What is BT Answer 1571?
BT Answer 1571 is a network based answering service that will answer calls when you are either away from the phone or engaged on another call. It then alerts you that there is a new message waiting in your mailbox by placing a stutter dial tone on the line.

How do I access my messages?
Once you have BT Answer 1571 simply dial 1571 from your phone and you will be connected straight away to your BT Answer 1571 mailbox.

How can I order the service?
Simply order from the website, or dial 1571 from your phone and follow the instructions. If you want to order by phone, you must be dialling from the line where you want the service; you must not have your CLI number withheld and you must be using a Touch-Tone phone.

BT Answer 1571 will be added to your phone line within a few working days (assuming your telephone line is compatible with the service).

How do I know when BT Answer 1571 has been provided on my line?
BT Answer 1571 will be added to your phone line within 10 working days. You can check whether BT Answer 1571 has been provided by dialling 1571 and listening for the BT Answer mailbox greeting.

You will also receive a welcome letter that will contain all you need to know to make full use of the BT Answer 1571 service, as well as the helpdesk number if you have any further queries.

What is the BT Answer 1571 Helpdesk number?
0800 077 771

How do I know if I have a new message?
When you have a new message you will hear a stuttered dial tone on the phone line. You then simply dial 1571 to listen to your new messages.

How many messages can BT Answer 1571 store?
BT Answer 1571 will store up to 10 messages at any one time. The messages will be stored for 20 days, after which time they will be automatically deleted.

Why can’t I personalise the greeting message / change the ringing period / retrieve messages remotely on BT Answer 1571?
BT Answer 1571 has been designed to make it as simple to use as possible. By creating a very basic messaging service we have been able to reduce the costs associated with these additional features. This is one of the reasons which enable us to offer BT Answer 1571 as a free service. If you would like a messaging service which includes these features you could consider taking BT Call Minder.

What are the differences between BT Answer 1571 and Call Minder?
BT Answer 1571 is a free service and Call Minder is not. Call Minder is a feature rich network based service.

Features on Call minder unavailable to BT Answer 1571:
- Up to 30 messages can be stored for 30 days. (BT Answer 1571 up to 10 messages can be stored for 20 days)
- It is possible to create a personalised greeting to answer callers
- Ring duration can be varied
- You can access your mailbox remotely.
How do I upgrade from BT Answer 1571 to Call Minder?
You need to call BT on Freephone 0800 400 400 to cancel BT Answer 1571 and request Call Minder.

You would not lose any messages in the transfer from BT Answer 1571 to Call Minder.

Will BT Answer work with a fax machine?
It will not record fax messages. If you need a messaging service which records fax messages, a product such as Call Minder Premier would be more suitable.

How does BT Answer 1571 differ from an answering machine?
BT Answer 1571 will take messages even when your line is already in use on another call. However, it is possible to use the two in conjunction with each other if you require both facilities.

Can I turn BT Answer 1571 off and on like an answer machine?
No it is not possible to turn BT Answer 1571 off unless you cancel the service. This ensures that you need never miss an incoming call. With the service always enabled on the line you do not have to worry as to whether you have remembered to turn BT Answer 1571 on.

Will BT Answer 1571 affect my connection to the internet?
BT Answer 1571 will take messages while you're on-line. However, the arrival of new messages activates interrupted dial tone which may stop your modem connecting to the Internet. To avoid this problem, simply dial 1571 and listen to your message to clear the stutter dial tone. Alternatively reset your modem so that it no longer waits for dial tone before connecting to the Internet dial-up number.

Will BT Answer 1571 work with 1471 (+ other Select Services)?
Yes

What happens if someone calls but chooses not to leave a message?
No message will be recorded. You can still dial 1471 to get the number of the most recent caller (provided they have not withheld their details).

Do I need any new or special equipment to use the service?
No. BT Answer 1571 is a network-based service. However you do need a Touch-Tone/MF phone to make the best use of the service. These types of phones usually have * and # buttons.

Can I have BT Answer 1571 if I have a community alarm?
Community alarms are personal monitoring systems. Typically the user wears a pendant which they activate in an emergency. This automatically triggers a call to a response centre via the phone line.

These devices need to be compatible with stutter dial tone if they are used on a line with BT Answer 1571 or Call Minder. If in doubt customers should contact their alarm supplier.

Do I need a special phone to use the service?
No, but to use the service effectively a Touch-Tone/MF phone is required. The BT Answer 1571 service can not be used on the following phone lines:

- PBX Lines.
- Multi-Line Hunt Groups.
- ISDN.
- Payphones
- Not recommended to use with Community Alarm lines.