



## Guide to Calling Features

**'Get more from your  
phone service'**

# Calling Features

*The following calling features are all available as part of your standard HIVE Service.*

- 141 / 1470
- Call Barring
- Call Diversion
- Caller Display
- Caller return
- Call Waiting
- Reminder Call
- Ring Back
- Three Way Calling

## Make life a little easier with our Calling Features

Additional Calling Features let you personalise your home phone service – from managing your calls to taking a message.

Please read further or see additional information located on [www.hivetelecom.com](http://www.hivetelecom.com)

# Anonymous Call Rejection

*You can stop all calls from people who withhold their number.  
Anonymous Call Rejection will reject all calls using the withhold feature.*

## How to use it

- To set up

\* 227 #

- To check

\* # 227 #

- To cancel

# 227 #

Note: Also see - Choose to Refuse related service

# Call Barring Customer Controlled

## Outgoing call barring

You can bar a range of outgoing calls based on the code selected. A PIN number is provided for security purposes.

## How to use it

- For single lines:

Barring outgoing calls	<input type="text" value="*"/> <input type="text" value="34"/> code <input type="text" value="#"/>
Cancelling	<input type="text" value="#"/> <input type="text" value="34"/> code <input type="text" value="#"/>
Checking	<input type="text" value="*"/> <input type="text" value="#"/> <input type="text" value="34"/> <input type="text" value="#"/>

- For multi-lines use 35 instead of 34

Code:

1. All ranges except 999 and 151
2. Bars national, mobile and international calls
3. Bars international calls
4. Bars all operator connected calls and SMS
5. Bars calls to numbers with  or
7. Bars premium rate calls

- Barring incoming calls:

For single lines or multiline,     
Cancel

# Caller Display

*Caller Display shows you the number that is calling you. You will need Caller Display compatible equipment to see the number.*

No set up needed. Once activated, Caller Display operates automatically\*.

## How to use it

- If you do not wish your number to be displayed when calling another person, simply dial 141 before the number you are calling
- If your number is ex-directory or unlisted and you wish your number to be displayed when making a call, dial 142 before the number you are calling
- Order Caller Line Restriction to permanently block your number being displayed. Please contact us if you require this facility.

### Note:

You will need your phone number un-restricted in order to use the BT SMS service.

Your phone number will always be presented when sending text messages, even if your phone number is restricted. Caller Display does not display ex-directory or unlisted numbers.

\*Caller Display is not available on a small number of lines. If this arises, please contact HIVE Telecom Customer Services on 01256 857000.

You will need a caller display enabled telephone.

These are available in department stores and electrical outlets.

# Call Diversion

*Call Diverting allows you to divert your calls to any phone in UK or to your mobile. With Call Diverting you can answer your calls in person, even when you're not at home. It's automatic. So callers don't have to know you're away from home.*

## How to use it

- Lift receiver
- Diverting your calls \* code \* Phone number to divert to #
- Checking your divert is active \* # code #
- Switching off divert # 21 #

## Codes

21 divert all calls

61 divert calls you do not answer within 15 seconds

67 divert call when your phone is engaged

# Call Diversion - Smart Divert

*This is Call Diversion with Remote Control which gives the ability to operate diversion functionality remotely, as it can be remotely activated at any time. The system is accessed using a access number and PIN. When a diversion is no longer required it can be cancelled in the same way as standard Call Diversion.*

*Once the customer has been provided with the service, they will initiate Smart Divert by dialling the access number. For security purposes they will also be allocated a secure PIN number to prevent unauthorised usage.*

## How to use it

To divert codes for Smart Divert remotely

- 44 all Codes
- 64 Calls not answered in 15 seconds
- 65 Calls if your phone is engaged

Divert codes for Smart Divert using own phone is same as standard diversion. This feature is available on request from HIVE Telecom Customer Service

# 1471 Last Number and Caller Return

*If you miss a call and the caller does not leave their number, you can contact them using caller return.*

## How to use it

- Simply call 1471 to find out the number, date and time of your last missed call.
- When you've heard the number of the last missed call press 3 to be connected directly. You don't have to hang up and manually dial the number
- Using 141 before the number you are dialling will withhold your number

International, withheld and ex-directory numbers are not available through the 1471 service.

Caller Return is a chargeable service. If you press '3' to return a call you will be charged a fee.

# 1471 Erasure (1475)

*Allows you to erase your last call details stored under 1471.*

## How to use it

- Lift the handset
- Choose one of the following options:
  - If you are not permanently withholding your number Dial '1475' and wait for message
  - If you are permanently withholding your number Dial '1470' (release number) followed by '1475' and wait for message

The service will answer and return to the caller either 'Number Unobtainable' or an announcement saying that the other caller has hung up. The message you receive depends on your exchange type. Replace the handset after the announcement.

When approximately 20 to 30 seconds have elapsed the telephone will ring once and then cut off. This is the confirmation signal to confirm the data 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 will have been replaced.

# Call Sign

*Gives you an additional number to your existing telephone line.*

When this number is rung, you will hear a different ring tone so you can determine who the call is for before answering.

This service is available on request from HIVE Telecom Customer Service.  
A monthly charge applies for this facility.

# Call Waiting

*Call Waiting alerts you when you have a second caller so you don't need to miss a call when you're on the phone.*

## Setting up instructions for Call Waiting

- Lift your receiver
- Press  43

## How to use it

- When on a call, a 'beep' will alert you to an incoming call
- To ignore the new call, do nothing
- To take the new call, press Recall 2 (first call goes on hold)
- Press Recall 2 to switch between calls
- To finish current call and talk to the other caller, press Recall 1

## To turn it off

- Lift your receiver
- Press  43

## To check if Call Waiting is on

- Lift your receiver
- Press  43

Note:

Regular users of the Internet are advised to switch off Call Waiting before going online.

# Choose to Refuse

*Prevents unwanted or nuisance calls getting through to you.  
You can choose to block up to 10 numbers.*

## To bar the last number that called

- Dial 14258
- Choose to Refuse will ask you to press   to confirm your requirements
- The number that has been barred will then be unable to call

## To bar other numbers

- Dial 14258 followed by your PIN  
(Provided by HIVE Telecom Customer Support.)

## Choose to Refuse will offer the facility to:

- Add a number to your list
- Review your barred number list
- Change your PIN

# Choose to Refuse (continued)

*Prevents unwanted or nuisance calls getting through to you.  
You can choose to block up to 10 numbers*

Up to 10 telephone numbers can be stored within a personal data store, the eleventh entry will cause the oldest telephone number saved to drop out of the list. The other numbers will then drop down, adding the new entry to the top of the data store.

An announcement will inform you when the data store is full. For security purposes a PIN is allocated to enable access to the data store. Announcements will guide you to review and edit the numbers held within your store. You can also add to your data stores by inputting specific telephone numbers manually by dialling:

14258 followed by the Phone Number and  .

## How to change your PIN?

For data security, we will provide you with a default PIN. We advise you to change this when first using the service. If the PIN is then forgotten a reset to default will be required. Without the PIN, you will be unable to access your data store but will still be able to bar incoming calls using   .

## To change the PIN:

- Dial 14258
- Choose the relevant option from the menu

Callers who have been rejected will hear the announcement stating that their call is not being accepted

# Number Withhold using 141 / 1470

*You can prevent your telephone number being viewed by the person you are calling on a call by call basis or on a permanent basis.*

If you would like to permanently withhold your number

- Simply dial 1470

If you have chosen permanent withheld and wish to send your number on a call by call basis

- Dial 1470 followed by the telephone number you wish to call

If you are not withholding your number permanently and wish to withhold your number

- Dial 141 followed by the telephone number you wish to call.

To Remove Permanent Withhold, 1470 Bar 1470 Release Number can be ordered via HIVE Telecom Customer Services

Note:

Your phone number will always be presented when sending text messages, even if your phone number is restricted.

# Reminder / (Alarm call)

*Worried you'll miss that important appointment or just need reminding about an event? Reminder Call won't forget. You'll get your call on time and then it's up to you.*

## How to set up Reminder Call

To set up

- Lift receiver and press  55
- Key in the time you wish to receive your call using the 24-hour clock  
(i.e. 7:15am = 0715)
- Press  and hang up
- To confirm your instructions press   55  time of call  
(in the 24-hour clock)

To cancel

- Lift receiver and press  55
- Key in the time you wish to cancel (in the 24-hour clock )
- Press  and hang up

# Ring Back

*If you ring someone and get an engaged tone. You can use ring Back keeps trying the engaged number for the next 45 minutes until it's free.*

## How to use it

- When you hear an engaged tone simply dial \* 5 #
- When the service is activated, you'll hear a dialling tone
- Hang up and wait for your phone to ring

## Ring Back

- When the number is free you will hear interrupted ringing from your phone

## To check

- \* # 37 #

## To cancel

- # 37 #

### Note:

The Ring Back service is only available on standard phone lines and to geographic numbers (this means you can't use Ring Back when you are calling a mobile number, international number, Freephone etc.) It is not available on ISDN lines, international number or Broadband lines. This service is not available if the person you are calling has HIVE Telecom Call Answering or call waiting activated, or has an answering machine.

# Three Way Calling

*With Three Way Calling, it's easy to talk to two other callers at the same time.*

## How to use it

- Make a call to someone (person A)
- When you wish to speak to another person (person B), just press the Recall button on your phone
- This puts person A on hold and you'll hear a dial tone
- Dial the number for person B
- When you wish to go back to person A, press Recall 2
- Now simply press Recall 2 every time you want to switch between person A and person B
- To speak to both of them at the same time, simply press Recall 3
- To end whichever call you are on, press Recall 1
- To end the first call only, press Recall, wait for dial tone, then press 5
- To end second call, press Recall, wait for the dial tone, then press 7

# Voicemail Standard

*Voicemail Standard is an optional service that offers:*

- Diversion of incoming calls when there is no reply or the called line is busy, to a network based answer service
- An announcement instructing the caller to leave their message
- Storage of up to 10 messages for up to 20 days
- Interrupted dial tone to alert of new message

## How to use it

To set up just call 1571 and follow the prompts - this will automatically activate the service.

## To listen to voicemail messages

On lifting your handset, you will hear an interrupted dial tone if you have stored messages.

- From your home phone, dial 1571 - you'll be taken to straight to your mailbox
- Whilst listening to your messages you can:
  - Press 1 to repeat the message
  - Press 2 to save or skip the message
  - Press 3 to delete the message
  - Press 0 to return the call

# Call HIVE Telecom Customer Services on

## **01256 857000**

*for more information about our Calling Features.*

## Using the services

### **Your phone**

You need a fixed line phone with  and  buttons that make 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.

### **Charges**

For latest charges please call HIVE Telecom Customer Services on the above number.