



# a guide to star services

manx telecom

# welcome to star services

Adding an extra dimension to your phone. You can use reminder call, ring back when free and call return right away. If you have ordered the other Star Services you will be able to use them in a few days.

There are colour coded pages in the booklet for each service, which show what each service can do for you, and describes how to use the service. Keep the booklet handy by your phone. We've also included tips, which you might find useful if you haven't come across some of these services before.

There may be additional charges for Star Services depending on your chosen tariff.

To order Star Services call Sales on **624 624**

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# is your phone ready for you to use star services?

## Which Star Services do you want to use?

If you want to use Call Return or Ring Back When Free you can use any phone, even a rotary dial phone.

If you want to use Caller Display, you'll need a phone or equipment with a Caller Display facility.

If you want to use any of the other Star Services you'll need a phone:

- with \* and # buttons

You have to press \* or # for some of the Star Services. If your phone doesn't have these buttons you'll need to use a different one.

- that makes musical notes when you dial

If it does, your phone is ready for Star Services.

If you hear clicks, you need to switch it to the position shown in the dark type in these examples of settings on different phones.

The switch is probably on the side or bottom of the phone.

**TB** not P or T      **MFT** not MFE or LD

**TTB** not PE or TE      **Tone** not Pulse

**TBR** not ERE      **T** not 20 or 10

## Do you need a different phone?

There are a wide selection of phones available from the Manx Telecom shop in Victoria Street, Douglas and other retailers.

## Before you start

You might find it helpful to read these few notes.

## How you use Star Services

You use most Star Services by lifting the receiver and entering codes to tell the telephone exchange what you want to do. You'll find all the codes you need in this booklet.

## Messages from the telephone exchange

With some of the services, you'll hear messages from the exchange. You need to listen to these and follow any instructions they give you.

DO NOT press any buttons while the message is playing. If you do, your instruction won't get through to the exchange.

When you're familiar with the service you're using and you know what you have to do, you can enter the codes to tell the exchange what you want to do one after the other. You don't have to wait for the message to start. If the message does start, wait for it to finish before you carry on.

## The **Recall** button

You'll find that the codes for some of the Star Services include the recall button. This is usually marked 'Recall' or 'R' on the phone. When you press this you'll hear the dialling tone – either straightaway or after a short delay.

This doesn't mean that you've been cut off – it's just part of getting through to the exchange.

# caller display

Allows you to see the phone number of the caller when your phone rings. If you do not want your phone number to be seen by the person you are calling you can opt to have it permanently withheld (**phone 624 624**). Ex-directory customers will automatically have their numbers withheld.

## Please note

Caller Display is only available on phones or equipment with the Caller Display facility. The caller can be using any sort of phone.

If a call is diverted to you by a phone using Call Diversion, the number of the phone that made the original call will be displayed, not the phone which diverted it.

If a person calls you from a switchboard which has different incoming and outgoing phone numbers, the outgoing number will be displayed.

## Charges

Any calls you make will be charged at the normal call rate. To receive Caller Display there may be a monthly charge depending on your chosen tariff.

## What is displayed

The caller's phone number is displayed when your phone rings. Your Caller Display phone or equipment will log the phone number, and the time and date when the call was received so that you can read it later. If you are already on a call you will hear the call waiting beeps in your ear, you may view the number trying to get through on the display. If you have Voicemail this will not work as the call will automatically be diverted through to your Voicemail box.

## Your phone or equipment:

displays phone numbers up to call 18 digits long	long enough numbers up to for any call 18 digits long from the UK		
indicates the number has been withheld	if the caller dials 141 to withhold their number	if the caller has permanently withheld their number	
indicates the number is unavailable	if the caller is is unavailable on a non-compatible exchange	if it is a Chargecard call	for some calls from outside the UK
show the number is international	for calls from is international outside the UK		

**Remember** If you don't want your phone number to be displayed or stored by people who are using Caller Display or Call Return, dial **1 4 1** before you dial their phone number. If you have permanently withheld your number you can opt to send it on a call by call basis by dialling **1 4 7 0**

# call return

Allows you to hear the last callers number and return the call if you wish.

## To find out the number of the last caller

Dial **1 4 7 1**

The message tells you the number that is stored – the last number to call you with time and date.

If the last number to call you was not stored, the message will say 'The caller withheld their number.'

Put the receiver down or

## To return the last call

Dial **3**

The last number to call you is dialled automatically. Standard call charges apply once the called party answers. If the last number to call you was not stored you will not be able to return the call.

## Please note

Call Return is available on all phones (except multi-line groups and payphone lines).

Your phone doesn't need to have a button pad or **\*** and **#** buttons.

The number of the last caller is stored until another call is made to your phone.

### Numbers will not be stored if:

- the call is made using a Chargecard
- the call is made from outside the UK
- the caller withholds their number by dialling 141 or the caller has opted to withhold their number permanently
- the call is not made from a phone on a compatible network
- if the call was not connected (i.e. your line was busy)

If a number is not stored the message will say 'Sorry, the caller withheld their number,' when you try to use Call Return.

If you receive a diverted call, the number of the calling phone, not diverting phone, will be stored.

If you use Call Diversion, Call Return will only store a number when you are using diversion on no reply.

## Charges

Any calls you make will be charged at the normal call rate.

**Remember** If you don't want your phone number to be displayed or stored by people who are using Caller Display or Call Return, dial **1 4 1** before you dial their phone number.

# ring back when free

Allows you to know instantly when an engaged line becomes free.

## To set up

On ringing an engaged number the following announcement will be heard: "The person you have called is busy. If you wish to be notified when they are free please dial 5." Upon pressing 5 you will hear the following: "Your ringback request has been accepted."

Your phone will ring you back once the engaged line becomes free.

Pick up the receiver and listen to the called phone ringing. The call will continue as normal.

## You may hear a refusal announcement if

- there are already a number of callers waiting on the line
- when ring back is not possible on the called line
- when the called line is on Diversion/has Call Waiting set up

## Please note

- this facility relates to calls to other Fixed lines on the Island and some UK destinations
- all ring back requests will be cancelled automatically 45 minutes after being set up
- your phone will ring you back for 15 seconds only (to avoid inconvenience if you're not available)
- you can activate up to 5 ring back requests at any one time
- you can interrogate your ring back requests by dialling \* # 3 7 #
- you can cancel all ring backs by dialling # 3 7 #

## Ring back protection service

This gives you the ability to prevent ring back requests being made towards your own phone number (for more information call 624 624).

## Charges

There is no charge for the Ring Back When Free facility. Standard call charges apply once the other party answers.

# call waiting

Lets you know someone else is calling when you are already on the phone, by sending you quiet beeps and lets you speak to them without ending the first call.

## Switching Call Waiting on and off

To switch it on **\* 4 3 #**

A message tells you it's ON.

Once you switch Call Waiting on, it will stay on for all calls, until you switch it off.

To switch it off **# 4 3 #**

To check if it's on or off **\* # 4 3 #**

## To use Call Waiting

When you hear the beeps, this means that somebody is trying to call you. If you want to accept the new caller and put the first caller on hold, press **Recall**

If you want to return to your original caller press **Recall** again.

You can use the **Recall** button to switch between calls as often as you like.

If you don't want to talk to the second caller **DO NOTHING**

The beeps will stop after 180 seconds.

## Please note

Call Waiting does not work if:

- you are using Call Diversion to divert all your calls, or to divert calls when your phone is engaged
- you have Voicemail active on your line

## Charges

The second caller doesn't start paying for the call until you answer it.

**Remember** People will appreciate it if you let them know what you are doing – so tell them when you have another call on the line.

# call diversion

Allows you to divert your incoming calls to almost any other phone.

## To divert all calls

To switch on \* 2 1 \* number diverting to #

To check \* # 2 1 #

To cancel # 2 1 #

## To divert calls if they aren't answered

To switch on \* 6 1 \* number diverting to #

To check \* # 6 1 #

To cancel # 6 1 #

## To divert calls when your phone is engaged

To switch on \* 6 7 \* number diverting to #

To check \* # 6 7 #

To cancel # 6 7 #

## Please note

You can use Call Diversion to:

- divert calls if they aren't answered (the default value is 24 seconds) you can set this value between 2 and 32 seconds \* 3 9 3 \* (seconds) #
- divert calls if your phone is engaged
- divert all calls

There is no need to cancel an old diversion before you switch on a diversion to a different number. When Call Diversion for all calls is switched on, you'll hear an intermittent dial tone. You'll still be able to use your phone to make calls. If you want to use Call Diversion and Call Barring together, you must switch on Call Diversion first. If you use Call Diversion, Call Return will not store a number unless your phone rings.

## Charges

You just pay for the second part of the call - from your number to the number you have diverted the call to.

If you place your fixed and mobile numbers on the same bill and benefit from our Groups Call Free service, then diverted calls between these numbers are free e.g. when you forward your home number to your mobile number.

**Remember** It's a good idea to let people know if you divert your calls to their number. A person calling your diverted number will not know they are being diverted. An announcement facility is available to advise callers of the diversion. Call **624 624** if you require this service.

# remote activation of call diversion (follow me service)

Allows you to divert your incoming calls remotely to almost any phone.

**On requesting this service you will be informed of your PIN number.**

MY PIN NUMBER IS:

You will hear the announcement:

**'Welcome to Manx Telecom remote access service. Please dial your home telephone number, inserting the digits 441624 before your six digit telephone number, followed by the hash key'**

Once you have entered your home number correctly you will hear the announcement:

**'Please enter your PIN followed by the hash key'.**

Once you have entered your PIN correctly you will hear the announcement:

**'Please dial a Star Service activation or deactivation followed by the hash key'.**

You can now use any of the services below:

## To divert calls

\* 2 1 \* nominated number #

To check \* # 2 1 \*

To cancel # 2 1 #

## To divert calls if they aren't answered

\* 6 1 \* nominated number #

To check \* # 6 1 \*

To cancel # 6 1 #

## To divert calls when your phone is engaged

\* 6 7 \* nominated number #

To check \* # 6 7 \*

To cancel # 6 7 #

## Charges

- this service is optional and incurs a monthly rental charge and set up charge. Please call **624 624**.
- a normal call charge will be raised for calling the access number. This will be local, national or international depending on where the call originated
- you will be billed for the cost of the diverted call at standard rates

**Remember** It's a good idea to let people know if you divert your calls to their number.

Always use the full code for nominated numbers.

This service is not compatible with ISDN lines.

# call barring

Allows you to control the types of calls other people use your phone for. And you can bar incoming calls when you don't want to be disturbed. You will be sent a PIN to use when you want to switch off Call Barring.

## Call Barring for outgoing calls

To switch it on \* 3 4 option number #

To check \* # 3 4 #

To cancel # 3 4 option number #

## Call Barring for incoming calls

To switch on \* 2 6 1 #

To check \* # 2 6 1 #

To cancel # 2 6 1 \* PIN number #

## Option numbers for Call Barring

1 bars almost all numbers

- allows emergency and calls to the operator

2 bars national fixed & mobile, international and premium rate numbers

- allows local fixed and mobile numbers, emergency and calls to the operator

3 bars international fixed and mobile numbers

- allows all other calls including international calls via the operator

4 bars all operator numbers

- allows calls to all other numbers

## Charges

There is a monthly charge for the Call Barring facility.

## Please note

Use option 4 plus 2 if you want to bar all national and international calls, including all operator calls.

To use Call Barring and Call Diversion together, switch on Call Diversion first.

Reverse Charge calls can still be accepted when outgoing Call Barring is switched on.

When incoming call barring is active, callers to your number will hear the announcement "The number you have dialled is not accepting calls at present."

# reminder call

Allows you to use your phone like an alarm clock.

## Single Reminder Call

To set \* 5 5 \* time of call #

To cancel # 5 5 #

## Please note

The exchange will try to get through to you only once.

Reminder calls are not affected by Outgoing Call Barring or Call Diversion.

## Charges

A small charge will be made for each Reminder Call which will be raised unless you cancel it.

**Remember** You need to use the 24 hour clock when you use Reminder Call. So, for example, if you want a Reminder Call for 7.30am in the morning, you will need to enter 0 7 3 0. And if you want a Reminder Call for 4.30pm in the afternoon you will need to enter 1 6 3 0.

# short code calling

Allows you to set up a short code to dial the numbers you need most frequently. You can store a number against any code between 10 and 36.

## To store a number in your directory

\* 5 1 \* code \* phone number #

For example

\* 5 1 \* 10 \* 0171 246 8020 #

Stores the number 0171 246 8020 against code 10.

## To dial a stored number

\* # code

For example

## To cancel a stored entry in your directory

# 51 \* code #

## Charges

There is no charge for this storage facility.

Standard call charges apply for calls made using the short code service.

**Remember** The Code Calling set-up sequence overwrites any existing number that's stored against your chosen code. The maximum number of digits you can store under a code is 18. Listen for confirmation of your instructions.

# three way calling

Allows you to talk to people on two different phone numbers at the same time either in an open three way call, when you all join in the conversation or in a private three way call, when you can speak to either person separately.

## You are talking on the phone and want to call someone on another number

Tell the person you are speaking to what you are doing, and that you are going to put them on hold.

### To make the second call

Press **Recall** then wait for the dial tone, then dial the phone number that you want. If you don't get through, press **Recall** to carry on your first call.

### When you have got through to the second person

For an open three way call when you can all join in the conversation:

Press **Recall** then wait for the dial tone. Press **3**

To facilitate a private Three Way Call:

Press **Recall** to switch between callers. Press **2**

### To end your calls

To end the first call - Press **Recall** then wait for the dial tone. Press **5**

To end the call you are making - Press **Recall** then wait for the dial tone. Press **1** you will still be connected to the other call.

### Charges

Whoever makes the outgoing call is charged for it as appropriate. If you make both calls in a three way call, you will be charged for both.

### Please note

It doesn't matter who makes the first call. When you put the phone down, the other two people won't be able to carry on talking to each other.

**Remember** In a private three way call, one person will be put on hold while you talk to the other person. People will appreciate it if you tell them what is going to happen.

# do not disturb

Allows you to stop incoming calls

## Stopping incoming calls

To set up \* 7 8 \* #

To check \* # 7 8 #

To cancel # 7 8 #

**Remember** This is a subscription service. If you would like this service please call **624 624**. Once you have set up 'Do Not Disturb' callers will receive the following announcement: "The person who you are calling is not receiving calls at present. Please try later."

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