



# Business Cloud Communications

## End User Guide

November 2024

# Table of Contents

<b>Welcome .....</b>	<b>4</b>
Feature Plans .....	4
E911 Emergency Services .....	5
Calling Features .....	6
Calling Features .....	6
Caller ID .....	7
Call Forwarding .....	8
Remote Forwarding .....	11
Call Park .....	11
Call Pick Up .....	12
Call Pull .....	13
Call Screening .....	14
All Other Callers .....	14
Anonymous Callers .....	15
Custom Callers .....	16
Nomorobo Call Blocking .....	18
Call Recording .....	23
Call Trace .....	25
Call Waiting .....	27
Switching Calls .....	27
Do Not Disturb .....	28
Group Log In/Out .....	28
Last Call Return .....	29
Voicemail Local Access .....	29
Direct Access .....	29
Remote Access .....	29
Listen to Messages .....	30
Personal Options .....	30
<b>Access the Voice Portal .....</b>	<b>32</b>
User Information .....	33
Phone Numbers .....	33
Devices .....	33
E911 Address .....	34
Update Your E911 Address .....	34
Error: Cannot Modify E911 Address .....	36
Call Screening .....	36
Custom Screening .....	37
Call Screening Actions .....	37
Call Handling .....	38
Call Waiting .....	38
Do Not Disturb .....	39
Ring Phone .....	39
Forward All .....	40

Simultaneous Ring .....	41
Find Me/Follow Me .....	42
Call Schedules .....	43
Add Schedule .....	43
Custom Schedule Example .....	47
Call Recording .....	47
Product .....	48
Recording Type .....	48
Recording Features .....	49
Manage Recordings .....	49
Access the Dubber Portal .....	49
Call Recordings Page .....	50
VoiceMail .....	54
VoiceMail Box Greetings .....	55
Messages .....	55
Message Settings .....	57
Forward VoiceMail to Email .....	57
VoiceMail Transcription .....	58

# Welcome to Business Cloud Communications

Business Cloud Communications (BCC for short) is a robust, flexible, and expanding full-stack communications solution that is purpose-built with mobility and unified communications in mind. It is compatible with an extensive and growing list of IP phones and the Cymbus UC app.

## Feature Plans

Business Cloud Communications offers three tiers of service, all of which include a variety of voice features like auto-attendant, extension-to-extension dialing, and other advanced call handling features. Advanced and Professional feature plans also include the Cymbus, which enables you to access your voice services and collaboration tools—including messaging, video conferencing, and screen sharing—from your smartphones, tablets, and desktops.

Here's a closer look at the features in each plan:

Feature	Standard	Advanced	Professional
Auto-Attendants <ul style="list-style-type: none"> <li>• Call Groups and Queues</li> <li>• Group Night Forwarding</li> </ul>	Yes	Yes	Yes
Cloud PBX	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Extension Dialing	Yes	Yes	Yes
Find Me/Follow Me	Yes	Yes	Yes
Hold Music	Yes	Yes	Yes
Presence	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
UC Apps (Mobile & Desktop)		Yes	Yes
Team Messaging		Yes	Yes
Screen Sharing			Yes
Video Conferencing			Yes

## E911 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 the 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 not only be charged a fee but will also add a delay to the routing process while the national call center agents ask 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.

**See also:** [Update Your E911 Address](#)

# Calling Features

## Star Codes Guide

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

Account Call Screening	
*42	All Other Callers: Allow
*41	All Other Callers: Block
*49	Anonymous Callers: Allow
*48	Anonymous Callers: Block
*51	Anonymous Callers: Disable Block with Message
*50	Anonymous Callers: Enable Block with Message
*57	Call Trace
*46 +	Custom Caller: Allow
*45 +	Custom Caller: Block
*47 +	Custom Caller: Block with Message

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

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

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

User Call Recording	
*21	Call Recording: Start
*22	Call Recording: Pause
*23	Call Recording: Resume
*24	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
*65 +	<p><b>Caller ID: Enable Next Call</b></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"> <li>Dial the star code + the number for the party you're trying to reach. <ul style="list-style-type: none"> <li>For example: *65 +8015552134</li> </ul> </li> <li>Caller ID will be displayed to the party on this call.</li> </ol>
*67 +	<p><b>Caller ID: Disable Next Call</b></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"> <li>Dial the star code + the number for the party you're trying to reach. <ul style="list-style-type: none"> <li>For example: *67 +8012265555</li> </ul> </li> <li>Caller ID will be displayed as "BLOCKED" to the party on this call.</li> </ol>

Star Code	Instructions
*68	<p><b>Caller ID: All Calls</b></p> <p>Enable or disable caller ID for all outbound calls.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN, followed by #.</li> <li>3. Choose from the following options: <ul style="list-style-type: none"> <li>• Press 1 to enable caller ID on all calls.</li> <li>• Press 2 to disable caller ID on all calls.</li> </ul> </li> </ol>

## 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	<p><b>Call Forward: All Calls</b></p> <p>When enabled, all incoming calls will be forwarded to a specified phone number. Also known as Unconditional Forwarding.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>• <b>Enable:</b> Press 1 and enter the destination's 11-digit phone number.</li> <li>• <b>Disable:</b> Press 2 to disable forwarding and allow calls to ring to your line.</li> </ul> </li> </ol>



Star Code	Instructions
*90	<p><b>Call Forward: Busy</b></p> <p>Choose how calls will be handled when you're on another call.</p> <ol style="list-style-type: none"><li>1. Dial the star code.</li><li>2. Enter your voicemail PIN.</li><li>3. Choose an option:<ul style="list-style-type: none"><li>• Press 1 to enter the destination's 11-digit phone number.</li><li>• Press 2 to have calls sent to voicemail.</li></ul></li></ol>
*92	<p><b>Call Forward: No Answer</b></p> <p>Choose how calls will be handled when the line isn't answered.</p> <ol style="list-style-type: none"><li>1. Dial the star code.</li><li>2. Enter your voicemail PIN followed by #.</li><li>3. Choose an option:<ul style="list-style-type: none"><li>• Press 1 to forward calls. Enter the destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when not answered. Goodbye."</i></li><li>• Press 2 to send calls to voicemail. You will hear, <i>"Calls will be sent to voicemail when not answered. Goodbye."</i></li></ul></li></ol>
*94	<p><b>Call Forward: Out of Service</b></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"><li>1. Dial the star code.</li><li>2. Enter your voicemail PIN followed by #.</li><li>3. Choose an option:<ul style="list-style-type: none"><li>• Press 1 to enter a forwarding number followed by #. You will hear, <i>"All calls will be forwarded when your line is out of service, goodbye."</i></li><li>• Press 2 to send calls to voicemail.</li></ul></li></ol>

Star Code	Instructions
*00 +	<p><b>Direct to Voicemail</b></p> <p>Forward an incoming call directly to another user's voicemail box.</p> <ol style="list-style-type: none"><li>1. Place the caller on hold. The caller will hear hold music.</li><li>2. Dial the star code + the user's extension.<ul style="list-style-type: none"><li>• For example: *00456</li></ul></li><li>3. Press Dial &gt; More &gt; Join.</li><li>4. Hang up. The caller will be in the other user's voicemail box.</li></ol>
*28	<p><b>Group Night Forwarding (On/Off)</b></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"><li>1. Dial the star code.</li><li>2. Enter your voicemail PIN followed by #.</li><li>3. Choose an option:<ul style="list-style-type: none"><li>• Press 1 to enter the destination's 11-digit phone number followed by #.</li><li>• Press 2 to send calls to voicemail.</li></ul></li></ol> <p>Available only on Business Cloud Communications.</p>

## 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 Park

Call Park combines the elements of transferring a call and placing it on hold. Rather than asking a caller to call back later or sending them to voicemail, the user can transfer the call to a virtual parking spot where the caller will remain on hold until the called party is available.

- **Auto Ringback.** If the call isn't answered after a period of time (typically 180 seconds), the call will be returned (call back) to the user who parked it, following the user's call handling settings. This feature is optional and managed by Customer Support.
- **Caller ID.** When a call is retrieved from a parking spot, the caller ID displays the original calling name and number. If caller ID is not available, it is presented as *Not Available* or *Anonymous*.

To create parking spots on the account, contact Customer Support.

## Call Park via Feature Key

When a parking spot is assigned to a line on your phone, you can park and retrieve calls with the click of a button. Directed Call Park is only available for use on certified IP phones. Please contact Customer Support to set it up on your device.

Feature	Instructions
<b>Call Park</b>	<p><b>Place a call in a parking spot.</b></p> <ol style="list-style-type: none"> <li>1. While on a call, press the line key assigned to the parking spot.</li> <li>2. The call will be placed in that parking spot.</li> </ol>
<b>Call Park Retrieval</b>	<p><b>Retrieve a parked call from a parking spot.</b></p> <ol style="list-style-type: none"> <li>1. Press the line key on the phone for the parking spot the call has been placed in.</li> <li>2. You will be connected to the parked caller.</li> </ol>

## Call Park via Star Codes

When parking calls using star codes, you will be automatically assigned a call a numbered parking spot, and the call can be retrieved by anyone who knows the parking spot number.

Star Code	Instructions
*62	<p><b>Call Park</b></p> <p>Place a call in a parking spot.</p> <ol style="list-style-type: none"> <li>1. While on a call, press <b>[Transfer]</b> and dial the star code.</li> <li>2. The system indicates the parking spot the call has been placed in. For example, <i>“Call parked at location 01.”</i></li> <li>3. Hang up.</li> </ol>
*66 +	<p><b>Call Park Retrieve</b></p> <p>Retrieve a call from a parking spot.</p> <ol style="list-style-type: none"> <li>1. Dial the star code + the parking spot the call was placed in.</li> <li>2. You are now connected to the parked caller.</li> </ol>

## Call Pick Up

Directed Call Pickup and Pick Up Groups have similar functionalities. Directed Call Pickup allows a user to answer a call ringing at a specific extension, while Pick Up Groups allow a user to answer a call ringing to anyone in the group. To create a Pick Up Group, please contact Customer Support.

- **Directed Call Pick Up** allows you to answer a call ringing at a specific extension. It's great when you need to answer a call for someone in your office.
- **Pick Up Groups** allow incoming calls to be answered by another member of the group. Calls to a group can be answered via star code (below) or by pressing a speed dial button on your phone assigned to the group. See [Pick Up Groups](#) for details.

Star Code	Instructions
** +	<p><b>Directed Call Pickup</b></p> <p>Pick up a ringing extension for another user.</p> <ol style="list-style-type: none"> <li>1. When you hear the call ringing, pick up your phone and dial <b>** +</b> the extension the call is ringing to. <ul style="list-style-type: none"> <li>• For example, **4848</li> </ul> </li> <li>2. The call is transferred to your phone.</li> </ol>
*40	<p><b>Pick Up Group</b></p> <p>Pick up a ringing extension for another user in the same Pick Up Group.</p> <ul style="list-style-type: none"> <li>• When you hear a call ringing on another group member's phone, pick up your phone and dial the group's star code. <ul style="list-style-type: none"> <li>• If multiple calls are ringing, the call that has been ringing the longest will be answered.</li> <li>• If you belong to multiple groups, the longest ringing call in any of your groups will be answered.</li> </ul> </li> </ul>

## Call Pull

Call Pull allows you seamlessly move a live call from between your BCC devices by dialing a star code.

For example, imagine you take a call on your desk phone right as you're heading out for lunch. It's an important call that you don't want to disrupt, but you're really hungry. So instead of asking them to call back later, you can open the Cymbus app on your device, dial the Call Pull star code, and continue the conversation without skipping a beat.

It also works in the other direction. So, you could answer or place a call on the Cymbus UC app while on your way to work, then pull it to your desk phone once you get to the office. The caller won't hear the star code being dialed or even know the call was moved, and a call can be moved multiple times without any issues.

Call Pull works for any live (answered) call on any of your BCC devices – including the Cymbus app. As long as you only have one call on your lines, that call will be seamlessly transferred to the new device once the star code is dialed.

Star Code	Instructions
*--	<p><b>Call Pull</b></p> <p>Seamlessly move a live call from one device to another.</p> <ol style="list-style-type: none"> <li>1. While on an active call, pick up the device you want the call moved to and dial the Call Pull star code.</li> <li>2. The platform will pull the call to this device so you can continue your conversation. <ul style="list-style-type: none"> <li>• If there isn't a call to pull, you will hear a fast busy signal.</li> <li>• If you have multiple calls across your devices, you will hear "You cannot use Call Pull when you have more than one active call."</li> </ul> </li> </ol>

## Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

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	<p><b>All Other Callers: Allow</b></p> <p>All other calls (not otherwise specified) will be allowed.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your selective call accept service has been deactivated."</li> </ol>

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

## 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	<p><b>Anonymous Callers: Allow</b></p> <p>Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>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></li> </ol>
*77	<p><b>Anonymous Callers: Block</b></p> <p>Calls without caller ID will be blocked.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i></li> </ol>
*95	<p><b>Anonymous Callers: Enable Block with Message</b></p> <p>Calls without caller ID will be blocked with a message.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>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></li> <li>3. Callers will hear a message indicating anonymous callers are not allowed.</li> </ol>

Star Code	Instructions
*97	<p><b>Anonymous Callers: Disable Block with Message</b></p> <p>Calls without caller ID will no longer be blocked with a message.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i></li> </ol>


## 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><b>Custom Caller: Allow</b></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"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit voicemail PIN followed by #.</li> <li>3. Enter the 11-digit phone number followed by #. <ul style="list-style-type: none"> <li>• For example: 18005551212#</li> </ul> </li> <li>4. You will hear, <i>"Calls from [phone number you entered] will be allowed."</i></li> </ol>



Star Code	Instructions
*60	<p><b>Custom Caller: Block</b></p> <p>Calls from the number specified will be blocked. The caller will hear a busy tone. 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"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 11-digit number followed by #. <ul style="list-style-type: none"> <li>• You will hear a prompt saying, <i>"Calls from [phone number] will be blocked."</i></li> </ul> </li> </ol>
*58	<p><b>Custom Caller: Block with Message</b></p> <p>Calls from the number specified will be blocked with a message.</p> <ol style="list-style-type: none"> <li>1. Dial the star code designated to block specific numbers and to play a message when done.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit number to be blocked followed by #. <ul style="list-style-type: none"> <li>• You will hear, <i>"Calls from [phone number you entered] will be blocked."</i></li> <li>• The caller will hear, <i>"The number you have dialed is not accepting calls at this time. Please try again later."</i></li> </ul> </li> </ol>
*63 +	<p><b>Custom Caller: Forward</b></p> <p>Calls from the number specified will be forwarded.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the forwarding number followed by #.</li> <li>4. You will hear a prompt saying, <i>"Calls from [phone number you entered] will be forwarded."</i></li> </ol> <div data-bbox="383 1717 1427 1871" style="background-color: #e1f5fe; padding: 10px; margin-top: 10px;"> <p> <b>Notice</b>  A <a href="#">Screening Forward Number</a> <b>must</b> be set up in the portal; otherwise, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p> </div>

## Nomorobo Call Blocking

Nomorobo is a free service for end users in the United States and Canada that will block the telephone numbers of known telemarketers and robocallers. Basically, Nomorobo intercepts your calls and screens them for you. If the call is legitimate, it will ring through to your number, but if the call from a robocaller or known telemarketer, Nomorobo hangs up for you.

Learn more about it at <https://www.nomorobo.com/>.

### Nomorobo Setup

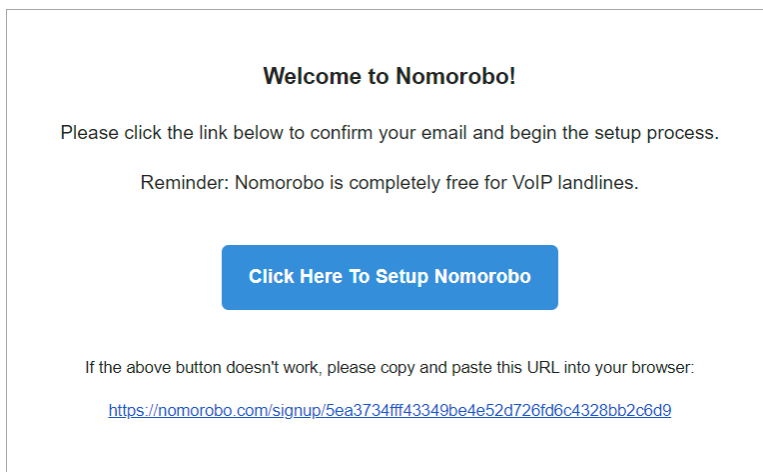
#### 1. Sign Up For Nomorobo

To get started, you first need to create a free account with Nomorobo.

1. Go to <https://www.nomorobo.com/> and click **[Get Started]** in the navigation menu.
2. For phone type, select *Internet/VoIP Landline*.
3. Select your service provider.
4. Enter your email address and click **[Sign Up]**.

#### 2. Account Setup

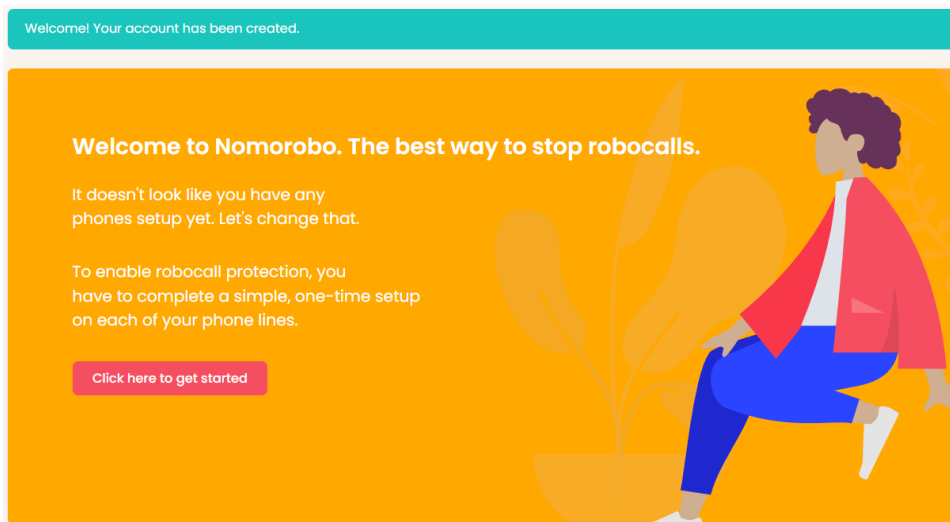
1. Check your email and open the Welcome to Nomorobo! message. Click the link to begin the setup process.



2. Enter your first and last name, create a password, then click **[Create Account]**.

The screenshot shows the 'Create Your Account' page for Nomorobo. At the top, the 'NOMOROBO' logo is displayed in large, bold, orange letters. Below the logo, the heading 'Create Your Account' is centered. Underneath, a message states 'This invite is linked to ashleyrone@gmail.com' and provides a link: 'Not your email? [Click here to get a new invite.](#)'. The form consists of four input fields: 'First Name', 'Last Name', 'Password', and 'Confirm Password'. A prominent orange button labeled 'Create Account' is positioned below the fields. At the bottom of the form, a note reads 'By continuing, you agree to our [Terms of Service.](#)'

3. Your account has been created! Click the button to set up your phone.



### 3. Phone Setup

1. Enter the following information:
  - **Phone Type:** Landline/VoIP
  - **Carrier:** Choose your service provider
  - **Phone Number:** Enter your phone number

## 2. Click **[Next]**.

1 **Phone**  
Set up your phone

2

**Carrier Setup**  
Set up your carrier

3 **Verify**  
Check service

Please enter some information about your phone

Phone Type

Carrier

If 'Other' Carrier

Phone Number

Description (optional)

PREVIOUS

NEXT

## 4. Carrier Setup

1. Log in to the portal and go to your Call Handling settings.
2. Next, choose your preferred call handling type: Sim Ring or Find Me.



### Tip

While Nomorobo is traditionally set up with Sim Ring, we recommend **Find Me/Follow Me** so you don't hear the phone ring every time a call is blocked. Choose the option that works best for you.

### Sim Ring

Nomorobo is traditionally set up to work with Sim Ring, which enables a call to ring to multiple lines and/or phone numbers simultaneously. When a call comes in, Nomorobo is the first to intercept it. Legitimate calls continue to ring to your number, but if the call is from a robocaller or known telemarketer, Nomorobo hangs up for you. Your phone will ring once to let you know the robocall has been answered and stopped.

Ring Phone	Forward All	<b>SIM Ring</b>	Find Me
------------	-------------	-----------------	---------


Simultaneous Ring will ring all of the user's registered devices and the phone numbers listed below at the same time. The first to answer will take the call. If the call is not answered, it will follow the timeout action.

Phone Numbers [Add Number](#)

---

Number	<b>Enter the Nomorobo number here</b>
--------	---------------------------------------

1. Choose **Sim Ring**.
2. In the **Phone Numbers** field, enter the Nomorobo number for your carrier, shown on the Nomorobo page.
3. Click **Save**.

 **Phantom Ring Workaround**

With Sim Ring, your phone will ring once to let you know the robocall has been answered and stopped. While this does have some benefits, this "phantom" ring may also be confusing and frustrating, especially when it shows up as a missed call in your call history. Nomorobo says the [ring cannot be eliminated](#), but we've found that **Find Me/Follow Me** has all the same call screening features *without* the first ring.

### Find Me/Follow Me

Find Me/Follow Me will ring each destination sequentially. When the first destination is set to Nomorobo, they will field the call and allow legitimate calls to ring the next destination. You will not hear the call come through, nor will you be notified that a call was intercepted and blocked. If you are looking to get rid of the single "phantom" ring when calls are blocked, this is the way to go.

Ring Phone	Forward All	SIM Ring	<b>Find Me</b>
------------	-------------	----------	----------------

Find Me Follow Me will ring each destination sequentially. If the call is not answered by any of the destinations, the call will be sent to the timeout action. Calls that ring for longer than 120 seconds are subject to carrier disconnection.

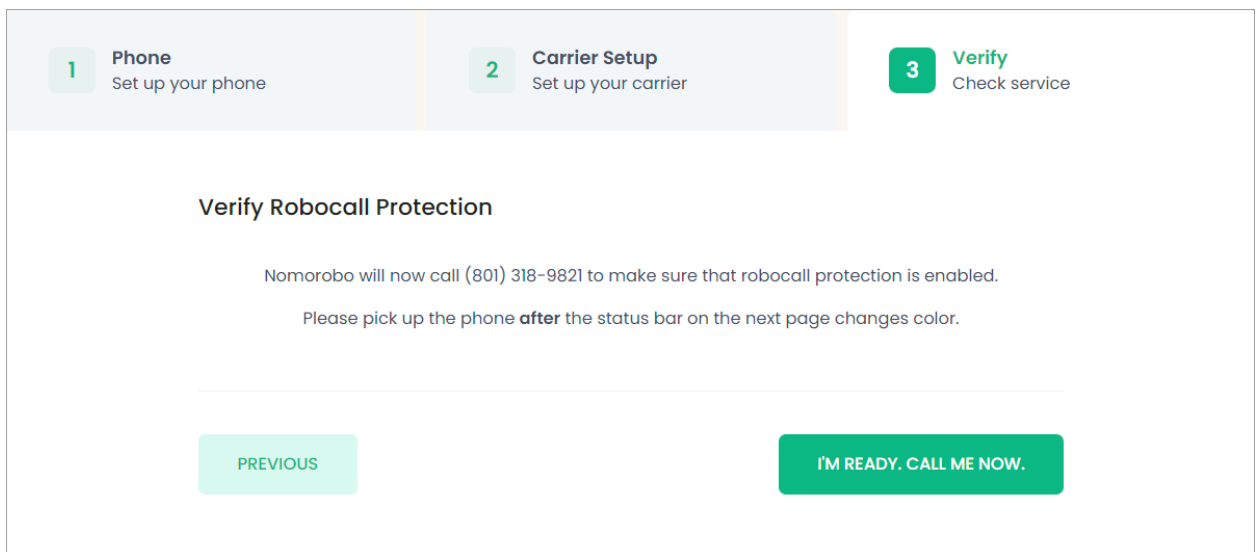
	Destination	Ring Duration (seconds)	<a href="#">Add Destination</a>
=	<input type="radio"/> Device <input checked="" type="radio"/> Phone number	<b>Enter the Nomorobo number here</b> <input type="text" value="18005551234"/>	<input type="text" value="20"/>

1. Choose **Find Me**.

2. Set the first destination to the phone number for Nomorobo. Subsequent destinations should follow your call preferences.
3. For each destination, choose how long the call should ring before moving to the next one.  
It doesn't matter how long you set for the Nomorobo destination — Nomorobo will pick up or reject the call within 1–2 seconds. To callers, it will feel like a normal post-dial delay.
4. Choose a timeout action: Send to Voicemail or Busy.
5. Click **Save**.

## 5. Verify

1. Go back to your Nomorobo account.
2. On Step 3 Verify, click **[I'm Ready. Call Me Now.]**



3. You will immediately receive a call letting you know if everything is set up correctly. Please answer the phone after the third ring.

That's it! The phone number is now listed as "Protected."

# Call Recording

The following information is only for users who have users **Advanced and Professional plans**.

Call Recording utilizes a set of four unique star codes to **start, pause, resume, or stop** a recording. If you don't know which star codes were assigned to these functions, contact Customer Support for assistance.

Each star code is designed to perform a specific recording function. However, the star codes available to you depend on which recording type and optional features are configured. If you dial a star code that is not compatible with your configuration, the star code will not register or function.

- **Automatic.** All your inbound and outbound calls are recorded automatically.
- **On Demand.** You can start, pause, resume, or stop recording the call by dialing a star code.

## Automatic Star Codes

Recording Type

Automatic On Demand

Allow user to pause recording

Announce when call is being recorded

The **Automatic** recording type begins recording as soon as the call connects and stops recording when the call disconnects, so the Start or Stop star codes are unnecessary.

- If *Allow user to pause recording* is enabled, you can dial the Pause or Resume star codes at any time.
- If *Announce when call is being recorded* is enabled, callers will hear "Your call is being recorded" at the beginning of each call and again whenever you dial the Resume star code.

Star Code	Function
*22	<p><b>Pause Recording</b></p> <p>Stops recording and keeps the recording file open. You will hear "Recording paused."</p>
*23	<p><b>Resume Recording</b></p> <p>Resumes recording on the open file. You will hear "Recording resumed."</p>

Star Code	Function
	If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."

## On Demand Star Codes

**Recording Type**

Automatic

On Demand

**Announce when call is being recorded**

The **On Demand** recording type allows you to dial a star code mid-call to Start, Pause, Resume, or Stop a recording.

- If *Announce when call is being recorded* is enabled, the caller will hear "Your call is being recorded" whenever the user dials the Start or Resume star code.

Star Code	Function
*21	<p><b>Start Recording</b></p> <p>Opens a new recording file and starts recording. You will hear "Recording started."</p> <p>If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."</p>
*22	<p><b>Pause Recording</b></p> <p>Stops recording and keeps the recording file open. You will hear "Recording paused."</p>
*23	<p><b>Resume Recording</b></p> <p>Resumes recording on the open file. You will hear "Recording resumed."</p> <p>If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."</p>
*24	<p><b>Stop Recording</b></p> <p>Stops recording and closes the recording file. You will hear "Recording stopped."</p>

**See also:** [Call Recording](#)



## 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><b>Call Trace</b></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"> <li>1. After ending the call, dial the <b>Call Trace</b> star code.</li> <li>2. You will hear, <i>"The previous call will be marked in your call history."</i></li> <li>3. A new line for the trace will be entered in Call History.</li> </ol>

## Call Trace Example

In this example, Amy received a phone call at 10:39 and dialed the Call Trace star code immediately after ending the call. There are now two records in Call History:

4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	4.5
4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-7052 SALT LAKE CITY, UT	1 (801) [REDACTED]-8545 PROVO-OREM, UT	4.5

When the Call Trace record is expanded, it shows the CDR details from the call it traced:

4/27/2020 10:36 AM MDT 3 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	0	^
-------------------------------------	---	------------------	---	---

---

### Time and Length

Start Time	04/27/2020 10:36:34 AM MDT
Connected Time	04/27/2020 10:36:35 AM MDT
End Time	04/27/2020 10:36:39 AM MDT
Billed Length	0 seconds
Actual Length	3 seconds

---

### Cost

Cost	\$0
In Calling Plan	Yes
Rate Per Minute	\$0

---

### Origination

Number	1 (801) [REDACTED]-8545
Location	PROVO-OREM, UT
Category	On Network

## 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	<p><b>Call Waiting: Enable</b></p> <p>Enables call waiting for all calls.</p> <p>Enables call waiting for ALL calls to the user.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating the call waiting service has been activated.</li> </ol>
*44	<p><b>Call Waiting: Disable</b></p> <p>Disable call waiting for all calls.</p> <p>Disables call waiting for ALL calls to the user.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating the call waiting service has been deactivated.</li> </ol>
*70 +	<p><b>Call Waiting: Disable Next Call</b></p> <p>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.</p> <ol style="list-style-type: none"> <li>1. Dial the star code + the phone number of the party you're trying to reach. <ul style="list-style-type: none"> <li>• For example: <b>*70 +8015553284</b></li> </ul> </li> <li>2. During this call, incoming calls will follow the "busy" call behavior.</li> </ol>

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

## Group Log In/Out

Star Code	Instructions
*89	<p>Users can log in or out of an auto-attendant group they are assigned to.</p> <ol style="list-style-type: none"> <li>1. Dial the Group Log In/Out star code + the group number.</li> <li>2. Do one of the following: <ul style="list-style-type: none"> <li>• Press 1 to log in.</li> <li>• Press 2 to log out.</li> </ul> </li> <li>3. When prompted, dial the group number.</li> <li>4. You will be logged in or out of the group.</li> </ol>

## Last Call Return

Star Code	Instructions
*69	<p><b>Last Call Return</b></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"> <li>1. Dial the star code.</li> <li>2. You will be connected to the last number that called you.</li> </ol>

## Voicemail Local Access

Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. The first time the box is accessed, the default PIN is 1234. To manage your voicemail box online, see [Voicemail](#).

### Direct Access

Star Code	Instructions
*98	<p><b>Voicemail Management</b></p> <p>Access the voicemail box assigned to the line.</p> <ol style="list-style-type: none"> <li>1. From a phone connected to your account, dial the Voicemail Management star code.</li> <li>2. Enter the PIN and press #.</li> </ol>

### Remote Access

1. From a phone that isn't connected to your account, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the voicemail PIN and press #.



#### Note

**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.

## 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 5 for call forwarding (then enter forwarding destination number).
- Press 6 to enter a call screening forwarding number.
- Press 9 to repeat the personal options.
- Press 0 to exit the menu.

## Change PIN

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

## Record Greetings

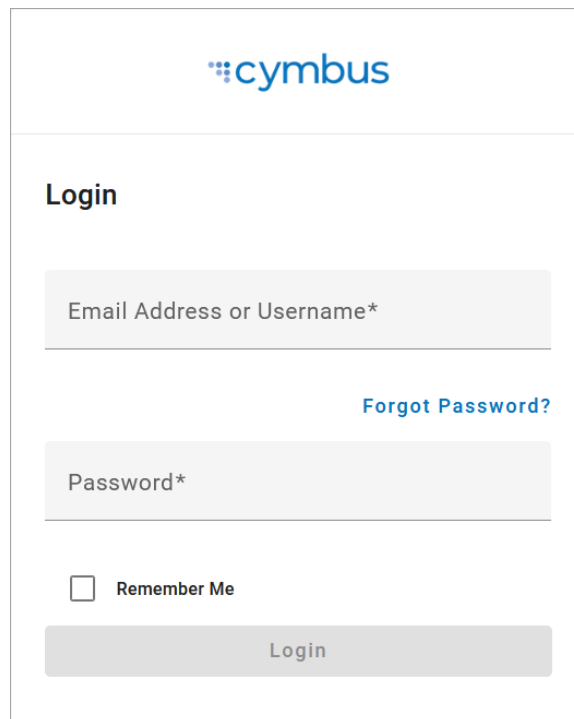
1. Access the voicemail box and press 8.
2. Press 2 to personalize your greetings.
  - Press 1 to change the default greeting.
  - Press 2 to change the "busy" greeting.

- Press 3 to change the "no answer" greeting.
- 3.** Hang up or press 0 to go back to the main menu.

# 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 also be managed by dialing star codes. Many calling 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.



The screenshot shows the Cymbus login interface. At the top is the Cymbus logo. Below it is the heading 'Login'. There are two input fields: 'Email Address or Username\*' and 'Password\*'. A blue link 'Forgot Password?' is positioned between the two fields. Below the password field is a checkbox labeled 'Remember Me'. At the bottom is a grey 'Login' button.

1. Go to <https://user.cymbus.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**.



## 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.



## 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**

## 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) assigned to you are listed here.

Devices	
Device	Line
CP-8851	Line 1

## E911 Address

In the event a 911 call is placed from your phone number, emergency services will be dispatched to the address listed here. If this is not the address of your physical location, please click the **[Edit E911 Address]** button and update it.

E911 Address	
Phone number	Address
1 (260) 748-8139	1052 Miller Woods Way, New Haven, IN, 46774 




### Important

If any of your account information is NOT correct, or if you cannot edit your E911 Record (either the button isn't there or you get an error), please contact Customer Service right away to get it updated.

## Update Your E911 Address

The E911 Address registered to your phone number will tell emergency services your precise location in the event you dial 911. It's important to keep this address up to date so they go to the correct location. Rather than calling Customer Support to update it on your behalf, you can update it yourself.

1. Log in to the portal.
2. Scroll down to the **E911 Address** section and click the **pencil** icon on the right.

E911 Address	
Phone number	Address
1 (260) 748-8139	1052 Miller Woods Way, New Haven, IN, 46774 

3. Uncheck **Same as CSR**.
4. Make any necessary updates to the E911 Record fields to identify the precise location where your device is located. If any additional information is required (such as a suite, apartment, building, etc.), expand *Manual Entry* for those fields.

**Phone Number - 1 (260) 748-8139**

**Customer Service Record**

Address Preview  
New Haven, IN 46774

---

**E911 Record**

Same as customer service record

Postal code\*  Enter address  New Haven, IN ✕

Address Preview Manual entry  
1052 Miller Woods Way  
New Haven, IN 46774

Provide lat/long i

Latitude\*  Longitude\*

[View lat/long in Google Maps](#)

Cancel Save

5. **Provide lat/long** is optional. Check this box to view and/or modify the latitude and longitude coordinates for the E911 address. **These coordinates determine the PSAP responsible for receiving the 911 call, not the ambulance dispatch location.** This additional information is useful for new addresses that haven't yet been registered with the Master Street Address Guide (MSAG).

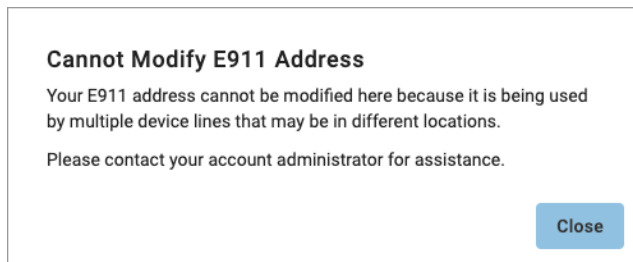
When checked, Lat/Long is automatically generated using the provided address. Click *View Lat/Long in Google Maps* to see the approximate location and make sure it's at least in your neighborhood.

6. When you're done, click **[Save]**. It may take several hours for the changes to take effect.

## Error: Cannot Modify E911 Address

To make sure emergency services can be dispatched to the correct address, an E911 address that is assigned to multiple numbers cannot be modified by a single user from the Voice Portal. For example, a business may use the same office location for all of their lines. If an employee begins to work from home and wants to change their E911 address, that change would inadvertently affect all other lines.

If you get this error, please contact an account administrator to change your E911 address without affecting other lines.



## Call Screening

Call Screening can help you block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up automatically, or do they hear a message first? Do you forward them to another number, or do you send them to voicemail?

The options for each category are *Allow*, *Allow with Priority Ring*, *Block*, *Block with Message*, *Forward*, and *Voicemail*.

To access these settings, sign in to the portal and scroll down to **Call Screening**.



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

Number* <input style="width: 95%;" type="text" value="18015556789"/>	Action <input style="width: 95%;" type="text" value="Forward"/>	
---	--	--

---

Items per page: 5    1 - 1 of 1    < > >> <<

Save



### 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

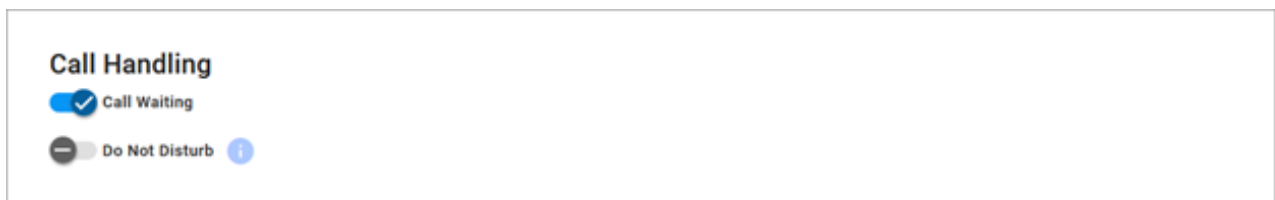
For each category, choose a screening action (behavior) from the menu.

Field	Description
<b>Allow</b>	Allow the caller to ring through.

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

## Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy to determine how incoming calls are handled, then set up schedules to change the call handling settings on different days or times.



## 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.



### IP Phones

If Call Waiting is enabled and the IP phone has multiple instances of the same line assigned to it, the first line will ring even if the line is on a call. If Call Waiting is disabled, the second device line will ring.

## 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.

Ring Phone	Forward All	SIM Ring	Find Me
No answer			
Send to voicemail			
Timeout (seconds)*			
20			
Busy			
Busy tone			
Out of service			
Forward			
Forwarding number		Description	

Field	Description
<b>No answer</b>	Choose what happens to the call if it is unanswered after the number of seconds specified in the <i>Timeout</i> field below.
<b>Busy</b>	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
<b>Out of service</b>	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 can do this by sending your callers to an alternative phone number that you enter here. Once a forwarding phone number is saved, this feature can be enabled or disabled from the device by [dialing Call Forwarding star codes](#).



Ring Phone    **Forward All**    SIM Ring    Find Me

Forwarding number    Description

## Simultaneous Ring

Simultaneous Ring, or SIM Ring, will ring all numbers added to the list at the same time until the call is answered or times out. The first phone number to pick up takes the call.

Ring Phone    Forward All    **SIM Ring**    Find Me

Simultaneous Ring will ring all of the user's registered devices and the phone numbers listed below at the same time. The first to answer will take the call. If the call is not answered, it will follow the timeout action.

Phone Numbers [Add Number](#)

Number

Timeout action  
Send to voicemail

Timeout (seconds)\*  
20

Feature	Description
<b>Phone Numbers</b>	Enter the phone number(s) that will ring. To add another number to the list, click <b>[+Add Number]</b> .

Feature	Description
<b>No Answer</b>	<p>Choose what happens when the call is unanswered:</p> <ul style="list-style-type: none"> <li>• Busy tone</li> <li>• Forward to (add a forwarding number)</li> <li>• Ring forever</li> <li>• Send to voicemail</li> </ul> <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

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me will route your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.

- Click **[Add Destination]** to add a device or phone number destination.
- Drag **≡** to reorder a destination or click the trash icon to delete it.

Ring Phone
Forward All
SIM Ring
Find Me

Find Me Follow Me will ring each destination sequentially. If the call is not answered by any of the destinations, the call will be sent to the timeout action. Calls that ring for longer than 120 seconds are subject to carrier disconnection.

	Destination	Ring Duration (seconds)	
<input checked="" type="radio"/> Device  <input type="radio"/> Phone number	<div style="display: flex; align-items: center;"> <span style="margin-right: 10px;">≡</span> <span>Ring Devices</span> </div>	<input style="width: 100%;" type="text" value="20"/>	<span style="border: 1px solid #ccc; padding: 2px 5px; color: #0070c0; text-decoration: none;">Add Destination</span>

Timeout action

Send to voicemail

Feature	Description
<b>Destinations</b>	Indicate if calls should ring to all the user's devices or a specific phone number. To add another one, click <b>[Add Destination]</b> .
<b>Devices</b>	Enter a timeout setting. Calls that ring longer than 120 seconds may be disconnected by the carrier.
<b>Phone number</b>	Enter the phone number calls should progress to and how long each number will ring.
<b>Timeout action</b>	Choose what will happen to the call after all destinations have timed out: <ul style="list-style-type: none"> <li>• Busy tone</li> <li>• Send to voicemail</li> </ul>



### Call Handling Schedules

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

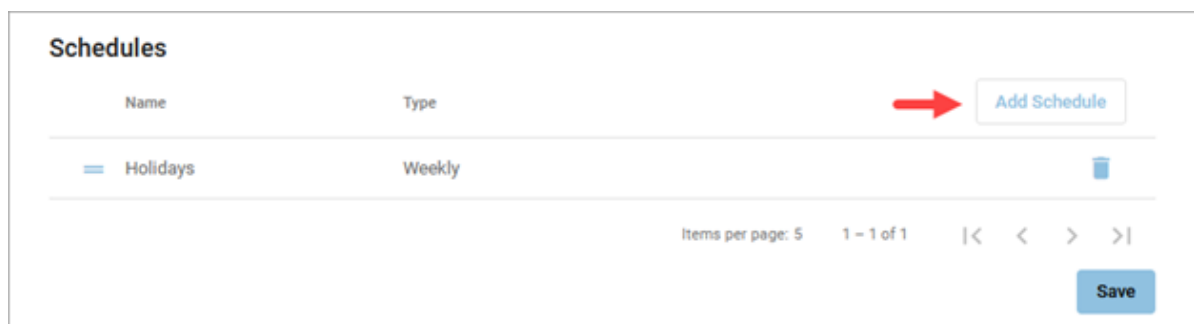
## Call Schedules

Schedules enable custom routing for your callers based on when they call, down to the very minute. Schedules follow your 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).
  - **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.

The screenshot shows a 'Scheduling' form. At the top, there is a 'Schedule name\*' field containing 'Christmas'. Below this are two tabs: 'Custom' (selected) and 'Weekly'. To the right of the 'Custom' tab is an 'Add Day' button. The form contains two rows of input fields. The first row has 'Date\*' (empty), 'Start time\*' (empty), and 'End time\*' (empty), with a trash icon to the right. The second row has 'Date\*' (12/25/2023), 'Start time\*' (08:00 AM), and 'End time\*' (05:00 PM), with a trash icon to the right.

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

**Scheduling**

Schedule name\*

Custom Weekly

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

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 ⓘ

**Ring Phone** Forward All SIM Ring Find Me

No answer  
Send to voicemail ▾

Timeout (seconds)\*  
20

Busy  
Busy tone ▾

Out of service  
Forward ▾

Forwarding number

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

## Call Recording

**Call Recording is available only for users with Advanced and Professional feature plans.**

Recording conversations in every communication channel is crucial for compliance monitoring, legal proceedings, internal employee reviews, and more. We have partnered with Dubber, the world's leading provider of cloud-based call recording, to provide a high quality, compliant, network-based recording solution, so you can capture your own calls from any of your devices while ensuring compliance with call recording laws and regulations.

In your account, the section displays your settings in a view-only format. If the feature is disabled (greyed out) and you wish to use it, contact your service provider to enable it. Once enabled, you can dial star codes to start, pause, resume, or stop a recording mid-call, depending on your configuration.

**Call Recording** [Manage Recordings](#)

Enable call recording

Product\*

BCC Call Recording

**Recording Type**

Automatic  On Demand

Allow user to pause recording

Announce when call is being recorded

Save

## Product

Displays the Call Recording product you're using. BCC Call Recording is included in the Advanced and Professional feature plans and allows you to [manage your own recordings](#) in the Dubber Portal.

Additional products, including Dubber Recording, Dubber Unified Recording, and Dubber Insights, may also be available. These products offer advanced call recording capabilities including the ability for a Dubber Administrator user to manage the recordings for all users on the account. For more information about these packages, contact Customer Support.

## Recording Type

The recording type selected determines the level of input required to initiate a call recording. There are two recording types available:

- **Automatic.** All your inbound and outbound calls are recorded automatically.
- **On Demand.** The user can choose to start or stop recording the call by dialing a star code.

**See also:** [Call Recording Star Codes](#)



## Recording Features

For each call recording type, optional features can be enabled, including the ability to pause or resume a recording and automatically announce to the caller that the call is being recorded. **See also:** [Call Recording Star Codes](#)

- **Allow user to pause recording.** When checked, you can pause or resume the recording by dialing a star code. This feature can be used while gathering sensitive information from the caller, like a credit card.
  - This setting is only available for the Automatic recording type; On Demand includes this functionality by default.
- **Announce when call is being recorded.** Announces “Your call is being recorded” to the caller whenever you dial the Start or Resume star codes. If enabled for the Automatic recording type, the message will automatically play at the beginning of each call.
  - The message will play only once, even if the call is transferred or forwarded to another party.
  - While this setting is optional, it is strongly recommended if you might make calls to areas that require two-party consent.

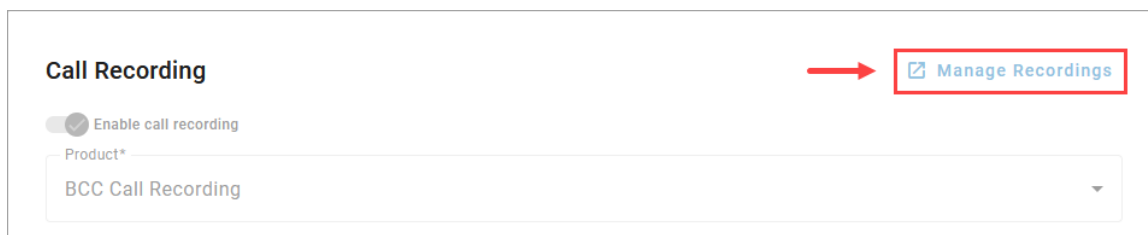
**See also:** [Manage Call Recordings](#)

## Manage Recordings

All users who have BCC Call Recording can manage their own recordings. However, only a Dubber Administrator (not available with the BCC Call Recording plan) can manage the recordings for other users on the account.

### Access the Dubber Portal

All call recording files are stored in the Dubber Portal. Once you have recordings available, they can be managed by clicking **Manage Recordings** and entering your credentials on the Dubber login page.



You should have already created a password by clicking the verification link in the Welcome email that was sent when the feature was originally enabled. If you can't remember your password, click **Forgot your password?** and enter your email address to receive further instructions.



## Dubber Portal

The Dubber Portal is subject to change and may appear differently from how it is documented here.

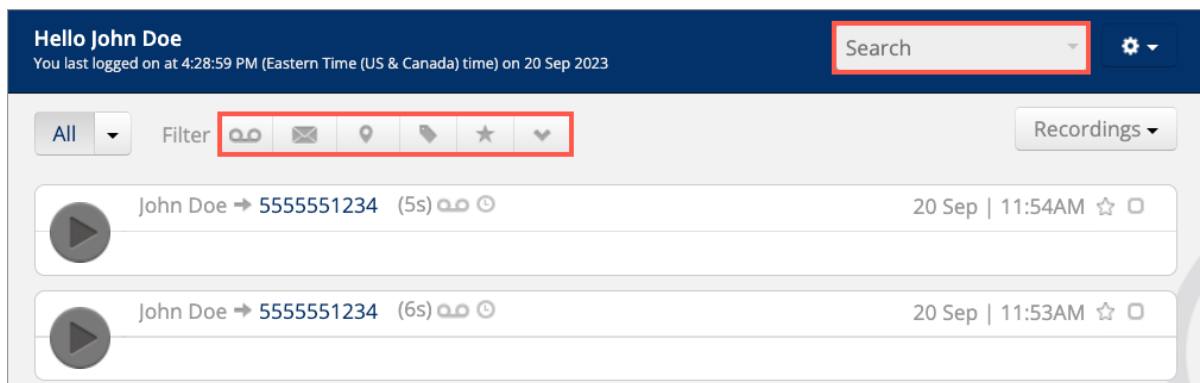
## Call Recordings Page

The **Call Recording** page in the [Dubber Portal](#) displays all your available recordings and several management tools allowing you to listen to your recordings, add tags, favorite them, share them via email, or even download a copy of the .mp3 file.

## Search

Use the search bar located in the top-right corner of the page to quickly search through your recordings. Additional filters can be applied by clicking the arrow and selecting or entering your search preferences. Click **[Search]** to populate your results.

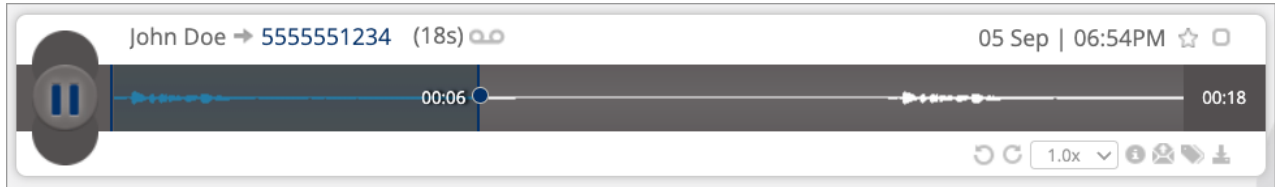
The filter bar can also be used to filter your recordings. Click **Show tagged** to display your tagged recordings or click **Show Starred** to display your favorites. Please note, the integration does not support the **Show Voicemail** or **Show Meetings** tabs, so those will be empty.



## Listen

To listen to a recording, locate the recording from the list and click **Play**. The recording will begin playing and expand to display the audio's waveform. New UI elements will also appear, providing additional playback options. Click to skip **forward 15 seconds** or click to go **back 15 seconds**.

You can also adjust the playback speed by clicking **Set playback speed** and selecting an option from the menu. Options include 0.5x, 1.0x (default), 1.5x, and 2.0x speed.



## Share

Within the Dubber platform, your recordings can be shared with a colleague or team member via email.

1. Locate the recording you want to share and click  **Share** on the right.



2. In the **Share this recording** modal, enter the recipient's email address.
3. Optionally, edit the Subject and Message fields. By default, these fields are pre-populated with generic text.
4. Check *Do you understand you're sharing this recording?* to accept the terms and conditions.

Share this recording

To

johnsmith@demo.com × ←

Subject

Recommended Call Recording

Message

Hi,

A call has been recorded using our call recording platform and I think you should listen to it.

Thanks,  
Admin

John Smith → 18005550730 (15s) 🗣️ 07 Nov | 01:04PM

Do you understand you're sharing this recording? Yes, tick the box. [Learn More](#)

✕ Cancel **✓ Share**

5. Click **[Share]**. The recipient will receive an email containing a link to the audio file. The recording will be available for 24 hours or 50 plays, whichever comes first.

## Tag

Tags add an extra layer of discoverability by attaching a searchable label to the recording file. Use tags to categorize recordings by department, team, or call type for example. After a tag has been added, it will display at the bottom of the recording.

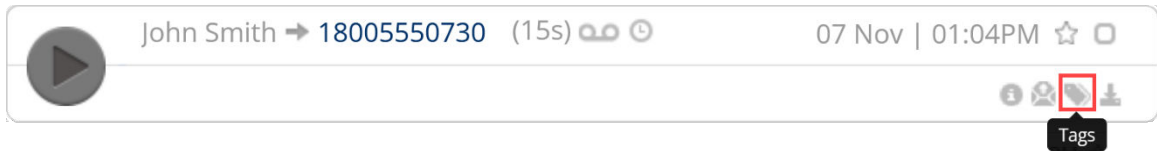
All ▾ Filter 🗣️ ✉️ 📍 🗑️ ★ ▾

**NEW** John Doe → 5555551234 (7s) 🗣️ 🕒

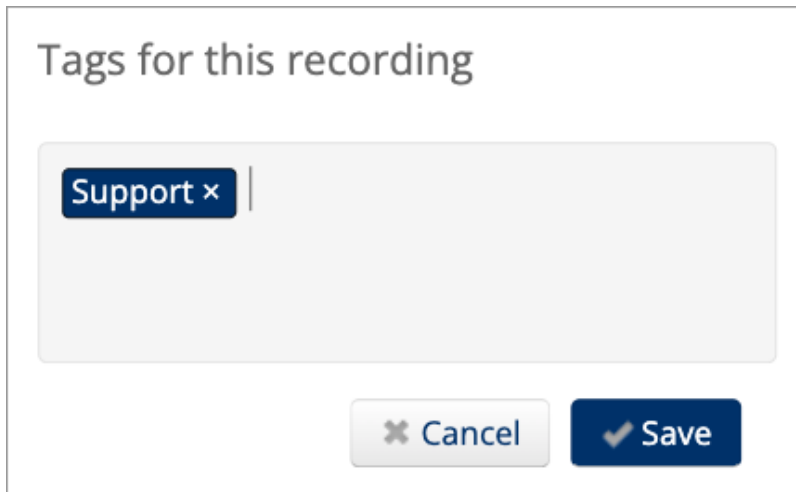
**NEW** John Doe → 5555551234 (1min) 🗣️ 🕒

Support ←

1. Locate the recording you want to tag and click 🗑️ **Tags** on the right



2. In the **Tags for this recording** modal, enter a name for the tag. The tag can be alphanumeric, up to 25 characters. To enter multiple tags, press the enter key after each entry or separate them with a comma.

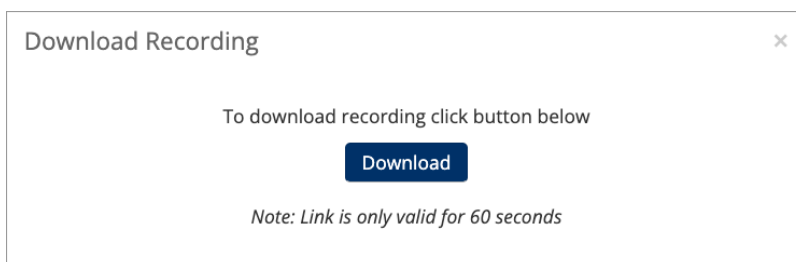


3. Click **[Save]**.

## Download


You can download an .mp3 copy of your recordings within 30 days.

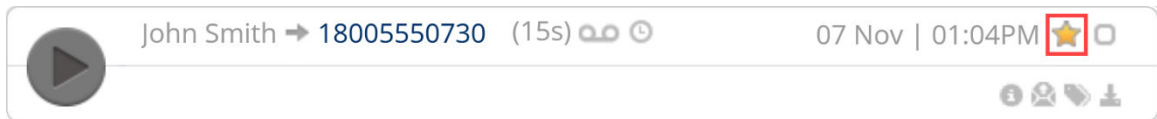
1. Locate the recording you want to download and click **Download** on the right.
2. In the **Download Recording** modal, click **[Download]** to begin downloading the MP3 file to your device. The link is only valid for 60 seconds. If the link expires, close the modal and try again.



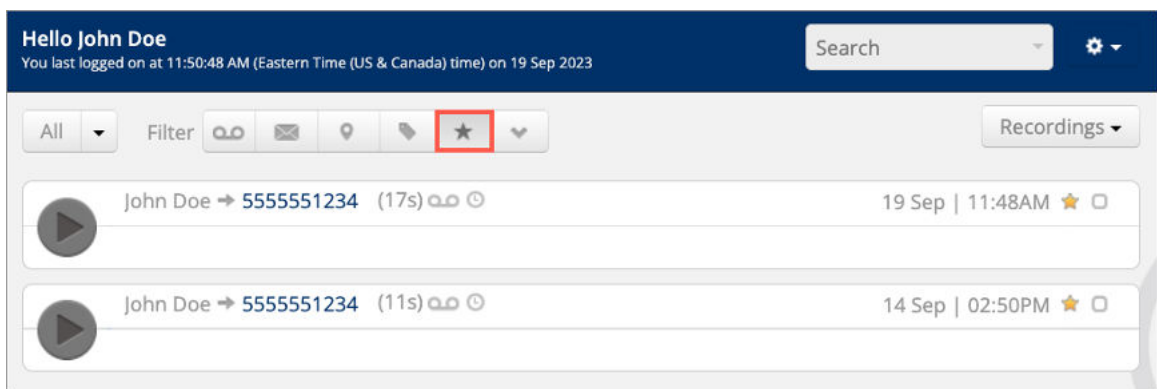
## Favorite

In some cases, you may need to save or refer to a recording later. This can be accomplished by favoriting (or "starring") the recording. Favorite as many recordings as you'd like.

1. Locate the recording you want to favorite and click the  **Star** icon on the right. The icon will change color to indicate the recording has been added successfully.



2. Once you've added the recording to your favorites, it can be accessed by clicking the **Show Starred** tab in the filter bar.



For more information, refer to [Call Recording Page](#) in the [Dubber Support Center](#). **See also:** [Disable Call Recording for User](#) (Admins only)

## Voicemail

A voicemail box was assigned to you with your Business Cloud Communications service. In the Voice Portal, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up voicemail forwarding to email.

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](#).



### Tip


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

## Voicemail Box Greetings

Here, you can upload and manage your 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 ?


#### Basic Greeting



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

#### Personal Name



Drop file or [click to browse](#)


Accepted files: WAVE, MP3, and OGG files under 10MB

---

### Custom Greetings ?

Custom voicemail greetings override Basic and Personal Name greetings.


#### Busy Greeting



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

#### No Answer Greeting









Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB




## Messages

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

Messages				<a href="#">Delete All</a>	
Date ↓	Caller	Length	Status		
Jul 14, 2022, 5:37 PM	14842858432	40 seconds	New		
Jun 16, 2022, 10:26 AM	12605159136	8 seconds	New		
May 10, 2022, 12:50 PM	13863199735	37 seconds	New		

Items per page: 20    1 – 3 of 3    << < > >>

Hover over an individual message to see the management tools on the right.

-  **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.



# 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 your 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 messages*.
3. Optionally, check the box for *Keep a copy in voicemail box*.
  - 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.
  - If unchecked, voicemail messages are removed from the voicemail box when forwarded to email.
4. Optionally, check the box for "[Enable Transcription of Messages](#)."
5. In the field below, enter one or more email addresses in the field below separated by commas.
6. Click **[Save]**.

## Example Email

**Hi Ashley,**

You got a new voicemail. Here are the details:

**From:** [REDACTED] ASHLEY / [REDACTED]  
**Time:** Friday, November 8, 2024 at 10:43 AM  
**Duration:** 00:43

**See attachment.**



### Note

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, 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.

### Message Settings

Forward voicemail to email

Save copy in voicemail box

Enable voicemail transcription

Email addresses

s.jane@demo.com ✕

Save

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."



Copyright © 2024 Cymbus, Inc.

All rights reserved.