Comprehensive
Guide to Your
Special
Calling
Features

Bay Springs, MS • Erin, TN
Friendship, TN • Roanoke, AL

TEC
Technology for Your Life

Make the Most of Your Telephone Service

Despite all of the modern conveniences we enjoy today, it seems that life just gets busier and busier. TEC understands your needs. We've made it our business to make your life easier. The customized telephone options we offer can help you do just that.

There's no reason to miss an important call. There's every reason to turn your telephone into your own well-trained receptionist at the touch of a fingertip! Browse through the following calling features and find out for yourself what you've been missing. You might just find yourself with more time on your hands, and better communications with people who matter.

Contents

Anonymous Call Rejection

Automatically rejects all calls from callers who have withheld their number.

The standard access codes for this service are as follows:
- To enable, press *77
- To disable, press *87

Auto Attendant

This service is ideal for providing an automated means of directing incoming calls to the appropriate person.

Automatic Wake Up

Allows you to set a time for your telephone to give you an automatic wake-up call.

The standard access codes for this service are as follows:
- To enable, press *314
- To disable all, press *315
- To disable one, press *316
- To check, press *317

Call Forwarding

Allows you to transfer incoming calls automatically to another telephone without the assistance of an operator.

To use Call Forwarding:
1. Dial *72
2. Listen for a second dial tone
3. Dial the number where you want your call forwarded (You will hear two short tones when the number is registered)

Tips:
- Call Forwarding is in effect when the other telephone is answered. Stay on the line for at least five seconds. If the line is busy or there is no answer, hang up and immediately repeat the first two steps.
- Call Forwarding will be established automatically when you hear two short tones plus dial tone. No answer is required to activate Call Forwarding on the second attempt.
- Call Forwarding is activated until you cancel it. You can still make outgoing calls from your telephone while Call Forwarding is established.

To cancel Call Forwarding:
1. Dial *73
2. Listen for two short tones plus dial tone

Special Calling Features

Call Forwarding Busy

Allows you to forward calls to another number whenever your line is busy.

To use Call Forwarding Busy:
1. Dial *90
2. Listen for a dial tone
3. Dial the number where you want your call forwarded

To cancel Call Forwarding Busy:
1. Dial *91

Call Forwarding Fixed

Allows incoming calls to be forwarded to a number that has been pre-determined by the subscriber. This enables Call Forwarding to a given number to be quickly activated and de-activated without having to enter the destination number each time.

Call Forwarding No Answer

Allows you to forward calls to another number whenever your line is not answered.

To use Call Forwarding No Answer:
1. Dial *92
2. Listen for a dial tone
3. Dial the number where you want your call forwarded

To cancel Call Forwarding No Answer:
1. Dial *93

Call Return

Allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

To use Call Return:
1. Press *69
2. Listen for an announcement that will tell you the phone number of the party who last called you

If you wish to return the call:
1. Press 1
2. Listen for ringing
3. Wait for answer

If you do not wish to return the call, hang up.

Special Calling Features

If the line is busy:

1. Listen for announcement telling you the number is busy
2. Hang up
3. You will hear a short-short-long ring when the line is free
4. Your call will automatically be made when you lift the handset

To cancel Call Return:

1. Press *89
2. Listen for the tone or announcement

Call Screening

Allows you to create a list of phone numbers from which you do not wish to receive calls. Calls made from phone numbers on your list hear an announcement that informs the caller that you are not receiving calls at this time.

To use Call Screening:

1. Press *60

Listen to the voice instructions to guide you through the steps of Call Screening on or off:

- Press 0 to repeat the instructions
- Press 1 to review the numbers on your list.
- Press 3 to turn on/off
- Press # to add a number to your list
- Press * to delete a number from your list
- Press 08 to delete all numbers from your list

After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number):

1. Hang up, then lift the receiver and listen for dial tone
2. Press * 6 0 and listen for instructions
3. Press # 0 1 #

Call Trace

Allows you to request a trace of an obscene, threatening or harassing call. After receiving such a call, you simply dial a special code to have the calling party's phone number printed at TEC.

To use Call Trace:

1. Hang up after receiving the harassing call
2. Lift the receiver and listen for dial tone
3. Press * 5 7, then listen for tone or announcement

After requesting a Call Trace, you should call TEC if you want the call to be investigated further. Please call before the end of the next business day.

Special Calling Features

Call Transfer

Allows you to transfer a call to a third party.

To use Call Transfer:

1. Depress switchhook and listen for three beeps and a steady dial tone. This places your current call on hold.
2. Dial third party's telephone number, wait for ringing, then hang up, or
3. Wait for the third party to answer, advise of transfer, then hang up, or
4. Wait for party to answer, advise of call transfer, depress switchhook for three-way call, and then hang up.

Notes:

- If station is busy or party does not answer, depress switchhook twice to reconnect the call.
- If one party hangs up, a two-way call can continue.
- Calls transferred to a long distance number will be charged to your number.

Call Waiting

Informs the subscriber on a busy line that there is another incoming call. The subscriber is then able to put the first call on hold to answer the second call, and then switch between the two calls.

There are no access codes for enabling, disabling or checking Call Waiting. The service is always enabled by default, and can only be disabled on a per-call basis using the Cancel Call Waiting service.

To use Cancel Call Waiting Service:

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers
2. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call

To cancel Call Waiting Service

1. Dial *70

Caller ID- Basic

Enables the subscriber to view the calling party directory number on a Caller ID display.

This service is enabled and disabled using the same access codes as Calling Number Delivery, and the same restrictions apply. These codes will only take effect if Call Waiting is already enabled.

The standard access codes for this service are as follows:

- To enable, press *65
- To disable, press *85

Caller ID- Block

Blocks your number from the person you are calling.
1. Dial *67
2. Listen for steady dial tone
3. Dial the number you are calling

Caller ID- Deluxe

Deluxe Caller ID enables you to view the calling party directory names and directory numbers of incoming calls on a caller ID display.

Caller ID- Enhanced

Enhanced Caller ID lets you see who's calling, even when you're already on the phone. When you hear the beep, check your display unit for the incoming call. Caller ID service and compatible display unit are required for Caller ID Enhanced to work properly and must be purchased separately.

Direct Connect

Direct Connect dials a pre-programmed number or emergency service after 14 seconds of dial tone upon lifting the handset. Direct Connect enhances safety and security for people who are alone — particularly children and the elderly.

To use Direct Connect:
1. Lift handset and wait. Within 14 seconds the pre-designated number will be dialed automatically. The pre-designated number is installed by TEC. You must notify the company of this number when you apply for this feature.
2. If you do not wish to dial the pre-designated number, you may dial any other number before 14 seconds have elapsed.

Distinctive Ringing

Allows you to program your telephone line to ring with a special ringing pattern whenever you are called from a select list of phone numbers. Your phone will ring with a normal ringing pattern for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

To use:
1. Press *61
2. Listen to the voice instructions which will guide you through the steps of how to turn on or off or make changes to your list

Special Calling Features

Dial if you want to:
- Press 0 to repeat the instructions
- Press 1 to review the numbers on your list
- Press 3 to turn on/off
- Press # to add a number to your list
- Press * to delete a number from your list
- Press 08 to delete all numbers from your list

When Distinctive Ringing is activated, listen to the ringing pattern or Call Waiting tones. When called from any number on your list, there will be a short-long-short ringing pattern or tone. When called from any other numbers, there will be a normal ringing or Call Waiting tone.

Do Not Disturb
Allows you to block incoming calls.

To set up Do Not Disturb:
1. Dial *78
2. Listen for confirmation tone followed by dial tone

To cancel Do Not Disturb:
1. Dial *79
2. Listen for confirmation tone followed by dial tone

NOTE: A PIN Number can be added to allow certain people to break through your Do Not Disturb feature.

To set up PIN Number:
1. Dial *10
2. Listen for Dial Tone
3. Dial PIN Number (maximum of seven numbers)
4. Press # for confirmation

Home Intercom
Provides an intercom service for subscribers with extensions spread across a large site or building.

To use Home Intercom:
1. After dialing an access code, the user hangs up
2. The switch then rings the line with a specific ring cadence
3. When the ringing stops, the subscriber knows the remote extension has answered and can pick up the phone to speak to that remote user

Special Calling Features

Music on Hold

Plays music or recorded announcements (media resources) to callers who are placed on hold or held in a queue when calling a customer.

Repeat Dialing

Allows you to dial a code to have your phone continuously attempt to redial a busy number that you tried to call. When the line is free, you will be alerted with a special ringing, and a call automatically will be made. You also can use Repeat Dialing to redial the last number you called.

To use Repeat Dialing:

1. Hang up, then lift the receiver and listen for dial tone
2. Press *66
3. If the line is busy, hang up
4. You will hear a short-short-long ring when the line is free
5. Your call will automatically be made when you lift the handset

If the line is not busy:

- Listen for ringing
- Wait for answer

To cancel Repeat Dialing:

1. Press *86 and listen for tone or announcement

Special Call Acceptance

Allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use Special Call Acceptance:

1. Press *64
2. Listen to the voice instructions which will guide you through the steps

How to make changes to your Special Call Acceptance list:

- Press 0 to repeat the instructions
- Press 1 to review the numbers on your list
- Press 3 to turn on/off
- Press # to add a number to your list
- Press * to delete a number from your list
- Press 08 to delete all numbers from your list

Special Calling Features

Speed Dialing
(30 code - assign up to 30 phone numbers; 8 code-assign up to 8 numbers)

Allows the subscriber to call frequently used numbers by dialing a short code. Both one and two-digit codes are supported.

To use:
1. Dial *74 for 1-Digit Speed Dialing (codes 2 through 9)
2. Dial *75 for 2-Digit Speed Dialing (codes 20 through 49)
3. Listen for three beeps and a steady dial tone
4. Enter the Speed Dialing code (2 through 9 or 20 through 49)
5. Dial the desired local or complete long distance number
6. Press #
7. Listen for three beeps

To change Speed Dialing number:
1. Repeat the six steps for setting up Speed Dialing numbers

TEC Message
TEC Message or Unified Messaging is a revolutionary communications service that provides a single mailbox where you can receive and manage multiple types of messages, including email, voicemail, and faxes. You can access this mailbox from anywhere on the Web, via an email client such as Microsoft Outlook, or from any touchtone telephone.)

TEC Track
Allows the subscriber to specify a list of numbers that are rung whenever the line is called, and an order for those numbers. Each number is rung in order (and several numbers can be rung simultaneously) until one of them answers the call, or the list is exhausted.

Three-Way Calling
Allows the subscriber to talk to two people in different locations at the same time.

- To add a third party to an active call, flash-hook and then dial the third party's number. If the third party answers, flash-hook again to add both of you to the original call, connecting all three parties.
- If the third party does not answer or their line is busy, flash-hook twice to join the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as Three-Way Calling Ringback.

Special Calling Features

Toll Restriction with Pin

Disallows long distance calls from a subscriber line.

To use Toll/Code Restriction with PIN:

1. Dial *13
2. Wait for dial tone
3. Dial the PIN (1 to 7 digits)
4. Dial #
5. Wait for recall dial tone
6. Dial 1 + the area code + the number you are calling

After dialing a number that requires an account code, the subscriber hears either a continuous or a stutter dial tone, and must enter the account code before the call can be set up.

- If a code is not entered, if a non-validated code is too short, or if a validated code is incorrect, an announcement is played informing the subscriber that he or she has not entered a valid code.
- Depending on the configuration, the subscriber may be able to retry the attempt to enter a code.
- If only one attempt is permitted, or if the subscriber has already reached the maximum number of attempts per call, an error announcement is played and the call is not connected.

V-Mail

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

Accessing V-Mail:

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. When you have one or more unheard voice messages waiting, your phone will transmit a stutter tone.

1. From your own phone:
    A. Dial *99
    B. Enter your voicemail Pin Code
    C. If you have new messages, the messages will be identified
    D. After hearing any new messages, you will be presented with the V-Mail Main Menu. The main menu options are listed in the new column.

2. From another phone:
    A. Dial your phone number and then press *
    B. When prompted, enter your 10 digit Pin Code then press #
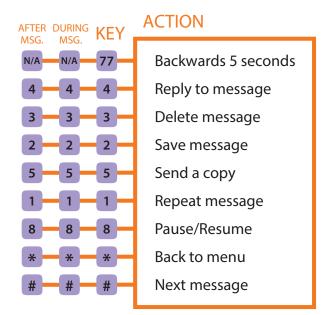   C. If you have new messages, the messages will be identified

After hearing any new messages, you will be presented with the V-Mail Main Menu. The main menu options are listed in the new column.

Special Calling Features

V-Mail Main Menu:

KEY	ACTION
1	Play inbox messages
2	Send messages
3	Change greetings
4	Change Mail Box settings
6	Access deleted messages
7	Log on as a different user
0	Help
*	Exit V-Mail system

Message Playback Options:
While listening to your voicemail messages, the following options are available:

AFTER MSG.	DURING MSG.	KEY	ACTION
N/A	N/A	77	Backwards 5 seconds
4	4	4	Reply to message
3	3	3	Delete message
2	2	2	Save message
5	5	5	Send a copy
1	1	1	Repeat message
8	8	8	Pause/Resume
*	*	*	Back to menu
#	#	#	Next message

Forwarding a message:
While listening to messages, you can send a copy of the message to another recipient.
- To forward the current message, press 5
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations

- You will be prompted to record an introduction
- After the tone, record your introductory message and press # when finished.
- Press # to send
- Press 1 for delivery options:

Delivery Options Menu:

BEFORE MSG.	ACTION
1	Review the message
2	Mark message as urgent
3	Mark message as private
4	Re-record your message
5	Request a delivery report
6	Request a read report
7	Add or remove recipients
9	Schedule the message to be delivered in the future
#	Send the message as is
*	Exit or cancel press

Replying to a message- Dialing the originator
- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

Changing your V-Mail password
- Access your voicemail box
- From the Main Menu, press 4 to change your settings
- Press 3 for security options
- Press 1 to change the PIN

Recording your personal greeting
- Access your voicemail box
- From the Main Menu, press 3
- To set up a personal greeting, press 1
- To set up a system generated greeting or to change the recording of your name, press 3
- To change the greeting that callers hear when you're busy, press 5
- If you don't record a personal greeting, a generic greeting will be played.

Special Calling Features