



Changing your Voicemail Greeting

The steps below explain how to update the voicemail greeting for your office telephone. The steps differ slightly depending on whether you are calling from your desk phone itself or from another phone.

Update your voicemail greeting from your Cisco office telephone

1. On your Cisco phone, dial 6932 or press the voicemail button. (Depending on the model, it can be a  or  button, or a soft key that is labeled “**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 “**1**” key for the “*change your greeting*” menu. Your current greeting will be played back to you.
5. Press the “**1**” key to record a new greeting.
6. Press the “#” key when you’re finished recording.
7. Your new greeting will be played back to you. It will automatically be saved.

Update your voicemail greeting 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 “**1**” key for the “*change your greeting*” menu. Your current greeting will be played back to you.
6. Press the “**1**” key to record a new greeting. Press the “#” key when you’re finished recording.
7. Your new greeting will be played back to you. It will automatically be saved.

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.