WWT 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. When a voicemail has been left, your dial tone will change to a stutter pattern.

1. Access your Voicemail from home:

a. Dial *48 and enter your 10-digit phone number
b. Enter your password (initial password is 9999) and press # (You will be prompted to change this)
c. You will get a notice of any new voicemails
    Press 1 to listen to new messages; press 2 to listen to saved messages
    Listen to voice instructions for other options

2. Record & Save Your Personal Greeting

a. Press 9 for the Mailbox Setup Menu
b. Press 1 for Greeting Options
c. Press 2 to Record Your Greeting. When finished recording, press #

3. Change Password

a. Access your voicemail
b. Press 9 for the Mailbox Setup Menu
c. Press 2 to change your password
d. Enter your new password and press #
e. When prompted to verify the password,
    enter it again and press #

4. Activate (or Disable) Auto Login

Auto Login allows you to access your voicemail from home without entering your mailbox and password

a. Access your voicemail
b. Press 9 for the Mailbox Setup Menu
c. Press 4 to change your password
d. Press 1 to turn Auto Login on or off

Once Auto Login is activated, pick up the phone, wait for dial tone, and press *48 to access your voicemail

5. Access your Voicemail away from home:

a. Dial your phone number and press # when voicemail picks up
b. Enter your 10-digit phone number
c. Enter your password and press #

6. Retrieving Messages

a. Access your voicemail - You will get a notice of any new voicemails
b. Press 1 to listen to new messages
c. Press 2 to listen to saved messages
d. Stay on the line and listen to voice instructions for other options

MANAGE MY PHONE

You can access your Voicemail from anywhere Internet access is available.

https://managemyphone.wwt.net/Voicemail

Enter your User ID (which is your 10-digit phone number). Next, enter your Manage My Phone Password (initial password 9999). Finally, it will ask you for your PIN/Voicemail box password. Once you are logged on, the Manage My Phone website allows you to listen, delete, and save Voicemail messages.

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. If you have a 926 number, dial 715-926-8999; for other exchanges, dial 715-874-0999
    b. Wait for the confirmation tone
    c. Dial your 7-digit home number (e.g. 926-1234) followed by your PIN number
    d. Wait for the confirmation tone
    e. To activate, dial *72 followed by the number you wish to forward your calls to
    f. To deactivate, dial *73 and wait for two beeps

NO ANSWER FORWARDING

Forwards a subscriber's incoming calls to another number when there is no answer.

1. Listen for dial tone

2. Dial *91

3. Wait for confirmation tone

4. Enter the number of rings before calls forward, then dial the telephone number where you want your calls to be forwarded.

5. The distant phone will ring. When it is answered, No Answer Forwarding is active

6. To cancel No Forward Answering, dial *93. When you hear the confirmation tone, it is canceled.

BUSY FORWARDING

Forwards a subscriber's incoming calls to another number when their line is busy.

1. Listen for dial tone.

2. Dial *90.

3. Wait for two beeps.

4. When the dial tone returns, dial the number where you want your calls forwarded.

5. The distant (forwarding) phone will ring; when it is answered, Call Forward Busy is active.

6. To **cancel** Call Forward Busy:

> a. Listen for dial tone
> b. Dial *91.
> c. When you hear two beeps, Call Forward Busy is inactive/cancelled.

REMOTE ACCESS FORWARDING

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

AUTOMATIC CALLBACK

Dials a busy number and when the line is free, you will be alerted with a special tone so you can redial.

1. When you make a call and it's busy, hang up.

2. Lift the receiver and listen for dial tone.

3. Dial *66

4. If the line is still busy:
> a. Listen for an announcement telling you the number is busy
> b. Hang up
> c. You will hear a distinctive ring when the line is free

    d. Your call will automatically be dialed when you lift the handset

    e. To cancel Automatic Callback, dial *86

AUTOMATIC RECALL (*69)

Returns the most recent incoming call.

1. To recall the number of the last caller and (if desired) call them, dial *69.

2. Listen for the announcement telling the last number that called you.

3. To call the number, press 1.

4. If the number is busy, hang up and it will call you with a special tone when the line is free (Automatic Callback). If you wish to cancel Automatic Recall, pick up the receiver and dial *89.

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.

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 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.

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. Contact TCC to get set up for Smart Call.

CALLER ID

Caller ID displays the caller information on your phone's screen so you can see who is calling.

CALLER ID BLOCKING

Blocks YOUR information from displaying when you place a call. This must be done each time.

1. Listen for dial tone.

2. Dial *67 followed by the number you wish to call.

CALLER ID CALL WAITING

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

SELECTIVE CALL REJECTION/CALL BLOCK

Blocks the last incoming call.

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

2. Listen to the voice instructions for turning Selective Call Rejection on or off or make changes to your list.

CALL SCREENING

This unique service intercepts your call before it rings and announces to the caller that you do not take telemarketing calls and instructs them to add your name to their "Do Not Call" list. Callers who remain on the line will be connected and your phone will then ring. You may also add recent calls to a Block list:

1. Listen for dial tone.

2. Dial *97

3. To listen to your options, listen for dial tone and dial *98

CALL WAITING

Emits a tone to notify the subscriber that another call is coming in; 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.

CALL WAITING

This will cancel Call Waiting for a call so you are not interruped and the caller gets a busy signal.

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

FIND ME

Find Me integrates your home, office, and wireless phone so your callers can reach you no matter where you are. A call to your home can ring your cellphone, your office phone, and your cabin - all at the same time or in an order that you decide.

1. Dial your exchange, then 0997 (example 715-926-0997).

2. Enter your subscriber number (your 10-digit phone number).

3. Enter your PIN number (last four digits of your phone number).

4. Listen for the voice prompts and follow the instructions.

      a. Press 1 to turn the feature on or off

SPEED DIALS

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 #.

CALL TRANSFER

Allows you to to transfer a call to another phone number.

ORIGINATING CALL MANAGER

Contact TCC for more information about this service.