

CONTACT US
800-585-6454
unitedfiber.com



UNITED FIBER

USER PHONE GUIDE

Basic Functions, Equipment
& Online Setup

FULL FEATURES

Get all your phone service details online
www.mydigitalservices.com

PHONE GUIDE

SERVICES INCLUDED

WITH EACH PHONE LINE



Unlimited Local
& Domestic *



Caller ID



Call Forwarding



Call Return



3 Way Calling



Voicemail



Call Waiting



Call Block

Additional features such as V-FAX, Unlisted Number, and Distinct Ring may be added for an additional fee. Unlimited Local & Domestic territories include continental United States, Canada, Dominican Republic, Bahamas, US Virgin Islands, Puerto Rico and Guam. International calling plans are available separately.

Requirements:



Google



Firefox



Opera



Microsoft
Edge



Safari

Internet access and a supported web browser are required to login. Supported web browsers include Google, Firefox, Opera, Microsoft Edge and Safari.

Voicemail Setup:

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:

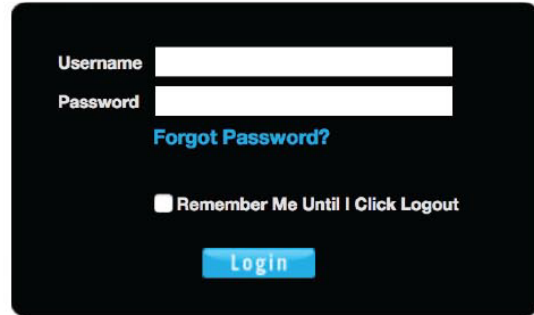
- [1] To access voicemail
- [3] Record name
- [8] To change passcode
- [9] To exit the voice portal
- [#] To repeat this menu

Access Voicemail Options:

- [1] To listen to messages
- [2] To change mailbox busy greeting
- [3] To change mailbox no answering 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

Login - Existing Users

1. Go to www.mydigitalservices.com
2. Enter Username & Password
3. Click "Login"



Residential Account Users:

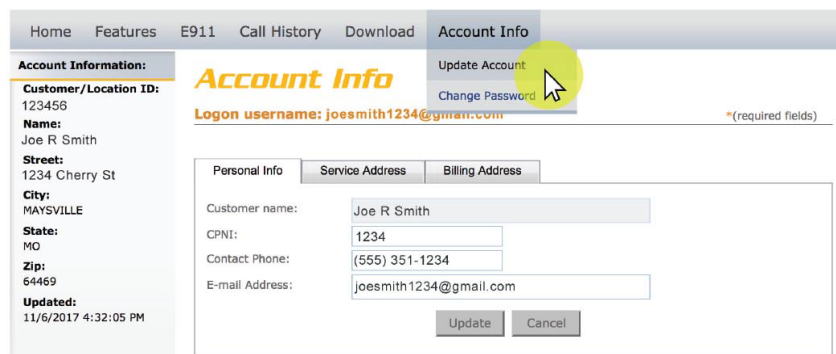
www.mydigitalservices.com

Username : _____

Temporary Password : _____

New Password : _____

Phone Technical Support System : **800-585-6454**



Business Account Users:

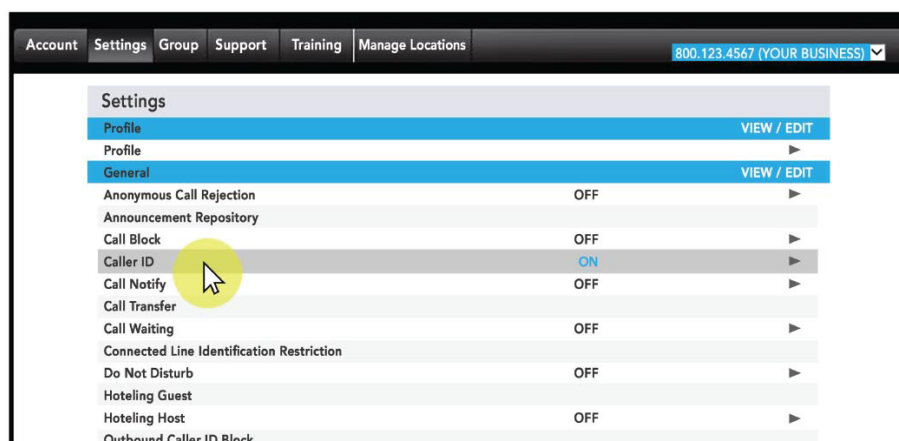
www.mydigitalservices.com

Username : _____

Temporary Password : _____

New Password : _____

Fiber Services & Billing Support : **800-585-6454**



SHORTCUT CODES

Turn features ON or OFF by dialing the shortcut code on your landline phone*

Login at www.mydigitalservices.com

	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	
Caller ID - Block Outbound	*68	*81
Cancel Call Waiting	*70	
Clear Voice Messages 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	

*Some features may not be activated and will not turn "ON" by dialing the shortcut code. You may need to contact us in order to activate certain features. Once your requested feature is activated, you may proceed to use the shortcut code on your landline to turn that feature "ON" or "OFF". Additional purchasing may be required to activate certain features.

All packages and prices plus applicable fees and taxes, as required. *Prices for standard installation of outlets. Custom wiring, special requests, additional materials billed at time of installation. Digital phone or TV is only available with bundled Internet service. Not a standalone service. Unlimited Calling includes entire United States, Canada, Dominican Republic, Bahamas, US Virgin Islands, Puerto Rico and Guam. International calling plans are available. **Standard Installation includes up to 4 outlets located no more than 125 feet from existing United Fiber plant, primary and secondary outlets only; does not include wall fishing. Custom work includes, but is not limited to, wall fishing, extensive drop ceiling work, including basements, crawlspace, attic work. Removal or replacement of fixtures; relocation of drops; installation of customer owned equipment, such as home theaters, DVR and High Definition TV equipment. Customers must make their own arrangement for any work deemed "custom" by a qualified United Fiber Technician. Leased equipment must be returned to United Fiber if service is canceled. FCC regulatory fee varies during the year based on FCC mandated schedule. This represents the fee in place as of the printing of this schedule. The names, images, and logos of features programs are the property of their respective owners.

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Tech Notes: