



Resetting your Voicemail PIN from your desk phone

The steps below explain how to reset your Voicemail PIN.

Know your current PIN? Change it on your Desk telephone

1. On your Cisco phone, dial 6932 or press the voicemail button. (Depending on the model, it can be an  or  button. The messages button may also be a soft key that says “Messages”)
2. Enter your current voicemail PIN followed by the pound sign “#”
3. Press the **4** key for the “*setup options*” menu.
4. Press the **3** key for the “*preferences*” menu.
5. Press the **1** key for the “*pin*” menu.
6. Type in your new PIN, followed by the pound sign. Voicemail PINs must be a minimum of four numeric digits.

Know your current PIN? Change it from off-campus or from a cell phone

1. Call **(718) 960-6932** from an off-campus phone or cellphone
2. Enter your Lehman College extension followed by the pound sign “#”
3. Enter your current voicemail PIN followed by the pound sign “#”
4. Press the “**4**” key for the “*setup options*” menu.
5. Press the “**3**” key for the “*preferences*” menu.
6. Press the “**1**” key for the “*pin*” menu.
7. Type in your new PIN, followed by the pound sign. Voicemail PINs must be a minimum of four numeric digits.

If you have forgotten your Cisco voicemail password/PIN

- Your PIN can be reset from on-campus or via VPN on the Personal Communications Assistant (PCA) portal (<https://voicemail.lehman.edu/ciscopca>). Please refer to our PCA documentation, ‘*Change your Voicemail PIN on PCA Portal*’ on how to achieve this. Alternatively, you can contact the IT Help Desk for assistance.

Have more questions? Please contact the Help Desk for assistance.