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DISCLAIMER

Please note that all information provided in this User Guide is correct as at date of production.

For more information, please check the latest online updates and terms and conditions at our website at www.starhub.com/voice

Value-Added Services Guide

Digital Voice Home comes with a full range of Value-Added Services to serve your telephony needs. The following section describes what they are and how to operate them. If you need further assistance, please call our Customer Care at 1633.

Please note that some of Digital Voice Home's Value-Added Services may work differently from those of other service operators.

Value Bundle

Value Bundle consists of the following four popular features:

- Caller Number Display
- Call Divert Plus
- Call Waiting
- Voicemail

To get details on these features, please refer to the individual feature description.

Exclusive IDD Discounts

CALL IDD 018:

There are currently three plans for discounted IDD 018 calls to the following countries - China, Hong Kong or USA (including Alaska and Hawaii):

- (a) Call IDD 018 China
- (b) Call IDD 018 Hong Kong
- (c) Call IDD 018 USA (Including Alaska & Hawaii)

Once activated for any of the above three plans you have subscribed, you may call the specified country in the usual manner as follows. No extra step is required.

081 > Country Code > Area Code (if any) > Telephone Number

For each country you have chosen, you will enjoy a certain amount of free IDD 018 minutes. For example, if you frequently call Hong Kong, sign up for Call IDD 018 Hong Kong and enjoy up to 200 minutes worth of extra talktime.

Plan	Monthly Subscription	Worth of Free IDD 018 Talktime
Call IDD 018 China	\$8	\$18 worth of FREE IDD 018 talktime
Call IDD 018 Hong Kong	\$8	\$28 worth of FREE IDD 018 talktime
Call IDD 018 USA (Including Alaska & Hawaii)	\$5	\$8 worth of FREE IDD 018 talktime

To apply for this Value-Added Service, please call our Customer Care at 1633. Once activated, this service cannot be turned off. To de-activate this service, you will need to call our Customer Care at 1633 to terminate it.

Privacy

CALLER NUMBER DISPLAY:

The phone number of an incoming caller is displayed on your phone (which must have caller ID display) or external caller ID display unit.

To activate → dial: *65#

To de-activate → dial: #65#

Note:

- (1) The Caller Number Display is activated by default.
- (2) If you wish to turn off Caller Number Display, you may deactivate the service.

CALLER NUMBER NON-DISPLAY:

The person you are calling will not be able to see your phone number when you call them.

To apply for this Value-Added Service, please call our Customer Care at 1633. Once activated, this service cannot be turned off. To de-activate this service, you will need to call our Customer Care at 1633 to terminate it.

Note: When you subscribe to this service, you may not be able to gain access to certain services that require a Caller ID to be presented.

PRIVATE NUMBER LISTING :

Your telephone number will not be listed in the Residential Telephone Directory and our Operator Assistance service will not disclose your telephone number to any requestor.

To apply for this Value-Added Service, please call our Customer Care at 1633. Once activated, this service cannot be turned off. To de-activate this service, you will need to call our Customer Care at 1633 to terminate it.

PRE-DEFINED INCOMING CALL:

You can restrict incoming calls to your Digital Voice Home line so that only authorised callers can reach you (maximum of 7 authorised telephone numbers at any one time).

To apply for this Value-Added Service, call our Customer Care at 1633 and inform them which telephone numbers you wish to reach you. Once activated, this service cannot be turned off. To de-activate the service, you will need to call our Customer Care at 1633.

Note:

- (1) User must specify at least one number at point of order.
- (2) The 7 authorised numbers must be local fixed or mobile numbers, not international numbers.

Call Control

CALL DIVERT PLUS:

Call Divert Plus combines the functions of both Call Divert and Follow-Me Call Divert.

1) CALL DIVERT:

Your incoming calls can be diverted to another fixed or mobile number of your choice (can be local or international numbers).

To activate → dial: ***68*** (the number to divert to) **#**

To de-activate → dial: **#68#**

If you have subscribed to Voicemail, you can divert your calls to your Voicemail.

To activate → dial: ***68*** (1302) **#**

To de-activate → dial: **#68#**

2) FOLLOW-ME CALL DIVERT:

You can change your call diverts from wherever you are using another fixed or mobile telephone line.

To activate → dial: **6822 1310** (Please see Note 6). Follow the instructions given in the voice prompts by keying in:

- Facility procedure code: ***44***
- Password: **1234** (or new password if you have changed the default password)
- Star Key: *****
- Own number: Your own Digital Voice Home number
- Star key: *****
- Third party number: The number you want to divert to
- Hex key: **#**

Alternatively, you can interrupt the voice prompts at anytime and simply dial: **68221310** (Please see Note 6) ***44*(password)*(your Digital Voice Home number)*(the number you want to divert to)#**

To de-activate → dial: **6822 1310** (Please see Note 6) **#44*(password)*(your Digital Voice Home number)#**

Changing your password

You can change your four-digit password anytime on your Digital Voice Home line.

To activate → dial: ***03*(old password)*(new password)*(new password)#**

Note:

- (1) You will hear a confirmation announcement after you activate/de-activate this service.
- (2) After you activate this service, you will hear an intermittent dial tone when you lift the handset. This special tone serves to remind you that you have an active call divert and you can still make outgoing calls and receive incoming calls (diverted to the new number).
- (3) If the telephone number you diverted to also has an active call divert, the person who calls your Digital Voice Home line will hear an engaged tone.
- (4) If you have subscribed to Call Barring, you must activate Call Divert before activating Call Barring.
- (5) For diverted calls, the caller ID of the calling party will be displayed. The caller ID of the Digital Voice Home line will not be displayed.
- (6) Due to network diversity, if you are unable to activate/deactivate this service via 6822 1310, please dial 6720 1310 or 6820 1310 and follow the rest of the procedure for activation. You may want to note down the numbers for future Call Divert activation/deactivation.
- (7) If you forget your password, you can call our Customer Care at 1633 or (+65) 6820 1633 when you are calling from overseas to reset your password to the default password (1234).

CALL WAITING:

When you are engaged on a call and someone calls you, you will hear an intermittent tone indication.

To activate → dial: **flash 2** to put the first caller on hold and talk to the second caller.

You can alternate between the 2 callers by pressing **flash 2**.

If the first caller terminates the call while you are on the line with the second caller, you need to return to the first line to end the call by pressing **flash 2**, followed by **flash 2** again to return to the second caller. If you do not terminate the first line, the next caller will hear an engaged tone.

Call Waiting can be turned on and off. For example, you can turn it off before you make an important call so that you will not be interrupted in the midst of your conversation.

To activate → dial: ***43#**

To de-activate → dial: **#43#**

Note:

- (1) You will hear a confirmation announcement after you activate/de-activate this service.
- (2) After you have de-activated this service, you need to activate it again.
- (3) You cannot de-activate this service in the midst of a call.
- (4) The flash key is usually a dedicated key available on most telephone sets. It can be simulated by pressing the telephone hook briefly. We recommend that the dedicated flash key should be used whenever possible for trouble-free operation.
- (5) If you have also subscribed to both Call Waiting and Voicemail and your line is engaged, the Call Waiting feature will be activated first. If you do not initiate the Call Waiting function after 20 seconds, your call will be transferred to your Voicemail.

MULTI-PARTY CALL:

You can hold a conversation with up to 5 other people on different lines at the same time.

To begin the conference → dial: ***71*(party A's number)** and after party A answers, press **flash (party B's number)** and after party B answers, press **flash** to add party B to the conference. Repeat to add more conference parties. Please end with a **flash** key.

To begin the conference while on a call with party A → During a call with party A, dial: **flash *71*(party B's number)** and after party B answers, press **flash** to add party B to the conference. Repeat to add more conference parties. Please end with a **flash** key.

Note: The Digital Voice Home user who initiated the conference call must remain in the Digital conference call. Otherwise all calls will be terminated.

CALL TRANSFER PLUS:

Call Transfer Plus combines the functions of both Call Transfer and Three Party Call.

1) CALL TRANSFER:

While on a call with party A, you can transfer the call to party B.

To activate → dial: **flash (party B's number)**. Wait for party B to answer the call before you disconnect your phone. After that, parties A and B will be connected.

Note:

- (1) The number you transfer to must be a local fixed or mobile number (not international number).

2) THREE PARTY CALL:

You can talk to two other persons on different lines at the same time.

To begin the conference → dial **(party A's number)**, and after party A answers the call, call party B by pressing **flash** and **(party B's number)**.

After party B answers the call, press **flash 3** to activate a three party conference

To switch between the two calls → press **flash 2**

To begin the conference while on a call with party A → While on a call with party A, call party B by pressing **flash** and **(party B's number)**. When party B picks up the call, dial **flash 3** to activate a three party conference.

Note:

- (1) The Digital Voice Home user who initiated the Three Party Call must remain in the conference call. Otherwise all calls will be terminated.

AUTO RING BACK:

If the person you are calling is busy, you can use this service to call them back automatically as soon as their line is free.

To activate → dial: **flash 5**. You can put down the handset after you hear the confirmation announcement.

Note:

- (1) When activated, the system will attempt to call the other party once every minute for a duration of 45 minutes. Within this duration of 45 minutes, you are able to make other calls. However, the 'Auto Ring Back' service will be suspended temporarily as long as you are on the other call. If the other calls are terminated within the 45 minutes duration, the 'Auto Ring Back' service will resume.
- (2) You can only initiate another 'Auto Ring Back' after the 45 minutes duration of the first activation has lapsed.

Call Barring

OUTGOING CALL BARRING:

You can control the type of calls made from your line.

To activate → dial: *34*(password)*(category number) #

To de-activate → dial: #34*(password)*(category number) #

To de-activate all Barring Category → dial: #34*(password) #

Category numbers

1. Bar all International calls, calls to Malaysia & Indonesia (STD calls) and International Operator Assisted calls (Bar all StarHub, SingTel, M1 and 15XX IDD access codes)
2. Bar all International calls and International Operator Assisted calls
3. Bar SingTel International calls, M1 International calls (002 & 021), SingTel calls to Malaysia & Indonesia and SingTel International Operator Assisted calls
4. Bar Domestic 1900 calls & International 900 services
5. Bar all calls except emergency numbers

Note:

- (1) You will hear a confirmation announcement after you activate/de-activate this service.
- (2) With the service activated, you will hear an intermittent dial tone when you lift the handset. This special tone serves to remind you that you have an active call barring and you can still make outgoing calls not affected by the barring and receive incoming calls.
- (3) Default password is 1234.
- (4) You can continue to add call barring categories but the category with the widest scope will be the active barring category. E.g. if you have activated barring category number 2 (bar all IDD and OA calls except STD calls) and then activate category number 1 (bar all IDD and OA calls) without de-activating category 2, then category 1 will prevail over category 2 and you cannot make STD calls.

INCOMING CALL BARRING:

This service blocks all incoming calls (except operator test calls) so that you will not be interrupted by incoming calls.

To activate → dial: *35*(password)#

To de-activate → dial: #35*(password)#

Note:

- (1) You will hear a confirmation announcement after you activate/de-activate this service.
- (2) With the service activated, you will hear an intermittent dial tone when you lift the handset. This special tone serves to remind you that you have an active incoming call barring and you can still make outgoing calls. A person who calls your Digital Voice Home line would hear an error dial tone.
- (3) Default password is 1234.

Changing your password

You can change your four-digit password anytime on your Digital Voice Home line.

To activate → dial: *03*(old password)*(new password)*(new password)#

Note: If you forget your password, you can call our Customer Care at 1633 or (+65) 6820 1633 when you are calling from overseas to reset your password to the default password (1234).

Voicemail

DIVERSION TO VOICEMAIL

Your calls will be diverted to your Voicemail when :

- Your Digital Voice Home line is engaged
- You do not answer the call

Note: Your calls will not be diverted to your Voicemail if the VeCM is not powered on, unless you have activated Call Divert previously to direct your calls to Voicemail.

MESSAGE WAITING INDICATION

If there is a new message in your Voicemail, you will hear a “stutter” dial tone instead of a normal dial tone when you lift the handset. On certain telephone sets, you may also get a blinking light display if it has a “Message Waiting Indicator” feature.

MESSAGE RETRIEVAL

Retrieving Messages Using Digital Voice Home Line:

Message Retrieval → dial: **1303** and enter your (Voicemail password)# Press 1 to access the main menu.

Note: Default Voicemail password is 8888. The Voicemail password is different from that of the other Value-Added Services such as Outgoing Call Barring.

Retrieving Messages Using Other Lines:

Message Retrieval → dial: **1303** or **(+65) 9850 1303** when calling from overseas and enter your (Digital Voice Home number)#(Voicemail password)#. Press 1 to access main menu. You can also access your Voicemail from a StarHub Mobile line or another operator’s fixed and mobile line.

Note: Default password is 8888

OTHER VOICEMAIL FUNCTIONS

Leaving messages in voice mailboxes of other StarHub Digital Voice Home and StarHub Mobile users → Dial **1302** or **(+65) 9850 1302** when calling from overseas and enter (the other party’s Digital Voice Home or mobile number)#. You will hear the default or personalised greeting “You have reached mailbox number xxxx xxxx. Please leave your message after the tone”. (Or the personalised greeting if there is one). Leave your message after the tone.

Personalising your Own Greeting → Dial **1303** or **(+65) 9850 1303** when you are calling from overseas, and enter (your Voicemail password)#

Press **2** to access your greetings menu

To record your greeting, press **2** followed by **3**

To play your greeting, press **2** followed by **1**

CHANGING YOUR VOICEMAIL PASSWORD

Voicemail Password:

Digital Voice Home Voicemail is protected by a password (this password is different from that of your other Value-Added Services). The default password is **8888**. To change your Voicemail password :

- Dial **1303** and log into your mailbox
- Press **8** to access your Personal Options menu
- Press **2** to access your Password Options
- Press **3** to modify your password (4 to 7 digit number)
- Press **#** to confirm the new password

If you have forgotten your password, please call our Customer Care at **1633** or **(+65) 6820 1633** when you are calling from overseas to reset your password to the default password (8888).

Note: If you are also a StarHub Mobile customer, please note that your Digital Voice Home voice mailbox is a separate mailbox from that of your mobile voice mailbox.

If you subscribe to both Call Waiting and Voicemail and your line is engaged, the Call Waiting feature will be activated first. If you do not initiate the Call Waiting function after about 20 seconds, your call will be transferred to your Voicemail.