

# TRI-COUNTY TCC COMM COMMUNICATIONS COOPERATIVE, INC. PORTAL

## Logging in:

1. Go to <http://voicemail.tcc.coop>
2. Type your **10-digit phone number**
3. Type your **4-digit voicemail PIN** as your password
4. Click **Login** button



Phone Settings

Please log in below.

Number:

Password:

If you have forgotten your password, please contact customer support.

© 2009, Tri-County Communications Cooperative, Inc.

The screenshot shows the TCC Online Call Manager interface. At the top, there is a navigation bar with tabs: **Dashboard** (highlighted with a red circle), Messages & Calls, Contacts, Call Manager, Add Services, and Settings. Below the navigation bar, the main content area is divided into several sections:

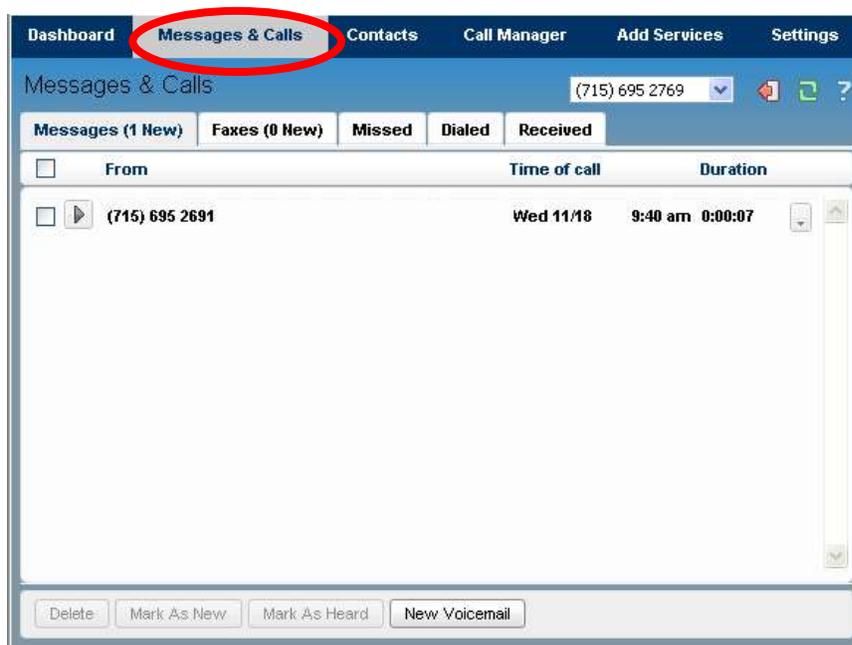
- Welcome, TCC Boardroom**: A header area with the user's phone number (715) 695 2769 and icons for help, refresh, and log out.
- You have no messages**: A message box indicating no new messages.
- Missed Call**: A table listing missed calls with columns for the caller and the time of the call.
- Contacts**: A section with a search bar and a message indicating that no contacts are configured yet, with a link to the Contacts page.

Missed Call	Time of call
TRI CTY COMM CO	11/13 11:17 am
HEALTH CARE	8/31 10:54 am
AACC	8/19 10:06 am
HEALTH CARE	8/7 9:10 am
(571) 261 0113	7/9 3:48 pm

**The Dashboard** is the starting point in the Online Call Manager.

The Dashboard gives you a quick summary of new messages waiting, recent missed calls, contacts and any special call handling rules you have set up. You can click on any [blue, underlined text](#) to jump to that section of the Online Call Manager. For example, you can click on your new voicemail to jump to the Messages and Calls tab to listen to your voicemail.

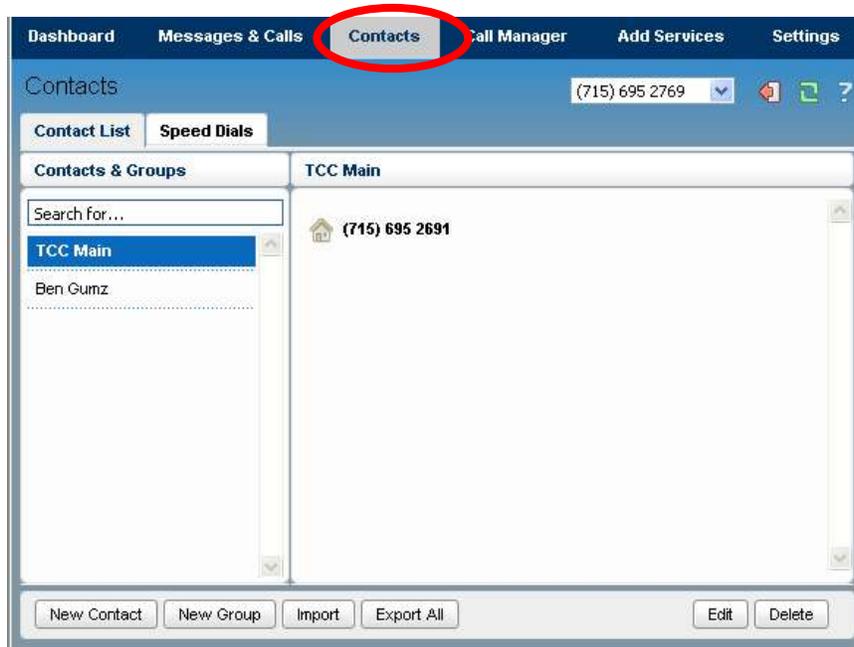
You can get back to the Dashboard at any time by clicking the **Dashboard** tab at the top. Like all tabs, the Dashboard also shows the name/number you are logged in under and gives you quick links to log out, refresh and help.



**The Messages and Calls tab** is your main display for new/saved voicemail and fax messages, along with recent missed, dialed and received calls.

- Click a tab to get more detail, such as a list of missed calls, etc.
- To play/open a message, click the  button.
- Check the box in front of a message and use the buttons below to **Delete**, **Mark as New** or **Mark as Heard/Read**.
- Click the **New Message** button to record and leave a voicemail like a memo.  
*Note: you have to have a microphone set up on your computer to do this.*
- Click the  button at the end of the line to View Contact, Reply, Forward As Email or Forward As Voicemail.
  - **View Contact** will open the Contact tab and show you the person's info
  - **Reply** will send a voicemail back to the person who left you a message
  - **Forward As Email** will send the voicemail as an email to an address you specify (sends voicemail as a .wav file; recipient must have speakers)
  - **Forward as Voicemail** will send the voicemail to another number

*You can add an introduction to a voicemail when forwarding or replying, but your computer must have a microphone; also you can only forward as voicemail to numbers set up with TCC voicemail*
- From the **Missed**, **Dialed** and **Received** calls tabs, you can click on the ([hyperlinked](#)) name or the "+" button to jump to their Contact information.



**The Contacts tab** is your place to maintain contact information for friends, relatives and colleagues. You can also place your contacts into groups so you can set up notices you can dial out to groups of people. Great for keeping in touch with customers, relatives, friends and club members!

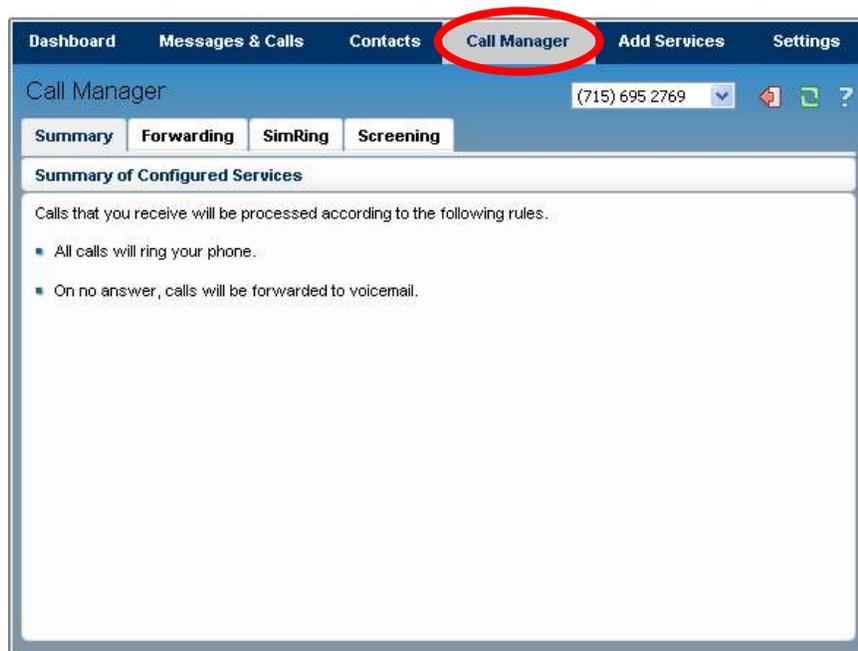
#### **Contact List tab**

- Add a New Contact by clicking the **New Contact** button. Fill in as much or as little info as you'd like and click Save (or click Cancel to return to Contacts)
- Add a New Group by clicking the **New Group** button. Choose a name for the group and select people from your Contacts to be in that group.
- Tip! Once you have a contacts entered, click in the **Search** box and type a name, street, phone number, city, state or zip to find contacts quickly!

#### **Speed Dial tab** (requires subscription to Speed Dial from Add Services tab):

Configure up to 36 numbers that can be speed-dialed from any phone in your home! (to use, just dial the speed dial code and #)

- Choose the speed dial number to use (defaults to lowest/next available)
- Enter the number (with area code) and click Add
- Click Apply when finished adding all numbers  
(You must have long distance service in order to add long distance numbers)
- Delete numbers from your speed dial list by clicking the  icon
- The way to edit a speed dial number is delete it and create it again
- Use the **Import/Export** buttons to import your contacts from Outlook or export your list in the Online Call Manager to your computer as a backup or for printing  
(Note: to import contacts from Outlook, you must export them from Outlook first)



**The Call Manager tab** is where you view or change the calling rules you have in place. You start off at the Summary Page. ***Depending on which services you subscribe to, the tabs you see on this screen may be different.***

**Forwarding** (see Add Services for description)

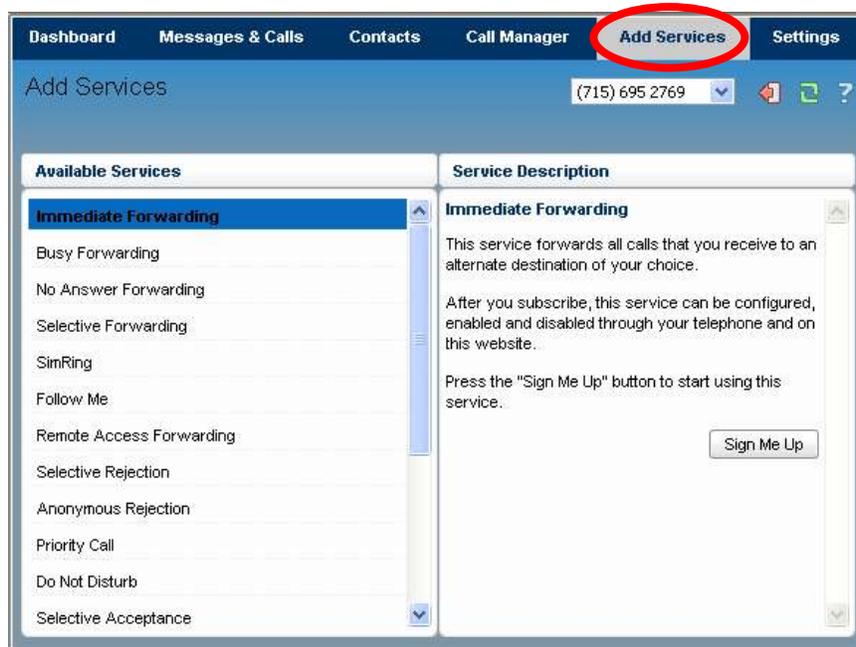
- Click the open square or the word **INACTIVE** to turn Forwarding on
- Enter the number (with area code if necessary) to forward calls to  
*(Save time by using preconfigure for numbers you frequently forward to!)*
- Check “ring once” if you want your home phone to ring once when a call is forwarded *(handy for reminding you to turn forward off when you get home!)*

**Follow Me/SimRing** (see Add Services for description)

- Click the open square or the word **INACTIVE** to turn Follow Me/SimRing on
- To **Find/Follow** you, enter one number per step
- To **ring numbers simultaneously**, enter all numbers in same step
- You can even add forwarding if nobody answers at the number!
  - Click Yes to forwarding, enter the number to forward to, click Add
- Delete your Follow Me/SimRing configurations by clicking the  icon

**Screening** (also called Priority Call; see Add Services tab for description)

- Calls from certain people will ring differently so you can tell they are calling
- Click the open square or the word **INACTIVE** to turn Screening on
- Click Edit List to pick numbers (click Add New to create a list to use with screening)



**The Add Services tab** adds features to make your life easier! Click a service for the description, then click Sign Me Up to add it to your phone service.

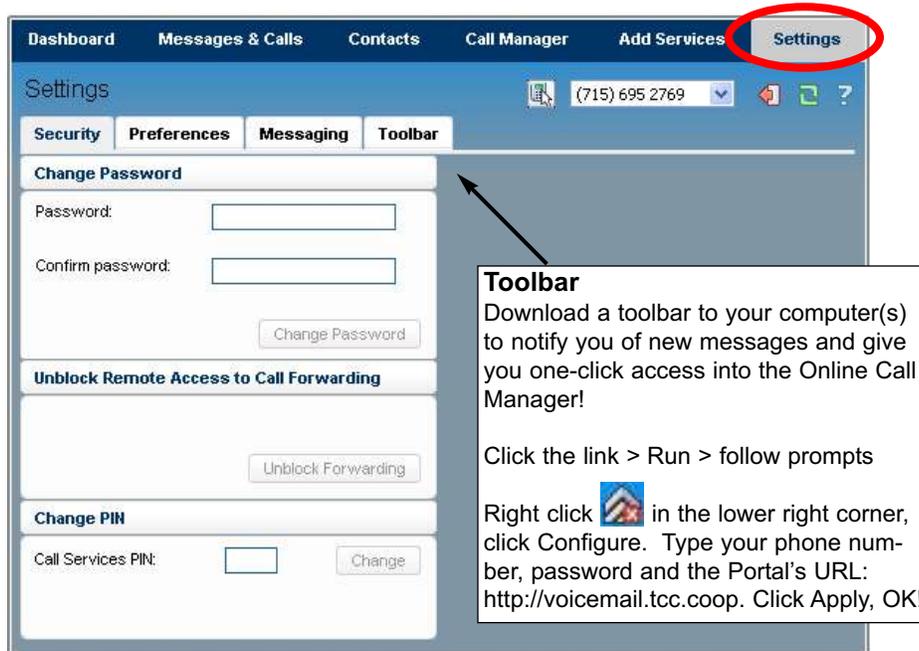
**Available\* services:**

- |                          |                    |
|--------------------------|--------------------|
| Immediate Forwarding     | Reminders          |
| Busy Forwarding          | Speed Dials        |
| No Answer Forwarding     | Call Blocking      |
| Selective Forwarding     | Account Codes      |
| SimRing*                 | Three Way Calling  |
| Follow Me*               | Call Waiting       |
| Remote Access Forwarding | Call Hold          |
| Selective Rejection      | Call Transfer      |
| Anonymous Rejection      | Automatic Recall   |
| Priority Call            | Automatic Callback |
| Do Not Disturb           | Caller ID          |
| Selective Acceptance     | Caller Name        |
| Caller ID Presentation   |                    |

**Notes and Details:**

Once you add a service from this tab, it will be removed from the Add Services tab. Your TCC Phone bill will be charged the following month for the service. (minimum 1 month) You can disable the feature from the Comm Portal but you must contact TCC to unsubscribe to services.

\* Simultaneous Ring (SimRing) and Find Me Follow Me are a bundled feature. Adding one of the two gives you the ability to use either one. However, the name showing on the tab in the Call Manager screen is based on the service you subscribed to.



**The Settings tab** contains most of your personal and call handling preferences.

**Security**

- Change your Password (PIN) for Voicemail and Online Call Manager site.
- Set preferences for accessing Call Forwarding remotely
- Change your PIN for changing your call services/options remotely

**Preferences**

- Forwarding: Whether to enter number when activating forwarding
- Voicemail: Set time before Voicemail picks up (at 6 seconds per ring)
- Caller ID: Whether to display/block caller ID info on incoming/outgoing calls

**Messaging**

- Settings
  - Forwarding Voicemails and/or faxes to E-mail
- Mailbox
  - Skipping the PIN at login
  - Auto-play messages
  - Fast Login
  - Playing the message + details
- MWI (Message Waiting Indicator)
  - Displaying urgent/all new messages in one or more places
- Outdial
  - Automatically forwarding urgent/all messages to one or more numbers
- Greetings
  - Setting/changing the greeting people hear upon no answer or busy
  - *Note: you must have a microphone connected to your computer to record*

To make a selection, just check the box next to each feature.

# Need Help!?

There is a link to HELP on every screen.



© 2009, Tri-County Communications

When you click the **question mark**, the Help file opens with information about the tab that you are currently in so be sure you are in the area you want help with when you click “Help”!

If the Help link in the Online Call Manager does not answer your question(s), contact TCC and we'll be happy to assist you!

<b>Strum</b>	<b>715-695-2691</b>
<b>Independence</b>	<b>715-985-3004</b>
<b>Toll-free</b>	<b>800-831-0610</b>
<b>E-mail:</b>	<b>voicemail@tcc.coop</b>