

TOLL CONTROL WITH PIN NUMBER

This allows your phone to be blocked for outgoing long distance calls, unless you have a PIN number to complete the call. For instructions on using the feature, contact your local business.

How to use:

Dial 1 + Area Code + Telephone Number + PIN Number. Press **#** key.

VOICE MAIL

Voice Mail will answer your call accurately with your own personal greeting.

To set up Voice Mailbox:

Press the local access number: **931-858-5000**

* If you have caller ID block on your phone line, it will be necessary to unblock your number by pressing ***82** before you call the message center.

You will hear your mailbox number.

Please enter **#7777**.

You will hear "Welcome to the Voice Message Center." Follow the recorded instructions. Once the Voice Mail is set up you must forward your calls to the Mailbox.

Call Forwarding-No Answer:

If you want Voice Mail to answer after a preset number of rings, press ***92** (followed by the local access number, **931-858-5000**) then the **#** key.

To deactivate, use ***93** only.

Call Forwarding-Busy:

If you want Voice Mail to answer a "busy line" press ***90** (followed by the local access number, **931-858-5000**) then the **#** key.

To deactivate, use ***91** only.

Note: Call Forwarding-No Answer and Call Forwarding-Busy can be used together.

Voice Mail User Guide:

From the phone subscribed to the service:

1. Press your voice mail access number **931-858-5000**.
2. Please enter **#7777**.
3. You will be prompted to enter your PIN number.

Change Your PIN:

1. Press **9** for the mailbox setup menu.
2. Press **2** to change your PIN.
3. Enter your new PIN and then press **#**.
4. When prompted to verify the PIN, enter it again and then press **#**.

Record Your Greeting:

1. Press **9** for the mailbox setup menu.
2. Press **1** for greeting options.
3. Press **2** to record your greeting.
4. Record your greeting and then press **#** when complete.

For automated greeting, skip this option.

Retrieve Messages:

1. Access your voice mailbox.
2. For your first new message, press 1 to listen to your message. You will hear the announcement. "You have x new messages and x saved messages."
3. Press **1** to listen to new messages.
4. Press **2** to listen to saved messages.

When Retrieving Messages, You Can:

Press **1** Play the message again.

Press **2** Save the message and play the next.

Press **3** Delete the message and play the next.

Press **4** Save the message as new.

Press **6** Forward the message to another mailbox.

Press **7** Skip backward in the message (must be done while message is playing).

Press **8** Pause the message.

Press **9** Skip forward in the message (must be done while message is playing).

Retrieving Messages Away from Home:

1. Press your voice mail access number, **931-858-5000**. If you are calling from a number that has voice mail, it is necessary to dial the ***** after the access number.
2. Enter your 10-digit phone number.
3. Enter your PIN and then **#**.
4. You will now be prompted with the appropriate options to retrieve your messages.

To Check & Receive Messages from Home:

Lift the handset and listen for an interrupted dial tone and press your access number, **931-858-5000**. Enter your PIN _____.

Quick Reference Chart

Here is a Quick Reference Guide:

	Activate	Deactivate
Anonymous Call Rejection	*77	*87
Automatic Callback	*66	*77
Automatic Recall	*69	
Caller ID Blocking	*67	*82
Call Forwarding (all calls)	*72	*73
Call Waiting		*70
Customer Originated Trace	*57	
Distinctive Ring/Call Waiting	*61	
Selective Call Forwarding	*63	
Selective Call Rejection	*60	
Speed Calling 8	*74	
Speed Calling 30	*75	
Three-Way Calling		
Directory Assistance	411	

411 Directory Assistance is 99¢ per call.

Contact Tech Support

Baxter, Cookeville South
Byrdstown
Celina
Chestnut Mound
Gainesboro
Jamestown
Livingston
Email technical support

(931) 858-6065
(931) 823-5165
(931) 268-5420
(615) 897-2165
(931) 268-5420
(931) 823-5165
(931) 823-5165
support@twlakes.net



Scan QR code for our Voice support page.



Check out our YouTube channel for informative videos!

Calling Features User Guide



TL **TWIN LAKES**



ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows a subscriber to reject calls from callers who have a privacy feature that prevents the “delivery” (i.e., reporting) of their Directory Number (DN) to the called party.

How to use:

To turn this feature **on**, (reject anonymous calls), lift the handset and press ***77** and hang up.

To turn this feature **off**, (accept anonymous calls), lift the handset and press ***87** and hang up.

AUTOMATIC CALLBACK

This will automatically store and redial the last number you dial. If the number is busy, Automatic Callback will monitor to see if the number you called is still busy and ring you back when the number is no longer in use within a thirty minute period.

How to use:

If the number you called is busy, hang up and lift the handset and press ***66**. You will hear an announcement. If the called number is still busy, a voice recording will tell you that your call is next in line. Hang up and when the number is no longer busy, your telephone will ring with a series of short-short-long rings. Lift the handset and the call will be connected.

To cancel:

Lift the handset and listen for dial tone. Press ***86**.

AUTOMATIC RECALL

This will let you know where the last incoming call came from and allows you to call the number back, if desired.

How to use:

Lift the handset and press ***69**. A recording will announce the last caller, if the number is not blocked. You may choose to return the call by pressing 1 or hang up.

CALL FORWARDING

Automatically forwards your calls to another location when you plan to be away from your telephone for an extended period of time or you do not wish to receive any calls. Note that you, not the originating party, are billed for any toll charges when the forward-to number is outside your local area.

To activate Call Forwarding, press ***72** and wait for dial tone; dial the forward-to number and wait for two (2) short tones. **If you are forwarding your calls to a cell phone, you must answer your cell phone to activate the service or do the option twice.** The called number is stored and Call Forwarding is activated. If you wish to notify the forward-

to party of the call forwarding condition, wait and the call will be placed.

To deactivate this feature and restore normal service, press ***73** and wait for a stutter dial tone, followed by a steady, normal dial tone and an additional stutter dial tone, then hang up.

Note:

With Call Forwarding you cannot answer your telephone until you deactivate the forwarding feature; however, you can originate calls.

CALL FORWARDING-BUSY

This will allow you to forward your calls to another number when you are on the phone or internet.

* If you have call waiting, you must also have the cancel call waiting feature in order for this to work.

How to use:

Press ***90** followed by the number that you want your calls forwarded to and the **#** key. To deactivate, use ***91** only. If you are using this in conjunction with an internet answering service, you may ask your business office to program this for you.

CALL NUMBER DELIVERY BLOCKING

This will allow the subscriber to control the disclosure of their telephone number to a called party.

There are two options available on Call Number Delivery Blocking.

Option 1 – Permanent Call Block

This will block your phone number from being delivered to anyone with Caller ID or Automatic Recall and must be requested with your local business office. If you need to release your number for one call, you can press ***82** prior to making a call.

Option 2 – Call Block on a Per Call Basis

If you don't want your number delivered, you may press ***67** and then dial the telephone number.

CALL WAITING

Informs you that another party is trying to contact you while you are engaged in a telephone conversation. You can answer the incoming call and talk privately without losing the original party. You can also alternate between parties.

1. When you are notified of the incoming call by a call waiting tone alert, depress and release the hook switch to put the original party on hold. You are then connected to the calling party.

2. To alternate between parties, depress and release the hook switch once for each transfer. Note: Each conversation between you and one of the other parties is private.
3. If you wish to end the original conversation when you hear the Call Waiting alert tone, simply hang up. Your telephone then rings and you are connected to the calling party.

Note:

If you choose not to answer the Call Waiting signal when you are engaged in telephone conversation, the calling party receives a ring with no answer instead of a busy tone.

* For your convenience, if you have a push button telephone with tone dialing service, you may avoid the 4-second wait by pressing the **#** symbol which is located on the bottom right button.

CALL WAITING-ENHANCED

Call Waiting-Enhanced is a terminating CLASS feature which allows a subscriber engaged in an active call to receive an audible Call Waiting indication followed by having the waiting party's name/number displayed on the Caller ID equipment. This enables the subscriber to make an “informed” decision as to how to handle (i.e. answer/ignore) the waiting call. Enhanced Call Waiting is offered on a subscription basis to both residential and business customers. As a prerequisite, the customer must subscribe to Calling Number Delivery.

CALLER ID/NAME DELIVERY

Caller ID/Name lets you see the number and name of the calling party before you answer the telephone. The information is displayed on a calling number/name display device between the first and second rings. (Caller identification unit must be purchased by the customer.)

Not all telephone companies are equipped to transmit Caller ID/Name. If a telephone company does not have the equipment to forward Name/ Number, the display device will show “out of area.”

The Caller Identification Unit will show “Private” on calls from subscribers with Non-Listed/Non-Published numbers.

These customers may choose to block their name/number from being displayed.

CANCEL CALL WAITING

Cancel Call Waiting allows you to turn your call waiting off per call. For those that have dial-up internet, it will allow you to turn the Call Waiting feature off while you are dialed in. If you have an incoming call, this will keep Call Waiting from disconnecting your connection to the internet.

How to use:

Lift the handset and press ***70** prior to making your call. Once your call is completed, call waiting will be active again.

If you have internet you will need to follow the instructions from your provider.

CONFERENCING SERVICES

Use our conference calling bridge for meetings, planning sessions, business calls or to stay in touch with family and friends.

- Save valuable time
- Avoid travel expenses
- Share all your information in one call

For more information call your local business office today.

CUSTOMER ORIGINATED TRACE

This will allow you to automatically trace threatening or harassing phone calls from within your calling area, any time, day or night. The record of the traced call will be stored at the Twin Lakes Office.

How to use:

When you receive a harassing call, hang up and lift the handset and listen for a dial tone. Press ***57** and follow the voice recorded instructions. A recording will tell whether the call trace has been completed successfully. To take legal action, record the exact date and time of the call and contact the Twin Lakes office within three days at the number provided by the voice recording. If the situation is an emergency, call your local law enforcement agency. If Twin Lakes is able to make a successful trace, there is a \$10.00 fee added to your account.

DISTINCTIVE RING/CALL WAITING

This will automatically give you a special ring (short-long-short) and a special call waiting tone when any of the phone numbers call you which have been entered on the Distinctive Ring/Call Waiting screening list with a maximum of 12 different numbers.

How to use:

Lift the handset and listen for dial tone. Press ***61** and listen for the recording for instructions on how to turn you screening list ON or OFF. To update your screening list, press ***61** and follow the recorded instructions.

NOTIFY PLUS

Twin Lakes Notify Plus will allow businesses to turn their landline phone into a powerful automated messaging service that will deliver phone messages automatically to its customers. Many customers could take advantage of Twin Lakes Notify Plus service. For example, schools, organizations, restaurants, businesses, physicians' offices, religious groups, sports teams and more.

SELECTIVE CALL FORWARDING

Lets you choose which calls should be forwarded when you are away from your home or office. A maximum of 12 phone numbers can be on

your Selective Call Forwarding list and only these numbers will be forwarded. You may forward calls to a local or long distance number but you will be charged for each completed call to a long distance number.

How to use:

Lift the handset and listen for a dial tone. Press ***63** and listen for the recorded instructions on how to turn your Selective Call Forwarding ON or OFF and how to change or review this list.

SELECTIVE CALL REJECTION

This will allow you to automatically block calls from any of the numbers on the call rejection list you have created (maximum of 12 numbers). A rejected caller will hear a voice recording saying you are not presently accepting calls. Calls made from outside your local calling area or through the operator may not be blocked.

How to use:

Lift the handset and listen for dial tone. Press ***60** and listen to a recording for instructions on how to turn your Selective Call Rejection Service ON or OFF or how to change or review your list. You may add the number of the last caller to your call rejection list by following the voice-recorded instructions. Once the list is full, you must erase one number before another could be added.

SPEED CALLING

Lets you store frequently called numbers and place such calls by dialing a one or two-digit code, including long distance numbers. The speed calling enables you to initiate and change the codes from your telephone.

8-NUMBER OPTION

With this option, your speed-calling codes are the single digits 2 through 9.

30-NUMBER OPTION

With this option, your speed-calling codes are 21 through 50.

1. **8-Number Option:** To enter speed calling code, press ***74** and wait for dial tone. **30-Number Option:** To enter speed calling code, press ***75** and wait for dial tone
2. From the available code numbers, dial the code number (2-9) for the **8-Number Option** or (21-50) for the **30-Number Option** you wish to substitute for the directory number.

3. Dial the directory number to be stored that corresponds to the code number selected in step 2 and wait 4 seconds for the stutter dial tones (confirmation) tone; then hang up.

4. Repeat steps 1 through 3 for each number to be stored using a different code number each time. If you wish to replace a previously stored number with a new one, repeat steps 1 through 3.
5. To use a Speed Calling code that has been programmed for your telephone, dial the selected code number and the **#** key, then wait 4 seconds for the call to be placed.

TEEN LINE

This will let you know who the call is for before you answer it by giving you a different ring pattern for each number. With Teen Line you can have up to two phone numbers assigned to your existing phone line. Each phone number will receive a listing in our directory.

How to use:

Wait until the full ringing pattern is complete before answering, so you will know which telephone number has been dialed. The main number will ring normally. The second line will ring with two short rings. If you have the third number, it will ring with two short and one long ring.

THREE-WAY CALLING

Allows you to add a third party to a previously established connection. If either party hangs up after the conference, you are still connected to the remaining party.

1. To initiate three-way calling, depress and release the hook switch to put the original party on hold. Listen for 3 stutter dial tones followed by a steady (normal) dial tone.
2. Dial the number of the third party. When this party answers you can talk privately. When you are ready to establish the conference connection, depress and release the hook switch. Note: If the third party does not answer or the line is busy, depress and release the hook switch and you are reconnected to your original party.
3. When the originating party hangs up, all parties are disconnected and the call is completed.