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How to use
your DayStar
Features



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DAYSTAR - FEATURE GUIDE

General Information:

Note: The following is a list of all available DayStar Central Office features and how they operate. Please ask your Daystar Account Manager or Technician which features are active in your DayStar service.

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 allows you to reject anonymous calls made to your telephone line. This feature applies only to calls for which the display information has been intentionally blocked by the calling party. The calls will be routed to an announcement that instructs the caller to hang up, remove the block and place the call again.

To Activate:

1. Lift the handset and listen for dial tone.
2. Press ***77** on your telephone dial.
3. A confirmation tone will be received to alert you that ACR has been activated.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***87** on your telephone dial.
3. A confirmation tone will be received to alert you that ACR has been deactivated.

AUTOMATIC CALLBACK

Automatic Callback will automatically store and redial the number of the last outgoing call. 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. Press ***66** on your telephone dial.
3. If the number is busy, the system will monitor the circuit for up to 30 minutes.
4. When both numbers are idle, the system applies distinctive ringing to your line to alert you that the call is ready to be placed.
5. When you pick up your phone, Automatic Callback will place the call.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***86** on your telephone dial.
3. An announcement will tell you that your Automatic Callback request has been deactivated.

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. You may then 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. Press ***69** on your telephone dial.
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.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***89** on your telephone dial.
3. An announcement will tell you that your Automatic Recall request has been deactivated.

CALL FORWARDING

Call Forwarding allows you to forward ALL your incoming calls to another phone number. 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. Press ***72** on your telephone dial.
3. When you hear a second dial tone, 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, hang up and repeat the procedure.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***73** on your telephone dial.
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. Press ***90** on your telephone dial.
3. When you hear a second dial tone, 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, hang up and repeat the procedure.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***91** on your telephone dial.
3. A confirmation tone will be received to alert you that Call Forwarding has been deactivated.

CALL FORWARDING – DON’T ANSWER

Call Forwarding Don’t Answer allows your calls to be forwarded ONLY when you don’t answer your phone number after a pre-selected number of 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. Press ***92** on your telephone dial.
3. When you hear a second dial tone, enter the number of rings desired (from 2-9) followed by 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, hang up and repeat the procedure.

To Deactivate:

1. Lift the handset and listen for dial tone.
2. Press ***93** on your telephone dial.
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 is Toll Free 866-463-5792. 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 Toll Free Call Forward Remote Access number.
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. Press ***72** on your telephone dial.
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. Press *73 on your telephone dial.
7. Two beeps of confirmation tone will be received.
8. Call Forwarding has been deactivated.

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. Press *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.

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” or “Blocked”. This feature is activated on a “Per Call” basis.

To Activate:

1. Lift the handset and listen for dial tone.
2. Press *67 on your telephone dial.
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. Press ***70** on your telephone dial.
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.

DISTINCTIVE RING

Distinctive Ring gives you two phone numbers on the same individual phone line. You are issued a primary directory number and a secondary directory number. The distinctive ring will tell you which number the call is for before you answer. Normal ringing will be provided for calls to the primary number, while distinctive ringing will be provided for calls to the secondary number. Feature activation or deactivation must be completed by DayStar.

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 ACCEPTANCE

Selective Call Acceptance (SCA) will automatically allow you to receive calls only from the numbers you have programmed into your SCA list. You may create a rejection list with a maximum of ten numbers. After the list has been created and turned on, callers not on the acceptance list will hear an announcement saying that the number they have reached is not accepting calls at this time.

Notes concerning this service:

- SCA will only accept calls from numbers that match the numbers on you SCA list.

- You must have at least one number on your list before SCA can be turned on.
- Some calls made to you from outside your local calling area or calls made to you from the operator will also be accepted.

To Activate:

1. Lift the handset and listen for dial tone.
2. Press ***64** on your telephone dial.
3. Listen to the voice recording for instructions on how to turn your SCA service ON and how to add, change or review your SCA 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 ***64** 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. Press ***63** on your telephone dial.
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. Press ***63** on your telephone dial.
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 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 you 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. Press ***60** on your telephone dial.
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 SCR 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 SCR service OFF and how to remove, change or review your SCR list. After each number has been removed, it will be repeated to you.

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. Press ***61** on your telephone dial.
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. Press ***61** on your telephone dial.
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 and the pound (#) sign. The maximum number of digits that you can program per phone number is 32. 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. Press ***74** on your telephone dial.
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.

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. (This feature is included with Call Transfer)

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 provides:

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- Centrex Lines
- DSL Internet Access
- T1 & PRI Service
- Wireless Internet Access
- Business Communications Features
- E-mail and Voice Mail
- Firewall Service

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Contact DayStar

Toll Free 888-349-5100

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www.daystar.net