



Business Cloud Communications

End User Guide

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Table of Contents

Welcome	4
Licenses	4
Social & Public Services	6
911 Emergency Services	7
988 Suicide & Crisis Lifeline	8
Star Code Features	9
Caller ID	11
Call Forwarding	12
Remote Forwarding	15
Call Park	15
Call Park via UC app	17
Call Pick Up	18
Call Pull	19
Call Screening	20
All Other Callers	20
Anonymous Callers	20
Custom Callers	22
Call Recording	24
Call Trace	26
Call Waiting	26
Switching Calls	27
Dial Intercom	27
Do Not Disturb	28
Group Log In/Out	28
Last Call Return	29
Voicemail Access	29
Direct Access	29
Remote Access	29
Voicemail Menu Options	30
Reset Voicemail PIN	31
Access the Point-Broadband	33
Access the Portal with Single Sign-On	33
Access the Portal with Local Authorization	33
Reset Your Password	34
Language Setting	34
Change Session Language	34
User Information	36
Phone Numbers	37
Devices	38
UC Apps	38
E911 Address	39
Update Your E911 Address	39
Error: Cannot Modify E911 Address	40

Call Screening	42
Custom Screening	42
Call Screening Actions	43
Priority Ring	44
Call Handling	45
Call Waiting	45
Do Not Disturb	45
Ring Phone	46
Forward All	46
Simultaneous Ring	47
Ring Delay Example	49
Find Me/Follow Me	50
Call Schedules	52
Add Schedule	52
Custom Schedule Example	54
Call Recording	55
Product	56
Recording Type	56
Recording Features	56
Manage Recordings	57
Access the Dubber Portal	57
Manage Recordings	57
Search	57
Listen	58
Share	58
Tag	59
Download	60
Favorite	60
Voicemail	62
Voicemail Box Greetings	62
Message Settings	63
Forward Voicemail to Email	63
Voicemail Transcription	64
Example Email	65
Messages	66

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.

Licenses

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. and Professional licenses also include the app, which enables you to access your voice services and collaboration tools—including messaging, video conferencing, and screen sharing—from your smartphones and desktops.

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

Feature	Standard	Advanced	Professional
Auto-Attendants • Call Groups and Queues • Group Night Forwarding	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

Feature	Standard	Advanced	Professional
Video Conferencing			Yes

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	Essential Community Services 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.
411	Directory Assistance Phone service used to look up a published telephone number and/or address listing.
511	Traveler Information (US) Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	Customer Service Dials Customer Service.
711	Telecommunications Relay Service 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.
811	Utility Location Services (US) "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.
811	Canadian Health Services (CAN) Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.
911	Emergency Services 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.
933	Emergency Services Validation 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.

Code	Description
988	Suicide Prevention Hotline 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.



Canadian Support

Not all Canadian rate centers support all N11 service codes. If you are unable to call a particular service, it may not be available in your area.

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)
- **Canada:** <https://talksuicide.ca/> (1-833-456-4566)

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.

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, *88, *97	Call Park
*66 or *98	Call Park Retrieve
*11 or *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
*65 +	Caller ID: Enable Next Call
	Dial Intercom
*00 +	Direct to Voicemail
** or *12 +	Directed Call Pickup
*14 or *89	Group Log In/Out
*69	Last Call Return (Call Back)
*40	Pick Up Group
*15	Voicemail Management

Call Forwarding	
*72 or *73	Call Forward: All Calls
*90 or *91	Call Forward: Busy
*92 or *93	Call Forward: No Answer
*94	Call Forward: Out of Service
*28 or *86	Auto-Attendant Group Forwarding

Call Recording	
	Call Recording: Start
	Call Recording: Pause
	Call Recording: Resume
	Call Recording: Stop

Call Screening	
*74	All Other Callers: Allow
*64	All Other Callers: Block
*87	Anonymous Callers: Allow
*77	Anonymous Callers: Block
	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 or *83 +	Custom Callers: Forward
*79	Do Not Disturb: Disable
*78	Do Not Disturb: Enable

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)
811	Canadian Health Services (CAN)

Social & Public Services	
911	Emergency Services
933	Emergency Services Validation

Social & Public Services	
988	Suicide Prevention Hotline

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	Caller ID: Enable Next Call 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. - Dial the star code + the number for the party you're trying to reach. - For example: *658015552134 - Caller ID will be displayed to the party on this call.
*67	Caller ID: Disable Next Call 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. - Dial the star code + the number for the party you're trying to reach. - For example: *678012265555 - Caller ID will be displayed as "BLOCKED" to the party on this call.

Star Code	Instructions
*68	Caller ID: All Calls Enable or disable caller ID for all outbound calls. 1. Dial the star code. 2. Enter your 4-digit PIN, followed by #. 3. Choose from the following options: • 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 or *73	Call Forward: All Calls When enabled, all incoming calls will be forwarded to a specified phone number, extension, or short dial. Also known as Unconditional Forwarding. 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: • Enable: To forward all calls, press 1, then make a selection. • 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. Once a selection has been made, please enter your forwarding destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded. Goodbye."</i> • Disable: To disable forwarding and send calls to your line, press 2. You will hear, <i>"Calls will ring your line. Goodbye."</i>
*90 or *91	Call Forward: Busy Choose how calls will be handled when you're on another call. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: • Enable: To forward calls when your line is busy, press 1, then enter the destination's 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>

Star Code	Instructions
*92 or *93	Call Forward: No Answer Choose how calls will be handled when the line isn't answered. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: • Enable: To forward calls when not answered, press 1. Enter the destination's 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	Call Forward: Out of Service Choose how calls will be handled when the line is out of service or not registered. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: • Enable: To forward calls when your line is out of service, press 1, then enter destination's 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>
*00 +	Direct to Voicemail Forward an incoming call directly to another user's voicemail box. 1. Place the caller on hold. The caller will hear hold music. 2. Dial the star code + the user's extension. • For example: *00456 3. Press Dial > More > Join. 4. Hang up. The caller will be in the other user's voicemail box.

Star Code	Instructions
*28 or *86	Group Night Forwarding (On/Off) 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. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: • 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 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.

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. This feature, also known as Directed Call Park, is only available for use on certified IP phones. To create parking spots on the account, contact your account administrator.

Feature	Instructions
Call Park	Place a call in a parking spot. 1. While on a call, press the line key assigned to the parking spot. 2. The call will be placed in that parking spot.
Call Park Retrieval	Retrieve a parked call from a parking spot. 1. Press the line key on the phone for the parking spot the call has been placed in. 2. You will be connected to the parked caller. When a parked call is retrieved, the caller ID displays the original calling name and number. If caller ID is not available, it is presented as <i>Not Available</i> or <i>Anonymous</i>.

Call Park via Star Codes

When parking calls using star codes, the system automatically assigns a numbered parking spot, and the call can be retrieved by anyone who knows the parking spot number. The experience is different in the UC app, see [Call Park via UC app](#).

If Auto Ringback is enabled and 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.

Star Code	Instructions
*62, *88, *97	Call Park Place a call in a parking spot. 1. While on a call, do one of the following: • IP phone: Press [Transfer] and dial the star code. If using a Grandstream device, press the Handset button after dialing the star code. • Analog phone: Press the hook flash to hear the secondary dial tone, then dial the star code. 2. You will hear, "Call parked at location ##. Remember this number. 3. Press [Transfer] again or hang up to complete the transfer to the parking spot.

Star Code	Instructions
*66 or *98	Call Park Retrieve Retrieve a call from a parking spot. 1. Dial the star code + the parking spot the call was placed in. 2. You are now connected to the parked caller. When a parked call is retrieved, the caller ID displays the original calling name and number. If caller ID is not available, it is presented as <i>Not Available</i> or <i>Anonymous</i>.

Call Park via UC app

In the UC app, use Directed Call Park to dictate the parking spot in which the call is placed.

Because parking spots are numbered 100 to 199 and the system can't automatically assign calls to a parking spot, coordinate as an organization which parking spots will be used, and then use Shortcuts to quickly transfer calls to the specific parking spot you need. See [Shortcuts](#) in the UC App help center for details on setting up and using the feature for parking calls.

Star Code	Instructions
*62, *88, *97	Call Park Place a call in a parking spot. 1. While on a call, select More > Transfer to... on the call screen. The current call is placed on hold. 2. Enter the star code and parking spot. 3. Click  Call to complete the transfer.
*66 or *98	Call Park Retrieve Retrieve a call from a parking spot. 1. Go to the  Calls tab and select  Show Dial Pad. On the mobile app, the  Dial Pad icon appears on the bottom right corner. 2. Dial the star code and parking spot. 3. Click  Call. You are now connected to the parked caller.



Retrieving Parked Calls from any Device

A parked call can be retrieved from any device on the account—whether it was originally parked from the UC app or from a desk phone. Just dial the star code plus the parking spot number.

Example: A call parked in spot 100 by a UC app user can be picked up on a Poly VVX411 phone by dialing *62100.

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.

Star Code	Instructions
** or *12	Directed Call Pickup Pick up a ringing extension for another user. 1. When you hear the call ringing, pick up your phone and dial ** + the extension the call is ringing to. • For example, **4848 2. The call is transferred to your phone.
*40	Pick Up Group Pick up a ringing extension for another user in the same Pick Up Group. • When you hear a call ringing on another group member's phone, pick up your phone and dial the group's star code. • If multiple calls are ringing, the call that has been ringing the longest will be answered. • If you belong to multiple groups, the longest ringing call in any of your groups will be answered.

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 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 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 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
*11 or *76	Call Pull Seamlessly move a live call from one device to another. 1. While on an active call, pick up the device you want the call moved to and dial the Call Pull star code. 2. The platform will pull the call to this device so you can continue your conversation. • If there isn't a call to pull, you will hear a fast busy signal. • If you have multiple calls across your devices, you will hear <i>"You cannot use Call Pull when you have more than one active call."</i>

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. 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. 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. 1. Dial the star code. 2. You will hear, "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."

Star Code	Instructions
*77	Anonymous Callers: Block Calls without caller ID will be blocked. 1. Dial the star code. 2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>
*95	Anonymous Callers: Enable Block with Message Calls without caller ID will be blocked with a message. 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.
	Anonymous Callers: Disable Block with Message Calls without caller ID will no longer be blocked with a message. 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	Custom Caller: Allow Calls from the number specified will be allowed. 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. 1. Dial the star code. 2. Enter your 4-digit voicemail PIN followed by #. 3. Enter the 11-digit phone number followed by #. • For example: 18005551212# 4. You will hear, <i>"Calls from [phone number you entered] will be allowed."</i>
*60	Custom Caller: Block 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. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 11-digit number followed by #. • You will hear a prompt saying, <i>"Calls from [phone number] will be blocked."</i>

Star Code	Instructions
*58	Custom Caller: Block with Message Calls from the number specified will be blocked with a message. 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-digit number to be blocked followed by #. • You will hear, <i>"Calls from [phone number you entered] will be blocked."</i> • The caller will hear, <i>"The number you have dialed is not accepting calls at this time. Please try again later."</i>
*63 or *83	Custom Caller: Forward Calls from the number specified will be forwarded. 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>  Notice A screening forward number must be set up in the portal; otherwise, forwarded calls will fail over to the <i>All Other Callers</i> setting.

Call Recording

The following information is only for users who have users 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 inbound and outbound calls are recorded automatically.
- **On Demand.** You can start, pause, resume, or stop recording the call by dialing a star code.

Recording Type

Automatic

On Demand

☐ Allow user to pause recording

☐ Announce when call is being recorded

Recording Type

Automatic

On Demand

☐ Announce when call is being recorded

Automatic Star Codes

The **Automatic** recording type begins recording as soon as the call connects and stops recording when the call disconnects, so using 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
	Pause Recording Stops recording and keeps the recording file open. You will hear "Recording paused."
	Resume Recording Resumes recording on the open file. You will hear "Recording resumed." If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."

On Demand Star Codes

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

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	Call Trace Mark a call for a trace in your Call History. Used for troubleshooting. 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. 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. 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. 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.

Star Code	Instructions
*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. 1. Dial the star code + the phone number of the party you're trying to reach. • For example: *708015553284 2. 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.

Dial Intercom

Dial Intercom establishes two-way communication between two devices without requiring the recipient to manually answer the call. It is typically used in scenarios where immediate and hands-free communication is desired, such as door entry systems and office to classroom interactions.

Star Code	Instructions
	Dial Intercom Place an intercom call to a user's extension. 1. Dial the star code + the target user's extension. 2. The target user's device beeps twice before automatically answering the call on speakerphone. If the user has multiple devices, the first device to answer the invite takes the call. • If the target user is on an active call, the call follows their Call Waiting settings. • If the target user has Do Not Disturb enabled, the caller is routed to voicemail or hears a busy tone. 3. When the call is finished, either party can hang up to end the call.

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	Do Not Disturb: Enable Turns on DND. All calls will be sent to voicemail. 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	Do Not Disturb: Disable Turns off DND. 1. Dial the star code. 2. You will hear, <i>"Do not disturb disabled."</i> 3. Incoming calls follow your Call Handling settings.

Group Log In/Out

Star Code	Instructions
*14 or *89	Users can log in or out of an auto-attendant group they are assigned to. 1. Dial the Group Log In/Out star code + the group number. 2. Do one of the following: • Press 1 to log in. • Press 2 to log out. 3. When prompted, dial the group number. 4. You will be logged in or out of the group.

Last Call Return

Star Code	Instructions
*69	Last Call Return Dial the last caller ID number that rang the line (not the last <i>outbound</i> call). 1. Dial the star code. 2. You will be connected to the last number that called you.

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	Voicemail Management Access the voicemail box assigned to the phone number. 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 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

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.

Calls

Devices

Settings

Voicemail 0

Voicemail Box Details

Voicemail box name

Donna Noble

Owner

Donna Noble

Language

English

Reset PIN

Access the Point-Broadband

The Point-Broadband 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.

Access the Portal with Single Sign-On

Customer Support will have provided you with details on how to access the voice portal using the same credentials used for the other services they provide. You may be redirected to your portal via your telecom account or via a direct URL.

1. Go to point-broadband.user.cymbus.com.
2. Click **[Sign in with SSO]**.
3. Enter your email.
4. Click **[Sign In]**.

For any issues accessing the portal, contact Customer Support.

Access the Portal with Local Authorization

When your account was created, you were sent an email that contains your login information. 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 point-broadband.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.

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 or don't receive the *Reset Password* email, 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 (^ \$ * . [] { } () ? " ! @ # % & / \ , < > ' : ; | _ ~ ` = + -).
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 Point-Broadband.
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.

Donna Noble | Documentation ▼

[Sign Out](#)

[Change Password](#)

[Language - English](#)

Select a Language

Language

Spanish ▼

English

French

Spanish ✓

Select a Language

Language

English ▼

Cancel

Save

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) and lines assigned to you are listed under Devices.

Devices	
Device	Line
CP-8851	Line 1

UC Apps

Your UC apps are listed here. Each configured app identifies the type of device (desktop or mobile), operating system, app version, and whether it is currently able to receive calls. Apps which are logged out or otherwise not connected to the network show a red X.

UC Apps				
#	Device	OS	App Version	Call Enabled
1	MOBILE	android android33	0.2.2	
2	DESKTOP	WINDOWS win10.0.22621	1.0.0	
3	MOBILE	android android33	0.2.2	

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.
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* 46774
 Enter address New Haven, IL ✕

Address Preview
 1052 Miller Woods Way
 New Haven, IN 46774
 [Manual entry](#)

☒ Provide lat/long ⓘ

Latitude* 41
 Longitude* -85

[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.

Cannot Modify E911 Address

Your E911 address cannot be modified here because it is being used by multiple device lines that may be in different locations.

Please contact your account administrator for assistance.

Close

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

Add Rule

Number*
18015556789

Action
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
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 details.
Block	Block the caller from ringing through. Callers hear a busy signal.
Block with Message	Block the call with a message: 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.

Field	Description
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.

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

Number*

18015551234

Action

Allow with priority ring

Priority Ring

Priority Ring 5

Add Rule

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 Handling



Call Waiting



Do Not Disturb



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.

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

With Simultaneous Ring, or SIM Ring, incoming calls ring to multiple destinations at once or in a cascading sequence until a call is answered or times out. You can configure all registered devices and phone numbers to ring simultaneously or set delays on individual numbers to create a prioritized call flow. For example, the user's desk phone rings first; after 10 seconds, their cell phone rings; if they don't answer after 20 seconds, it will ring to their assistant's number.

If a call is declined at one destination, it will continue the sequence to the other destinations. If the call is not answered within the ring duration, it will follow the timeout action: Busy Tone, Forward, Ring Forever, or Send to Voicemail.

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.

Actions

Timeout action
Send to voicemail

My Devices (8)

Ring Duration (seconds)
20

Busy Action
Timeout action

Add Phone Number

Phone number 1

=

Phone number

Ring delay (seconds)
0

Ring Duration (seconds)
20

Busy Action
Timeout action

Feature	Description
Actions	Choose what happens when the call is unanswered. The action selected here determines what configuration options you have below. • Busy tone. Caller hears a busy tone. • Forward. Call is forwarded to a specified phone number. • Ring forever. Call will ring until answered or the caller hangs up. <i>Ring Duration</i> and <i>Ring Delay</i> are not applicable with this setting. • Send to voicemail. Call is sent to the user's voicemail box.

Feature	Description
My Devices	The user's registered devices will ring first and cannot be set on a delay. • Ring Duration: Enter the number of seconds devices will ring. To not ring devices and skip straight to phone numbers, set the duration to 0 (zero). • Busy Action: Choose what happens when the device is busy. • Timeout action: Call follows the timeout action. • Continue: Call continues on the sequence. • Forwarding Number. If the <i>Timeout action</i> is set to <i>Forward</i>, enter the forwarding phone number and an optional description of the destination.
Phone Numbers	Configure the phone number(s) calls will ring to. To add another entry to the list, select [Add Phone Number]. • Phone number. Enter the phone number calls will ring to. This can be any on- or off-net phone number, such as a cell phone, home phone, or the number for a colleague. • Ring delay. Enter the number of seconds after the call is initiated before this phone number will ring. To ring all devices and phone numbers simultaneously, set the delay to 0 (zero). • Ring duration. Enter the number of seconds the call will ring this phone number. • Busy action. Choose what happens when the phone number is busy: <i>Timeout action</i> or <i>Continue</i>.

Ring Delay Example

Devices will ring first, and each phone number can be set to ring after a delay to customize the sequence. Phone number destinations can overlap, but there must not be a gap between the end of one destination and the beginning of another. If phone number 1 has a delay of 5 seconds and rings for 10 seconds, the delay for phone number 2 can be at most 15 seconds.

In the example below, Sarah's devices will ring first, then her cell phone will ring 10 seconds later. If the call is unanswered after 35 seconds, Sarah's devices and cell phone will stop ringing and the call will ring to her assistant's phone number. If Sarah's assistant is also busy or the call times out, the call will be sent to Sarah's voicemail box.

Actions

Timeout action —

Send to voicemail ▼

My Devices (8)

Ring Duration (seconds) —

20

 Busy Action —

Continue ▼

Add Phone Number

Phone number 1

=

Phone number —

18015551234

Ring delay (seconds) —

10

Ring Duration (second) —

25

Busy Action —

Continue ▼

Phone number 2

=

Phone number —

18015551236

Ring delay (seconds) —

35

Ring Duration (second) —

40

Busy Action —

Timeout action ▼

Ring Duration

Calls that ring longer than 120 seconds may be disconnected by the carrier.

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.

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50

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]**.

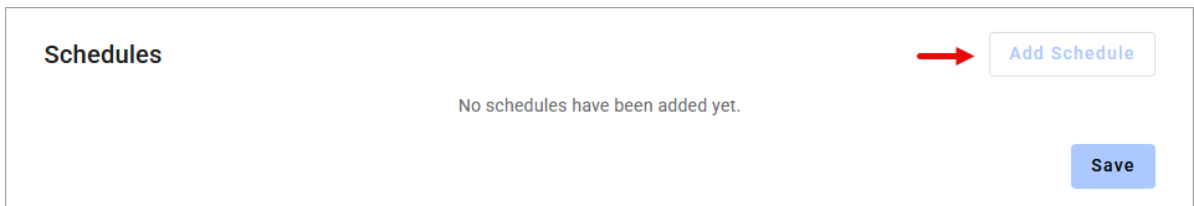
Call Schedules

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.



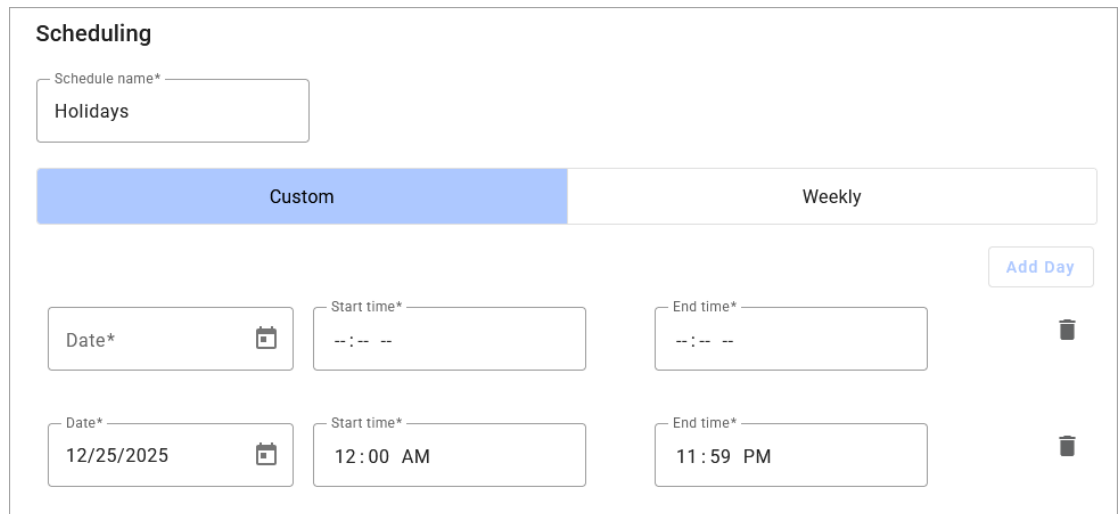
Schedules

No schedules have been added yet.

Add Schedule

Save

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.



Scheduling

Schedule name*
Holidays

Custom **Weekly**

Add Day

Date* Start time* End time*

--:-- -- --:-- --

12/25/2025 12:00 AM 11:59 PM

- **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 ⓘ

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

Call Recording

Call Recording is available only for users with Advanced and Professional licenses.

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.

Call Recording is included with Business Cloud Communications and Professional licenses.



Record any
BCC endpoint



Record all inbound
and outbound calls



Record on demand and
only the calls you choose



Dubber Partnership

Dubber is the world's leading provider of cloud-based call recording and voice intelligence solutions. Learn more at www.alianza.com/partners/dubber or download the [Call Recording Solutions Brief](#).

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

☒ Enable call recording

Product*

BCC Call Recording

Recording Type

Automatic

On Demand

☒ Allow user to pause recording

☒ Announce when call is being recorded

Save

[Manage Recordings](#)

Product

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

Additional products, including , , and , 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.

- **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.

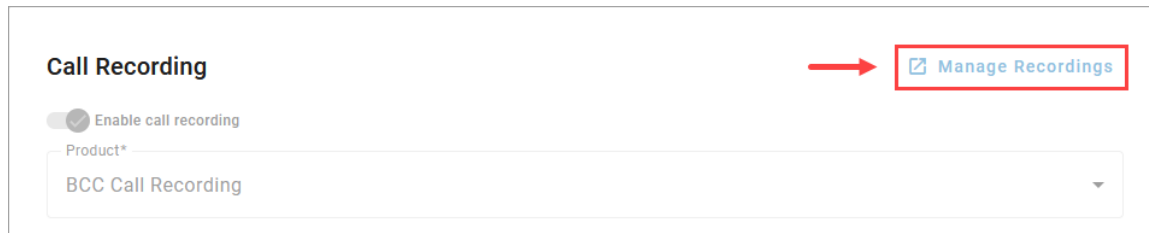
See also: [Manage Call Recordings](#)

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.



Call Recording

☒ Enable call recording

Product*

BCC Call Recording

[Manage Recordings](#)



Info

Call Recording is disabled for all users with a Standard license. If you are a Dubber Administrator without call recording capabilities, the Dubber Portal can be accessed by navigating to another user with Call Recording enabled or by bookmarking the URL from the original Dubber *Welcome* email.

Manage Recordings

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.



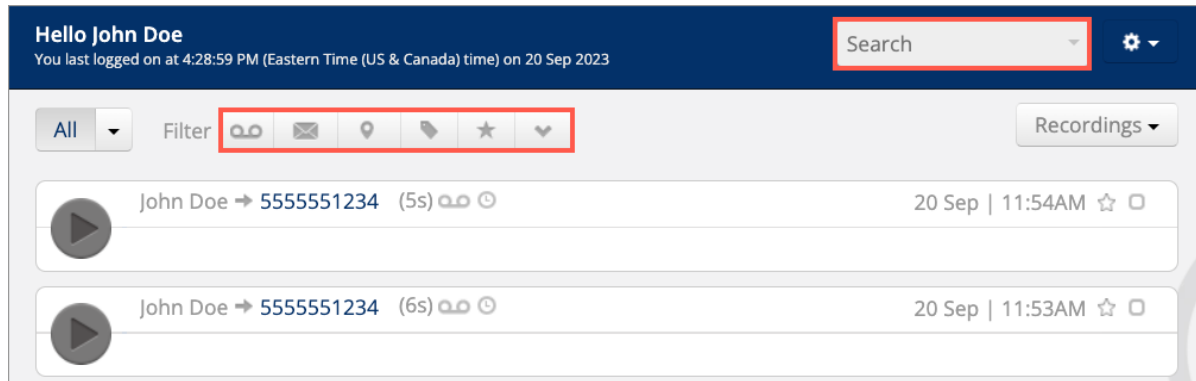
Dubber Portal

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

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.

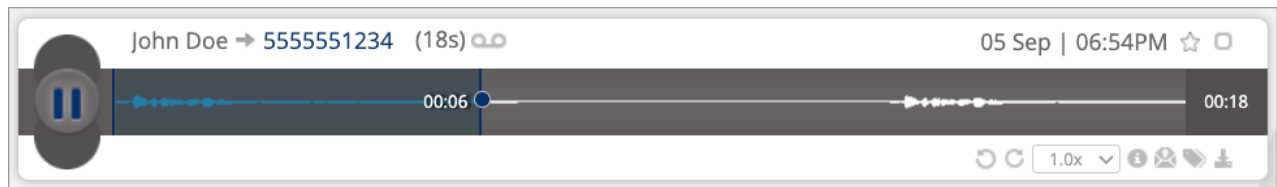
The filter bar can also be used to filter your recordings. Click **Show tagged** to display your tagged recordings or click **Show Starred** to display your favorites. Please note, the integration does not support the **Show Voicemail** or **Show Meetings** tabs, so those will be empty.



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

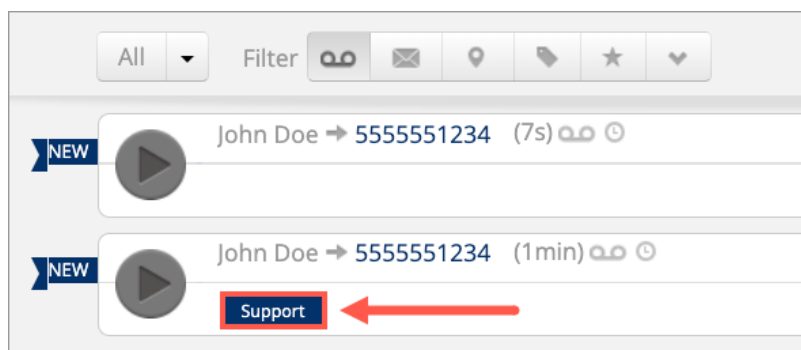
☐ Do you understand you're sharing this recording? Yes, tick the box. [Learn More](#)

Cancel Share

- 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

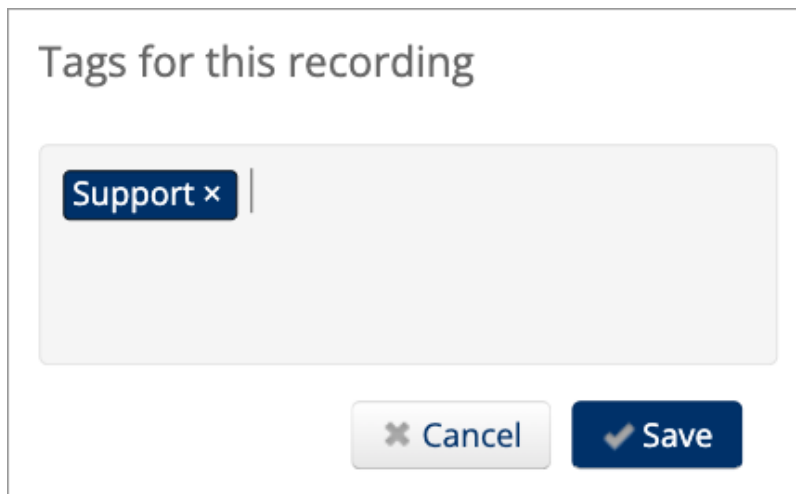
Tags add an extra layer of discoverability by attaching a searchable label to the recording file. Use tags to categorize recordings by department, team, or call type for example. After a tag has been added, it will display at the bottom of the recording.



- 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.

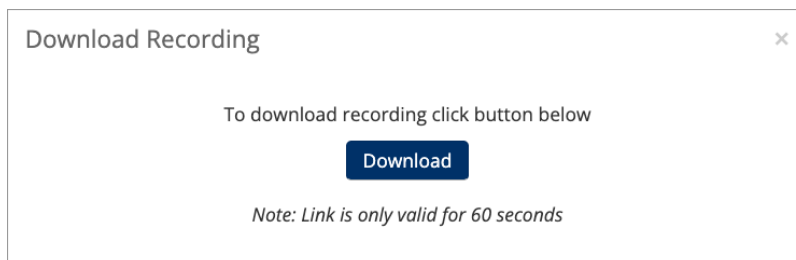


3. Click **[Save]**.

Download

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

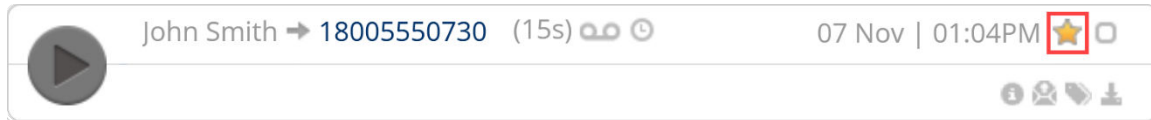
1. Locate the recording you want to download and click  **Download** on the right.
2. In the **Download Recording** modal, click **[Download]** to begin downloading the .mp3 file to your device. The link is only valid for 60 seconds. If the link expires, close the modal and try again.



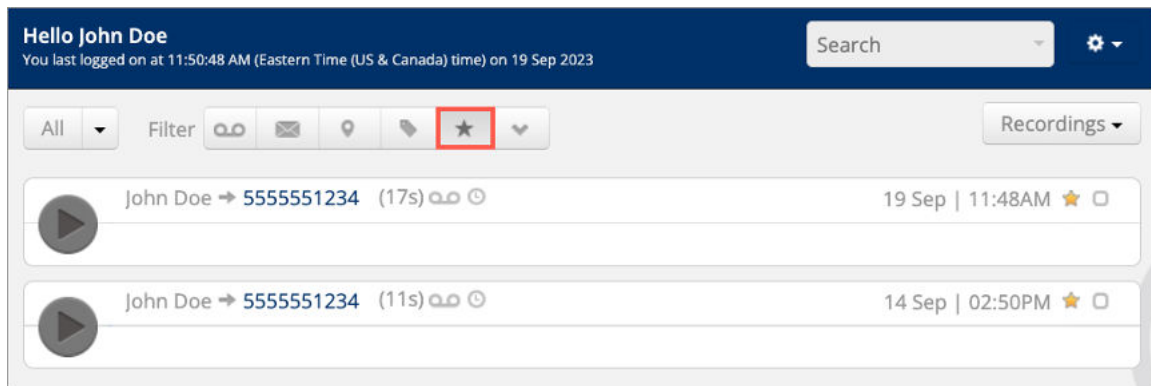
Favorite

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](#).

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 Point-Broadband 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

☒ Bypass Voicemail PIN

Name	Owners	Voicemails (New/Total)	
Chris Jensen		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

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

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

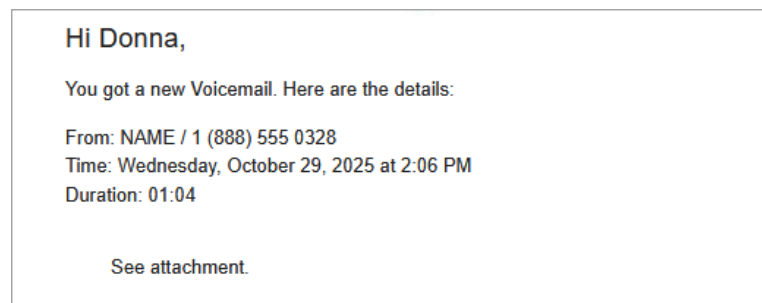
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63



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*.
 - 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 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



"From" Email Address

Forwarded voicemails are sent from . 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 Home Phone, 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."

**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		20 ▼	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.



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