

Lucent Technologies
Bell Labs Innovations



Networked Operator Console User's Guide V5.0



By Lucent Technologies
38HSC00001SBN – Issue 4 (07/99)

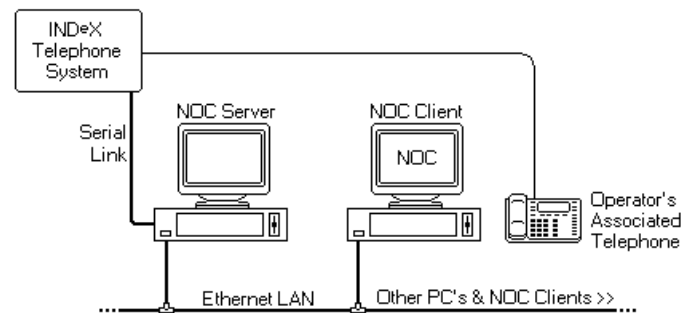
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The Networked Operator Console

Introduction

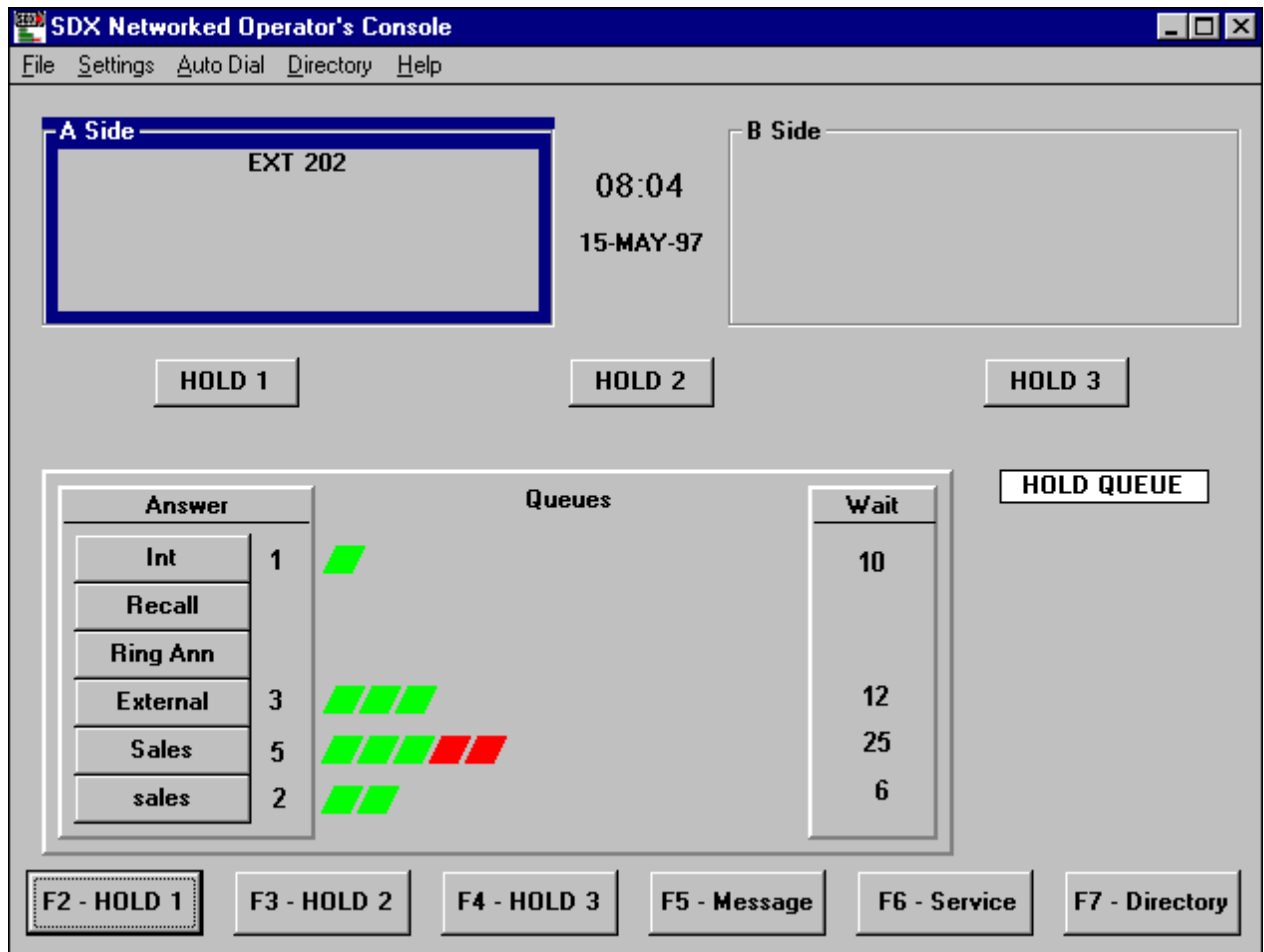
The Networked Operator Console (NOC) allows efficient and effective handling of incoming calls. It provides a wide range of call handling functions, whilst displaying information about callers and their desired transfer extension.



- **Server PC + NOC Server Software:**
This PC links your telephone system and computer network. A program on it called "NOC Server" controls communications between the two.
- **Client PC + NOC Software:**
The NOC is a client program that runs on a Windows 95/NT PC. It talks to the telephone system via its network connection to the NOC Server. A licence set on the telephone system controls how many NOC's programs can run at the same time. The current maximum is five NOC's.
 - **Sever and Client on the Same PC:**
The NOC software can run on the same PC as the NOC Server software. In this case the maximum number of NOC's recommended is three.
- **Operator's Telephone:**
Each NOC client needs a phone working in parallel with it to provide the operator's speech path.

The Console Screen

The picture below shows the important features of the console screen. You can customise the console screen and operation in many ways (*see page 24*).

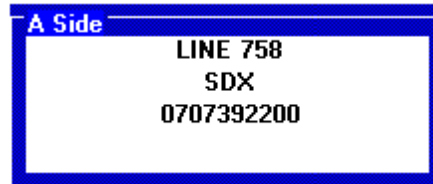


All the key symbols on the screen have keyboard equivalents. This guide concentrates on using the keyboard, though you can click on the screen if preferred.

- "A-Side & B-Side Displays" on page 5.
- "Call Queues" on page 6.
- "Hold Queue & Hold Bays" on page 7.

A-Side & B-Side Displays

When you answer a call, the console displays information about it in the **A-Side** box. This includes information about the line on which the call arrived. For external calls arriving over a network this will include both the original exchange line and the network line details.



After answering a call, dialling the number to which you want to transfer the call displays details about that number in the **B-side** box.






The **A-Side** and **B-Side** box surround colour indicates the call status:

- **Blue** = Connected and talking to you.
- **White** = Connected but not talking to you.
- **Green** = Extension free.
- **Red** = Extension busy.
- **Cyan** = Unobtainable.

Call Queues

The console presents each call in one of several call queues. Which queue depends on the type of call and the line on which the call arrived. New calls appear as a green block. If the call waits longer than a set time the block changes colour from green to red (the time delay is set on the telephone system).

- **Int:** Internal calls to the operator.
- **Recall:** Calls held or unanswered for a long time eventually recall to this queue.
- **Ring Ann:** Calls waiting for an announced transfer to a busy extension, appear here when the extension they require becomes free.
- **EXT 1, EXT 2, EXT 3:** External call queues. You can change the external queue labels (*see page 26*).

Answer		Queues	Wait
Int	2		18
Recall			
Ring Ann	1		6
EXT 1	2		12
EXT 2	1		4
EXT 3	4		32

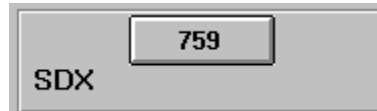
The total number of calls in each queue appears next to the on-screen **Answer** buttons. The column labelled **Wait** shows the time of the longest waiting call in each queue.

Hold Queue & Hold Bays

The console can hold calls in two ways. Both display the line number and allow other extensions to pick-up those calls by dialling that number.

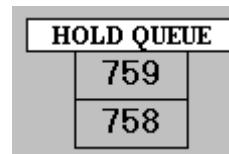
– **Hold Bays:**

The console has 3 Hold Bays. Each holds just one call, but displays the full call information including any call annotation added.



– **Hold Queue:**

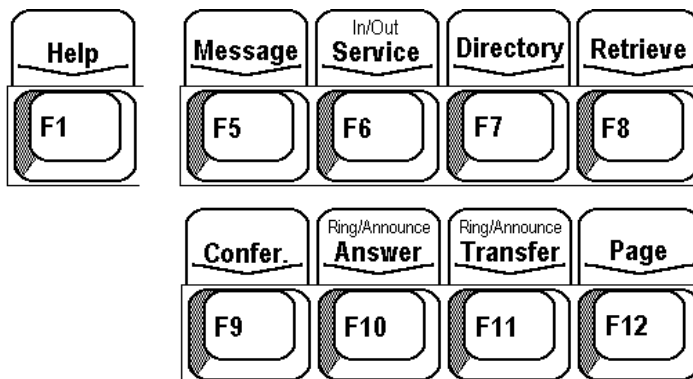
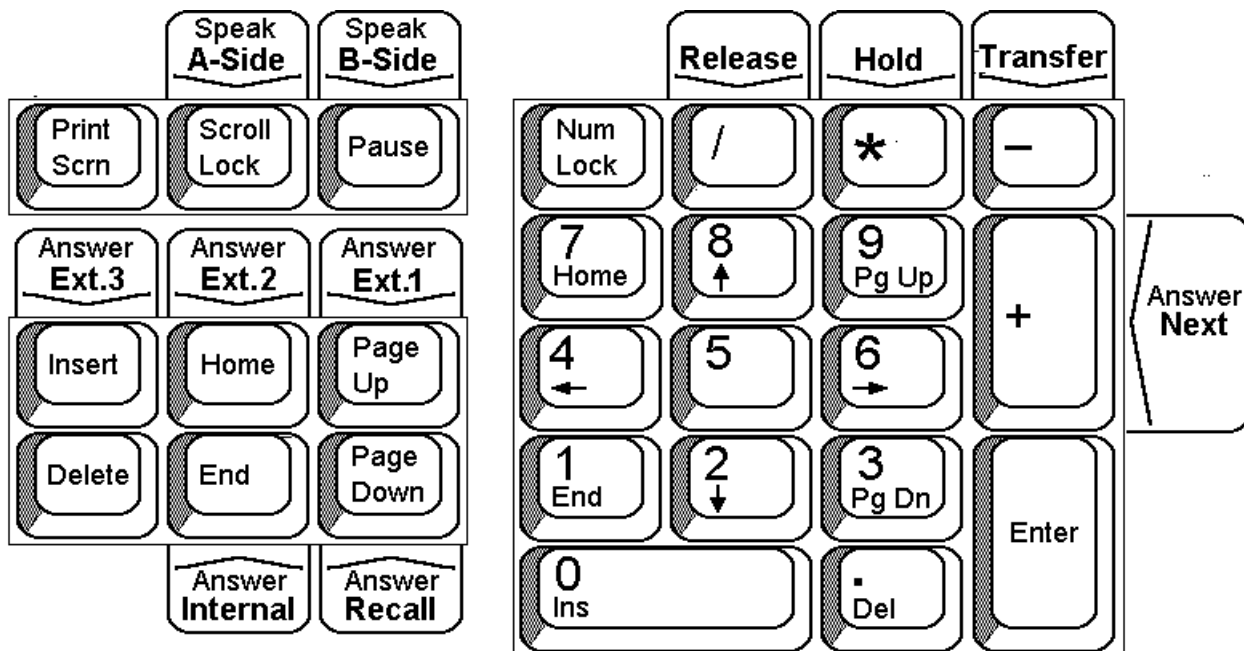
The Hold Queue can contain several calls, but only displays the line numbers of the 6 longest held calls.



Calls put on hold and left there too long reappear at the console in the **Recall** queue. The time calls stay on hold before recalling is set on the telephone system.

Keyboard Overlays

Selected keys on the PC keyboard match those shown on the console screen. Lucent Technologies provide two keyboard overlays with the console to show these key functions. If you have no console overlays, you should contact your Lucent Technologies supplier.



Using the Console

Starting the NOC Server

The NOC Server is the PC that physically links the computer network and the INDeX telephone system. The NOC Server program controls communication between the two systems.

The NOC Server **must** be running before any NOC client can work. Normally the Server PC is configured to automatically run the NOC Server program whenever it starts.

The Server PC can also be used to run the NOC program and take calls.

Checking if the NOC Server is Running:

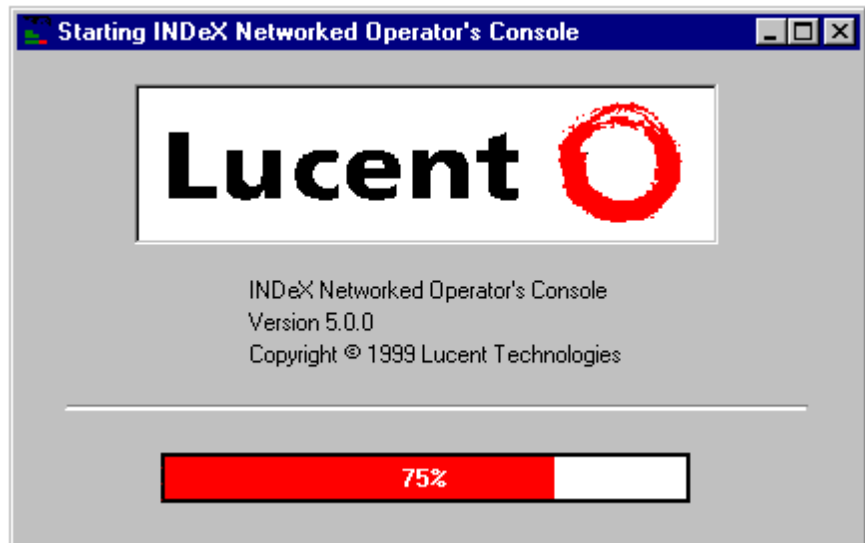
1. At the Server PC, display the Windows Task Bar (containing the **Start** button). One of them should say **Access Manager 32-bit**.
2. Clicking on that icon will display details of the NOC Server. These are meant for engineers only.

Starting the NOC Server:

1. At the Server PC, display the Windows Task Bar (containing the **Start** button).
2. Click on **Start**. Select **Programs**, then **StartUp** and click on **INDeX Access Manager (NOC)** icon.
3. If the INDeX Access Manager (NOC) appears to run correctly, minimise it.

Starting the NOC

1. Click on the **Start** button in the Windows task bar.
2. Select **Programs** and then **Net Opcon**.



- If the message "**No connections remaining**" appears, then there are more NOC's running than allowed by your site's licence.
3. If the system has started correctly, the console screen appears. The display phone associated with the console displays "**IN USE AS OPS CONSOLE**".
 4. If the system cannot connect to the NOC Server a warning screen appears. Click on the **OK** button and contact your System Manager.

Stopping/Pausing the Console

The console operates in two modes; **In-Service** or **Out-of-Service**.

- **In-Service**: The console displays and can answer calls.
- **Out-of-Service**: The console does not display calls. It can still be used to make calls. The call queue area displays "***Out of Service***".

To go in/out-of-service:

1. Press **Service** to go in or out of service. **Note:** Do not do this whilst on a call.

Exiting the Console Program

Both methods of exiting the console program described below, automatically take the console out-of-service. Before switching the console off, ensure that the telephone system is either in night service or that another extension or NOC is available to take calls.

WARNING: If your NOC is running on the same PC as the NOC Server, do not switch the PC off or close the NOC Server program as this will stop all NOC's.

To close the console:

1. Double-click on the close-symbol at the top-right of the console window or click on **File** and then **Exit Console**.

Answering Calls

Calls appear in one of the six call queues. For each queue the NOC displays the number soft calls and how long the oldest call has been waiting.

Each call is also represented as a block on the display. Block changes from green to red when it has been waiting too long. The timer for this (called PC Console red alert) is set on the telephone system, its default setting is 20 seconds.

Int Queue:

Displays internal calls from other extensions on the telephone system.

1. Press **Answer Internal**. The caller details appear in the **A-Side** box. The blue highlight shows that you talking to that caller.

Recall Queue:

Display calls that have been transferred but then not answered, see page 15.

Ring Ann Queue:

Display calls that were waiting for an announced transfer, see page 15.

External Queues:

External calls appear in any one of the 3 bottom queues. Which queue depends on which trunk the call arrived and is set on the telephone system. The name used for each queue can be changed.

To answer an external call:

1. To answer the longest waiting call press **Answer Next**.
2. Otherwise press the corresponding call queue key; **Answer Ext.1**, **Answer Ext.2** or **Answer Ext.3**.
3. The caller details appear in the **A-side** box. The blue highlight shows that you are talking to that caller.

Unannounced Transfers

This is a quick way of handling callers. Use it when the call recipients do not need or want to be warned about the identity of their caller before taking calls.

Making an unannounced transfer puts the caller on hold and rings the transfer number if it is free or sends it a call waiting message if it is busy. If the call rings unanswered or waits at a busy extension for too long, it reappears in the console recall queue. When you answer it, the console displays all the information of the original extension to which you tried to transfer the call.

To make an unannounced transfer:

1. Dial the number the caller wants.
 - Information about the number appears in the **B-Side** box. Note that you are still connected to the caller.
 - The box highlight may also show the number's status (unless on another site on the telephone network):
green = free, red = busy, white = connected but not active, cyan = unobtainable.
2. **If free:** Press **Transfer** to transfer the caller.
3. **If busy and the caller asks for another destination:**
Dial the new transfer number. The **B-Side** box changes to show the status of the new transfer number.
4. **If busy and the caller wants to hold:** Press **Transfer**.
The call transfers to the busy number (which receives a *Call Waiting* warning).
5. **If busy and the caller will try again later:** Press **Release** twice to end the call.

Announced Transfers

Use announced transfer when the call recipient wants to be warned about the identity of callers before taking (or rejecting) calls. It allows you to talk to the intended recipient without the caller hearing. If they accept the call, you can press **Transfer** to transfer it.

If the recipient is busy, using a **Ring/Announce Transfer** puts the call on hold. It reappears in the **Ring Ann** queue when the recipient extension becomes free (or it has been on hold for too long).

To make an announced transfer:

1. Dial the number the caller wants.
 - Information about the transfer extension appears in the **B-Side** box.
 - The box highlight may also show the extension status (unless on another site on the phone network): *green = free, red = busy, white = connected but not active, cyan = unobtainable.*
2. **If free:** Press **Speak B-Side** to announce the call to that extension. The box highlight changes to blue to confirm which side you are connected to. The caller in the A-Side cannot hear you or the extension.
 - Use the **Speak A-Side** and **Speak B-Side** keys to toggle between the two calls.
 - If the call is accepted, press **Transfer** to transfer the caller.
 - If the call is not accepted, press **Release** and **Speak A-Side**. Inform the caller and ask if they want to talk to someone else, leave a message or try again later.
 - Dial the new number or press **Release**.
3. **If busy and the caller asks for another destination:** Dial the new transfer number. The **B-Side** changes to show the information about the new transfer number.
4. **If busy and the caller wants to hold:** Press **Ring/Announce Transfer**. The console holds the caller until the transfer number becomes free. Then the call returns to you in the **Ring Ann** queue (*see page 15*).
5. **If busy and the caller will try again later:** Press **Release** twice to end the call.

Answering a Recall Queue Call

Calls transferred previously or held may reappear in the Recall queue for several reasons. The reason is displayed in the **A-Side** of the call handling window.

- **Ringing Recall**: Call transferred to a free extension but unanswered.
- **Busy Recall**: Call transferred to a busy extension to wait, but not answered.
- **Recall From Hold**: Call left on hold for too long.

For previously transferred calls, the **B-Side** box displays the original transfer number information. How you handle the recalled call depends upon what the caller requires.

- **Unannounced Transfer**: *See page 13.*
- **Announced Transfer**: *See page 14.*
- **End Call**: Press **Release** as appropriate.

Answering a Ring Announce Recall Call

Calls waiting for an announced transfer to a busy extension, appear in this queue when the extension becomes free or if it stays busy for too long.

To answer a ring announce recall:

1. Press **Ring/Announce Answer**. The original call details reappear, showing the caller in the **A-Side** and the transfer number in the **B-Side**. The console automatically dials and rings the transfer number.
2. When answered, announce the caller to the transfer extension, the caller in the **A-Side** cannot hear you or the extension.
3. Use the **Speak A-Side** and **Speak B-Side** keys to toggle between the caller and the transfer extension.
4. If the call is accepted, press the **Transfer** key to transfer the caller.
5. If the call is not accepted, press **Release** while still in the **B-Side**. Inform the caller and ask if they want to talk to someone else or try again later.
6. Dial a new number or press **Release** to end the call.

Adding Call Annotations

If you have Call Annotation selected (*see page 24*), you can type a short annotation (note) into the call box while talking to an external caller. If you transfer the call to a suitable display terminal, the first 16 characters of the annotation appear on the terminal.

The console retains a call's annotation until the caller is released, ie. if a call you transferred returns as a recall, the call information shows your original annotation (unless transferred over a network link). Entering a new annotation overwrites any existing annotation.

To add a call annotation:

1. Simply start typing, a **Call Annotation** box containing the text appears automatically.
2. To cancel the new annotation, press **Esc**.
3. To enter the annotation, press ↵.

Making Page Calls

You can page any extension on the system that is free or phones in a group that are free. Anybody near those phones will hear the page. The recipients do not have to answer their phones to hear the page.

To make a page call:

1. Press **Page** key.
2. Dial the number of the group or extension which you want to page.
3. Speak and after the page, press **Release**.

Retrieving a Transferred Call

After transferring an external call, you can retrieve it whilst it is still unanswered. This only applies to the last external call you transferred from the console.

To retrieve a transferred call:

1. Press **Retrieve**. If successful, the original call details reappear.

Creating Conference Calls

You can take part in and form conferences. Other parties may ask you to create a conference for them and then exit the conference yourself.

To create a conference call:

1. Make a first call (or answer a call). Tell the party that you are setting up a conference.
2. To add a party, dial their number and press **Confer**, the console automatically puts the party in the **A-Side** on hold.
3. If the other party agrees to the conference, press **Confer** again.
4. If they do not answer, press **Release** to drop the call and return to the **A-Side** party.
5. Repeat the above steps to add further parties to the conference.
6. Press **Release** to exit from a conference. This will not affect the other members of the conference.

Leaving Call Messages

If the extension called is a DT phone or TT phone, you can leave a message. The system lights that phone's lamp and stores your extension number for a return call.

To leave a call message:

1. Dial the extension number.
2. Press **Message** to end the call and light the phone's message indicator.

Holding and Retrieving Calls

The console allows calls to be held (for later retrieval) in two ways.

- **The Hold Queue**: Controlled by the **Hold** key. This can contain several held calls. At any time it displays the 6 longest held calls, showing each by its line number.
- **Personal Hold Bays**: These are controlled by the **Hold 1**, **Hold 2** and **Hold 3** keys on screen. Each holds just one call but displays the call details including call annotations.

You or any other extension can retrieve calls the console puts on hold by dialling the held call's line number. This allows you to put a caller on hold, and then make a page call for somebody to pickup that line.

To hold a call:

1. While speaking to the caller, press the required hold key.

To retrieve a held call:

1. Press the appropriate hold key to retrieve a call from the Hold Queue or Personal Hold Bays.
2. Alternatively, dial the appropriate line number.

Hold and Answer Next

This option allows you to rapidly answer and hold a series of calls. It puts the current call on hold and answers the longest waiting external call.

To hold & answer next:

1. While speaking to the caller, press **Answer Next**.

Auto-Dial

Using Auto-Dial

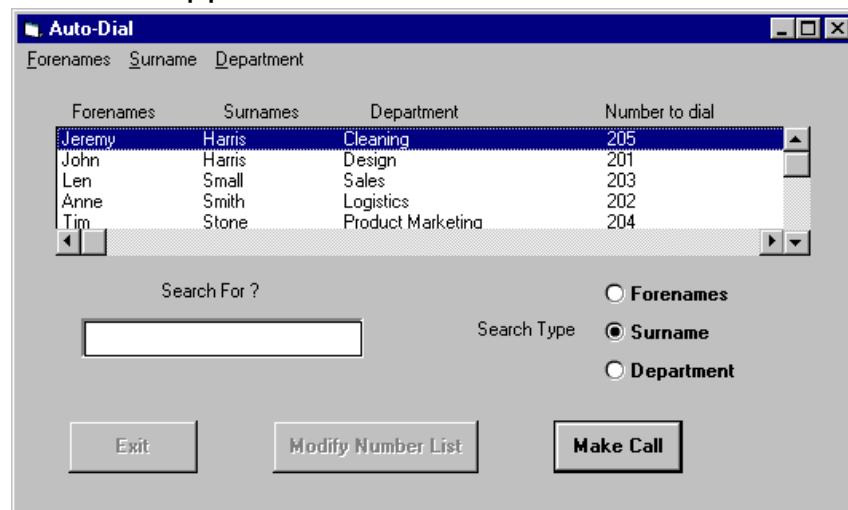
Auto-Dial allows you to quickly search and dial from a database of numbers stored on the console. These numbers can include internal extensions and external numbers. The Auto-Dial database is separate from the telephone system's directory (*see page 21*).

To Automatically Start Auto-Dial Searches

You can select to have Auto-Dial appear whenever you start typing a name on the keyboard (*see page 24*).

To Manually Start Auto-Dial:

1. From the console screen, press **Alt+A**. The Auto-Dial window appears.



2. Start typing the name you want. The Auto-Dial windows will show matching surnames.
3. Once inside the Auto-Dial screen:
 - To view matching forenames, press **Alt+F**.
 - To view matching departments, press **Alt+D**.
 - To view matching surnames, press **Alt+S**.
4. Highlight the name required using the up and down arrow cursor keys.
5. Press **←** to dial the highlighted number. The Auto-Dial windows closes automatically.

To Exit the Auto Dial Database

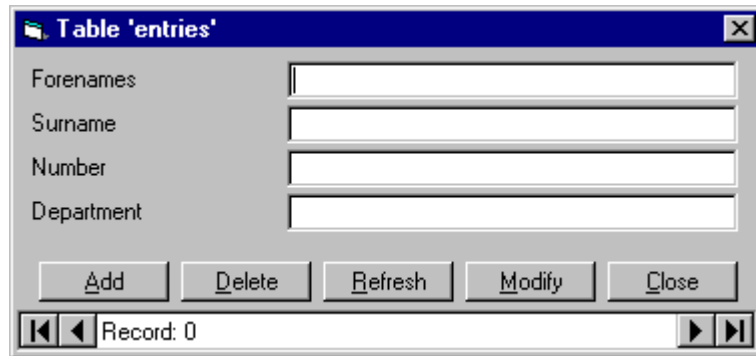
1. Press **Esc** or click on the **Exit** button.


Modifying the Auto-Dial Database

Using the console you can add, delete and update entries in the Auto-Dial database.

To enter the database:

1. Press **Alt+A**.
2. Click the cursor on **Modify Number List**. The **Table 'entries'** window appears, showing the first entry or the currently selected entry in the Auto Dial screen.



3. Use the  controls to go to the first, previous, next or last entries.

To delete an entry:

1. Display the entry to delete and click on **Delete**.

To add a new entry:

1. Click on **Add**.
2. Type the details required, using \leftarrow to move between entry boxes.
3. When completed, press **Modify**.

To change an entry:

1. Display the entry to change.
2. Make the required changes, using \leftarrow to move between entry boxes.
3. To undo the changes, press **Refresh**.
4. When completed, press **Modify**.

To exit to the Table 'entries' window:

1. Press **Esc**.

Sorting, Searching & Dialling

To display an alphabetic section:

1. Click on the required letter key (these appear at the left-hand edge of the directory listing).



2. The directory displays all entries beginning with that letter.

To display a name or number range:

1. Type the name or number required, the console displays your typing in the **Search** box.

Searching for:

2. Press **↵**.
3. The directory displays the entry/entries that match the text/number typed.

To dial an extension:

1. Use the up and down-arrow cursor keys to move the highlight over the extension required.
2. Press **Dial**.
3. The Directory closes automatically after dialling.

Altering a Terminal's Status

Through the **Directory** you can display the settings of any extension. You can also change those settings (except take ACD turrets in/out of group).

To change an extension's status:

1. Highlight the directory entry required.
2. Press **Status**.
3. The **Modify Terminal Status** box appears. This displays the extension details.
4. Click on the mode required:
 - **In Group:** Available to answer group calls.
 - **Out of Group:** Answer direct calls only.
 - **No Calls:** Not available. Selecting this option deletes the terminal's Divert All setting.
 - **No Calls Divert:** Not available, divert calls to the Divert All setting.
 - **Diverting Calls:** Send calls to Divert All no.
 - Note that if you select **No Calls Divert** or **Diverting Calls** and the terminal has no **Divert All** setting, the console requests a **Target?**. Enter the target for diverted calls and press ↵.

5. The **Divert All** number can be altered if the status is **Diverting Calls** or **No Calls Divert**. (You cannot change **Divert Busy** or **Divert N/A**).
6. When finished, press **F8** (Using **Esc** to exit does not save any changes).

Console Customisation

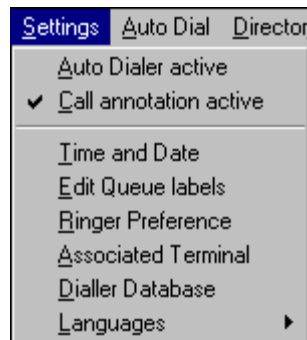
Keyboard Auto-Dial or Call Annotation

While talking to a caller, typing on the keyboard can have one of two effects:

- **Auto-Dial:** Search the Auto-Dial database using on the text that you type (*see page 19*).
- **Call Annotation:** Add the text that you type as a call annotation (*see page 16*).

To select Auto-Dial or Call Annotation:

1. Click on Settings in the console menu-bar.



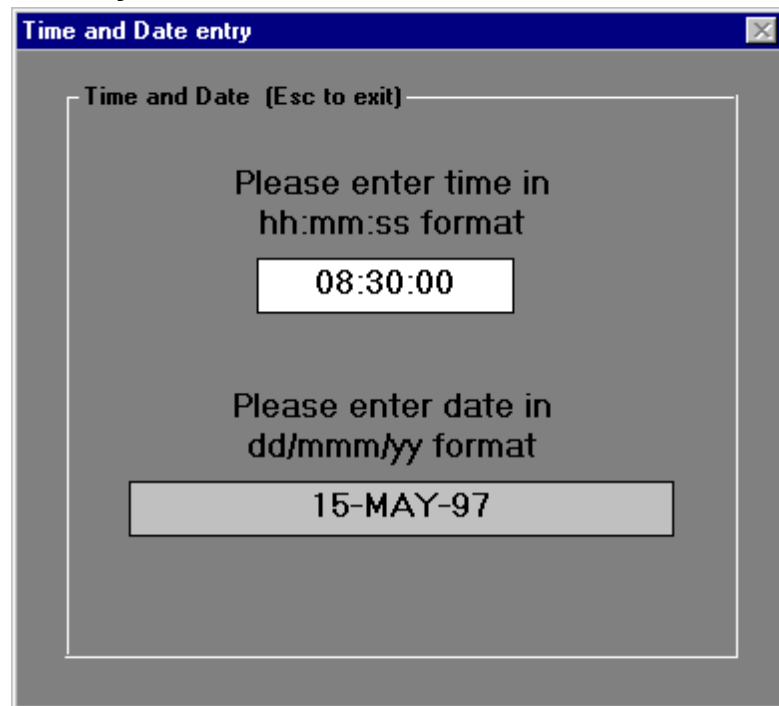
2. The tick mark against **Auto Dialer active** or **Call Annotation active** shows the currently selected mode.
3. Click on the mode required to change the setting.

Changing the Date & Time

The console displays the date and time as set on the INDeX. Changing the console values also changes the telephone systems settings.

To change the date & time:

1. Click on **S**ettings in the console menu-bar.
2. Click on **T**ime and **D**ate. This displays the **Time and Date entry** box.



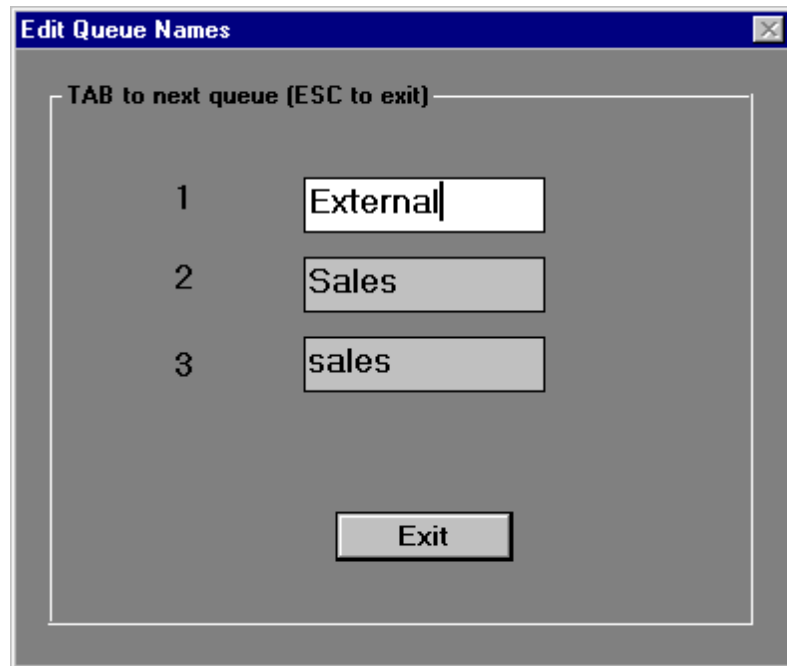
3. Enter the date or time and date required using the formats shown above each box (you cannot change just the time only).
4. Switch between entry boxes by pressing **Tab** or by clicking on the box required.
5. When finished, press **Esc** to exit without saving the changes or press ↵ to save the changes.

Changing External Queue Labels

You can give each of the external queues a label (other than their defaults of **Ext.1**, **Ext.2** and **Ext.3**).

To change the external queue labels:

1. Click on **Settings** in the console menu bar.
2. Click on **Edit Queue labels**. This displays the **Edit Queue Labels** box.



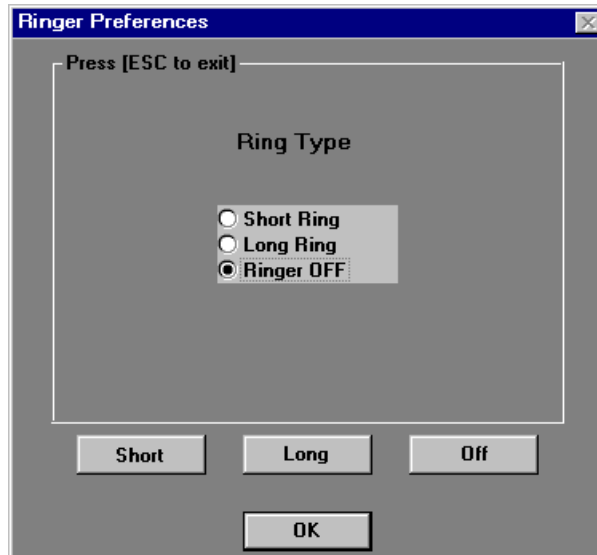
2. Enter the labels required.
3. Switch between entry boxes by pressing the **Tab** key. Note that the console only displays approximately 11 characters.
4. Ensure that you press **Tab** after changing a label.
5. When finished click on **Exit** to exit.

Changing the Console Ringing

You can change the console ringer used to indicate new calls.

To change the console ringing:

1. Click on **S**ettings in the console menu bar.
2. Click on **R**inger preference. This displays the **Ringer Preferences** box.



3. Select the type of ringing required.
4. To exit, click on **OK** when finished.

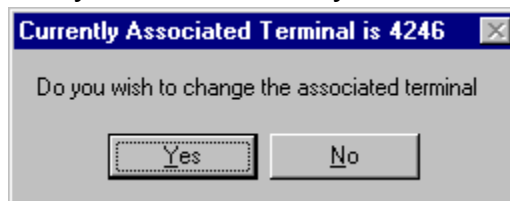
Changing the Associated Terminal

The Network Operator Console can be associated with any display phone on the INDeX telephone system. The associated phone provides the speech path for handling operator calls.

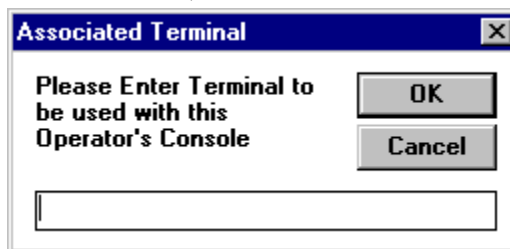
Note: Changing a console's associated phone may also require reprogramming of the telephone system and so should only be performed by an approved system maintainer. To receive calls the directory number of the associated terminal must also be programmed into the operator group on the telephone system (and any previous number removed).

To change the associated terminal:

1. Ensure that you have taken the console out-of-service.
2. Click on **Settings** in the console menu bar.
3. Click on **Associated Terminal**. This display a dialogue box which tells you the currently associated terminal.



- Click on **Yes** only if you want to change the associated terminal, otherwise click on **No**.



4. Enter the directory number of the terminal to associate with the console. Remember that it must be a DT-3/4/5 or TT-3/5 terminal. Then click on **OK** (otherwise click on **Cancel**).
5. The console program automatically closes. Restart the console.

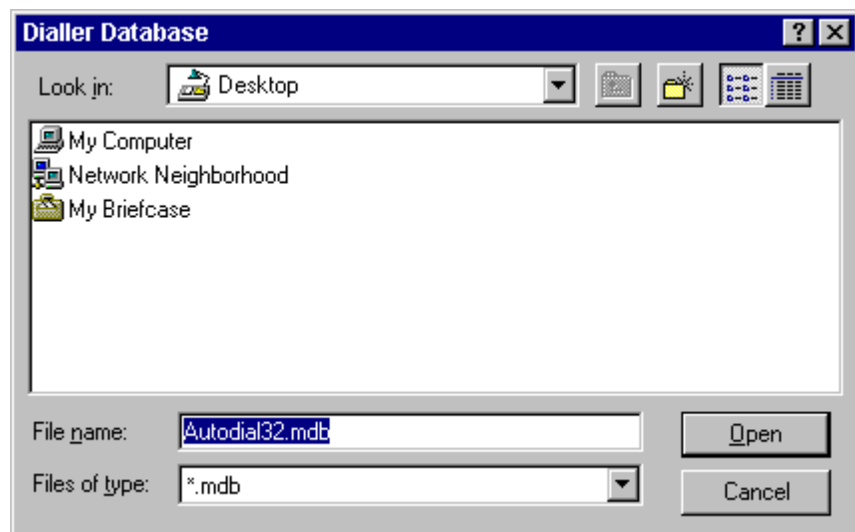
Changing the Dialler Database

You can select which database file the console's Auto Dial feature should use. This is important since it allows several Network Operator Consoles to share the same common Auto Dial directory.

Note: If the Dialler Database file is stored on a network drive, then each console must be logged onto the network to access the file.

To change the dialler database:

1. Click on **Settings** in the console menu bar.
2. Click on **Dialler Database**. This display a file selection box.



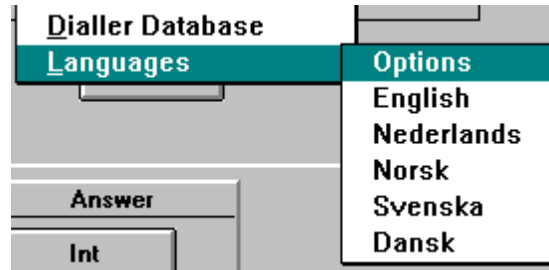
3. Select the file to be used for autodial. Then click on **OK**.

Changing the Console Language

You can switch the console to your preferred language.

To change the console language:

1. Click on **S**ettings in the console menu bar.
2. Select **L**anguages. A menu of the languages available appears.



3. Move the cursor over the language required and when it is highlighted release the mouse button.
 - The **O**ptions choice displays a menu of buttons from which to make the language selection.



4. **Note:** If the console does not have all the phrases it needs in the language you select, it will prompt you to enter the text to use for each missing phrase.

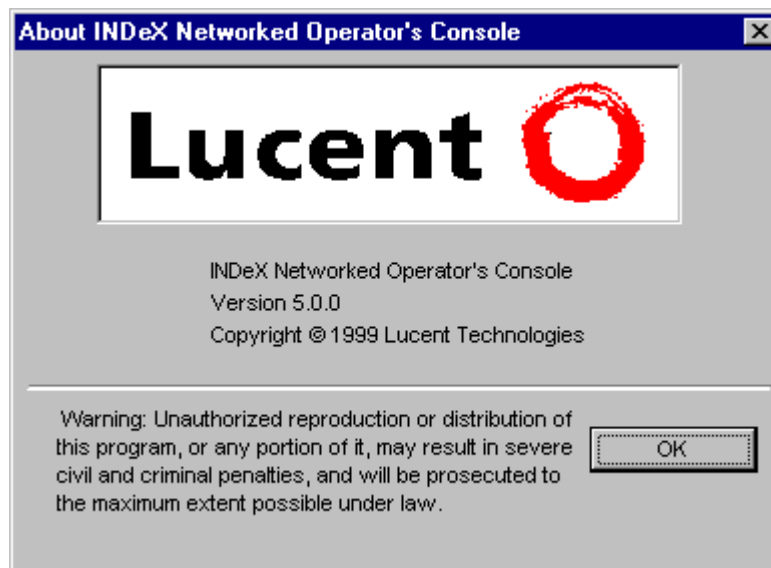
Help

Help

Selecting **Help** displays this user guide on screen as a Windows Help file.

About

This option displays information about the NOC. Click on **OK** to close.



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Sterling Court
 15 - 21 Mundells
 Welwyn Garden City
 Hertfordshire AL7 1LZ
 England
 Tel: +44 (0) 1707 392200
 Fax: +44 (0) 1707 376933
 Email: contact@sdxplc.com
 Web: <http://www.sdxplc.com>