

SDX
INDeX[®]
THE RIGHT RESPONSE FOR BUSINESS



INDeX
AT1 Users Guide



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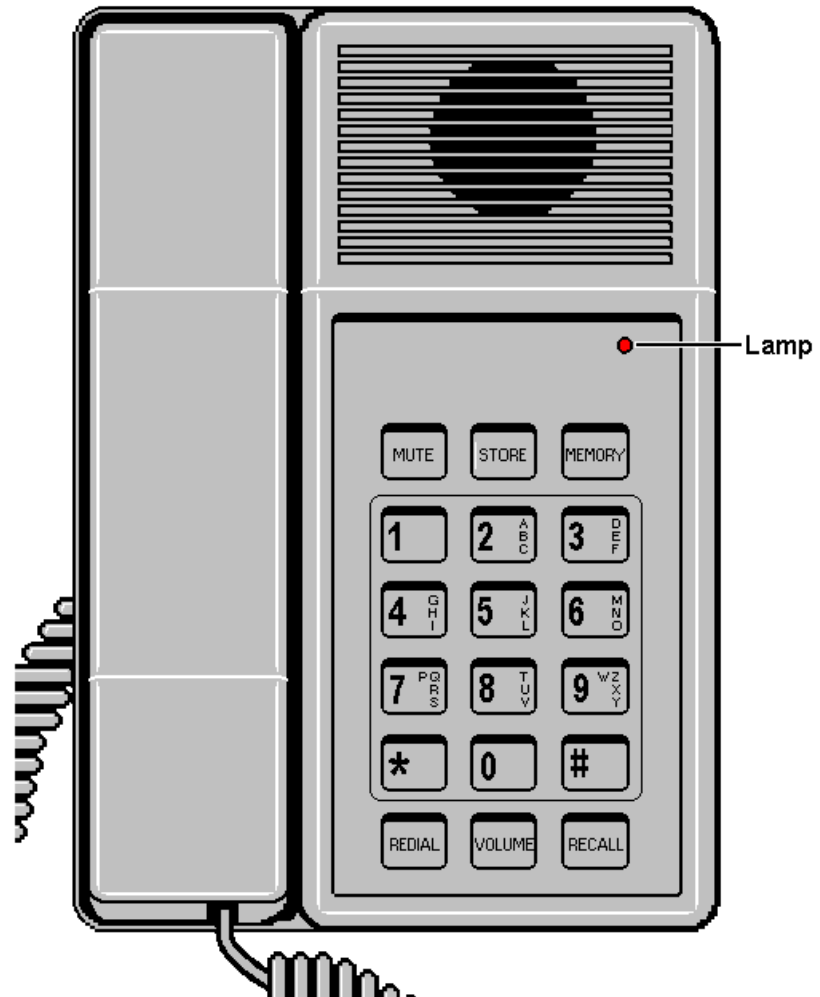
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Introduction

Using this Guide

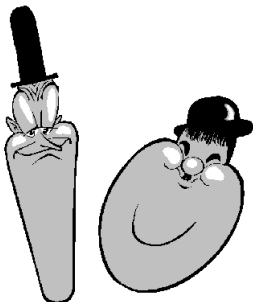


This guide covers the SDX AT1 telephone. The AT1 is an analogue telephone for use on standard telephone lines and on PBX analogue extensions.



Further Help

"Why don't you do something to help me?"
Stan Laurel 1947.



This guide is also available in several computer formats (eg. *Windows Help*, *Adobe Acrobat*). Contact your System Manager to obtain copies or download them from the SDX Business System internet site (<http://www.sdxplc.com>).

Connecting the AT1

The AT1 can be connected to most analogue telephone sockets. If connected to a socket on a private telephone system check with the System Manager that the socket is suitable for analogue phones.

- Connect the handset lead to the socket marked **H/SET** on the base of the AT1.
- Connect the phone lead from wall socket to the socket marked **LINE** on the base of the AT1.

Mode Switches

The base of the AT1 includes two switches for selecting different dialling and recall methods. Contact your telephone line provider if unsure of the type of signalling you should be using.

- **Dialling Mode Switch**
For MF (also called tone dialling) or LD (also called pulse dialling) put the first switch to either the **MF** or **LD** positions respectively. MF is more common and can access more telephone service but lines that use LD signalling still exist.
- **Recall Mode Switch**
The second switch selects either Earth Loop recall (marked as **EL**) or Time Break recall (marked as **TB**). If connected to an SDX INDeX telephone system select TB, otherwise consult with your line provider.

REN Values

To ring properly when a call arrives all phones draw a small current from the telephone line. All telephone devices have a REN value, a measure of how many currents unit they need to ring properly.

Most telephone lines can provide ringing current for a total REN of 4. If the total REN of all the devices on the line exceeds that value, then some of the devices may not ring when calls arrive.

If it is necessary to connect more devices to a line than it can support, equipment exists that can increase the total REN provided by the line. Contact your line provider for details.

- The AT1 has a REN of 1. It can share the same telephone line as other telephone devices so long as the total REN does not exceed that of the line (usually 4).

AT1 Approvals

The apparatus is suitable for connection to the PSTN or suitable PBX supporting DTMF or loop-disconnect signalling.

This apparatus has been approved for use of the following facilities:

- DTMF and loop-disconnect signalling.
- Mute.
- Dual level receive volume control.

Any other usage will invalidate the approval of the apparatus if as a result it then ceases to comply with the standards against which the approval was granted.

This apparatus is capable of 999 calls to the emergency services.

AT1 Features

Switching from LD to MF During a Call

If the AT1 is set for LD dialling, during a call you can switch to MF dialling by pressing the * key. The AT1 will remain in MF mode until the end of the call.

Redial Last Number

Pressing the **REDIAL** key dials out the number of the last manually dialled call. Note: If you have previously dialled LD digits and then switch to MF, only the LD digits are redialled.

Changing the Caller Volume

During a call, pressing the **VOLUME** changes the caller volume between normal and loud.

Message Waiting Lamp

The AT1 has a message waiting lamp. On systems that support message waiting, the lamp will flash periodically when a message has been left. The method for answering the message and clearing the lamp will vary according to the system that left the message.

The Memory Key

The AT1's **MEMORY** key can store a single number for quick dialling (ie. lift the handset and press **MEMORY**). The number can be up to 21 digits.

Setting the memory number

1. Lift the handset off-hook.
 2. Press **MUTE** and then **MEMORY**.
 3. Dial the number to store.
 4. Press **MUTE** again and replace the handset.
-

Recall

Some telephone systems require a recall signal to initiate special functions. Press **RECALL** to send this signal.

Mute

During a call, press **MUTE** to stop the caller from hearing you without ending the call. Press **MUTE** again to reconnect the caller.

Changing the Ringer

You can alter the volume and ring of the AT1's ringer.

1. Lift the handset off-hook.
 2. Press **MUTE** and then **#**.
 3. Press a key between **0** and **9**.
 - **1**: Quiet tone ring.
 - **2**: Tone ring.
 - **3**: Loud tone ring.
 - **4**: Quite normal ring.
 - **5**: Normal ring.
 - **6**: Loud normal ring (*the default setting*).
 - **7**: Quite rapid ring.
 - **8**: Rapid ring.
 - **9**: Loud rapid ring.
 - **0**: No Ring (*this setting is temporary until the AT1 is next used, then it returns to its previous setting*).
 4. Press **MUTE** again and replace the handset.
-

Stored Numbers

The AT1 can store 10 numbers for rapid dialling. Each number can be up to 21 digits.

Dialling a stored number

1. Lift the handset off-hook.
2. Press **STORE** and then the store to dial (**0** to **9**).

Setting a stored number

1. Lift the handset off-hook.
2. Press **MUTE** and then **STORE**.
3. Select the store number to use (**0** to **9**).
4. Dial the number to store.
5. Press **MUTE** again and replace the handset.

INDeX Features

Introduction

When used on an INDeX telephone system, the AT1 has access to a wide range of system features. This section of the guide covers those features. The AT1 telephone should only be used in the phone sockets indicated by your System Manager. It will not work in the sockets used by SDX DT and FT phones (and vice versa).

– **DT or FT?**

The system treats standard telephones in one of two ways; called **As FT** and **As DT**. Thus functions in this guide are marked as **FT only**, **DT only** or **FT & DT**. Contact your System Manager to find out which mode your system uses.

– **Network Features**

Your phone system may be part of a network linking several sites. Wherever possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and also the type of system at the other end of the link (ie. some links may be to non-SDX telephone systems).

Dialling Timeout

After you start dialling, if you do not dial another digit for several seconds the system assumes that you have finished dialling. The system then ignores any further digits that you dial. By default the timeout is 5 seconds though this varies between sites.

Since it is your phone that generates the audible dialling tones, the system's dialling timeout does not affect calls connected through the system to services that need to hear additional MF tones (eg. voice mail systems, BT star services, etc).

Telephone Tones & Ringing

The AT1 uses various tones and ringing to indicate calls and other events.

Incoming Calls:

- Repeated Double Ring: External call.
- Repeated Single Ring: Internal call.

During Calls:

- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

Outgoing Calls:

- **Continuous Tone:** Number called unobtainable or set to no calls. Phone locked, no external calls (or phone is barred).
- **Repeated Tone:** Busy number.
- **Dial Tone:** Dial number.
- **Repeated Single Pip:** Phone on divert or no calls.

Night Service

The system takes different areas into and out of night service automatically. It does this following timetables setup by the System Manager. The effects of night service vary, but typically they are as follows:

- **Lines:** The system directs calls to a night desk number or answer phone extension.
- **Phones:** The type of calls you can make becomes more restricted, eg. no international or long distance calls.

Quick Summary



= Replace handset. = Lift handset.

FT = Supported by system in FT mode only.

DT = Supported by system in DT mode only.

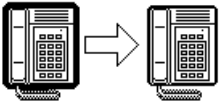
<value> = Enter value required (eg. phone number).

<pass> = Enter phone passcode (4-digits).

(note) = Note.

X..Y = Enter value in the range X to Y.

Making Calls



To make an external call: , 9, <external number>, (after call)

To make an internal call: , <extension number>, (after call)

To redial the last external number: , #, * (includes speed dials)

To make a page call: , *, 7, <group number>, speak, (after call)



Speed Dials, PIN's & Accounts



To use a system speed dial: , #, 100...999

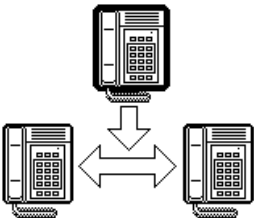
To use a personal speed dial: , #, 00...09

To store a personal speed dial: For external numbers, put **9** before the number.

DT – , *, 0, 00...09, <pass>, *, <no.>, #,

FT – , *, 0, 00...09, *, <no.>,

If Busy or Unanswered



To leave a message: 1,

This lights the lamp on the extension called and leaves your number as a message to reply (unless they have reached their limit of 5 messages).

To set a call back: 2,

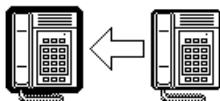
This rings you when that extension becomes free or is next used.

To camp on & wait: 3

This flashes the lamp on the busy phone if an SDX feature phone.

To cancel camp on:

Answering Calls



To answer a call:

To pickup calls: To use this feature you must first have a pickup group number set.

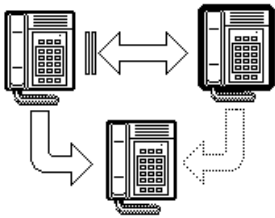
, RECALL, #

To set pickup no.: You can set a group or extension as your pickup number.

DT – , *, 0, 4, 2, <pass>, * (clear), <group no.>, #,

FT – , *, 0, 1, * (clear), <group no.>,

Transfer, Park & Hold Calls



To transfer a call: RECALL, <extension no.>, ☎

To hold/unhold a call: RECALL

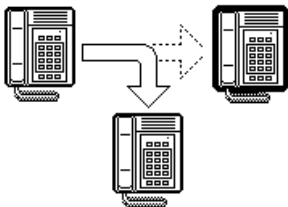
Note: Replacing the handset parks the held call or transfers it if on another call.

To park call: RECALL, ☎

To retrieve a call you parked: ☎, *, 9

To retrieve a call parked elsewhere: ☎, <line no.>

Diverting Calls



Setting a divert number also switches its use on. Clearing the divert number switches it off.

To set a divert all:

DT – ☎, *, 0, 1, 0, <pass>, * (clear), <extension no.>, #, ☎

FT – ☎, *, 0, 4, * (clear), <extension no.>, ☎

To set a divert on busy number:

DT – ☎, *, 0, 1, 1, <pass>, * (clear), <extension no.>, #, ☎

FT – ☎, *, 0, 5, * (clear), <extension no.>, ☎

To set a divert on no answer number:

DT – ☎, *, 0, 1, 2, <pass>, * (clear), <extension no.>, #, ☎

FT – ☎, *, 0, 6, * (clear), <extension no.>, ☎

To switch no calls on/off:

DT – ☎, *, 0, 6 plus 0 (on) or 1 (off), ☎

FT – ☎, *, 0, 9 plus ☎ (on) or *, ☎ (off),

Ringer Controls



Ringer Timeout: Affects Callback, Group Ringing and Divert on No Answer

DT – ☎, *, 0, 1, 3, <pass>, * (clear), <time>, #, ☎

FT – ☎, *, 0, #, * (clear), <time>, ☎

Other Features



Set passcode: DT only – ☎, *, 0, 7, 0, <old passcode>, *, <new passcode>, ☎

Enter/exit group:

DT – ☎, *, 0, 4 plus 0 (enter) or 1 (exit), ☎

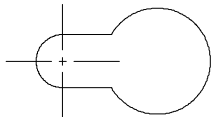
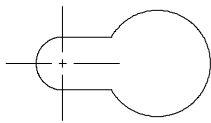
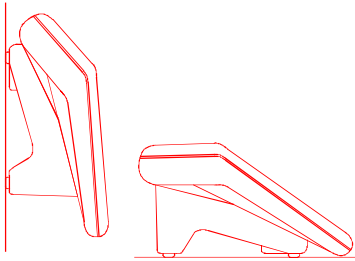
FT – ☎, *, 0, 3 plus ☎ (enter) or *, ☎ (exit),

Terminal Wall Mounting Brackets

Horizontal: 84mm between centres

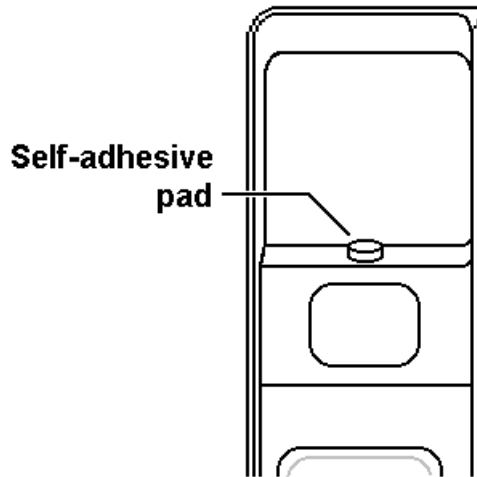
Use No.8 Pan or Round Head Screws

Clearances: Allow 170mm below,
70mm above, 40mm either side



Wall & Desk Brackets:

Plastic 'shoes' exist which clip onto the base of the AT1 phone. These raise the desktop viewing angle of the phone. They also reverse for phone wall mounting (*with the addition of two screws*). To do this you require one pair of brackets per phone. Each pair is supplied with self-adhesive rubber pads to retain the handset when wall mounting (*see the diagram below*). Screws and wall-fixings are not included as they vary with the wall type.



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