
WTC Communications Local Phone Star-Touch Features

This page lists all the access codes that you can dial from your telephone to manage your telephone service or to make calls. They are grouped according to the different call services.

If you cannot find the access code for a particular service, please check that you are subscribed to the service.

Disclaimer: Use of some features including but not limited to Call Forwarding may result in long distance charges being applied. You, the end user of the service, are solely responsible for these charges.

Call Display	Voice Mail Basic & Deluxe	Anonymous Call Rejection
Call Waiting	Three-Way Calling	Ident-a-Call/Distinctive Ring
Visual Call Waiting	Call Forward	Call Trace
Call Display Blocking	Call Screen	Long Distance Lock/Call Barring
Per Call Blocking	Call Transfer	Speed Call
	Call Return – Busy/Last	

Call Display

Call Display displays the caller's name and number before you pick up the phone. Requires a display-compatible telephone.

*65	Display the caller's identity
*85	Do not display the caller's identity

Call Waiting

Call Waiting notifies you of a second call by a special beep; You can switch between the first and second calls by pressing the Link or Flash button on your telephone. The second caller will hear a ringing tone rather than a busy signal. If you do not answer a waiting call within two rings, it will go unanswered or route to your Voice Mail service if you are a subscriber.

The service lets you know whether an incoming call is local or long distance by unique beeps when you are on the phone and unique rings when you are not.

When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

*70	To temporarily turn off Call Waiting signals before placing a call
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Visual Call Waiting

Visual Call Waiting notifies you of a second call when you're on the phone and displays the caller's name and phone number on your phone. The second caller will hear a ringing tone rather than a busy signal. If you do not answer a waiting call within two rings, it will go unanswered or route to your Voice Mail service if you are a subscriber.

The service lets you know whether an incoming call is local or long distance by unique beeps when you are on the phone and unique rings when you are not.

When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

This feature must be accompanied by Call Display and Call Waiting. Requires a compatible display telephone.

***70** To temporarily turn off Call Waiting signals before placing a call

Call Display Blocking

Call Display Blocking service allows you to prevent your name and number from appearing on the called party's Caller ID or display set.

***65** Display the caller's identity
***82** Per Call - Send my number on the following call
***85** Calling Number Delivery - disable

Per Call Blocking - Free Service

Per Call Blocking allows you to prevent your name and number from appearing on the called party's Caller ID or display set.

Before placing your call, press *67 and listen for 3 beeps. Dial the number you are calling. The person you are calling will see a display such as "Private Name/Private Number"

***67** Withhold my number on the following call

Voice Mail Basic / Voice Mail Deluxe

Voice Mail service automatically takes a message when you are on the line. You can access it from anywhere with a Touch-Tone phone.

Voice Mail Deluxe service offers all the convenient features of Voice Mail service as well as additional mailboxes, notification of new messages to a pager, forwarding your voicemail messages to your email, and more.

To retrieve your message, press *98, then your password.

To retrieve messages remotely, dial your telephone number. When you hear your greeting, press the # key immediately and enter your password when prompted. Alternatively, you can dial the remote access number provided to you by WTC.

Additional instructions are included in the Voice Mail Manual, please [click here to download](#).

*98	Retrieve your Voice Mail messages
*69	Last Caller ID (to hear a voice announcement of the last caller's number)
*320	Last Caller ID Erasure (to remove the records of recent calls)

Three-Way Calling

Three-Way Calling service lets you talk with two people at the same time in two different locations. The party establishing the three-way call cannot hang up without terminating the call. Either of the called parties can hang up at any time without interrupting the call.

Visual Call Waiting and Call Waiting services will not work when you establish a Three-Way Calling call. The caller will hear a busy signal or be routed to Voice Mail service if the called party subscribes to it.

Calls made to long distance numbers are also subject to long distance charges.

Call Forward

With this service you can forward your calls to any number you choose, including cellular or pager numbers. When Call Forwarding service is turned on and someone tries to reach you, your telephone will ring once. You cannot receive calls but you can make outgoing calls.

Long Distance forwarding not available in all areas; normal Long Distance charges will apply and be billed to your account.

Call forwarding service can only be turned on from your regular telephone line. Call forwarding cannot forward calls to any number starting with "0", numbers starting 950; or any numbers consisting of one digit followed by 11 (including 911).

*72 + phone number	Forward all calls
*73	Stop forwarding all calls
*90 + phone number	Forward calls when busy (if they come in while you are in another call)
*91	Stop forwarding calls when busy
*92 + phone number	Forward calls on no reply (if you do not answer them)
*93	Stop forwarding calls on no reply

Call Screen

Call Screen service lets you redirect up to 32 numbers of your choice, to a WTC recording which lets callers know that you are not taking calls at this time.

You can add or remove numbers from your list at any time. You can also add the last calling number to the list even if the number was anonymous (the caller chose to withhold their number). At no time are anonymous numbers revealed. Instead, there is an announcement such as "the service is active and there are two anonymous entries on the list".

Numbers can be entered in 10-digit or 7-digit format, but not in 1+10-digit format. Intercom codes can be used to identify Business Group lines. Speed dialing codes cannot be used in the Screen List Editing menu.

- *60** Call Screen - enter/remove numbers to list
- *80** Disables the Call Screen service

*Screen List Editing Menu (After you enter *60);
You may dial during announcements for faster service.*

- 0** To hear the main instruction menu
- 3** To turn the call service on or off
- #** To add a number to the list, the **01** to add the last calling number to the list
- 1** To review the list of numbers, then **07** to delete an individual number from the list
- *** To delete an individual number from the list
- 08** To delete all the numbers on the list
- 09** To delete on the anonymous entries on the list

Call Transfer

Call Transfer allows you to transfer a received call to another number. For example, if someone calls you to find out your friend's number, you can transfer the call straight to your friend so that the caller does not have to hang up and dial the new number.

Tell the caller that you are transferring the call. Press the Flash button on your phone. If your phone does not have a "flash" button, you can quickly press and release the 'hang up' or 'on hook' button.

Dial the telephone number for the person you want to transfer the call to.

If you want to explain to this person that you are transferring the call and introduce the caller, wait until the call is answered. After the new person has agreed to accept the call, hang up your phone and the call will be transferred. (If the new person does not answer, or does not want to accept the call, press the 'Flash' button again to return to the first caller)

If you don't need to introduce the caller, hang up your telephone as soon as you hear the ringing tone for the new person's telephone, and the call will continue as though the first caller had made a direct call.

Anonymous Call Rejection

Anonymous Call Rejection service prevents calls from ringing if the caller's line is "blocked." A message tells the caller you are not accepting calls from private numbers - please hang up and reverse your number privacy and try again if they want to reach you.

- *77** Reject anonymous calls
- *87** Accept anonymous calls

Ident-a-Call / Distinctive Ring

With Ident-A-Call (Distinctive Ring) service, you can have up to two additional telephone numbers on your regular telephone line, each with its own distinctive ring. Ident-A-Call numbers may be listed in the telephone directory for a nominal monthly charge. If the Ident-A-Call number is used for data transmission, the Call Waiting auto-suppression option is recommended; there is no additional charge for this option. It automatically cancels the Call Waiting tone during data transmission on the Ident-A-Call number and turns Visual Call Waiting or Call Waiting service back on once the data transmission is completed. This option may be ordered by calling WTC Customer Care.

Call Trace (Pay Per Use Feature \$5.00/each)

Call Trace service allows you trace a call. To trace a call, simply dial in a code and the call is traced by WTC Communications and stored on record. You will be asked to confirm the trace by pressing "1" on your telephone.

You will be asked to provide the number the trace was performed on as well as the time and date of the call. You can contact WTC Communications who will release the information to the police if you wish to take action against the caller. Pay-per-use charges apply for each trace performed.

- *57 and 1** Call Trace - two-stage activation

Long Distance Lock / Call Barring

You can choose to bar particular types of calls (for example international or premium rate calls) so that nobody can make these calls from your phone. To set up Call Barring from your phone, use the following access codes.

- *341** Bar all calls except emergency calls
- *342** Bar international, national and mobile calls
- *343** Bar international calls
- *344** Bar operator calls
- *345** Bar calls to access codes for setting up Call Services
- *346** Bar calls to premium rate numbers
- *351** Stop barring all calls except emergency calls
- *352** Stop barring international, national and mobile calls
- *353** Stop barring international calls
- *354** Stop barring operator calls
- *355** Stop barring calls to access codes for setting up Call Services
- *356** Stop barring calls to premium rate numbers

Speed Call

Speed Call services lets you speed-call up to 30 different numbers by assigning a two-digit dial code to frequently called numbers. The two-digit range for Speed Call codes are 20-49.

To use speed dialing, dial the short code and then either dial # or wait four seconds and the number will automatically be dialed. Long Distance charges will apply.

***75** Set up 2-digit Speed Calling

Call Return Busy/Last

This service allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number and then optionally return the call.

The service operates in one of two ways.

- One-stage activation: The subscriber dials an access code that immediately returns the call without playing the last calling number first.
- Two-stage activation: The subscriber dials an access code that plays the last calling number, and provides the option of returning the call.

If the call to the last calling number fails because the called party's line is busy, a recall is made automatically as soon as the line becomes idle. If the last caller's line does not become idle within the set timeout period, or if it does become idle but call setup fails for another reason (for example if the subscriber's line becomes busy again before the call can be set up), the attempt is abandoned. Dialing the access code again will reactivate the service and reset the timeout period, and another access code can be used to cancel all outstanding recall requests.

You can still make and receive calls while waiting for the Call Return signal. If you have more than one request active at a time, Call Return service will signal you as the called parties become available. You will not know the number of the call being returned unless you subscribe to Call Display service.

When Using Three-Way Calling service, you cannot use the Call Return - Busy feature. Calls cannot be returned when placed from phones with Call Blocking features, from certain pay phones, business lines, some cellular phones or long distance connections, or through the operator.

*66	Automatic Callback - last outgoing call
*86	Automatic Callback - cancel all attempts
*69	Automatic Recall - one-stage activation
*69 and 1	Automatic Recall - two-stage activation
*89	Automatic Recall - cancel all attempts