

Your Virgin Media phone guide
Get the most out of your phone service



Hello!

Welcome to your Virgin Phone service. Now you're in, it's time to get talking!

Before you do though, you might want to set up some of the phone features that will make life that little bit easier, like Voicemail and Call Waiting.

Getting started

How you set up your features depends on which colour "zone" you're in. So, before you get started just dial **1765** from your Virgin Phone and we'll tell you which one applies to you. Once you know which colour zone you are, mark it below so you don't forget, then just follow the simple colour-coded steps to get help on each of the phone features you want.



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Let's go...

Virgin Phone is packed with features that'll save you time, effort and even money! Before you start loading them on your phone, just follow these few steps to make sure you're ready to go:

- Is it a touch tone phone? It needs to be to get our calling features
- Have you got the *, # and Recall (R) buttons? You'll need these too
- Give us a quick call on **150** for free from a Virgin Phone line or **0845 454 1111*** from another line so we can get your phone ready from our end
- If your phone can switch between tone and pulse dialling, set it to MF. You'll also need to make sure it's set to Time Break Recall (TBR)
- Not sure where these buttons are? Have a look on the bottom or side of the phone's base. If you're not sure, take a look through the manufacturer's manual that came with your phone.

*For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.

Free Voicemail

Who needs an answerphone when you've got free voicemail at your fingertips?

How to set it up

- Just give us a call on **150** for free from a Virgin Media phone or **0845 454 1111*** from another phone line and within 24 hours it's ready to use**

Using your free voicemail for the first time

- Once you're set up, just dial **1571** to access your service
- The first time you use it, you'll hear a short message which tells you how to use it. It will only play once though, so listen carefully.

*For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.

**Subject to availability.

Checking your messages

If you've got a message, you'll hear an intermittent dial tone when you pick up the phone. Next, dial **1571** and follow the instructions. Your messages will be played automatically in date and time order.

Checking your messages

Checking your messages	Green	Red	Blue	Yellow	Pink
To enter your voicemail press	1571	1571	1571	1571	1571

The voicemail system will give you voice prompts as soon as you log in as to what keys to press to manage your mailbox. If you do not have any messages, you will not hear any voice prompts

Saving messages

Free voicemail also lets you store messages after you've listened to them.

- If you listen to a message and don't save it, it might get deleted automatically
- If you don't delete your message right away, it'll be stored for three days, unless you re-save it
- You can save up to 10 messages at one time
- Unplayed messages will be stored for 18 days – great for when you're on holiday. After that, they'll automatically be deleted.

Please listen to your voicemail messages before connecting to the internet (Dial Up only)

Voicemail Plus

Out and about a lot? Voicemail Plus lets you listen to messages and change your voicemail settings wherever you are. You can record a personalised greeting so that whoever's calling you knows they're through to the right number. Plus, because you'll have set up a Voicemail Plus PIN number, you can get access to your messages from any phone, anywhere!

How to set it up

- Just give us a call on **150** for free from a Virgin Phone or **0845 454 1111*** from another line, and within 24 hours it's ready to use**
- Once you're set up, just dial **1571**, follow the instructions and you're ready to go!

How does it work?

- All calls that you miss or that come in while you're already on the phone will divert to Voicemail Plus
- If you don't want to be disturbed you can also set up immediate Call Divert, so that calls will go straight to Voicemail Plus without your phone even ringing

5 great things about Voicemail Plus

- Record your own personal message
- Rewind and fast-forward messages
- Pick up messages even when you're not at home
- Change the length of time that your phone rings for before going to voicemail – choose from straight away to up to one minute***
- A personal PIN keeps messages safe

*For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.
 **Subject to availability.
 ***To set this up call 150 for free from your Virgin Media phone or 0845 454 1111 from any other phone.

Using Voicemail Plus	Green	Red	Blue	Yellow	Pink
To enter your voicemail press	1571	1571	1571	1571	1571
The voicemail system will give you voice prompts as soon as you log in as to what keys to press to manage your mailbox. Additionally you can select the help option at anytime for further assistance					
	For security, 3 wrong PIN entries will stop the call ¹	For security, 3 wrong PIN entries will stop the call ¹	For security, 3 wrong PIN entries will stop the call ¹	For security, 3 wrong PIN entries will stop the call ¹	For security, 3 wrong PIN entries will stop the call ¹

¹If you are unable to access your voicemail or have forgotten your PIN, give us a call on 150 for free from your Virgin Media phone or 0845 454 1111 from another line. For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.
Note: Remember, if you listen to a message and don't save it, it might get deleted automatically.

Voicemail Plus continued

To manage your messages and greetings, select the Help option and follow the instructions.

Picking up messages when you're not at home

Dial your home phone number

- When you hear the message press
- Enter your PIN and press
- Follow the instructions you're given

	Green	Red	Blue	Yellow	Pink
	*	*	*	*	*
	#	#	#	#	#

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

3-Way Calling

If only you could natter to a few friends at once, hey? Well, with our 3-way calling service you can! Chat with another two people at the same time and you can save time making arrangements and multiple phone calls.

Using 3-Way Calling

	Green	Red	Blue	Yellow	Pink
To set up a new call whilst already on existing call, ask the caller you're talking to to hold, 'R' then press you can now speak to the second person	R (dial tone) then dial number	R (dial tone) then dial number	R (dial tone) then dial number	R (dial tone) then dial number	R (dial tone) then dial number
To connect both callers and establish a 3-Way Call	R3	R	R3	R3	R3
If you are in a 3-Way Call and want to put the first caller on hold and speak with the second caller press	R4	function unavailable ¹	R4	R4	R4
If you are in a 3-Way Call and want to put the second caller on hold and speak with the first caller press	R6	function unavailable ¹	R6	R6	R6
If you are in a 3-Way Call and want to end your call to the second caller but keep talking to the first one press	R7	R	R7	R7	R7
If you are in a 3-Way Call and want to end your call to the first caller but keep talking to the second one press	R5	function unavailable ¹	R5	R5	R5
To go back to your original call if the second caller is engaged or doesn't reply press	R	RR	R7	R	function unavailable ¹
To switch between calls press	R2		R2	R2	R2
To end your call to both callers	Hang up	Hang up	Hang up	Hang up	Hang up

Whoever starts the call pays for the call. To keep a 3-Way call open you must stay on the line. When you hang up, the other two callers will be disconnected.
¹Function unavailable: sorry, this service isn't available in your area at present.

Anonymous Caller Rejection

Want to stop calls from people who withhold their number? Anonymous Caller Rejection means that if people are calling you and withholding their number, they won't be able to get through and will only be able to if they don't withhold it.

If your friends and family have a number that's automatically withheld, they can make sure that they can get through to you by dialling **1470** before calling your number.

<i>Using Anonymous Caller Rejection</i>	Green	Red	Blue	Yellow	Pink
To activate press	* 227 #	* 227 #	* 227 #	* 227 #	* 27 #
To deactivate press	# 227 #	# 227 #	# 227 #	# 227 #	# 27 #

Note: Anonymous Caller Rejection will only prevent calls from withheld numbers; it will not withhold numbers that are unknown (e.g. calls from abroad).

Call Barring

Decide what types of calls can be made from your phone with the call barring service – perfect if you're in charge of the phone bill and want to keep track of calls! There are 5 different types of number that you can bar (see the table below). Once they're barred, you'll need to enter a PIN number to make calls to any of these. See below for the different types of call barring in your colour zone.

Green	Red	Blue	Yellow	Pink
1 All calls except free and Emergency (999) calls	1 All calls to mobile phones, pagers and personal (07) numbers*	1 All calls except free and Emergency (999) calls	1 All calls except free and Emergency (999) calls	1 All calls except 999 and 112
2 All National and International calls (including National and International Directory 118 Services)	2 All Premium rate calls (09)*	2 All National and International calls (including National and International Directory 118 Services)	2 All National and International calls (including National and International Directory 118 Services)	2 All calls to mobile phones, pagers and personal (07) numbers
3 All International calls (including International Operator Services and International Directory 118 Services)	3 All Premium rate and International calls (including International Operator Services and International Directory 118 Services)*	3 All International calls (including International Operator Services and International Directory 118 Services)	3 All International calls (including International Operator Services and International Directory 118 Services)	3 All Premium and fixed rate calls (09)
6 All Premium rate calls (09)	4 All calls to mobile phones, plus Premium rate, International calls, pagers and personal numbers (including International Operator Services and International Directory 118 Services)*	6 All Premium rate calls (09)	6 All Premium rate calls (09)	4 All calls to Directory Services
7 All calls to mobile phones, pagers and personal (07) numbers	5 All calls except local rate, free and Emergency (999) calls (including International Operator Services and all Directory 118 Services)*	7 All calls to mobile phones, pagers and personal (07) numbers	7 All calls to mobile phones, pagers and personal (07) numbers	5 All calls to International numbers
	6 All calls except free and Emergency (999) calls*			

*Call Virgin Media to set/remove these call barring levels in the Red Zone

How to use Call Barring

Now that you've worked out which level of call barring you'd like to go for, this is how to set it up.

Using Call Barring	Green	Red	Blue	Yellow	Pink
To use Call Barring press	*34	Call Virgin Media ¹	*34	*34	*34
• then press Call Barring option, followed by	#		#	#	#
To cancel an individual Call Barring option ⁴ press	#34	Call Virgin Media ¹	#34	#34	#34
• then press Call Barring option, followed by	*		*	*	*
• then enter your 4 digit PIN and press	#		#	#	#
To override Call Barring press	function unavailable ²	*80 (dial tone) enter your 4 digit PIN (dial tone), now dial the number you want ³	function unavailable ²	function unavailable ²	function unavailable ²
To check call barring options press	*#34#	Call Virgin Media ¹	*#34#	*#34#	*#34#

Customers in the Yellow Zone: if you have Call Barring set up you might hear an interrupted dial tone on your line. If you're on dial-up internet you can get rid of this by changing your internet settings to uncheck 'wait for dial tone' on MS Windows XP or Vista or check 'ignore dial tone' for other versions of Windows.

¹ Call Virgin Media on 0845 454 111 or 150 from your Virgin Media phone to set this up. For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.

² Function unavailable: sorry, this service isn't available in your area at present.

³ This overrides Call Barring for one call only.

⁴ This will permanently cancel the Call Barring level selected (to set up this level of Calling Barring again please follow the initial set-up steps)

Call Divert

Away from home? Divert all calls to your Virgin Phone to another number.

All you need to do is call us to set it up, and then you're ready to pick up your calls wherever you are.

Using Call Divert	Green	Red	Blue	Yellow	Pink
To divert all your calls immediately press	*21* Diverted Number (inc STD code) #	*70 (Dial tone) Diverted Number (inc STD code)	*21* Diverted Number (inc STD code) #	*21* Diverted Number (inc STD code) #	*21* Diverted Number (inc STD code) #
Once call divert is set a conformation tone will be heard					
To cancel Call Divert press	#21#	#70	#21#	#21#	#21#
To check if Call Divert is on press	*#21#	function unavailable ¹	*#21#	*#21#	*#21#

Customers in the Blue Zone: if you have Call Divert set up you might hear an interrupted dial tone on your line. If you're on dial-up internet you can get rid of this by changing your internet settings to uncheck 'wait for dial tone' on MS Windows XP or Vista or check 'ignore dial tone' for other versions of Windows.

¹ Function unavailable: sorry, this service isn't available in your area at present.

Call Waiting

It's really handy knowing if someone else is trying to get through while you're on the phone.

- Call Waiting means that if you're on the phone, you'll hear a gentle bleeping noise if someone else tries to get through
- Then, it's up to you what to do next. Put the person you're speaking to on hold while you talk to the second caller, say goodbye to the first caller, or just leave the second person's call and ring them back later. You'll be able to use the **1471** function once you've hung up to find out who it was trying to get through.

<i>Using Call Waiting</i>	Green	Red	Blue	Yellow	Pink
To set up Call Waiting press	*43#		*43#	*43#	*43#
To turn Call Waiting off permanently	#43#	function unavailable ¹	#43#	#43#	#43#
To check if Call Waiting is on press	*#43#	function unavailable ¹	*#43#	*#43#	*#43#
To activate during a call	function unavailable ¹	function unavailable ¹	R*43#	R*43#	function unavailable ¹
To cancel during a call	function unavailable ¹	function unavailable ¹	R#43#	R#43#	function unavailable ¹

Note: It is not possible to have Call Waiting with Voicemail active as incoming calls will automatically divert to voicemail when your phone is engaged.

¹ Function unavailable: sorry, this service isn't available in your area at present.

<i>When you hear the Call Waiting bleep and you want to:</i>	Green	Red	Blue	Yellow	Pink
To end the call you're on and take the waiting call press	R (dial tone) 1	function unavailable ¹	R (dial tone) 1	R (dial tone) 1	R (dial tone) 1
To put the caller you're speaking to on hold and answer the waiting call press	R (dial tone) 2	R	R (dial tone) 2	R (dial tone) 2	R (dial tone) 2
To switch between callers press	R (dial tone) 2	R	R (dial tone) 2	R (dial tone) 2	R (dial tone) 2
To end the call to one of the callers you're speaking to	hang up when they are on the line	hang up when they are on the line	hang up when they are on the line	hang up when they are on the line	hang up when they are on the line
To ignore the incoming call press	function unavailable ¹	function unavailable ¹	R (dial tone) 0	function unavailable ¹	function unavailable ¹
To deactivate Call Waiting for just one call before making the call press	function unavailable ¹		function unavailable ¹	function unavailable ¹	function unavailable ¹

¹ Function unavailable: sorry, this service isn't available in your area at present.

Reminder Call

Don't have an alarm clock? Reminder Call works just like one. Just set it to the time you want your Virgin Phone to ring (within the next 24 hours) and it will call you back. See below for how to do it in your colour zone.

Using Reminder Call	Green	Red	Blue	Yellow	Pink
To set your Reminder Call press Once set a conformation tone will be heard	*55* (time in 24 hour format) #	*73 (dial tone) (time in 24 hour format) #	*55* (time in 24 hour format) #	*55* (time in 24 hour format) #	*55* (time in 24 hour format) #
• e.g. To book your Reminder Call at 5.30pm press	*55*1730#	*73 (dial tone) 1730#	*55*1730#	*55*1730#	*55*1730#
To cancel a Reminder Call press	#55* (time in 24 hour format) #	#73	#55* (time in 24 hour format) #	#55* (time in 24 hour format) #	#55* (time in 24 hour format) #
• e.g. To cancel your Reminder Call at 5.30pm press	#55*1730#		#55*1730#	#55*1730#	#55*1730#
To check a Reminder Call press	*#55#	function unavailable ¹	*#55#	*#55#	*#55#
To cancel all Reminder Calls press	#55#	function unavailable ¹	#55#	#55#	#55#

Note: Reminder Call requests must be made at least 15 minutes before the desired time.

¹ Function unavailable: sorry, this service isn't available in your area at present.

Multiple Reminder Call

Need a regular alarm, at a certain time, on a certain day? Here's how to set it all up.

Using Multiple Reminder Call	Green	Red	Blue	Yellow	Pink
To set a Multiple Reminder Call press	function unavailable ¹	function unavailable ¹	*56* time (in 24 hr format) *prog. no #	*56* time (in 24 hr format) *prog. no #	function unavailable ¹
• e.g. to book a Multiple Reminder Call for 5.15pm every Saturday press	function unavailable ¹	function unavailable ¹	*56*1730# *6#	*56*1730# *6#	function unavailable ¹
To cancel a Multiple Reminder Call press	function unavailable ¹	function unavailable ¹	#56* time (in 24 hr format) *prog. no #	#56* time (in 24 hr format) *prog. no #	function unavailable ¹
• e.g. to cancel a Multiple Reminder Call for every Saturday press	function unavailable ¹	function unavailable ¹	#56*1730 *6#	#56*1730 *6#	function unavailable ¹
To cancel all Multiple Reminder Calls press	function unavailable ¹	function unavailable ¹	#56#	#56#	function unavailable ¹
To check all Multiple Reminder Calls press	function unavailable ¹	function unavailable ¹	*#56#	*#56#	function unavailable ¹

Note: Multiple Reminder Call requests must be made at least 15 minutes before the desired time of the first call.

¹ Function unavailable: sorry, this service isn't available in your area at present.

Multiple Reminder Call Continued

Day and Programme Number	Green	Red	Blue	Yellow	Pink
Monday	function unavailable ¹	function unavailable ¹	1	1	function unavailable ¹
Tuesday	function unavailable ¹	function unavailable ¹	2	2	function unavailable ¹
Wednesday	function unavailable ¹	function unavailable ¹	3	3	function unavailable ¹
Thursday	function unavailable ¹	function unavailable ¹	4	4	function unavailable ¹
Friday	function unavailable ¹	function unavailable ¹	5	5	function unavailable ¹
Saturday	function unavailable ¹	function unavailable ¹	6	6	function unavailable ¹
Sunday	function unavailable ¹	function unavailable ¹	7	7	function unavailable ¹
Monday – Friday	function unavailable ¹	function unavailable ¹	8	8	function unavailable ¹
All Week	function unavailable ¹	function unavailable ¹	9	9	function unavailable ¹

Note: Multiple Reminder Call requests must be made at least 15 minutes before the desired time of the first call.

¹ Function unavailable: sorry, this service isn't available in your area at present.

Quick Dial

Instead of always tapping that long number in, why not Quick Dial it? It means you don't have to remember all the numbers you call off the top of your head, and will save you some time too! Just dial in the short code instead.

Using Quick Dial	Green	Red	Blue	Yellow	Pink
To allocate a short code to a number press	*51* (any between 10-29) * Phone number #	*74 (any between 0-9) (number to be stored) #	*51* (listen to instructions and wait for dial tone) shortcode (any between 10-29) *(listen to instructions and wait for dial tone) Phone number #	*51* (any between 10-29) * Phone number #	*51* (any between 10-29) * Phone number #
To use Quick Dial press	** shortcode	* shortcode #	** shortcode	** shortcode	** shortcode
To cancel a stored number press	#51* shortcode #	*74 shortcode #	#51* shortcode #	#51* shortcode #	#51* shortcode #
To cancel all your stored numbers press	#51#	function unavailable ¹	#51#	#51#	function unavailable ¹
To check a stored number press	**#51* shortcode #	function unavailable ¹	**#51* shortcode #	**#51* shortcode #	**#51* shortcode #
To check all your stored numbers press	*#51#	function unavailable ¹	*#51#	*#51#	function unavailable ¹

¹ Function unavailable: sorry, this service isn't available in your area at present.

Ring Back When Free

Trying to get through to an engaged line? No worries – our Ring Back When Free service will put you through as soon as the number's free again, so there'll be no more hanging up and re-dialling!

How to use it

- When you hear the busy tone, press 5
- You'll hear a message saying that your Ring Back request has been received
- Hang up and your phone will keep trying the number until it's free (for up to half an hour)
- When the number becomes free your phone will give an unusual ring tone, so just pick up and you'll be connected
- You can request up to five 'ring backs' at once

Using Ring Back When Free	Green	Red	Blue	Yellow	Pink
To activate press (when you hear the engaged tone)	5	5	5	5	5
To check Ring Back When Free	*#37#	function unavailable ¹	*#37#	*#37#	*#37#
To deactivate Ring Back When Free	#37#	#37	#37#	#37#	#37#
To cancel a particular Ring Back When Free request	function unavailable ¹	function unavailable ¹	#37# (dial the number) #	function unavailable ¹	function unavailable ¹

Note: Ring Back When Free is set up to work on geographic landline numbers, and might not work on other types of numbers, such as international and non-geographic (0845 numbers, for example)

Note: this function is not available in some parts of the Red zone.

¹Function unavailable: sorry, this service isn't available in your area at present.

Other phone features

Call display

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

Last Calling number

Dial **1471** to find out the last number that called you, and press 3 if you want to call them back straight away. Please listen to the announcement carefully as there may be a charge for returning a call.

Hiding the last calling number

Want to conceal the number of your last incoming call?

- Dial **1475** and follow the instructions in the announcement
- You'll get a call back within a minute
- Pick up, dial **1471** and you'll find that the number that called has been replaced by 'number withheld'.

If your own number is withheld, dial **1470** before dialling **1475**.

Just so you know, this will only erase the number from your Last Calling Number service (that's when you dial **1471**). If you've got a display on your phone or Caller Display Unit, check your phone manual to find out how to erase the number from there too.

Number conceal

Keep your number private whenever you want – just dial **141** before you dial out.

Permanent Number Conceal

Keeps your number private – every time you make a call. Ask our team to set it up for you (even if you're ex-directory).

If you do want to leave your number, dial **1470** before you make the call.

*Note: Call Display is not available in some parts of the network.

Having trouble with your phone?

There's no dial tone or crackling on the line

Firstly check your phone isn't faulty, you can do this by unplugging the phone from the socket and trying a different phone in the same socket. Also remember to check any extension sockets that you have in the same way. If you've done this and are still experiencing problems there could be damage to the wiring or phone socket.

Call our team on **0845 454 1111*** and pick the faults option, or dial **151** from a Virgin Phone line if you can.

Your phone isn't ringing/receiving incoming calls

Try these:

- Make sure the ringer switch on the side of your phone is in the 'On' position (it could have been switched off accidentally)
- Check the combined REN (Ringer Equivalence Number) value of phones plugged into the circuit (main socket & any extensions) isn't more than 4
- Check that your Phone isn't faulty by trying another one in the socket
- If you subscribe to Call Divert check that you haven't activated divert immediately

- If you subscribe to Call Barring please ensure that you haven't got incoming Call Barring active

Still having problems? There could be damage to the wiring or phone socket. Call us on **0845 454 1111*** or dial **151** for free from a Virgin Phone line, if you can.

You can receive incoming calls, but you can't call out

Check that your phone isn't faulty and that you haven't activated outgoing Call Barring. Your phone might have been temporarily reduced to incoming calls only because of late payment. If you think this might have happened you can call us free on **150** from a Virgin Phone or **0845 454 1111*** from another phone line.

Free Voicemail isn't working

Have you contacted the us to get this service added to your account? You don't automatically get this service, we set it up for you when you let us know you want it.

If you have already done this then check that you have activated the service from your home phone by dialling **1571** and following the instructions.

Still experiencing problems? Contact us on **0845 454 1111*** or dial **151** for free from a Virgin Phone.

Why does my phone only ring three times before going to Voicemail?

If you've got a digital cordless phone [DECT] you might have noticed that it sometimes only rings three times before going to voicemail, and maybe a delay in caller display. This happens because, with these types of phones, you can't hear the first two rings. That's because the phone is picking up stuff it needs to identify the message being sent to it. And this is the reason there might be a delay in caller display appearing.

So, how can you fix it? Unfortunately, on Free Voicemail this can't be changed. But if you want more time to get to the phone, you can get longer ring times on these phones with Voicemail Plus. To find out more about Voicemail Plus take a look at page 6.

You've forgotten your Call Barring PIN number

Call us on **0845 454 1111*** or dial 150 for free from a Virgin Phone – we'll reset the PIN number for you.

You can't access voicemail messages

Your phone might not be set up correctly, or not switched to a 'tone' setting. Make sure that your handset is set to 'tone' which is normally at the side or underneath the phone.

About the Recall (R) button

Don't confuse the Recall (R) button with the Redial button – they're for completely different things! The Recall (R) button needs to be pressed to use some features. Pressing this R button provides a 2nd dial tone. If this doesn't work, make sure the Selector switch is set to 'Timed', 'Timed Break Recall' or 'T'.

The other setting 'Earth' or Earth Recall' or 'E' is used generally for switchboards and does not work on Residential lines.

If you're still stuck, don't worry! You can call the us free on **150** from any Virgin Phone, or **0845 454 1111*** from any other phone.

Your questions answered

I'm on talk anywhere, how can I keep track of my minutes?

Keeping track is easy! Just follow these steps:

- Dial **150** – free from your Virgin Phone, or **0845 454 1111*** from another line
- Select the 'Billing & Payments' option
- Select 'Talk Anywhere Balance'
- You can then listen to any remaining minutes for the phone line you've called on, or to listen to any remaining minutes for other telephone lines you have
- Just enter the phone number for the line you want to find out about at the prompt

Unwanted calls

These calls are more than likely automated competition lines or marketing activity from other companies.

You can subscribe to Anonymous Caller Rejection, which 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.

You can also subscribe to the Virgin Media Caller Display feature to ensure you can see the number who is calling you, providing the caller does not withhold their number.

To add these features contact us on **150** from a Virgin Phone.

Troublesome calls

If you're receiving troublesome calls, just contact us straight away and we'll do everything we can to help.

You can call our team about this on **150** free from your Virgin Media phone, or **0845 454 1111*** from another line.

There are usually 3 types of these calls:

1. Unsolicited calls – persistent calls from organisations or companies that you don't want to receive.

How do you stop them?

Register with the Telephone Preference Service (TPS). This will make sure that your phone number isn't available to organisations that make these types of calls. For more information or to register call TPS on 0845 070 0707 or go to tpsonline.org.uk

2. Nuisance calls – these are excessive amounts of 'wrong numbers' or calls at unusual hours of the day or night
3. Malicious calls – these are classed as calls which contain obscene or abusive language or personal threats.

Putting a stop to 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 freephone number and ask for the NCB on **0800 953 3333**. There's more info on malicious calls at the end of this section.

My Caller Display isn't working

To get Caller Display you'll need a compatible Caller Display phone or Caller Display unit (look for the British Standards mark). If your phone is 'dual network capable' it should work without any problem – you should be able to find out if it is on the box & user guides.

Old Caller Display phones and units (usually from before 1999) might not be able to receive Caller Display from a cable line, but the vast majority of current Caller Display phones or units are compatible with Virgin Media's network

On some phones you'll need to set up Caller Display to be able to see the number on the phone's screen. Please look at your phone's manual for how to do this.

There's a noise on my line when I pick up the phone

The problem depends on what kind of noise it is, so have a look below to find out what it might be:

Stuttered dial tone

You might have a voicemail message, so try dialling **1571** to access it. Once the message has been read and saved or deleted the stuttered dial tone should disappear.

Don't have voicemail but are still getting stuttered dial tone? You could be using another of your phone's features. Take a look at the first part of this guide for all the features available.

For any other noise, like a crackling line, check all the wiring around your phone in case it's come loose, etc. Swap the phone for one that definitely works and if problems persist then call **0845 454 1111*** from your Virgin Phone and pick the faults option, or dial **150** for free.

I can't send a text (SMS) message

For information on settings for Text Messaging from your Virgin Phone please see the 'Virgin Media Text' section later in this guide.

If you want to receive text messages, you'll need to make sure that you have the Virgin Media Number Display service, and will also need to have a compatible Caller Display phone. For help with Caller Display phones, please see the 'My Caller Display isn't working' section.

How can I find out who called me last?

Dial **1471** to listen to the last number who called you. Then, you can press 3 to return the call (as long as the caller didn't withhold their number).

Why doesn't 1471 always work?

In some regions, if voicemail is active on the account and your call is answered by our voicemail service then unfortunately dialling **1471** won't announce the last calling number.

How do I withhold my number before I make a call?

Dial **141** before dialling the telephone number you're calling.

What's the number for Directory Enquiries?

You can call our own Directory Enquiries numbers from your Virgin Phone:

118 180 for UK Directory Enquiries

118 190 for International Directory Enquiries

What is the number for the International Operator?

Dial **118 190** from a Virgin Phone line.

How can I change how long calls take to go to voicemail?

If you have Free Voicemail you can't choose when calls will go to voicemail, but if you have our Voicemail Plus service you can. Just call us to set it up. The default is usually set to 5 rings before the call diverts to voicemail but this can be extended to up to 10 rings.

Telephone Preference Service (TPS)

The Telephone Preference Service (TPS) helps you to make sure your telephone number is no longer available to organisations who may telephone you with offers and information you do not wish to receive. To register for the Telephone Preference Service go to tpsonline.org.uk

If you're getting sales and marketing voice recorded messages down your telephone line, and you haven't given your permission to get these types of messages, you can ask whoever is calling you to stop sending these. They're legally obliged to act upon your request.

Still getting these calls? You can complain either to the Direct Marketing Association or the Information Commissioner's Office.

If you've been troubled by calls where the phone rings but on answering there is no one there, you might want to register your number with the Silent Call Guard Service by calling **0870 444 3969**.

How can I protect myself from phone scams?

Unfortunately, there are lots of potential telephone scams around.

If you receive a recorded message offering you a prize or something similar and are asked to dial an 090 number, these numbers can cost a significant amount, and the prize often doesn't even exist.

If you're unsure about a premium rate telephone number charged to your telephone bill, you can check this with PhonepayPlus, a telephone watchdog.

If you're still stuck after trying any of the above solutions, you can call us free on **150** from any Virgin Phone, or **0845 454 1111*** from any other phone.

All about Virgin Media Text

How does Virgin Media Text work?

It's simple to send and receive texts to most landline or mobile numbers in the UK* and if you already have the right equipment you can get texting right away! All you need is an active Virgin Media phone line, a text-compatible phone and be signed-up to the Virgin Media Caller Display service.

*Messages can be sent to any UK mobile number or UK landline number excluding Guernsey, Jersey and the Isle of Man. Business customers that have an ISDN service or are behind a PABX will not be able to receive text messages as text messages. Some calling features affect use of SMS service.

Note: This service is provided and operated by third parties and as such, Virgin Media shall not be liable for any loss or damage arising from the use of this service nor for any failures in performance or availability. Please note, this service is not available in all areas.

Setting up Virgin Media Text

As soon as you send your first text message you'll be automatically registered for the service. Alternatively you can type 'register' into your text message and send to 00000.

How do I update my service centre numbers?

These numbers enable you to send and receive text messages with Virgin Media Text and vary for different models of phone. Service Centre numbers vary for different models of phones. Please refer to the manual your phone came with to find the numbers you need.

Sending a text message

Sending a text message is as simple as sending one from your mobile phone, but just check the user guide that came with your phone if you're unsure.

- You have a maximum of 160 characters per text. If you use more than 160 characters more than one message will be sent, and you'll be charged separately for each message. You can send up to four text messages at one time (so that's using 640 characters)
- Remember to enter the full phone number, including the area code, then just press the 'send' button
- To get a delivery status report just put *0# at the start of your text message
- If you're texting a friend who doesn't have the service they will receive the text as a voice message

Receiving a text message

- If you've subscribed to the Virgin Media Caller Display service your phone will alert you that a text message has arrived (usually with a beep) and you'll be able to read the text message on your phone's screen
- You can subscribe by dialling **150** for free from a Virgin Phone and speaking to us or by calling **0845 454 1111***
- If you haven't subscribed to the service or registered with Virgin Media Text then you'll receive your text message as a normal phone call and the message will be converted into Voice Text*

*Messages can be sent to any UK mobile number or UK landline number excluding Guernsey, Jersey and the Isle of Man. Business customers that have an ISDN service or are behind a PABX will not be able to receive text messages as text messages. Some calling features affect use of SMS service.

How do I pick up messages?

It depends on whether you receive text or voice messages and if you have an answering machine or voicemail.

- If you receive text messages they will be sent to your text-compatible phone for you to pick up and save if you want to

- If you receive spoken text messages and have an answering machine or voicemail service, then the Voice Text will be recorded as a normal message
- Or, you can just dial the Text Store on **0845 602 1111** or **07953 966 066** from the phone that received the message and follow the instructions
- Text messages are only saved for 24 hours from the time the text was sent

Voice Text

Want the convenience of sending a text message to another landline number? Voice Text automatically converts your text message to a synthesised voice before calling the number and reading the message to whoever answers. If the call isn't answered then the message will go to voicemail or an answering machine, or get delivered later.

Using Voice Text

The Voice Text service automatically converts your text message if:

- The destination number doesn't have a compatible texting phone
- The destination number hasn't registered for the service
- The destination number hasn't activated the Number Display feature

If the system cannot deliver your message then your message will be left at the Text Store for 24 hours.

Opting out of receiving texts

Dial **0800 587 5252** from the phone you wish to opt out and choose option 1

Opting back in to receive voice texts

Dial **0800 587 5252** from the phone you wish to opt in and choose option 2

Receiving all your messages as voice texts

To receive all your messages as voice texts, type ***2#** and send to **00000**

To undo this, type **#2#** and send to **00000**

Enabling or disabling the voice text feature

To disable Voice Texts, type ***1#** and send to **00000**

To enable Voice Texts, type **#1#** and send to **00000**

How can i make sure my message is received as a voice text?

To ensure that someone receives a spoken message rather than a text message, place ***3#** at the start of the message. But remember, the person you'd like to receive the message might not be the person who answers the phone!

Text Store

Don't worry if you miss a text message that was sent as a Voice Text, your message will be saved at the Text Store for 24 hours from the time the message was sent.

Using Text Store

You can only access the Text Store from the phone that the message was sent to. There are two numbers that you could have to call, depending on the network your text message originates from:

<i>Service Provider</i>	<i>Number to call to access the Text Store</i>
BT	0845 602 1111 (charged at local rate)
Kingston Communications	0845 602 1111 (charged at local rate)
Vodafone	0845 602 1111 (charged at local rate)
02	0845 602 1111 (charged at local rate)
Orange	0845 602 1111 (charged at local rate)
3	0845 602 1111 (charged at local rate)
T-Mobile	07953 966 066 (charged at mobile rate)
Virgin Media	07953 966 066 (charged at mobile rate)

Help

I can't send or receive messages with Virgin Media Text

Possible reason: Your Service Centre numbers are incorrect

How to fix it: These numbers let you send and receive text messages and vary for different models of phones. Check that your Service Centre settings are correct. Service Centre numbers vary for different models of phones. Please refer to the manual your phone came with to find the numbers you need.

I've got a text compatible phone but I'm receiving spoken text messages

Possible reason: You haven't registered for Virgin Media Text, or you don't have the Virgin Media Number Display service

How to fix it: To register, text a friend and you'll be registered automatically, or text 'register' to 00000

If you receive your confirmation as a Voice Text then check you have the Virgin Media Number Display service.

Also, check that your Service Centre settings are correct. Service Centre numbers vary for different models of phones. Please refer to the manual your phone came with to find the numbers you need.

How much do texts cost?

It's free to receive text messages on your home phone but you'll be charged for each text message that you send. They're charged at flat rate fees so that it will cost you the same amount, whatever time of day or night you decide to text.

How will I be billed for text messages?

You'll be billed for the text messages you send on your monthly Virgin Media phone bill. This will be clearly shown as 'Text Sent' along with the applicable charge next to the item. Charges for sending texts are available in our price guide.

Still stuck? Just call us free on 150 from any Virgin Phone, or 0845 454 1111 from any other phone.*

Important Numbers

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



Voicemail PIN

Call Barring PIN

Quick Dial
number

Programmed number

Quick Dial
number

Programmed number

Got any questions?

Call free on **150** from a Virgin Media phone, or **0845 454 1111*** from any other phone.

*For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts.