



BT One Cloud Cisco Self Service

# **Reset a Voicemail PIN and unlock account**

**User guide**

## Administrator

A user will access their voicemail using a PIN. This is set up when the administrator adds a new user in the Users Hub. Sometimes the user tries too many times to log in and their account becomes locked.

This guide will show you how to:

- Reset the voicemail PIN
- Unlock the account.

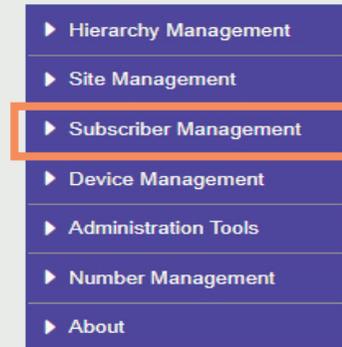
# Get started | Reset the voicemail PIN

To reset the voicemail PIN, open the **Unified Communications Domain Manager** by selecting **Features** in OCC Self Service.

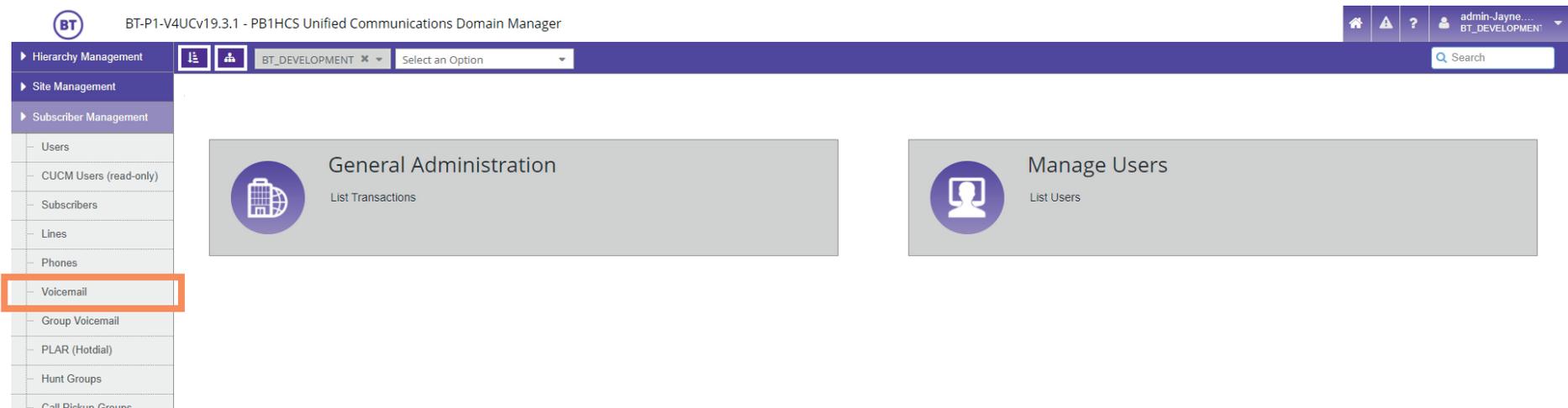


A screenshot of the Unified Communications Domain Manager web application. The top header shows the BT logo and the text 'BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager'. Below the header is a navigation sidebar with items: Hierarchy Management, Site Management, Subscriber Management, Device Management, Administration Tools, Number Management, and About. The main content area displays a message: 'We were unable to retrieve the number of failed login attempts or last successful login. Please logout and log back in. If this message persists, please contact an administrator'. Below the message are two large grey buttons: 'General Administration' with a building icon and 'List Transactions' text, and 'Manage Users' with a person icon and 'List Users' text. The top right of the interface shows a search bar and a user profile dropdown for 'admin-Jayne... BT\_DEVELOPMENT'.

From here, select **Subscriber Management** in the menu



Then select **Voicemail**

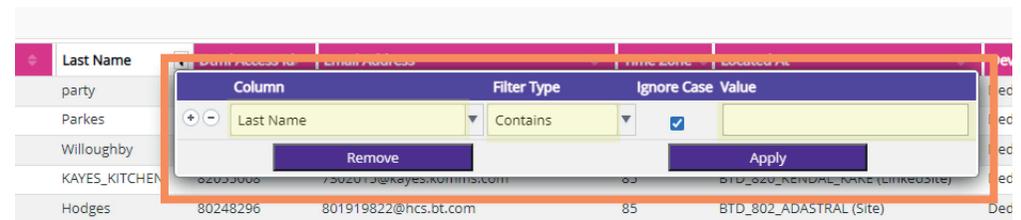
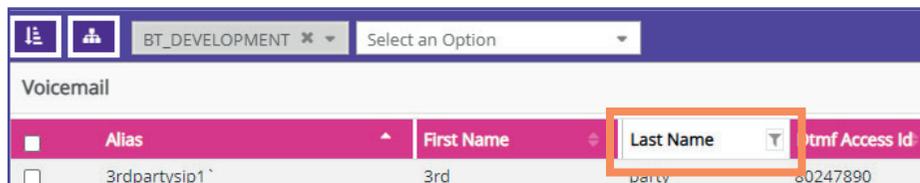


You will then be displayed with a list of users that have an account with voicemail.

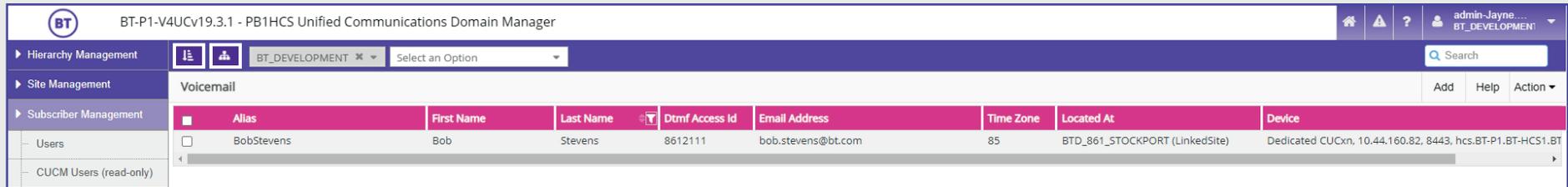
Alias	First Name	Last Name	Dtmf Access Id	Email Address	Time Zone	Located At	Device
3rdpartysip1`	3rd	party	80247890	threeparty@bt.com	85	BTD_809_BIR_HALFORDS_POC (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
605435009	Ben	Parkes	80247838	605435009@bt.com	85	BTD_802_ADASTRAL (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
612763195		Willoughby	80488149		85	BTD_804_DESIGN (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
7362015	KAYE	KITCHEN	82653008	7362015@kayes.kitchens.com	85	BTD_820_KENDAL_PARK (LinkRedSite)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
801919822	Darrell	Hodges	80248296	801919822@hcs.bt.com	85	BTD_802_ADASTRAL (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
80248016	Rachel	Allen	80248016	rachel.allen@bt.com	85	BTD_802_ADASTRAL (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
80248030	FBD	User	80248030	fbd@bt.com	85	BTD_802_ADASTRAL (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1
80249611	Billy	Yuen	80249611	billy.yuen@hcs.bt.com	85	BT_DEVELOPMENT (Customer)	Dedicated CUCxn, 10.44.160.71, 8443, hcs.BT-P1.BT-HCS1
80249613	Test	SNR	80249613		85	BT_DEVELOPMENT (Customer)	Dedicated CUCxn, 10.44.160.71, 8443, hcs.BT-P1.BT-HCS1
80249614	Lloyd	Bedford	80249614	lloyd.bedford@hcs.bt.com	85	BT_DEVELOPMENT (Customer)	Dedicated CUCxn, 10.44.160.71, 8443, hcs.BT-P1.BT-HCS1
80249620	Kavya	Varadarajan	80249620	kavya.varadarajan@hcs.bt.com	85	BT_DEVELOPMENT (Customer)	Dedicated CUCxn, 10.44.160.71, 8443, hcs.BT-P1.BT-HCS1

To search for the user that needs their PIN changing, it can be useful to apply a filter. Click on to the **column header** and **select the filter icon**.

For example, if you are searching for the *last name* of the user, select **Last Name** in the *Column field*, then the *Filter Type* will be **Contains**. Type in the last name in the third empty field, then click **Apply**.



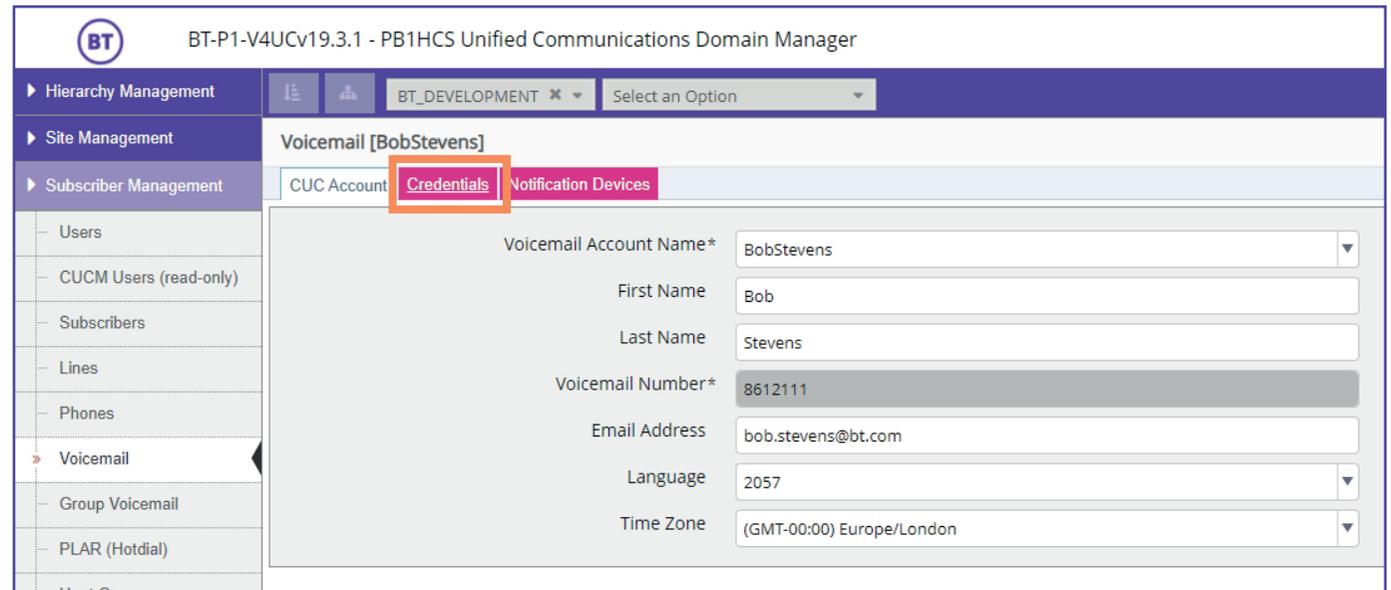
By clicking\* on the selected name you will open their voicemail details.  
*\*(You do not need to check the box, just click on to the name)*



The screenshot shows the BT Unified Communications Domain Manager interface. The left sidebar contains navigation options: Hierarchy Management, Site Management, and Subscriber Management. The main area displays a table of voicemail accounts. The table has columns for Allias, First Name, Last Name, Dtmf Access Id, Email Address, Time Zone, Located At, and Device. One row is highlighted, showing details for Bob Stevens.

Allias	First Name	Last Name	Dtmf Access Id	Email Address	Time Zone	Located At	Device
<input type="checkbox"/> BobStevens	Bob	Stevens	8612111	bob.stevens@bt.com	85	BTD_861_STOCKPORT (LinkedSite)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1-BT-HCS1.BT

Select **Credentials tab** to open credentials to view the PIN details.



The screenshot shows the BT Unified Communications Domain Manager interface with the 'Voicemail [BobStevens]' details page open. The 'Credentials' tab is selected and highlighted with a red box. The form displays the following information:

- Voicemail Account Name\*: BobStevens
- First Name: Bob
- Last Name: Stevens
- Voicemail Number\*: 8612111
- Email Address: bob.stevens@bt.com
- Language: 2057
- Time Zone: (GMT-00:00) Europe/London

# Unlocking the account

Simply **click in the PIN field** and type in a new **PIN number**. Then type it in again.

BT BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager

Hierarchy Management BT\_DEVELOPMENT Select an Option

Site Management

Subscriber Management CUC Account Credentials Notification Devices

Users

CUCM Users (read-only)

Subscribers

Lines

Phones

Voicemail

Group Voicemail

PLAR (Hotdial)

Hunt Groups

Call Pickup Groups

Pin

PIN \*\*\*\*\*

Repeat PIN \*\*\*\*\*

Does not Expire

PIN must Change

Can't Change

Account Locked

**Note:**  
When a user has tried too many times to log in, their account will become locked and this box will be checked. You'll need to uncheck it for them to be able to log in again.

Then remember to save your changes by clicking on to **Save**.

BT BT-P1-V4UCv19.3.1 - PB1HCS Unified Communications Domain Manager

Hierarchy Management BT\_DEVELOPMENT Select an Option

Site Management

Subscriber Management CUC Account Credentials Notification Devices

Users

CUCM Users (read-only)

Subscribers

Lines

Phones

Voicemail

Group Voicemail

PLAR (Hotdial)

Pin

PIN .....

Repeat PIN .....

Does not Expire

PIN must Change

Can't Change

Account Locked

Save Help Back Action

The **Voicemail PIN** has now been **reset** and you can advise the user of the new PIN.

The screenshot shows a management interface for BT services. At the top, there is a navigation bar with the BT logo and the text "BT-P1-V4UCv19.3.1 - PB1HCS Unified Comm". A notice box is highlighted with an orange border, containing the text: "Notice Transaction has been scheduled for processing". Below the notice, there is a search bar and a user profile for "admin-Jayne... BT\_DEVELOPMENT". The main content area is titled "Voicemail" and contains a table with the following data:

Alias	First Name	Last Name	Dtmf Access Id	Email Address	Time Zone	Located At	Device
BobStevens	Bob	Stevens	8612111	bob.stevens@bt.com	85	BTD_861_STOCKPORT (LinkedSite)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1.BT

