

KEYPHONE LABELS

(This is a NEW instruction)

1 **GENERAL** This instruction describes the design and the method of ordering customer information labels for both the Self Contained (SC) Keyphones and PABX Keyphones.

2 **LABEL SIZE** The label size for the SC Keyphone is 61 mm x 15 mm. Early PBX Keyphone instruments were manufactured with a label aperture 55 mm x 9.5 mm. Later instruments have a label aperture of 61 mm x 15 mm.

P&SD cannot undertake to ensure that all the instruments supplied to any one PBX Keyphone installation have the same size label aperture. Therefore if the instruments for a new PBX or extension are available in local stores prior to the ordering of the labels steps should be taken to ascertain the size of labels required, and if applicable the relative proportion of large and small labels needed. If however the labels are to be ordered before the Keyphone instruments have been received from P&SD then order sufficient labels, of both sizes, to equip all keyphones on the installation.

3 **DESIGN AND CONTENT** The space available on these labels is limited and the rectangular shape does not allow for flexibility in the presentation of the information shown. To ensure that the best use is made of the space available and that the data is shown in a clear and concise fashion the standard labels shown have been designed by a professional typographer. (See Appendix A). The label is divided into two parts; side A shows the main codes required by the caller and side B the exchange name and number or AFN associated with the Keyphone termination. In the case of a PBX installation the extension number is also shown on side B. Side A consists of a grey background overprinted in both white and black characters; side B is white with black printing.

3.1 **Standard Labels** Appendix A shows the standard layout and content of these labels.

3.2 **Non Standard Labels** Minor variations, in the PABX label, such as use of a special emergency code to replace 999 or the use of another digit for exchange access are acceptable but should be ordered by T Divn as non standard labels.

All requests from subscribers for labels which are non standard in content should be passed to T Divn who should approach the customer and discuss the request. If T Divn are convinced that it is an operational necessity to deviate from the standard content they should agree the new content with the customer and then obtain the labels from P&SD as described in para 4 and forward them to E Divn for fitting. Although the printed content on these labels may be varied the general layout and overall design and colour should remain as far as possible the same as for the standard labels. When agreeing non standard label content T Divn should bear in mind the limiting size of side A of these labels.

If there is no operational necessity PO or otherwise for the customer's request he should be advised that these labels have been expertly designed to ensure that the information is clear and concise and the standard labels will be provided as the label is considered an integral part of the instrument we undertake to provide and maintain.

3.3 Telephone Number Advice The exchange name on the label should be as shown in the 'List of Exchanges' A1360D part 2. However Telephone Area staff should also include a locally acceptable abbreviation for exchange names on the requisition diagram if the name has more than ten characters or, in the case of a hyphenated name, one of the words is longer than ten characters. (See Appendix A).

4 ORDERING PROCEDURES Requisitions should be sent, three months in advance of requirements, on form A1097 and A1098 to P&SD/SND/01.2, Wheatstone Road, Dorcan, Swindon SN3 5HG. (Note these are printed card labels and the requisition must be sent to the above address not the Factories Division as indicated on the A1097 form).

Two copies of a diagram showing labels required should be enclosed with the A1097. These drawings need not be to scale but should show clearly the printing required in the standard layout. If it is considered that an abbreviated form of exchange name may be necessary (para 3.3 refers) it should also be shown separately on this diagram. If suitable specimen labels are available in the Area, then they should be used for these diagrams. (See Appendix B).

5 NUMBERING The exchange, and extension numbers where applicable, should be printed locally using a numbering machine number 5. (Para 6 TI C3 M0010 refers).

Enquiries concerning this TI may be made on 01-432 9219.

Appendices A and B follow.

APPENDIX A

1 DESCRIPTION:- "Exchange line keyphone label" or "PMBX keyphone label".

Operator	100	
Emergency	999	

Side A Side B

2 DESCRIPTION:- "PABX keyphone labels"

2.1 Extensions with exchange line access

Exchange	9	
Operator	0	
Emergency	9 999	Ext

Side A Side B

2.2 Extensions with extension to extension dialling access only

Operator	0	
Emergency	0	Ext

Side A Side B

APPENDIX B

SPECIMEN REQUISITION DIAGRAM

1 If specimen labels are available

..... Telephone Area	
Tel No.	
Exchange 9	Maynard 1234
Operator 0	Elmgrove 5621
Emergency 9 999	Ext 42
Description of labels required:- PABX Keyphone labels	
Size required:- 61 mm x 15 mm	
Locally accepted abbreviation :- Not applicable for exchange name	

2 If specimen labels are not available

..... Telephone Area	
Tel No.	
Operator 100	Gainsborough
Emergency 999	
Description of labels required:- Exchange Line Keyphone labels	
Size required:- 55 mm x 9.5 mm	
Locally accepted abbreviation :- Gainsbro for exchange name	