



For: Milwaukee, Beaver Dam, Burlington, Cedarburg, Delavan, Fond du Lac, Grafton, Hartland, Horicon, Jefferson, Juneau, Kenosha, Manitowoc, Mayville, Menomonie Falls, Newberg, Port Washington, Pewaukee, Racine, Sheboygan, Sheboygan Falls, Sturtevant, Union Grove, Watertown, Waukesha, Waupun, West Bend, Whitewater

Voice Mail Instructions

Callers may leave you messages before you have setup

(enrolled) your mailbox but you will not be able to listen to the messages.

Your access number for voicemail on your CENTREX phone service is.

- 414-227-5140 - in Milwaukee, Cedarburg, Grafton, Pewaukee, Racine, Sturtevant, Waukesha sites
- 877-641-4100 -in all other sites listed at the top
- 800-862-4564 - when traveling and not in above locations

- Enter your 10+ digit PIN / passcode, press # The default is statewi2014 or 78283942014 if new box

Your access number (not from your desk) for voicemail on your CENTREX phone service is:

- 414-227-5140 - in Milwaukee, Cedarburg, Grafton, Pewaukee, Racine, Sturtevant, Waukesha sites
- 877-641-4100 -in all other sites listed at the top
- 800-862-4564 - when traveling and not in above locations

- ✓ Press *
- ✓ When prompted for your ID # - enter your 10-digit phone number, press #
- ✓ Enter your 10+ digit PIN or passcode, press # The default is statewi2014 or 78283942014 if new box

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 digits (10 digits)
- Uses the same digits more than twice in a row (ex, 900012).
- Is 1-digit increment of a previous password (ex, 20185 to 20186).
- Contains fewer than three different digits (ex, 18181).

To Listen to messages press:

- To listen to NEW messages from the initial menu press 1 .
- To listen to SAVED messages from the initial menu press 2 1.
- To listen to DELETED messages from the initial menu press 3 2.

After message playback:

- Restart press 1
- Save press 2
- Delete press 3
- Reply (and begin recording) press 4
- FORWARD press 5
- Mark as new 6

- Go back 3 seconds 7
- Message Properties 9
- Cancel playing messages *

During message playback only:

- Restart press 1
- Save press 2
- Delete press 3
- Slow down message 4
- Increase volume of message 5
- Speed up message 6
- Go back 3 seconds press 7, go forward press 9

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
- Stop recording and listen press 1
- 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

Anytime....

- To skip or move ahead, complete, send, start/stop recording press #
- To Cancel, exit or back up press *

Click here for additional Information Available:

<https://det.wi.gov/telecommunications/Pages/ATTUnitVoicemail.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