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## Resetting a VM Password on a NORSTAR

Press Feature 983

Log: 120000; 1020000; 10020000

(If your phone system uses 2-digit extensions, use “120000”; If your phone system uses 3-digit extensions, use “1020000”; If your phone system uses 4-digit extensions, use “10020000”)

You will be at the Admin screen with the 3 buttons below the screen that read Mbox – AA – Other

Press the button that says Mbox.

Press the button that says Chng

Enter the extension number of the phone that needs the password reset.

At the Password screen press the Reset button.

The Display will briefly read Password Reset and then go back to Password.

You can now press the release button.

When logging into the mail box that you just reset the Password the password will be 0000.

You will be forced to change the password before proceeding to your messages.