
Welcome to the Sonus Documentation and Support Wiki

Welcome!

Welcome to the [Sonus Documentation and Support wiki](#). This site is a gateway to our current product documentation and support tools.

The wiki allows us to present materials to you in a format which is searchable and easy to update.

Comments are always welcome. Your feedback allows us to continually improve our documentation and tools.

Content will continue to evolve and expand as more product lines are added and new releases launched. More support tools will become available.

Please check back for new content and updates.

Accessing Content

The wiki contains content which is publicly available and content which is restricted. Restricted materials are reserved for Sonus Customers and Partners.

Users must have a Sonus Customer Portal or Channel Partner Portal account. If you do not have an account, please register as a [Sonus Customer](#) or [Channel Partner](#).

The following steps will assist you in activating your Sonus wiki account.

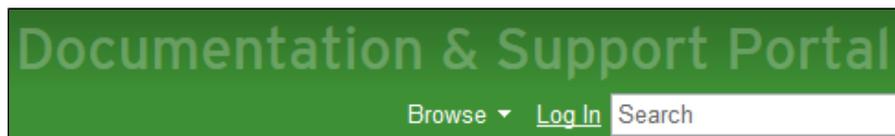
Activating Your Wiki Account

Users must activate their wiki account before they will be able to login.

Once the account is activated, users can login directly.

Activation Steps

1. Click the [Log In](#) link located in the top right corner of the <https://support.sonus.net> webpage.



2. Click the **Forgot your password** link on the login page.

Username *

Password *

Remember me

[Forgot your password?](#)

This content is restricted to Sonus Customers and Partners.

For first-time visitors that already have a Sonus Salesforce Customer/Partner login, please click the 'Forgot your password' link and follow the directions to activate your wiki account.

Thank You.

3. Enter your **Customer/Partner Portal Login Username** associated with the account.

 **Forgotten Password**
Password Self Service

If you have forgotten your password, follow the prompts to reset your password.

Customer/Partner Portal Login Username*

4. A confirmation code will be sent to the email associated with the Customer/Partner Portal account.

5. Enter the code from the email into the **Code** window and click the **Check Code** button.

 **Forgotten Password**
Password Self Service

To verify your identity, a security code has been sent to you. Please click the link in the email or copy and paste the security code here.

Code

6. Select a password for your wiki account. The password can be the same as for your Customer/Partner Portal account.

Sonus Change Password
Password Self Service

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

» [Password Guide](#)

» [Auto-generate a new password](#)

New password accepted, please click change password

New Password

..... Strength: Strong

Confirm Password

..... ✓

7. If password is accepted, select **Continue** to be returned to the wiki login screen.

Your password has been changed successfully.

8. Login using your Customer/Partner Portal Username and new password.

Username *

Password *

Remember me

[Forgot your password?](#)

This content is restricted to Sonus Customers and Partners.

For first-time visitors that already have a Sonus Salesforce Customer/Partner login, please click the 'Forgot your password' link and follow the directions to activate your wiki account.

Thank You.

9. Once logged into the wiki, the name associated with the account will be displayed in the top right corner.



Wiki Login

Your user account only has to be activated once.

After a password has been created, there is no need to revisit the **Forgot your password** link unless you are having problems with your account or wish to change your password.

