

AT&T (SBC) VM

Frequent Voicemail problems can be solved with a reset through SBC's Business Office. Customers wishing to reset SBC Voicemail features (such as your message waiting indicator) and Passwords can call the SBC Business Office (the number will be found on your phone bill) for assistance. Give the Repair Attendant your Telephone Number which the Voicemail appears on, and have your password ready.

Quick Tips on SBC Voicemail use while reviewing messages:

Key (1) Rewinds 10 seconds. Press (1 1) to rewind to beginning.

Key (2) Pauses – Press (2) again to continue.

Key (3) Advances message 10 seconds.

Key (9) Increases volume

Key (#) Skips to next message

Key (0) Help

VoiceMail Plus User Guide can be found at: <http://www.sbc.com/gen/general?pid=3747>

VoiceMail Use Map <http://www05.sbc.com/Common/images/other/phoneNavMap.jpg>

LOCAL ACCESS (POTS) LINES FEATURE CODES

(72#) turn On Call Forwarding (1172 on rotary phone) – then dial the number you wish to forward the call to, wait for an answer for the forwarding to take effect. If the line is busy or doesn't answer, repeat the process and it will be activated.

(73#) turn Off call Forwarding (1173 on rotary phone)

Press the Flash, Call Waiting or Receiver Button – to answer a call waiting at the beep tone while you are on a call. To return to the first call, press the button used to access the waiting call.

(*70) Temporary cancel Call Waiting (1170 rotary phone) – prior to calling your party.

Cancel Call Waiting During a Call – Press the receiver button and quickly release, listen for Dial Tone. **Press (*70) (1170 on rotary phone)** press the receiver button and release to continue with your call

Three Way Calling – To add a third party to your conversation press the receiver button once, wait for three short tones, dial the number of the third person. Wait for an answer, and press the receiver button again to bring the first party back on the three way call. Press the receiver button once to disconnect third person. Hang up to disconnect all parties

(*69) Auto Call Back (1169 on Rotary Dial) – The phone number, time and date of the last missed call will be heard. Press 1 to connect. If the line is busy you phone may ring you back when the line is free. To **cancel Automatic Callback Ringback, press (*89) or 1189 on Rotary Dial.**

CENTREX LINES FEATURE ACCESS CODES

(9) Access Outside line for Phone Call

(106) Activate Call Forward Variable (then dial phone number you want to forward calls to)

(107) Cancel Call Forward

(1174) Set Up Speed Dial List (0-9)

(*) (0-9 – memory location) Speed Dial from stored list

(Three, Four or Five Digit) Intercom call

Call Hold – Switchhook (18) while on call press Flash button, listen for 3 short beeps followed by dial tone, dial 18, listen for dial tone. To retrieve the call on hold, hang up.

Consultation Hold – While on call, press Flash button, listen for three short beeps followed by dial tone. Dial the extension or telephone number and speak to third party. Press the flash button twice to return to call on hold.

Transfer call in or out of Centrex System - While on call press flash button, listen for three short beeps and dial tone. Dial third party's number. When answered announce the call and hang up.

Three- Way Conference Call – While on call, press flash button, listen for three short beeps and dial tone. Dial third party's number. When answered press flash button once to connect to initial caller. Press flash button again to drop third party.

For full guide / instructions for your area <http://www.sbc.com/gen/products-services?pid=5010&cdvn=centrex¢rexid=57>

Printable Centrex Dialing Guide

<http://www.sbc.com/Common/PDF/AMT/products/gbs/online/centrexsupport/dialing/dialing-guide-il.pdf>