

INDeX INTERNATIONAL DISTRIBUTOR UPDATE

No.	Date	Title
51	31 st July 1997	Technical Enquiries & Escalations
52	12 th August 1997	INDeX DECT
53	8 th July 1997	Video Conferencing
54	1 st September 1997	DRC Controlled Release Registration Form
55	1 st September 1997	Voice97 Exhibition
56	8 th September 1997	Controlled Release of Level 7.0
57	16 th September 1997	INDeX Users
58	25 th September 1997	End of Year Stocktake
59	3 rd October 1997	Declaration of Conformity to the EMC Council
60	7 th October 1997	New Telephone Numbers for Export Department
61	21 st November 1997	Name change
62	21 st November 1997	Year 2000 Compliance
63	26 th November 1997	Christmas Shutdown
64	16 th December 1997	CTI strategy for export
65	10 th December 1997	Introduction of Level 7.1 and the CPU V Series
66	15 th December 1997	GN Netcom Headsets
67	15 th December 1997	Changed E-mails
68	17 th December 1997	Tony Dean
69	17 th December 1997	Withdrawal of Wallboard Options
70	6 th January 1998	David Robinson
71	23 rd January 1998	SDX International Fax Number
72	29 th January 1998	CeBIT Hanover
73	17 th February 1998	Introduction of the CPU V series
74	19 th February 1998	Marketing Material
75	27 th February 1998	End of Supply of non-V CPU series
76	3 rd March 1998	DECT-VB
77	8 th April 1998	SDX Announces Release of NOC
78	9 th April 1998	Appointment of Regional Operations Manager
79	9 th April 1998	Stocktake
80	14 th April 1998	Arrival of Mark Popkiewicz
81	29 th June 1998	Announcing the Release of the Networked Operators Console
82	27 th April 1998	SDX Appoints Mark Popkiewicz Vice President International
83	12 th May 1998	Retirement of Peter Parmella
84	19 th May 1998	CD ROM Version 1.1
85	3 rd September 1998	SDX CTI Products
86	4 th June 1998	Controlled Release of INDeX Level 7.2 & 7.1.1
87	3 rd July 1998	Announcing the INDeX DECT Survey Kit
88	25 th June 1998	Licence Key
89	3 rd July 1998	Improved Voice Manager Availability
90	8 th July 1998	New Optima Headset
91	15 th July 1998	General Release of INDeX Level 7.2
92	16 th September 1998	Changes in International Order Processing
93	24 th September 1998	Stocktake
94	8 th October 1998	Software Installation on New Voice Manager Systems
95	16 th October 1998	DT6
96	13 th November 1998	Orders and Forecasts
97	13 th November 1998	Core Systems Implementation
98	7 th December 1998	New Voice Variant "Starter"
99	7 th December 1998	Data Router Cassette Software Release 5.025R
100	2 nd February 1999	Release of New Options and Accessories for INDeX DECT

International Distributor Update

Update No: 0051

Date: 31st July 1997

Re: Technical Enquiries & Escalations

Following the announcements at the recent Distributor Principals Forum and the Product & Technical Forum, I am pleased to introduce a minor, but important, change to the procedure for raising all Technical enquiries and escalations with SDX Business Systems.

The benefits of the new method of working are:-

- You are provided with a single point of contact for all your Technical queries, whether they are about standard, established product, or newer items under test or trial. The hours of operation are 08-00 to 20-00 (GMT) Monday to Friday, with 24-hour availability when requested.
- All calls will be logged into the new Technical Support Call Management System (CMS), thereby giving a record of each call and the agreed actions. This information will allow for the tracking of an individual call to its conclusion and also provide an invaluable management tool for analysis of the nature and origin of the calls and will enable any adverse trends to be identified for action.
- If the enquiry and the agreed actions do not resolve the issue, then a formal escalation (copy on the Internet) will be raised which is reviewed at the weekly INDeX Technical Review to decide what further action is appropriate.
- Monthly reports will be generated for each country showing details of the number and type of calls made in the month, how many are still open and the number closed.
- Calls requiring the attention of Trevor Hewitt or Mike Lamb will be logged into the CMS and forwarded to them for action. This will provide a more comprehensive response to the many and different types of queries which you have from day-to-day.

This service will commence on 1st August 1997 and from this date all technical calls to SDX should go to the Technical Support Group on +44 1 707 364404, or fax on +44 1 707 364191, e-mail Tech.Support@sdxplc.com.

Issued by: Rob Andrew (ext 4150)

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International Distributor Update

Update No: 0052

Date: 12th August 1997

INDeX DECT

INDeX DECT Brochure

The 8 page INDeX DECT product brochure is now available. The brochure are £0.40 each and are sold in packs of 50. An initial quantity is being sent to each International Distributor. The order code for this item is **D-BRDECT**. The brochure contains a product overview of INDeX DECT and an introduction to the business benefits of cordless telephony.

DH1 Handset Accessories

The INDeX DECT DH1 cordless handset is to be complemented by the introduction of two accessories, a phone cover and a holster. Both items are manufactured in quality black leather specifically for the DH1. Each unit has a sturdy integrated belt clip, making them suitable for use during most physical activities. It is recommended that the clip of the DH1 is removed when used with these products.

The phone cover has a clear plastic front and need only be removed from the DH1 when the battery requires charging. The phone cover provides additional protection against physical damage and the ingress of moisture and dirt.

The holster provides a very secure method of carrying the DH1 on a belt and is particularly useful when engaged in physical activities, e.g. maintenance and warehouse work. The DH1 is removed from the holster to make and receive calls and for battery charging.

Both the phone cover and holster will be available from 18th August. Order details are shown below

Code	Description	Ex-works
DECT-DH1HOL	Black leather holster with belt clip for DH1	£11
DECT-DH1COV	Black leather phone cover with belt clip for DH1	£12

Revised Spares & Repairs

The INDeX DECT spares and repairs listed in the price list and announced at launch, are to be revised with immediate effect. The DCU-MD-DECT (DCU motherboard) and the PSU-DCU-DECT (DCU power supply unit) are withdrawn as spare parts and can no longer be ordered or repaired as individual items.

The DECT Control Unit complete with its power supply and motherboard will be introduced as a separate item and treated as a single item for spares, repairs and warranty purposes. Originally the DCU was only supplied as part of the startpack and not available separately.

INDeX DECT is subject to the same returns and out of box procedure as other INDeX products.

The following pricing information for spares and repairs should be used with immediate effect and replaces the relevant sections in the current price list.

INDeX DECT - Spares

Code	Description	Ex-works
CAB-DAB	DAB 5m Cable for TJF connection	£16
CAB-DCU/DEB	DCU/DEB 5m Cable for TJF connection	£16
CAB-DCU/PC	3m cable PC to DCU	£9
CAB-DCU/MOD	3m cable Modem to DCU	£9
CAB-DCU	DCU mains cable	£3
DCU-DECT	DCU complete with motherboard, PSU & bracket	£1250
PSUCH-DECT	4 Way / Single Charger PSU	£8
DH1BAT-DECT	DECT handset spare battery	£18
DH1CLIP-DECT	Clip for DH1 (packs of 20 only)	£6 pack

INDeX DECT - Repairs

INDeX DECT is supplied with a 12 month repair or replacement warranty, effective from date of invoice. The following is a price list for repairs carried out after the warranty expiry date.

Description - INDeX DECT Repairs	Ex-Works
DCU complete with motherboard & PSU	£680
DECT Alog Board (DAB)	£130
DECT Expansion Board (DEB)	£190
DECT Base Station (DBS)	£130
DH1 Handset*	£75

All items are refurbished to an “as new” standard.

DCUs should be returned for repair complete with motherboard and PSU, but with DEBs and DAB removed and returned separately.

* Price excludes renewal of DH1 battery. Repaired handsets will be returned with original battery, it is therefore advisable to return handsets for repair without the battery.

There is no repair service for chargers or charger PSUs.

Misleading Competitive Comparison

It has come to our attention that a competitor is circulating a comparison between INDeX DECT and their own DECT product. The comparison is misleading in many respects and entirely inaccurate in a number of areas. Whilst it would be inappropriate to name the competitor or the product concerned, it is important to provide accurate information concerning the areas of comparison, these are detailed below.

Analogue vs. Digital Connection

Connection to an analogue extension port on the interworking INDeX or PBX is required for each INDeX DECT DH1 cordless handset. This method of integration offers a number of benefits over digital connection:-

- Non-blocking full availability connection between INDeX and INDeX DECT. Therefore no complex traffic planning to determine the number of digital channels.
- INDeX DECT can be integrated with any PBX.
- DH1 cordless handsets are analogue extensions of the host INDeX or PBX and therefore have access to the all features of the host system. Furthermore if INDeX DECT is added to a legacy PBX, DH1 users do not need to learn new features or change existing working practices.
- Being feature transparent, INDeX DECT simply uses the intelligence and call routing capability of the host INDeX or PBX. This simplifies INDeX DECT installation, configuration and maintenance and removes the risk of interworking problems.

System Size

INDeX DECT has a maximum configuration of 16 base stations and 64 handsets. The average DECT system configuration in business applications is 6 base stations and 20 handsets. Therefore INDeX DECT clearly has the capacity to address the cordless market opportunity. It is expected that the average DECT system size will increase as the cordless market develops. Accordingly a development is planned for INDeX DECT that will increase the system capacity to 32 base stations and 128 handsets, delivery expected second half of 1998.

Handover and Roaming

Contrary to the competitor suggestion INDeX DECT supports the features of roaming and seamless handover. These features are generic functions of multi base station DECT technology. Handover is an instantaneous process that does not introduce any delay, disruption or distortion to speech quality. INDeX DECT users will not be aware that handover has occurred.

Additional Benefits of INDeX DECT

- Unlike many other products, including the competitor in question, INDeX DECT is fully GAP compliant. This is becoming a major requirement for purchasers of DECT systems and is a major point of product differentiation.
- The analogue integration method used by INDeX DECT means that it is compatible with almost any PBX, increasing the business opportunity of INDeX DECT as a value add sale.

Issued by:- Louisa Hilton (ext 4521)

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International Distributor Update

Update No: 0053

Date: 8th July 1997

Re: Video Conferencing

SDX International is reviewing the use of video conferencing for both general communication and training.

Can you please advise me if you have video conferencing installed at your offices.

If so, could you please advise me what system you have.
If not, do you intend to install a system in the near future?

If look forward to hearing from you, replies required by 15th September 1997.

Issued by : Louisa Hilton (ext 4521)

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International Distributor Update

Update No: 0054

Date: 1st September 1997

RE: DRC CONTROLLED RELEASE REGISTRATION FORM

Please find attached a DRC Controlled Release Registration Form. This form **MUST** be used when looking to place a potential order for DRC. No application for DRC will be reviewed unless the correct paperwork is in place.

If you have any queries regarding this procedure please do not hesitate to contact me.

Issued by: Louisa Hilton (ext 4521)

DRC Controlled Release Registration Form

1. Application Details

Reseller Name	
Contact Name	
Telephone Number	
Customer Name	
Address	
Contact Name	
Telephone Number	

2. System Details

CPU Type	
Current Software Level	
DSL Ports	
Alog Ports	
Alog Trunks	
DASS Channels	
PRI Channels	
DPNSS Channels	
BRI 'S' Channels	
BRI 'T' Channels	
Number of GCU's	

3. DRC Requirements

DRC Channels / Modems	
ISDN Connection	
X21 Connection	
IP Routing	
IPX Routing (Netware)	
Bridging	
Internet Access	
Home Workers	
LAN to LAN Connection	
Security Requirements	
Other Requirements	

BIS Date

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International Distributor Update

Update No: 0055

Date: 1st September 1997

Re: Voice97 EXHIBITION

SDX Business Systems will be attending the Voice97 Exhibition at Olympia in London on 7th, 8th and 9th October 1997.

We will be previewing some of our next generation products at this exhibition. The theme of the stand is INDeX - the complete business communications platform.

If you will be attending this exhibition, please advise me on what date.

Issued by : Louisa Hilton (ext. 4521)



International Distributor Update

Update No: 056

Date: 8th September 1997

Re: Controlled Release of Level 7.0

With immediate effect SDX Business Systems plc are pleased to announce that INDeX Level 7.0 software will be available on Controlled Release. The objective of this International Distributor Update is to highlight the **key features** of Level 7.0 software and the corresponding ordering mechanism.

Note: It is our current intention that subject to a satisfactory field performance all Export variants of CPU will be shipped with 7.0 as from the 20th of October 1997.

Level 7.0 provides the software platform to support a future range of second generation value added products. Also incorporated are a number of functionality enhancements which are detailed in the attached Level 7.0 Product Description and are summarised as follows:-

- Support of the Data Router Cassette
- DDI Routing Enhancements
- Mobile Number Feature
- DSS/BLF Enhancements
- Call Centre Enhancements
- Licence Key Enhancements
- Administration Enhancements

Compatibility

Level 7.0 software should only be installed on the latest version of CPU for the relevant country it is being installed in. It can be upgraded from any version of INDeX software, and is compatible with the Global Voice Manager 5.9, the Seltek Voice Manager 4.6, ACD 4.2/5.1/5.2 (for CPU's 200/400/800) and ACD 5.2 for use with the CPU 100.

Level 7.0 Software Upgrades

A Level 7.0 upgrade pack is being despatched free of charge to each Distributor. Additional packs may be ordered using the code INDEX-70 at £50 ex-works.

The upgrade packs will contain CPU 100, 200, 400 and 800 software at controlled release version, a country specific default disk and updated system programming, installation and maintenance sections of the engineering manual in both hard copy and Windows help file format.

The serial number of a CPU does not change when it is upgraded to Level 7.0. Therefore the licence keys previously supplied with CPUs remain valid after upgrading to Level 7.0.

The new features, facilities and associated benefits enabled by Level 7.0 are available to existing INDeX users as a simple upgrade. Although Level 7.0 is available free of charge to our Distributors, the opportunity exists for you to charge for the software element of upgrades to existing systems. To give you some guidance on this, SDX Business Systems are **suggesting** to their UK dealers a retail selling price of **£595** for the software element of Level 7.0 upgrades.

Feature Licence Keys

As per Level 6 software licence keys are required for WOC's, Visual Voice Mail Integration, CTI and Silent Monitor. The Cordless licence was introduced to enable integration with the Peacock RTS 1250 cordless system and also enable MF integration with third party devices. INDeX DECT does not require the use of the Cordless licence therefore in Level 7.0 the Cordless licence has been renamed **Divert Tones** and the functionality revised. Additionally, a licence key is no longer required for MF integration with third party devices, this is now enabled under the terminal menu as described in the product description. A level 6 series system with the Cordless licence enabled that is upgraded to level 7.0 will automatically have the Divert Tones licence enabled.

Systems using a SDX ACD Manager will require an **ACD Agent licence** corresponding to the maximum number of simultaneously logged on ACD agents. The Seltek Premier also uses an ACD agent log on code for each of its VM channels. Please remember to include these in the ACD Agent licence. For example, a system with a 30 agent ACD and a Seltek Voice Manager with 4 voice channels, will need an ACD Agent licence for a minimum of 34 agents. The closest available ACD Agent licence is for 35 agents. Refer to the INDeX Level 7.0 Product Description for further details and a list of available ACD Agent licences. The ACD Agent licence is currently FOC and only available to users of SDX ACD Manager and Seltek Premier Voice Manager.

The Mobile Numbers feature allows a DT and an associated INDeX DECT DH1 to share a single directory number. Refer to the INDeX Level 7.0 Product Description for further details. This feature is enabled by the new **Mobile Number licence**, which is FOC but will only be available to users of INDeX DECT.

Licence keys continue to remain free of charge and CPUs will continue to be supplied with licence keys for two WOC's and Visual Voice Mail Integration until further notice.

Note: All licence keys will be available from Louisa Hilton via the following e-mail address **L.Hilton@sdxplc.com**.

Default Country Database disk

This disc contains individual default files for the following countries :-

Belgium
Denmark
Finland
Holland
Ireland
Norway
Portugal
South Africa
Sweden

Note: The following countries use the core software's defaults Bahrain, Jersey, New Zealand and United Arab Emirates and therefore do not need to use any files on this disc.

The disc also has a file that describes how to load the database and a listing of what the defaults actually are.

Training

Unlike previous releases of INDeX software, it is not mandatory that engineers receive technical update training for Level 7.0. The documented changes in the installation, programming and maintenance manuals will provide the information an engineer will require to understand the changes from 6.3.1 to level 7.0. However, if any Distributor would like to attend a specific Level 7.0 workshop, please contact Carol Bell on + 44 1707 364154.

As level 7.0 goes into controlled release any future SDX Business Systems training courses will be run on the level 7.0 INDeX platform.

Issued by : Trevor Hewitt (ext. 4468)

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International Distributor Update

Update No: 0057

Date: 16th September 1997

Re: INDeX Users

The following document provides a list of major UK companies which use INDeX in their networks. Their ACD use is highlighted.

This document may be quoted from, but ***should not*** be issued in full, nor used in any published articles or publicity material.

Issued by : Peter Parmella (ext 4172)

A sample of companies **who chose SDX Business Systems plc**

This document lists a sample of companies using the INDeX or the SDX products. The companies are listed by business sectors and in alphabetical order for easier reference. The ✓ symbol means that the company is also an SDX ACD user. Please use this document with discretion.

Banks

ABN AMRO (Belgium)	Greig Middleton & Co
Abbey National ✓	Lloyds Bank
Allied Irish Bank ✓	Midland Bank
Barclays Bank ✓	National Westminster Bank ✓
Co-operative Bank	Royal Bank of Scotland
CoreStates Bank NA	State Bank of India
Diners Club ✓ (Sth Africa)	T. S. B. Bank ✓
Girobank Plc ✓	

Insurance Companies, Savings Societies & Pension Funds

Alliance & Leicester ✓	Prudential Corporation
Bristol & West	Scottish Amicable ✓
Britannia Building Society	Sedgwick Insurance
General Accident ✓	Sun Alliance ✓
Legal & General ✓	Sun Life of Canada
Lombard Central	United Friendly Insurance
Pearl Assurance	

Travel Companies

Air Iberia	Going Places
American Express Gold Card Travel	Holiday Autos ✓
AT Mays Ltd ✓	Lunn Poly ✓
Automobile Association	London Underground Limited
Bridge Travel ✓	Pickfords Travel
British Airways	Virgin Holidays ✓
Budget Rent-A-Car ✓	Virgin Atlantic
Columbia Tristar Home Video	Sabena Airlines ✓
Emirates Airlines ✓	South African Airways ✓
Eurodollar ✓	Thomas Cook Travel
Eurostar ✓	Trailfinders Travel Ltd ✓
French Railways Ltd	TravelBag plc. ✓
Gulf Air ✓	US Air Tours

Entertainment Companies

20th Century Fox Film Co
BBC ✓
Odeon Cinemas Ltd ✓
Warner Brothers
Columbia Tristar Home Video
United Artists

Channel 5 TV
CompuTicket ✓
Royal Albert Hall
Wembley Stadium
Elstree Film studios
Rank Organisation

Retailers

ADT auctions
Argos Distribution Ltd ✓
B & Q
Burton Group Plc.
Laura Ashley
Interflora ✓
Magnet (D.I.Y.)

Next Plc
Phones4U ✓ (*Netherlands*)
Sainsbury's Plc ✓
Somerfield Stores Ltd
Storehouse/BHS
W.H.Smith News ✓
Woolworths Plc ✓

Computer & Communications Companies

Cable & Wireless
Cellnet ✓
Canon (UK) Ltd
CompuServe ✓
Data General
Demon Internet Ltd
Elonex Ltd
IBM (UK) Ltd ✓
ICL
Hitachi
Nynex ✓
Hewlett-Packard Customer Services ✓

Microsoft
NEC
Nokia Telecommunications
Panasonic UK ✓
Psion UK
Racal-BRT Limited ✓
Samsung
Sun Microsystems
Telewest Communications
US Robotics Ltd ✓
Videotron
Wordperfect ✓

Oil, Gas & Power utilities

BP International
British Gas ✓
Esso ✓
North Thames Gas

National Power Plc
Shell Oil
South Western Gas

Food & Drink

Bass Brewers ✓
Britvic Soft Drinks
McDonalds

Tate & Lyle Plc.
United Distillers

Quaker Oats

Whitbread

Press

Consumer Which ✓
EMAP Newspapers
Financial Times Magazine

Hello Magazine
John Menzies
Reed Business Publishing ✓

Governmental organisations

Department of Social Security
Department of Transport
Ministry of Defence

Oftel ✓
Port of London Authority
Post Office IT

Express Delivery services/Freight

National Freight Corporation
Parceline Ltd ✓
Red Star Parcels ✓

Royal Mail ✓
United Parcel Service (UPS)
White Arrow Express

Others

Accurist Watches Limited
Blue Circle Industries
BMW (*Sth Africa*)
BUPA Hospitals Ltd
Dunlop Slazenger
GEC Avery ✓
Ford Motor Company (UK) Limited
FTSE International
Football Association
Hoover
Hyundai Shipping & Hyundai Finance
Kawasaki Motors
Kodak Ltd
Mac-Laren Motor Sports

Manpower
Leigh Environmental Limited
Rank Hovis
Peugeot (UK) Ltd
Renault Financial Services
Redland Roof Tiles Ltd
Reebok International
Remington
Rolls Royce
Softbank PSC
Sony Broadcasting ✓
Sotherby's
US Air Force



International Distributor Update

Update No: 0058

Date: 25th September 1997

END OF YEAR STOCKTAKE

Please be advised that SDX Business Systems plc will be undertaking a full and complete end of year Stocktake on **Wednesday 1st** and **Thursday 2nd October 1997** and so will not be processing or shipping any orders on those days.

Therefore there will be no shipments from our stores on Wednesday or Thursday - the first shipment will be on Friday 3rd October.

Please ensure these factors are taken fully into consideration when placing orders during w/c 29th September.

Issued by:- Louisa Hilton (ext 4521)



International Distributor Update

Update No: 0059

Date: 3rd October 1997

Re: Declaration of Conformity to the EMC Council

Attached is a copy of the Declaration of Conformity to the EMC Council Directive 89/336/EEC as amended by Article 9.4 of the Telecommunications Terminal Equipment Directive and Council Directive 92/31/EEC.

The declaration applies to the INDeX product range and, as a result, all INDeX product bears the appropriate CE marking.

It should be noted that no product or company-specific certificates are issued in the UK .

Prior to submitting the 'Declaration of Conformity' for INDeX, the product range was tested at the British Standards Institute (BSI) Laboratories to confirm that it meets the requirements of the EMC Council Directives.

Issued by: Rob Andrew (ext 4150)



International Distributor Update

Update No: 0060

Date: 7th October 1997

Re: New Telephone Numbers for the Export Department

Please find listed below new extension numbers and DDI numbers for the Export Department:-

<u>Name</u>	<u>Ext. Number</u>	<u>DDI Number</u>
Peter Parmella	4172	+ 44 1707 364172
Rob Andrew	4150	+ 44 1707 364150
Andy Cunningham	4179	+ 44 1707 364179
Louisa Hilton	4686	+ 44 1707 364686
Andy Parkinson	4687	+ 44 1707 364687
Philippe du Fou	4688	+ 44 1707 364688
Jango Poort	4689	+ 44 1707 364689
Mike Lamb	4690	+ 44 1707 364690
Trevor Hewitt	4691	+ 44 1707 364691
Export Team	630	+44 1707 364430

Just a reminder all technical enquiries should still go through to + 44 1707 364404.

Issued by : Louisa Hilton (ext 4686).

I N D_eX[®]

International Distributor Update

Update No: 0061

Date: 21st November 1997

NAME CHANGE

Please note that with immediate effect the name Seltek Limited has now been changed to First Choice CTI Limited.

Issued by: Louisa Hilton ext 4686



International Distributor Update

Update No: 0062

Date: 21st November 1997

Year 2000 Compliance

Introduction

This document provides updated information regarding the Year 2000 compliance of the SDX Business Systems' product portfolio.

The information originally contained in International Update 36 dated 2nd April 1997, has been updated and formatted into the attached document "SDX Business Systems – Year 2000 Compliance". The intended audience for this document is both resellers and end users. The document is also available on our Web site and can be downloaded by any visitor to the site.

Summary of Compliance

- SDX range of business telephone systems – fully compliant
- INDeX integrated communication platform – fully compliant
- SDX Voice Manager:-
 - Software must be upgraded to version 5.9/08 – available January 1998
 - PC platforms (IBM PS2, IBM 32ST) supplied pre 1994 do not support 5.9/08 and will require an upgrade to PC4 or above
 - PC platforms (IBM PS2, IBM 32ST, IBM 425SX) supplied before October 1994 will require a manual date change
- Seltek Voice Manager:-
 - PC platforms (MT1 to MT14) supplied between February 1994 and July 1996 will require an upgrade to PC4 or above
 - PC platforms (MT15 & 16) supplied July 1996 to March 1997 do not automatically compensate for the date change. A system reboot (power off and then power on sequence) will be required on or after 1st January 2000 to update the date.
 - Comms card model BBG/A/04.00 supplied on systems until March 1994 must be replaced with a later version

Page 2

- SDX ACD Manager:-
 - Systems using optional call costing must upgrade to version 5.2
 - PC platforms (DM286/2, DM386S/16, DM386S/25, DM386/33N, DM486S/20, DM486S/25Q, DM486Q and DM486P) supplied prior to 1994 require an upgrade to PC4 or above
 - Comms card model BBG/A/04.00 supplied on systems until March 1994 must be replaced with a later version
- WOC (Windows Operator Console):-
 - PC platforms (IBM6381/FVD) supplied until October 1994 will require a manual date change

We recommend that early PC platforms are replaced as good maintenance practice and not just to achieve Year 2000 compliance.

Year 2000 compliant comms cards for upgrade to early SDX ACD Manager and Seltek Voice Mail systems, may be ordered from SDX Business Systems please refer to the Spares section of the Price List for details.

How SDX Business Systems Respond to End User Enquiries

We are receiving an increasing volume of correspondence from end users primarily in the form of questionnaires and compliance statements. To all such communications we are making a consistent response in the form of the attached letter and the "SDX Business Systems – Year 2000 Compliance" document. We are not signing any end user supplied documents because many of these attempt to achieve a greater level of indemnity regarding a products performance and functionality then entitled under the Terms of Contract under which the product was acquired.

We strongly recommend that you follow the same approach and create an end user response based on the format of our letter.

Issued by Louisa Hilton (ext 4686)



International Distributor Update

Update No: 0063

Date: 26th November 1997

Re: Christmas Shutdown

SDX Business Systems plc will be closing for Christmas at 12:00 pm on Wednesday 24th December and re-opening again on Monday 5th January 1998.

Please be advised that the last shipment date from our warehouse will be on Friday 19th December. Therefore, urgent last minute orders should be received by us before Monday 8th December.

Furthermore, I would be very grateful if you could fax or e-mail to my attention dates of when your offices will be closing and re-opening over the Christmas period.

Issued by Louisa Hilton (ext 4686)

International Distributor Update

Update No: 0064

Date: 16th December 1997

CTI STRATEGY FOR EXPORT

1. In the first quarter of 1998 we plan to issue detailed statements of how SDX intends to proceed in respect of CTI. These will be presented to the Business Unit Managers by the Regional managers and to the technical management at the Technical Forum currently being organised for February. In the meantime we are issuing the following summary of the principles governing the SDX approach to CTI. This will serve as initial guidelines and enable you to prepare better any questions you may have at the first quarter presentations.
2. The principles governing the SDX approach to CTI will be as follows:-
 - 2.1 SDX will promote an open platform approach to Computer Telephony Integration.
 - 2.2 SDX sees the main drive for system development and application coming from application owners, system integrators, application developers and the IT departments of end users. SDX will therefore dedicate itself to
 - developing and promoting its toolkit through First Choice (formally SELTEK)
 - providing a service to developers through First Choice
 - controlling the connection of applications by licensing in practical and cost effective manner
 - a
 - improving the ability of INDeX to interwork with applications using the Access software
 - offering the advantage of optional integrated LAN server but continuing to permit direct connection to the RS232 port.
 - providing resellers with an encyclopaedia of applications that are enabled on INDeX.

Authorising the reseller and only the reseller to be the source of the enabling and licensing technology.

- 2.3 SDX will not offer training in C.T.I. skills but will assume that the developer, by virtue of his business, has the necessary skills (e.g. knowledge of libraries of codes such as Visual Basic).
- 2.4 SDX will not deliver any CTI applications in the first release of software.

3. The organisation and associated definitions are as follows:-

- 3.1 The CTI section of SDX Product Marketing (Kian Kormi) will be responsible for strategy, co-ordination and management of the programme.
- 3.2 The First Choice subsidiary of SDX (formerly SELTEK) will be responsible for developing and maintaining the developers toolkit. It will also be the point of contact for developers and resellers seeking development support. The support provided to re-sellers is designed to compensate for knowledge gaps and skills that some re-sellers may have at present. The services delivered include project management, bespoke work, installation, training, maintenance or any of the individual components.
- 3.3 Technical Support Group SDX will provide technical support in cases where technical support to implementation of an application is required.
- 3.4 The application owner will be able to sell the application to the end-user.
- 3.5 The reseller will be the sole provider of the license and enabling technology that enables CTI to run. He will also hold an encyclopaedia of applications that are enabled on INDeX. This will be updated as applications grow. The reseller may, at his discretion, choose to remarket some of the Synergy applications for the purpose of vertical marketing.
- 3.6 In all markets developers will operate according to the same rules. Outside of the UK however, major Distributors will be encouraged to provide their own support service to developers on the lines of the First Choice and to system integrators on the lines of the technical Support Group , since there is great obvious advantage in supporting applications locally.

- 3.7 Although First Choice, a software development subsidiary of SDX will not deliberately develop applications, software subsidiaries of distributors may do so on the same terms of course as any other developer.

Note on SDX Business Systems CTI Products

The enabling technology is provided under three headings covering a low level server based connection mechanism, a high level set of integration tools and finally the industry standard application programming interfaces (APIs). All of these interfaces are provided as 32 bit Windows libraries and adhere to SDX's Microsoft centric approach to applications and tools.

INDeX CT Link - A low level C interface to the INDeX to enable integration on a server

This is a 32 bit C DLL which provides access to the INDeX features. The API provides full third party visibility of all devices on the switch and is designed for application owners and system integrators. Whilst this interface is proprietary, as opposed to a well known published standard, it offers access to a far richer set of commands and events than those supported through the industry standard APIs.

INDeX CT Integrator A set of tools that enable rapid application integration at the desk top

This family of tools enables the rapid integration of common desk top applications (such as Act, Microsoft Schedule or an Access database) to the INDeX platform. The tools are geared around providing first party control to a desk top (i.e. one desk top PC is able to monitor and control one local associated handset). The benefits of this family of software are that the distribution of CTI across a LAN is taken care of and integration may be carried out very rapidly and reliably without the need for telephony knowledge. The 'flavours' provided in this family are OLE, OCX, C++, ActiveX and in keeping with the primary integration method of first party desk top applications include first party TAPI 2.1 .

INDeX CT standard APIs

SDX will deliver in the second quarter of 1998 interfaces to the INDeX designed for existing CTI applications whose method of connection to the INDeX is through well known APIs. As well as TAPI 2.1 delivered with the INDeX CT Integrator, SDX will be releasing CSTA-1, CallPath and Dialogic CT-Connect programming interfaces.

Page 4

The INDeX CT Link and INDeX CT Integrator range are provided to developers packaged as the INDeX CT SDK (Software Developers Kit). This includes all of the software libraries to enable integration and include sample code and documentation on line. This is delivered on a single CD-Rom and will in the future be available freely on the SDX World Wide Web site.

INDeX Computer Telephony Licensing

SDX will be licensing the CTI gateways on the INDeX to reflect their use. Very simple inbound applications that only require screen pop will make use of a different license to those controlling agents in a call centre. The licenses, for which prices will be made available closer to launch time, are:-

INDeX CT events providing only telephony events to enable 'passive' applications. INDeX CT control providing events and call control for 'active' applications. INDeX CT call centre events providing normal events and agent status events for an ACD, INDeX CT call centre control providing normal call control and agent controls for an ACD.

All CTI applications will require the purchase by the end user of the appropriate license to deliver the required functionality. The INDeX CT Integrator will, in addition, include a per seat price as the distribution across a customer's LAN will have been provided by an SDX product. The industry standard APIs will likewise include a charge beyond the INDeX CT License, but do not include a per seat charge as that is charged by the application provider.

Issued by : **Peter Parmella (ext. 4172)**
 Kian Kormi (ext. 4618)



International Distributor Update

Update No: 0065

Date: 10th December 1997

Introduction of Level 7.1 and the CPU V Series

With Level 7.0 currently on controlled release and CPU's still being shipped with 6.3.1 software, the following update is intended to identify how a new CPU and associated software variants will be introduced within the next three months.

INDeX Level 7.1

INDeX Level 7.1 will replace Level 7.0, which is currently on controlled release and will be available on Controlled Release during December 1997.

Level 7.1 will be delivered in two versions, one to support the existing CPUs and the other to support the new CPU-V series. In addition to supporting the new CPU, level 7.1 will contain certain fixes for field issues found in 7.0 and will fully support ETSI Euro-ISDN (Interworking testing on level 7.0 showed that, when the link was restarted, an incoming call was required before an outgoing call could be made on the ISDN line. Level 7.1 will deal with this 'restart' message). Therefore, we recommend that all INDeX systems with ISDN trunks are upgraded to Level 7.1 for full ETSI Euro-ISDN compliance.

The only feature enhancement between Level 7.0 f05 and Level 7.1 is a change in the Roaming Agent functionality. The message number introduced in Level 7.0 can now be either on switch, or a valid destination over a DPNSS network. As this is the only feature change, no additional Sales or Technical training will be required.

All future software enhancements will be developed to work only on the new CPU-V series. This will mean that any existing CPU users that would like to take advantage of new features in software versions after Level 7.1, will need to upgrade to a CPU-V series. Level 7.1 will be the last version to support the existing CPU.

Further information will be issued nearer to the time of General Release, detailing the compatibility and licensing rules.

Controlled Release of Level 7.0

INDeX Level 7.0f05 will remain on Controlled Release until the release of INDeX Level 7.1. Field issues identified in the Controlled Release period and resolved in Level 7.1 may be found in Technical Bulletin 41 available from TSG (+44 1707 364404).

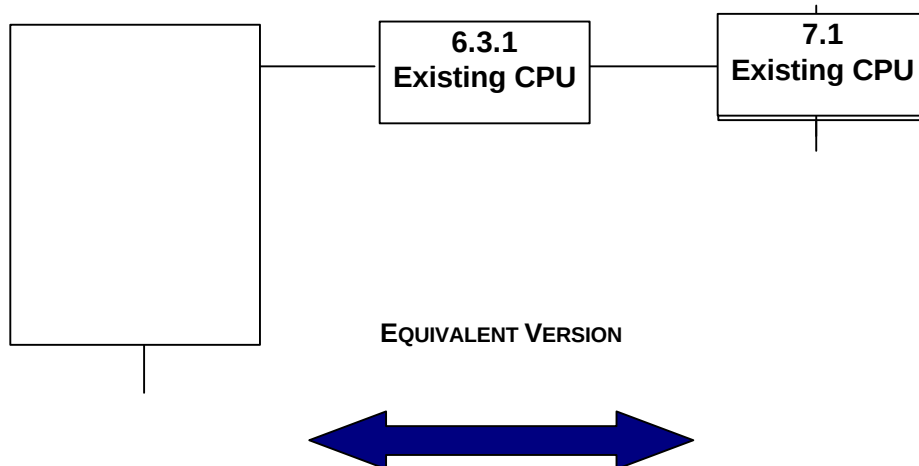
At the time of Level 7.1 Controlled Release, upgrade packs will be despatched for CPU upgrades. CPUs will continue to be despatched at 6.3.1 software until the General Release of 7.1.

Introduction of the CPU V series

During January 1998 the current CPU range will be replaced with the CPU-V series. The CPU-V series provides increased performance and memory capacity required for future INDeX developments. The CPU-V requires level 7.1 software and all future software releases will only run on this new CPU-V series.

With the anticipated phase over to the new CPU in January, any additional stocks of the current CPU should be purchased now. However, repairs to the existing CPU will continue until further notice.

The CPU-V will continue to support all current cassettes. The administration of the INDeX will remain the same, therefore no additional training will be required.



Issued by: Dave Garwood (ext 4306)

International Distributor Update

Update No: 0066

Date: 15th December 1997

GN Netcom Headsets

The objective of this Distributor Update is to confirm the GN Netcom headset portfolio available from SDX Business Systems plc and to communicate the positive outcome of the ongoing investigation into the performance of DT/TT with headsets in extreme ESD (Electro Static Discharge) conditions.

There has been a very small incidence of DT/TTs using headsets which have experienced failures as a result of static damage. This only occurred in areas experiencing extreme ESD. The affected sites represented less than 0.3% of the installed base. The problem was caused by a build up of static on users, discharging into the DT/TT via the quick disconnect connector (QDC) on headsets.

This is a generic problem of terminals and headsets with QDC, when used in extreme ESD conditions and is not particular to INDeX or GN Netcom Headsets. Although both the INDeX[®] DT/TT and GN Netcom headsets have always complied with the CE requirements for ESD performance, in a small number of installations 'real world' conditions exceed the CE performance requirements.

From 1st February 1997 until August 1997 SDX Business Systems implemented the following actions:-

1. All direct connect headsets, (HS/P123/IND) were supplied without the quick disconnect connector facility.
2. All Headsets purchased with an MPA II unit (HS/M/P123, HS/M/PB, HS/M/ADD & HS/M/ADD/BIN) were supplied with an isolation barrier device for connection between the MPA II unit and the terminal.

At the same time a joint SDX Business Systems and GN Netcom development programme was established to improve the ESD performance of the terminal/headset combination. This development programme concluded in August 1997 and resulted in the following product developments:-

1. A new headset barrier box (HS-BARRIER) designed and manufactured by SDX Business Systems, with the advantages over the original unit of enhanced performance and continuity of supply. HS-BARRIER was phased in during August and will continue to be supplied as standard with all MPA II units (HS/M/P123, HS/M/PB, HS/M/ADD & HS/M/ADD/BIN). HS-BARRIER is also available separately, and is suitable for use with most designs of amplified headset. It is not suitable for use with unamplified headsets that connect directly to DT/TT.
2. A new 'shrouded' GN Netcom QDC that gives enhanced ESD protection and is backwards compatible with existing GN Netcom headsets. This shrouded QDC was phased in during August and will continue to be fitted as standard to all headsets supplied via SDX Business Systems. The shrouded QDC is only available via SDX Business Systems.

As previously explained in this update the ESD issue is not unique to GN Netcom and can affect any headset using a QDC. It is strongly recommended that only headsets incorporating the ESD performance enhancements detailed above are used with INDeX DT/TT. Therefore all distributors must take appropriate action to ensure each headset has adequate protection from static damage.

For particularly severe ESD environments the Profile Non QDC headset remains available as a special order item.

GN Netcom Introduce 2 Year Warranty

GN Netcom has enhanced their Customer Service to include an extended warranty on their entire headset range. The GN Netcom Warranty has been increased to 2 years. This is effective on all new purchases of Headsets from the date of this update.

The Benefits of Headsets

Headsets offer efficiency, ergonomic and health benefits to all telephone users and their use within the business environment is increasing. We recommend that customers consider the use of headsets for all types of telephone users and not only operators and ACD agents. The benefits of headsets are summarised below:-

- Comfortable working position, no health risk or bad posture resulting from holding the handset between head and shoulder.
- Both hands are free for easy access to computer keyboard, taking notes, accessing files, etc.

- The benefits are available with out the loss of privacy associated with loud speech.

Page 3

The SDX Business Systems' Headset Range

The complete headset range available from SDX Business Systems is detailed below:-

GN Netcom Headsets	Code	Part No.	Price
ADDvantage Monaural Headset for INDeX connection	HS/ADD/IND	38UTNHS002SAA	£81
ADDvantage Binaural Headset for INDeX connection	HS/ADD/IND/BIN	38UTNHS002SAB	£102
ADDvantage Monaural Headset for MPA II + MPA II unit	HS/M/ADD	38UTNHS002SAC	£130
ADDvantage Binaural Headset for MPA II+ MPA II unit	HS/M/ADD/BIN	38UTNHS002SAD	£151
Additional ADDvantage Monaural Headset for MPA II	AHS/M/ADD	38UTNHS002SAE	£81
Additional ADDvantage Binaural Headset for MPA II	AHS/M/AAD/BIN	38UTNHS002SAF	£102
Profile I/II/III Headset for INDeX connection	HS/P123/IND	38UTN00002SAA	£105
Profile I/II/III Headset for INDeX connection (Non QDC)*	HS/P123/IND/NQD	30UTN00002SAA	£105
Profile I/II/II Headset for MPA II + MPA II unit	HS/M/P123	39UTN00002BAX	£137
Additional Profile I/II/III Headset for MPA II unit	AHS/M/P123	38UTN00001AAA	£105
Profile Binaural Headset for MPA II + MPA II unit	HS/M/PB	39UTN00002BAZ	£158
Additional Profile Binaural Headset for MPA II unit	AHS/M/PB	38UTN00001AAB	£137
Switch box (For use with direct connect headsets)	HS/SW	39CSW17001AAA	£32
Dual Headset lead (Training/Supervisor cord)	HS/SC	39YCN91001ARK	£22
SDX Barrier Box	HS/BARRIER	38UBR00001SBR	£2.50

NOTE: Prices are given as Pounds Sterling, each, ex works SDX.

* Non QDC Headset is a special order item and has a lead time of 10 weeks.

The above ex works prices for GN Netcom Headsets represent a 30% discount on the SDX UK List Price.

GN Netcom Satellite DECT – Cordless Headset

The GN Netcom Satellite DECT cordless headset although featured in the range of INDeX brochures is not available from SDX Business Systems. We have tested this product and found it to work satisfactorily with the INDeX range of terminals, but recommend that it is used in conjunction with a HS/BARRIER. Those wishing to purchase the Satellite DECT product should contact GN Netcom directly.

Issued by Louisa Hilton (ext. 4686)

I N D e X

International Distributor Update

Update No: 067

Date: 15th December 1997

Please be advised that our e-mail address has changed to:-

P.Parmella@sdxplc.com

L.Hilton@sdxplc.com

R.Andrew@sdxplc.com

T.Hewitt@sdxplc.com

A.Cunningham@sdxplc.com

M.Lamb@sdxplc.com

P.duFou@sdxplc.com

P.Little@sdxplc.com

R.Poort@sdxplc.com

A.Parkinson@sdxplc.com

There are also two group addresses :-

Export.Sales@sdxplc.com

Export.Support@sdxplc.com

Two other useful addresses are :-

C.Bell@sdxplc.com for training

Tech.support@sdxplc.com for technical support

Issued by Louisa Hilton ext 4686



International Distributor Update

Update No: 0068

Date: 17th December 1997

SDX BUSINESS SYSTEMS PLC APPOINTS TONY DEAN AS FINANCE DIRECTOR

SDX Business Systems plc, the UK's leading independent supplier of telephone systems, today announces the appointment of Tony Dean as Finance Director with effect from 5 January 1998. He joins from Viglen Technology plc where he has been Finance Director.

Mr Dean spent twelve years with Amstrad plc, the personal computer and peripherals manufacturer in a number of senior financial positions including that of Group Finance Director since 1992. He was closely involved in a number of key transactions including: the acquisitions of Dancall Telecom in 1993 and Viglen Technology in 1994, the disposal of Dancall Telecom to Bosch in 1997 and the flotation of Viglen Technology in August 1997.

Prior to joining Amstrad, Mr Dean worked with RTZ Pillar Group and Coopers & Lybrand. Mr Dean, 42, is a qualified chartered accountant.

SDX Business Systems also announces that Bob Kennedy, one of the three founding directors of SDX Business Systems plc, will step down from his current position as Finance and Operations Director at the end of January 1998. However, he will be continuing as a non-executive director and will be principally involved in the management of strategic business development assignments.

Frank Bretherton, Managing Director of SDX Business Systems, said "We are delighted to announce Tony Dean's appointment which broadens and strengthens the Board of SDX Business Systems. Tony brings with him an invaluable mix of quoted company experience. We are pleased that Bob Kennedy remains as a non-executive director of the company and will continue to play a key role in providing senior management expertise for our future business development."

Issued by: Peter Parmella (ext. 4172)

International Distributor Update

Update No: 0069

Date: 17th December 1997

Withdrawal of Wallboard Options

This International Distributor Update is designed to inform distributors of the withdrawal of two of the less popular call indicator wallboard options. The wallboards being withdrawn are :-

Description	Code
Call Indicator Wallboard plus buzzer	ACD WBB
Call Indicator Wallboard plus relay	ACD WBR

This does not represent a reduction in functionality of the ACD Wallboard range as the call indicator wallboard with buzzer and relay is still available incorporating the functionality of the two withdrawn options into one unit. Orders for the two withdrawn options should be replaced with the following option:-

Description	Code
Call Indicator Wallboard plus buzzer and relay	ACD WBBR

This will be effective from 1st February 1998.

Issued by Tim Stone (extn 4161)



International Distributor Update

Update No: 0070

Date: 6th January 1998

SDX BUSINESS SYSTEMS NAMES DAVID ROBINSON AS PRODUCT AND TECHNOLOGY DIRECTOR

SDX Business Systems plc, the UK's leading independent supplier of telephone systems, today announced the appointment of David Robinson to the Board as product and technology director. Mr Robinson will be joining the company on 19 January 1998.

Mr Robinson, 35, joins from D2D, originally the systems manufacturing division of ICL, where he was director of sales and the engineering services business, with a product portfolio including computers, network products, telecommunications products and complex Printed Circuit Boards (PCBs). David has a track record in engineering and manufacturing. In his previous role at GPT he was director of System X Evolution and ran an engineering division covering the hardware and software development of GPT's main switching infrastructure products. He has vast experience of project managing electronic communications products throughout the product lifecycle.

Mr Robinson will take on the role of technical director, left vacant since Mr Duncan Sears resigned from the Board in February 1997 on the grounds of ill health. However, he will fulfil a broader general management role covering new product introductions, product development, manufacturing, customer support and operations.

Frank Bretherton, managing director of SDX Business Systems, said "David brings with him a wealth of product and technical experience from design concept to manufacturing. His expertise in managing multiple projects and programmes will be of great value to us as we continue our expansion."

Issued by: *Peter Parmella (ext 4172)*

I N D_eX[®]

International Distributor Update

Update No: 0071

Date: 23rd January 1998

SDX INTERNATIONAL FAX NUMBER

Please be advised that the International Department have a new fax number.

Can you send all your faxes to the following number in order to avoid delays.

+ 44 (0) 1707 364669

Issued by: Louisa Hilton (ext 4686)

I N D_eX[®]

International Distributor Update

Update No: 0072

Date: 29th January 1997

CEBIT -- HANOVER

Please note that our Stand Number at CeBIT is C53, Hall 17.

Telephone Number: + 49 89 52 100

Issued by: Louisa Hilton ext 4521

INDeX[®]

International Distributor Update

Update No: 0073

Date: 17th February 1998

Introduction of the CPU V series

As from the 19th January 1998, CPU's 200/400 & 800 were replaced with the CPU V series. The CPU V series provides increased performance and memory capacity required for future INDeX developments. The CPU V will only run with level 7.1 software and any further software releases will also only run on this new CPU.

In order to resolve an incompatibility issue with CPU-V and the Combo cassettes, a new version of Combo Cassette software has been issued.

If you are installing a CPU-V with a Combo cassette, the Combo must be at software level 1.6. If in doubt, the software level of the Combo Cassette can be viewed in the Linecard Details screen.

The filenames that need to be uploaded are CO and DS, these are at issue 1.6 and E1.2 respectively. The Cassette Software Upload procedure can be found in the SDX INDeX Installation & Maintenance (Level 7.0) Manual page number 48.

Please note that the file CO should be uploaded before the file DS.

The fixes included in level 7.1 can be found in Technical Bulletin 41.

The CPU V will only have one software variant (P0). This means that a software upload into any variant of the CPU V will always use P0, unlike the existing CPU's which have a different version for each CPU variant (i.e. P1 into a CPU100, P2 into a CPU 200 etc.)

Level 7.1 and the Combo software are available on the SDX Web site. It is intended that this will become the preferred method of supplying software updates to our resellers.

Issued by: Trevor Hewitt ext. 4691

INDeX[®]

International Distributor Update

Update No: **0074**

Date: **19th February 1998**

In order for our Marketing Department to have updated information on all our distributors, Simon Gilford our Marketing Communications Manager would like to receive from you, copies of your marketing material (i.e brochures, copies of advertisements and direct mail which show the INDeX).

Can you please send the information for my attention and I will pass them onto Simon.

Thank you.

Issued by: ***Louisa Hilton (ext 4686)***

I N D_eX[®]

International Distributor Update

Update No: **0075**

Date: **27th February 1998**

Note that no further non-V series CPU's will be made. If you require spare stock, please order within 5 days as the supply is fast diminishing.

Issued by: ***Maja Kenney (ext 4719)***

International Distributor Update

Update No: 0076

Date: 3rd March 1998

DECT-VB

The DECT-VB is a cordless vibrating alert device for use with the DH1 cordless handset for INDeX DECT and is immediately available from SDX Business Systems plc. When the DH1 handset rings the DECT-VB will vibrate, alerting the user to an incoming call. The DECT-VB is ideal for use in noisy environments where the DH1 ringer may not be heard (e.g. factory floor), or in applications where the DH1 ring signal is muted and the discretion of a silent ring indication is required (e.g. during a meeting).

The DECT-VB is a separate unit, and does not connect to the DH1 or require any programming - it simply recognises the DECT signalling information from a DH1 handset that is within a 25cm range. The DECT-VB is a light weight pocket sized unit (approximately 70mm x 35mm x 12mm) and is battery powered using a single AAA dry cell, giving approximately one months use (depending on number of calls received).

The DECT-VB is simple to use, just clip it to your belt next to your DH1 or place it in the same pocket as your DH1. When the DH1 rings the DECT-VB will vibrate. Detailed instructions are given below.

The DECT-VB is not supplied with batteries, these must be purchased separately.

The order code is **DECT-VB**, pricing will be advised to you shortly.

Instructions of Use

1. You should place your DECT-VB close to your DH1, ideally both units should be next to each other clipped to your belt or placed in the same pocket.
2. Set the switch on DECT-VB to position M1(operation within 5cm of DH1) or position M2 (operation within 25cm of DH1). Position M1 is recommended.
3. When a call is presented to the DH1 the VB unit vibrates to signal the call arrival.
4. Press the DECT-VB reset button to stop the vibration and then answer the call using the DH1. If during a call the DH1 will be used more than 5cm/25cm (depending on switch position M1 or M2) from the DECT-VB it is not necessary to press the reset button, the vibration will automatically stop.

If required the DH1 ringing can be muted, refer to the user guide for details. The DECT-VB will continue to operate if the DH1 ringing is muted.

The DECT-VB is also compatible with GSM, CT2, CDS 1800 and other DECT systems. Therefore the DECT-VB may be falsely activated if used within close proximity with other cordless or radio transmitting equipment.

Issued by Louisa Hilton (Extn 4686)

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Tel:	+44 1707 394686
email:	L.Hilton@sdxplc.com
Internet:	http://www.sdxplc.com



International Distributor Update

Update No: 0077

Date: 8th April 1998

SDX BUSINESS SYSTEMS ANNOUNCES – ANY OPERATOR – ANY TIME – ANY PLACE – ON THE LAN

Networked switchboard management is now available from SDX Business Systems

SDX Business Systems plc announces the immediate availability of the Networked Operator Console (NOC) for INDeX®, the UK's leading business telephone system. The NOC is a client-server implementation of the Windows Operator Console already available for INDeX.

The NOC gives customers greater freedom to structure the first point of customer contact, the switchboard operator function, to best suit their organisation. The NOC can be installed on any networked PC but only activated when that person is working as a switchboard operator. No longer do organisations have to set up dedicated terminals for the operator function, and no longer do operators have to come to the main switchboard area in order to take calls.

Any number of PCs can be loaded with NOC Client software for a particular customer site, and up to five NOC clients (switchboard operators) can be simultaneously activated when connected to the NOC server via an ethernet LAN.

The client-server architecture of the NOC allows flexible implementation of operator positions. For example, when the normal telephone operators take a break, other individuals can become the relief switchboard operators, without leaving their desks, by simply activating the NOC client application on their PC.

The NOC consists of two product elements: a physical product element – software kit and a licence to enable the required number of NOC Clients.

Issued by: Maja Kenney (ext 4719)



International Distributor Update

Update No: 0078

Date: 9th April 1998

I am delighted to announce the appointment of Colin Venketsamy to strengthen the International Operations Team in the role of Regional Operations Manager, working alongside Trevor Hewitt and Mike Lamb.

Colin has been with SDX since before INDeX and was a major contributor to the successful field-trial programme leading to its launch. He has since worked as New Product Introduction Team Leader steering the Field-trial programmes for all new products in the UK.

Consequently, he brings with him a wealth of experience in Programme Management of the introduction of new INDeX voice & data products to the market place.

Please give him your support whilst he settles into his new role. He can be contacted on telephone +44 1707 364730, fax +44 1707 364669, email C.Venketsamy@sdxplc.com

Issued by: Rob Andrew (ext 4150)



International Distributor Update

Update No: 0079

Date: 9th April 1998

STOCKTAKE

SDX Business Systems plc will be undertaking a full stocktake over the Bank Holiday weekend from Friday 1st May up to and including Tuesday 5th May 1998. Therefore we will not be processing orders or making shipment on those days.

Normal shipments will be resumed on Wednesday 6th May 1998.

Please ensure that orders are placed in advance of the stocktake for any installations scheduled in that period.

Issued by Louisa Hilton (ext. 4686)



International Distributor Update

Update No: 0080

Date: 14th April 1998

The following organisation announcement has been made by Frank Bretherton, Managing Director of SDX.

"I am delighted to announce the Mr Mark Popkiewicz will be joining us on 20th April 1998 as Vice President - International reporting to myself.

Up until recently, Mark was employed by Eicon Technology Corporation as Senior Vice President Sales, Support & Marketing Operations - Worldwide. Eicon as a US based company with annual sales approaching \$150 million, primarily from ISDN remote access products on a worldwide basis.

Peter Parmella will report to Mark and, for the time being, Peter's organisation will remain unchanged.

Peter Parmella is scheduled to retire this year. I will make a separate announcement on this shortly.

Frank Bretherton
Managing Director

Issued by : Louisa Hilton (ext 4686)



International Distributor Update

Update No: 0081

Date: 29th June 1998

Announcing the Release of the Networked Operators Console

SDX Business Systems plc are pleased to announce the Release of the NOC (Networked Operator Console), with product available for order immediately.

It is recommended that a local Control Release process is implemented by the SDX distributor partner.

The NOC Software Only product has gone to full release in the UK.

Effective immediately the current WOC software kits, WOC-S/W-EU and WOC-S/W-UK are no longer available.

A new Master Software only kit, see section 4, is now available for order.

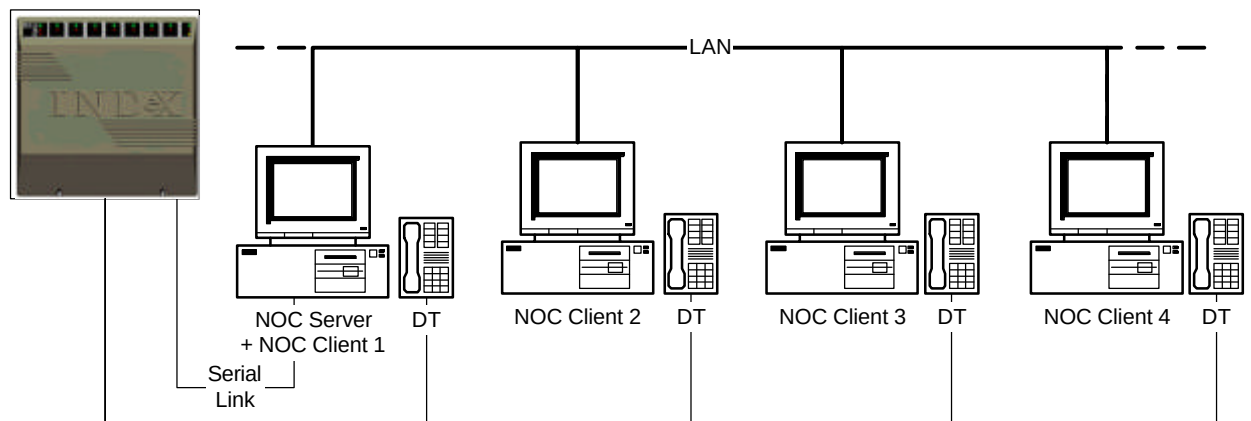
1) NOC - Summary

The NOC is a Client-Server implementation of the existing WOC. NOC Clients (operator positions) use an associated DT for speech and incorporate the same functionality as the WOC, but with the benefit of a maximum five (5) NOC Clients simultaneously connected to the NOC Server via an ethernet LAN.

The NOC Server which runs on a Microsoft NT4 platform only & connects to INDeX in the same way as the WOC, via a single RS232 cable (via line drivers if required) to one of the INDeX serial ports. The NOC Server is connected to the LAN for communication with NOC Clients which run on a Microsoft Windows 95 platform. There is no limit on the number of NOC Clients that can exist on a network, however a maximum of five (5) may be operational as operator positions at any one time.

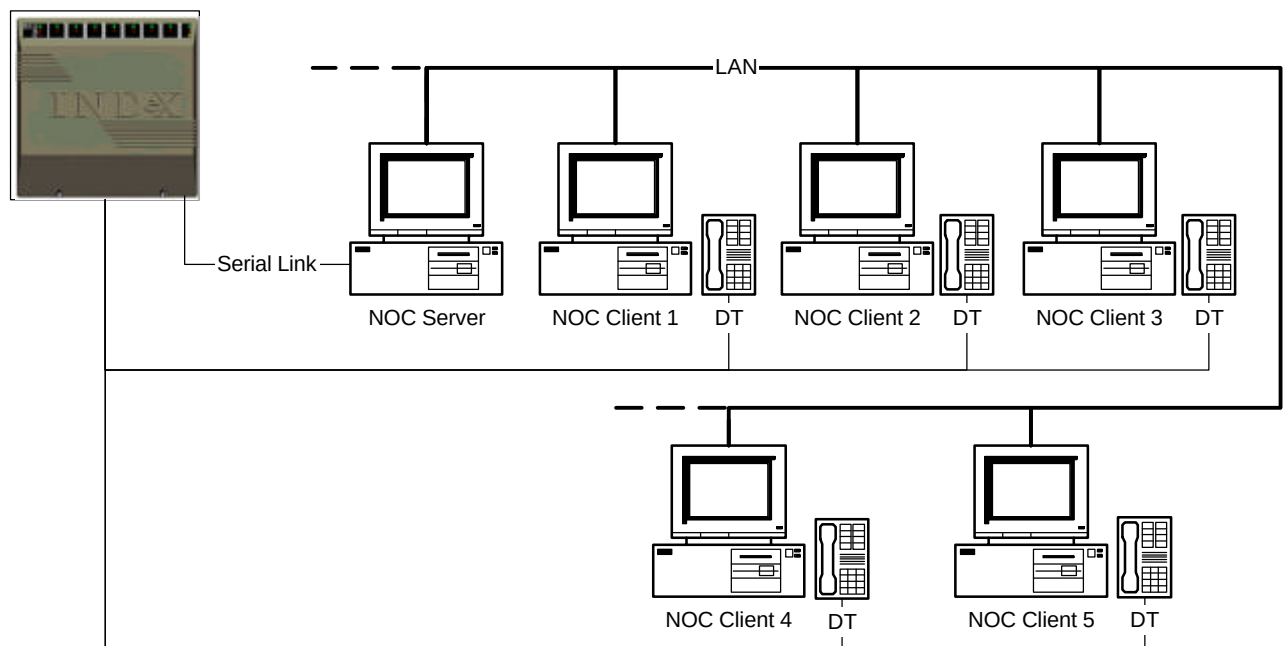
The Client-Server architecture of the NOC allows flexible implementation of operator positions. For example, when the normal operators take a break, other individuals can become the relief operators without leaving their desks, by simply activating the NOC Client application on their PC. INDeX will only support a single NOC Server.

Combined NOC Server and Client Configuration



The NOC Server may be configured to also support the first NOC Client, to create a combined Client/Server. When used in this configuration a maximum of three (3) additional NOC Clients can be supported, i.e. four (4) operator positions in total as shown above.

Dedicated NOC Server Configuration



If a Dedicated NOC Server is used, a maximum of five (5) simultaneous NOC Client positions can be supported, as shown above.

2) NOC Operation

The NOC Server/Client is expected to act as dedicated answering position.

- Distributed NOC Clients are able to act as further dedicated operating positions or log-on as NOC Clients when the need arises.
- NOC Clients are expected to act as dedicated answering positions when they are logged on.
- When extra operator positions are no longer required, the NOC Clients should be logged off, and the relief operators are able to return to normal PC working.

PCs supporting NOC Servers or NOC Clients are expected to act as dedicated answering positions.

- If other applications are left running in the background the performance of the NOC may be affected.
- It is recommended that all other applications are closed when NOC Clients are activated.
- The NOC has not been designed to remain running as a background operation, and should be closed down when the user no longer requires to act as an operator.

The AutoDial Directory on NOC is stored locally. This ensures that each machine has an independent version of this database allowing for efficient tenanted working and different saved databases.

3) The NOC Product

A NOC product will consist of:-

- Server and Client Master software only kits and
- Licence Keys, supplied by SDX (can also be obtained via the SDX Bulletin Board.)

And

- Server and Client PCs, etc.,
- supplied either by the customer, the SDX distributor, or the dealer.

3.1) NOC Master Software Only Kits

The NOC Master software only kit comprises of:-

- NOC Server Software
- NOC Client Software
- UK Keyboard Overlay
- UK User Guide and Manual

In those areas / countries that separately or locally source Keyboard Overlays, User Guides and Manuals the Master kits need only be purchased once from SDX. (The UK versions in the Master kits are then for reference purposes only.)

The SDX distributor is permitted to copy the software as required.

If UK Keyboard Overlays, User Guides and Manuals are acceptable in a market, the Master kits may be ordered from SDX for each customer system, as required.

3.2) NOC Licence Keys

The number of simultaneous NOC Client positions that can be supported by the NOC Server is determined by a licence key on the INDeX CPU. Because WOCs and NOCs are operator positions, the same licence key is used to control both products. A maximum of five operator positions can be supported by INDeX. These may be a mixture of WOCs (maximum 2) and NOC Clients (maximum 5), provided that the total number of operator positions does not exceed 5.

When ordering licences keys for a system that already has WOCs it is essential the total number of operator positions are considered.

Licence Keys must be ordered for all NOC products. This includes orders for both new installations and existing systems, even if the system already has suitable licence keys. When ordering NOC for existing systems the CPU serial number must be included on the order to ensure that the correct licence key is issued.

Maximum Number of WOC's NOC Servers & NOC Clients Running

WOC	1	2	1	2	0	0
NOC Client	4	3	3	2	5	3
NOC Server/Client	0	0	1	1	0	1
NOC Server	1	1	0	0	1	0

3.3) NOC Server and Client PC's

The recommended minimum specification of the NOC Server and Client PC is shown below:-

PC Spec. for NOC Server	PC Spec. for NOC Client
• Pentium P133 Processor • 32MB RAM • NE2000 Compatible Network Card • Windows NT 4.0 Workstation • Compatible Sound Card -note 1 • Speakers for Sound Card -note 1	• Pentium P133 Processor • 16MB RAM • NE2000 Compatible Network Card • Windows 95

Note 1 -only required if NOC Server is to support the first NOC Client

Line drivers are no longer available from SDX and must be sourced locally.

SDX will supply a copy of our own PC build instructions, which details the assembly of the PCs that are supplied by SDX in the UK.

As this is written specifically for the SDX PC, some of the document will not be relevant outside of the UK and for other PCs.

It is only intended as a general guide which may prove useful as a model for assembling and testing locally supplied PCs.

4) NOC Product Order Codes and Ordering

Order Code	Description	£ ex-works
NOCMAST-S/W	NOC Master Software only kit	20
WOCMAST-S/W	WOC Master Software only kit	20

Order Code	Description	£ ex-works
LIC WOC 1	Licence Key for 1 operator position	425
LIC WOC 2	Licence Key for 2 operator positions	850
LIC WOC 3	Licence Key for 3 operator positions	1.275
LIC WOC 4	Licence Key for 4 operator positions	1.700
LIC WOC 5	Licence Key for 5 operator positions	2.125

NOTE – NOC Client and WOCs are both operator positions and are enabled using the same Licence Keys (i.e. LIC WOC X) as detailed above.

If the number of simultaneous WOC or NOC Client positions is to be increased on an existing system, an upgrade licence key must be ordered. The appropriate NOC upgrade licence key is selected from the table below and is determined from the current number of NOC Clients and the final number of NOC Clients required. When ordering NOC upgrade licences for existing systems the CPU serial number must be included on the order to ensure that the correct licence keys are despatched.

Order Code	Description	£ ex-works
LIC WOC 1 / 2	Upgrading 1 NOC Client to 2 NOC Clients	425
LIC WOC 1 / 3	Upgrading 1 NOC Client to 3 NOC Clients	850
LIC WOC 1 / 4	Upgrading 1 NOC Client to 4 NOC Clients	1.275
LIC WOC 1 / 5	Upgrading 1 NOC Client to 5 NOC Clients	1.700
LIC WOC 2 / 3	Upgrading 2 NOC Clients to 3 NOC Clients	425
LIC WOC 2 / 4	Upgrading 2 NOC Clients to 4 NOC Clients	850
LIC WOC 2 / 5	Upgrading 2 NOC Clients to 5 NOC Clients	1.275
LIC WOC 3 / 4	Upgrading 3 NOC Clients to 4 NOC Clients	425
LIC WOC 3 / 5	Upgrading 3 NOC Clients to 5 NOC Clients	850
LIC WOC 4 / 5	Upgrading 4 NOC Clients to 5 NOC Clients	425

Ordering

The Master Software only kits may be ordered from SDX in the normal way.

The Licence Keys should be ordered through the Licence Key bulletin board.

5) LAN Environment

The NOC is designed solely for use on an Ethernet LAN with the ability to support Novell Netware and uses the IPX/SPX network protocol.

Therefore any LAN to be used with NOC must be able to run IPX/SPX in conjunction with any other protocol already in existence on the network.

A Netware Server is not required for the NOC.

There are three basic LAN configuration options for the NOC:

Dedicated LAN:

The NOC Server and Clients will be connected to a dedicated LAN specifically for the NOC.

Customers LAN with a HUB:

The NOC Server and Clients can be put on to the customers existing LAN using a HUB to provide extra resilience on the network.

This creates a separate section on the LAN dedicated to NOCs.

Directly onto the Customers LAN:

When NOC is to be connected directly to the customers LAN without using a HUB it is suggested that the dealer / reseller must first purchase a consultancy service from the SDX distributor partner.

(In the UK it is necessary for our resellers to take a one day consultancy in the form of a Network Audit from SDX Technical Support Group (TSG)).

The purpose of a Network Audit is to confirm if the LAN environment is capable of supporting the NOC Clients. The volume of traffic and available bandwidth of the LAN may affect the performance of the NOC, in particular networks using routers and bridges may be adversely affected. The need for consultancy to qualify network suitability is required when installing & adding additional NOC Clients to the customers existing LAN. The level of network traffic generated by the NOC increases with the number Clients.

If advice is needed on the set up and operation of a local consultancy service the services of the SDX Technical Support Group are available to our International distributor partners. Please contact Mr. Ian Webber in TSG .

6) Training

The following SDX training courses are available to SDX distributor partners:-

INDeX LAN and NOC.

Course code T38.

Duration 1 day.

The NOC training course covers the fundamental aspects of the NOC Server and Client installation (including software only and WOC to NOC upgrades) on a dedicated LAN or segment of the customers LAN partitioned by a HUB.

Computer Skills

Course code T18.

Duration 2 days.

The course gives a comprehensive overview of the fundamental aspects of PC literacy, hardware and maintenance, including changing hard drives and RAM SIMMs.

7) Network Consultancy, Liability.

Where NOC or NOCs have been connected directly onto the customers LAN it is expected that the dealer will have received the recommended minimum of one days Network Audit consultancy from the SDX distributor.

If NOCs are installed directly on the customers LAN and a Network Audit was not performed or was not carried out effectively, and SDX Business Systems are called upon to help resolve any resulting problems, then SDX Business Systems reserve the right to charge for the technical support concerning the solution of these specific problems and / or to charge for carrying out a full Network Audit.

8) Compatibility

The NOC Client V4.1 is compatible with INDeX Level 6.3.1 and Level 7.1 software. A patch is required if the NOC is to be used on Level 6.3.1. Contact TSG to arrange supply of this patch.

All other INDeX systems must be upgraded to at least Level 7.1

9) Prices

A section update of the Product Range Price List document will be issued following this announcement.

Issued by:- James Lawson (+ 44 1707 36 4629)



International Distributor Update

Update No: 0082

Date: 27th April 1998

SDX BUSINESS SYSTEMS APPOINTS MARK POPKIEWICZ VICE PRESIDENT INTERNATIONAL

SDX Business Systems plc, the high growth designer and supplier of voice and data communications systems, announces the appointment of Mark Popkiewicz as vice president, International, reporting directly to Frank Bretherton, managing director.

Mr Popkiewicz joins SDX Business Systems following ten years at Eicon Technology Corporation, the US-based world leader in PC-based communications hardware, software and remote access products, where he has been senior vice president, world-wide, sales, support and marketing operations since 1993. Eicon Technology, a quoted company on the Montreal and Toronto Stock Exchanges, grew revenues from \$8 million to \$120 million during this ten year period.

SDX Business Systems began international distribution in January 1996 and its products are now being sold in 16 countries across Europe, Asia Pacific and South Africa. International revenues represented 11 per cent of Group sales in the year ended 31 October 1997.

Mr Popkiewicz's role will be to continue the Group's rapid international expansion by growing sales in existing territories, developing new partnerships and channels and exploiting the global opportunities created by voice and data convergence. He will also be responsible for continuing the development of SDX Business Systems' corporate strategy for entry into the US market.

Frank Bretherton, managing director of SDX Business Systems commented, "We are delighted that Mark has joined us. He has worked in the global data-networking market-place for many years and brings with him a wealth of experience in international sales and significant market awareness. This will provide us with the expertise to further penetrate our existing international territories and develop our strategy for the important US market. I look forward to working with Mark as we develop new strategies to enhance the position of SDX Business Systems on the global stage."

(ends)



International Distributor Update

Update No: 0083

Date: 12th May 1998

1 May 1998

"The following is an extract from an internal release from Frank Bretherton, Managing Director SDX, regarding the retirement of Peter Parmella, International Director."

'Whilst he has more energy than many men half his age, Peter Parmella has decided to 'retire' with effect from 31 May 1998.

Many of you will be aware that Peter was scheduled to retire later in the year when he reaches his 65th birthday. However, he decided earlier this year that if we were successful in recruiting his replacement, that after a short hand-over period, he would like to retire in late spring, leaving more free time during the summer.

With Mark Popkiewicz now in situ, Peter has decided to take this option, but he has pledged a number of consultancy days to be made available to the company during coming months.

Peter joined SDX in November 1993 and has been instrumental in our significant success in Export to date. He has achieved a great deal'.

Issued by Maja Kenney (ext. 4719)

About SDX Business Systems plc

SDX Business Systems plc is a British technology company focused on the converging market-place of voice/data and CTI (Computer Telephony Integration) solutions, with an installed base of over 35,000 telecommunication systems. Market analyst reports for 1996 confirm SDX Business Systems as number two in the PBX, ACD (Automatic Call Distribution), CTI and Voice Mail market-places. The complete range of products is sold exclusively through a network of specialist accredited resellers.

For more information see the SDX Business Systems plc WWW homepage at <http://www.sdxplc.com> or contact:

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SDX Business Systems plc
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Email: H.Pringle@sdxplc.com

INDeX[®]

International Distributor Update

Update No: 0084

Date: 19th May 1998

CD ROM Version 1.1

The best CD ROM on the market just got better!

The new updated INDeX Encyclopaedia is now available and you should have received your copy by now.

Please note however that there is only **one** version of this release (equivalent to the old Blue version, i.e. no Yellow version this time). A "potted" version of the SDX Business Systems Website has been included on the CD with reference to users as to how the site may be accessed. Subject to password control, all current documentation and User Guides may be downloaded through the Web - this CD no longer contains documentation or user guides.

New content, additional functionality.

This new version includes updated information on the core INDeX product range including DECT, the Data Router Cassette (DRC) and changes in the CTI arena. In addition we have updated the SDX Business Systems Company Profile, included information on First Choice CTI, plus added new case studies relative to recent installations of the latest applications.

Additional functionality has been added to facilitate printing of single slides when using either the Overview or Slide Show media types. This provides quick and simple notes for presentation prompts or for handout purposes.

To assist in preparation of your own presentations and documents, a small graphics library has been distributed with the Encyclopaedia. This contains accurate pictures of the handsets and cabinets in the INDeX range. Installation instructions for the images are on the attached sheet.

Additional copies of the CD ROM are available against standard orders placed using the code "DS-ROM". The CD ROM is priced at £37.50 ex-works for a pack of 25.

The update of your price list (marketing material section) will be sent shortly.

Issued by: **Maja Kenney**
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INDeX Graphics – Installation Instructions

1. From Microsoft Windows Explorer (or File Manager if using Windows 3.11), access the directory **"d:\sdx\graphics"** (where "d" is the CD ROM drive) and access the **"readme"** file for a summary of the file's inclusions and limitations on use.
2. Copy the **"graphics.exe"** file to your Windows directory.
3. Now exit Microsoft Explorer (or File Manager) and go to the **MS-DOS** prompt from your desktop and ensure you are in the **"c:\windows"** directory. Should you display any other location, then use the command **"cd c:\windows"** and the return key to relocate. (Please note that a space is required after "cd").
4. The command required to re-inflate the images is **"graphics ssdx02"**, then press return. Please note that a space is required between "graphics" and the hyphen, but not between the hyphen and the "s". Also that the command involves a zero rather than the letter "o".
5. Type the command **"dir"** and the return key and the subsequent list of files within your Windows directory should now include the various bitmap images. Typing **"exit"** and the return key will return you to your Windows desktop.
6. Now you can utilise the graphics as required within other media.

For example: Should you want to include a picture of an ACD Turret within a WORD document, then from the document itself use the toolbar options to **"Insert", "Picture"** and **"From File"**. Then go to your **"c:\windows"** directory and preview the **"acdturre"** file, or any other image now stored on your hard drive.

INDeX[®]

International Distributor Update

Update No: 0085

Date: 3rd September 1998

Computer Telephony Integration (CTI) - SDX Business Systems Products

This document expands the Distributor Update number 64 relating to CTI International Strategy issued on 16th December 1997.

Detail of sales and technical training programmes can be found in Appendix 1.

CTI supported functions are found in Appendix 2.

SDX Business Systems CTI Strategy

The strategy of SDX Business Systems is to create the products to facilitate the connection of a user's business application to the INDeX. The SDX products are largely middleware comprising of Application Programming Interfaces (APIs) and integration tools that may be used by developers.

The APIs include well known industry standards that make it possible for many popular CTI applications to connect directly with little integration cost. INDeX provides for the following industry standard APIs

IBM CallPath, Dialogic CT-Connect, ECMA CSTA-1 and Microsoft TAPI 2.1. *Please note that the IBM CallPath and Dialogic CT-Connect APIs are provided directly by their respective owners, and connect to the INDeX through the ECMA CSTA-1 interface.*

Industry standard APIs, however, are unable to deliver many of the specialist functions and events available on an INDeX platform. For this reason the SDX CTI products include a number of proprietary interfaces that enable far greater feature integration between an IT application and the INDeX. SDX Business Systems strongly believe in and encourage standards.

SDX CTI products are largely Microsoft-centric and cater for standards such as OLE, TAPI, Microsoft operating systems and Microsoft networking. This reflects the trend of Microsoft not only dominating the PC workstation operating system market, but, also, increasingly the server and networking environments. For this reason support for Novell TSAPI is provided only through the Dialogic CT-Connect interface which is able to provide some command and event support.

International Partner Responsibilities

The international partner or its appointed “CTI Support partner” is responsible for supporting CTI applications developers in its own market. First Choice CTI, UK (FCCTI) is responsible for supporting UK developers only and the CTI support activity in your market will have the same relationship with you as FCCTI has with SDX distribution in the UK. The CTI support activity may or may not form part of the same business organisation or company as the INDeX distribution activity. FCCTI will provide CTI training courses for the international partners in SDX CTI products. The release of SDX CTI product to all partners will be subject to satisfactory completion of this training. (See appendix 1).

Product will be released progressively internationally to international distributors or their Synergy partners after the dates shown below and subject to the training referred to above. The Regional Business or Regional Operations Manager should be contacted for discussion of the programmes leading to dates for release in each territory.

Product Details

There will be a single software only CTI product called the **INDeX CT Integrator**. This will be supported by INDeX release 7 software. This is a gateway to the INDeX that provides a broad range of APIs permitting the connection of a customer’s business application.

The **INDeX CT Integrator** is a 32 bit product loaded on a Windows NT-4 platform, in order to permit an application logical, server based, connection to the INDeX.

The **INDeX CT Integrator** is able to provide a number of ‘languages’ or APIs, as discussed earlier, which are understood by the IT community and which facilitate connection to the INDeX. These languages are designed to appeal to different skill and application complexity level. Some of these languages only require the installation of the **INDeX CT Integrator Server** software, others (those that are most naturally used to achieve logical connection to the INDeX from an individual desktop) require the installation of the **INDeX CT Integrator Desktop** software on each user’s desktop.

The languages available are:

INDeX CT Integrator C Interface (see also Appendix 2.1)

Provided through the INDeX CT Integrator Server Software

This interface is designed for server based applications (i.e. either stand-alone residing on a server, or the application owner has implemented their own distribution across the customer’s IT network). It provides visibility of all devices on the INDeX. Therefore

this component does not require the installation of any SDX client software on each user's desktop.

INDeX CT Integrator CSTA-1 Interface (see also Appendix 2.5)

Provided through the INDeX CT Integrator Server Software

This component is able to provide a CSTA-1 model of the INDeX that caters for the connection of IBM's CallPath server and Dialogic's CT-Connect server. This interface is designed for server based applications (i.e. either stand-alone residing on a server, or the application owner has implemented their own distribution across the customer's IT network). It provides visibility of all devices on the INDeX.

INDeX CT Integrator OLE Interface (see also Appendix 2.3)

Provided through the INDeX CT Integrator Desktop software.

This interface provides a convenient mechanism by which applications may be integrated to the INDeX from each user's client PC. The OLE interface provided is distributed across a customer's network by the **INDeX CT Integrator Desktop**, loaded on each user's computer, and in effect the pain of networking the business application across a customer's LAN has been removed. The OLE interface is suited to developers who wish to integrate their application using OLE, C (first party functionality), or C++. This component is licensed per user instance (i.e. a single user may require 2 instances if they simultaneously run two applications). Using multiple instances of this interface on a customer's LAN does not have an onerous performance impact, as the interface is designed to only propagate events concerning the telephone linked to the PC terminal to that terminal, and not events related to the entire switch.

INDeX CT Integrator ActiveX Control (see also appendix 2.2)

Provided through the INDeX CT Integrator Desktop software.

This interface is similar to the INDeX CT Integrator OLE Interface in respect of the functionality provided across a network, but is designed for applications that are best integrated to the INDeX using either OCX / ActiveX controls. This component is licensed per user instance (i.e. a single user may have two instances if they simultaneously execute two applications).

INDeX CT Integrator TAPI Interface (see also appendix 2.4)

Provided through the INDeX CT Integrator Desktop software.

This is a Microsoft TAPI 2.1 interface (first party call control only) that may be provided on a user's individual computer terminal. This component is licensed per instance (as are the previous two components) and is able to translate Microsoft telephony commands (as defined under the TAPI 2.1 standard) to those understood by the INDeX. This component is also licensed per user instance (i.e. a single user may require two instances if they simultaneously execute two applications).

Licensing of SDX CTI Functionality

The INDeX CT Integrator is configured by two parameters. The first parameter determines the functionality the switch is able to expose (defined as being standard or enhanced). The second parameter determines the number of distributed network client connections as required by the OLE, ActiveX and TAPI interfaces i.e. the number of simultaneous desktop users). (see Table 1)

Therefore, in the case of an application that uses the C or CSTA interface only the 5 user variant needs to be installed unless, of course, the customer also additionally installs OLE, ActiveX or TAPI applications. In an environment that mixes applications that require both the enhanced and standard INDeX CTI features, only the enhanced version need be installed as it is functionally a superset of the standard version.

Pricing of SDX CTI Functionality

The following pricing applies to each of the INDeX CT Integrator licences:

Item Name	Functionality Enabled	Order Code	Ex-works UK (£)
CT Integrator Standard 5 user	Standard, 5 users	CTINT-STD5	1200
CT Integrator Standard 25 user	Standard, 25 users	CTINT-STD25	3000
CT Integrator Standard 100 user	Standard, 100 users	CTINT-STD100	4200
CT Integrator Standard Unlimited users	Standard, unlimited users	CTINT-STDU	7200
CT Integrator Enhanced 5 user	Enhanced, 5 users	CTINT-ENH5	3000
CT Integrator Enhanced 25 user	Enhanced, 25 users	CTINT-ENH25	4800
CT Integrator Enhanced 100 user	Enhanced, 100 users	CTINT-ENH100	6000
CT Integrator Enhanced Unlimited users	Enhanced, unlimited users	CTINT-ENHU	9000
CT Integrator ECMA CSTA-1	ECMA CSTA-1	CTINT-CSTA1	4500 (*)

(*) Please note that this license also requires the enhanced license supporting the required number of concurrent OLE, ActiveX or TAPI users. Although the CSTA-1 interface may support many users, from a licensing perspective it only consumes one user license. Therefore, for example, if a user requires a CSTA-1 interface and 15 TAPI users they would require the ECMA CSTA-1 license and the INDeX CT Integrator Enhanced 25 User license.

The enhanced version of INDeX CT Integrator is aimed primarily at users requiring call centre functionality (*see Appendix 2 for details*).

Product Availability

All CTI interfaces will be available for controlled release, subject to satisfactory completion of sales and technical training with the following sequence of availability:

ActiveX Interface	:	September 1998
OLE / C Interface	:	September 1998
TAPI 2.1	:	September 1998
CSTA-1	:	October 1998

It is the intention that IBM CallPath and Dialogic CT-Connect be available from the point of controlled release. We should not refuse any orders for this in the meantime as we are able to provide a solution through old interfaces.

Appendix 1

CT-Integrator Support - Distributor Training requirements

The technical training requirements for support personnel are split between two types of support engineer:

The **Integration engineer** develops the customer's requirements to provide a CTI solution based on the customer's database application and the CT-Integrator's tools. He will be an experienced visual basic programming engineer.

The **Installation engineer** will install the CT-Integrator software onto an end user's network, setup the Index and test that all elements intercommunicate.

If an engineer needs to cover both aspects the Integration course should be done first.

Integration training

This is a one day course provided by First Choice CTI Ltd at Caterham, UK.

An engineer who is expected to be able to integrate the CT-Integrator software to work with a customer's application to produce an effective and reliable CTI solution must have a good understanding of the following:

- Windows NT 4.0 and Windows 95
- Visual Basic and Visual Basic for Applications
- Database development
- INDeX Switch, **at least to Comms Manager course level** (Course T63 in SDX Technical Training Brochure).
- Visual Basic 5 for Business Solutions (e.g courses available from Frost & Sullivan or Learning Tree International).

Installation training

This is a one day course provided by First Choice CTI Ltd at Caterham, UK.

An engineer who is expected to be able to install the CT-Integrator software on an end user's network and ensure that the Server, Client and Index Switch elements communicate reliably must have a clear understanding of the following:

- PC networking
- Windows NT 4.0 and Windows 95
- INDeX Switch, at least to Comms Manager course level (T63 in SDX Technical Training Brochure)

Strongly recommended prior training courses (knowledge required before the Installation course):

Ref No	Title	Days duration
T63	INDeX Comms Manager course	2
T18	Computer skills	2
W10	Windows NT skills	1

or equivalent computing courses available from Learning Tree International for example:

- Introduction Course to Datacomm & Networks
- PC Networking course (hands-on)
- Windows NT 4 Workstation & Server course (hands-on)

Note: The CTI Installation Engineer training was covered during the International product Forum Workshop on 30th July 1998.
Sales training will be the subject of a separate announcement.

Appendix 2

CTI Functions supported by INDeX CT Integrator

2.1 INDeX CT Integrator C Interface

The following commands and events are provided through the C interface. Some of the commands and events, particularly related to ACD working, are only provided under the enhanced license, and are listed below separately. The meaning of most commands and events is defined by name, where further information on meaning is required, this is provided in the developers' documentation.

Events provided under the standard license

CtiAlertEnded	CtiAlerting	CtiCallAttemptFailed
CtiCallDequeued	CtiCallDiverted	CtiCallQueued
CtiCallRedirected	CtiCallTransferred	CtiCleared
CtiConnected	CtiConnectionHeld	CtiConnectionParked
CtiDeviceBusy	CtiDeviceFree	CtiDeviceOffline
CtiDirectoryNameInfo	CtiGatewayConnected	CtiGatewayDisconnected
CtiGatewayNotifyErr	CtiGatewayReconnected	CtiGatewayUnconnected
CtiINDeXVersion	CtiMessageWaitingLamp	CtiNetworkReached
CtiNewIncomingCall	CtiRemoteCallDelivered	CtiRemoteCallConnected
CtiTerminalGroupStatus	CtiTimeDate	CtiUnconnectedDeviceCleared

Controls provided under the standard license

CtiRequestCTIVersion	CtiRequestINDeXTime	CtiRequestINDeXVersion
CtiSetAutoAcquire	CtiAcquireDevice	CtiAnswerCall
CtiBroadcast	CtiCallBack	CtiCampOn
CtiClearConnection	CtiClearDevice	CtiConference
CtiDialAheadTransfer	CtiDialDigitsOnLine	CtiForcedIntrude
CtiHangUp	CtiHoldCall	CtiLabelCall
CtiMakeCall	CtiPickUpCall	CtiPoliteIntrude
CtiReleaseDevice	CtiRetrieveCall	CtiSetMessage

Events (additionally provided under the enhanced license)

CtiAgentStatus	CtiDivertConfig	CtiFunctionKeyParms
CtiGroupMembershipChange		

Controls (additionally provided under the enhanced license)

CtiAgentLogOff	CtiAddAccountCodeTag	CtiAgentLogOn
CtiMessageWaitingIndicator	CtiRemoveDivert	CtiSetAgentReady
CtiSetAgentNotReady	CtiSetDivert	CtiSetAgentWrapUp
CtiSetGroupStatus	CtiSetNoCallsStatus	CtiSilentMonitor

2.2 INDeX CT Integrator ActiveX Component

One of the most convenient methods to rapidly integrate an application to the INDeX is through an ActiveX component. This permits an application, capable of supporting ActiveX components, to very simply ‘drop in’ a control that provides first party call control. The control has many properties, in keeping with ActiveX components that relate to position, size, visibility and other visual attributes. The attributes listed below, which are commonly referred to as ‘methods’ primarily relate to telephony functions. Items ***italicised and bold*** are only available under the Enhanced license.

The ActiveX control includes the following methods:

<i>AddAccountCodeTag</i>	Answer	Broadcast
CancelCall	Conference	Dial
GetCallAppCargo (*)	HoldCall	IntrudeOnDirectoryItem
MakeCall	ParkCall	PostCallback
PostCampOn	<i>PostMessageFlag</i>	RetrieveCall
<i>SetAgentLogId</i>	SetCallAppCargo (*)	<i>SetDivertAll</i>
<i>SetDivertBusy</i>	<i>SetGroupStatus</i>	<i>SetNoCallsStatus</i>
TransferCall		

(*) These methods relate to setting and retrieving data associated with a call.

The ActiveX component includes the following properties:

CalledNumber	CSCurConnectedDirectory	CSCurStartTime
CSPrevRemoteAddress	CSPrevTalkTime	<i>ExtDivertBusy</i>
<i>ExtDivertNoAnswer</i>	<i>ExtDivertState</i>	FilterDigits
MaxRingTime		
CSCur... (provides 11 pieces of information on the current call, e.g. it's CLI)		
CSPrev... (provides 11 pieces of information on the previous call, e.g. it's CLI)		

The ActiveX control includes the following events:

Busy	ConnectedIncoming	ConnectedOutgoing
<i>ExtensionStatusChanged</i>	HearEngaged	HearRinging
HearUnobtainable	Held	Holding
Idle	NewCallInQueue	Parked
RingEnd	RingStart	

2.3 INDeX CT Integrator OLE Interface

The following commands and events are available through the OLE interface. Other functions, not listed here, that relate to permissions for an application to take control of an INDeX device are available. The functions listed here (controls and events) only relate to call control and CTI facilities. Please note that the ***bold italicised*** items are only available under the Enhanced license.

CONTROLS

Lock	Free	Dial
Cancel	MakeCall	Broadcast
PostCallback	<i>PostMessageFlag</i>	PostCampOn
<i>SetMessageFlag</i>	Answer	Pickup
HoldCall	ParkCall	RetrieveCall
TransferCall	<i>MonitorDirectoryItem</i>	IntrudeOnDirectoryItem
Conference	DropDirectoryItemFromCall	<i>SetAgentLogId</i>
<i>SetDivertNA</i>	<i>SetDivertBusy</i>	<i>SetDivertAll</i>
<i>SetGroupStatus</i>	<i>SetNoCallsStatus</i>	<i>SetAgentBusyWUStatus</i>
<i>SetAgentBusyNAStatus</i>	SetCallLabel	<i>AddAccountCodeTag</i>
SetCallLabelAndTarget		

EVENTS

<i>ExtensionStatusChanged</i>	Idle	Digits
Connected	RingStart	RingEnd
Holding	Held	Parked
HearUnobtainable	HearEngaged	HearRinging
Busy	Message	NewTask
NewAppData	NewCallTarget	

2.4 INDeX CT Integrator TAPI Interface

The following *Telephony Service Provider Interface Functions* are supported through the TAPI 2.1 interface:

LineInitialise	lineShutdown
LineOpen	lineClose
LineEnumDevices	lineNegotiateTSPIVersion
LineGetNumAddressIDs	lineGetDevCaps
LineAnswer	lineAccept
LineDrop	lineMakeCall
LineGetCallStatus	lineHold
LineUnhold	lineCloseCall
LineGetCallInfo	

In addition the following *Telephony Service Provider Interface Messages* are provided:

LINE_CALLINFO	LINE_CALLSTATE
LINE_NEWCALL	LINE_LINEDEVSTATE

2.5 INDeX CT Integrator CSTA-1 Interface

SDX Business Systems is able to provide the full conformance listing as defined under the terms of ISO 9646-1 on request. The following items are extracted from the **Protocol Implementation Conformance Statement (PICS) Proforma** and adhere to the name and number conventions defined therein. Please note that this interface always requires the configuration of the **Enhanced** license on the INDeX.

A.6 Switching Function Services supported

- A.6.1 Alternate Call
- A.6.2 Answer Call
- A.6.4 Clear Call
- A.6.5 Clear Connection
- A.6.6 Conference Call
- A.6.7 Consultation Call
- A.6.8 Divert Call
- A.6.9 Hold Call
- A.6.10 Make Call
- A.6.13 Reconnect Call
- A.6.14 Retrieve Call
- A.6.15 Set Feature
- A.6.16 Transfer Call

A.7 Switching Function Events

- A.7.1 Call Events
 - A.7.1.1 Event Macro
 - A.7.1.3 Conferenced
 - A.7.1.4 Connection Cleared
 - A.7.1.5 Delivered
 - A.7.1.6 Diverted
 - A.7.1.7 Established
 - A.7.1.8 Failed
 - A.7.1.9 Held
 - A.7.1.10 Network Reached
 - A.7.1.11 Originated
 - A.7.1.12 Queued
 - A.7.1.13 Retrieved
 - A.7.1.14 Service Initiated
 - A.7.1.15 Transferred
- A.7.2 Agent Events
 - A.7.2.1 Logged On
 - A.7.2.2 Logged Off
 - A.7.2.3 Ready
 - A.7.2.4 Not Ready
 - A.7.2.6 Work Not Ready
- A.7.3 Other Feature Events
 - A.7.3.2 Do Not Disturb
 - A.7.3.3 Forwarding
 - A.7.3.4 Message Waiting

A.9	Bidirectional Services
A.9.2	System Status
A.10	Status Reporting Services
A.10.2	Monitor Start
A.10.3	Monitor Stop
A.11	Switching Event Cause Values
	Cause values in event reports
	Active Monitor
	Alternate
	Busy
	Call Back
	Call Cancelled
	Call Forward Immediate
	Call Forward Busy
	Call Forward No Answer
	Call Forward
	Call Not Answered
	Call Pickup
	Camp On
	Destination Not Obtainable
	Do Not Disturb
	New Call
	Park
	Recall
	Redirected
	Transfer
	Trunks Busy
A.12	Switching Function Errors
A.12.1	Operational Errors
	Operational Errors category
	Generic
	Request Incompatible with Object
	Value Out of Range
	Object Not Known
	Invalid Calling Device
	Invalid Called Device
	Invalid Forwarding Destination
	Invalid Call Identifier
	Invalid Device Identifier
	Invalid Connection Identifier
	Invalid Destination
	Invalid Feature
	Invalid Cross Reference ID
	Invalid Object Type
A.12.2	State Incompatibility

State Incompatibility category

Generic

Incorrect Object State

Invalid Connection ID

No Active Call

No Held Call

No Call to Clear

No Connection to Clear

No Call to Answer

No Call to Complete

A.12.3 System Resource Availability Errors

System Resource Availability Errors category

Generic

Resource Busy

Resource Out of Service

Conference Member Limit Exceeded

A.13 CSTA Data Types

Dynamic Device IDs

Extended Device IDs

Device Identifier

Implicit Public

Explicit Public

Implicit Private

Device IDs

Number digits

Device number



International Distributor Update

Update no: 0086

Date: 4th June 1998

Controlled Release of INDeX Software Levels 7.2 and 7.1.1

With immediate effect SDX Business Systems plc are pleased to announce that INDeX® Level 7.2 and 7.1.1 software are available on Controlled Release.

The objective of this Distributor Update is to highlight the key features of Level 7.2 software and the corresponding ordering mechanism.

Level 7.2

Level 7.2 provides the software platform to support two new trunk interface cassettes for international markets. Also incorporated are a number of functionality enhancements which are summarised as follows

- Support of the 2 Megabit R2 Cassette (Czech Republic)
- Support of the Alog R Cassette (Singapore)
- VPN Over ISDN *
- DPNSS Enhancements
- ISDN Enhancements
- Security Enhancements
- Alarm Calls on POT's

Further details of the above functionality can be found in the Product Description (attached) and is also available on the SDX Business Systems Web Site or found in the Level 7.2 Upgrade Pack.

** Only available in countries that have the User -User supplementary service available from the PTT..*

Level 7.2 Compatibility

Level 7.2 software will only run on the CPU V, and is compatible with the SDX Voice Manager 5.9, the Premier Voice Manager 4.6, ACD 4.2/5.1/5.2 (for CPU V's 200/400/800) and ACD 5.2 for use with the CPU V100.

Level 7.2 Software Upgrades

INDeX Level 7.2 software Product Description and Technical Manual Addendum are available FOC via the SDX Business Systems Web site. This area of the SDX Business Systems Web site is password protected, if you are unsure of who the nominated password holder is within your organisation, please E-Mail m.gallagher@sdxplc.com requesting the name of the password holder.

A Level 7.2 upgrade pack may be ordered using the code INDEX-72. The ex work price is £250.00. The upgrade packs will contain software at controlled release version level 7.2. Also included in the pack are the Level 7.2 Technical Manual Addendum and Product Description

CPUs will continue to be despatched at 7.1 software until further notice.

The electronic serial number of a CPU does not change when it is upgraded to Level 7.2. Therefore the licence keys previously supplied with CPUs remain valid after upgrading to Level 7.2.

The licence key LIC-ACD has been removed in 7.2. The agent licence will be replaced with a new mechanism in Level 8.0.

In Level 7.2 the Voice Licence key LIC-VVI controls the availability of events essential for the integration of Voicemail. This licence will continue to be shipped FOC with every system. However, this may be reviewed when INDeX Level 7.2 moves to General release.

The new features, facilities and associated benefits enabled by Level 7.2 are available to existing INDeX users as a simple upgrade. Although Level 7.2 is available free of charge via the Web page to our Distributors, the opportunity exists for Distributors to charge for the software element of upgrades to existing systems. Therefore, SDX Business Systems are **suggesting** a retail selling price of **£95** for the software element of Level 7.2 upgrades.

Level 7.2 Training

Unlike other releases of INDeX software, it is not mandatory that engineers receive technical update training for Level 7.2. The documented changes in the installation, programming and maintenance manuals will provide the information an engineer will require to understand the changes from 7.1 to level 7.2. However, the INDeX workshop (T81) now includes Level 7.2 and 7.1 functionality. If any Distributor would like to attend this workshop, please contact Carol Bell on +44 1707 364154.

Similarly, the Level 7.2 documentation will provide the information required for Sales Training. However, if the Distributor requires a Level 7.2 Product Update, this should be arranged directly with your Account Manager.

Level 7.1.1

INDeX Level 7.1 currently has a number of patches addressing several field issues. INDeX Level 7.1.1 will include these patches and will only be available for the original CPU. There will not be a Level 7.1.1 for the CPU V, as 7.2 includes these patches along with additional functionality. INDeX Level 7.1.1 is now also available from the SDX Web site. For more detail on what patches are available for Level 7.1, please refer to Technical Tip number 79.

Note: Level 7.1.1 is purely a maintenance release and does not include any additional functionality over 7.1.

Issued by Dave Garwood (extn 4306)

INDeX[®]

International Distributor Update

Update No: 0087

Date: 3rd July 1998

Announcing the Availability of the INDeX DECT Survey Kit at Controlled Release

Introduction:

SDX Business Systems plc is pleased to announce the availability of the INDeX DECT Survey Kit.

The INDeX DECT Survey Kit enables DECT Site Surveys to be undertaken without an INDeX DECT Demonstration Kit. The Survey Kit is both small and compact, making DECT Site Surveys considerably simpler. The INDeX DECT Survey Kit consists of an DECT Survey Base Station, associated Power Supply, INDeX DECT DH1 Handset with Charger and the associated manuals. All the parts of the INDeX DECT Survey Kit are supplied in a case that has been specifically developed to provide a convenient and compact carrier for the DECT Survey Kit.

Functionality:

The INDeX DECT Survey Kit has been developed to be compact but highly functional. With the aid of the INDeX DECT Survey Kit the process of undertaking the customer site surveys will become considerably simpler, only requiring access to a 220 / 240v AC power supply.

INDeX DECT Survey Kit consists of:

- DECT Survey Base Station (DSBS)
- DECT Survey Base Station PSU (European 2 pin)
- DECT DH 1 Handset
- DH1 Single Charger and PSU (European 2 pin)
- Documentation (English Language)

The DECT Survey Base Station (DSBS) does not connect to a DECT Control Unit but acts independently and only requires a PSU connection. Having connected the DSBS to the PSU and positioned it in a suitable location the site survey can be initiated.

The INDeX DECT Survey Kit enables site surveys to be undertaken using the same survey techniques as a demonstration kit. The INDeX DECT Survey Kit has the additional benefit of optionally monitoring the audio quality by attaching an audio signal directly to the DSBS, this audio signal is heard through the DH1.

Product Codes and Pricing:

The INDeX DECT Survey Kit comprises of the DSBS (with PSU), DECT Handset, DECT Handset Charger (with PSU) and a manual and is available immediately. The UK specified DECT Survey Kit has the short order code of DECT-SURV (see below for details).

The INDeX DECT Survey Kit can be ordered from SDX Business Systems in the usual manner with a short order code of DECT-SURV-EU and DECT-SURV.

Product Code	Product Description	£ Ex Works
DECT-SURV-EU	DECT Survey Kit – DECT Survey Base Station with PSU (Euro-plug), DH 1, Charger with PSU (Euro-plug) and Documentation	450
DECT-SURV	DECT Survey Kit – DECT Survey Base Station with PSU (13 amp-plug), DH1, Charger with PSU (13 amp-plug) and Documentation	450

Warranty and Repairs:

The INDeX DECT Survey Kit is subject to a warranty of 12 months from the date of delivery. All faulty returns within this period will be repaired free of charge, under our normal terms and conditions. Out of warranty repair charges will be announced at a later stage.

Training and Compatibility:

No formal accreditation is required for DECT (see International Distributor Update 0037) but INDeX DECT training is required to use the INDeX DECT Survey Kit to perform DECT Site Surveys. The relevant Training Course is called “INDeX DECT” and has a course code of T09, the duration is one day. The course can be booked via Carol Bell in the usual manner (DDI + 44 1707 364 154).

Issued by J.Lawson
Product Specialist
Tel: + 44 1707 364 629



International Distributor Update

Update No: **0088**

Date: **25th June 1998**

Licence Keys

SDX Business Systems plc is revising the processes associated with the ordering, despatch, invoicing and management of licence keys. These important changes are being introduced to simplify the licence key processes for both Distributors and SDX Business Systems. The most significant change is the introduction of an enhanced Licence Key BBS (Bulletin Board System) to greatly enhance the access to Licence Keys for new system features and maintenance replacement. Distributor Principals have been contacted to determine a list of approved BBS users per distributor.

The BBS is an on-line electronic service that allows users to access and generate all types of licence keys. The BBS is accessed remotely by modem from any location and is available 24 hours a day, 365 days a year. The BBS is a real time service; there is no time delay between the request and generation of a licence key.

The changes are summarised in this Distributor Update and explained in greater detail in the attached document - Product Description INDeX Licence Keys. The licence keys changes are likely to have a positive impact on the processes of several departments and functions within your company, please copy this document and the associated product description to your relevant colleagues.

New Systems & Licence Keys

- All licence keys that are required for new systems should be ordered via the BBS. For a complete list of available licence keys, please refer to the "Product Description INDeX
- The current telephone service operated by order processing, to confirm and obtain licence keys is to be withdrawn immediately. The BBS provides a more efficient mechanism to replace this service, with the benefit of 24 hour real time access.

Existing Systems & Licence Keys

- All licence keys required for an existing system should be ordered via the BBS. When ordering licence keys for existing systems the CPU serial number will be requested.

Maintenance Replacement CPUs

- Licence keys required for maintenance replacement CPUs are ordered from the new Bulletin Board System in accordance with the new process below. With immediate effect, this process will be the only method to obtain licence keys for replacement CPUs and is summarised below:-
 1. Existing CPU diagnosed as faulty, replacement CPU obtained from maintenance spares.
 2. Replacement CPU installed in INDeX system.
 3. Licence keys for replacement CPUs obtained via the new BBS, invoice generated.
 4. Original CPU should be immediately returned for repair to SDX Business Systems.
 5. The CPU is repaired under current repair procedure and/or the CPU serial number will be changed and the CPU returned to the distributor. Credit will be raised for the invoice generated in 3 above

Silent Monitor

- With immediate effect, the silent monitor licence key may only be obtained via the new BBS. The new BBS has a mechanism that allows Distributors to positively confirm any regulatory requirements with regard to monitoring calls have been satisfied.

Issued by: Rob Andrew +44 1707 364150

I N D_eX[®]

International Distributor Update

Update No: 0089

Date: 3rd July 1998

IMPROVED VOICE MANAGER AVAILABILITY

In order to reduce the lead-time for the ordering and supply of a Voice-Manager system, SDX Business Systems is pleased to offer an improved service, whereby packs of 5 unconfigured dongles, software, manuals, Quick Reference cards and cables are available to order separately for stock.

The PC and Rhetorex voice cards will be purchased by yourself. Voice-Manager systems can now be prepared immediately to meet your customer requirements.

In parallel, a purchase order is placed with SDX Business Systems for the specific configuration required by the customer, this **must** include the dongle serial number, customer name and where the file is to be e-mailed/sent. The configuration file (256 byte) is then created at First Choice CTI and e-mailed directly to a pre-arranged address in your company and an invoice will be generated for the Voice-Manager in the usual manner. The configuration file is uploaded into the VoiceManager to complete the build process.

Please note Existing order codes will now **only** provide the configuration file for the dongle.

The following items are available to order: -

Dongles (Prices and order codes shown for packs of 5)

	Order code	Cost
Export VM dongle (unconfigured)	VME-DONGLE/5	£ 250.00

Manuals

Premier Voice Manager Manual v4.7	VME-MAN-P4.7/5	£ 250.00
Pack of 50 Quick Reference cards	VME-REF-P4.7/5	£ 125.00

Software

Distribution Software (Floppy disks) v4.7	VME-SW-FPY-4.7/5	£ 200.00
Distribution Software (CD-ROM) v4.7	VME-SW-CD-4.7/5	£ 150.00

Cables and Hardware

For a system **without** ACD, Wallboards or CTI Gateway Server:

Index to Voice Manager cable (STD 52)	VME-LD-LITE/5	£ 75.00
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Equipment Ordered & Priced as one set

For a system **with** ACD, Wallboards or CTI Gateway Server:

Index to Voice Manager cable (STD 36)	}	
Voice Manager to ACD cable (STD 43)	}- VME-LD-ACD-CTI	£ 240.00
Seltek Comms card (latest issue)	}	

Miscellaneous Items

Voice Manager Demo Dongle	VME-DN-DEM	£50.00
Remote PC Headquarters Software	VME-RPC-HQSW	£87.50
Rack mounted PC loaded with DOS (Including Keyboard.)	VME-RACK-PC	£1000.00

When ordering the Rack PC please allow 5 working days for order to be processed.

Upgrades

Dongles will no longer be required to be sent back. A new DAT file will be sent. The cost will be the difference between the old configuration and the new configuration, with an additional £100 administration charge.

When ordering a upgrade please state the following :-

The dongle serial number.

The old configuration.

The new configuration.

Where you want the DAT file sent/ e-mailed.

Please mark order **Upgrade**.

Note: These prices are in addition to the normal charges for Voice Manager. Single complete or software only Voice Manager Systems will **no longer** be available. This is effective from 13th July 1998.

Issued by Colin Venketsamy x4730

INDeX

International Distributor Update

Update no: 0090

Date: 8th July 1998

Introduction of the New Optima Headset and Ordering Changes

SDX Business Systems plc is pleased to announce the launch of the Optima headset to complement the existing range of GN Netcom headsets.

The Optima becomes our entry model headset and delivers advanced features at a highly competitive price. The Optima is a monaural, over the head style headset with an adjustable headband. Each headset has a flexible boom arm with a noise cancelling microphone as standard. They are also fitted with the quick disconnect facility.

The headsets may either connect directly to the INDeX DT or TT terminals or to the MPA II amplifier unit, making them suitable for connection to the SDX range of FT terminals. MPA II's are highly recommended for DT/TT terminals in noisy environments such as call centres and incorporate a headset/handset switch, a mute button and an 'on-line' indicator.

The addition of Optima now provides a comprehensive range of GN Netcom headsets suitable for all applications. The range now consists of:

- The **Optima**, an entry level headset providing a high level of functionality at a highly competitive price.
- The **ADDvantage**, a durable, noise cancelling headset ideal for noisy environments.
- The **Profile I/II/III**, offering a lightweight headset with three interchangeable styles.

DECT DH1 Headset Cable

The DECT DH1 Headset cable plugs into the DH1 handset and provides quick disconnect connector to enable GN Netcom headsets to be used with the DH1. The DH1 headset cable is compatible with all GN Netcom headsets with Quick Disconnect cordage.

Barrier Boxes and ESD Performance Improvements

A joint SDX Business Systems and GN Netcom development programme was established to improve the Electro Static Discharge (ESD) performance of the terminal/headset combination. This development programme concluded in August 1997 and resulted in the following product developments:-

1. A new headset barrier box (HS-BARRIER) designed and manufactured by SDX Business Systems, with the advantages over the original unit of enhanced performance and continuity of supply. HS-BARRIER was phased in during August 97 and will continue to be supplied as standard with all MPA II units. The HS-BARRIER is also available separately, and is suitable for use with most designs of amplified headset. It is not suitable for use with unamplified headsets that connect directly to DT/TT.

2. A new 'shrouded' GN Netcom QDC that gives enhanced ESD protection and is backwards compatible with existing GN Netcom headsets. This shrouded Quick Disconnect Connector (QDC) was phased in during August 97 and will continue to be fitted as standard to all headsets supplied via SDX Business Systems. The shrouded QDC is only available via SDX Business Systems.

The ESD issue is not unique to GN Netcom and can affect any headset using a QDC. It is strongly recommended that only headsets incorporating the ESD performance enhancements detailed above are used with INDeX DT/TT. Therefore only GN Netcom headsets purchased from SDX Business Systems are recommended for use with INDeX. The use of other headsets may result in a degradation of performance or failures of DT/TT terminals.

SDX will make a repair charge for failed DT/TT terminals where there is evidence that headsets other than GN Netcom have been used. This applies to DT/TT terminals that are within warranty.

Ordering Changes

There has been a change to the method of ordering headsets, both headsets and MPA II's are now ordered separately. The same choice of headset and MPA combinations is maintained but the amount of ordering codes has been reduced. The new headset ordering codes and revised prices become effective from the 27th July 1998.

With effect from the 27th July 1998, the MPA unit will not contain any curly QD cords, all headsets will now be shipped with this cord. The QD Curly cord sits between the QD connector and the MPA Unit/DT. Additional cords can be ordered using the code HS/CORD.

Revised headset ordering information for all headsets, including the new Optima series:-

GN Netcom Headsets & Accessories	Code	RSP
Optima Headset for INDeX or MPA connection	HS/OPTIMA	£105
ADDvantage Monaural Headset for INDeX connection & MPA connection	HS/ADD/IND	£120
ADDvantage Binaural Headset for INDeX connection & MPA connection.	HS/ADD/IND/BIN	£140
Profile I/II/III Headset for INDeX connection & MPA connection.	HS/P123/IND	£150
Profile I/II/III Headset for SDX FT connection only	HS/123	£150
Profile Binaural Headset for MPA II unit only	HS /PB	£180
MPA II Unit	MPAII	£75
Switch box (For use with direct connect headsets)	HS/SW	£45
Headset rest	HS/R	£17
Dual Headset lead (Training/Supervisor cord)	HS/SC	£32
DECT DH1 Headset Connector	CAB/DH1/HS	£20
Barrier Box	HS/BARRIER	£3.50
Spare Curly QD Cord	HS/CORD	£15

NOTE: GN Netcom Headsets are subject to 30% discount off RSP. For example, the ex-works price of CAB/DH1/HS is £20, less 30% = £14.

The revised ordering information does not include any joint headset/MPA combinations, if a headset and MPA are required then the two items should be ordered using the codes identified above.

For Example: If you wish to order a Profile I/II/III Headset and a MPA II Unit, then the two items should be ordered separately.

1 x Profile I/II/III Headset for INDeX connection - (HS/P123/IND)

1 x MPA II Unit - (MPA II)

This change comes into affect from the 27th July 1998, please remember to use this new ordering information. All headsets shipped from this date will be delivered in the new format

The Optima will be available from the 27th July 1998, please use the ordering code HS/OPTIMA

Issued by Dave Garwood extn 4306

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Internet:- <http://www.sdxplc.com>

INDeX[®]

International Distributor Update

Update no: 0091

Date: 15th July 1998

General Release of INDeX Software Level 7.2

SDX Business Systems plc is pleased to announce that, with immediate effect, INDeX Level 7.2 software, is now on General Release.

Details of Level 7.2 software functionality may be found in Level 7.2 Product Description (38HBK00001SBU) which can be found on the SDX Business Systems Web Site. The new features, facilities and associated benefits enabled by Level 7.2 software are available to existing INDeX users as a simple upgrade. The opportunity exists for Distributors/ Resellers to charge for the software element of Level 7.2 upgrades to existing systems. Therefore SDX Business Systems are suggesting a retail selling price of £595 for the software element of Level 7.2 upgrades.

With immediate effect, CPU-Vs returned for repair will be upgraded to 7.2 software.

Level 7.2 software upgrade packs have been made available free of charge via the SDX Business Systems Web Site. Alternatively, packaged INDeX Level 7.2 upgrade pack may be ordered using the code INDEX-72 RSP £500.

CPUs will continue to be despatched at 7.1 software until 20th July 1998, from which point CPUs will be despatched loaded with 7.2 software.

Issued by Dave Garwood (extn 4306)

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I N D_eX[®]

International Distributor Update

Update no: 0092

Date: 16th September 1998

Changes in order processing in international department

Please note that all orders should be addressed to Maja Kenney, fax them to the following number: + 44 1707 364 669. If you have any enquires regarding orders please call Louisa Hilton on +44 1707 364 686 or Maja Kenney on +44 1707 364 719.

Please note that the change is with immediate effect.

Issued by Maja Kenney
+ 44 1707 364 719

I N D e X[®]

International Distributor Update

Update no: 0093
Date: 24th September 1998

NOTICE OF STOCKTAKE

THURSDAY 1ST – FRIDAY 2ND OCTOBER 1998

SDX Business Systems will be undertaking the significant task of a full, year end stocktake on Thursday 1st and Friday 2nd October 1998.

The next shipments will therefore commence on **Monday 5th October 1998**.

If you have any questions or comments please do not hesitate to contact Louisa Hilton or myself on telephone + 44 1707 364 686 or + 44 1707 364 719.

Note:

From 12:00 GMT o'clock on Tuesday 13th October 1998 SDX Business Systems will largely be closed until 9:00 am Wednesday morning.

During the afternoon of the 13th, all SDX employees will be involved in a company briefing which will launch the group into the new financial year with the right attitude to ensure the ongoing success of the product and channel strategy.

Issued by:- Maja Kenney

I N D_eX[®]

International Distributor Update

Update no: ***0094***

Date: ***8th October 1998***

Software Installation on New Voice Manager Systems

We have had several enquiries on the installation of the **.DAT** files on the Voice Manager. Enclosed is a guide to installing VM software produced by FCCTI. We hope this clarifies any confusion caused.

International Voice Manager

Software Installation on New Systems

This document sets out to explain the details of and the procedure to be used by Overseas Distributors to build new Voice Manager systems.

This procedure is based on the software distribution method where National Distributors hold a stock of pre-programmed Voice Manager dongles which have no 'voice channels' and no 'hours of message storage' enabled.

Items required to build a Voice Manager:

- A suitable PC equipped with:
 - ◆ a hard disc with DOS 6.0-6.22 installed
 - ◆ the BIOS and motherboard settings set-up for voice manager use
 - ◆ the required number of Rhetorex voice cards fitted (with correct jumper settings)
- A serialised pre-programmed dongle, with voice channels disabled
- A Site Specific Dongle disc (bootable)
- Voice Manager installation disc(s)
- A PC & National Systems files disc
- A national language 'System Prompt' disc(s) (where required)
- Standard configuration backup disk(s), including function key actions

What to supply with a Voice Manager

The National Distributor is expected to supply the following to the end user, with each Voice Manager system:

- A Site Specific Dongle disc (bootable)
- A PC & National Systems files disc
- Voice Manager installation disc(s)
(only the first two floppy discs are required for non-English speaking systems)
- A national language 'System Prompt' disc(s)
(only required for non-English speaking systems)
- Set of 20 blank formatted floppy disks for backup
- A set of Computer and DOS manuals
- A pack of 50 Voicemail User's Quick Reference cards
- A Voice Mail User's Manual
- A Group Message User's Manual
- A Programming Manual and supplements

Software Installation procedure for a new system is as follows:

- 1) When a Voice Manager licence is ordered the serial number of the dongle to be used must be supplied with the order.
- 2) You will then be supplied with a 256 byte file called 'Siteoptn.dat', either by email or surface mail on a floppy disc. This file must be copied onto a 'Site Specific Dongle disc' and the serial number of the dongle should be written on the disc's label.
- 3) With the Voice Manager PC switched off connect the dongle onto the PC's parallel port. The Dongle specific disc should be inserted into drive A:.
- 4) Switch on the PC. It will boot from the Dongle Specific disc and automatically update the dongle. This will program the required number of voice ports and hours of message storage into the dongle.

If the dongle number does not match the serial number programmed in the 'Siteoptn.dat' file the dongle will not be upgraded and a message will be displayed to indicate this.

Once the Dongle has been updated remove the Dongle Specific disk.

- 5) If the installation is to be made from floppy discs insert the first installation disc into drive A: and then reboot the PC.

If the installation is to be made from a CD-ROM or Zip drive insert the boot disc which will enable the drive to be used and then reboot the PC. Once the PC has booted up log onto the drive to be used and then change to the directory where the installation program is located e.g. CD \VM47. Then type INSTALL and press Enter.

Warning: When using the Dos disc caching utility 'SMARTDRV' to install or upgrading the system software do NOT have write caching enabled for drive C:\ otherwise files will be only partially copied resulting in an unusable Voice Manager. The boot disk should be set-up to automatically disables write caching by using the command 'SMARTDRV /X'.

Note: The VM software installation program will not run correctly from a Zip or CD-ROM drive using the parallel port, if the PC's Bios set-up has the parallel port set to 'Extended' operation. The Bios should be set to 'Normal/Standard' port operation.

- 6) After a short while a message will be displayed:

"This installation procedure requires an empty hard disc with only DOS 6 installed."

Press any key to continue. After a moment the installation program will ask the following:

Do you wish to install English speech"

Answer "Y" if spoken English is to be used for the System Prompts.

Answer "N" if a non-English language is to be used for the System Prompts.

- 7) When installing from floppy discs after a while a message will prompt for Disc No. 2. Remove disc No. 1, insert disc No. 2 then press any key to continue.

Once disc No. 2 has loaded a message will be displayed requesting further discs to be inserted. Not all discs will be required, only those containing the software needed for the configuration.

- 8) When no more discs are required remove the floppy disc from drive A: and replace it with a DOS bootable disc, such as the 'Dongle specific disc'. Then press any key to reboot it.

- 9) Once the system has rebooted to the A:\ prompt remove the boot disc and insert the 'PC & National Systems files disk' into the A: drive.
- 10) Copy the files Config.sys and Autoexec.bat on the floppy disc to the C:\ directory.
- 11) Then copy the files Tones.ton and Language.def on the floppy disc to the C:\VM directory. Note: some countries may not need both or either of these files.
- 12) The Config.sys file will require amendment to allow for the number of Voice ports installed. To do this type 'C:\DOS\EDIT CONFIG.SYS' and press Enter. For details of the amendments to be made see note at the end of this document.
- 13) Once the software and local file changes have been installed remove the floppy disc. Then reboot the PC and check that it starts up correctly.
- 14) If non-English language 'System Prompts' are to be used then restore them at this stage for the required language. These are obtained from the System Prompt backup discs using the Restore function in the Maintenance menu.
- 15) Restore the Standard Configuration backup disk, this should include the voicemail function key actions for 'Visual Voice' operation.
- 16) Once it has been established that the Voice Manager starts up with all voice ports recognised the system should be shut down to Dos. Then the Config.sys file should be copied from the hard disc on to the 'PC & National System files' disc. This disc should be labelled with the site serial number and end user's name.

The 'PC & National System Files' disk

The National Distributor should produce this disk and supply it with each system to the end user. It should be clearly labelled with the Voice Manager Site Serial number and end user's name.

This disc contains Country and hardware specific files. Details of these files are given below:

Language.def

This file contains language specific information to enable the Voice Manager to speak dates, times and numbers etc. correctly in that language. A 'Language.def' for English is installed by default. Those countries not using spoken English 'System Prompts' will have to install their version of 'Language.def' from the PC & National System Files disk.

The currently installed 'Language.def' file can be seen in the Versions List in the maintenance menu.

Tones.ton

This file contains the information that will allow the Voice Manager to recognise tones generated by both the national variant of the INDeX and the National Telephone Carrier or PTT. Those countries not using standard UK tones will have to install their version of 'Tones.ton' from the PC & National System Files disk.

Autoexec.bat

This file contains specific settings required when the PC boots up to enable the Voice Manager to operate correctly. Different models of PC may require different versions of this file. Most systems will in practice use the standard Voice Manager 'Autoexec.bat' file.

Config.sys

This file contains PC hardware specific settings required when the PC boots up. Different models of PC will require different versions of this file.

Some details in this file will have to be changed to allow for different numbers of voice ports.

CONFIG.SYS file amendment details

The following is a standard 'CONFIG.SYS' file for the Voice Manager. The value **<size>** needs to be changed to reflect the number of voice ports installed

Note: some values will be different to those shown because of different hardware. Use the correct Config.sys settings for your hardware.

```
stacks=0,0
files=100
buffers=57
device=c:\dos\himem.sys
* device=c:\dos\emm386.exe <size> ram min=<size> highscan I=A000-B7FF
FRAME=CC00
* X=B800-CBFF I=D000-E9FF X=EA00-EBFF I=EC00-EFFF H=255
dos=umb
```

*note:- should be on one line and not two as indicated.

Where **<size>** should be replaced by one of the following values dependent on the number of voice ports:

2-4 port system	= 768
6-8 port system	= 1216
10-12 port system	= 1664
14-16 port system	= 2112
18-20 port system	= 2560

Amend Config.sys with care.

The Site Specific Dongle disc

The National Distributor should produce this disk and supply it with each system to the end user. It should be clearly labelled with the Voice Manager Site Serial number and end user's name.

This disc contains the program and data to write site specific information into the Dongle. It must be a DOS bootable disc with an Autoexec.bat file which will cause the site specific data file to be read and then written to the dongle.

The files on this disc, other than the Dos system files, are as follows:

Makeoptn.exe

This is the program which configures the dongle. It reads the information from the Siteoptn.dat file, compares that the site serial numbers in both the dongle and the data file and if they are the same writes the data into the dongle.

It can also be used to view the current configuration of a dongle by using the command MAKEOPTN CONTENTS .

Siteoptn.dat

This is the data file which contains the information to be written to the dongle. It also contains the site serial number which makes it exclusive to one Voice Manager.

Autoexec.bat

This contains the commands to automatically update the dongle when the PC boots from this disc. It contains the following commands:

makeoptn upgrade

INDeX[®]

International Distributor Update

Update no: 0095

Date: 16th October 1998

DT6

SDX Business Systems is pleased to announce the introduction of the DT6.

The DT6 is a new first party CTI product for INDeX[®]. It has the same functionality as the DT5 with the addition of a V24 port for direct connection to the user's PC. This enables the user to enjoy the benefits of database dialling and pre-view dialling from many desk top applications.

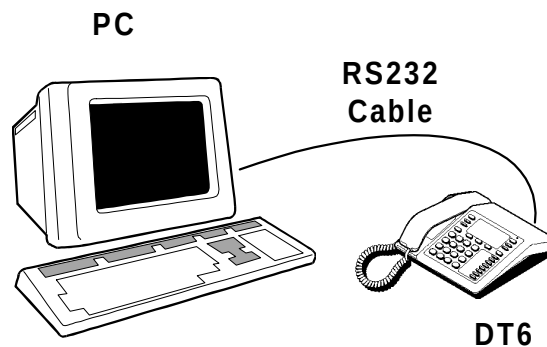
Orders for the DT6 will be accepted subject to 1) completion of type approval and 2) minimum order quantity, as it will be indicated in the Product Range Price List.

DT6 Functionality

The appearance of the DT6 is the same as the DT5 but with a 9 pin serial connection at the rear of the unit. The DT6 is supplied with a 9 pin to 9 pin serial cable (2m), Set-up Disk and manuals. The serial cable is connected between the rear of the DT6 and a 9 pin serial port on the desktop PC.

The connection between the desktop PC and the DT6 provides simple and cost effective first party CTI. Many applications are able to benefit from the features of the DT6 and all Hayes AT compatible applications are capable of controlling the dialling of the DT6. The generic 'Phone Dialler' supplied with Windows 95 or NT allows the user to dial with the number pad on their PC or via the mouse. The 'Phone Dialler' application has eight speed dials, permitting internal and external numbers to be stored on the PC and dialled by a single mouse click.

CTI at the Desktop



The DT6 has the same telephony functions as a standard DT5 but with the added advantage of supporting dialling from applications such as Microsoft Outlook. The DT6 supports dialling based on the Hayes AT command set e.g. ATDT followed by the number the user wishes to dial.

The application being used to carry out the dialling sends a string of digits from the PC serial port to the serial port on the DT6.

The DT6 will automatically go off hook and dial the number sent from the Hayes compatible application. Once the digits have been sent and the call has connected the DT6 will function in exactly the same manner as a DT.

The ability of the DT6 to support screen dialling enables users to set up call scheduling and personal call plans. This functionality allows DT6 users to configure applications for replying to messages via outbound call set up.

The DT6 supports the Hayes Hang-up command (ATH), and is consequently able to terminate the calls. Applications that use the Hayes ATH command to terminate calls are able to benefit from this Hangup function. However, many Microsoft applications such as Microsoft Outlook use the TAPI call hangup command and consequently are unable to instruct the DT6 to terminate the call. When used with such applications calls should be terminated by either the answer / release key or by replacing the handset.

Applications that are compatible with the DT6 include the following:-

Applications Supporting Hayes Dialling
Microsoft Phone Dialler
Microsoft Outlook
MS Exchange
Goldmine
Lotus Organiser

However, the DT6 is designed to be compatible with applications supporting the Hayes command set.

The DT6 is not a TAPI product and is consequently unable to support screen popping from incoming CLI. The INDeX CT Integrator is able to offer this functionality and more.

The V24 port of the DT6 does not support data transmission. If there is any doubt concerning the suitability of the DT6 and application integration please contact SDX Sales Support.

Product Order Codes and Pricing

Product Code	Product Description	£ ex - works
DT6-CH - **	DT6 Digital Extension	145

** denotes the country suffix, as appropriate to individual areas.

Training

There are no mandatory training requirements to sell and install the DT6 as the manuals are expected to be sufficient. However, to ensure a smooth introduction of the DT6 the installation engineer should have knowledge of configuring modem drivers and have basic PC skills.

The DT6 will be included in the INDeX[®] Basics (part 2) which is a two day course.

For further details refer to the "SDX Technical Training Prospectus" or contact Carol Bell (DDI + 44 1707 364154).

Compatibility

The DT6 is compatible with all digital cassettes (DSLCC) and INDeX[®] software levels supporting the DT 5.

All Trademarks acknowledged.

Issued by Jamie Lawson (extn 4629)

Tel:- +44 1707 392200

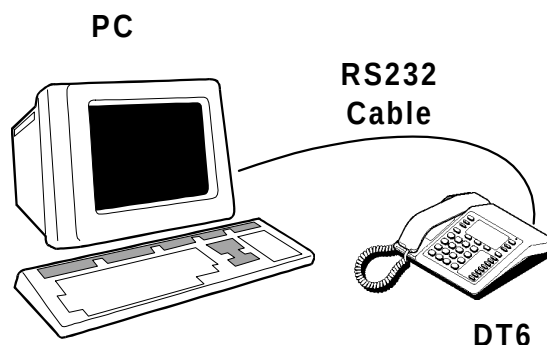
Fax:- +44 1707 376 933

Email:- J.Lawson@sdxplc.com

Internet:- <http://www.sdxplc.com>

Attachment: Suggested wording for market launch information.

First Party CTI at the Desk Top from SDX Business Systems



DT6 Handset

The feature rich range of digital terminals offered on the INDeX communication platform is being extended with the introduction of the DT6. The DT6 is a new sophisticated handset incorporating all the functionality of the DT5, with the added benefit of first party CTI support, allowing users to dial from their desktop PC using database and preview dialling applications.

The DT6 offers all the features of the DT5 including, menu driven intuitive displays, on hook dialling, handsfree operation, DSS/BLF with a large LCD and access to visual voice mail. The context sensitive display allows users to access all the advanced features of the INDeX communication platform by following the intuitive menu driven options.

First Party CTI

The DT6 enables the desktop PC and the telephone to be linked, providing simple and cost effective first party CTI. The DT6 simply connects to a serial port on the PC via a V24 connection. With this high level of integration the DT6 may be controlled from the PC for outbound dialling.

Supplied with a 9 pin to 9 pin serial cable, set-up disk and manuals, the DT6 can be easily integrated to the desktop PC by the user.

Compatible Applications

All Hayes AT compatible applications are capable of controlling the dialling of the DT6. The generic 'Phone Dialer'™ supplied with Windows 95 or NT allows the user to dial with the number pad on their PC or via the mouse. The 'Phone Dialer' application has eight speed dials permitting numbers to be stored on the PC and dialled by a single mouse click.

There are numerous applications compatible with Hayes AT, including Microsoft Outlook, Lotus Organiser and many applications based on an Access Database. Dialling from these applications reduces time and prevents mis-dialling. The DT6 is highly functional whilst maintaining user simplicity enabling easy access to features .

Added Functionality

Communications packages such as MS Outlook enable the user to benefit from the added functionality of the DT6. For example the Calendar function within MS Outlook allows a call schedule to be set up, so the application prompts the user to undertake the scheduled calls. The call can be initiated via the Contacts Directory by simply double clicking on the associated record within the application.

This extra functionality is particularly useful for any customers making outbound calls, providing the benefits of efficient and error-free dialling.

All trademarks acknowledged.

International Distributor Update

Update No: 0096

Date: 13th November 1998

ORDERS AND FORECASTS

In order for us to provide you with a better service, we require the following information each month regarding orders and forecasts.

- To guarantee shipment of orders for that month, orders need to be received by Maja Kenney or myself before the 6th of the month. If orders are placed after that date we can not guarantee shipment within that month, but will advise you of scheduled delivery date.
- The above can only be guaranteed if we receive a forecast (i.e. breakdown of cabinets, terminals and analogue cassettes) for the following 6 months of your requirements, which enables us to secure the key components for your build. Forecasts need to be received by myself on or before the last working day of the month.
- Analogue cassettes need to be scheduled twelve weeks in advance, and have a minimum order quantity of 25.

I would like to thank you in advance for your co-operation, and as always I look forward to receiving all your orders!

If you have any questions concerning the above please do not hesitate to contact me.

Issued by: *Louisa Hilton + 44 1707 364686*
e-mail: L.Hilton@sdxplc.com



International Distributor Update

Update No: 0097

Date: 13th November 1998

Core Systems Implementation

As part of our continuous mission to improve the service to our customers and to cater for the enormous growth in our business, we have been busy evaluating our future needs and specifying the systems required for our core infrastructure to meet those requirements.

Phase I of the implementation involves replacement of SAGE within SDX at Welwyn Garden City; this system currently manages our entire Warehousing & Stock, Order Processing, Shipping and Financial activities. We have commenced this programme and are pleased to announce that;

We will be “going live” with System 21 as our Core System replacement on Thursday, 7th January 1998.

This is the result of an intensive period of activity by both JBA (System 21 suppliers) and SDX Business Systems and is targeted to provide as smooth a transition for you, our customers, as is possible with such an enormous project.

The selection of 7th January as a live date has been designed to offer the following:

1. Minimal disruption to your businesses in the run up to the December/January shutdown (and the associated holiday installation/commissioning activity which normally occur over this period).
2. An opportunity for the project team to use the time offered by our Christmas shutdown in carrying out critical data conversion and associated activities.
3. The opportunity for a full physical stock-take to ensure maximum accuracy of new system data.
4. A 3-day period of system familiarisation for users post New Year in a live system environment.

We appreciate that any closure is bound to have a knock-on effect into your commercial activities, but trust you will understand the enormity of the challenge this project presents to our business. We also hope that, in selecting this particular time window (generally perceived as a “quieter” period of installation activity than most), we have done our best to minimise the potential for disruption.

Please note that our Christmas Holiday shutdown will commence at **12.00 pm on Thursday 24th December 1998** and that our offices will re-open after the New Year on Monday 4th January 1999. However as stated, we shall **not** recommence our Order Processing and Despatch activities until **Thursday 7th January 1999**.

Our last shipment date for all your orders for December will be on Monday 21st, as this will give your shippers enough time to collect from our Warehouse.

Full details of our support activity and emergency service provision for the Christmas break will follow in a separate update.

Issued : Louisa Hilton

DDI: + 44 1707 364686



International Distributor Update

Update No: 0098

Date: 7th December

NEW VOICE MANAGER VARIANT “STARTER”

Voice Mail with Auto Operator (VM/AO) – We are now offering a cost effective entry version of the Voice Manager with Auto Operator and Voice Mail only, this system is able to operate on any INDeX CPU variant. The specification of this new variant is **2** ports, **5** hours, and a maximum of **50** mailboxes. We believe this will address the area in the branch office environment and make a Voice Manager a more viable prospect on smaller INDeX systems.

A summary of the features is listed below:

Auto Operator Features

Tone Route

This allows a caller to dial direct to an extension user (with a maximum of 50 individual mailbox users), or transfer to an operator or other extension. Extension users can screen calls by the system asking the caller for their name and company. This information is played to the extension user before transferring the call. If a call is unanswered, rejected using screening or the extension is busy the following options may be offered in default to:

- Dial another extension
- Speak to the operator
- Leave a message for the called extension

Other options may be set-up such as:

- Make a broadcast if not answered
- Divert to a specified extension
- Divert to an external number or mobile number
(ISDN exchange lines required)

Ring times and broadcast areas can be set up individually for extensions.

Voice Route

This prompts a caller to say the name of the person or department they wish to speak to. The paging facility of the phone system is then utilised to broadcast the caller's response for example:

“Call for John Smith on Line 700”

Department Transfer

This option prompts a caller to transfer to a specific department or extension. For example:

- for Sales press 1
- for Accounts press 2
- for Service press 3

Any level of sub-menus can be set up (with a maximum of 50 individual mailbox users).

Directory Name Search

Where the caller knows the name of the person they require, but not their extension, a name search is available. Options allow the caller to search the directory either by using a series of menus or by keying in the first few letters of the name.

Different Trunk Groups

The system can be set up to answer different trunk groups with specific greetings and their own call handling options.

DDI Answering

Callers can dial specific DDI numbers and be answered in a personal way by the system. Each number can have a different greeting and procedure.

CLI Answering

Specified CLI numbers can be answered with a personal greeting and procedure tailored for specific customers and individuals. When using Tone Route the call screening option can announce the caller's name automatically. Where a broadcast is used (Tone and Voice Route) the caller's name will be appended to the broadcast, for example

"Call for John Smith from IBM on Line 700"

By providing such a personal service, relationships with important clients can be enhanced.

Time and Day Flexibility

All the above options can be set up for specific times and days of the week. Obvious needs include morning, afternoon and evening greetings and procedures. These can be extended to include lunchtimes, flexi-time working, weekend working, bank holidays, system keyboard or by dialling in from a telephone extension. These conditions may give an announcement relating to a specific situation or emergency. For example, bank holidays, fire drills, staff training, early closing or internal computer network problem.

Information Announcements

Companies may wish to advertise their services to callers around the clock in a cost effective way, giving information about products, prices, opening times, admission fees, travel details etc. Information can be easily recorded and changed. Internal communications can also benefit from this versatile feature.

Options include:

- Multi-level menu structures
- Internal transfer
- Leaving a message, to order a brochure for example

Voice Mail Features

Mailbox Settings

Up to a maximum of **50** mailboxes can be set up for internal and external staff. They can also be set up for important clients. Each mailbox has the following features:

Personal Greeting is the permanent and first of three message segments used to identify the 'owner' of the mailbox.

Leave Prompt is the second message segment to encourage a caller to leave specific information i.e. a contract number.

Unavailable Greeting is the third and temporary message segment that can be used to give callers more detailed information, for example, "I'm sorry but I shall be in a meeting until 3.30 today". An extended expiry time can be set to cover holiday, etc.

Retention Days controls the number of days after which your old, read messages are automatically deleted.

Change Password can be used as frequently as you like to prevent illegal access to your mailbox.

Unread Messages Settings ensures that messages are read without undue delay. Unread messages can be copied to a colleague and/or notified to a supervisor after a pre-set interval.

Message Waiting Indication is used when your telephone can be automatically set to illuminate a light or display.

Callbacks can be set to call you with new messages at different locations at different times and on different days.

Leaving Messages

Messages can be left 24 hours a day, 7 days a week. They can be left in a single mailbox or group of mailboxes. Messages are automatically date and time stamped.

The following options are available when leaving a message:

Postponed Delivery allows users to specify the time and date for any message to be delivered. This feature can also be used as a personal diary and reminder system.

Urgent Messages are played first to users calling in to retrieve messages. The system can also callback specific numbers with urgent messages only.

Private Messages will be announced with a brief warning before playback. This gives time to switch off a separate speaker phone if preferred.

Forced Reply eliminates the frustration of unanswered messages by automatically asking for message recipients to give their response immediately after listening to the message.

Recorded Delivery allows you to be automatically notified when the recipient has read your message. You will also be notified if your message has not been read after a specified number of days.

Mailing Lists are used to send the same message to a group of people, for example, to confirm a meeting. Each user can set up their own 9 Mailing Lists. In addition the System Supervisor can set up 90 Mailing Lists which can be used by all system users. A mailing list can contain all or any combination of mailboxes.

Review, Discard and Re-Record ensure that the sender is happy with the message before sending.

Change Recipients allows the message to be sent to more than one person, effectively creating a temporary-mailing list.

Directory Search allows users to select mailboxes by name as well as by number. A full directory is available at the press of a single key. Individual mailboxes may be set to ex-directory.

Message Playback

Automatic Delivery, Brief Mode and **Expert Mode** enable each user to decide how message playback will work. This includes the ability to speed up playback.

Pause, Resume, Rewind and **Fast Forward** are single keystroke operations for ease of playback.

Save Messages allows individual messages to be saved for a specified period.

Forward a Message allows you to pass a copy of the message to someone else and add a comment, if you wish, giving the reason why you have forwarded it.

Delete a Message allows you to delete a specific (or all) messages.

Recover Deleted Message allows a message to be recovered if deleted accidentally.

Message History is used when messages have been redirected and provides a record of each time a message was redirected.

Reply to a Message gives you the ability to reply without keying in the sender's mailbox number. Messages from external callers, whose CLI number is identified, can be automatically dialled back by the system.

Tone Dialling would be used when you are out of the office and you dial in to retrieve your messages. You use this option to dial an extension, for example to respond to a message.

Security Features

To prevent unauthorised access and misuse of your system the following features are available.

Warning Messages can be given to the new mailbox user during access, advising that the mailbox will be locked in 'x' days, unless they change their password.

Supervisor Alert - If more than 'x' consecutive incorrect passwords are made to a mailbox, then it is locked and the supervisor alerted.

System Lock - If a pre-set number of mailboxes are locked within a given time, then the whole system is locked for a pre-determined period.

Password Time Changes can be set to ensure passwords are changed regularly by all staff.

Security Codes can be introduced for external callers. This provides extra layers of security prior to asking for a user mailbox number and password.

External Dialling is prohibited from within a mailbox.

Callbacks can be restricted to be set up only by the system supervisor.

Feature Comparison between Premier and Starter Voice Manager.

Build	Starter	Premier
Ports	2 ports only	2-20
Voice Storage	5 Hours Only	20 / 40 hours
Modules		
Auto Operator	Yes	Yes
Access Codes	Yes	Yes
Voicemail	50 Mailboxes Only	Up to 1,000 mailboxes
AMIS	No	Yes
Questionnaire Mailboxes	No	Up to 1,000 mailboxes
Service Desk	No	Yes
Queuing	No	Yes
Voice Recording	No	Yes
Display Indicators	No	Yes
Remote Access	Yes	Yes
Other Features		
Call Intercept	No	Yes
Group Mailboxes	No	Yes
ACD Connectivity	No	Yes

Upgrades

The Starter VM/AO runs on the same platform as your existing Premier Voice Manager, so the upgrade is easy, just a matter of loading a new DAT file. The existing upgrade price structure still applies. I.e. The difference in cost between the customers existing VM and the new upgrade plus a £50 administration charge. The administration charge has been changed to allow for the reduced functionality.

Cost of Upgrade

(Cost of new VM – Cost of existing VM) + £50 = Cost of Upgrade.

Order Code & Price

Order Code	Description	Price ex-works
VMGRS/W2/5	Voice Mail & Auto Operator only. 2 Ports, 5 Hours & a Maximum of 50 mailboxes.	£250
VME-ST-MAN-S4.7/5	"Starter" Supervisors Manual Pack of 5.	£70

Availability

The Starter Voice Manager will be available to order from the 23rd December 1998 and orders processed from 7th January 1999.

Issued by Colin Venketsamy x4730

I N D_eX[®]

International Distributor Update

Update No: 0099

Date: 7th December

Data Router Cassette Software Release 5.025R

Introduction

With immediate effect, the Data Router Cassette will be supplied with a new level of software: 'Release 5.025R'. This new level of software has a powerful new feature set that can provide substantial savings for customers. It must be recognised that some of the features supported by Release 5.025R are complex in nature and it is advised that technical sales support is used when selling solutions based on them

Needless to say, all earlier versions of the DRC are upgradeable. The procedure for loading Release 5.025R is more complex than would typically be found with the DRC. As such field upgrades will not be possible and the DRC must be returned to SDX for upgrade (see upgrade procedure below).

New Features and their Application

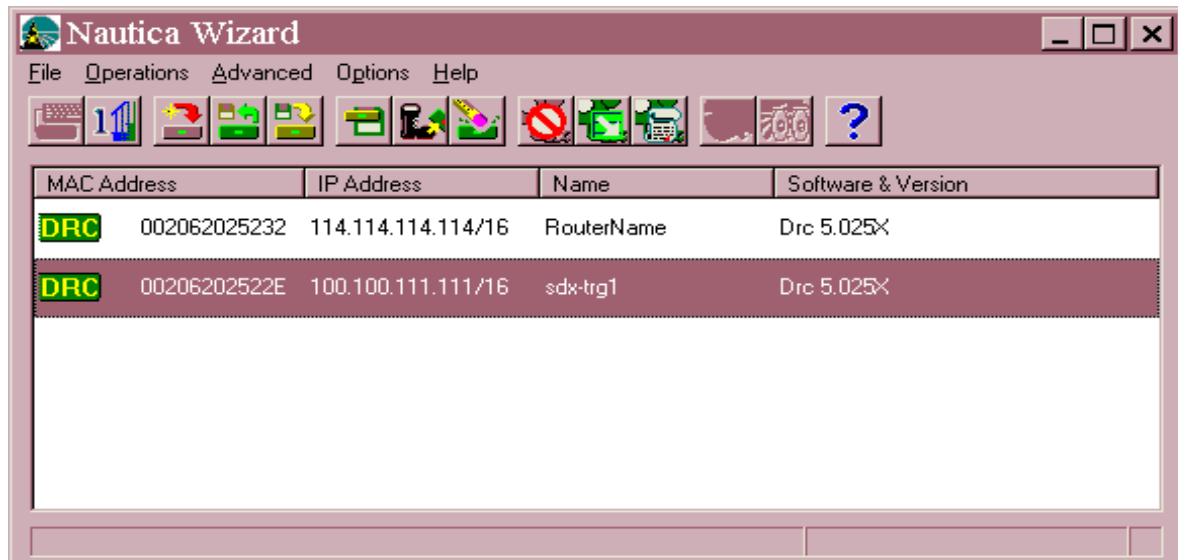
- Nautica Wizard (Graphical User Interface)

This new interface replaces the previous menu system for the configuration of the Data Router Cassette. Taking the form of a Windows based wizard, it takes the user through the configuration process in a vastly simplified manner. One key feature of this wizard, that will prove popular with installation engineers, is that the Wizard will discover all the DRCs located on the network. It does this using a proprietary protocol, removing the need to have a valid IP number on the Data Router cassette before you start the configuration.

The Wizard is compatible with both Windows 95 and NT operating systems. Provided on CD-ROM, it comes complete with Windows help files to replace the existing manual.

- Network Address Translation (NAT)

Network Address Translation converts the IP addresses of a network to a single globally unique IP address for use by traffic leaving the Local Area Network. This can be particularly useful in allowing a customer to use an illegitimate internal numbering scheme whilst appearing to the outside world as legitimate. A useful side effect of this feature is that many Internet Service Providers (ISPs) charge based on the number of addresses they allocate to an account. In some cases, using a single IP number could reduce a bill by as much as 90%!



- Dynamic Host Configuration Protocol (**DHCP**)

DHCP is a protocol used to automatically allocate IP numbers to PCs. This is particularly useful in situations where the customer has a limited range of IP numbers and irregular PC users. Using this feature, the Data Router Cassette can assign IP numbers to the PCs that require them. Alternatively, the DRC can be configured to forward requests to a dedicated DHCP server on the corporate network.

Note: - Using the DRC as the DHCP server is suited to small networks it is not a substitute for a dedicated DHCP server, such as provided by NT Server.

- Domain Name Server Forwarding and Caching

When accessing Internet or Intranet services clients use names such as www.sdxplc.com to identify where they wish to connect. For a connection to be established, the name must be converted into an IP address to enable the routers that make up the corporate networks and the Internet to direct the data. This name to IP address translation is performed by a Domain Name Server (DNS). The DRC is now capable of directing DNS look-ups to specific DNS servers. This enables connections on the Intranet to be resolved by a local server whilst connections to the internet can be directed to a DNS server located at the Internet service provider. The caching capability of the DRC allows the DRC to remember the IP numbers for commonly used names, for instance www.microsoft.com, this way connections can be quickly be established.

- Point to Point Tunnelling Protocol (**PPTP**)

The DRC implementation of Point to Point Tunnelling Protocol (PPTP) is fully compatible with Microsoft. It is a powerful feature that can prove useful in many different applications.

PPTP is particularly useful where home workers are sited beyond the local call range of the office. By using PPTP a user can access their LAN by making a local call to their Internet service provider rather than a national call to the office.

PPTP maintains security by authenticating the call before connection to the corporate LAN is permitted. PPTP also allows protocols other than IP to be routed over IP networks permitting customers with IPX networks to benefit from use of the Internet for remote access.

- **Bandwidth Allocation Control Protocol (BAP/BACP)**

This protocol allows routers at either end of a connection to add additional bandwidth to a call by making extra calls. Regardless of which end requests the extra bandwidth, it is the originator of the initial call that makes the additional calls and consequently incurs all the cost.

- **IP port Filters**

Within the IP message header there is a field that identifies the type of application to which the remainder of the data relates. These are applications like Simple Network Management Protocol (SNMP), Trivial File Transfer Protocol (TFTP), Hypertext Transfer Protocol (HTTP) and Telnet. IP port filters allow the Data Router Cassette to selectively filter out traffic based on application type. There are two main applications for port filtering: -

- 1) Improving the efficiency of the WAN link by controlling the types of data that will be routed.
- 2) Enhancing the security of a network by barring certain types of protocol in or out of the network.

Pricing

All new DRCs will be available at the new software level at no extra cost. As old DRCs are not field upgradeable they will need to be returned to SDX Business Systems to have Release 5.025R software loaded.

Note:- This retrofit will be chargeable (see upgrade procedure below).

Upgrade Procedure

To upgrade a DRC the unit must be returned to the Repair Centre using the normal returns procedure. The accompanying order must clearly identify that the unit is being returned for upgrade to Release 5.025R. Release 5.025R upgrades will be charged by the repair centre at £100.00 per unit. Units being returned for repair will not be upgraded unless specifically requested.

Training

The 3 Day DRC course, T39, has included Release 5.025R software since July 1998 and is available at £375 per delegate. For those Resellers engineers who have attended T39 prior to July 1998 there will be a one-day update course T41 free of charge.

Courses can be booked through Carol Bell in the Training Department.

Title	Code	December	January	February	March
DRC	T39	16	27	10,24	10,22
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INDeX[®]

International Distributor Update

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Announcing the Release of the New Options and Accessories for INDeX DECT

Lucent Technologies is pleased to announce new options and accessories on the INDeX DECT System. The availability, order codes and prices for these new accessories will be detailed later in this Reseller Update.

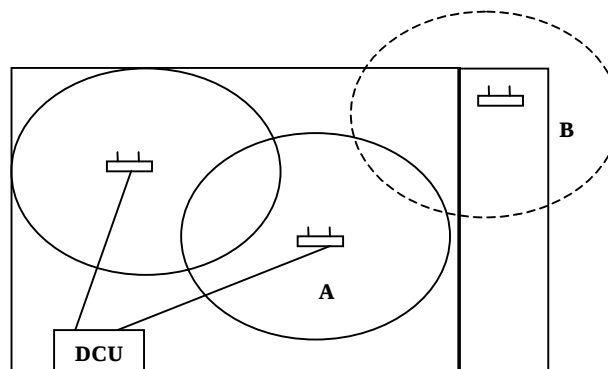
1) INDeX DECT Repeater Base Station

The Repeater Base Station (DECT-RP-DBS) is able to provide cordless coverage in remote or inaccessible areas and represents a significant enhancement to the INDeX DECT product range.

The Repeater Base Station connects to a standard DECT Base Station (Parent DBS) by using DECT Technology and does not require a physical connection to the DECT Control Unit. The Repeater Base Station provides support for two speech channels allowing two cordless conversations to take place simultaneously in the area covered by the Repeater Base Station. To support the two calls on the Repeater Base Station two channels on the Parent DBS are consumed.

The Repeater Base Station may be deployed in remote or inaccessible areas avoiding expensive cabling costs. The Repeater Base Station requires no cabling and is able to provide the cordless coverage by using DECT signalling, and simply requires access to 220/240V AC power.

The DECT-RP-DBS Providing Coverage Beyond a Partition Wall



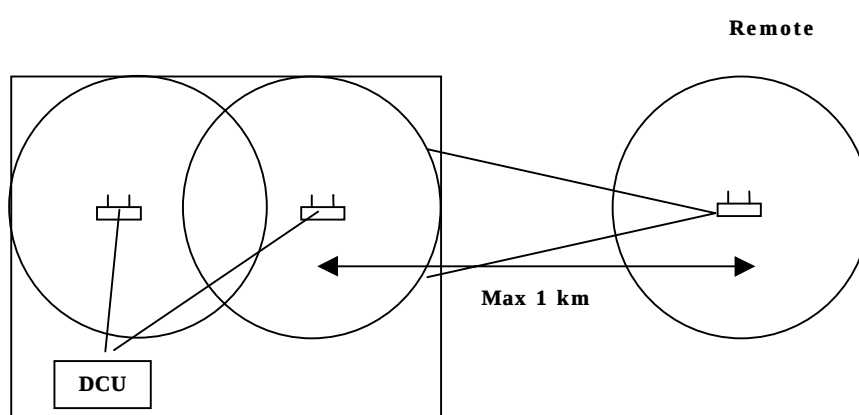
For example: if two calls are active in Zone B there would only be the capacity for two calls in Zone A, as the other two channels are used by the DECT-RP-DBS in Zone B.

The coverage area of INDeX DECT systems can be significantly increased with the implementation of the Repeater Base Station. By using Repeater Base Stations with every standard DECT Base Station, INDeX DECT can now support a maximum of 32 base stations. However, although the Repeater Base Station gives a significant increase in coverage the traffic capacity of INDeX DECT is unchanged.

The Repeater Base Station may be deployed to maintain the coverage of a system if the physical layout of the building has changed. The Repeater Base Station is able to extend the coverage, for example, if a partition wall, wire racking or a physical barrier is added restricting the coverage of Zone A but with the Repeater Base Station the coverage may be extended to include Zone B.

The benefits of the DECT Repeater Base Station have been further extended by the introduction of the Directional Antenna, enabling the Repeater Base Station to be situated a maximum of 1000m from the Parent Base Station.

The Directional Antenna used in Conjunction with a DECT Repeater Base Station



The Repeater Base Station may be used in conjunction with a Directional Antenna (DECT-RP-ANT), to provide cordless coverage to buildings situated a maximum of 1Km from the Parent DECT Base Station. The Repeater Base Station is deployed in the remote building or area to be covered. When the Repeater Base Station is used with the Directional Antenna the DECT signal is projected back to the Parent Base Station in the main building or Headquarters.

The Repeater Base Station must be subscribed to the host INDeX DECT System and Parent Base Station. This is done at the time of installation using the Repeater Administration package (DECT-RP-ADMIN) that comprises of Windows application software and interface hardware. Refer to the technical bulletin for complete details.

The Repeater Base Station and Directional Antenna are immediately available and the order code and pricing is detailed below.

2) INDeX Feature Integration

INDeX DECT feature integration has been enhanced with the introduction of Level 8.0 software to include:

- CLI
- Alpha Tagging
- Call Waiting Indication
- Calling / Called Party Identity

To gain access to the above features the INDeX DECT System must be at Software PCS 4.25.

On Level 8.0 software the Mobile Number Licence is used to enable two DECT features. The Parallel ringing feature introduced in 7.1 is supported along with the DECT feature integration.

If a user requires just the parallel ringing feature then the *Mobile Number licence 0* should be used. If both the Parallel ringing and the feature integration are required then the *Mobile Number licence 1* should be used. For further details please refer to the Level 8.0 Product Description available from our Web Site (www.sdxplc.com).

3) INDeX DECT Accessories and Options

Vibrating Handset

Lucent Technologies is introducing a new version of the DH1 Cordless Handset with an integrated vibrating option. The Vibrating Handset is designed to ring and/or vibrate when a call is presented to it. This enables the handset to be used in operating environments when a standard ring option may not be suitable.

Heavy Duty Belt Clip

The INDeX DECT heavy duty belt clip is a compact accessory provided with the unique connector for the INDeX DECT Cordless Handset (DH1). The heavy duty belt clip has been specifically designed to be both compact and robust. The belt clip firmly secures the INDeX DECT cordless handset to the user which is particularly useful in environments where the cordless user may be undertaking manual or physical work. The new belt clip will hold the handset firmly in place whilst maintaining an easy release mechanism enabling the user to answer calls easily and effectively.

Vibrating Belt Clip

The vibrating belt clip (DECT-VB1) is similar in appearance to that of the heavy duty belt clip. The DECT-VB1 is provided with the unique connector for the INDeX DECT cordless handset (DH1). With the aid of this unique connector and the compact and robust styling, the DECT-VB1 provides the user with confidence that the handset is firmly attached, and will not be easily dislodged.

When the DH1 handset rings the DECT-VB1 will vibrate, alerting the user to an incoming call. The DECT-VB1 is ideal for use in noisy environments where the DH1 ringer may not be heard (e.g. factory floor), or in applications where the DH1 ring signal is muted and the discretion of a silent ring indication is required (e.g. during a meeting).

With immediate effect the DECT-VB1 will replace the current vibrating unit DECT-VB supplied by Lucent Technologies. If there are any problems relating to the discontinuation of supply of the DECT-VB then contact Sales Support on the number listed below.

Entry Level Charger Option (CH0)

The new charger DECT-CH0, is physically similar to the DECT-CH1 (currently supplied) but without the fast charge slot at the rear of the unit. The new single charger has been introduced to extend the INDeX DECT product range to include an entry level charger.

The new entry level charger is available immediately and will be supplied as standard in all INDeX DECT starter packs effective immediately instead of the DECT-CH1.

DECT Modem Cable

The DECT Modem Cable is available from Lucent Technologies using the order cable stated below. Modem access gives the ability to provide remote maintenance on the INDeX DECT System. For further details see Technical Bulletin number 58 which can be found on our Web Site (www.sdxplc.com).

Lucent Technologies recommend the use of the INDeX DECT DCU to Modem Cable (order code CAB-DCU/MOD) when connecting a modem to the INDeX DECT DCU.

4) Ordering and Training

Pricing and Order Codes

Short Code	Description
DECT-RP-DBS	DECT Repeater Base Station - UK PSU
DECT-RP-DBS-EU	DECT Repeater Base Station - EU PSU
DECT-RP-ANT	DECT Repeater Base Station External Antenna
DECT-RP-ADMIN	Repeater Administration Package
DECT-DH1-VB	Vibrating Cordless Handset
DECT-BC	Cordless Handset Belt Clip
DECT-VB1	Cordless Handset Vibrating Belt Clip
DECT-CH0	Entry Level Handset Charger - UK PSU
DECT-CH0 - EU	Entry Level Handset Charger - EU PSU
CAB-DCU/MOD	INDeX DECT DCU to Modem Cable

For further information relating to the details in this reseller update contact our Sales Support on +44 1707 364 425.

Availability

All items in this Update are immediately available.

Training

All the items announced in this Update have no mandatory training requirements. The INDeX DECT Repeater Base Station is documented in the INDeX DECT Installation Manual (Issue 6) which can be found on our Web Site (www.sdxplc.com) within the Technical area.

The DECT training course has been updated to contain the new releases including the DECT-RP-DBS. The Course name is DECT and the course code is T09. For more details relating to this course contact Carol Bell on +44 1707 364 154.

Warranty and Returns

All components of INDeX DECT are supplied with a 12 month repair and replacement warranty effective from the date of invoice.

Compatibility

The DECT Repeater Base Station is compatible with all DECT Base Station supplied by Lucent Technologies since the launch of INDeX DECT. The DCU software PCS level required to support the Repeater Base Station is 4A or above. The entry level charger, belt clip, vibrating belt clip and vibrating handset are all compatible with all INDeX DECT systems shipped since launch.

Technical Support

Technical support for all INDeX DECT products is provided by our Technical Support Group on +44 1707 364404.

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