CALLING FEATURES - USER GUIDE

Caller ID

Caller ID - number
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.

Caller ID - name and number
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 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 *.

<table>
<thead>
<tr>
<th>To listen to a message</th>
<th>During message playback</th>
<th>After listening to a message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial *98</td>
<td>To rewind press 1</td>
<td>Replay 4</td>
</tr>
<tr>
<td>Enter your password</td>
<td>Pause/continue 2</td>
<td>Erase 7</td>
</tr>
<tr>
<td>Press I</td>
<td>Fast-Forward 3</td>
<td>Save 9</td>
</tr>
<tr>
<td></td>
<td>Go to end of message 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delete message 3 3 7</td>
<td></td>
</tr>
</tbody>
</table>

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

Volume down 7
Normal volume 8
Volume up 9
Slower 4
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 *91.

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
  - 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)
  - 0 8 Delete all numbers from list

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

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.

To Use PIN Override
- Press *1 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 *12 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.
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.

Anonymous Call Rejection

**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.
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.