

Communicator 7 – Change VOICEMAIL Password Instructions

Change your password from your Dentistry computer:

1. Launch the Communicator application as normal by locating the icon on your desktop and double click it.



2. Go to your voicemail. If you are trying to access the Voicemail system for the first time and please go to this [FAQ](#).

3. You will hear the following message:

“Welcome to your Compilot voice portal, please enter your passcode and then press the # key, if you are not calling from you own phone please press the * key” (If you are not at your regular computer you will need to press *and provide your mailbox ID, which is your full Dentistry phone number like 416-864-____)

Press 8 **“Change password” menu**

* You can press “Back” to get to the main menu if you change your mind

“Please enter your new passcode and then press the # key”

>Enter your new passcode now

(This must be 6 digits, and cannot be your previous passcode)

“Please enter your new passcode AGAIN and then press the # key”

>Enter it again

If the passcodes match and are 6 digits you will get this message:

>”Passcode has been changed successfully”

You will be taken back to the main menu

4. At this point you have completed changing your voicemail password and you can end the call by hanging up or pressing 9 for “Exiting the voicemail portal”

Change your password from home, your cell phone, or a non-VoIP phone:

1. Dial your full phone number 416-864-____ and you will come to the main menu for the Voicemail portal:

You will hear the following message:

“Welcome to your Compilot voice portal, please enter your passcode and then press the # key, if you are not calling from you own phone please press the * key”

Press * **“Please enter your mailbox ID now, followed by the # key”**
>your mailbox ID is your full Dentistry phone number
like 416-864-____

Press 8 **“Change password” menu**

* You can press “Back” to get to the main menu if you change your mind

“Please enter your new passcode and then press the # key”
>Enter your new passcode now
(This must be 6 digits, and cannot be your previous passcode)
“Please enter your new passcode AGAIN and then press the # key”
>Enter it again

If the passcodes match and are 6 digits you will get this message:

>”Passcode has been changed successfully”

You will be taken back to the main menu.

2. At this point you have completed changing your voicemail password and you can end the call by hanging up or pressing 9 for “Exiting the voicemail portal”

1 **“Voicemail” menu** - This is when you are on the phone

3 **“greeting” menu** – For when you are away from your desk, or on lunch, or away for less than a few hours

- 1 Record
- 2 Listen
- 3 Revert to default
- * Back
- # Repeat

4 **“Call Forwarding” menu** to customize a specific alternate greeting. For example:

3 Record
* Back
Repeat
1 to activate your “extended away greeting”
(Remember to remove this on your return)

5 **“New Announcement” menu** – This is useful if you want to voice message someone without calling their number

to end your recording
After recording:
3 to send the message
1 to change the message
2 Listen
6 Mark as urgent
7 Mark as Confidential
* Back
Repeat