

Introduction

The Callwise socket is designed to route your calls automatically via the Cable & Wireless network. You don't need to dial any special codes or press any extra buttons.

To ensure that your service is kept up to date, the Callwise regularly and automatically contacts the Cable & Wireless management centre, at no cost to you.

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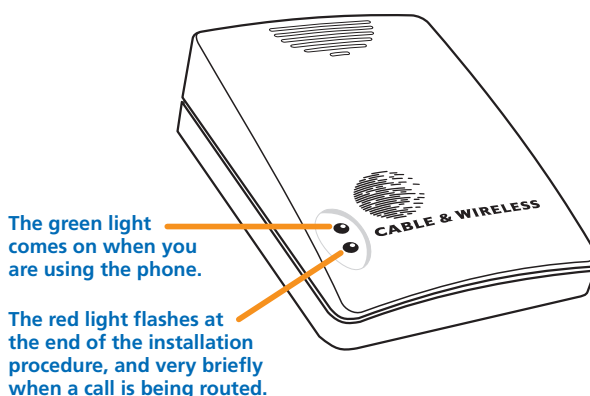
Diagrams showing how to use the Callwise if you have extension sockets installed.

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Regulatory information.

Cable & Wireless Help Desk
FreeCall 0800 056 2732

Before you start



Connection

You can connect a telephone, answering machine, fax machine or modem to your Callwise socket. The telephone connected to your Callwise must be capable of tone (MF) dialling; pulse-dialling phones will not work. Consult the User Guide supplied with the phone if necessary.

The Callwise socket is suitable for connection in most situations and with most approved telephone equipment. But do NOT use it as an extension to a payphone, or on a shared service (party) line or a 1+1 carrier system.

If you have Redcare, or any other alarm system, on your BT line, do not connect the Callwise.

Wall mounting the Callwise

You can leave your Callwise free-standing, on the floor or on a desk; or, if you prefer, you can attach it to the wall, within reach of your BT socket. We have provided adhesive Velcro™ pads, with a peel-off backing, for this purpose.

Extension sockets

If you have extension sockets as well as your BT master socket, please refer to the diagrams on pages 10 and 11 before connecting your Callwise.

How many phones can you connect?

Each telephone has a **REN (ringer equivalence number)**. The RENs of all instruments connected to a BT exchange line must not add up to more than 4, otherwise one or more of the phones will not ring and/or answer calls correctly.

The Callwise socket has a REN of **0.1**. You can assume that the REN of any telephone, fax machine or modem you connect is 1 unless it is marked otherwise. This gives a total REN of 1.1 for a standard telephone plus a Callwise; so you could have up to three such extensions per line.

Electrical power

The Callwise is designed to be powered from the BT exchange line, and should not need a connection to mains power. Very occasionally, however, the exchange line may not supply enough power for the Callwise to operate correctly.

If your Callwise misdials, or if the lights do not come on as indicated in this Handbook, phone the Cable & Wireless Help Desk, who will advise you and send you a mains power adapter free of charge if necessary.

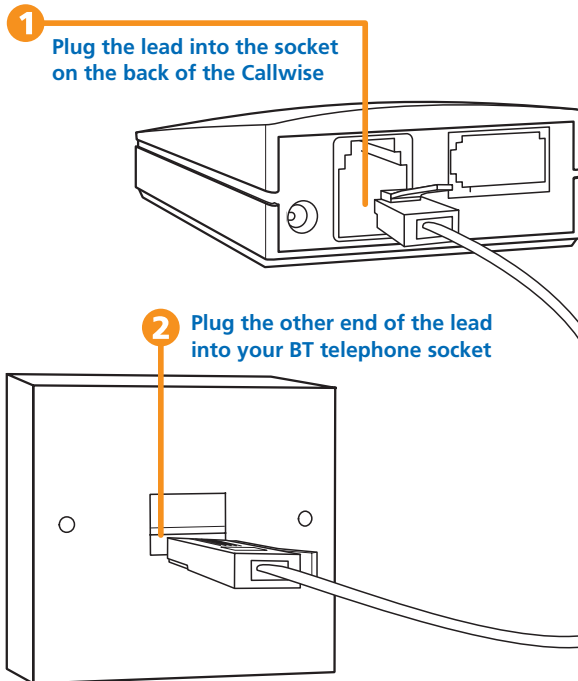
Moving premises

If you are moving to new premises, you will be able to take your Callwise with you, but it may need to be updated by the Cable & Wireless management centre.

Phone the Cable & Wireless Help Desk for advice if you plan to move.

Installing your Callwise

You can use the Velcro pads to attach your Callwise to the wall, within about 12 cm of your BT socket; or you can leave it free-standing.

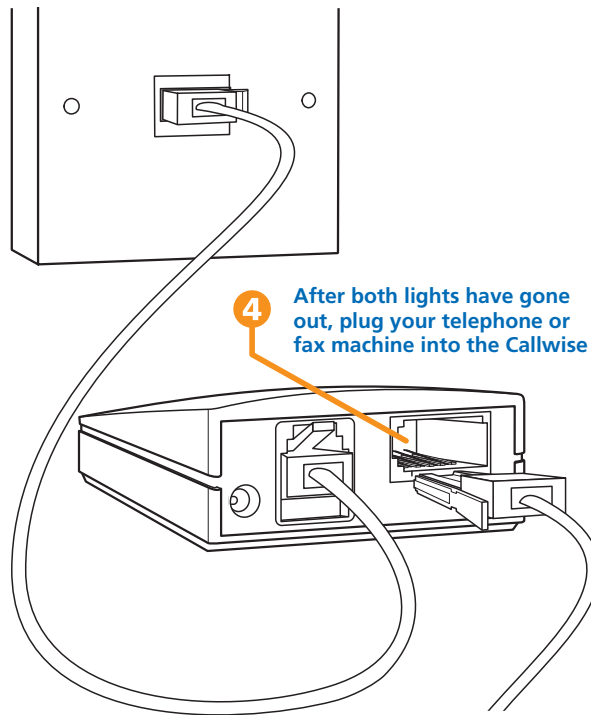


3 Wait while the Callwise goes through the following sequence:

- The green light comes on for 2 seconds then goes out.
- After 15 seconds, the green light comes on again for a further 60 seconds.
- If the Callwise has been configured successfully, the red light flashes once and goes out. You can now go on to step 4.

If the configuration has failed, the red light flashes five or six times then both lights go out. After about 30–60 seconds, the Callwise will try again.

4



Connecting a modem

If you are connecting a modem to your Callwise, first connect a phone as above, to check that the Callwise is functioning; then remove the phone and connect the modem.

Alternatively, you can fit a two-way connector ('splitter') to the Callwise, letting you connect a telephone and a modem together. (Note that only one of the instruments can use the line at one time.)

If you cannot configure your Callwise

If your Callwise has made several attempts and still not been successfully configured, phone the Cable & Wireless Help Desk for advice.

When you have connected your telephone ...

If you access Cable & Wireless service using '132'

- Make a test call by dialling 0 0 0 0

You should hear the message: *'Welcome to Cable & Wireless'*, to confirm that your Callwise is correctly installed.

If you access Cable & Wireless service using '131'

You need to program the Callwise with your personal identity number (PIN), as follows:

- Lift the telephone handset
- Key in * # * # followed by your ten-digit PIN
- Replace the handset
- Make a test call by dialling 0 0 0 0

You should hear the message: *'Welcome to Cable & Wireless'*, to confirm that your Callwise is correctly installed.

Using your Callwise

Making calls

When you make a call using the phone connected to your Callwise, the call is automatically routed over the Cable & Wireless network. Note that:

- While you are using the phone, the green light on the Callwise should be on.
- During dialling, you may hear a series of 'beeps' as the Callwise sends the dialled digits to the line.

Important Allow 2–3 seconds after finishing one call before making another one, to let the Callwise clear its memory.

Picking up a call from another phone on the same line

If you have two or more phones and/or Callwises sharing a line, calls can be answered on one phone and picked up on another as normal. The Callwise will not interrupt the call.

If you have problems making calls

Try resetting the Callwise as follows:

- **Lift the telephone handset and dial *0# #**
You will hear the Callwise dial out to the Cable & Wireless management system.
- **Replace the handset and wait five minutes before making another call**

If this does not clear the problem, contact the Cable & Wireless Help Desk for advice.

Automatic updates

From time to time, the Callwise will make a short call to the Cable & Wireless management system, to check itself and receive any necessary updates. This call will normally take place at night, and is free of charge.

If you try to make a call while the test call is in progress, the Callwise will free the line for your use and contact the management system later.

Cost Centre Codes

This optional feature, provided free of charge by Cable & Wireless, lets you assign the cost of each call to an individual or cost centre. You specify a range of two- or three-digit codes, beginning with a digit between 2 and 8, which you dial before the telephone number each time you make a call. The code then appears on your Cable & Wireless bill.

Important *If you have selected the Cost Centre Codes option, you must key in a code before the phone number every time you make a call; otherwise, your call will fail.*

You cannot use Cost Centre Codes unless you have asked Cable & Wireless to provide this feature. For more information, contact the Cable & Wireless Help Desk.

Calling Line Identity (CLI)

When you make a call via BT or Cable & Wireless, your phone number is usually sent down the line to the person you call. Callwise will not affect this.

If you prefer to keep your identity private, you can ask to have **Calling Line Identity Restriction (CLIR)** set, so that by default, your CLI will not be released. Contact BT for details if necessary.

In either case, you can override the default setting on a call-by-call basis, as follows.

Without CLIR set ...

...by default, your CLI is released with each call. To prevent its release on the call you are making:

- Dial **1 4 1** before the telephone number

With CLIR set ...

...by default, your CLI is never released. To allow its release on the call you are making:

- Dial **1 4 7 0** before the telephone number

BT services

'Forcing' a call over the BT network

If you are having difficulties making calls, you can try 'forcing' a call over the BT network, as follows:

- Dial **1 2 1** before the telephone number

BT Select Services

With Callwise, you can continue to use most of BT's Select Services. Note, however, that if you use the Call Diversion or Follow Me services, the diverted part of the call will be routed via BT and will appear on your BT bill.

Other BT services

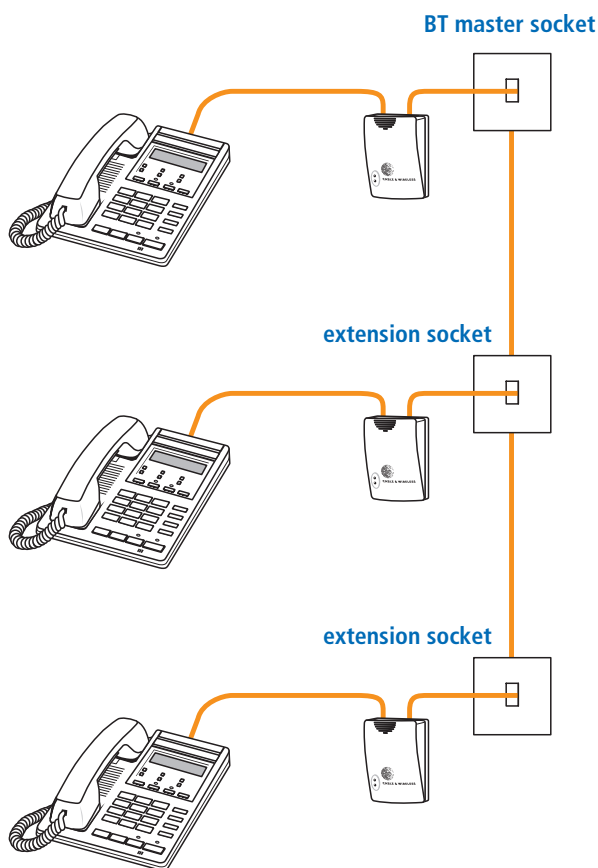
- **Caller Return (1471 + 3,** to ring back your last caller) will work correctly, but the call will be routed via BT.
- **Ringback When Free** (dialling 5 when you hear Busy tone) will not work on calls routed by the Callwise over the Cable & Wireless network.
- **Charge Advice (* 40 #)** is not available on calls routed via Cable & Wireless.

Extension sockets

If you have extension sockets installed, refer to these diagrams before connecting your Callwise.

'Hard wired' extension sockets

If your extension sockets are wired this way, you will need a Callwise for each socket, as shown.

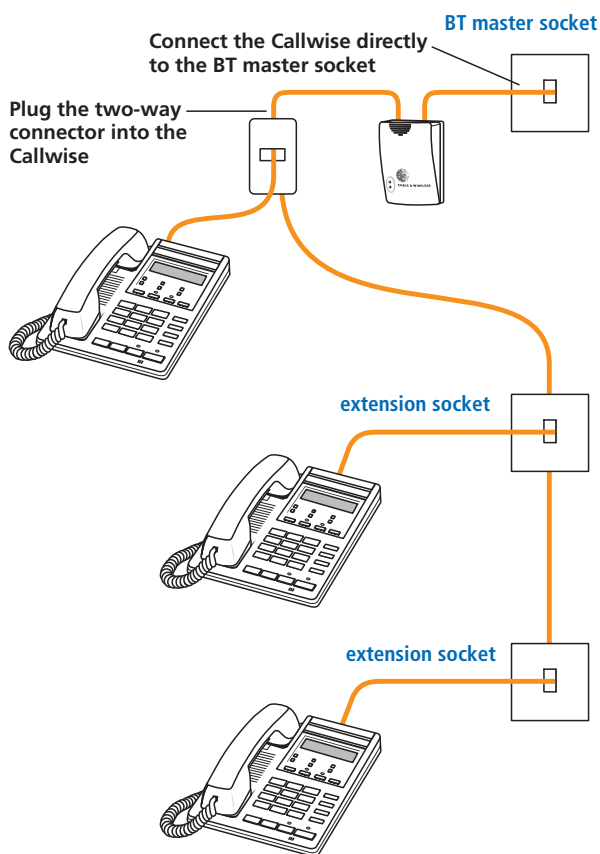


If you need extra Callwises, telephone the Cable & Wireless Help Desk for advice.

Separate extension wiring

If your extension sockets are connected via an extension wiring kit, you can use just one Callwise to route all your calls.

As shown in the diagram, the Callwise should be installed between the master extension socket and the two-way connector.



(You may find that you cannot plug in the two-way connector if the Callwise is wall mounted — check before you try attaching the Callwise to the wall.)

Important information

Connection and conditions for use

The Callwise socket is approved for connection to, and should only be used on, direct exchange lines from the public switched telephone network using multifrequency signalling

WARNING — DO NOT connect this apparatus to an 'IT' power system, i.e. a power distribution system having no direct connection to earth, the exposed conductive parts of the electrical installation being earthed.

The Callwise socket is for connection to telecommunications network voltage (TNV) only. The apparatus connected to the socket must also be for connection to TNV only.

Other information

The product described in this Handbook, and products for use with it, are subject to continuous development and improvement. This Handbook is provided free of charge, intended only to help you use the product; information in it, and in other literature provided with the product, is given by Cable & Wireless in good faith.

This Handbook may become out of date, or may be found to contain technical inaccuracies. It is periodically amended, with any changes being incorporated into new editions. Cable & Wireless may make improvements and/or changes to the Callwise socket at any time, but does not undertake to notify customers of these changes.

The product described in this Handbook is not designed for, and should not be used for, or in connection with, life-critical functions or any activity in which an error or a fault may result in physical damage or injury to person(s) and Cable & Wireless does not authorise such use.

You must carefully read these instructions and all other literature provided with the product, and strictly comply with the terms and instructions given.

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