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contact Telewest now.

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Business Telephony User Guide

B R O A D N E W T H I N K I N G

Telewest's unique perspective allows us to offer cost effective telephony solutions for all your business communication needs.



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1 Calling features

Telewest Business offers a wide variety of Calling features that can save your business time, money and effort.

To access most of the Calling features, you need to call Business Customer Services on 0800 953 1800.





Note:

There is a small subscription charge for each calling feature.

Using Calling features

To use Calling features, you will need a touch tone telephone. Some telephones can switch between 'tone' and 'pulse' dialling and with these telephones, you have to be sure that they are set to MF (Multi-Frequency).

It is also important that the phone is set to TBR (Time Break Recall). However, if you encounter problems, simply call Business Customer Services.

You will need to use the ,  and  or (RECALL) buttons in order to operate the various services. In some cases, you can use the hook instead of , but press it only briefly.

Note:

If the hook is held down too long, it will disconnect the call.



2 Last number recall

Last number recall is a free service which lets you find out who called you last and provides you with a quick way of returning the call.

Using Last number recall

Pick up your handset and dial

   .

You will hear a message, telling you the phone number of the last caller.

Dial  to automatically dial that number.

Note:

It is also possible that after dialling 1471, you will get a message saying the caller's number is unavailable. This means the caller was connected to a telephone network which does not provide this service or has used 141 Withhold number, see section 3.



3 Withhold number

If you wish to make a call, but do not want Last number recall (1471) to reveal your telephone number, you can prevent this by using 141 Withhold number. This is a free service and is provided to you automatically.

To use Withhold number

Pick up your handset.

Wait for the dialling tone, and then dial

  .

Next, dial the telephone number you require, your number will not be displayed or announced to whoever you are calling.

To set up a Calling feature call

0800 953 1800



4 Anonymous call reject

Anonymous call reject allows you to prevent any caller that has used the 141 Withhold number from getting through.

Callers will hear the message:

'Sorry, the person you are calling does not accept your call because you have withheld your number. Please redial but do not withhold your number.'

This will stop you receiving calls from people who do not want you to know their number, e.g. malicious or nuisance callers.

Setting up Anonymous call reject

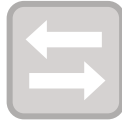
Pick up the handset and dial **1 4 7 8**.

You will hear a confirmation message.

Cancelling Anonymous call reject

Pick up the handset and dial **1 4 7 9**.

You will hear a confirmation message.



5 Voicemail

Voicemail records and stores messages when you are on or away from the phone. It is like having an answer phone without the fuss of a machine, tapes and missed messages.

Before using Voicemail you will need to record a greeting message

For example, 'This is Bob Smith. Sorry I can't take your call at the moment, but please leave your name, telephone number and a message after the tone. I'll call you back as soon as I can'.

Dial **1 5 7 1**.

Press **8**.

This will put you through to User options, which will then advise you on how to record your own message.

Receiving messages

Lift your handset. If you hear a 'stuttered' tone, there are one or more messages waiting for you.

Listening to your Voicemail messages

When you are at the office, lift the handset and dial **1 5 7 1**.

Voicemail will then tell you how many messages have been left for you and ask you to:

Press **7** to play the first message.

Then, press **7** if you want the message to be repeated.

Press **5** if you want the message to be saved on your Voicemail.

Press **3** if you want the message to be deleted.

While you are playing your messages, you can control the way you receive them:

To pause for 30 seconds, press **1**.

To move back 5 seconds, press *****.

To move forward 5 seconds, press **#**.

Listening to messages away from the office

If you would like to access your messages from a telephone other than your own, you need to set up a four-digit passcode from your phone.

To do this:

Dial **1 5 7 1**.

Press **8**.

This will put you through to User options, which will then advise you on how to set up your passcode.

About your passcode

Your passcode should consist of four numbers of your choice, but it is best to make it an easy one for you to remember. If you forget or mislay your passcode, you can reset it on your telephone by dialling **1 5 7 1**, then **8**.

To retrieve your messages whilst away from the office

Dial your telephone number.

Listen for the greeting.

Press *****.

You will now be asked to enter your passcode, using the numbers on the telephone key pad.

Once your passcode has been entered correctly, you will be able to listen to your messages in the normal way.

To activate Voicemail to take messages

Pick up your handset.

Key *** 7 6**.

Then, key **1 5 7 1 #** to take messages while you are on the phone.

Key *** 7 7**.

Then, key **1 5 7 1 #** to take messages when you are away from your phone.

Replace handset.



6 Call waiting

Call waiting alerts you that another caller is trying to get through when you are already on the phone. You will hear a discreet but distinct 'bleep' letting you know that someone is trying to get through to you.

Operating Call waiting

If while on the phone you hear a bleep:

Let the first caller know that there is another call waiting to be answered.

Briefly press **R** or (RECALL) on your telephone key pad.

Your first caller is now on hold, and you can talk to your second caller in private.

If you want to switch back and forth between your two calls, just press **R** or (RECALL) again.

If you want to put a call on hold, do remember to let the caller know what you are doing, otherwise, they will think they have been cut off and may replace their own handset.

If you would rather end one of your calls, just replace the handset. This cuts off the caller, and the call on hold will automatically ring back.

Note:

You can only have one call on hold at a time. A third caller trying to ring you will get the engaged tone.

Overriding Call waiting

The overriding Call waiting option is permanently switched on, or off, depending on which option you choose when your telephone system is set up. If you prefer it to be switched on, but do not want to be interrupted, you can alter the system and switch off temporarily, either before or during a call.

If you know in advance that you do not want Call waiting to operate, press ***** before you make the call, then dial **7 2**. You will hear two bleeps, followed by a silence.

This confirms that Call waiting will remain off while you are on the telephone. Now you can make a call without being disturbed.

If you decide that you want to cancel Call waiting whilst on a call, you can do so at any time as long as you do not have a caller already waiting on the line.

Press **R** or (RECALL).

Then press *****.

Dial **7 2**.

This procedure will put your call on hold for a few seconds until you hear the confirmation tone – two bleeps followed by a silence. You will then be reconnected to your caller.

Once you have finished using the telephone, you do not need to alter the system back. As soon as you end your call and replace the handset, the preset automatic system comes back into operation and restores Call waiting. The same procedures also apply if you have chosen for it to be switched off, but want to use the switched on option temporarily.

You do not have to interrupt your call to find out who the second caller is. The system automatically retains information about the second caller, just dial **1 4 7 1**.

Note:

When using the fax or Internet, the Call waiting tone can interrupt the fax and computer links, therefore it is always best to cancel Call waiting before you start. If Call waiting is in operation, it will automatically be cancelled if you set up Call divert.



7 Call divert

Call divert allows you to redirect calls from your telephone to another number of your choice. This is useful if important calls come in while you are away from your phone.

You can choose how you want to divert the calls.

To activate Call divert

Pick up your handset.

Then choose from the 3 different types of Call divert:

1. Key *** 7 0** to divert calls immediately when someone calls.
2. Key *** 7 7** to divert calls on no answer.
3. Key *** 7 6** to divert calls if your phone is engaged.

Then, key the telephone number you want to divert the call to (including the area code).

Key **#**.

Replace your handset

To cancel Call divert

Pick up your handset.

Depending on which choice of Call divert you have opted for, choose the relevant number to cancel:

1. Key **# 7 0** to cancel immediate Call divert.
2. Key **# 7 7** to cancel no answer Call divert.
3. Key **# 7 6** to cancel engaged Call divert.

Then, replace your handset.

Note:

You can still dial out as normal when Call divert is in operation. Call divert on no answer comes into operation if the call is not answered within six rings. The caller only pays for the cost of the call to your phone number. The charge for diverting the call to your chosen number is down to you.



8 Number display

Number display shows the telephone number of the person that is calling you on the telephone display screen before you answer. This makes it easy for you to avoid unwanted calls and gives you added security.

To use this service you will need a Number display telephone that is cable compatible. These phones are known as 'Call Display', 'Caller Display' or 'Caller ID' phones and are widely available from retailers.



9 Ring back when free

Ring back when free allows you to automatically call an engaged number as soon as it becomes free. This saves you from having to keep redialling a busy number and you can set up five ring backs at a time to almost any number, apart from mobile telephones.

Setting up Ring back when free

If, when making a call, you hear an engaged tone:

Dial **5**.

You will hear a confirmation tone – two short beeps.

Cancelling Ring back when free

Pick up the handset and dial **5**.

You will hear a confirmation tone.

Ring back when free in action

As soon as your Ring back request can be completed, your telephone will ring six times with a distinctive ring. If you answer you will be connected to your chosen caller.

Note:

Ring back when free lasts for 30 minutes. After that time, all requests are automatically cancelled.



10 Call barring

Call barring allows you to bar certain types of outgoing calls to keep you in control of your phone.

There are 6 different types of Call barring listed below.

Call barring options:

1. Premium rate (adult) calls.
2. Premium rate (adult) and premium rate (information) calls.
3. Premium rate (adult), premium rate (information) and international calls.
4. Premium rate (adult), premium rate (information), international calls and mobile telephone calls.
5. Premium rate (adult), premium rate (information), international, mobile and national (UK long distance) calls.
6. Premium rate (adult), premium rate (information), international, mobile, national (UK long distance) and certain local calls.

Setting up outgoing Call barring

You will need a passcode from Business Customer Services on 0800 953 1800 that will enable you to override all the levels of Call barring except for levels 1 and 2. These two levels are free of charge, but there is a small monthly charge for levels 3-6. Please keep your passcode in a safe place.

Overriding outgoing Call barring

You can override outgoing Call barring with a few easy steps:

Pick up your handset and press .

Dial  .

When you hear the fluctuating dialling tone, key in your passcode.

Next, you will hear the ordinary dialling tone and that means you can call any number you wish.

Once you have finished your call and have replaced your handset, outgoing Call barring is automatically restored.

Barring incoming calls

Subscribing to outgoing Call barring means that you can also bar incoming calls.

If anyone calls you while incoming calls are barred, you can always find out their telephone number by dialling 1471 and getting the number from Last number recall (see section 2).

Notes:

If callers are unable to reach you, there may be a fault on your line. But do not report a fault to Business Customer Services straight away. First check whether Call barring is in operation. If it is not, then report the fault.

There is no tone that indicates Call barring is in operation when you lift the handset, but if a call comes in and your telephone is barred, it will ring briefly to let you know. What it will not do, though, is allow you to answer the call even if you want to, until incoming Call barring has been cancelled.

Setting up incoming Call barring

Pick up your handset.

Press .

Dial  .

You will hear a confirmation tone – two short beeps and a silence.

The barring will come into operation as soon as you replace your handset.

Cancelling incoming Call barring

Pick up your handset.

Press .

Dial  .

You will hear a confirmation tone.

Once you have replaced your handset, the barring has been removed.

Note:

Certain Call barring levels do not exclude calls to the operator. If calls are connected via the operator, Telewest will not be liable for any call charges incurred.



11 Three way calling

Three way calling enables you to talk with two people at the same time.

Setting up Three way calling

When you have called your first person, let them know that a third person is going to join in.

Press **[R]** or (RECALL) and listen for a fluctuating dialling tone.

Then dial the second number you require, and when the call is answered, tell them a Three way call is in progress.

Press **[R]** or (RECALL) again – and your conversation is under way.

If by any chance no one answers the second number or it is engaged, press **[R]** or (RECALL) twice, to speak to the person you were originally speaking to.

Once the Three way conversation has ended, make sure you are the last one to put the handset down if you were the one who started the call. If you do not, your other callers will be cut off!

Note:

Whoever initiates the first call pays for it, and also for any other calls dialled during the session.



12 Reminder call

The Reminder call feature allows you to use your phone as an alarm clock. You can set it to call you back at any time you like within the next 24 hours.

Setting a Reminder call

Pick up your handset and wait for the dialling tone.

Press **[*]**.

Dial **[7] [3]**.

When you hear the fluctuating tone, key in the time you want to receive your Reminder call. Remember to use the 24-hour clock. For example, 0930 for a call at 9.30am, or 2130 for a call at 9.30pm.

Then press **[#]**.

The Reminder call is now set and you can replace your handset.

Reminder call in action

When your telephone rings with your Reminder call, pick up the handset and you will hear a brief announcement. If you do not answer your Reminder call straight away, the telephone system will try a second time five minutes later and, if necessary, a third time five minutes after that. As soon as you replace the handset after receiving a Reminder call, the call will be automatically cancelled.

Cancelling a Reminder call

If you want to cancel a Reminder call:

Pick up your handset.

Press **[#]**.

Dial **[7] [3]**.



You will hear the confirmation tone.

Replace your handset.



13 Troubleshooting

If you are experiencing problems with your telephone, you may wish to explore the following before calling Business Customer Services:

Problem	Suggested action
No dialling tone or crackling on the line.	There may be damage to the wiring/telephone socket, the telephone itself could be faulty or there is a damaged cable entering your office. Check the plug-in extension wiring, repair or remove faulty wiring, try a different telephone or call the Business Customer Services line (see Note 1, below).
My telephone is not ringing/not receiving incoming calls.	Try cancelling Call divert services or incoming Call barring. Also, ensure that the ringer switch is in the On position at the side of your telephone and that the combined REN (Ringer Equivalence Number) value of telephones plugged into the circuit does not exceed 4 (see Note 2, below). You could also try a different telephone or call the Business Customer Services line. Check the plug-in extension wiring and repair or remove faulty wiring, or call the Business Customer Services line (see Note 1, below). You could also replace your telephone.
I cannot use the  feature or access messages on Voicemail.	Your telephone may not be set up correctly, or may not be switched to a 'tone' setting. Ensure the telephone is set to 'tone' switch which is normally at the side or underneath the telephone.
I can receive incoming calls, but cannot call out.	Your telephone may be faulty, or Call barring may be activated. Try a different telephone, or deactivate Call barring (refer to Call barring, section 10).
Call waiting or Call divert is not working.	Call waiting and Call divert cannot work together, so try cancelling one or the other if you have ordered both these features.
I cannot remember my outgoing Call barring override code.	Call Business Customer Services.
There is no dialling tone after keying in  or (RECALL).	Some telephones may be switched between different types of recall. Check to see if your telephone is switched to timed break (or 'register' recall), rather than to earth recall. Check your telephone handset manual for details.
Unobtainable signal comes on the line after dialling only a few digits.	Ensure Call barring has not been activated by mistake. Have you requested the Calling service feature from Business Customer Services? If not, then call free on 0800 953 1800.

Note 1

- If a faulty socket or wiring has been connected by Telewest, then we will normally replace or repair it free of charge, provided it is still within our specified guarantee period and the fault has not been caused by misuse, neglect or wilful damage.
- If the faulty socket or wiring was not originally connected by Telewest, then a service call charge will be levied for a technician call-out if the socket or wiring is found to be the cause of the fault.

Note 2

Ringer Equivalence Numbers (REN) can normally be found under each telephone. A standard telephone normally has a REN of one. Combined REN of all telephones on one circuit should not be greater than four.

14 Useful telephone numbers

Directory Enquiries (UK)	192*
International Directory Enquiries	153**
Operator Assistance (UK)	100
International Operator Assistance	155
Emergency Services	999
Telewest Business Customer Services	0800 953 1800
Fault Management Service Helpline	0800 953 2800

* From 10th December 2002, 192 will change to 118180

** From 10th December 2002, 153 will change to 118190