




BT Call Protect for Digital Voice User Guide

With your Call Protect service, we identify and add a list of nuisance callers who we'll send straight to your junk voicemail, cutting down your unwanted calls. This is the **BT Blacklist** and is turned on automatically with your new service.

Your own **Personal Blacklist** is also turned on automatically with your new service and allows you to send numbers to your junk voicemail. It puts you back in control of your calls: you can block certain call types, like Withheld, International or Unrecognised numbers, sending them straight to your **Personal Blacklist**.

How do I block calls or send them to voicemail?

There are three ways you can block calls.

1. **Block a number before answering it** Press  as the incoming call rings. Your phone will go hands-free and you'll hear it add the number to your **Personal Blacklist**.
2. **Block the number during the call** Press  during the call. The number will go to your **Personal Blacklist**.
3. **Block the number after the call** Press  and follow the steps to add the last incoming number to your **Personal Blacklist**.

What happens if you can't block a call?


You'll hear an alert when you press .

Remember: You can't block incoming calls from your contacts or speed dial numbers.


Want to send straight to voicemail without answering?

Press **Reject** while the phone is ringing.

How do I change my Call Protect settings?

To change which calls are automatically sent to your junk voicemail, press  on the home screen to go to the **Call Protect** menu and choose what you want to do. You can also change these settings at www.bt.com/mybt

Where do calls I block go?

They go to your Call Protect junk voicemail. You can still listen to any messages moved to your junk voicemail and unblock any numbers that you need to keep. Just press  on the home screen and follow the steps.

How do I switch off Call Blocking?

Press  on the home screen to go to the **Call Protect** menu and follow the steps. You can also switch it off at www.bt.com/mybt or by using the [MyBT app](#).

Important

If you have important numbers that will always need to get through such as the doctor's surgery, national flood line, a carer line or BT SMS service numbers, make sure you've added them to your Contacts or Allowed list. When storing international numbers, replace + with 00, then enter the rest of the number.