BT Calling Features
User Guide

Make more of your phone

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Never miss another call

Call Diversion – Lets you divert your calls to another number when you're away from your phone

Call Diversion lets you divert your calls to almost any phone, including your mobile.

Diverting your calls	* code * phone number to divert to #
Checking your diversions	* # code #
Switching 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 BT Text, your telephone line will need re-registering for BT Text after Call Diversion is removed. To do this you will need to send a text saying 'register' to 00000.

Call Waiting – Tells you when other callers are trying to get through

With Call Waiting you will hear a discreet beep when someone is trying to get through to you while you're on the phone. You can choose whether or not to take the call.

Switching on	* **43** #
Speaking to your 2nd caller	**Recall**
Returning to your 1st caller	**Recall** when you've finished your call, just hang up
Checking that it's on	* # **43** #
Switching off	# **43** # switch off if you want to use a fax or modem on the same line

Ring Back – Calls to let you know when an engaged number becomes free

Your phone will ring when the number you were trying is free so you don't spend time redialling the engaged number.
Ring Back will keep trying the engaged number up to a maximum of 45 minutes.

Setting up	5 on hearing an engaged tone wait for confirmation message then put your handset down
Answering a Ring Back	pick your handset up when you hear the special ring
Checking	* # 37 #
Cancelling	# 37 #

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

1471 – Tells you the last number that called

Dial 1471 to find out the last number that called while you were away from your phone. By simply pressing 3 you can then return the call straight away

Finding out the number	1471
Calling the number back	3

A charge will be applied when you press 3 to return the call, the charge for the call will be at normal rate.

BT Answer 1571

You need never miss a call with the BT Answer 1571 voice messaging service.

It answers your calls when you are not at home or if you are already busy on the phone.

Just dial 1571 to listen to your messages. You can also record your own personal greeting so your callers know that they are through to the right number.

Keep in control of your calls

Call Barring* – Lets you control the calls that can be made from your phone

You can bar certain types of calls from being made from your phone or bar incoming calls.

Barring all calls to your phone	
Barring	✱ **261** #
Cancelling	# **261** #
Checking	✱ # **261** #

Barring calls from your phone	
Barring	✱ **34** code #
Cancelling	# **34** code ✱ PIN #
Checking	✱ # **34** #

Codes

1	Bar almost all calls including BT 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, BT Text (SMS text messages) and BT Text Direct 18001 & 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.

† For customers on certain exchanges, this option will also bar premium rate services. After selecting this option, if you find that calls to premium rate services are barred and you do not want them to be, please call 0800 **800 150.** If you have a fibre phone service this will Bar international calls and calls to mobiles and 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 that are never barred

Calls to these numbers are never barred, no matter which options you choose:

999	Emergency services
112	Emergency services
150	BT residential customer services
151	BT residential fault reporting
152	BT business customer services
154	BT business fault reporting
144	BT Chargecard
0800	free numbers
0500	free numbers

You can still accept reverse charge calls when you have barred calls from your phone.

You and others in your household can connect to barred calls via the operator unless you have used code 4.

Anonymous Call Rejection – You can stop calls from people who have withheld their number

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

Setting up	✱ 227 #
Cancelling	# 227 #
Checking	✱ # 227 #

Choose to Refuse – Lets you choose who gets through

Choose to Refuse† lets you put a stop to nuisance or unwanted calls by stopping them from getting through to you. You can block up to ten numbers.

To bar the last call you answered
Dial **14258**, Choose To Refuse will ask you to press ✱ ✱ to confirm that you want to bar calls from that number. The number you've barred will no longer be able to get through.

To bar other numbers at any time
Dial **14258**, enter your PIN, Choose to Refuse will give you a choice of the following:

Adding a number to your list

- Make sure 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.

Reviewing your barred number list

- You can check your list at any time. Choose To Refuse will tell you the number and the date that it was barred. Also choose this option if you want to delete a number from your list.

Changing your PIN number

- Some obvious PINs such as 5678 and 2222, or PINs that use numbers in obvious patterns on your dialing keypad such as 2580 are not allowed.

† Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

Choose to Refuse – continued

Fibre Home Phone Service
To bar the last call you answered
Dial 14258 to confirm that you want to bar calls from that number.
The number you've barred will no longer be able to get through.

To bar other numbers at any time
Adding a number to your list
Dial *14258*number#. No PIN is required.
Make sure you include the area STD code before UK numbers,

Reviewing your barred number list
Dial *#14258# to review your barred list and delete entries.
You can check your list at any time. Choose To Refuse will tell you the number and the date that it was barred.

† Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

Know who's calling

Caller Display – Lets you see who's calling

Caller Display shows you the number that's calling you on caller display compatible equipment.

Call Sign – Know who the call is for before you answer

Call Sign† gives you an extra number with a different ring tone so you can make sure the right person answers the phone.

†Call Sign is subject to availability

Homemovers

Caller Redirect – Helps redirect calls to your new number

With Caller Redirect, when people call you, they'll hear a message telling them what your new number is so you can stay in touch.

Other useful services

Three Way Calling – For when three callers need to join in the conversation

Three Way Calling is quick and easy conference calling that saves you making lots of different calls at different times.

Setting up	**Recall** wait for dial tone Dial second phone number wait for answer **Recall 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 and then press 2.	
Ending the first call only	**Recall** wait for dial tone **5**
Ending the second call only	**Recall** wait for dial tone **7**
Ending the call	hang up

Reminder Call – an alarm clock on your phone

Your phone will ring at the time you programme it to. Reminder Call is subject to availability.

Setting a call Use the 24 hour clock – for example 7.30am is 0730 and 4.30pm is 1630.	* 55 * 24 hour #
Cancelling	# 55 #
Checking the call time	* # 55 #

BT Text – allows you to send and receive text (SMS) messages to and from other fixed lines, and mobile phones

For more information on BT Text visit our website at www.bt.com/bttext In order to use BT Text, you will need a suitable Text (SMS) enabled telephone, and Caller Display must be activated on your line.

If you do not have a suitable telephone, but you do have a BT Messaging service (i.e. BT Answer 1571, Call Minder), the text message will be converted to voice text and delivered to your mailbox as a spoken message.

1571 Text Alert – allows you to link any UK mobile to your BT Answer 1571 or Call Minder service

When a message is left in your mailbox, you will receive a text message to your mobile. If you dial your landline from your mobile, the message will be replayed to you. You can link a mobile or make changes to your existing number by calling the automated line on 0800 389 5660.

You will be charged to your fixed line for this text message at BT's standard Text rate, this maybe part of your calls package.

Call the information line on Freefone 0800 **789 456** for more information about our Calling Features

It's free, it's simple to use and it's there to help you get more from Calling Features. Follow the recorded messages and press the buttons on your phone to choose the information you want. You may find it useful to have a pen and paper handy.

Further details of BT Services can be found at www.bt.com

Using the services

Your phone

You need a fixed line phone with * and # buttons 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 phone.

PIN security

Some phones store or display numbers as you dial. If you're worried about your PIN, use a different phone or lift the handset and press a few numbers to clear the memory when your call is over. Some phones in hotels or businesses log calls, and phones on some other networks can print PINs on itemised phone bills. Be careful that no-one can see when you dial on a display phone.

Charges

For details of all Calling Features charges featured in this guide please visit www.bt.com/callingfeatures.

Offices Worldwide

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Registered office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No: 1800000.

Designed by Strata_3028

PHME 63710/01/12

Printed on paper that meets international environmental standards.