

i-PhoneNet

STAR codes

Userguide



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SINGTEL i-PHONENET SERVICE (STAR codes)

This guide tells you all you need to know about the star codes usage of i-PhoneNet service. Keep it near your phone for easy reference.

The list of STAR Codes are also available in your Web Portal under “Utilities”.

You can call our following customer service number for assistance : **1608**

We look forward to serving you.

How to use the service

[i-PhoneNet Basic Standard VASes](#)

1 Outgoing Calls

External Calls

To call a number outside your i-PhoneNet group:

1. Lift up handset; you can choose to press “9” or just dial the 8 digit number or the overseas number of the party you wish to call.
2. However, for special service numbers like 1711, 1608, etc, please press “9” before dialling these numbers.

Note: pressing # after keying in the number will speed up the dialling.

Internal Calls

To call a number within your PhoneNet/i-PhoneNet group:

1. Lift up handset.
2. Dial the extension number you wish to call.

Note: pressing # after keying in the number will speed up the dialling.

2 Call Forwarding – Unconditional

To forward all incoming calls to another destination unconditionally.

To activate this service:

1. Lift up handset.
2. Press *** 0 5**
3. Dial extension number or the external number to which calls are to be forwarded, followed by #.
4. Listen for feature acceptance message.
5. Replace handset.

To deactivate this service:

1. Lift up handset.
2. Press **# 0 5**
3. Listen for feature acceptance message.
4. Replace handset.

3 Call Forwarding - Busy

To forward all calls to another extension or external number when your line is busy.

To activate this service:

1. Lift up handset.
2. Press * 1 5
3. Dial extension number or the external number to which calls are to be forwarded, followed by #.
4. Listen for feature acceptance message.
5. Replace handset.

To deactivate this service:

1. Lift up handset.
2. Press # 1 5
3. Listen for feature acceptance message.
4. Replace handset.

4 Call Forwarding – No Answer

To forward all calls to another extension number or an external number automatically if it is not answered. Number of rings can be configured by user (2 to 6 rings).

To activate this service:

1. Lift up handset.
2. Press * 2 5
3. Dial extension number or the external number to which calls are to be forwarded, followed by #.
4. Listen for feature acceptance message.
5. Replace handset.

To deactivate this service:

1. Lift up handset.
2. Press # 2 5
3. Listen for feature acceptance message.
4. Replace handset.

5. Call Forwarding Remote Activation

User has two options to activate Call Forwarding remotely.

Option 1 - Web portal

User can log into the web portal to activate the Call Forwarding profile remotely.

Option 2 - Voice Portal

This is limited to Call Forwarding Always only. User can access the voice portal using the assigned voice portal number as follows:

1. Dial the voice portal number or extension.
2. Enter your extension number followed by your passcode.
3. Select option 4 in the Voice Portal Main Menu.

6. Auto Call Back

When you reach a busy extension number (within the same i-PhoneNet Group only), the System will call you back as soon as that line is free.

To turn on this feature, please use the web portal.

To deactivate this service for the line you are monitoring, you can use the web portal or follow the following steps:

1. Lift up handset.
2. Press **# 8**
3. Listen for feature acceptance message.
4. Replace handset.

Note: This feature would be disabled when Call Forwarding is activated on the busy extension, or Call Waiting/Voicemail is subscribed on the busy extension.

7. Flash Call Hold

Put an existing call on hold and make another call. You can speak alternately with the 2 parties.

To activate this service:

1. Press **"Flash"** or tap the hook switch.
2. Press *** 2 2**
3. Listen for dial tone.
4. Dial the extension number or the external number that you wish to call.

To toggle between the two parties:

1. Press **"Flash"** or tap the hook switch.
2. Press *** 2 2**
3. Listen for dial tone.
4. Resume your conversation with the party who was put on hold.

Note: pressing # after keying in the number will speed up the dialling.

8. Flash Call Transfer

Transfer an incoming or outgoing call to another extension number or an external number.

To transfer call to an extension or external number:

1. Press **"Flash"** or tap the hook switch.
2. Dial the extension number or the external number you wish to call.
3. Listen for ringing tone before replacing handset to complete transfer;
OR
4. Press **"Flash"** or tap the hook switch to retrieve the call.

Note: Call Transfer / Call Forward services are bundled together.

9. 3-Way Conference Call

To have a conference call between 3 parties.

1. Dial the extension number or external number you wish to call.
2. Press **"Flash"** or tap the hook switch and dial the second extension number or dial the external number.
3. Press **"Flash"** or tap the hook switch again to begin three party conversation.

Note: pressing # after keying in the number will speed up the dialling.

10. Single Digit Speed Dialling

To program a single digit to dial a frequently dialled phone number.

To activate this service:

1. Lift up handset.
2. Press * **0 9**
3. Enter the single digit code (2 to 9) followed by the phone number and press #.
4. Listen for feature acceptance message.
5. Replace handset.

To use the feature:

1. Lift up handset.
2. Press the 1-digit code.

Note: pressing # after keying in the number will speed up the dialling.

11. 2-Digit Speed Dial

To programme up to 99 external phone numbers in 2-digit codes.

To activate this service:

1. Lift up handset.
2. Press * **0 3**
3. Enter the two digit code (00 to 99) followed by the phone number and press #.
4. Listen for feature acceptance message.
5. Replace handset.

To use the feature:

1. Lift up handset.
2. Press * * and the 2-digit code (00-99).

Note: pressing # after keying in the number will speed up the dialling.

12. Priority Alert

The Priority Alert service allows user to assign a distinctive ring to certain selected incoming calls (configurable up to twelve numbers).

User may use this service to differentiate between incoming calls from an internal party or an external party.

External call long ringing tone

Internal call short ringing tone

Note: A forwarded incoming call would give an internal call ringing on the receiving extension.

13. Music-on-Hold

The Music-on-Hold service can be turned on or off.

To turn this feature on or off, please use the web portal.

To turn off this feature for the current call only, please follow the steps below:

To turn off Music-on-Hold before making a call:

1. Lift up handset.
2. Press * **6 0**, followed by the destination number.

To turn off Music-on-Hold during a call:

1. Lift up handset.
2. Press “**Flash**”, followed by pressing * **6 0**
3. Listen for confirmation tone followed by a dial tone.
4. Press “**Flash**” to revert to the active call.

Note: During a call, turning Music-on-Hold on/off via web portal will have no effect on the connected call. When Music-on-Hold is turned on, held and parked calls will hear music. When Music-on-Hold is turned off, held and parked calls will hear silence.

[i-PhoneNet Basic Optional VASes](#)

1. **IDD/STD Authorisation Code**

To make an IDD/STD call from an i-PhoneNet line.

There are two methods:

- (1) Manual Locking
- (2) One-time unlocking

Note: User can choose either manual locking or one-time locking.

(a) Manual Locking

To Activate:

1. Lift up handset.
2. Press * **3 7** followed by your authorisation code to unlock.
3. Dial the IDD/STD number that you wish to call.

Note: Line is unlocked until user activates the lock sequence as follows:

To Deactivate:

1. Lift up handset.
2. Press # **3 7** and followed by your authorisation code to lock.
3. Replace handset.

(b) One-time unlocking

1. Lift up handset.
2. Dial the IDD/STD number that you wish to call.
3. User will be prompted to input the authorisation code followed by # before the call is connected.

2. **Call Park (Group)**

Note: within the same i-PhoneNet Group only.

To put a call on hold and answer from another extension.

1. Press "**Flash**" or tap the hook switch.
2. Press * **4 4**
3. Dial the extension number where you want to park the call followed by #, or enter # directly if you want to park against your own extension.
4. Listen for feature acceptance message.
5. Replace handset.

To retrieve from another extension:

1. Lift up handset.
2. Press # **4 4**
3. Dial the extension number where the call is parked.

3. Call Pick Up

Note: within the same i-PhoneNet group only.

To answer any ringing phone within your pick-up group from your phone:

1. Lift up handset.
2. Press * 1 1

Note: Phone which rings first or the longest will be picked up first.

[i-PhoneNet Chargeable VASes \(Class A\)](#)

1. Call Return

Return a call to the last party that called you.

To activate this service:

1. Lift up handset.
2. Press * 8 7
3. User will be connected to the party that tried to last reach him / her.

2. Caller-ID for BOTH Internal and External Number

If caller is from an extension number within i-PhoneNet, the name(*) and the extension number of the caller is displayed on your Caller-ID phone or adjunct.

If the incoming call is from a PhoneNet user or from an external number (external call), only the calling number is displayed.

The word '**TRANSFER**'(**) would be displayed if that incoming call is a forwarded call from another extension.

* if supported by your phone or Caller ID device.

**exact wordings may differ depending on the phone model.

3. Caller-ID Restriction – Controllable

User can control the display of calling number to the called party.

To restrict the display of calling number:

1. Lift up handset.
2. Press * 3 6
3. Listen for feature acceptance message.
4. Replace handset.

To display the calling number:

1. Lift up handset.
2. Press # 3 6
3. Listen for feature acceptance message.
4. Replace handset.

Note: This can also be set via the Web Portal.

4. Caller-ID Restriction – Uncontrollable

To permanently withhold the caller's number from displaying to the called party who has Caller-ID facility. This is done at SingTel's switch.

Note: This feature is only applicable for external calls and calls to PhoneNet lines. Not applicable for extension calls within i-PhoneNet.

5. Directed Call Pick Up

Note: within the same i-PhoneNet Group only.

To answer the extension that is ringing from another phone even though it is not within the pick-up group:

1. Lift up handset.
2. Press * 2 3
3. Listen for feature acceptance message.
4. Dial the ringing extension number that you wish to answer.

6. Directed Call Pick Up (Executive Override)

Note: within the same i-PhoneNet Group only.

To intrude into the conversation over an i-PhoneNet line:

1. Lift up handset.
2. Press * 3 3
3. Listen for feature acceptance message.
4. Dial the busy extension number (i.e. A party) that you wish to interrupt.
5. Upon successful barge-in(*), A and B parties will be in a 3-way conversation with the person who has interrupted the call (C party).
6. If C party is an **analogue phone user**, he can press "FLASH" to drop B party from the conversation. C party will then engage in direct conversation with A party only.

* During barge-in, A party will hear an audible alert tone, while B party will be put on "music-on-hold".

7. Do Not Disturb

This service blocks all your incoming calls.

To activate this service:

1. Lift up handset.
2. Press * 5 5
3. Listen for feature acceptance message.
4. Replace handset.

To deactivate the service:

1. Lift up handset.
2. Press # 5 5
3. Listen for feature acceptance message.
4. Replace handset.

8. Call Waiting

To answer another call during your conversation.

1. You hear a ringing tone during conversation.
2. Press "**Flash**" or tap the hook switch to speak to the second party.

Correct as at 02 December 2005. Subject to change.

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