



## SINGTEL BUSINESS DIGITAL LINE (BDL) ADD-ON USER GUIDE

Feature	Description	How to Activate	How to Deactivate	Notes										
<b>Caller ID</b>	<p>Caller ID lets you know who is calling by displaying his/her number on your telephone display or display unit when you receive an incoming call.</p> <p>Some examples of display text:</p> <table border="1"> <thead> <tr> <th>Type of Call</th> <th>Display</th> </tr> </thead> <tbody> <tr> <td>Ordinary Call</td> <td>xxxx xxxx (8-digit phone number)</td> </tr> <tr> <td>Blocked Call</td> <td>Private</td> </tr> <tr> <td>Overseas Caller</td> <td>Overseas</td> </tr> <tr> <td>Public Payphone</td> <td>Payphone</td> </tr> </tbody> </table>	Type of Call	Display	Ordinary Call	xxxx xxxx (8-digit phone number)	Blocked Call	Private	Overseas Caller	Overseas	Public Payphone	Payphone			Feature is activated or deactivated by calling Customer Service, 1606.
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Ordinary Call	xxxx xxxx (8-digit phone number)													
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<b>Caller Non-ID</b>	Make calls from your office line without revealing your number	<ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 3 3 0 #</li> <li>Wait for the acceptance tone indicating that the service has been activated and replace the handset. If the activation is not successful, you will hear the Number Unobtainable (NU) tone.</li> <li>If the activation is not successful, repeat steps 1, 2 and 3.</li> </ol>	<ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 3 3 1 #</li> <li>Wait for the acceptance tone indicating that the service has been deactivated and replace the handset. If the deactivation is not successful, you will hear the NU tone.</li> <li>If the deactivation is not successful, repeat steps 1, 2 and 3</li> </ol>											
<b>Call Waiting</b>	<p>Conduct two calls at the same time by putting one party on hold while you talk with the other</p> <p>Answering Call Waiting calls</p>	<p><u>Restoring Call Waiting service</u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 4 3 0 #</li> <li>Wait for the repeated tone, then replace the handset</li> </ol>	<p><u>Cancelling Call Waiting service temporarily</u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 4 3 1 #</li> </ol>	<ul style="list-style-type: none"> <li>You cannot use Call Waiting if your phone is placed on the call tracing service.</li> <li>If your phone is used for fax/ data transmission, the Call Waiting signal may</li> </ul>										



	<ul style="list-style-type: none"> <li>You will hear a double beep when a new call is trying to get through while you are on the phone.</li> <li>Simply press the cradle and the new caller will be connected while your original caller is put on hold.</li> <li>Press the cradle again and you will be reconnected to your original caller while your second caller stays on hold.</li> <li>The caller on hold will hear a double beep.</li> </ul>		<ol style="list-style-type: none"> <li>Wait for the repeated tone, then replace the handset.</li> </ol>	<p>affect the quality of the transmission.</p> <ul style="list-style-type: none"> <li>If a call is put on hold while you are talking to the second caller, both callers will be charged for the entire duration of the call, inclusive of the time spent on hold.</li> </ul>
<p><b>Call Forwarding</b></p>	<p>Redirect calls from your office phone to another number when you go out so that you never miss an important call again</p>	<p><u>Activating Call Transfer</u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 2 1 0 &lt;8-digit phone no.&gt; #</li> <li>Wait for the repeated tone, then replace the handset</li> </ol>	<p><u>Cancelling Call Transfer</u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 2 1 1 #</li> <li>Wait for the repeated tone, then replace the handset</li> </ol>	<ul style="list-style-type: none"> <li>You can transfer your calls to a local phone and mobile phone only. To ensure that your calls are transferred to the correct number, you can dial your own phone number from your phone and confirm it with the other party.</li> <li>You can only activate and cancel Call Transfer from your own phone.</li> <li>Call Transfer will not transfer your calls to a phone number that has already been activated with Call Transfer.</li> </ul>
<p><u>Activating Call Transfer when <b>no reply</b></u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 2 2 0 &lt;8-digit phone no.&gt; #</li> <li>Wait for the repeated tone, then replace the handset</li> </ol>	<p><u>Cancelling call transfer when <b>no reply</b></u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> <li>Key # 2 2 1 #</li> <li>Wait for the repeated tone, then replace the handset</li> </ol>			
<p><u>Activating Call Transfer <b>when busy</b></u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> </ol>	<p><u>Cancelling Call Transfer <b>when busy</b></u></p> <ol style="list-style-type: none"> <li>Lift the handset and wait for the dial tone.</li> </ol>			



		<ol style="list-style-type: none"> <li>2. Key # 2 3 0 &lt;8-digit phone no.&gt; #</li> <li>3. Wait for the repeated tone, then replace the handset.</li> </ol> <p>*Please Note:</p> <ul style="list-style-type: none"> <li>• Call Transfer will remain effective until it is cancelled. To remind you that Call Transfer has been activated, a repeated tone will be heard when you lift the handset. This will last 4 seconds before you hear the usual dial tone.</li> <li>• Before transferring calls to another phone number, please seek consent from the person whose phone you are transferring your calls to. If he/she writes to SingTel to reject transferred calls, SingTel reserves the right to deactivate the Call Transfer service.</li> </ul>	<ol style="list-style-type: none"> <li>2. Key # 2 3 1 #</li> </ol> <p>Wait for the repeated tone, then replace the handset</p>	<ul style="list-style-type: none"> <li>• Outgoing calls can still be made after you have activated Call Transfer.</li> <li>• You cannot use Call Transfer to transfer your incoming calls to special service phone numbers, e.g. 1711, 999, 100, etc.</li> <li>• Call Transfer cannot be used if your phone is placed on the nuisance call tracing service.</li> <li>• If you re-direct all incoming calls to your mobile phone, traffic rates for the mobile phone shall apply.</li> <li>• Local call charges apply for the transferred calls.</li> </ul>
<p><b>Voicemail</b></p>	<p>Allow callers to leave you a voice message when you are unavailable to answer your phone</p>	<p><u>How to retrieve VoiceMail messages in your mailbox</u></p> <ol style="list-style-type: none"> <li>1. Lift the handset and wait for the dial tone.</li> <li>2. Press '1389', or 02 9630 1389 (Malaysia) or 65 9630 1389(overseas).</li> <li>3. Enter PIN # whereby default PIN is '1 1 2 2'.</li> </ol>		<ul style="list-style-type: none"> <li>• If you are retrieving from another phone, enter your 8-digit BDL number followed by #. You will hear a voice message informing you of the number of new messages.</li> <li>• Please ensure that you are using a different PIN if you also subscribed to SingTel Mobile VoiceMail Service.</li> <li>• VoiceMail cannot co-exist with Caller Alert</li> </ul>



<b>Phone Lock</b>	<p>Manage the outgoing calls from your phone by selecting different types of calls to block, including IDD, BudgetCall, STD, Local and AudioLine (numbers starting with 1900)</p>	<p><u>How to activate Phone Lock</u></p> <ol style="list-style-type: none"> <li>1. Lift the handset and wait for the dial tone.</li> <li>2. Key # 5 7 1 #</li> <li>3. Wait for the repeated tone, then replace the handset.</li> <li>4. When your phone is locked, you will hear a SingTel recorded message if you try to make a barred call. The phone will function normally for incoming calls.</li> </ol>	<p><u>How to deactivate Phone Lock</u></p> <ol style="list-style-type: none"> <li>1. Lift the handset and wait for the dial tone.</li> <li>2. Key # 5 7 0 XXXXX # where XXXXX is your PIN (5 digits).</li> <li>3. Wait for the repeated tone indicating the PIN is valid, then replace the handset.</li> <li>4. If the PIN is not valid, you will hear the following announcement: "Sorry, you have not entered the correct PIN."</li> <li>5. You may make your outgoing calls as usual. However, remember to lock your phone again to prevent unauthorised outgoing calls</li> </ol>	<ul style="list-style-type: none"> <li>• Only one PIN is used to control Local, STD, IDD/Budget and AudioLine calls.</li> <li>• The 5-digit PIN can be any number of your choice. Registration and changing of the PIN must be carried out by SingTel. You cannot change your PIN through your phone. Phone Lock can only restrict outgoing calls. It cannot restrict incoming calls, including overseas collect calls. With a collect call, the recipient pays the overseas call charge if he agrees to take the calls. Subscribe to Collect Call Screen to block collect calls.</li> <li>• All local calls (except those to 995, 999 and 1608) will be barred when Phone Lock is activated. A caller will have to unlock the phone to make an outgoing local call.             <ol style="list-style-type: none"> <li>(i) STD, Local and AudioLine (numbers starting with 1900) calls</li> </ol> </li> </ul>
			<p><u>Cancelling Phone Lock to make One Call only</u></p> <ol style="list-style-type: none"> <li>1. You can also cancel Phone Lock just to make one call.</li> <li>2. Upon hanging up, Phone Lock will be automatically activated again</li> <li>3. Lift the handset and wait for the dial tone.</li> <li>4. Key # 0 XXXXX &lt;8-digit phone no.&gt; where XXXXX is your PIN (5 digits).</li> <li>5. There will be no dial tone after you enter the PIN. Proceed to dial the required phone number. If the correct PIN is entered, the call will be put through.</li> </ol>	



			<ol style="list-style-type: none"> <li>6. If the PIN is not valid, you will hear the following announcement: "Sorry, you have not entered the correct PIN." Repeat step 1.</li> <li>7. After your call is completed, hang up. Your phone will be locked automatically.</li> <li>8. When your phone is already unlocked and you accidentally use the one-call code to make an outgoing call, you will have to use the # 571 # code to lock the phone again. The automatic lock will not work in this case</li> </ol>	<p>(ii) IDD, BudgetCall, STD, Local and AudioLine (numbers starting with 1900) calls</p> <ul style="list-style-type: none"> <li>• If outgoing local calls are barred from your phone, the Auto Redial and Speed Dialing services cannot be used to make local calls.</li> <li>• If there is a disruption of service on your phone line, the phone will not be locked automatically when the service is subsequently restored.</li> <li>• Even with Phone Lock activated, the subscriber is responsible for all phone call charges originating from his/her phone line</li> </ul>
<p><b>Three- Way Calling</b></p>	<p>This feature allows simultaneous calls to two persons on different lines</p>	<ol style="list-style-type: none"> <li>1. Lift the handset and wait for the dial tone. Dial the first number (Party A)</li> <li>2. Then put Party A on hold by tapping the cradle lightly.</li> <li>3. When you hear an acceptance tone, dial the next number (Party B) within 6 seconds.</li> <li>4. Tap the cradle again to bring in Party A so that all three parties are connected</li> </ol>		<ul style="list-style-type: none"> <li>• Only the calling party can initiate Three-Way Calling.</li> <li>• If you tap the cradle a third time, the connection between you and Party B will be terminated.</li> <li>• If one of the other two parties puts down the phone, the conversation between you and the remaining party can still continue.</li> </ul>



				<ul style="list-style-type: none"><li>• If you replace the handset, Three-Way Calling will be terminated.</li><li>• If you are engaged in Three-Way Calling, Call Waiting (if you also subscribe to this service) will not work. The caller will hear a busy tone.</li></ul>
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