



This guide contains information made by Cymbus®, the platform used to provide Aptitude Business Cloud Communication Services.

Star Codes for Business Cloud Communications

Dial these codes to activate and deactivate certain features on your account.

USER CALL FORWARDING		USER CALL SCREENING	
*	Call Forward: All (On/Off)	*	Custom Caller: Block w/Message
*	Call Forward: Busy (On/Off)	*	Custom Caller: Allow
*	Call Forward: No Answer (On/Off)	*	Custom Caller: Block
*	Call Forward: Out of Service (On/Off)	*	Custom Caller: Forward
USER CALL HANDLING		*	All Other Callers: Block
*	Account Codes	*	All Other Callers: Allow
*	Directed Call Pickup	*	Anonymous Callers: Block
*	Send Call Directly to Voicemail	*	Anonymous Callers: Allow
*	Pick Up Group	*	Anonymous Callers: Block w/Message
*	Call Waiting: Enable	*	Anonymous Callers: Disable Block w/Msg
*	Call Waiting: Disable	*	Do Not Disturb: Enable
*	Call Waiting: Disable Next Call	*	Do Not Disturb: Disable
*	Call Park	SOCIAL & PUBLIC SERVICES	
*	Call Park Retrieval	211	Essential Community Services
*	Call Pull	311	Non-Emergency Services
*	Caller ID: Enable Next Call	411	Directory Assistance
*	Caller ID: Block Next Call	511	Traveler Information (US)
*	Caller ID: Manage (On/Off)	611	Customer Service
*	Last Call Return	711	Telecommunications Relay Service
*	Voicemail Management	811	Utility Location Services (US)
USER CALL RECORDING		811	Canadian Health Services (CAN)
*	Start Recording	911	Emergency Services
*	Pause Recording	933	Emergency Services Verification
*	Resume Recording		
*	Stop Recording		

Star Code +

The user must dial the star code plus an extension, parking slot, voicemail PIN, and/or phone number.

Voicemail Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management 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 #.

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.

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

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 Default, Busy, and No Answer greetings
- **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](#) for complete documentation.