A guide to our Calling & Security features.

JT
TOGETHER

Welcome to our Calling & Security features guide

This booklet is designed to tell you about each of our Calling & Security features and explains how they can be used.

We've included tips which you might find useful if you haven't used some of these services before.

If you have used Calling & Security features before and just need a quick reminder of which codes to use, why not turn to the 'Quick Reference Guide' on page 13.

You will need to apply for some of the Calling & Security features detailed in this guide. However, if you are the account holder, this can be done by calling our Home Team on 882 882.

Please note that some features are chargeable. Current pricing information can be obtained by calling the number above.

For further information or help with these features, please contact:

**Home Team on 882 882
or email home@jtglobal.com**

Contents

Is your phone ready for you to use Calling & Security features?

If you would like to use Caller Display, you will need to have either a caller display enabled telephone or a caller display unit. These can be purchased from our shop.

If you would like to use any of the other Calling & Security features, you'll need a phone with * and # buttons.

When you press the buttons you should hear a tone. If you hear clicks instead, you need to change the setting of your phone.

The switch to do this is probably on the side or bottom of your phone.

Examples of the settings on different telephones are listed below.

Simply switch your phone to the position shown in the **bold** type.

TB	not P or T
TTB	not PE or TE
TBR	not ERE
MFT	not MFE or LDE

How to use Calling & Security Features

In order to access some features, you will need to use your telephone keypad to enter codes that tell the telephone exchange what you want it to do for you. This booklet gives you all the codes you need to be able to set up Calling & Security features quickly and easily.

Announcements from the telephone exchange
Whilst using Calling & Security features, you'll hear messages from the exchange. Some messages will be instructions which you need to follow and others will be messages confirming your requests.

DO NOT PRESS ANY BUTTONS WHILST THE MESSAGE IS PLAYING.
If you do, your instruction won't get through to the exchange. When you become familiar with the facilities you're using and know exactly what to do, you can enter the codes one after the other without waiting for the message to begin. However if it does start, wait for it to finish before you continue.

Caller display

Caller Display is available to all customers with a JT landline. However, in order to take advantage of this service, you will need to have either a Caller Display enabled telephone or a Caller Display unit. These items can be purchased from our shop.
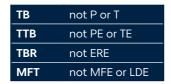
With the correct equipment active on your telephone line, there are some situations when the caller's number will not be displayed. For example, if the caller:
• Has chosen to withhold their number (Number Mask)
• Is ex-directory
• Is not using a phone on a compatible network
Whilst local mobile numbers will be displayed on your handset (unless the caller has chosen to withhold their number), some mobile numbers from other networks will not be displayed.

What you will see with caller display
The caller's telephone number will be displayed when your phone rings. If you do not answer the call, your display phone/equipment will log the phone number as well as the time and date when the call was made.

Your telephone or equipment displays:
• Phone numbers up to 18 digits long (long enough for any call from the UK)

Your telephone or equipment indicates the number has been 'withheld' if:
• The caller intentionally withholds their number
• The caller has permanently withheld their number

Please note
• If a call is diverted to you by a phone using Call Diversion, the number of the phone that made the original call will be displayed, not the phone which diverted it.
• If the call is through a switchboard which has different incoming and outgoing phone numbers, the outgoing number will be displayed.
• Display equipment may also show 'international' for calls made outside of the UK.

Number mask and number block

Number mask

If you do not want your telephone number to be seen or heard by the person you are calling, you can opt to stop it being sent, either on a call by call basis or permanently.

To prevent your number being sent to the person you're calling, for that one call only:

Lift handset and dial **141**
Dial the telephone number that you wish to call.

To prevent your number being sent on a permanent basis, the account holder can telephone Home Team on 882 882.

Number block

Number Block allows you to programme your telephone line so that it does not accept any unidentified calls. If the person ringing you has withheld their number, then they will receive an exchange announcement telling them that you do not take unannounced calls.

To set Number Block:
Lift handset and dial **∗227#**
Wait for confirmation message.

To check:
Lift handset and dial **∗#227#**
Wait for message or tone

To cancel:
Lift handset and dial **#227#**
Wait for confirmation message.

Please note
• Whilst the Number Block service is active, incoming calls originating from some switchboards may result in the caller receiving the number block announcement or number unobtainable tones.

Ex-directory customers and number release

If you are an ex-directory customer, your number will not be sent unless you intentionally release it prior to making each call.

To release your number for a single call:
Lift handset and dial **1 4 7 0**
Dial the telephone number of the person you wish to call.

If you require your number to be released on a permanent basis, the account holder can telephone Home Team on **882 882.**

Call Return

This facility allows you to find out the telephone number of the person who last called you and then return that call if you wish to. Call Return will store most telephone numbers, whether or not the call was answered, but there are some exceptions.

Numbers may not be stored if:
- The caller intentionally withholds their number
- The caller is ex-directory
- The call is made from a mobile telephone
- The call is made from outside the UK
- The call is made using a Chargecard
- The call is not made from a phone on a compatible network
- The call was not connected (e.g. your line was busy)

To hear the number of your last caller:
Lift handset and dial **1 4 7 1**
The message tells you the number that called you and invites you to press **3** in order to ring back the caller.

If the last number to have called you was not stored, the message you receive will say:
"The telephone number of the last incoming call is not available"

Please note:
- Call Return is available on all telephones, except multi-line groups, ISDN facilities and payphone lines.
- The number of the last caller is stored until another call is made to your phone.
- If you use Call Diversion, Call Return will only store a number when you are using 'Diversion on No Reply'.

Ring back when free

Ring Back When Free allows you to attempt to get through to a busy line without the need to repeatedly redial the number. Once the service has been set up, the network will attempt to call the busy party 3 times at 5 minute intervals to detect their line has become free and if they answer the call, will automatically dial your number. After 15 minutes your ring back when free request will time-out.

To set up Ring Back When Free:
When making a call to a number that is busy, you will hear the engaged tone and an announcement saying: **"The number you called is currently busy. To receive a call-back when free, press '5'. The network will try to re-dial the number you have called 3 times at 5 minute intervals. If the number you have called is still not available please dial again."** Upon pressing '5' you will hear a confirmation message saying: **"Your call back request has been made."** Replace the telephone handset and the telephone network will attempt to call the busy party 3 times at 5 minute intervals and if they answer, will then call you back.

Note – Calls to Mobile handsets which are rejected by the called party will also offer the caller the option to set-up ring back when free. This will then automatically attempt to call the mobile handset 3 times at 5 minute intervals.

Call diversion

Using the diversion facility, all incoming calls can be transferred to any other telephone number as follows:
- Immediately without ringing your telephone – **Basic Diversion**
- Only if you are busy with another call – **Diversion on Busy**
- If no-one answers within 25 seconds – **Diversion on No Reply**

Using this facility, you can programme the exchange to divert your incoming calls to another number. Outgoing calls can be made as normal.

To set up:
Basic Diversion
Lift handset and dial **✱ 2 1 ✱**

Diversion on Busy
Lift handset and dial **✱ 6 7 ✱**

Diversion on No Reply
Lift handset and dial **✱ 6 1 ✱**

Diversion on Busy and No Reply
Lift handset and dial **✱ 6 6 ✱**

Then:
Dial the number you wish to have your calls diverted to followed by **#**

Listen to the announcement and replace the handset.

Call diversion

To check:
Basic Diversion –
Lift handset and dial ∗ # 2 1 #

Diversion on Busy –
Lift handset and dial ∗ # 6 7 #

Diversion on No Reply –
Lift handset and dial ∗ # 6 1 #

Then:
Listen to the announcement and wait replace the handset.

To cancel:
Basic Diversion –
Lift handset and dial # 2 1#

Diversion on Busy -
Lift handset and dial # 6 7 #

Diversion on No Reply -
Lift handset and dial # 6 1#

Diversion on Busy and no Reply -
Lift handset and dial # 6 6 #

Or to cancel all diverts -
Lift handset and dial # 0 0 2#

Then:
Listen to the announcement and replace the handset.

Please note:
• If you change the number to which your calls are being diverted
  to without altering the type of diversion in operation, you do not
  need to cancel the previous request – simply follow the
  procedures for setting up a new diversion using the new number.

• You will be charged normal call rates for every diverted call.
  See separate charge sheet.

Incoming call barring

Incoming call barring acts as a 'do not disturb service'. When you put it into operation, callers are advised that you are 'not accepting calls at present'. To enable this service on your telephone line, please call our Home Team on 882 882 or email home@jtglobal.com

Incoming call barring

To set up:
Lift handset and dial ✳ 2 6 1 #
Listen to the announcement and replace the handset.

To check:
Lift handset and dial ✳ # 2 6 1 #
Listen to the announcement and replace the handset.

To cancel:
Lift handset and dial # 2 6 1 #
Listen to the announcement and replace the handset.

Outgoing calls can be made in the normal way while Incoming Call Barring is active on your telephone line.

Outgoing call barring

Outgoing Call Barring allows you to control the types of calls made from your telephone. You can bar unauthorised use of your phone altogether or allow a restricted service e.g. local calls only.

Whatever degree of barring you set, you will always have access to 112/999 in the case of an emergency. To enable Outgoing Call Barring on your telephone line, the account holder can telephone our Home Team on 882 882 or email home@jtglobal.com

WARNING
Once Outgoing Call Barring is in operation, it cannot be removed without using your PIN (Personal Identity Number/Keyword). You will be asked to set your PIN when you request this service, so it should be a number known only to you and that you can easily remember.

To set up ALL Call Barring:
Lift handset and dial ∗ 2 9 ∗ 1
Enter your personal four-digit PIN followed by #

To check:
Dial ∗ # 2 9 #

To cancel ALL Call Barring:
Lift handset and dial # 2 9 ∗ 1
Enter your personal four digit PIN followed by #
Listen to the announcement and replace the handset.

To set up individual types of Call Barring:
Lift handset and dial ∗ 3 4 ∗
Enter your personal four-digit PIN followed by ∗
Enter the option code (see table) you wish to cancel followed by #
To check:
Dial ∗ # 3 4 #

Outgoing call barring

To cancel individual types of Call Barring:
Lift handset and dial **# 3 4 ✳**
Enter your personal four-digit PIN followed by **✳**
Enter the option code (see table) you wish to cancel followed by **#**
Listen to the announcement and replace the handset.

Different types of barring can be activated by using different option codes when programming the facility.

The different options and their associated codes are shown below:

Option	Code
To bar international calls (00)	3
To bar all Advanced Services requiring an initial digit* *except when canceling barring	5
To bar calls to Premium Rate Services	6

Please note:
• Incoming calls can be received in the normal way while Outgoing Call Barring is in operation. Emergency Services (112/999) remain accessible while Outgoing Call Barring is in operation.

Quick reference guide

Number Mask
To set up **1 4 1**

Number Block
To set up **∗ 2 2 7 #**
To check **∗ # 2 2 7 #**
To cancel **# 2 2 7 #**

Number Release
For a single call
To set up **1 4 7 0**

Call Diversion
Basic
To set up **∗ 2 1 ∗ NUMBER #**
To check **∗ # 2 1 #**
To cancel **# 2 1 #**

On Busy
To set up **∗ 6 7 ∗ NUMBER #**
To check **∗ # 6 7 #**
To cancel **# 6 7 #**

On No Reply
To set up **∗ 6 1 ∗ NUMBER #**
To check **∗ # 6 1 #**
To cancel **# 6 1 #**

Quick reference guide

Incoming Call Barring
To set up ∗ 2 6 1 #
To check ∗ # 2 6 1 #
To cancel # 2 6 1 #

Outgoing Call Barring (all calls)
To set up ∗29∗1[ENTER YOUR PIN]#
To check ∗#29#
To cancel #29∗1[ENTER YOUR PIN]#

Outgoing Call Barring (see table below for codes)
To set up ∗34∗PIN∗CODE#
To check ∗ # 3 4 #
To cancel #34∗PIN∗CODE#

Option	Code
To bar international calls (00)	3
To bar all Advanced Services requiring an initial digit* *except when canceling barring	5
To bar calls to Premium Rate Services	6