



Get more from your phone

BT calling features user guide



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Never miss another call

Call diversion

Away from your phone? With call diversion you can divert your calls to another number and to almost any phone – even your mobile.

Diverting your calls

* code *
phone number to divert to #

Checking your diversions

* # code #

Switching off

code

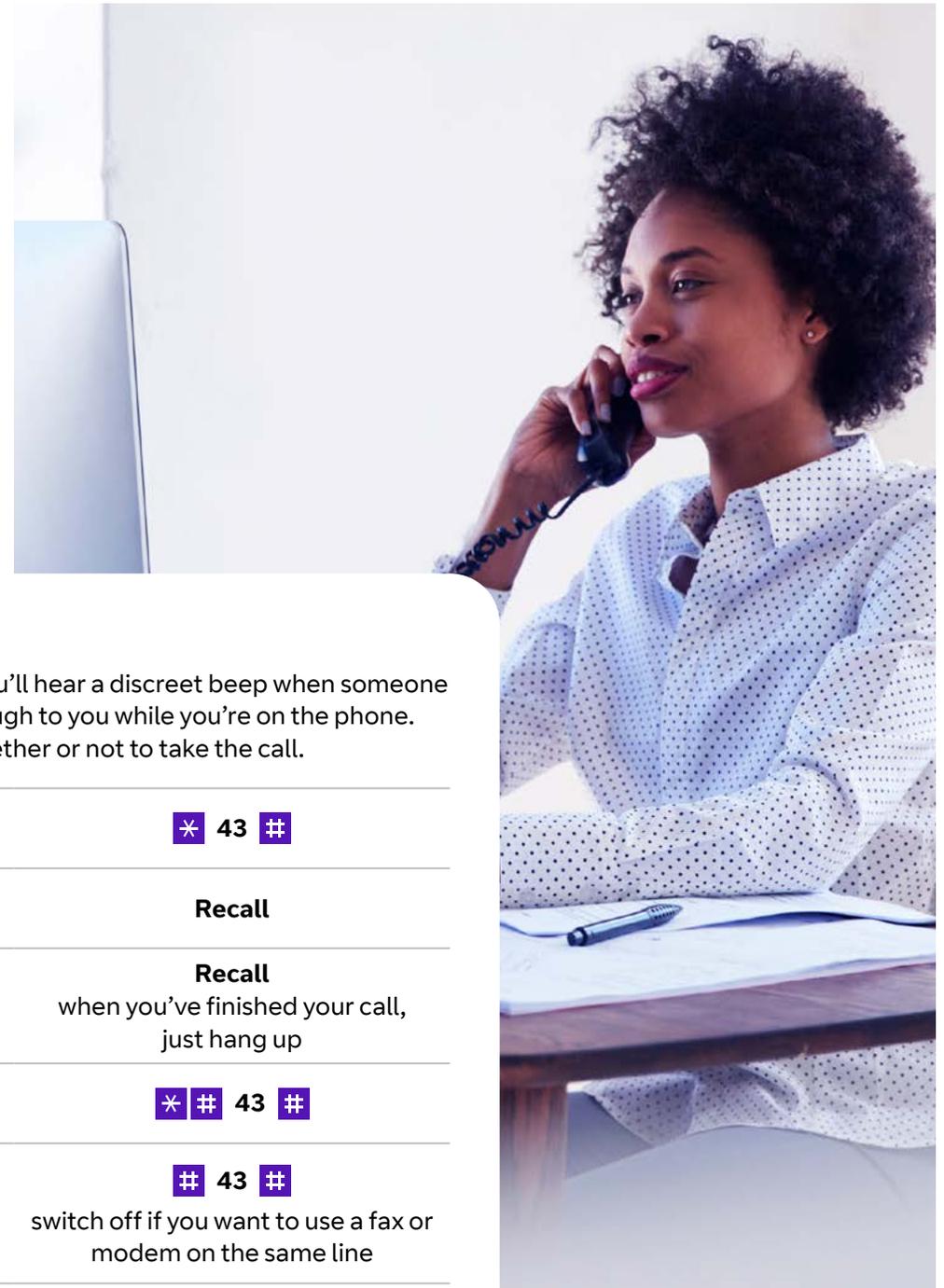
Codes

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, you'll need to re-register for BT text after call diversion is removed. It's simple to do. Just send a text saying 'register' to 00000.



Call waiting

With call waiting you'll 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

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

when you hear an engaged tone press 5 wait for a confirmation message and then you can hang up

Answering a ring back

pick your handset up when you hear the special ring

Checking

* # 37 #

Cancelling

37

Ring back isn't available for calls to traditional phone lines, international destinations and some multi-line switchboards. Ring back is subject to availability.



1471

Dial 1471 to find out the last number that called while you were away from your phone. Just press 3 if you want to 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.

Voicemail

You won't ever miss a call with this voice messaging service.

It answers your calls when you're not at home or if you're 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're through to the right number.

Keep in control of your calls

Call barring

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

Barring all calls to your phone

Barring * 261 #

Cancelling # 261 #

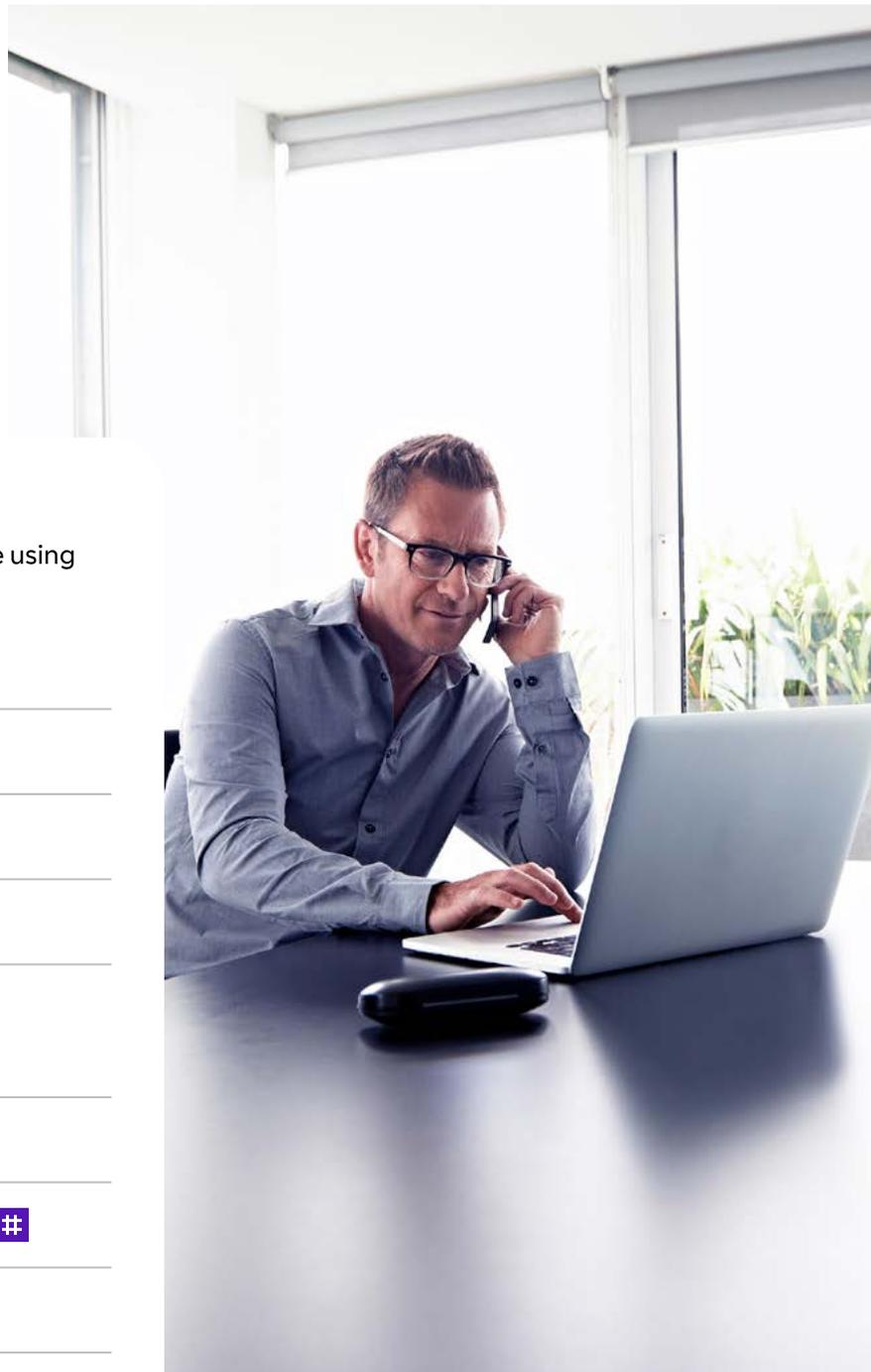
Checking * # 261 #

Barring calls from your phone

Barring * 34 code #

Cancelling # 34 code * PIN #

Checking * # 34 #



Codes

- 1 Bar almost all calls including Voicemail services – 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, for example 118 500, 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 don't 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's important to remember that calls can be made by an operator unless they're 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 through the operator unless you've used code 4.



Anonymous call reject

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

Choose to refuse¹ lets you put a stop to nuisance or unwanted calls by stopping them from getting through to you. You can block up to 10 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 won't 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:

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's the last digit.

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

- You won't be able to use some obvious PIN numbers such as 5678 and 2222 or any obvious patterns on your keypad such as 2580.

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 won't be able to get through.

To bar other numbers at any time

Adding a number to your list

Dial * **14258** * number #.

You don't need a PIN. 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.

¹Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

Know who's calling

Caller display

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

Call sign

Call sign[†] sets up a second phone number on the same line with a different ring tone so you know which number is being called.

[†]Call sign is subject to availability.



Homemovers

Caller redirect

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

Three way calling is quick and easy conference calling for up to three people. It 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, select 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

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

Setting a call

* 55 * 24 hour #

Use the 24 hour clock – for example 7.30am is 0730 and 4.30pm is 1630.

Cancelling

55

Checking the call time

* # 55 #

BT text

Send and receive text messages to and from other fixed lines and mobiles. Head online to bt.com/help/landline and search 'BT text'. Remember, to use this feature you'll need a phone that's able to send text messages. And caller display has to be activated on your line, too.

If you don't have a suitable phone, but you have a messaging service from us (such as Voicemail services) the text will change to a voice text and be delivered to your mailbox as a spoken message instead.

1571 Text alert

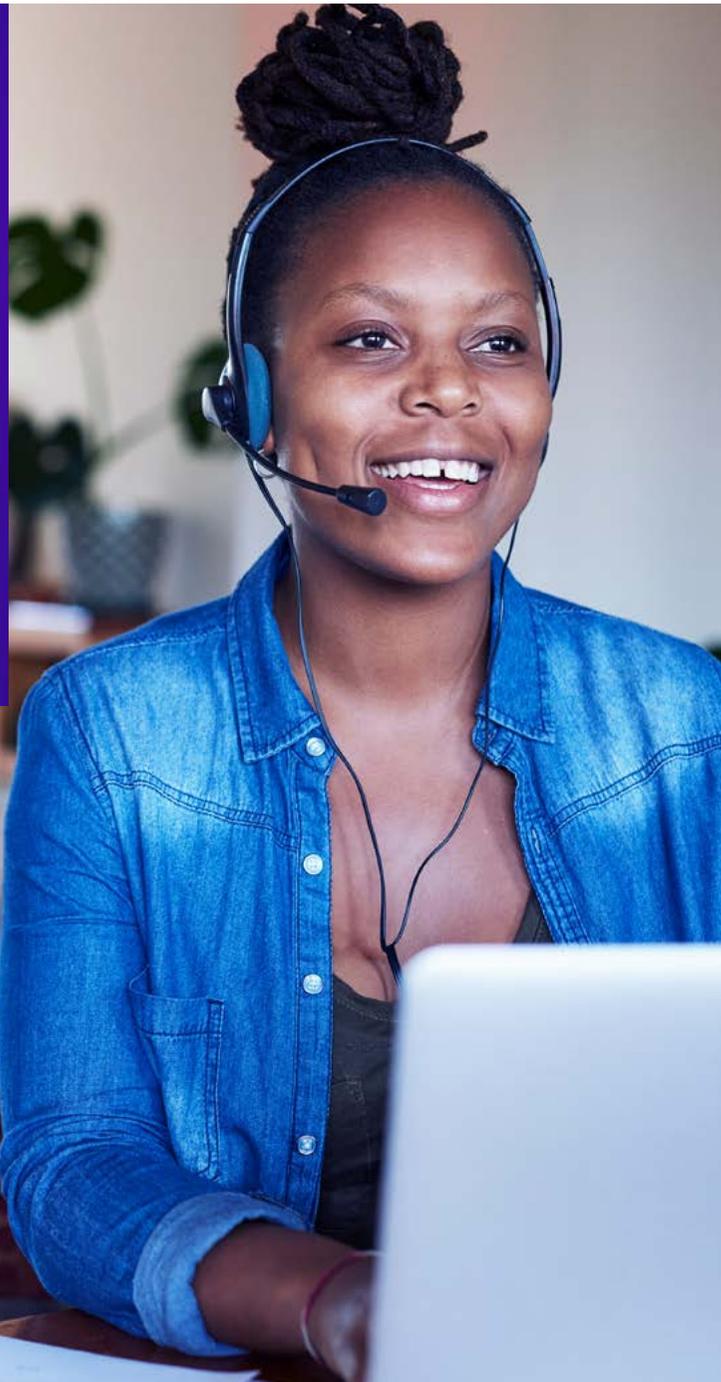
When you get a message in your mailbox, you'll get a text straight to your mobile. Dial your landline from your mobile and go to your Voicemail service. When the Voicemail service kicks in, press * and enter your 4 digit PIN, the message will be replayed to you. You can link a mobile or make changes to your existing number by calling the automated line on 0800 389 5660.

You'll be charged to your fixed line for this text message at our standard text rate, this may be part of your calls package.

Give us a call on 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.

If you want to know more about our services just head to 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

To get more info of all our calling features charges in this guide take a look at bt.com/callingfeatures



Offices worldwide

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