Enterprise Voice

SUBSCRIBER GUIDE

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Introduction

Welcome to your subscriber portal. In this user guide you will learn how to edit your account information, manage your services, add, remove and change your features along with many other useful pieces of information.

In addition to showing you how to edit various features and services, this guide will also provide detailed descriptions about each of the calling features your telephone service provides.

Logging in

To access the subscriber portal, you will need to open a web browser on your computer and type the following in the address bar:

http://mydigitalservices.com

Enter the login credentials in the spaces provided and click "Login" to be directed to the landing page (shown below).

Login

Username

Password

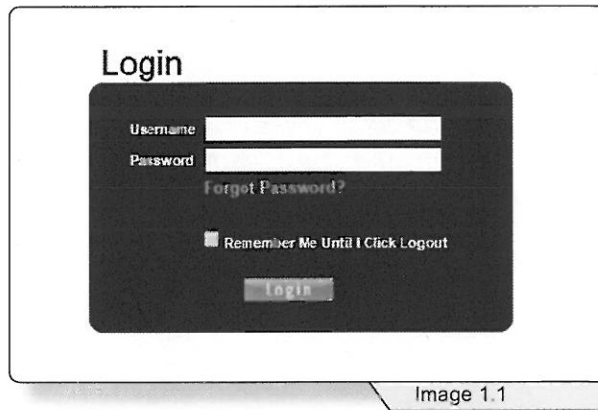Forgot Password?

☐ Remember Me Until I Click Logout

Login

Image 1.1

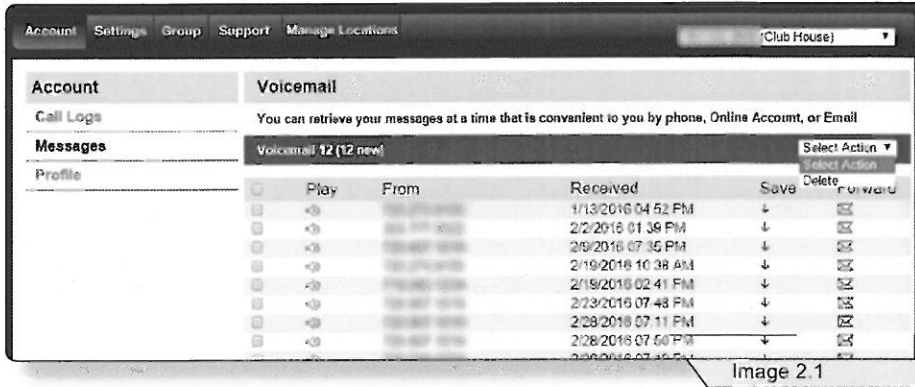Note: Your default login credentials will consist of:

Username: Default Username

Password: Default Password

If you need assistance with logging in, please contact your telephone provider.

Navigation Bar, Sub-Menu and Page Layout

When you login to the subscriber portal, you'll see a page similar to image 2.1

Image 2.1

The best way to move through the various screens is by using the navigation bar which is similar to image 2.2.


Image 2.2

Within the navigation bar, tabs are used to group customer and product details. Below is a brief description of each tab.

- **Account** – view or change account details.
- **Settings** – manage user level feature settings.
- **Group** – manage group level feature settings.
- **Support** – access support documents and applications.
- **Manage Locations** – switch between telephone service locations.

On the right of the navigation bar is a dropdown list of all phone numbers associated to this particular account and location. Before making any changes, ensure you have the correct phone number displayed so any changes are applied to the intended phone number.

Under each tab you will find a submenu bar similar to image 2.3. The header in bold is the submenu you are currently on and representative of the information the page displays.

Image 2.3
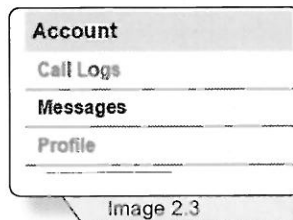
CALL FORWARDING

1. Dial *72 to enable call forward always.
   Dial *73 to disable call forward always.
   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 PARK

1. Press flash or transfer during an active call.

2. Dial *86 to park a call followed by the park destination extension and press #.
   Dial *88 to retrieve a parked call followed by the park destination extension and press #.
   Dial #58 followed by the park destination extension for group call park.

3. Listen for a confirmation message.

Note: Users can only have one parked call at a time.

CALL PICKUP

1. Dial *89 to answer the line ringing the longest in the call pickup group.

2. Line ringing the longest is picked up if more than one line within the group is ringing.

Note: Multiple call pickup groups may be defined.

CALL TRANSFER

1. Press flash / transfer.

2. Enter appropriate transfer number.

3. Press flash or transfer again.

CALL WAITING

1. Dial *56 to enable.
   Dial *57 to disable.

2. Listen for a confirmation message.

3. Dial *70 and enter the appropriate 10-digit phone number to disable for one call.

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.

DO NOT DISTURB

1. Dial *78 to enable.
   Dial *79 to disable.

2. Listen for a confirmation message.

HOTELING GUEST / HOTELING HOST

Voice Portal Hoteling Menu:

1. Dial *98.

2. Enter passcode and press #.

3. Dial 7 to change hoteling options.

Hoteling Menu Options:

[1] To check host status.

[2] To associate with host.

[3] To disassociate from host.

[4] To disassociate from remote host.

[#] To repeat menu.

Note: Disassociate from the remote host option is only presented for users who have associations with a remote host.

INSTANT CONFERENCE

1. Dial instant conference to call group.

2. For Intercom Dial *50 followed by instant conference extension.

3. Users entered into the instant conference will be alerted.

4. Call ends for entire group when initiator hangs up.

LAST NUMBER REDIAL

Quickly dial the number of the last outgoing call.

1. Dial *66.

PUSH TO TALK

1. Dial *50 followed by appropriate extension.

2. Feature works based on all parties having push to talk enabled.

SPEED DIAL

1. 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.

VOICEMAIL

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.

To Access Voicemail:

1. From on-network extension: dial *98.
   From off-network extension: dial 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.

Access Voicemail Options:

[1] To listen to messages.

[2] To change mailbox busy greeting.

[3] To change mailbox no answer greeting.

[5] To compose and send a new message.

[7] To delete all messages.

[*] To go to the CommPilot voice portal.

[#] To repeat this menu.

VOICEMAIL GREETINGS

1. Dial *98.

2. Enter passcode and press #.

Access Voicemail Options:

[2] To change mailbox busy greeting,

[3] To change mailbox no answer greeting.

[#] To repeat this menu.

VOICEMAIL PIN RESET

To Change Passcode:

1. Dial *98.

2. Enter default passcode 8642 and press #.

3. Following passcode has expired prompt, enter a permanent passcode and press #.

4. Re-enter permanent passcode and press #.