

Changing password on AudioCodes phones after network password change

These instructions apply to County employees who have changed their Dakota County network password and need to change password on AudioCodes phone.

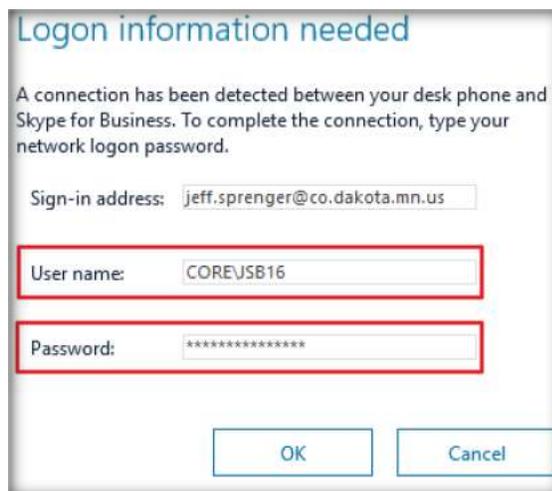
These instructions lead a user through changing the password on an AudioCodes phone via your laptop or desktop computer.

Instructions to change password on AudioCodes phone:

1. On the AudioCodes phone press the **Status** key followed by the **Sign out** key



2. This should popup a sign in prompt on your computer.
 - **Note - computer needs to be connected to the Ethernet cable from the phone or docking station. Laptop cannot be on WiFi.**



- a. Modify/Verify - User name in the correct format **CORE\5-digit** username
- b. Enter - Password You may also choose to not be shown the Zoom interface again to skip this in the future
- c. Press **OK** button, your phone will go through the login process and be ready for use

Notes:

- If you have a laptop, make sure you are in the office connected Ethernet cable coming from the phone and not on Wi-Fi or connected to docking station
- You will need to do these steps every time your password changes
- PIN logged in phones do not need to change the password. PIN logged in phones are normally for common area phones and phones not assigned to a specific user

If you do not do the steps above:

- The phone will lose your calendar sync and possibly your speed dial names
- At a random time but within 6 months your phone will go offline and automatically bring up the sign in prompt in your Skype client on your PC when connected in the office

If you run into any problems or have any related questions, feel free to contact the I.T. Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.