



# A guide to call features with your SSE phone

September 2020

## How to use this guide

We want to help you get the most out of your SSE phone service. This guide explains all the different features that are available, how to set them up and how to use them. So if you want to find out who called you, block unwanted calls or divert calls to a different phone number, you'll find it all right here.

## Add any of these features to your package just call 0345 300 1124

To add any features to your phone, or request your PIN, call one of our friendly advisers on **0345 300 1124**. Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. Please note that not all call features are available on all lines, our advisers will confirm what services are available to you. Charges may be applicable for some call features, please refer to your phone package's price guide on our website <https://sse.co.uk/help/phone-and-broadband/regulations-phone> for further information.

### Caller Display Included at no cost

If your phone has the capability it will display the phone number of the caller as they ring you. If the phone has the callers' number stored in the address book, it may also be able to display the name of the person you've set for that number. Handy for knowing who is calling before you answer.

### 141 - Temporary number withhold Included at no cost

Withhold your number for one call only, meaning the person you're calling won't see it on their caller display. Press **141** before you dial the number. You don't need to contact us to activate this service.

### 1471 - Find out who called Included at no cost

With this feature you can find out the phone number of who called you last, though it doesn't reveal withheld numbers.

**To find out your last caller** → Press **1471**

**To call the number back** → Press **3** (this may be a chargeable call depending on your call package)

### Choose to Refuse Optional feature

Stop unwanted calls – choose who you speak to by preventing up to 10 numbers getting through to your phone. Callers whose calls are rejected will hear an automated message telling them their call has not been accepted. **You'll need a PIN**, which we can give you – just call **0345 300 1124** to speak to one of our advisers.

**Bar the last call you answered** → Press **14258**. Then press \*\* to confirm that you want to bar calls from the number that called you last.

**Add or delete numbers from your barred list** → Press **14258** PIN then choose from the options:

- Add a phone number by entering the number you wish to bar including the area code, then press **#**
- You can also review and delete barred numbers from your list
- Change your PIN

## Anonymous Call Reject Optional feature

Don't like mystery numbers calling you? Choose not to receive calls from people who withhold their number.

**Turn on anonymous call reject** → Press **\*227#**

**Check your set up** → Press **\*#227#**

**Turn off anonymous call reject** → Press **#227#**

## Permanent number withhold Optional feature at no cost

Set your phone to withhold your number each time you make a call, meaning whoever you call won't see it on their caller display.

If you've got permanent number hold set up but want to make a single call where you don't withhold your number, press **1470** before you dial.

## 1571 – Voicemail Optional feature

This service answers calls and allows the caller to leave you a message if you are engaged on the phone or are away and unable to answer. If you have messages, you'll hear an interrupted dial tone when you pick up your phone.

**To listen to your voicemail messages or configure a greeting** → Press **1571**

**To call the number back** → Press **3** (this may be a chargeable call depending on your call package)

## Reminder Call Optional feature

You can set your phone to wake you up – just like getting an alarm call at a hotel. It's handy if you need to be up early, for example if you're going on holiday.

**Set a call** → Press **\*55** then enter the time you want the reminder call using the 24-hour clock i.e. **0630** for 6.30am or **2015** for 8.15pm

**Check the call time** → Press **\*#55#**

**Cancel the reminder** → Press **#55#**

## Ring Back Optional feature

Called someone who's engaged? Set your phone to ring you back when the number you've dialled becomes free.

**Set up ringback** → Press **5** when you hear the engaged tone. Wait for the confirmation message, then hang up

**Answering a ringback** → Pick up the phone when you hear the special ring tone

**Check ringback setting** → Press **\*#37#**

**Cancel ringback** → Press **#37#**

Ringback will try the engaged number for up to 45 minutes. Ringback is not available for calls to international numbers, ISDN lines and some multi-line switchboards.

## Call Sign Optional feature

We can give you a second phone number with its own ringtone. This is a useful feature if you have elderly relatives – you can give this number to them so you always know when they're calling you. You could also use it for your teenager's friends, so you know when the call is for them before you answer.

## 3-Way Calling Optional feature

Talk to two people at the same time.

**Set up 3 way calling** → Dial the first number, press **Recall**, wait for a dial tone, then dial the second number

**Talk to both callers at once** → Press **Recall3**

**Talk to both callers individually** → Press **Recall2**

**Switch between callers** → Press **Recall**, wait for the dial tone, then press **2**

**End the first call only** → Press **Recall**, wait for the dial tone, then press **5**

**End the second call only** → Press **Recall**, wait for the dial tone, then press **7**

**Talk to both callers individually** → Press **\*#37#**

**Cancel ringback** → Hang up

## Call Diversion Optional feature

Divert incoming calls to any other UK landline phone, a mobile or even overseas.

**Codes to divert calls:**

**21** divert all calls

**61** divert calls you don't answer within 15 seconds

**67** divert calls when your phone is engaged

**Divert your calls** → Press **\*** and the divert code press **\*** phone number to divert to press **#**

**Check your diversions** → Press **\*#** code **#**

**Cancel your diversions** → Press **#** code **#**

If you're using call diversion together with call barring, switch call diversion on first.

## Smart Divert Optional feature

Use your mobile – or any other phone – to divert incoming calls to any other UK landline phone, a mobile or even overseas. **We'll give you an access number and PIN** so you can set up, check or cancel your call diversion from anywhere.

**Codes to divert calls:**

**44** divert all calls

**64** divert calls you don't answer within 15 seconds

**65** divert calls when your phone is engaged

**Divert your calls** → Enter the access number, then wait for a dial tone. Press **\*** code **\*** PIN **\*** your full phone number including area code **\*** phone number to divert to including area code **#** code **#**

**Check your diversions** → Enter the access number, then wait for a dial tone. Hold down **\*** then press **#** code **\*** PIN **\*** your full phone number including area code **#**

**Cancel your diversions** → Enter the access number, then wait for a dial tone. Press # code \* PIN \* your full phone number including area code \*

### Smart Divert with Bypass Number Optional feature

We can set your phone up with a bypass number. This allows certain callers to get through to you, even after you've set up call diversion.

A bypass number can be useful if you want to divert the majority of calls but still want your phone to ring if friends or elderly relatives call.

To set up a bypass number, just call one of our advisers on **0345 300 1124**.

### Call Minder Optional feature

Pick up your messages from any phone, anywhere.

**Access call minder from your phone** → Press **1571**

**Listen to your messages** → Press **1**

**Change your personal options** → Press **2**

**Access call minder from another phone** → Dial your own phone number. When you hear the call minder greeting, enter your PIN number

**Things you can change:**

- How many times the phone rings before answering
- Record your own greeting message
- Change your PIN

### Call minder premier 5+2

You can set up call separate call minder mailboxes for each member of your family – up to seven per line. Each person will have a PIN to access their own mailbox.

### Call Waiting Optional feature

Hear a discreet beep if you're on the phone and someone else tries to call you. You can either put the first person on hold while you answer the new call, or end the first call and then speak to the second caller.

**Switch call waiting on** → Press **\*43#**

**Speak to your second caller** → Press Recall

**Return to your first caller** → Press **Recall**. You can hang up once you've finished your call

**Check if call waiting is switched on** → Press **\*#43#**

**Switch call waiting off** → Press **#43#**

### Call Barring Optional feature\*

\* only for customers who don't already have barring applied by SSE

Have more control over the calls that can be made and received from your phone. **You'll need a PIN**, which we can give you – just call **0345 300 1124** to speak to one of our advisers.

### Codes for different call types:

- 1 Bars almost all calls. If you cancel this option, any other call barring options you've selected will be cancelled too
- 2 Bars national and international calls, and calls to mobiles
- 3 Bars international calls
- 4 Bars all operator-connected calls, including SMS messages
- 5 Bars calls to any number with a \* or # in them
- 6 Not in use
- 7 Bars calls to premium rate numbers

### Calls that are never barred:

- **999** and **112** emergency services
- **0800** and **0500** free numbers

**Bar outgoing calls** → Press **\*34** code **#**. For example, **\*347#** will bar premium rate calls

**Cancel call barring** → Press **\*34** code **\* PIN #** For example, **\*347\* PIN #** will cancel the call barring on premium rate calls

**Check what you have barred** → Press **\*#34#**

**Bar all incoming calls** → Press **\*261#**

**Cancel incoming call barring** → Press **#261#**

## Get in touch

We hope you find this guide useful. For more help setting up any of these phone features, or to add any of them to your phone, call us on 0345 300 1124. Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturday.



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