

Getting Started

Congratulations on your new TNCI Telastic Hosted Voice Platform! This user guide will help you get started with the basic set up and will serve as a useful manual for understanding and accessing our most popular features on the platform. For more information, visit www.telastic.tncii.com.

Accessing the Company Directory -

The company directory is available by using the directory hardkey or softkey on your phone. (A hardkey will be labeled with its function on the body of the phone. A softkey points to various features or actions on the screen of your IP Phone.) The company directory is always up to date. If a new user is added to the system, all of the phones on the PBX will be prompted to reboot when idle and will load the update.

Accessing Voicemail -

There are five ways to check voicemail:

1. Dial *97 from your phone.
2. Dial *98 from any other phone extension on the platform.
3. Dial the main corporate number when off net. When the auto attendant starts, dial 90. (It will prompt you for your extension & password.)
4. Use your web based portal <https://tbx.telastic.net>. The login credentials were emailed to you by the system. If you have not received them, please contact the Telastic Support Team at 800-800-8508 and we will resend them.
5. Access your voicemail from an off-net phone: Dial your own number and press * before the attendant instructs you to leave a message. You will be prompted for your own password and you can then access your voicemail. You can set up a dedicated number, dedicated extension or dedicated Toll Free Number (TFN), or all 3, if needed.

Voicemail Setup -

1. Access your voicemail extension using one of the four dialing-based options from above.
2. Enter your password once prompted. Your default voicemail password is 1234, unless you have already changed it.
 - You will be prompted to listen to your voicemail, change between folders, access advanced options and access mailbox options.
 - To record your new voicemail options, press 0 for the mailbox options menu.
 - Press 1 to record your unavailable message
 - Press 2 to record your busy message
 - Press 3 to record your name
 - Press 4 to record your temporary greeting
 - Press 5 to change your password

Basic Transferring Features

Attended Transfer

This allows you to transfer a call to another extension with an announcement.

1. Place your caller on hold and press the transfer softkey on your IP phone.
2. Dial the extension or number of the party to which you wish to transfer the call.
3. The caller you wish to transfer remains on hold, allowing you to converse with the transfer-to party (announce the caller, have a discussion about the call, etc).
4. Once the transfer-to party is ready to take the call, press the transfer softkey on your IP phone to release the call

Unattended (Blind) Transfer

This allows you to transfer a call to another extension without an announcement.

1. Place your caller on hold or simply press the transfer softkey on your IP phone.
2. Dial the extension or number of the party to which you wish to transfer the call.
3. Promptly press the transfer softkey again to release the call.

Transferring a Call Directly to a Voicemail Extension

This allows you to send a caller straight to another user's voicemail.

1. Place your caller on hold and press the transfer softkey on your IP phone.
2. Dial ** before the extension of the users voicemail extension
3. Promptly press the transfer softkey again to release the call.

Conferencing

This allows you to bring in a third party caller to an active call.

1. Place your caller on hold or simply press the conference softkey on your IP phone.
2. Dial the extension or number of the party you wish to conference in.
3. The original call is still on hold, allowing you to converse with the party you wish to conference in.
4. Press the conference softkey on your IP phone and now all 3 calling parties will be on the same call.

Call Parking

This allows you to place a caller in a virtual waiting room and pick up the call from any other phone on the platform.

1. Place your caller on hold or simply press the transfer softkey on your IP phone.
2. Dial **99**; the system will announce an extension indicating where that caller is parked.
3. Press the transfer softkey again.
4. Now any user on the platform can pick up the call by dialing the extension provided.

Star Code Features

***33 - Echo Test**

In the event that you are experiencing poor call quality, dial *33. This echo test routes your voice to the Telastic TBX and back. If the returned audio quality is bad, the issue most likely lies in connectivity to the Telastic platform (phone, LAN, or internet connection). If not, the issue could be located either in the Telastic Core, or in originating/terminating carrier networks and you should call TNCI Customer Care .

***44 - Wakeup or Scheduled Reminder**

Dial this code to prompt the Platform to wake (ring your extension) at a designated time.

***55 - Record a Call**

Dial this code before making a call you wish to have recorded on the platform.

***67 - Selective Caller ID Block**

Blocks your outbound caller ID on a per-call basis. Dial *67, and then when prompted, dial 1 plus the 10 digit number of the party you wish to call.

***72 - Call Forward All Activate**

This allows you to designate a number to where you wish to have all incoming calls forwarded. All inbound calls will ring your IP phone as well as the designated Call Forward number simultaneously.

***73 - Call Forward All Deactivate**

This disables the Call Forward All feature.

***77 - Anonymous Call Block**

This enables call blocking of all inbound calls if the caller ID is anonymous.

***87 - Anonymous Call Block Disable**

This disables the call blocking of all inbound calls if the caller ID is anonymous.

Star Code Features

***88** - Call Pickup

This allows you to pickup or intercept an incoming call on another user's extension. Dial *88 followed by the extension receiving the incoming call and you answer the call on their behalf.

***90** - Call Forward Busy Activate

This allows you to activate the Call Forward Busy feature and designate the number where calls should be forwarded to when the extension is busy.

***91** - Call Forward Busy Deactivate

This disables the Call Forward Busy feature.

***92** - Call Forward No Answer Activate

This code enables the Call Forward No Answer feature and designates the number where calls should be forwarded to when the extension is not answered.

***93** - Call Forward No Answer Deactivate

This disables the Call Forward No Answer feature.

***97** - Check Voicemail from Your Extension

This allows you to check your voicemail as well as edit your Voicemail features when dialed from your own extension.

***98** - Check Voicemail from Another Extension

This allows you to check your voicemail as well as edit your Voicemail features when dialed from any extension besides your own.

Learn More

Contact us today to learn more about your new TNCI Telastic Hosted Voice Service!
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www.telastic.tncii.com