

USER GUIDE





QUICK GUIDE



QUICK GUIDE TO USEFUL FEATURES

Call Divert

First, switch Voice Mail off if you have this feature. To do this

Lift handset press **1 7 1**

Replace handset

To switch Call Divert on

Lift handset press **1 7 2**

Key in new phone number, then **#**

Replace handset

To switch Call Divert off

Lift handset press **1 7 3**

Replace handset

To switch Voice Mail back on

Lift handset press

1 7 4 1 7 0 #

Replace handset

Call Return

To find number of last caller

Lift handset press **1 4 7 1**

Replace handset

Caller Display

To conceal your number on a particular call

Lift handset press **1 4 1**

Dial number as usual

To reveal your number when permanently blocked

Lift handset press **1 4 7 0**

Dial number as usual

Call Barring (for premium rate numbers e.g. 0898)

To switch Call Barring off

Lift handset press

3 4 6 *

Enter PIN code **#**

To switch Call Barring back on

Lift handset press

*** 3 4 6 #**

Replace handset

QUICK GUIDE TO OPTIONAL FEATURES

Voice Mail

To switch Voice Mail on

Lift handset press

1 7 4 1 7 0 #

Replace handset

To switch Voice Mail off

Lift handset press **1 7 1**

Replace handset

To pick up messages

Lift handset press **1 7 0**

and listen to messages

To divert all calls to Voice Mail

Lift handset press **1 7 1**

Replace handset

Lift handset press

1 7 2 1 7 0 #

Replace handset

To cancel divert of all calls to Voice Mail

Lift handset press **1 7 3**

Replace handset

Call Waiting

First, switch Voice Mail off[†] if you have this feature. To do this

Lift handset press **1 7 1**

Replace handset

To switch Call Waiting on

Lift handset press *** 4 3 #**

Replace handset

To switch between callers

Press **R 2**

To switch Call Waiting off

Lift handset press **# 4 3 #**

Replace handset

Three Way Calling

To start a three way call, stay on line with first caller

Press **R** dial new number

Press **R 3** when answered, to connect all three callers

Press **R** if no answer, to return to first caller. To end calls, replace handset

For full details of these and all other Ionica services, please refer to the Ionica User Guide

[†]To switch Voice Mail back on use instructions above



GETTING STARTED

GETTING STARTED

Your telephone

With your telephone plugged into the Ionica socket, you can call any number, anywhere in the world.

The telephone you already have can make or receive calls on the Ionica line. Telephones fitted with a blue button can also be used, but the blue button will no longer work. You can use faxes and modems too.

But please keep in mind, any equipment you use should have BABT approval (usually shown by a green circle) and have a modern line plug to fit into the telephone socket.

If you have number memory or last number re-dial already programmed into your telephone, they will stay the same. You won't need to re-programme them.



USEFUL FEATURES



Introduction

Who's It For?

Call Divert

Call Barring

Caller Display




Call Return

INTRODUCTION

Using Ionica features with your telephone

With Ionica, you can tailor your telephone service to suit your needs. As part of our standard service, your line rental includes the following Useful Features: *Who's It For?*; *Call Divert*; *Call Barring*; *Caller Display*; *Call Return (1471)*; and *Allocated Billing*.

We also offer you a range of Optional Features to further enhance your telephone system. These include *Voice Mail*, *Call Waiting*, *Reminder Calls*, and *Three Way Calling*. You can even have a *Second Line* activated within a couple of hours. If you would like to use any of these features, simply call Customer Service on 150.

To operate the Ionica features, you need a telephone that has ,  and  buttons. If your telephone does not have them, you can still make and receive calls, but some of the features won't work. Telephones with these buttons are readily available from high street shops.

If you already have one of these telephones, you can begin using Ionica's Useful Features immediately. First check that your telephone is switched to tone dialling. If you're unsure about tone dialling, refer to the telephone manufacturer's handbook or the Trouble Shooting section in this guide.

When your telephone has tone dialling on, you need only follow the step-by-step instructions on the relevant cards in this guide. As you follow the instructions, you will hear spoken prompts over your telephone to help you. Once you're familiar with them, you should be able to by-pass most of these instructions and press the buttons at your own speed.

If you have any problems, just call Customer Service on 150.



WHO'S IT FOR?

Your Ionica line has three different telephone numbers, each with its own ringing tone. It's up to you whether you use one, two or all three numbers.

You could give each number to different members of your family, perhaps keeping a separate number for your children. Or you could use a number for different groups of callers.

For example, you could use one number for friends, one for family, and the other for work calls. This way you'll be able to tell immediately who the call is for, or who the call is from.

When one of the numbers is called, your telephone will ring in a distinctive way, for example:

First number



ring-ring...pause...ring-
ring...pause...ring-ring...

Second number



ring...pause...ring...
pause...ring...

Third number



ring-ring-ring...
pause...ring-ring-
ring...pause...

Notes:

1) If the line is busy, incoming calls on all the numbers will be automatically sent to Voice Mail (if you have this feature and it is switched on). Alternatively, if you have Call Waiting switched on, you will hear a discreet beeping sound telling you a call is waiting (see separate sections for more details on these features).

2) If you have retained your old telephone number please read 'Transferring your old number' in the Help and Advice section.



CALL DIVERT

For those times when you may be expecting a call but can't wait at home, *Call Divert* allows you to receive your calls on another number.

You can have your calls diverted to another telephone, a mobile phone or even to your second line.

Once a diversion is set up, all your calls will go directly to your nominated number. The caller only pays the usual cost of the call to your home telephone. The cost of the diverted call from your home to your nominated number will be added to your telephone bill.

To divert calls, which you can only do from your home phone, simply follow the steps as shown. It's often worth calling the number where you are going to divert the calls, just to let people know this is happening. Remember to cancel the diversion once you're home.

If you have our optional *Voice Mail* feature switched on, you

need to switch it off first or *Call Divert* will not work.

To turn Voice Mail off:

- Pick up the handset, press **1 7 1**
- Replace the handset

To divert all calls:

- Pick up the handset, press **1 7 2**
- Key in the telephone number to which you want the calls diverted
- Press **#** then replace the handset

Note:

If an announcement begins after you have started to press 172, you will need to wait until it finishes then re-enter the numbers.

cont...

CALL DIVERT

To check that Call Divert is on:

- Press **1 7 5** and listen to the announcement
- Replace the handset

When *Call Divert* is switched on, you will always hear an interrupted dial tone. This is the same sound as your normal dial tone, except it is interrupted by regular silent gaps as illustrated below:



This tone is different from the one you hear when your *Voice Mail* has a message waiting. This tone is a stuttered one; a long tone followed by two short ones as illustrated below:



For more details on *Voice Mail* see the relevant section.

To cancel the divert:

- Pick up the handset, press **1 7 3**
- Replace the handset

To turn Voice Mail back on, if you have this feature:

- Lift the handset, press **1 7 4 1 7 0 #**
- Replace the handset



CALL BARRING

This feature is useful for preventing misuse of your telephone. Your Ionica line has *Call Barring* already set up on all national premium rate services such as 0898, 0839 and 0338 numbers. To cancel *Call Barring* on these numbers you will need to enter your four number PIN code (different from your *Voice Mail* PIN code). You will find your PIN code on your Installation Confirmation form. Or call Customer Service on 150.

You can also bar other groups of calls such as international or mobile calls. If anyone tries to call a barred number from your telephone, they will hear a continuous tone indicating that the number is unavailable.

To cancel the pre-set Call Barring on premium rate calls:

- Lift the handset, press **# 3 4 6 ***
- Enter your four number PIN code
- Press **#** then replace the handset

To set up Call Barring on premium rate calls:

- Pick up the handset, press *** 3 4 6 #**
- Replace the handset

To check which types of calls are barred:

- Pick up the handset, press *** # 3 4 #**
- You will hear an announcement telling you which calls are barred.

cont...

CALL BARRING

To switch ON individual Call Barring codes

Type of call barred	To switch Call Barring ON – lift handset, press
All calls	* 3 4 1 #
UK and International fixed calls (local, national, freephone, international, pagers, etc.)	* 3 4 2 #
International only	* 3 4 3 #
Operator services (excluding emergency services)	* 3 4 4 #
Optional Features† (Reminder Calls, Call Divert, Call Waiting, Call Barring)	* 3 4 5 #
Premium rate services	* 3 4 6 #
Mobiles, car phones and personal numbers	* 3 4 7 #

†Optional features: this service bars access to any features starting with * or #, except the code #345* which can be used to switch it off.

To switch OFF individual Call Barring codes

Type of call barred	To switch Call Barring OFF – lift handset, press
All calls	# 3 4 1 * [PIN code] #
UK and International fixed calls (local, national, freephone, international, pagers, etc.)	# 3 4 2 * [PIN code] #
International only	# 3 4 3 * [PIN code] #
Operator services (excluding emergency services)	# 3 4 4 * [PIN code] #
Optional Features (Reminder Calls, Call Divert, Call Waiting, Call Barring)	# 3 4 5 * [PIN code] #
Premium rate services	# 3 4 6 * [PIN code] #
Mobiles, car phones and personal numbers	# 3 4 7 * [PIN code] #



CALLER DISPLAY

Some telephones have a caller identity display which shows you the telephone number of the person who is calling, so you can decide whether or not to take the call.

Caller display telephones are available from most phone retailers. If you have a caller display telephone and wish to use this feature, please call us on 150 and we will switch this feature on for you.

Your number will be shown to other people using caller display telephones. If you don't want your number to be revealed (for example, to a salesperson), it doesn't have to be. You can conceal your number before you dial.

To conceal your number on a particular call:

- Pick up the handset, press **1 4 1**
- Dial the number as usual

To conceal your number on every call, just call Customer Service on 150 and they will arrange it for you. After this, you can still choose to reveal your number on the occasional call (please see 'to reveal your number when permanently blocked' overleaf).

To conceal your number permanently:

- Call Customer Service on 150

CALLER DISPLAY

To reveal your number when permanently blocked:

- Pick up the handset, press **1 4 7 0**
- Dial the number as usual

Note:

Some telephone operators do not offer this facility, so you may not always be able to see the numbers of your incoming callers. In these cases you will receive a message saying "the number is unavailable". If your caller has chosen to conceal their number, the message "withheld" will appear.



CALL RETURN

This feature gives you the time, date and telephone number of the last person who called you, even if you didn't answer the call. This is also useful if you didn't note a number down, or if a caller forgets to leave it.

To hear the telephone number of the last caller:

- Pick up the handset, press **1 4 7 1**
- A recorded announcement will tell you the number of the last caller and the date and time the call was made
- It will also ask you if you wish to be connected directly to that number – if you do, press **3**
- Replace the handset

Sometimes, the person who rings you may be connected to an old exchange, or they may have concealed their number (using 141). In such cases, you will hear an announcement giving the time and date of the call, and explaining the number is either not available or is being withheld.

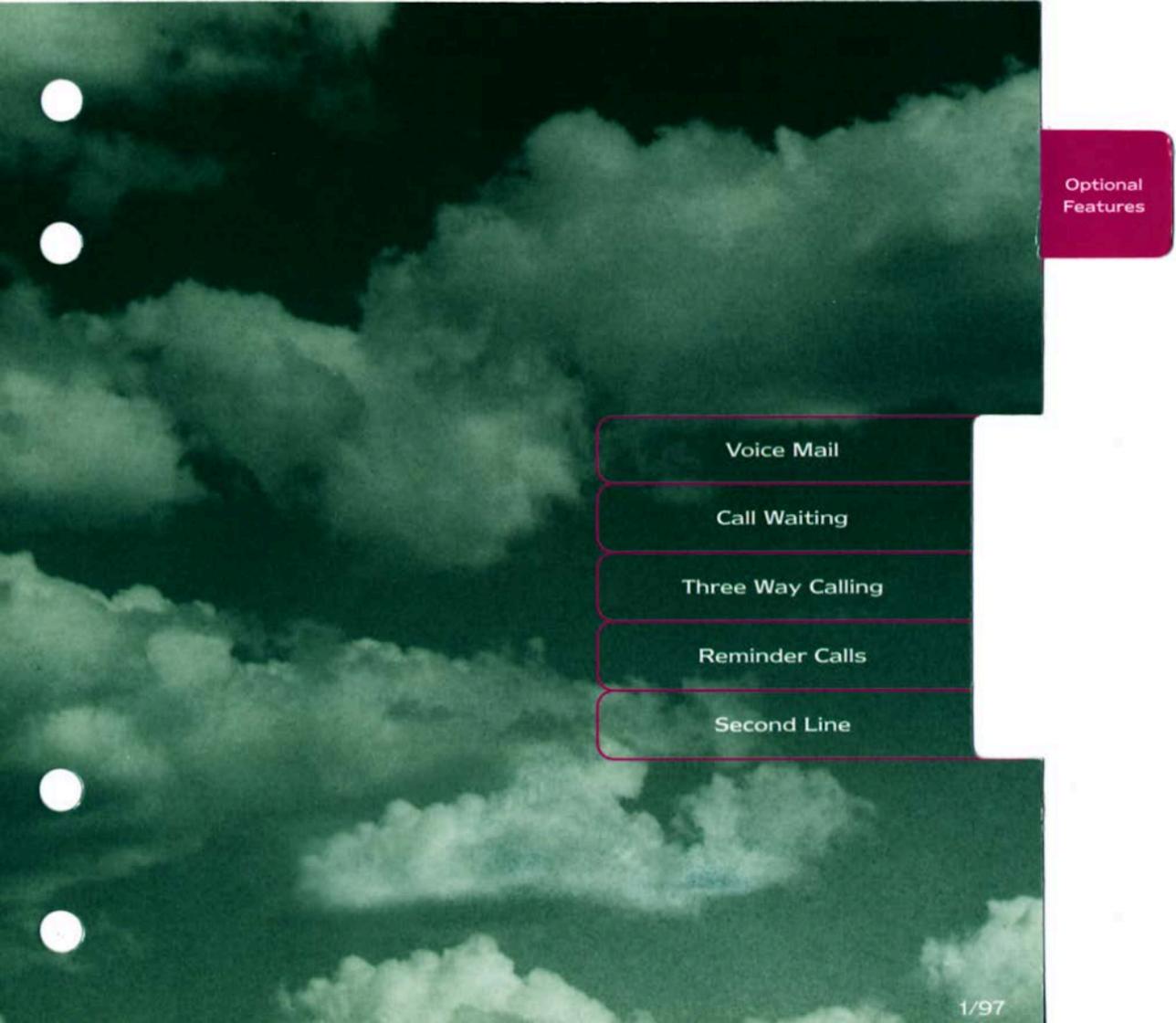
Note:

If you have Call Waiting switched on and choose not to accept a second call when already on the line, you will still be able to find out the number of the caller once you've finished your first call by using 1471.





OPTIONAL FEATURES



Optional
Features

Voice Mail

Call Waiting

Three Way Calling

Reminder Calls

Second Line

VOICE MAIL

Optional Features

Voice Mail ensures you receive a message from callers when you're out, on another call, or if your telephone is not answered after six rings (approximately 20 seconds). Callers will hear a recorded message asking them to leave their message after the tone.

You can vary how long the telephone rings before switching to *Voice Mail*. Call Customer Service on 150 to do this.

There is no charge to hear your messages when you call from your own phone. Your callers also pay the same as they would for leaving the same message on an answering machine.

To remind you when you have *Voice Mail* switched on, you will hear a different dial tone from the normal continuous one. It is the same sound but is interrupted by intermittent tones:



This tone does not stop you from dialling out as normal.

If you are not already using this feature but would like to, simply call Ionica Sales on 120.

To switch Voice Mail on:

- Lift the handset, press 1 7 4 1 7 0 #
- Replace the handset

To switch Voice Mail off:

- Lift the handset, press 1 7 1
- Replace the handset

cont...

VOICE MAIL

Collecting your messages

When you pick up your telephone, a stuttered dial tone tells you that there are messages waiting for you. (You can still dial out as normal). The stuttered tone has the same sound as your normal dial tone, but it is interrupted by intermittent tones. You will hear one long tone followed by two short ones and then the sequence is repeated:



To listen to your messages, press **1 7 0** from your Ionica telephone. The service will tell you how many messages are waiting. Then the messages are played back to you, with the time and date when each one was left.

You can control the playback of your messages. If you want to repeat, save, erase, skip backwards or forwards through messages, just follow these instructions.

After listening to a message you need to press **2** (to save the message) or **3** (to erase the message) before you can hear the next message. You will also hear spoken guides to prompt you.

To listen to messages from your telephone:

- Lift the handset, press **1 7 0**
- As each message is played back, press:
 - 1** to repeat the message
 - 2** to save the message
 - 3** to erase the message
 - 7** to skip back 10 seconds
 - 9** to skip forward 10 seconds
- Press *** *** when you've finished and replace the handset

cont...

VOICE MAIL

Accessing messages when away from home

You can listen to your messages even when you're away from home, as long as the telephone you are using has tone dialling and your home phone has *Voice Mail* switched on.

To access your messages, you will need your *Voice Mail* PIN code. If you have not yet memorised it, you will find it on your Installation Confirmation form. Or call Customer Service on 150.

To listen to messages when away from home:

- Lift the handset and dial your own Ionica telephone number
- Wait until the greeting has started
- Press * enter your four number *Voice Mail* PIN code and press #
- Your messages will now be played back. You can control them as normal
- Press * * when you've finished and replace the handset

Diverting all calls direct to Voice Mail

There may be times when you'd rather not answer the telephone for a while, but don't want to miss any messages. Ionica allows you to divert your calls direct to *Voice Mail* without your telephone ringing at all.

When you're ready to answer calls again, it's simple to cancel the divert and pick up your messages. You can, of course, still make outgoing calls even when you have your incoming calls diverted to *Voice Mail*.

To divert all calls direct to Voice Mail:

- Lift the handset, press **1 7 1**
- Replace the handset
- Lift the handset again, press **1 7 2 1 7 0 #**
- Replace the handset

cont...

VOICE MAIL

To check that all calls are being diverted direct to Voice Mail:

- Lift the handset, press **1 7 5**
- Listen to the announcement
- Replace the handset

To cancel the automatic divert:

- Lift the handset, press **1 7 3**
- Replace the handset
- Lift the handset again, press **1 7 4 1 7 0 #** to switch Voice Mail back on to its normal mode of operation
- Replace the handset

Note:

You need to make sure that Call Waiting is switched off to allow the divert to work. And don't forget to switch Call Waiting back on after you have diverted your calls. The Call Waiting section shows you how to do this.

Altering your Voice Mail PIN code

If you want to change your PIN code for any reason, it is easy to do. Just choose four numbers, then follow these instructions.

To change your PIN code:

- Lift the handset, press **1 7 0**
- Press **8 1 1** and you will hear a message saying that the automatic password entry has been set up and then instructions telling you how to enter your new PIN code
- Once you have entered your PIN code, an announcement will read it back and ask you to press **#** if it is correct. If it is not you will receive further instructions
- Replace the handset

cont...

VOICE MAIL

Using Voice Mail by PIN code only

You might not want everyone in your household to have access to your *Voice Mail* messages. You can adapt *Voice Mail* very simply so that only people who know the PIN code can access it.

To set up PIN code only access:

- Lift the handset, press 1 7 0
- Press 8 1 3 and follow the instructions
- Replace the handset

To cancel restricted access:

- Lift the handset, press 1 7 0
- Enter your PIN code and press #
- Wait for the greeting to end then press 8 1 3 to cancel restricted access
- Press * * * to end the call
- Replace the handset

Changing the Voice Mail greeting

Voice Mail is pre-set with a standard greeting, but you can personalise this and change it as often as you like. It's a good idea to write down what you want to say beforehand. The maximum length for your greeting is 30 seconds. A sample greeting could be:

"Hello, this is 01 223 456 789. We're sorry no one's available at the moment. Please leave a message after the tone and we'll get back to you as soon as possible."

cont...

VOICE MAIL

To change or listen to your greeting:

- Lift the handset, press **1 7 0** and wait for the greeting to end
- Press **8 2** and you will hear your greeting
- If you are satisfied with your greeting press **#**
- If you wish to re-record press **5**. Begin speaking after the tone
- Press **#** when you've finished recording your greeting
- Voice Mail will now play the new greeting back to you
- Press **#** if you are happy with it, or ***** if you wish to re-record it
- Replace the handset

Message saving/erasing

It is recommended that you erase all your messages each time you have listened to them. All messages that you have listened to will be automatically erased after 2am each day unless you have saved them. Any messages that you have not listened to will be stored for 31 days before being automatically erased.

Voice Mail can save up to twenty 3 minute messages. When full, you will hear a recording suggesting you delete old messages to leave room for new ones.



CALL WAITING

When you're already on a call, *Call Waiting* lets you know when someone else is trying to get through. It also relieves some of the frustration callers can feel when they're trying to get hold of you while your number seems continuously engaged.

If someone calls and you're already using the telephone, you will hear a discreet beeping sound. Callers will hear a recorded message requesting them to hold the line.

If you'd like to take the new call, simply ask the person you're speaking with to hold, press a couple of buttons, then you can speak to the second caller.

If you don't want to accept the second call, simply ignore the beeps (they will last about 30 seconds) and a recorded message will ask the caller to try again later.

You can have only one call waiting at a time, a third caller will hear the engaged tone.

If you have our optional *Voice Mail* feature switched on, you

need to switch it off before activating *Call Waiting*.

If you are not already using this feature but would like to, simply call Ionica Sales on 120.

Note:

We do not recommend you use a fax machine on a line with Call Waiting because the tone signalling a new caller will cause a fax transmission to cease. The fax can normally be restarted once the Call Waiting tone has finished, depending on the equipment being used. This is a problem common to all telephone systems in the UK and it makes sense to have a separate, dedicated fax and modem line.

To switch Voice Mail off, if you have this feature:

- Pick up the handset, press **1 7 1**
- Replace the handset

cont...

CALL WAITING

To activate Call Waiting:

- Pick up the handset, press * 4 3 #
- Replace the handset

To accept a waiting call:

- When you hear a discreet beep, ask your first caller to hold
- Press R (Recall) and wait for the dial tone
- Press 2 to accept the waiting call

To return to the first call:

- Press R and wait for the dial tone
- Press 2 again
- You can now alternate between the two calls if you wish
- When one of the callers hangs up you are automatically connected to the other caller

To ignore the waiting call:

- Simply ignore the beep – it will end after approximately 30 seconds

To switch Call Waiting off:

- Pick up the handset, press # 4 3 #
- Replace the handset

To switch Voice Mail back on, if you have this feature:

- Lift the handset, press 1 7 4 1 7 0 #
- Replace the handset



THREE WAY CALLING

Three Way Calling allows you to speak with two people on two different numbers at the same time. It is also known as 'Conference Calling.' It's very useful for when you may need to make arrangements quickly, or when you want to have a three way chat.

It's easy to set up a three way call, even while you're already on a call. But don't forget to tell the person you're talking to what you're doing so they don't hang up.

If you set up a three way call, the other two parties will be disconnected when you hang up. So if you want to continue the conversation with just one person, ask the other person to hang up and then finish the call with the remaining person as normal.

If you are not already using this feature but would like to, simply call Ionica Sales on 120.

To set up Three Way Calling:

- Make your first call in the usual way, ask the person to hold
- Press **R** (Recall)
- Wait for the dial tone then call the next person
- When the second person answers, press **R 3**
- Now you can start your three way conversation

If the second person does not answer:

- Press **R** (Recall) to return to your first call

To end Three Way Calling:

- Ask one of the other parties to hang up
- End the call with the remaining person in the normal way



REMINDER CALLS

If you need a wake-up or reminder call, on a regular basis or just occasionally, you can arrange this through your telephone. Even if your telephone is engaged at the time you are due to receive your *Reminder Call*, it will try six minutes later, but not again after that.

If you prefer, you can arrange an *Operator Reminder Call* by dialling 100 and requesting them to call you. (There is an additional charge for this).

Please refer to your Tariff guide for details on charges.

Single Reminder Calls

For a one-off *Reminder Call*, simply key in the codes as shown, with the time you want your telephone to ring. It is important that you key in the time using the 24 hour clock; for example, 9pm would be 2100.

At the time you have specified, the telephone will ring for up to six minutes. To stop the ringing, pick up the handset, listen to check that it's not a 'real' call, then replace the handset.

To book a single Reminder Call:

- Pick up the handset, press * 5 5 *
- Wait for the dial tone
- Enter the time you want the alarm call to ring (as on a 24 hour clock)
- You will hear an announcement telling you that the *single Reminder Call* has been set
- Press # and replace the handset

Note:

*If an announcement begins after you have started to press *55*, you need to wait until it finishes, then re-enter the keys.*

cont...

REMINDER CALLS

To check:

- Pick up the handset, press * # 5 5 #
- A recorded announcement will confirm your *Reminder Call* booking
- Replace the handset

To cancel:

- Pick up the handset, press # 5 5 #
- Replace the handset

To stop the ringing:

- Pick up the handset
- Check that it is not a 'real' call
- Replace the handset

Regular Reminder Calls

You can ask for a *Reminder Call* on any day of the week. It is also possible to set up a *Reminder Call* for the same day each week, such as a particular weekday when you regularly need to start work earlier.

To book a regular Reminder Call:

- Pick up the handset, press * 5 6 *
- Listen for the announcement, then wait for the dial tone
- Enter the time you want the alarm call to ring (as on a 24 hour clock) followed by *
- Listen for the announcement, then wait for the dial tone
- Key in the corresponding number for the day required:

1 Monday	4 Thursday	7 Sunday
2 Tuesday	5 Friday	8 Weekdays
3 Wednesday	6 Saturday	9 Every day

cont...

REMINDER CALLS

- Press **#** then you will hear another announcement telling you that the *regular Reminder Call* has been set
- Replace the handset

Note:

*If an announcement begins after you have started to press *56*, you need to wait until it finishes, then re-enter the keys.*

To check:

- Pick up the handset, press *** # 5 6 #**
- A recorded announcement will confirm your *Reminder Call* booking
- Replace the handset

To cancel all regular Reminder Calls:

- Pick up the handset, press **# 5 6 ***
- Replace the handset

To cancel the next Reminder Call only:

- Pick up the handset, press # 5 6 1 #
- Listen for the announcement, then wait for the dial tone
- Press the time of the *Reminder Call* (use the 24 hour clock)
- Then press #
- This will cancel the next *Reminder Call* at that time only – not subsequent ones



SECOND LINE

If you use a fax or a modem, or if your home telephone is simply very busy, a low cost *Second Line* can be very useful. Setting up a *Second Line* is as simple as making a telephone call. So there's no need to make special appointments for engineers to visit. Your *Second Line* can be ready within 2 hours of your call to Ionica Sales.

Your *Second Line* includes all the Ionica Useful Features available with your first line. Each line is treated separately, so you will need to request any Optional Features you may want for the *Second Line*. You can even have different features on different lines, if you wish.

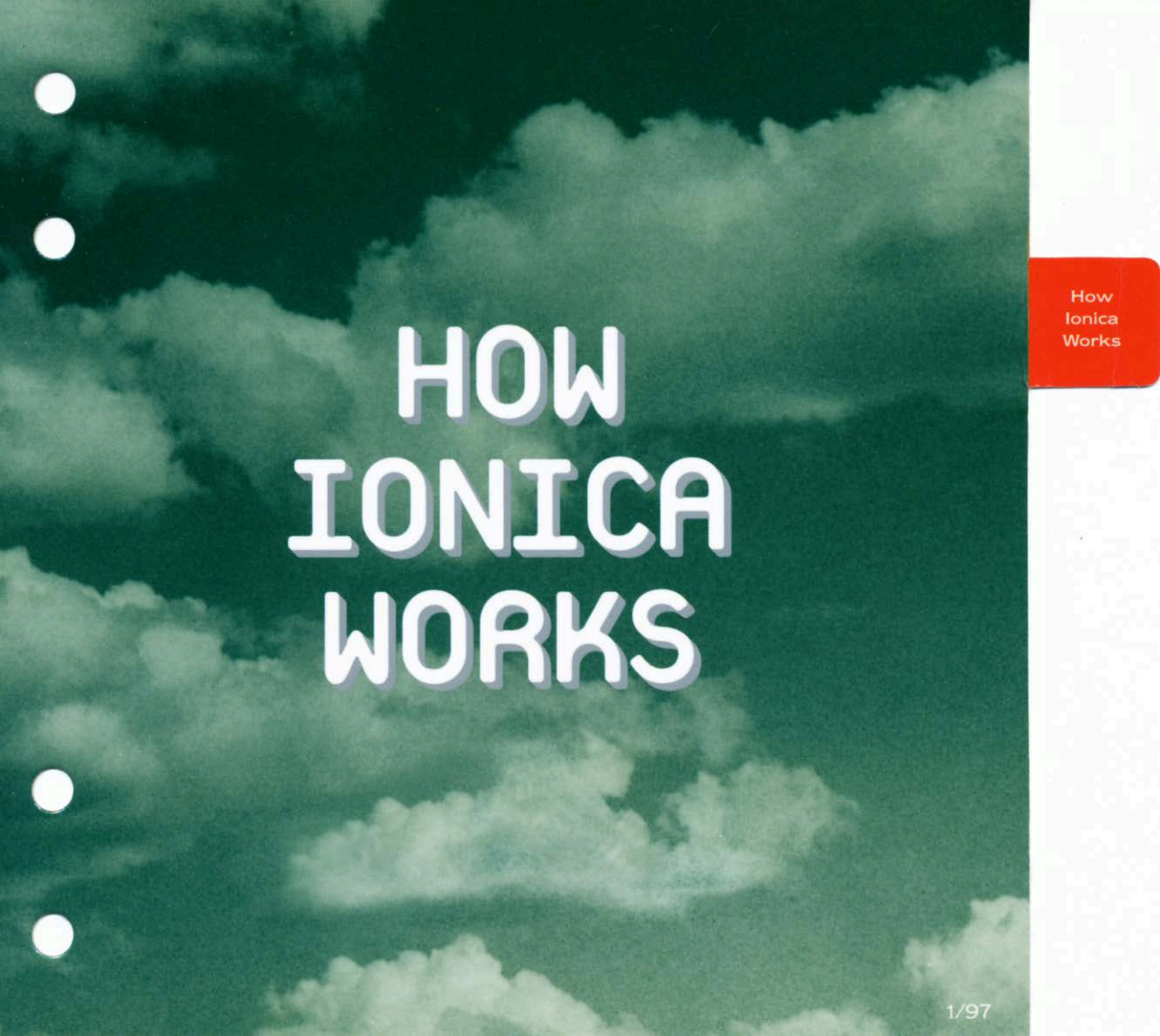
To arrange for your ***Second Line*** to be activated, simply call Ionica Sales on 120.

Note:

As Who's It For? will be the same on the Second Line, you may wish to use a different type of phone for each line. This will allow you to distinguish between ringing tones from your first and Second Line.







HOW IONICA WORKS

How
Ionica
Works

HOW IONICA WORKS

The equipment

To enable you to use the Ionica service, we have installed:

1. A small aerial on the outside of your property.



2. A small maintenance box on the outside wall.



3. A two line telephone socket into which you plug your telephones, faxes or modems.



4. A small power unit which converts your domestic AC mains supply to a lower voltage. It also contains a back-up battery as an alternative in the event of a mains power failure. (Please see 'Care of the power unit' section for special care instructions).



cont...

HOW IONICA WORKS

How it works

The Ionica telephone service uses advanced digital radiowave technology to transmit your calls through the air.



1. Your telephone plugs into the Ionica socket.



2. Your call is transmitted via the aerial to an Ionica base station.

Call security

The digital technology we use transmits your calls in a scrambled format. This ensures your conversations remain private.



3. The base station relays your call to an Ionica exchange.



4. The Ionica exchange takes your call to any destination in the world.





EXTENSION WIRING

Extension
Wiring

EXTENSION WIRING

It's easy to add an extension to your Ionica line. You can arrange for Ionica to do it for you by calling Customer Service on 150. They will advise you of the relevant charge. Or you can do it yourself by following the instructions provided here.

You can install extensions to one or both lines using standard wiring and extension kits available in many DIY shops. Please bear in mind that we will need to make a charge if Ionica is called out because extension wiring has been fitted incorrectly.

Extension wiring for a single socket

You can add a single socket extension to one or both Ionica lines using a standard 6 core wiring and extension kit. These kits normally include wiring instructions which explain how to connect your extensions to the main telephone socket.

IMPORTANT:

Make sure the coloured wires of the extension cabling are terminated at the corresponding numbered connections (see 'Line One' table overleaf) in both the extension and Ionica sockets. Do not use connections 1 and 6.

cont...

EXTENSION WIRING

Extension wiring for a double socket

You may wish to have an extension socket for both Isonica lines in one room of your house (e.g. in the study). In this case you will need a double socket extension and the appropriate wiring, which is an 8 core/wire telephony cable. (This may be available from larger DIY and specialist outlets).

IMPORTANT:

Using a standard 8 core/wire telephony cable, you need to connect the first four wires as shown for Line One and the remaining four wires (for the Second Line) as described opposite.

Line One	
1	not used
2	blue wire with white rings
3	orange wire with white rings
4	white wire with orange rings
5	white wire with blue rings
6	not used

Line Two	
1	not used
2	green wire with white rings
3	brown wire with white rings
4	white wire with brown rings
5	white wire with green rings
6	not used







HELP AND ADVICE

Help And
Advice

HELP AND ADVICE

You can report a fault 24 hours a day, 365 days a year by calling Customer Service on 150 from your Ionica telephone or 01 223 223 150 from any other telephone. If your Ionica line is not working, call 0800 223 150 from any other telephone.

Standard maintenance

In the event of a fault with your Ionica line, our standard maintenance service ensures you won't be waiting long for us to put it right. We will be able to fix any fault you report within 12 working hours. If we need to visit your home, we will still meet this promise provided we can contact you, when we need to, to arrange the necessary access. Our working hours are between 8.30am and 5.30pm, 7 days a week (excluding Bank Holidays).

Priority maintenance

The Ionica priority maintenance service has been developed for those who need 24 hour telephone cover. With this service, we guarantee to fix the fault within 5 hours provided you can give our engineer access to your home or office. You can report a fault 24 hours a day, 365 days a year.

Should you have any problems with the system, please check the Trouble Shooting section first to ensure the fault is not in your own telephone equipment. If Ionica is called out and the fault is found to be with your telephone, we may charge you for the visit.

Mains power failure

In the event of a mains power failure, the battery in the power supply unit will provide standby power for several hours, depending on usage.

cont...

HELP AND ADVICE



The life of the battery is approximately four years. We will replace the battery automatically during routine maintenance visits.

Care of the power unit

DANGER – This unit contains mains voltage and must be serviced by qualified personnel. It supplies power to the external aerial either from the electricity mains or, in the event of a mains failure, from a 12v back-up battery.

Operation

The unit's mode of operation is shown by:

- A **green** indicator  meaning the mains power is being used.
- A **red** indicator  means the battery standby is working.

Battery failure and replacement

Do not attempt to gain access to the unit. The battery should last for approximately four years. Ionica will contact you when it needs to be replaced. If, however, a new battery is needed before this time, please contact Customer Service on 150.

Operating Mode	State of RED indicator	State of GREEN indicator
Normal mains operation	OFF	ON
Battery operation (no mains)	ON	OFF
Battery flat and no mains supply	OFF	OFF

Care

The power unit is designed for installation in a general, domestic environment but the following points (see over) should be observed to prevent damage.

cont...

HELP AND ADVICE

Please do not

- subject the unit to any knocks
- cover or prevent free flow of air to the unit
- apply any harsh cleaning agents or abrasive materials to the case
- allow water or any liquid to enter the unit (see Precautions)

If you wish to clean the unit from time to time, use only a damp cloth and a diluted detergent.

Precautions

While cleaning, in case of spillage of liquid into the unit, please switch off the mains power to the unit by removing the plug or switching off at the mains supply. If a spillage does occur, DO NOT switch on the unit. Contact Ionica immediately on 150 from your Ionica telephone (if working) or 01 223 223 150 from any other telephone.



Transferring your old number

If you decided to keep your existing BT number you will simply retain your existing line for a short while until we can transfer your number onto the Ionica service. However, you can immediately give out your other two Ionica numbers.

Should you have any problems please call Customer Service on 150.

Directory listings

When you joined Ionica, we would have asked you whether you wished to be included in the telephone directory. You may have decided:

- to keep your existing phone number in which case your directory entry will have remained unchanged

cont...

HELP AND ADVICE

- not to keep your existing number which means your first Ionica telephone number (printed on your Installation Confirmation form) will appear in the next edition of the phone book, as well as being available through Directory Enquiries almost immediately
- to be ex-directory, in which case your phone number will not appear in the phone book or be available from Directory Enquiries
- to have your number available from Directory Enquiries but not appear in the phone book

You will automatically receive a phone book when one is printed for your area. If you are unsure about your Directory listings please contact Customer Service on 150.

Malicious calls

If you receive any malicious calls, please call Customer Service on 150. We can help you with advice on how to tackle the problem. If necessary, we will assist you in contacting the police.

Data protection

Information about our customers obtained in the course of running our business will be treated as confidential. Data will not be passed to anyone outside Ionica without your prior consent, except:

- to the appropriate authorities in the prevention or detection of a criminal offence or in the interests of national security (as required by law)
- for auditing accounts or to an organisation collecting bad debt
- information which has already been published or has been given to Ionica to be published

cont...

HELP AND ADVICE

- statistical information about customers' accounts, only if the customer concerned cannot be identified by the information

In addition to being registered under the Data Protection Act, Ionica can also help you register on the Telephone Preference Scheme (TPS). Supported by OFTEL and all the major UK telephone operators, the TPS is an independent service set up to help you avoid unwelcome telephone calls. It allows you to tell companies that you are not interested in receiving unsolicited calls from them. Registering with the scheme is free. For further information and a reply paid registration form, simply call Customer Service on 150.

Complaints

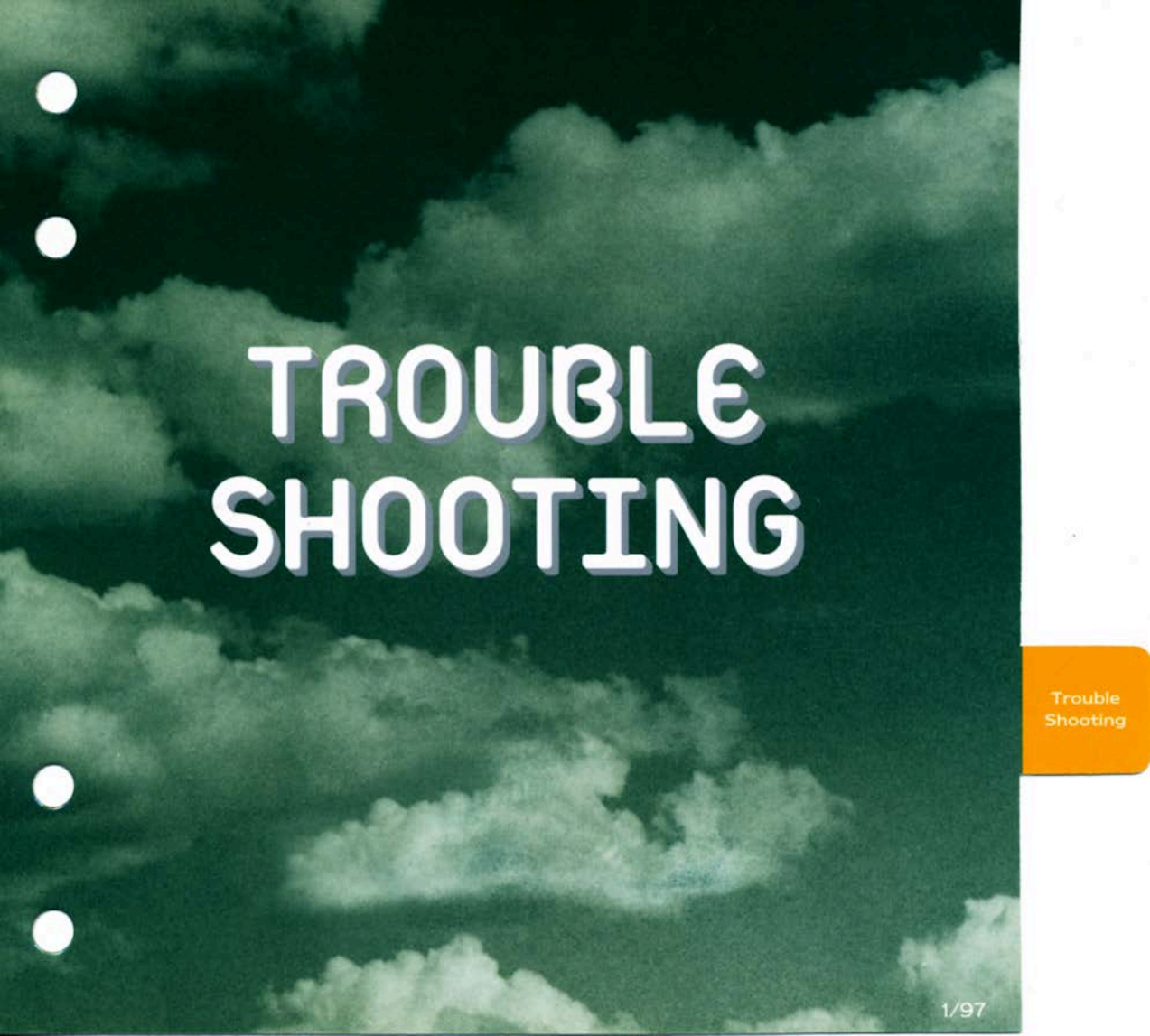
If, for any reason, you may not be happy with the Ionica service, please contact us immediately to discuss your complaint. Call Customer Service on 150 and we will make every effort to put matters right straight away.

If you are having difficulty resolving a telecommunications problem, you may wish to contact the Office of Telecommunications (OFTEL). This is a non-ministerial Government Department, set up by Parliament in 1984 to regulate the telecommunications industry within the UK.

OFTEL is headed by a Director General who has legal powers to ensure that all telecommunications operators meet their licence obligations. It is also supported by six Advisory Committees on Telecommunications (ACTs). The address for OFTEL is 50 Ludgate Hill, London EC4M 7JJ.







TROUBLE SHOOTING

Trouble
Shooting

TROUBLE SHOOTING

If you have any problems with your Ionica service, it could be something simple that can be easily resolved. Check this guide first to see if you can fix it yourself. Then, if the problem persists, please call Customer Service on 150 from your Ionica telephone, or 01 223 223 150 from any other telephone. If your Ionica line is not working at all, call 0800 223 150 from any other telephone.

No dial tone

- Check that your telephone is securely plugged into the socket and that its cable hasn't been damaged in any way
- Make sure that your telephone is plugged into line one (on the left as you face the socket)
- If it's a telephone that requires mains power (e.g. a cordless telephone), make sure the mains unit is plugged in and switched on

- Check all extension handsets (if you have any) have been put back fully on their cradles after they were last used
- If you have another handset in the house, swap it with the one that's giving you problems. If you now get a dial tone, take your original handset back to where you bought it for repair
- Check that your power unit has not become unplugged from the electrical mains supply. The green light will be on if the mains electricity is connected. If the red light is showing, indicating the battery back-up is operating, check the mains connection and socket to ensure that the power unit is plugged in and switched on. If there are no lights, or the red light remains on, call Customer Service on 150

cont...

TROUBLE SHOOTING

Continuous engaged tone on a particular number

- The engaged tone normally indicates the number you are dialling is busy. If you feel that the particular number should not be engaged, call the Operator on 100 and request a check on that line

Unobtainable number tone on a particular number

- Ensure that *Call Barring* is not activated for that number
- Check that you're trying the correct number. If you are, call the Operator on 100

No calls coming through

- Please read the section 'No dial tone'
- Check to see if the ringing tone switch on the side of your telephone has accidentally been switched off
- Check to see whether you have *Call Divert* switched on

- Check that the Ring Equivalence Number (REN) of all your home telephones does not add up to more than four. Please note, this information will appear on the underside of your phone or within the manual

Can't activate Ionica features

- Check that the phone you are using is switched to tone dialling and not to earth or pulse. To do this, most phones have a switch on them that needs to be set to any of the following: TONE, TTB, MFT, TB, TBR or T





BILLING

BILLING

Helpful options

As part of Ionica's standard service, we provide the following three billing options at no extra charge. These options have been specially designed to help you keep control of your telephone bill.

Itemised Bills – For your convenience, you can choose the level at which your calls start to be itemised. This is currently set at calls for 10p and over. You can change this level to suit your needs simply by calling Customer Service on 150.

Current Call Balance – To find out the current level of spending on your telephone call charges, just call Customer Service. They can tell you how much you have spent on calls in a particular quarter. The balance excludes VAT, line rental, Optional Feature charges, and any international and operator calls.

Allocated Billing – If you have more than one person in your household who contributes towards the telephone bill, this service is ideal. It provides separate totals for call charges

(excluding VAT). So you know exactly how much each person has spent on calls.

It works very simply. Each person enters a two digit code before making their call. Then, when you receive the bill, there will be a separate itemised total for each code. But do please note, once *Allocated Billing* is set up, even calls to collect Voice Mail messages or using any features which operate with * or # will need the two digit code entered first.

You can choose your own codes, these can be any combination except 00, 11 and 99.

So, if you would like to have this service, just call Customer Service on 150 and ask them to arrange *Allocated Billing* for you.

cont...

BILLING

Paying your bill

Direct Debit is Ionica's standard method of payment. We ask you to pay this way because we believe it is more convenient for you and it allows us to keep our charges as low as possible. You can pay your Ionica bill by cheque, but there is an additional charge for this.

Cheques should be made payable to Ionica. Please send it with the payment slip from the bottom of your bill in the envelope provided. Ensure the pre-printed address is showing clearly through the envelope window. You can also pay at a bank or post office by Giro slip (payment is due 14 days from the billing date).

Direct Debit customers receive their bill at least 14 days prior to the date of debit collection.

If you have any questions about your bill when you've received it, just call Customer Service on 150. We will suspend payment on the queried amount until it is resolved.



Overdue payments

Your Ionica bill is payable upon receipt. If payment is not received by the due date, we will send you a reminder of your outstanding accounts. Thereafter, continued non-payment will result firstly in outgoing calls being barred (except 150, 120 and 999/112), and finally may result in complete disconnection.

If you are experiencing any difficulties in paying your bill, please contact Customer Accounts on 157. We always try to be helpful to any of our customers who are experiencing genuine difficulties in paying.

If you have a genuine dispute which we are investigating, we will not disconnect your telephone service provided you pay the amount not in dispute.

cont...

BILLING

Explaining your bill


Telephone number

Bill period

Total outstanding

Payment received
to date:

If an amendment
is made to your
account following
a bill query it will
appear here.



Mr Ben Clark
24 Histon High Street
Histon
Cambridgeshire
CB3 7EE
0900 0000000/001025

TONICA
COWLEY ROAD
CAMBRIDGE
CB4 4AS

15 January 1997

Your telephone bill

for Cambridge 01223 000300

Dear Mr Clark,
Please find enclosed your telephone bill for the period from
10 December to 9 January. Payment of this bill is due now.
If you have any questions, please call on 150.

Total outstanding before this bill	£ 0.0
Payment received, 17 December with thanks	£ 15.00
<hr/>	
Balance outstanding	£ -15.00
Total charges from 10 December to 9 January	£ 36.47
<hr/>	
Total outstanding to be (paid/refunded)	£ 21.47

Payment of 21.47 will be made by direct debit on or around 23 January

Total charges:

For billing period
(including VAT).

Total outstanding:

Due by either Direct
Debit or cheque.

Postal payment slip:


To be sent with your
payment.

This shows the telephone number that the charges listed below relate to.

Line rental charges:
For the stated billing period.

Optional features:
Rental charge.

Itemised calls:
Total charge.



Mr Ben Clark
24 Histon High Street
Histon
Cambridgeshire
CB3 7EB

IONICA
COWLEY ROAD
CAMBRIDGE
CB4 4AS
VAT Registration No. 290 3882 99
Bill reference: \ 10000000403/2
Date (and tax point): 15 January 1997

Summary of charges
for Cambridge 01223 000700

Cambridge 01223 000700

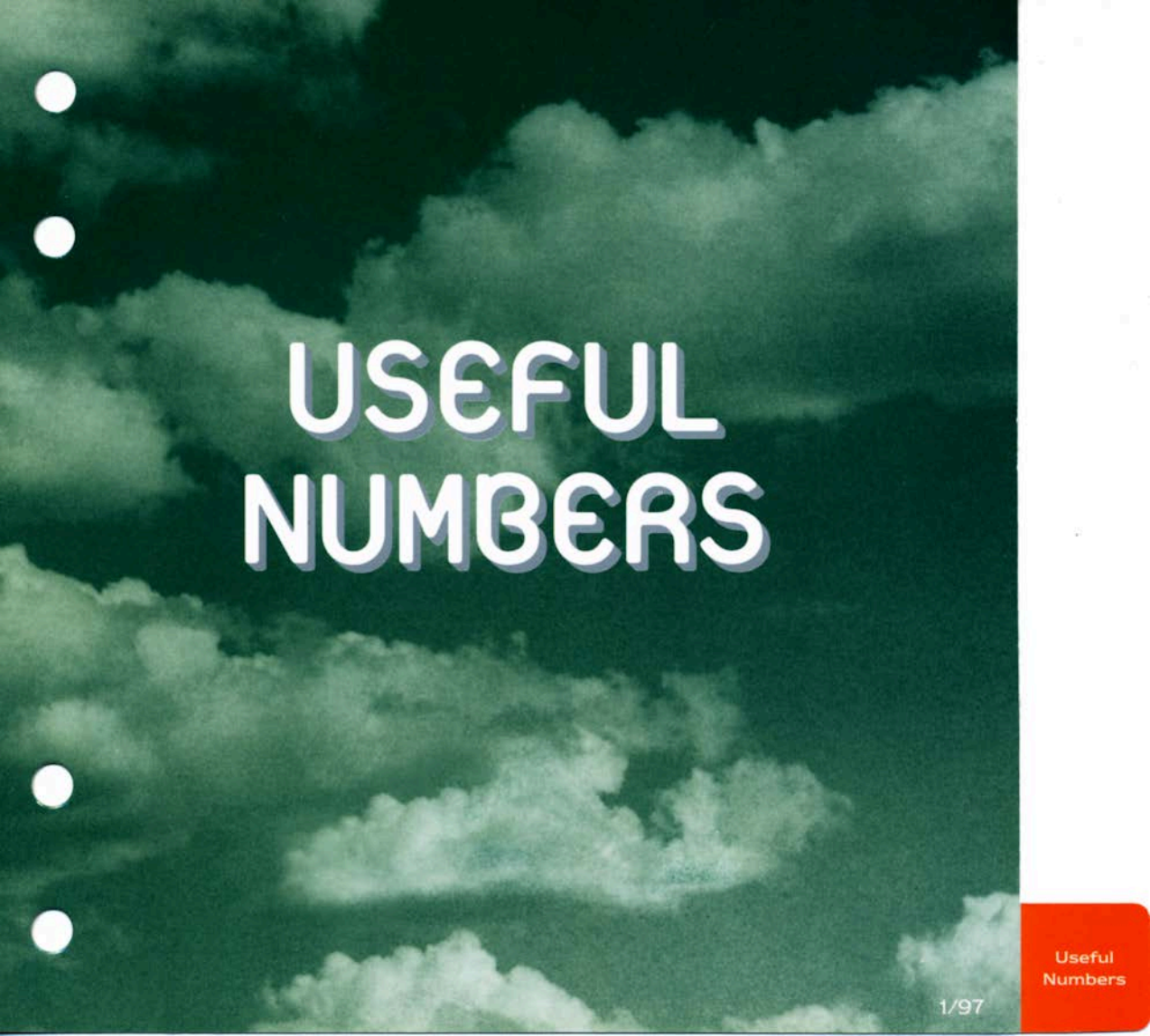
Line Rental (including free features) <i>from 10 December to 9 January</i>	£ 15.00
Call Waiting <i>from 10 December to 9 January</i>	£15.03
Charges for itemised calls	£ 0.0
Charges for non-itemised calls	
Sub total	£ 31.04
VAT at 17.5%	£ 5.43
Total	£ 36.47

Non-itemised calls:
Total charge.

Sub total:
Excluding VAT.

Total:
Including VAT. This figure is carried forward onto the front sheet.





USEFUL NUMBERS

USEFUL NUMBERS

Ionica Customer Service numbers

You can call the following Ionica numbers 24 hours a day, 7 days a week, direct from your Ionica telephone, at no charge:

Ionica Customer Service – 150 For bill enquiries, general enquiries, or to report a fault. You may also contact us on 01 223 233 150 from any other telephone (you will be charged for this call).

Ionica Sales – 120 To order any Optional Features.

Ionica Operator Service – 100 For any problems with connecting a call or ringing a number.[†]

Emergency numbers

Emergency Fault Reporting – 0800 223 150 If your Ionica telephone line is not working, call this number from another phone.

Emergency Services – 999 or 112 Police, fire or ambulance service.

Directory Enquiries

International Operator – 155 For problems connecting or ringing an international number.

The International Operator call is free. The following directory enquiry numbers carry a small charge (refer to your Tariff guide for details):

UK Directory Enquiries – 192 For any two listed UK telephone numbers.

International Directory Enquiries – 153 For non-UK telephone numbers.

Speaking Clock – 123 To hear the correct time any time of the day.

†If you are connected via the operator you will be charged for your call.

cont...

USEFUL NUMBERS

If you would like to write to us, please address your correspondence to: **Ionica Customer Service, Cowley Road, Cambridge, CB4 4AS.**



