

# Call Features Guide

January 2017



### Call Waiting – Cost: 82p/month

Call Waiting tells you when other callers are trying to get through to you. You will hear a discreet beep when you're on the phone and have another call coming through. Then you can choose whether or not you would like to take the call.

To activate	* 4 3 #
To speak to your second caller	Recall
To return to your first caller	Recall
To check Call Waiting is on	* # 4 3 #
To switch it off	# 4 3 #

You should switch Call Waiting off if you wish to use a fax or modem on the same line.



### Call Diversion – Cost: 82p/month

If you're away from home but still need to take phone calls, Call Diversion enables you to divert your calls to another number, be it another landline, or a mobile.

To divert your calls	* code * phone number to divert to #
To check your diversions	* # code #
To turn Call Diversion off	# code #
Codes	21 – divert all calls 61 – divert calls you don't answer within 15 seconds 67 – divert calls when your phone is engaged

When Call Diversion is used in conjunction with **Text**, your telephone line will need re-registering for Text after Call Diversion is removed. To do this, please send a text with the word '**register**' to **00000**. This is an automated process.





### Ring Back – Cost: 82p/month

With Ring Back, you will hear a special ring on your phone when the number you were previously trying becomes free, so you don't waste time redialling the engaged number. It will keep trying the engaged number for a maximum of 45 minutes.

<b>To set up</b>	-Dial the phone number -When you hear the engaged tone, press 5 -Wait for confirmation that your ring back has been successful and replace handset
<b>To answer a ring back</b>	Lift your handset when you hear the special ring
<b>To check Ring Back is activated</b>	*# 3 7 #
<b>To cancel Ring Back</b>	# 3 7 #

Ring Back is not available for calls to ISDN lines, international destinations and some multi-line switchboards. Subject to availability.



### 1471 – Cost: free

Dialling 1471 will reveal the last number to call you when you were away from your phone. Simply press '3' to return the call.

<b>To find out the number</b>	1471
<b>To call the number back</b>	3

Please note, a charge will be applied when you press '3' to return the call. This call will be charged at normal rate.



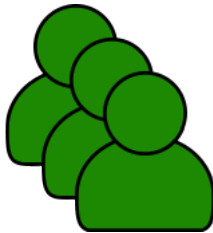


### 1571 Answerphone – Cost: 82p/month

The answerphone service allows you to play back recorded voicemails which have been left for you when you were either away, or busy chatting on the phone.

You can also record your own personal greeting so callers know they have come through to the right number.

<b>To listen to voicemails</b>	1571
<b>To record your personal greeting</b>	1571 then simply follow the instructions



### Three-Way Calling – Cost: 82p/month

A quick and easy way to speak with two other people at the same time, conference calling saves you making multiple calls at different times.

<b>To set up a conference call</b>	Press Recall and wait for dial tone Dial the second phone number, wait for answer and press Recall, then 3
To talk to two callers separately, press 2 instead of 3 when the second caller answers. If you want to switch between the two callers, press Recall, wait for the dial tone, then press 2.	
<b>To end the first call only</b>	Press Recall and wait for dial tone, then press 5
<b>To end the second call only</b>	Press Recall and wait for dial tone, then press 7
<b>To end the call</b>	Hang up



### Reminder Call – Cost: 82p/month

Use your home phone as an alarm clock by programming it to ring at a certain time.

<b>To set up a call to act as an alarm clock</b>	<b>* 5 5 * 24 hour #</b> Use the 24-hour clock, so 7.30am is 0730 and 4.30pm is 1630
<b>To cancel</b>	<b># 5 5 #</b>
<b>To check the scheduled call time</b>	<b>* # 5 5 #</b>

Please note, this function is subject to availability.





## Call Barring – Cost: 82p/month

Bar incoming calls you receive on your phone, as well as certain outgoing calls with this feature.

### Barring All Incoming Calls to Your Phone

To bar incoming calls	* 2 6 1 #
To cancel the call bar	# 2 6 1 #
To check if this has been activated	* # 2 6 1 #

### Barring Outgoing Calls from Your Phone

To bar outgoing calls	* 3 4 code #
To cancel the call bar	# 3 4 code * PIN #
To check if this has been activated	* # 3 4 #

### Codes

1	Bar almost all calls including Answer 1571 and Call Minder. Cancelling this option also cancels any other options you've barred.
2	Bar national and international calls, and calls to mobiles.
3	Bar international calls.
4	Bar all operator calls, Text (SMS text messages) and BT Text Direct 18001 and 18002.
5	Bar calls to numbers with a * or # in them (includes some Calling Features, but allows you to cancel this option)
7	Bar calls to premium rate numbers.

Calls to messaging services using 1571 can be barred under outgoing call barring code 1. This is because calling 1571 may lead to a chargeable call. It is also essential to remember that calls can be made via an operator unless they are barred with code 4.

Calls to the following numbers will never be barred, no matter which options you choose.

999	Emergency Services
112	Emergency Services
0800	Free numbers
0500	Free numbers





## Anonymous Call Rejection – Cost: 82p/month

If a caller withholds their number so you can't tell what number they called from, they won't be able to get through to you. The only way they'll get through is if they reveal their number.

To set up Anonymous Call Rejection	* 2 2 7 #
To cancel	# 2 2 7 #
To check the scheduled call time	* # 2 2 7 #



## Choose to Refuse – Cost: 82p/month

Put a stop to nuisance or unwanted calls by stopping them from getting through to you. You can block up to 10 numbers.

<b>To bar the last call you answered</b>	<p>Dial 14258</p> <p>Choose to Refuse will ask you to press ** to confirm that you want to bar calls from that number so they'll no longer be able to get through</p>
<p>To bar other numbers at any time: Dial 14258 and enter your PIN.</p> <p>Choose to Refuse will ask you to select from the following:</p> <p><b>Add a number to your list</b></p> <p>Please ensure you include the area STD code before UK numbers. Press # at the end of the number to tell Choose to Refuse that it is the end of the number</p> <p><b>Review/delete a number from your barred number list</b></p> <p>You can check your list at any time. It will tell you the number and date it was barred. You can also use this option to delete a number from your list</p> <p><b>Change your PIN</b></p> <p>Some obvious PINs such as 5678 and 2222 are not allowed, along with PINs which use numbers in obvious patterns on the keypad like 2580.</p>	

Please note, callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.



<p><b>To bar other numbers at any time</b></p>	<p>Dial * 1 4 2 5 8 * number #          No PIN is required          Please ensure to include the area STD code before UK numbers</p>
<p><b>To review your barred number list and delete entries</b></p>	<p>Dial *# 1 4 2 5 8 #          You can check your list at any time.          Choose to Refuse will tell you the number and the date it was barred</p>



**Caller Display – Cost: 82p/month**

Caller Display lets you see the number that's calling, so you can choose whether or not to answer the call. Please note, this feature will only display the number if the equipment/telephone handset is display compatible.



**Call Sign – Cost: 82p/month**



Call Sign gives you an extra number with a different ring tone so you know who the call is intended for, and can make sure the right person answers the phone.

Please note, this feature is subject to availability and whether multiple numbers are available at the exchange.



## Using the Call Features

### Your Phone

You will need a fixed line phone with  and  keys that make musical tones when you dial. If you hear clicks instead of tones, check the dial setting switch which is usually on the side or base of the telephone.

### PIN Security

Some telephones store or display numbers as you dial. If you're worried about your PIN, you should use a different phone that does not store numbers. Alternatively, when your call is over, you should lift the handset and press a few random numbers to clear the memory.

Please be aware that some phones in hotels and businesses log calls, and phones on some networks can print PINs on itemised phone bills. Be careful that no one is able to see when you dial using a display phone.

## Further Information and Technical Support

If you would like to set up a Call Feature, need further information or require technical support, please call **0333 320 4020** to speak to one of our **UK-based team**.

