

StarHub ONEPhone and Voice Add-On

User Guide

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I. Introduction

Thank you for subscribing StarHub ONEPhone - the next generation voice service which 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 StarHub ONEPhone service.

II. StarHub ONEPhone Product Suite

StarHub ONEPhone is Converged Centrex (Hosted PBX) service which provides PBX features and Single Number Reach (convergence of fixed mobile number) with no CAPEX investment.

StarHub ONEPhone comes in different plans that suit your requirements:

- ONEPhone stand-alone (also known as just “ONEPhone”)
*For customers who need 8 fixed voice lines or more. As implied on the name “stand-alone”, ONEPhone stand-alone service can be subscribed without any prerequisite.
Customer can subscribe ONEPhone stand-alone from 8 lines to unlimited number of lines.*

- Voice Add-On
*For customers who need less than 8 fixed voice lines. As implied on the name “add-on”, Voice Add-On is an add-on service to main service which is StarHub NGN Broadband/Switched Ethernet. Customer must have (or subscribe together) with StarHub NGN Broadband/Switched Ethernet to take-up Voice Add-On.
Customer can subscribe from just 1 Voice Add-On line and add more lines as needed to maximum of 50 lines.*

Note: ONEPhone stand-alone and Voice Add-On have exactly the same set of features and capabilities.

StarHub ONEPhone service offers the following features:

- Support for voice and fax calls
- Support for IDD calls
- Support mobile attached (mapping ONEPhone number to StarHub mobile) (*optional for ONEPhone and Voice Add-On*)

- Support On-Net and Off-Net calls (*refer to the next section for details*)
- Support selected POS terminals (credit card and NETS) (*refer to section VI. Technical Requirement for supported terminal brands and models*)
- Call Hold
- Consultative Call Transfer & Blind Call Transfer
- Multi-party Conference Call
- Smart Call Forwarding (Personal Hunting List)
- Call Park
- Call Pickup & Call Pickup Direct
- Caller Number Display
- Malicious Call Trace
- Last Number Redial & Last Call Return
- Line Busy Call Back
- Smart Take-over (only from fixed to mobile attached)
- Call Logs
- Voicemail
- Group Hunting & Group IVR
- User Portal

III. Features

- ***Making local calls***

You can make calls to other ONEPhone numbers of the same Centrex group/company by dialing just the last 4 digits on the number. This is known as On-Net calls (e.g. to dial 6635 9990, you can just dial 9990 if both you and called party are on the same Centrex group/company).

To dial any Singapore-registered number outside the group (known as Off-Net calls), you just dial as per normal 8-digit number.

However, when making calls to any 4-digit number like 1633 or 1303. You would need to

add a prefix “9” in front of these numbers e.g. 9-1633 or 9-1303.

- **Making IDD calls**

To use IDD 008 for premium quality, crystal clear IDD calls

Dial: 008 + Country Code + Area Code + Telephone No.

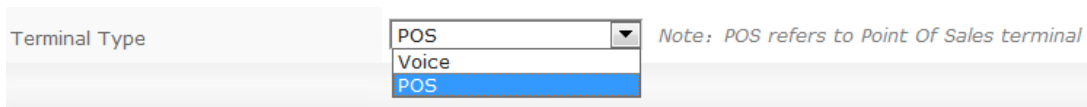
To use IDD 018 for value for money IDD calls

Dial: 018 + Country Code + Area Code + Telephone No.

- **Enabling for POS (Point of Sales) Terminal (can only be activated by Group Administrator)**

This feature allows user to perform POS transactions on ONEPhone line.

To turn it on, the group administrator needs to login to Admin Portal and modify the terminal type of the selected line to POS. Select User Management > User Info Management > Modify > Terminal Type. Change from the default Terminal Type “Voice” to “POS”



Note: if the line is configured for POS, all the features of ONEPhone will not be functioning except for making incoming and outgoing calls.

- **Call Hold**

To initiate a call hold, press the asterisk key followed by 77 (*77) during a call.

To return to the call on hold, press the asterisk key and followed by 77 (*77) again.

- **Consultative Call Transfer**

Press the asterisk key and followed by 77 (*77) during an active call.

The first call is put on hold, dial the second phone number followed by # key.

When the second person answers, you can have a private conversation before transferring the call over.

To connect the call to the second person, hang up the phone.

- **Blind Call Transfer**

Press the asterisk key and followed by 77 (*77) during an active call

The first call is put on hold, dial the second phone number followed by # key.

When the phone rings, hang up.

■ **Multi-party Conference Call**

From phone (supports up to 6 parties):

Call the first party, then put on hold (*77). After that, call the next party then press 0# to establish 3-party conference. Then to add more parties, put the call on hold (*77) and followed by calling the next party and then press 0# to add the new party to conference.

From User Portal (supports up to 12 parties):

To schedule a conference call, you must set the conference schedule, conference members (extension users, group contact, and personal contact), maximum members, conference room, conference password, conference type (including instant conference and scheduled conference), start time, and short message notification.

1. From the User Portal, select Conference Call > New Conference.
2. Set the parameters on the page.
3. Click the OK button.

The screenshot shows the 'New Conference' form in the User Portal. The breadcrumb trail is 'Current Position: Conference Call > New Conference'. The left sidebar contains 'User Settings', 'Conference Call', 'New Conference', 'My Conference', 'Conference Members', 'Conference Log', 'Log Query', and 'Your Account'. The main form area has a 'New Conference' header and a 'Confereer Info' section. It includes a text input for '*Conference Title', a text input for '*Conference Members' with a note 'Separate numbers with a comma' and a warning 'If you have permission to dial IDD number, the system will charge when you dialed. If not, please do not include IDD number.', and a 'Remove | Clear' link.

■ **Smart Call Forwarding (Personal Hunting List)**

Smart Call forwarding is made up of multiple call hunting modes from the User Portal. User can set up to 5 call hunt list (also known as “Ring Strategy”)

To login to User portal: <http://203.116.117.23:88/user/right/login.do>

Key in user phone number and password

Go to User Setting → Smart Call Forwarding → Setup

Create a hunting name for your own reference

For the 1st ring, go to Feature → Enter your desired number(s) → OK. You will see a “Change successful” message.

Note: for simultaneous ringing (fixed line and mobile attached numbers) enter fixed line number and mobile number with a comma without leaving any space in between e.g. 66351010,98591030 (system will automatically add 65 country codes)

Smart Call Forwarding

NO.	Description	1st Ring	2nd Ring	3rd Ring	4th Ring	Status	Missed Call Alert	Operation
*781	Simultaneuos Ringing	6566351030,6598591030				Activated	Enable	

Ensure status is “Activated” by clicking the “Activate/Suspend” icon

Now Smart Call forwarding is activated and all incoming call to user will trigger simultaneous ringing.

User can choose to deactivate the Smart Call forwarding using their fixed phone or attached mobile via *79. You will hear “Successful” notification.

To activate the Smart Call forwarding using their fixed phone or attached mobile via *78x where x is the hunt list number (*781 in the above example). You will hear the name of ring strategy (e.g. Simultaneous Ringing) being activated.

■ **Call Park**

The call park feature allows an extension user to park a call on a specified number. When you receive the call, put the call on-hold (*77) and hear the beep tone. Press "98#" (the call park code) and hear the confirmation announcement with temp code. You can use this temp code to pick up the call from other extension.

■ **Call Pickup**

The call pickup feature allows a user to answer his/her call from another extension. To pick-up any call which currently being parked, press “*99+temp code+#” (“*991#” to pick-up the parked call with temp code “1”)

■ **Call Pickup Direct**

This feature allows user to pick up a call from another unattended ringing phone. To pick up a call directly, pick up the handset, dial *53 and then dial the extension where the phone is ringing. You will be connected to the caller.

■ **Caller Number Display**

Your caller ID will be shown by default.

- To block your caller ID on a per-call basis, press *82 followed by the outbound number
- To permanently block your caller ID, press *61
- To permanently unblock your caller ID, press *65

For outgoing calls from mobile attached:

- To show long fixed number (e.g. 66359990), press *820* followed by outbound number
- To show mobile number (e.g. 9859 0050), press *821* followed by outbound number

- If you want to permanently set showing fixed number or mobile number, you can set this from User Portal > User Settings > User Information > Caller ID Display > choose either “Fixed Number Only” or “Mobile Number Only”
*Note: you still can override permanent setting with *821* or *820* on per call basis.*

- **Malicious Call Trace (for fixed line only)**

When user received a malicious call, he can put a trace on it by dialing *57. This is mainly used when you receive call without caller ID and StarHub needs to trace this call.

- **Last Number Redial**

To redial the last outbound call, press *00

- **Last Call Return**

To make a call to the last dialed number, press *69

- **Line Busy Call Back**

This feature allows user to activate a call-back service when the intended called party is no longer engaged on the line.

To avoid waiting for called party to be available, simply pick up the handset, dial *66 and then dial the called party's number and hung up. System will initiate a call to both parties within the next minute when called party is free.

- **Smart Take-over (only from fixed to mobile attached)**

This feature allows user to transfer his existing call from fixed line to his attached mobile. To take over the existing call from fixed line to your attached mobile, dial *54 + own extension number where the call is being done. You will be connected to the caller.

E.g. you have fixed line number (6635 9990) and mobile attached (9123 4567). If you have a call on the fixed line and would like to take over from your fixed line, then from your mobile press *549990. The call from fixed line will be transferred to your mobile and you can continue the conversation with the other party on your mobile phone.

- **Call Logs**

You can view and make calls from your missed, incoming, and outgoing call logs using the portal display. The logs display the last 30 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 call logs from the User Portal, select Log Query > Log Query:

- To view Incoming Calls
Select the incoming call tab to view your incoming calls
Input the day and time and click Query
Select the calling number and click the Call icon to establish the call.
- To view Outgoing Calls
Select the Outgoing call tab to view your Outgoing Calls
Input the day and time and click Query
Select the calling number and click the Call icon to establish the call
- To view Missed Calls
Select the Outgoing call tab to view your Missed Calls
Input the day and time and click Query
Select the calling number and click the Call icon to establish the call

▪ Voicemail

1. Message Retrieval

Dial 9,1303 → (enter Voicemail password) → # button.

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 by dialing 9,1303 (or +65 98501303 if you are overseas) and enter your (phone number) # (Voicemail password) #.

Press 1 to access main menu.

Note: this service does not support Message Waiting Indicator that can alert you when you have message in your mailbox.

2. Other Voicemail Functions

Leaving messages in voice mailboxes of other StarHub ONEPhone and StarHub Mobile users:

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

To personalize 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

ONEPhone 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 1631

▪ **Group Hunting (can only be activated by Group Administrator)**

A group hunting consists of a number of extensions and is made up of multiple call hunting modes from the Group Portal.

The group hunting distributes calls among these extensions according to desired ringing pattern namely ring all, random and sequential.

The group hunting queues a call and plays a call waiting tone until an extension becomes available. If a user hears the call waiting tone after dialing an extension with the group hunting feature, the system automatically transfers the call to other extensions in the same group hunting until the call is connected to an extension in the group hunting successfully.

Note: if there is a group hunting configured by Group Admin, all Smart Call Forwarding (Personal Hunting List) will be non-active and overwritten by Group Hunting rules.

▪ **Group IVR (can only be activated by Group Administrator)**

This feature allows users to be contacted via the selection in the company's IVR according to their job functions or specific enquiries in the Group Portal.

Group administrators can upload their customized announcements and perform the IVR flow configurations using IVR settings, scenes and time setting.

Below are some guidelines on a simple IVR flow for your reference.

To start with, group administrators need to upload their customized announcements using the Announcement Message.

The upload file should observe the following requirements: 8000Hz(sample rate), mono, 8-bits (resolution), CCITT A-law in Wav format.

Customize your IVR algorithm using IVR settings. You can use “Return Next Menu” for layering for simply use “Speed Dial” to activate a direct call out. Next, add a time plan to create your desired forwarding conditions for various time belts. You can activate different IVR settings or a simple call. Lastly, for callers to hear your newly created IVR, do activate them using “Scenes”

IVR Example

Welcome to T3 car rental services.

- If you would like to loan a car, press 1
- If you would like to return a car, press 2

Under loaning a car after pressing 1

- For Japanese-made car, press 1 <Route to Zhong Jun’s mobile @ 94575325>
- For European-made car, press 2 <Route to Syazwani’s mobile @ 90261197>
- To go back to the main menu, press 0

Under returning a car after pressing 2

- To return the car by today, press 1 <Route to Zhong Jun’s mobile @ 94575325>
- To return the car by this week, press 2 <Route to Wee Jin’s mobile @ 91050643>
- To extend the loan duration, press 3 <Route to Andrew’s mobile @ 90688062>

IV. User Portal Quick Reference

ONEPhone service offers User Portal where you can access directory services, call logs and personalized call settings (such as Smart Call Forwarding) from web browsers (*refer to section VI. Technical Requirement for supported browsers*)

1. Logging into the User Portal

To log into the portal:

- Open a Web browser on your computer.
- Enter the URL for your Portal: <http://203.116.117.23:88/user/right/login>
- Enter your Portal Login ID and Password provided by your office administrator and Verification Code.

Login ID: 6635xxxx

Password: *****

Verification code provided on the screen and click Login button

StarHub O.N.E. Phone User Portal



Login

Login ID

Password

Verification Code Refresh!

2. Assigning Personal Speed Dial Numbers

You may create up to 20 personal speed dial numbers from *01 to *20. Each speed dial number corresponds to a phone number. When the speed dial number is dialed, the system will dial the corresponding phone number.

To assign speed dial numbers.

Select User Settings > Speed Dial

Click the speed dial number to be configured,

In the dialog box, configure the Phone Number, click OK

V. Using * Codes Features

To use the * codes, lift the handset, 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.
*57	Activates the Malicious call trace feature. You can trace an Malicious 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.
*65	Enables caller ID on all outgoing calls.
*66	Activates callback when Called Party is busy.
*82	Lets you block your caller ID on a per call basis by pressing *82 before you enter the phone number you want to call.
*69	Activates the Last Call Return feature for the last incoming call, which lets you redial the last incoming call.
*77	Call Hold
*77 - 98	To park a call.
*82	Modifies the caller ID for each call. e.g. *82+DN will hide the calling number and *820*+DN to show the fixed number.
*99	Picks up a call parked on your own number.

VI. Technical Requirement

ONEPhone supports:

- Standard analogue touch-tone telephone (RJ11 interface)
- Standard fax machine/group 3 fax (RJ11 interface)
- POS terminal: Verifone VX510, Verifone VX520, Verifone MagIC
- Web browsers supported to access User Portal:
 - Internet Explorer (up to version 10)
 - Chrome (up to version 27)