



Get the message – wherever you are

Call Minder User Guide



Now with Call Minder

- ▶ **Let your mobile
keep you in touch**

See page 12 for more details.

- ▶ **Use Remote Access to listen to
your messages from a different
phone**

See page 11 for more details.

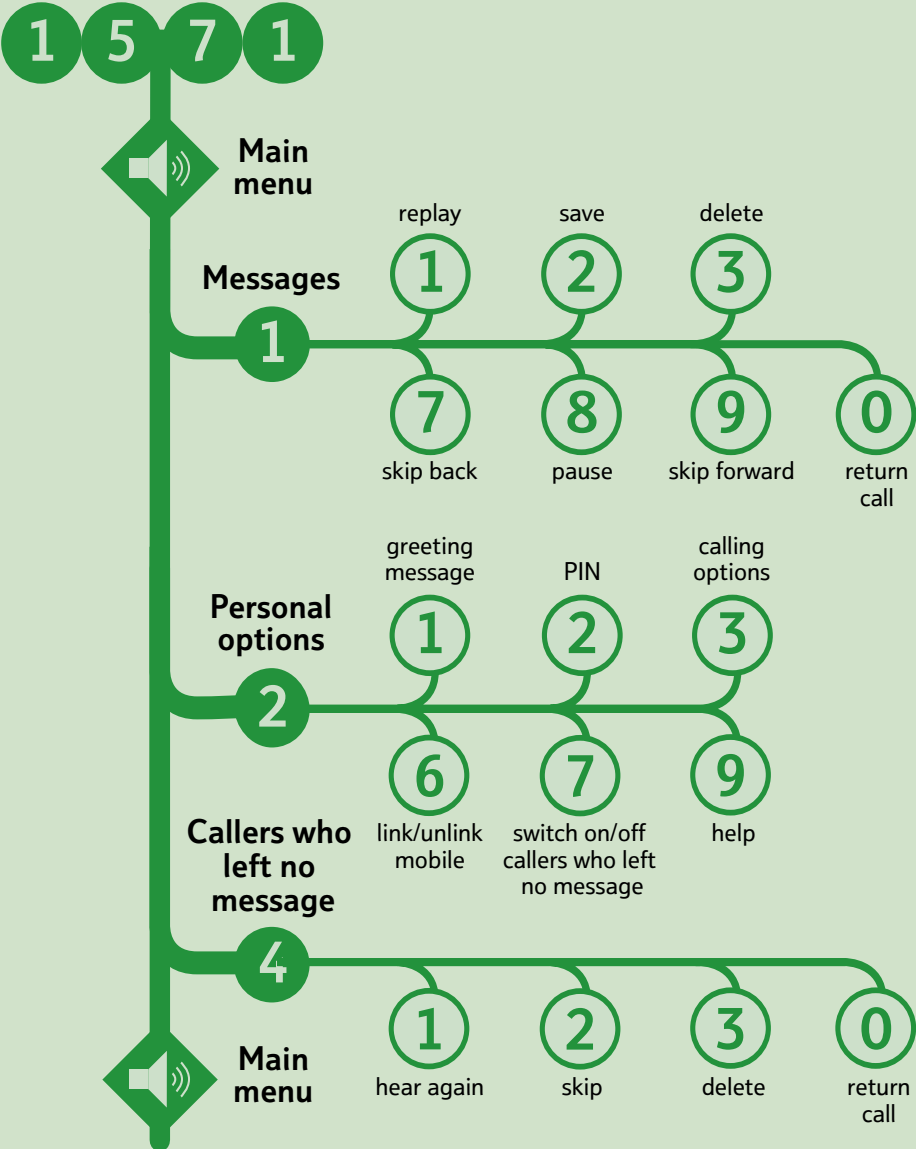
From time to time we may use Call Minder to tell you about other Call Minder products, services and updates.

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Call Minder

This map gives you an overview of the service



Getting started

Use the right type of phone

You can use any touch-tone phone

These phones usually have * and # buttons and make musical tones as you dial. If your phone has * and # buttons but you hear clicks instead of musical tones when you dial, you need to switch your phone to tone dialling. You can do this by switching your phone to the settings in dark type in these examples.

The switch is probably on the side or bottom of the phone.

TB or T not P **MFT** not MFE or LD

TTB not PE or TE **Tone** not Pulse

TBR not ERE **T** not 10 or 20

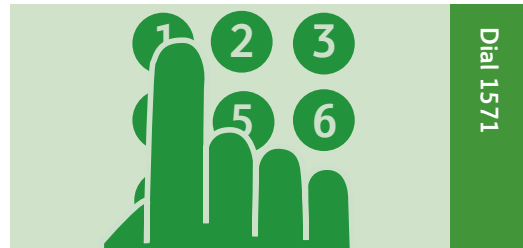


Dial 1 5 7 1

...to access Call Minder from your own phone

Instructions on accessing Call Minder from another phone are on page 11.

Instructions on using Call Minder with your mobile are on page 12.

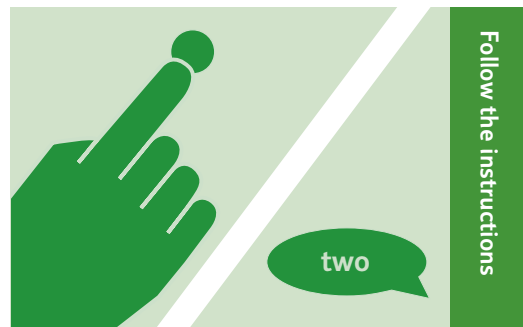


Follow the instructions

...and press the buttons on your phone to tell Call Minder what to do

You can speak into your phone after the tone to tell Call Minder what to do, by saying 1,2,3 as required.

You don't have to wait for the instructions to finish. The diagrams in this guide show you which buttons to press to get from the Main Menu to the feature you want.



Messages

Checking messages



Checking whether you have any messages

You'll hear a different dial tone whenever you have new messages. Just lift your handset and listen to the dial tone to check.

If Call Minder takes a new message while you're on the phone, it will call you after 10 minutes to let you know you have a message.

If you're still on the phone when Call Minder calls, it will try every 10 minutes for 2 hours. If a "message alert" ring back attempt encounters "no reply" no more "message alert" calls are made to the customer.

Listening to, saving and deleting messages

Call Minder will tell you how many new and saved messages you have after you dial 1571.

After you hear the tone, use the buttons on your phone or speak into the handset to tell Call Minder what you want to do with each message. Whilst listening to the message or at the end of reviewing it, you can press "0" to return the call. There is a charge for this functionality. Return calls will be routed by BT.

Message space

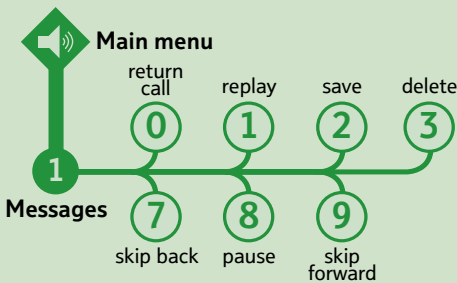
Call Minder can save up to 30 messages. It will tell you if it gets close to being full.

If someone calls when your message box is full, they'll be asked to call back later.

Time limit

Saved messages will be automatically deleted after 30 days. New messages which have not been listened to will automatically be deleted after 6 months.

Listening to, saving and deleting messages



Personal options

Choosing the message that greets your callers

When your phone is engaged or you can't answer, Call Minder answers with a standard greeting message asking your callers to leave a message for you. You might prefer to record your own personal greeting message.

Your message can be up to one minute long.

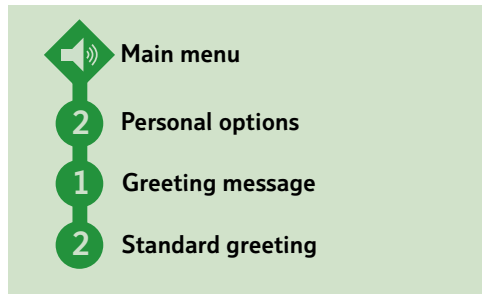
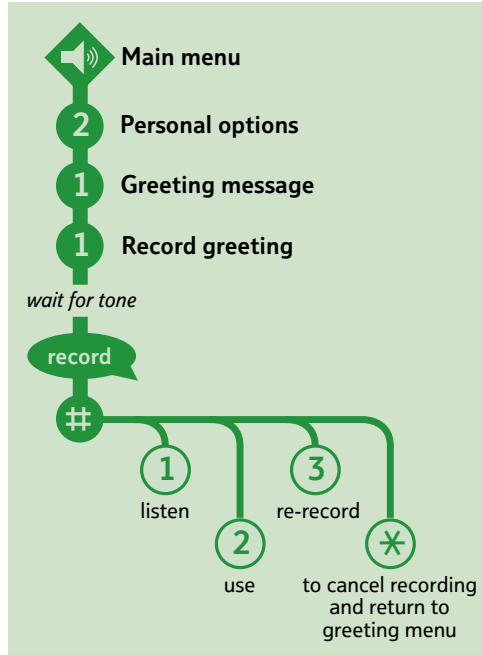
Remember to press 2 to ensure your new message is saved.

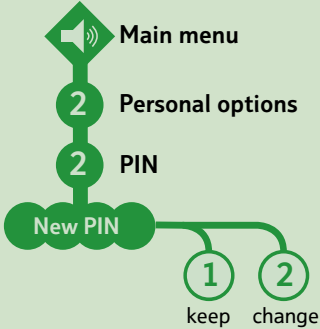
If you record your own message, remember that Call Minder takes calls when you're on the phone as well as when you're out or don't answer.

You can always change back to the standard message if you want to.

Example message

"Thank you for calling. I can't take your call right now, so please leave your name and message after the tone and I'll call you back as soon as I can."



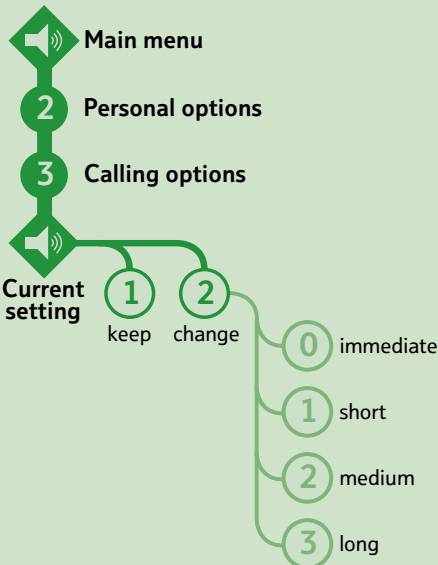


Choosing a different PIN

You need your PIN to listen to your messages from phones other than your own. You can choose a remote access PIN that's easy for you to remember after you dial 1571.

For the security of your Call Minder service, you won't be able to choose a PIN with simple sequences of numbers such as 2222 or 1234.

You can only change your PIN from your own phone.



Choosing how long before Call Minder answers

You can change the number of rings before Call Minder answers your calls.

There are four settings to choose from:

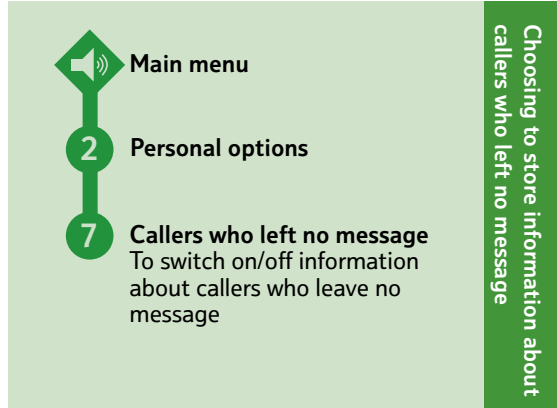
setting	rings	seconds
immediate	0	0
short	4	12
medium <i>normal setting</i>	7	21
long	10	30

Choosing whether to store information about callers who left no message

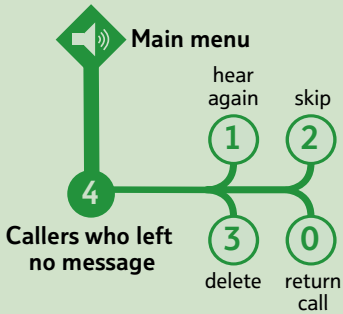
Call Minder normally stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time they called.

You can switch this option on or off by following the instructions.



Callers who left no message



Finding out the phone numbers of callers who left no message

If you have this option switched on, Call Minder stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time of the three most recent callers to call without leaving you a message.

It stores the details whether your phone was engaged or you did not answer.

If the same number calls more than once, only details of the last call are stored.

Call Minder does not store details of callers who withhold their number.

Remote Access

Calling from another phone number when you're away from your own phone

You can listen to your messages when you're away from your phone by using Remote Access. You can play, save or delete your messages and you can also access your calling options.

To do this, you need to call your own phone from another phone line. After Call Minder answers, press * and enter your 4 digit PIN. This will take you to the main menu where you can use Call Minder in the normal way.

The remote access call will be charged to the phone bill for the phone you're calling from. Normal call charges will apply.

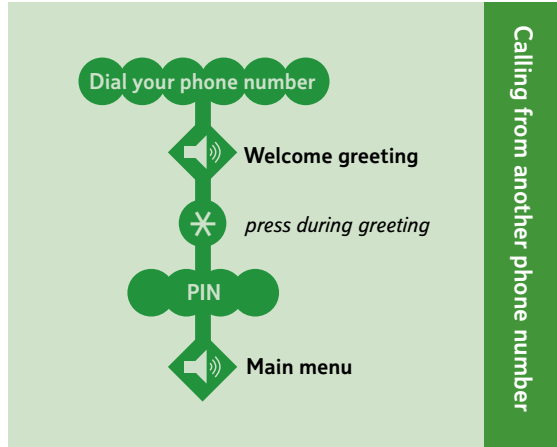
PIN

We strongly recommend that you set up a Remote Access PIN to ensure the security of your mailbox – see page 8.

For security reasons, your PIN cannot be changed by Remote Access.

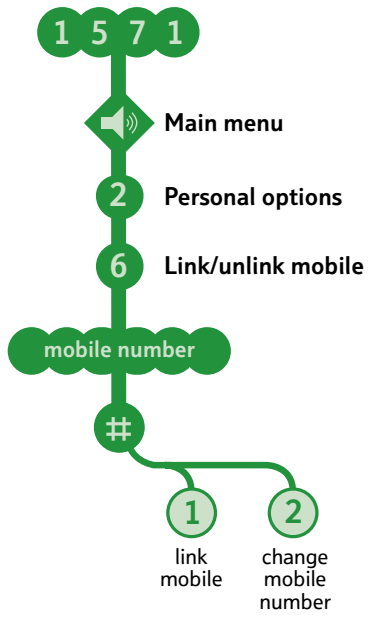
For details of how to remotely access your messages from a linked mobile, please refer to page 12.

The return call facility is not available when accessing your mailbox remotely.



Call Minder and your mobile

Link your BT 1571 Messaging service to a mobile, with the Text Alert feature



Before you can use Call Minder with your mobile you need to link your mobile to your service so that Call Minder knows your mobile number – you only need to do this once.

Link your BT 1571 Messaging service to a mobile, with the Text Alert feature

This service allows you to link your mobile phone to the BT 1571 messaging service. You will get a text message sent to your mobile whenever a new message is left on your 1571 messaging service. You can then call in to your land line number to listen to the message using your linked mobile. Simply follow the options shown in the diagram. Once finished you will be sent a text message to your mobile to confirm that the work is complete

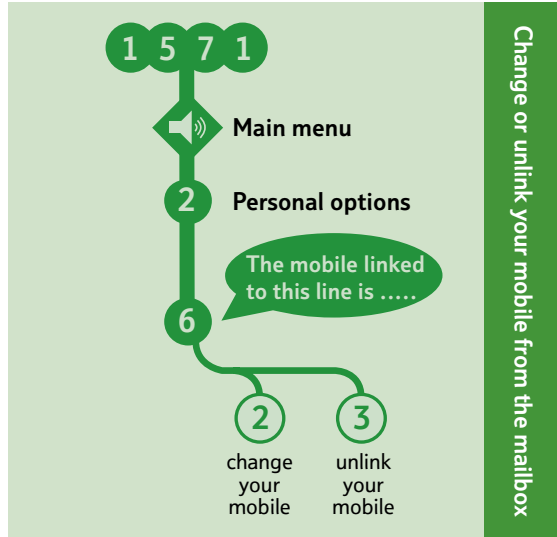
1. From the home phone number, dial 1571.
2. To link your mobile number, press 6
3. Enter the mobile number that you want to link to your messaging service, followed by #
4. Press 1 – To link this mobile to your messaging service or, Press 2 to enter a different mobile number.

Note: You can't link your mobile number to more than one messaging mailbox at any one time.

To change or unlink your mobile from the mailbox

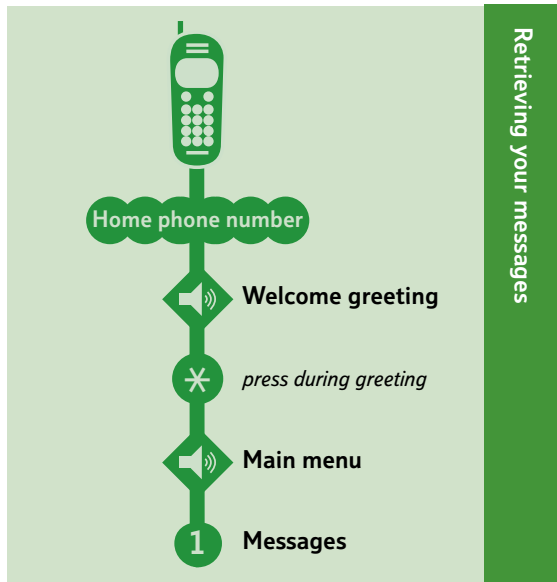
1. Follow the options shown in the diagram
2. After pressing 6, you will be told “The mobile number linked to this line is”
3. To change it, press 2, or to unlink this mobile from your mailbox, press 3

Again, a text message will be sent to your mobile to confirm that the work is complete.



Retrieving your messages

1. Dial your land line number from your linked mobile
2. After Call Minder answers, press * (there's no need for the remote access PIN here)
3. You'll then be at the beginning of your messages.

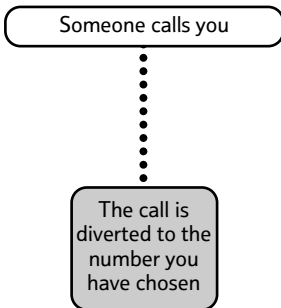


Call Minder and other Calling Features

Using Call Minder with Call Diversion

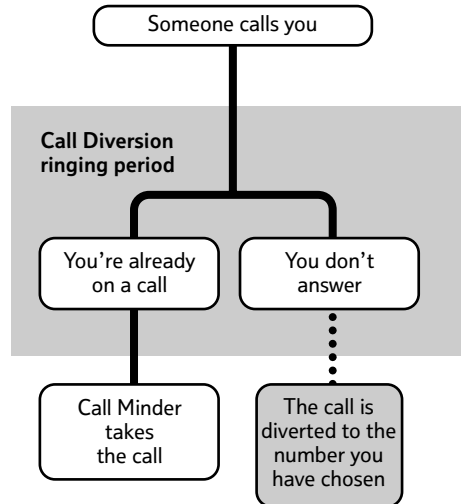
If you divert all your calls

Calls are diverted to the number you've chosen straight away.



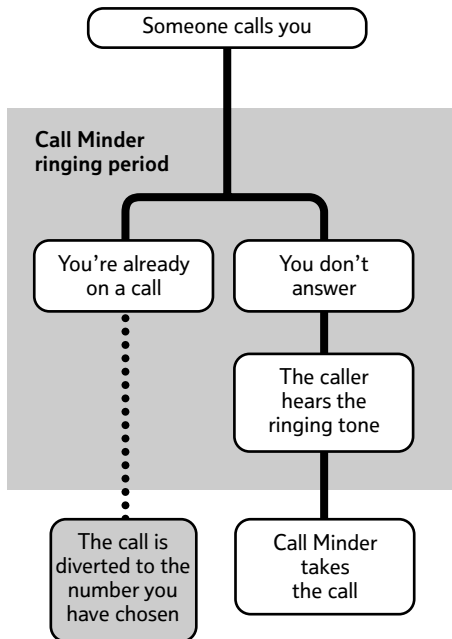
If you divert calls that you don't answer (on no reply)

They are diverted to the number you've chosen. Call Minder will take any new calls made to you when you're engaged.



If you divert calls when you're engaged

Calls are diverted to the number you've chosen. Call Minder will take calls that you don't answer.

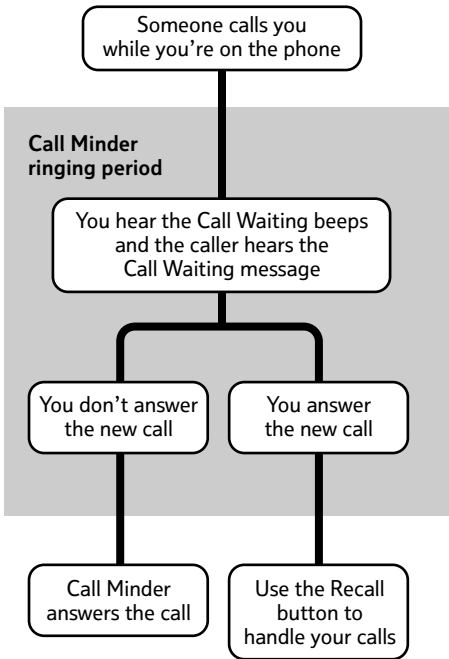


Call Minder and other Calling Features continued →

Using Call Minder with Call Waiting

If you're on the phone when a new call is made to you, you'll hear the Call Waiting beeps. You can press Recall to answer the call before Call Minder takes it. (See Call Waiting user guide.)

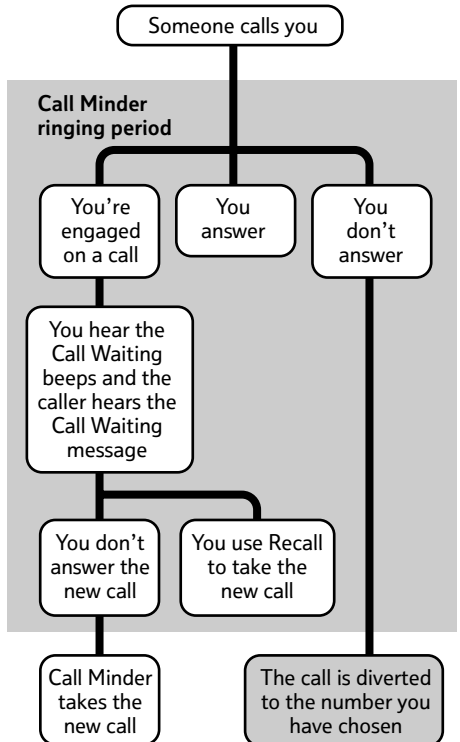
You can set the Call Minder ringing period to 'long' to give yourself more time to answer.



If a customer ignores their Call Waiting and the caller leaves a message in the Call Minder mailbox, there are no "message alert" attempts, made to the customer.

Using Call Minder with Call Waiting and Call Diversion

The services work together in the same way as Call Minder and Call Diversion unless you divert calls that you don't answer. Then you'll have a choice between taking the new call or letting Call Minder take a message.



Using Call Minder with Call Return (1471)

Call Return will store numbers when calls that you don't answer are taken by Call Minder, or if the call goes to Call Waiting.

Call Return does not update when the line is busy, and the call is answered by Call Minder.

Charge Advice

We recommend that you don't switch Charge Advice on for calls.

Call Minder and your modem

The Call Minder interrupted dial tone that alerts you to new messages could interfere with your modem and your internet connection.

Switching your modem to 'ignore dial tone' should help with this. Your modem user guide or manufacturer will have instructions on how to do this.

For further guidance, please call the Call Minder helpdesk on 0800 077 771.

Alarm lines

We advise you not to use Call Minder with burglar alarm systems that are reset through your phone line.

Return call with Call Barring

Customers who have the Calling Feature, Call Barring, and wish to bar the use of 1571 (BT Answer and Call Minder) need to select Code 1 under the barring options. This is because dialling 1571 could result in a chargeable call.

FeatureLine and FeatureNet Embark

These instructions are only for people who are using Call Minder with FeatureLine and FeatureNet Embark

Using Call Minder

The Call Minder number is different with FeatureLine and FeatureNet Embark.

Dial **9 1 5 7 5 7 1**

Setting Call Minder up if you are not in a hunt group

To take all your calls

Call Minder will answer all your calls and your phone won't ring.

Switching on *** 2 1 * 9 1 5 7 5 7 2 #**

Switching off **# 2 1 #**

To take calls when your phone is engaged

Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.

Switching on *** 6 7 * 9 1 5 7 5 7 3 #**

Switching off **# 6 7 #**

To take calls when you don't answer

Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.

Switching on *** 6 1 * 9 1 5 7 5 7 2 #**

Switching off **# 6 1 #**

For more information, see your FeatureLine or FeatureNet Embark user guide or call 0870 513 3399

Setting Call Minder up if you are in a hunt group

Everyone in the hunt group will share the same message box and settings.

To take all your calls

Call Minder will answer all your calls and your phone won't ring.

Switching on *121*9157572#

Switching off #121#

To take calls when your phone is engaged*

Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.

Switching on *167*9157573#

Switching off #167#

To take calls when you don't answer*

Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.

Switching on

*161*9157572#

Switching off #161#

* Not available on all lines.

Help

If you'd like more information on
Call Minder, call the helpdesk
on Freefone 0800 077 771
Monday to Saturday,
8am to 8pm



Offices worldwide

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