

SmartUC Quick User Guide



Welcome to StarHub SmartUC Service!

This guide is designed to give you an understanding of the key features and some basic user-configurable settings.

Call Features:

1. Making Local Calls

You can make calls to other SmartUC numbers within the same Centrex group/company by dialing just the last 4 digits of the number. This is known as an On-Net call (e.g. to dial 6635 1990, you can just dial 1990; followed by '#' to send the number (optional), if both you and the called party are on the same Centrex group/company).

To dial any Singapore-registered number outside the group (known as Off-Net calls), you can dial the 8-digit number directly. (There is no need to dial prefix '9'.)

To dial an extension, you can press the “#” to make the call immediately.

2. Making IDD Calls

For premium quality, crystal clear IDD 008 calls -
Dial: 008 + Country Code + Area Code + Telephone No.

For value for money IDD 018 calls -
Dial: 018 + Country Code + Area Code + Telephone No.

3. Multi-Party Ad-Hoc Conference Calls

While engaged in a call, put the other party on hold (using “Flash Hook” or “Hold”). When you hear the dial tone, proceed to call the next party. Then, when the call is connected, press Flash Hook or Hold again. All parties will then be connected in a three-way call.

To drop the last party in the three-way conference call, press “Flash-Hook” or “Hold” again.
To add additional callers, repeat this procedure.

NOTE: If either of the other parties hangs up, your call with the remaining party remains connected. If you hang up, the other parties will remain connected.

4. Last Number Redial

To redial the last called number, press *66.

5. Last Call Return

To call the last incoming number, press *69.

6. Caller Number Display

Your caller ID will be shown by default.

- To block your caller ID on a per-call basis, press *67 followed by the outbound number
- To permanently block your caller ID, press *31
- To permanently unblock your caller ID, press #31

7. Call Pickup

The call pickup feature allows a user to answer calls from another unattended ringing extension.

Call pick up - Any *98.

Call pick up - Directed *97 followed by the extension number.

8. Call Hold

To initiate a call Hold, press the “Hold” key during a call.

To return to the call on Hold, press the “Hold” key again.

9. Blind/Consultative Call Transfer

Blind Transfer - Tap “Hold” to place the call on hold, enter number or extension number followed by #, hang up by replacing handset once the other phone starts ringing.

Consultative - Tap “Hold” to place the call on hold, enter number or extension number followed by #, consult with receiving party then replace (hang up) handset.

10. Call Forwarding

This feature forwards incoming calls to specific extensions or phone numbers which you define.

Always	*72 followed by the number to be forwarded to
Busy	*90 followed by the number to be forwarded to
No Answer	*92 followed by the number to be forwarded to

11. Call Park

The call park feature allows an extension user to park a call at a specified extension number.

To park the call: Tap the “Hold” key, enter *68 followed by extension number you wish to park the call to

To retrieve the parked call: At the extension where the call is parked, enter *88 to retrieve the call

12. Line Busy Call Back

This feature allows users to activate a call-back service when the intended called party is no longer engaged on the line. Simply pick up the handset, dial *66 and then dial the called party’s number and hang up. System will initiate a call to both parties within a minute when the called party’s line is free.

13. Call Pull (between Fixed Line to SmartUC Mobile Application)

This feature allows users to move an existing call from a fixed line to the Mobile Application. To activate the Mobile Application, dial *54 followed by the extension number of the fixed line. This will transfer the on-going call from the fixed line over to the Mobile Application, and the user can continue the phone conversation.

Accessing your Voicemail *(applicable for SmartUC Mobile or Converged Users)*

To access your voicemail, dial 1325 from your SmartUC phone. If this is your first time accessing the voicemail, you will be prompted to customize your greetings as well as change your voicemail PIN number.

Message Retrieval

Dial 1325 → (enter Voicemail PIN: Default 88888) → # button.

You can also access your Voicemail from a StarHub Mobile line or from any phone by dialing 1325 (or +65 6635 1325 if you are overseas), when connected, enter (phone number) # (Voicemail PIN) #.

Follow the interactive voice instructions to access your voicemail options.

If you have forgotten your Voicemail PIN, please reset your PIN by using your User Web Portal or approach your company administrator to reset the PIN on your behalf.

Speed Dial Setup using Feature Access Codes (FAC)

Recommended: Please also see the sections on using the User Web Portal to setup your speed dials.

To configure your Speed Dial using Feature Access Codes (FAC), kindly follow the following instructions.

To programme: 1-digit Speed Dials

*74 followed by entering speed dial number (2-9) followed by the phone number to be called, ending with #.

To use: 1-digit Speed Dials

Enter the 1-digit number followed by #

To programme: 2-digit Speed Dials

*75 followed by entering speed dial number (00-99) followed by the phone number to be called, ending with #.

To use: 2-digit Speed Dials

Press # and enter the 2-digit number followed by #.