

## New Phone Account Setup

To setup your new phone account either click the link from your introduction e-mail or visit <https://phone.amplex.net> and choose "forgot password".

### For Residential Wireless customers

Your login name is phonenumber@amplex.net  
example: 4195551212@amplex.net

### For Residential Fiber customers

Your login name may be either phonenumber@amplex.net or phonenumber@amplexfiber.net  
If you are unsure of which visit <https://www.phone.amplex.net> and choose "Forgot login name" and type your e-mail address in the E-mail box and click send. An e-mail will be sent to with your login name.  
example: 4195551212@amplex.net  
example: 4195551212@amplexfiber.net

### For Business customers

Your login is based on your extension and corporate domain name.  
Please contact your phone administrator or Amplex Support for additional information.

Example of what you will see

### New User Credentials

Please set a new password and voicemail pin to continue.

**New Password**

Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).

**Confirm Password**

**Voicemail PIN**

Minimum length of 4 characters.

**Save**

Amplex Internet

Manager Portal: Version 37.1.0

You will be prompted to create a new password and a Voicemail PIN code. Your password will be used to log into <https://phone.amplex.net> and view your call history, check your voicemail on the computer and change other advanced phone service settings.

The password must contain a minimum of one capital, one number and be 8 or more characters in length.

Your pin code will be used to access your voicemail from your phone. The pin code must be 4 or more characters and simple pass codes such as 1234 and repeating numbers are forbidden.