

O₂ Landline Bolt Ons User Guide

Make more
of your phone



A Telefonica company

O₂

Bolt Ons provided with your O₂ Landline

Withhold number 141¹

Dialling 141 before you dial a number means that your number will be withheld

This service is called blocking your calling line identity (CLI).

Ring Back²

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 also available as an additional monthly charge instead of paying every time the feature is used.

Call Return 1471¹

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 for that call type.



¹Landline Bolt Ons – free of charge, use as much as you want.

²Landline Bolt Ons – additional call charges apply every time the feature is used.

Three Way Calling²

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 Call²

An alarm clock on your phone

Your phone will ring at the time you programme it to.

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 #

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²Landline Bolt Ons – additional call charges apply every time the feature is used.



Just some of the additional Bolt Ons available, please contact O₂ Customer Service for prices and activation.

Anonymous Call Rejection³

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 Refuse³

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.

Call Sign³

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 Barring³

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 most calls – 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

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 O₂ Customer Service.

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.

Calls that are never barred

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

999	Emergency services	You can still accept reverse charge calls when you have barred calls from your phone. You and others in your business can connect to barred calls via the operator unless you have used code 4.
112	Emergency services	
144	BT Chargecard	
0800	free numbers	
0500	free numbers	

³Landline Bolt Ons – additional monthly charge before you can use.

Call Diversion⁴

Divert your incoming calls to another number

Call Diversion lets you divert your calls to almost any phone, including your mobile if you're on the phone.

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

You must switch Call Diversion on first if you also want to use Call Barring.

Smart Divert⁴

Provides you with a call diversion service on your Landline that can be set up and controlled remotely so that you never miss an incoming call. Calls can be forwarded to wherever you are – in the UK or overseas.

Smart Divert-Remote Control – End users will have an access number and PIN.

To divert calls using Smart Divert – remote control: Dial the access number – and wait for dial tone

* code * PIN * Your full phone number (Inc.STD)

* Phone number to divert to (Inc.STD) #

To cancel Smart Divert – remote control:

Dial the access number – and wait for dial tone

code * PIN * Your full phone number (Inc.STD)

To check Smart Divert – remote control:

Dial the access number – and wait for dial tone

* # code * PIN * Your full phone number (Inc.STD) #

Diversion codes smart divert – remote:

Code **44** (all calls)

Code **64** (calls not answered in 15 seconds)

Code **65** (calls if your phone is engaged).

⁴Landline Bolt Ons – additional monthly charge before you can use as well as the charge for the diverted call at the normal rate for that call type.

Smart Divert – From your own phone⁴

To divert calls:

* code * Phone number to divert to (Inc.STD) #

To cancel Smart Divert:

code

To check Smart Divert:

* # code #

Diversion codes for Smart Divert from your own phone:

Code **21** (all calls)

Code **61** (calls not answered in 15 seconds)

Code **67** (calls if your phone is engaged).

Caller Redirect³

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. Three month and one month rental periods available.

Caller Display¹

Lets you see who is calling

Caller display shows you the number that is calling and you can decide whether to pick up the phone or leave it to your answering service.

Caller Display cannot disclose the number if the number is withheld or unavailable.

Caller Display equipment is required and requires a compatible phone. Numbers will not be displayed if the call is from payphones, some switchboards, non-BT network or where a caller's number is withheld.

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