

VoiceMail Pin Reset for VOIP Phones

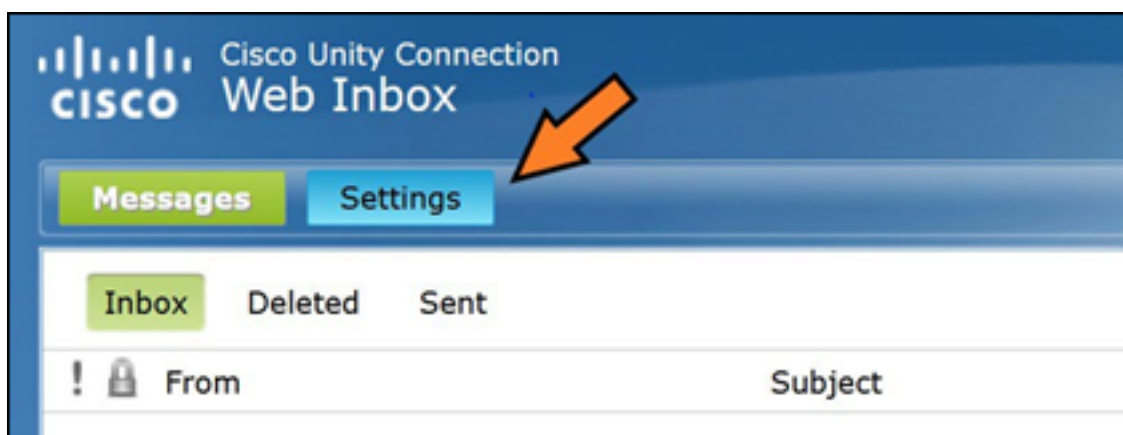
2556 Laurie Sherrod April 20, 2022 [Network, Phones and Cable](#)

To change or reset a forgotten VoiceMail PIN on a Cisco VOIP phone, Please go to <https://cuc-01.clemson.edu/inbox/>. If you are off-campus you will need to be connected to the Clemson VPN.

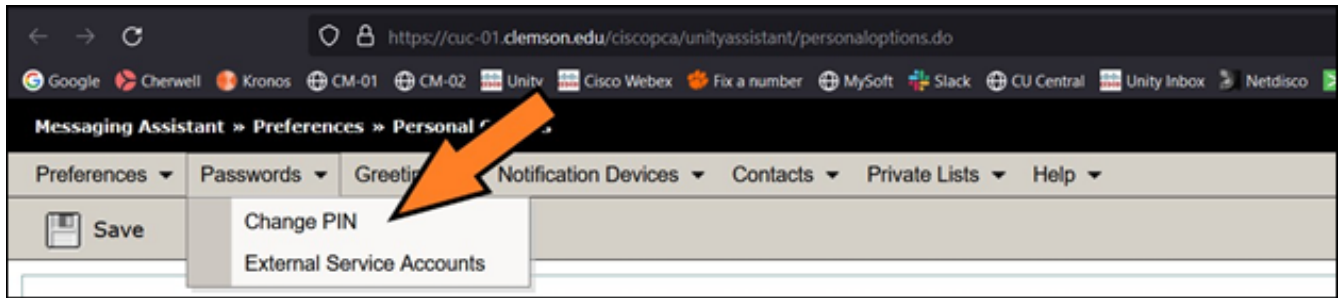
Fill in your **Clemson User Name** and **Password** and click on **Sign In**.

A screenshot of a web-based sign-in form. The form has a dark blue header with the text "Sign In" in white. Below the header, there are two input fields: "Username:" and "Password:". The "Username:" field contains the text "Clemson User Name". The "Password:" field contains the text "Clemson Password". At the bottom right of the form, there are two buttons: "Sign In" and "Reset".

Once you are logged in, click on the blue **Settings** button.



Click on the **Passwords** menu and select **Change PIN**.



Now chose a new PIN with 4 to 6 numbers and no letters. Fill it in twice and click **Save**.

A screenshot of the 'Change PIN' form in the Cisco Unity Assistant interface. The form is titled 'Messaging Assistant » Passwords » PIN'. It includes a 'Save' button at the top left. Below the title, it shows 'Last Changed: Monday, April 1, 2019 03:16:14 PM GMT-04:00'. There are two input fields: 'New PIN:' and 'Confirm New PIN:'. At the bottom left, there is a 'Save' button.

If the voicemail system likes your password, you get the following confirmation.

A screenshot of the 'Change PIN' form in the Cisco Unity Assistant interface, showing a successful password change confirmation. The form is titled 'Messaging Assistant » Passwords » PIN'. It includes a 'Save' button at the top left. Below the title, it shows 'Last Changed: Thursday, August 5, 2021 03:20:04 PM GMT-04:00'. There is a confirmation message: 'Your password was successfully changed' with an orange arrow pointing to it. Below the message, there are two input fields: 'New PIN:' and 'Confirm New PIN:'. At the bottom left, there is a 'Save' button.

For further assistance please send an email to: telecomservices-1@clemson.edu

Online URL: <https://hdlb.clemson.edu/phpkb/article.php?id=2556>