



## VOICEMAIL GUIDE

### Access Your Voicemail

1. Dial **\*333** 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:

<b>Skip</b> Message <i>Marks the voicemail as <b>unread</b></i>	Press 1
<b>Save</b> Message <i>Marks the voicemail as <b>read</b></i>	Press 2
<b>Delete</b> Message	Press 3
<b>Repeat</b> Message	Press 9
<b>Exit</b> 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 **\*333** from the phone that is connected to your account.
2. Enter your **4-digit PIN**, followed by #.
  - a. Your **default PIN** is **1234**.
3. Press **8**.

Actions Include:

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

## ONLINE WEB PORTAL (TELEPHONE SELF CARE)

### First-Time Login

1. Go to **ciello.com**, click the **[Telephone Self Care]** button, top center (or online at: [ciello.user.alianza.com](http://ciello.user.alianza.com)).
2. Enter your **username** (your 10-digit Ciello phone number). *Example: 7198523538*
3. Enter the **temporary password** (first four (4) letters of account holder's first name in all capital letters, followed by first four (4) letters of the account holder's last name in all lower-case letters). If there are less than four letters in either the first or last name, the letters should be followed by a 0 (zero).  
*Example 1: Jane Smith's password would be JANEsmit*  
*Example 2: Sam Jackson's password would be SAMjack0*
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 letter
    - An uppercase letter
    - A number
    - No parts of your username

### Future Logins

1. Go to **ciello.com**, click the **[Telephone Self Care]** button, top center (or online at: [ciello.user.alianza.com](http://ciello.user.alianza.com)).
2. Enter your **username**.
3. Enter the **password** you created.
4. Click the **[Sign In]** button.

*Note: For information on changing your password, See the full user guide online.*

## OTHER COMMON FEATURES

### Three-Way Calling

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 Forwarding - Remote Access

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.



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# Telephone Quick Guide

## STAR CODES

CODE	FEATURE	CODE	FEATURE
<b>*43</b>	Call Waiting – Enable	<b>*78</b>	Do Not Disturb Activation
<b>*44</b>	Call Waiting – Disable	<b>*79</b>	Do Not Disturb Deactivation
<b>*57</b>	Call Trace	<b>*87</b>	Anonymous Call Reject Disable
<b>*58</b>	Add Custom Caller Block w/ Message	<b>*90</b>	Call Forwarding Busy Menu
<b>*59</b>	Add Custom Caller Allow	<b>*92</b>	Call Forwarding No Answer Menu
<b>*60</b>	Add Custom Caller Block	<b>*94</b>	Call Forward Out of Service Menu
<b>*63</b>	Add Custom Caller Forward	<b>*95</b>	Anonymous Caller Block w/ Message
<b>*64</b>	All Other Callers Block	<b>*97</b>	Disable Anonymous Caller Block w/ Message
<b>*65</b>	Enable User Caller ID Next Call	<b>*333</b>	Enter Voicemail
<b>*67</b>	Disable Caller ID Next Call	<b>0</b>	Call Operator – <i>Additional fees apply</i>
<b>*68</b>	Manage Caller ID for All Calls	<b>211</b>	Call Public Services - <i>Information provided on non-emergency services available in the local community.</i>
<b>*69</b>	Call Return	<b>411</b>	Call Information – <i>Additional fees apply</i>
<b>*70</b>	Disable User Call Waiting Next Call	<b>611</b>	Call Cielo Customer Service
<b>*72</b>	Call Forwarding Menu	<b>711</b>	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>
<b>*73</b>	Call Forwarding Menu	<b>811</b>	Call Utility Public Services - <i>“Call before you dig”</i>
<b>*74</b>	All Other Callers Allow	<b>911</b>	Call Emergency Services - <i>Always ensure Cielo has your correct address.</i>
<b>*77</b>	Anonymous Call Reject Enable		