

AT&T Connect Integrated Edition: Resources Quick Reference

The information contained in this document is essential reference data for the Teleconferencing Manager(s) deploying AT&T Connect Integrated Edition within their organization and for the intended AT&T Connect end-user population.

- **AT&T Connect Setup & Activation**

- Once provisioning has been completed, per-host instructions to setup and activate AT&T Connect are contained within the body of the host's registration email; highlighted here:



- IMPORTANT: The 'Activate' link on the host registration email is personalized for each individual host.

- **AT&T Connect Integrated Edition Support site**

- <http://www.uc.att.com/support>
 - Software Downloads - http://uc.att.com/support/download_atc_participant.html
 - End-User Documentation - http://uc.att.com/support/userdocs_attIE_main.html
 - End-User FAQs - http://www.uc.att.com/support/faqs_attIE.html

- **AT&T Connect Integrated Edition Administrator Resources**

- <http://www.uc.att.com/support/AdminIEMain.html>
 - Provisioning Process Overview
 - Email Communication Samples
 - Sample Registration Email
 - Sample Letter & Wallet Card
 - Participant Application in msi file format (used for IT deployment purposes)

- **AT&T Connect Integrated Edition End-User Training**

- Self-paced, recorded training (requires Flash)
- Live, instructor-led training (multiple sessions per month, requires pre-registration)
 - <http://attwebtrain.123attend.com>
 - Create an account
 - Add AT&T Connect Integrated Edition to your Products
 - Play self-paced modules or sign up for live instructor-led courses

- **AT&T Connect End-User Application Support**

- 800.526.2655 (Toll-Free) – use IVR prompts (4, 2) to reach AT&T Connect Customer Care Specialist
- 888.796.6118 (Toll-Free) – direct to AT&T Connect Customer Care Specialist
- 678.749.8004 (Local & International) - direct to AT&T Connect Customer Care Specialist
- For non-urgent issues, users can also contact by Email: attsupport@123attend.com
- Online support chat available @ <http://chat.123attend.com/att/connect/>

- **Audio Conferencing Customer Maintenance Center**

- 800.526.2655 (Toll-Free) – use IVR prompts (4, 1) to reach TeleConferencing Customer Care Specialist
- 888.333.2505 (Toll-Free) – direct to Audio Conferencing Customer Maintenance Center
- 847.357.3599 (Local & International) - direct to TeleConferencing Customer Care Specialist

- **Host Account Maintenance / Conferencing Customer Care**

- 800.526.2655 (Toll-Free)
- 205.206.2301 (Local & International) – Global Access customers have access to in-country support