



Your guide to Vodafone Home Phone

Vodafone
Power to you



Vodafone Home Phone

Find out everything you need to know to get started with your home phone – and learn how to get the most from its handy features.

Setting up your home phone

Before you start using Vodafone Home Phone, please check you have:

- **A touch-tone phone.** If it's not, you'll need to get one. You may already have a phone that can be switched between tone and pulse dialling – so look for a button or a switch that has MF, DTMF or tone and set it to this. You'll also need to set it to TBR (time break recall), if it has this option.
- **The correct buttons on your keypad.** You'll need *, # and R (recall) as well as the standard numerical buttons.

You may need to look at your phone's user guide to make sure you've got it set up correctly. Once you're sure you have, please call us on **08080 034 515** (free from landlines and mobiles) and we'll activate any extras that don't come as standard with your home phone line.

If you buy an extra that has a monthly charge, you'll need to keep it for at least 30 days. These charges are detailed in the Price guide at vodafone.co.uk/priceguide.

You can store up to 30 messages, and Voicemail Plus will tell you when you're close to your limit. Anyone who calls after your message box is full will be asked to call back later. Your saved messages will be deleted automatically after 30 days, and any messages you haven't played 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.

To pick up your voicemails from Voicemail Plus, call **1571** free from your home phone. To access your voicemail remotely, you'll need to set up a PIN (please see the Using Voicemail Plus section).

To pick up messages when you're away from home, once you've set up a PIN, call your own home 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.

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

Setting up voicemail

To add voicemail to your line, call us on **08080 034 515** (free from landlines and mobiles). We'll have it ready for you in three days.

Then, when you've got a message, you'll hear an intermittent dial tone when you next go to make a call. Just call **1571** (free from your home phone) to hear your messages.

The first time you call **1571** you'll hear a message explaining how to use your voicemail. Your messages will then be played back to you in the order they were received. You can store up to 10 messages after listening to them. Any messages you haven't played will be stored for 10 days before being deleted.

Setting up Voicemail Plus

To add Voicemail Plus to your line, please call us on **08080 034 515** (free from landlines and mobiles). We'll have it ready for you in three days.

Voicemail Plus 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
- Decide how many times your phone should ring before incoming calls go to voicemail

Using Voicemail Plus

To access Voicemail Plus, call **1571** (free from your home phone), then use these options:

Function	Options
Your messages	<p>Press 1 for your messages, then:</p> <ul style="list-style-type: none">• 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
Your personal options (e.g. changing your PIN and other settings)	<p>Press 2 for your personal options, then:</p>
Listen or record your personal greeting	<p>1 to listen to or record your personal greeting</p> <ul style="list-style-type: none">• 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
Manage your PIN	<p>2 to manage your PIN- Wait for a dial tone</p> <ul style="list-style-type: none">• Enter a new 4-digit PIN• - Press 1 to keep your PIN• - Press 2 to change it
Set how long before calls go to voicemail	<p>3 to set how long before calls go to voicemail</p> <ul style="list-style-type: none">• 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)

Three-way calling

Three-way calling lets you chat with two other people at the same time. To make a three-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
- Press **R** and **3** when they answer. You'll then be able to talk to both people together

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 and then pressing **2**.

To end a call:

- with just the first person you dialled, press **R**, wait for the dial tone, then press **5**
- 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.

If you start a Three-way call, it'll be you who pays for it. If someone dials you into a Three-way call, they pay for it. All the charges for Three-way calling are detailed in the Price guide available at vodafone.co.uk/priceguide

Anonymous caller rejection

You can automatically stop people who withhold their number from calling you. Just call us on **08080 034 515** (free from landlines and mobiles) and we'll have our Anonymous caller rejection service ready for you within 24 hours.

If you have friends or family who withhold their numbers, they can still reach you by calling 1470 before calling your number.

- To reject anonymous calls, dial ***227#** from your Vodafone home phone.
- To accept anonymous calls, dial **#227#**
- To check if you're accepting or rejecting anonymous calls, dial ***#227#**

Please note: you'll still receive calls from unknown numbers, such as calls from abroad.

Call divert

Diverting your calls to another number is simple – just call us on **08080 034 515** (free from landlines and mobiles) and we'll have our Call divert service ready for you within 24 hours.

Call divert is easy to use. Simply dial the relevant code on your home phone, followed by the number you want to divert:

Here are the codes you can use:

- **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 any of the Call divert services are on or off, enter '***#[code]#**'

Incoming calls diverted to your chosen number are charged as per your agreement, and are detailed in the Price guide available at vodafone.co.uk/priceguide

Call waiting

If someone rings you while you're already on a call, Call waiting will gently beep in the background to alert you – handy if you're expecting an important call. Call us on **08080 034 515** (free from landlines and mobiles) and we'll have our Call waiting service ready for you within 24 hours.

Here's how to use Call waiting:

- Switch Call waiting on ***43#**
- Speak to your second caller **Press R**
- Returning to your first caller **Press R**
- Check Call waiting is on ***#43#**
- Switch Call waiting off **#43#**

Caller display

Caller display shows you the number that's calling you – so you can decide whether or not to answer. To use Caller display, call us on **08080 034 515** (free from landlines and mobiles) to have this service ready for use within 24 hours.

Call return

Calling **1471** on your home phone will show the last number that called you. You can then press **3** to call them back. Please note that a charge will apply when you do this. All of the charges for using Call return are detailed in the Price guide available at vodafone.co.uk/priceguide

Deleting the last number that called

To delete the number of your last incoming call:

- If you're not permanently withholding your number – call **1475** and wait for the message
- If you're permanently withholding your number – call **1470**, then **1475** and wait for the message

In both cases, you'll hear a message saying 'number unobtainable' or stating that the last caller has hung up. Replace the home phone handset. Then, 20-30 seconds later, your home phone will ring once and then cut off – this signals that the last number that called has been deleted and will no longer be stored on the home phone. You can check this by calling **1471**.

Hiding your number

Adding **141** before calling someone will keep your number private. To keep your number permanently hidden, call us on **08080 034 515** (free from landlines and mobiles) 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 adding **1470** before calling a number.

Ring back when free

Ring back when free saves you time trying to guess when an engaged number is available for a call. And it's easy to use when you're on your home phone:

- 1. When you hear an engaged tone, press **5**
- 2. Hang up your home phone
- 3. When the number you were trying to reach is free, your home phone will ring
- 4. When you pick up, you'll be automatically connected to the number you were trying to call

Please note, when you use Ring back when free, your home phone will keep trying to connect for 45 minutes. You can check that it's still on by pressing ***#37#**

To cancel a Ringback when free request, simply press #37#.

All of the charges for using Ring back when free are detailed in the Price guide available at vodafone.co.uk/priceguide

Further help with your Vodafone Home Phone

Here are some useful tips to help you resolve the most common issues you might have with your home phone. You can also get additional help by going to our Help and support section at vodafone.co.uk/homephonehelp.

There's no dial tone, or there's crackling on the line

You may have a faulty phone. Check by unplugging it from the socket and using a different phone. Test any extension sockets in the same way.

You can also get additional advice in our Help section at vodafone.co.uk/homephonehelp

The phone isn't 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, check that no more than four phones are plugged in throughout your home – 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 Call divert activated.

You can receive 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. Test any extension sockets in the same way.

It's also possible that we may have set your phone to receive incoming calls only – we usually do this because of a late payment. You can find out by calling us on **08080 034 515** (free from landlines and mobiles).

There's noise on the line when you pick up the phone

If you've got voicemail or Voicemail Plus and you hear an intermittent dial tone, you might have a message waiting. Call **1571** (free from your home phone) to hear your message and then check to see if there's still noise on the line. If you don't have voicemail, check to see if another feature such as Call divert is on your phone, as that 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 if necessary. You can call us on **08080 034 515** (free from landlines and mobiles) if the problem persists.

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 home phone by calling **1571** (free from your home phone) and following the instructions.

You can't access your voicemail

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

Caller display isn't working

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

You can't send a text message

It's not possible to send text messages using your home phone.

The Recall (R) button

The Recall (R) button – which is different from the Redial button – is needed to use some of your phone's features. You can use it to give you a second dial tone – for example, when using Three-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**'.

Dealing with unwanted, malicious or nuisance calls

There are various ways to avoid getting calls you'd rather not receive – by using our Anonymous caller rejection service to something as simple as 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 at inconvenient times
- **Unsolicited calls** – such as sales calls from companies that you're not interested in
- **Malicious calls** – including abusive, threatening or obscene calls

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 call. Call the TPS registration line on **0845 070 0707** (standard call charges apply) or go to www.tpsonline.org.uk

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 (www.dma.org.uk/) or the Information Commissioner's Office (ico.org.uk/).

SilentCall-gard

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

Stopping nuisance or malicious calls

If you're experiencing these types of call, call us on **08080 034 515** (free from landlines and mobiles) 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

Anonymous caller rejection prevents incoming calls from withheld numbers. It only works on these numbers (rather than unknown or masked numbers), but when used in conjunction with Caller display it makes an effective way of screening your incoming calls (please see the section on Anonymous caller rejection earlier in this guide)

If you're getting text messages on your home phone

You can easily opt out of text-based calls - such as text messages or texts converted to voice messages - by calling **0800 587 5252** (free from landlines and mobiles).

Keeping your number safe

Never give out your home phone number to anyone – or any company – you don't trust. When filling out forms that ask for your home phone number, look to see if there's a box to tick that will stop it being used for marketing purposes. You may still get calls from auto-callers (where you might hear an automated message or the call is automatically connected through to an agent when you answer), but being careful with your number will help reduce unwanted calls.

Protect yourself from phone scams

These scams can take various forms, but a common one is to leave a message urging you to call back on a premium-rate number (numbers beginning with 09). Don't call these numbers back; they can be very expensive, and you're unlikely to get anything except a large phone bill.

If you're uncertain about any premium-rate charge that appears on your bill, check the number with the telephone watchdog PhonepayPlus at www.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).

Vodafone Home Phone services

Last number call back

Where there's a charge for using 1471 Call return, you'll pay the charge plus any standard call charges which apply. The charges are detailed in the Price guide available at vodafone.com/priceguide,

Three-way calling

Where there's a charge for using Three-way calling, you'll pay this, plus any standard call charges which apply. The charges are detailed in the Price guide, available at vodafone.com/priceguide

Ring back when free

Where there's a charge for using Ring back when free, you'll pay this plus any standard call charges which apply. The charges are detailed in the Price guide, available at vodafone.com/priceguide

Extras

When you buy an extra you'll be charged for this, and won't be able to remove it from your package for a minimum of 30 days. The charges are detailed in the Price guide, available at vodafone.com/priceguide.

