

Avaya one-X™ Quick Edition

Password Reset

This application note explains how to reset a lost or forgotten user and system password. It also provides the procedure for resetting an entire system to factory default should password recovery fail.

Telephone User Password Reset

The telephone user password is required to access voicemail and other user options for a telephone extension within the system. Password protection can be disabled for user options. However, it is required to access the telephone's voicemail system.

Resetting a telephone user password requires:

- 1) The system administrator password
- 2) Access to the Quick Edition system, either via the Web-based interface or the telephone user interface
- 3) Version of software is currently active on the system

From the Telephone

- 1) On the telephone that requires password reset, press **OPTIONS > Options > System Options**.
- 2) Enter the administrator password and select Done.
- 3) Select **Set Management > Reset Password > Yes**.
- 4) For **Release 3.0** and lower, the password will be reset to 12345.
- 5) For **Release 3.1** and greater, the password will be set to a new 6-digit value, indicated on the display of the telephone.

From the Web-based interface

- 1) Log into the Web-based interface from any Quick Edition device on the network.
- 2) From **Device Management**, select the telephone that requires a password reset.
- 3) From **Set Details**, select **Reset Password**.
- 4) Press **Submit** to confirm.
- 5) For **Release 3.0** and lower, the password will be reset to 12345.
- 6) For **Release 3.1** and greater, the password will be set to a new 6-digit value, indicated at the bottom of the **Set Details** page.

System Administrator Password Reset

If the Quick Edition system password is lost or forgotten, you need to contact Avaya support to reset the password. This process can be accomplished remotely with the steps outlined below. Please note that in release 3.0 and below, the password reset function is time critical as the password reset key gathered from the system is updated every 15 minutes. Therefore it is best to perform this in real time. In release 3.1 and greater, this time restriction does not exist.

Resetting a Quick Edition system password requires:

- 1) Physical access to one of the phones
- 2) Knowledge of the firmware version on the system (**OPTIONS > Set Details > Release Ver**)
- 3) Confirmation of ownership (via registration or sold-to number)

Password Reset Key

To obtain the password reset key for a system which is used to generate the password reset string

- 1) On the telephone in the system that requires the password reset,
 - press **OPTIONS > Options > System Options**.
 - press the unlabeled soft-key (3rd from the left) between **Bksp** and **Done**.The **Reset Key** displays.
- 2) Write down this alpha numeric key (**case sensitive** and should be **19-characters** long). This is the string to be provided to Avaya Support to generate the password reset string.

Providing the Password Reset key to Avaya Support

- 1) Contact Avaya support with the following information in hand:
 - Firmware version of the devices in the system
 - Duration since the reset key was gathered
 - The Reset Key (double check to ensure it is correct)
- 2) Avaya Support provides you with a password reset string.
 - The password reset string is 16-digits long
 - This string is entered as the system password (without spaces)
 - If successful, the login will then be complete and the administrator will be prompted to update their system password

Complete System Reset

You can reset an entire system to factory default if the system password is not recoverable. This must be performed on all devices in order to remove the SiteID information in every device. If there is even a single active SiteID on the network, devices will join it and assume the password associated with that SiteID.

It is **strongly recommended to use the remove extension** functionality of the system to reset and remove devices from the system when access to system admin is available. The following procedure should only be used once all other options have been explored.

Resetting a Quick Edition 46xx Telephone

- 1) Remove power from the device.
- 2) Apply power to the device and press and hold the OPTIONS button.
The device will reboot.
- 3) Continue to press and hold the OPTIONS button.
- 4) The telephone will prompt with the option to reset to factory default.
- 5) Select the factory default option.
The device will indicate when the reset process is complete.
- 6) Remove power from the device.

Resetting a Quick Edition G10/11 PSTN Gateway When the Power LED is Green

- 1) Press and hold the Reset button on the back of the G10/11 gateway.
The power LED turns from Green to Red (approx 10s).
- 2) Release the Reset button when L1 turns Green.
- 3) Wait for L3 and L4 to turn solid Green.
- 4) Remove power from the device.

Resetting a Quick Edition G10/11 PSTN Gateway When the Power LED is Red

- 1) Cycle power on the G10/11 gateway.
- 2) Immediately press and hold the Reset button on the back of the G10/11 gateway.
- 3) Release the Reset button when L1 turns Green.
- 4) Wait for L3 and L4 to turn solid Green.
- 5) Remove power from the device.

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