



All you need to know about stopping unwanted calls

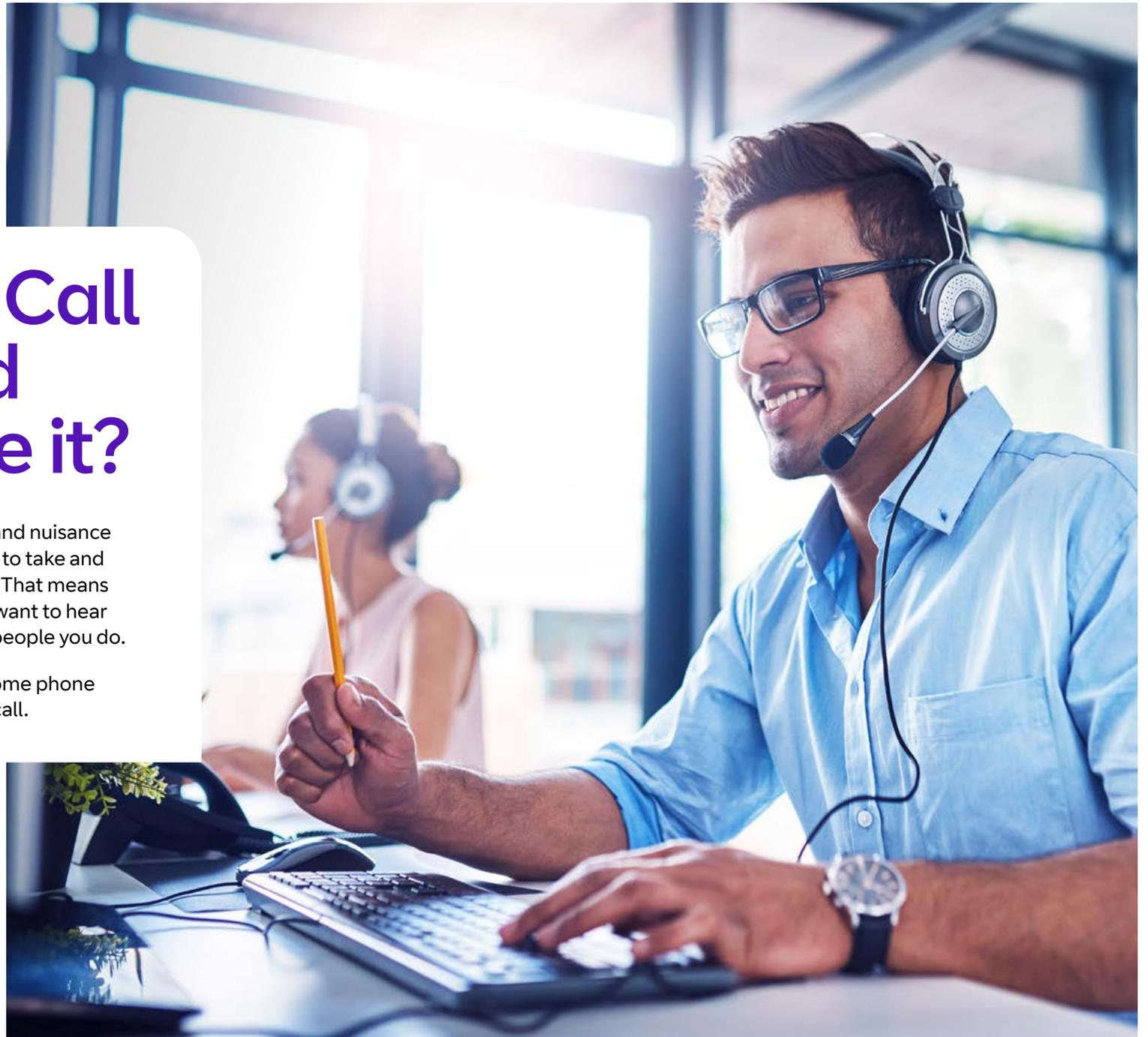
BT Call Protect user guide



What is BT Call Protect and how do I use it?

BT Call Protect helps you stop unwanted and nuisance calls. You can choose which calls you want to take and which ones to send to your junk voicemail. That means less time hanging up on people you don't want to hear from and more time catching up with the people you do.

All you have to do is call **1572** from your home phone and change your settings. And it's free to call.





How do I choose which calls are a nuisance?

You can manage your calls in three ways:

- **BT blocklist:** we've done the work with this one so you don't have to. We've identified a list of nuisance callers. Calls from these numbers are sent straight to your junk voicemail. Our blocklist will significantly cut the amount of unwanted calls you get. And we'll turn it on by default when you get BT Call Protect.
- **Personal blocklist:** you can add the last call you answered (from your home phone) or any other phone number at bt.com/btcallprotect to your own blocklist. So that any future calls from those numbers also go to your junk voicemail. This feature will be switched on too, but won't have any numbers until you add some.
- **Individual call types:** you can choose to send all calls from certain categories to your junk voicemail. The two call types are:
 - International numbers
 - Withheld numbers

You can manage your settings from your home phone (**1572**).

If you want to add the last answered call to your personal blocklist, select **1** and follow the instructions to confirm.

If you want to choose whether the BT or personal blocklist is on or off, go to **manage your personal settings**. You can also choose which **individual call types** you want to send to your junk voicemail there, too.

How does it work with voicemail services?

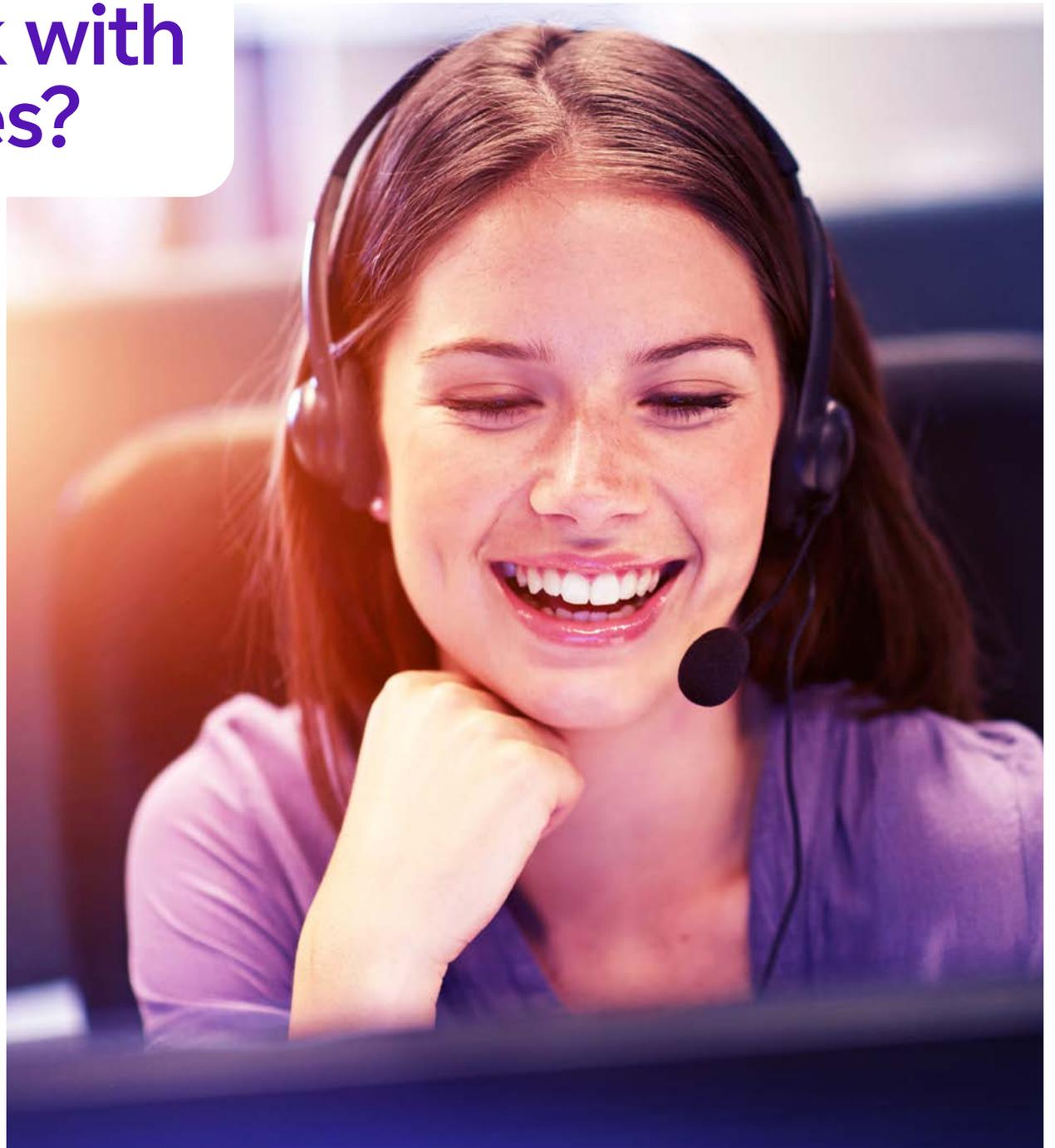
BT Call Protect with voicemail has two extra features. You can buy either of them online at bt.com/btcallprotect

- **VIP:** make sure all your important calls reach you. With VIP, they'll never be sent to your junk voicemail – it doesn't matter about your other settings.
- **Do not disturb:** if you don't want to be disturbed by callers at certain times of the day, you can use your do not disturb feature. When it's on, all your wanted calls will be sent to your personal voicemail. Unwanted calls will carry on going to your junk voicemail (**1572**).

And when you add a number to your VIP list you have the option to ignore do not disturb, so it still comes through.

Head to bt.com/btcallprotect to add a **VIP** go to **manage your personal settings** and follow the instructions to **add a number to your VIP list**.

You can also turn **do not disturb** on or off by from the main menu.





Offices worldwide

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