**Resetting mailbox passwords - " I'm locked out of my mailbox "**

When a password is forgotten or not working, the SYSTEM MANAGER must reset the password before it can be reassigned by the subscriber.

**Note: You will not lose any messages**

1. Log in to the System Manager’s mailbox by pressing the **"Voicemail"** button (or pressing the “**Open Mailbox**” button)
2. Press #6\* **999,** the password, and # (please call us for your password)
3. The system will now say: "You have zero new messages"
4. Based on your system, Press 5 (NS700) **or** Press 4 (TVM50) for **”Other Features”**
5. Press 1 for **“Setup Mailbox”**
6. Press 3 for **“Reset Mailbox Password”**
7. Enter the mailbox number
8. Press 1 to delete password
9. Hang up
10. Advise the mailbox owner that their new default password is now 0000. After opening their mailbox and entering **0000 and #**, they ***must*** change their password (see below).

**If you do not change it, you will be vulnerable to toll fraud. Our customer toll fraud record is $26,000.00. And yes, they did have to pay to full amount.**

**After you have finished doing the above, the user MUST do the following:**

Press the “**Voicemail**” button or the “**Open Mailbox**” button

1. Enter 0000 and then **#**
2. Depending on your system, Press 4 (NS700) or Press 3 (TVM50) for **"Mailbox Management"**
3. **Press 2** for “Password”
4. It will play your current password
5. **Press 1** to change password (DO NOT USE 1234, 8888, 1111 or anything else that is easy!!)
6. Enter your new password and then **#**
7. It will play your new password
8. Afterwards, press:  1 to change or 2 to accept
9. Hang up