

# BT Call Protect User Guide

## What does it do 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 the ones to send to your junk voicemail.

To do that just call 1572 from your home phone and manage your settings. **It's free to call.**

## How do I choose which calls are a nuisance?

You can manage your calls in three ways:

- **BT blacklist** – We've identified a list of nuisance callers. Calls from these numbers will be sent to your junk voicemail. Our blacklist 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 blacklist** - You can add the last call you answered (from your home phone) or any other phone number at [bt.com/btcallprotect](https://bt.com/btcallprotect) to your own blacklist. 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 three call types are:
  - International numbers
  - Withheld numbers
  - Unrecognised numbers (shown as unavailable on caller display or on 1471)

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

**To add the last answered call** to your personal Blacklist press 1 and follow the instructions to confirm.

To choose whether the BT or Personal blacklist is on or off go to **manage your personal settings** where you can also choose which **individual call types** you want to send to your junk voicemail.

## How does it work with BT Answer 1571 and Call Minder?

BT Call Protect with BT Answer 1571 or Call Minder has two extra features. You can buy either of them online at [bt.com/managemyproducts](https://bt.com/managemyproducts)

- **VIP** – Make sure your important calls are never sent to your junk voicemail – irrespective of 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 (1571/Call Minder). 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.

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.