



Business Cloud Communications

End User Guide

April 2026

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Social & Public Services

The following N11 codes provide quick three-digit dialing access to special services in the United States and Canada, based on the caller's address, without the need for an area code.

Code	Description
211	<p>Essential Community Services</p> <p>Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org/ to learn about services in your area.</p>
411	<p>Directory Assistance</p> <p>Phone service used to look up a published telephone number and/or address listing.</p>
511	<p>Traveler Information (US)</p> <p>Local hotline for real-time information regarding traffic and road conditions. Not available in all states.</p>
611	<p>Customer Service</p> <p>Dials Customer Service.</p>
711	<p>Telecommunications Relay Service</p> <p>TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit http://www.fcc.gov/ to learn more.</p>
811	<p>Utility Location Services (US)</p> <p>"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.</p>
911	<p>Emergency Services</p> <p>Calls to 911 (US or CAN) are sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. The callback number and address are available to the PSAP on each call.</p>
933	<p>Emergency Services Validation</p> <p>Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.</p>
988	<p>Suicide Prevention Hotline</p> <p>Contact the National Suicide Prevention Lifeline (US) or Talk Suicide Hotline (CA) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.</p>

911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for emergency response units. The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and delay response times for emergency services, or worse.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will have a delay to the routing process while the national call center agents ask for the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in **death** and **legal action**. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.



Warning

If there is a power or internet outage, your phone may not be able to place a 911 call.

988 Suicide & Crisis Lifeline

Rapid access to suicide prevention and mental health crisis intervention services has never been more critical, which is why the US and Canada have designated 988 as the number to reach the suicide prevention and mental health crisis hotline.

When a user dials 988 from a phone number originating in the US or Canada, they will be connected to a trained crisis counselor who will listen, offer support, and get them the help they need.

- **United States:** <https://988lifeline.org/> (1-800-273-8255)

These hotlines are a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. They are committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

Calls to 988 are free, dialed with no post dial delay, cannot be blocked by calling plans, and will still go through even if an account is disabled or suspended. For accounts that require a 9 to dial out, the user will need to dial 9+988.

See also: [Social & Public Services](#)

Star Code Features

Dial these codes to activate and deactivate certain features on your account. Codes with + require dialing additional information to complete the action, such as a parking slot, an extension, voicemail PIN, and/or phone number

Call Handling	
*62	Call Park
*66	Call Park Retrieve
*76	Call Pull
*70 +	Call Waiting: Disable Next Call
*44	Call Waiting: Disable
*43	Call Waiting: Enable
*68	Caller ID: All Calls
*67 +	Caller ID: Disable Next Call
*82	Caller ID: Enable Next Call
** +	Directed Call Pickup
*89	Group Log In/Out
*69	Last Call Return (Call Back)
*40	Pick Up Group
*15	Voicemail Management

Call Screening	
*74	All Other Callers: Allow
*64	All Other Callers: Block
*87	Anonymous Callers: Allow
*77	Anonymous Callers: Block
*97	Anonymous Callers: Disable Block with Message
*95	Anonymous Callers: Enable Block with Message
*59 +	Custom Caller: Allow
*58 +	Custom Caller: Block with Message
*60 +	Custom Caller: Block
*63 +	Custom Callers: Forward
*79	Do Not Disturb: Disable
*78	Do Not Disturb: Enable

Call Forwarding	
*72/*73	Call Forward: All Calls
*90/*91	Call Forward: Busy
*92	Call Forward: No Answer
*94	Call Forward: Out of Service
*28	Auto-Attendant Group Forwarding

Social & Public Services	
211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
911	Emergency Services
933	Emergency Services Validation
988	Suicide Prevention Hotline

Call Recording	
*80	Call Recording: Start
*81	Call Recording: Pause
*82	Call Recording: Resume
*83	Call Recording: Stop

Caller ID

Caller ID, the calling name (CNAM) and phone number (CLID) sent with outbound calls, is a setting on each phone number. You can choose to send out the main company number, a number assigned to the line, or no caller ID at all. If the name on your caller ID is incorrect, please contact Customer Support to update it.

When calling another user on your account, your name and extension are used for caller ID.



Caller ID for Mobile Phones

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

Caller ID Settings

Use the following star codes or log in to the portal to manage your caller ID settings.

Star Code	Instructions
*82	<p>Caller ID: Enable Next Call</p> <p>If caller ID is blocked on the line, this star code will enable caller ID for the current call. Future calls will not be affected. If caller ID was already enabled, it will continue to be enabled.</p> <ol style="list-style-type: none">Dial the star code + the number for the party you're trying to reach.<ul style="list-style-type: none">For example: *828015552134Caller ID will be displayed to the party on this call.
*67	<p>Caller ID: Disable Next Call</p> <p>If caller ID is enabled on the line, this star code will block caller ID on the current call. Future calls will not be affected. If caller ID was already blocked, it will continue to be blocked.</p> <ol style="list-style-type: none">Dial the star code + the number for the party you're trying to reach.<ul style="list-style-type: none">For example: *678012265555Caller ID will be displayed as "BLOCKED" to the party on this call.
*68	<p>Caller ID: Manage All Calls</p> <p>Enable or disable caller ID for all outbound calls.</p> <ol style="list-style-type: none">Dial the star code.Enter your 4-digit PIN, followed by #.Choose from the following options:<ul style="list-style-type: none">Press 1 to enable caller ID on all calls.Press 2 to disable caller ID on all calls.

Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

Call Forwarding can be configured in the portal or via star code. These star codes are applied to the line. For each Call Forwarding star code, the call handling options are *Forward* and *Send to Voicemail*.

Star Code	Instructions
*72/*73	<p>Call Forward: All Calls</p> <p>When enabled, all incoming calls will be forwarded to a specified phone number, extension, or short dial. Also known as Unconditional Forwarding.</p> <ol style="list-style-type: none">1. Dial the star code.2. Enter your voicemail PIN followed by #.3. The audio prompt will tell you if call forwarding is currently enabled or disabled, then ask you to select an option:<ul style="list-style-type: none">○ Enable: To forward all calls, press 1, then make a selection.<ul style="list-style-type: none">▪ To forward the call to a phone number, press 1.▪ To forward to an extension, press 2.▪ To forward to a short code, press 3. <p>Once a selection has been made, please enter your forwarding destination's 10 or 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded. Goodbye."</i></p> <ul style="list-style-type: none">○ Disable: To disable forwarding and send calls to your line, press 2. You will hear, <i>"Calls will ring your line. Goodbye."</i>
*90/*91	<p>Call Forward: Busy</p> <p>Choose how calls will be handled when you're on another call.</p> <ol style="list-style-type: none">1. Dial the star code.2. Enter your voicemail PIN followed by #.3. Choose an option:<ul style="list-style-type: none">○ Enable: To forward calls when your line is busy, press 1, then enter the destination's 10 or 11-digit phone number followed by #. You will hear, <i>"Calls will be forwarded when your line is busy. Goodbye."</i>○ Disable: To send calls sent to voicemail when your line is busy, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is busy. Goodbye."</i>

*92/*93	<p>Call Forward: No Answer</p> <p>Choose how calls will be handled when the line isn't answered.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: <ul style="list-style-type: none"> ○ Enable: To forward calls when not answered, press 1. Enter the destination's 10 or 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when not answered. Goodbye."</i> ○ Disable: To send calls to voicemail when not answered, press 2. You will hear, <i>"Calls will be sent to voicemail when not answered. Goodbye."</i>
*94	<p>Call Forward: Out of Service</p> <p>Choose how calls will be handled when the line is out of service or not registered.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: <ul style="list-style-type: none"> ○ Enable: To forward calls when your line is out of service, press 1, then enter destination's 10 or 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when your line is out of service. Goodbye."</i> ○ Disable: To send calls to voicemail when your line is out of service, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is out of service. Goodbye."</i>
*28	<p>Group Night Forwarding (On/Off)</p> <p>When enabled, calls to the auto-attendant group are redirected to an on- or off-net phone number, which can be for another group, voicemail box, user, etc. Also known as Night Forwarding.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: <ul style="list-style-type: none"> ○ Press 1 to enter the destination's 11-digit phone number followed by #. ○ Press 2 to send calls to voicemail.

Remote Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system. Remote Forwarding will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 11-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for personal options.
5. Press 5 to access the Call Forwarding menu.
 - Press 1 to forward all calls. Enter forwarding destination number followed by #. You will hear, *"All calls will be forwarded."*
 - Press 2 to send all calls to your line. You will hear, *"Calls will ring your line, goodbye."*

Call Screening

Ensure you receive important calls by limiting the types calls that can ring your phone. Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned. These settings can be configured via star code (below) or in the portal.

All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and then enable only custom (specific) callers to reach you.

Star Code	Instructions
*74	All Other Callers: Allow All other calls (not otherwise specified) will be allowed. <ol style="list-style-type: none">1. Dial the star code.2. You will hear, "Your selective call accept service has been deactivated."
*64	All Other Callers: Block All other calls (not otherwise specified) will be blocked. <ol style="list-style-type: none">1. Dial the star code.2. You will hear, "Your selective call accept service has been activated."

Anonymous Callers

Calls from anonymous callers (without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

Star Code	Instructions
*87	Anonymous Callers: Allow Calls without caller ID will be allowed. <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</i>


Star Code	Instructions
*77	<p>Anonymous Callers: Block</p> <p>Calls without caller ID will be blocked.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>
*95	<p>Anonymous Callers: Enable Block with Message</p> <p>Calls without caller ID will be blocked with a message.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</i> 3. Callers will hear a message indicating anonymous callers are not allowed.
*97	<p>Anonymous Callers: Disable Block with Message</p> <p>Calls without caller ID will no longer be blocked with a message.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>

Custom Callers

Use this feature to control who can call your phone and what happens when they do.

To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

Star Code	Instructions
*59	<p>Custom Caller: Allow</p> <p>Calls from the number specified will be allowed.</p> <p>Use this feature if you are currently blocking all callers and want to allow a specific phone number, or if you would like to allow a specific caller that you've blocked in the past.</p> <ol style="list-style-type: none">1. Dial the star code.2. Enter your 4-digit voicemail PIN followed by #.3. Enter the 10 or 11-digit phone number followed by #.<ul style="list-style-type: none">o For example: 18005551212#4. You will hear, <i>"Calls from [phone number you entered] will be allowed."</i>
*60	<p>Custom Caller: Block</p> <p>Calls from the number specified will be blocked. The caller will hear a busy tone.</p> <p>Use this feature if you have allowed all callers but want to block a specific caller. Using this star code, the blocked caller will hear a busy signal instead of ringing through to your line.</p> <ol style="list-style-type: none">1. Dial the star code.2. Enter your voicemail PIN followed by #.3. Enter the 10 or 11-digit number followed by #.<ul style="list-style-type: none">o You will hear a prompt saying, <i>"Calls from [phone number] will be blocked."</i>
*58	<p>Custom Caller: Block with Message</p> <p>Calls from the number specified will be blocked with a message.</p> <ol style="list-style-type: none">1. Dial the star code designated to block specific numbers and to play a message when done.2. Enter your voicemail PIN followed by #.3. Enter the 10 or 11-digit number to be blocked followed by #.<ul style="list-style-type: none">o You will hear, <i>"Calls from [phone number you entered] will be blocked."</i>o The caller will hear, <i>"The number you have dialed is not accepting calls at this time. Please try again later."</i>

Star Code	Instructions
*63	<p>Custom Caller: Forward</p> <p>Calls from the number specified will be forwarded.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the forwarding number followed by #. 4. You will hear a prompt saying, <i>"Calls from [phone number you entered] will be forwarded."</i> <div data-bbox="272 548 1500 669" style="background-color: #e6f2ff; padding: 5px;"> <p> Notice A <i>screening forward number</i> must be set up in the portal; otherwise, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p> </div>

Call Trace

Call Trace allows you to mark a harassing or threatening phone call in the Call History. If necessary, you must take additional actions to establish a case with your local law enforcement agency.

Star Code	Instructions
*57	<p>Call Trace</p> <p>Mark a call for a trace in your Call History. Used for troubleshooting.</p> <p>Call Trace does not initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.</p> <ol style="list-style-type: none"> 1. After ending the call, dial the Call Trace star code. 2. You will hear, <i>"The previous call will be marked in your call history."</i> 3. A new line for the trace will be entered in Call History. Contact Customer Service to view this information.

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, place the current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the portal.

See [Call Handling](#) for how to enable and disable Call Waiting in the portal.

Star Code	Instructions
*43	Call Waiting: Enable Enables call waiting for ALL calls to the user. <ol style="list-style-type: none">1. Dial the star code.2. You will hear a message indicating the call waiting service has been activated.
*44	Call Waiting: Disable Disables call waiting for ALL calls to the user. <ol style="list-style-type: none">1. Dial the star code.2. You will hear a message indicating the call waiting service has been deactivated.
*70 +	Call Waiting: Disable Next Call If call waiting is enabled on the line, this star code will disable caller ID on the current call. Future calls will not be affected. <ol style="list-style-type: none">1. Dial the star code + the phone number of the party you're trying to reach.<ul style="list-style-type: none">o For example: *7080155532842. During this call, incoming calls will follow the "busy" call behavior.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call:

- When notified of a second incoming call, press the line button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the line button for the call you want to switch to.

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

Star Code	Instructions
*78	<p>Do Not Disturb: Enable</p> <p>Turns on DND. All calls will be sent to voicemail.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Do not disturb enabled."</i>3. Incoming calls are sent directly to your voicemail box.
*79	<p>Do Not Disturb: Disable</p> <p>Turns off DND.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Do not disturb disabled."</i>3. Incoming calls follow your Call Handling settings.

Last Call Return

Star Code	Instructions
*69	<p>Last Call Return</p> <p>Dial the last caller ID number that rang the line (not the last <i>outbound</i> call).</p> <ol style="list-style-type: none">1. Dial the star code.2. You will be connected to the last number that called you, excluding calls not displaying Caller ID.

Voicemail Access

Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. To manage your voicemail settings online, see [Voicemail](#).

Direct Access

Star Code	Instructions
*15	<p>Voicemail Management</p> <p>Access the voicemail box assigned to the phone number.</p> <ol style="list-style-type: none">1. From a phone number assigned to the voicemail box, dial the Voicemail Management star code.2. If prompted, enter the PIN and press #.

Remote Access

1. From a phone number that is not connected to the voicemail box, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the voicemail PIN and press #.



Voicemail PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

Voicemail Menu Options

Listen to Messages

Log in to the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- Press 1 to skip a message.
- Press 2 to save a message.
- Press 3 to erase a message.
- Press 9 to repeat the message.
- Press 0 to exit the menu.

Personal Options

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- Press 1 to change the PIN.
- Press 2 to personalize your greeting.
- Press 3 to record your name.
- Press 6 to enter a call screening forwarding number.
- Press 9 to repeat the personal options.
- Press 0 to exit the menu.

Change PIN

For security reasons, the PIN can be changed only when calling the voicemail box from a registered phone number.

1. Access the voicemail box and press 8.
2. Press 1 to change the PIN.
3. If prompted, enter the current PIN.
4. Enter a new PIN that is at least 4-digits long, then press the # sign.
5. Hang up or press 0 to go back to the main menu.

Record Greetings

1. Access the voicemail box and press 8.
2. Press 2 to personalize your greetings.
 - Press 1 to change the default greeting.
 - Press 2 to change the "busy" greeting.
 - Press 3 to change the "no answer" greeting.
3. Hang up or press 0 to go back to the main menu.

Call Forwarding

1. Access the voicemail box and press 8.
2. Press 5 for call forwarding.
3. **Enable:** To forward all calls, press 1.
 - Press 1 to forward calls to a phone number.
 - Press 2 to forward to an extension.
 - Press 3 to forward to a short code.

Please enter your forwarding destination number followed by the # sign.

4. **Disable:** To send calls to your line, press 2.
 - Calls will ring to your line.
5. Hang up or press 0 to go back to the main menu.

Call Forwarding Destination

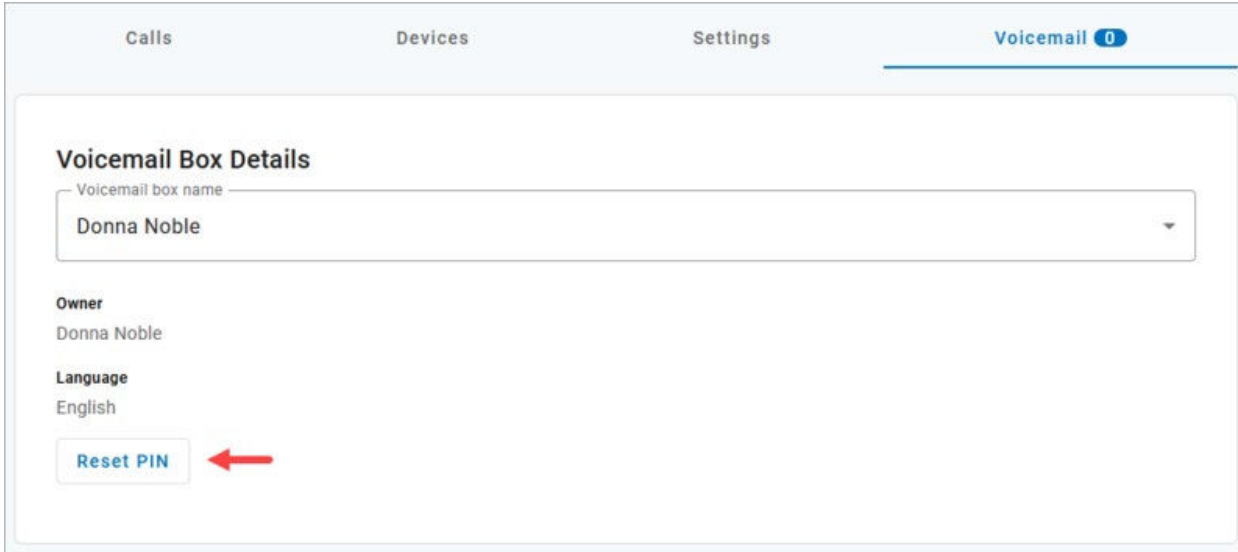
Configure the phone number calls are forwarded to when Call Screening is enabled.

1. Access the voicemail box and press 8.
2. Press 6 to set your call forwarding destination number.
3. Enter your forwarding destination number followed by the # sign.
4. Hang up or press 0 to go back to the main menu.

Reset Voicemail PIN

The voicemail box PIN will be reset to **1234**. The next time the [voicemail box is accessed](#), the user will log in using 1234 and be prompted to set a new PIN.

For security reasons, the PIN can only be created or changed when accessing the voicemail box from the phone number assigned to it.



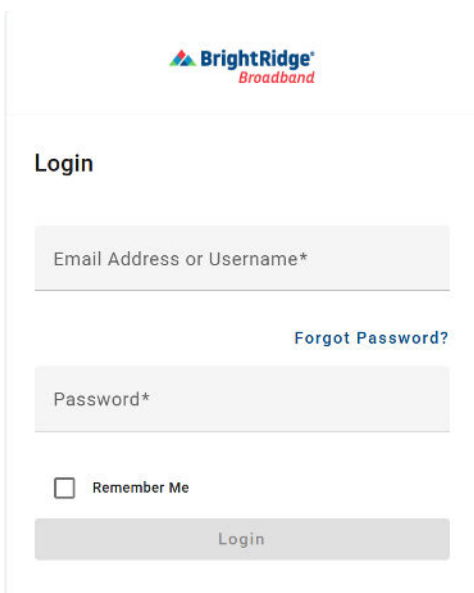
The screenshot shows a web interface with a navigation bar at the top containing 'Calls', 'Devices', 'Settings', and 'Voicemail 0'. The 'Voicemail 0' tab is active. Below the navigation bar is a section titled 'Voicemail Box Details'. This section contains a dropdown menu for 'Voicemail box name' with 'Donna Noble' selected. Below this are labels for 'Owner' (Donna Noble) and 'Language' (English). At the bottom of the details section is a button labeled 'Reset PIN', which is highlighted with a red arrow pointing to it from the right.

Access the Voice Portal

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can be managed via star codes, but some things are easier to manage online.

When your account was created, you were sent an email that contains your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later. If you haven't received it, or if you don't have an email address on your account yet, please contact Customer Support.

1. Go to voice.mybrightridge.com
2. Enter your username (not email) and password.
3. Check **Remember Me** if you want to save your username and password.
4. Click **[Login]**.



BrightRidge
Broadband

Login

Email Address or Username*

[Forgot Password?](#)

Password*

Remember Me

Login

Password Requirements

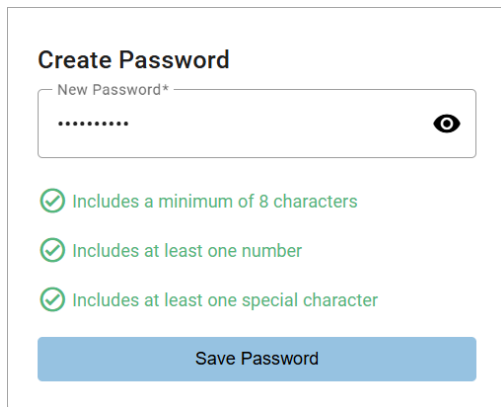


Your password must be at least eight characters long and include at least one number and one special character, such as ^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' : ; | _ ~ ` = + -. It cannot contain any part of your username.

Reset Your Password

If you can't log in, you can reset your password without contacting Customer Support.

1. On the login screen, click the *Forgot Password?* link.
2. Enter the email address associated with your account, then click **[Reset Password]**. If you don't have an email address on your account yet, please contact Customer Support for assistance.
3. Open the email and click the link. If it opens on the login screen, click the link again to go to the right place.
4. Enter a new password that is at least 8 characters long and includes at least one number and one special character, such as (^ \$ * . [] { } () ? " ! @ # % & # ; / \ , < > ' : ; | _ ~ ` = + -).



Create Password

New Password*

.....

✔ Includes a minimum of 8 characters

✔ Includes at least one number

✔ Includes at least one special character

Save Password

5. Click **[Save]**. A confirmation email will be sent to your email address.

Language Setting

Experience the voice platform in English, Canadian French, or Spanish, seamlessly integrated across audio prompts, system-generated emails, and more.

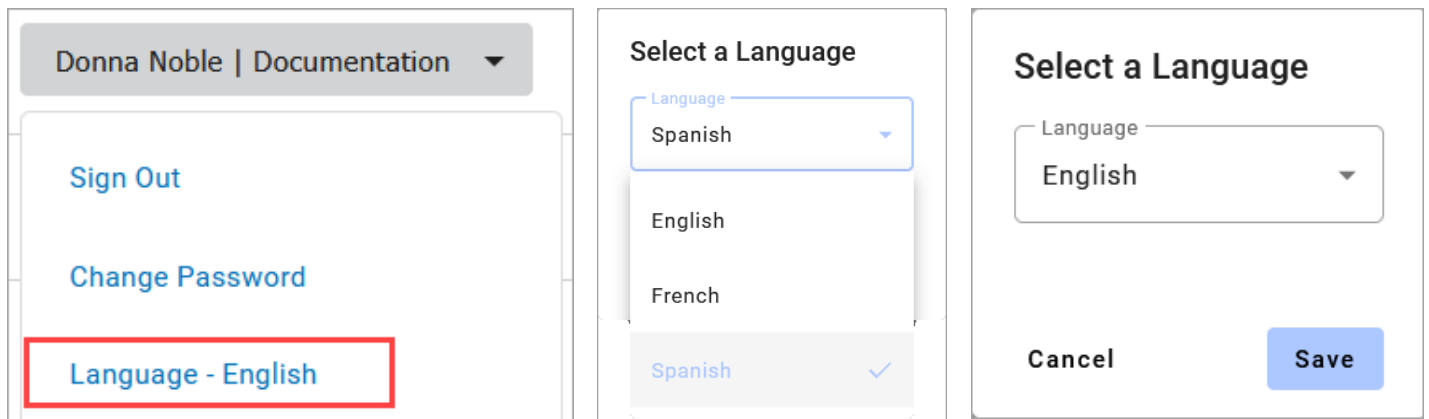
To update the language for your account or voicemail box, please contact Customer Support for assistance.

Change Session Language

Follow the steps below to change the language used in the web portal for your active session:

1. Log in to the Voice Portal.
2. In the top right corner of the page, expand the menu with your name and select Language.
3. Choose a language: English, French, or Spanish.
4. Click [Save]. The portal will refresh to update with the selected language.

The portal will revert to your default language once you log out.



User Information

The User Info section displays your account name and number, and the phone number (if any) used as your outbound caller ID.

The **Enable Caller ID** setting determines whether your caller ID is or is not sent when placing an outbound call. Check this box if you want to send your name and phone number to the call recipient or uncheck it to display your caller ID as BLOCKED. Please note, even if the setting is disabled, the number listed in the *Outbound Caller ID* field will still be sent with 911 calls. Caller ID setting can also be managed by [dialing star codes](#).

User Information	
Account Name	TeleCom Power & Cable
Account Number	2468013579
Outbound Caller ID	12607488139
Enable Caller ID	<input checked="" type="checkbox"/>

Phone Numbers

This is a list of the phone number(s) that are routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

Phone Numbers	
Phone number	
1 (260) 748-8129	

Devices

The device(s) and lines assigned to you are listed under Devices.

Devices	
Device	Line
CP-8851	Line 1

Call Screening

Call Screening can help block unwanted calls, and you can decide what happens to the calls turned away. Are they hung up automatically, or do they hear a message first? Are they forwarded to another number, or are they sent to voicemail?

For each category, choose a [screening action](#) from the menu. The options for each category are *Allow*, *Allow with Priority Ring*, *Block*, *Block with Message*, *Forward*, and *Voicemail*.

To manage these settings, and scroll down to Call Screening. Call Screening settings can also be managed by [dialing star codes](#).

Call Screening

Screening forward number

Forwarded calls are routed to this number.

Anonymous callers

Block with message

Toll-free callers

Voicemail

All other callers

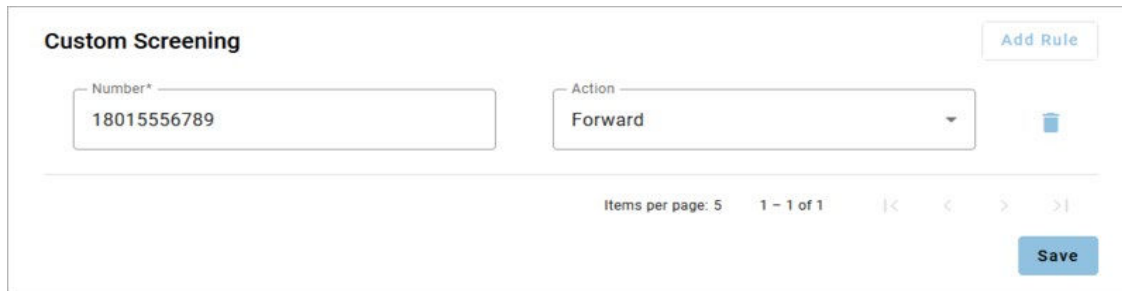
Allow

Field	Description
Screening forward number	Enter the destination phone number that will be used when a call screening category below is set to <i>Forward</i> .
Anonymous callers	Choose what happens to incoming calls that don't send caller ID.
Toll-free caller	Choose what happens to incoming calls from a toll-free number.
All other callers	Choose what happens to all other incoming calls that are not otherwise defined by a custom screening rule.

Custom Screening

Custom caller rules define the call handling action for inbound calls from specific phone numbers. The screened phone numbers and associated actions are listed here.

To add a custom rule, click [Add Rule], then enter the phone number and choose an action from the menu. To create a rule for a group of phone numbers (numbers with the same area code and/or prefix), enter the first few digits of the phone number instead.



Custom Screening Rule by Digit Pattern

To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

Call Screening Actions

For each category, choose a screening action (behavior) from the menu.

Field	Description
Allow	Allow the caller to ring through.
Allow with Priority Ring	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns. See Priority Ring for more details.
Block	Block the caller from ringing through. Callers hear a busy signal.
Block with Message	Block the call with a message: <ul style="list-style-type: none">• Custom Callers: "The number you have dialed is not accepting calls at this time."• Toll-Free Callers: "The number you have dialed is not accepting calls from toll-free numbers at this time."• Anonymous Callers: "The number you have dialed is not accepting calls from anonymous numbers."
Forward	Forward the caller to a specific number. If you choose this option, you must enter the number those calls are forwarded to in the <i>Screening Forward Number</i> field.
Voicemail	Send the caller directly to voicemail.

Priority Ring

Priority Ring causes the customer's device to ring in a different pattern based on the caller ID of the inbound caller, such as calls from anonymous callers, toll-free callers, or calls from a particular phone number. Priority Ring is enabled in the user's Call Screening settings.

When enabled, the call's SIP header contains the value telling the configured device to ring a certain way. Every device will have different ring patterns based on the manufacturer.

Priority Ring can also be enabled based on the phone number called. See [Priority Ring in Phone Number Destinations](#).

Call Screening

Screening forward number

Forwarded calls are routed to this number.

Anonymous callers

Allow

Toll-free callers

Allow with priority ring

Toll-free callers priority ring

Priority Ring 4

All other callers

Allow

Custom Screening Add Rule

Number*


18015551234

Action

Allow with priority ring

Priority Ring

Priority Ring 5



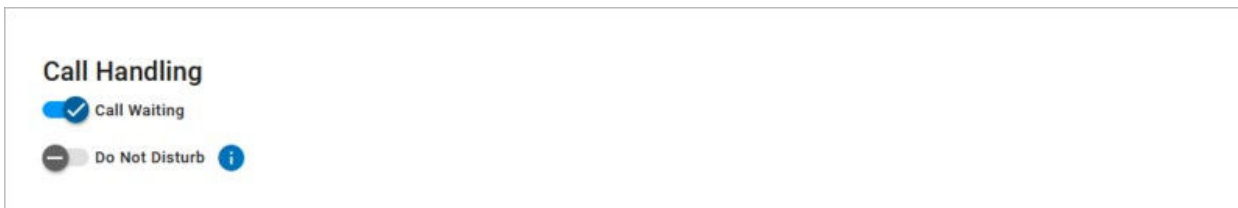
Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy.



Call Handling Schedules

See [Call Schedules](#) to create or assign a schedule which will determine how incoming calls are routed during a set time.



Call Waiting

Call Waiting allows a second call to ring through while you are already on the phone.

- **On:** While on an active call, you will hear a tone that indicates a second caller is trying to reach you.
- **Off:** While you're on an active call, incoming calls hear a busy tone.

Call Waiting can also be managed via star code. See [Call Waiting](#) for details.

Do Not Disturb

This feature allows you to mute all incoming alerts and notifications:

- **On:** Incoming calls are routed directly to your voicemail box.
- **Off:** Incoming calls follow your call handling settings.

DND can also be managed via star code. See [Do Not Disturb](#) for details.



Voicemail Box

If you don't have a voicemail box, callers will hear a busy tone. If you have a voicemail box but want callers to hear a busy tone, the voicemail box will need to be removed.

Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

For *Forward*, enter the phone number calls will be forwarded to and an optional description.

Field	Description
No answer	Choose what happens to the call if it is unanswered after the number of seconds specified in the <i>Timeout</i> field below.
Busy	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
Out of service	Choose what happens to the call when the device is not registering on the server.



Ring Length

Each ring is approximately 6 seconds long: 2 second ring + 4 second pause.

Forward All

Working on the go and need all the calls that come into your desk phone to reach you? Do all incoming calls need to be redirected elsewhere?

Forward All sends your callers to an alternative phone number, extension or short dial that you enter here. Once a forwarding phone number, extension, or short dial is saved, this feature can be enabled or disabled from the device by dialing [Call Forwarding star codes](#).

1. Choose the forwarding type from the dropdown.
2. Enter the phone number, extension, or short dial.
3. Enter a description to identify the destination (optional).
4. Click **[Save]**.

Ring Phone	Forward All	SIM Ring	Find Me
Forwarding number* 8015551234		Description Cell phone	

Simultaneous Ring

Simultaneous Ring, or SIM Ring, rings all of the user's registered devices and the phone numbers added to the list at the same time until the call is answered or times out. The first to answer takes the call.



Feature	Description
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click [+Add Number] .
No Answer	<p>Choose what happens when the call is unanswered:</p> <ul style="list-style-type: none"> • Busy tone • Forward to (add a forwarding number) • Ring forever • Send to voicemail <p>Also enter the number of seconds the call will ring before the action is triggered. However, calls that ring longer than 120 seconds may be disconnected by the carrier.</p>

Find Me/Follow Me

Maintain an "at work" presence while you're working from home or on the go by delivering your calls to a sequence of destinations—including devices and phone numbers—ensuring you're reachable wherever you are, without giving out your cell phone number.

Find Me/Follow Me can be configured in any number of ways. For example, incoming calls can be routed to all your devices at once, or sequentially to any phone number, such as your cell phone, home phone, an auto-attendant, hunt group, queue, etc. You can even select another user on the account, so they can cover your calls if you're unavailable for a seamless customer experience.

Calls ring through each destination sequentially until it's answered or times out. If a call is unanswered by the end of the sequence, the caller is either sent to your voicemail box or hears a busy tone.

1. In the user's **Calls** tab, scroll down to **Call Handling** and select the Find Me tab.
2. Click [Add Destination] on the right.
3. Select the destination type:
 - **Device:** Ring all your devices simultaneously.
 - **Phone Number:** Enter any off-net phone number.phone number (on- or off-net).
 - **User:** Select a user on the account to receive your calls.
4. To the right of the destination, enter the number of seconds the call will ring before moving on to the next destination. Please note, calls that ring longer than 120 seconds may be disconnected by the carrier.
5. Repeat steps 2–4 to add another destination.
6. In the *Timeout action* field, choose what will happen to the call after all destinations have timed out:
 - Busy tone
 - Send to voicemail
7. Review the list of destinations to make sure they're correct and in the right order. Drag  to reorder a destination or click the  trash icon to delete it.
8. When you're done, scroll down and click [Save].

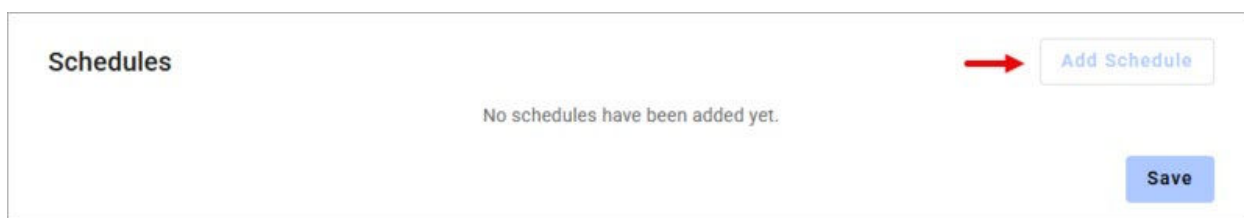
Call Schedules

Schedules enable custom routing for callers based on when they call, down to the very minute. Schedules follow the account's default time zone. The main Call Handling section will take effect *outside* of these scheduled hours.

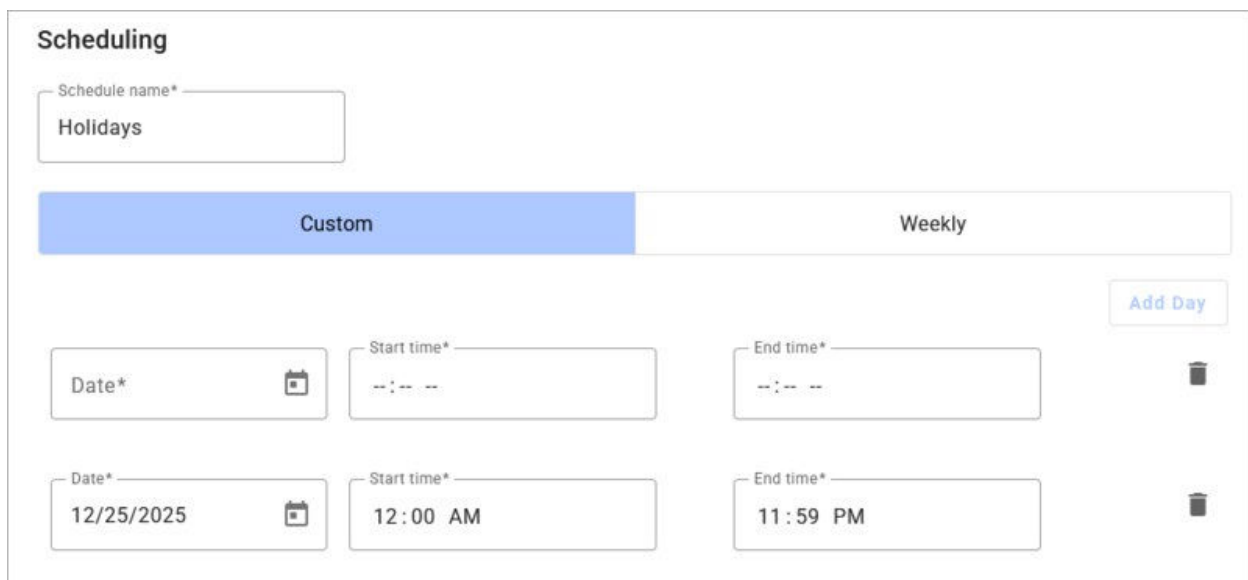
To access this feature, sign in to the portal and scroll down to **Call Handling**. For Admin users, go to **Users > Calls** tab.

Add Schedule

1. Click **[Add Schedule]**. The Scheduling window will open in a popup.



2. Enter the name of the schedule.
3. Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).
 - o **Custom (per day)**. Enter the date and time this schedule will be in effect. Click **[Add Day]** to add another one, or the trash icon to remove a day.

A screenshot of a "Scheduling" form. At the top, there is a "Schedule name*" field containing the text "Holidays". Below this are two tabs: "Custom" (which is selected and highlighted in blue) and "Weekly". To the right of the "Custom" tab is an "Add Day" button. Below the tabs is a table with two rows of scheduled days. Each row has a "Date*" field with a calendar icon, a "Start time*" field, and an "End time*" field with a trash icon to its right. The first row is empty, showing "-- : -- --". The second row contains the date "12/25/2025", the start time "12:00 AM", and the end time "11:59 PM".

- o **Weekly (recurring)**. Enter the start and end times for each day of the week this schedule will be in effect.

Scheduling

Schedule name*
Most of the time

Custom Weekly

Day	Start time	End time
Sun	--:-- --	--:-- --
Mon	--:-- --	--:-- --
Tue	--:-- --	--:-- --
Wed	--:-- --	--:-- --
Thu	--:-- --	--:-- --
Fri	--:-- --	--:-- --
Sat	--:-- --	--:-- --

Cancel OK

4. **Call Handling:** Scroll down and select the call handling actions that will occur during the specified times.

Call Handling

Call Waiting

Do Not Disturb i

Ring Phone Forward All SIM Ring Find Me

Forwarding number*
18015551234

Description
Cell phone

5. When you're done, click **[Save]**.

Custom Schedule Example

In the custom schedule example below, calls received between 8:00 AM and 5:00 PM on December 25, 2023, will be forwarded to 1-208-555-1234. Any call outside of that specific time will follow the user's primary call handling settings.

Scheduling

Schedule name*
Christmas

Custom Weekly

Add Day

Date* 12/25/2023 Start time* 08:00 AM End time* 05:00 PM

Call Handling

Call Waiting

Do Not Disturb ⓘ

Ring Phone Forward All SIM Ring Find Me

Forwarding number
12085551234

Cancel OK

Voicemail




Voicemail is a huge part of how we communicate, and we make it very customizable. In addition to customizing the greetings, you can set up [Voicemail to Email](#), where you can choose to forward voicemail messages as an MP3 to specified email address(es).

To access your voicemail settings, sign in to the Voice Portal and scroll down to the **Voicemail** section. There, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up [Forward Voicemail to Email](#).

Voicemail

Search

Bypass Voicemail PIN

Name	Owners	Voicemails (New/Total)	
Chris Jenson		1/3	
Donna Noble	Donna Noble	2/10	
Bob Johnson	Bob Johnson	0/0	





Voicemail Access

Voicemail messages and greetings can also be managed by dialing in to the voicemail box. See [Voicemail Access](#) for details.

Voicemail Box Greetings



Upload and manage voicemail greetings (Basic, Busy, No Answer) and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept MP3, OGG, and WAV files that are less than 10MB.

Voicemail Greetings ?

<h3>Basic Greeting</h3> <div style="border: 1px dashed gray; padding: 10px; text-align: center;"><p>Drop file or click to browse</p><p>Accepted files: WAVE, MP3, and OGG files under 10MB</p></div>	<h3>Personal Name</h3> <div style="border: 1px dashed gray; padding: 10px; text-align: center;"><p>Drop file or click to browse</p><p>Accepted files: WAVE, MP3, and OGG files under 10MB</p></div>
---	---

Custom Greetings ?

Custom voicemail greetings override Basic and Personal Name greetings.

<h3>Busy Greeting</h3> <div style="border: 1px dashed gray; padding: 10px; text-align: center;"><p>Drop file or click to browse</p><p>Accepted files: WAVE, MP3, and OGG files under 10MB</p></div>	<h3>No Answer Greeting</h3> <div style="border: 1px dashed gray; padding: 10px; text-align: center;"><p>Drop file or click to browse</p><p>Accepted files: WAVE, MP3, and OGG files under 10MB</p></div>
---	---

Message Settings

Forward Voicemail to Email

All voicemail boxes have the option to forward voicemail messages to one or more email addresses. When a message is left on the voicemail box, an email notification is sent to the specified email address(es) with the message recording attached as an MP3 file.

Message Settings

Forward voicemail to email

Save copy in voicemail box

Enable voicemail transcription

Email addresses

Save

1. In the voicemail box, scroll down to Message Settings.
2. Check the box for *Forward voicemail to email*.
3. Optionally, check the box for *Save copy in voicemail box*.
 - o When checked, the message waiting indicator (MWI) on the user's device will stay on until the user listens to or deletes the message from their device or the Voice Portal.
 - o If unchecked, voicemail messages are removed from the voicemail box when forwarded to email.
4. Optionally, check the box for *Enable voicemail transcription*.
5. In the field below, enter one or more email addresses in the field below separated by commas.
6. Click [Save].

Example Email

Hi Donna,

You got a new Voicemail. Here are the details:

From: NAME / 1 (888) 555 0328
Time: Wednesday, October 29, 2025 at 2:06 PM
Duration: 01:04

See attachment.



"From" Email Address

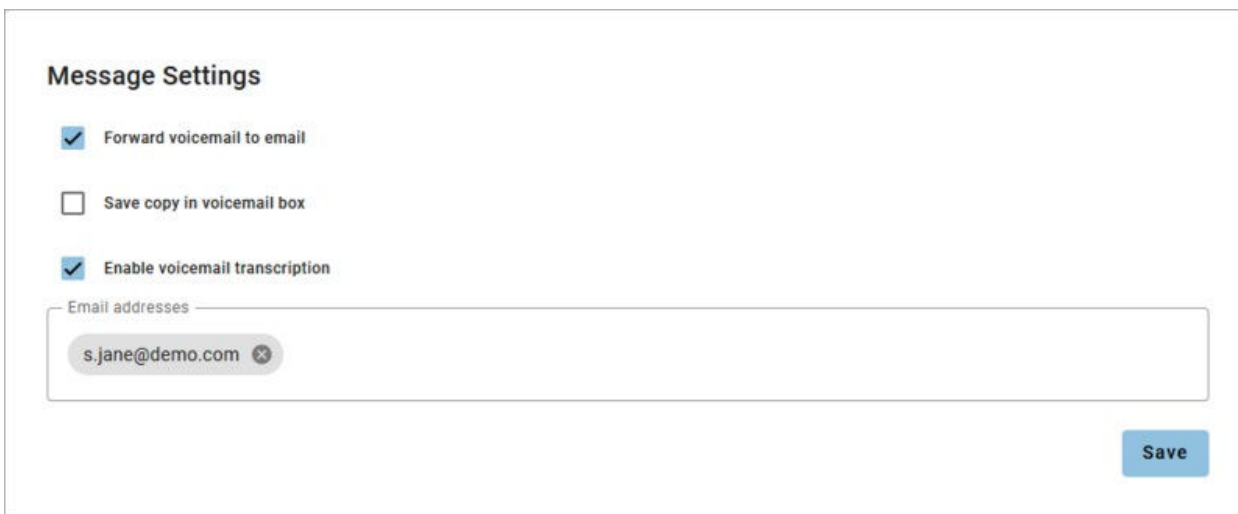
Forwarded voicemails are sent from noreply@cymbus.com. Please remember to whitelist this address so the emails can be delivered to your inbox.

Voicemail Transcription

Sometimes reading a voicemail message is easier than listening to it. Voicemail transcription, available only on Business Cloud Communications and , takes the audio from the voicemail message and converts it to text, which is then forwarded to one or more email addresses with or without the message attached as an MP3 file (depending on if you also have [forwarding](#) enabled).

With voicemail transcription, you can:

- Get important messages when you can't take a call.
- Browse your voicemails in email, rather than listening and re-listening.
- Keep searchable records of business voicemails.
- Easily forward messages you've received.



The screenshot shows a 'Message Settings' panel with three checkboxes: 'Forward voicemail to email' (checked), 'Save copy in voicemail box' (unchecked), and 'Enable voicemail transcription' (checked). Below these is a text field labeled 'Email addresses' containing 's.jane@demo.com' with a close button. A blue 'Save' button is located at the bottom right of the panel.

1. In the voicemail box, scroll down to **Message Settings**.
2. Check the box for *Enable Transcription*.
3. Optionally, check the box for *Forward Voicemail to Email* to email an MP3 of the message and *Keep a copy in voicemail box* if you want to save a copy of the message in the voicemail box when it's forwarded.
4. In the field below, enter one or more email addresses in the field below separated by commas (required).
5. Click **[Save]**.

Voicemail messages will be transcribed and sent to the email address(es) indicated here. If *Forward Voicemail to Email* is also enabled, an MP3 of the message will be attached to the email.

Example Email

Hi Mickey,

You got a new voicemail. Here are the details of your message:

From: Kevin O / 1000

Time: Tuesday, October 19, 2021 at 11:56 AM

Duration: 00:40

Transcription:

Mickey, this is a test of our voice transcription service on business cloud communications. All you have to do to test it is to call a number that's registered on the platform and leave a message and it will send you an email. I hope you're having a good day. Bye.

See attachment.

Thanks,

US English



Voicemails can only be transcribed from US English. If a message cannot be transcribed for any reason, such as poor audio quality, an email will still be sent with a message saying, "Message could not be transcribed."



HIPAA

Voicemail transcription is not HIPAA compliant. If you need to maintain HIPAA compliance, we recommend that you not enable transcription.

Messages

Voicemail messages are stored in the voicemail box, which can be accessed here or by dialing in (see [Voicemail Access](#)). Messages can be sorted by Time/Date, Length, and Status (New or Saved).

Messages				Delete All	
Date ↓	Caller	Length	Status		
Oct 29, 2025, 2:06 PM	18885550328	1 minutes	New		
Sep 25, 2025, 1:41 PM	12605553169	26 seconds	New		
Sep 17, 2025, 9:17 AM	12605553169	17 seconds	New		
Aug 15, 2025, 2:32 PM	12605553169	30 seconds	New		
Aug 7, 2025, 4:16 PM	12605553169	12 seconds	New		
Mar 5, 2025, 3:00 PM	12605559944	15 seconds	New		

Items per page: 1 - 6 of 6

- **Download.** Save a copy of the message to your computer as an MP3 file.
- **Save.** Change the status of the message to *Saved*.
- **Delete.** Delete this message from the box. To delete all messages at once, click [Delete All] in the top right.

Message Waiting Indicator



The message waiting indicator (MWI) on your device notifies you when a new voicemail message waiting to be retrieved. When you've listened to, saved, or deleted the message, the MWI will turn off.

Storage Limit



Voicemail boxes do not have a storage space limit, and messages are stored indefinitely. Individual messages are limited to 5 minutes.