

VOIP Phone

VOICEMAIL and CALLING FEATURES GUIDE

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:

- 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 *
- Enter your PIN, if prompted
- Messages will begin playing

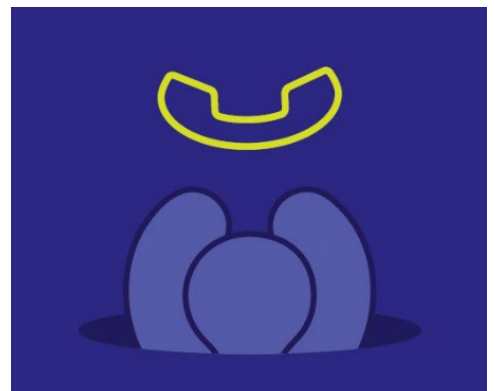
3. Main Menu:

- 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

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://tcc.myservicemanager.net/>



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.

3. To Activate/Deactivate* remotely.
 - 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.

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.

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-hook 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.

AUTOMATIC RECALL (*69)

Returns the most recent incoming call.

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

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.

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. Set up in the Service Manager Portal.

SELECTIVE CALL REJECTION/CALL BLOCK

Blocks the last incoming call.

1. Pick up the receiver and dial *60 immediately after hanging up the phone.

SELECTIVE CALL ACCEPTANCE

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.

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/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.

2. To disable Call Waiting for one call only, dial *70 before dialing.

CALL TRANSFER

Allows you to transfer a call to another phone number.

SIMULTANEOUS RING (SIM RING)

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 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 - Voip Phone link

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

2. To activate, dial *96.

3. To deactivate, dial *97.