



USER GUIDE CALLING FEATURES

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This guide contains information on how to use our most popular calling features. Those features marked with an “X” are features that are activated on your line.

You will notice that many features require the use of the flash key. The function of the flash key is also performed by the hook switch, recall button or link key – depending on your telephone set.

Please keep this guide handy for future reference. Let us know if you have any questions about how to use any of your features, if you would like to add features to your line or if you would like additional copies of this guide.

Thank you again for giving us the opportunity to serve you. Please contact our Customer Care team at 952-226-7000 with questions.

Anonymous Call Rejection

Anonymous Call Rejection is linked to the Caller ID feature and is automatically added to your line in the deactivate 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 Forwarding

Call Forwarding allows you to redirect 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 and wait for ringing to advise the party of the Call Forwarding activation
- » To cancel this feature, press *73, listen for three beeps and hang up

Note: Call Forwarding to a long distance number will result in long distance charges.

Call Forwarding/Busy Line

This feature allows you to redirect your calls when your line is in use. To Activate, press *91, listen for three beeps and dial the number you want the calls forwarded to. To deactivate, press *91.

Note: Call Forwarding to a long distance number will result in long distance charges.

Call Forwarding/Don't 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.

Note: Call Forwarding to a long distance number will result in long distance charges.

Call Forwarding/Remote Activation

After calling 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.

Note: Call Forwarding to a long distance number will result in long distance charges.

Selective Call Forwarding

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
- » 1 Review numbers on your list
- » 3 Turn Preferred Call Forward on or off
- » # Add number to list (rotary dial 12)
- » * Delete number from list (rotary dial 11)
- » 08 Delete all numbers from list

Call Hold

This feature allows you to place your caller on hold.

- » Hit the receiver 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

Caller ID

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

Related feature: See Anonymous Call Rejection on page 2.

Caller ID with Name

This feature 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 display phone.

Hint: Buy a good display phone that shows the caller information on both the handset and wall/countertop unit. This saves you the additional cost of a display unit and is more convenient, especially with cordless phones. Display phones usually have message indicators too, which works well with Voice Messaging (see page...)

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.

Selective Call Rejection

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.

Press *60 and listen for the voice instructions. They will guide you through the steps of how to turn your Selective Call Rejection feature on or off – as well as how to change your Selective Call Rejection list.

- » 0 Repeat instructions
- » 1 Review numbers on your list
- » 3 Turn Selective Call 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.

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 your first call and press the flash button. Listen for the dial tone and dial the second party. Then hang up.

Safety Features

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 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.

To answer the second call, simply press the flash button. You may alternate between calls by pressing this button.

Cancel Call Waiting

This allows you to cancel Call Waiting before or during a phone call.

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.

*Internet User Note: To disable Call Waiting while you are online you should add *70 to your dial up connection phone number to avoid disconnection.*

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. Please note that you will have to purchase Caller ID with Name for this feature to work.

Do No 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. Caller 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.

Distinctive Ringing

This feature allows you to have up to three telephone numbers – each with a unique ringing pattern.

Listen to the ringing or tone pattern and answer accordingly.

Ring Patterns:

- 1) Two short rings or tones
- 2) Short-long-short ring or tone
- 3) Short-short-long ring or tone

Note: Distinctive Ringing will not work with Priority Ringing.

There are two Distinctive Ringing options with the Call Forwarding feature.

- 1) Redirect all calls for the main, second and third numbers to another telephone number
- 2) Redirect only calls for the main number to another telephone number.

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.

- » Press *61
- » Follow the recorded instructions
- » 0 Repeat instructions
- » 1 Review numbers on your list
- » 3 Turn Priority Ringing on or off
- » # Add number to list (rotary dial 12)
- » * Delete number from list (rotary dial 11)
- » 08 Delete all numbers from list

Note: Priority Ringing and Distinctive Ringing cannot be installed on the same line.

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 *666

Your phone will continue to dial the busy number for up to 30 minutes.

- » You will hear three short tings 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.

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. Calls from numbers not included on your list are redirected to a recording stating you are not currently accepting calls.

To use this feature:

- » Press *64.
- » Follow the recorded instruction, it will guide you through turning Call Acceptance on or off. You may also make changes to your Selective Call Acceptance list as follows:
 - » 0 Repeat instructions
 - » 1 Review numbers on your list
 - » 3 Turn Selective Call Acceptance on or off
 - » # Add number to list (rotary dial 12)
 - » * Delete number from list (rotary dial 11)
 - » 08 Delete all numbers from list

Automatic Bill Payment

Free up your time and save postage costs. Your payment will always be paid on time, no matter where you are in the world.

To sign up for Automatic Bill Payment:

- » Stop by our office and pick up a form, or you can call us at 952.226.700 and we'll mail you one.
- » Return your form and a voided check with your next bill payment via mail or by dropping it at our office.

Expect to continue to receive your bill. Automatic Bill Payment can be a one-time or recurring event. Your payment will be automatically deducted on the 20th of each month using your Visa, MasterCard or Discover account.

Free 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 free blocking services.

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 Change your PIN

1. Pick up the phone and listen for a dial tone.
2. Press *12 and listen for 3 beeps followed by dial tone.
3. Enter your old PIN number (4 digits).
4. Press # and listen for 3 beeps followed by a dial tone.
5. Enter your new PIN number (4 digits) and press #.
6. Listen for 3 beeps followed by a dial tone.
7. Enter your new PIN number again and press #.
8. Listen for 3 beeps followed by a dial tone.
9. Hang up the phone.

To Use PIN Override

1. Pick up the phone.
2. Listen for a dial tone.
3. Press *13 .
4. Listen for a second dial tone.
5. Enter your PIN (4 digits).
8. Press # or wait 4 seconds.
9. Listen for 3 beeps followed by a dial tone.
10. Make toll call.

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.

Collect Call Block

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

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.

Voice Messaging

Voice mail allows you to receive messages on your phone line rather than an answering machine. Voice mail picks up messages even when you are on the phone, or online.

Setting up your voicemail for the first time.

You will need to set up your voicemail from the phone number of origination. To set up your new voicemail, dial 9 8 from your home or business, or if dialing from a remote location, 952-652-M*L (6245). Once you have dialed the local access number to get into your voicemail for the first time, you will be prompted for a password.

To Review a Message, press 1

1 1 Play

While listening to a message:

Position

- 1 Rewind
- 2 Pause/Continue
- 3 Fast-Forward
- 3 3 End
- # Skip

Information

- 5 Time and Date

Volume

- 7 Down
- 8 Normal
- 9 Up

Speed

- 4 Slower
- 5 Faster

After listening to a message:

- 4 Replay
- 6 Forward
- 7 Erase
- 8 Reply to Sender
- 9 Save Message

To Send a Message, press 2

- » Record
- » End #
- » Enter Destination
- » Delivery Options:
 - 1 Private
 - 2 Urgent
 - 3 Confirmation
 - 4 Future Delivery

For Personal Options, press 4

- 1 Notifications
- 2 Administrative Options
 - 1 Passwords
 - 2 Personal Lists
 - 3 Prompts
- 3 Greetings
 - 1 Personal Greetings
 - 2 Extended Absence
 - 3 Name
- 4 Notification Schedules

To Check Receipt,* press 3

- » Enter mailbox Group List number or press # and spell the name

To Restart, press

*This option may not be available on your system

3-Way Calling

This feature allows you to add a third party to an existing telephone conversation.

To set up this feature:

- » Press the hook switch (or flash button) and wait for three beep tones followed by a steady dial tone. This indicates your present party is placed on hold.
- » 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 for a 3-Way Call.

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.

USEFUL PHONE NUMBERS

Integra Telecom

Customer Care: 952.226.7000 or 800.435.4292

Repair: 952.447.5611 or 877.243.0711

www.getintegra.com

Buried Cable/Cable Location: 811

Minnesota Relay Service: 800.627.3529

Customer Relations Office: 651.602.9005 or 800.657.3775



Calling Features Packages

Integra Telecom offers a variety of communication tools and privacy features designed to enhance your telephone service. We've created some special packages with our customers' favorite features. Call Customer Care at 952.226.7000 to see if one of our packages can help save you money.

Our Hours:

Monday – Friday
8:00 am – 6:00 pm
24 Hour Repair

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