



CALLING FEATURES

VOICE SERVICES

WELCOME TO INTEGRA

THANK YOU FOR CHOOSING INTEGRA FOR YOUR VOICE SERVICES.

This helpful guide will walk you through the many beneficial features available on your Integra voice services. Each feature includes a detailed description along with step-by-step instructions. As always, should you need any additional assistance please contact your local Integra Customer Care team or call 1-866-INTEGRA.

Thank you for choosing Integra Telecom.

NOTES: Several of the features require activation with the flash key. Depending on your phone system, the functions of the flash key may be performed by the link, transfer, recall, receiver or hook switch button. Refer to the technical manual provided with your phone system for the name and location of the appropriate button.

Not all features are available in all locations.

ACCOUNT CODES – FORCED

Account Codes allow long distance calls to be itemized on your bill. These codes can be assigned internally to track usage by project, department, or any accounting classification your business may require for long distance expenses. Account Codes can be between 1 and 15 digits.

- > Every time you dial a long distance number you will hear a beep which will require you to enter an account code.

AUTHORIZATION CODES

Authorization Codes are mandatory codes you must dial to make a long distance call. These are programmed by Integra from a list that you provide. Please contact Integra Customer Care to begin this process.

- > After dialing a long distance number you will hear a beep. Dial your authorization code and your call will be connected.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection will reject incoming calls that have Caller ID blocked by the calling party. Callers will receive a message indicating that the called party does not accept blocked calls. They are instructed to unblock their line and try the call again.

- > To activate Anonymous Call Rejection, press * 7 7 .
- > To deactivate Anonymous Call Rejection, press * 8 7 . Both blocked and unblocked calls will now go through.

CALL FORWARD VARIABLE

Call Forward Variable allows all calls directed to a telephone number to be routed to an alternate number that you select. Call Forward Variable takes precedence over Call Forward Busy and Call Forward No Answer. If the number you are forwarding to is a long distance call, toll charges will apply for the duration of the forwarded call.

- > To activate, dial * 7 2 and listen for the second dial tone.
- > Dial the number to which you would like your calls forwarded.
- > Remain on the line and inform the receiving party that calls will be forwarded to their line, then hang up.
- > If the receiving party does not answer or if the line is busy, hang up. Then immediately repeat the first two steps above and hang up.
- > To deactivate, dial * 7 3 and hang up.

CALL HOLD

Call Hold allows you to put a caller on hold even if your telephone does not have a hold button.

- > To put your existing caller on hold, press the **flash key**, then dial either * 7 6 or * 7 8 (Command varies depending on location. For assistance contact Integra Customer Care.)
- > To take the caller off Call Hold and continue talking to them, deactivate using the **flash key**.

CALL TRANSFER

Call Transfer will allow you to transfer an incoming caller to any internal or external telephone number. If the number you are transferring to is a long distance call, toll charges will apply for the duration of the transferred call. (You can also use this feature to establish a 3-way call.)

- > Notify the incoming caller you will transfer them. Press the **flash key**.
- > Dial the third party.

UNSUPERVISED

Hang up after the phone starts ringing **OR**

SUPERVISED

If the call is answered, announce the transfer and hang up. If the line is busy, unanswered or a wrong number, press the **flash key** twice (pausing between) to return to the original call.

CALL WAITING

Call Waiting allows you to answer another call while you are on the phone. A soft tone will alert you that there is a call coming in.

- > When you hear the soft tone, press the **flash key**. You will put the first caller on hold and be connected to the second caller.
- > To return to the original caller, press the **flash key** again.
- > To temporarily deactivate Call Waiting and avoid interruptions during a conversation, press * 7 0 and listen for three short tones before making the call.

CALLER ID – NUMBER ONLY OR NAME & NUMBER

When an incoming call is received, caller information will display on either a Caller ID compatible telephone or auxiliary box after one full ring. If the words “Anonymous Caller” or “Private” display on your telephone, this indicates the person has chosen to block their name and number. If “Unknown,” “Unavailable,” or “Out of Area” is displayed this means that the caller's services are not Caller ID compatible.

CALLER ID PER-CALL BLOCKING

There may be times when you want to call someone without having your name and number displayed. 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 cancelled.

- > Dial * 6 7 , then dial the number you are calling.

CONTINUOUS REDIAL

With Continuous Redial, you can have your phone automatically redial busy numbers while you make and receive other calls. This feature can be activated on up to twelve numbers at one time. This feature is available as a pay-per-use service or you may have unlimited access by subscribing to this feature on a monthly basis. (Pay-per-use not available in all areas.)

- > When you receive a busy signal trying to call someone, hang up the phone. Then lift the receiver and dial * 6 6 .
- > Hang up and your phone will continue trying to reach the busy number for up to 30 minutes. When their line becomes available, a distinctive ring will notify you.
- > Pick up the phone and their line will be automatically connected.
- > To cancel Continuous Redial, dial * 8 6 . Otherwise, it will automatically cancel after 30 minutes.

LAST CALL RETURN

If your phone is ringing and you are unable to answer it or if you choose to ignore a call waiting tone, Last Call Return can be used to determine where the call was from. This feature is available as a pay-per-use service or you may have unlimited access by subscribing to this feature on a monthly basis. (Pay-per-use is not available in all areas.)

- > Dial * 6 9 . A recorded message will be played that will give the caller's number.

REMOTE ACCESS CALL FORWARDING

Remote Access Call Forwarding provides you the flexibility to activate, deactivate or change your forward-to number from any touch-tone phone in the United States and Canada. If the number you are forwarding to is a long distance call, toll charges will apply for the duration of the forwarded call.

- > Dial the call access number provided by Customer Care. Customer Care can be reached at 1-866-INTEGRA.
- > Enter the telephone number of the phone you want forwarded. Follow the prompt and enter your four digit PIN.
- > Enter * 7 2 .
- > Enter the telephone number to which you want calls forwarded, including the area code.
- > To deactivate forwarding, follow the first two steps and enter * 7 3 .

SELECTIVE CALL REJECTION

Selective Call Rejection screens and rejects calls based on your specified screening list. Callers who are on the list will be notified by a voice prompt that the party they are trying to reach has rejected their call.

You can program up to 12 telephone numbers into your “unwanted call list.”

- > Pick up your handset and dial * 6 0 .
- > Follow the recorded prompts to add or delete numbers from your list, and activate or deactivate the feature.

THREE-WAY CALLING

Three-Way Calling allows you to talk to two people at different locations at the same time. This feature can be used for both local and long distance calls (if long distance, toll charges apply). Hanging up during the call disconnects all parties.

- > Place the current call on hold by pressing the **flash key** once.
- > Listen for dial tone. Dial the number of the 3rd party.
- > Press the **flash key** once to connect all three parties.
- > If the number of the third party is busy, unanswered or a wrong number, press and release the **flash key** twice (pause between) to return to the original call.

SPEED CALLING 8 OR SPEED CALLING 30

These features will allow you to dial frequently called numbers by dialing a speed-call access code, and dialing one number instead of all the digits in the telephone number.

- > Dial * 7 4 for Speed Calling 8 or * 7 5 for Speed Calling 30.
- > Listen for the confirmation tone and enter a speed dial code. This is the code that you will use to dial this number in the future. The speed dial code for Speed Calling 8 will be a number between 2 and 9. The speed dial code for Speed Calling 30 will either be a number between 2 and 31, or a number between 20 and 49. Please call Integra Customer Care for more information.
- > Dial the phone number that you'd like to set as the speed dial number. You'll hear a tone confirming the number is programmed. Remember, if you are required to dial “9” for an outside line, I+ for a long distance call, or an access code, you must program these digits into your speed dial number.
- > To program additional numbers, or to change a previously programmed number, repeat the second and third steps above.
- > To use your speed dial list, dial your speed dial code and press # . Depending on your location, it may be necessary for you to dial *, then your speed dial code and press # .

Integra offers a full suite of telecommunications services for businesses



VOICE SERVICES

- » Business Lines
- » Unified Voice Messaging
- » Long Distance
- » Voice T1 / ISDN PRI



INTERNET SERVICES

- » DSL
- » Broadband Internet
- » Internet T1
- » High Bandwidth Internet
- » Email & Web Hosting



VOICE + INTERNET SOLUTIONS

- » Integrated T1



PRIVATE NETWORKING

- » Network & VPN Solutions
- » Metro Area Network
- » Long Haul
- » Server Collocation



COMMUNICATIONS EQUIPMENT

- » Phone Systems + Data Networks
- » VoIP + SIP + WLAN + Video
- » Unified Communications
- » Mobility + Wireless Solutions
- » Routers + Switches + VPN