Set Up Your Voice Mailbox on your CENTREX phone service - enroll your box - NEW USER - Complete the auto enrollment process until the very end. The system will prompt you that you have finished enrollment. If you don’t complete the entire process (hang up, etc…) the system will not enroll the mailbox.

You will be prompted to set up a recorded name, personal greeting and change your PIN (password). To exit, press *

To change a recorded name that identifies you to callers:
- Once logged into box, press 4 3 2

To record a personal greeting:
- Once logged into box, press 4 1 3

To change your PIN (password):
- Once logged into box, press 4 3 1
- Re-enter your new password, then press #

To enhance security the following types of passwords (PINs) are considered trivial pins/passwords and will not be allowed:
- Fewer than 10 digits
- digits are not all the same (ex, 9999).
- digits are not consecutive (ex, 1234 or 4321).
- Spells only their first or last name, their organization, company name, or any other obvious words. (10 or more digits)
- Primary ten digit number -forward or reverse of more digits
- Uses the same digits more than twice in a row (ex, 900012).
- Contains fewer than three different digits (ex, 18181).

To Send a messages:
- To send a message from initial menu press 2
- Enter 10-digit number (ID), then record your message..

While Recording a message:
- Remove address press 1 3
- Review message press 4
- Send press 1 #
- Delete recording/restart press 3
- Cancel press 1 *

To Change Preferences: Press 4
- To edit greetings press 1 3
- To edit your standard greeting press 1 3 1
- To edit your alternate greeting press 1 3 2
- To rerecord your greeting press 1 1
- To turn your alternate greeting on/off press 1 2

Click here for additional Information Available:
https://det.wi.gov/telecommunications/Pages/ATTUnityVoicemail.aspx

PROBLEM REPORTING:
Follow your agency telecom procedure (telecom manager or help desk) for new, changes, password resets or problems

VoIP/UC users – see VoIP/UC instructions