



**GIG-CAPABLE
PROVIDER**

TRADITIONAL PHONE

VOICEMAIL AND CALLING FEATURES

Voicemail

Voicemail is an answering system for your phone service. It is operated from the TCC phone switch so there is no equipment on the customer end.

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

Manage my Voicemail

TCC offers you an option for managing your voicemail, including listening to your messages and making changes to your voicemail announcement and other settings, online through a website:

<https://tccmytv.tccpro.net/Voicemail/#/main/account>



Custom Calling Features

CALL FORWARDING

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.

BUSY FORWARDING

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

NO ANSWER FORWARDING

Forwards a subscriber's incoming calls only when there is no answer for a set number of rings.

FIXED CALL FORWARDING

Forwards all incoming calls to an alternate number instantly and automatically.

CALL FORWARD DELAY

Forwards all incoming calls after a set delay.

REMOTE ACCESS FORWARDING

Set up your call forwarding remotely through a phone other than your land line.

E-FORWARD

Sends an E-Mail to a designated address when a Voicemail is left and allows you to listen to the message.

AUTOMATIC RECALL (*69)

Returns the most recent incoming call.

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

THREE-WAY CALLING

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.

ANONYMOUS CALL REJECTION

Automatically rejects all calls from “anonymous” numbers.

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

SELECTIVE CALL REJECTION/CALL BLOCK

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

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.

DO NOT DISTURB

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.

CALL SCREENING

Screens your incoming phone calls by challenging the caller to press "1" to put their call through to you. If "1" is not pressed, the caller will get a message that you are not accepting their call. If they press "1", their call will go through and they will be added to your "trusted" list. Call Screening also blocks calls spoofing a local exchange.

SMART CALL

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.

CALLER ID

Displays the caller's name and number while the call is coming in.

CALLER ID CALL WAITING

Displays the caller's name and number of an incoming call while the line is already in use.

CALLER ID BLOCKING

Blocks your name and number from displaying when you are placing a call.

1. Dial *67 and wait for dial tone before placing your call. Your name and number will be withheld for that call.

CALL WAITING

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

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#.

AUTOMATIC CALL BACK

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.

