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## How to change Voicemail PIN from a phone

 The Article describes the procedure that allows users to dial a specific number from their phone to change their voicemail password.

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## Introduction

Currently there is no built-in way for a user to change a voicemail password from a phone. This is because the VM password is derived from the web password (password for Collaboration). This is fine in most of the cases, but there could be scenarios where a user does not access Collaboration at all (Basic licenses). In such cases, all a user has is a hard phone. This means that there must be another way configured for them to change the VM PIN. The procedure described here allows users to dial an specific number from their phone to change their voicemail password.

## Prerequisites

### Sounds

There are some sounds that need to be created, these sounds are for giving users instructions during the process of changing the voicemail password:

- **vmpass**

Create (either using TTS or uploading a file) a new sound called "vmpass". This sound is to indicate to the user to enter the current voicemail password (e.g. please enter your current voicemail password,).

- **getnewpass**

Create (either using TTS or uploading a file) a new sound called "getnewpass". This sound is to indicate to the user to enter a new voicemail password (e.g. Please enter a new 5-digit password.)

- **again**

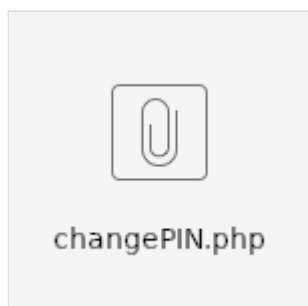
Create (either using TTS or uploading a file) a new sound called “again”. This sound is to be played after “getnewpass” is played. It will be used to have the caller re-enter the password.

All of the sounds should be named as indicated. If different names or directories are used please adjust corresponding references within the Dialplan configurations shown below.

### Script

There is a required script called “changePIN.php” that you need to upload to your system and place it in [/var/www/scripts](#) directory. You can of course put the script in some other suitable place if you choose but you will need to adjust the corresponding entry in “execute” number within “changeVMPIN” procedure if you do so. Make sure that “changePIN.php” has execution permissions and is owned by WMS user.

Download the script:



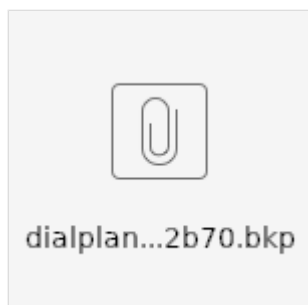
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## Dialplan Configuration

A Dialplan called “changeVMPIN” is created to allow users to dial a number to change their voicemail password. In the example dial plan, the access number is 7777 but this number can be changed to anything that you desire.

Import the Dialplan to your system and include it in any procedure your users already have access to (most likely “users” Dialplan). For clarity, we mean add it as an “included procedure”.

Download the Dialplan:



The Dialplan procedure consists of:

**Edit changeVMPIN**

Description: to change VM pin from phone

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1	Custom application	NoOp(Setting all needed variables)	-
2	Set	attempts 0	-
3	Custom application	Set(uid=\${SHELL}(ldapsearch -xLLL -D 'cn=admin,dc=wildix' -b 'dc=wildix' -v	-
4	Custom application	Set(pin=\${SHELL}(ldapsearch -xLLL -D 'cn=admin,dc=wildix' -b 'dc=wildix' -v	-
5	Custom application	Read(pass,00000/vmpass,5,,2,5)	-
6	Jump to	Procedure changeVMPIN (to ↕ Number start Set	-
7	Hangup	Reason 16 - Normal Call Clearing	-

[Add application](#)

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- Custom application -> NoOp(Setting all needed variables)
- Set -> attempts -> 0
- Custom application -> Set(uid=\${SHELL}(ldapsearch -xLLL -D 'cn=admin,dc=wildix' -b 'dc=wildix' -w 'wildix' '(&(objectClass=wPerson)((telephoneNumber=\${CALLERID(num)})))' userPIN | grep dn | tr -d '\n'))
- Custom application -> Set(pin=\${SHELL}(ldapsearch -xLLL -D 'cn=admin,dc=wildix' -b 'dc=wildix' -w 'wildix' '(&(objectClass=wPerson)((telephoneNumber=\${CALLERID(num)})))' userPIN | grep userPIN | tr -d '\n'))
- Custom application -> Read(pass,00000/vmpass,5,,2,5)
- Jump to -> changeVMPIN procedure -> set "start" number
- Hangup -> 16 - Normal Call Clearing

change

1	Custom application	NoOp(Changing vm password)	-
2	Custom application	Read(pass1,00000/getnewpass,5,,2,5)	-
3	Custom application	Read(pass2,00000/getnewpass&00000/again,5,,2,5)	-
4	Jump to if	Condition \${pass1}==\${pass2} Procedure changeVMPIN (to ↕ Number execute Set	-
5	Play sound	Entered passwords do not match, please try again ... do not answer the call <input type="checkbox"/>	-
6	Jump to	Procedure changeVMPIN (to ↕ Number change Set	-

[Add application](#)

change

- Custom application -> NoOp(Changing vm password)
- Custom application -> Read(pass1,00000/getnewpass,5,,2,5)
- Custom application -> Read(pass2,00000/getnewpass&00000/again,5,,2,5)
- Jump to if -> \${pass1}==\${pass2} -> changeVMPIN procedure -> set "execute" number
- Play sound -> Entered passwords do not match, please try again
- Jump to -> changeVMPIN procedure -> set "change" number

execute

1	Jump to if	Condition \${LEN(\${pass1})}=5 Procedure changeVMPIN (to ↕ Number finish Set	-
2	Remote script	/var/www/scripts/changePIN.php	-
3	Hangup	Reason 16 - Normal Call Clearing	-

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execute

- Jump to if -> \${LEN(\${pass1})}=5 -> changeVMPIN procedure -> set "finish" number
- Remote script -> /var/www/scripts/changePIN.php

- Hangup -> 16 - Normal Call Clearing

finish

1	Play sound	too many wrong attempts or password length minor than 5 digits	...	do not answer the call	<input type="checkbox"/>
2	Hangup	Reason	16 - Normal Call Clearing		

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finish

- Play sound -> too many wrong attempts or password length minor than 5 digits
- Hangup -> 16 - Normal Call Clearing

start

1	Jump to if	Condition	$\${attempts}==3$	Procedure	changeVMPIN (to	Number	finish	Set
2	Jump to if	Condition	$\${REGEX("^.*\${pass}\$" \${pin})}$	Procedure	changeVMPIN (to	Number	change	Set
3	Set	attempts	$\${attempts} + 1$					
4	Play sound	Wrong password		...	do not answer the call	<input type="checkbox"/>		
5	Custom application	Read(pass,00000/vmpass,5,,2,5)						
6	Jump to	Procedure	changeVMPIN (to	Number	start	Set		

[Add application](#)

start

- Jump to if ->  $\${attempts}==3$  -> changeVMPIN procedure -> set "finish" number
- Jump to if ->  $\${REGEX("^.*\${pass}\$" \${pin})}$  -> changeVMPIN procedure -> set "change" number
- Set -> attempts ->  $\${attempts} + 1$
- Play sound -> Wrong password
- Custom application -> Read(pass,00000/vmpass,5,,2,5)
- Jump to -> changeVMPIN procedure -> set "start" number

## Recap of Setup Steps

1. Create sounds in the system
2. Download the "changePIN.php" script and copy it to the system under the [/var/www/scripts](#) directory.
3. Make the script file executable and change it's ownership to wms
4. Download the dial plan and include into any users dial plans that need access to it.