

Important Numbers

Here's a space to write down some of your important numbers.

Voicemail PIN

Call Barring PIN



Virgin Phone User guide

Get the most out of your phone service

***That's everything.
But if you have any questions,
just call us.***

Customer Care

0845 454 1111

LSE1 0107

Hello there!

It's great to have you with us

Now get ready to enjoy the great range of features that come with your new Virgin Phone – like Voicemail, Call Waiting and Call Divert. All there to make your life that little bit easier.

To help you get started, have a read through this booklet; it should answer any questions you might have. And we've also included some useful tips about how to get the best from your Virgin Phone. Plus, how to get a little help if you need it.

Contents

Get to know your Virgin Phone	4
Voicemail Plus	4
Free Voicemail	6
3-Way Calling	7
Anonymous Caller Rejection	7
Call Barring	8
Call Divert	9
Call Waiting	10
Caller Display	11
Reminder Call	11
Ring Back When Free	12
Last Calling Number	12
Number Conceal	12
Number Conceal Permanent	12
Help with malicious calls	13
Fault Finding	14

Get to know your Virgin Phone

Virgin Phone offers a wide variety of great features to save you time, money and effort. To access most of these features you will usually need to call Customer Care first.

Note: Some of these great features are free; some carry a small subscription charge. Simply choose the extra services that suit you.

Let's get started

To use the calling features you'll need a touch tone phone; that's one that plays different tones as you press each button.

Some phones can switch between tone and pulse dialling; if that includes your phone, make sure it's set to MF. And you'll also need to make sure the phone is set to Time Break Recall (TBR).

You'll normally find these two switches on the bottom or side of your phone base. But if you're unsure please take a look at your phone handset manufacturer's booklet. In order to operate the various services you'll need the *, # and R or Recall buttons.

Voicemail Plus

Always on the move? Voicemail Plus lets you listen to your messages and change your voicemail options even when you're far from home; all for just a few pounds extra each month.

How does it work?

By recording a personal greeting, friends and family will know they've got through to your number and can leave you a message. You can also set up a PIN number so you can access your messages even while away from home.

You can make a note of your PIN number here:

Don't worry if you forget your PIN number; you can always call Customer Care to have it reset.

Setting up Voicemail Plus

Once you've called Customer Care it should take less than 24 hours before Voicemail Plus is available for you to use. To activate the service press **1571** and follow the spoken instructions.

Recording your own greeting

Press	1571
For user options press	8
Then follow the spoken instructions	

Checking your messages

To enter press	1571
To play the first message press	7
To repeat a message press	7
To save a message press	5
To delete a message press	3

Listening to your messages

To pause for 30 seconds, press	1
To move back 5 seconds, press	*
To move forward 5 seconds, press	#

Note: When retrieving your messages from home you should only dial **1571**. There is no need to dial your home phone number, and if you do, you'll be charged for the call.

How long are messages stored for?

If you have not listened to a message it will be stored for 18 days. If you have listened to it, and not deleted it, it will be kept for 3 days.

Deactivating 'divert to voicemail' while you're on the phone

So your caller gets an engaged tone, rather than voicemail.

Press	# 76
To reactivate press	* 761571 #

To deactivate 'calls going to voicemail on no reply'

The caller won't be diverted to voicemail, so you'll have more time to answer your calls.

Press	# 77
To reactivate press	* 771571 #

Remote Access

If you would like to access your messages from a phone other than your own, you'll need to set up a 4-digit PIN number.

Setting up Remote Access

From your landline dial	1571
For user options press	8
Then follow the spoken instructions	

Listening to your messages by Remote Access

Dial your home number and listen for your greeting	
Press	*
Enter your 4-digit PIN	
Follow the instructions as normal	

Please listen to your voicemail messages before connecting to the Internet (Dial-Up only). Calls to remotely access your voicemail will be charged at the standard rate.

Free Voicemail

The FREE messaging service that's always on. You simply need to call us to get this service.

Free Voicemail is easy to use and...

- Allows you to store your most important messages
- Lets you know there's a message with an intermittent dial tone

Setting up Free Voicemail

Once you've called Customer Care it should take less than 24 hours before Free Voicemail is available for you to use.

Using Free Voicemail

If you don't answer the phone within 20 seconds or your number is engaged the caller calling will go through to your voicemail.

Listening to your messages

Press	1571
-------	------

How long are messages stored for?

If you have not listened to a message it will be stored for 18 days. If you have listened to it, and not deleted it, it will be kept for 3 days.

Please listen to your voicemail messages before connecting to the Internet (Dial-Up only).

Chargeable Features

3-Way Calling

Like a good natter? 3-Way calling lets you chat with up to two other callers at the same time.

Using 3-Way Calling

Once you've called your first caller, let them know that another caller is going to join.

Now press	R
Dial the second phone number and then press	R

If there is no answer from the second number, or it's engaged:

To speak to the caller you were originally speaking to press	R
--	---

Whoever starts the call pays for the call.

Anonymous Caller Rejection

Stops calls from callers who withhold their numbers.

How does it work?

If a caller withholds their number, so that you can't see who is calling, they won't be able to get through to you. They will only get through if they reveal their number (by dialling prefix **1470**).

Using Anonymous Caller Rejection

To activate press	1478
To deactivate press	1479

Call Barring

Bar different types of outgoing or incoming calls.

How does it work?

Call Barring lets you decide what types of calls can be made from your phone (there are 6 different options; see below). This puts you in control of how your phone is used. To make calls to any of the barred numbers, you will need to enter a PIN number.

How to use Call Barring

When you subscribe to Call Barring you'll be given a PIN number, which you'll need to override a barred call type. You can make a note of your PIN number here:

Note: If you ever forget your PIN number you can call Customer Care to have it reset.

Call Barring options

There are different options you can select, depending on what calls you want to bar. These are:

1. Premium rate adult and operator calls
2. Premium rate adult, operator and premium rate information calls
3. Premium rate adult, operator, premium rate information calls and international calls
4. Premium rate adult, operator, premium rate information calls, international and mobile calls
5. Premium rate adult, operator, premium rate information calls, international, mobile and national calls
6. Premium rate adult, operator, premium rate information calls, international, mobile, national and local calls

Overriding Call Barring

Press **# 80**
Wait for a tone

Now key in your PIN number, wait for the dial tone and then dial the number

Note: To cancel your selected Call Barring option permanently please call Customer Care.

Call Divert

Away from home? Divert your Virgin Phone to another number. Once set up, all calls will go through to your chosen number.

How does it work?

Call Divert lets you divert all your calls to almost any phone, including your mobile. You have 3 different divert options:

1. Immediately
2. Divert if there's no answer
3. Divert if engaged

And you can swap between these options at any time.

Using Call Divert

To divert all calls press	* 70 diverted number (inc STD code) #
To cancel Call Divert press	# 70
To divert calls on no answer press	* 77 diverted number (inc STD code) #
<small>(Call Divert on no answer comes into operation if the call is not answered within 20 seconds).</small>	
To cancel Call Divert on no answer press	# 77
To divert calls if your phone's engaged press	* 76 diverted number (inc STD code) #
To cancel Call Divert on engaged press	# 76

You'll have to pay the cost of diverting calls to another number (landline or mobile).

Call Waiting

Know when someone is trying to get through when you're on the phone.

How does it work?

When you're on the phone, if another caller is trying to get through to you, you'll hear a gentle bleeping. You can then either put your first call on hold and speak to the second caller, or you can say goodbye to the first caller and speak to the second one.

Note: Call Waiting doesn't work with Call Divert.

Setting up Call Waiting

Press *** 43 #**

Using Call Waiting

If you hear another caller trying to get through, let your first caller know that you have another call.

Now press **R**

Your first caller will now be on hold, and you can talk to the second caller.

If you want to switch between the calls press **R**

To end one of the calls replace the handset. This will cut off the caller, and the call on hold will automatically ring back

Note: You can only have one call on hold at a time.

If a third caller tries to get through they will get the engaged tone.

Deactivating Call Waiting

You can deactivate Call Waiting for one call by pressing **# 72**

Once you replace the handset, Call Waiting is automatically restored.

Caller Display

Lets you see who's calling before you answer the phone.

How can Caller Display help you?

If you want to know who's calling you before you answer, Caller Display is for you. You can see the number of the caller, so it's up to you if you want to answer, or let it go to your voicemail service (if you have subscribed to one).

How does it work?

It simply displays the number of the caller on your phone's screen. If your phone doesn't have a screen, you'll need to purchase a Caller Display phone. They're available from many high street retailers. Caller Display can't show you a number if the caller withholds their number, or if it's unavailable.

Reminder Call

Get a personal alarm call.

How does it work?

Reminder Call is like an alarm clock. You can set it to call you back at any time in the next 24 hours.

Using Reminder Call

To set up a Reminder Call press *** 73 * time (in 24-hour format) #**

For example, to book your

Reminder Call at 5.30pm press *** 73 * 1730 #**

To cancel all Reminder Calls press **# 73 #**

To check a Reminder Call press *** # 73 #**

Then press *****

Note: Your Reminder Call is cancelled soon as you answer. You must use the 24 hour clock. For example 0530 for a call at 5:30am, or 1730 for a call at 5:30pm. You must always set a Reminder Call at least 15 minutes in advance.

If you don't answer your Reminder Call, you'll receive another one 5 minutes later. Once you have answered the call the reminder will automatically be cancelled.

Ring Back When Free

Trying to get through to an engaged line? No hassle. Our Ring Back When Free service will connect you the moment the number is free. Simple.

How does it work?

When you hear a busy tone press 5. You'll hear a message telling you your Ring Back When Free request has been accepted. Hang up and your phone will keep trying that number until it's free. When that number becomes free, your number will give a distinctive ring and you'll be connected. Ring Back When Free will keep trying a busy number for 30 minutes and you can request up to five 'Ring Backs' at any one time.

Using Ring Back When Free

Press **5**
You'll then hear a message

Deactivating Ring Back When Free

Press **# 5**
You'll then hear 2 short beeps

Remember

After 30 minutes all requests are automatically cancelled. You can't set up 'Ring Backs' for mobile phone numbers.

Standard Services on your Virgin Phone

Last Calling Number

Let's you know the last number that called and lets you return the call.

Using Last Calling Number

Just dial **1471**. To ring them back straight away, press 3 and the number will be dialled for you. The call will be charged at the normal rate.

Number Conceal

Allows you to keep your phone number private – it won't be presented to the caller you are calling.

Using Number Conceal

Just dial **141** before you make the call.

Number Conceal Permanent

Lets you keep your number private every time you make a call.

Using Number Conceal Permanent

If you want to leave your number, dial **1470** before you call. If you are ex-directory, you'll still need to ask for Number Conceal Permanent. Just call Customer Care to set it up.

Help with malicious calls

If you're receiving troublesome calls, contact Customer Care straight away and we'll do all we can to help.

There are 3 types of unwanted calls you might receive:

Unsolicited calls

Persistent calls from organisations, which offer information you do not wish to receive.

How can I stop it?

You'll need to register with the Telephone Preference Service (TPS). This will make sure your phone number is not available to organisations that make this type of call. For more information or to register call the TPS registration line on **0845 070 0707**, or go to www.tpsonline.org.uk

Nuisance calls

Excessive amount of 'wrong numbers' or calls at unsociable hours.

Malicious calls

A call containing obscene suggestions, personal threats or abusive language.

How can I stop them?

Our Nuisance Call Bureau (NCB) will help and guide you, if you have been a victim of a nuisance and/or malicious phone call. Just call our free phone number and ask for the NCB on **0800 953 3333**.

Note: It may be a criminal offence, under section 43 of the Telecommunications Act 1984, to make a malicious call.

For further information and advice on how to prevent any of these call types, just visit our website www.virginmedia.com and go to the phone security section.

Why not add Anonymous Caller Rejection to your service?

Anonymous Caller Rejection is a service that will reject any callers who withhold their numbers. You can still receive calls from other networks that are unable to give out callers' phone numbers – such as calls from abroad, analogue mobile phones or payphones. To add this feature contact our Customer Care team on **150** from a Virgin Phone.

Fault Finding

No dial tone or crackling on the line

Possible Reason:

- Your handset may be faulty
- The ringer switch may be turned off

Solution:

- Try a different phone in the same socket
- Check all phone extensions in the same way

My phone is not ringing/receiving incoming calls

Possible Reason:

- Your handset may be faulty
- Call Divert may be activated
- Are you running too many extensions from your main socket?
The maximum is usually 4

Solution:

- Check that the ringer switch on the phone is in the 'on' position
- Try a different phone in the same socket
- Check all phone extensions in the same way
- Check that you have not activated Call Divert immediately
- Make sure you do not have more than 4 extensions running from your main socket

I can receive incoming calls but can't call out

Possible Reason:

- Your phone may have been temporarily reduced to incoming calls because of a late payment
- Call Barring may be activated

Solution:

- Contact Customer Care on **0845 454 1111**
- Check that you do not have outgoing Call Barring activated

Free Voicemail does not work

Possible Reason:

- The service has not been activated on your account

Solution:

- Contact Customer Care to get Free Voicemail added to your account

I am being charged for dialling my own telephone number

Possible Reason:

- Are you dialling your own number to access your voicemail messages from home? If so, you will be charged for the call

Solution:

- When retrieving messages from home you only need to dial **1571**.
Dialling **1571** is free

*The * key doesn't work on my phone*

Possible Reason:

- Your phone may not be set up correctly

Solution:

- Check that the phone is switched to the 'tone' setting
(this can normally be found on the side or underneath the phone)

I can't get to the phone before my calls divert to voicemail

Possible Reason:

- Both our Free and Voicemail Plus services are set up to divert to voicemail after a short wait

Solution:

- If you are a Free Voicemail user, you can't choose when calls will divert to voicemail but you can if you subscribe to Voicemail Plus – just call Customer Care to set it up and to adjust the number of rings before the calls divert to voicemail

I can't remember my Call Barring PIN number

Solution:

- Your PIN number will need to be reset by calling Customer Care

If you're still stuck after trying any of the above solutions, you can call Customer Care on 0845 454 1111 or 150 for free from a Virgin Phone.