

## **Change Passwords for System Programming Access Avaya IP Office Basic Mode Telquest Tech Support**

There are 4 different accounts that can access System Programming in the Avaya IP Office Basic Mode

**Administrator**  
**Manager**  
**Operator**  
**Maintainer**

**Administrator password is Administrator**  
**Manager password is Manager**  
**Operator password is Operator**  
**Maintainer password is Maintainer**

**The fact that there are 4 different accounts is not widely known, but hackers are aware of it.**

**You must change each accounts password to protect the system from hackers.**

**PS: Do not use 1234 or something simple. Use Letters and Digits.**

**You will need to log into and out of the system 4 times.**

**Each time using a different account and password as listed above.**

**Run the Manager program and connect as usual....**

**WELCOME to IP Office Administration**

**What would you like to do?**

[Create an Offline Configuration](#)

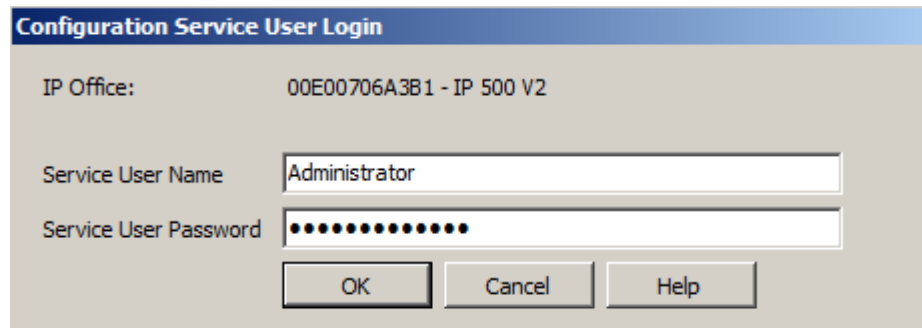
[Open Configuration from System](#)

[Read a Configuration from File](#)

**1. Click here...**

You will see this screen comes up:

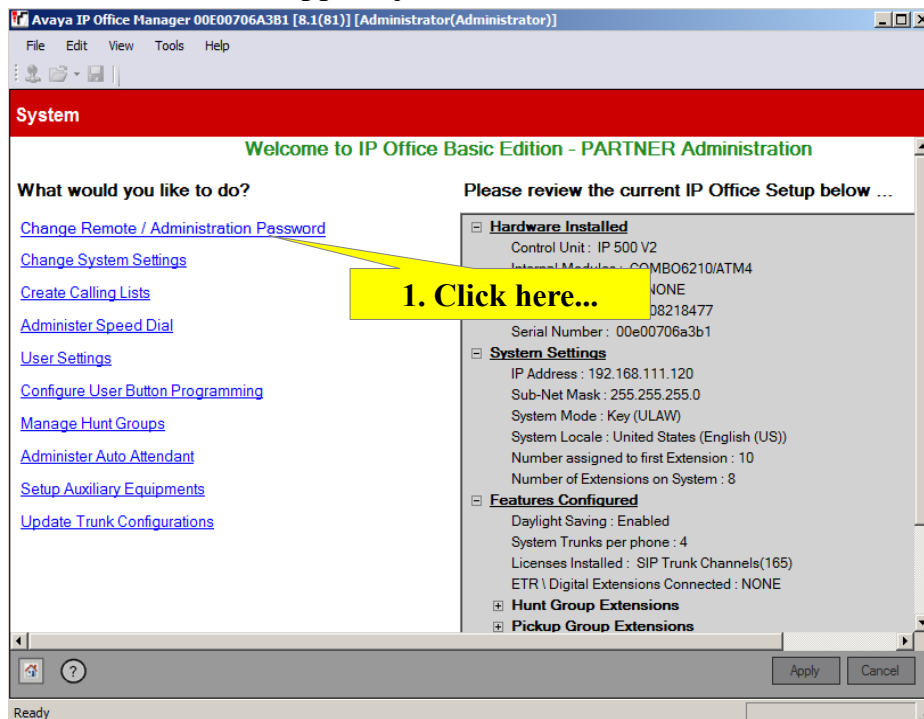
Log in as usual to the Administrator account using the password Administrator:



A dialog box titled "Configuration Service User Login". It contains the following fields and controls:

- IP Office: 00E00706A3B1 - IP 500 V2
- Service User Name: Administrator
- Service User Password: A password field with 10 dots.
- Buttons: OK, Cancel, Help

Then this screen will appear, just click as shown:

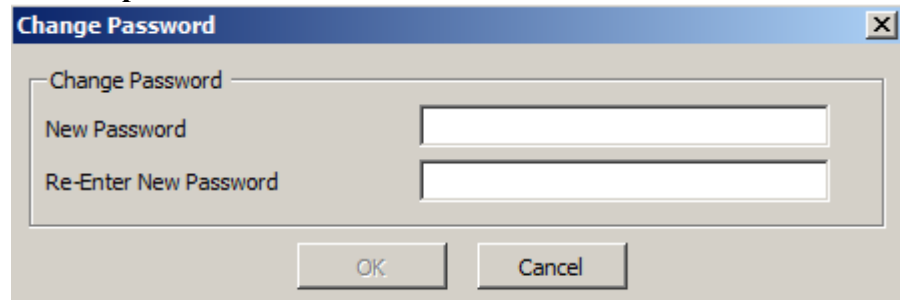


The main window of the Avaya IP Office Manager. The title bar reads "Avaya IP Office Manager 00E00706A3B1 [8.1(81)] [Administrator(Administrator)]". The menu bar includes File, Edit, View, Tools, and Help. The main content area has a red header "System" and a green sub-header "Welcome to IP Office Basic Edition - PARTNER Administration". Below this, there are two sections:

- What would you like to do?** with links: [Change Remote / Administration Password](#), [Change System Settings](#), [Create Calling Lists](#), [Administer Speed Dial](#), [User Settings](#), [Configure User Button Programming](#), [Manage Hunt Groups](#), [Administer Auto Attendant](#), [Setup Auxiliary Equipments](#), [Update Trunk Configurations](#).
- Please review the current IP Office Setup below ...** with expandable sections:
  - Hardware Installed**: Control Unit: IP 500 V2, Internal Modules: COMBO6210/ATM4, NONE, 08218477, Serial Number: 00e00706a3b1.
  - System Settings**: IP Address: 192.168.111.120, Sub-Net Mask: 255.255.255.0, System Mode: Key (ULAW), System Locale: United States (English (US)), Number assigned to first Extension: 10, Number of Extensions on System: 8.
  - Features Configured**: Daylight Saving: Enabled, System Trunks per phone: 4, Licenses Installed: SIP Trunk Channels(165), ETR \ Digital Extensions Connected: NONE.
  - Hunt Group Extensions** (expanded)
  - Pickup Group Extensions** (expanded)

A yellow callout box with the text "1. Click here..." points to the "Change Remote / Administration Password" link. At the bottom right of the main window are "Apply" and "Cancel" buttons.

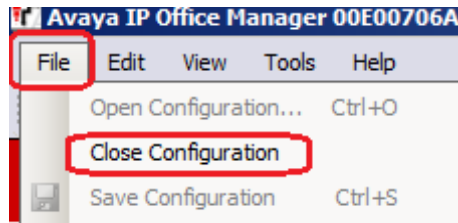
Then this will pop up: Enter the new password for the Administrator account....and click OK.....



A dialog box titled "Change Password". It contains the following fields and controls:

- Change Password (label)
- New Password: A text input field.
- Re-Enter New Password: A text input field.
- Buttons: OK, Cancel

Then click on File and then select Close Configuration:



---

Now, go back to Page 2 and log in as Manager with password Manager.

Once you are logged in, change the password for the Manager account.

Then Close Configuration. (Page 3)

Then, go back to Page 2 and log in as Operator with password Operator.

Once you are logged in, change the password for the Operator account.

Then Close Configuration. (Page 3)

Then, go back to Page 2 and log in as Maintainer with password Maintainer.

Once you are logged in, change the password for the Maintainer account.

Then Close Configuration. (Page 3)

Then, go back to Page 2 and log in as BusinessPartner with password BusinessPartner.

Once you are logged in, change the password for the Maintainer account.

Then Close Configuration. (Page 3)

When you are done changing all 5 accounts, log back into each one to verify that the new password is working correctly for each account.