**ADTRAN**

Q&A

Q: How do I reset a voicemail PIN if a user has lost or forgotten it?

A:

1. Log into the NetVanta UC Client using either the Admin account or an account with access to the Admin profile. Select the "Admin" user tab at the top of the page if you are not logged in with the Admin account.

2. Under the Navigation Pane, click on "Users" and locate the user with the lost PIN under the Content Pane. Right click on the user and select "Reset Pin #...".
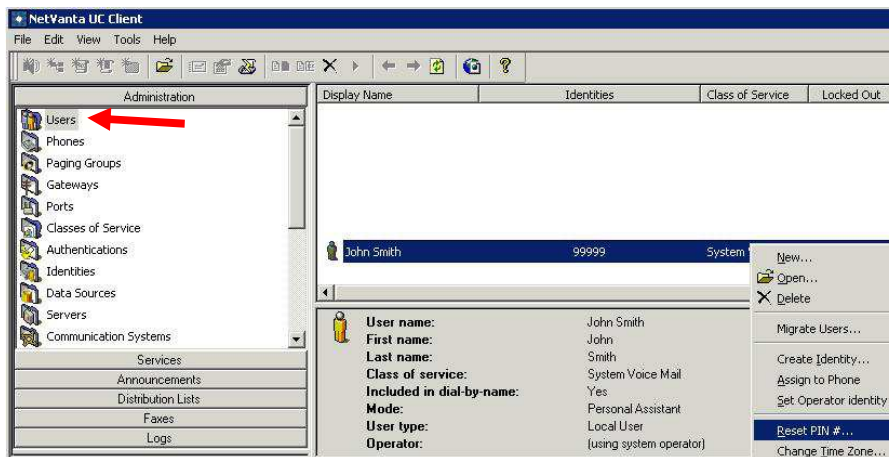
3. Enter the new desired PIN, select the checkbox "User must change PIN at next logon" (if applicable) and click "OK". The user should now be able to access their voicemail with the new PIN.