Home Phone

Star Calling Features

User Guide

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Need more information? Call 519.229.8933   Current as of: September 2019

Call Display

See the name and telephone number of the person calling – before you answer[*]. This requires a phone with a display screen and adding the Name and Number Display option to your home phone package.

Using Call Display

- After one or two rings, the name and number of the caller will be displayed on your phone's screen, including calls from non-published numbers.
- If a caller has intentionally blocked the display of their name and number, 'Private Number' and 'Private Name' will appear on your screen.
- When you combine Call Display and Call Answer services you have the choice of answering immediately after recognizing the caller's number or letting Call Answer service take the call.

Call Waiting

With call waiting service, you'll hear special beeps to alert you to another incoming call. You'll know whether the waiting call is local or long distance by the unique beeps whe you are on the phone and unique rings when you are not.

Using Call Waiting

To answer call waiting:

- When you hear beeps, press the link or flash button on your phone.
- To return to the original call or to alternate between the callers, press the link or flash button.
- To end the first call before answering the second, hang-up. The phone will ring with the second call that is in the queue.

To temporarily turn off Call Waiting signals before placing a call:

- Lift the receiver and press ***70**. Listen for a tone confirming the signals have been turned off. Place your call as normal.
- Callers will now receive a busy signal during this time or be routed to your Call Answer service, if you subscribe.
- Call waiting service will be turned back on automatically, once you hang up.

To turn off long distance signals:

  Long distance signals can interfere with the operation of your answering device or ring selector to turn off the long distance signals:

- Lift the receiver, press ***49** and listen for one long beep.
- The long distance signals will be turned off until you restore them. To restore the long distance signals, repeat the above steps. Two short beeps will confirm that they have been turned back on.

Visual Call Waiting

The benefits of Call Waiting and Call Display services are combined into one service.

Using Visual Call Waiting

When on the phone:
Local calls are signaled by a short beep while long distance calls are signaled by one long and two short beeps. After one or two beeps, the name and number of the caller will be displayed.

To answer a waiting call:
1. When you hear beeps, press the link or flash button on your phone.
2. To return to the original call or to alternate between the callers press the link or flash button.
3. To end the first call before answering the second, hang-up (please say goodbye ;)). The phone will ring with the second call.

To temporarily turn off Visual Call Waiting signals before placing a call:
1. Lift up the receiver and press ***70** and listen for the tone confirming the signals have been turned off.
2. Place you call as normal.
3. Your callers will now receive a busy signal during this time or be directed to your Call Answer service, if you subscribe. Visual Call Waiting service will be turned back on automatically once you hang-up from your call.

To turn off long distance signals:
Long distance signals can be turned off if they interfere with the operation of your answering machine or ring selector.
1. Lift the receiver and press ***49** and listen for one long beep.
2. The long distance signals will be turned off until you restore them.
3. To restore the long distance signals, repeat the above steps. Two short beeps will confirm that they have been turned back on.

Call Forwarding

Forward calls to any number you choose, including cell phones[1].

Using Call Forwarding
If the number is busy or is not answered:
- Hang up, then press ***72**.
- Dial the number to which your calls are to be forwarded, listen for two beeps and then hang up.

To cancel Call Forwarding:
- Lift the receiver and press ***73**. Listen for two beeps then hang up.

Busy Call Return

Monitors a busy line and lets you know when the line is free.

Using Busy Call Return

- If the line is busy and there is no voice message, hang up. Lift the receiver and press ***66**.
- The line will be monitored for 30 minutes.
- A short-short-long ring will let you know when the line is free.

Last Call Return

Get the phone number of the last person who called, whether or not the call was answered.

Using Last Call Return
Lift the receiver and press ***69**. The telephone number of the last call received will be announced, allowing you the option of returning the call.

Three-Way Calling

Talk to two people in two different locations at the same time.

Using Three-Way calling

1. While on a call or after placing the first call, put the party on hold by pressing the link or flash button. Listen for three short beeps followed by a regular dial tone. Press ***71**.
2. Dial the number of the second party you wish to call. When the third person answers, you can either press the link of flash button to connect all three parties immediately, or consult privately and press the link or flash button when finished to return to the original call.
3. If the number of the third party is busy or does not answer, or if you dial the wrong number, press the link or flash button twice to return to the original call.

Call Screen

Enjoy the freedom from unwanted calls and still be available to the people you want to hear from.

Using Call Screen

1. Dial ***60.**
2. Follow the prompts. You have the option to:
    a. Add a telephone number to our list.
    b. Remove a telephone number for your list.
    c. Hear your list of currently screened telephone numbers.
    d. Add the number of the last person that called you.
    e. Replay the voice announcement prompts.

Once your list is established, you can turn it on or off.

1. Dial ***60**. A voice message will let you know whether your list is on or off.
2. Press 3 to turn your list on or off. The list must be turned on to stop unwanted callers.

Call Blocking

Stop or block your name and phone number from being seen by the person you're calling.

Using Call Blocking

1. Dial ***67** and listen for 3 beeps.
2. Dial the number you are calling. The person you are calling will see a display such as 'Private Name/Private Number'.

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Speed Dial

Add a list of numbers that you can call, merely by pushing one number.

Using Speed Dial

- Press ***74**.
- Add up to eight phone numbers to the available spots
- Example #2 = 519-123-4567
- Accept your list
- To call the assigned number you want – Press the assigned Number button.

Call Trace

This service makes it possible to have the Quadro record the telephone number of a harassing, obscene or threatening caller.

IMPORTANT: The call trace service should be used in serious situations only and there is a fee to use it. If you use this service, you should be prepared to contact the Police and have the caller charged. Quadro will only release the traced number with proper legal authorization. **ONLY TO THE POLICE** (you will not be advised of the caller's information).

Using Call Trace

1. Hang up after receiving the threatening or harassing call.
2. Lift the receiver and press ***57**. A voice announcement will tell you whether the call was traced successfully.
3. Hang up.

Please note: A charge applies whether the traced number is requested by the Police or not. Using Call Trace does not guarantee that the Police will accept you case or follow up on a Call Trace request.

Notes:
- * Some services require monthly subscriptions. Please speak with a customer service representative for full details.
- [1] Additional charges may apply (including long-distance) depending on your mobile phone package. Please clarify with your customer service representative in advance.