

# EnterpriseVoice

## User Guide

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## (A) Introduction

Thank you for choosing EnterpriseVoice service, the next generation of info-communication services brought to you by StarHub. EnterpriseVoice service offers you a range of features that enhance the way your business communicates.

This guide will explain how to get the best out of your EnterpriseVoice service.

## (B) EnterpriseVoice

The EnterpriseVoice comes in two packages, EnterpriseVoice Value and EnterpriseVoice Premium, both of which offer you:

- Local calls to fixed and mobile telephone lines (StarHub and other operators)
- IDD calls (StarHub and other operators)
- Directory Enquiry and Operator Assistance services (100)
- Local (1800) toll-free services
- Local (1900) premium services
- International Calling Card (Application and Enquiries)
- StarHub Customer Service, billing and fault reporting numbers
- Emergency numbers (995 and 999)

EnterpriseVoice Value package offers the following features:

- Call Transfer
- Call Waiting
- Call Hold
- Call Forward
- Caller Number Display
  
- 3-way Conferencing
  - Music on Hold / Suspension
- Voicemail
- Free local calls\*

\* promotion till 31 December 2009

EnterpriseVoice Premium package offers the following features:

- Call Transfer
- Call Waiting
- Call Hold
- Call Forward
- Caller Number Display
- Caller Number Non-Display
- 3-way Conferencing
  - Music on Hold / Suspension
- Anonymous Call Reject
- Call Pickup

- Call Park
- Call Hunting
- User Portal and Office Administrator Portal
- Smart call forwarding
- Voicemail
- Free local calls\*

\* promotion till 31 December 2009

Note: If your EnterpriseVoice Service comes with an IAD (integrated access device), please refer to the Appendix section of this guide for information on how to install the device.

## (C) EnterpriseVoice Features

### (For EV Value and EV Premium packages)

#### 1) Making Calls

You can make calls to any Singapore-registered number by dialing an 8-digit number. However, when making calls to 4-digit or 3-digit numbers like 1303, 100, etc. you need to dial 9 in front of these numbers e.g. 9-1303, 9-100.

#### 2) Putting a Caller on Hold

Press the FLASH button or the Hook Flash of your phone. To return to the current call, press the FLASH button again.

#### 3) Transferring Calls

##### i) Attended Transfer

1. Press FLASH (Hook Flash) during an active call.
2. The first call goes on hold and there will be a dial tone. Dial the second phone number.
3. When the second person answers, you can have a private conversation without the first person hearing it.
4. To connect the call to the second person, hang up the phone.

##### ii) Unattended Transfer

- iii) Press FLASH (Hook Flash) during an active call.
- iv) The first call is placed on hold. There will be a dial tone. Dial the second telephone number.
- v) When the phone rings, hang up.

#### 4) Three Way Conference Calling

1. Press FLASH (Hook Flash) during an active call.
2. The first call is placed on hold. There will be a dial tone. Dial the phone number to conference in.
3. Press FLASH (Hook Flash) again. The conference call will now include all parties.
4. Hanging up disconnects all parties.

## 5) Call Forwarding

Press \*72 to activate call forwarding feature. This feature lets you forward all incoming calls to another number. Press \*72<number>#, where <number> is the internal or external number to which you want all calls are forwarded. (You can forward a call to a foreign number by adding the IDD prefix e.g. 018+country code+regional code+foreign number.) Press \*73 to turn off the call forwarding feature.

## 6) Call Forwarding Busy

Press \*62 to activate the call forwarding busy feature that lets you forward all incoming calls to a specified number when your desk phone is busy. Press \*62<number>#, where <number> is the internal or external number to which you want the calls forwarded. Press \*63 to turn off the call forwarding busy feature.

## 7) Making IDD calls

For international calls, dial IDD 008 for premium quality and clear international connections.  
Dial : 008> Country Code> Area Code> Telephone No.

To enjoy smart savings, dial IDD 018 to maximise talktime.  
Dial: 018> Country Code> Area Code> Telephone No.

## 8) Checking for Voice Mail Messages

### 1. Message Retrieval

Dial 9-1303, enter your (Voicemail password) follow by the # button. Press 1 to access main menu.

Note: Default Voicemail password is 8888.

You can also access your Voicemail from a StarHub mobile line or another operator's fixed and mobile line by

Dialing 9-1303 (or +65 98501303 if you are overseas) and enter your (phone number)#(Voicemail password)#. Press 1 to access main menu.

#### Notes:

- Default password is 8888. Please change your default password for better security.
- This service does not support Message Waiting Indicator that can alert you when you have message/s in your mailbox.

### 2. Other Voicemail Functions

Leaving messages in voice mailboxes of other StarHub EnterpriseVoice and StarHub mobile users:

Dial 9-1303 (or +65 98501303 if you are overseas) and enter (the other party's EnterpriseVoice or mobile number)#. You will hear the default or personalised greeting "You have reached mailbox number <EnterpriseVoice or mobile number>. Please leave your message after the tone". Leave your message after the tone.

Personalising your own greetings:

Dial 9-1303 (or +65 98501303 if you are 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

### 3. Changing Your Voicemail Password

**Voicemail Password:** EnterpriseVoice's voicemail is secured by a password. The default password is 8888. To change your voicemail password:

- Dial 9-1303 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 digits number)
- Press # to confirm the new password

If you have forget your password, please call Service Support Helpdesk at 1800 823 3333 or +65 68233333 if you are overseas to reset your password to the default password (8888)

## (D) Phone and Portal Quick Reference (For Enterprise Premium Package only)

EnterpriseVoice Premium package offers you access to a user-friendly browser to access directory services, call logs, personalise call treatments (such as smart call forwarding) and customise phone features from any web connection.

### 1. Logging into the Portal

To log into the portal:

- i) Open a Web browser on your computer.
- ii) Enter the URL for your Portal: <http://voipuser.starhub.com>
- iii) Enter your portal user name and password provided by your office administrator.

Tenant : leave blank  
Username : 6493xxxx  
Password : \*\*\*\*\*

- iv) Click the Remember Me check box to keep your password for the next time, then click Login.

### 2. Changing Your Personal Profile

Your protected Profile contains your phone numbers making it easier to use certain phone features. Password change and feature activation are also part of the profile.

To change your profile or password using the portal:

- i) From the portal, view your My Profile panel.
- ii) Enter your address and phone number information in the Phone Numbers tab. For each phone number, select the number of seconds you want that number to ring when it is part of a call forwarding treatment.
- iii) Check the Publish box to share your contact information with others in your company.
- iv) Change/update your login password in the Password Info tab. (Please do not change the SIP password and PIN/Auth Code.)
- v) Change your timezone, language, or other information in the Personal Info tab.
- vi) View the features that are enabled for you in the Features tab.
- vii) Click Save to save changes.

### 3. Understanding Your Phone Buttons

Many different types of telephones can be used with the enhanced phone services. However, all of the supported phones have a few things in common. They all have a dial pad for entering numbers. Most have one or more fixed feature buttons, such as a hold button or a directory button. Most have a display and one or more soft keys that execute features listed on the display. The soft keys allow you to access commonly used features such as transfer, conference, cancel, join, redial, Voicemail and reach me settings. These features vary from phone to phone.

The following sections describe, in general, how to use all of the features on a variety of different phones.

### 4. Making Calls

To make a call; using different types of phone:

- i) Lift the handset and dial the number.
- ii) Press the Speaker button, then dial the number.
- iii) If they are pre-programmed, you can press any of the speed dial buttons on the phone.
- iv) View the call logs or favorites on your display and press the number of the person you want to call.
- v) Press the directories button to view the call logs, then press the number of the person you want to call.

To make a call from the portal:

- View the contacts list, speed dial list, call logs or Voicemail list and click the phone number of any caller or contact, or
- drag a contact from the phone book, call logs or Voicemail list to the Call icon and click Call, or
- click the Call icon and enter a phone number in the To: field, then click Call.

### 5. Putting a Caller on Hold

To put a caller on hold; using different types of phone:

- press the Hold softkey to put a caller on hold. To pick up a call on hold, press the line key for that call, or
- press the Hold button, if available, to put a caller on hold. To pick up a call on hold, press the line key or the Hold button, or
- press flash-hook or the Flash button. To return to the current call, press flash-hook or the Flash button again.

### 6. Transferring Calls

To transfer a call; using different types of phone:

- while on a call, press the TRNS softkey. Dial the number you want to transfer the caller to. You can either hang up (blind or unsupervised) or announce the call by waiting until the party answers (supervised or consultative transfer), then hang up to connect the call, or
- while on a call, press the Cnf/Trn button. Dial the number you want to transfer the caller to. Wait until the other party answers and then hang up to complete the transfer. To cancel the transfer, press CNCL, or
- on an analog telephone, flash-hook or press the Flash button during a call. After the initial flash-hook, dial the transfer number. Either hang up or announce the call, then flash-hook again to connect the call.

## 7. Conferencing

To initiate a conference from the phone or portal:

- while on a live call, press the softkey below the Conf button. Dial the number you want to conference with. After the party answers, press the softkey below JOIN to connect all parties. Press CNCL to return to the original caller at any time, or
- while on an active call, press the Conf button. Dial the number you want to conference with. After the party answers, press the Conf button again to connect the party to the conference, or
- on an analog telephone, flash-hook during a call. After the initial flash-hook, dial the number you want to conference with and flash-hook again to bring the first party on the line. At any time you can press flash-hook again and return to the original caller, or
- from the portal, click the Conference icon. Add participants to the conference list by dragging contacts from your phone book or call logs, or by entering a person's phone number. Click Start Conference to initiate the conference call. Monitor the dialing status of parties from the conference list.

## 8. Using the Do Not Disturb Feature

The Do Not Disturb feature sends all of your calls to your Voicemail, either before or as the call is ringing.

To activate Do Not Disturb feature:

- i) Press the softkey below DND to send all of your calls to Voicemail. Press the DND softkey again to turn Do Not Disturb off. While set, all calls go to Voicemail, which is indicated on your display.
- ii) While your phone is ringing, press the Do Not Disturb feature button. This sends all calls to your Voicemail until you press the button again.
- iii) When Do Not Disturb is active, the light next to the Do Not Disturb button is lit or an icon appears in the phone display.
- iv) For any telephone, you can send all calls to Voicemail from your web-based portal.
- vi) On analog phones, press \*78 (the Do Not Disturb code) while the telephone is off-hook. Deactivate the Do Not Disturb feature by pressing \*79 (the deactivate

Do Not Disturb code) while the telephone is off-hook.

## 9. Checking for Voicemail

When you have one or more Voicemail, the portal displays a banner indicating the number of new voice messages.

To access your Voicemail; using different types of phone:

- i) Press the softkey below Vmail to access your Voicemail. Once you are connected, enter your password and follow the spoken instructions.
- ii) Press the Msg or Voicemail button to access your Voicemail. Enter your password to check your messages.
- iii) Press the speed dial feature button, if you have one assigned, to access your Voicemail system. Enter your Voicemail box number, then your password.
- iv) On an analog telephone, dial your Voicemail access number (1303), then enter your mailbox number (i.e. your 8-digit phone number, if necessary) and password (default password is 8888).
- v) From the portal to view your messages in the Voicemail list, click on the New messages icon to listen to a message on your PC. To place a call to the caller, click the caller's phone number.

## 10. Viewing, Tracking, and Placing Calls Using the Call Logs

You can view and make calls from your missed, incoming, and outgoing call logs using the portal or phone display. The logs display the last ten calls placed to or from your phone. The feature uses Caller ID to show the date and time of the call and the caller's name if the calling number is in your contacts list.

To view, track, and make calls from the portal, go to the call logs panel:

- Click the caller's phone number, or drag the call log entry to the Call icon. The click-to-call panel opens with the contact's primary phone number in the To: field. If you do not want to call the contact at his primary number, select a different phone number for the contact from the drop-down list.
- Click Call in the confirmation window. Pick up the phone to connect, or stay in speaker mode.
- To view, track, and make calls from your logs on your phone:
- Before picking up the phone, press the Call or MENU softkey or press the Menu button. Scroll through the menus and use the softkeys, or the navigation keys to select the log you want to view.
- To call a someone from the logs, press the number on your dial pad that corresponds to the caller.

## 11. One Touch Dialing and Feature Access

Instantly call another party by touching a single button on your phone. You can label your phone buttons while programming them.

To add a contact or a feature to a programmable feature button using the My Phone panel:

- i) Click an unassigned entry from the button list.
- ii) Click Assign a feature and select a feature, or click Assign a Phone Number and enter a phone number and descriptive label.
- iii) Click Save to save changes.

## 12. Assigning Speed Dial Numbers

To assign speed dial numbers to your contacts.

- From your phone, press \*74 <speed dial number>\* <phone number>, where <speed dial number> must be a 2-digit number between 01 and 20, and <phone number> is the phone number you want to assign to the speed dial number. For example, to assign the phone number 64931028 to speed dial 5, you would press the key sequence \*7405\*64931028. After you have assigned the number to the speed dial, you only need to dial \*5 to call 64931028.
- From the portal, do one of the following:
  - i) From the phone book, drag a contact from the Personal or Corporate contact list to the Speed Dials tab label. When the speed dial list appears, place the contact in an unassigned speed dial location. You can also retrieve the contact's details, select a Speed Dial number from the drop-down list, and click Save Changes.
  - ii) Use the My Phone panel to assign a speed dial to a programmable button, as described in 11. One Touch Dialing and Feature Access.

To unassign speed dials from your contacts:

- From the phone, press \*75 followed by the 2-digit speed dial number.
- From your portal, do one of the following:
  - i) From the phone book, click the speed dial entry's Delete icon in your Speed Dial list. You can also retrieve the contact's details, set his Speed Dial number to None, and click Save Changes.
  - ii) Use the My Phone panel to remove a speed dial assignment from a phone button.

## 13. Using Email to Respond to a Call

To send an email to a caller from your phone book or call logs:

- i) Click the email icon next to the callers name. The email icon appears if the caller's work email

is stored in your phone book. Your default email tool opens with your contact's email in the To: field, if the email is in the phone book.

ii) Compose your email and click the Send button.

## 14. Using the Contacts Directory (Phone Book)

The contacts directory stores phone numbers for all employees, company contacts and personal contacts. You can view and call any employees or contacts listed in your contacts directory from the portal or phone display. Contacts can be added from the call logs or directly using the phone book. Contact information lets you click to dial, click to email, set a speed dial code, set a speed dial button on your phone, and add the contact to a ComCierge group.

Use your Phone Book features, as follows:

- To view contacts, go to the Phone Book panel and click the personal tab to view personal contacts, or the corporate tab for employee and company contacts.
- To find a contact using a basic search, enter the beginning letters of the persons first name, last name, alternate first name, or alternate last name. To search by phone number, enter numbers that represent the whole phone number, or part of the phone number. Click Search. Click Advanced to use the advanced search. Enter search criteria for one or more contact attributes and click Search. Contact entries must meet all advanced search entries to be a match. The number of search results display in the personal and corporate tab labels and the contacts are displayed in the lists.
- To view your entire contacts list, click Display all personal contacts from the personal contacts list or Display all corporate contacts from the corporate contacts list.
- Click the phone number of the person you want to call. The click-to-call panel opens with the contact's primary phone number in the To: field. If you do not want to call the contact at his primary number, select a different phone number for the contact from the drop-down list. Click Call in the confirmation window. Pick up the phone to connect, or stay in speaker mode.
- Click the email icon of the person you want to email. Your email client launches with the contact's email in the To: field, if it stored in the contact list. Compose and send your email.
- You can place calls to certain contacts using the display on your phone. You must first assign a speed dial number to the contacts. For instructions on assigning speed dials, see 12. Assigning Speed Dial Numbers. To view your speed dials and place a call using your phone display:
  - i) Before picking up the phone, press the softkey below MENU or Favs or press the Menu button (if it is available on your phone). Use the softkeys to scroll through the menu.
  - ii) Select Favorites. Scroll through the list of favorites.
  - iii) To call any number saved in favorites, press the number on your dial pad that corresponds to the person's name or choose the favorite and click Select.

## 15. Adding Contacts to your Contacts List

To add personal contacts using your portal:

Add a new contact.

- i) Click Add New from the personal contacts list.
- ii) Click the (unavailable) name of the caller in the call logs or Voicemail list.
- iii) Drag an entry from the call logs or Voicemail list to your personal contacts tab.
  - Enter the contact information on the General, Phone Numbers, and Addresses panels.
  - In the General panel, assign the contact to a group if you want calls from this contact forwarded using the ComCierge (smart call forwarding) feature. Select a speed dial code for the contact if you want to call them using a speed dial code. The primary number is the number displayed in your contacts list and the number used for click to call.
  - Click Save.

## 16. Forwarding Your Calls to Inside or Outside Numbers

You can receive all of your calls at your desk phone or you can forward your calls to another extension or any outside number. You can also direct your calls to specific numbers depending on the caller, using the ComCierge (smart call forwarding) feature.

- i) To view or change the way your calls are forwarded using your portal, access the Reach Me panel. Select one of the following forwarding options:
  - To route calls to your desk phone, click the Desk phone radio button.
  - To route calls to a different number when you do not answer your desk phone, select a phone number from the If no answer then send calls to: drop-down list. Click Save.
  - To route calls to a different number when are on another call, select a phone number from the If desk phone busy, send calls to: drop-down list. Click Save.
  - To forward calls directly to your voice mailbox, click the All calls to: radio button, select the Voicemail icon, and click Save.
  - To forward calls to another number, click the All calls to: radio button and select a number from the drop-down list.
  - To forward the call to Voicemail when you do not answer the selected number, check the Send to Voicemail if no answer check box. Click Save.
  - To forward calls using ComCierge (smart call forwarding), see Using ComCierge.
  - To forward calls using pre-scheduled call treatments, see Using ComSchedule.
- ii) To view or change the way your calls are forwarded using your phone display:
  - Before picking up the phone, press the softkey MENU (if it is available) or the ReachMe button. Use the Scroll button to scroll through the main menu.
  - Select Reach me. Select Curr setting to view your setting, or select Chng setting to forward your calls to another destination. Select one of the available preset options, or select Others, and enter the full 10-digit phone number you want to forward your calls to.
- iii) To change the way your calls are forwarded using your analog phone, use feature

codes to enable or disable call forwarding if busy, call forwarding no answer, and call forwarding unconditional. See Using Feature \* Codes for a list of feature codes.

## 17. Using ComCierge (Smart Call Forwarding)

ComCierge (smart call forwarding) allows you to choose those calls you will like to answer. You can either forward all calls to a series of numbers, or you can forward calls to a number sequence that is different based on the caller.

To configure a forwarding sequence for all incoming calls from your portal:

- i) Click the Forwarding sequence menu bar
- ii) Assign or enter values to define the call sequence:
  - Enter a name for the call sequence.
  - Select or enter the phone numbers in the order that you want your calls to be forwarded.
  - Check the Ring simultaneously check box (if available) if you want all numbers to ring at the same time. Otherwise the numbers ring in the order you entered them.
  - To receive missed call email or pager notification, select an entry from the If I'm not found, notify me by: drop-down list.
  - To specify a destination number when you are on your phone and want to override the call treatment, select a number from the If work phone is busy, override this sequence and ring: drop-down list.
- iii) Click Save.

To configure different forwarding sequences that are invoked based on the caller:

- i) Assign personal and company contacts to a call forwarding group (VIPs, Friends, Family) using one of the following:
  - Access the contact's information in your phone book and select a group from the Calling Group drop-down list, or
  - Drag the contact from the phone book to a calling group icon in the Forwarding by group panel, or
  - Drag a contact from the phone book to the refuse list.
- ii) Select a treatment from the Forwarding by group drop-down list and click on the panel bar to open the configuration panel.
- iii) Configure a call sequence for each call forwarding group.
- iv) Click Save.

To activate a configured ComCierge call treatment:

- From the portal, click the Forwarding sequence or Forwarding by Group radio button and select a call treatment from the drop-down list.
- From your phone, login to the voice portal and follow the menu prompts to select a call treatment.

ComCierge does not work if you have set your phone to block certain types of outgoing calls and the ComCierge destination is a blocked number. In this case the call is sent to your desk phone instead. For more information about blocking outgoing calls, see 24. Blocking Outgoing Calls.

## 18. Using ComSchedule

ComSchedule allows you to pre-schedule how your calls will be forwarded for a week at a time. You can pre-schedule call treatments to ring your desk phone, forward your calls to another number, or a call forwarding sequence. When you select Send all calls to: to forward your calls to another number, select or enter a phone number from the drop-down list. When you select Forwarding sequence to forward your calls to a call sequence, select a pre-configured call sequence from the drop-down list.

To configure ComSchedule:

- i) Click the ComSchedule panel bar to access the scheduling panel.
- ii) Click Change to select a default call treatment from the Default setting: drop-down list. The default treatment is invoked when a call is received, ComSchedule is active, and a treatment has not been specified for that time.
- iii) Click Add to pre-schedule a call treatment. When the scheduling window appears, select a call treatment, set its start and end time, and select one or more days of the week. This allows you to schedule a treatment for the same time on every day of the week.
- iv) Click OK to view the call treatment on your calendar.
- v) After you have scheduled your call treatments, you must click Save to save all your scheduled treatments.

To edit or delete scheduled treatments, click on the treatment's slot in the calendar. When the call treatment's window appears, you can select a different call forwarding setting, change the time or day, or delete the treatment.

To view the call treatments scheduled for a particular day, click on the day's name at the top of the calendar.

To activate ComSchedule, click the ComSchedule radio button in the Reach Me panel.

## 19. Parking a Call

The Call Park feature works with the Call Pickup feature to let you pick up calls assigned to a specific extension doing one of the following.

To activate Call Park feature:

- i) If you are using a phone that has softkeys displayed in the phone display:
  - While on a live call, press the softkey using the display below Menu or press Park.
  - Press the softkey below Park, or the number that corresponds to Call Park feature. Your current extension number is the default park destination.
  - Press the softkey below OK to park the call at your extension, or press the softkey below CHANGE, and enter the new park destination followed by a #, then hang up after you hear the confirmation tone. To cancel parking the call, press the CNCL softkey. After 2 minutes, the call will ring back to the original number.
- ii) If you have programmed a phone button to this feature, press the Call Park button, enter the park destination, then hang up. After 2 minutes, the call will ring back to the original called

number, or

iii) From analog phones, press flash-hook, then press \*98 (the call park code) and dial the extension where you want to park the call. Then hang up after you hear the confirmation tone. In all cases, you hear a two-second dial tone for confirmation when the call is successfully parked.

## 20. Picking Up a Parked Call

This feature allows you to pick up calls that were parked at a specific extension. There is no indication that a call is parked at an extension.

To activate pickup a call feature:

i) If you are using a phone that has softkeys displayed in the phone display:

- Before picking up the phone, press the softkey below Pickup, or press the softkey below Menu and then press the number on your dial pad for Call Pickup.

- Press # to pick up a call that is parked at your number, or dial the number where the call is parked, followed by #.

ii) If you have programmed a phone button to this feature, press the Call Pickup feature button, and enter the extension where the call is parked.

iii) From analog phones, pick up a parked call by first going off-hook, then after you hear a dial tone, press \*99 (the call pickup code) and the extension where the call was parked. If the pickup is successful, you are connected to the parked call.

## 21. Picking Up a Call Ringing at Another Extension

There are two ways you can use your phone to pick up a call ringing at another extension:

- For directed call pickup, pick up the handset, press the SPKR button, or press a line key. Dial \*53 and then dial the extension where the call is ringing. You will be connected to the caller, or

- For group call pickup, pick up the handset, press the SPKR button, or press a line key. Dial \*54. You will be connected the last call ringing at an extension in your company. To pick up the call immediately, press \*54#.

## 22. Using ComRio

ComRIO allows you to make calls from anywhere using the portal by clicking the Call button.

To initiate a call from the portal using click-to-call and ComRIO:

i) Drag a contact from the phone book, call log, or Voicemail list to the Call icon or click on a contact's phone number.

The click-to-call panel opens with the contact's primary phone number in the To: field. If you click a number in the phone book, and you do not want to call the contact at his primary phone number, select a different contact phone number from the drop-down list. If the phone number you want to call is not available in your portal, enter the number in the To: field.

ii) Select the phone number you want to call from using the From: drop-down list.

iii) Click Call.

Your telephone rings as the call is initiated and the speaker is active. Stay on the speaker or pick up the handset to take the call.

## 23. Blocking and Unblocking Your Caller ID

If your administrator has enabled Caller ID blocking features in your class of service, it appears in your profile Feature panel in the portal. To activate the Caller ID features, click the checkbox next to the feature:

- Caller ID-Enable Delivery Per Call
- Caller ID-Block Delivery Per Call
- Caller ID-Block Delivery All
- User Controlled CLIR (UCLIR)

Use Caller ID-Block Delivery All or UCLIR to manage your Caller ID:

i) Activate Caller ID-Block Delivery All by checking its checkbox in your portal. Caller ID is blocked for all calls. To unblock Caller ID on a per-call basis, press \*82 from your phone. After hearing a dial tone, dial the outbound phone number.

ii) Deactivate Caller ID-Block Delivery All by unchecking its checkbox in your portal. Caller ID is unblocked for all Calls. To block Caller ID on a per-call basis, press \*67 from your phone. After hearing a dial tone, dial the outbound phone number.

When using UCLIR to manage call blocking use the feature codes, you must activate UCLIR by checking its checkbox in your portal so you can use the UCLIR feature codes.

i) To activate UCLIR, press \*61 from your phone. Caller ID is blocked for all calls. To send your Caller ID on a per-call basis, press \*82. After hearing a dial tone, dial the outbound number.

ii) To deactivate UCLIR, press \*65 from your phone. Caller ID is unblocked for all calls. To block your Caller ID on a per-call basis, press \*67. After hearing a dial tone, dial the outbound number.

## 24. Using Anonymous Call Rejection

Anonymous call rejection allows you to reject incoming calls, where the Caller ID is blocked by the caller.

If your administrator has enabled the anonymous call rejection feature in your class of service, it appears in the Feature panel in your portal. To activate the feature, click the Anonymous Call Rejection checkbox. To deactivate the feature, uncheck the checkbox.

## 25. Using Feature \* Codes

To use the \* codes, lift the handset or press the Speaker button, then enter the \* code you want to use:

Dial	Description
------	-------------

- \*00 Redials the last number called.
- \*01 - \*20 Reserved for personal speed dial numbers.
- \*53 Activates the Directed Call Pickup feature, which lets you retrieve a call that is ringing at another extension by dialing \*53 followed by the extension.
- \*54 Activates the Group Call Pickup feature, which lets you pick up the first of any calls currently ringing at any extension in your call group.
- \*57 Activates the annoyance call trace feature. You can trace an annoying phone call after you hang up by pressing \*57. This feature only works for external calls.
- \*61 Activates caller ID blocking for all outgoing calls. To deactivate caller ID blocking, press \*65.
- \*62 Activates the call forwarding busy feature that lets you forward all incoming calls to a specified number when your desk phone is busy. Press 62<number>#, where <number> is the internal or external number to which you want the calls forwarded.
- \*63 Turns off the call forwarding busy feature.
- \*65 Enables caller ID on all outgoing calls.
- \*67 Blocks your number from being transmitted for the next call only by pressing \*67 before dialing the number.
- \*69 Activates the Call Return feature for the last incoming call, which lets you redial the last incoming call.
- \*70 Turns off Call Waiting on analog phones for the current call only. When activated, a second incoming call is automatically transferred to your voicemail box.
- \*72 Activates the call forwarding feature. This feature lets you forward all incoming calls to another number. Press \*72<number>#, where <number> is the internal or external number to which you want all calls are forwarded.
- \*73 Turns off the call forwarding feature.
- \*74 Assigns a speed dial to a phone number. Assign a personal speed dial by pressing \*74<speed dial>\*<phone number>, where <speed dial> must be a number between 1 and 20, and <phone number> is the number you want to assign to the speed dial.
- \*75 Unassigns a speed dial. Press \*75 followed by the speed dial number.
- \*78 Turns on the Do Not Disturb feature on analog phones only, all calls go to voicemail and the local phone does not ring.
- \*79 Turns off Do Not Disturb on analog phones only.
- \*82 For users with caller ID blocked. Press \*82 before dialing to selectively unblock the caller ID on any outgoing call.
- \*90 Transfers a call directly to a user's voicemail box.
- \*92 Activates the call forwarding no answer feature. This feature lets you forward all incoming calls to a another number when you do not answer your desk phone. Press \*92<number>#, where <number> is the internal or external number to which you want all calls are forwarded.
- \*93 Turns off the call forwarding no answer feature.
- \*98 Parks a call on a specified number.
- \*99 Picks up a call parked on your own number.

## 26. Features and Benefits of Your New Phone

The following is a list of all of the enhanced features available through your EnterpriseVoice service:

## Features and Benefits of Your New Phone

The following is a list of all of the enhanced features available through your phone and the User Portal:

Feature	Description
Malicious call trace	Lets you output information to your service provider about calls from annoying parties.
Anonymous call rejection	Lets you always block calls from people who have caller ID blocked, a busy tone is played.
Ring timers	Lets you specify the length of time you want to have a particular forwarding number ring, this speeds up the call forwarding process.
Call logs	Lets you view logs for missed, incoming, and outgoing calls.
Click-to-call	Lets you call any number displayed in your call lists or contacts lists from the phone display or the portal.
Click-to-conference	Lets you initiate a conference call from your portal.
Speed dialing	Lets you program up to 20 entries from your Portal, or using *74 from your phone.
Contacts list	Lets you add up to 200 personal contacts and put them in groups so you can apply smart call forwarding.
Caller ID	Lets you see the name of the caller if their number is in your contacts list.
Caller ID blocking	Lets you block your caller ID on all outgoing calls by pressing *61.
Caller ID blocking per call	Lets you block your caller ID on outgoing calls on a per call basis by pressing *67 before you enter the phone number you want to call.
Caller ID unblocking	Lets you unblock your caller ID for all calls by pressing *65.
Caller ID unblocking per call	Lets you unblock your caller ID on outgoing calls on a per call basis by pressing *82 before you enter the phone number you want to call.
Call forwarding	Lets you forward all calls to an alternate number, either a business extension, external number, or directly to voicemail.
Call reason display	Lets you know if an internal call is being transferred or forwarded to your phone.
ComCierge (smart call forwarding)	Lets you specify a series of call forwarding locations for all callers or for different groups of callers. Calls from the various groups can be forwarded differently depending on your current selection.
ComSchedule (call forwarding based on time-of day or day-of-week)	Lets you pre-schedule call forwarding treatments for the week based on day and time.
Sequential ringing	Forwarded calls ring your forwarding locations one at a time.
Simultaneous ringing	Forwarded calls ring all your forwarding locations at the same time.
Call transfer	Lets you transfer an active call to another extension using fixed buttons or the softkeys and the phone display.
Call park	Lets you place an active call in a 'hold' state, where it can be retrieved (picked-up) by another user.

Call pickup	Lets you retrieve a call that has been parked at any extension.
Directed call pickup	Lets you retrieve a call that is ringing at another extension by dialing a code and the extension that is ringing.
Group call pickup	Lets you retrieve a call that is ringing at another extension by dialing a code. The last call ringing at your tenant is the call that is picked up.
Three -way calling (ad-hoc conferencing)	Lets you initiate a three party conference call from your phone.
Do not disturb	Lets you send all calls to voicemail by pressing a button on your phone, or from the Portal.
Call waiting	Plays an audible tone to indicate that an incoming call is waiting. You can then put the existing call on hold and accept the other call or you can alternate between the two calls.
Last number redial	Lets you automatically redial the last dialed number by pressing a single button on your telephone.
Last call return	Lets you automatically redial the number of the last incoming call by pressing *69.
Music on hold	Provides incoming callers with a music selection while on hold for any reason, such as call transfer, conference, call hold, or call park.
Remote click-to-call	Lets you access your portal and use the click-to-call feature from any telephone anywhere.
Outgoing call blocking	Lets you block the type of calls that can be made from your phone.

# Appendix

## Using EnterpriseVoice with Integrated Access Device (IAD)

Note: The following sections are only applicable to EnterpriseVoice Service that comes with an IAD box (integrated access device).

### 1) IAD Installation Guide

Some EnterpriseVoice users may be provided with IADs (Integrated Access Devices) access the service. If you are provided with one, you can take it with you anywhere in Singapore and overseas\*. While overseas, you can use it to make a call to your office in Singapore and the call will be treated just like a local call, thus, minimising costly IDD calls.

\* Usage of EnterpriseVoice is subject to conditions imposed by your broadband network service provider so there is no guarantee that the service will always work. As EnterpriseVoice operates over the public Internet, there is no assured quality of service.

#### To use EnterpriseVoice with IAD, you will need:

i) An analogue phone.

Any normal analogue phone (corded or cordless) that supports tone dialling can be used. This includes your existing phone that is attached to your residential fixed line.

Note: Pulse dialling phones are not supported.

ii) An Internet broadband connection with a Ethernet/UTP (RJ45) port.

The Internet broadband access can be your office LAN, cable or ADSL service. A minimum of 512kbps download speed and 256kbps upload speed are recommended.

Note: EnterpriseVoice will not work over a narrowband connection (for e.g. 56kbps dialup).

Please ensure that your modems/routers have an Ethernet (RJ45) port. EnterpriseVoice's IAD supports Ethernet (RJ45) connectors only.

iii) An Integrated Access Device (IAD) purchased from StarHub.

The IAD is equipped with telephony features that allow users to make voice calls when connected to a LAN, a cable modem or an ADSL modem.

Note: Only IAD devices bought from StarHub can be used for EnterpriseVoice.

#### Network Set-up

If you are using the EnterpriseVoice service on your office LAN, please ensure the following ports are opened in your LAN firewall:

- Port 69 (TFTP)
- Port 5060 (SIP)
- Port 10000 to 19999 (RTP)

If you are using the EnterpriseVoice service on a broadband connection over cable or ADSL,

please ensure the modem/router supports SIP traffic.



Back Panel of IAD



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Installation Guide

If you are connecting your IAD to a LAN:

- i) Ensure that your IAD is not powered up.
- ii) Connect an RJ-45 Ethernet cable from your office LAN port to the WAN port of the IAD.
- iii) Connect an RJ-11 telephone cable from your analog phone to the IAD PHONE 1 port.
- iv) Power up your IAD.  
Note: You should keep the IAD power on all the time in order to make outgoing or receive incoming calls.
- v) Wait about two minutes for the IAD to start up.  
Note: Occasionally, the IAD may take up to 5 minutes to start up due to downloading of updated configuration files or firmware.
- vi) After the IAD is powered up, pick up the telephone handset and wait for a dial tone. If you hear a dial tone, you can now call anyone as you normally would on any telephone. If you do not hear a dial tone, check that all connections as described in this procedure are correct.

If you are connecting your IAD to a Cable/DSL Modem:

- i) Power down all devices you will be connecting: cable/DSL modem, PC (if any) and the IAD.
- ii) Connect an Ethernet cable from the Cable/DSL modem to the WAN port of the IAD  
Note: If you are connecting the IAD to a LAN or home network, connect an Ethernet cable from the WAN port of the IAD to the LAN port on your network switch/router.
- iii) Connect an Ethernet cable from the PC Ethernet adapter port to the IAD PC port.  
Note: You may also connect an Ethernet switch or hub to the IAD PC port.
- iv) Connect an RJ-11 telephone cable from your analog phone to the IAD PHONE 1 port.

v) Power up your Cable/DSL modem. Wait about two minutes for it to start up.

vi) Power up your IAD.

Note: You should keep the IAD power on all the time in order to make outgoing or receive incoming calls.

vii) Wait about two minutes for the IAD to start up.

Note: Occasionally, the IAD may take up to 5 minutes to start up due to downloading of updated configuration files or firmware.

viii) After the IAD is powered up, pick up the telephone handset and wait for a dial tone. If you hear a dial tone, you can now call anyone as you normally would on any telephone. If you do not hear a dial tone, check that all connections as described in this procedure are correct.

ix) Power on your PC that is connected to the IAD LAN port (if you have this optional device). Wait about two minutes for it to start up.

## 2) Basic Troubleshooting Tips for IAD

The following are some common problems and their solutions. If the solutions listed here do not solve your problem, you can refer to the FAQ section or call Service Support Helpdesk at 1800 823 3333 or +65 6823 3333 if you are overseas, for assistance.

To establish network connectivity, it is recommended to follow the correct sequence. Please ensure that you complete the steps in the order specified in "Installation".

### Green POWER light is off

- i) Check that the AC power adapter is properly plugged into the electrical outlet and the IAD.
- ii) Check that the electrical outlet is working.

### Cannot send or receive data

- i) Check whether the telephone line cord is connected to the IAD.
- ii) Check all other cabling between the modem, IAD, computer, and if applicable, routers.
- iii) Check that you are using the cables provided with the IAD. All Ethernet cables must be straight-through cables.
- iv) Check the condition of the broadband modem (please refer to your cable or ADSL modem user guide). For example, on the Motorola SURFBoard cable modem, the first light from top to bottom that is off indicates the error.
- v) Check the POWER light on the Front Panel.

### No dial tone is heard

- i) Ensure that the IAD is powered on (usually the first LED on the front panel is the Power indicator. It should display a solid green colour).
- ii) Check that the RJ11 cable is connected securely to the phone jack at the rear of the IAD. If you have a single telephone line, it should usually be connected to phone jack number 1, unless

StarHub has advised you otherwise.

iii) Check that the RJ11 cable is connected securely to your standard telephone set or cordless telephone set.

Note: When the IAD is powered on for the first time, you may have to wait for up to 5 minutes before it completes the start up sequence and acquires a dial tone.

### If I don't hear any dial tone. What should I do?

Please try this checklist:

- i) Make sure the telephone is plugged into the appropriate phone port (usually LINE1).
- ii) Disconnect and re-connect the RJ-11 telephone cable between the Router and telephone.
- iii) Reboot your IAD.

