



a guide to star services

manx telecom

welcome to star services

Adding an extra dimension to your phone.

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
- that makes musical notes when you dial

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.

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 Strand Street, Douglas.

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.

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**).

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 18 digits long	if the caller releases their number	
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's number is unavailable on a non-compatible exchange	for some calls from outside the UK
show the number is international	if the international caller has released their number	

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 caller's 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 call cannot be returned as there is no record of the last number which called you.'

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 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, hang up, then dial * 6 6 * listen to announcement, replace receiver and wait.

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 30 minutes after being set up
- your phone will ring you back for 20 seconds only (to avoid inconvenience if you're not available)
- you can activate up to 10 ring back requests at any one time
- 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

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

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

There is no need to cancel an old diversion before you switch on a diversion to a different number. 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.

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:

Please dial the remote activation service 01624 604000.

You will hear the announcement:

'Please enter your own telephone number followed by hash'.

(your number should be entered as 01624 XXXXXX).

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

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

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

'Please enter the access codes for the call forwarding services you wish to configure'.

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 # (wait for the announcement, then enter your PIN code, followed by #)

Call Barring for incoming calls

To switch on * 2 6 1 #

To check * # 2 6 1 #

To cancel # 2 6 1 #

Option numbers for Call Barring

- All Calls**
Bars – almost all calls.
Allows – 999 and 624 624 (MT helpdesk).
- UK Calls and International Calls**
Bars – calls to UK fixed line numbers, UK mobiles and International numbers.
Allows – local fixed and mobile calls, 999 and operator calls and international calls.
- International Calls**
Bars – calls to International fixed and mobile numbers.
Allows – all other calls, including calls via the international operator (155).
- Operator & Directory Calls**
Bars – calls to 118xxx directory assistance and operator calls.
Allows – all other calls.
- Premium Rate Calls**
Bars – calls to premium rate numbers (09xx).
Allows – all other calls.

Charges

There is a monthly charge for the Call Barring facility.

Please note

Separate outgoing call barring options have to be applied individually. For example, to bar outgoing calls to International Numbers and Premium Rate Numbers, use option 3, then redial and use option 5 i.e. * 3 4 3 # followed by * 3 4 5 #

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 (24hr clock) #

To check * # 5 5 #

To cancel # 5 5 # time (24hr clock) #

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 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 * wait for announcement then enter phone number #

To dial a stored number

* * code

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.

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.

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 This is a subscription service. If you would like this service please call 624 624

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.

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