

Watch our services work for you

**HOW to use
your DayStar
Features**



Value • Service • Technology
That Your Business Deserves

Daystar Centrex Customer Guide

INTRODUCTION

Welcome to DayStar Centrex service! Your service has been carefully designed to meet your current communications needs. DayStar Centrex service also has the flexibility to adapt to your changing communications requirements – today and in the future.

This guide describes features that are available with DayStar Centrex service and also includes basic instructions for feature operation. There is a section describing features that are available on all lines, as well as Centrex lines, and one that deals with features that are applicable only to Centrex lines.

Included as well is a quick reference list of the feature codes that are used for your DayStar Centrex service.

In addition, your Daystar Account Representative is only a phone call away. For operational problems or other assistance, contact your DayStar support.

BASIC DIALING INSTRUCTIONS

Throughout this guide you will be instructed to dial a **Feature Code** to activate, program or cancel system features. Your service may include a **Network Access Code**. This code is used for access to numbers outside your DayStar Centrex service system. Normally, the network access code “9” is used to place a call over the exchange network. If your service includes “assume dial 9”, there will be no need to dial a network access code. If you have a question regarding any of the above, consult either your System Administrator or DayStar support.

BASIC DIALING INSTRUCTIONS

WITH NETWORK ACCESS CODE

To call another station **inside** your Company:

- Listen for DIAL TONE
- Dial the 4 digit intercom number

To call **outside** your Company:

- Listen for DIAL TONE
- Dial your network access code (usually “9”)
- Dial the telephone number

ASSUME DIAL 9

To call another station inside your company

- Listen for DIAL TONE
- Dial the 4 digit intercom number followed by the # key

To call **outside** your Company:

- Listen for DIAL TONE
- Dial the telephone number

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RINGING AND TONE DESCRIPTIONS

By dialing various feature and programming codes, you send instructions to your DayStar Centrex service system. In response, the system uses tones and ringing signals to let you know whether or not your instructions have been accepted. Below is a list of the tones and sounds that are used to communicate this information.

DIAL TONE – A steady tone. Proceed with dialing.

BUSY TONE – A normal busy signal, indicating that the number you have dialed is in use. Try again later.

CALL WAITING TONE – Notifies you that a second incoming call is waiting to be answered. This will be a short tone which repeats periodically until the caller hangs up, or the call goes to voice mail.

REORDER TONE – A fast busy signal, indicating that the action you have attempted has failed. This may be a temporary condition, or you have attempted to use a feature that is not assigned to your line.

RINGBACK SIGNALLING – A normal ring will notify you if you hang up while a call is on hold. Ringback is always heard on the station that originally activated the feature.

STUTTER TONE – Short bursts of tone followed by a steady dial tone. When you depress and release the SWITCHHOOK or FLASH key on your set while on a call, listen for this tone. This indicates the call is on hold. You may then dial a second number. This tone is also heard when dialing a feature code, which indicates you may proceed with setting up the feature.

DAYSTAR - FEATURE GUIDE

General Information:

Note: The following is a list of all available DayStar Central Office features and how they operate. Business Group (Centrex) specific features are listed separately at the end of this document. Please ask your Daystar Account Manager or Technician which features are active in your DayStar service.

In the following instructions, the hookswitch is the button that disconnects your call when you hang up the telephone. When the instructions read, “Press and release the hookswitch,” you are to hold the hookswitch down for no longer than one second.

If your phone has a “FLASH” button, you can use it instead of the hookswitch.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection may be activated to intercept calls from callers that “block” their telephone number from appearing on the subscriber’s caller I.D. equipment. The calls will be routed to an announcement that informs the caller that the subscriber is not accepting calls from “private” numbers, to hang up, remove the block and place the call again.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *77.
3. An announcement will inform you that the service is now on.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *87.
3. An announcement will inform you that the service is now off.

AUTOMATIC CALLBACK

Automatic Callback allows you to retry an outgoing call that was not connected successfully. Each line is allowed one request at a time and the request will remain active for a period not to exceed 30 minutes.

To Activate, upon reaching a busy line:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *66.
3. If the number is still busy, you’ll hear a confirmation message – hang up.
4. If the number is free, it will ring immediately upon dialing the access code.
5. When both numbers are idle, the system applies distinctive ringing to your line to alert you that the call is ready to be placed.
6. When you pick up your phone, Automatic Callback will place the call.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *86.

3. An announcement will tell you that your Automatic Callback request has been deactivated.

Exceptions/Dependencies:

- An Automatic Callback cannot be “picked up” by another station via Call Pick-up, or directed Call Pick-up.
- An Automatic Callback request can be activated only if the called number is busy.
- Automatic Callback cannot be activated against PBX lines or Teen service lines.

AUTOMATIC RECALL *****

Automatic Recall will automatically store and redial the number of the last incoming call. Two-stage activation is required. When you use the Automatic recall feature, the number associated with the last incoming call will be announced with instructions to press the digit one to complete the call or hang up. Long distance charges will apply to calls placed out of your local calling area.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *69.
3. If the called number is not busy, the number will be announced and you may press one to complete the call.
4. If the called number is busy, Automatic Recall will place your call next in line. Your phone will ring with a series of distinctive rings when the number you called is no longer busy. The call can then be placed simply by picking up your handset.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *89.
3. An announcement will tell you that your Automatic Recall request has been deactivated.

CALL FORWARDING - UNCONDITIONAL

Call Forwarding Unconditional allows you to forward ALL your incoming calls to another phone number, regardless of whether your line is busy or there is no reply. Long distance charges will apply when calls are forwarded to numbers out of your local calling area. You cannot answer calls when Call Forwarding is activated. You will hear one short ring each time a call forwards to remind you that Call Forwarding is activated.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *72.
3. When you hear a second dial tone after a series of stutter tones, dial the number to which you want to forward your calls.
4. When the “forwarded-to” number answers, Call Forwarding has been activated.

5. If the “forwarded-to” number does not answer or is busy, you must hang up and repeat step 1-3 above. You will hear two beeps, then a fast busy. At this point, call forwarding has been activated.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, ***73**.
3. A confirmation tone will be received to alert you that Call Forwarding has been deactivated.

CALL FORWARDING - BUSY

Call Forwarding Busy allows your calls to be forwarded ONLY when your phone number is busy. Long distance charges will apply when calls are forwarded to numbers out of your local calling area.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, ***90**.
3. When you hear a second dial tone after a series of stutter tones, dial the number to which you want to forward your calls.
4. When the “forwarded-to” number answers, Call Forwarding Busy has been activated.
5. If the “forwarded-to” number does not answer or is busy, you must hang up and repeat step 1-3 above. You will hear two beeps, then a fast busy. At this point, call forwarding has been activated.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, ***91**.
3. A confirmation tone will be received to alert you that Call Forwarding has been deactivated.

DELAY CALL FORWARDING (NO ANSWER)

Delay Call Forwarding allows your calls to be forwarded ONLY when you don’t answer your phone number after a delay of 36 seconds, which equates to six rings. Long distance charges will apply when calls are forwarded to numbers out of your local calling area.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, ***92**.
3. When you hear a second dial tone after a series of stutter tones, enter the number to which you want to forward your calls.
4. When the “forwarded-to” number answers, Call Forwarding Busy has been activated.
5. If the “forwarded-to” number does not answer or is busy, you must hang up and repeat step 1-3 above. You will hear two beeps, then a fast busy. At this point, call forwarding has been activated.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, ***93**.

3. A confirmation tone will be received to alert you that Call Forwarding has been deactivated.

CALL FORWARD REMOTE ACCESS

Call Forward Remote Access allows you to activate and deactivate your Call Forwarding feature remotely. The access number for customers in Port Charlotte and Punta Gorda is 258-9888 and the access number for customers in Venice is 207-5000. Long distance charges will apply when calls are forwarded to numbers out of your local calling area. You cannot answer calls when Call Forwarding is activated. You will hear one short ring each time a call forwards to remind you that Call Forwarding is activated.

To Activate:

1. At any remote location, lift the handset and listen for dial tone.
2. Dial the local Call Forward Remote Access number for your area.
3. Ringing and then Special Dial Tone will be received.
4. Dial your 7-digit directory number and your Personal Identification Number (PIN).
5. Special Dial Tone will be received again.
6. Dial the access code, ***72**.
7. When you hear a second dial tone, dial the number to which you want to forward your calls.
8. After a brief pause, two beeps of confirmation tone will be received.
9. Call Forwarding has been activated.

To Deactivate:

1. At any remote location, lift the handset and listen for dial tone.
2. Dial the local Call Forward Remote Access number for your area.
3. Ringing and then Special Dial Tone will be received.
4. Dial your 7-digit directory number and your Personal Identification Number (PIN).
5. Special Dial Tone will be received again.
6. Dial the access code, ***73**.
7. Two beeps of confirmation tone will be received.
8. Call Forwarding has been deactivated.

CALL HOLD

Call Hold allows you to place an established call on hold for an extended period of time, as long as neither you nor the other person hangs up.

To Activate:

1. Press the hookswitch and listen for a stutter tone, then a second dial tone.
2. Dial the access code, ***52**.
3. You will hear a stutter tone followed by a dial tone.
4. The call is now on hold. Place the handset beside the phone, but do not hang up.

To Deactivate:

1. Press the hookswitch, to be returned to the caller on hold, or hang up and your phone will ring. Lift the handset to return to the party.

CALL HOLD/ALTERNATION

Call Hold/Alternation allows you to put a call on hold and then dial another number to speak privately with a third party. You invoke the service by pressing and releasing the hookswitch, dialing an access code, and dialing the new number. You can then press and release the hookswitch again after the new call is connected to switch back to the first call (putting the new call on hold), and subsequently to switch between the two callers.

To Activate:

1. With the first caller on the line, press and release the hookswitch, and listen for a stutter tone, then a second dial tone.
2. Dial the access code, *52. You will hear another stutter tone, then a dial tone.
3. Dial the third party.
4. If that party answers, you can toggle between them and the first caller by pressing and releasing the hookswitch, with each conversation being held privately.
5. If the third party does not answer, or if the line is busy, simply hang up to terminate that call and your phone will ring. By answering, you will be reconnected to the first party.
6. If the second call is answered by voicemail or an answering machine, simply leave your message and hang up. Proceed as in step 5.

CALL HOLD/CONSULTATION

Call hold/Consultation allows you to place a call on hold without having to dial an activation code. This allows you to place another call for private consultation. You must have Call Transfer activated on your line to use this feature.

To Activate:

1. With the first caller on the line, press and release the hookswitch and listen for a stutter tone, then a second dial tone.
2. Dial the third party. (If you encounter a busy signal or no answer, or if you make an error in dialing, press the hookswitch twice to be reconnected to the original call.)
3. If the third party answers, you may consult privately before reconnecting to the original caller.

To Deactivate:

1. Allow the third party to hang up.
2. Press the hookswitch to be reconnected to the original party.

CALL TRACE

Call Trace allows you to automatically trace threatening or harassing calls from within your local calling area, any time, day or night. The record of the traced call will be stored at DayStar's telephone office. A voice recording will tell you whether the call trace has been completed successfully. If you successfully trace a call and choose to take further action, you must contact DayStar within 10 days or the call record may no longer be stored in the system. The records of any call trace will be released by DayStar to a law enforcement agency only.

To Activate:

1. After receiving a threatening or harassing call, hang up.

2. Lift the handset and listen for dial tone.
3. Dial the access code, *57 and follow the recorded instructions.
4. To take legal action, record the exact date and time of the call and contact DayStar within 10 days. If the situation is an emergency, call your local law enforcement agency.

CALL TRANSFER

Call Transfer allows an incoming or outgoing call to be transferred to another number. The customer transferring the call is responsible for any fees associated with the transferred call. Long distance charges will apply to calls transferred to numbers out of your local calling area. Three Way Conference Call capability is included with this feature.

To Activate:

1. Inform the first caller to please hold while you perform the transfer.
2. Press and release the hookswitch. This will put the first call on hold while you dial the second number.
3. After dialing the second number, wait until you hear ringing and then you may hang up. The first call will be transferred to the second number you dialed. If the second number is busy, press and release the hookswitch twice to be reconnected to the original party.

CALL WAITING

Call Waiting alerts you that someone is calling you when you are already engaged in a normal conversation. If you hang up after hearing the Call Waiting alert tone, your phone will ring with the second call. Call Waiting allows you to have two calls on your phone at the same time, one on hold and one to whom you are speaking. If a third caller dials your number, they will receive a busy tone.

To Activate:

1. You will hear a Call Waiting alert tone during a call. The person calling you will hear normal ringing.
2. Inform the first caller that you have another call.
3. Press and release the hookswitch. This will put the first call on hold while you answer the second call.
4. To return to the first call and put the second call on hold, press the hookswitch again. You may alternate between calls as often as necessary.

CALL WAITING WITH CALLER ID

Call Waiting with Caller ID alerts you that someone is calling you when you are already engaged in a normal conversation. With this feature, the identity of the waiting caller is displayed unless the identity of the calling party is "Private" or "Blocked". All other functions associated with this feature are the same as the Call Waiting feature. Call Waiting with Caller ID requires a compatible phone with the Call Waiting / Caller ID display device to use this service.

To Activate:

1. You will hear a Call Waiting with Caller ID alert tone during a call. The person calling you will hear normal ringing.
2. Look at your display on the phone to view the information associated with the second call.

3. If you wish to answer the call, inform the first caller that you have another call.
4. Press and release the hookswitch. This will put the first call on hold while you answer the second call.
5. To return to the first call and put the second call on hold, press the hookswitch again. You may alternate between calls as often as necessary.

CALLER ID & CALLER NAME SUPPRESS

Caller ID and Caller Name Suppress prevents the directory number and name of the calling subscriber from being displayed on the called subscriber's display device. When this feature is activated, the called subscriber's display device will NOT display the number or name of the calling subscriber, but will indicate that the calling information is either "Private" or "Blocked". Feature activation or deactivation must be completed by DayStar.

CALLER ID BLOCK

Caller ID Blocking allows you to control the display of your name and telephone number on the called party's display device, on a per call basis. When Caller ID Block is activated, the called party's display device will NOT display your name or number, but will indicate that the caller information is either "Private". This feature is activated on a "Per Call" basis.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *67.
3. When you hear a second dial tone, dial the number you wish to speak to.

CALLER ID WITH CALLER NAME

Caller ID and Caller Name allows you to view the Number, Name, Date and Time associated with the incoming call before answering. The information will be displayed on a calling number/name display device between the first and second ring. A Caller ID device is required for this service. Display devices vary in design, and the amount of data that may be retained in memory. Display devices will display, "Out-of-Area", "Private", "Blocked Call", etc., when the number is not available. Feature activation or deactivation must be completed by DayStar.

CANCEL CALL WAITING

Cancel Call Waiting allows you to disable Call Waiting for the call you are about to make. Cancel Call Waiting works only for the length of the call it was activated on. When you hang up, Call Waiting returns automatically to your phone.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *70.
3. You will hear a confirmation tone, followed by normal dial tone.
4. Dial the telephone number.
5. Call Waiting will be deactivated for the duration of the call.

DO NOT DISTURB

Do Not Disturb allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that you are not currently accepting calls. You can enable or disable the service by dialing an access code.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *78.
3. You will hear a confirmation that your Do Not Disturb feature is now on.
4. If you are subscribed to voice mail, the calling party will be informed that; "The party you have dialed does not answer. Please leave a message after the tone."
5. If you are not subscribed to voice mail, the calling party will be informed that you are not currently accepting calls.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *79.
3. You will hear a confirmation that your Do Not Disturb feature is now off.

REMOTE CALL FORWARDING

Remote Call Forwarding is a service whereby a call placed from an originating number (calling party) to a customer's RCF telephone number is automatically forwarded by DayStar's central office equipment to another telephone number (the terminating number) previously designated by the RCF customer. The subscriber to RCF is responsible for all applicable local or long distance charges between the RCF central office and the terminating telephone number. Feature activation or deactivation must be completed by DayStar.

SELECTIVE CALL REJECTION

Selective Call Rejection (SCR) will automatically reject calls from any number you have programmed into your SCR list. You may create a rejection list with a maximum of ten numbers.

After the list has been created and turned on, callers on the rejection list will hear an announcement saying that the number they have reached is not accepting calls at this time.

Notes concerning this service:

- SCR will only reject calls from numbers that match the numbers on your SCR list.
- You must have at least one number on your list before SCR can be turned on.
- Some calls made to you from outside your local calling area or calls made to you from the operator will not be rejected.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *60.

3. Listen to the voice recording for instructions on how to turn your SCR service ON and how to add, change or review your SCR list. After each number has been added, it will be repeated to you.
4. The recorded instructions also instruct you how to add the last caller to your SCA list.
5. If your list is full, you must erase one number before you can add another.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press *60 on your telephone dial.
3. Listen to the voice recording for instructions on how to turn your SCA service OFF and how to remove, change or review your SCA list. After each number has been removed, it will be repeated to you.

SELECTIVE CALL FORWARDING

Selective Call Forwarding (SCF) will let you choose which calls should be automatically forwarded when you are away from your office. You may create an SCF list with a maximum of ten numbers. After the list has been created and turned on, callers on your forwarding list will be forwarded to any local or long distance number you have chosen. Long distance charges will be incurred for all calls forwarded to a long distance location.

Notes concerning this service:

- SCF will only forward calls from numbers that match the numbers on you SCF list.
- All other calls will ring normally and can be answered.
- If you also have the basic Call Forward feature and it is activated, then all other calls will be forwarded to the destination number of your basic Call Forward service.
- You must have at least one number on your list before SCF can be turned on.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *63.
3. Listen to the voice recording for instructions on how to turn your SCF service ON and how to add, change or review your SCF list. After each number has been added, it will be repeated to you.
4. You must program the number you want your calls forwarded to before your service will be activated. NOTE: After the forwarded number has been programmed, it will have to be validated or changed each time you want to re-activate the SCF service.
5. The recorded instructions will also inform you how to add the last caller to your SCF list.
6. If your list is full, you must erase one number before you can add another.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *63.
3. Listen to the voice recording for instructions on how to turn your SCF service OFF and how to remove, change or review your SCF list. After each number has been removed, it will be repeated to you.
4. The recorded instructions will also inform you of how to change the number you want your calls forwarded to. NOTE: You will have to validate or change the number you want your calls forwarded to before you can turn the SCF service off.

SELECTIVE DISTINCTIVE RING

Selective Distinctive Ring (SDR) will let you choose which calls should ring distinctively when you are not on your phone. If you are subscribed to the Call Waiting feature and you are on your phone, you will hear distinctive call waiting tone to let you know that a number on your SDR list is calling. You may create an SDR list with a maximum of ten numbers. After the list has been created and turned on, callers not on your SDR list will receive normal ringing or normal call waiting tone if you are subscribed to the Call Waiting feature.

Notes concerning this service:

- SDR will alert you with distinctive ringing or distinctive call waiting tones from numbers that match the numbers on your SDR list. NOTE: You will have to subscribe to the Call Waiting feature to receive distinctive call waiting tones.
- All other calls will ring normally and can be answered.
- If you are subscribed to the Call Waiting feature, normal call waiting tone will be received from all callers not on your SDR list.
- You must have at least one number on your list before SDR can be turned on.
- Some calls made to you from outside your local calling area or calls made to you from the operator will ring normally.

To Activate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *61.
3. Listen to the voice recording for instructions on how to turn your SDR service ON and how to add, change or review your SDR list. After each number has been added, it will be repeated to you.
4. The recorded instructions also instruct you how to add the last caller to your SDR list.
5. If your list is full, you must erase one number before you can add another.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Dial the access code, *61.
3. Listen to the voice recording for instructions on how to turn your SDR service OFF and how to remove, change or review your SDR list. After each number has been removed, it will be repeated to you.

SPEED DIAL 8

Speed Dial 8 will let you create a list and save up to eight phone numbers by assigning an abbreviated one-digit code (Digits 2-9 only) to each. To call a number you have saved on your speed dial list you press the single digit you have assigned to a specific number. When saving a long-distance number, enter a "1" and the area code followed by the number.

To create your list:

1. Assign a one-digit code from 2 through 9 to each number you want to add to your list.
2. Lift the handset and listen for dial tone.
3. Dial the access code, *74.

4. You will hear a confirmation tone, followed by normal dial tone.
5. Dial the one-digit code and the complete telephone number you want the code to represent.
6. A confirmation tone will be received to alert you that the code and number has been stored.
7. Hang up and repeat steps 2 through 6 to add another number or change a number on your speed dial list.

NOTE: “Assume dial 9” customers must press the # key after the speed dialing code.

THREE WAY CONFERENCE CALL

Three Way Conference Calling allows you to add another call or third party to an existing conversation. You may add another party, no matter who placed the first call. However, if you hang up, the other two parties will be disconnected. When the Three Way Conference call includes long-distance, you pay only for the call(s) you originate. Call Waiting is not available during a Three Way Conference Call. Three Way Conference Call capability is included in the Call Transfer feature. Feature activation/deactivation must be completed by DayStar.

To Activate:

1. Inform the party on the first call to please hold while you call and connect the third party to the call.
2. Press and release the hookswitch. This will put the first call on hold while you dial the third party.
3. You will hear a confirmation tone, followed by normal dial tone.
4. Dial the third party, inform them of the conference call and ask them to hold while you add the second party.
5. If you receive no answer or a busy signal, press and release the hookswitch twice to return to the second party who is on hold.
6. To bring the second party on hold back into the conversation and complete the three Way call, press and release the hookswitch again.

900 BLOCKING

900 Blocking is a feature used to restrict originating calls to 1+900 Pay-Per-Use numbers. Attempted call originations to 900 numbers will be intercepted by the switching center and routed to an announcement. Feature activation or deactivation must be completed by DayStar.

DAYSTAR FEATURE GUIDE– Business Groups (Centrex)

General Information:

Note: The following is a description of Centrex features which are available only with DayStar Business Group packages. All features listed in the separate DayStar Feature Guide are also available with Business Groups. A Business Group is a group of telephone lines (Business Group Lines), typically associated with a small business organization, for which the DayStar provides services as though they were connected to a PBX (Private Branch Exchange) rather than directly to the exchange. Business Group lines do not need to be contiguous, that is, they can represent multiple locations of any particular business. Therefore, while calls to numbers outside the Business Group are subject to the local calling scope of a given line, station to station calling within the Business Group can be accomplished toll free regardless of physical location. There may be a charge for this service, so please consult our DayStar sales rep. for details. The power and flexibility of Centrex is network based, allowing you to migrate to new features and technologies without large capital outlays. With a comprehensive menu of standard optional features, we can create a tailored communications system that precisely meets your needs.

In the following instructions, the hookswitch is the button that disconnects your call when you hang up the telephone. When the instructions read, “Press and release the hookswitch,” you are to hold the hookswitch down for no longer than one second.

If your phone has a “FLASH” button, you can use it instead of the hookswitch.

AUTOMATIC IDENTIFICATION OF OUTWARD DIALED CALLS

This feature identifies all calls leaving the Business Group by the number from which the calls are placed.

CALL PICK-UP

This service allows a subscriber on a Business Group Line to answer an incoming call on any other line in the group by dialing the access code, *11.

DIRECTED CALL PICK-UP

This allows a subscriber on a Business Group Line to answer an incoming call on a specific line in the group by dialing the access code, *12, followed by the intercom code of the desired line.

DIRECT INWARD DIALING

This allows incoming calls from the exchange network to reach you without attendant assistance

DIRECT OUTWARD DIALING

This allows you to place an external call without attendant assistance.

DISTINCTIVE ALERTING

This provides distinctive ringing so you can distinguish between internal and external calls. This service applies to the entire business group, as opposed to the Distinctive Ringing feature which is available on any given line, and described in the DayStar Feature Guide. Distinctive Alerting must be activated/deactivated by DayStar.

INTERCOM DIALING

This allows you to call internal stations using abbreviated dialing, such as the last four digits. This feature must be activated/deactivated by DayStar.

SHORT CODES

A short code defines a code specific to the Business Group that represents an external directory number or a range of codes that represents a range of external directory numbers. This feature must be activated/deactivated by DayStar.

Quick Reference Feature Guide

FEATURE	ACTIVATE	DEACTIVATE
Anonymous Call Rejection	*77	*87
Automatic Callback	*66	*86
Automatic Recall	*69	*89
Call Forwarding-Unconditional	*72	*73
Call Forwarding-Busy	*90	*91
Delay Call Forwarding (No Answer)	*92	*93
Call Hold/Alternation	*52	N/A
Call Trace	*57	N/A
Caller ID Block	*67	N/A
Cancel Call Waiting	*70	N/A
Do Not Disturb	*78	*79
Selective Call Rejection	*60	*60
Selective Call Forwarding	*63	*63
Selective Distinctive Ring	*61	*61
Call Pickup	*11	N/A
Directed Call Pickup	*12	N/A



The Value Leader

DayStar provides:

- Local & Long Distance Telephone Service
- DSL Internet Access
- T1 & PRI Service
- Wireless Internet Access
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