HPBX Voicemail
CHANGING YOUR PIN

CTC

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1. To access your voicemail
   a. Push the envelope button on your phone

2. You will hear the recorded message, "Please enter your PIN followed by the # key."
   a. Type your passcode with a # on the end on your telephone keypad
      i. NOTE: unless you have changed your passcode it will be your 4-digit extension number

3. You will hear the recorded prompt, "Welcome to the messaging service. To change your settings press 4."
   a. Push 4 on the telephone keypad

4. You will hear the recorded prompt, "Mailbox Settings: for security options press 3."
   a. Push 3 on the telephone keypad

5. You will hear the recorded prompt, "Security Options: to change your PIN press 1."
   a. Push 1 on the telephone keypad

6. You will hear the recorded prompt, "Please enter a new PIN that is between 4 and 20 digits long. When you are finished press #"
   a. You will have to enter your new PIN followed by the # key.
      i. NOTE: When troubleshooting CTC cannot see your PIN at any time. We do NOT know if it is the original default PIN or if anybody at the customer premise may have changed it. Any time a trouble is called in you will be asked what your PIN is or do you want us to reset to the default?

7. You will hear the recorded prompt: "To confirm please enter your new PIN again."
   a. Enter the same PIN you previously entered followed by the #

8. You will hear the recorded prompt, "Your PIN has now been changed."
   a. Hang up

QUICK PROMPTS
- 4
- 3
- 1