Berkshire 400 Plus

Thank you for choosing a Berkshire 400 Plus telephone. You have selected a carefully designed telephone that incorporates the very latest technology, offering a stylish instrument and providing many years of excellent service.

This booklet will ensure you obtain the best use of your telephone.

User Guide

Preparing to use your Berkshire 400 Plus

INITIAL CHECK
Our telephones are checked, tested and leave us in perfect condition. If yours is damaged, please return it to your supplier with proof of purchase, for a replacement.

TELEPHONE NUMBER LABEL
The telephone incorporates a label underneath the handset for recording frequently used telephone numbers. To remove the plastic cover, operate the release clip with your thumb nail and hinge upward.

CONNECTION
The Berkshire 400 Plus telephone can be connected either to a Direct Exchange Line, or as an extension to a compatible company exchange (PABX).

HANDSET CORD
This cord will require connection between the telephone and handset. Take any end of the handset cord, locate the port marked 'HANDSET' on the left hand side of the Berkshire 400 Plus and simply push to locate. Connect the other end to the base of the handset to complete.

LINECORDS
The Berkshire 400 Plus arrives with two line cords for customer selection. Select your required linecord (standard BS6312 BT-socket, or RJ45 socket for category 5 installations). The rear of the telephone has a port marked 'LINE', plug your selected linecord into this port first and the other end to your telephone line termination point. An RJ11 line cord is available as an option, ask your supplier for details.

WALL AND DESK MOUNTING KITS
A wall or desk mounting kit is available as an option, please contact your supplier for further information.

Using your Berkshire 400 Plus with the Handset

RECEIVING CALLS
Incoming calls will be announced by the audible ringer and flashing LED. To answer the call, simply lift the handset.

ADJUSTING YOUR RINGER VOLUME
The ringer volume is controlled by a 3 position switch located at the rear of the telephone and indicated by the word 'RINGER'. Moving through the settings from left to right they are 'HIGH', 'MED' and 'LOW'.

ADJUSTING YOUR RINGER PITCH
The ringer pitch control is also a 3 position switch located at the rear of the telephone and indicated by the words 'RINGER PITCH'. Settings from left to right are 'HIGH', 'MED' and 'LOW'.

MAKING A CALL VIA THE HANDSET
• Pick up the handset and listen for dial tone
• Dial the required telephone number
(Note: making external calls from a company exchange (PABX) requires the number to be prefixed by an access digit, normally '9')

Using your Berkshire 400 Plus with Headset

CONNECTING THE HEADSET
To connect the headset, insert the plug on the headset cord into the socket marked 'HEADSET' on the left hand side of the telephone.
NOTE: Headsets used with this telephone must comply with the standard EN6095.

RECEIVING CALLS
When your telephone rings, the default path for the call is to the handset. To receive it on the headset, press 'HEADSET' button once and the call is switched to the headset. This action will be confirmed by LED indication within the headset button. At the end of the call, press the 'HEADSET' button a second time to turn the headset off.

MAKING CALLS
Press the 'HEADSET' button to turn the headset on and dial as normal. When you have finished the call, press 'HEADSET' to turn the headset off.
Whether making or receiving calls the LED will flash if the 'HEADSET' button is pressed and no headset is connected.

ADJUSTING THE HEADSET VOLUME
You can adjust the volume to the headset, by pressing the (+) and (-) keys located on the front face of the Berkshire 400 Plus and marked 'VOLUME'.

TRANSFERRING CALLS
• FROM HANDSET TO HEADSET
  If you have taken a call on the handset and wish to transfer it to your headset, press 'HEADSET'

and replace the handset.
- FROM HEADSET TO HANDSET
  If you wish to transfer a call from your headset to the handset, simply pick up the handset. This action will switch off the headset.

Features and Facilities

TRANSFER KEY (RECALL)
Berkshire 400 Plus telephones are provided with a 'TRANSFER' key, required by modern public and private exchanges, in order to gain access to various features such as 'transferring a call'. For this, the 2 position selector switch at the rear of the telephone, must be set to the 'T' (Time Break Recall) or 'E' (Earth Leg Recall) position, to suit your system requirements.

REDIAL KEY
If you wish to redial the last number you dialled, you can do so by lifting the handset and pressing the 'REDIAL' button.

MUTE KEY
The microphone in the handset / headset can be turned off (mute) in order for you to refer to a colleague without your caller hearing you.
- Pressing the 'MUTE' button turns off the microphone and gives visual LED indication within the 'MUTE' button.
- Pressing the 'MUTE' button again turns the microphone back on and the LED is turned off.

MEMORY KEYS
The Berkshire 400 Plus comes with 12 non volatile (no batteries required) memories, for efficient speed dialling of commonly used numbers. Making a call via these keys is as simple as lifting the handset (or initiate headset) and pressing the desired memory key. To identify these keys it will first be necessary to write the names of the company or individuals the keys will represent on to the label provided. This label is held in place by a clear plastic cover, which can be removed by simply depressing the retaining clips in the lower corners and lifting clear. With the cover replaced and memory keys identified, you are now ready to program them. First check that the 'MEMORY' switch at the back of the telephone is set to the 'ENABLE' position.
- Lift the handset and press the 'SET' key.
- Press the memory key to be programmed.
- Enter the telephone number to be dialled followed by the 'SET' key. If your telephone is on a PABX extension, it will be necessary to enter the access digit (9) before the number to be entered. The 'PAUSE' key is also available to enter a timed space between the 9 and number, as required on some PABX systems.
- Place the 'MEMORY' switch back to the 'DISABLE' position in order to protect your programming.

SWITCHABLE MESSAGE WAITING
Message Waiting is a function of your PABX (company exchange) where a caller may store a voice message, in the event that a call to your telephone is unanswered. The PABX will then signal to your telephone that a message is waiting and may be retrieved. This signal type will vary between PABX manufacturers.

There are two versions of Message Waiting Indication supported within the Berkshire 400 Plus telephone (HiPath DX or MW10 and HiPath 3000). This selection is made via a 3 position switch located to the rear of the phone, indicated by the letters 'DX' and '3000'.

A 'RING INDICATOR' setting is also available when message waiting selection is not required.

In all cases, an LED in the top right hand corner of the telephone is used to indicate that a message has been stored at your PABX, or you have an incoming call. Your telephone supervisor will give you the required access code to retrieve any messages waiting at the PABX.

Any questions you may have should be directed in the first instance to your telephone supplier with details of your PABX. Further concerns may also be addressed by calling our Technical Support Department on 0845 421 0730 or visiting our website, www.atltelecom.com/support.

MODEM PORTS
Your Berkshire 400 Plus comes with two modem ports (BS6312 and RJ11) typically used for a PC modem, or as points of connection for additional telephones.

HEARING AID COMPATIBILITY
For hearing aid users, an inductive coupler has been installed in the handset of the Berkshire 400 Plus, to improve audible efficiency.

Installation Notes

MESSAGE WAITING
The '3000' is used with the HiPath 3000 and its variants. The 'DX' is used with HiPath DX or MW10 line reversal methods.

PAUSE TIME ADJUSTMENT

The 'PAUSE' key may be configured via the keypad to represent 1 of 4 time periods (1~4 sec.). In all cases, press 'SET', 'PAUSE', followed by a numeric key (1~4 to set the time required). Press 'SET' to finish. Default = 1 sec.

TBR TIME ADJUSTMENT

Transfer break times may be adjusted from 100~600ms in increments of 100ms. In all cases press 'SET', 'TRANSFER', followed by a numeric key (1~6) then SET to finish. Default = 100ms.

PROGRAMMING PORT

The Berkshire 400 Plus has an unidentified port, alongside the other configuration switches, at the rear of the telephone. Programming of this port is limited to technicians trained in its use.

Help

NO DIAL TONE

- Check that the telephone plug is fully inserted in the socket
- If it is, try connecting the telephone into another socket, if available. If dial tone is now heard, the original socket is faulty.
- Alternatively, try connecting another telephone into your socket. If this telephone gives dial tone, then your new telephone is probably faulty.

TRANSFER/RECALL KEY NOT WORKING

- Change the recall selector switch setting (T/E). If the transfer operation is now satisfactory, the problem is resolved.

Compliance Notes

The Berkshire 400 Plus may be connected to the following types of installation:

1. Direct Exchange Lines (DEL)
2. Compatible Private Automatic Branch Exchanges (PABX). Please contact the supplier of your Berkshire 400 Plus to confirm compatibility with your PABX.

Whilst the Berkshire 400 Plus is compliant as an extension to a compatible PABX system, it cannot be guaranteed to operate under all possible conditions of connection. Any case of difficulty should be referred in the first instance to the supplier of your telephone.

Guarantee

Your Berkshire 400 Plus telephone is designed and manufactured to exacting quality standards. This enables ATL Telecom Limited to offer a 10 year guarantee from the date of purchase. This guarantee protects against faulty material or workmanship, applies to the UK only and is not transferable.

The terms and conditions under which the guarantee will be valid are as set out below.

1. Misuse or any modification carried out to the telephone, or operation other than in accordance with the instructions supplied, will invalidate the guarantee.
2. Damage arising from incorrect installation, accidental damage or consequential loss, are not covered under the guarantee.
3. In the event of a fault developing during the period of the guarantee, the complete telephone should be returned to your supplier, adequately and safely packed, together with proof of date of purchase.
4. The liability of ATL Telecom Limited will be limited to the cost of repair or complete replacement of the same defective instrument, at the discretion of the company. In the event that the same item is not available, a suitable alternative will be offered.
5. The terms of this guarantee do not affect your statutory rights.

Manufacturer's Declaration

ATL Telecom Limited declares that this product conforms with the essential requirements of the 'R&TTE directive 1999/5/EC'
Note: A copy of the Declaration of Conformity is available upon request from ATL Telecom Limited.

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