

# Residential Voice

Quick Reference Guide



Myakka Communications

# LOG IN & CHECK CALL HISTORY

## 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.

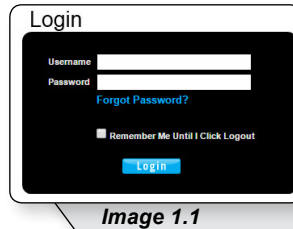


Image 1.1

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

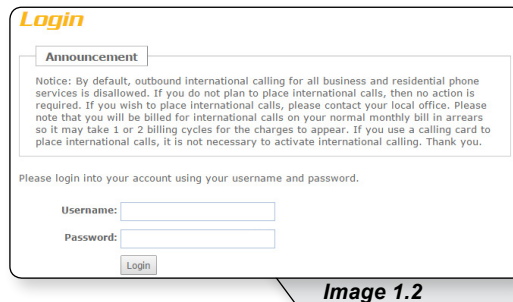


Image 1.2

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.

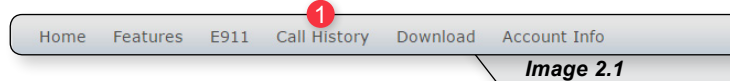


Image 2.1

This will load a page similar to image 2.2.

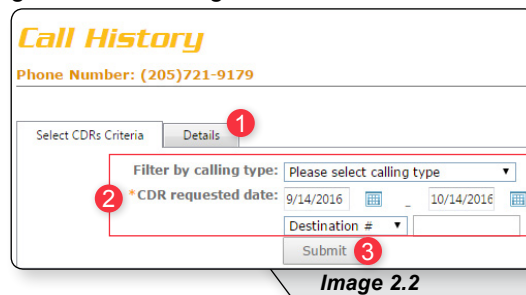


Image 2.2

On this page you can:

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

**OR**

**2** – Use any of this selective criteria to narrow down results.

**3** – Click **Submit** to generate results based on your entered criteria.

## 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:

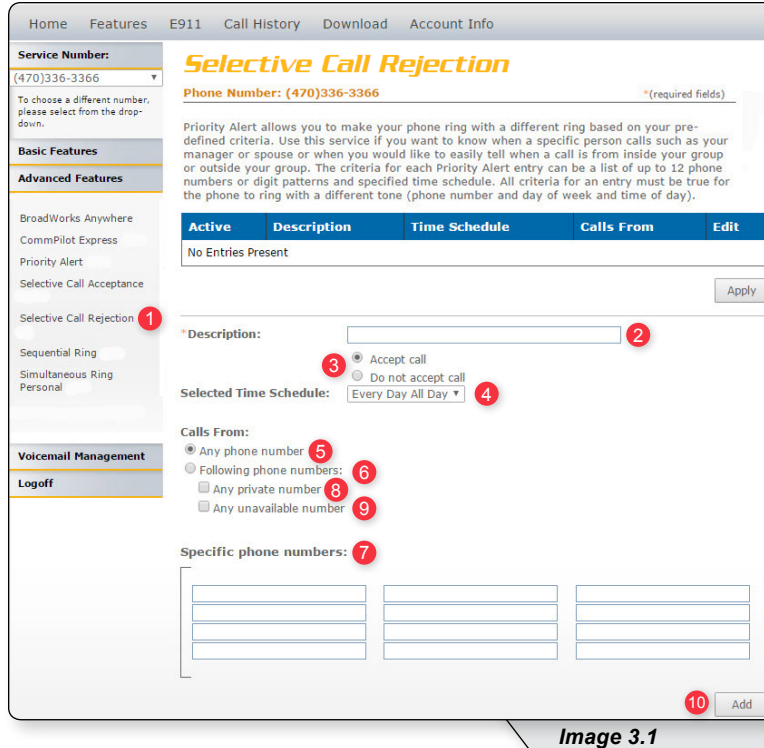


Image 3.1

- 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**.

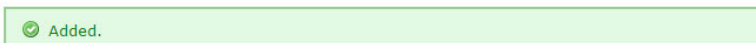
Choose the criteria the feature will use when active. Your choices are:

- 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.

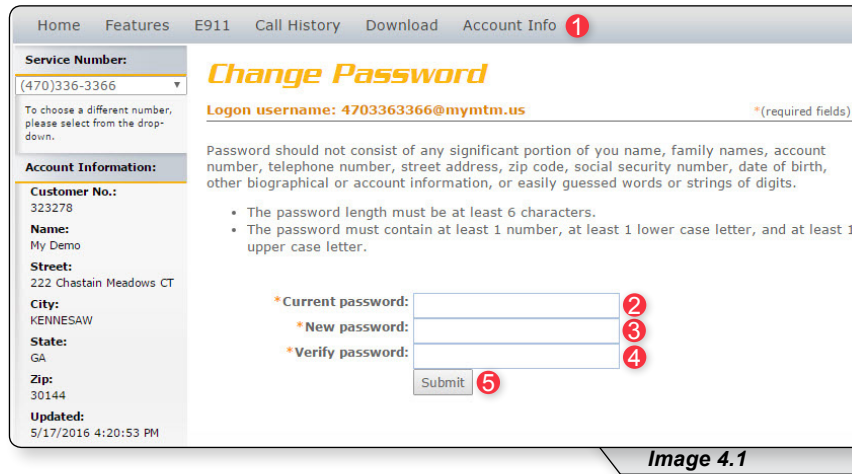


Image 4.1

- 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.

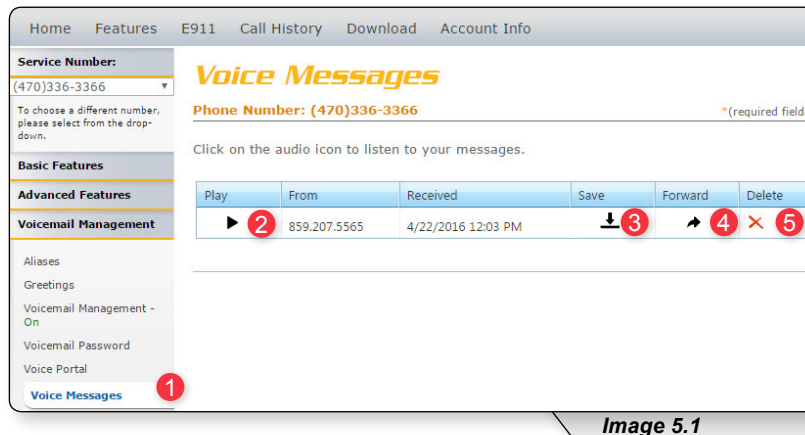


Image 5.1

- 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

# STAR CODES

## Star Codes

Various features are able to be enabled or disabled through telephone shortcuts. This appendix includes, in alphabetical order, each feature that has a telephone shortcut for how to access that individual feature from your phone.

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 Retrieve	*11	
Call Return	*69	
Call Waiting (per call *70)	*56	*57
Caller ID - Block Outbound (per call)	*67	
Called ID Block - Outbound	*68	*81
Cancel Call Waiting	*70	
Clear Voice Message Indicator	*99	
Do Not Disturb	*78	*79
Flash Call Hold	*22	
Last Number Redial	*66	
Speed Dial 100	*75	
Speed Dial 8	*74	
Voicemail	*98 or *62	