Changing a Voicemail PIN

Using the Control Panel

- 1. Login to the NocTel control panel.
- 2. Click on Extensions in the left-hand menu.

| Account #2555 |
|--------------------|
| Numbers |
| Extensions 🔶 |
| Hunt Groups |
| Recordings |
| Hold Music |
| Schedules |
| Conference Bridges |
| |

Locate the extension in the list or search for it using the search bar. Click the extension to open its options page.
On the extension's page locate the voicemail widget, and click > to expand the options.

| Send a Fax 📀 View History | Speed Dial Directory C. Reboot Device Permissions |
|-------------------------------|---|
| Status: 🔵 Available | Inbound Behavior: Ring+Voicemail |
| OFF Ring Polycom Phone | > ON Forward To: +1 828.557.0631 |
| ON O Voicemail (Enabled) | Email Notifications: joey.macaluso@noctel.com |
| Caller ID: +1 828.357.7330 | Emergency: 515 Wright Rd |
| Preferences for Polycom Phone | Network & Cloud Settings |

5. In the PIN text box, delete the existing PIN, and enter a new PIN. (The PIN should be at least four digits and not start with 0.)

| ○ ● Voicemail (Enabled) | |
|------------------------------|--|
| Greeting: | |
| VM Greeting for #2101: IP450 | |
| PIN: 1234 | |

6. Click outside the widget to save.

Using the Phone

If the PIN is unknown, the user must use the control panel method to reset the PIN.

- 1. Press the voicemail button on the phone or dial *38.
- 2. Enter the current PIN.
- 3. Press 7 for setup.
- 4. Press 2 For new PIN.
- 5. When prompted enter the **new PIN** followed by the **#** key.
- 6. When prompted re-enter the new PIN followed by the # key.

Related articles

- Voicemail Setup
- Voicemail Message Envelope
- Voicemail Message Forwarding
- Voicemail Auto-Delete Feature
- Changing a Voicemail PIN