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## *NetWatchman* White Paper Series

### **Stay Connected with CallerID Features**

As you are probably aware, CallerID is a feature available from your phone company in most areas. You may not be aware that CallerID actually comes in several formats. In some areas your telephone company sends a signal that includes the caller's name and significant other data. In many areas the phone company only sends the telephone number of the caller. The caller can elect not to send their information. Most people who elect not to send their information do so for all of their outbound calls. In some service areas, telephone companies provide a special dialing sequence that callers can also use on a call-by-call basis --- permitting their information to be sent except on specific calls they identify. Even if you block the sending of outbound information, calls placed to toll free numbers (800, 877, 866) and calls placed to 900, 976 numbers almost always provide the information despite your blocking. Of course, 911 emergency calls almost always send your vital information to the emergency 911 dispatcher. You can subscribe to receive the CallerID signals from others who call you even if you elect not to send your own CallerID information to others as you originate calls.

Although the technical detail of CallerID is not important, you might be interested to know that the signal travels down your phone line as a burst of tone between the first and second ring of the phone. As such, if you pickup an incoming call between the first and second rings (or programming your answering machine to pickup), the CallerID information is lost. Also, in many areas, forwarding your phone to another number results in CallerID not being delivered to your first number (the phone number being forwarded "from" does not receive the signal even though it may ring once).

NetWatchman includes the capability of receiving, decoding and using inbound CallerID signals. (NetWatchman may not receive CallerID signals when they are delivered inside of a "call waiting" burst). Of course, to use this features you must subscribe to the service from your phone company so that they actually send the signal. If you do subscribe to CallerID you'll notice that *NetWatchman responds more rapidly to externally initiated internet commands when you have CallerID*. (That is, when you attempt to access NetWatchman remotely via the internet you'll receive a faster response if your phone line has CallerID). Although CallerID greatly enhances NetWatchman's operation and is recommended, CallerID is not required. However, the add-on features listed in this white paper do assume that you subscribe to CallerID.

## **Special Topic**

### **How do I know if my telephone company is properly delivering CallerID?**

Obviously, if you have phones that display the incoming CallerID information...that's the simplest test. But if you do not own such a phone you can probably test CallerID with your own ear. As noted above, CallerID is delivered as a set of tones you can hear over the phone line. The tones appear between the first and second ring. Try calling your phone from another line (or your cell). Pick up the phone between the first and second ring and listen for something that sounds like an old-fashioned modem --- that's the CallerID signal you're looking for. It may take several attempts to get the timing just right.

### **Add-A-Feature: CallerID Number Logging (A861)**

#### ***See a Log of the calls you missed from anywhere via the web or email***

As you are aware, every NetWatchman includes powerful logging capabilities. You can access the logs via the internet. If you need the information more frequently you can setup frequent emails that are sent to you. CallerID Number logging is an important enhancement to this logging.

### **Add-A-Feature: Send Additional Logs (A835)**

Every NetWatchman includes a feature that periodically sends you log information via email. Without additional charge, you can further customize this feature to send logs on a particular day (perhaps you'd like the logs sent on the day after your housekeeper typically arrives). If you need logs more frequently --- perhaps several times per week --- you can purchase a more customized log schedule.

### **Add-A-Feature: CallerID Name Logging (A862)**

In addition to logging incoming numbers provided by your telephone service, this feature will place the caller's name in your log. (Note that this information may not be available from your phone company and may not be delivered on every call. If you purchase this feature license and the service is unavailable, we'll be glad to delete the feature and credit your account).

### **Add-A-Feature: CallerID Email Notification (A863)**

#### ***Receive an email at work or on your cell when critical callers are trying to reach you.***

For each instance of this feature license you'll be able to identify a critically important incoming telephone number. When that number tries to call you, you'll receive an email at the email address you've specified for your pager/cell. The feature operates only when your NetWatchman is in "away" mode (avoiding nuisance emails when the caller has actually reached you when you are at home). If you have voicemail or an answering machine, this feature works nicely to let you know that a critical message may be waiting. (Your answering machine must pick up after the second ring. In addition,

the sum of your outbound message plus the limit on incoming message must be less than 2:45 (2 minutes, 45 seconds)). Of course, your special caller must not block their sending of CallerID for this feature to properly operate.

#### **Add-A-Feature: Signal Important Callers (A864)**

##### ***Sound a chime or flash a light to let me know this caller is important***

Many people screen their calls when they're at home. Some even turn off the ringers on their phones to avoid unwanted interruptions. NetWatchman customers who have purchased Home Automation can combine automation with CallerID to create a powerful call screening capability. For each instance of this feature license you'll be able to identify an incoming telephone number that activates designated home automation devices. Plug in chime modules ([www.X10.com](http://www.X10.com) part UM-506) throughout the house and receive a pleasant chime signal when important callers are trying to reach you. You can also setup NetWatchman to briefly sound a distinct beep pattern on its system-wide beepers. Or, identify lamps, plug-in night lights or other similar devices – you decide. If you are operating lights, you can also select the turn off delay (they turn on when the call arrives and stay on for the number of minutes you specify). This feature does not operate when NetWatchman is in 'away' or 'vacation' mode (after all, you're not there!). You can also select whether this function operates only while 'at home', only while at 'night' or both.

#### **Add-A-Feature: Automatic Disarm with CallerID (B865)**

If you're a technology enthusiast, this one's cool! NetWatchman permits you to automatically disarm using CallerID as part of the security procedure. Here's how it works. Call your home or vacation cabin as you drive up. Open a designated door (or trip a designated motion sensor) as you enter with your key. Perhaps it's the garage door opener. When NetWatchman receives your CallerID and sees that particular sensor activate (first...before any other sensor and within 2 minutes of the CallerID), NetWatchman automatically disarms (and, of course, makes appropriate log entries).

If you also have home automation features, you can program a light (perhaps an externally visible light such as your front porch light) to turn on. This is a confirmation that your CallerID was received and that automatic disarm is ready to occur (of course...you still need to enter through the *designated door/sensor*). The light should shutoff when the entry window ends or automatic disarm completes. Assuming the person who is entering also has a disarm fob and knows how to use that fob in the event of a CallerID failure, then this home automation ('turn-on-the-lights-confirmation') feature is cool...but not required. However, if you are *relying* upon CallerID as the primary disarm method for a guest, then you must have this home automation feature installed and you must advise the guest to look for the lighting signal **prior to entering** (otherwise a CallerID failure causes a false alarm when they enter and can't shutoff the alarm).

Because CallerID signals can be faked, you should not use this feature for highly valued properties where professional thieves may be a factor. However, for an average home the risk may be acceptable and the feature is really cool.