Residential Voice

QUICK REFERENCE GUIDE

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Online Features

Log In

Open your web browser and type the following in the browser's address bar:

http://mydigitalservices.com

After pressing the **ENTER** key, you will be taken to a login screen similar to the one shown to image 1.1.

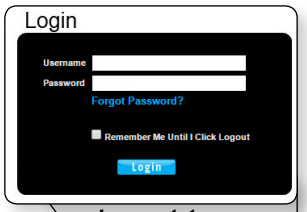


Image 1.1

Enter your username and password in the fields provided and click **Login**. This will load a page similar to image 1.2.

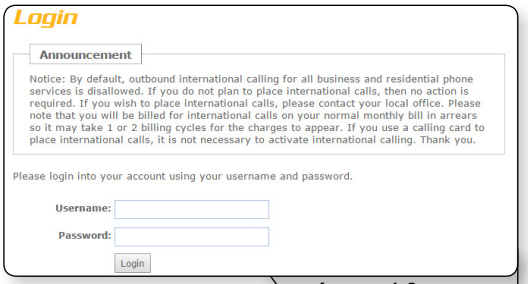


Image 1.2

Re-enter your username and password in the field provided and click **Login**.

Check Call History

To check your call history click **Call History** (see 1 in image 2.1) on the navigation bar.

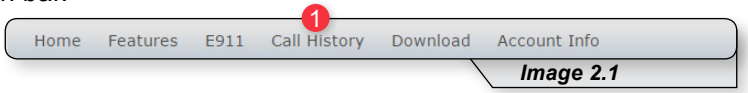


Image 2.1

This will load a page similar to image 2.2. On this page you can:

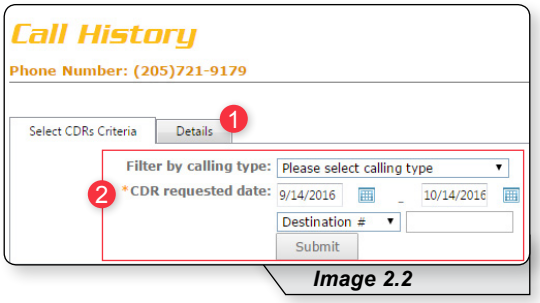


Image 2.2

1 – Click **Details** to see every type of call **OR**

2 – Use any of this selective criteria to narrow down results and then click **Submit**.

Block a Call

Refer to Image 3.1 for instructions on managing this feature:

1 – Click the **Selective Call Rejection** link to open the feature page.

The following page will load:

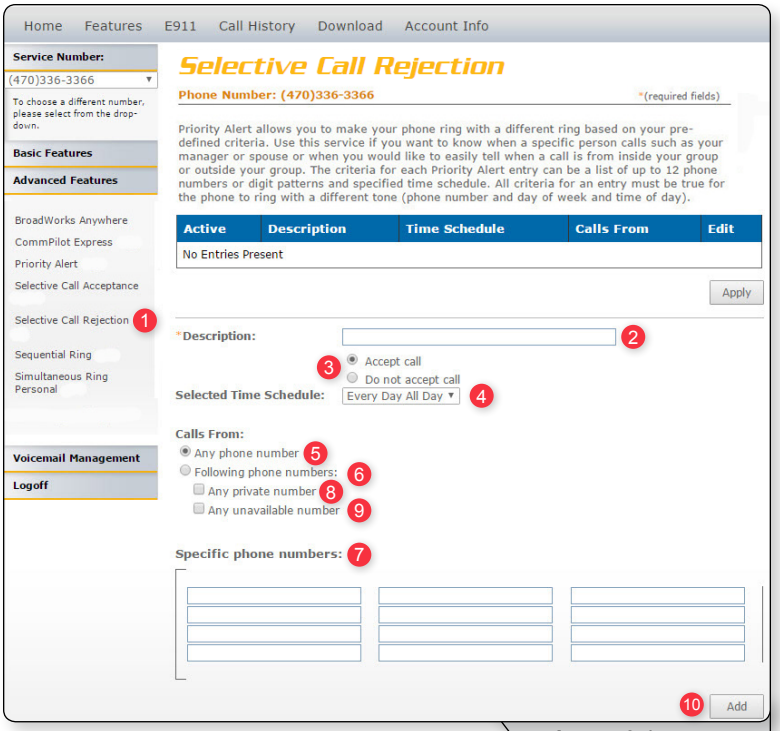


Image 3.1

2 – Enter a name for the rule in the **Description** text box.

3 – Specify whether you want the rule to reject or not reject the call when all criteria are met.

4 – Select Time Schedule. Residential subscribers are automatically set to **Every Day All Day**.

Choose the criteria the feature will use when active. Your choices are:

5 – Any phone number. All incoming calls will be subject to this feature.

6 – Following phone numbers. With this selection you will also need to identify the intended numbers in the **Specific Phone Numbers** section (see **7** in image 3.1). Also select if you would like the rule to apply to:

- **Any private number** (see **8** in image 3.1)
- **Any unavailable number** (see **9** in image 3.1)

10 – Click **Add** when you have entered all data.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the **Add** button each time.

Each time you finish an entry, you will receive a similar confirmation message:



Change Password

1 – Hover over the **Account Info** tab in the navigation bar and in the dropdown menu click **Change Password**. This will load a page like image 4.1.

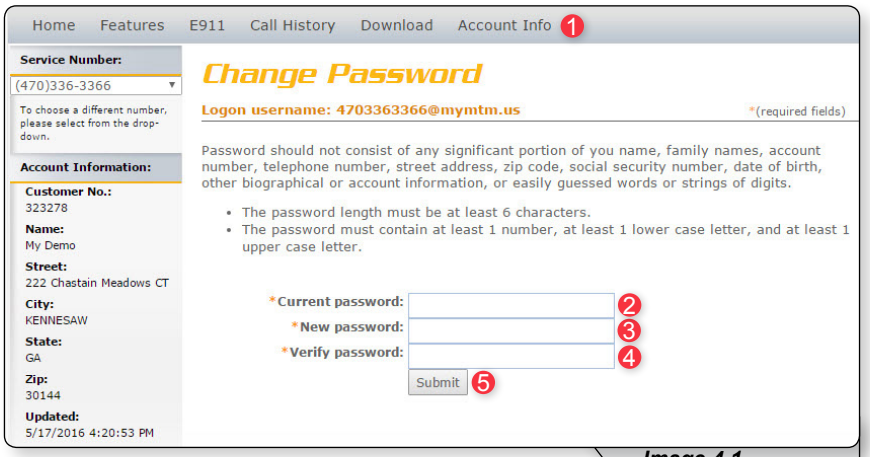


Image 4.1

2 – Enter the current password (the one you used to log into the portal).

3 – Enter a new password in the **New password** text box.

4 – Reenter the new password in the **Verify password** text box.

5 – Click **Submit** when finished to save your change.

Check Voicemail

Voicemail allows you to retrieve and manage your voicemail messages. Refer to Image 5.1 for instructions on managing this feature:

1 – Click the **Voice Messages** link to open the feature page. This will load a page like image 5.1.

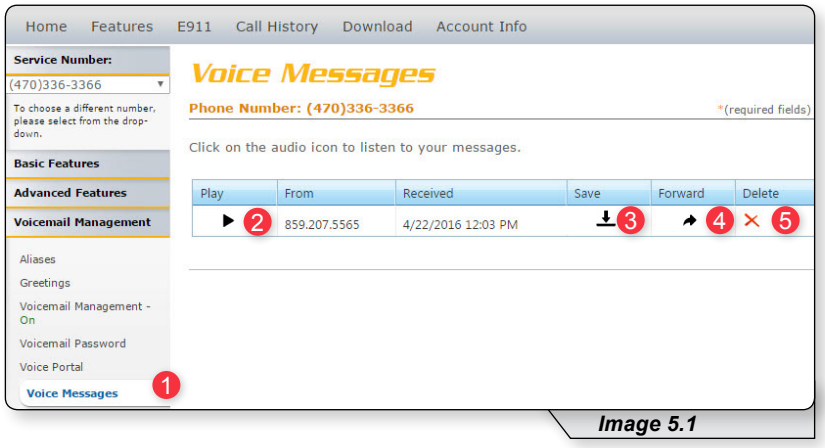


Image 5.1

2 – Click to **Play** a voicemail.

3 – Click to **Save** voicemail as a WAV file to your computer.

4 – Click to **Forward** a voicemail.

5 – Click to **Delete** a voicemail

Phone Features

Various features are able to be accessed, modified and enabled through telephone shortcuts. Each of those features will be covered in the following sections.

Feature Access Codes

While the following sections will go into greater detail about how to use each feature from a phone, the table below serves as compilation of all of the various feature access codes.

If you have any questions regarding a particular feature or corresponding code, refer to the feature's section after this table.

FEATURE	ON	OFF
Anonymous Call Rejection	*77	*87
Call Forwarding - Always	*72	*73
Call Forwarding - Busy	*90	*91
Call Forwarding - No Answer	*92	*93
Call Forwarding - Not Reachable	*94	*95
Call Return	*69	
Call Waiting (per call *70)	*56	*57
Call Waiting - Disable for One Call	*70	
Caller ID Block - Outbound	*68	*81
Caller ID - Block Outbound (per call)	*67	
Clear Voice Message Indicator	*99	
Do Not Disturb	*78	*79
Flash Call Hold	*22	
Last Number Redial	*66	
Speed Dial 8	*74	
Speed Dial 100	*75	
Voicemail	*98 or *62	

Anonymous Call Rejection

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

1. Dial *77 to enable.
   Dial *87 to disable.
2. Listen for a confirmation message.

Call Forwarding

Forward incoming calls to another number.

1. Dial *72 to enable call forwarding always.
   Dial *73 to disable call forwarding always.

   Dial *90 to enable call forwarding - busy.
   Dial *91 to disable call forwarding - busy.

   Dial *92 to enable call forwarding - no answer.
   Dial *93 to disable call forwarding - no answer.

   Dial *94 to enable call forward not reachable.
   Dial *95 to disable call forward not reachable.
2. Enter the 10-digit phone number for the call forwarding destination and press #.
3. Listen for a confirmation message.

Call Return

Quickly dial the number of the last incoming call.

1. Dial *69.
2. Your phone will dial the number that was your last incoming call.

Call Waiting

Switch to new incoming calls while already on another call.

To enable or disable the feature:

1. Dial *56 to enable.
   Dial *57 to disable.
2. Listen for a confirmation message.

To Answer:

1. Sound will alert when there is another call.
2. Press flash to put the existing caller on hold and accept the other call.

To Disable for a Single Call:

1. Dial *70
2. Enter the desired 10-digit phone number you're wanting to call.

Caller ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

1. Dial *68 to permanently enable outbound caller ID block.
   Dial *81 to permanently disable outbound caller ID block.
2. Dial *67 and the 10-digit phone number to enable outbound caller ID block for one call.
   Dial *82 and the 10-digit phone number to disable outbound caller ID block for one call.
3. Listen for a confirmation message.

Clear Voice Message Indicator

Clear the indicator on your phone that shows voice messages.

1. Dial *99.
2. Listen to the confirmation message.

Do Not Disturb

Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.

1. Dial *78 to enable.
   Dial *79 to disable.
2. Listen for a confirmation message.

Flash Call Hold

Place a call on hold.

To place a call on hold:

1. Dial the other number
2. During the call, press flash.
3. Dial *22 to place the call on hold.

To take a call off hold:

1. Dial *22 or press flash.

Last Number Redial

Quickly dial the number of the last outgoing call.

1. Dial *66.

Speed Dial

Add frequently dialed numbers for quick and simple access.

To Create a Speed Dial Code:

1. For a one digit code, Dial *74 and wait for the tone.
   For a two digit code, dial *75 and wait for the tone.
2. Dial appropriate speed dial code followed by the user's 10-digit phone number.
   (Example: 03+800-555-1212)
3. Listen for a confirmation message.

To Use Speed Dial:

1. Listen for a dial tone.
2. Dial # followed by appropriate 2-digit speed dial code..

Three-Way Calling

Create a call that includes three parties with each on a separate device.

1. Call the first phone number or extension.
2. Once they answer and you are on an active call, place the call on hold by pressing Flash / Conference.
3. Enter the third party's complete phone number or extension and press #.
4. Once the third party answers and you are on an active call, connect all three parties and begin a three-way call by pressing Flash / Conference.

Note: If either the second or third party leaves the call, the first party and the remaining party will remain connected.

Voicemail

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email

To Access Voicemail:

1. From on-network extension: dial *98.
   From off-network extension: dial your 10-digit phone number and press * when greeting starts.
2. Enter passcode and press #.

Main Voicemail Menu Options:

[1] To access voicemail.

[3] Record name.

[8] To change passcode.

[9] To exit the voice portal.

[#] To repeat this menu.

First Time Setup or Reset Voicemail Passcode

1. Dial *98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following passcode has expired prompt, enter a permanent passcode and press #.
4. Re-enter permanent passcode and press #.
5. Follow the rest of the prompts to record name and greetings.