# CALLING FEATURES - USER GUIDE

*integra*
TELECOM

## Caller ID

Caller ID - number

> This features allows you to see the telephone number of the person calling, before you answer the call. This features requires a Caller ID display unit or display phone.

Caller ID - name and number

> This features allows you to see the telephone number and name of the party calling you before you answer the call. This feature requires a Caller ID display unit or phone with display.
> Hint: We recommend a phone with built-in displays in both the handset and base station.

## Call Waiting

This feature alerts you when another call is coming through while you are talking on the line. You will hear a "beep" tone during your conversation. Call waiting is always on unless you cancel the feature before or during the call per the instructions below.
To answer the second call, or alternate between calls, simply press the hook switch or flash button, pressing flash or the hook switch again will connect you back to the first call.

Cancel Call Waiting
> Before Making a Call
> » Dial *70 and listen for three beeps, followed by a steady dial tone
> » Dial the desired telephone number
During a Call (you must have 3-Way Calling)
> » Press the hook switch and listen for three beep tones followed by a steady dial tone.
> » Dial *70 and listen for three beep tones
> » Wait for automatic reconnection to existing call

Note: When Cancel Call Waiting is activated, callers will hear a busy signal.

Call Waiting Identification
This feature allows you to see who is calling you even when you are on the line speaking with someone else. It requires a display unit or display phone. Caller ID service is required for this feature to work.

## Voice Mail

Voicemail allows you to receive messages on your phone line rather than an answering machine. Voicemail picks up messages even when you are on the phone.

Setting up your voicemail for the first time.
> You will need to set up your voicemail from the phone number that the Voice Mail is assigned to. To set up your new voicemail:
> » Dial *98
> » Enter the default password (your 10-digit phone number)
> » Follow the prompts to set up your name, outgoing messages, change password etc.

Using your voicemail
> You will be notified of a new message by a "stutter" dial tone (the dial tone will "beep" instead of a constant sound) and/or a voicemail notification light or message (if your phone or Caller ID box is equipped).
> When you have a new message, you can access your mailbox by dialing *98 from your home phone, or remotely from another phone by dialing 952-652-MAIL (6245), you will then need to enter you mailbox number (phone number) then your password. You can also dial your own home phone number, then press 7 when the greeting starts, then enter your password.

Below are commonly used shortcuts, follow the prompts to change your personal information or forward messages, to return to the main menu at any time, press *.

To listen to a message

| |
|---|
| Dial *98 |
| Enter your password |
| Press 1 |

During message playback

| | |
|---|---|
| To rewind press 1 | Skip # |
| Pause/continue 2 | Volume down 7 |
| Fast-Forward 3 | Normal volume 8 |
| Go to end of message 3 3 | Volume up 9 |
| Delete message 3 3 7 | Slower 4 |

After listening to a message

| |
|---|
| Replay 4 |
| Erase 7 |
| Save 9 |

Hint: To delete a message before it has finished playing press 3 3 7

# Call Forwarding

### Standard Call Forwarding

Call Forwarding allows you to redirect ALL calls to another telephone number.
- » Press *72, wait for three beeps, and enter the number you want your calls forwarded to
- » Press the # button (or wait four seconds) and listen for three short beeps
- » Hang up or stay on the line to advise the party of the Call Forwarding activation
- » To cancel this feature, press*73, listen for three beeps and hang up

### Call Forwarding/Busy

This feature allows you to redirect your calls when your line is in use (busy).
- » To Activate, press *90, listen for three beeps and dial the number you want the calls forwarded to.
- » To deactivate, press *9I.

### Call Forwarding/No Answer

This feature allows you to forward your calls when there is no answer.
- » Press *92, listen for three beeps, and dial the number you want your calls forwarded to.
- » Press the # key and listen for a confirmation tone.

To deactivate this feature, press *93, listen for the confirmation tone and hang up.

### Call Forwarding/Remote Activation (requires Call Forwarding)

After calling Integra to request this feature and setting up your passcode, call 952.440.7223 (toll charges will apply if you are calling long distance). You will then be able to follow these instructions:
- » A recording will ask you to enter your seven-digit phone number followed by your security code – enter your phone number and code.
- » You will hear three beep tones followed by a steady dial tone.
- » Enter *72 (*73 to deactivate) and listen for three beeps followed by a steady dial tone.
- » Enter the phone number to which calls should be forwarded.
- » Hang up or stay on the line to advise the party of Call Forwarding activation.

### Call Forwarding/Selective

Create a list of phone numbers that are to be forwarded when they call you. Once you set up your list, those calls will automatically be forwarded. All other calls will ring on your phone normally.
- » Press *63, listen to the voice instructions
- » 0 Repeat instructions
- » I Review numbers on your list
- » 3 Turn Preferred Call Forward on or off
- » # Add number to list (rotary dial I2)
- » * Delete number from list (rotary dial II)
- » 0 8 Delete all numbers from list

# Calling Blocks

These blocks are tools that can help protect you from potentially expensive, unauthorized calls. Please call our Customer Care Center to set up these blocking services.

### Collect Call Block

Prevents incoming collect calls at your home or place of business. Please note: This feature would prevent emergency collect calls.

### Outbound Caller ID blocking

Per Call - On a per-call basis, you have the option of blocking your name and number for an outgoing call. When you hang up, Caller ID Blocking will be canceled. Press *67 then the number you are calling.

### Caller ID Block Fixed - If you have Fixed Caller ID Blocking on your line, all of your calls will have your caller ID information blocked.

To show your Caller ID information on a per call basis, Press *82, then the number you are calling. When you hang up, the Caller ID Block will return for future calls.

### 900 Blocks

Calls to 900 numbers can be very expensive. We recommend this block for all lines where dialing a 900 number is unnecessary.

### International Block

Prevents outbound calls to an international phone number.

### Third Party Block

Prevents using your telephone number as the billing number for a toll call.

### Per Call Block

To temporarily block your number when making a call, dial *67 and the number. Please note: Some parties do not accept blocked calls.

### Toll Control with PIN

This feature blocks all outbound long distance calls unless a PIN is entered.
A default PIN number of 7777 will initially be assigned.

**To Use PIN Override**
- » Press *I 3.
- » Enter your PIN (4 digits).
- » Press # or wait 4 seconds.
- » Listen for 3 beeps followed by dial tone.
- » Make toll call.

**To Change your PIN**
- » Press *I2 and listen for 3 beeps followed by dial tone.
- » Enter your old PIN number (4 digits).
- » Press # and listen for 3 beeps followed by dial tone.
- ». Enter your new PIN number (4 digits) and press #.
- » Listen for 3 beeps followed by dial tone.
- » Enter your new PIN number again and press #.
- » Listen for 3 beeps followed by dial tone.
- » Hang up the phone.

## Do Not Disturb

This feature allows you to prevent incoming calls from ringing. Only callers who have your Personal Identification Number (PIN) can override this feature when it is activated. Callers will hear an announcement and if they know your PIN, they may dial it and the call will ring through.

To Activate
> » Dial *78 and listen for three beep tones
> » Hang up

To Cancel
> » Dial *79 and hang up

To Set or Change Your Pin
> » Dial #87 and listen for three beep tones followed by a steady dial tone
> » Enter your PIN – 7 digits or less
> » Press the # key, listen for three beeps and then hang up.

Note: Your PIN remains in storage until you change it. This feature will not allow a long distance call to be received.

## Repeat Dial

This feature allows your phone to redial a busy local number even while you make and take other calls.
If a number you call is busy:
> » Hang up
> » Pick up the receiver again and dial *66

Your phone will continue to dial the busy number for up to 30 minutes.
> » You will hear three short rings when the line is free.
> » Your call will automatically be made when you lift the handset.

To Cancel
> » Press *86 and listen for recording

Note: You may also use this feature for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle, however, you will not be able to tell which number is free. If the number you are trying to reach is outside the area served by Repeat Dial you will hear a message advising you that call cannot be made.

## Last Call Return

This allows you to dial a code and have a call automatically activated on your line and billed per use. Call for monthly and package rates.
> » Press *69 and listen for an announcement that will tell you the phone number of the party who last called you
> » You may return the call by pressing "1" and listen for ringing
> » If you do not wish to return the call, simply hang up

Note: There is no time limit for returning a missed call; however, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area serviced by Last Call Return, you will hear a recording that indicates the call cannot be made. If you hear a Call Waiting tone during a call, you can use Last Call Return to return the call to the Call Waiting number. There is a minimal charge if used on a per-use basis, or you may subscribe to this service on an unlimited basis for a small monthly fee.

## Anonymous Call Rejection

Anonymous Call Rejection is linked to the Caller ID feature and is automatically added to your line in the de active state. There is no monthly fee for this service. If you do not wish to receive blocked calls, you can activate Anonymous Call Rejection by pressing *77. To deactivate this feature press *87.

When you activate this feature, you will hear a recording confirming it is on. If someone with a blocked number tries to call you they will hear a recording informing them you do not accept anonymous calls. It will instruct them to unblock their number and call again.

## Call Hold

This feature allows you to place your caller on hold.
> » Press and release the switch hook or press the flash button.
> » Press *9# listen for three more beeps followed by a steady dial tone
> » You may make another call or retrieve the call from a different telephone

## Call Trace

If you receive an obscene, threatening or harassing call, hang up and immediately dial *57 and listen for recorded instructions. The recording will tell you if the call has been successfully traced (not all calls are traceable).

Note: You must activate the trace immediately after the offending call is received. You will need to contact us with the time and date of the call. The trace information is only available to the police. You will need to file a report with the police to complete the trace. There is a minimal charge if the trace is successful and you contact us to complete the trace.

If you are ever in a life threatening situation call 911 immediately.

## Call Transfer, 3-Way Calling

### Call Transfer
This feature allows you to transfer a call to a third party – or add a third party to a call already in progress.
- » Initiate or receive a call
- » Press the flash button. Listen for the dial tone and dial the second party.
- » Then hang up.

### 3-Way Calling
This feature allows you to add a third party to an existing telephone conversation.
- » Initiate or receive a call
- » Press the hook switch (or flash button) and wait for three beep tones followed by a steady dial tone.
- » Dial the third party's number. If it's busy or there's no answer, press the hook switch twice to reconnect with the first call.
- » If the third party answers, press the hook switch to add the second caller to the 3-way conversation.

Note: You may talk privately with the third party as long as you wish before using the hook switch to establish the 3-Way Call. After a 3-Way Call has been established, press the hook switch to drop the third party at any time.

## Priority Ringing, Selective Call Acceptance, Selective Call Rejection (Call Screening)

### Priority Ringing
This feature allows you to program your telephone line ring with a distinctive ringing pattern whenever you are called from a select list of 15 local numbers. Your phone will ring with a normal ring for all other calls. If you have Call Waiting, you will hear a distinctive tone when someone on your list calls while you are on the line. When Priority Ringing is turned on you will hear a short-long-short ring when someone on your list calls.
To set up your Priority Ringing list:
- » Press *61.
- » Follow the prompts.

### Selective Call Acceptance
This feature allows you to screen incoming calls by creating a list of 15 local phone numbers from which you are willing to accept calls from. Calls from numbers not included on your list are redirected to a recording stating you are not currently accepting calls.
To set up your Selective Call Acceptance list:
- » Press *64.
- » Follow the prompts.

### Selective Call Rejection (Call Screening)
This feature allows you to create a list of 15 local phone numbers from which you do not wish to receive calls. Calls from numbers on your list are automatically sent to an announcement informing the caller that you are not currently accepting calls.
To set up your Call Rejection list:
- » Press *60.
- » Follow the prompts.

To change your Selective Call Acceptance or Selective Call Rejection lists:
- » 0 Repeat instructions
- » 1 Review numbers on your list
- » 3 Turn Selective Call Acceptance/Rejection on or off
- » # Add number to list (rotary dial 12)
- » * Delete number from list (rotary dial 11)
- » 08 Delete all numbers from list

If you receive an annoying call, you can prevent this person from calling you in the future. The Selective Call Rejection voice instructions will also explain how to add the number of the last caller to your call screening list – even if you do not know the number a call came from. Note: If a number on your Selective Call Rejection list is also put on any of your other lists (for example, Priority Ringing) Selective Call Rejection will override the other services for that phone number.

## Distinctive Ringing

This feature allows you to have up to three telephone numbers – each with a unique ringing pattern. Please contact Integra to establish a distinctive ring number.
Once set up, you can answer accordingly based on the ring you hear.
Available Ring Patterns:
» Two short rings or tones
» Short-long-short ring or tone
» Short-short-long right or tone

There are two Distinctive Ringing options with the Call Forwarding feature.
» Redirect all calls for the main, second and third numbers to another telephone number.
» Redirect only calls for the main number to another telephone number.

Note: Distinctive Ringing will not work with Priority Ringing.

integra
TELECOM