Vodafone Business Phone User Guide

Built with business in mind

The future is exciting.

Ready?

vodafone

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1. Vodafone Calling Features

Hi

Your phone service comes with loads of useful additional features. Before you start activating and using these, check that you've got a landline phone with *, # and R buttons that make musical tones when you dial. If you hear clicks instead of tones, check the dial setting switch which is usually on the side or base of the phone (if it has one) to make sure your phone's selector switch is set to 'Timed', 'Timed Break Recall' or simply 'T'.

1.1 Inclusive Calling Features

The following call features come as part of your Vodafone Business Phone service.

Find out who's called you

Find out the last number that called you by dialling **1471**. You can return the call by pressing **3**. Our Standard List Price calling Charges apply when you press **3** to return the call.

You'll hear an announcement that will either say "number unobtainable" or state that the other caller has hung up. Replace the handset after the announcement. Then approximately 20-30 seconds after, your telephone will ring once and then cut off. This is the signal to confirm the last calling number has been replaced. When **1471** is dialled after the above is complete, the last call details will say "number withheld" and the previous call details have been replaced.

Hiding your phone number

If you do not want the person you are calling to see your phone number then dial **141** in front of the telephone number you are dialling.

To keep your number permanently hidden every time you dial out, call us on **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile and ask us to set this up for you – even if you're registered as ex-directory. You can then choose to display your number on a call-by-call basis by dialing **1470** before dialling the number you wish to call.

To hide the number of your last incoming call:

• If you're permanently withholding your number see the 'hiding your phone number' section for more details – dial **1470** followed by **1475** and wait for the message.

1.2 Optional Calling Features

To order any of these features just call us on **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile and we'll have your new features ready for you within 24 hours.

Please check **vodafone.co.uk/businessbroadband** to find out if Charges apply.

Call Divert

This feature allows you to divert your calls to another number, including your mobile. It is easy to use.

To set up a call divert, simply dial ***[code]*** on your business phone, followed by the number you want to divert the calls to. Press **#**.

Here are the numbers to use in place of **[code]**:

21 – Diverts all your calls immediately to your chosen number

61 – Diverts any calls not answered within 15 seconds

67 – Only diverts calls when you're already on a call

To see whether Call Divert is on or off, key in ***#[code]#**

To turn off Call Divert, key in **#[code]#**

Call Divert cannot be ordered if your Business Phone Service is eligible for Smart Divert to be activated on the line.

Smart Divert

Smart Divert is an inclusive feature available on Vodafone Business Phone Premium only.

Smart Divert provides flexibility by allowing you to divert your calls to almost any other number in the UK (including mobiles and 0800 numbers) as well as to most international destinations using your own phone or using another phone.

You pay for the diverted part of the call and calls made to the access number (when using the service remotely) which are charged at Vodafone's Standard List Prices. To keep the service secure, a **PIN** will be sent to you to prevent unauthorised usage. You are responsible for keeping this number secure – if at any point this **PIN** becomes compromised or you lose it, please get in touch with us.

Smart Divert from your phone

Using Smart Direct from your own phone to set up a call divert, simply dial ***[code]*** on your phone, followed by the number you want to divert the calls to. Then press **#**

Here are the numbers to use in place of **[code]**:

21 – Diverts all your calls immediately to your chosen number

61 – Diverts any calls not answered within 15 seconds

67 – Only diverts calls when you're already on a call

To see whether Smart Divert is on or off, key in the ***[code]*** whilst holding down **#**

To turn off Smart Divert, key in **#[code]#**

Using Smart Divert remotely from another phone

You can use Smart Divert to remotely set up a call divert from another phone, simply dial ***[code]*** on the phone, followed by the number you want to divert the calls to. Then press **#**

Here are the numbers to use in place of **[code]** for remote diverts:

44 – Diverts all your calls immediately to your chosen number

64 – Diverts any calls not answered within 15 seconds

65 – Only diverts calls when you're already on a call

To remotely divert calls using Smart Divert

- Dial the access number and wait for dial tone
- Press ***[code]*** using the remote codes above then key in *****
- Dial your **PIN** then press ***** and key in your full phone number then press *****
- Enter the phone number to divert to then press **#**

To remotely cancel Smart Divert

- Dial the access number and wait for dial tone
- Press **#** and type the remote divert code then press *****
- Enter your **PIN** then press ***** and type your full phone number then press **#**

To remotely check Smart Divert is on

- Dial your access number and wait for dial tone
- Press **#** while holding down ***** then key in **[code]** and press *****
- Enter your **PIN** and press ***** then type your full phone number then press **#**

If you happen to enter the **PIN** or the telephone number incorrectly, just replace the receiver and restart the process.

Call Waiting

If someone calls you and you have Call Waiting activated there will be a gentle beeping in the background to alert you – handy if you're expecting an important call.

If you have a call waiting, you can:

- Put your current caller on hold and talk to whoever's calling
- End your current call and switch to the incoming one
- Ignore the incoming call and dial **1471** after your current call is finished to see which number rang you

Using Call Waiting

To switch Call Waiting on, key in ***43#**

To speak to your second caller, Press **R**

To return to your first caller, Press **R**. You just need to hang up to finish the call.

To check Call Waiting is on, key in ***#43#**

To switch Call Waiting off, key in **#43#**

Note: If you wish to use a fax or modem on the same line, then you will need to switch off Call Waiting.

Business Caller Display

Business Caller Display shows you the number that's calling you – meaning you can decide whether or not to answer. It only works on compatible phones that have a screen capable of displaying caller display.

Caller Reject

Caller Reject allows you to block nuisance or unwanted calls by stopping calls getting through. Up to 10 numbers can be blocked.

To block the last call you answered dial **14258**, you will hear the number of the last call answered. When prompted press **** to confirm that you want to block calls from that number.

To block other numbers at any time dial **14258**, enter your **PIN**, you will then have the following options:

- Add a number to your blocked number list – enter the full telephone number that you want blocked then press **#**

- Check your blocked number list. You can also use this option to delete any numbers from the blocked number list

- Change your **PIN**. Obvious **PINs**, such as **1234**, or **PINs** that form a pattern on the keypad, such as **2580**, are not allowed

Note: Callers who have had their calls rejected will hear an announcement that tells them that their call is not being accepted.

Anonymous Caller Rejection

You can automatically stop people who withhold their number from calling you. If you have regular callers who withhold their numbers, they can still reach you by dialling **1470** before dialling your number. If someone calls you from an unknown number – for example, from abroad – this may still come through to you.

To reject anonymous calls, dial ***227#**

To accept anonymous calls, dial **#227#**

To see whether you're accepting or rejecting anonymous calls, dial ***#227#**

2. Voicemail Services

2.1 Free Voicemail

To have free Voicemail added to your line, call us on **08080 034 515** free from landlines and mobiles or **191** from a Vodafone mobile – we'll have it ready for you in 3 days.

The first time you dial **1571**, you'll hear a message telling you how to use your voicemail. You can record your own greeting so your customers know they've reached the right number.

When you've got a message, you'll hear an intermittent dial tone when you next go to make a call. Just dial **1571** to hear your messages. Your messages will be played back to you in the order they were received. You can store up to 10 messages after listening to them. Any unplayed messages will be stored for 10 days before being deleted.

2.2 Voicemail Plus

With Voicemail Plus, you can pick up your messages and change your settings wherever you are by entering a **PIN**. You can also record a personal greeting. It also lets you:

- Divert calls straight to voicemail without your phone ringing if you don't want to be disturbed
- Record your own message so your callers know they've got the right number
- Pause, rewind and fast-forward your messages
- Pick up your voicemail from any phone using a **PIN.** Standard List Price call Charges apply when using this service.
- Decide how many times your phone should ring before incoming calls go to voicemail

To access your voicemail remotely you need to set up a **PIN**. See below for instructions for setting up your **PIN**.

Once you've set up a **PIN**, call your own phone number and press ***** after your Voicemail Plus answers, then enter your **PIN** when prompted. You'll hear a message telling you which keys to press to manage your mailbox.

Note: For security, your call will end automatically if the wrong **PIN** is typed in three times.

You can store up to 30 messages. Voicemail Plus will tell you when you're close to your limit. Anyone who calls once your message box is full will be asked to call back later. Your saved messages will be deleted automatically after 30 days, and any unplayed messages will be stored for six months before being deleted.

If you listen to a message but don't save it, it might get deleted automatically.

Using Voicemail Plus

Dial **1571** from your phone, you then have the following options:

Press **1**, to listen to your messages then:
- **1** to replay a message
- **2** to save a message
- **3** to delete a message
- **7** to rewind a message
- **8** to pause a message
- **9** to fast-forward a message
- **0** to return a call

Press **2**, for your personal options then:

Press **1** to listen to your personal greeting:

Press **1** to record your own personal greeting:
- Wait for a dial tone
- Record your greeting
- Press **#**

Press **1** hear your greeting:
- Press **2** to save it
- Press **3** to re-record it
- Press ***** to cancel it

Press **2** to manage your **PIN**:
- Enter a new 4-digit **PIN**
- Press **1** to keep your **PIN**
- Press **2** to change it

Press **3** to set how long before calls go to voicemail.

Press **1** to keep your current setting.

Press **2** to change your settings:
- Press **0** to make your setting **Immediate** (0 rings, 0 seconds)
- Press **1** to make your setting **Short** (4 rings, 12 seconds)
- Press **2** to make your setting **Medium/Normal** (7 rings, 21 seconds)
- Press **3** to make your setting **Long** (10 rings, 30 seconds)

2.3 Voicemail Premier

Voicemail Premier has all the features of Voicemail Plus with the following additional features:

- A total of up to 5 mailboxes
- **PIN** security for each mailbox
- Skip/forward/save messages using key strokes on the phone
- Storage of up to 50 messages per mailbox for up to 30 days
- Storage up to 50 A4 fax pages per mailbox at a maximum length of 15 pages per fax
- A remote voice alert, when you are away from the office
- Record separate greetings when you are out, engaged or away for some time
- Storage of fax messages and downloads when the line is free or on any other fax in the UK or abroad (at the normal calling rates)

To access your Voicemail Premier service once it has been added to your account, dial **1571** from your phone and follow the navigation.

3. Other Useful Features

You can either subscribe to them for a monthly fee or use them on a pay-as-you-go basis.

To order any of these features just call us on **08080 034 515** free from landlines and mobiles or **191** from a Vodafone mobile and we'll have your new features ready for you within 24 hours.

Please check **vodafone.co.uk/businessbroadband** to find out if Charges apply.

3.1 3-Way Calling

3-Way Calling lets you chat with two other people at the same time.

To set up a 3-way call:

- Call the first person you want on the call
- Ask them to hold, then press **R** on your keypad
- Wait for the dial tone, then call the other person you want on the call
- Key in **R** and **3** when they answer and now you can talk to both people together

Note: If you want to talk to each of the two other people separately, press **R** then **2** when the second person answers. You can then switch between your callers by pressing **R**, waiting for the dial tone, then pressing **2**.

- To end a call with just the first person you dialled, press **R**, wait for the dial tone, then press **5**
- To end a call with just the second person you dialled, press **R**, wait for the dial tone, then press **7**
- To end both calls completely, simply hang up

Important

If you start a 3-way call, it'll be you who pays for it. If someone dials you into a 3-way call, they pay for it, the charges are as per our Standard List Prices.

3.2 Reminder Call

You can set your phone to ring at a time you've programmed into it. Reminder Call is subject to availability.

To set up a Reminder Call, key in ***55 *24 hour#** Set up the Reminder Call, for example 6.30am is 0630 and 5.30pm is 1730.

To cancel a Reminder Call, key in **#55#**

To check the time of the Reminder Call, key in ***#55#**

3.3 Ring Back When Free

If a number you call is engaged, your phone can be programmed to call you when the number becomes free. This means that you don't need to spend time redialling the engaged number.

The Ring Back feature will keep trying the engaged number up to a maximum of 45 minutes.

To set up Ring Back When Free, when you hear an engaged tone, press **5**, when you hear the confirmation message please hang up.

To answer a Ring Back, pick up the handset when you hear the special ringtone.

To cancel a Ring Back, key in **#37#**

To check a Ring Back, key in ***#37#**

Ring Back When Free is not available for calls to ISDN lines, international destinations and some multi-line switchboards. Ring Back When Free is subject to availability.

4. Further Help with Your Vodafone Business Phone Service

Here are some useful tips for the most common questions you might have with your phone. For further information see **vodafone.co.uk/businessbroadband/contactus**.

4.1 No dial tone or crackling on the line

You may have a faulty phone. Check it by unplugging it from the socket and using a different phone. Check any extension sockets in the same way. You can also get additional help through our help section at **vodafone.co.uk/businessbroadband/contactus**.

4.2 Phone not ringing or receiving calls

See if your phone's ringer switch (if it has one) is switched on and make sure the volume is turned up. Also make sure no more than four phones are plugged in throughout your office – not just at the main socket, but any extension points too. Make sure your phone isn't faulty by trying another one in the same socket, and check to see if you have Smart Divert or Call Divert activated.

4.3 Receiving calls but can't make them

You may have a faulty phone. Check it by unplugging it from the socket and using a different phone. Check any extension sockets in the same way. It's also possible that we may have set your phone to receive incoming calls only – usually, because of a late payment. You can find out by calling us on **08080 034 515** free from landlines and mobiles or **191** from a Vodafone mobile.

4.4 Free Voicemail isn't working

If you're sure you've called us to set this up (you don't get it automatically), check you've activated the service from your phone by dialling **1571** and following the instructions.

4.5 Business Caller Display isn't working

Make sure you've got a compatible caller display phone and check your phone's manufacturer's user guide for help – you may need to set up caller display on some phones.

4.6 Noise on the line when you pick up the phone

If you've got Free Voicemail, Voicemail Plus or Voicemail Premier and you hear an intermittent dial tone, you might have a message waiting. Dial **1571** to hear it, then listen if the noise on your line stops. If you don't have voicemail, check to see if another feature of your phone might be causing the noise. If there's a crackling sound, check your phone or any internal wiring to see if something's loose, and replace the phone with another if necessary. You can call us on **08080 034 515** free from landlines and mobiles or **191** from a Vodafone mobile if the problem persists or isn't cured by any of these fixes.

4.7 Can't access your voicemail

It's possible your phone isn't set up correctly or switched to a 'tone' setting. Check your phone's user guide for help with this.

4.8 The Recall (R) button

The Recall (R) button – which is different from the Redial button – is needed to use some of your phone's extra features. You can use it to give yourself a second dial tone – for example, when using 3-way calling. If you don't hear a second dial tone when you press **R**, make sure your phone's selector switch (if it has one) is set to 'Timed', 'Timed Break Recall' or simply 'T'.

5. Dealing with Unwanted or Malicious Calls
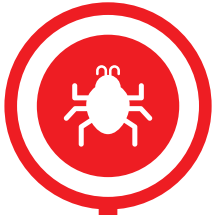
There are various ways to avoid getting calls you'd rather not receive – from our Anonymous Caller Rejection or Caller Reject services to something as simple as Business Caller Display. Just be aware that calls from certain places don't give out the caller's number, meaning these services may not work. For example, calls made from overseas or payphones may not give out the caller's number.

The three types of unwanted calls you might get are:

- Nuisance calls – such as large amounts of wrong number calls, or calls coming in at inconvenient times
- Unsolicited calls – such as calls from companies that you're not interested in
- Malicious calls – including abusive, threatening or obscene calls

5.1 Stopping unsolicited calls

By registering with the Telephone Preference Service (TPS), your phone number won't be available to organisations that make these types of calls. Call the TPS registration line on **0345 070 0707** (standard call charges apply) or go to **https://complaints.tpsonline.org.uk/consumer**.

If you know you haven't given permission to an organisation to make this kind of call to you, simply ask them to stop – they're legally obliged to do so. If the calls continue, you can complain either to the Direct Marketing Association (**http://www.dma.org.uk/**) or to the Information Commissioner's Office (**https://ico.org.uk/**).

SilentCall-gard

SilentCall-gard helps to reduce the chance of receiving silent calls. Find out more on the **SilentCall-gard** site at **silentgard.co.uk** where you can register and get full instructions.

5.2 Stopping nuisance or malicious calls

If you're experiencing these types of calls, call us on **08080 034 515** free from landlines and mobiles **191** from a Vodafone mobile and we'll do everything possible to help. There are also several other services you can use to help with this problem:

Anonymous Caller Rejection – reduces incoming calls from withheld numbers. It only works on withheld numbers (not unknown or masked numbers), but used in conjunction with Business Caller Display makes an effective way to screen your incoming calls.

Business Caller Display – Business Caller Display won't stop incoming calls, but it will show you the caller's number (as long as they've not withheld it, or the number is listed as 'unknown'). This gives you the option to decide whether or not to answer the call.

Charges – if you're uncertain about any premium-rate charge that appears on your bill, check the number with telephone watchdog PhonepayPlus at **phonepayplus.org.uk** or call them free on **0800 500 212**. You can also speak to us on **08080 034 515** free from landlines and mobiles or **191** from a Vodafone mobile.

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