



BUSINESS USER GUIDE

STAR CODES

CODE	FEATURE	CODE	FEATURE
** + Extension	Directed Call Pick Up	*74	All Other Callers Allow
*00 + Extension	Send Call Directly to Voicemail	*77	Anonymous Call Reject Enable
*40	Group Member Call Pick Up	*78	Do Not Disturb Activation
*43	Call Waiting – Enable	*79	Do Not Disturb Deactivation
*44	Call Waiting – Disable	*87	Anonymous Call Reject Disable
*57	Call Trace	*90	Call Forwarding Busy Menu
*58	Add Custom Caller Block w/ Message	*92	Call Forwarding No Answer Menu
*59	Add Custom Caller Allow	*94	Call Forward Out of Service Menu
*60	Add Custom Caller Block	*95	Anonymous Caller Block w/ Message
*62	Call Park	*97	Disable Anonymous Caller Block w/ Message
*63	Add Custom Caller Forward	*98	Enter Voicemail
*64	All Other Callers Block	0	Call Operator – <i>Additional fees apply</i>
*65	Enable User Caller ID Next Call	211	Call Public Services - <i>Information provided on non-emergency services available in the local community.</i>
*66 + parking slot	Call Park Retrieval	411	Call Information – <i>Additional fees apply</i>
*67	Disable Caller ID Next Call	611	Call Cumberland Connect Customer Service
*69	Call Return	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>
*70	Disable User Call Waiting Next Call	811	Call Utility Public Services - <i>“Call before you dig”</i>
*72	Call Forwarding Menu	911	Call Emergency Services - <i>Always ensure Cumberland Connect has your correct address.</i>

VOICEMAIL GUIDE

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

PHONE USER GUIDE

SETTING UP YOUR PHONE

Emergency Services – 911

When activating a number, we require an address to be associated with that number. 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.

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

911 for Remote Office Users

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

Caller ID

Outbound Caller ID

The caller ID number sent with outbound calls is set on each user.

Internal Caller ID

When calling another user on your PBX, the user’s extension with their name is the caller ID.

Caller ID Block per Call

Prevents your caller ID (name and number), from being displayed to the next person you call.

- 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 a 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.

MANAGING CALLS

Using your phone to perform common tasks

Call Trace

Call Trace allows you to mark a harassing or threatening phone call.

Use Call Trace

- 1) After hanging up the call, **Dial *57**.
- 2) You will hear a prompt saying, "The previous call will be marked in your call history."
- 3) In your call history, there will be a log for the call trace.

*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.*

Call Conference

- 1) While on a call, press **[More]** then **[Confrc]**.
- 2) Enter the second number/extension to have on the call
- 3) When the second party answers, press **[More]** then **[Confrc]**.

*Note: To split the conference call back into individual calls, press **[Split]**.*

*Note: To re-join the callers again, press **[Join]**.*

Call Hold

- 1) While on a call, press **[Hold]**.
- 2) To retrieve the call, press **[Resume]**.

Call Park

Park a Call

- 1) While on a call, press the button assigned to the parking spot.
- 2) The call will be placed in that parking spot.

Retrieve a Parked Call

- 1) Press the button on the phone with the assigned parking spot the call has been placed in.
- 2) You will be connected with the parked caller.

Park a Call via Star Code

- 1) While on a call, press **[Transfer]**.
- 2) **Dial *62**.
- 3) The system will indicate the parking spot the call has been placed in.
 - Ex: "Call parked at location 01."
- 4) Hang up.

Retrieve a Parked Call via Star Code

- 1) **Dial *66** + the parking spot the call was placed in.
 - Ex: *6601
- 2) You will be connected with the parked caller.

Call Return

- 1) Lift the receiver.
- 2) **Dial *69.**
- 3) You will be connected to the last number that called you.

Call Transfer – Attended Transfer

- 1) While on a call, press **[Transfer]**.
 - The caller will begin to hear hold music.
- 2) **Dial** the extension/phone number where the call should be transferred.
- 3) When the extension/phone number called picks up, **inform** them of the transfer.
- 4) **Hang up**

Call Transfer – Blind Transfer

- 1) While on a call, press **[Transfer]**.
 - The caller will begin to hear hold music.
- 2) Press **[Blind]**.
- 3) **Dial** the extension/phone number where the call should be transferred.
- 4) **Hang up**

Call Transfer – Directly to Voicemail

- 1) Place caller on **Hold**.
 - The caller will begin to hear hold music.
- 2) **Dial *00 + the extension.**
- 3) Press **[Dial]**.
- 4) Press **[More]**.
- 5) Press **[Join]**.
- 6) **Hang up**
 - The caller will be in the other user's voicemail box.

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 the line 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 line button for the call you want to switch to.

Temporarily Disable Call Waiting – One Call

- 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.

Paging

When you'd like to make an announcement to others in the office.

- 1) **Press** the button assigned to the paging group
- 2) You will now be connected with all users in the paging group.

Directed Call Pick Up

When you'd like to answer the phone for someone else in the office follow these simple steps.

- 3) **Dial **** + the user's extension.
- 4) You will now be connected with the caller.

Pick Up Group

When you'd like to answer the phone for someone else in the office who is in the same pick up group, follow these simple steps.

- 1) **Dial *40**.
- 2) You will now be connected with the caller.

Do Not Disturb

Note: This can also be enabled and disabled in the online voice portal.

- 1) **Dial *78** to **enable** Do Not Disturb for all calls.
 - You will hear a prompt saying, "Do not disturb enabled".
- 2) **Dial *79** to **disable** Do Not Disturb for all calls.
 - You will hear a prompt saying, "Do not disturb disabled".

HOW AND WHICH CALLS RING YOUR PHONE

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

- 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 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”.

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.*

Call Forwarding

Access Call Forwarding Menu

- 1) **Dial *63**
- 2) Enter your **PIN** followed by **#**.
- 3) Current Status of Call Forwarding feature will be given.
- 4) To **forward** all calls, **press 1**.
 - Enter **forwarding** destination number followed by the # sign.
 - You will hear, "All calls will be forwarded".
- 5) To send all calls to your line, **press 2**.
 - You will hear, "Calls will ring your line, goodbye".

Call Forwarding - Remote Access

- 1) Access Your Voicemail Menu
 - **Dial your 10-digit phone number** from a phone not connected to your account.
 - When you hear your voicemail greeting, **press #**.
 - **Enter your 4-digit PIN**, followed by **#**.
- 2) **Press 8** for personal options.
- 3) **Press 5** to access the Call Forwarding Menu.
- 4) Current Status of Call Forwarding feature will be given.
- 5) To **forward** all calls, **press 1**.
 - Enter **forwarding destination number** followed by the # sign.
 - You will hear, "All calls will be forwarded".
- 6) To send all calls to your line, **press 2**.
 - You will hear, "Calls will ring your line, goodbye".

Call Forward – Busy

- 1) **Dial *90**
- 2) Enter your **PIN** followed by **#**.
- 3) To **forward** all calls when your line is **busy**, **press 1**.
 - Enter **forwarding destination number** followed by the # sign.
 - You will hear, "All calls will be forwarded when your line is busy, goodbye".
- 4) To **send** all calls to **voicemail** when your line is **busy**, **press 2**.
 - You will hear, "Calls will be sent to voicemail when your line is busy, goodbye".

Call Forward – No Answer

- 1) **Dial *92**
- 2) Enter your **PIN** followed by **#**.
- 3) To **forward** all calls when not answered, **press 1**.
 - Enter **forwarding destination number** followed by the **#** sign.
 - You will hear, “All calls will be forwarded when not answered, goodbye”.
- 4) To **send** all calls to **voicemail** when not answered, **press 2**.
 - You will hear, “Calls will be sent to voicemail when not answered, goodbye”.

Call Forward – Out of Service

- 1) **Dial *94**
- 2) Enter your **PIN** followed by **#**.
- 3) To **forward** all calls when your line is out of service, **press 1**.
 - Enter **forwarding destination number** followed by the **#** sign.
 - You will hear, “All calls will be forwarded when your line is out of service, goodbye”.
- 4) To **send** all calls to **voicemail** when your line is out of service, **press 2**.
 - You will hear, “Calls will be sent to voicemail when your line is out of service, goodbye”.

PORTAL GUIDE – STANDARD USER

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 or by dialing 611 from your Cumberland Connect phone.

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.

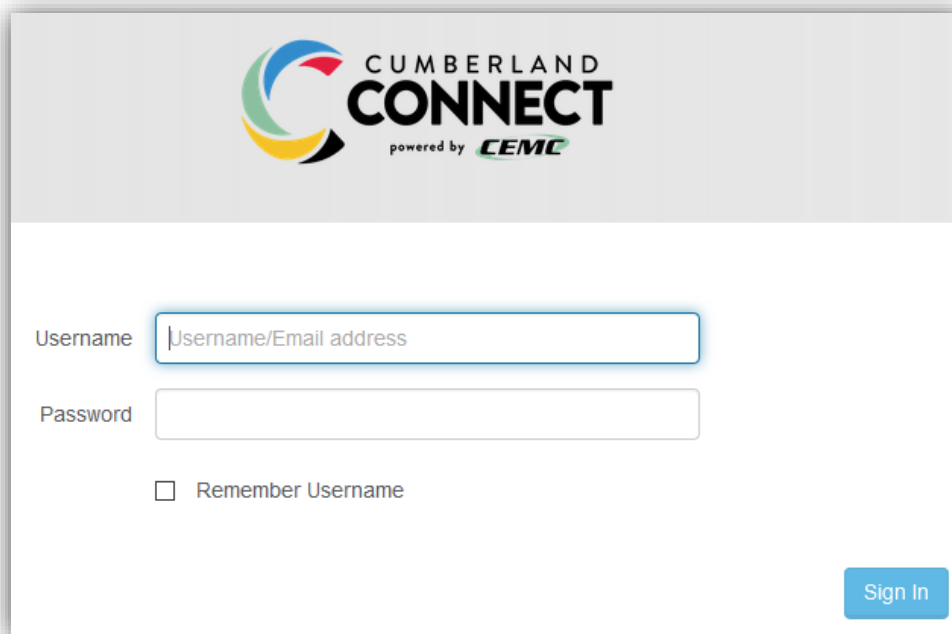
First-Time Login

- 1) Go to ccvoice.user.alianza.com.
- 2) Enter your username.
- 3) Enter the temporary password.
- 4) Click **[Sign In]**.
 - 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 letter
 - An uppercase letter
 - A number
 - No parts of your username

Future Logins

- 1) Got to ccvoice.user.alianza.com.
- 2) Enter your username.
- 3) Enter the password you created.
- 4) Click **[Sign In]**.

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



The screenshot shows the login page for Cumberland Connect. At the top, there is a logo for Cumberland Connect, which consists of a stylized 'C' made of three curved segments in blue, green, and yellow, followed by the text 'CUMBERLAND CONNECT' and 'powered by CEMC'. Below the logo, there are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. Below the password field is a checkbox labeled 'Remember Username'. In the bottom right corner, there is a blue button labeled 'Sign In'.

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

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

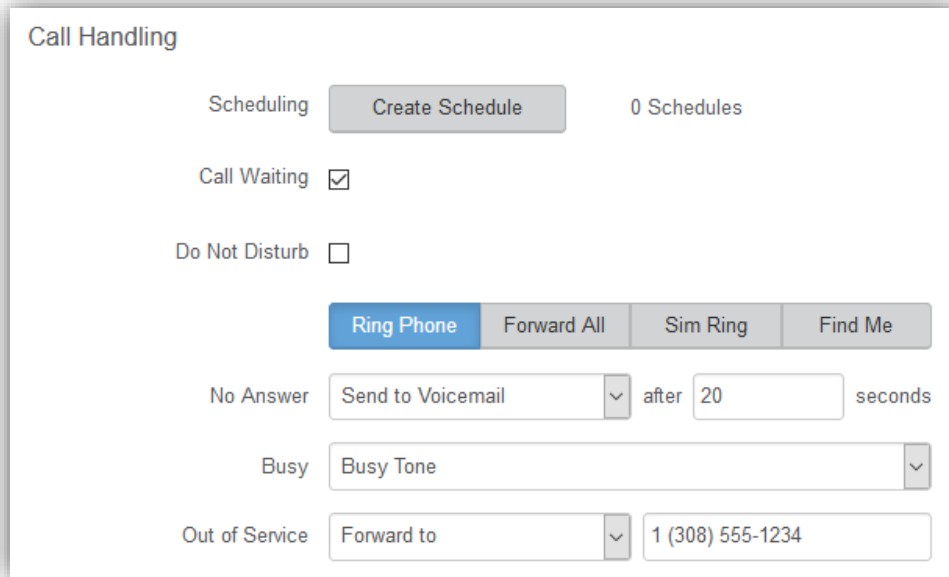
Lists the phone number(s) on the account that are routed to you and your phone(s).

Phone Numbers	
Routed to User	1 (801) 206-4901

Call Handling

- **Scheduling**
 - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
 - See [Creating 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

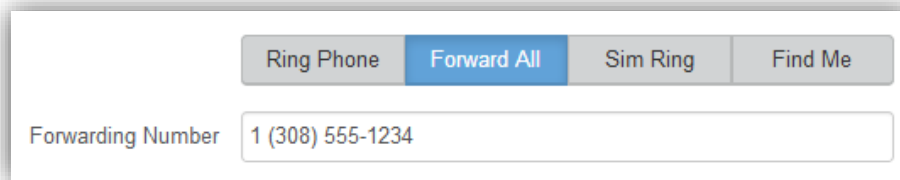
No Answer Send to Voicemail after seconds

Busy Busy Tone

Out of Service Forward to

- **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

- **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 **[+Add Number]** 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).

*Note: Use **[+Add Destination]** to add more destinations (up to 4 total destinations).*

Call Screening

- **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**
 - Caller will hear a busy signal.
- **Block with Message**
 - Before the call is disconnected, the caller will hear a message play: “The number you have dialed is not accepting calls at this time. Please try again later.”

- **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)

<input style="width: 100%;" type="text" value="12125551234"/>	<input style="width: 95%;" type="text" value="Allow with Priority Ring"/>	x
	Priority Ring <input style="width: 100%;" type="text" value="Priority Ring 3"/>	
<input style="width: 100%;" type="text" value="17175551324"/>	<input style="width: 95%;" type="text" value="Forward"/>	x
<input style="width: 100%;" type="text" value="18015551234"/>	<input style="width: 95%;" type="text" value="Voicemail"/>	x

hide extra callers

Voicemail Box Settings

Voicemail Box Settings

Forward Voicemail to Email Forward voicemail messages

Keep a copy in voicemail box

Enter email addresses, separated by commas

Resetting Your Portal Password

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

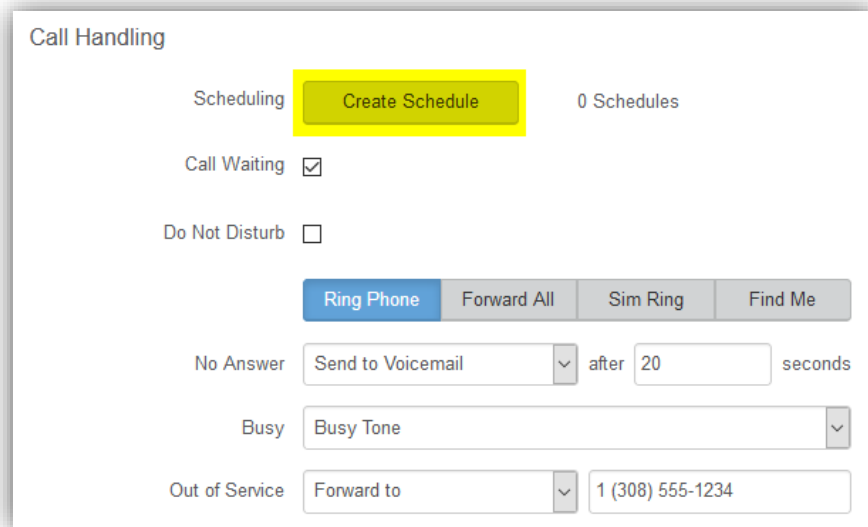
- 1) **Click your name** in the top-right area of the screen.
- 2) Click **[Change Password]**.



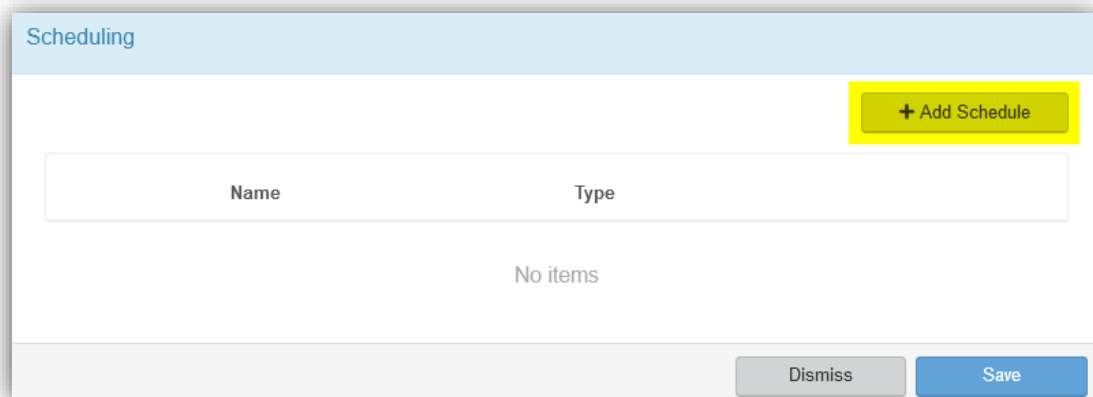
Creating a Schedule

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

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



- 3) In the newly opened scheduling window, click **[+Add Schedule]**.



- 4) Enter a **Schedule Name** for the new schedule.
- 5) Choose whether this will be specific dates (“Custom”) or recurring (Weekly”).
- 6) Fill in the **dates and times**.
 - The start time cannot be later than the end time.
 - If not using 24-hr time, include “am” and “pm” after the time.
 - For weekly recurring schedules, you do NOT have to provide times for all days – just the days of the week you want this call handling to take effect.
- 7) Choose the **call handling** to happen DURING the specified times.
 - In the **custom schedule** example below, any call received during the specific time being set will be forwarded to 19085551234.
- 8) Click **[Confirm]** to save the schedule.
- 9) Click **[Save]** to exit out of the scheduler window.

The screenshot shows a 'Scheduling' window with a '+ Add Schedule' button in the top right. Below the title bar is a table with columns 'Name' and 'Type'. The table contains one entry with a dropdown arrow on the left and 'Weekly' in the 'Type' column, with an 'Edit' button on the right. Below the table is a form for editing the selected schedule. The 'Schedule Name' field is highlighted in yellow. Below it are two tabs: 'Custom' and 'Weekly', with 'Weekly' selected. The form lists days from Sun to Sat, each with 'Start Time' and 'End Time' input fields, all highlighted in yellow. Below this is a 'Call Handling' section with a yellow highlight. It includes a 'Call Waiting' checkbox (checked), a 'Do Not Disturb' checkbox (unchecked), and four buttons: 'Ring Phone' (selected), 'Forward All', 'Sim Ring', and 'Find Me'. Below these are three rows for 'No Answer', 'Busy', and 'Out of Service', each with a dropdown menu set to 'Send to Voicemail' and a 'seconds' field set to '20'. At the bottom of the window are three buttons: 'Delete', 'Cancel', and 'Confirm'.

Custom Schedule Example

+ Add Schedule

Name	Type
^ v	Custom ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly + Add a Day
Date	<input type="text" value="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