

Voicemail

Voicemail is an answering system for your phone service, operated by TCC's phone switch so there is no equipment needed on the customer end.

DELUXE VOICEMAIL - TRADITIONAL

1. Access your Voicemail from home:

- Pick up the receiver and dial *98 and enter your PIN.

2. Access your Voicemail away from home:

- Call your phone number, press * during the greeting and enter your PIN.

3. Main Menu:

- Press 1 to Play messages
- Press 2 to Save message, go to next
- Press 3 to Erase message
- Press * to return to Main Menu

DELUXE VOICEMAIL - VOIP

1. Access your Voicemail from home:

- Dial your phone number or dial *333, wait for your message to start, then press *
- Upon initial login to the Voicemail, you will be prompted to begin setup
(1) Change Greeting, (2) Record Name for Announcement, (3) Change PIN, (4) Exit
- After initial setup, voicemails will automatically play upon logging in

2. Access your Voicemail away from home:

- Call your phone number, wait for your message to start, then press *
- Messages will begin playing

3. Main Menu:

- Press 1 to Replay the current message
- Press 2 to Skip current message and go to the next message
- Press 4 to Rewind 5 seconds when playing a message
- Press 5 to Advance 5 seconds when playing a message
- Press 7 to Delete the current message

Press * to Exit

Custom Calling Features

ANONYMOUS CALL REJECTION --- Included with phone service

Automatically rejects all calls from “anonymous” numbers.

1. To enable Anonymous Call Rejection, dial *77.
2. To disable Anonymous Call Rejection, dial *87.

AUTOMATIC CALL BACK --- \$2.00

Continues to call a busy number for you and rings when the line is free (and connects the call).

1. After calling a number that is busy, hang up, then pick the receiver up and dial *66.
2. You will receive a ring back when the number is free - remember call is connected.

AUTOMATIC RECALL (*69) --- Included with phone service

Returns the most recent incoming call.

1. To Return a call to the last caller, dial *69.

BUSY FORWARDING --- Included with phone service

Forwards a subscriber’s incoming calls only when their line is busy.

1. Contact TCC if you wish to set up Busy Forwarding.

CALL SCREENING --- \$2.50 (TRADITIONAL ONLY)

Call Screening helps you eliminate unwanted spam and robo calls by requiring your callers to press "1" in order to put their call through. Callers who do not press "1" will not go through. Callers who do press "1" or who you've approved in advance, will have their call put through and be placed on your "approved" list.

Dial *95 from your home phone and follow the voice prompts to access Screen Control by pressing 2, where you will have the following options:

- Press 0 to block the last caller
- Press 1 to add a number to your blocked list
- Press 2 to remove a number from your blocked list
- Press 3 to remove ALL numbers from your blocked list
- Press 4 to add a number to your allowed list
- Press 6 to turn Call Screening service On
- Press 7 to turn Call Screening service Off

Press 8 to block private callers
Press 9 to allow private callers
Press * to repeat menu options

CALL WAITING --- \$1.00

Emits a tone to notify the subscriber that another call is coming in and allows them to switch between the calls.

1. To take the call waiting, press flash-hook. If you hang up while a call is on hold, you will receive a reminder ring back to reconnect the call.

CANCEL CALL WAITING --- \$.50

Allows you to disable your Call Waiting on a per-call basis so you will not be disturbed during a call and other calls will either continue ringing or go to Voicemail.

1. Pick up the phone, dial *70 before placing a call -OR- disable during a call by pressing 70#.

DO NOT DISTURB --- \$2.00 (TRADITIONAL ONLY)

This service allows the subscriber to block the line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected. Instead, the caller hears an announcement that the subscriber is not currently accepting calls.

1. To enable Do Not Disturb, dial *78.
2. To disable Do Not Disturb, dial *79.

IMMEDIATE FORWARDING --- Included with phone service

Forwards all of a subscriber's incoming calls to an alternate number without ringing the subscriber's telephone first.

1. To Activate, dial *72.
 - a. Dial the number to forward to including the 1 + area code (as needed).
 - b. You will hear a confirmation tone.
 - c. Hang up the telephone.
2. To Deactivate, dial *73.
 - a. Wait for confirmation tone.
 - b. Hang up the telephone.
3. To Activate/Deactivate* remotely. **(VOIP ONLY)**
 - a. Dial 1-573-388-2006, enter your 10 digit phone number and #
 - b. Enter your PIN (default, last 4 digits of phone number), press #
 - c. Dial *72, press #, you will hear a stutter dial tone, press #
 - d. Enter the number you want to forward to, press #

* to deactivate, follow steps "a" and "b", then dial *73 and wait for confirmation tone.

SELECTIVE CALL REJECTION/CALL BLOCK --- \$2.00

Allows you to choose numbers you wish to reject calls from; caller will be notified their call is not accepted.

1. Pick up the receiver and dial *60; follow instructions to set up numbers in your list.

SELECTIVE CALL ACCEPTANCE --- \$2.00

Allows you to choose numbers you wish to accept calls from; other callers will be notified their call is not accepted.

1. Pick up the receiver and dial *64; follow instructions to set up numbers in your list.

SIMULTANEOUS RING (SIM RING) --- \$2.00

Sim Ring allows up to four different phone numbers to ring simultaneously when a call comes in. When the call is picked up either by the customer or the voicemail, the other numbers stop ringing. At least one number must have telephone service from TCC.

1. Set up Sim Ring numbers in the Service Manager Portal:

Go to <https://tccpro.net/gettcc/my-accounts> and click the Phone Portal - Traditional Phone link

Example: Incoming call >> Ring your home #
Ring your cell #
Ring your work #all at the same time!

2. To activate, dial *96.
3. To deactivate, dial *97.

SMART CALL --- \$1.00

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. It is great for kids (to give to their friends), for home business calls and fax lines. Set up in the Service Manager Portal.

SPEED DIALS --- \$1.00

Set up and use one-digit codes to automatically dial frequently called numbers.

Set Up Speed Call Numbers:

1. Pick up the phone, dial *74, pause, dial a speed calling code (2-9), followed by the complete number.

Two bursts of dial tone indicate the number is set up in your list.

Change Speed Call Numbers:

1. Pick up the phone, dial *74, pause, dial the speed calling code (2-9), followed by the complete number.

Two bursts of dial tone indicate the change has been made.

Use Speed Call Numbers:

1. Pick up the phone, dial the speed calling code (2-9) you wish to call and press #.

THREE-WAY CALLING --- Included with phone service

Allows a subscriber to call and add another party during an existing call to create a 3-way conversation.

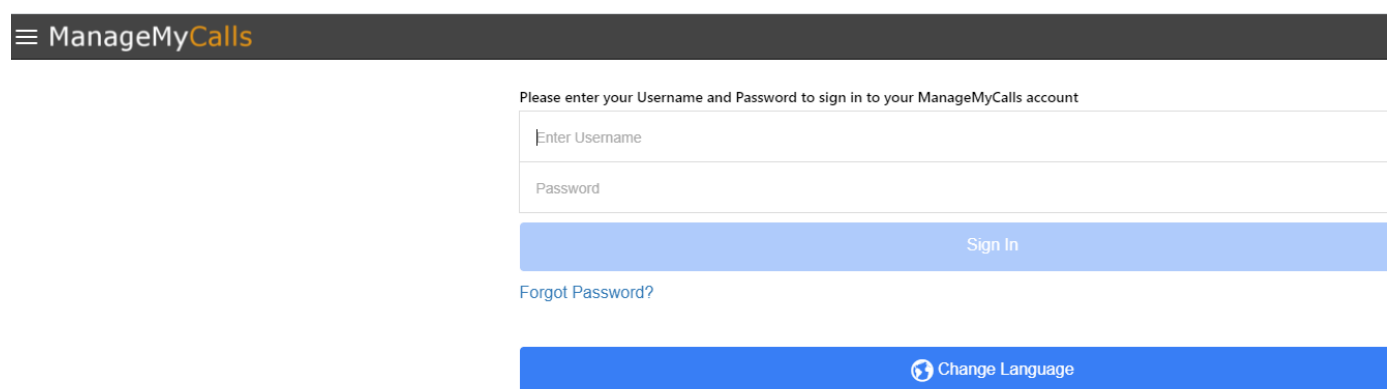
1. To add a third party to an active call, press the flash (#) button or the hook-switch and then dial the third party's number. If the third party answers, press the flash-hook again to rejoin the call connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up, you will receive a ring back reminding you of the call on hold.

Service Manager Portal "Manage My Calls"

This is a website for viewing made/missed calls. You can access the Service Manager Portal from any Internet-connected device, wherever you are as long as you have Internet! You will need to contact TCC to activate the Service Manager Portal.

To Sign In:

Go to <https://tccpro.net/gettcc/my-accounts> and click link to Manage My Calls - Traditional
Type your TCC Phone Number for the Username and your TCC Voicemail PIN for the Password.
If you forget your PIN/Password, click "Forgot Password" and follow the instructions.

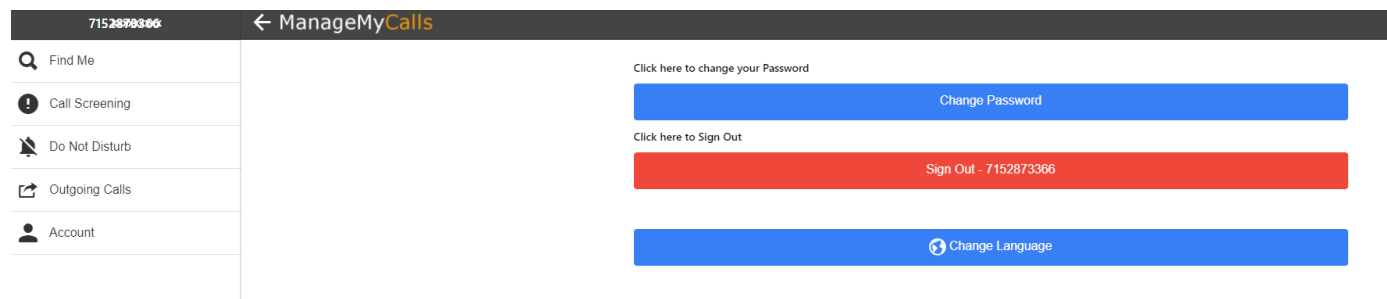


The screenshot shows the top navigation bar with the "ManageMyCalls" logo. Below it is a sign-in form with the following elements:

- A header: "Please enter your Username and Password to sign in to your ManageMyCalls account"
- A text input field labeled "Enter Username"
- A text input field labeled "Password"
- A blue "Sign In" button
- A link for "Forgot Password?"
- A blue button with a globe icon labeled "Change Language"

Dashboard Page:

This is the first page you see when you log in. It has three long boxes in the middle for changing your password, signing out, and changing the language. In the upper left, near your phone number is an icon of three lines. Click or tap those lines to reveal a menu of choices for viewing your calls and setting up your available calling features.



The screenshot shows the dashboard page with the following elements:


- Top navigation bar: "7152873366" and "ManageMyCalls" with a back arrow.
- Left sidebar menu:
 - Find Me (magnifying glass icon)
 - Call Screening (exclamation mark icon)
 - Do Not Disturb (bell icon)
 - Outgoing Calls (arrow icon)
 - Account (person icon)
- Main content area:
 - Text: "Click here to change your Password"
 - Blue button: "Change Password"
 - Text: "Click here to Sign Out"
 - Red button: "Sign Out - 7152873366"
 - Blue button with globe icon: "Change Language"

Service Manager Portal "Manage My Messages"

This is a website for managing your Voicemail. You can listen to your Voicemails, update your Voicemail announcement that callers hear, and change your Voicemail settings.

To Sign In:

Go to <https://tccpro.net/gettcc/my-accounts> and click link to Manage My Voicemail - Traditional
Type your TCC Phone Number for the Username and your TCC Voicemail PIN for the Password.
If you forget your PIN/Password, click "Forgot Password" and follow the instructions.







Please enter your Username and Password to sign in to your ManageMyVMail account

[Forgot Password?](#)

Dashboard Page:

This is the first page you see when you log in. Any messages waiting for you will be displayed in the middle. Click to listen to them and save/delete/forward them. Click/tap the three lines in the upper left to reveal a menu of other choices. You can go to your Messages, listen to or change your Greetings, view or change your Settings, and view or change your Account.

7152873366 ← **ManageMyVMail**

 Messages	No Messages Pull down to check for new messages.
 Greetings	
 Settings	
 Account	