



RESIDENTIAL USER GUIDE

1. QUICK REFERENCE GUIDE

STAR CODES

CODE	FEATURE	CODE	FEATURE
*43	Call Waiting – Enable	*78	Do Not Disturb Activation
*44	Call Waiting – Disable	*79	Do Not Disturb Deactivation
*57	Call Trace	*87	Anonymous Call Reject Disable
*58	Add Custom Caller Block w/ Message	*90	Call Forwarding Busy Menu
*59	Add Custom Caller Allow	*92	Call Forwarding No Answer Menu
*60	Add Custom Caller Block	*94	Call Forward Out of Service Menu
*63	Add Custom Caller Forward	*95	Anonymous Caller Block w/ Message
*64	All Other Callers Block	*97	Disable Anonymous Caller Block w/ Message
*65	Enable User Caller ID Next Call	*98	Enter Voicemail
*67	Disable Caller ID Next Call	0	Call Operator – <i>Additional fees apply</i>
*68	Manage Caller ID for All Calls	211	Call Public Services - <i>Information provided on non-emergency services available in the local community.</i>
*69	Call Return	411	Call Information – <i>Additional fees apply</i>
*70	Disable User Call Waiting Next Call	611	Call Cumberland Connect Customer Service
*72	Call Forwarding Menu	711	Call Telecommunications Relay Service - <i>Permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities</i>
*74	All Other Callers Allow	811	Call Utility Public Services - <i>“Call before you dig”</i>
*77	Anonymous Call Reject Enable	911	Call Emergency Services - <i>Always ensure Cumberland Connect has your correct address.</i>

VOICEMAIL GUIDE

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

Access Your Voicemail

- 1) **Dial *98** from the phone that is connected to your account.
- 2) **Enter your 4-digit PIN**, followed by #.
 - Your **default PIN** is **1234**.
- 3) **Press 1**.

Actions Include:

Skip Message <i>Marks the voicemail as unread</i>	Press 1
Save Message <i>Marks the voicemail as read</i>	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

Remote Access to Voicemail

- 1) **Dial your 10-digit phone number** from a phone not connected to your account.
- 2) When you hear your voicemail greeting, **press #**.
- 3) **Enter your 4-digit PIN**, followed by #.

Personalize Your Voicemail

- 1) **Dial *98** from the phone that is connected to your account.
- 2) **Enter your 4-digit PIN**, followed by #.
 - Your **default PIN** is **1234**.
- 3) **Press 8**.

Actions Include:

Change your PIN	Press 1
Personalize your greeting	Press 2
Record your personal name	Press 3
Set up Call Forwarding	Press 5
Set up a Call Screening Forwarding Number	Press 6
Repeat personal options	Press 9
Exit Menu	Press 0

2. PHONE USER GUIDE

EMERGENCY SERVICES – 911

When someone dials 911, the call is sent to the closest PSAP (Public-Safety Answering Point) – a special 911 call center belonging to the local police, fire, and ambulance services.

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).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can 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.

Note: If an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their 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.

Important Note: *If there is loss of power or internet access, your phone may be unavailable to place a 911 call.*

CALL WAITING

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, you can choose to place your 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 from your Cumberland Connect Online Voice Portal.

Use Call Waiting

When Call Waiting is enabled on your phone, follow the directions below to switch between your current call and a new incoming call.

1. When notified of a second incoming call, **press and release the hook flash button** on your phone.
2. 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 hook flash button**.

Temporarily Disable Call Waiting – One Call

Keep the next phone call you make from being interrupted.

1. **Lift the receiver.**
2. **Dial *70**
3. **Wait for a second dial tone.**
4. **Dial the number of the party you want to reach.**
 - Call Waiting is disabled for the **current call**.
5. **After you hang up, Call Waiting will be active again.**

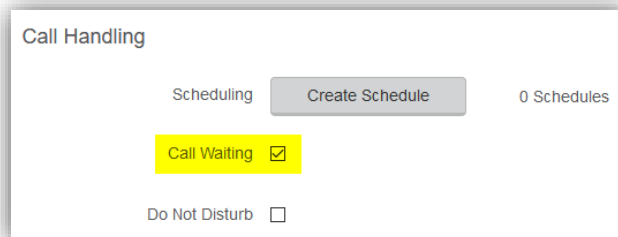
Enable/Disable Call Waiting – All Calls

Enable or Disable Call Waiting on all future calls.

1. **Dial *43 to enable Call Waiting** for all calls.
2. **Dial *44 to disable Call Waiting** for all calls.

Enable/Disable Call Waiting in the Cumberland Connect Online Voice Portal

Call Waiting can be managed on the **Call Handling** section of the **Cumberland Connect Online Voice Portal**.



Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. **Caller ID and Caller ID name is available if Caller ID is supported on your phone.**

CALL RETURN

With Call Return you can reconnect with the caller you last talked to without dialing the number.

1. **Dial *69.**
 - Your phone will now automatically redial the last inbound call.

THREE-WAY CALLING

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. **Call the first party.**
2. **Press and release the switch hook or flash button** on your phone.

- This will put the first party on hold.
- 3. Listen for a second dial tone and **dial the phone number of the second party**.
- 4. **After the second party answers, press and release the switch hook or Flash button** to join both parties into the call.

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: either being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

Anonymous Call Block

Calls from anonymous callers or phones not sending a caller ID, can waste your time and distract you from other calls you want to take. These calls can be filtered from even ringing your phone. You can choose to have anonymous callers either hear a busy signal or a message informing them that you are not accepting calls from anonymous callers.

Enable/Disable Anonymous Call Block

Anonymous caller will hear a busy tone.

- 1) **Dial *77 to enable** Anonymous Call Block.
 - You will hear a prompt saying, “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”.
- 2) **Dial *87 to disable** Anonymous Call Block.
 - You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.

Enable/Disable Anonymous Call Block with Message

Anonymous caller will hear a message indicating anonymous callers are not allowed.

- 1) **Dial *95 to enable** Anonymous Call Block with Message.
 - You will hear a prompt saying, “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”.
- 2) **Dial *97 to disable** Anonymous Call Block with Message.
 - You will hear a prompt saying, “Your anonymous call rejection service has been deactivated”.

Call Screening – All Callers

If you don't want to receive calls from anyone, you can use this feature and then enable only specific callers to reach you (see [Allow Custom Caller](#)).

- 1) **Dial *64 to enable** All Other Callers Block.
 - You will hear a prompt saying, “Your selective call accept service has been activated”.
- 2) **Dial *74 to disable** All Other Callers Block.
 - This will allow calls from everyone NOT specifically blocked.

- You will hear a prompt saying, “Your selective call accept service has been deactivated”.

Call Screening – Custom Number

If you want to screen calls from a specific number, you can use the Custom Call Screening feature to control who can call your phone and what happens when they do. This can be done via the online voice portal or star code.

Allow Custom Caller

If you have blocked all callers and want to allow a specific caller to contact you, use this feature.

- 1) **Dial *59**
- 2) Enter your voicemail **PIN** followed by **#**.
- 3) Enter the **number** to be blocked followed by **#**.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be allowed”.

Block Custom Caller

If you have allowed all callers and want to block a specific caller, use this feature. The caller will hear a busy signal instead of reaching you.

- 1) **Dial *60**
- 2) Enter your voicemail **PIN** followed by **#**.
- 3) Enter the **number** to be blocked followed by **#**.
 - Be sure to include “1” before the 10-digit phone number.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.

Block Custom Caller with Message

The caller will hear a message indicating that calls are not being accepted at this time.

- 1) **Dial *58**
- 2) Enter your voicemail **PIN** followed by **#**.
- 3) Enter the **number** to be blocked followed by **#**.
 - Be sure to include “1” before the 10-digit phone number.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be blocked”.

Note: The message the caller will hear is “The number you have dialed is not accepting calls at this time. Please try again later.”

Forward Custom Caller

- 1) **Dial *63**
- 2) Enter your voicemail **PIN** followed by **#**.
- 3) Enter the **number** to be forwarded followed by **#**.
 - You will hear a prompt saying, “Calls from [phone number you entered] will be forwarded”.

*Note: A screening forward number **must** be set up in the online voice portal. All callers configured with the Forward setting without a Screening Forward Number will fail over to the All Other Callers setting.*

Set up Nomorobo – Robocall Blocking

Nomorobo identifies and actively blocks phone numbers known for making recorded calls, spam calls, and scam calls.

To configure Nomorobo, you need to create a free account with the Nomorobo service at <https://www.nomorobo.com/signup> and use their voice web portal to finish the setup.

1. Visit www.nomorobo.com.
2. Click **[Get Started Now]**.
3. At the bottom of the page, **select your service provider** from the **Landline Carrier** list.
4. **Enter your email address** to be used for the Nomorobo account in the field provided.
5. Click **[Next]**.
6. Shortly after clicking **[Next]**, you will receive an email.
7. In the email, Click the **[Click Here To Setup Nomorobo]** button.
8. Enter your **First Name** in the field provided.
9. Enter your **Last Name** in the field provided
10. Enter a **password** for the account into the field provided.
11. **Confirm the password** by entering it again in the field provided.
12. Click the **[Click here to get started]** button.
13. Use the **Phone Type** dropdown menu to **select Landline/VoIP**.
14. Use the **Carrier** dropdown menu to **select your service provider**.
15. **Enter the phone number you don't want robo calls to reach** in the field provided.
16. Click **[Next]**.
17. **Ignore** Nomorobo's **Step 2: Setup Your Carrier**.
18. Click **[Next]**.
19. Click **[I'm ready. Call me now]**.

Set Up Nomorobo – Cumberland Connect Voice Portal Piece

1. Log into ccvoice.user.alianza.com.
2. Go to your **Call Handling settings**.
3. Select **Sim Ring**.
4. **Enter the Nomorobo number**.
5. Click **[Save]**.

National Do Not Call Register

You can reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free. Visit www.donotcall.gov to register your number.

CALLER ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

Manage Caller ID for All Calls

To enable or disable your caller ID (name and number), from being displayed to the person you dial:

1. Lift the receiver.
2. **Dial *68.**
3. **Enter** your voicemail PIN followed by #

Actions Include:

Enable Caller ID Block	Press 1
Disable Caller ID Block	Press 2
Repeat Message	Press 9
Exit Menu	Press 0

Block Caller ID per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

1. Lift the receiver.
2. **Dial *67.**
3. Wait for a second dial tone.
4. **Dial the number** of the party you're trying to reach.
 - Your caller ID will not be displayed to the party you called.
 - Your caller ID will be displayed on future calls.

Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

1. Lift the receiver.
2. **Dial *65.**
3. **Wait for the second dial tone.**
4. **Dial the number** of the party you're trying to reach.
 - Your caller ID will be displayed to the party you called.
 - Your caller ID will not be displayed on future calls.

CALL FORWARDING

You can forward incoming calls from your home phone to another phone number. This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Call Forward - All Calls

Send all incoming calls to a different phone number or destination.

1. **Dial *72.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and have calls ring to your line, **dial *72, enter your 4-digit PIN and press 2.**

Disable Call Forward - All Calls

Disable Call Forwarding so all calls will now be sent only to your phone.

1. **Dial *72.**
2. Enter your **4-digit PIN.**
3. **Press 2.**

Call Forward - Busy

Have calls that come in while you're already talking to someone, or when your phone is off the hook, forwarded to another phone number.

1. **Dial *90.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and send unanswered calls to voicemail, **dial *90, enter your 4-digit PIN, and press 2.**

Call Forward - No Answer

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number when not answered.

1. **Dial *92.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and send unanswered calls to voicemail, **dial *92, enter your 4-digit PIN, and press 2.**

Call Forwarding - Remote Access

Unconditional call forwarding (Forward All) is also available when using a phone not connected to your account by utilizing the voicemail system.

1. **Dial your 10-digit phone number.**
2. When you hear your voicemail greeting, **press #.**
3. **Enter your 4-digit PIN**, followed by **#.**
4. **Press 8.**
5. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, forwarding select numbers to voicemail, and many additional options are available in the Cumberland Connect Online Voice Portal.

DO NOT DISTURB

When you are busy and don't want your phone to ring, activate Do Not Disturb.

Enable/Disable Do Not Disturb

When enabled, this feature will send all calls directly to your voicemail box. When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.

1. **Dial *78** to enable Do Not Disturb.
2. **Dial *79** to disable Do Not Disturb.

VOICEMAIL AND UNIFIED MESSAGING

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

Listen to Voicemail Messages

Check in on your voicemail inbox to listen to new message or review old ones.

1. **Dial *98.**
2. Enter your **4-digit PIN.**
3. **Press 1.**

Actions Include:

Skip Message <i>Marks the voicemail as unread</i>	Press 1
Save Message <i>Marks the voicemail as read</i>	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

Voicemail to Email

Voicemail messages can be converted to an MP3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the Cumberland Connect Online Voice Portal.

1. **Navigate** to the **Voicemail page** of the **Cumberland Connect Online Voice Portal.**
2. **Select the voicemail box** from the list by clicking on the row.
3. **Check the Forward Voicemail to Email** box.
4. **Enter your email address** (or multiple email addresses) into the field provided.
5. Click **[Save]**.

*Note: Selecting the **Keep a copy in voicemail box** allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone and use your email to listen to voicemail messages.*

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function, and you will still be able to access your voicemail messages from another phone.

Remote Access to Voicemail

Check your voicemail from a phone not connected to your account.

1. **Dial your phone number.**
2. **Press #.**
3. **Enter your 4-digit PIN.**
4. **Press 1.**

Note: You must have a 4-digit PIN set up in order to access your voicemail remotely.

Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone or otherwise unable to answer.

1. **Dial *98.**
2. Enter your **4-digit PIN.**
3. **Press 8** to navigate to **Personal Options.**
4. **Press 2** to navigate to **Personalize Greeting.**
5. **Press 2** to navigate to **Busy Greeting.**
 - Or, **press 3** for **No Answer Greeting.**
6. **Record your greeting.**
 - Press 3 to review your recorded greeting.
 - Press 4 to erase the recorded greeting.
7. **Press 1 to Save.**

Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

Send Caller Directly to Voicemail

You can send callers directly to another user's voicemail without that user's phone ringing.

1. **While on an active call, press and release the switch hook or flash button** on your phone.
 - This will put the first party on hold.
2. **Dial *55** and the other user's extension.
3. Hang up.

SOCIAL AND PUBLIC SERVICES

The following services are available using a short code through your phone service.

211 – Community Services Assistance

Access to information about health and human services by dialing 211 (United States).

411 – Directory Assistance

Nationwide U.S. Directory Assistance can be reached by dialing 411.

611 – Cumberland Connect Customer Service

The Customer Service line of Cumberland Connect can be reached quickly by dialing 611.

711 – Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

811 – Local Utilities “Call Before You Dig”

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

911 - Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

Note: It is important that if you move your phone service, you keep your address up to date.

Call Trace

You can mark a harassing or threatening phone call. You must contact a law enforcement agency about the harassing call for further action.

1. **Hang up** the harassing or threatening call.
2. **Lift the receiver** and listen for dial tone.
3. **Dial *57.**
4. The call will be marked in your call history.

*Note: **This action doesn't initiate any law enforcement or actions against the caller.** You must take additional actions to establish a case with your local law enforcement agency.*

3. END-USER PORTAL GUIDE

GETTING STARTED

Welcome to the Cumberland Connect Voice Platform!

As part of our services we offer you access to your own online voice management portal (ccvoice.user.alianza.com).

It is within this portal that you can control *who* can contact you, *how* they will reach you, and even *when* they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at 1-800-987-2362.

LOGGING INTO THE CUMBERLAND CONNECT ONLINE VOICE PORTAL

To log into the Cumberland Connect Online Voice Portal, you will need to have your username and password.

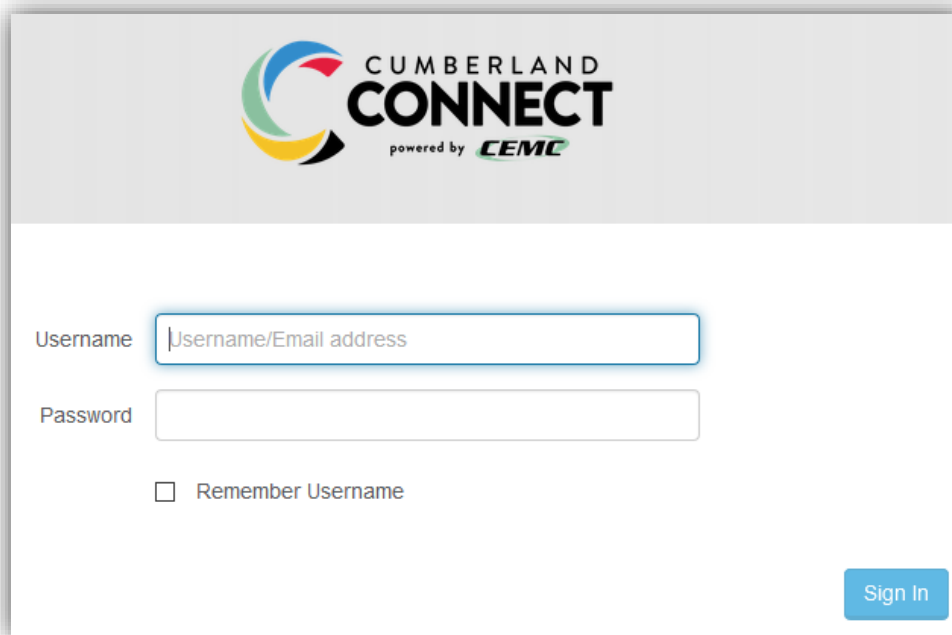
First-Time Login

1. **Go to** ccvoice.user.alianza.com.
2. **Enter your username** (10-digit phone number).
3. **Enter the temporary password.**
4. Click the **[Sign In]** button.
 - There is the optional choice to have your username be remembered.
5. When prompted, **create a new password.**
 - Your password must have:
 - At least 8 characters
 - A lowercase letters
 - An uppercase letter
 - A number
 - No parts of your username

Future Logins

1. **Go to** ccvoice.user.alianza.com.
2. **Enter your username** (10-digit phone number).
3. **Enter the password** you created.
4. Click the **[Sign In]** button.

Note: For information on changing your password, see [How to Reset Your Portal Password](#).



CUMBERLAND
CONNECT
powered by **CEMC**

Username

Password

Remember Username

Sign In

The screenshot shows a web interface for a password reset. At the top left is the logo for CUMBERLAND CONNECT, powered by CEMC. The logo consists of a stylized 'C' made of three curved segments in blue, green, and yellow, followed by the text 'CUMBERLAND CONNECT' in a bold, sans-serif font, with 'powered by CEMC' in a smaller font below it. In the top right corner, there is a light blue notification box with a close button (X) and the text 'Password Reset' and 'You must change your password.' Below the logo, there are two input fields: 'New Password' and 'Confirm Password'. The 'Confirm Password' field is currently disabled (greyed out). Below the input fields, there is a paragraph of text: 'Your password has expired and must be changed. Your password must contain 2 of the following: special character, number, upper case letter, or lower case letter'. At the bottom right of the form area, there is a blue button labeled 'Confirm'.

THE CUMBERLAND CONNECT ONLINE VOICE PORTAL

Within the Cumberland Connect Online Voice Portal, there are five sections: **User Info, Phone Numbers, Call Handling, Call Screening,** and **Voicemail Box Settings.**

User Info

The User Info section will show your account name and number, the phone number(s) pointed to you, your E911 address, which phone number is being used as your outbound caller ID, and the device(s) assigned to you.

Note: If the E911 address is NOT correct, contact Customer Service right away.

User Info - Peter Martinez (8014206491)	
Account Name	Customer Demo
Account Number	87654321
Direct Phone Numbers	1 (801) 206-4901
E911 Address	333 S 520 W, Lindon, UT 84042
Outbound Caller ID	18012064901
Devices	TM502G - Line 2

PHONE NUMBERS

Lists the phone number(s) on the account that are routed to your account and phone(s).

CALL HANDLING

Like sunscreen, Call Screening can help you block out unwanted things trying to reach you. Plus, using this tool you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

You can also give the callers you want to hear from their own ringtone.

Actions Include:

- Scheduling
 - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
 - See [Set Up a Schedule](#) for more information on creating these.
- Call Waiting
 - Checking this box will allow a second call to ring through while you are already on the phone.
- Do Not Disturb

- Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).
- Ring Phone
 - This will ring the phone associated with the account.
 - There are 3 ways the call could not be answered:
 - The call is unanswered after a set number of seconds.
 - The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.
 - The device is out of service (device lost power and is not showing as an active device).

Call Handling

Scheduling Create Schedule 0 Schedules

Call Waiting

Do Not Disturb

Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (308) 555-1234

- Forward All
 - Allows you to choose an alternate phone number to which all calls will be sent.

Ring Phone **Forward All** Sim Ring Find Me

Forwarding Number 1 (308) 555-1234

- Sim Ring
 - Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.
 - *Note: Use the [+Add Number] button to add more phone numbers.*
 - A time limit can be given for how long the numbers receive the call or the call can ring forever.
 - If a time limit is given, the no answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

- Find Me
 - Find Me Follow Me will ring each destination sequentially.
 - If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).
 - The order for the different destinations can be changed using the carrots (highlighted in yellow below).
 - Use the [+Add Destination] button to add more destinations (up to 4 total destinations).

CALL SCREENING

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

Note: Specific telephone numbers can be added to the list by selecting the [+Add a Caller] button. If there are more than 2 custom callers (specific phone numbers), they can be hidden.

Actions include:

- Allow
 - Call will ring through and follow the call handling settings setup.
- Allow with Priority Ring
 - There is the standard ring and then 7 other ring patterns to choose from.

- Block
 - Call will be disconnected.
- Block with Message
 - Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
- Forward
 - If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the Screening Forward Number field.
- Voicemail
 - Caller will be sent to your voicemail.

Call Screening
+ Add Caller

Screening Forward Number

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller ▾

Toll-free Caller ▾

All Other Callers ▾

Custom Caller(s)

▾

✕

Priority Ring

 ▾

▾

✕

▾

✕

hide extra callers

VOICEMAIL BOX SETTINGS

Messages left on your voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box.

These settings allow you to choose to listen to the message on your phone, or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listened to from the phone or saved/deleted from the visual voicemail box.

Voicemail Box Settings

Forward Voicemail to Email Forward voicemail messages

Keep a copy in voicemail box

Enter email addresses, separated by commas

RESET YOUR CUMBERLAND CONNECT ONLINE VOICE PORTAL PASSWORD

If you ever need to reset your portal password, the steps are simple.

1. **Click your name** in the top-right area of the screen.
2. Click **[Change Password]**.

Sara Wilson |

Sign Out

Change Password

Demo 87654321

3. Enter your **current password** in the field provided.
4. Enter your **new password** in the field provided.
5. **Confirm your new password** in the field provided.
 - Your password must be at least 6 characters in length and contain 2 of the following:
 - A special character
 - A number
 - An upper-case letter
 - A lower-case letter

Changing Password for 8014206491

Password

New Password

Confirm Password

Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username.

Cancel Confirm

6. Click **[Confirm]**.

CREATE A SCHEDULE

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see [Call Handling](#) for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1. Navigate to **Call Handling**.
2. Click the **[Create Schedule]** button.
 - If there are already schedules on the account, the button will read **[Manage Schedule]**.

Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

Do Not Disturb

Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (308) 555-1234

3. Click the **[+Add Schedule]**.

Scheduling

+ Add Schedule

Name	Type
No items	

Dismiss Save

4. Enter a **Schedule Name** for the new schedule.
5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.
 - Time blocks must be formatted as H:MM am/pm.
 - See the Set Up Call Screening directions for more options.
6. Click the **[Confirm]** button.
7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
^ v	Weekly ^ Edit
Schedule Name	<input type="text"/>
	<input type="button" value="Custom"/> <input checked="" type="button" value="Weekly"/>
Sun	Start Time <input type="text"/> End Time <input type="text"/>
Mon	Start Time <input type="text"/> End Time <input type="text"/>
Tue	Start Time <input type="text"/> End Time <input type="text"/>
Wed	Start Time <input type="text"/> End Time <input type="text"/>
Thu	Start Time <input type="text"/> End Time <input type="text"/>
Fri	Start Time <input type="text"/> End Time <input type="text"/>
Sat	Start Time <input type="text"/> End Time <input type="text"/>

Call Handling

Call Waiting

Do Not Disturb

No Answer after seconds

Busy

Out of Service

Delete

Cancel

Confirm

Custom Schedule Example

+ Add Schedule

Name	Type
^^	Custom ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly + Add a Day
Date	2018-12-10
Start Time	<input type="text"/>
End Time	<input type="text"/>
Call Handling	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
	Ring Phone Forward All Sim Ring Find Me
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
Delete	Cancel Confirm