



PERSPECTIVE

GUIDE TO: Instructions For PSTN Calling Features



Smart Divert

Smart Divert enables your calls to follow you without you having to return to your own phone. You can divert calls to other numbers anywhere in the UK, most overseas destinations or mobile phones. Calls can also be diverted to 0800 numbers.

Instructions From Your Phone

To divert calls directly from your phone connect a handset to your phone socket and follow these steps.

Task	Method
Diverting your calls	* CODE (see table below) * #
Checking your diversions	* while holding down # CODE #
Switching off	# CODE #

Codes From Your Phone

Code	Code Explanation
2 1 ABC 1	Divert all calls
6 1 MNO 1	Divert calls not answered in 15 seconds
6 7 MNO PQRS	Divert calls when phone is engaged

Instructions For Diverting Remotely

NOTE: In order to divert remotely you need an access number and a PIN. The access number is a local number you call into, and the PIN provides the security. Contact support for these or reference your control panel.

Task	Method
Diverting your calls	<p>Dial the access number and wait for dial tone.</p> <p>* CODE (see table below) * (pause for 1-2 seconds)</p> <p>PIN * (pause for 1-2 seconds)</p> <p>Full phone number * (pause for 1-2 seconds)</p> <p>Full number to divert to #</p>
Checking your diversions	<p>Dial the access number and wait for dial tone.</p> <p>* while holding down # (pause for 1-2 seconds)</p> <p>CODE * (pause for 1-2 seconds)</p> <p>PIN * (pause for 1-2 seconds)</p> <p>Full phone number #</p>
Switching off	<p>Dial the access number and wait for dial tone.</p> <p># CODE * (pause for 1-2 seconds)</p> <p>PIN * (pause for 1-2 seconds)</p> <p>Full phone number #</p>

Codes For Diverting Remotely

Code	Code Explanation
4 GHI 4 GHI	Divert all calls
6 MNO 4 GHI	Divert calls not answered in 15 seconds
6 MNO 5 JKL	Divert calls when phone engaged

Call Waiting

Tells you when other callers are trying to get through. 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.

Task	Method
Switching on	* 4 _{GHI} 3 _{DEF} #
Speaking to your 2nd caller	Recall
Returning to your 1st caller	Recall (when finished, just hang up)
Checking that it's on	* # 4 _{GHI} 3 _{DEF} #
Switching Off (switch off if you want to use a fax or modem at the same time)	# 4 _{GHI} 3 _{DEF} #

Call Diversion

Lets you divert your calls to another number when you're away from your phone to almost any phone, including your mobile.











Task	Method
Diverting your calls	* CODE (see table below) *
Checking your diversions	* # CODE #
Switching off	# CODE #

Codes For Diversion

Code	Code Explanation
2 1 ABC	Divert all calls
6 1 MNO	Divert calls not answered in 15 seconds
6 7 MNO PQRS	Divert calls when phone engaged

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.

Task	Method
Setting up	On hearing an engaged tone press  , wait for confirmation message then put your handset down
Answering a Ring Back	Pick up your handset when you hear the special ring
Checking	    
Cancelling	   

1471

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.

Task	Method
Finding out the number	1 4 GHI 7 PQRS 1
Calling the number back	3 DEF

1571

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.

Task	Method
Finding out the number	

Call Barring

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

Barring ALL calls to your phone	Method
Barring	* 2 _{ABC} 6 _{MNO} 1 #
Cancelling	# 2 _{ABC} 6 _{MNO} 1 #
Checking	* # 2 _{ABC} 6 _{MNO} 1 #

Barring specific calls from your phone	Method
Barring	* 3 _{DEF} 4 _{GHI} CODE (see table below) #
Cancelling	# 3 _{DEF} 4 _{GHI} CODE * PIN #
Checking	* # 3 _{DEF} 4 _{GHI} #

Code	Code Explanation
1	Bar almost all calls including BT Answer 1571 and Call minder – cancelling this option also cancels any other options you've barred.
2 _{ABC}	Bar national and international calls and calls to mobiles
3 _{DEF}	Bar international calls
4 _{GHI}	Bar all operator calls, BT Text (SMS text messages) and BT Text Direct 18001 & 18002.
5 _{JKL}	Bar calls to numbers with a * or # in them (includes some Calling Features, but allows you to cancel this option)
7 _{PQRS}	Bar calls to Premium Rate numbers.

NOTE: Calls to 999, 112, 0800 and 0500 will never be barred

Anonymous Call Rejection

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.

Task	Method
Setting up	* 2 ABC 2 ABC 7 PQRS #
Cancelling	# 2 ABC 2 ABC 7 PQRS #
Checking	* # 2 ABC 2 ABC 7 PQRS #

Choose to Refuse

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.

Barring ALL calls to your phone	Method
To bar the last call you answered	1 4 2 5 8 then press * * when prompted <small>GHI ABC JKL TUV</small>
To bar other numbers at any time, review your barred number list or change your PIN	1 4 2 5 8 and use the audio menu system <small>GHI ABC JKL TUV</small>

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

Three Way Calling

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

Barring ALL calls to your phone	Method
Setting up to talk to callers at the same time	Recall, wait for dial tone Dial Second number, wait for answer Recall 3 DEF
Setting up to talk to callers separately	Recall, wait for dial tone Dial Second number, wait for answer Recall 2 ABC
Switching between calls	Recall, wait for dial tone 2 ABC
Ending the first call only	Recall, wait for dial tone 5 JKL
Ending the second call only	Recall, wait for dial tone 7 PQRS
Ending the call	Hang up

Reminder Call

An alarm clock on your phone. Your phone will ring at the time you programme it to.

Task	Method
Setting up When inserting the time please use a 4 digit 24 hour format (for example for 7:00am use 0700 or for 5:30pm use 1730)	* 5 _{JKL} 5 _{JKL} * time #
Cancelling	# 5 _{JKL} 5 _{JKL} #
Checking the call time	* # 5 _{JKL} 5 _{JKL} #

Call Minder

An advanced answer machine service on your phone, that can also be accessed from your mobile.

To enter the Call Minder menu dial the following from your handset:

1 **5** **7** **1**
JKL PQRS

Main Menu	Sub Menu
1 Messages	1 Replay
	2 ABC Save
	3 DEF Delete
	7 PQRS Skip Back
	8 TUV Pause
	9 WXYZ Skip forward
	0 + Return Call

Main Menu	Sub Menu
2 ABC Personal Options	1 Greeting Message
	2 ABC PIN
	3 DEF Calling Options
	6 MNO Link/Unlink Mobile
	7 PQRS Callers who left no message

Main Menu	Sub Menu
4 GHI Callers Who Left No Message	1 Hear Again
	2 ABC Skip
	3 DEF Delete
	0 + Return Call