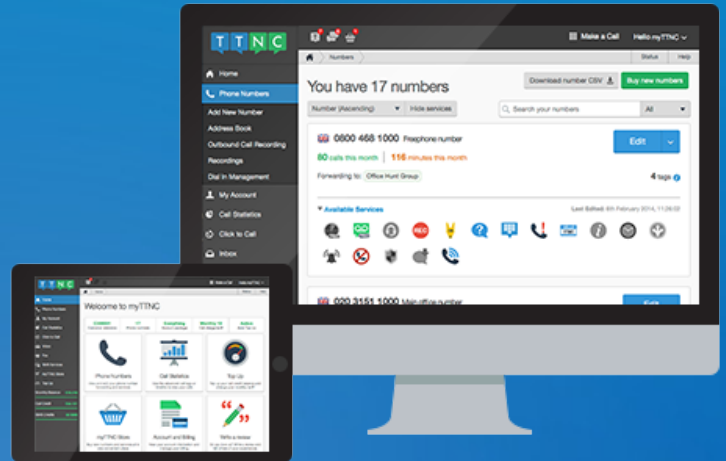


TAKE CONTROL OF YOUR NUMBERS AND SERVICES WITH myTTNC



Access your account online
anytime and anywhere



Make unlimited changes to your
numbers at no extra cost



View detailed, real-time call
data

What can you use myTTNC for?



Number setup

Take control over the setup of your numbers, from basic [Call Forwarding](#) to managing our [advanced Call Management](#) features. All changes are instant



Track your calls

View itemised [Call Statistics](#) across all your numbers, analyse your latest call volume with graphs or integrate your call data with [Google Analytics](#)



Account and billing

Manage all aspects of your [account](#), whether it's setting up Automatic Top Up, editing your alert settings or browsing through all your previous invoices



Make calls

Use the [built-in keypad](#) to display your TTNC number when making calls. We use your existing landline or mobile, so no additional hardware is required



SMS

[Reach out](#) to your customers using one of the most popular ways to communicate - [SMS](#). You can also set up your local numbers to [receive messages](#)



Fax

Get rid of that old fax machine by setting up any of your numbers to [receive faxes via email](#). Need to send a fax? Use myTTNC to [send it for you](#)



Click to Call

Increase your conversion rates by providing a [call back form](#) on your website, giving your customers a way to speak to you - at no cost to them



Inbox and notifications

Keep up to date with all your latest messages using Inbox. Notification icons in the header keep you alerted whenever something new comes in



myTTNC Store

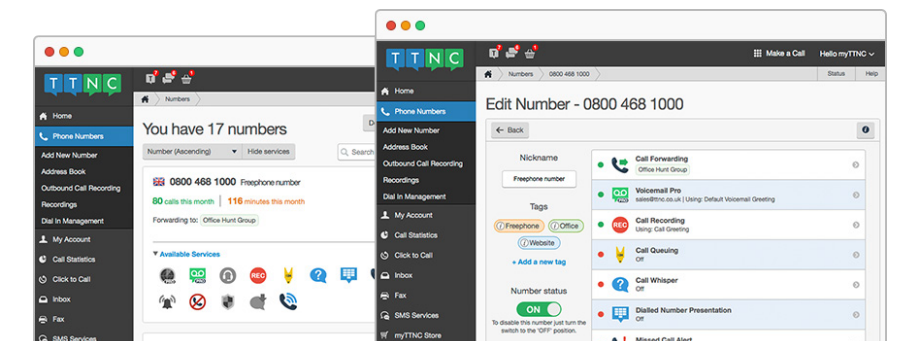
Expand your reach with a new local number or improve your customer experience with our services. You can buy whatever you need in myTTNC Store



Instantly make changes to your numbers, whenever you want

From changing the forwarding of a number to managing a service, [myTTNC](#) gives you complete control over your setup.

And because you have a direct connection to our network, changes are made instantly. So there's no waiting around for us to make the changes, allowing you to spend more time managing your business and less time managing your phone numbers.

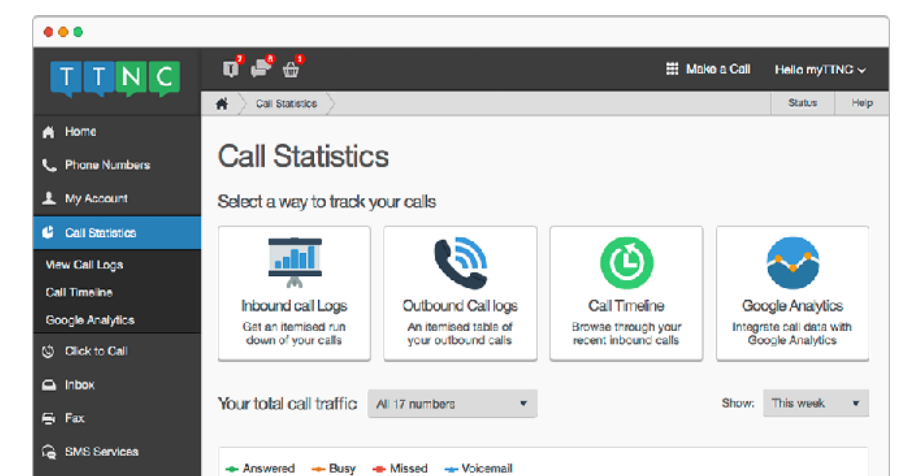




Track your calls, with real-time, itemised Call Statistics

Regardless of your company's size, having access to up to date call data can be invaluable to your business.

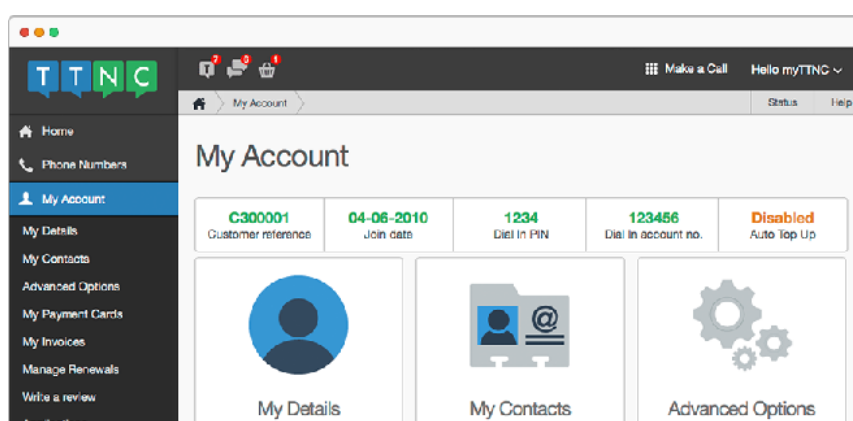
Whether you're monitoring call volumes, identifying peak times or analysing the effectiveness of an advert, we have a range of different ways to help you view and track your calls.

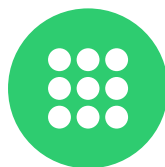


Managing your account and billing

myTTNC gives you access to all aspects of your account. From updating your personal details to viewing invoices, you can access this information from anywhere you have an internet connection.

Add a payment card to your account and you can sit back and relax, knowing that any future payments will be taken automatically, and securely, without you having to lift a finger.

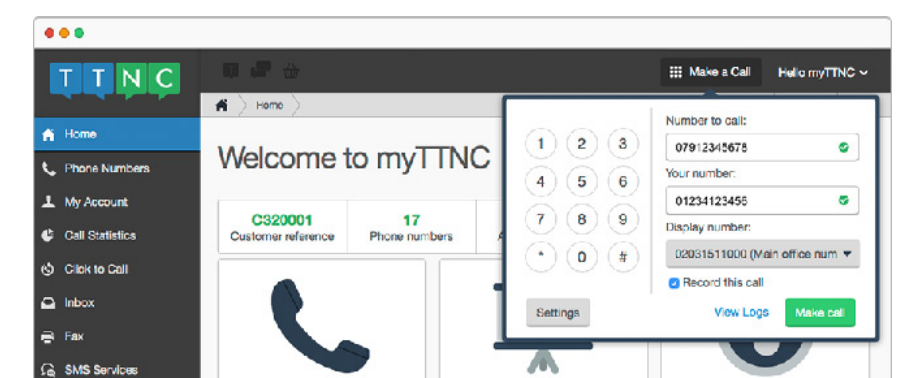




Making calls using your TTNC number

Being able to display the same number for both inbound and outbound calls can help to strengthen your brand image.

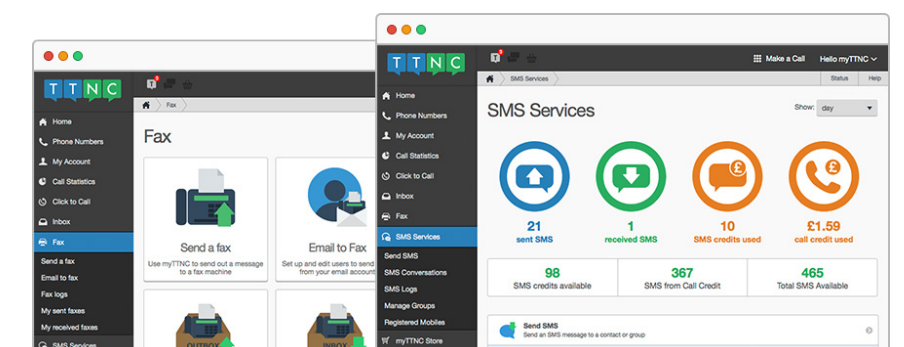
So use the built-in keypad in myTTNC to call your customers displaying the same number on their handset as you display on your website.



Use myTTNC to communicate with your customers via SMS and fax

You want to maximise on every opportunity to communicate with your customers and expand your business. And we want to help you with that.

myTTNC can be used as an advanced communications platform, so you can reach out to your customer base via SMS, or even finally ditch that old fax machine and go completely digital.



Total control of your numbers. All in real-time

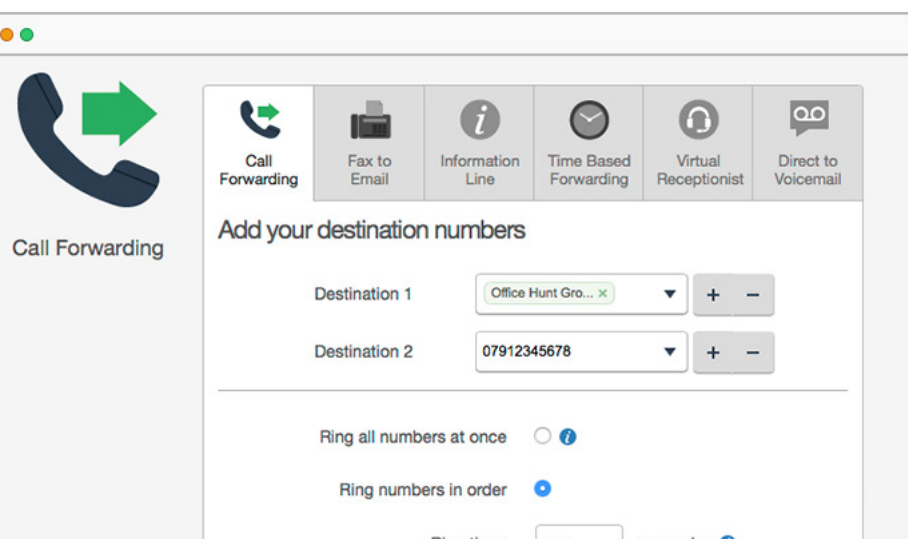
When you're logged into myTTNC, you can view and edit any of the numbers in your account. We give you the ability to set your numbers up exactly as you want. There's no need to call us or send an email telling us what you want; you can just do it yourself.

Many of our services can be set up in a matter of seconds, with all changes going live instantly. Ideal for any disaster recovery situations or if you just quickly need to make a change.

Setting up Call Forwarding

At it's most basic, our service allows you to forward calls to your landline or mobile. But we also offer a wide variety of services that allow you to get the exact setup you want.

From setting up standard forwarding to your mobile to creating an [advanced, multi-level options based menu](#), myTTNC gives you the power to do it all.

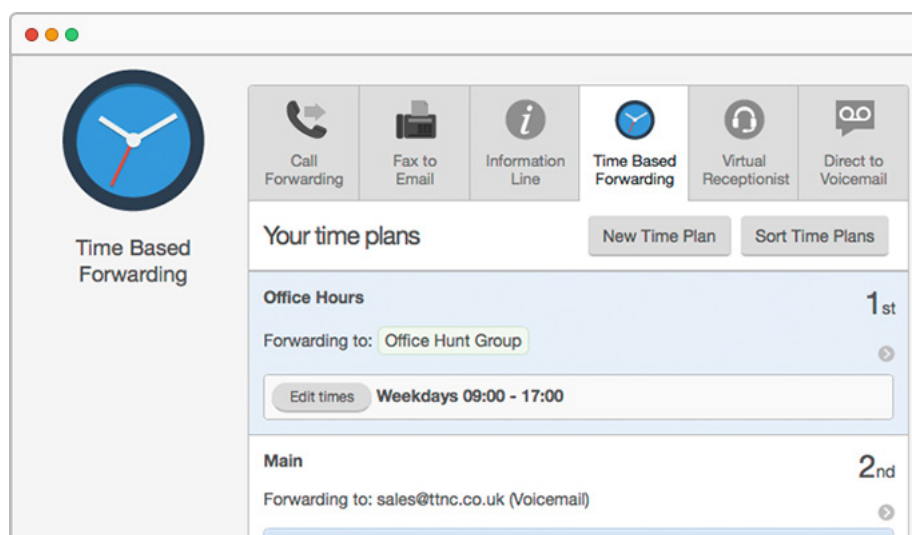


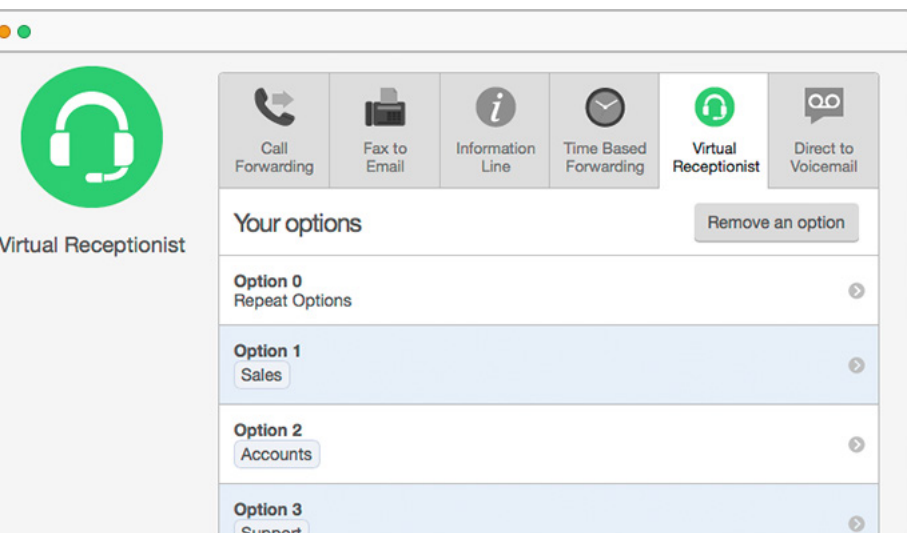
Answer your calls on your landline, mobile or a mixture

Forward your calls to a single destination or increase your chances to answer with [Hunt Group](#) or [Forward to All](#)

Match your number with your working hours

Use [Time Based Forwarding](#) to automatically adjust your phone's setup based on the time of day or day of the week





Get your callers to the right department

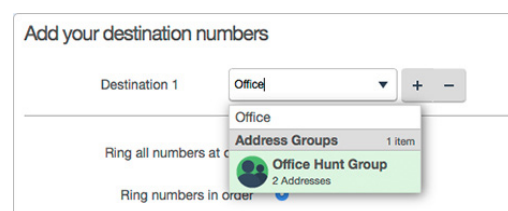
Create an options based menu with [Virtual Receptionist](#) to ensure your callers speak to the right person or department

Saving your destinations

We love coming up with different ways to make the setting up of your numbers that little bit easier. One of the things we came up with is Address Book.

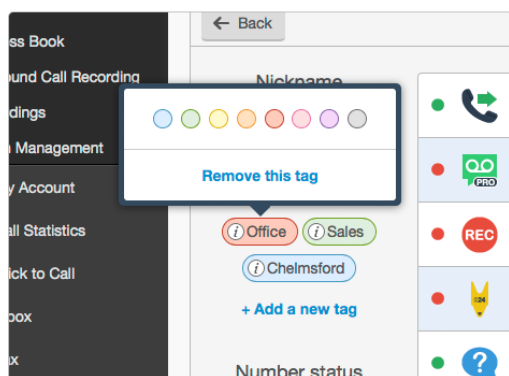
Address Book allows you to save your most commonly used destination numbers. So next time you're setting up your Call Forwarding, you can just type the name of the address instead of the number.

Not only does this make it easier for you to add the destination, but if you ever change the number, it will automatically change across all your TTNC numbers.



Filter your numbers with tags

If you're using your numbers for different marketing campaigns, then number tags are a great way to filter them. You could have a tag for print adverts, web sites or even for different departments in your company and apply that tag across all relevant numbers.

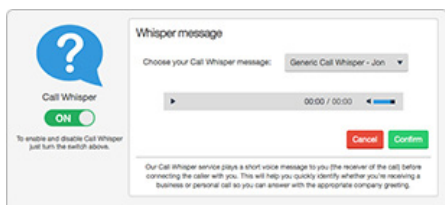


When you're on the phone numbers overview, type the name of a tag into the search and we'll show all the appropriate numbers.

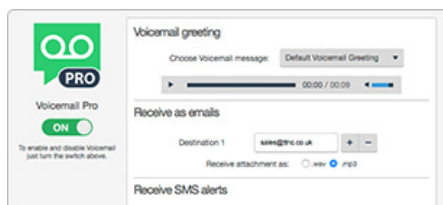
Number tags can also be used in your Call Logs. Just type one or more tags into the search and we will show you the numbers that have one of the tags or all of them, so you can quickly see which of those numbers are performing well.

Controlling your Call Management services

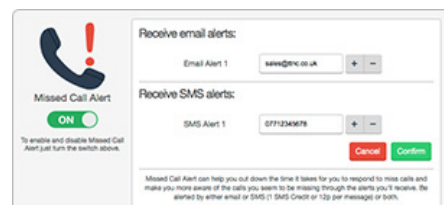
We can provide a whole host of advanced [Call Management](#) features which you can use in myTTNC. Whether you're adding one of our [Packages](#) to your whole account or [Bolt Ons](#) to individual numbers, many of the services can be set up and edited easily at a touch of a button.



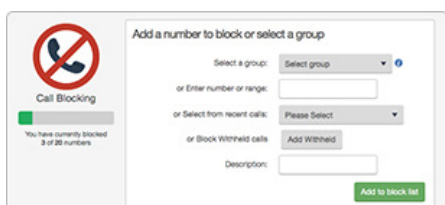
Call Whisper



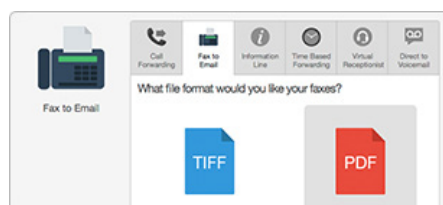
Voicemail Pro



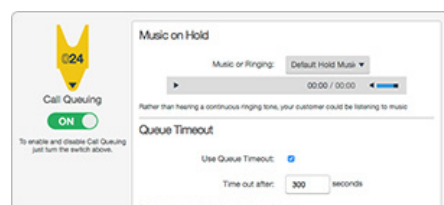
Missed Call Alert



Call Blocking



Fax to Email



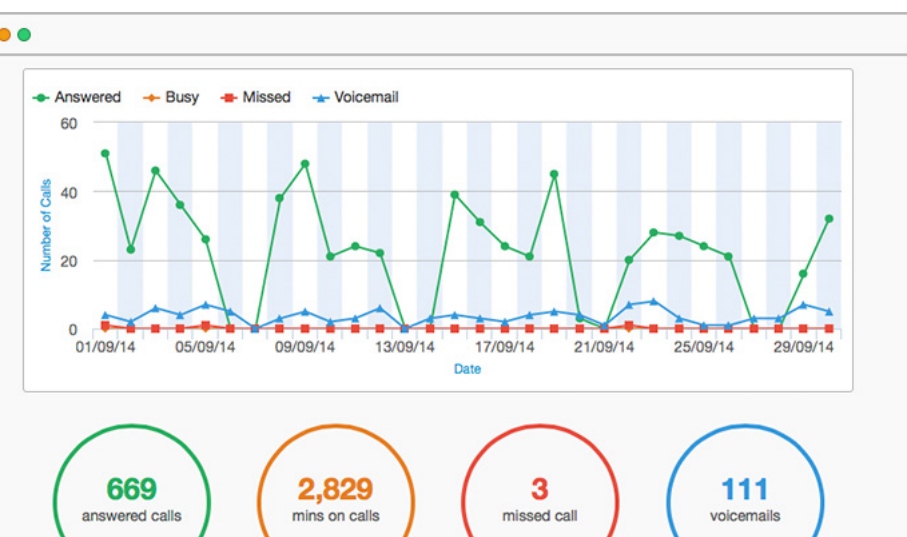
Call Queuing

Online, real-time, itemised Call Statistics

Having easy access to Call Statistics is invaluable to a business; regardless of the size or industry. If you can review who's been calling you, from where, when and for how long, you'll be in the best position to make informed decisions about your telephone systems.

Monitor your latest call traffic

Using myTTNC you'll be able to view itemised logs of all the calls received through your numbers. This data is updated in real-time and can be dissected by bespoke date ranges. This can be downloaded to work on it offline or integrated with other analytics applications such as [Google Analytics](#).



Analyse your call data with graphs and headline figures

Like to track your call data using graphs? Then you're going to love the Call Statistics overview, which provides you with an overview of the latest facts and figures

Get detailed information on your incoming calls

The Call Logs provide a complete itemised breakdown of all your inbound calls, across all your numbers. You can use the controls to filter the results

Select Number

All numbers

Date range

2014-09-29 to 2014-10-29

Filter by tags

☒ Match all tags
 ☐ Match any tags

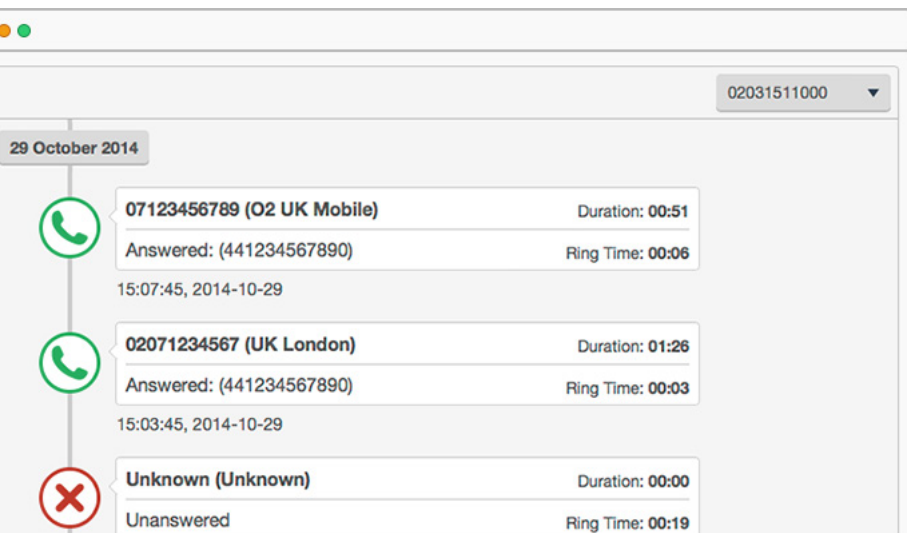
☐ Answered
 ☐ Unanswered
 ☐ Voicemail
 ☐ Hung up in IVR
 ☐ Unknown

[Clear search criteria](#)
[Update Results](#)

View options

00:00 / 00:00

Time	Caller	Location	Number	Duration	Status	
29th October 2014						
15:07:29	07123456789	O2 UK Mobile	02031511000	00:51	Answered	
15:03:45	02071234567	UK London	02031511000	01:26	Answered	
15:53:22	Unknown	Unknown	02031511000	00:00	Unanswered	

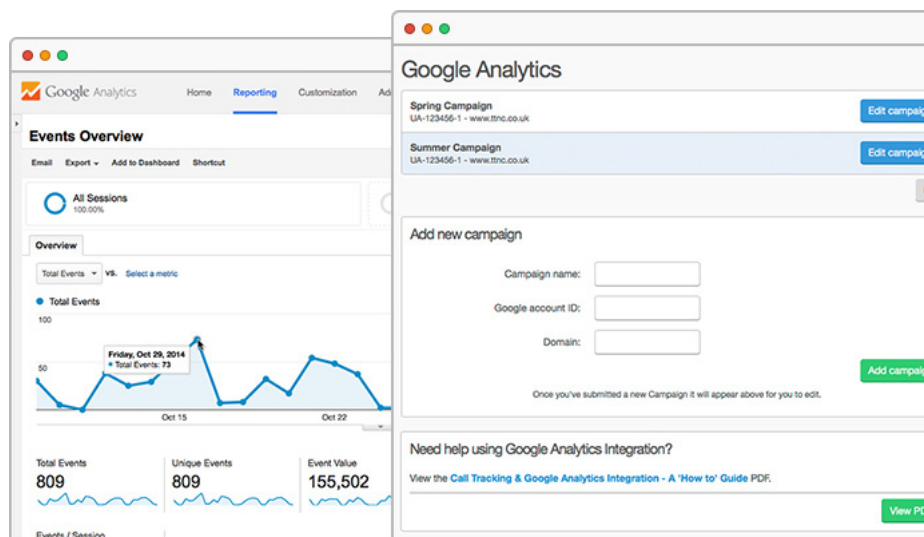


Get a quick view of your recent calls with Timeline

Just want to quickly browse through a list of your most recent calls? Timeline presents your calls in a timeline view (if you didn't guess from the name)

Integrate your call data with Google Analytics

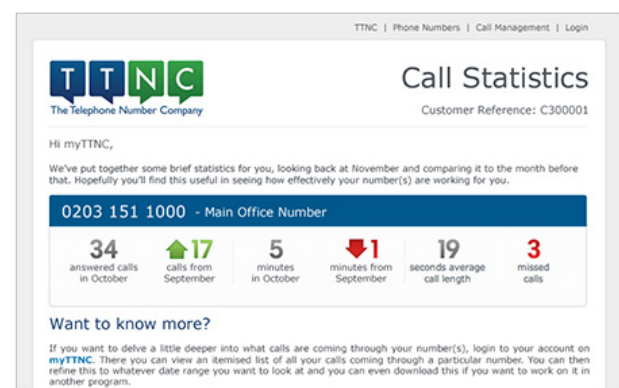
If you're using [Google Analytics](#) to track your web data, you can integrate your call data to view both together



Keeping up to date with monthly email reports

At the beginning of each month we send you out a Call Statistics report, giving you an overview of the call volume for your top three numbers (if you have that many) for the last month.

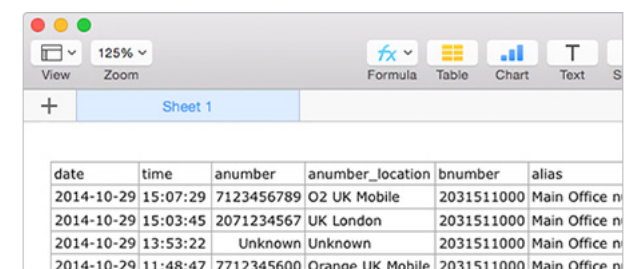
See the number of answered calls (compared to the previous month), how many minutes were spent on calls (compared to the previous month), the average call length and how many missed calls you had.



Viewing your call data offline

Your Call Logs are available to view online, anytime you want. But what if you want to view, or work with, the data offline? Just download the Call Logs as a CSV.

By changing the date range or selecting a particular TTNC number, you can download the exact data you want.

A screenshot of a spreadsheet application window. The window has a title bar with red, yellow, and green buttons. Below the title bar is a menu bar with 'View' and 'Zoom' (125%). To the right of the menu bar are icons for 'Formula', 'Table', 'Chart', 'Text', and 'S'. Below the menu bar is a tab labeled 'Sheet 1'. The spreadsheet itself has a table with the following data:

date	time	anumber	anumber_location	bnumber	alias
2014-10-29	15:07:29	7123456789	O2 UK Mobile	2031511000	Main Office n
2014-10-29	15:03:45	2071234567	UK London	2031511000	Main Office n
2014-10-29	13:53:22	Unknown	Unknown	2031511000	Main Office n
2014-10-29	11:48:47	7712345600	Orange UK Mobile	2031511000	Main Office n

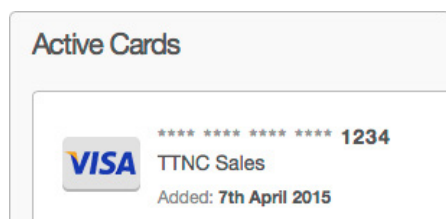
Integrate with our advanced API

If you're more technically minded, then you're going to love our [API](#), especially with what you can do with our Call Statistics. This is also great if you're either a supplier of analytics applications, an SEO agency or provide marketing solutions, as we can supply telephone numbers on a [wholesale](#) basis.

Stay in control of your account and billing

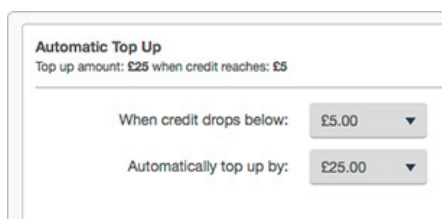
Any time you log into [myTTNC](#), you can browse your account details as well as getting information on all your billing.

Whether it's looking through your previous invoices, viewing your upcoming renewals or managing your payment cards, you can do it all in the account section.



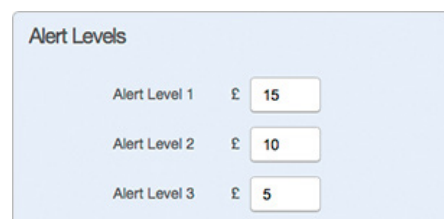
Manage your payment cards

Add payment cards for automatic payments or to quickly buy new numbers and services



Forget about topping up

Our Automatic Top Up service means you can save time and not have to worry so much about topping your account up manually

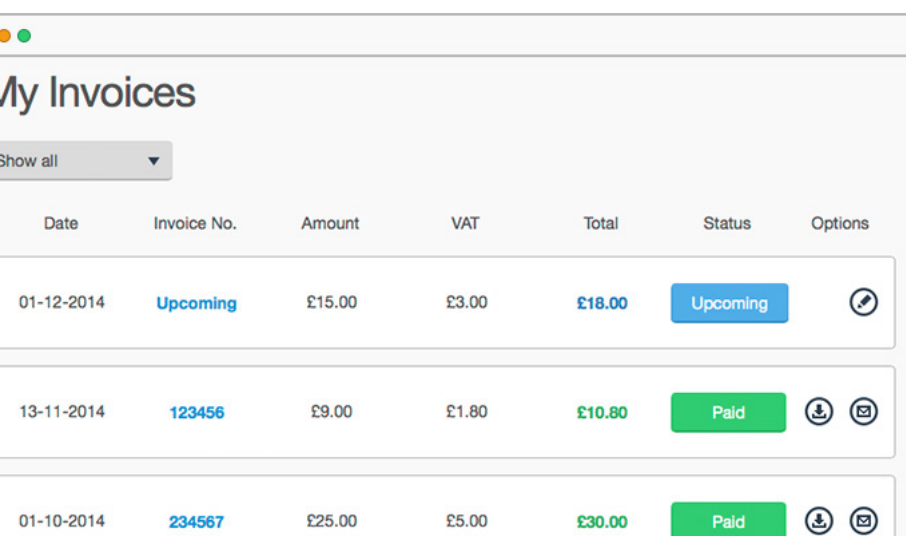


Low balance alerts

Set up email or SMS alerts so you can be alerted whenever your call credit starts to run low

Managing your billing

Every payment you've made can be found in the invoice section. Want a copy of an invoice to view outside of myTTNC? No problem. Download a copy as a PDF or have it emailed to you.



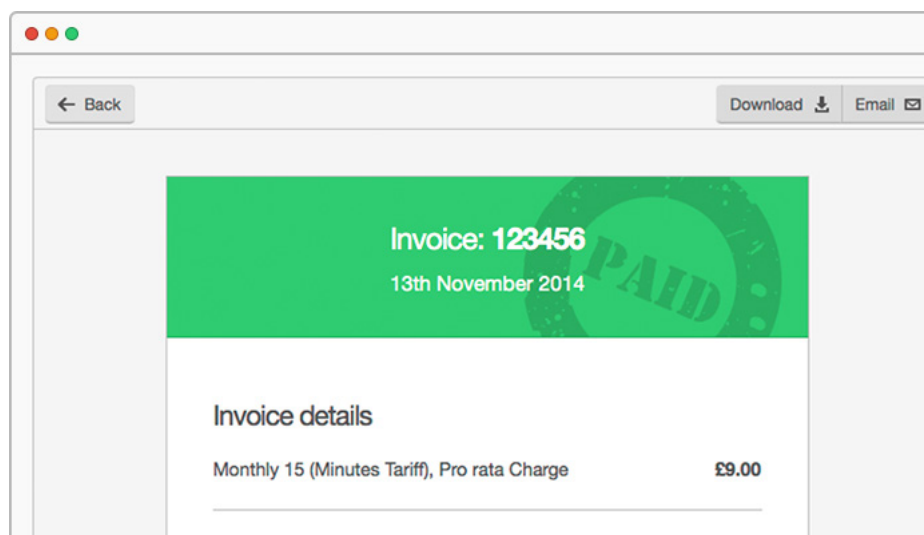
Date	Invoice No.	Amount	VAT	Total	Status	Options
01-12-2014	Upcoming	£15.00	£3.00	£18.00	Upcoming	
13-11-2014	123456	£9.00	£1.80	£10.80	Paid	
01-10-2014	234567	£25.00	£5.00	£30.00	Paid	

Browsing your invoices

All your invoices are displayed as a list, with any upcoming and unpaid invoices at the top. Click on an invoice to get more information

Viewing an invoice

Viewing an invoice allows you to see all the items on there, as well as the payment method used. Download or email a copy for your records



Description	Number	Frequency	Amount	
1st December 2015				
Call Queuing Bolt On, 02031511000, Monthly Charge	02031511000	Monthly	£8.00	✕
Enhanced Package, Monthly Charge	Account Wide	Monthly	£14.00	✕
Time Based Forwarding Bolt On, 02031511000, Monthly Charge	02031511000	Monthly	£4.00	✕
UK Ring Tone Bolt On, 02031511000, Monthly Charge	02031511000	Monthly	£2.00	✕
Monthly 15 (Minutes Tariff), Monthly Charge	Account Wide	Monthly	£15.00	✕

Managing your upcoming renewals

The Manage Renewals page shows you what products are coming up for renewal, helping you budget your costs each month

Easy, secure payments

You can make any necessary payment to us through your account on myTTNC. You can also add cards to your account that we can use when attempting automatic payments or for when you want to buy new numbers or services.

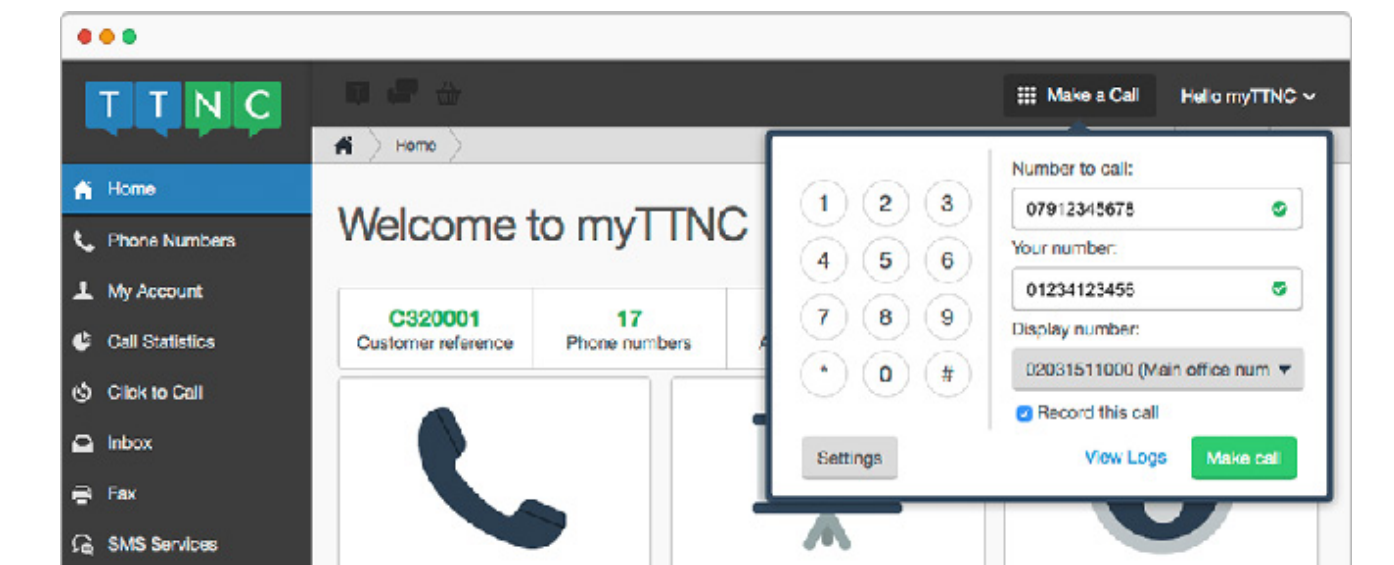
We use the payment gateway, Sagepay, which connects with our merchant account with Barclays. Every interaction with payment services happens through COMODO certified SSL connections using TLS 1.2 and 128-bit encryption.



Display your TTNC number when making a call

Since we began, receiving calls to your TTNC numbers has always been a seamless experience. But whenever you wanted to make a call, you had to display the landline or mobile number you were calling from.

With the Dial Out service, you can call your customers displaying your TTNC number on their handset's display.



Use myTTNC to connect with your customers

At the top of every page in myTTNC you'll find our Dial Out keypad. Use the keypad to enter the relevant information, we'll call your landline or mobile and then connect you with your customer. It's as simple as that.

Strengthen your brand by using the same number for both inbound and outbound calls. And if your customer has your number saved to their phone, your company name will display instead. Nifty.

How much does it cost to use the Dial Out service?

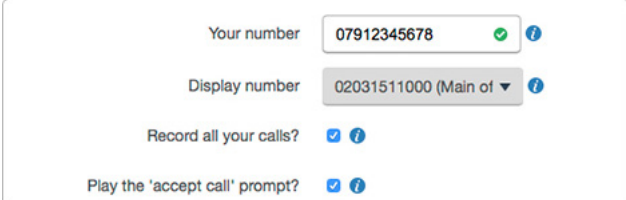
The cost to call someone will depend on what type of number you'll be using to make the call and the type of number you're calling.

Use the form at www.ttnc.co.uk/myttnc/dialout/ to see how much calls will cost you. Please note that enabling Call Recording will add a 2p per minute surcharge.

Save time with default settings

If you use the Dial Out service a lot, you could save time by setting up some default settings. This includes the number you want to call from, as well as the display number - ideal if you have multiple TTNC numbers.

You can also choose to record all calls, taking the hassle out of enabling it each time you make a call. And the best part about the default settings is that they're not set in stone - if you want to make a change for just one call, you can do so in the dialler.

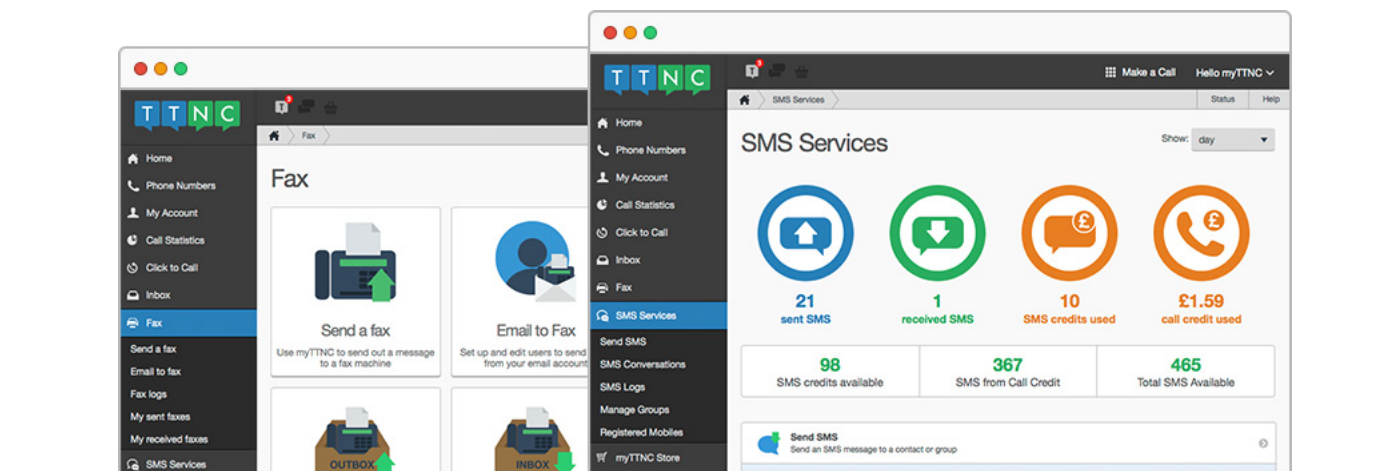


The screenshot shows a settings interface with four rows. Each row has a label on the left and a control on the right. The first two rows have text inputs, and the last two have checkboxes. Each control has a small blue information icon to its right.

Your number	07912345678 ✓ ⓘ
Display number	02031511000 (Main of ▼ ⓘ)
Record all your calls?	<input checked="" type="checkbox"/> ⓘ
Play the 'accept call' prompt?	<input checked="" type="checkbox"/> ⓘ

myTTNC gives you more ways to communicate with your customers

Being able to effectively communicate with your customers is vital to any business. And with myTTNC it's never been easier to get in touch with your customers using SMS or, if you're a little bit old school, via fax.



Use myTTNC to send and receive SMS messages

As more and more people become unable to live without their mobile phone, SMS is quickly becoming one of the most popular forms of communication. myTTNC allows you to [send SMS](#) messages to a single contact or even an entire group of people - so you can text your entire customer base, without the need to individually send each message.

If you have a local 01/02 number, you can even [receive SMS](#) messages from your customers, giving you a complete messaging service.

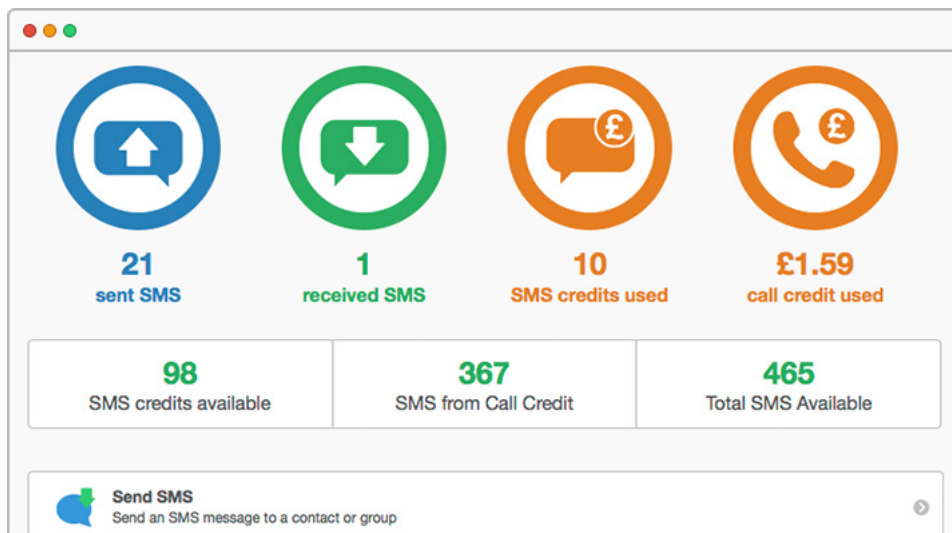
The screenshot shows a settings form for receiving messages. On the left, there's a blue speech bubble icon with a green arrow pointing down, labeled 'Inbound SMS' with a green 'ON' toggle switch. Below it, a small note says 'To enable and disable Inbound SMS just turn the switch above.' The main form has two sections: 'Receive via Email' with an 'Email Address 1' field containing 'sales@ttnc.co.uk' and plus/minus buttons; and 'Receive as SMS' with an 'SMS Address 1' field containing '07890123456' and plus/minus buttons. At the bottom of the form are 'Cancel' and 'Confirm' buttons. A footer note states: 'If you've got a Geographic number with us, you can receive SMS messages through it. There are three ways you can read the messages coming in to your Geographic number - online through myTTNC, have them forwarded to your email or receive them directly on your mobile.' A 'Need help?' link with a question mark icon is at the bottom right.

Receiving SMS messages

If you have a local number, you can use it to [receive SMS](#) messages. We can send any inbound messages to you via email or you can even receive them direct to your mobile (texts cost 12p each)

SMS headline figures

The SMS overview gives you a basic run down of the number of SMS messages that have been sent and received as well as an overview of costs



Send to single contact | **Send to group**

Select group: Group 1 (72 addresses) ▼

Send from: TTNC Ltd ▼

Enter message: Did you know you can send SMS messages like these to all your customers using Outbound Bulk SMS? Txt 'OUT 00001' to 64446 to stop 129/160

[Add opt out text](#)

Time: 11 : 10 ▼

Date: 29 ▼ Oct ▼ 2014 ▼

Communicate with your customers using SMS

Sending SMS through myTTNC is simple. Choose whether to send to a single contact or a group and then type your message. You can even choose the time and date the message will go out

Start a conversation with someone

If someone replies to your SMS (you'll need a local number with Inbound SMS set up) we start an SMS conversation, so you can easily reply to your customer

SMS Conversation with Trevor (from 02031511000)

← Back

Enter message: 0/160

Send message

Just seen it now - pretty nice!
2014-10-29 16:47:44

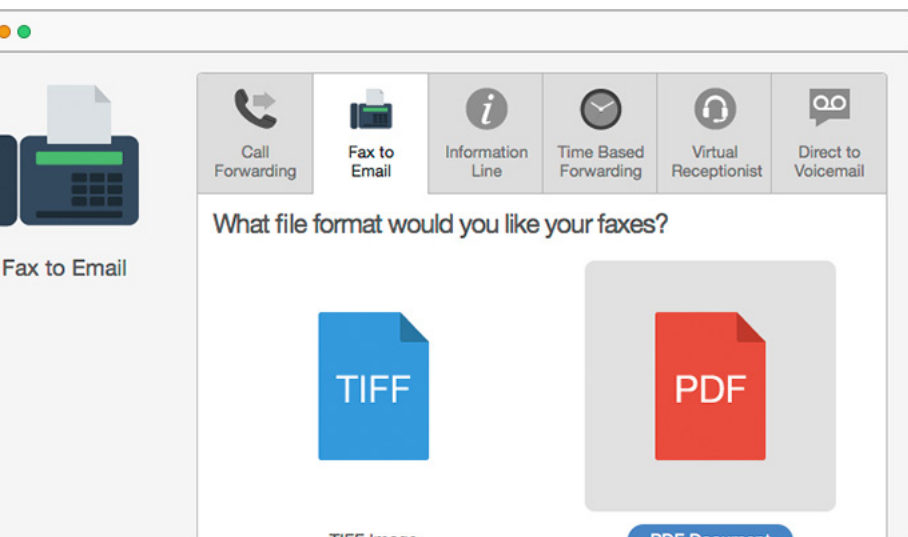
Hi there, have you checked out SMS conversations in myTTNC yet?
2014-10-29 16:42:03



Ditch that old fax machine and use myTTNC to go completely digital

Despite being an old and outdated technology, fax is still used by many companies today. But with myTTNC, needing a dedicated fax machine is now a thing of the past. Any of your numbers can be set up to [receive faxes](#) - we'll even convert them into a TIFF or PDF and email them straight to you.

But what if you need to [send a fax](#)? We actually give you two options for that. You can either send a document from within myTTNC or you can register your email address to send faxes via your email account. Lovely.

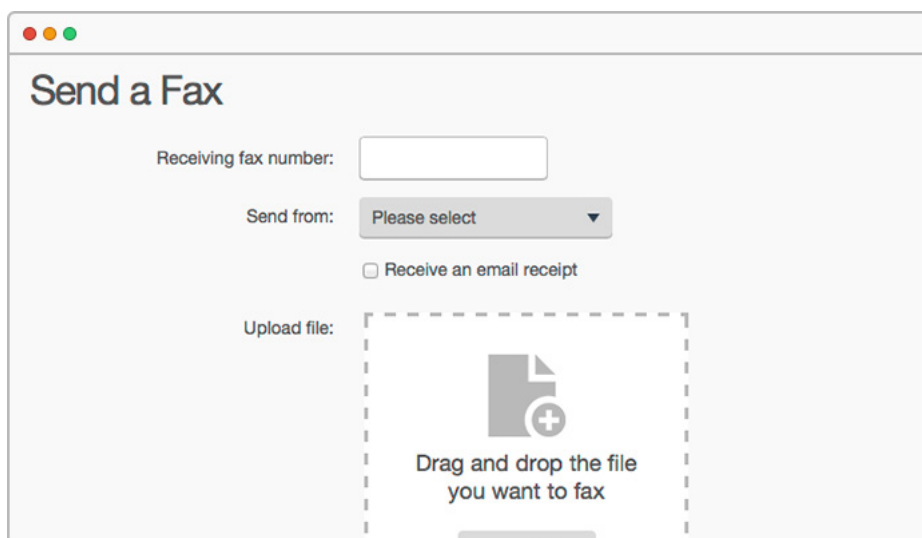


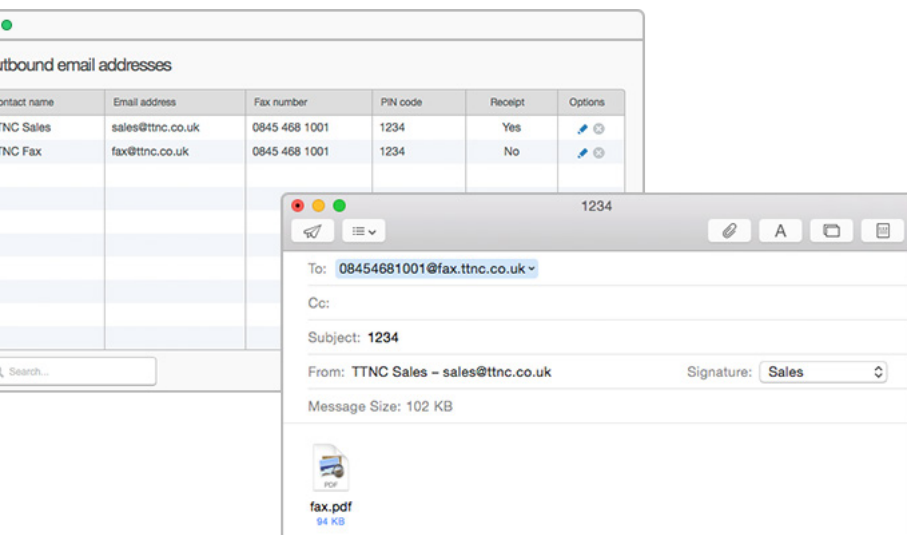
Receive your faxes via Email

Any number can be set up with [Fax to Email](#). Just select your file format and enter your email address - we can even send to multiple email addresses

Use myTTNC to send a fax

[Sending a fax](#) in myTTNC is really easy. Enter the fax number you want to send to, the TTNC number you want to send from and then upload a file. You can even drag and drop



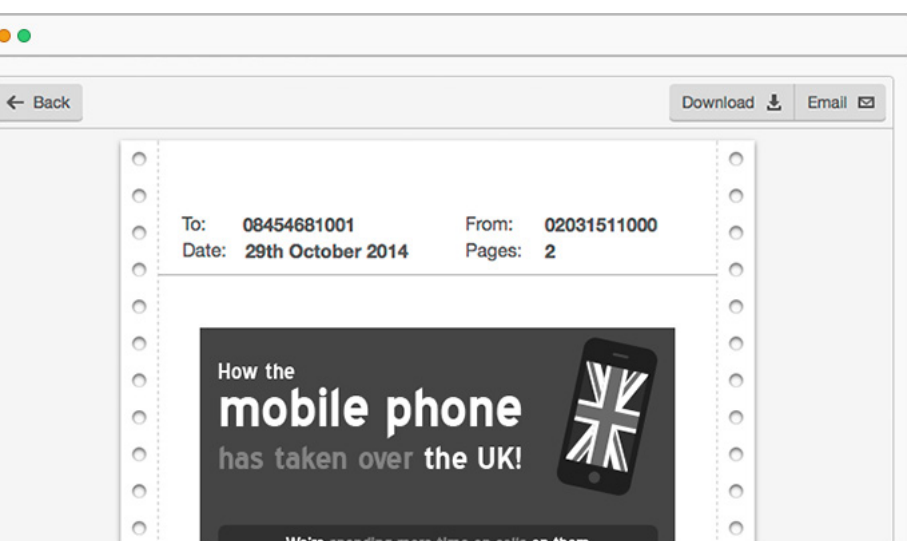
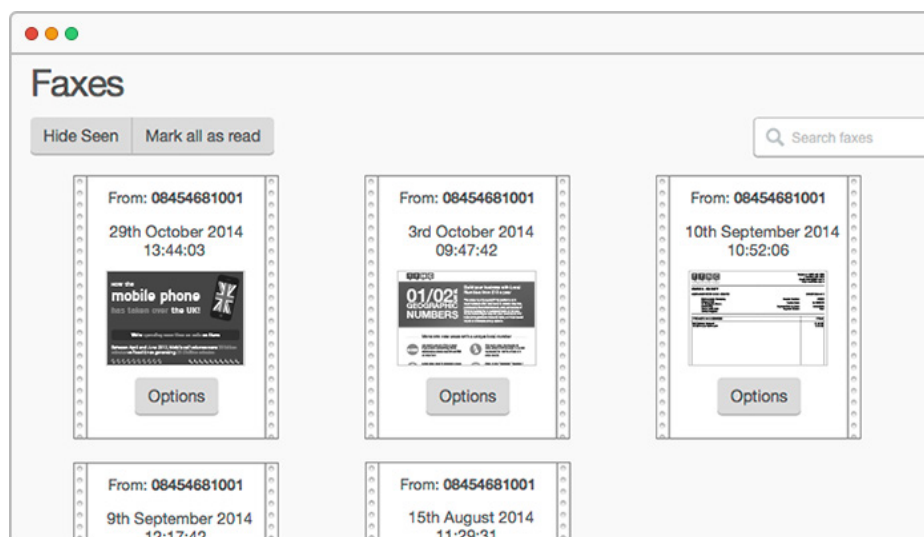


Send a fax via email

By registering your email address, you can send faxes from your inbox. Compose an email with the fax number you want to send to, the dedicated PIN in your subject line and attach your document. Then you're ready to send

Viewing your faxes

Want to see all the faxes you've sent and received? Use the fax outbox or inbox to browse through all previous faxes



Getting a preview

Click on a fax to get a full sized preview. From here you can download a copy and even rotate the fax if it was sent upside down

Resources

myTTNC overview

<http://www.ttnc.co.uk/myttnc/>

Phone Numbers

<http://www.ttnc.co.uk/phone-numbers/>

Phone number setup

<http://www.ttnc.co.uk/myttnc/online-call-management/>

Call Management

<http://www.ttnc.co.uk/call-management/>

Packages

<http://www.ttnc.co.uk/call-management/packages/>

Bolt Ons

<http://www.ttnc.co.uk/call-management/bolt-ons/>

Hunt Group Pro

<http://www.ttnc.co.uk/call-management/bolt-ons/hunt-group-pro/>

Forward to All

<http://www.ttnc.co.uk/call-management/bolt-ons/forward-to-all/>

Time Based Forwarding

<http://www.ttnc.co.uk/call-management/bolt-ons/time-based-forwarding/>

Virtual Receptionist

<http://www.ttnc.co.uk/call-management/bolt-ons/virtual-receptionist/>

Call Whisper

<http://www.ttnc.co.uk/call-management/bolt-ons/call-whisper/>

Voicemail Pro

<http://www.ttnc.co.uk/call-management/bolt-ons/voicemail-pro/>

Missed Call Alert

<http://www.ttnc.co.uk/call-management/bolt-ons/missed-call-alert/>

Call Blocking

<http://www.ttnc.co.uk/call-management/bolt-ons/call-blocking/>

Call Queuing

<http://www.ttnc.co.uk/call-management/bolt-ons/call-queuing/>

Wholesale telephone numbers

<http://www.ttnc.co.uk/phone-numbers/wholesale/>

Call Statistics

<http://www.ttnc.co.uk/myttnc/call-statistics/>

Google Analytics Integration

<http://www.ttnc.co.uk/other-services/call-tracking/google-analytics-integration/>

Account and billing

<http://www.ttnc.co.uk/myttnc/online-billing-management/>

Other features

<http://www.ttnc.co.uk/myttnc/other-features/>

Dial Out

<http://www.ttnc.co.uk/myttnc/dialout/>

Outbound SMS

<http://www.ttnc.co.uk/other-services/outbound-bulk-sms/>

Inbound SMS

<http://www.ttnc.co.uk/other-services/inbound-sms/>

Fax to Email

<http://www.ttnc.co.uk/other-services/fax-to-email/>

Outbound Fax

<http://www.ttnc.co.uk/other-services/outbound-fax/>

Dial In Management

<http://www.ttnc.co.uk/myttnc/dial-in-management/>

TTNC API

<http://www.ttnc.co.uk/ttnc-api/>

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