Lumen Cloud Communications

User Guide | February 2023

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WELCOME

Lumen Cloud Communications (LCC) is a robust, flexible, and expanding full-stack communications solution that is purpose-built with mobility and unified communications in mind. It is compatible with an extensive and growing list of IP phones, analog terminal adapters and the Lumen softphone application.

Feature Plans

Lumen Cloud Communications offers three tiers of service, all of which include a variety of voice features like auto-attendant, extension-to-extension dialing, and other advanced call handling capabilities. The Plus and Premium plans also include the Lumen softphone app, which enables you to access your voice services and collaboration tools—including messaging, video conferencing, web meetings and screen sharing—from your smartphones, tablets, and desktops. Here's a closer look at the features in each plan:

FEATURE	ESSENTIALS	PLUS	PREMIUM
Auto-Attendants - Call Groups - Call Queues	✓	✓	✓
Cloud PBX	✓	✓	✓
Call Park	✓	✓	✓
Extension Dialing	✓	✓	✓
Find Me/Follow Me	✓	✓	✓
Hold Music	✓	✓	✓
Presence	✓	✓	✓
Visual Voicemail	✓	✓	✓
Mobile & Desktop Softphone App		✓	✓
Team Messaging		✓	✓
Screen Sharing			✓
Video Conferencing			✓

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Star Codes Guide

This is a handy guide to the star codes available on your service. Dial these codes to activate and deactivate certain features on your account.
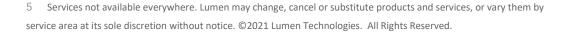
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411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
911	Emergency Services
933	Emergency Services Verification

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Social & Public Services

The following services provide quick access to special services based on your location, according to caller ID, without the need for an area code.

CODE	FEATURE
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 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) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.

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E911 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 the 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 not only be charged a fee but will also add a delay to the routing process while the national call center agents ask 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.

911 for Remote Office Users

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

> **WARNING**
>
> If there is a power or internet outage, your phone may not be able to place a 911 call.

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933 Emergency Verification Services

To ensure the correct address is associated with your phone number for 911 calls, we have enabled 933. When dialed, the system will read back the phone number and address being used for 911 calls.

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Using your IP phone

Every IP phone is different, so the steps described below may be slightly different on your device. Refer to your device user guide for more information.

Placing Calls

There are multiple ways to place a call on an IP phone. If you misdial the number, you can "backspace" to correct it without starting over.

1. Do one of the following:
   - Select **New Call**.
   - Pick up the handset.
   - Press a line key.
   - Press the Speakerphone button.
   - Press the Headset button.
2. Enter a number or choose a contact from the Directory or Recent Calls.
3. Press **Dial** or **Send**.

> ### .DIAL 9
> To call a number that isn't an extension, you may need to first dial 9 to reach an outside line. When you hear the dial tone, you can finish entering the phone number.

Answering Calls

To answer a call, do one of the following:
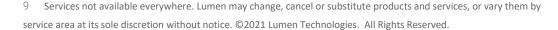
- Press **Answer**.
- Pick up the handset.
- Press the Speakerphone button.
- Press the Headset button.

When you answer an incoming call while on an active call, the call you were in will be placed on hold and the incoming call will be active.

Holding Calls

- While on a call, press **[Hold]**. The caller will hear hold music.
- To retrieve the call, press **[Resume]**.

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Call Transfer

Attended Transfer

Use this method when you want to talk to the party you're transferring the call to. The recipient will see your caller ID on the call.

1. While on a call, press [Transfer].
2. The caller will begin to hear hold music.
3. Dial the extension or phone number of a contact.
4. When the call is answered, inform your contact of the transfer.
5. Hang up to complete the transfer.

Blind Transfer

Use this method if you don't need to talk to the party the call is being transferred to. The recipient will see the call as if it is coming from the original caller.

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

> **Yealink Phones**
>
> Press [Transfer], dial the extension or phone number, and press [Transfer] again.

Transfer Call to Voicemail

When you want to transfer a current call to the correct person without interrupting their current call or having it ring at their desk, you can transfer the current call directly to that user's voicemail box.

1. Place caller on hold. The caller will begin to hear hold music.
2. Dial the star code + the extension.
3. Press [Dial] > [More] > [Join].
4. Hang up. The caller will be in the other user's voicemail box.

> **Yealink Phones**
>
> On Yealink phones, press [Transfer], dial the star code + the extension, then press [B Transfer].

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Conference Calls

Three-way calling lets you bring two parties into the same call to all participate in the same conversation.

Use Call Conference on Polycom VVX devices

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

To split the conference call back into individual calls, press [Split]. To re-join the callers again, press [Join].

Use Call Conference on Yealink devices

1. While on a call, press [Conference].
2. Enter the second number/extension to have on the call.
3. When the second party answers, press [Conference].

To split the conference call back into individual calls, press [Split]. There is not a way to rejoin the callers once split.

Paging

You can make a one-way announcement to all the phones on your account by using the paging service. All phones that are not in use will use the speakerphone to play the message. This allows you to send a message to the people in your company without disturbing the lobby or other sensitive areas.

Contact Customer Support to set up a paging group and assign it to a line on your device. Each group is assigned a Page Priority level:

- STANDARD: All devices except those on a call and with Do Not Disturb enabled.
- PRIORITY: All devices except those on a call.
- EMERGENCY: All devices regardless of status.

Make an Announcement

1. Press the line key assigned to the paging group or dial the group's extension.
2. You are now connected to all users in the paging group. Make your announcement and then hang up.

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Calling features

Call Screening

You have control 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, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

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.

CODE	DESCRIPTION
*64	**BLOCK ALL OTHER CALLERS** **All other callers (not otherwise specified in** Call Handling **settings) will be blocked.** 1. Dial the star code. 2. You will hear, "Your selective call accept service has been activated."
*74	**ALLOW ALL OTHER CALLERS** **All other callers (not otherwise specified in** Call Handling **settings) will be allowed.** 1. Dial the star code. 2. You will hear, "Your selective call accept service has been deactivated."

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Anonymous Callers

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

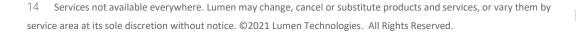| CODE	DESCRIPTION
*77	**BLOCK ANONYMOUS CALLERS** **Calls without caller ID will be blocked and the caller will hear a busy tone.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."
*87	**ALLOW ANONYMOUS CALLERS** **Calls without caller ID will be allowed.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated."
*95	**BLOCK ANONYMOUS CALLERS WITH MESSAGE** **Calls without caller ID will be blocked and the caller will hear a message.** 1. Dial the star code. 2. You will hear, "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."
*97	**UNBLOCK ANONYMOUS CALLERS WITH MESSAGE** **Disables "Anonymous Callers: Block with Message." Anonymous calls will be allowed.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated."

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Custom Callers

Use this feature to control who can call your phone and what happens when they do. These settings can be managed in the Voice Portal or by star code.

CODE	DESCRIPTION

*59 ALLOW CUSTOM CALLERS

Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Enter the 10-digit phone number, staring with 1, followed by #.
4. You will hear, "Calls from [phone number] will be allowed."

*60 BLOCK CUSTOM CALLERS

Calls from the number specified will be blocked. Blocked callers will hear a busy signal.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Enter the 10-digit phone number, starting with a 1, followed by #.
4. You will hear, "Calls from [phone number] will be blocked."

*58 BLOCK CUSTOM CALLERS WITH MESSAGE

Calls from the number specified will be blocked with a message.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Enter the 10-digit phone number, starting with 1, followed by #.
4. You will hear, "Calls from [phone number] will be blocked."

*63 FORWARD CUSTOM CALLERS

Calls from the number specified will be forwarded.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Enter the 10-digit phone number, starting with 1, followed by #.
4. You will hear, "Calls from [phone number] will be forwarded."

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> For forwarding to work, a *Forward To* number must be set up in the Voice Portal. If a number is not set, forwarded calls will fail over to the *All Other Callers* setting.

Call Trace

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

CODE	DESCRIPTION
*57	CALL TRACE

1. After ending the call, dial the star code.
2. You will hear, "The previous call will be marked in your call history."
3. A new line for the trace will be entered in the Call History.

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.

CODE	DESCRIPTION
*78	ENABLE DO NOT DISTURB

1. Dial the star code.
2. You will hear, "Do Not Disturb enabled."
3. All calls will be sent to voicemail.

*79	DISABLE DO NOT DISTURB

1. Dial the star code.
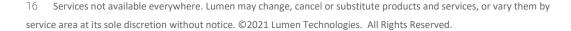2. You will hear, "Do Not Disturb disabled."

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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 Star Codes

These star codes are applied to the line. For each Call Forwarding star code, the call handling options are: *Busy Tone*, *Forward*, and *Send to Voicemail*.

CODE	DESCRIPTION
*00	**FORWARD CALL TO VOICEMAIL** **Send a call directly to another user's voicemail box.** 1. Place the caller on hold. The caller will hear hold music. 2. Dial the star code + the user's extension. 3. Press Dial > More > Join. 4. Hang up. The caller will be in the other user's voicemail box.

*72	**CALL FORWARD: ALL (ON/OFF)**
	Choose where to forward all calls to your line.
	1. Dial the star code.
	2. Enter your voicemail PIN followed by #.
	3. Choose an option:
	   – ENABLE: Press 1 to enter a forwarding number followed by #.
	   – DISABLE: Press 2 to disable forwarding.

*90	**CALL FORWARD: BUSY (ON/OFF)**
	Choose where to forward calls when you're on another call.
	1. Dial the star code.
	2. Enter your voicemail PIN followed by #.
	3. Choose an option:
	   – Press 1 to enter a forwarding number followed by #.
	   – Press 2 to send calls to voicemail.

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CODE	DESCRIPTION

*92   CALL FORWARD: NO ANSWER (ON/OFF)

Choose how calls will be handled when your line isn't answered.

1. Dial the star code.
2. Enter your voicemail PIN.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to voicemail.

*94   CALL FORWARD: OUT OF SERVICE (ON/OFF)

Choose how calls will be handled when your line is out of service or not registered.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to voicemail.

Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system, so it will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for Personal Options.
5. Press 5 to access the Call Forwarding menu.
   - Press 1 to forward all calls. Enter forwarding destination number followed by #.
   - Press 2 to send all calls to your line.

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Call Handling

Call Park

Call Park, also known as Valet Call Park, combines the elements of transferring a call and placing it on hold. Rather than asking the caller to call back later or sending them to voicemail, the call can be transferred to a virtual parking spot where it will remain on hold until retrieved. To create parking spots on the account, contact Customer Support.

Using your IP phone

When a parking spot is assigned to a line on your phone, you can park and retrieve calls with the click of a button. To set it up on your device, contact an account Admin.
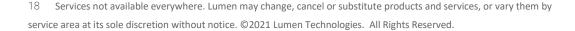
CODE	DESCRIPTION
LINE	**CALL PARK** **Places a call in a parking spot.** 1. While on a call, press the line key assigned to the parking spot. 2. The call will be placed in that parking spot.
LINE	**CALL PARK RETRIEVAL** **Retrieves a parked call from a parking spot.** 1. Press the line key on the phone for the parking spot the call is in. 2. You will be connected to the caller.

Using star codes

When parking calls using star codes, you will be automatically assigned a call a numbered parking spot, and the call can be retrieved by anyone who knows the parking location number.

CODE	DESCRIPTION
*62	**CALL PARK** **Place a call in a parking spot.** 1. While on a call, press [Transfer] and dial the star code. 2. The system indicates the parking spot the call has been placed in. 3. Hang up.

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CODE	DESCRIPTION

*66   **CALL PARK RETRIEVAL**

Retrieve a parked call from a parking spot.

1. Dial the star code + the parking spot the call was placed in.
   – For example: *6601
2. You are now connected to the parked caller.
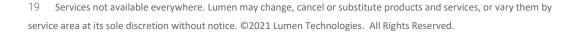
Call Pickup

Directed call pickup

When you want to be able to answer calls for other people in your office, you can use the Directed Call Pick Up feature to answer a call ringing at a specific extension.

CODE	DESCRIPTION

**   **DIRECTED CALL PICKUP**

Answer a call ringing at a specific extension.

1. When you hear the call ringing, pick up your phone and dial ** followed by the extension the call is ringing to.
2. You are now connected to the caller.

Pick up group

A Pick Up Group allows incoming calls to be answered by another member of the group. To create a group, please contact Customer Support.

CODE	DESCRIPTION

*40   **PICK UP GROUP**

Answer a ringing extension for another user in the same Pick Up Group.

1. When you hear a call ringing on another group member's phone, pick up your phone and dial the Pick Up Group star code to answer it.
   – If multiple calls are ringing, the call that has been ringing the longest will be answered.
   – If you belong to multiple groups, the longest ringing call in any of your groups will be answered.

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Call Waiting

If a second call comes in when you're on a call, you'll hear the Call Waiting tone. To answer the call, you can place your current call on hold and pick up the incoming call. You can also temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

Switching Calls

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

1. When notified of a second incoming call, press the line button on your phone. Your first call will be placed on hold, and your second call will be active.
2. You can switch between the two calls by pressing the line button for the call you want to switch to.
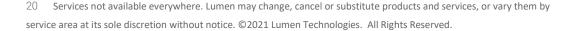
Star Codes

CODE	DESCRIPTION
*43	**CALL WAITING: ENABLE** **Enable Call Waiting for ALL calls.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.
*44	**CALL WAITING: DISABLE** **Disable Call Waiting for ALL calls.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.
*70	**CALL WAITING: DISABLE NEXT CALL** **Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable call waiting on the current call only.** 1. Dial the star code + the phone number. 2. Call Waiting is disabled for the current call, and any incoming call will follow the "busy" call behavior.

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CODE	DESCRIPTION

3. After you hang up, Call Waiting will be active again.

Caller ID

The name sent with caller ID, sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.
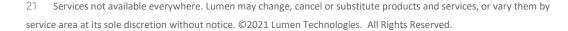
- **OUTBOUND CALLER ID:** The caller ID number sent with outbound calls is set on each user. You can choose to send out the main company number, a specific user-assigned number, or not send out any caller ID.
- **INTERNAL CALLER ID:** When calling another user on your PBX, your caller ID is your name and extension.

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.

Star Codes

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage your caller ID settings.

CODE	DESCRIPTION
*65	**CALLER ID: ENABLE NEXT CALL** **If your caller ID is disabled (blocked) for all calls, this will enable it for this current call only. Future calls will not be affected.** 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed to the party on this call.
*67	**CALLER ID: BLOCK NEXT CALL** **If your caller ID is enabled for all calls, this will block it from being sent with this current call only. Future calls will not be affected.** 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed as "BLOCKED" to the party on this call.

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CODE	DESCRIPTION

*68   **CALLER ID: MANAGE (ON/OFF)**
Manage your caller ID setting for all calls.

1. Dial the star code.
2. Enter your 4-digit PIN followed by #.
3. Follow the prompts to enable or disable caller ID.

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.

CODE	DESCRIPTION

*78   **ENABLE DO NOT DISTURB**

1. Dial the star code.
2. You will hear, "Do Not Disturb enabled."

*79   **DISABLE DO NOT DISTURB**

1. Dial the star code.
2. You will hear, "Do Not Disturb disabled."

Last Call Return

CODE	DESCRIPTION

*69   **LAST CALL RETURN**
Dials the last caller ID number that rang the line. It does not redial the last *outbound* call.

1. Dial the star code.
2. Your phone will redial the last number that called you.

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Voicemail Local Access

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

Access a Voicemail Box

DIRECT ACCESS

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

REMOTE ACCESS

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

Listen to Messages

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

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

.VOICEMAIL PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

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Customize a Voicemail Box

Personal options

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

- **PRESS 1:** Change the PIN
- **PRESS 2:** Personalize your greeting
- **PRESS 3:** Record your personal name
- **PRESS 5:** Set up Call Forwarding
- **PRESS 6:** Set Up a Call Screening Forwarding Number
- **PRESS 9:** Repeat personal options
- **PRESS 0:** Exit menu

Change the pin

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

Change your greetings

1. Access your voicemail box and press 8 for personal options.
2. Press 2 to change your greetings.
   – Press 1 to change the default (basic) greeting.
   – Press 2 to change the "busy" greeting.
   – Press 3 to change the "no answer" greeting.
3. When you're done, hang up or press 0 to go back to the main menu.

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Voice Portal Guide
Limited Users

Voice portal

Sign In

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 also be managed by dialing star codes.

When your account was created, an email that contains your username, a link to create your password, and the portal URL was sent to you. Keep that email safe so you can refer to it later. If you haven't received it, check your junk mail or spam filters first, and then contact Customer Support if necessary.

1. Go to https:// https://www.lumen.com/help/en-us/cloud-communications.html
2. Enter your username (not email) and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click [Sign in].

First-time access

The first time you sign in, you'll be prompted to set a password. Your password must be 8-16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

User Info

The User Info section shows your account name and number, your direct phone number(s), your E911 address, which phone number is being used as your outbound caller ID, and the device(s) assigned to you.

User Info - Sarah Jane (s.jane)

Account Name	Documentation Demo
Account Number	Business Cloud Comm..
Direct Phone Numbers	1 (435) 628-3774
E911 Address	CP-8851 256 Somerset Ln, Santa Clara, UT 84765
Outbound Caller ID	14356283774
Devices	CP-8851 - Line 11
	CP-8851 - Line 2

.IMPORTANT

If any of this information is NOT correct, especially the E911 address, please contact Customer Service right away to get it updated.
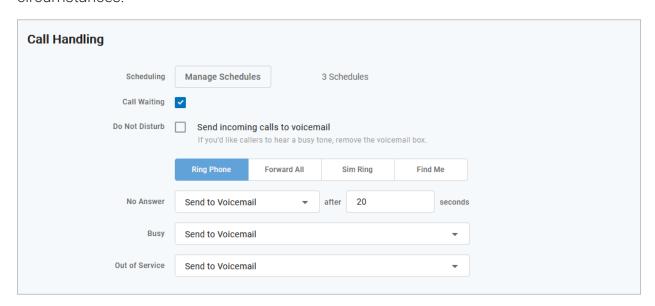
Phone Numbers

This is a list of the phone number(s) that are routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

Phone Numbers

Routed to User	1 (435) 628-2065
	1 (435) 628-7082

Call Handling

Call Handling determines how your incoming calls will be routed under different circumstances.

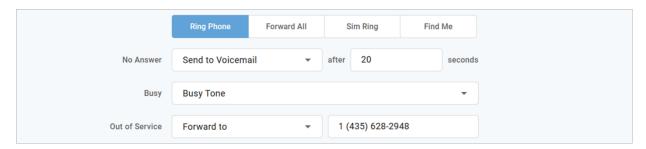| FEATURE	DESCRIPTION
Scheduling	Create or manage schedules that determine how incoming calls are routed during specific times. See Schedules for more information.
Call Waiting	Check this box to enable Call Waiting, which will allow a second call to ring through while you are already on the phone. • ENABLED: When you're on a call, you'll hear a tone to let you know a second caller is trying to reach you. • DISABLED: While you're on a call, incoming calls will hear a busy tone.
Do Not Disturb	Check this box to enable Do Not Disturb. • ENABLED: Incoming calls are sent directly to your voicemail box. • DISABLED: Incoming calls follow your Call Handling settings. If DND is enabled but you don't have a voicemail box, callers will hear a busy tone. If you have a voicemail box but want callers to hear a busy tone, your voicemail box will need to be removed.

Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

	Ring Phone	Forward All	Sim Ring	Find Me
No Answer	Send to Voicemail ▾	after	20	seconds
Busy	Busy Tone ▾			
Out of Service	Forward to ▾	1 (435) 628-2948		

FEATURE	DESCRIPTION
No Answer	The call is unanswered after a specified number of seconds.
Busy	The device is busy (already in use and Call Waiting is not enabled).
Out of Service	The device has lost power or is otherwise not registering as an active device.

Forward All

Working on the go and need all the calls that come into your desk phone to get to you? Do all incoming calls need to be redirected elsewhere? Forward All does this by sending your callers to the phone number that you enter here.
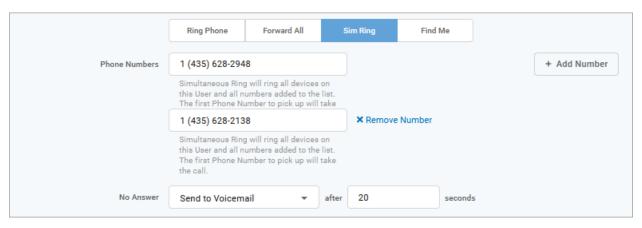
Once a *Forwarding Number* is entered, this feature can be enabled or disabled from the device by dialing star codes.

	Ring Phone	Forward All	Sim Ring	Find Me
Forwarding Number	1 (435) 628-2138			

Simultaneous Ring

Simultaneous Ring, or Sim Ring, will ring all numbers added to the list until the call is answered or times out. The first phone number to pick up will take the call.

You can add a limit to how long the call will ring, and after it's timed out have it sent to voicemail, forwarded to another number, or given a busy tone. If you like, you can also set the call to ring indefinitely.
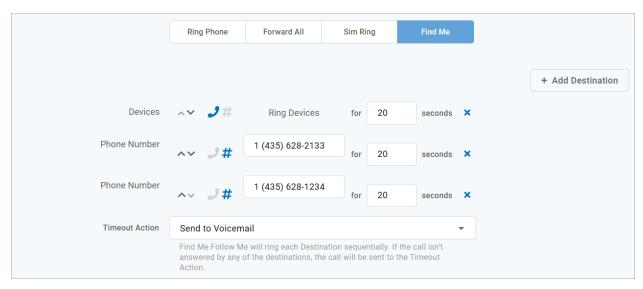

FEATURE	DESCRIPTION
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click [+Add Number].
No Answer	Choose what happens when the call is unanswered: • Busy Tone • Forward to (add a forwarding number) • Ring Forever • Send to Voicemail Also, enter the number of seconds the call will ring before the action is triggered. Calls that ring longer than 120 seconds may be disconnected by the carrier.

Voicemail

It is possible that voicemail for these other numbers could pick up the call before the timeout, if the user's timeout is shorter than what is set here.

Find Me/Follow Me

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me will route your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.
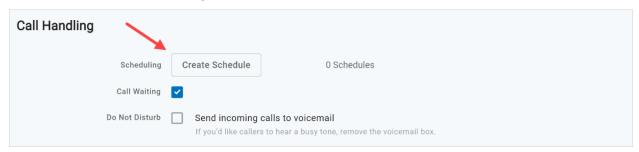

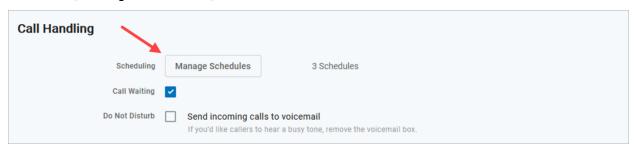| FEATURE	DESCRIPTION
Destinations	Indicate if calls should route through 📞 Devices or # Phone Numbers by clicking the respective icons. • Use the ∧ ∨ arrows to reorder the destinations. • Click [+ Add Destination] to add more destination fields.
Devices	In the field provided, enter a timeout setting. Remember, calls that ring longer than 120 seconds may be disconnected by the carrier.
Phone Number	Enter the phone number calls should progress to and how long each number will ring.
Timeout Action	Choose what will happen to the call after all destinations have timed out: • Busy Tone • Send to Voicemail

Schedules

Schedules provide custom routing for your callers based on when they call, down to the very minute. Schedule times follow your account's default time zone.

Within the scheduler, the Call Handling options are: Ring Phone, Forward All, Sim Ring, and Find Me. The main Call Handling section will take effect *outside* of these hours.
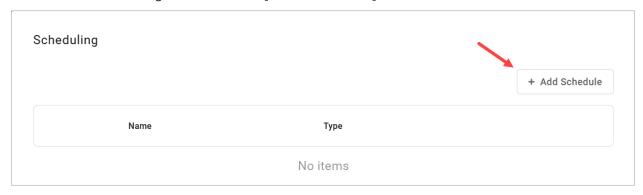
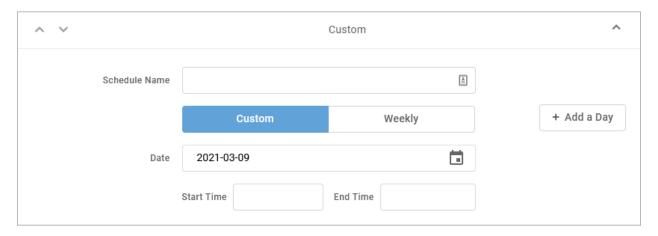1. Within the Call Handling section, click **[Create Schedule]**.

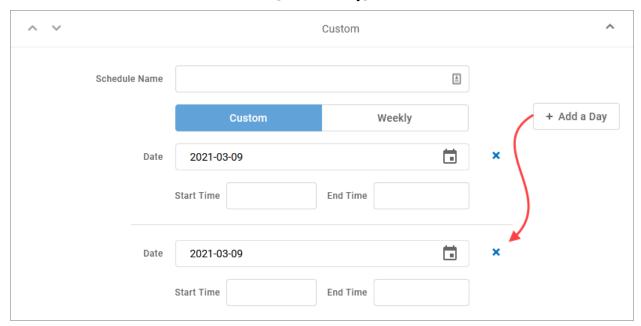 – If there are already schedules set up on the account, the button will say **[Manage Schedules]**.

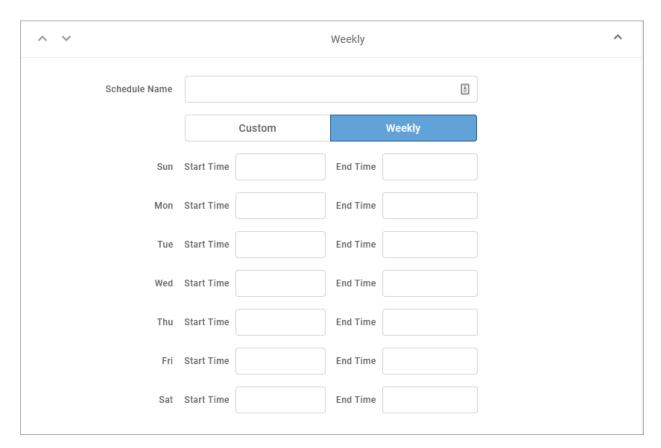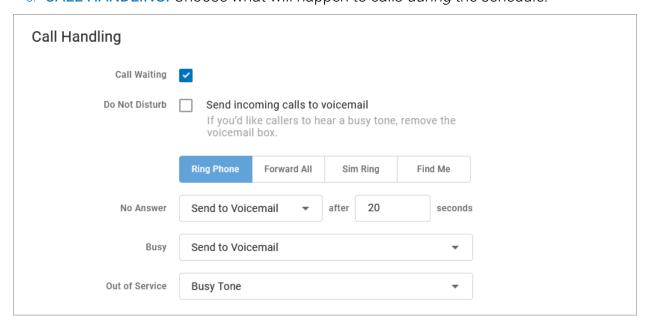2. In the Scheduling window, click **[+Add Schedule]**.

3. **SCHEDULE NAME:** Give the schedule a name.

4. **TYPE:** Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).

   – On a Custom schedule, click **[+ Add a Day]** to add another section.

   – On a Weekly schedule, enter the start and end times for the days of the week you want this call handling to be in effect.

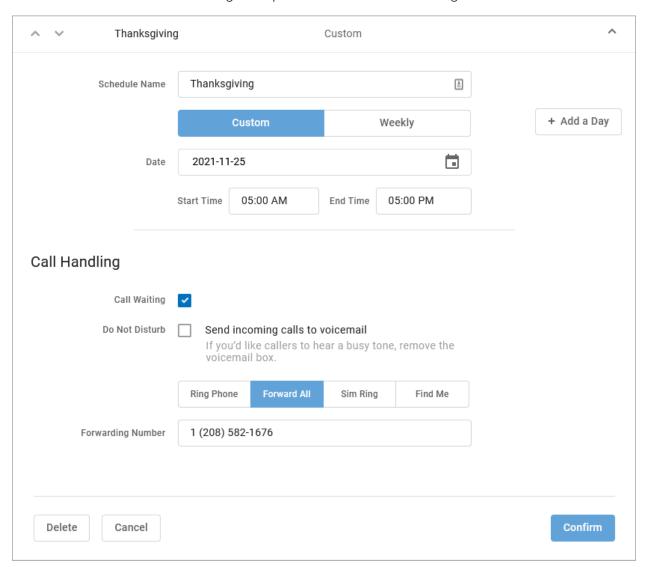5. **CALL HANDLING.** Choose what will happen to calls *during* the schedule.

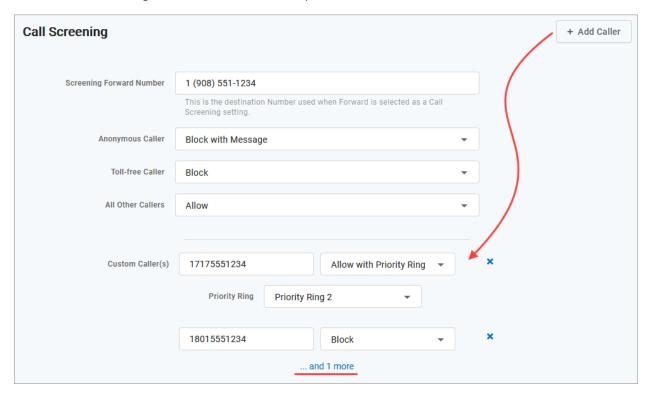6. Click **[Confirm]** and then **[Save]**.

Example of a Custom Schedule

In the custom schedule example below, calls received between 5:00 AM and 5:00 PM on November 15, 2019, will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main Call Handling section.

Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Choose how calls from anonymous numbers, toll-free numbers, and other callers—including Custom Callers (specific phone numbers)—will be handled. For each category, choose a screening behavior from the drop-down menu.

Call Screening Categories

FEATURE	DESCRIPTION
[+ Add Caller]	Starts the process of setting up call screening behaviors for a specific phone number.

FEATURE	DESCRIPTION
Screening Forward Number	Enter a destination phone number that will be used when This is the destination number used when a call screening category is set to *Forward.*
Anonymous Caller	Choose what happens to incoming calls that don't send caller ID.
Toll-Free Caller	Choose what happens to incoming calls from a toll-free number.
All Other Callers	Choose what happens to all other incoming calls, unless otherwise defined by a custom rule.
Custom Callers	Click **[+Add Caller]** to define the screening behavior for a specific phone number. If there are more than two custom callers, click **...and X more** at the bottom to see them.

Call Screening Behaviors

For each category, choose a screening behavior from the drop-down menu.

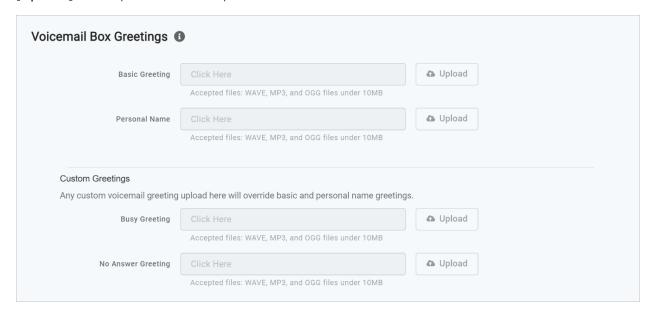| FEATURE	DESCRIPTION
Allow	Allow the caller to ring through.
Allow with Priority Ring	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
Block	Block the caller from ringing through. Callers will hear a busy signal.
Block with Message	Block the call with a message: • CUSTOM CALLERS: *"The number you have dialed is not accepting calls at this time."* • TOLL-FREE CALLERS: *"The number you have dialed is not accepting calls from toll-free numbers at this time."* • ANONYMOUS CALLERS: *"The number you have dialed is not accepting calls from anonymous numbers."*
Forward	If you choose to forward calls from the caller, you must choose the number those calls are forwarded to in the *Screening Forward Number* field.
Voicemail	Caller will be sent to your voicemail box.

Voicemail

A voicemail box was assigned to you with your Lumen Cloud Communication service. In the Voice Portal, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up voicemail forwarding to email.

Voicemail messages and greetings can also be managed by **calling the voicemail box.** See [Voicemail Local Access](#) for more information.
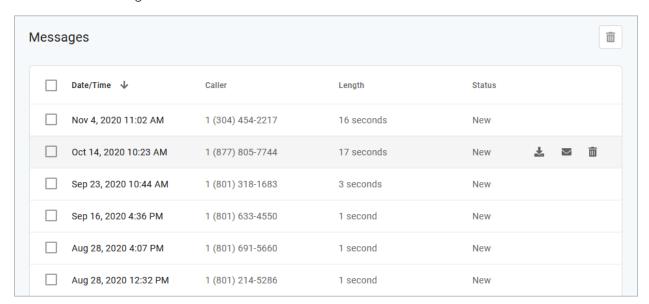
Voicemail Box Greetings

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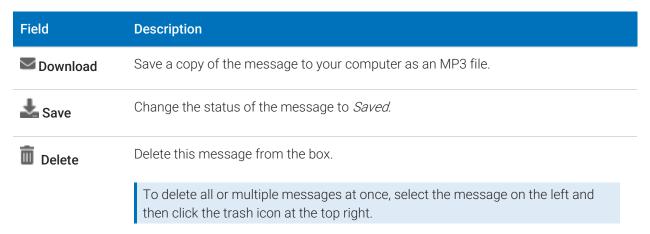
Messages

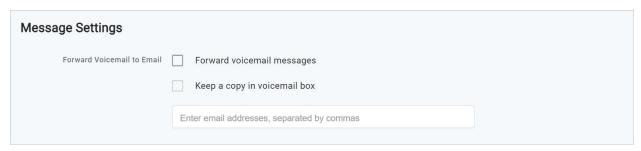Voicemail messages saved to the box are listed here.

Messages				
Date/Time ↓	**Caller**	**Length**	**Status**	
Nov 4, 2020 11:02 AM	1 (304) 454-2217	16 seconds	New	
Oct 14, 2020 10:23 AM	1 (877) 805-7744	17 seconds	New	⬇ ✉ 🗑
Sep 23, 2020 10:44 AM	1 (801) 318-1683	3 seconds	New	
Sep 16, 2020 4:36 PM	1 (801) 633-4550	1 second	New	
Aug 28, 2020 4:07 PM	1 (801) 691-5660	1 second	New	
Aug 28, 2020 12:32 PM	1 (801) 214-5286	1 second	New	

Messages can be sorted by Time/Date, Length, and Status (New or Saved). Hover over an individual message to see the management tools on the right.

Field	Description
✉ 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 or multiple messages at once, select the message on the left and then click the trash icon at the top right.

Message waiting indicator

The message waiting indicator (MWI) on your device notifies you when a new voicemail message waiting to be retrieved. When you've listened to, saved, or deleted the message, the MWI will turn off.

Message Settings

Message Settings

Forward Voicemail to Email ☐ Forward voicemail messages

☐ Keep a copy in voicemail box

Enter email addresses, separated by commas

FORWARD VOICEMAIL TO EMAIL

Messages left on your voicemail box can be forwarded as an MP3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.

1. Check **Forward Voicemail to Email**.
2. Optionally, check **Keep a copy in voicemail box**.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.