

Password Reset Guide

You can reset both your web and phone passwords on the Config tab when you log into the vConsole web interface.



You need to type the new password in, then re-type it in the **Confirm** field, then click **Update**.



Extension Edit

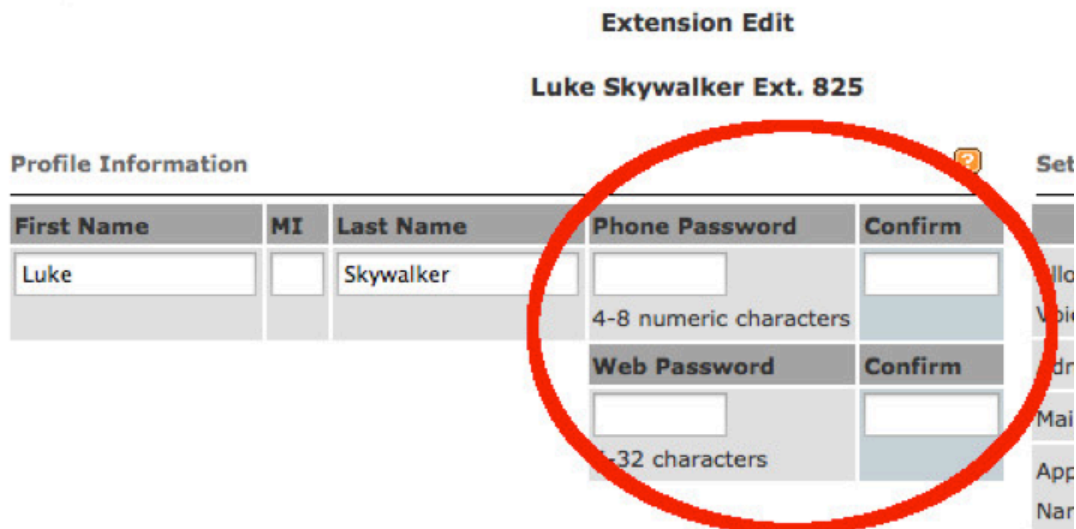
Luke Skywalker Ext. 825

Profile Information

First Name	MI	Last Name	Phone Password	Confirm
Luke		Skywalker	<input type="text"/>	<input type="text"/>
			4-8 numeric characters	
			Web Password	Confirm
			<input type="text"/>	<input type="text"/>
			6-32 characters	

Set

illo
Voic
dr
Mai
App
Nar

A screenshot of the 'Extension Edit' form for 'Luke Skywalker Ext. 825'. The form is titled 'Profile Information' and contains a table with columns for 'First Name', 'MI', 'Last Name', 'Phone Password', and 'Confirm'. The 'First Name' is 'Luke', 'Last Name' is 'Skywalker', and 'MI' is empty. The 'Phone Password' and 'Confirm' fields are empty, with a note below them stating '4-8 numeric characters'. Below this, there are 'Web Password' and 'Confirm' fields, also empty, with a note below them stating '6-32 characters'. The 'Phone Password' and 'Web Password' fields are circled in red. To the right of the form is a 'Set' button and a list of options: 'illo', 'Voic', 'dr', 'Mai', 'App', 'Nar'.

Passwords can have the following formats:

- Phone Password: 4-8 numeric. Cannot be in sequence, ie 1234 or repeated digits ie 5555
- Web Password: 6-32 characters, alphanumeric

HINT: If all you need to do is reset your phone password, or you can't remember your phone password, log into the vConsole and just change your phone password. You don't need to change both passwords together.

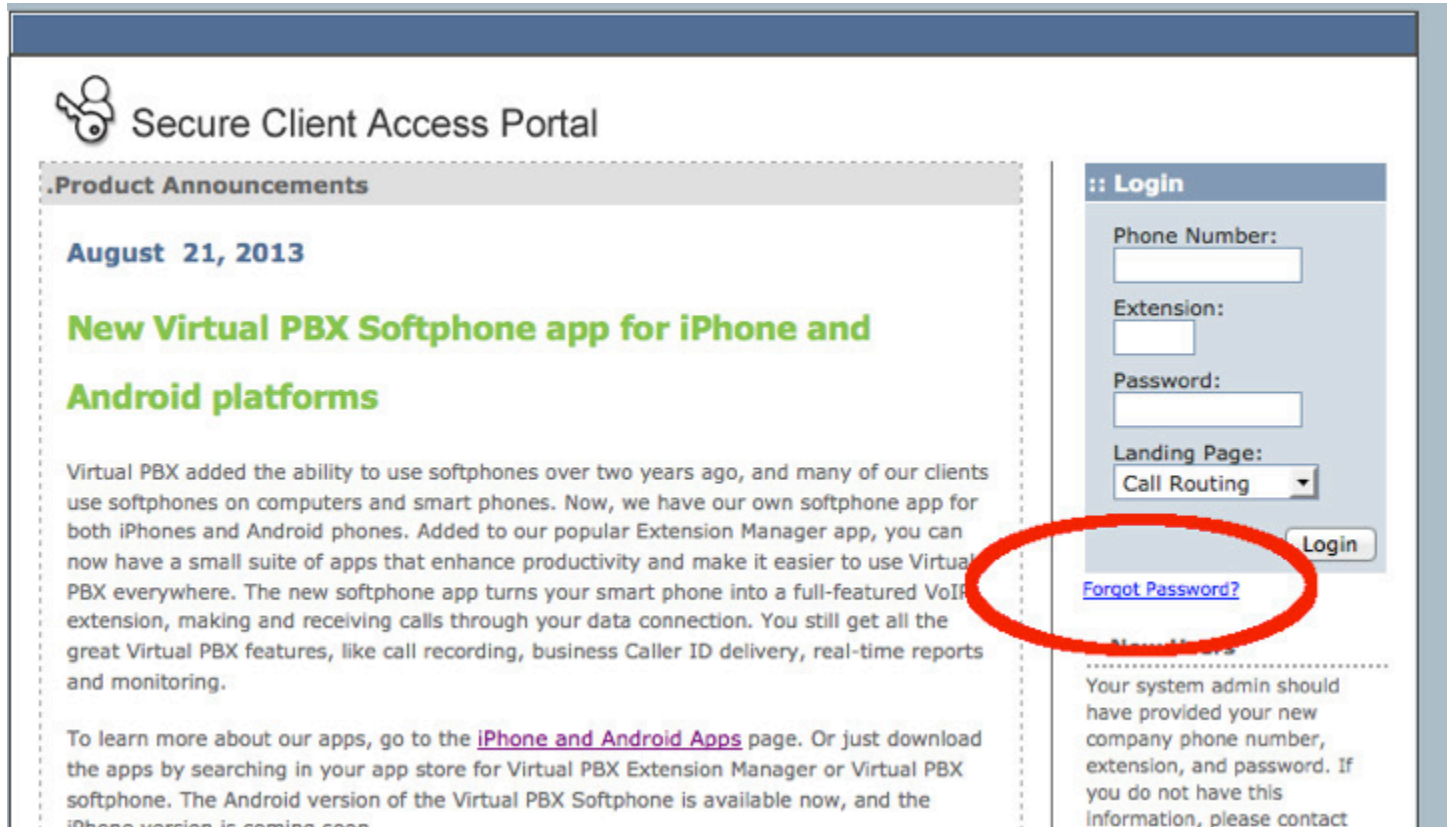
Password Recovery

There is a forgotten password utility built into the login page of the vConsole web portal. Just type in the following:

- Your extension
- Your system messages email

HINT: The System Messages email is the top field on the Message Handling tab.

The service will email you your web password so you can log into the vConsole



Secure Client Access Portal

Product Announcements

August 21, 2013

New Virtual PBX Softphone app for iPhone and Android platforms

Virtual PBX added the ability to use softphones over two years ago, and many of our clients use softphones on computers and smart phones. Now, we have our own softphone app for both iPhones and Android phones. Added to our popular Extension Manager app, you can now have a small suite of apps that enhance productivity and make it easier to use Virtual PBX everywhere. The new softphone app turns your smart phone into a full-featured VoIP extension, making and receiving calls through your data connection. You still get all the great Virtual PBX features, like call recording, business Caller ID delivery, real-time reports and monitoring.

To learn more about our apps, go to the [iPhone and Android Apps](#) page. Or just download the apps by searching in your app store for Virtual PBX Extension Manager or Virtual PBX softphone. The Android version of the Virtual PBX Softphone is available now, and the iPhone version is coming soon.

:: Login

Phone Number:

Extension:

Password:

Landing Page:

[Forgot Password?](#)

Newsletters

Your system admin should have provided your new company phone number, extension, and password. If you do not have this information, please contact