



INSTRUCTIONS FOR USING YOUR NEW AT&T PHONE

Follow these steps to activate your device.

FIND MY NUMBER

- Select the “OK” key, then choose Settings > Device > Phone Number
 - Choose “Find Device IMEI/ Serial Number”
 - Dial *#06# and press the “Call/Answer” key

VOICEMAIL SETUP

In order to setup or listen to voicemail please press and hold the “1” key. This will initiate the voicemail setup menu.

- The voicemail password setting defaults to On.
- Set the password to something unique and not easily guessed (7-15 digits).
 - The password can be turned off.
 - From the voicemail main menu, select options 4 > 2 > 1 > 2.
- The password is required when calling voicemail from any other phone or while roaming.

CUSTOMER CARE

If the password is forgotten, it can be reset to the 7 digit wireless number by calling Business End User Care, either by dialing **611** from the handset or **800-331-0500** (*Mon-Fri: 8AM-10PM, Sat-Sun: 9AM-10PM, available in English and Spanish*) from another phone. This resource can be used for general troubleshooting or inquiries as well.

DEVICE ACTIVATION

Device will be activated within 24 hours.

Device will remain active for the Test and Trace Program for 30 days.

After the unit is deactivated it can be re-activated with service under patient’s personal billing responsibility through the following channels:

- In store: www.att.com/stores/
- Online 24/7: www.att.com/wireless/byod/
- Over the Phone: **888-573-0658** (*Mon-Fri: 8AM-10PM, Sat-Sun: 9AM-10PM, available in English and Spanish*)

After monitoring you can keep the phone. You do not need to return it to NYC Health and Hospitals. While not obligated to do so, if the device and service is no longer desired It can be returned to one of these AT&T retail stores:

MANHATTAN 3 TIMES SQUARE NEW YORK, NY, 10036	BROOKLYN 841 FLATBUSH AVENUE BROOKLYN, NY, 11226	QUEENS 37-36 82 ND STREET JACKSON HEIGHTS, NY, 11372	BRONX 65 RIVER AVENUE BRONX, NY, 10451	STATEN ISLAND 2865 RICHMOND AVENUE STATEN ISLAND, NY, 10314
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Online Device User Guide: www.att.com/device-support/index/ATT/EmblemU102AA