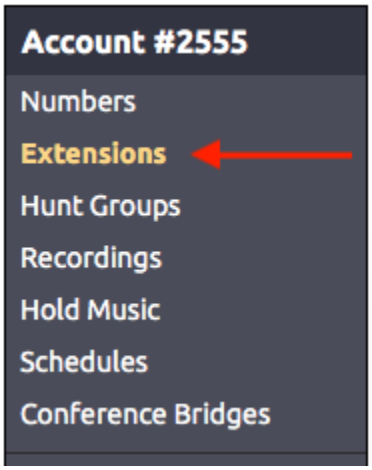
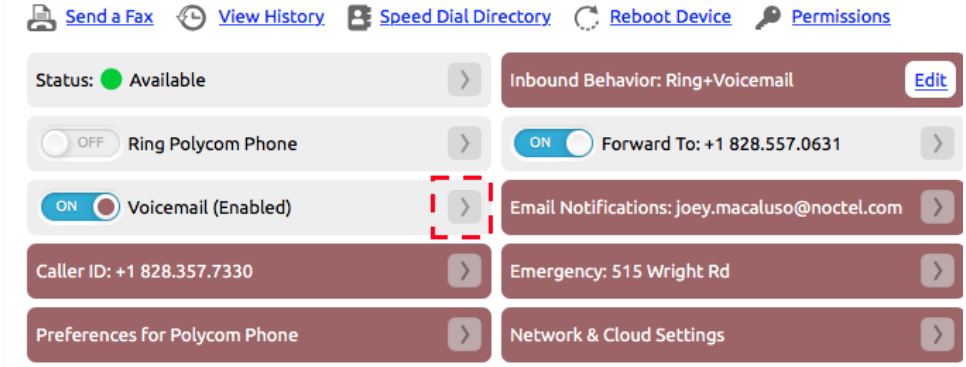
# Changing a Voicemail PIN

## Using the Control Panel

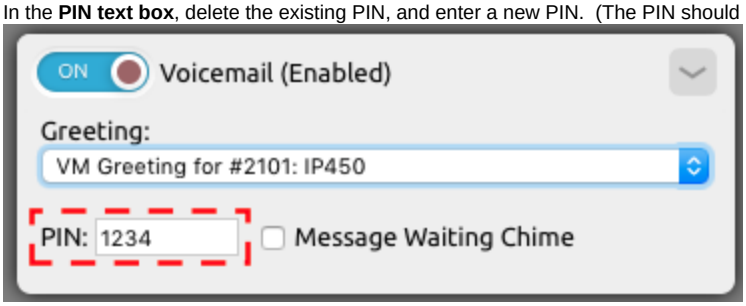
1. Login to the NocTel control panel.
2. Click on **Extensions** in the left-hand menu.




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




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.)




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