Basic Phone Help

To dial within any of the TCC Campus’s *dial the 5 digit extension* of the person you are contacting there is no need to dial the entire number. **Example:** Police Dept dial 16100 instead of 201-6100.

To dial outside the campus’s for **local calls press 9** and the local telephone number.

To dial **long distance press 6** and the long distance number please remember long distance is for college business only and is not assigned to all phones.

To call **forward your number press *2** and the 5 digit number** you want your number forwarded to. To **cancel the forward press #2** on the same telephone number you forwarded you will hear confirmation tones to indicate proper usage. Please do not forward your telephone numbers to unwanted recipients.

To **conference call** (digital phones only 6402, 6408, 6416, 6424, 2402, 2410, 2420 types) on the extension you are communicating, press conference to bring in the next call or dial the next call and press conference again to bring those parties on conference. Continue to do this for up to 5 calls. Analog phones do not conference.

To **retrieve voicemail**: Dial 18800 if you are located at Tec Main Campus, The Capitol Center or the Quincy Center. For Pat Thomas Law Enforcement Academy dial 18801. Dial the appropriate audix telephone number with analog phones or press audix on digital phones wait for the automated attendant and follow the instructions to retrieve voicemail.

To **get your voicemail pass code reset** contact your office manager to do a heat request or contact the information technology help desk.

To **get voicemail from home** dial 201-8800 for TCC main campus, The Capitol Center, or Quincy Center. For Pat Thomas law enforcement academy dial 201-8801. Follow the automated attendants’ instructions to retrieve voicemail.