing voice messages before you switch them to Visual Voicemail by adding the Visual Voicemail feature.*

Step 3: User Setup of Visual Voicemail on the Smartphone

To complete setup of the Visual Voicemail service, users should:

1. Click on the Visual Voicemail icon.
2. Follow the steps onscreen to enter a password of their choice to select a personal or a standard greeting.

What do I need to know when traveling internationally?

Make sure you have international voice and data roaming enabled before departing. To receive Visual Voicemail while overseas, you will need to activate delivery of Visual Voicemail on your handset.

1. Click on the Visual Voicemail icon on your Home screen
2. Click on the **Menu** key
3. Select **Options**
4. Set **Allow Data Connection While Roaming** to **Yes**.

You are responsible for all data roaming charges for Visual Voicemail you receive while roaming.

 *Free of charge to BlackBerry data plan customers. Charges are incurred if you exceed your domestic data plan when using email to reply and forward Visual Voicemail messages or if you exceed your domestic messaging plan when using SMS/MMS. While roaming internationally, international data charges apply to receiving Visual Voicemail messages and replying/forwarding via email and international messaging (roaming) rates apply when replying or forwarding via SMS/MMS. SMS limited to replying to Visual Voicemail.