Your Virgin Phone guide

All the tips and tricks you need.

Got any questions?

Call us on **150** from a Virgin Media home phone or mobile,
or **0345 454 1111*** from any other phone.

Contents

First things first

How you set up your phone features depends on where you live. So before you get started, dial **1765** from your Virgin Media home phone and we'll tell you which colour area you're in. Then, mark the colour below and follow the simple colour coded steps, to get help on all of your phone's features.

☐ **Green**

☐ **Blue**

☐ **Red**

☐ **Yellow**

☐ **Purple**
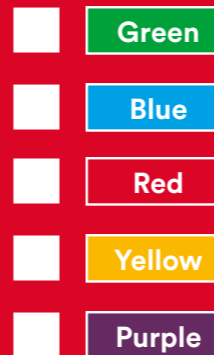
Let's go

Virgin Phone's packed with features that'll save you time, effort and money.

Before you start loading them on your phone, just follow these few steps to make sure you're ready to go:

1. Is it a touch tone phone? It needs to be to get our calling features.

2. Have you got the ✱, # and **Recall** (**R**) buttons? You'll need these too.

3. Call us on **150** from your Virgin Media home phone or mobile or **0345 454 1111*** from any other phone and we'll get things ready from our end.

4. If your phone can switch between tone and pulse dialling, set it to **MF**. You'll also need to make sure it's set to **Time Break Recall** (**TBR**).

Not sure where these buttons are? Have a look on the bottom or side of the phone's base. If you're not sure, take a look through the manufacturer's manual that came with your phone.

Services in this guide may have a monthly cost. To find out more please check our Everyday Call Charges here: https://www.virginmedia.com/shop/phone/phone-extras

* For details about how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts. Call costs from other networks and mobiles vary.

Free Voicemail

Who needs an answerphone when you've got free voicemail at your fingertips?

How to set it up

Just give us a call on **150** from a Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone.

Using your free voicemail for the first time

Once you're set up, just dial **1571**.

The first time you dial, you'll hear a short message telling you how to use it. It'll only play once so make sure you're listening carefully! You can record a personalised greeting so that whoever's calling you knows they're through to the right number.

Checking your messages

If you've got a message, you'll hear a dial tone when you pick up the phone. Next, dial **1571** and follow the instructions. Your messages will play in date and time order.

As soon as you log in, the voicemail system tells you which keys to press to manage your mailbox. If you don't have any messages, you won't hear these.

Saving messages

Free voicemail lets you store messages after you've listened to them.

- If you don't delete it right away, your message will be stored for 3 days (unless you go back and save it)
- You can save up to 10 messages at a time
- Unplayed messages are stored for 21 days (great for when you're on holiday). After that, they're automatically deleted.

Changing the number of rings

Your phone will ring 10 times before diverting to voicemail. You can reduce the number of rings. Just give us a call to set this up.

Just so you know, you won't be able to use Call Divert with Free Voicemail.

Voicemail Plus

Out and about a lot?

Voicemail Plus lets you listen to messages and change your voicemail settings wherever you are. Plus, you'll set up a Voicemail Plus PIN, so you can access your messages from any phone, anywhere.

How to set it up

1. Just give us a call on **150** from a Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone.

2. Once you're set up, just dial **1571**, follow the instructions and you're ready to go!

How does it work?

All calls that you miss, or that come in while you're already on the phone, divert to Voicemail Plus.

If you don't want to be disturbed, you can set up immediate Call Divert, so calls go straight to Voicemail Plus without your phone even ringing.

Some great things about Voicemail Plus:

- If you listen to a message but don't save it, it's kept for 10 days.
- You'll have more message storage.
- You can pick up messages even when you're not at home
- Your personal PIN keeps messages safe.

Using Voicemail Plus

To get your voicemails, press **1571**.

When you log in, the voicemail system tells you which keys to press to manage your mailbox. And you can select the help option at any time, for extra tips.

For security, if you type in the wrong PIN 3 times, the call will end[2].

To manage your messages and greetings, select the Help option and follow the instructions.

Picking up messages when you're out

1. **Dial** your home phone number
2. When you hear the message, press **✱**
3. Enter **your PIN** and press **#**
4. Follow the instructions

Calls to remotely access your voicemail are charged at standard rates.

[2] If you're having trouble getting into your voicemail or you've forgotten your PIN, just give us a call on the number on the back of this guide.

3-Way Calling

If only you could natter to a few friends at once...

Well, with our 3-way calling service you can! Chat with 2 other people at once – you'll save time making arrangements and multiple phone calls.

Here's how to do it

- Dial the first number
- Ask them to hold (**R**)
- Wait for the dial tone
- Dial the second number
- You're 3-way calling!

Using 3-Way Calling	Green	Red	Blue	Yellow	Purple
Connect both callers and set up a 3-way Call	R3	R	R3	R3	R
Put the first caller on hold and speak with the second	R4	function unavailable[1]	R4	R4	R
Put the second caller on hold and speak with the first	R6	function unavailable[1]	R6	R6	function unavailable[1]
End your call to the second caller, but keep talking to the first	R7	R	R7	R7	R
End your call to the first caller, but keep talking to the second	R5	function unavailable[1]	R5	R5	function unavailable[1]
Go back to your original call (if the second caller's engaged or doesn't reply)	R	RR	R7	R	R
Switch between calls	R2		R2	R2	function unavailable[1]
End your call to both callers	Hang up	Hang up	Hang up	Hang up	Hang up

Whoever starts the call pays for the call. To keep a 3-way call open you must stay on the line. When you hang up, the other two callers will be disconnected.

[1] Sorry, this service isn't available in your area yet.

Anonymous Caller Rejection

Stop calls from withheld numbers

Anonymous Caller Rejection means that if people are calling you but withholding their number, they can't get through. And they'll only be able to if they stop withholding it.

What if your friends or family have a number that's automatically withheld? No problem. They can get through by dialling **1470** before calling your number.

Note: Anonymous Caller Rejection only prevents calls from withheld numbers; it won't stop unknown numbers (e.g. calls from abroad) getting through.

Call Barring

Decide which types of calls can be made from your phone.

Our Call Barring service is perfect if you're in charge of the phone bill and want to keep track of calls.

There are 6 different types of number that you can bar (see the table below). Once they're barred, you'll need to enter a PIN number to make calls to any of them. You can decide your PIN when you set-up your call barring service with us, which can be done by giving us a call on 150 from a Virgin Media home phone or mobile, or 0345 454 1111* from any other phone.

Green	Red	Blue	Yellow	Purple
1 All calls except free and Emergency (999) calls	1 All calls to mobile phones, pagers and personal (07) numbers	1 All calls except free and Emergency (999) calls	1 All calls except free and Emergency (999) calls	1 All calls except free and Emergency (999) calls
2 All National and International calls (including all 118 numbers)	2 All Premium rate calls (09)	2 All National (not including local) and International calls (including all 118 numbers)	2 All National and International calls (including all 118 numbers)	2 All National and International calls (national numbers starting with 01 or 02 and international calls starting with 00)
3 All International calls (including all 118 numbers)	3 All Premium rate and International calls (including all 118 numbers)	3 All International calls (including all 118 numbers)	3 All International calls (including all 118 numbers)	3 All International calls (international calls starting with 00)
6 All Premium rate calls (09)	4 All calls to mobile phones, plus Premium rate, International calls, pagers and personal numbers (including all 118 numbers)	6 All Premium rate calls (09)	6 All Premium rate calls (09)	6 All Premium rate calls (09)
7 All calls to mobile phones, pagers and personal (07) numbers	5 All calls except local rate, free and Emergency (999) calls (including all 118 numbers)	7 All calls to mobile phones, pagers and personal (07) numbers	7 All calls to mobile phones, pagers and personal (07) numbers	7 All calls to mobile phones, pagers and personal (07) numbers
	6 All calls except free and Emergency (999) calls			

Adding, Removing and Checking Call Barring Options

Add a Call Barring option

Remember, to be able to use call barring you need to contact Virgin Media. This is a paid for service.

	Green	Red	Blue	Yellow	Purple
1. Press	*34[Option]#	Call Virgin Media[1]	*34[Option]#	*34[Option]#	*34[Option]#

For example, for Green, Blue, Yellow and Purple, to set call barring option 3 press *343#

Remove a Call Barring Option[3]

	Green	Red	Blue	Yellow	Purple
1. Press	#34	Call Virgin Media[1]	#34	#34	#34
2. Press Call Barring option, then	*		*	*	*
3. Enter your 4 digit PIN					
4. Finally press	#		#	#	#

Other Call Barring Features

	Green	Red	Blue	Yellow	Purple
Override Call Barring[4]	Function unavailable[2]	*80 (dial tone) enter your 4 digit PIN (dial tone), now dial the number you want[4]	Function unavailable[2]	Function unavailable[2]	Function unavailable[2]
To check Call Barring options press	*#34#	Call Virgin Media[1]	*#34#	*#34#	*#34#

To cancel the call barring feature entirely, just give us a call.

[1] Flick to the back of this guide to find out how to contact us.
[2] Sorry, this service isn't available in your area yet.
[3] This permanently cancels the Call Barring level selected (to set it up again, follow the instructions above in 'Add a Call Barring Option').
[4] This overrides Call Barring for one call only.

Call Divert

Divert all your Virgin Phone calls to another number.

Just give us a call to set it up and you're ready to pick up your calls – wherever you are.

Using Call Divert	Green	Red	Blue	Yellow	Purple
Divert all your calls immediately Once Call Divert is set, you'll hear a confirmation tone	✱21✱ Diverted Number (inc STD code) #	✱70 (Dial tone) Diverted Number (inc STD code)	✱21✱ Diverted Number (inc STD code) #	✱21✱ Diverted Number (inc STD code) #	✱21✱ Diverted Number (inc STD code) #
Cancel Call Divert	#21#	#70	#21#	#21#	#21#
Check if Call Divert is on	✱#21#	function unavailable[1]	✱#21#	✱#21#	✱#21#

Just so you know, you won't be able to use Free Voicemail with Call Divert.
[1] Sorry, this service isn't available in your area yet.

Call Waiting

It's really handy knowing someone else is trying to get through.

Call Waiting means that if you're on the phone, you'll hear a gentle bleeping noise if someone else tries to call you.

Then, it's up to you what to do next. Put the person you're speaking to on hold while you talk to the second caller, say goodbye to the first caller, or just leave the second person's call and ring them back later. You can use the **1471** function once you've hung up, to find out who was trying to get through.

Using Call Waiting	Green	Red	Blue	Yellow	Purple
Set up Call Waiting	✱43#		✱43#	✱43#	✱43#
Turn Call Waiting off permanently	#43#	function unavailable[1]	#43#	#43#	#43#
Check if Call Waiting is on	✱#43#	function unavailable[1]	✱#43#	✱#43#	✱#43#
Activate during a call	function unavailable[1]	function unavailable[1]	R✱43#	R✱43#	function unavailable[1]
Cancel during a call	function unavailable[1]	function unavailable[1]	R#43#	R#43#	function unavailable[1]

Note: It's not possible to have Call Waiting with Voicemail active, as incoming calls will automatically divert to voicemail when your phone's engaged.
[1] Sorry, this service isn't available in your area yet.

Call Waiting

Can you hear the Call Waiting beep?	Green	Red	Blue	Yellow	Purple
End the call you're on and take the waiting call	R (dial tone) 1	function unavailable[1]	R (dial tone) 1	R (dial tone) 1	Hang up, then pickup
Put your call on hold, and answer the waiting call	R (dial tone) 2	R	R (dial tone) 2	R (dial tone) 2	R
Switch between callers	R (dial tone) 2	R	R (dial tone) 2	R (dial tone) 2	R
End the call, to either caller	Hang up while they're on the line	Hang up while they're on the line	Hang up while they're on the line	Hang up while they're on the line	R
Ignore the incoming call	function unavailable[1]	function unavailable[1]	R (dial tone) 0	function unavailable[1]	function unavailable[1]
Deactivate Call Waiting for just one call	function unavailable[1]	✱72 (dial the number)	function unavailable[1]	function unavailable[1]	function unavailable[1]

Reminder Call

Don't have an alarm clock? You do now.

Just set the time you want your Virgin Media home phone to ring (within the next 24 hours) and it'll call you back.

Using Reminder Call	Green	Red	Blue	Yellow	Purple
Set your Reminder Call Once set, you'll hear a conformation tone	✱55✱ (time in 24 hour format) #	✱73 (dial tone) (time in 24 hour format) #	✱55✱ (time in 24 hour format) #	✱55✱ (time in 24 hour format) #	✱55✱ (time in 24 hour format) #
E.g. Book your Reminder Call at 5.30pm	✱55✱1730#	✱73 (dial tone) 1730#	✱55✱1730#	✱55✱1730#	✱55✱1730#
Cancel a Reminder Call	#55✱ (time in 24 hour format) #	#73	#55✱ (time in 24 hour format) #	#55✱ (time in 24 hour format) #	#55✱ (time in 24 hour format) #
E.g. Cancel your Reminder Call at 5.30pm	#55✱1730#		#55✱1730#	#55✱1730#	#55✱1730#
Check a Reminder Call	✱#55#	function unavailable[1]	✱#55#	✱#55#	✱#55#
Cancel all Reminder Calls	#55#	function unavailable[1]	#55#	#55#	#55#

Note: You'll need to set your Reminder Call at least 15 minutes before you want it to ring.
[1]Sorry, this service isn't available in your area yet.

Multiple Reminder Call

Need a regular alarm at a certain time, on a certain day?
Here's how to set it up.

Using Multiple Reminder Call	Green	Red	Blue	Yellow	Purple
Set a Multiple Reminder Call	function unavailable[1]	function unavailable[1]	✱56✱ time (in 24 hr format) ✱ prog. no #	✱56✱ time (in 24 hr format) ✱ prog. no #	function unavailable[1]
E.g. Book a Multiple Reminder Call for 5.15pm every Saturday	function unavailable[1]	function unavailable[1]	✱56✱1730# ✱6#	✱56✱1730# ✱6#	function unavailable[1]
Cancel a Multiple Reminder Call	function unavailable[1]	function unavailable[1]	#56✱ time (in 24 hr format) ✱ prog. no #	#56✱ time (in 24 hr format) ✱ prog. no #	function unavailable[1]
E.g. Cancel a Multiple Reminder Call, set for every Saturday at 5.15pm	function unavailable[1]	function unavailable[1]	#56✱1730 ✱6#	#56✱1730 ✱6#	function unavailable[1]
Cancel all Multiple Reminder Calls	function unavailable[1]	function unavailable[1]	#56#	#56#	function unavailable[1]
Check all Multiple Reminder Calls	function unavailable[1]	function unavailable[1]	✱#56#	✱#56#	function unavailable[1]

Note: You need to set up Multiple Reminder Calls at least 15 minutes before you want the first call to ring.
[1] Sorry, this service isn't available in your area yet.

Day and Programme Number	Green	Red	Blue	Yellow	Purple
Monday	function unavailable[1]	function unavailable[1]	1	1	function unavailable[1]
Tuesday	function unavailable[1]	function unavailable[1]	2	2	function unavailable[1]
Wednesday	function unavailable[1]	function unavailable[1]	3	3	function unavailable[1]
Thursday	function unavailable[1]	function unavailable[1]	4	4	function unavailable[1]
Friday	function unavailable[1]	function unavailable[1]	5	5	function unavailable[1]
Saturday	function unavailable[1]	function unavailable[1]	6	6	function unavailable[1]
Sunday	function unavailable[1]	function unavailable[1]	7	7	function unavailable[1]
Monday – Friday	function unavailable[1]	function unavailable[1]	8	8	function unavailable[1]
All Week	function unavailable[1]	function unavailable[1]	9	9	function unavailable[1]

Note: Multiple Reminder Calls must be set at least 15 minutes before the time of the first call.
[1] Sorry, this service isn't available in your area yet.

Quick Dial

Instead of tapping in that number, why not Quick Dial it?

It saves remembering all the numbers you call, and saves you some time too! Just dial in the short code.

Using Quick Dial	Green	Red	Blue	Yellow	Purple
Set a short code	✱51✱ (any between 10-29) ✱ Phone number #	✱74 (any between 0-9) (number to be stored) #	✱51✱ (listen to instructions and wait for dial tone) shortcode (any between 10-29) ✱ (listen to instructions and wait for dial tone) Phone number #	✱51✱ (any between 10-29) ✱ Phone number #	✱51✱ (any between 10-9) ✱ Phone number #
Use Quick Dial	✱✱ shortcode	✱ shortcode #	✱✱ shortcode	✱✱ shortcode	✱✱ shortcode
Cancel a stored number	#51✱ shortcode #	✱74 shortcode #	#51✱ shortcode #	#51✱ shortcode #	#51✱ shortcode #
Cancel all your stored numbers	#51#	function unavailable[1]	#51#	#51#	#51#
Check a stored number	✱#51✱ shortcode #	function unavailable[1]	✱#51✱ shortcode #	✱#51✱ shortcode #	✱#51✱ shortcode #
Check all your stored numbers	✱#51#	function unavailable[1]	✱#51#	✱#51#	✱#51#

[1] Sorry, this service isn't available in your area yet.

Ring Back When Free

Trying to get through to an engaged line?

No worries – our Ring Back When Free service puts you through as soon as the number's free again. No more hanging up and redialling.

How to use it

1. Hear the busy tone? Press **5**
2. A message tells you your Ring Back request's been received
3. Hang up and your phone will keep trying the number until it's free (for up to half an hour)
4. When it becomes free, your phone will ring – a different tone to normal
5. Just pick up and you'll be connected

You can request up to 5 ring backs at once.

Using Ring Back When Free	Green	Red	Blue	Yellow	Purple
Activate (when you hear the engaged tone)	5	5	5	5	function unavailable[1]
Check Ring Back When Free	✱#37#	function unavailable[1]	✱#37#	✱#37#	function unavailable[1]
Deactivate Ring Back When Free	#37#	#37	#37#	#37#	function unavailable[1]
Cancel a particular Ring Back When Free request	function unavailable[1]	function unavailable[1]	#37# (dial the number) #	function unavailable[1]	function unavailable[1]

Note: Ring Back When Free is set up to work on geographic landline numbers, and might not work on other types of numbers, such as international and non-geographic (0845 numbers, for example).
Note: This function isn't available in some parts of the Red zone.
[1] Sorry, this service isn't available in your area yet.

Other phone features

Call display

Lets you see who's calling before you answer the phone.

Last Calling number

Dial **1471** to find out the last number that called you, and press **3** if you want to call them back straight away. There may be a charge for returning a call so listen to the announcement carefully.

Hiding the last number

Want to conceal the number of the last call you received?

- Dial **1475** and follow the instructions
- You'll get a call back within a minute
- Pick up, dial **1471** and you'll find that the number that called has been replaced by "number withheld".

If your own number is withheld, dial **1470** before dialling **1475**.

Just so you know, this only erases the number when you dial 1471. If you've got a display on your phone, or a Caller Display Unit, check your phone manual to find out how to erase the number from there too.

Number conceal

Keep your number private whenever you want – just dial **141** before you dial out.

Permanent Number Conceal

To keep your number private every time you make a call, just ask our team to set it up for you (even if you're ex-directory).

If you do want to leave your number, dial **1470** before you make the call to override Permanent Number Conceal.

If you would like any of the phone features you've seen in this guide, you can call us on **150** from a Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone.

Important information about fibre phone line if you're in a Purple area (see page 3)

Please read below carefully.

- If there's a power cut or network outage, you won't be able to make or receive calls.
- If you have accessibility needs, call us on 0345 454 1111 and we'll send an engineer to provide an Emergency Backup device at no extra cost that allows 999 calls during outages.
- Any devices connected to your phone, such as care, fire or burglar alarms will stop working if there's a power or network outage
- Some connected devices might not be compatible with our fibre phone line please check with the device manufacturer.
- Devices connected to extension wiring and sockets will stop working after your phone service has been switched.
- Please keep the Hub switched on 24/7, even overnight, or you won't be able to make or receive calls.

*For details about how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callingcosts. Calls from other networks and mobiles vary.

Got a problem with your phone?

Here's where to find the answers:

1. Flick through this guide for simple instructions and help with the most common phone problems

2. Head over to **virginmedia.com/help** for troubleshooting tips and other advice

3. To find out if there are any known problems in your area, head over to **virginmedia.com/servicestatus**

4. Alternatively, you can call our automated faults service on **150** from a Virgin Media home phone or mobile or **0345 454 1111*** from any other phone and select option 2

No dial tone or crackling on the line?

Firstly, check your phone isn't faulty. You can do this by unplugging it from the socket and trying a different phone in the same socket. Also remember to check any extension sockets that you have, in the same way. To run some extra checks on your services, just go to our Service Status area online at **virginmedia.com/servicestatus**. Here, you can see if there are any problems in your area.
If there aren't, you'll have the option to run some tests to fix the problem or book an technician's visit.

Your phone isn't ringing/receiving incoming calls

Check these:

- Is the ringer switch on (on the side of your phone)?

- Are there more than 4 phones plugged into the circuit (main socket and any extensions)?

- Is your phone faulty? (Try another one in the socket)

- Subscribed to Call Divert? Have you activated divert immediately?

- Subscribed to Call Barring? Have you got incoming Call Barring active?

You can receive incoming calls, but you can't call out

Check that your phone isn't faulty and that you haven't activated outgoing Call Barring. Your phone might have been temporarily reduced to incoming calls only, because of late payment. Give us a call to check.

Free Voicemail isn't working

Have you contacted us to get this service added to your account? You'll need to do that first. Check that you've activated the service from your home phone by dialling **1571** and following the instructions.

If you're in a Purple area (see page 3), make some extra checks

Your phone service is delivered over your broadband connection and needs power to work. This means it won't work in the unlikely event of a power cut or network outage.

- Check your broadband Hub is powered on and connected. You should always keep it plugged in and switched on to make and receive calls

- Check that your phone line is connected to the phone port on the Hub

- Note that these checks will also need to be done for other devices connected to your phone (including security, personal alarms or health monitors that may need power to operate)

Phone doesn't ring 10 times before going to Voicemail

If you've got a digital cordless phone (DECT) you might have noticed that it sometimes only rings 8 times before going to voicemail. Why? Well, with these types of phones, you can't hear the first 2 rings. And this is also why there might be a delay in Caller Display.

Why isn't my Caller Display working?

To get Caller Display, you'll need a compatible Caller Display phone or Caller Display unit (look for the British Standards mark). If your phone is dual network capable it should work without any problems – you can find out if it is by checking on the box and user guides.

Old Caller Display phones and units (usually from before 1999) might not be able to receive Caller Display from a cable line. But the vast majority of current Caller Display phones or units are compatible with our network.

On some phones, you'll need to set up Caller Display to be able to see the number on the phone's screen. You can check in your phone's user guide for how to do this.

Why's there a noise on my line when I pick up the phone?

- You might have a voicemail message, so try dialling **1571** to hear it. Once you've listened to the message and saved or deleted, the stuttered dial tone should disappear.

- Don't have voicemail but still getting a stuttered dial tone? You might be using another of your phone's features. Take a look at the first part of this guide for all the features available.

- For any other noise (like a crackling line) check all the wiring around your phone in case it's come loose. Swap the phone for one that definitely works and, if problems carry on, give us a call.

Got a problem with your phone?

Can't access voicemail messages?

Your phone might not be set up correctly, or not switched to a tone setting. Make sure that your handset is set to "tone" (which is normally at the side or underneath the phone).

Can't send a text message (SMS)?

For information on Text Messaging from your Virgin Media home phone please see the **Virgin Media Text** section later in this guide.

If you want to receive texts, you'll need the Virgin Media Number Display service and you'll also need to have a compatible Caller Display phone. For help with Caller Display phones, go to the **Why isn't my Caller Display working?** section.

Forgotten your Call Barring PIN?

Just give us a call and we'll reset it for you.

I'm on Talk Anywhere, how can I keep track of my minutes?

Keeping track is easy – just sign into your account at **virginmedia.com/myvirginmedia** or dial **150** from your Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone, and select **option 1**.

What's the Recall (R) button?

You'll need to press the Recall (R) button to use some of your phone's features. It gives you a second dial tone.

If it's not giving you that second dial tone, make sure the Selector switch is set to "Timed", "Timed Break Recall" or "T". (The other setting "Earth", "Earth Recall" or "E" is used for switchboards and doesn't work on Residential lines.) And just so you know the redial button is something different!

How can I find out who called me last?

Dial **1471** to listen to the last number who called you. Then, you can press **3** to return the call (as long as the caller didn't withhold their number). A charge may apply if you return the call.

Why doesn't 1471 always work?

In some regions, if your call's answered by our voicemail service then dialling 1471 won't tell you the last number who called.

How do I withhold my number?

Dial **141** before dialling.

What's the number for Directory Enquiries?

Call our own Directory Enquiries numbers from your Virgin Media home phone:

118 180 for UK Directory Enquiries

118 190 for International Directory Enquiries**What is the number for the International Operator?**

Dial **118 190** from a Virgin Media home phone.

Still having problems?

You'll find all the answers at **virginmedia.com/help**. Or you can give our team a call on **150** from your Virgin Media home phone or mobile or **0345 454 1111*** from any other phone.

* For details about how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts. Call costs from other networks and mobiles vary.

How do I stop unwanted, nuisance, malicious or withheld-number calls?

Unwanted calls?

Usually these calls are automated competition lines, or marketing from other companies.

You can subscribe to **Anonymous Caller Rejection**, which is a service that rejects any callers who withhold their numbers. You'll still be able to receive calls from other networks that are unable to give out callers' phone numbers – such as calls from abroad, analogue mobile phones, or payphones.

You can also subscribe to the **Virgin Media Caller Display** feature. It lets you see the number that's calling you, providing the caller doesn't withhold their number.

To add either of these features, just give us a call.

There are 3 types of unwanted calls you might be receiving:

- **Unsolicited calls** - Persistent calls from organisations, which offer information you don't want. These calls are more than likely automated competition lines or marketing activity from other companies.

- **Nuisance calls** - Excessive amount of wrong numbers or calls at unsociable hours.

- **Malicious calls** - A call containing obscene suggestions, personal threats or abusive language. People making these calls often withhold their number.

How can I stop unsolicited calls?

You'll need to register with the Telephone Preference Service (TPS). This will make sure your phone number isn't available to organisations that make this type of call.
For more information or to register call the TPS registration line on **0345 070 0707**, or go to **tpsonline.org.uk**

Need help with nuisance or malicious calls?

If you've been a victim of a nuisance or malicious phone call and you rent your phone line from us, call our team on **150** from your Virgin Media home phone or mobile or **0345 454 1111*** from any other phone. Otherwise, contact your phone line provider.

Note: It may be a criminal offence, under section 43 of the Telecommunications Act 1984, to make a malicious call.

SilentCall-gard

To register for SilentCall-gard and help reduce the chance of receiving silent calls, simply visit the SilentCall-gard website at **silentgard.com/index2.html** and follow the instructions.

Text calls

If you're getting text-based calls (either a text message or text converted to a voice message), you can opt out or control when you receive them by dialling **0800 587 5252.**

Anonymous Caller Rejection

Our Anonymous Caller Rejection (ACR) service also helps to reduce incoming calls from withheld numbers. Just bear in mind that if the calling number isn't hidden, ACR won't stop the call coming through. This means you have the advantage of being able to get some information about the organisation that called you via their presented number (either displayed on a caller display unit or by dialling **1471** and listening to the announcement).

Caller Display

Another option is to use Caller Display. While this doesn't stop incoming calls, it does show you the caller's number (as long as it isn't withheld or unknown). With Caller Display in place, you can identify who's calling you and choose whether to take the call or let it ring out.

Protect your number

Always take care where you share your number. It's worth making sure you tick the appropriate marketing opt-out or 'share with carefully selected 3rd party' boxes when you enter information online. Just remember that this doesn't always prevent auto-diallers from calling numbers at random.

How do I stop unwanted, nuisance, malicious or withheld-number calls?

Can I change how long it takes for calls to go to voicemail?

Yes, just call us. The default setting is usually 10 rings before the call diverts to voicemail, but this can be changed.

Who are the Telephone Preference Service (TPS)?

They help you make sure your telephone number's no longer available to organisations who may phone with offers and information you don't want. To register for the Telephone Preference Service go to **tpsonline.org.uk**.

If you're getting sales and marketing voice recorded messages down your telephone line, and you haven't given your permission to get these types of messages – ask whoever is calling you to stop sending these. They're legally obliged to act on your request.

Still getting these calls? You can complain either to the **Direct Marketing Association** or the **Information Commissioner's Office**.

If you've been troubled by calls where the phone rings but on answering there's no one there, you might want to register your number with **the Silent Call Guard Service** by calling **0800 954 9046**.

How can I protect myself from phone scams?

Unfortunately, there are lots of potential telephone scams around.

Beware if you get a recorded message offering you a prize or something similar, which asks you to dial an **090** number. These numbers can cost a lot and the prize often doesn't exist.

If you're unsure about a premium rate number charged to your telephone bill, you can check this with **Phone-Paid Services Authority**, a telephone watchdog.

If you're still stuck after trying these solutions, give us a call on the number on the back of this guide.

All about Virgin Media Text

How does it work?

It's simple to send and receive texts to most landline or mobile numbers in the UK*. And if you already have the right equipment, you can get texting right away! All you need is an active Virgin Media phone line, a text compatible phone and to be using the Virgin Media Caller Display service†.

Setting up Virgin Media Text

As soon as you send your first text message you'll be automatically registered for the service. Or you can text "**register**" to **00000**.

How do I update my service centre numbers?

These numbers let you send and receive text messages with Virgin Media Text and they vary for different models of phone. Check out the manual your phone came with, to find the numbers you need.

Sending a text message

It's as simple as sending one from your mobile phone. But just check the user guide your phone came with, if you're unsure.

- You have a maximum of **160 characters** a text. If you use more, more than one message will be sent and you'll be charged for each one. You can send up to 4 text messages at a time (so that's **640 characters**).

- Enter the full phone number, including the area code, then just press the send button.
- To get a delivery status report just put **✱0#** at the start of your text message.
- If you're texting a friend who doesn't have the service they'll receive your text as a voice message.

Receiving a text message

If you are using the Virgin Media Caller Display service, your phone alerts you that a text has arrived (usually with a beep) and you'll be able to read the text message on your phone's screen.

To subscribe, call us on the number on the back of this guide.

Haven't subscribed to the service or registered with Virgin Media Text? You'll receive your text message as a normal phone call and the message will be converted into Voice Text*.

All about Virgin Media Text

How do I pick up messages?

It depends on whether you receive text or voice messages, and if you have an answering machine or voicemail.

Receive text messages? They'll be sent to your text compatible phone for you to pick up (and save if you want to).

Receive spoken text messages and have an answering machine or voicemail service? The Voice Text will be recorded like a normal message.

You can also dial the **Text Store** on **0845 602 1111** or **07953 966 066** from the phone that received the message and follow the instructions.

Text messages are only saved for 24 hours, from the time they were sent.

Voice Text

Want to send a text message to another landline number? Voice Text automatically converts your text message to a voice message, before calling the number and reading the message to whoever answers.

If the call isn't answered, then the message goes to voicemail or an answering machine, or it gets delivered later.

Using Voice Text

The Voice Text service will automatically convert your text message if the number you're sending it to:

- Doesn't have a compatible texting phone
- Hasn't registered for the service
- Hasn't activated the Number Display feature.

If the system can't deliver your message then it's left at the Text Store for 24 hours.

Opt out of receiving texts

Dial **0800 587 5252** from the phone you wish to opt out, and choose **option 1**.

Opt back in to receive voice texts

Dial **0800 587 5252** from the phone you wish to opt in and choose **option 2**.

Receive all your messages as voice texts

Type **✱2#** and send to **00000**.

Undo this by typing **#2#** and sending to **00000**.

Enabling or disabling voice texts

Disable Voice Texts by typing **✱1#** and sending to **00000**.

Enable Voice Texts by typing **#1#** and sending to **00000**.

Can I make sure my message is received as a voice text?

Yes. Just type **✱3#** at the start of the message and it'll be sent as a voice message, rather than a text.

(But remember, the person you'd like to receive the message might not be the person who answers the phone!)

Text Store

Don't worry if you miss a text message that was sent as a Voice Text. Your message is saved at the Text Store for 24 hours, from the time it was sent.

Using Text Store

You can only access the Text Store from the phone that the message was sent to. There are two numbers: which one you need depends on the network the text was sent from.

Service Provider	Number to call to access the Text Store
BT	**0845 602 1111**‡
Kingston Communications	**0845 602 1111**‡
Vodafone	**0845 602 1111**‡
02	**0845 602 1111**‡
3	**0845 602 1111**‡
EE	**07953 966 066**‡
Virgin Media	**07953 966 066**‡

*Messages can be sent to any UK mobile number or UK landline number excluding Guernsey, Jersey and the Isle of Man. Business customers that have an ISDN service or are behind a PABX won't be able to receive text messages as text. Some calling features affect use of SMS service.

†This service is provided and operated by third parties and as such, Virgin Media shall not be liable for any loss or damage arising from the use of this service nor for any failures in performance or availability.

Note: This service is only supported in areas **01-18**. To check which area you're in, go to **virginmedia.com/myvirginmedia**, or check your bill next to '**Area reference**'. Virgin Media Text isn't available in the Purple area.

‡The service charge to call service numbers (including 0845 602 1111) can be found here: **virginmedia.com/shop/phone/compare**

Need help with Virgin Media Text?

I can't send or receive messages with Virgin Media Text

Your Service Centre numbers may be incorrect.

These numbers let you send and receive text messages and they vary for different models of phones. Check your Service Centre settings where you'll find the numbers you need in the user guide that your phone came with.

I've got a text compatible phone but I'm receiving spoken text messages

Have you registered for Virgin Media Text? Do you have the Virgin Media Number Display service?

Text a friend and you'll be registered automatically, or text "**register**" to **00000**.

If you receive your confirmation as a Voice Text, then check you've got the Virgin Media Number Display service. Also, check that your Service Centre settings are correct (see the problem above.)

How much do texts cost?

It's free to receive text messages on your home phone, but you'll pay for each one that you send. They're charged at flat rate fees so that it'll cost you the same amount, whatever time of day or night.

How am I billed for text messages?

You're charged for the text messages you send on your monthly Virgin Media phone bill. This'll be clearly shown as "Text Sent" along with its cost. Charges for sending texts are available in our price guide.

Still having problems?

You'll find all the answers at **virginmedia.com/help**. Or you can give our team a call on **150** from your Virgin Media home phone or mobile or **0345 454 1111*** from any other phone.

* For details about how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts. Call costs from other networks and mobiles vary.

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Telephone accessibility

We've put measures in place to support customers with accessibility needs. You should tell us about your needs or those of anyone else in your household and update us with any changes.

Video Relay Service

You can contact our support team by using a sign language interpreter. This can be done 9am to 5pm Monday to Friday. Please note, you'll need a broadband speed of 1Mb. For more information, visit **virginmedia.com/accessibility**

Text Relay Service

If you can't speak on the phone, or prefer not to, you can use Text Relay.

Type your conversation into your textphone's keypad and wait for the other person to reply.

It doesn't matter whether the person you're talking to has a telephone or a textphone because a relay assistant will help you and the person you're calling.

You'll get a discount on your calls via Text Relay with Virgin Media. Calls to UK local and national numbers, made via the TextDirect service with the **18001** prefix, receive an 80% discount – calls to UK mobiles, made via the TextDirect service with the **18001** prefix, receive a 20% discount.

Text Relay is available 24 hours a day, 365 days a year. For more information, visit **textrelay.org**

If you're in a Purple area (see page 3) and you need Text Relay, we currently have to deliver the Text Relay service in a different way. Please call us on 150 from your Virgin Media home phone or mobile or **0345 454 1111*** from any other phone and we can talk you through our solution.

Next Generation Text Relay Service

The Next Generation Text Relay Service does everything our current Text Relay service does and a whole lot more.

If you currently use Virgin Media's Text Relay Service, you won't have to make any changes to the way you currently make or receive phone calls. You'll still be able to use your BT Textphone, Minicom, Uniphone or similar device and we'll automatically connect you to the relay service as before. You'll have extra features when you connect to Text Relay due to the improvements we've delivered in our upgraded service.

Prefer an app to using a textphone? As part of our upgrade to the Text Relay services, Virgin Media customers with accessibility needs are able to download and install our Next Generation Text app. For more information, visit **ngts.org.uk**

Telephone accessibility

Text Number

Text Numbers are an alternative to the 18002 prefix. In addition to the 18002 prefix option, you can now use the Text Numbers service if you'd prefer. For more information, visit **textrelay.org**

How to make a text call

Starting a call
To start a call, dial **18001** then the full phone number of the person you want to call, including the area code (and international country code if you're calling outside the UK).

Prefix 18001 + area code 01234 + number XXX XXX. There's no need to pause between numbers. In the above example, you would simply dial: **1800101234XXXXXX**.

When the person you're calling answers, if they're on a telephone, they will receive an automated message informing them this is a Text Relay call and there will be a short delay while a relay assistant joins the call. If the person who answers is on a Textphone users receive call progress information whilst the call is being established.

During a call
Each person takes their turn to type or speak. When you've finished typing your message, type GA, which stands for "go ahead". Upper or lowercase is fine.

Remember to allow enough time for the relay assistant to read your message to the person you're calling and type their response back to you.

Ending a call
When you want to end your call, type **BIBI SKSK**, which means "bye bye" and "stop keying". Alternatively, type "bye" or "goodbye" and wait for their reply – this gives them the chance to say something else, in case they don't want to end the call.

Receiving a call
When your textphone flashes or rings, answer the call in the way described by your textphone user guide. You will then see the following message on your display: **TXD CONNECTING TEXT RELAY...** if the caller is using a telephone, or: **TXD CONNECTED TEXT TO TEXT. GA** if the caller is using a textphone.

Using your telephone
Most textphones (sometimes called a Minicom) plug directly into your phone line and allow you to make and receive calls by typing and reading the conversation on a display.

Textphone display messages
As well as displaying the typed conversation, the screen on a textphone will display information about the call. A full list of the Textphone display messages are available on the Text Relay website.

Emergency services

If you're a textphone user and you need to call the emergency services (police, fire or ambulance), dial **18000**.

Making a call to a Text Phone

Starting a call
To start a call, dial **18002** then the full phone number of the person you want to call, including the area code (and international country code if you're calling outside the UK). **Prefix 18002 + area code 01234 + number XXX XXX**

If the person you're calling picks up using a textphone, you will hear a recorded Text Relay greeting message while you wait for a relay assistant to join the call.

If the person you're calling picks up using a telephone, the call will be treated like a normal telephone call. However, if at any point the person you're calling switches to a textphone, you will hear a recorded Text Relay greeting message while you wait for a relay assistant to join the call.

During the call
Each person takes their turn to speak or type. When you've finished, say "go ahead". For example: "Hi Ryan, how's the new job going? Go ahead".

Remember to allow enough time for the relay assistant to type your side of the conversation to the person you're calling and read their response back to you.

Please note: The other person might use their own voice to speak to you, but they cannot hear your reply. If they do speak directly, don't try to reply until they have said go ahead.

Ending a call
When you want to end your call, just say "bye" or "goodbye" and wait for their reply – this gives them the chance to say something else, in case they don't want to end the call. For example: OK, give me a call Saturday and let me know about your week. Bye.

Receiving a call
If you receive a call from Text Relay, you will hear the following recorded message: "Please hold for an operator-assisted call from a textphone user".

A relay assistant will then be connected to the call. Once connected, you will hear the relay assistant say: "Hello, you have a call from a deaf or speech-impaired person and I will be relaying the call. Please say 'go ahead' when you have finished speaking. If you have not used Text Relay before, you can ask the relay assistant to explain how it works".

Telephone accessibility

Directory Enquiries

The most accessible way to find a number you're looking for is our Directory Enquiries service.

If you want to contact a local business, just call 195 from your Virgin Media home phone and we'll find the number you're looking for, free of charge, up to 10 times a day.

How to call Directory Enquiries from your Virgin Media home phone

1. Call **195** to register.
2. You'll be given a PIN to use whenever you dial Directory Enquiries again. Don't forget to make a note of it.
3. Tell us what number you're looking for and we'll find it for you. We'll even put you straight through if you like (although this will cost you a bit more).
4. Call **195** whenever you want to use Directory Enquiries again.

Telephone Fault Priority

If you rely heavily on the use of your telephone (for example, if you're blind, visually impaired, deaf or hard of hearing) you could be eligible for the Fault Priority Service.
This service only applies to telephone faults that render the line inoperable or faults that make it difficult to receive or make calls.

How to register for Fault Priority

- Call us on **150** from your Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone.
- Select option 2 and follow the instructions.

Got devices connected to your fibre phone line?

If you have something like a care alarm, telehealth device, fire alarm or security alarm connected to the fibre phone line, please check with your device supplier whether it's compatible with our line. They'll be able to help you reconnect your device to the phone line too – just let them know you've switched to Virgin Media's fibre phone line. They may know of it as 'IP voice' or 'digital voice'.

If there's ever a power cut or network outage, your fibre phone line will stop working and any devices connected to the line won't work either. To make sure they keep working during a power cut or network outage, please talk to your device supplier.

For more info, head to our FAQs at **virginmedia.com/help/home-phone/virginphone**

Please be aware:

- If you have accessibility needs, call us on **0345 454 1111** and we'll send an engineer to provide an Emergency Backup Line to make 999 calls during power cuts and network outages at no extra cost.
- You'll have a SIM card installed in the Emergency Backup Unit, so you'll have consistent access to emergency services even if there's a power outage.
- In a network or power outage, failsafe mode means you'll be able to make calls to emergency services and freephone numbers – and any number can call you. Make sure you have the Emergency Backup Line unit connected and switched on at all times to keep it working properly.

- Devices connected to extension wiring and socket will stop working after your home phone service has been switched over.
- Please keep our Hub switched on 24/7 – including overnight – or you won't be able to make or receive calls.

Emergency Backup Line (Purple areas only)

An Emergency Backup Line means that you'll always be able to dial 999 from your home phone, even if there's a power cut.

If you have accessibility needs or don't have access to a mobile phone, you should tell us as soon as possible and we'll fit an Emergency Backup Line in your home for free.

It's a little box that one of our engineers will come and install for you – it won't change the way you normally use your home phone.

Emergency Backup Lines are only available in Purple areas (check page 3) and, in the event of power or network outage, provide continuous access to 999 but not to other non-emergency numbers. Connected devices (like security or personal alarms or health monitors) that use the phone line will not be supported by the Emergency Backup Line and won't work during a power/network outage.
You should check with your device supplier whether this is appropriate for your needs.
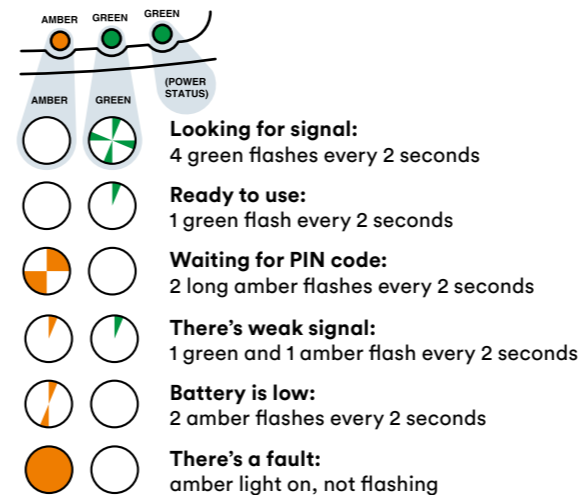
Telephone accessibility

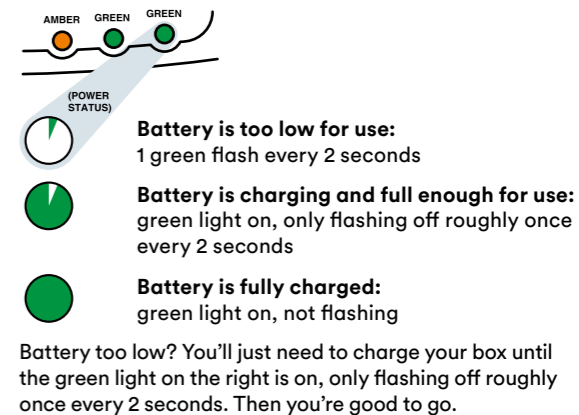**A guide to the flashing lights on your Emergency Backup Line box**

Each circle on our guide represents 2 seconds and acts a bit like a clock face, with a millisecond hand whizzing around. Where there's a block of colour on the clock face, the light is on.

What the amber and middle green light mean

AMBER   GREEN   GREEN

AMBER   GREEN   (POWER STATUS)

Looking for signal:
4 green flashes every 2 seconds

Ready to use:
1 green flash every 2 seconds

Waiting for PIN code:
2 long amber flashes every 2 seconds

There's weak signal:
1 green and 1 amber flash every 2 seconds

Battery is low:
2 amber flashes every 2 seconds

There's a fault:
amber light on, not flashing

What the green light on the right means

AMBER   GREEN   GREEN

(POWER STATUS)

Battery is too low for use:
1 green flash every 2 seconds

Battery is charging and full enough for use:
green light on, only flashing off roughly once every 2 seconds

Battery is fully charged:
green light on, not flashing

Battery too low? You'll just need to charge your box until the green light on the right is on, only flashing off roughly once every 2 seconds. Then you're good to go.

Please call us on 150 from a Virgin Media home phone or mobile, or **0345 454 1111*** from any other phone if you need some assistance with any of these warnings.

Important numbers

Here's a space to write down some of your important numbers.

Voicemail PIN

Call Barring PIN

Quick Dial number	Programmed number		Quick Dial number	Programmed number

Notes