

Phone Feature and Instruction

GUIDE



**TROYCABLE**
Your Hometown Communications Company

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CONTACTS

Store all of your contacts in one place.

ACCESS VIA WEB:

Log in to your online account at phone.troycable.net.

To add a contact:

1. Click "contacts."
2. Click "new contact."
3. Enter the contact's information into the data fields provided.
4. Click "save."

To view a contact:

1. Select a contact or group to view or edit details.
2. Search for a specific item using the search box to the left.
3. Select multiple contacts by clicking the checkboxes in front of the contact's name.

To edit a contact:

1. Click "contacts."
2. Click on the contact you want to edit.
3. Click "edit."
4. Edit the contact's information in the data fields provided.
5. Click "save."

ANONYMOUS CALL REJECTION

Reject incoming calls from parties that have blocked their directory or identifying information.

ACCESS VIA PHONE:

To activate:

1. Dial [*] [7] [7].
2. Listen for message.
3. All incoming calls that are "blocked, unavailable or unknown" will receive a message (not receiving "blocked or unknown" calls).

To deactivate:

1. Dial [*] [8] [7].
2. Listen for message.
3. All incoming calls that are "blocked, unavailable or unknown" will now be able to get through.

ACCESS VIA WEB:

To activate:

1. Log in to your online account at phone.troycable.net.
2. From "home" tab click "screening."
3. Check "reject all calls immediately" box.
4. Click "apply."

To deactivate:

1. Log in to your online account at phone.troycable.net.
2. From "home" tab, click "screening."
3. To deactivate, uncheck "reject all calls" from "anonymous callers" box.
4. Click "apply."

SELECTIVE REJECTION

Unwanted callers? Just program that number into your phone to make sure they never get through to you again.

ACCESS VIA PHONE:

1. Disconnect from unwanted/harassing phone calls.
2. Listen for a dial tone.
3. Dial [*] [1] [5].
4. Follow menu instructions.

Note: Use this feature when you do not know the number of the unwanted caller. The unwanted caller's number will then show up in your "selective rejections" list located under the "screening" section.

ACCESS VIA WEB:

To activate:

1. Log in to your online account at phone.troycable.net.
2. Click "screening."
3. Click "selective rejection."
4. Edit list.
5. Enter the number you wish to block.
6. Click "add new."
7. Click "OK."
8. Click "apply."

Note: Once activated via commportal/online access, to add new phone numbers, the box will already be checked. Simply click "edit list," enter number, click "add new," click "OK," then click "apply."

To deactivate:

1. Locate the number in the list.
2. Click "edit list."
3. Click the "X" to the right of the number, and it will disappear.
4. Click "OK."
5. Click "apply."

Note: To cancel any changes and exit, click "cancel."

CALL FORWARDING

Transfer incoming calls to another telephone number by dialing a code and the telephone number to which calls are to be transferred.

ACCESS VIA PHONE:

To activate:

1. Dial [*] [7] [2].
2. Enter the phone number, area code first, you wish to have all incoming calls transferred to.
3. Wait for stutter tone.
4. Hang up.

To deactivate:

1. Dial [*] [7] [3].
2. Wait for fast busy tone.

Note: The follow me feature takes priority over call forwarding [*72]. If both features are activated at the same time, follow me will override call forwarding. Also, if follow me is turned off, the phone will revert to call forwarding status. We recommend choosing one or the other, but not both at the same time.

ACCESS VIA WEB:

Forwarding destinations

You may program frequently used forwarding destinations for easier setup.

1. Log in to your online account at phone.troycable.net.
2. Click "forwarding."
3. Click "forwarding destinations."
4. Enter a name for the destination you wish to forward calls to in the box provided next to destination.
5. Enter the number you wish to forward calls to in the box provided next to number.
6. Click "add."
7. Click "apply." You may now use this destination when setting up forwarding rules.

FORWARD IMMEDIATELY

ACCESS VIA WEB:

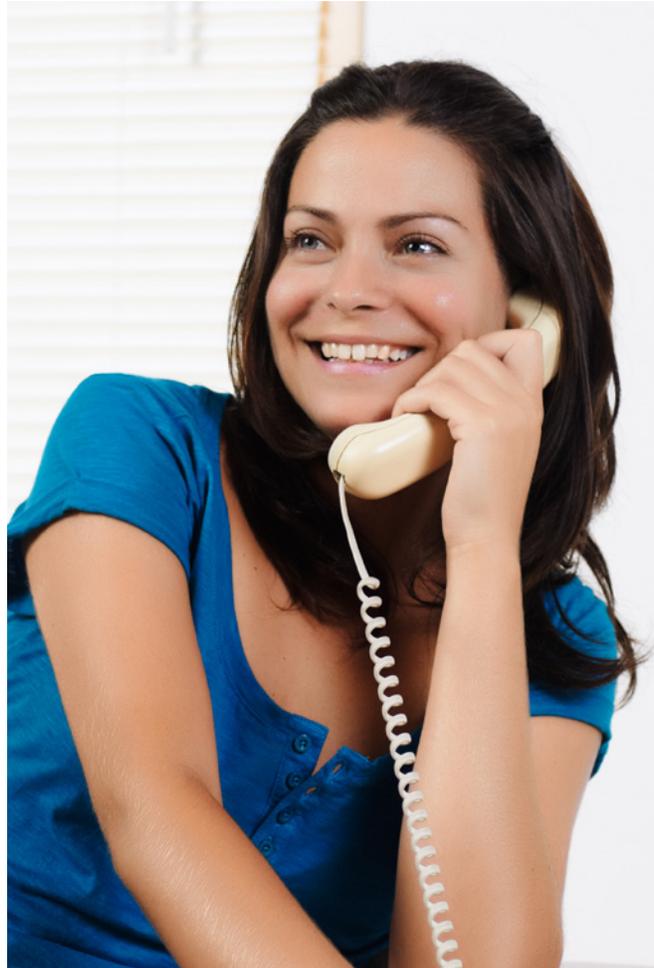
1. Log in to your online account at phone.troycable.net.
2. Click "forwarding."
3. Click "forward calls immediately."
4. Enter the number or destination name you wish to forward calls to in the box provided.
5. Click "apply."
7. Uncheck "forward calls immediately" box to disable.

Busy/no answer

ACCESS VIA WEB:

1. Log in to your online account at phone.troycable.net.
2. Click "forwarding."
3. Click "busy."
4. Check the "forward calls immediately" box.
5. Enter the number or destination name you wish to forward calls to in the box provided.
6. Click apply."
7. Uncheck "forward calls immediately" box to disable.

*Busy call forwarding must be turned on by Troy Cable for first-time use.



MISSED CALLS

Keep a record of the most recent calls.

ACCESS VIA WEB:

1. Log in to your online account at phone.troycable.net.
2. Click "messages and calls," then click on "missed."
3. You will see a list of your most recent missed calls.
4. If one of the recent calls left a voicemail, you can listen to it by clicking the play button to the left of the message.
5. View the most recent dialed calls by clicking "dialed calls."
6. View the most recent received calls by clicking "received calls."

CALL RETURN

To activate:

When activated, call return dials back the last missed call.

ACCESS VIA PHONE:

1. Dial [*] [6] [9].
2. The number of the last incoming caller will be announced.

CALL WAITING

Alerts you of an incoming call when you are already on the phone.

ACCESS VIA PHONE:

1. A tone will sound alerting you that you have another call coming in. While on the call, press the "flash button" once. The first call will be put on hold and you will be connected to the second call.
2. To return to the original call, press the "flash button" again one time. You will be able to switch back and forth between two calls by pressing the "flash button."

To deactivate:

1. Dial [*] [7] [0].
2. Enter the number you are calling.
3. Customers should be able to complete an outgoing call.
4. Call waiting is now disabled so that any incoming calls are sent to voicemail.

Note: [*] [7] [0] deactivates call waiting for one outgoing call only. Once the call disconnects, your call waiting feature is reactivated automatically.

To permanently deactivate call waiting, please call the office at 334-770-4357.

CALLER ID

Identify your caller before picking up the phone, allowing the convenience of choosing which calls to take. This feature even works when you are already on the phone and a second party calls in. When you hear the call waiting tone, your second party's identifying information will display, just as it would if you were off the phone.

ACCESS VIA PHONE:

1. Wait two full rings when you receive an incoming call.
2. Check the Caller ID reader for the name and number of the incoming call.

Note: Your phone must have name and number display compatibility for this feature to work.

ACCESS VIA WEB:

1. Log in to your online account at phone.troycable.net.
2. Click "call settings."
3. Once the call settings/general screen appears, check provide Caller ID for incoming calls and provide caller name for incoming call boxes.
5. Click "apply."

Deactivate outgoing Caller ID via phone:

1. Dial [*] [6] [7].
2. Dial the number you are calling.

Note: When deactivating outgoing Caller ID, your number will not be displayed on the recipient's Caller ID. Instead, the recipient's Caller ID will display "Blocked/Unavailable." The star code [*] [6] [7] will deactivate the Caller ID for one outgoing call only.

To permanently mark your number "unknown/anonymous," please call the office at 334-770-4357.

DO NOT DISTURB

Redirect all incoming calls to your voicemail without ringing the phone.

ACCESS VIA PHONE:

To activate:

1. Dial [*] [7] [8].
2. Listen for the announcement.
3. All incoming calls will be forwarded directly to voicemail.

To deactivate:

1. Dial [*] [7] [9].
2. Listen for the announcement.
3. All incoming calls will now ring to your home phone.

ACCESS VIA WEB:

To activate:

1. Log in to your online account at phone.troycable.net.
2. Click "screening."
3. From the do not disturb screen, click beside "reject all calls immediately."
4. To activate, click the box to the left of "reject all calls immediately."
5. Click "apply."

To deactivate:

1. Log in to your online account at phone.troycable.net.
2. Click "screening."
3. From the do not disturb screen, unclick beside "reject all calls immediately."
4. To deactivate, unclick the box to the left of "reject all calls immediately."
5. Click "apply."

Note: To help you remember that the do not disturb feature is on, click "yes" under ring my phone once when a call is rejected.

FOLLOW ME

Expecting a call but want to get on with your day? Forward your calls to up to five alternate locations. You have the freedom to do what you need to do, without worrying about missing a call!

ACCESS VIA WEB:

To activate:

1. Log in to your online account at phone.troycable.net.
2. Click "follow me."
3. Click "forward calls you receive" to one or more alternate destinations.
4. Click "add rule."
5. Click the drop-down box for destination to ring.
6. Enter the phone number for calls to be forwarded to.
7. Choose the step number. (To have all destinations ring at once, set "all steps" as step 1. To have destinations ring in a sequence, set "steps" as step 1, 2, 3, etc.)
8. Click "yes" on permit forwarding.
9. Set a description for future use. (Setting a description is not required, but it lets you see a name such as "Mom's Cell" or "Home" instead of just a number.)
10. Click "OK."
11. Check the box to activate.
12. Click "apply."

To deactivate:

1. Log in to your online account at phone.troycable.net.
2. Click "follow me."
3. Uncheck the box to deactivate.
4. Click "apply."

Note: If follow me is activated and unable to locate you, your call will be directed to voicemail.

You must click "add rule" for each individual number. You cannot add all five at once.

SELECTIVE CALL FORWARDING

ACCESS VIA WEB:

To activate:

1. Log in to your online account at phone.troycable.net.
2. Click "forwarding."
3. Click "selected callers."
4. Check box to the left of forward calls immediately.
5. Click "edit list."
6. Enter the number or destination name you wish to forward calls to in the box provided. (Checkmark options from your contacts or enter number in list and then click "add new." Then click "OK.")
7. Select or key in the number you wish to have the selected calls forward to in the field under "forward calls to." (To add number to this list, click "edit list.")
8. Click "apply."

Note: To help you remember that the selective call forwarding feature is on, click "yes" under "ring my phone" once when a call is forwarded.

To Deactivate:

1. Log in to your online account at phone.troycable.net.
2. Click "forwarding."
3. Selected callers.
4. Uncheck the box to the left of "forward calls immediately if they are from selected callers" option.
5. Click "apply."

ACCESS VIA PHONE:

1. Dial [*] [6] [3].
2. Follow menu options.

SPEED DIAL

Program all your frequently dialed numbers for quick and simple access.

How to set up your speed dial numbers

ACCESS VIA PHONE:

Speed dial numbers can be given a one-digit assignment in the range of 2-9 or a two-digit assignment in the range of 20-49.

1. To set up a one-digit assignment, dial **[*] [7] [4]** and wait for the tone.
2. Enter the one-digit speed dial number you wish to set up, then enter the phone number, wait for the tone, then hang up handset.
3. To set up a two-digit assignment, dial **[*] [7] [5]** and wait for the tone.
4. Enter the two-digit speed dial number you wish to set up, then enter the phone number, wait for the tone, then hang up handset.

ACCESS VIA WEB:

1. Log in to your online account at phone.troycable.net.
2. Click "contacts" on the options list.
3. Click "speed dials."
4. Select the speed dial code from the drop-down list.
5. Enter the phone number in the box next to number.
6. Click "add."
7. To add additional numbers, repeat steps 5-6.
8. Click "apply."
9. To delete a speed dial, click the "X" to the right of the phone number, then click "apply."

How to use speed dial

1. Listen for a dial tone.
2. Dial the specific code (2-9 or 20-49) for the number you wish to call, followed by the # sign and your call will be connected.

THREE-WAY CALLING

Talk with two people at once.

ACCESS VIA PHONE:

1. While on the first call, press the "flash button."
2. Listen for a dial tone.
3. Dial your other party's number.
4. When you are ready to add the original caller, press the "flash button" again.



VOICEMAIL

Whether you are on another call, not at home or just too busy, we will send the caller to your own personal voicemail inbox where you can retrieve your messages at a time that is convenient for you.

ACCESS VIA PHONE:

To set up from home:

1. Dial [*] [9] [8] from your home phone.
2. Enter your password and press "4."
3. Press "#" when you hear "Greetings."
4. Press "1."
5. Press "1."
6. Record greeting, press "#."
7. Greeting will play back, press "#."

To access from home:

1. Dial [*] [9] [8] from your home phone.
2. Enter your pin number and then press the "#" sign.

Message menu:

ACCESS VIA PHONE:

Note: You have to be listening to the message to use these options.

Press [1] to listen to new messages.

1. Repeat.
2. Save.
3. Erase.
4. Send a copy.
5. # Leave as new.

Press [2] to send a message.

MAIN MENU

Press [3] to leave mailbox and log on as another subscriber.

Press [1] to review messages.

Press [4] to change mailbox settings.

Follow menu options and instructions.

ACCESS VIA WEB:

To set up:

1. Log in to your online account at phone.troycable.net.
2. Click "message settings."
3. To change your pin, click on "security."
4. To select the number of ring intervals, change the number of seconds before calls forwarded to voicemail under "general." Click "apply" to save.

To access:

1. Log in to your online account at phone.troycable.net.
2. Click "messages and calls," then "messages."
3. The voicemail page will appear, displaying your message list.
4. Click "play" arrow to the left of the message, and the message will play in your computer's media program (ie. Media Player, iTunes or Quicktime Player).
5. To delete a message, click the "X" to delete single messages.
6. To delete all messages, click "delete all."



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