



FIDELITY COMMUNICATIONS CO.
Resident al **Voice** Quick Start Guide

How to Log into your Voice Account Portal

You can login to your Account Portal and configure all the features that Fidelity Digital Phone Service has to offer by doing the following:

1. Go to: <https://www.myfidphone.com/>
2. For your username, it will be your 10 digit phone number (Example: 501-555-1212 without hyphens or spaces).
3. To obtain your password, click "Forgot Password" on the upper left side of the screen. A password will then be emailed to you. There will be a link provided in the email as well as a randomly generated password.

4. Enter this password into the appropriate field and click "Login".

From the "Home" page, click "Features" to configure all of your phone features (e.g. Call Forward, Simultaneous Ring, etc.).

Note: When you log in for the first time, you will be prompted to enter a 4 digit CPNI Code of your choice. (CPNI is a security code used for verifying an individual customer's identity before providing access to confidential and proprietary customer information).

How to Change your Voice Portal Password

When you log in for the first time, you will be prompted to change your password. Your new password must consist of 4-12 characters and cannot contain any spaces.

1. Enter the password provided to you on the original email in the "Old password" field.
2. Enter a password of your choosing in the "New password", confirm your new password.
3. Click "Submit".

This service allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone and dialing your 10 digit telephone number or dial *62, or you can choose to send voice messages directly to your e-mail address.

Voicemail Main Menu

While Listening to the Messages Menu

Note: To clear the message waiting indicator without erasing messages, dial *99.