



Highline Voice

Residential and Small Business User Guide

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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.

| USER CALL HANDLING | | USER CALL SCREENING | |
|----------------------|---------------------------------------|--------------------------|--------------------------------------|
| *43 | Call Waiting: Enable | *58+ | Custom Caller: Block w/Message |
| *44 | Call Waiting: Disable | *59+ | Custom Caller: Allow |
| *70+ | Call Waiting: Disable Next Call | *60+ | Custom Caller: Block |
| *65+ | Caller ID: Enable Next Call | *63+ | Custom Caller: Forward |
| *67+ | Caller ID: Block Next Call | *64 | All Other Callers: Block |
| *68 | Caller ID: Manage (On/Off) | *74 | All Other Callers: Allow |
| *69 | Last Call Return | *77 | Anonymous Callers: Block |
| *57 | Call Trace | *87 | Anonymous Callers: Allow |
| *98 | Voicemail Management | *95 | Anonymous Callers: Block w/Message |
| USER CALL FORWARDING | | *97 | Anonymous: Disable Block w/Message |
| *72+ | Call Forward: All (On/Off) | *78 | Do Not Disturb: Enable |
| * 90+ | Call Forward: Busy (On/Off) | *79 | Do Not Disturb: Disable |
| * 92+ | Call Forward: No Answer (On/Off) | SOCIAL & PUBLIC SERVICES | |
| * 94+ | Call Forward: Out of Service (On/Off) | 211 | Essential Community Services |
| | | 511 | Traveler Information |
| | | 611 | Customer Service |
| | | 711 | Telecommunications Relay Service |
| | | 811 | Utility Location Services |
| | | 911 | Emergency Services |
| | | 933 | Emergency Services Verification |
| | | 988 | National Suicide Prevention Lifeline |

Star Code +

To enable or disable the feature, dial the star code plus an extension, parking slot, voicemail PIN and/or phone number.

Social & Public Services

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

| CODE | FEATURE |
|------|---|
| 211 | <p>Essential Community Services</p> <p>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.</p> |
| 511 | <p>Traveler Information</p> <p>Local hotline for real-time information regarding traffic and road conditions. Not available in all states.</p> |
| 611 | <p>Customer Service</p> <p>Dials Customer Service.</p> |
| 711 | <p>Telecommunications Relay Service</p> <p>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.</p> |
| 811 | <p>Utility Location Services</p> <p>"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.</p> |
| 911 | <p>Emergency Services</p> <p>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.</p> |
| 933 | <p>Emergency Services Validation</p> <p>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.</p> |
| 988 | <p>Suicide Prevention Hotline</p> <p>When a user dials 988, they will be connected to the National Suicide Prevention Lifeline to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.</p> |

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

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. 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 agent asks for the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call may not get routed at all, which could result in **death** and **legal action**. It is important to ensure your address recorded with us is the correct address.

Warning

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

Calling Features

Call Screening

You have control to ensure you receive important calls. You can limit the callers who 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.

National Do Not Call Registry

You can also reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free! Visit www.donotcall.gov to register your number.

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 |
|------|---|
| *74 | <p>Allow All Other Callers All other callers (not otherwise specified in Call Handling settings) will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Your selective call accept service has been deactivated." |
| *64 | <p>Block All Other Callers All other callers (not otherwise specified in Call Handling settings) will be blocked.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Your selective call accept service has been activated." |

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 | <p>Block Anonymous Callers Calls without caller ID will be blocked and the caller will hear a busy tone.</p> <ol style="list-style-type: none"> 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 | <p>Allow Anonymous Callers Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated." |
| *95 | <p>Block Anonymous Callers with Message Calls without caller ID will be blocked and the caller will hear a message.</p> <ol style="list-style-type: none"> 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 | <p>Unblock Anonymous Callers with Message Disables "Anonymous Callers: Block with Message." Anonymous calls will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated." |

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 | <p>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.</p> <ol style="list-style-type: none"> 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 allowed." |
| *60 | <p>Block Custom Callers Calls from the number specified will be blocked. Blocked callers will hear a busy signal.</p> <ol style="list-style-type: none"> 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 | <p>Block Custom Callers with Message 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 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 | <p>Forward Custom Callers Calls from the number specified will be forwarded.</p> <ol style="list-style-type: none"> 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." |

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 <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Do Not Disturb disabled." |

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 |
|------|---|
| *72 | <p>Call Forward: All (On/Off)</p> <p>Choose where to forward all calls to your line.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: <ul style="list-style-type: none"> - Enable: Press 1 to enter a forwarding number followed by #. - Disable: Press 2 to disable forwarding. |
| *90 | <p>Call Forward: Busy (On/Off)</p> <p>Choose where to forward calls when you're on another call.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: <ul style="list-style-type: none"> - Press 1 to enter a forwarding number followed by #. - Press 2 to send calls to voicemail. |
| *92 | <p>Call Forward: No Answer (On/Off)</p> <p>Choose how calls will be handled when your line isn't answered.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your voicemail PIN. 3. Choose an option: <ul style="list-style-type: none"> - 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.

Call Waiting

With Call Waiting, you can see who is calling, even if you're on another call (as long as caller ID is supported on your phone). If a second call comes in while you're on a call, you'll hear the Call Waiting tone. To answer that call, you can choose to place your 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 Voice Portal.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call. This functionality may vary based on the type of phone you have.

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.

Call Waiting Star Codes

| CODE | DESCRIPTION |
|------|---|
| *43 | <p>Call Waiting: Enable Enable Call Waiting for ALL of your calls.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear a message indicating call waiting has been activated. |
| *44 | <p>Call Waiting: Disable Disable Call Waiting for ALL of your calls.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear a message indicating call waiting has been deactivated. |
| *70 | <p>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.</p> <ol style="list-style-type: none"> 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. 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 outbound caller ID is incorrect, please contact Customer Support to update it.

Caller ID 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 or log in to the portal to manage your caller ID settings.

| CODE | DESCRIPTION |
|------|--|
| *65 | <p>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.</p> <ol style="list-style-type: none"> 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 | <p>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.</p> <ol style="list-style-type: none"> 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. |
| *68 | <p>Caller ID: Manage (On/Off) Manage your caller ID setting for all calls.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. Enter your 4-digit PIN followed by #. 3. Follow the prompts to enable or disable caller ID. |

Caller ID Name On Mobile

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.

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 <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Do Not Disturb enabled." |
| *79 | Disable Do Not Disturb <ol style="list-style-type: none"> 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 <i>outbound</i> call. <ol style="list-style-type: none"> 1. Dial the star code. 2. Your phone will redial the last number that called you. |

Three-Way Calling

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

1. While on an active call, press and release the switch hook or flash button on your phone. The first party will be placed on hold.
2. Listen for a second dial tone and then dial the phone number of the second party.
3. After the second party answers, press and release the switch hook or flash button to join both parties into the call.

Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code *98 from a phone connected to the account.

Access Your Voicemail Box

Direct Access

1. From a line assigned to your voicemail, dial the Voicemail Management star code (*98).
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 Your Messages

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

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

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

Power/Connectivity Failure

In the event of a power outage, internet outage, or device failure, incoming calls will go to voicemail. Call Forwarding, Sim Ring, or Find Me/Follow Me will continue to function, and you will still be able to access your voicemail messages from another phone.

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.

Forward Calls

1. Access your voicemail box and press 8 for personal options.
2. Press 5 to forward your calls.
 - Press 1 to forward all calls (then enter your destination).
 - Press 2 to send calls to your line.
3. When you're done, hang up or press 0 to go back to the main menu.

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.

You will receive a Welcome email with your login information. If you did not receive the email or are unable to login, please contact Customer Support at 1-888-212-0054 or dial 611 from your Highline Voice phone.

1. Go to <https://highlinefast.user.Highline.com>
2. Enter your email address or username and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click **[Login]**.

First-Time Login

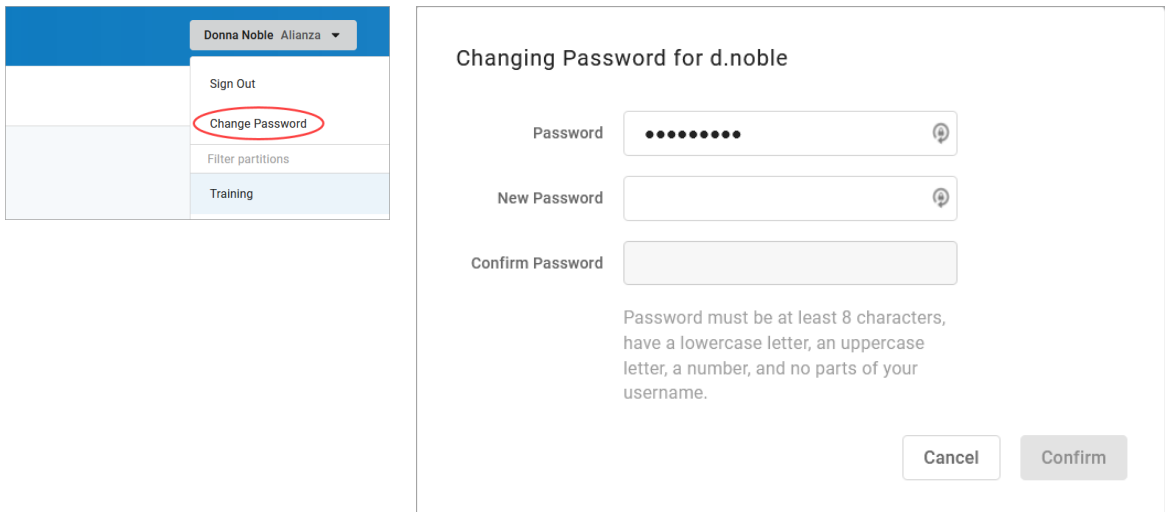
If you can't log in, click *Forgot Password?* and an email will be sent to you with a link to reset it. Your new password must be at least eight characters long and include at least one number and one special character (^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' ; : | _ ~ ` = + -).

If you don't have an email address on your account, please contact Customer Support for assistance.

Change Your Voice Portal Password

If you can't log in, contact Highline Customer Support to reset your password. But if you can log in, you can change your password in the Voice Portal.

1. Expand the drop-down menu in the top-right corner of the screen and click **Change Password**.
2. Enter your new password and then confirm it in the field below.
 - Your password must be 8–64 characters long and include at least one number and one special character.
3. Click **[Confirm]**.



The image shows two parts of the Voice Portal interface. On the left is a user menu for 'Donna Noble Alianza' with options: Sign Out, Change Password (circled in red), Filter partitions, and Training. On the right is a modal window titled 'Changing Password for d.noble' with three password input fields: Password (masked with dots), New Password, and Confirm Password. Below the fields is a password requirement message: 'Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username.' At the bottom right are 'Cancel' and 'Confirm' buttons.

Dashboard

Welcome to home base, otherwise known as your Dashboard. Here, you can access basic account information and useful tools for handling incoming calls.

Donna Noble
Home Phone Documentation

- Home Phone
- Dashboard**
- Voicemail
- Call History

Dashboard

Phone Number **1 (260) 589-5335**

E911 Address **417 North Dr
Geneva, IN 46740**

Caller ID Name (CNAM) **Noble Donna**

Enable Caller ID

Device MAC Address **ae111bdf352c**

Device Type **Cisco 8832 (3PCC)**

Registration Status **Yes ✓**

Configuration Status **Yes ✓** [Details](#)

Caller ID Name, 911 Address, Directory Listing are edited by Phone Number.

In the first section, you can see your phone number, E911 address, and device information, including MAC Address, Device Type, Registration Status (whether it's active), and Configuration Status (whether it's configured).

Edit E911 Address

In the event a 911 call is placed from your phone number, emergency services will be dispatched to the address listed here.

Donna Noble
Home Phone Documentation

- Home Phone
- Dashboard**
- Voicemail
- Call History

Dashboard

Phone Number **1 (260) 589-5335**

E911 Address **417 North Dr
Geneva, IN 46740**

Caller ID Name (CNAM) **Noble Donna**

Enable Caller ID

Device MAC Address **ae111bdf352c**

Device Type **Cisco 8832 (3PCC)**

Registration Status **Yes ✓**

Configuration Status **Yes ✓** [Details](#)

Caller ID Name, 911 Address, Directory Listing are edited by Phone Number.

Important

If any of your account information is NOT correct and you cannot edit your E911 record, please contact Customer Service immediately to get it updated.

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 (callers without caller ID), 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.

These settings can also be managed by [dialing star codes](#).

Call Screening

Screening Forward Number
This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller

Toll-free Caller

All Other Callers

Custom Caller(s)

| | | |
|--|------------------------------------|--------------------------------|
| <input type="text" value="18015551234"/> | <input type="text" value="Block"/> | <input type="text" value="x"/> |
| <input type="text" value="18015559876"/> | <input type="text" value="Block"/> | <input type="text" value="x"/> |

[... and 1 more](#)

Call Screening Categories

| FEATURE | DESCRIPTION |
|---------------------------------|---|
| [+ Add Caller] | Starts the process of setting up call screening behaviors for a specific phone number. |
| 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 <i>Forward</i> . |

| FEATURE | DESCRIPTION |
|--------------------------|---|
| Anonymous Caller | Choose what happens to incoming calls that do not 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 Behaviours

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: <ul style="list-style-type: none"> • 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 <i>Screening Forward Number</i> field. |
| Voicemail | Caller will be sent to your voicemail box. |

Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Handling Schedules, Call Waiting, and Do Not Disturb settings. Just below that, select and configure a ring strategy for incoming calls.

Call Handling

Scheduling Manage Schedule 1 Schedule

Call Waiting

Do Not Disturb Send incoming calls to voicemail

Ring Phone
Forward All
Sim Ring
Find Me

No Answer Send to Voicemail ▼ after 20 seconds

Busy Busy Tone ▼

Out of Service Forward to ▼ -() - -

Out of Service Forward Description Optional

| FEATURE | DESCRIPTION |
|-----------------------|--|
| Scheduling | Create or manage schedules that determine how incoming calls are routed during specific times. See Schedules for more information. |
| Call Waiting | <p>Check this box to enable Call Waiting, which will allow a second call to ring through while you are already on the phone.</p> <ul style="list-style-type: none"> • 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 | <p>Check this box to enable Do Not Disturb.</p> <ul style="list-style-type: none"> • Enabled: Incoming calls are sent directly to your voicemail box. • Disabled: Incoming calls follow your Call Handling settings. <div style="background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p>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.</p> </div> |

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) 555-2948 | | |

| 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 still want all the calls that come into your desk phone to reach 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.

Enter a forwarding number and an optional description.

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 (801) 555-1234 | | | |
| Forwarding Number Description | Optional | | | |

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.

The screenshot shows the configuration for Simultaneous Ring. At the top, there are four tabs: "Ring Phone", "Forward All", "Sim Ring" (which is selected and highlighted in blue), and "Find Me". Below the tabs, there are two phone numbers listed under the heading "Phone Numbers". Each number is in a text box: "1 (435) 555-2948" and "1 (435) 628-2138". To the right of each number is a "+ Add Number" button. Below each number is a small text box that says "Simultaneous Ring will ring all devices on this User and all numbers added to the list. The first Phone Number to pick up will take the call." To the right of the second number is a "X Remove Number" button. At the bottom, there is a "No Answer" section with a dropdown menu set to "Send to Voicemail" and a text box set to "20" seconds.

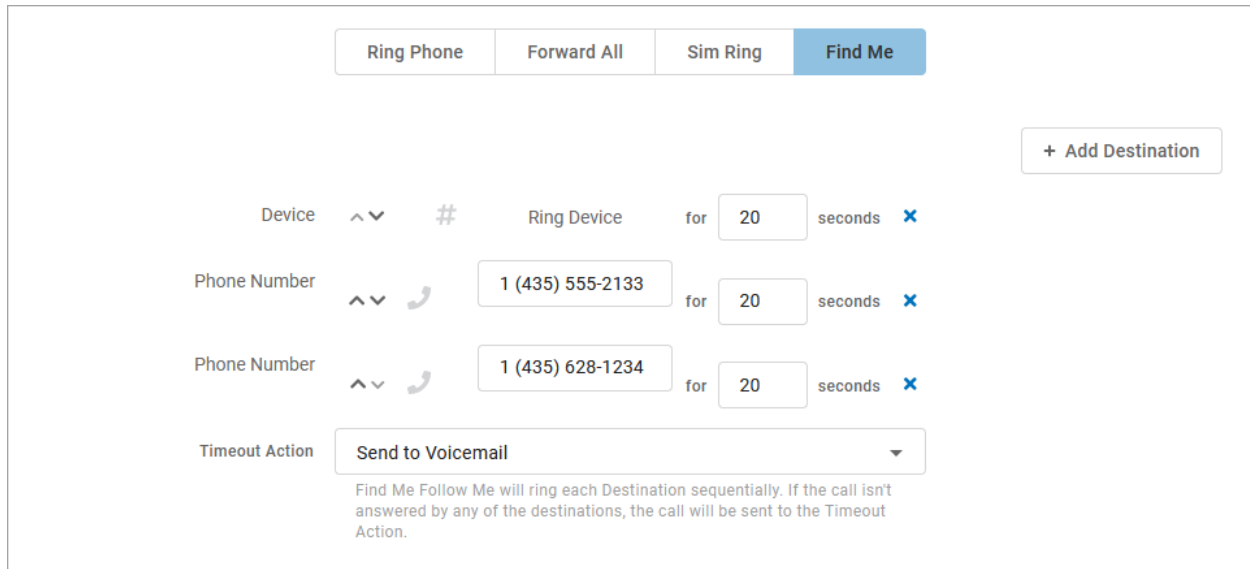
| FEATURE | DESCRIPTION |
|----------------------|--|
| Phone Numbers | Enter the phone number(s) that will ring. To add another number to the list, click [+Add Number] . |
| No Answer | <p>Choose what happens when the call is unanswered:</p> <ul style="list-style-type: none"> • Busy Tone • Forward to (add a forwarding number) • Ring Forever • Send to Voicemail <p>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.</p> |

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.



Ring Phone Forward All Sim Ring **Find Me**

+ Add Destination

Device # Ring Device for 20 seconds

Phone Number 1 (435) 555-2133 for 20 seconds

Phone Number 1 (435) 628-1234 for 20 seconds

Timeout Action **Send to Voicemail**

Find Me Follow Me will ring each Destination sequentially. If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action.

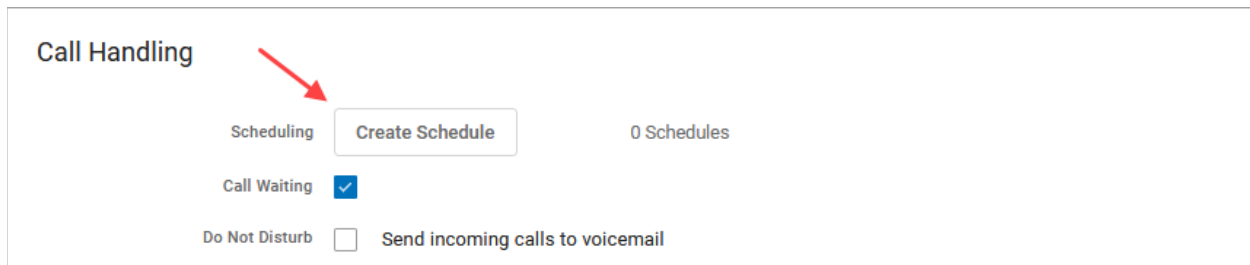
| FEATURE | DESCRIPTION |
|-----------------------|---|
| Destinations | Indicate if calls should route through Devices or # Phone Numbers by clicking the respective icons. <ul style="list-style-type: none"> Use the arrows to reorder the destinations. Click [+ Add Destination] to add more destination 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: <ul style="list-style-type: none"> 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]**.
2. If there are already schedules set up on the account, the button will say **[Manage Schedules]**.



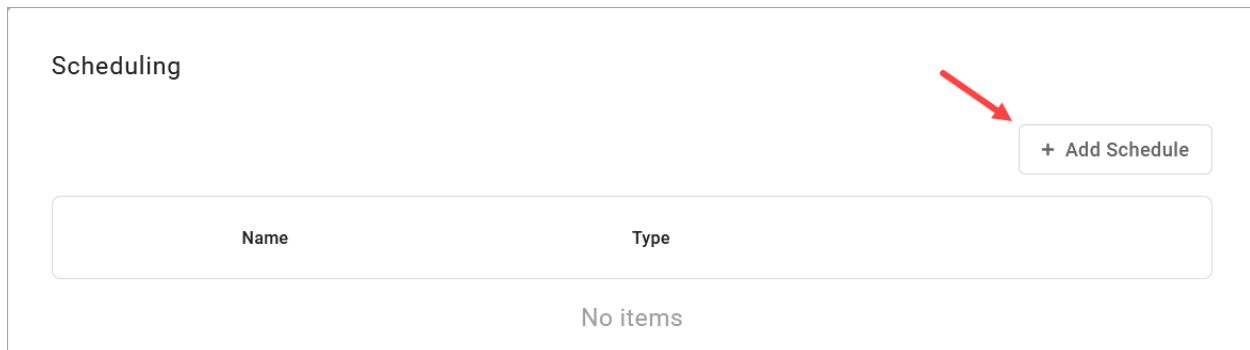
Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

Do Not Disturb Send incoming calls to voicemail

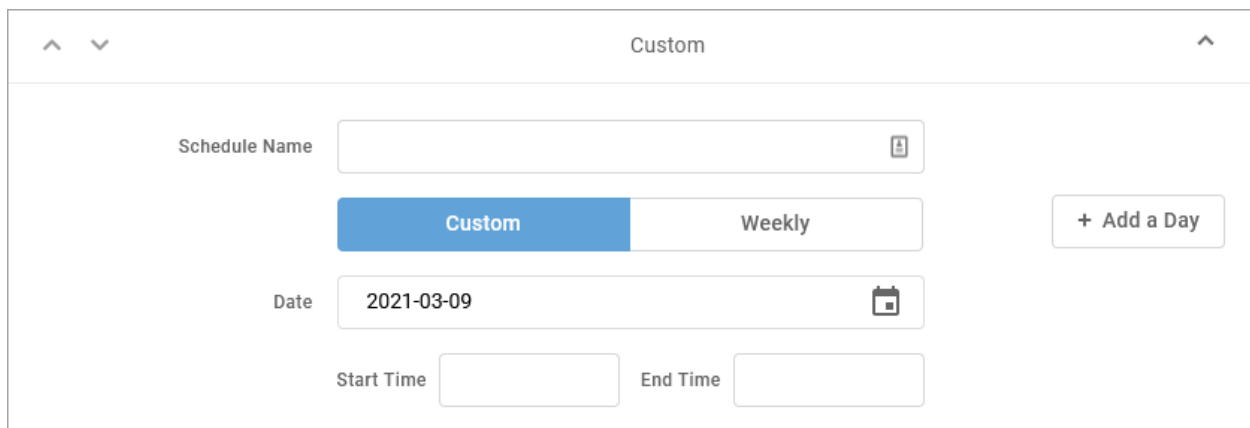
3. In the Scheduling window, click **[+Add Schedule]**.



Scheduling

+ Add Schedule

| Name | Type |
|----------|------|
| No items | |



Custom

Schedule Name

Custom Weekly **+ Add a Day**

Date

Start Time End Time

4. **Schedule Name:** Give the schedule a name.
5. **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.

Custom

Schedule Name

Custom Weekly

Date

Start Time End Time

Date

Start Time End Time

+ Add a Day

- 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.

Weekly

Schedule Name

Custom **Weekly**

Sun Start Time End Time

Mon Start Time End Time

Tue Start Time End Time

Wed Start Time End Time

Thu Start Time End Time

Fri Start Time End Time

Sat Start Time End Time

6. **Call Handling:** Choose what will happen to calls *during* the schedule.

Call Handling

Call Waiting

Do Not Disturb **Send incoming calls to voicemail**
 If you'd like callers to hear a busy tone, remove the voicemail box.

Ring Phone
Forward All
Sim Ring
Find Me

No Answer Send to Voicemail after 20 seconds

Busy Send to Voicemail

Out of Service Busy Tone

7. 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.

Thanksgiving
Custom

Schedule Name Thanksgiving

Custom
Weekly
+ Add a Day

Date 2021-11-25

Start Time 05:00 AM End Time 05:00 PM

Call Handling

Call Waiting

Do Not Disturb **Send incoming calls to voicemail**
 If you'd like callers to hear a busy tone, remove the voicemail box.

Ring Phone
Forward All
Sim Ring
Find Me

Forwarding Number 1 (208) 582-1676

Voicemail

A voicemail box was assigned to you with your 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 your voicemail box. See [Voicemail Local Access](#) for more information.

Voicemail Box Details

Hover over a voicemail box and click **Edit** on the right to view the details.

| Field | Description |
|---------------------------|---|
| Voicemail Box Name | The name of the voicemail box. The name can be edited here, if necessary. |
| Owner | The user assigned to this voicemail box. |
| Language | The language heard in the Voicemail menu: English or French. |

Voicemail Box Greetings

Users can upload and download their voicemail greetings and personal name recordings. 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.

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 saved to the box are listed here. 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.

Visual Voicemail 🗑️

| <input type="checkbox"/> Time/Date ↓ | Originating Number | Length | Status |
|---|--------------------|------------|---|
| <input type="checkbox"/> Mar 11, 2021 8:36 AM | 1 (385) 555-5823 | 6 seconds | New |
| <input type="checkbox"/> Mar 2, 2021 10:18 AM | 1 (303) 555-9417 | 17 seconds | New 📄 📧 🗑️ |
| <input type="checkbox"/> Jan 8, 2021 12:19 PM | 1 (361) 555-4435 | 40 seconds | New |
| <input type="checkbox"/> Jan 4, 2021 8:35 AM | 1 (801) 555-6530 | 41 seconds | New |

1-4 of 4 ⏪ ⏩

| Field | Description |
|---|---|
|  Download | Save a copy of the message to your computer as an MP3 file. |
|  Save | Change the status of the message to <i>Saved</i> . |
|  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 the user's device notifies them when a new voicemail message is available. Once the message has been listened to or deleted, the MWI will turn off.

Message Settings

Message Settings

Forward Voicemail to Email Forward voicemail messages

Keep a copy in voicemail box

d.noble@demo.com x

Forward Voicemail to Email

Messages left on the user's 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*.
 - When checked, the message waiting indicator (MWI) on the user's device will stay on until they've listened to or deleted the message from their voicemail box.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.

Enable Voicemail Transcription

Sometimes reading a voicemail message is easier than listening to it. Voicemail transcription takes the audio from the voicemail message and converts it to text, which is then forwarded to one or more email addresses with or without the message attached as an .mp3 file (depending on if you also have forwarding enabled).

Message Settings

Forward Voicemail to Email Forward voicemail messages

Keep a copy in voicemail box

Enable Transcription **Enable Transcription of Messages**

1. Check the box for **Enable Transcription**.
2. In the field below, enter one or more email addresses separated by commas (required).
3. Click [**Save**].

Voicemail messages will be transcribed and sent to the email address(es) indicated here from noreply@cymbus.com. If "Forward Voicemail to Email" is also enabled, an mp3 of the message will be attached to the email.

US English

Voicemails can only be transcribed from US English. If a message cannot be transcribed for any reason such as poor audio quality, an email will still be sent with a message saying, "Message could not be transcribed."

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), and where the call terminated (To).

At the top right of the page, the current record list can be emailed as a CSV file.

Call History

✉ Email CSV

Date Range
 10/21/2023 – 11/20/2023

Start time
 12:00 AM

End time
 11:59 PM

Filters

↻

| Date | From | To | |
|--|-------------------------------|------------------------------------|---|
| November 20, 2023 at 4:19 PM EST 0 seconds | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT | ⋮ |
| November 20, 2023 at 4:14 PM EST 1 minutes | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT | ⋮ |
| November 20, 2023 at 4:14 PM EST 10 seconds | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT | ⋮ |

Filters

Apply call filters to locate specific call records. Once your parameters are set, the matching call records are displayed below.

- **Search:** Enter a number in the *Search phone numbers* field to search for a specific phone number or extension. Results automatically populate after the first three digits are entered.
- **Date/Time:** Modify the date and time ranges or delete them entirely to gather the data you need. By default, the last 30 days of call records are shown that occurred between 12:00 AM and 11:59 PM, based on the account's time zone settings.
- **Filters:** Click **[Filters]** to filter the call records by Direction, Number, and/or Call Flags.
- **Reset:** When you're finished with your search, click **Reset Filters** to remove any parameters and display all calls.

Date Range: 9/26/2023 – 10/26/2023

Start time: 12:00 AM

End time: 11:59 PM

Filters

Direction

- Inbound
- Outbound


Number


- From
- To

Call Flags

- Answered
- Busy
- Forwarded
- Missed
- Sent To VM

Call Options

To view a call's details, click the  menu on the right. The option to block the number is also available for inbound calls.

| | | | |
|--|-------------------------------|------------------------------------|--|
| November 20, 2023 at 4:19 PM EST 0 seconds | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT |  Block Number Details |
| November 20, 2023 at 4:14 PM EST 1 minutes | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT | |
| November 20, 2023 at 4:14 PM EST 10 seconds | 1 (555) 555-0123 SANDY, UT | 1 (222) 222-3456 PROVO-OREM, UT | |

Block Number

If necessary, you can block an inbound caller from making additional calls to either the user or 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 (in [Call Screening](#)).

Select Screening Location

User

Account

Cancel Confirm


Details

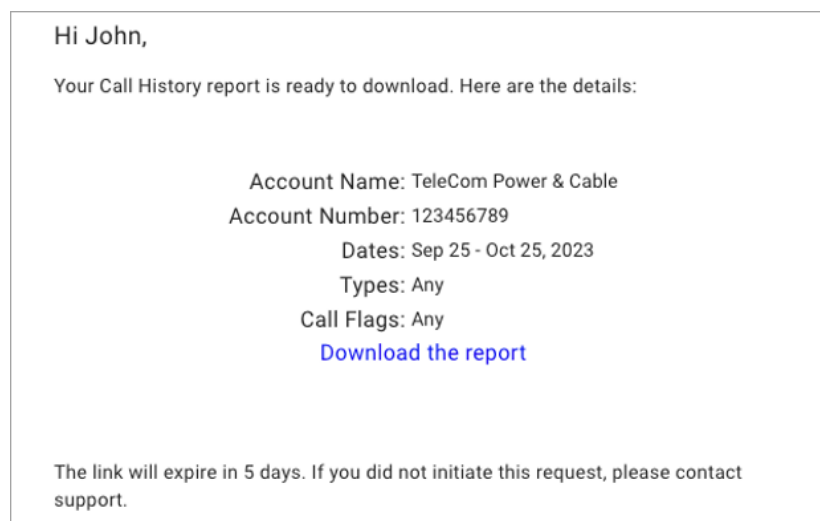
Call details include the date, time, and length of the call, as well as the cost, origination, dialed, and termination information.

| 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, and if the call came from on or off Highline's network. |
| Dialed | The number that was originally dialed by the call's originator. |
| Termination | The number and location of the call recipient user that received the call, and if they were on or off Highline's network. |

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.

1. At the top right of the Call History 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 is sent with a link to download the report. The link **expires in 7 days** and can only be used once. Here's an example of what the email looks like:



Analytics

Inventory

The inventory dashboard displays a read-only view of your product, the account status (Active, Suspended, or Disabled), the date the status was last updated, and number of lines in your account.

The image shows a screenshot of an 'Inventory' dashboard. At the top, the word 'Inventory' is displayed in a bold, black font. Below this, there is a white card with rounded corners containing the following information: 'Product' followed by 'Home Phone' in a larger font. Below the product name, there is a green pill-shaped button with the word 'Active' in white, followed by a small dot and the date '5/30/24'. A horizontal line separates this section from the next. Below the line, the word 'Packages' is displayed. Underneath, the text 'Home Phone Lines' is shown, followed by a large, bold black number '1'.



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