

Star Codes

Dial these star codes to enable or disable calling features.

ACCOUNT CALL SCREENING

- All Other Callers: Block
- All Other Callers: Allow
- Custom Caller: Block
- Custom Caller: Allow
- Custom Caller: Block w/Message
- Anonymous Callers: Block
- Anonymous Callers: Allow
- Anonymous Callers: Block w/Message
- Anonymous Callers: Disable Block w/Message
- Call Trace

USER CALL HANDLING

- ** +** Directed Call Pickup (Dial ** + EXT)
- Pick Up Group
- Call Waiting: Enable
- Call Waiting: Disable
- Call Waiting: Disable Next Call
- Call Park
- Call Park Retrieval (Dial ** + slot)
- Caller ID: Enable Next Call
- Caller ID: Block Next Call
- Caller ID: Manage (On/Off)
- Last Call Return
- Voicemail Management

USER CALL FORWARDING

- Send Call Directly to Voicemail (Dial ** + EXT)
- Call Forward: All (On/Off)
- Call Forward: Busy (On/Off)
- Call Forward: No Answer (On/Off)
- Call Forward: Out of Service (On/Off)

USER CALL SCREENING

- Custom Caller: Block w/Message
- Custom Caller: Allow
- Custom Caller: Block
- Custom Caller: Forward
- All Other Callers: Block
- All Other Callers: Allow
- Anonymous Callers: Block
- Anonymous Callers: Allow
- Anonymous Callers: Block w/Message
- Anonymous Callers: Disable Block w/ Message
- Do Not Disturb: Enable
- Do Not Disturb: Disable

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)
- 911 Emergency Services

STAR CODE +

Star codes with + indicate you must dial the star code plus an extension, parking slot, voicemail PIN and/or phone number to enable or disable the feature.

****Star codes may be customized; to add features, contact Ciello.***

Voicemail

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account. The first time you access your voicemail box, enter the **default pin 1234**, and then you will be prompted to set a new PIN which must be 4-digits or longer.

DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management star code.
2. Enter your voicemail PIN and press #.

REMOTE ACCESS

1. From a line *not* assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

LISTEN TO MESSAGES

Access the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- **PRESS 1:** Skip message and mark it as *unread*
- **PRESS 2:** Save message and mark it as *read*
- **PRESS 3:** Erase message
- **PRESS 9:** Repeat message
- **PRESS 0:** Exit menu

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.

PERSONALIZE VOICEMAIL BOX

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- **PRESS 1:** Change the PIN
- **PRESS 2:** Personalize your greetings: Default, Busy, and No Answer.
- **PRESS 3:** Record your personal name
- **PRESS 5:** Set up Call Forwarding
- **PRESS 6:** Set Up a Call Screening Forwarding Number
- **PRESS 9:** Repeat personal options
- **PRESS 0:** Exit menu

Need More Help?

Visit the [Cymbus Help Center](#) or Contact Ciello at 719-852-3538, option 0

Business Cloud Communications

Manage your cloud communications services in the Voice Portal.

Business Lines

Manage your business lines in the Voice Portal.

Business Text Messaging

Automate and streamline your customer communications.

Cymbus App

Desktop and mobile apps with softphone and collaboration tools.