

Polycom VVX311 VoIP Desktop Phone – Change Password Instructions

Change your password from your Dentistry VoIP Desktop Phone:



1. Go to your voicemail. If you are trying to access the Voicemail system for the first time and please go to this [FAQ](#).
2. You will hear a series of options.

Press * key, this will “...go to the Compilot voice portal”

3. You will here: “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 VoIP phone you will need to press *and provide your mailbox ID, which is your full Dentistry phone number like 416-864-____)
4. Enter your passcode and then:

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

5. 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.

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”