

To setup your new voice mail box you will need to

1. Access the new voicemail system (your temporary pin will be 248924)
2. Change your security pin
3. Choose a security question and create an authentication code
4. Record your name
5. Record a greeting or choose a default greeting

To Access the new voice mail system

From your own phone

1. Dial 9 1 312 930 4351.
2. Enter your pin then press #.

From another phone with in our system

1. Dial 9 1 312 930 4351 then press *.
2. Enter your 10 digit voice mail box number then press #.
3. Enter your pin press the # key.

From a phone outside our system

1. Dial 9 1 312 930 4351.
2. Enter your 10 digit voice mail box number by the # key.
3. Enter your pin then press #.

To Change your security pin

1. Enter your temporary pin then press #.
 2. Enter a new PIN and press #.
 3. Re-enter your new PIN followed by # for confirmation.
- (Your new PIN must be six to 10 digits in length. If you make a mistake, press * and start again)*

To Choose a security question and create an authentication code

(To be used in the future to reset your PIN if you forget it. This code can only be used on the phone that has the voice mail box connected to it)

You will be asked to set up an Authentication Code

To use your mother's date of birth press 1.

To use your father's date of birth press 2.

To use your spouse's date of birth press 3.

To use your child's date of birth press 4.

Technically you can use any option 1 to 4 and any 8 digit code you can remember.

1. Press 1, 2, 3, or 4

2. Enter the chosen date as 8 digits;

3. When prompted re-enter the chosen date as 8 digits

If both eight-digit selections have been typed correctly you will be told your Authentication Code has been saved.

To Record your name

You will be prompted to record your name.

1. Say your name *(after the tone)*

2. Press #.

To use this recorded name, press 1.

To re-record your name, press 2.

If you need more time, press 8 to pause up to 20 seconds. Press any key to continue.

To record a greeting or choose a default greeting

You will be prompted to record your personal greeting or select a pre-recorded greeting

Press 1 to create a personal greeting

Press 2 to use a pre-recorded greeting that uses your name

Press 3 to use a pre-recorded greeting that uses your name

Press 4 to use a pre-recorded greeting that uses neither your name or your number

To create a personal greeting press 1.

Record your greeting then press #. To keep this recorded greeting, press 1. To re-record your greeting, press 2. If you need more time, press 8.

To create a pre-recorded message press 2, 3, or 4 and follow the prompts

To retrieve your voice mail messages

Access your new voice mail box

After entering your pin you will be alerted to how many new messages you have received.

To go to the Main Menu at any time, press *

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From the Main Menu, press 1 to get to all your messages. Messages are played one at a time and include the date and time the message was sent, as well as the recorded name of other AT&T EM subscribers, if available, and the phone number of the calling party, if available.

While you listen to each message, you can:

Press 1 to Rewind (while message is playing).

Press 2 to Pause and Resume.

Press 3 to Fast Forward a few seconds.

Press 4 to Repeat Message.

Press 4 to Slow Down (while the message is playing).

Press 5 to Play header information.

Press 6 to Forward a copy to another AT&T EM user.

Press 6 to Speed Up (while the message is playing).

Press 7 to Delete.

Press 8 to Reply (if another AT&T EM user sent it). Pressing 8 gives you additional options:

1. Press 1 to place a call directly to this person, press * to cancel a call.

2. Press 2 to reply to sender.

3. Press 3 to reply to all recipients.

Press 9 to Save.

Press 0 for Helpful Hints.

To access your old voice mailbox

From your phone dial 3011

From another internal extension dial 3011 wait for the name then press * then your 10 digit voice mail box number i.e. 312 553 XXXX

From an outside line dial 1 312 553 3010 when prompted press # then dial your 10 digit voice mail box number i.e. 312 553 XXXX

Enter your password. If you have any new messages you will be prompted to press 11. If you have archived messages you will be prompted to press 1. If your messages are older than seven days (14 or 30 for larger boxes) you will be alerted. You will need to listen to these messages before you can listen to your new messages. You will need either save them (again) in your archive by pressing 9 or delete them by pressing 7. You can skip to the end of the message by pressing 33. You can rewind your message approximately 10 seconds by pressing 1

You are done with initial setup. For configuring auto dial buttons and operator escape read on

If you had an operator escape (“press 0 to reach my cell...”) on the old voice mail system and/or would like it on the new system please follow the following instructions

To set up your 10-digit transfer number

when calling in to your mailbox from the telephone:

1. Press 4 to enter the Mailbox Settings area.
2. Press 2 for Administrative Options.
3. Press 6 for Additional Settings.
4. Press 2 for Attendant Number and follow the instructions.

To Reprogram your voice mail button on a multi line Phone

1. Press Feature * 1,
2. Press the button you want to program
3. Enter the 3019 then
4. Press OK or Hold

To reprogram your voice mail button on a single line phone that has a display

1. Press save then press the button you want to program.
2. Enter 3019
3. Press save twice

To reprogram your voice mail button on a single line phone that does not have a display

1. Lift the hand set
2. Press save.
3. Press the button you want to program
4. Enter 3019.
5. Press save

You may want to program a 2nd button to 3011 to get into you old voice mail