

****NOTICE****

Norwood Light Broadband Telephone Customers

If you are using the NLB Voice Mail Feature, your voice mailbox will be limited to 100 messages beginning October 1, 2018. If you are using your own answering machine for voice mail, this change will not affect you.

Starting on October 1st, NLB will begin deleting all messages in excess of 100 from each mail box starting with the oldest messages. If you currently have more than 100 messages in your voice mail box, please move or delete those in excess of 100 before October 1st.

In order to continue receiving new messages, you will have to maintain a balance of messages less than 100 .

For your convenience, instructions on how to delete or transfer your messages are provided below. Our Technical Help Desk is also available to assist.

Help Desk 781-948-1150 option 2, then 3

From your phone

Note: You will only be able to listen and delete messages using your phone. If you want to forward your messages to email or download the message to your computer, it will have to be done from a computer with internet access.

- Dial 9999
- Enter your Personal Identification Number (PIN) then the # symbol.
- Press 1 to go to messages.
- Press 1 to listen to messages.
 - or press 7 to delete all messages.
- Listen to a message.
- Press # to save the message
 - or press 7 to delete the message

From your computer

- Open your internet browser
- Type this location into the address bar in your browser;
<https://www.mydigitalservices.com/>
Or you can find the link to this site on the Norwood Light Web site. It is labeled as "Phone Portal" under the Telephone Tab.
- Click on the account tab.
- If you have more than 1 phone number, chose the number from the drop-down list on the top right side of the screen
- Click on "Messages" on the left side of the screen.
- To delete all messages:
 - Click on the small box left of the word Play which will automatically select all of the messages on the page you are viewing.
 - Click on the "Delete all voicemail" button on the bottom of the page.
 - Repeat this process on each page of messages.
- To delete selected messages
 - Click the box next to the messages you wish to delete.
 - Click on the drop-down box on the top right hand side of the screen.
 - Chose delete.
 - Repeat the process until you have deleted all the messages you wish to remove.
- To download messages to your computer
 - Click on the message to highlight it.
 - Click on the downward facing arrow to the right of the message.
 - A dialog window will open to ask whether to open the message or save it.
 - Choose save and the message will automatically save in your download folder, or give you the option of saving it in a folder of your choice.
- To email the message
 - Click on the message to highlight it.
 - Click on the envelope icon to the right of the message.
 - A dialog window will open; enter the email address that you wish to forward the message to.
 - Press send.
 - Repeat with each message you wish to forward.