Star Services

About

There are two packs for star services, Pack A, and Pack B. The following features are available:

- Call Return
- Ring Back When Free
- Call Waiting
- Call Diversion
- Three Way Calling

Pack A includes all of the above services. Pack B includes all of the above, plus Call Barring. This allows for a PIN code to be set so that outgoing calls can be barred. If you are receiving harassment calls, we advise you contact the police, or if you wish to reduce the number of sales calls you receive, we advise signing up to the Telephone Preference Service at http://www.tpsonline.org.uk/

Pricing

Star Services A is £1 per month on top of your normal rental.
Star Services B is £2 per month on top of your normal rental.

Call Return

To find out the number of the last caller, dial *1471*
You will hear an automated message with the time and date of the most recent call received. If the call received is not withheld, you can return the call by pressing *3*.

Ring Back When Free

If you call a number and it is engaged, hang up, then, pick the receiver up and dial *6 6 **
Listen to the recorded number and then hang up. When the caller becomes free, your phone will ring; answer the call as usual and the call will start dialling automatically.

Please note, this only works with local landlines and some UK destinations. If the caller does not become free within 30 minutes, the call return will be cancelled.

Call Waiting

Call waiting allows you to receive calls whilst you are on a call to somebody else, it will put the caller on hold until you answer. You will hear a beep when somebody is trying to call. If you would like to take the call, press the *Recall* button on your handset and it will switch the call and put the current call on hold; to switch back, press the *Recall* button on your handset.
If you do not wish to take the second call, do nothing.

To switch on Call Waiting, dial *4 3 #*
To switch off Call Waiting, dial *# 4 3 #*

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<u>Call Divert</u>

Call Divert allows you to divert your calls to another number, this is especially useful for diverting calls to your mobile.

Setting up Call Divert:

To divert all calls:
To switch on, dial *** 2 1 * number diverting to #**
To check, dial *** # 2 1 #**
To cancel, dial **# 2 1 #**

To divert calls if they aren't answered:
To switch on, dial *** 6 1 * number diverting to #**
To check, dial *** # 6 1 #**
To cancel, dial **# 6 1 #**

To divert calls when your phone is engaged:
To switch on, dial *** 6 7 * number diverting to #**
To check, dial *** # 6 7 #**
To cancel, dial **# 6 7 #**

Please be aware that your landline will be billed for the call so if you do not have inclusive calls to mobiles or landlines, you will see charges on your bill.

<u>Voicemail</u>

Voicemail is a free service and will allow people to leave a message like an answer machine.

Setting up Voicemail:
We advise having voicemail set up when you do not answer the phone, or if your line is engaged.

Voicemail when no answer:
To switch on, dial *** 6 1 * 171 #**
To check, dial *** # 6 1 #**
To cancel, dial **# 6 1 #**

Voicemail when engaged:
To switch on, dial *** 6 7 * 171 #**
To check, dial *** # 6 7 #**
To cancel, dial **# 6 7 #**

To retrieve your voicemail, dial **171**

Please be aware, you will need to dial 171 to set up the voicemail service, you will hear a recorded message asking you to set a 4 digit security pin and also set up a greeting.

<u>Three Way Calling</u>

Three Way Calling allows you to talk to people on two different phone numbers at the same time.
We advise that you 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
Whilst you are on the 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.

Please be aware that your landline will be billed for the call so if you do not have inclusive calls to mobiles or landlines, you will see charges on your bill. If you are on a three way call, you can hang up and the call will continue with the other parties.