

# Star Services

a menu of functions  
easily available  
on your telephone



Keeping the Island connected





**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 describe how to use the services. 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.

To order Star Services call Sales on 0808 1624 222

**\* Remember**

You need to switch on Call Waiting and Call Diversion before you use them.

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to Manx Telecom Limited's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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## What Star Services can do for you

**05**

### **Caller Display**

you can see the phone number of the caller before you answer

**10**

### **Remote Activation of Call Diversion**

allows you to divert your calls remotely

**06**

### **Call Return**

you can automatically return the last call made to your phone

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### **Call Barring**

you can stop people using your phone for certain sorts of calls

**07**

### **Ring Back When Free**

alerts you when an engaged number becomes free

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### **Reminder Call – a pay-as-you-use service**

you can use your phone as an alarm clock

**08**

### **Call Waiting**

people can get through to you when you're already on the phone

**13**

### **Short Code Calling**

you can store a number against any code between 10 and 36

**09**

### **Call Diversion**

people can speak to you on the phone even when you're away from home

**14**

### **Three Way Calling**

allows you to talk to people on two different numbers



# 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.

<b>TB</b> not P or T	<b>MFT</b> not MFE or LD
<b>TTB</b> not PE or TE	<b>Tone</b> not Pulse
<b>TBR</b> not ERE	<b>T</b> not 20 or 10

## Do you need a different phone?

There are a wide selection of phones available from the Manx Telecom Phoneshop 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.

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 0808 1624 222). 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 phone 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 will be a monthly charge. (Free with Island Choice and Global Choice tariffs.)

### 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 made 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 18 digits long

indicates the number has been withheld

indicates the number is unavailable

- long enough for any call from the UK
- if the caller dials 141 to withhold their number
- if the caller has permanently withheld their number
- if the caller is on a non-compatible exchange
- if it is a Chargecard call

indicates the number is unavailable

shows the number is international

- for calls from outside the UK
- for calls from 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 **141** 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 **1470**.

## 06 Call Return (1471)

Allows you to return the last call made to your phone automatically even if you didn't answer the phone. Or to find out the phone number of the last person to call you. You can return the call without checking the number first, or find out the number before you decide whether you want 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 (ie your line was busy)

If a number is not stored the message will say 'Sorry, no telephone number is stored', 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.

Charge Advice calls will not be stored.

### Charges

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

### → 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' giving time and date of call.

Put the receiver down or

### → To return the last call

Dial **3**

The last number to call you is dialled automatically.

If the last number to call you was not stored you will not be able to return the call.

Put the receiver down.

### \* 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.

This service allows you to know instantly when an engaged line becomes free.

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## → To set up

On hearing the engaged tone, press/dial the digit 5 on your phone. Once you have heard the acceptance announcement replace the receiver.

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.

## Please note

- this facility relates to all on-Island calls 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 cancel all ring backs by dialling **#37#**

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## 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

## 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 0808 1624 222).

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## Charges

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

## 08 Call Waiting

Lets you know someone else is calling when you are already on the phone, by sending you a quiet beep every 5 seconds, and lets you speak to them without ending the first call.

### 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

The second caller will receive an announcement while they wait to be connected.

### 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.

### → Switching Call Waiting on and off

To switch it on \*43#

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 #43#

To check if it's on or off \*#43#

### → 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 30 seconds.

Introducing an easier to use version of Call Waiting has meant that Three Way Calling is only available on request.

It is possible to have Three Way Calling reinstalled on your line by reverting to the old version of Call Waiting. Call Sales on 0808 1624 222 for further details.

Allows you to divert your calls from your home or office phone to almost any other phone in the Isle of Man, off Island or even abroad. You can choose how you want Call Diversion to work.

### Please note

You can use Call Diversion to:

- divert calls if they aren't answered in 21 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 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 are diverting calls to a cellular phone, you will start to be charged when the called number answers, or when the cellular network answers for the number.

### → To divert all calls

To switch on \*21\* number diverting to #

To check \*#21#

To cancel #21#

### → To divert calls if they aren't answered in 21 seconds

To switch on \*61\* number diverting to #

To check \*#61#

To cancel #61#

### → To divert calls when your phone is engaged

To switch on \*67\* number diverting to #

To check \*#67#

To cancel #67#

### \* 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. Contact 0808 1624 222 if you require this service.

# 10 Remote Activation of Call Diversion

Allows you to divert your calls remotely to or from almost any telephone, even abroad.

## → To divert all calls

To set up

i Dial the access number

ii \*44\* PIN number \*

home number \* nominated number #

To check

i Dial the access number

ii \*#44\* PIN number \*

home number #

To cancel

i Dial the access number

ii #44\* PIN number \*

home number #

## → To divert calls if they aren't answered within 15 seconds

To set up

i Dial the access number

ii \*64\* PIN number \*

home number \* nominated number #

To check

i Dial the access number

ii \*#64\* PIN number \*

home number #

To cancel

i Dial the access number

ii #64\* PIN number \*

home number #

Note: For Home and Nominated Numbers dial the full code.

## → To divert calls when your phone is engaged

To set up

i Dial the access number

ii \*65\* PIN number \*

home number \* nominated number #

To check

i Dial the access number

ii \*#65\* PIN number \*

home number #

To cancel

i Dial the access number

ii #65\* PIN number \*

home number #

## Charges

- 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 normal rates
- this service incurs a monthly rental charge and setting up charge.

If you are diverting calls to a cellular phone, you will start to be charged when the called number answers, or when the cellular network answers for the number.

### \* Remember

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

On requesting this service customers will be informed of their pin number and access number.

This service is not compatible with ISDN lines.

My Access Number is

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 \*34 option number #

To check \*#34#

To cancel #34 option number \*  
PIN number #

## → Call Barring for incoming calls

To switch it on \*261#

To check \*#261#

To cancel #261\* PIN number #

A special dial tone will indicate incoming barring is activated.

### Please note

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

Switching off option 1 also switches off any other options you have switched on.

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.

## → Option numbers for Call Barring

<b>1</b> bars	almost all calls
allows	calls to 999, 151
<b>2</b> bars	national and international calls including calls to mobile phones, other than Pronto
allows	calls to 999, 151; local calls; calls via the operator; calls to Pronto mobiles
<b>3</b> bars	international calls
allows	all other calls including international calls via the operator
<b>4</b> bars	all operator calls
allows	calls to 999, 151
<b>5</b> bars	calls using *;*; Withhold Number
except	Call Barring Services

## Charges

There is a monthly charge for the Call Barring facility.

# 12 Reminder Call – a pay-as-you-use service

Allows you to use your phone like an alarm clock.

## \* 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**.

## → Single Reminder Call

To set \*55\* time of call #

To check \*#55#

To cancel #55#

## Please note

The exchange will try to get through to you twice.

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

## Charges

A small charge of 11.75p (inc. VAT) will be made for each Reminder Call which will be raised unless you cancel it.

Code Calling enables you to set up a short code to dial the numbers you need most frequently. Once you've set it up, if you do a lot of phone work – and particularly involving lots of trunk or overseas calls – you'll find Code Calling extremely useful. You can store a number against any code between 10 and 36.

→ **To store a number in your directory**

\* 51 \* code \* phone number #

For example

\* 51 \* 10 \* 0171 246 8020

Stores the number 0171 246 8020 against code 10.

→ **To dial a stored number**

\* \* code

→ **To cancel a stored entry in your directory**

# 51 \* code #

→ **To check a number stored in your directory**

\* # 51 \* code #

**\* 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.

There is no charge for this storage facility.

# 14 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.

## How to facilitate an open Three Way Call

### → 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.

To start the three way call - Press **RECALL** wait for dial tone Press **3**.

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

## How to facilitate a private Three Way Call

→ dial tone Press **2** - you can't do this once you start an open call.

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

## Charges

Whoever makes the call is charged for it as appropriate. If you make both calls in a three way call, you will be charged for both. But if someone else makes the first call, you will only be charged for the second one.

## 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.

# Quick reference

## Call Return

To find out the last number **1 4 7 1**

To return the last call  
**3** immediately after hearing announcement

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## Ring Back When Free

To set up when line

Engaged dial **5**

To cancel **# 3 7 #**

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## Call Waiting

To switch between calls **RECALL**

To end one call

**Put the phone down**

When it rings, you can speak to the other caller

If you don't want to answer the waiting call

**Do nothing**

The beeps will stop after 30 seconds

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## Call Diversion

To divert all calls

**\* 2 1 \*** number diverting to **#**

## Reminder Call

To switch on **\* 5 5 \*** time of call **#**

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## Three Way Call

To start an open Three Way Call, press **RECALL**  
wait for dial tone press **3**

To end an open Three Way Call press **RECALL**  
wait for dial tone press **5**

To start a private Three Way Call wait for dial tone  
press **2**

To end call you are making press **RECALL**, wait  
for dial tone, press **1**

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## Withhold Number

To withhold your number

**1 4 1** phone number you want









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