



INTERNET SOLUTIONS

APTITUDE

Business Lines Service Guide

Everything you need to set up and manage
your Aptitude Business Lines service.

Aptitude Internet
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Some pages within this guide may contain
references to Cymbus®, the platform used
to provide Aptitude Business Lines services.

Table of Contents

Welcome	5
Highlights	5
Account Manager Access	5
Social & Public Services	7
911 Emergency Services	8
988 Suicide & Crisis Lifeline	8
Star Code Features	9
Caller ID	11
Call Forwarding	12
Call Park	14
Call Screening	16
All Other Callers	16
Anonymous Callers	16
Custom Callers	18
Call Trace	20
Call Waiting	22
Switching Calls	22
Do Not Disturb	23
Forward Codes	23
Last Call Return	24
Voicemail Access	25
Direct Access	25
Remote Access	25
Voicemail Menu Options	25
Reset Voicemail PIN	26
Access the Voice Portal	27
Access the Portal with Single Sign-On	27
Access the Portal with Local Authorization	27
Language Setting	28
Change Session Language	28
Change Default Language	28
Phone Numbers	29
Customer Service Record	29
E911 Record	30
Phone Number Route Management	31
Hunt Groups	32
Manage a Hunt Group	32
Hunt Configuration	32
Ring Strategy	33
Line Hunt Strategies	33
Linear: Ring first available line	34
Sequential: Ring lines in order	34
Simultaneous: Ring all lines at the same time	35

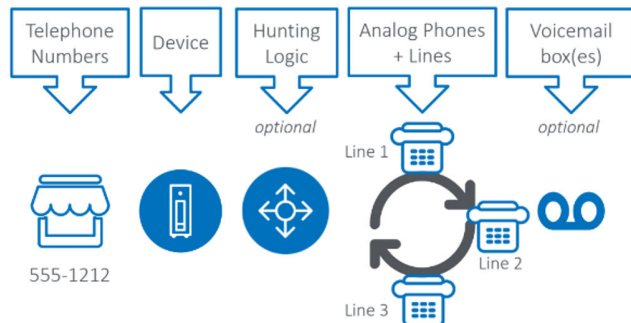
Forward Strategy	35
Unanswered Call Handling	36
Failover Options	37
Sequential Ring Scenarios	37
Forward Code Management	40
Add Forward Code	40
Delete Forward Codes	41
Line Management	43
Edit Line	43
Line Details	44
Direct-Call Handling	44
Ring Line	45
Forward	46
Caller Identification	46
Voicemail	48
Voicemail Box Management	48
Voicemail Box Details	49
Voicemail Box Greetings	49
Messages	50
Message Settings	51
Forward Voicemail to Email	51
Call History	53
Apply Call Filters	54
Select Call Options	54
Block Number	55
Details	55
Email a Call History Report	55
Call History Report Fields	56
Inventory	63
Account Settings	64
Call Park	64
Manage Parking Spots	64
Auto Ringback	64
Add Parking Spot	65
Delete Parking Spot	65
Music On Hold	65
Set Up Music On Hold	65
Upload Custom Audio	66
Change Custom Audio	67
Best Practices	67
The Benefits of Music On Hold Marketing	68
Tips for the Perfect Music On Hold	68
Finding Affordable, Legal Music	68
Sound Quality	69
Best Practices	69
The Benefits of Music On Hold Marketing	69

Tips for the Perfect Music On Hold	70
Finding Affordable, Legal Music	70
Sound Quality	71
Emergency Notifications	71
Configure Emergency Notifications	72
Test Notifications	73
Emergency Notification Log	74
SSO Authentication	75
SSO Configurations	75
Exemptions	77
Manage Single Sign-On	78
Add SSO Configuration	78
Enable SSO Configuration	79
Switch SSO Configurations	80
Disable SSO Configuration	80
Customer Notification Templates	80

Welcome to Business Lines

Business Lines is a line-based voice solution delivered over IP to analog phones, key systems, or a PBX. No users, no people, just lines. It's a simple solution for users with simple needs. It's great for retail shops, professional offices, service companies with single sites, and more.

As an Account Manager, you can manage existing phone numbers, hunt groups, and lines, but you'll need to contact Customer Support to add new ones.



Highlights

- **1-Page Management.** See all your phone numbers, lines, Hunt Groups, devices, and voicemail boxes on the same page.
- **Quick Setup.** Create new lines and Hunt Groups while adding phone numbers and create voicemail boxes while setting up lines. Change a setting in one section and it will be updated in the others.
- **Line-Based.** Phone numbers and lines are created independently.
- **Hunt Groups.** Set up linear, sequential, or simultaneous ring line hunting and star codes to quickly forward a line to a Hunt Group. Using Hunt Groups, a single phone number could be sufficient to run a business.
- **Optional Features.** Voicemail and call waiting are disabled by default.

Account Manager Access

As an Account Manager, you can access and manage many Business Lines features in the Voice Portal, including:

Section	Access
Account Settings	Modify the configuration of Emergency Call Notifications for the account
Phone Numbers	<ul style="list-style-type: none"> • View phone numbers and their routing setting • Change the destination of a phone number ^a. • Modify E911 addresses???
Business Lines	<ul style="list-style-type: none"> • View all lines • Change line handling settings • Change assigned voicemail box
Hunt Groups	<ul style="list-style-type: none"> • View all hunt groups • Change the line routing order • Add existing lines to a hunting strategy • Remove lines from a hunt group • Change hunting strategy • Change voicemail box assignment • Create and manage forward codes
Voicemail	<ul style="list-style-type: none"> • Reset voicemail box PIN • Access and manage voicemail messages

^aAdditional permissions are required to manage these features



Customer Support

If you need any assistance or do not have access to certain features listed here, please contact Customer Support. They can answer your questions and help you to add or remove phone numbers, lines, devices, or voicemail boxes.

Social & Public Services

The following N11 codes provide quick three-digit dialing access to special services in the United States and Canada, based on the caller's address, without the need for an area code.

Code	Description
211	Essential Community Services Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org/ to learn about services in your area.
411	Directory Assistance Phone service used to look up a published telephone number and/or address listing.
511	Traveler Information (US) Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	Customer Service Dials Customer Service.
711	Telecommunications Relay Service TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit http://www.fcc.gov/ to learn more.
811	Utility Location Services (US) "Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.
811	Canadian Health Services (CAN) Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.
911	Emergency Services Calls to 911 (US or CAN) are sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. The callback number and address are available to the PSAP on each call.
933	Emergency Services Validation Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.

Code	Description
988	Suicide Prevention Hotline Contact the National Suicide Prevention Lifeline (US) or Talk Suicide Hotline (CA) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.



Canadian Support

Not all Canadian rate centers support all N11 service codes. If you are unable to call a particular service, it may not be available in your area.

911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for 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).

Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and 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.

If an address is not validated, calls to 911 will have a delay to the routing process while the national call center agents ask for the 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.

988 Suicide & Crisis Lifeline

Rapid access to suicide prevention and mental health crisis intervention services has never been more critical, which is why the US and Canada have designated 988 as the number to reach the suicide prevention and mental health crisis hotline.

When a user dials 988 from a phone number originating in the US or Canada, they will be connected to a trained crisis counselor who will listen, offer support, and get them the help they need.

- **United States:** <https://988lifeline.org/> (1-800-273-8255)
- **Canada:** <https://talksuicide.ca/> (1-833-456-4566)

These hotlines are a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. They are committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

Calls to 988 are free, dialed with no post dial delay, cannot be blocked by calling plans, and will still go through even if an account is disabled or suspended.

Star Code Features

Dial these codes to activate and deactivate certain features on your account. Codes with + require dialing additional information to complete the action, such as a phone number.

Call Screening	
*42	All Other Callers: Allow
*41	All Other Callers: Block
*49	Anonymous Callers: Allow
*48	Anonymous Callers: Block
*51	Anonymous Callers: Disable Block with Message
*50	Anonymous Callers: Enable Block with Message
*57	Call Trace
*46	Custom Caller: Allow
*47	Custom Caller: Block with Message
*45	Custom Caller: Block

Call Forwarding	
*72	Call Forward: All Calls
*90	Call Forward: Busy
*92	Call Forward: No Answer
*94	Call Forward: Out of Service

Hunt Groups	
*--	Forward Code: Fixed
*--	Forward Code: Variable

Line Management	
*57	Call Trace
*62	Call Park
*66	Call Park Retrieve
*70 +	Call Waiting: Disable Next Call
*44	Call Waiting: Disable
*43	Call Waiting: Enable
*68	Caller ID: All Calls
*67 +	Caller ID: Disable Next Call
*65 +	Caller ID: Enable Next Call
*69	Last Call Return (Call Back)
*98	Voicemail Management

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)
811	Canadian Health Services (CAN)

Social & Public Services	
911	Emergency Services
933	Emergency Services Validation

Social & Public Services	
988	Suicide Prevention Hotline

Caller ID

Caller ID, the calling name (CNAM) and phone number (CLID) sent with outbound calls, is a setting on each phone number. You can choose to send out the main company number, a number assigned to the line, or no caller ID at all. If the name on your caller ID is incorrect, please contact Customer Support to update it.



Caller ID for Mobile Phones

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

Caller ID Settings

Use the following star codes or log in to the portal to manage your caller ID settings.

Star Code	Instructions
*65	<p>Caller ID: Enable Next Call</p> <p>If caller ID is blocked on the line, this star code will enable caller ID for the current call. Future calls will not be affected. If caller ID was already enabled, it will continue to be enabled.</p> <ol style="list-style-type: none"> Dial the star code + the number for the party you're trying to reach. <ul style="list-style-type: none"> For example: *658015552134 Caller ID will be displayed to the party on this call.
*67	<p>Caller ID: Disable Next Call</p> <p>If caller ID is enabled on the line, this star code will block caller ID on the current call. Future calls will not be affected. If caller ID was already blocked, it will continue to be blocked.</p> <ol style="list-style-type: none"> Dial the star code + the number for the party you're trying to reach. <ul style="list-style-type: none"> For example: *678012265555 Caller ID will be displayed as "BLOCKED" to the party on this call.

Star Code	Instructions
*68	<p data-bbox="383 268 618 300">Caller ID: All Calls</p> <p data-bbox="383 321 992 352">Enable or disable caller ID for all outbound calls.</p> <ol data-bbox="412 384 1024 646" style="list-style-type: none"><li data-bbox="412 384 691 415">1. Dial the star code.<li data-bbox="412 443 922 474">2. Enter your 4-digit PIN, followed by #.<li data-bbox="412 501 1024 646">3. Choose from the following options:<ul data-bbox="493 554 1024 646" style="list-style-type: none"><li data-bbox="493 554 1024 585">• Press 1 to enable caller ID on all calls.<li data-bbox="493 613 1024 646">• Press 2 to disable caller ID on all calls.

Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

Call Forwarding can be configured in the portal or via star code. These star codes are applied to the line. For each Call Forwarding star code, the call handling options are *Forward* and *Send to Voicemail*.

Star Code	Instructions
*72	<p>Call Forward: All Calls</p> <p>When enabled, all incoming calls will be forwarded to a specified phone number . Also known as Unconditional Forwarding.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. The audio prompt will tell you if call forwarding is currently enabled or disabled, then ask you to select an option: <ul style="list-style-type: none"> • Enable: To forward all calls, press 1, then make a selection. <ul style="list-style-type: none"> • To forward the call to a phone number, press 1. • To forward to an extension, press 2. • To forward to a short code, press 3. <p>Once a selection has been made, please enter your forwarding destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded. Goodbye."</i></p> <ul style="list-style-type: none"> • Disable: To disable forwarding and send calls to your line, press 2. You will hear, <i>"Calls will ring your line. Goodbye."</i>
*90	<p>Call Forward: Busy</p> <p>Choose how calls will be handled when you're on another call.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Choose an option: <ul style="list-style-type: none"> • Enable: To forward calls when your line is busy, press 1, then enter the destination's 11-digit phone number followed by #. You will hear, <i>"Calls will be forwarded when your line is busy. Goodbye."</i> • Disable: To send calls sent to voicemail when your line is busy, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is busy. Goodbye."</i>

Star Code	Instructions
*92	<p>Call Forward: No Answer</p> <p>Choose how calls will be handled when the line isn't answered.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Choose an option: <ul style="list-style-type: none"> • Enable: To forward calls when not answered, press 1. Enter the destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when not answered. Goodbye."</i> • Disable: To send calls to voicemail when not answered, press 2. You will hear, <i>"Calls will be sent to voicemail when not answered. Goodbye."</i>
*94	<p>Call Forward: Out of Service</p> <p>Choose how calls will be handled when the line is out of service or not registered.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Choose an option: <ul style="list-style-type: none"> • Enable: To forward calls when your line is out of service, press 1, then enter destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when your line is out of service. Goodbye."</i> • Disable: To send calls to voicemail when your line is out of service, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is out of service. Goodbye."</i>

Call Park

Call Park combines the elements of transferring a call and placing it on hold. Rather than asking a caller to call back later or sending them to voicemail, the user can transfer the call to a virtual parking spot where the caller will remain on hold until the called party is available.

Call Park via Feature Key

When a parking spot is assigned to a line on your phone, you can park and retrieve calls with the click of a button. This feature, also known as Directed Call Park, is only available for use on certified IP phones.

Feature	Instructions
Call Park	<p>Place a call in a parking spot.</p> <ol style="list-style-type: none"> 1. While on a call, press the line key assigned to the parking spot. 2. The call will be placed in that parking spot.
Call Park Retrieval	<p>Retrieve a parked call from a parking spot.</p> <ol style="list-style-type: none"> 1. Press the line key on the phone for the parking spot the call has been placed in. 2. You will be connected to the parked caller.

Call Park via Star Codes

When parking calls using star codes, the system automatically assigns a numbered parking spot, and the call can be retrieved by anyone who knows the parking spot number.

Star Code	Instructions
*62	<p>Call Park</p> <p>Place a call in a parking spot.</p> <ol style="list-style-type: none"> 1. While on a call, do one of the following: <ul style="list-style-type: none"> • IP phone: Press [Transfer] and dial the star code. If using a Grandstream device, press the Handset button after dialing the star code. • Analog phone: Press the hook flash to hear the secondary dial tone, then dial the star code. 2. You will hear, "Call parked at location ##. Remember this number. 3. Press [Transfer] again or hang up to complete the transfer to the parking spot.
*66	<p>Call Park Retrieve</p> <p>Retrieve a call from a parking spot.</p> <ol style="list-style-type: none"> 1. Dial the star code + the parking spot the call was placed in. 2. You are now connected to the parked caller.

Call Screening

Use Call Screening 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, such as being blocked, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned. These settings can be configured via star code (below) or in the portal.

All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and then enable only custom (specific) callers to reach you.

Star Code	Instructions
*42	<p>All Other Callers: Allow</p> <p>All other calls (not otherwise specified) will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your selective call accept service has been deactivated."</i>
*41	<p>All Other Callers: Block</p> <p>All other calls (not otherwise specified) will be blocked.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your selective call accept service has been activated."</i>

Anonymous Callers

Calls from anonymous callers (without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.


Star Code	Instructions
*49	<p>Anonymous Callers: Allow</p> <p>Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"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."</i>

Star Code	Instructions
*48	<p>Anonymous Callers: Block</p> <p>Calls without caller ID will be blocked.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>
*50	<p>Anonymous Callers: Enable Block with Message</p> <p>Calls without caller ID will be blocked with a message.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"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."</i>3. Callers will hear a message indicating anonymous callers are not allowed.
*51	<p>Anonymous Callers: Disable Block with Message</p> <p>Calls without caller ID will no longer be blocked with a message.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>

Custom Callers

Use this feature to control who can call your phone and what happens when they do. To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

Star Code	Instructions
*46	<p>Custom Caller: Allow</p> <p>Calls from the number specified will be allowed.</p> <p>Use this feature if you are currently blocking all callers and want to allow a specific phone number, or if you would like to allow a specific caller that you've blocked in the past.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter the 11-digit phone number followed by #. <ul style="list-style-type: none"> • For example: 18005551212# 3. You will hear, <i>"Calls from [phone number you entered] will be allowed."</i>
*45	<p>Custom Caller: Block</p> <p>Calls from the number specified will be blocked. The caller will hear a busy tone.</p> <p>Use this feature if you have allowed all callers but want to block a specific caller. Using this star code, the blocked caller will hear a busy signal instead of ringing through to your line.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter the 11-digit number followed by #. <ul style="list-style-type: none"> • You will hear a prompt saying, <i>"Calls from [phone number] will be blocked."</i>
*47	<p>Custom Caller: Block with Message</p> <p>Calls from the number specified will be blocked with a message.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter the 10-digit number to be blocked followed by #. <ul style="list-style-type: none"> • You will hear, <i>"Calls from [phone number you entered] will be blocked."</i> • The caller will hear, <i>"The number you have dialed is not accepting calls at this time. Please try again later."</i>

Star Code	Instructions
*63	<p data-bbox="383 268 695 300">Custom Caller: Forward</p> <p data-bbox="383 319 1024 350">Calls from the number specified will be forwarded.</p> <ol data-bbox="412 386 1398 569" style="list-style-type: none"><li data-bbox="412 386 695 417">1. Dial the star code.<li data-bbox="412 443 1016 474">2. Enter the forwarding number followed by #.<li data-bbox="412 499 1398 569">3. You will hear a prompt saying, <i>"Calls from [phone number you entered] will be forwarded."</i> <div data-bbox="383 613 1430 768"><p data-bbox="516 646 581 678">Note</p><p data-bbox="516 682 1382 741">A Screening Forward Number must be set up in the portal; otherwise, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p></div>

Call Trace

Call Trace allows you to mark a harassing or threatening phone call in the Call History. If necessary, you must take additional actions to establish a case with your local law enforcement agency.

Star Code	Instructions
*57	<p>Call Trace</p> <p>Mark a call for a trace in your Call History. Used for troubleshooting.</p> <p>Call Trace does not initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.</p> <ol style="list-style-type: none"> 1. After ending the call, dial the Call Trace star code. 2. You will hear, <i>"The previous call will be marked in your call history."</i> 3. A new line for the trace will be entered in Call History.

Call Trace Example

In this example, Amy received a phone call at 10:39 and dialed the Call Trace star code immediately after ending the call. There are now two records in Call History:

4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	4.5
4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-7052 SALT LAKE CITY, UT	1 (801) [REDACTED]-8545 PROVO-OREM, UT	4.5

When the Call Trace record is expanded, it shows the CDR details from the call it traced:

4/27/2020 10:36 AM MDT 3 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	0	^
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Time and Length

Start Time	04/27/2020 10:36:34 AM MDT
Connected Time	04/27/2020 10:36:35 AM MDT
End Time	04/27/2020 10:36:39 AM MDT
Billed Length	0 seconds
Actual Length	3 seconds

Cost

Cost	\$0
In Calling Plan	Yes
Rate Per Minute	\$0

Origination

Number	1 (801) [REDACTED]-8545
Location	PROVO-OREM, UT
Category	On Network

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, place the 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 in the portal.

See [Line Management](#) for how to enable and disable Call Waiting in the portal.

Star Code	Instructions
*43	<p>Call Waiting: Enable</p> <p>Enables call waiting for ALL calls to the line.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.
*44	<p>Call Waiting: Disable</p> <p>Disables call waiting for ALL calls to the line.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.
*70 +	<p>Call Waiting: Disable Next Call</p> <p>If call waiting is enabled on the line, this star code will disable caller ID on the current call. Future calls will not be affected.</p> <ol style="list-style-type: none"> 1. Dial the star code + the phone number of the party you're trying to reach. <ul style="list-style-type: none"> • For example: *708015553284 2. During this call, incoming calls will follow the "busy" call behavior.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call:

- When notified of a second incoming call, press the line button on your phone.
- 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.

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

Star Code	Instructions
*78	<p>Do Not Disturb: Enable</p> <p>Turns on DND. All calls will be sent to voicemail.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Do not disturb enabled."</i> 3. Incoming calls are sent directly to your voicemail box.
*79	<p>Do Not Disturb: Disable</p> <p>Turns off DND.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Do not disturb disabled."</i> 3. Incoming calls follow your Call Handling settings.

Forward Codes

Forward codes can be enabled or disabled for a group in the **Hunt Configuration > Forward** tab by selecting the Forward ring strategy, but the easiest way to turn them on or off is by dialing the star code.

Forward codes can be enabled or disabled in portal by going to the **Hunt Configuration** tab and selecting **Forward** under **Ring Strategy**, but the easiest way to turn them on or off is by dialing the star code.

Any line on the account can dial the forwarding star codes, regardless of group membership, but only one forwarding code can be used at a time. The last dialed star code becomes active (enabled), while the prior star code is deactivated (disabled).

See [Hunt Configuration](#) and [Forward Code Management](#) for more information.

Action	Steps
Enable Fixed Code	<ol style="list-style-type: none"> 1. Upon dialing the star code, you will hear: <i>"Calls forward to [PhoneNumber]. Goodbye."</i> 2. All calls to the hunt group are forwarded to the number assigned to the code.
Enable Variable Code	<ol style="list-style-type: none"> 1. Upon dialing the star code, you will hear the prompt: <i>"Please enter the forwarding number followed by the pound sign."</i> 2. Enter the forwarding number followed by the pound sign. You will hear the message: <i>"Calls forward to [PhoneNumber]. Goodbye."</i> 3. All calls to the hunt group are forwarded to this number.
Disable Forwarding	<ol style="list-style-type: none"> 1. Upon dialing the star code, you will hear: <i>"Call forwarding disabled. Goodbye."</i> 2. The forward code is disabled and the hunt group uses the configured hunt settings again.

Last Call Return

Star Code	Instructions
*69	<p>Last Call Return</p> <p>Dial the last caller ID number that rang the line (not the last <i>outbound</i> call).</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will be connected to the last number that called you.

Voicemail Access

Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. To manage your voicemail settings online, see [Voicemail](#).

Direct Access

Star Code	Instructions
*98	<p>Voicemail Management</p> <p>Access the voicemail box assigned to the phone number.</p> <ol style="list-style-type: none"> 1. From a phone number assigned to the voicemail box, dial the Voicemail Management star code. 2. If prompted, enter the PIN and press #.

Remote Access

1. From a phone number that is not connected to the voicemail box, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the 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.

Voicemail Menu Options

Listen to Messages

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

- Press 1 to skip a message.
- Press 2 to save a message.
- Press 3 to erase a message.
- Press 9 to repeat the message.
- Press 0 to exit the menu.

Personal Options

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

- Press 1 to change the PIN.
- Press 2 to personalize your greeting.
- Press 9 to repeat the personal options.
- Press 0 to exit the menu.

RECORD GREETINGS

1. Access the voicemail box and press 8.
2. Press 2 to personalize your greetings.
 - Press 1 to change the default greeting.
 - Press 2 to change the "busy" greeting.
 - Press 3 to change the "no answer" greeting.
3. Hang up or press 0 to go back to the main menu.

Reset Voicemail PIN

1. Go to **Business Lines > Voicemail**.
2. Locate the voicemail box and click **Edit**.
3. Under Voicemail Box Details, click **[Reset PIN]**.

The voicemail box PIN will be reset to **1234**. The next time the [voicemail box is accessed](#), the user will log in using 1234 and be prompted to set a new PIN.

For security reasons, the PIN can only be created or changed when accessing the voicemail box from the phone number assigned to it.

Access the Voice Portal

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can be managed via star codes, but some things are easier to manage online. As an Account Manager or Admin user, you have access to manage not only your own services but also those of other users on the account.

Access the Portal with Single Sign-On

Customer Support will have provided you with details on how to access the voice portal using the same credentials used for the other services they provide. You may be redirected to your portal via your telecom account or via a direct URL.

1. Go to <https://user.cymbus.com/>.
2. Click **[Sign in with SSO]**.
3. Enter your email.
4. Click **[Sign In]**.

For any issues accessing the portal, contact Customer Support.

Access the Portal with Local Authorization

When your account was created, you were sent an email that contains your login information. Keep that email safe so you can refer to it later. If you haven't received it, or if you don't have an email address on your account yet, please contact Customer Support.

1. Go to <https://user.cymbus.com/>.
2. Enter your username (not email) and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click **[Login]**.



Password Requirements

Your password must be at least eight characters long and include at least one number and one special character, such as ^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' : ; | _ ~ ` = + -. It cannot contain any part of your username.

Language Setting

Experience the voice platform in English, Canadian French, or Spanish, seamlessly integrated across audio prompts, system-generated emails, and more.

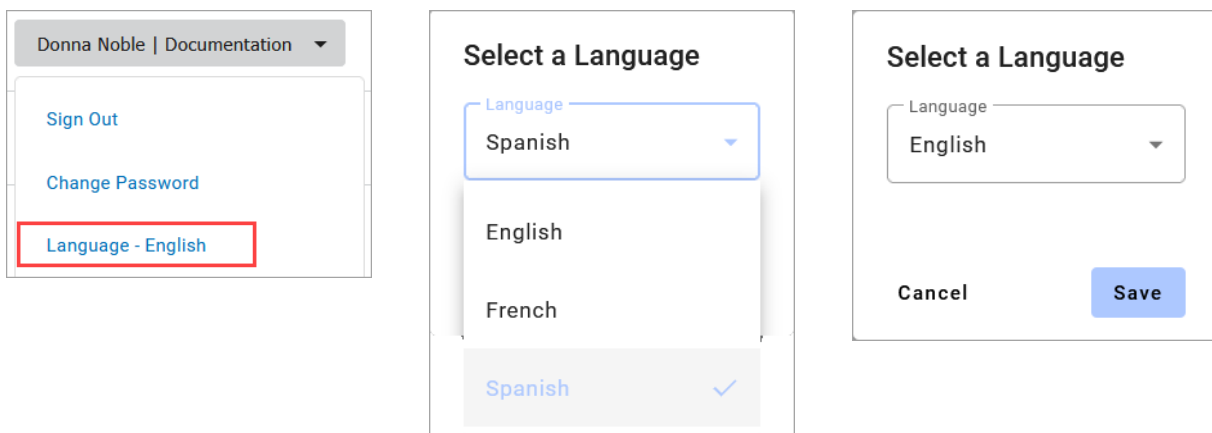
All users can change the language for their current session from the menu in the top right corner of the screen.

Change Session Language

Follow the steps below to change the language used in the web portal for your active session:

1. Log in to the Voice Portal.
2. In the top right corner of the page, expand the menu with your name and select **Language**.
3. Choose a language: English, French, or Spanish.
4. Click **[Save]**. The portal will refresh to update with the selected language.

The portal will revert to your default language once you log out.



Change Default Language

A language can be set in the following locations:

- **Account.** The language setting assigned to the account applies to all users by default.
- **Account Managers.** The user's language setting applies to the web portal, IP phone (if the phone supports the language), telephone user interface (TUI) audio prompts, and system-generated emails. It does not affect the user's voicemail box, which is configured separately.
- **Voicemail Box.** The language for a voicemail box applies to the voicemail menu audio prompts and forwarded [Voicemail-to-Email](#) messages. This is separate from the language set for the account. See [Voicemail](#).

Phone Numbers

In the Voice Portal, go to **Business Lines > Phone Numbers**. Here you can see the phone numbers on your account, including their status and destination. To add a phone number to your account, please contact Customer Support.

Select the phone number to view the Customer Service Record and edit the E911 record. If you don't have access to this feature, please contact Customer Support.

Phone Numbers

Phone Number ↑	Status	Destination
1 (435) 625-0417	Active	Main Office ▼
1 (617) 326-8008	Active	Line 2 ▼

1-2 of 2 ◀ ▶

Customer Service Record

The customer service record (CSR) includes the person's or company's name, postal code, and street address. This information is entered when the phone number is added to the account. If this address needs to be changed, please contact Customer Support.

1 (435) 628-2065

Customer Service Record

Address Preview	789 N Town Rd Santa Clara, UT 84765
Lat/Long	37.133200, -113.652800

[View Lat/Long in Google Maps](#)

E911 Record

An E911 address allows emergency services to determine the location of each phone or device in case they need to call 911. The registered address must be the physical address where the device is located and include any additional information (such as a suite, apartment, building, etc.) necessary to identify the caller's location.

If the E911 address is the same as the CSR, check the Same as CSR Record box. If not, uncheck the box and enter the correct information in the fields below. When you're done, click **[Save]**. It may take several hours for the changes to take effect.

E911 Record

Same as CSR Record

Individual
Company

Company Name

Postal Code

Enter Address

Address Preview 353 E Spring Dr
Beaver, UT 84713 Manual Entry ▾

Lat/Long 38.279000, -112.635900

Provide Lat/Long

[View Lat/Long in Google Maps](#)

Feature	Description
Name	The name of the individual or company the phone number belongs to.
Postal Code	The postal code of the address.
Enter Address	The address associated with the phone number. Start typing an address and options will populate below. Select the correct address.
Manual Entry	Enter the address manually. These fields automatically populate with the existing information and are optional unless otherwise indicated. If the address is for a multi-unit building, you can add the Unit Type and Unit Number here.

Feature	Description
Provide Lat/Long	Check this box to view and/or modify the latitude and longitude, if necessary.

Phone Number Route Management

When a phone number added to the account, a destination is assigned so callers are directed to the right place, whether it be another line or hunt group.

Phone Numbers

Phone Number ↑	Status	Destination
1 (435) 625-0417	Active	Main Office ▼
1 (617) 326-8008	Active	Line 2 ▼

1-2 of 2 < >

To change a phone number's destination:

1. Log in to the portal and go to the **Phone Numbers** page.
2. Locate the number you want to modify and click the right side to expand its settings.
3. Click the *Destination* menu and select a new destination.
4. Click **[Save]**. The changes are applied immediately.

Hunt Groups

There's magic in hunt groups, especially for businesses with multiple lines that need call distribution. Instead of going into Lines to set up call forwarding in an over-complicated way, users can set up call distribution rules in a single interface.

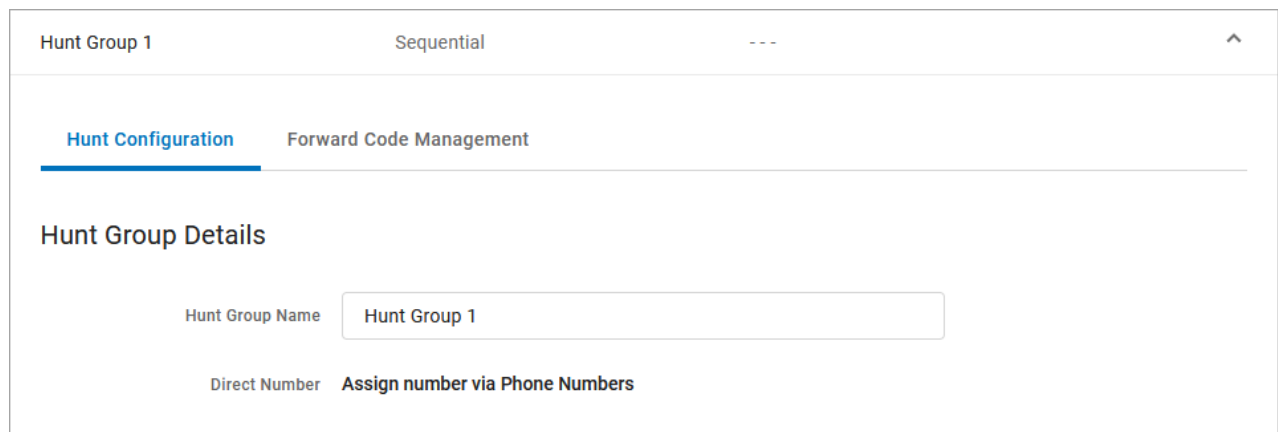
A hunt group is a method for distributing incoming phone calls from a single telephone number to a group of several phone lines. Businesses use hunt groups to distribute calls over multiple lines, allowing an idle user in the group to answer the call if another line is busy.

Go to **Hunt Groups** to manage existing hunt groups. To set up a new one or modify a group's name or phone number, contact your service provider.

Manage a Hunt Group

When editing a hunt group, there are two tabs with different settings:

- **Hunt Configuration** defines the ring strategy for how calls will be handled once they reach the group. Under Ring Strategy, you can switch the hunting strategy to *Line Hunt* or *Forwarding*.
- **Forward Code Management** is where you set up star codes that forward the hunt group to another number.



Hunt Configuration

In the Hunt Configuration tab, Hunt Group Details lists the name of the group and the phone number assigned to it. To add a new Hunt Group or change a group's name or routing phone number, please contact Customer Support.

Main Office
Linear
1 (617) 326-8008
^

[Hunt Configuration](#)

Forward Code Management

Hunt Group Details

Hunt Group Name **Main Office**

Phone Numbers **1 (617) 326-8008**

Ring Strategy

Under Ring Strategy, you can see which strategy is currently enabled:

- **Line Hunt:** Calls to the hunt group are following the [line hunt configuration](#).
- **Forward:** Calls to the hunt group are being forwarded using the code selected below. To change which forward code is enabled, select a different code and click **[Save]**.

These tabs act as a switch that allows you to choose which setting is currently enabled for the hunt group. For example, if you want to turn off forwarding and enable line hunting, select the *Line Hunt* tab then click **[Save]**, and the new setting will be applied immediately.

Ring Strategy

Line Hunt

Forward

After-Hours Support

Variable

Out to Lunch

1 (800) 555-1234

Delete
Cancel
Save

Line Hunt Strategies

In the Line Hunt tab, choose a ring strategy ([Linear](#), [Sequential](#), or [Simultaneous](#)) and then assign lines to the group. At least one line is required. Click **[+ Add]** to add another line to the configuration.

Ring Strategy

Line Hunt
Forward

Linear: Ring first available line
 Sequential: Ring lines in order
 Simultaneous: Ring all lines at the same time

Lines

^ v x

^ v x

+ Add

Linear: Ring first available line

A linear configuration is meant to provide a solution commonly referred to as “Rollover Lines” in the telecommunications industry. The first line that is available (in service, not on a call) will ring for the time designated in the [Unanswered Call Handling](#) rules. Only one line will ring per call. Lines that are busy or out of service will be considered unavailable.

Use the arrows on the left to change the line order or click the **X** on the right to remove a line from the configuration.

Linear: Ring first available line
 Sequential: Ring lines in order
 Simultaneous: Ring all lines at the same time

Lines

^ v x

^ v x

^ v x

+ Add

Sequential: Ring lines in order


In a sequential pattern, calls will ring each line in order until answered or the ring timeout is met. Lines that are busy or out of service will be skipped in the hunting sequence.

Each line has an individual timeout setting. For example, a business may want to have a front office to ring for 10 seconds and then allow the back office to ring for 20 seconds and so on. One ring is 6 seconds. The default timeout setting is 18 seconds per line (3 rings).

Add the lines and enter a timeout setting for each. A sequential configuration allows for a maximum of 20 line rules. A line can be added to the configuration more than once. Use the arrows on the left to change the order of the lines or click the **X** on the right to remove a line from the configuration.

Linear: Ring first available line
 Sequential: Ring lines in order
 Simultaneous: Ring all lines at the same time

	Lines	Timeout	
^ v	Line 3	18 sec	X
^ v	Line 1	18 sec	X
^ v	Line 2	18 sec	X
^ v	Line 1	18 sec	X

 **Total Ring Time**

The Total Ring Time, which is the cumulative time set for all lines in the group, is listed under [Unanswered Call Handling](#). The maximum total ring duration is 150 seconds (2.5 minutes). Lines that are busy or out of service will be skipped in the hunting sequence, resulting in a shorter total ring time.

Simultaneous: Ring all lines at the same time

All lines will ring at the same time, so the order of lines doesn't matter. Lines that are busy or out of service will not ring. To remove a line, click the **X** to the right.

Linear: Ring first available line
 Sequential: Ring lines in order
 Simultaneous: Ring all lines at the same time

	Lines	
	Line 3	X
	Line 1	X
	Line 2	X

Forward Strategy

When the Forward tab is selected, calls to the Hunt Group are being forwarded using the code selected below.

- To change the active Forward Code, select a different code, and click **[Save]**.
- To add or modify a code, go to the [Forward Code Management](#) tab.

Hunt Configuration

Line Hunt
Forward

After-Hours Support
Variable

Out to Lunch
1 (800) 555-1234

Delete
Cancel
Save

Unanswered Call Handling

Unanswered Call Handling is where you set up the failover options that determine what happens when a call isn't answered by any line in the group.

- In a **linear** or **simultaneous** configuration, Unanswered Call Handling rules apply to any line that does not answer. If all lines are out of service, the call follows the Out of Service rule. If all lines are busy, the call follows the Busy rule.
- In a **sequential** configuration, Unanswered Call Handling rules are determined by only the **last line** in the sequence. See how this works in the examples below.

Unanswered Call Handling

No Answer	<input type="text" value="Busy Tone"/>	after	<input style="width: 40px;" type="text" value="24"/>	seconds
All Lines Busy	<input type="text" value="Forward To"/>			<input style="width: 100px;" type="text" value="-- (-) --:--"/>
Out of Service	<input type="text" value="Send to Voicemail"/>			<input style="width: 100px;" type="text"/>



Total Ring Time

For a sequential configuration, the Total Ring Time is listed here. The maximum total ring duration is 150 seconds (2.5 minutes). Lines that are busy or out of service will be skipped in the hunting sequence, resulting in a shorter total ring time.

Failover Options

There are three failover types:

1. **No Answer.** Choose what happens when the call is not answered. For a linear or sequential configuration, also enter the number of seconds a call will ring before it times out. The default is 24 seconds (4 rings).
2. **All Lines Busy.** Choose what happens when all lines are busy. In a sequential configuration, this will apply if the last line in the sequence is busy.
3. **Out of Service.** Choose what happens when the last line is not registered. In a sequential configuration, this will apply if the last line in the sequence.

Each failover type can be set to one of the following settings:

1. **Busy Tone.** The caller will hear a busy tone.
2. **Forward to.** Enter a phone number for calls to be forwarded to. When forwarding calls, hunt groups use the account's calling plan.
3. **Send to Voicemail.** Choose an existing voicemail box or **[+ New Voicemail]** to create and use a new one.

Once saved, the settings are immediately applied to the hunt group.

Sequential Ring Scenarios

In a sequential configuration, Unanswered Call Handling is dependent on the status of the last line in the sequence. This is different from the other configuration types, in which Unanswered Call Handling will be applied to any line that does not answer.

To explain how this works, a few call scenarios are outlined below using the following hunt group configuration. In each scenario, Line 3 is the last line.

Settings

Hunt Configuration

- **Sequential:** Ring lines in order
- **Line1:** Timeout 18 seconds
- **Line2:** Timeout 18 seconds
- **Line3:** Timeout 18 seconds

Unanswered Call Handling

- **Total Ring Time:** 0 min 54 sec
- **No Answer:** Busy Tone
- **All Lines Busy:** Send to Voicemail
- **Out of Service:** Forward to [phone number}

Results

Scenario	Result
All Lines: Available	A new call will ring Line 1 for 18 seconds, line 2 for 18 seconds, then line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
All Lines: Out of Service	Because Line 3 is out of service, a new call will be immediately forwarded to the specified number.
All Lines: Busy	Because Line 3 is busy, a new call will be immediately sent to voicemail.
Line 1: Busy (on a call) Line 2: Out of Service Line 3: Available	A new call will ring Line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
Line 1: Available Line 2: Available Line 3: Busy (on a call)	A new call will ring Line 1 for 18 seconds, then Line 2 for 18 seconds. Then, because Line 3 is busy, the call will be sent to voicemail.
Line 1: Busy (on a call) Line 2: Available Line 3: Out of Service	A new call will ring Line 2 for 18 seconds. Then, because Line 3 is out of service, the call will be forwarded to the specified number.

Screenshot

Sequential Group Sequential ... ^

Hunt Configuration Forward Code Management

Hunt Group Details

Hunt Group Name

Direct Number **Assign number via Phone Numbers**

Hunt Configuration

Line Hunt Forward

Linear: Ring first available line
 Sequential: Ring lines in order
 Simultaneous: Ring all lines at the same time

Lines	Timeout
^ v <input type="text" value="Line 1"/> ▼	18 sec ✕
^ v <input type="text" value="Line 2"/> ▼	18 sec ✕
^ v <input type="text" value="Line 3"/> ▼	18 sec ✕

Unanswered Call Handling

Total Ring Time **0 min 54 sec** ⓘ

No Answer ▼

All Lines Busy ▼ ▼

Out of Service ▼ ▼

Forward Code Management

Forward codes allow end users to dial a star code to forward all calls destined for the hunt group to another number. There are two types of forward codes:

1. **Fixed** codes forward calls to a preconfigured phone number. This is ideal when the business needs to forward to the same number regularly, such as an after-hours answering service.

For example, at the end of the day, the receptionist dials a star code to forward all calls to an after-hours answering service. The next morning, they dial the same code to disable it and send calls back to the line hunt.

2. **Variable** codes allow the user to dial a star code and enter the phone number calls will be forwarded to. This is ideal if the business needs more flexibility to forward to a different number each time.

You can set up as many codes as you need, but only one can be enabled on the hunt group at a time.



Direct-Call Handling and Hunt Groups

Direct-call handling and hunt group call handling are different things, and one has no effect on the other. When a phone number destination is set to a line, it will follow direct-call handling rules; when it's set to a group, it will follow hunting rules.

Add Forward Code

The star codes available on the hunt group for forwarding are from a reserved range of 2-digit codes (such as *8X for *80–*89) that are not already set up for standard use and are not being used by another hunt group on the same account.

If you need a code that is not available, contact your service provider for assistance.

1. Go to **Account > Business Lines > Hunt Groups**.
2. Select the **Forward Code Management** tab.
3. Click **[+ Add Forward Code]**.
4. Fill out the fields.

--- ^

Forward Name

Star Code


Type

Forward Number

Cancel Save

Field	Description
Forward Name	Enter a name for this code.
Star Code	Assign an available star code from the menu.
Type	Choose Fixed or Variable.
Forward Number	For a Fixed code, enter the phone number calls will be forwarded to when the call is enabled.

5. Click **[Save]**.



Warning

Once a code is saved, the type cannot be changed. For example, a Fixed code cannot be switched to a Variable code, and vice versa.

Delete Forward Codes

Deleted forwarding codes *cannot* be restored. When an active forward code is deleted, the forwarding will be removed from the hunt group and all calls destined for the hunt group will follow the hunt group strategy.

1. In the *Forward Code Management* tab, select the code you want to delete.
2. Click **Delete** on the left.
3. A popup will ask if you really want to delete the code. Make sure you've deleted the code and *not* the hunt group, then click **Delete** to confirm.

After-Hours Support	*123	Fixed	1 (800) 555-1234	^
Forward Name	<input type="text" value="After-Hours Support"/>			
Star Code	<input type="text" value="*123"/>			
Type	Fixed			
Forward Number	<input type="text" value="1 (800) 555-1234"/>			
<input type="button" value="Delete"/>		<input type="button" value="Cancel"/>		<input type="button" value="Save"/>



Using Forward Codes

A forward code can be enabled or disabled in the **Hunt Configuration** tab by selecting the **Forward** under Ring Strategy. But the easiest way to turn it on or off is by dialing the star code. See [Forward Codes](#) for details.

Line Management

In the Voice Portal, go to **Business Lines > Lines**. This is a quick view of all lines and their settings.

To add or delete a line, or to assign a phone number to a line, please contact Customer Support.

Edit Line

Lines are assigned to phone numbers, but phone numbers cannot be assigned to a line from here. Instead, go to the phone number and set the destination to the line.

1. Select the line to expand its settings.
2. Enter or edit the information in the fields below.
3. When you're done, click **[Save]**.

Name ↑	Handling	Phone Numbers	Caller ID	
Line 1	Ring Line (24 Sec)	None	None	▼
Line 2	Ring Line (24 Sec)	None	None	Edit ▼
Line 3	Ring Line (24 Sec)	None	None	▼
Line 3a	Ring Line (24 Sec)	None	None	▼
Line 4	Ring Line (24 Sec)	None	None	▼

1-5 of 5 < >

Line Details

Line 2	Ring Line (24 Sec)	None	None	^
Line Details				
Line Name Line 2				
Phone Numbers 1 (801) 345-2281				
Voicemail Box Voicemail 2				

Field	Description
Line Name	This is the name of your line. To change the name of the line, contact Customer Support.
Phone Numbers	This displays the phone number(s) assigned to the line. If the line is linked to a Hunt Group or isn't linked to anything at all, this will say "None." To change the phone number or destination of the line, contact Customer Support.
Assigned Voicemail	Choose which voicemail box, if any, will be assigned to this line. A voicemail box must be assigned if any Direct-Call Handling option (below) will be set to Send to Voicemail. <ul style="list-style-type: none"> • None: No voicemail box will be assigned. • Existing Voicemail: Choose a voicemail box already set up on the account.



Assigned Voicemail

When a voicemail box is assigned to a line, two things are enabled:

- **Access.** The line has access to call the box to manage its settings and messages.
- **Direct-Call Handling Rules.** The line can be set to send calls to the voicemail box.

Direct-Call Handling

Direct-Call Handling rules are in effect only when a call rings directly to a phone number assigned to the line. These settings will not be applied when the line is rung as part of a Hunt Group.

Ring Line

When the Ring Strategy is set to Ring Line, incoming calls to this line will follow the rules defined here. Remember to assign a voicemail box to the line if you want to use Send to Voicemail as a Direct-Call Handling rule; it won't work otherwise.

Direct-Call Handling

Direct-call handling is in effect when a phone number is assigned to the line, not when the line is rung as part of a hunt group.

Ring Line
Forward

No Answer Busy Tone after 24 seconds

Busy Forward to

Out of Service Busy Tone

Call Waiting Allow line to be called while on an active call

Field	Description
No Answer	<p>Choose how incoming calls will be handled when not answered and enter the number of seconds calls will be allowed to ring until the action is triggered. The default timeout setting is 24 seconds (4 rings).</p> <ul style="list-style-type: none"> • Busy Tone: When a call times out, the caller will hear a busy tone. • Forward: When a call times out, it will be forwarded to the number you enter here. • Send to Voicemail: When a call times out, send it to the line's voicemail box. • Ring Forever: Ring until the call is answered or the caller hangs up.

Field	Description
Line Busy	<p>Choose how incoming calls will be handled when the line is busy.</p> <ul style="list-style-type: none"> • Busy Tone: The caller will hear a busy tone. • Forward: Calls to this line will be forwarded to the number you enter here. • Send to Voicemail: Calls will be sent to the voicemail box assigned to the line.
Out of Service	<p>Choose how incoming calls will be handled when the line is out of service.</p> <ul style="list-style-type: none"> • Busy Tone: The caller will hear a busy tone. • Forward: Calls to this line will be forwarded to the number you enter here. Send to • Send to Voicemail: Calls will be sent to the voicemail box assigned to the phone number.
Call Waiting	<p>Call Waiting is disabled by default to allow incoming calls to follow the Direct-Call Handling rules. Check this box to enable it.</p> <p>Call Waiting allows incoming calls to a line while the line is in use. The called party will hear an intermittent beep to indicate another call is waiting on the line, and the caller will hear the standard ringtone. When enabled, incoming calls will not follow Direct-Call Handling rules.</p>

Forward

When the Ring Strategy is set to Forward, incoming calls to this line will be immediately forwarded to the number you enter here.

Line Handling

Handling Rule Ring Line Forward

Forwarding Number - () - -

Caller Identification

When a line is created in the Phone Number workflow by setting the destination to a new line, caller ID for the new line is automatically set to that phone number. You can modify that here.


Caller Identification

Caller ID Number

Caller ID Name **New Company**

Caller ID Enabled

E911 Record

Field	Description
Caller ID Number	<p>Choose which phone number will be used for caller ID. It can be set to any of the phone numbers on your account.</p> <div style="background-color: #ffe6e6; padding: 10px; border: 1px solid #ccc;">  <p>Danger Choosing <i>None</i> may result in some carriers rejecting the call.</p> </div>
Caller ID Name	This is the name that will be displayed on the phone of the person called. To change this name, contact your service provider.
Caller ID Enabled	This is checked by default. If unchecked, all calls made from this line will be sent anonymously (BLOCKED).
E911 Record	<p>Choose which E911 record to use for this line.</p> <p>When a 911 call is made from this line, the name, address, and phone number information from the record selected here will be sent with the call.</p>

Voicemail

Does your business need a voicemail box? Many businesses need only one, while others might need a few, and some are satisfied with their on-premises voicemail solution or don't need voicemail at all.

Voicemail boxes are set up by line, not by user, which makes it easier to share. One voicemail box can be assigned to a single line or be shared by multiple lines. Set it up your way.

- Need only one voicemail box for the company? Create one voicemail box and assign all of your lines to it.
- Need one for customer service and another for the manager? Set up multiple boxes and assign your lines as necessary.
- Don't need voicemail? It's turned off by default, so there's nothing to disable.

In **Lines**, you can see which voicemail box is assigned to the line, so you'll know where your calls are going. To add a new voicemail box, please contact your service provider.



Voicemail Access

Dial the Voicemail Management star code to access the messages for that line, record a greeting, or update the PIN. Remember, all lines assigned to the box will use the same PIN.

Voicemail Box Management

To manage your voicemail boxes, go to **Account > Business Lines > Voicemail**. There you can see all of your voicemail boxes, the lines they're assigned to, and the email addresses messages will be sent to.

Select a box to view and edit its settings, or click **[+ Add Voicemail Box]** to add a new one.

Voicemail Box Details

Sales Voicemail	Line 1	None	^
Voicemail Box Details			
Voicemail Box Name	<input type="text" value="Sales Voicemail"/>		
Assigned Lines	<input type="text" value="Line 1 x"/>		
Language	<input type="text" value="French"/> ←		
	<input type="button" value="Reset PIN"/> ⓘ		

Field	Description
Voicemail Box Name	Enter or edit the name of the voicemail box.
Assigned Lines	Assign a new line from the drop-down menu. Click X to unassign a particular line from the box.
Language	<p>The language used for the voicemail menu audio prompts and forwarded Voicemail to Email messages:</p> <ul style="list-style-type: none"> • English • French (Canadian) • Spanish

Voicemail Box Greetings

Upload and manage voicemail greetings (Basic, Busy, No Answer) and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept MP3, OGG, and WAV files that are less than 10MB.

Voicemail Box Greetings ?

Basic Greeting

Accepted files: WAVE, MP3, and OGG files under 10MB

Personal Name

Accepted files: WAVE, MP3, and OGG files under 10MB

Custom Greetings

Any custom voicemail greeting upload here will override basic and personal name greetings.

Busy Greeting




Accepted files: WAVE, MP3, and OGG files under 10MB

No Answer Greeting

Accepted files: WAVE, MP3, and OGG files under 10MB

Messages

Voicemail messages are stored in the voicemail box, which can be accessed here or by dialing in (see [Voicemail Access](#)). Messages can be sorted by Time/Date, Length, and Status (New or Saved).

-  **Download.** Save a copy of the message to your computer as an MP3 file.
-  **Save.** Change the status of the message to *Saved*.
-  **Delete.** Delete this message from the box. To delete all messages at once, click **[Delete All]** in the top right.



Storage Limit

Voicemail boxes do not have a storage space limit, and messages are stored indefinitely. Individual messages are limited to 5 minutes.

Message Settings

Forward Voicemail to Email

All voicemail boxes have the option to forward voicemail messages to one or more email addresses. When a message is left on the voicemail box, an email notification is sent to the specified email address(es) with the message recording attached as an MP3 file.

Message Settings

Forward Messages Forward Messages by Email

Keep a copy in voicemail box

sarah@demo.com ✕

1. In the voicemail box, scroll down to **Message Settings**.
2. Check the box for *Forward Messages by Email*.
3. Optionally, check the box for *Keep a copy in voicemail box*.
 - When checked, the message waiting indicator (MWI) on the user's device will stay on until the user listens to or deletes the message from their device or the Voice Portal.
 - If unchecked, voicemail messages are removed from the voicemail box when forwarded to email.
4. In the field below, enter one or more email addresses in the field below separated by commas.
5. Click **[Save]**.

Example Email

Hi Donna,

You got a new Voicemail. Here are the details:

From: NAME / 1 (888) 555 0328
 Time: Wednesday, October 29, 2025 at 2:06 PM
 Duration: 01:04

See attachment.



"From" Email Address

Forwarded voicemails are sent from noreply@cymbus.com. Please remember to whitelist this address so the emails can be delivered to your inbox.

Call History

Call History holds the records of all calls made and received on the account. Calls are listed in chronological order with the most recent call at the top. Call data is organized into columns that show the date and time of the call, where the call originated (From), where the call terminated (To), the call flag for inbound calls, and the account code used.

At the top right of the page, the current record list can be emailed as a .csv file. See [Call History Report Fields](#) for details on what is included in the report.

Call History

✉ Email CSV

Date Range*
 9/30/2025 - 10/30/2025

Start time
 --:-- --

End time
 --:-- --

Filters ▼

↻

Date	From	To	Call Flags
October 29, 2025 at 2:05:19 PM EDT 1 minutes	1 (888) 555-0328 TOLL_FREE	1 (260) 555-5335 DECATUR, IN	Voicemail ⋮
October 9, 2025 at 9:00:56 AM EDT 7 seconds	1 (260) 555-3019 DECATUR, IN	1 (260) 555-5335 DECATUR, IN	Voicemail ⋮

Items per page 10 1 - 2 of 2
|< < > >|



CDR Storage

The FCC requires that all carriers keep call detail records for a period of 18 months. While some states defer to the FCC, other states have retention rates that exceed the federal requirement. To be safe, the portal displays call records for the past 18 months, but our database stores call records for a minimum of 3 years.

April 11, 2025 at 1:00:11 PM EDT 0 seconds	1 (408) 555-1234 SAN JOSE-SUNNYVALE-SANTA CLARA, CA	1 (469) 555-4321 DALLAS-FORT WORTH- ARLINGTON, TX	Missed	None	
April 11, 2025 at 1:00:02 PM EDT 2 minutes	1 (778) 555-1234 VANCOUVER, BC	1 (515) 555-0987 AMES, IA	None	No	<div data-bbox="1203 289 1393 443"> <p>Block Number</p> <p>Details</p> </div>
April 11, 2025 at 12:56:30 PM EDT 2 minutes	1 (778) 555-7654 VANCOUVER, BC	1 (515) 555-6543 AMES, IA	None	None	

Block Number

If necessary, you can block an inbound caller from making additional calls to the account.

1. Click **[Block Number]**.
2. Select whether the number should be blocked on the user or the account.
3. Click **[Confirm]** to add the inbound phone number to the blocked caller list.


Details

Call details include the date, time, and length of the call, as well as the cost, origination, and termination information.

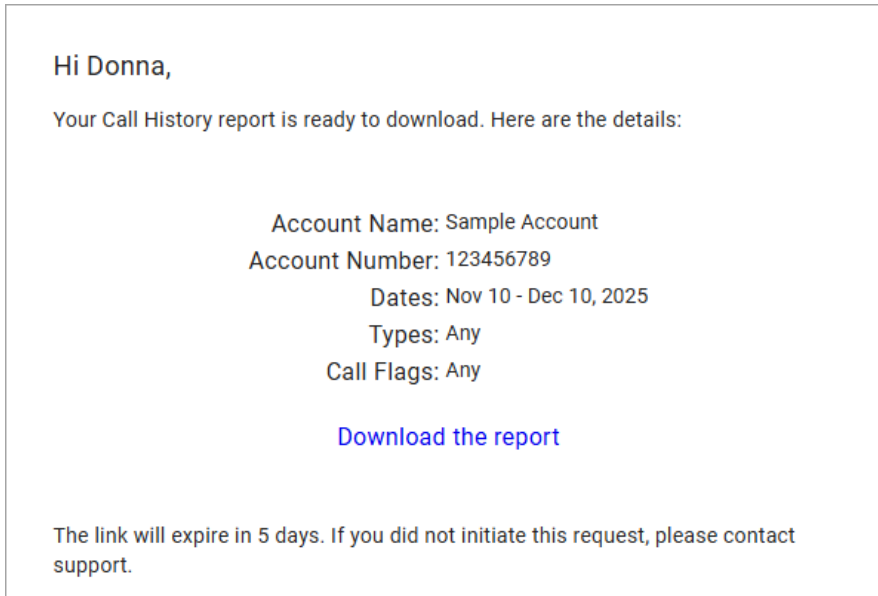
Field	Description
Time and Length	When the call started, connected, and ended, what duration of the call was billed, and the actual length of the call.
Cost	The cost of the call, if the call was within the calling plan, and the rate per minute from the plan.
Origination	The number and location of the originating call, if the call came from on or off the network, and any tag that's been assigned to the phone number.
Termination	The number and location of the user who received the call, if they were on or off the network, any tag that's been assigned to the phone number, and how the call was flagged.

Email a Call History Report

Once you've applied the appropriate filters to locate the data you need, you can export the data into a .csv file for offline use.

1. At the top right of the page, click  **Email CSV**. A banner displays on the page to indicate that your report is being generated.
2. When the file is ready, an email with a link to download the report is sent to the email address in your settings. The link **expires in 5 days** and can only be used once.

Here's an example of what it looks like:



Email Address

The link to download the Call History report is sent to the email address on your user account. If your email address is not linked to your account yet, contact an account administrator for assistance.

Call History Report Fields

This list includes all the fields available in the Call History report which can be emailed (exported) from the portal as a .csv file. Each line in the file represents a call. Your report may not include all available fields.

#	Field Name	Type	Description
A	AccountBillableAbbrRCName	string	Abbreviated name of the rate center of the account billable phone number.
B	AccountBillableCityName	string	Name of the city of the address associated with the phone number.
C	AccountBillableLocation	string	MSA (metropolitan statistical area) of the address associated with the number.

#	Field Name	Type	Description
D	AccountBillableNumber	string	Phone number on the account.
E	AccountBillableState	string	State of the address associated with the rate center.
F	AccountCode	string	Account code tagged on this call.
G	AccountNumber	string	Client-assigned account number of the account to which the call is billed.
H	AcctId	string	Unique ID of account to which the call is billed.
I	ActualCallLengthSeconds	numeric	Length, in seconds, of the call from connect to end.
J	BillCallLengthSeconds	bigint	Length, in seconds, of the call from connect to end rounded according to applied calling plan product.
K	BillingCode	string	Unique code to identify the partition responsible for billing.
L	CallFlagType	string	Indicates if the call was answered on a device, and if not answered on a device, how did it terminate. <ul style="list-style-type: none"> • Answered • Busy • Forwarded • Missed • Voicemail
M	CallPickupFromId	string	Indicates the object that picked up the call.
N	CallPickupById	string	Indicates the object from which the call was picked.
O	CallType	string	Inbound or outbound.
P	CallingPlanProductId	string	Unique ID of the calling plan product with which the call was rated.

#	Field Name	Type	Description
Q	CallingPlanProductName	string	Name of the calling plan with which the call was rated.
R	ConnectTime	date/time	Date and time the call was connected. Billing starts at this time.
S	Cost	double	Rated value of call, according to calling plan product.
T	DialedNumber	string	Digits originally dialed to start the call.
U	DisconnectType	string	Indication of which party disconnected the call; "HangUp" indicates the origin, "HangUpOther" indicates termination.
V	EndTime	date/time	Date and time the call ended.
W	ForwardingNumber	string	Phone number the call was forwarded to.
X	ForwardingNumberAbbrRCName	string	Abbreviated name of the rate center of the phone number the call was forwarded to.
Y	ForwardingNumberCityName	string	Associated rate center city name of the phone number the call was forwarded to.
Z	ForwardingNumberLocation	string	MSA (metropolitan statistical area) of the rate center of the number.
AA	ForwardingNumberState	string	State of the associated rate center of the phone number the call was forwarded to.
AB	Id	string	Unique string of characters assigned to each call within the Alianza system.
AC	IdentityAttestLevel	string	STIR/SHAKEN field. A = fully attested or trusted source, B = partially attested, or C = not attested (potential spam).
AD	IdentityOriginationId	string	STIR/SHAKEN field. A unique identifier used to identify the source of the call.
AE	IdentitySignOrganization	string	STIR/SHAKEN field. The code for the carrier that performed the signing.
AF	IdentitySignSPCode	string	STIR/SHAKEN field. The code assigned to the service provider that signed the call.

#	Field Name	Type	Description
AG	InPlan	boolean	True/False indicator of whether the call was considered "in plan."
AH	LegType	string	Indication of direction of call: <ul style="list-style-type: none"> • Origination • Termination • Forward
AI	MeanOpinionScoreAverage	numeric	Average MOS for the call.
AJ	MeanOpinionScores	list<string>	List of MOS scores associated with each SIP call leg.
AK	MediaServerType	string	Indication of what media service was used by call, if any.
AL	MetroServiceArea		<i>Reserved for future use</i>
AM	OrigAbbrRCName	string	Abbreviated name of the rate center of the phone number that made the call.
AN	OrigCallCategory	string	Type of call that was made.
AO	OrigCarrier	string	Name of the carrier, if applicable.
AP	OrigCityName	string	City for the associated rate center for the phone number that made the call.
AQ	OrigLocation	string	MSA (metropolitan statistical area) of the rate center for the phone number that made the call.
AR	OrigNumber	numeric	Phone number that made the call.
AS	OrigState	string	State of the associated rate center for the phone number that made the call.
AT	PartitionId	string	Unique ID of client partition to which the associated account belongs.
AU	RateLocalFromNumber		

#	Field Name	Type	Description
AV	RatePerMinute	double	Per-minute rate for call, according to the calling plan assigned to the user making the call.
AW	RateType		<p>Indication of why the call was rated the way that it was.</p> <ul style="list-style-type: none"> • Local • OnPlanMinutes • OnPlanRated • OffPlanRated • Free • TollFree • 411 • Operator <p>Local requires the calling plan to be set up with Unlimited Local, and the calls are rated at \$0.</p>
AX	ReferenceId	string	Unique ID of the acting or responsible party on the associated account to which the call was billed.
AY	ReferenceName	string	Name of acting or responsible party.
AZ	ReferenceType	string	<p>Type of object to which the call is billed.</p> <ul style="list-style-type: none"> • SIP_TRUNK • END_USER • ACCOUNT • BUSINESS_LINE
BA	SessionId	string	Internal softswitch session ID.
BB	SipCallIds	set<string>	List of SIP callIds associated with the call.
BC	StartTime	date/time	Date and time the call started ringing.

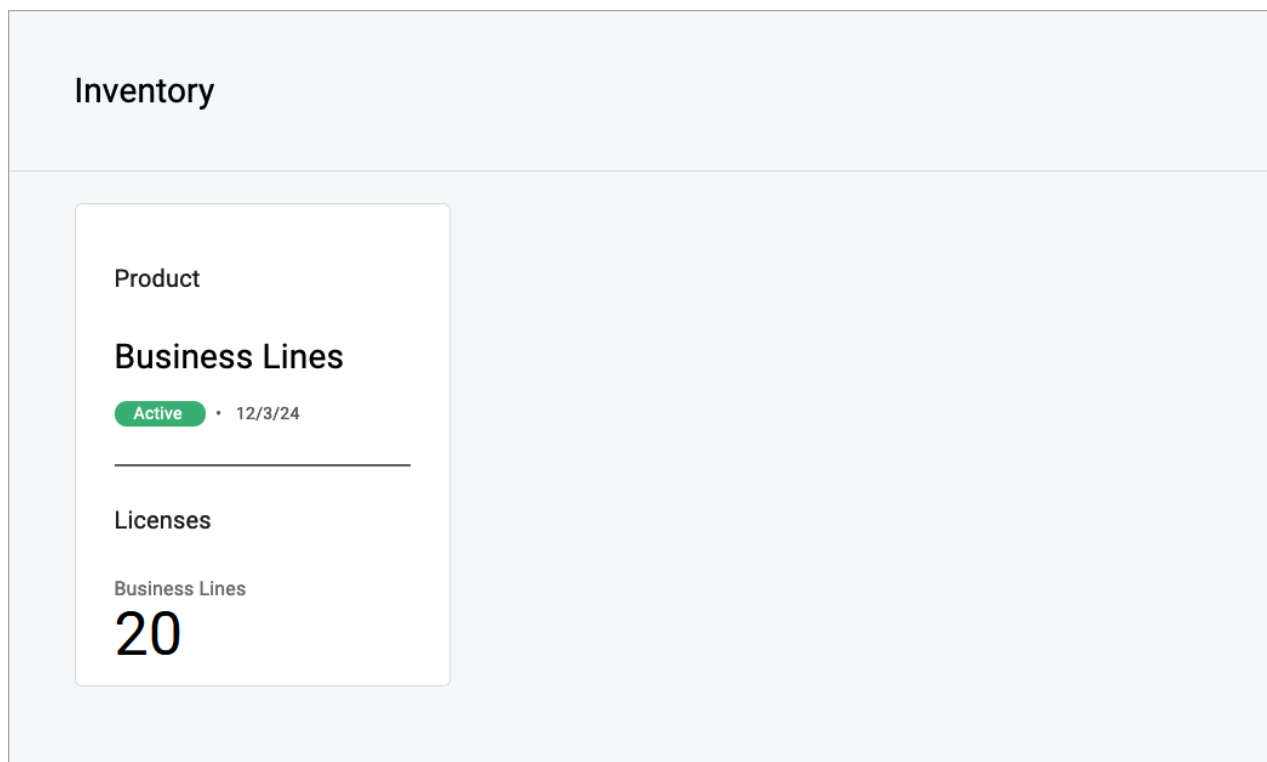
#	Field Name	Type	Description
BD	TermAbbrRCName	string	Abbreviated name of the rate center of the phone number that received the call.
BE	TermCallCategory	string	Type of call that was made.
BF	TermCarrier	string	Name of the carrier, if applicable.
BG	TermCityName	string	Associated rate center city name of the phone number that received the call.
BH	TermLocation	string	MSA (metropolitan statistical area) of the rate center of the phone number that received the call.
BI	TermNumber	string	Phone number that received the call.
BJ	TermState	string	State of the associated rate center of the phone number that received the call.
BK	OrigCnam	string	Originating caller's name.
BL	TermCnam	string	Terminating caller's name.
BM	ForwardingCnam	string	Forwarding caller's name.
BN	VerStat	string	STIR/SHAKEN field. String from the <i>verificationResponse</i> containing: <ul style="list-style-type: none"> • TN-Validation-Passed. The number passed the validation. • TN-Validation-Failed. The number failed the validation. • No-TN-Validation. No number validation was performed.

#	Field Name	Type	Description
BO	VerStatReason	string	<p>STIR/SHAKEN field. String of text from the <i>verificationResponse</i> message used in case of failed verification.</p> <ul style="list-style-type: none"> BAD_IDENTITY_INFO CLAIM_TO_SIP_MISMATCH INVALID_IDENTITY_HEADER MALFORMED_IDENTITY_HEADER STALE_DATE UNSUPPORTED_CREDENTIAL UNSUPPORTED_PASSPORT_FORMAT
BP	CorrelationData		
BQ	ApplicationData		
BR	OrigNumberTags	string	Tag(s) assigned to the number on an outbound call.
BS	TermNumberTags	string	Tag(s) assigned to the number on an inbound call.

Inventory

The inventory dashboard, viewable only to Account Managers and Super Admin users, displays a read-only view of the products, licenses, and add-ons in an account.

Each product is organized by name, the account status (Active, Suspended, or Disabled), the date the status was last updated, and the licenses that are included.



The screenshot displays the 'Inventory' dashboard. At the top left, the word 'Inventory' is written in a bold, black font. Below this, a white card is shown with the following content: 'Product' at the top, followed by 'Business Lines' in a larger, bold font. Underneath 'Business Lines', there is a green pill-shaped button containing the word 'Active' and a small dot followed by the date '12/3/24'. A horizontal line separates this section from the 'Licenses' section below. Under 'Licenses', the text 'Business Lines' is displayed above a large, bold number '20'.

Account Settings

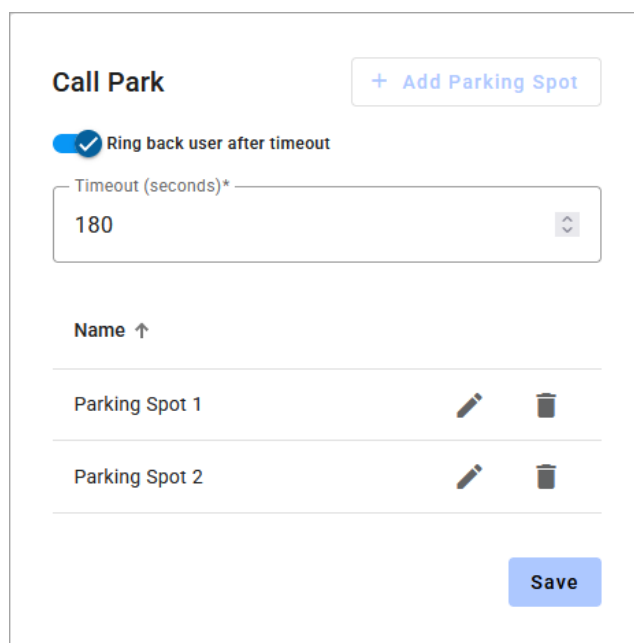
Call Park

Call Park combines the elements of transferring a call and putting it on hold. Rather than having a caller try again later, or sending them to voicemail, the user can dial a star code to transfer the call to a virtual parking spot where the caller will remain on hold until the person they are calling becomes available.

To park and retrieve calls via star code, see [Call Park Star Codes](#).

Manage Parking Spots

To manage the parking spots on an account, go to **Settings > Calls**.



The screenshot shows the 'Call Park' settings page. At the top left is the title 'Call Park' and a '+ Add Parking Spot' button. Below this is a toggle switch for 'Ring back user after timeout', which is currently turned on. Underneath is a 'Timeout (seconds)*' dropdown menu set to '180'. A section titled 'Name ↑' contains two rows, each labeled 'Parking Spot 1' and 'Parking Spot 2'. Each row has a pencil icon for editing and a trash can icon for deleting. At the bottom right of the form is a blue 'Save' button.


Auto Ringback

Auto Ringback prevents the parked caller from getting stuck in limbo. When a call is parked using a star code and is left in the parking spot for a specified amount of time, the system will automatically return the caller to the user who parked it. Auto Ringback is enabled with a recall timer of 180 seconds by default, but it can be disabled or modified at any time.

1. Go to **Account > Settings > Calls**.
2. Scroll down to Call Park.

3. Toggle on *Ring back user after timeout*.
4. Enter the number of seconds after which the parked call will ring back the user who parked it.
5. Click **[Save]**.

Add Parking Spot

1. Go to **Account > Settings > Calls**.
2. Scroll down to Call Park and do one of the following:
 - **New:** Click **[+ Add Parking Spot]**.
 - **Edit:** Click the  pencil icon on the right.
3. Enter a name for the parking spot.
4. Click **[Save]** to implement your changes.

Delete Parking Spot

To delete a parking spot, click the trash  icon on the right, then click **[Delete]** to confirm.

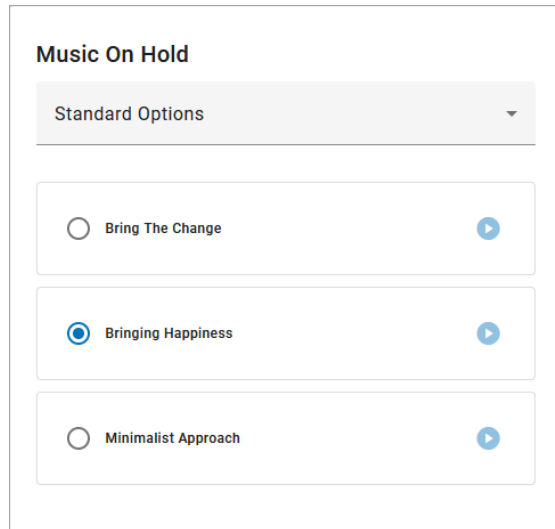
Music On Hold

On hold music and messaging is a proven marketing tool for any company. Silence, bad music, or playing the radio is a wasted opportunity to create a positive customer experience. With the right audio, callers are less likely to hang up and are more likely to be in a good mood. See [Music On Hold Best Practices](#) for tips.

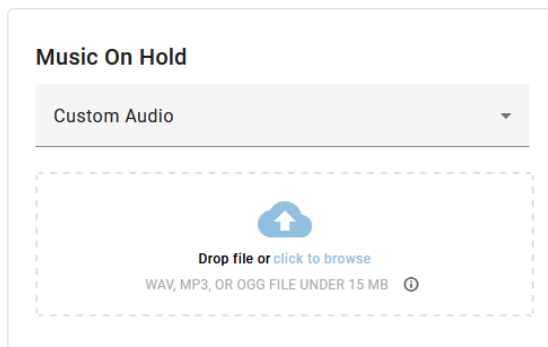
Set Up Music On Hold

Music On Hold is configured at the account level. Callers will hear this audio file when they are placed on hold, unless the auto-attendant, hunt group, queue, or user who placed the call on hold has been assigned a custom audio file.

1. Go to **Account > Settings > Calls**.
2. Under Music On Hold, select a setting from the drop-down menu to apply it to the account:
 - **None (Intermittent Beep).** The caller will hear two short beeps every 15 seconds.
 - **Standard Options.** Choose from one of three looped, copyright-free audio files.




- **Custom Audio.** Upload any .mp3, .ogg, or .wav file under 15 MB. See [Upload Custom Audio](#) for details.



3. The new setting will be applied to the account *immediately* – no saving necessary.



Listen to the audio file in your browser

To hear what it sounds like, click  **play** on the right or call a phone number on your account and ask to be placed on hold.

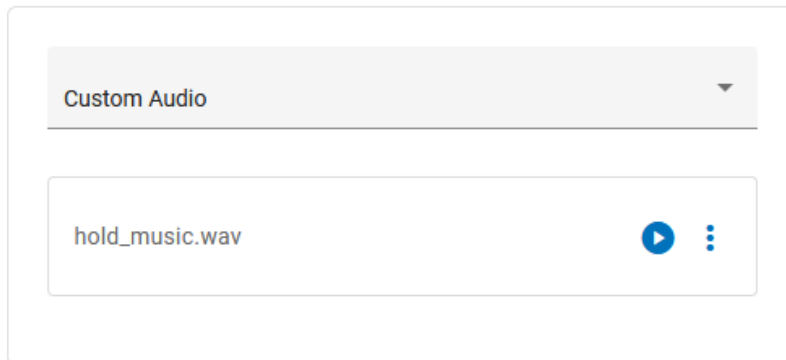
Upload Custom Audio

Follow these steps to upload a custom Music On Hold file:

1. Go to **Account > Settings > Calls**.
2. Under **Music On Hold**, select *Custom audio*.
3. Do one of the following:
 - Drag and drop the file from your computer to the upload area.

- Click the link in the upload area, then select an audio file from your computer and click **[Open]**.
4. The file will be converted and optimized for use by the phone system, which *will* result in some degree of quality loss. To hear what it sounds like, click the **▶ play** button on the right or call a phone number on your account and ask to be placed on hold.

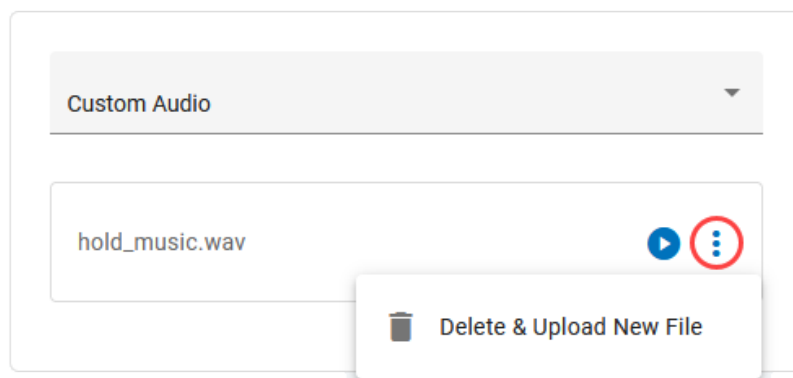
Once the page is refreshed, the file will be renamed to **hold_music.wav**.



Change Custom Audio

Only one custom audio file can be uploaded to the account at a time. To change the current audio file, open the **⋮** overflow menu on the right and select *Delete & Upload New File*, then drag and drop the new file to apply it to the account.

Between the time one file is deleted and another is applied, Music On Hold will be set to *None (Intermittent Beep)*.



Music On Hold Best Practices

According to [CallTrackingMetrics](#), more than **80 percent** of people are put on hold every time they contact a business. Your end users now have the opportunity to leverage Music On Hold to influence their customers' experiences for the better.

The Benefits of Music On Hold Marketing

Silence, bad music, or playing the radio is a wasted opportunity to create a positive customer experience. With the right audio, callers are less likely to hang up and are more likely to hold longer, exhibit interest in the product, and be in a good mood. Simply put, Music On Hold improves the customer experience. Here's how:



Increase Quality Time. Music and messaging influence how callers perceive the length and quality of their wait time. Hold music is more effective in **decreasing a caller's estimate of time passed** than listening to the radio or no music at all.



Enhance Their Brand. Mixing music with a verbal message is an extension of your brand identity and an **opportunity to tailor the content** to ensure a positive on-hold experience.



Impact Callers Moods. Comparing customized on-hold music to the radio or silence, callers are **more likely to hold longer, exhibit interest** in the advertised product, and be in a good mood.

Tips for the Perfect Music On Hold

Picking the best hold music for your business is crucial. There are a lot of things to consider, like genre, length, quality, and more. The audio should match your brand identity and help the customer pass time.

Here are a few tips for selecting the perfect hold music for your business:

- **Be on-brand.** Choose a track or song that represents the feel of your business.
- **Add useful messaging.** Record custom voice tracks to let callers know how to reach a specific extension or department, announce a new feature, notify of upcoming sales, etc.
- **Keep it simple.** Avoid repetitive and dynamically variable music, which can cause the on-hold sound to cut in and out.
- **Avoid lyrics.** Phone systems aren't designed to handle lyrics, so it's more likely to sound off to your callers. Also, you can't include a branded message over the top.
- **Don't apologize.** Messages like "Your call is important to us, and we will answer your call as soon as possible," are impersonal and interrupt the music, making callers think their call is getting answered.

Finding Affordable, Legal Music

You are responsible for independently securing all necessary licensing rights and permissions to use any music or audio file with your phone service. Music licensing is complex, so it's best to use a commercial music service.

Picking the best hold music for your business is crucial. There are a lot of things to consider, like genre, length, quality, and more. Luckily, there are plenty of royalty-free tracks available online, some of which are free to use. We've gathered some options to get you started.

- [Beatsuite](#) has some great resources to help you [pick the perfect hold music](#).
- [Musopen.org](#) is a massive database of royalty- and copyright-free classical music. Search by instrumentation, time period, or mood categories like “Relaxing” and “Happy.”
- [Melody Loops](#) offers a large selection of royalty-free on-hold music with genres spanning from acoustic guitar and atmospheric, to categories like warm and light.



Recommendation

Not just as an ironic song title for callers, the Warm category at [Melody Loops](#) offers a file called “Your Time Has Come” which has a positive, uplifting tone.

Sound Quality

Music does not sound the same on a call as it does on your computer because phone audio is designed to handle voices, not music. As a call travels from point to point, the data is compressed using algorithms that enhance voice conversations and get rid of background noise, which can make music sound like it's going through tin cans.

When an audio file is uploaded to Music On Hold, Alianza automatically converts and optimizes it for use by the phone system. You can upload any .wav, .mp3, or .ogg audio file under 15 MB (that you have the rights to), but the conversion process will result in some degree of quality loss.



Recommendation

For best results, use a standard definition, u-law encoded WAV file (8 kHz, mono, 8-bit PCM) that is less than 10 minutes long and under 5 MB.

To hear what it sounds like, call into the account yourself and place your own call on hold or play the audio file in your browser. If it isn't right, you can upload a different file and try again. Once uploaded, the audio file is immediately applied to the account, so test your files during less busy hours.

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Emergency Notifications

In recent years, the FCC has passed Kari's Law and RAY BAUM's Act to help expedite response to emergency services to callers and improve outcomes. As part of Kari's Law, all multi-line telephone systems (MLTS) must be preconfigured to send a notification to an on-site location (like a front desk or security office) when a 911 call is made.

For Emergency Notifications to work, each phone number on the account must be successfully configured with a valid E911 record, which includes the physical address where the device is located and any other information necessary to precisely identify the caller's location. It is the end user's responsibility to keep this information up to date.

Emergency Notifications

Emergency Call Notifications

Required for all multi-line telephone systems (MLTS) by [Kari's Law](#)

Alternative solution in use

Enter the email addresses and/or SMS numbers for users at a central location (front desk, security, administrators, etc.) who will be alerted when a 911 call is placed.

Email

office@telecomdemo.com ✕

john.snow@telecomdemo.com ✕

rtyler@telecomdemo.com ✕

SMS

1 (385) 555-0459 ✕

1 (801) 555-3995 ✕

Testing Notifications

There are two ways to make sure notifications can be received:

- Ask the end user to dial 933
- Click the button below

A test notification will be sent to the email address(es) and SMS number(s). Check the log below for details.



Alternative Solution

Emergency Notifications are *required* for any and all MLTS manufactured, imported, sold, leased, or installed after **February 16, 2020**. If your account already meets this requirement with an on-premises solution, select *Alternative solution in use*.

Configure Emergency Notifications

It is important that you choose to notify a central location where someone will see or hear the notification, such as a managed distribution list of on-site personnel (front desk, security office, administrators, etc.), rather than an individual who may or may not be at the location 100% of the time. While there isn't a limit on how many contacts can be entered here, make sure the number is reasonable for your organization.

1. In the portal, go to **Settings > Emergency Notifications**.
2. Identify the email address(es) and SMS-capable phone number(s) that will be notified when an emergency call is placed from a number on the account. Enter those email addresses and phone numbers in the portal and click **[Save]**.

Now, when someone on your account dials 9-1-1, the emergency call is processed and a notification is sent to the recipients configured in the portal, so they are made aware of the situation and can assist emergency responders upon arrival.

Test Notifications

We strongly recommend testing the service after setting or changing the configuration to ensure it is properly configured. There are two ways to do this:

- Click [**Test Notifications**] to send notifications to the email address(es) and SMS number(s) configured for the account.
- Ask the end user to dial 933 to verify their emergency call record with their E911 provider.
The call will be connected to an automated 911 verification service, which will play back the dialing phone number and its associated address. The end user is expected to contact their service provider if the information is incorrect or any changes are needed.

The end user should confirm that all recipients have received the notifications and that they understand its purpose.

Example Texts

SMS notifications include the type of message and caller details.

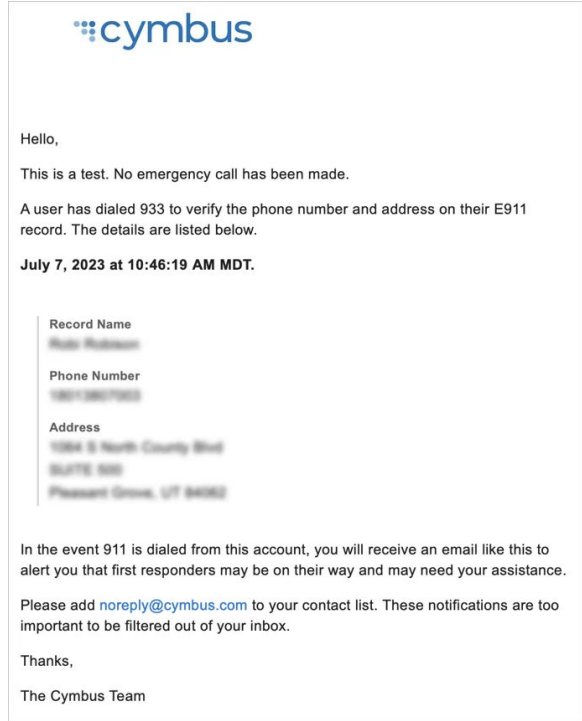
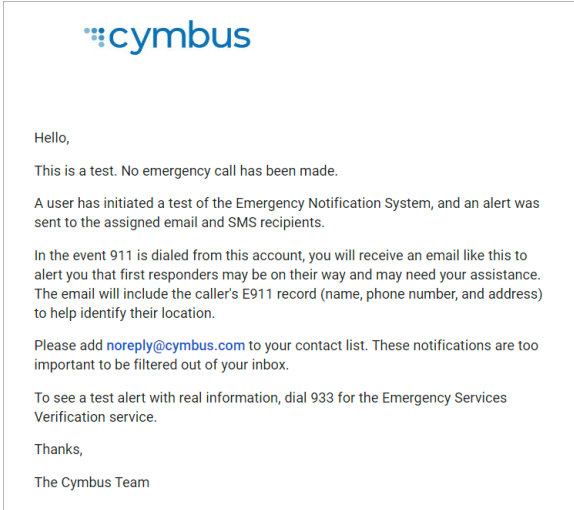
```
911 NOTIFICATION: Shirley Bennet (801-489-7891) 20MAY20 6:15 PM MST  
Location: 1242 N 400 W, Suite 980, Pleasant Grove UT 84023
```

```
933 NOTIFICATION: Shirley Bennet (801-489-7891) 20MAY20 6:15 PM MST  
Location: 1242 N 400 W, Suite 980, Pleasant Grove UT 84023
```

```
TEST NOTIFICATION: In the event a 911 call is placed, you will receive  
a text like this one to notify you that first responders may be on their  
way and may need your assistance.
```

Example Emails

The test notification will let you know this is only a test. In the event 911 is dialed, the notification email will include the name, phone number, and address on the E911 record, and additional details including the name of the device owner, the extension, device type, line name, and MAC address.



Emergency Notification Log

The Emergency Notification Log contains a complete history of all test and emergency call notifications sent for this account. The notification type is identified on the left, followed by the date and time and sent status:

- **Successful:** The notification was successfully sent to all parties.
- **Partially Failed:** The notification was sent to some but not all parties.
- **Failed.** The notification was not sent.

Expand an entry for details:

Emergency Notification Log			
Notification Type	Date	Sent Status	
933 Test	12/14/2022 - 08:59 AM	Successful	▼
933 Test	08/17/2022 - 04:11 AM	Partially Failed	▼

933 Test		08/17/2022 - 04:11 AM		Partially Failed	
933 Test Log					
Email	Status	SMS	Status		
s.jane@demo.com	✔ Sent	1 (385) 555-0459	✘ Failed		
d.noble@demo.com	✔ Sent	1 (801) 555-3995	✘ Failed		

SSO Authentication

Single Sign-On (SSO) is an authentication method that allows users to access multiple applications using a single set of credentials. Once a user has signed in through their organization's Identity Provider (IdP), they can move seamlessly between connected systems without being prompted to log in again. This reduces friction and password fatigue for end users, while giving administrators the ability to enforce consistent security policies, such as multi-factor authentication (MFA), across all connected applications from a single place.

If you would like your employees to access the voice portal using the same single sign-on process they use for accessing other tools, you can set that up here, in the Authentication section of the account.

Authentication

SSO Configurations

SSO Name	Status	Last Updated	Enabled	
telecom-demo.smdc	Disabled	03/05/26	<input type="checkbox"/>	Test
telecom-demo.9y6j	Draft	03/05/26	<input type="checkbox"/>	

Items per page: 10 | 1 - 2 of 2

Exemptions

Exemptions apply to whichever configuration is enabled

Name	Type	Members
No Exemptions		

Items per page: 10 | 0 of 0

SSO Configurations

The SSO configurations section displays every SSO configuration set up on the partition. From here, you can create and manage your configurations, saving as many drafts as needed.

Keep in mind that only one SSO configuration can be enabled at a time. To switch to a different configuration, disable the current one and then enable the desired one.

See also: [Manage Single Sign-On](#)

SSO Configurations				+ SSO Configuration		
SSO Name	Status	Last Updated	Enabled ⁱ			
telecom-demo.smdc	Disabled	03/05/26	<input type="checkbox"/>	Test		
telecom-demo.9y8j	Draft	03/05/26	<input type="checkbox"/>			

Items per page: 10 | 1 - 2 of 2

Field	Description
SSO Name	System-generated name for the configuration. This cannot be changed.
Status	Will display the status of the SSO configuration, these include: <ul style="list-style-type: none"> • Enabled. The configuration is being enforced on the account. • Disabled. The active SSO configuration has been made inactive. • Draft. The SSO Account Name was generated and setup has begun, but has not been completed. • Ready. The configuration is complete and ready to test before being enabled.
Last Updated	Date the configuration was last created, edited, enabled, or disabled.
Enabled	Toggle on or off to manage which completed SSO is used by the account. <ul style="list-style-type: none"> • When enabling or changing which SSO configuration is being used, be sure customers are informed of the change.
Test	Test the connection between the IdP and the SSO configuration.
Edit	Modify your IdP information and the sign-in public key.

Field	Description
Delete	<p>Remove the configuration from the account.</p> <ul style="list-style-type: none"> Configurations can only be deleted when they are not enabled.

Exemptions

Use this section to exempt specific users or groups from using the enabled SSO on the account. Excluded users will fall back to Alianza's default login process, or can be configured with the partition's SSO instead. Contact Customer Service for details.

Exemptions + Exemption

Exemptions apply to whichever configuration is enabled

Name	Type	Members	
Users not using SSO	Users	3	✎ 🗑
Group not using SSO	Group	10	✎ 🗑

Items per page 1 - 2 of 2 << < > >>

Add Exemptions

- Go to **Account > Settings > Authentication**.
- In the **Exemptions** section, click **[+ Exemption]**.
- Enter a name to reference this list of exemptions.
- Select if the exemption will apply to specific user(s) or group(s) of users.
- Search for the user(s) or group(s) to be exempt from using the SSO configuration.
- When complete, click **[Save]**.

Add Exemption

Name*


Member Type*

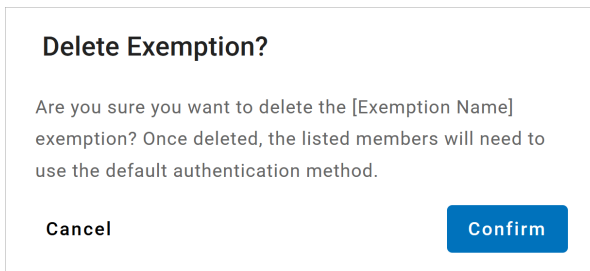
Add Exemption

Name*

Member Type*

Remove Exemptions

1. Go to **Account > Settings > Authentication**.
2. In the **Exemptions** section, click the  **trash** icon next to the user or group list to be removed.
3. Click **[Confirm]** in the pop-up window to complete the deletion.



Manage Single Sign-On

Allowing specific login experiences for each customer account is possible with Account-level SSO. These SSO settings can be managed in **Account > Settings > Authentication** by end user Account Managers Admins.

See also: [SSO Authentication](#)

Add SSO Configuration

1. Go to **Account > Settings > Authentication**.
2. Click **[+ SSO Configuration]**.
3. The SSO name and custom URLs are automatically created.
4. In the **Add to your IDP** section, copy the following information and add it to your identity provider's (IdP) interface/application:
 - SAML
 - Entity ID
 - Signing and Encryption Key
5. In the **Add from your IDP** section, enter the following information from your IdP:
 - **IdP user ID field name.** The name of the attribute in your IdP's SAML assertion that uniquely identifies each user on your side. Common values include `email`, `username`, or `uid`. Alianza uses this field to match an incoming SSO login to the correct Alianza account.
 - **IdP sign-in URL.** The SAML SSO endpoint of your IdP, which Alianza will redirect users to when they initiate an SSO login. This field is sometimes labeled as the SSO URL, SAML Endpoint, or Identity Provider Login URL.

- **Sign-in Public Key.** The public key certificate (PEM or CER file) used to verify the authenticity of SAML assertions sent from your IdP to Alianza, ensuring login requests are legitimate and have not been tampered with.
6. Click **[Save]**. If all fields are complete, the status is updated to *Ready*.

Single Sign-On Details

Single Sign-On

SSO Name
Telecom-Demo.z66h

Add to your IDP

To whitelist the platform, copy and paste these custom URLs into your identity provider's (IDP) interface/application.

SAML Assertion URL
https://alianza-

Entity ID
urn:

Signing and Encryption Key
Download or copy this certificate and upload it to your Identity Provider (IdP) to encrypt user login data.

Copy Key
..... ASK


or

[Download Key](#)

Add from your IDP

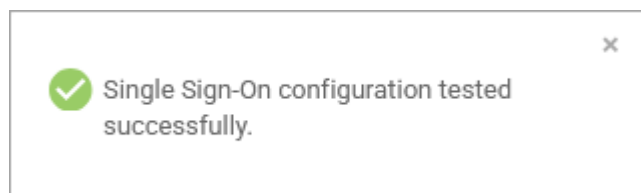
Enter the following information to connect your identity provider (IdP). SSO will be saved as disabled, you may enable it once saved.

Sign-In Public Key


 Drop file or click to browse
 PEM/CER File

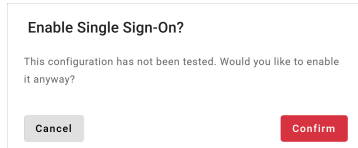
[Save](#)

7. Locate the configuration in the list and, if it's in a **Ready** status, click **Test** on the right.
- **Successful.** The SSO configuration is ready to be enabled.
 - **Unsuccessful.** One or more fields were entered incorrectly. Check your settings and try again.



Enable SSO Configuration

1. Locate the configuration to be enabled and switch the *Enable* toggle on.
2. If testing has not been completed, a confirmation message will appear. Read the message, then click **[Cancel]** to go back and test the configuration before it's enabled or click **[Confirm]** to proceed.



3. All users on the account now use this authentication method to log in.
4. Notify the account users that they must sign in using SSO from now on. This part is important because there will be no visual indication on the login page that the process has changed. If they enter their username and password, they will get an error and will be unable to reset their password.

For an example notification, see [Customer Notification Templates](#).

Switch SSO Configurations

Follow these steps to switch which SSO configuration is enabled on the account.

1. Add a new SSO configuration and test it to make sure it works.
2. Disable the current configuration by switching the **Enable** toggle off.
3. For the new configuration you want to enable, switch the **Enable** toggle on. Customers will now use this SSO authentication method.
4. Notify your customers that their SSO authentication method has been switched, so they will need to use their credentials for the new IdP to log in.

Disable SSO Configuration

To disable SSO and go back to using local authentication (username and password) to log in, switch the **Enable** toggle off. Remember to notify the account users that they will need to reset their password to log in.

Customer Notification Templates

Alianza does not email your customers when the authentication method is changed, so it's important for you to let them know what's going on. Feel free to use these email templates to communicate with your customers — just remember to customize them with your information first.

Subject	Email Body
SSO Enabled	<p>Hi <First Name>,</p> <p>Single sign-on (SSO) has been enabled for your <Title> account. This means you no longer need to remember a separate username and password for this service and will sign in with your <Identity Provider's> credentials instead.</p> <p>To access the portal or the UC app, click [Sign in with SSO] and enter your <Identity Provider's> credentials.</p> <p>Thank you,</p> <p><Signature></p>
SSO Disabled	<p>Hi <First Name>,</p> <p>Single sign-on (SSO) has been disabled for your account, which means you will no longer sign in using your <Identity Provider's> credentials.</p> <p>The next time you log in to the portal or UC app, click [Forgot password?] on the login screen to update your password.</p> <p>Thank you,</p> <p><Signature></p>



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