



Premier

Reset voicemail passwords

If you have Basic, Enhanced, or Visual Voicemail, you have a voicemail password associated with your mailbox. When you first set up your voicemail, you're prompted to create a password. Depending on your voicemail security settings, you might only use a password when you're roaming outside of the AT&T network or when you access your voicemail from a different wireless device.

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[Voicemail password security](#)

Reset voicemail passwords from your device

When you create your voicemail password, use a random 7- to 12-digit number that's unique and not easily guessed.

Request a temporary password

With all voicemail types, you can access your voicemail and reset the password.

1. Using the keypad on your wireless device, press and hold the **1** key. Premier will reset the Voicemail Password and send a temporary password to the device within 30 minutes.
2. To complete the reset process, use the set of instructions below, relating to your specific voicemail type.

Note: Password reset isn't available for inactive or suspended accounts. If an account is suspended, reinstate the wireless number. For help resetting passwords, call Business Support at 611 free of charge from your wireless device or call 800.331.0500.

Set up a new Basic or Enhanced Voicemail password

To set up a new voicemail password, you'll need to access the voicemail system, enter the temporary password, and then follow the voice prompts.

1. On your wireless device, press and hold the number **1** or the voicemail key to access the voicemail system.
2. Follow the prompts to enter the temporary voicemail password that you received by text message.
3. Enter your new, secure 7- to 12-digit voicemail password, and then press the pound (**#**) key.

Set up a new Visual Voicemail password

After you receive the text message with your temporary voicemail password, you can change it to a secure 7- to 12-digit password. Follow the instructions on your device.

Voicemail password security

To help keep your voicemail secure, we require the passwords for all new or upgraded wireless voicemail boxes to be turned on by default. AT&T doesn't recommend turning off your password. However, you can turn off your password when you access voicemail from your wireless device. You'll still need to use your password when you access your voicemail from a different device or when you're roaming and you're not on the AT&T network.

If you upgrade or switch to a different device that has Visual Voicemail, do a master reset on your current device and update the device's operating system; you may be prompted to re-enter your Visual Voicemail password. For additional voicemail security, use these best practices:

- Change your password immediately after you reset your voicemail password.
- Use random numbers instead of numbers like your Social Security Number or wireless number.
- Change your password on a regular basis.