



## Traditional Phone

# VOICEMAIL and CALLING FEATURES

## Voicemail

### **DELUXE VOICEMAIL --- \$5.50**

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:

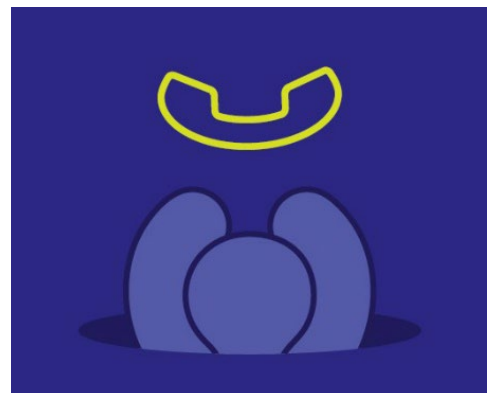
- Pick up the receiver and dial \*98 and enter your PIN.

#### 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



# Custom Calling Features

## **CALL FORWARDING --- \$1.00**

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 --- \$1.00**

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

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

## **AUTOMATIC RECALL (\*69) --- \$2.00**

Returns the most recent incoming call.

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

## **THREE-WAY CALLING --- \$1.00**

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 --- \$2.00**

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 --- \$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.

### **DO NOT DISTURB --- \$2.00**

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.

### **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.

### **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#.

## **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.

## **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 #.

## **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.