



# AT&T Landline Texting

## Web Application Introduction to and Account Setup Product Reference Guide

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## Introduction to AT&T Landline Texting

This document is intended for all AT&T Landline Texting software packages. This document provides instructions on how to install, use, and manage the applications on different devices. AT&T Landline Texting allows businesses with landline and toll free phone numbers to use smartphones, tablets, or computers to send and receive text messages with their customers. AT&T offers three unique packages with varying functionality and message rates. The full set of features include:

### Solution & Pricing Chart

	Basic	Standard	Premium
Price	\$10/month	\$25/month	\$ 100/month
Included messages	100 texts <sup>1</sup>	Unlimited texts	Unlimited texts/MMS
Included users	1	1	1 (Optional Add'l Users) <sup>2</sup>
Device logins included	2	Unlimited	Unlimited
Maximum messages/ minute	3	3	20
Contact Import		Yes	Yes
Customizable Signature		Yes	Yes
Auto Reply		1	Unlimited
Scheduled Texting			Yes
Group Texting			Yes
Keywords			5
User Management			Yes
Inbound Forwarding			Yes

### Optional Charges

<sup>1</sup> The Basic package includes an allowance of 100 messages (sent or received) per month. Use of more than 100 messages in any month will automatically incur an additional fee of \$15 allowing unlimited messages to be sent/received for the remainder of that month.

<sup>2</sup> Solution & Pricing Chart Premium allows Additional Users to be added to the service at \$25/user/month. (It is not possible to add Additional Users to Basic or Standard packages.)



## Account setup

Before you can use AT&T Landline Texting, you must set up your account.

To set up your single-line account:

1. Open the email message sent by [aa noreply@landlinetexting.att-mail.com](mailto:noreply@landlinetexting.att-mail.com).
2. Click Start Verification.
3. In the Landline or Toll Free Number box, type the valid 10-digit telephone number that you want text-enabled.
4. If you do not type a valid 10-digit telephone number, an error message appears. Retype your telephone number. If the message appears again, then click Visit Support Center at the bottom of the page.
5. Click Call Me. The Verify page opens and the Verification Code appears in the middle of the page.
6. An automated verification system calls the telephone number you want text-enabled. Answer the call and enter the Verification Code that appears on the Verify page. If the Verification Code does not work, then the Setup page reappears. Click Call Me and the Verify page re-opens with a new Verification Code.
7. When AT&T successfully verifies your account and telephone number, the Create Account page opens. To complete your account setup, enter the following: the name of your business, your first and last name, your username, the email account you want assigned to this account, and a password to this account.
8. Carefully review the terms and select the “I accept AT&T Landline Texting Terms of Service” checkbox.
9. Click Submit.



For assistance with phone number verification, please visit [asecare.att.com/Products/care-support-for-ATT-Landline-Texting](http://asecare.att.com/Products/care-support-for-ATT-Landline-Texting)



## Forgot username

1. If a user forgets their username, then the user goes to <https://landlinetexting.att.com/login>.
2. Click the Forgot username link beneath the Log In button. The Forgot Username page appears.
3. In the Enter Email field, enter the email associated with your AT&T Landline Texting account.
4. A Forgot Username email is sent to your email with your username. Users do not have to reset their username.



## Forgot password

1. If a user forgets their password, then the user goes to <https://landlinetexting.att.com/login>.
2. Click the Forgot Password link beneath the Log In button. The Forgot password page appears.
3. In the Enter Username field, the user enters the a full username that includes the account phone number.
4. A Forgot Password email with a temporary password is sent to the email associated with the user's account.



## Edit account details

Once logged in to the web application, you can use the General Settings window to change the display name and image that is assigned to your account profile.

5. On the Account Profile menu, click Edit Settings. The Settings window opens.
6. In the Display Name box, type the name of your business.
7. Beneath the display name box is the Package Type, which is either Basic, Standard, or Premium.
8. To change your profile image, click Choose File, find and select the appropriate image, and click Open.
9. Click Save and Close.

