

Star Codes Guide

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 parking slot, an extension, voicemail PIN, and/or phone number.

ACCOUNT CALL SCREENING		USER CALL FORWARDING	
*	Call Trace	*72	Call Forward: All (On/Off)
CALL RECORDING		*90	Call Forward: Busy (On/Off)
*21	Start Recording	*92	Call Forward: No Answer (On/Off)
*22	Pause Recording	*94	Call Forward: Out of Service (On/Off)
*23	Resume Recording	*00 +	Send Call Directly to Voicemail
*24	Stop Recording	USER CALL SCREENING	
USER CALL HANDLING		*58	Custom Caller Block w/Message
**+	Directed Call Pickup	*59	Custom Callers: Allow
*40	Pick Up Group	*60	Custom Callers: Block
*--	Call Pull	* 63 +	Custom Callers: Forward
*43	Call Waiting: Enable	*64	All Other Callers: Block
*44	Call Waiting: Disable	*74	All Other Callers: Allow
* 70 +	Call Waiting: Disable Next Call	*77	Anonymous Callers: Block
*62	Call Park	*87	Anonymous Callers: Allow
* 66 +	Call Park Retrieval	*95	Anonymous: Block w/Message
*65 +	Caller ID: Enable Next Call	*97	Anonymous: Disable Block w/Message
*67 +	Caller ID: Block Next Call	*78	Do Not Disturb: Enable
*68	Caller ID: Manage (On/Off)	*79	Do Not Disturb: Disable
*89	Group Log In/Out	SOCIAL & PUBLIC SERVICES	
*69	Last Call Return	211	Essential Community Services
*98	Voicemail Management	411	Directory Assistance
		511	Traveler Information (US)
		611	Customer Service
		711	Telecommunications Relay Service
		811	Utility Location Services (US)
		811	Canadian Health Services (CAN)
		911	Emergency Services
		933	Emergency Services Verification (US)
		988	Suicide Prevention Hotline (US)

Voicemail Access

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

DIRECT ACCESS

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

REMOTE ACCESS

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

VOICEMAIL PIN

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

LISTEN TO MESSAGES

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

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

PERSONALIZE VOICEMAIL BOX

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

- **PRESS 1:** Change the PIN
- **PRESS 2:** Personalize your Default, Busy, and No Answer greetings
- **PRESS 3:** Record your personal name
- **PRESS 5:** Set up call forwarding
- **PRESS 6:** Set up a call screening forwarding number
- **PRESS 9:** Repeat personal options
- **PRESS 0:** Exit menu

NEED MORE HELP?

Visit the [Cymbus Help Center](#) for complete documentation.