

Bionic **STUDIO**



## User Manual

Revision:	0002
Date:	March 2015
Author:	Duncan Smith

# Contents

Contents .....	2
Getting Started .....	5
Introduction.....	5
Starting Bionics Talkshow.....	6
Bionics Talkshow Update.....	6
Screen Layout .....	7
The Active Device .....	7
To change the Active Device.....	7
Linebox Layout.....	8
Call State.....	8
Name .....	8
Location .....	9
Point .....	9
Call State Timer .....	9
Call Duration Timer.....	9
Dialling a Call .....	9
Placing a Call on Hold .....	11
Answering a Call .....	12
Terminating a Call.....	12
Routing a Call.....	12
Advanced User Sections .....	14
Starting Bionics Talkshow .....	14
Device Layout Selection.....	14
Show Selection .....	15
Optional Device Selection.....	16
Line Layout Selection.....	16
Screen Layout .....	17
Bionics Talkshow Principles .....	19
Selecting .....	19
Click and hold .....	19
Context based menus .....	19
Colour & Motion.....	19
Drag & Drop.....	19
Answering a call.....	19
Answering a specific call.....	20
Answering any ringing call (Answer) .....	20
Dialling a Call .....	21
Dialling on any line .....	21
Dialling on a chosen line .....	21
Dialling from a handset .....	22
Dialling from a Directory .....	22
Dialling via the Call log.....	23
Terminating a call .....	23
Manual termination.....	23
Quick termination.....	23
Automatic termination .....	23
Reject a call.....	24
Call Routing.....	25
Placing a call on hold .....	25
Using the Active Device .....	25
Using drag and drop .....	25

Call Log .....	26
Call Details window .....	26
Line Number .....	28
Name .....	28
Area .....	28
Dual timers .....	28
Alerts .....	28
Entering Call Details.....	29
Viewing Call Details for a specific call.....	29
Caller Dispositions .....	29
Other caller information.....	29
Practical examples of how these are used .....	30
Caller data in Use.....	30
Making an outbound call to someone in the filtered list .....	30
Caller History .....	30
Call Back Calls .....	31
Setting a call for “Call Back” .....	31
Re-establishing a Call Back call .....	31
Cancelling a Call Back call with re-establishing .....	32
Automatic Call Back from a lost locked call .....	32
Call log .....	32
Date & Time Spanning .....	33
Adding Calls .....	33
Searching the “tag” Field .....	33
Directory.....	34
Adding / Deleting Directory Entries.....	34
On Air Queue.....	36
Line Locking .....	38
Locking a line .....	38
Dump mode.....	38
Conference mode .....	39
Chat (Visual Talkback).....	39
Call Counter.....	40
Choosing which Counter to display .....	40
Resetting one or all Counters .....	40
Toggling Calls to Air Counter .....	40
DTMF Send .....	41
Lines.....	42
Setting lines to Busy .....	42
Forwarding Lines .....	43
Line Call Capacity.....	44
Re-opening a Service .....	44
Glossary .....	45
Keyboard Shortcut Functions Table.....	47
Disclaimer .....	48
Bolt-Ons – Extra options available.....	48
OASIS .....	49
Virtual Director .....	49
Call Statistics Application.....	49
DataManager Application.....	49
PrizeManager .....	49
IVR Integration.....	49
Data Replicator .....	49
Hybrids (TBUs) .....	49
MOH .....	50
GPIO Interface .....	50
Codec Integration .....	50

Audio Router Control.....50  
Bionics Talkshow Web Manager.....50  
Did You Know .....50  
VOIP/SIP.....50  
Use Bionics Talkshow at your Outside Broadcast.....50

# Getting Started

## Introduction

This User Manual begins by introducing new users of Bionics Talkshow (previously known as PhoneBOX) to some of the basic concepts and functions within the application. In many cases Bionics Talkshow offers multiple ways of achieving the same thing, but some options may be more appropriate in certain circumstances. This manual aims to present the most straightforward approach to all of the basic functions.

Later in this Manual you will find more details on how some of the more advanced features of Bionics Talkshow work.

If you experience any problems with your Bionics Talkshow software please contact your local Bionics Talkshow representative or Broadcast Bionics directly.

## Starting Bionics Talkshow

To start Bionics Talkshow, simply double click on the Desktop icon as you would to start any other application.



The splash screen shown below will appear as the software connects to the server:



Once Bionics Talkshow has connected to the server the splash screen will disappear.

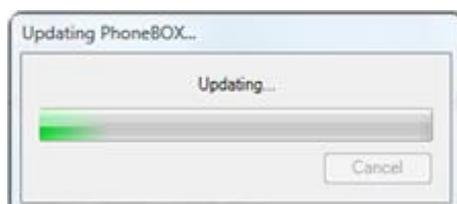
It is then possible that you may be prompted by several dialogue boxes prior to the software starting fully. These are:

- Show dialogue (to select the show you are logging in to)
- Line layout dialogue (to select the number of lines you are using)
- Device layout dialogue (to select the screen layout for the handsets/headsets and hybrids you require)
- Optional Devices such as extra TBU's or Codec's

All of the above concepts are covered in full detail later in this manual. If your system prompts you with any of the above dialogue boxes, please consult the relevant section, and also consult with your local onsite technical staff. Alternatively contact Broadcast Bionics or your local Bionics Talkshow Representative directly.

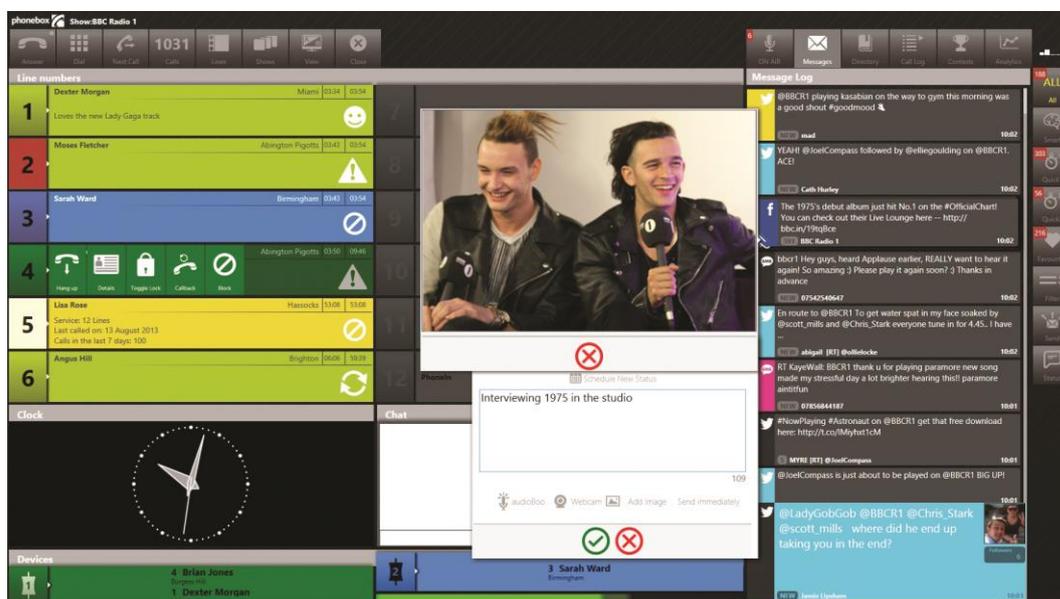
## Bionics Talkshow Update

If your Bionics Talkshow server has been updated then your client may need to update itself, if you see the message box below when running your Bionics Talkshow client please wait while the update takes place. The process may take several minutes.



## Screen Layout

Shown below is a typical screen layout for a Bionics Talkshow v4 Client.



Each installation will vary slightly, depending on the role of the operator (Presenter/Producer/Screener/Social Media only view), the number of lines displayed, the number of handsets and TBUs/hybrids shown. This manual refers to handsets and TBUs/hybrids as 'devices'.

### The Active Device

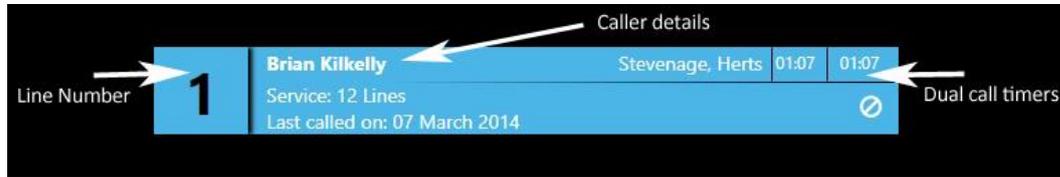
The active device is that with the pulsing device number in white (TBU1 on the above screenshot). In simple terms this means that any dialling or routing actions that are carried out will be actioned on this device, until another device is made active. This also includes calling people back from the call log section. The active device can also be a handset.

### To change the Active Device

To change the active device, simply click on another device. The device number will then pulse in white and the previous will show as black. When the fader is open for an active device this will raise the device in Bionics Talkshow with an audio confidence meter below (as with TBU2 above).

## Linebox Layout

Shown below is an example of a typical linebox on a Bionics Talkshow screen. The linebox will be covered in greater detail later in this manual. An explanation of the basic elements is given below.



## Call State

The Call State information tells us what state the call is currently in. In the following example, the call is on hybrid 1, having taken on the colour of that device. The Line number has changed to Red to indicate that this call has been on air.



If a call is parked the line changes to a green state (as in the example below, this is the colour all calls take when they are parked).



The other state of a call you will see is 'Ringing'. When a call is ringing it will pulsate blue then yellow as below and will continue until answered or until the caller hangs up or is rejected. You will notice that when ringing the line box will also display the last time that caller phoned in.



## Name

Bionics Talkshow has comprehensive databases built into the system. This means that when a call arrives in the system, if it is from a known phone number (using Caller ID) Bionics Talkshow will present on screen the caller name associated with that number if one is known. If not, the system will display the phone number of the calling party. If no CLI information is given by the caller then the phone number field will show as "Unknown" on the line until the name or number is filled in manually in the call details section, this is covered in Call Details later in the manual.

## Location

In a similar way to the Name information presentation, Bionics Talkshow will also display a Location for the caller if one is known. If one is not known but CLI is present, then Bionics Talkshow will use its look-up database of STD/area codes and will display the nearest locality it can match to the area code part of the telephone number.

Again, Location information can be entered manually using the 'Call Details' functions, this will be covered in greater depth later in this manual.

The amount of detail given in the area field will be dependent on where the caller is calling from and the amount of details in the database for your country.

## Point

The Point field is used to provide a brief description of what the caller wants to say so that producers and presenters are aware of each caller's angle before they take the call.

## Call State Timer

The Call State Timer shows how long the call has been in its current state. You will notice, every time a call is taken on and off of hold, this counter will reset to zero.

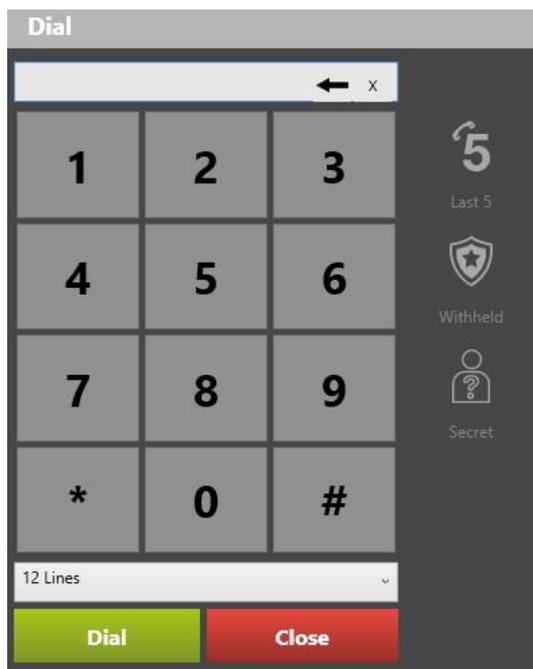
## Call Duration Timer

The Call Duration Timer is the total time that the call has been present in the Bionics Talkshow system. This timer does not reset when the call changes state.

## Dialling a Call

The simplest way to dial a call in Bionics Talkshow is as follows:

- Select the device on which you wish to dial from (this could be a handset or a hybrid). The pulsating device number will confirm you have made it to the Active Device.
- Click on an empty line.
- The Dial dialogue box appears. Enter the number you wish to dial



- Click the green 'Dial' button at the bottom of the Dial dialogue box
- Bionics Talkshow will make the call on the line you chose

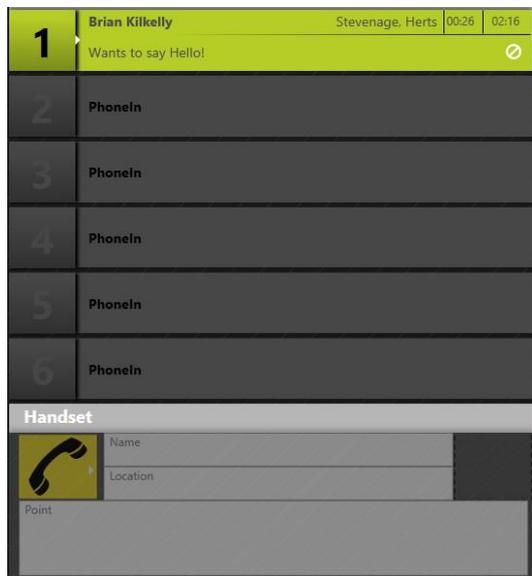
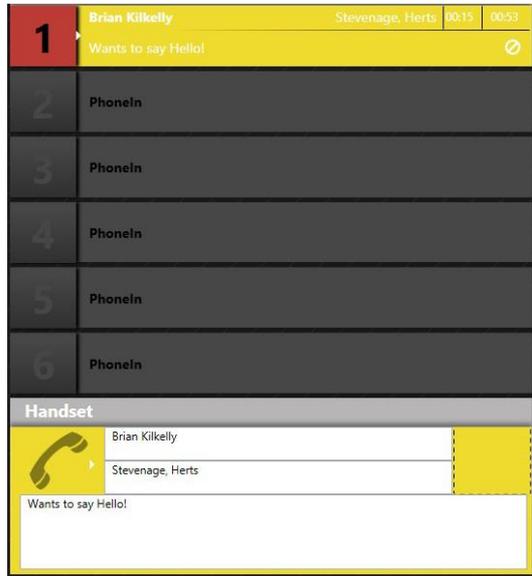
If you click the Dial button in the top left of the screen to bring up the dial pad you will also receive a drop down at the bottom which allows you to select which set of lines you dial out on. When you hit dial the call will be placed on those lines and will use the last slot in that section. Shown below is what would need to be selected on a setup that was in Studio 1 and had an XD line available.

**Studio 1 XD** ▾

## Placing a Call on Hold

To take a call that is already on a device, and place that call on hold (park the call), simply click on the line box of the line in question. The line box will turn green.

The example below shows firstly the call on Line 1 routed to a Device (the Handset), and then the same call placed on hold. The call has changed from Orange (the Device colour), to Green (the holding colour), and the call is no longer shown on the handset.



## Answering a Call

A ringing call in the Bionics Talkshow system will pulsate blue and yellow on screen as shown below.

<b>1</b>	<b>Brian Kilkelly</b> Service: 12 Lines Last called on: 07 March 2014	Stevenage, Herts	31:07	31:07	⊘
<b>1</b>	<b>Brian Kilkelly</b> Service: 12 Lines Last called on: 07 March 2014	Stevenage, Herts	32:20	32:20	⊘

In situations where the caller is sending CLI information, the caller's phone number be displayed as shown. If the caller is already known to the Bionics Talkshow database then the caller's name will be shown (as above) in place of the phone number.

To answer a ringing call:

- Choose which device you wish to answer the call on and make it active. The device number will pulsate on the device you have chosen.
- Now, click on the LineBox of the ringing line
- That call will now be routed to your chosen device and you can answer the call.

## Terminating a Call

Should a caller hangup at the remote end then the call will automatically disappear from the Bionics Talkshow screen.

If you wish to terminate a call from the Bionics Talkshow, do the following:

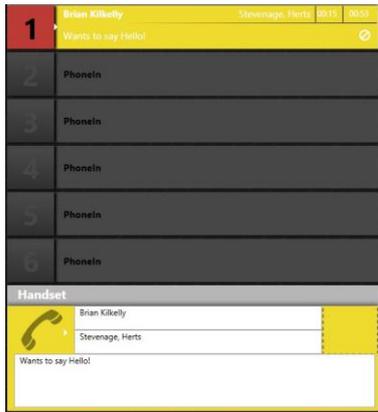
- Click on the hangup button from the line menu.

## Routing a Call

Routing describes the sending of a call that is on hold, and placing it on a device. Shown below is a held call on line 1. Below the line box for line 5 is the active device, in this case, a handset.

<b>1</b>	<b>Brian Kilkelly</b> Wants to say Hello!	Stevenage, Herts	30:26	30:16	⊘
<b>2</b>	Phoneline				
<b>3</b>	Phoneline				
<b>4</b>	Phoneline				
<b>5</b>	Phoneline				
<b>6</b>	Phoneline				
<b>Handset</b>					
	Phone	Name			
		Location			

To route the call that is holding on Line 5 to the handset, simply click on the line box for line 1. The call will be routed to the handset device as shown below.



You can see that the call on line 1 has now taken on the colour of the device to which it is routed.

To route a call to a TBU / hybrid follow exactly the same procedure. The only difference would be that you would select a TBU / hybrid as the active device rather than a handset. The routed call similarly will take on the colour of the TBU/Hybrid.

## Advanced User Sections

### Starting Bionics Talkshow



To start the Bionics Talkshow software, simply double click on the red Bionics Talkshow icon on the desktop. As Bionics Talkshow connects to the server, you will see the following splash screen.



Once Bionics Talkshow has connected to the server the splash screen will disappear. If the splash screen does not disappear after approximately 10 seconds the Bionics Talkshow server may not be running and you should contact your local system administrator.

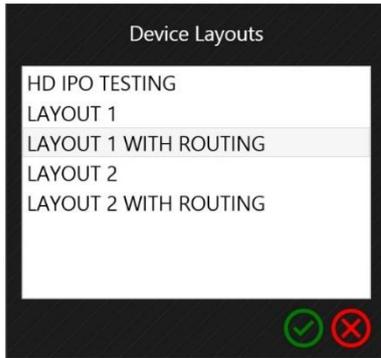
From here on in there are two dialogue boxes that should appear before the Bionics Talkshow software starts. These dialogue boxes are:

- Device layout dialogue (this selects the pre-configured layout for the handsets/headsets and hybrids you require)
- Show dialogue (to select the show you are logging in to)

### Device Layout Selection

The device layout selection allows users to choose which devices appear in the lower half of the Bionics Talkshow client (default location, can be changed). This option is particularly useful where a particular PC may, for example, require the option to control different hybrids under different circumstances.

To select a device layout simply click on one of the available options so it goes red, and click on 'OK'. Selecting a specific device layout may influence the options presented in the device selection, show, and line layout dialogs.



### Show Selection

The Show Selection allows users to log into a particular Show. This option may be password protected if required. This does not have any direct effect on the Bionics Talkshow client in terms of the look and feel of the client, but it does determine which numbers will appear under the Call log-Show option (see Call log later in this manual). Use of Shows also allows better quality data capture in the Bionics Talkshow call database as each call made or received, will not only be stored with a date and time, it will also be tagged against a particular Show. Using the Call log to look at the previous days calls for example, if Shows have been implemented, will list only the calls to the Show you are currently logged in as. Furthermore, our optional Caller Statistics Package can also produce 'per show' statistics if Shows have been used and Data Mining can then drill down on a 'per show' basis also.

To select a Show to login to, simply highlight one of the options so that the line goes red and either hit enter or click on the red confirmation box with the green tick at the bottom.

Selecting a specific show may influence the options presented line layout dialogue.



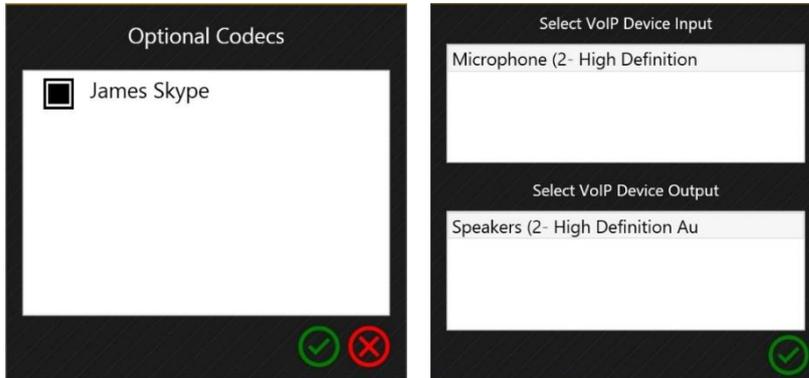
Four additional possible dialogue boxes could appear (depending on how your system is configured) before the Bionics Talkshow software starts. These dialogue boxes are;

- Devices (to select the number of hybrids and handset you are using)
- Line layout dialogue (to select the number of lines you are using)
- Optional Devices such as extra TBU's or Codec's
- VoIP devices

These options are all used in more complex Bionics Talkshow installations, but are not necessarily all used. Contact your local Bionics Talkshow system administrator if you are unsure about which choices to make or the Bionics Talkshow software does not start immediately. A brief explanation of each of the four options is given on the next page.

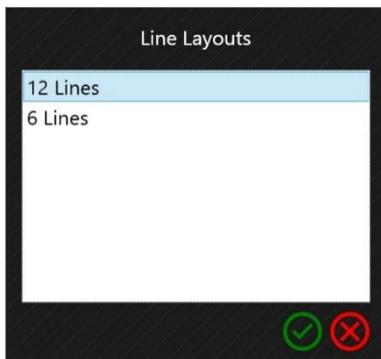
## Optional Device Selection

For installations where a pool of hybrids (TBUs) is shared, this option allows the user to choose which hybrids they wish to utilise. The list will show the available devices, and the user simply clicks on the devices they wish to utilise so that they are selected with a tick (as shown below). These devices are then included on the Bionics Talkshow screen.



## Line Layout Selection

The line layout selection allows users to choose which line groups appear in Bionics Talkshow client screen. This option is particularly useful where for example specific lines are associated with individual studios. If, say, a Show can come from either studio, the User would choose their Show on the Show Selection dialogue, and then choose (on a daily basis) the relevant line set for the studio from which the programme will be transmitted. Some days the Studio A lines may be used, other days the Studio B lines may be used.



Line layouts can also be used in situations where programmes sometimes go out on AM and FM for example, but at other times (perhaps during a sports event opt-out), the programme may only go out on one of the transmitters. Line layout selection would allow an FM only show to choose only the FM lines, leaving the AM lines available for the separate AM programme to select.

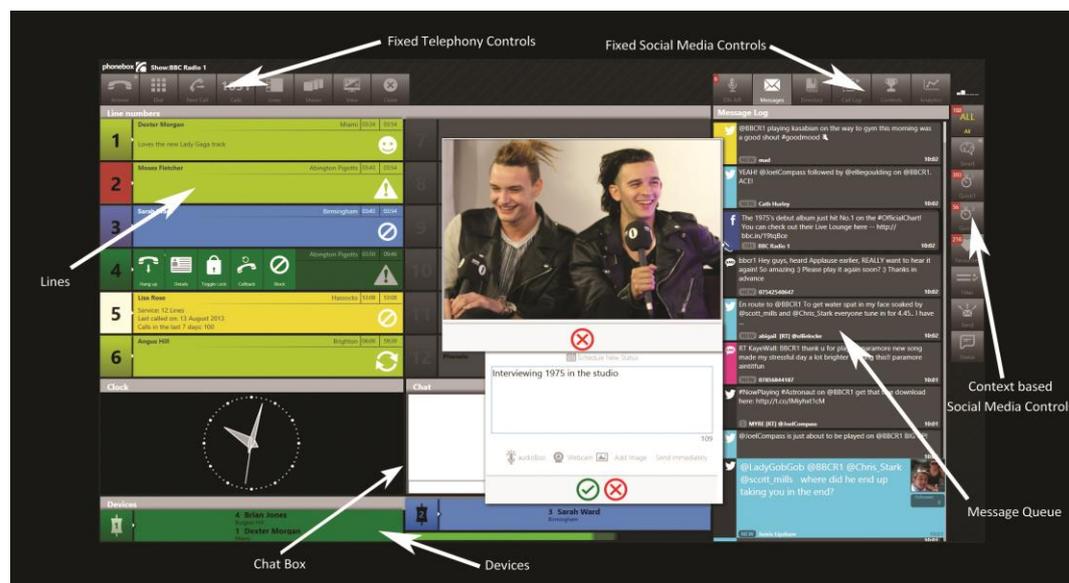
To select a line layout simply click on one of the available options, and either hit enter or click on the green tick at the bottom.

*Note: Device Layouts, Shows, Line Layouts, and Devices are all definable using Bionics Talkshow server but configuration should not be attempted if you are not familiar with the configuration screens within web manager. Please contact your local System Administrator, Broadcast Bionics, or your local Bionics Talkshow dealer for further information. Do not attempt to make any changes if you are not a confident user.*

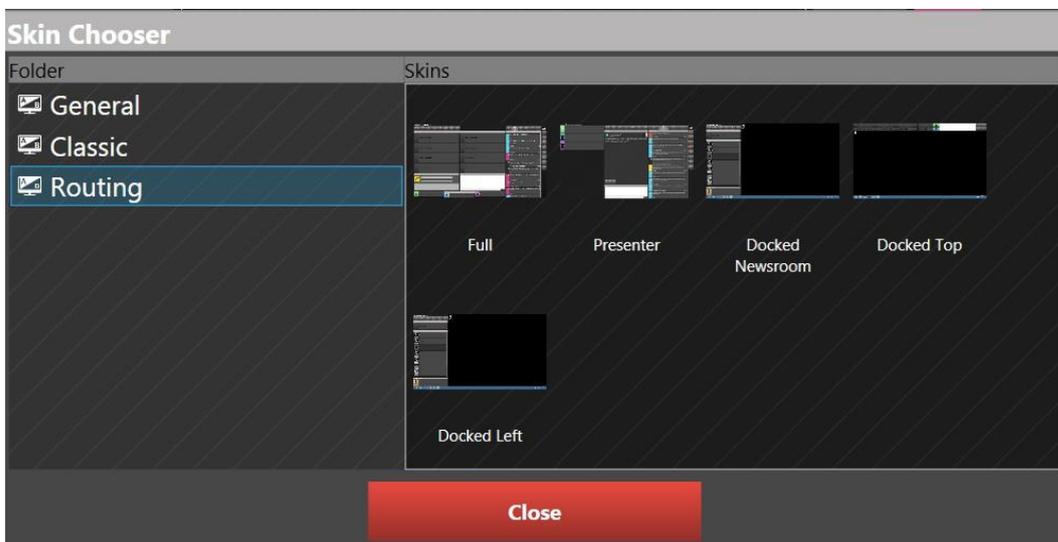
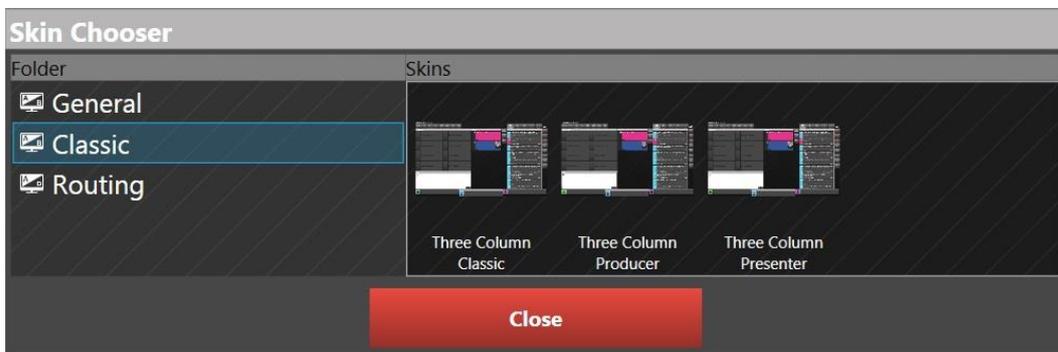
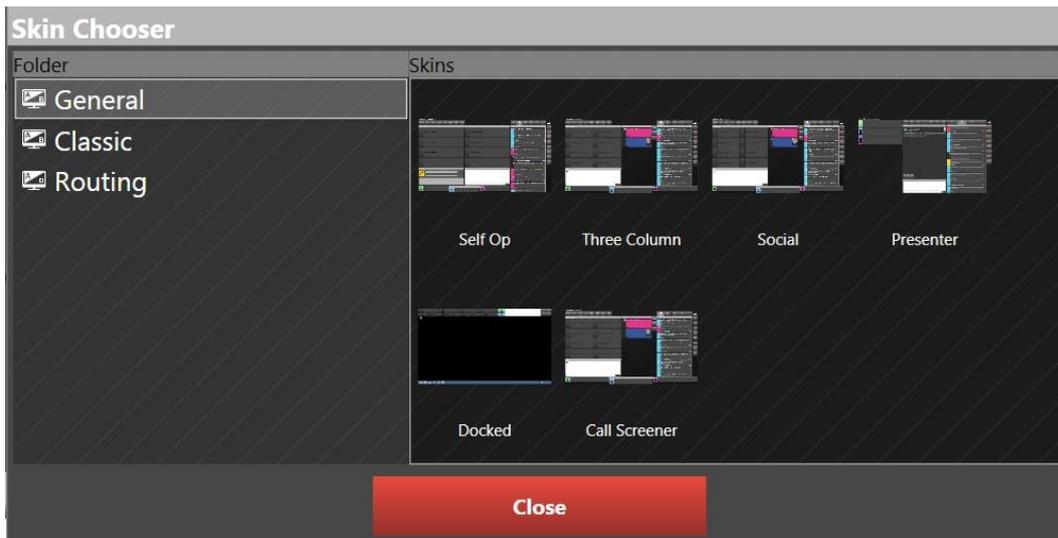
## Screen Layout

Shown below is the Bionics Talkshow user interface. The main sections are:

- Telephony controls - These persist on screen and it is here that the call routing function buttons are located.
- Lines - These represent the lines connected to your system. They change colour and contain various pieces of data about each call when calls are in progress. Context based menus appear as required on each line relating to the call state.
- Devices - Local handset/TBU/hybrid. These are called devices. Calls may be routed to devices. This is how you talk to callers, either via a handset device, or via a TBU/hybrid device.
- Chat box – This is a visual talkback system allowing you to type “chat” messages to other users of the system.
- Fixed Social Media controls – These persist on screen and it is here that you switch between specific information relating to your listeners.
- Context based Social Media controls – these are context based or dynamic and change depending on the function you are performing.
- Information panel. This is where all of the Bionics Talkshow data functions are located, such as the Call log (which stores details about the calls you make and receive, and Call Details (which allows you to enter details about each call).



Screen layouts will differ depending on the “view” you choose. Preconfigured views have been created for differing roles within the station (see below). Should you not find a view which is suitable, simply contact Broadcast Bionics and a custom view can be created. A single click on the views menu item will switch to your default second view. Click and Hold on the views menu item for the following dialogue boxes and the options contained therein.



As with previous versions of Bionics Talkshow you have the option of using a docked view which minimises the Bionics Talkshow controls to the top of your screen, thus allowing you to use the PC for an alternate task.

You can return to your original view by repeating this operation.

## Bionics Talkshow Principles

Several basic principles exist within the Bionics Talkshow system.

### Selecting

Similar to highlighting, selecting is the process where a device is selected for use, in order for this to happen, you click on one of your available devices and the box on the left hand end of the device now pulsates indicating it is the currently selected device.

### Click and hold

In order to find a sub menu on one of the menu items you simply click and hold and this will pop up additional options. If this option is available a small dot is present in the top right hand corner of the menu item in question.

### Context based menus

Some menu items change according to the function you are performing. The available options presented to you are specific to that task.

### Colour & Motion

Colour & Motion are only used in Bionics Talkshow as visual indicators, they help in highlighting the things you should be aware of.

### Drag & Drop

Calls and messages can be dragged around the screen to change location and to initiate calls (there are some exceptions, eg: call log and Directory entries cannot be managed in this way).

## Answering a call

A ringing call in the Bionics Talkshow system will flash "blue/yellow". If the CLI data for the call is valid, and any information about that CLI is stored in the Bionics Talkshow database, then that information will be shown as soon as the call starts ringing. Likely information to show will be Name, Location, and possibly Alert information relating to whether the caller is banned or has a warning associated with them.

To answer the call you can either click on the line (to answer a specific caller) or click the "Answer" button in the telephony controls menu (this will take the next incoming call). The call will answer to your active device.

A call with a warning associated will display this symbol on the line:



A banned caller will have this image displayed on the line:

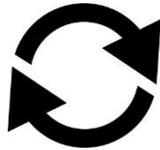


See Call Details later in this manual for more information about banned and warning information.

Other alert icons which can be assigned to a caller are as follows;



Prize Winner



Regular caller

### Answering a specific call

To answer a specific call, follow this procedure:

- Choose the device you wish to answer the call on
- Click on that device to make it the active device
- Click on the line box of the ringing call
- The call will be routed to the chosen device

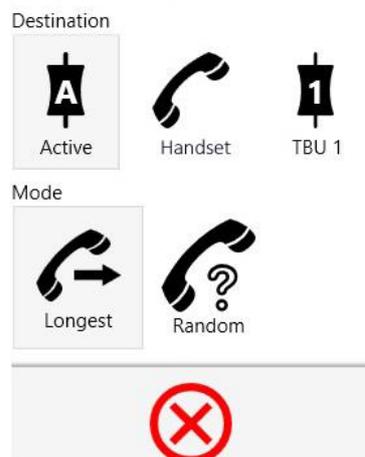
### Answering any ringing call (Answer)

You can choose to answer calls via a 'longest ringing' method. This is ideal for Call Screeners who may simply wish to answer any ringing call as simply as possible, whilst ensuring all callers are treated equally.

To answer the next call, follow this procedure:

- Click the device that device to answer the call on (this will make it the Active Device)
- Click on Answer on the telephony tool bar (or press F1)
- The call that started ringing first on the screen will be routed to the chosen device\*

\*By default Bionics Talkshow will answer the call to the currently active device. You can change this however and can set a specific device to which "Answer" calls are always answered. This is useful for operators that are also carrying out call routing functions as it means they can answer calls **without needing to use an active device**. To change the "Answer" device, click and hold and you will see the dialogue below:



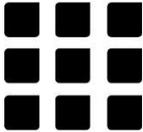
- Active - this means the Answer button will answer to your active device
- Handset - this means the Answer button will answer to your Handset
- TBU1 - this means the Answer button will answer to TBU2 (or Hybrid 2)

By choosing “longest” or “random” you can decide which is the next caller to be taken using the “Answer” button

\*Note – the names that appear in the dialogue are taken from your device names and may not appear exactly the same as those in this example screen shot.

See *Dump Mode* later in this manual for information about how to automatically dump the current call when you answer a new call.

## Dialling a Call



Calls may be dialled in a number of different ways in Bionics Talkshow.

### ***Dialling on any line***

To dial a call on any available line, follow this procedure:

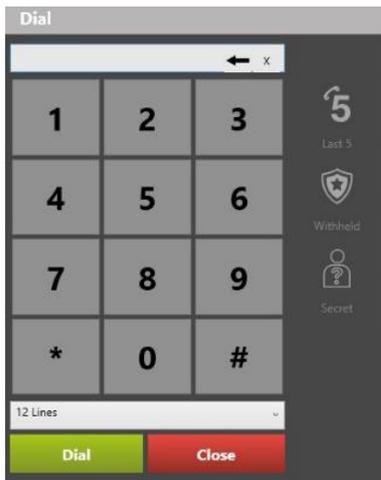
- Click on the ‘Dial’ icon on the telephony tool bar
- The phone number dialogue box will appear
- Enter the phone number you wish to dial
- Click on the ‘Dial’ button at the bottom of the phone number dialogue box
- The call will be initiated on the first available line\*

*\*Where a call is not dialled on a specific line, it will be dialled on the highest available line number within the line group displayed on screen. For example, if 6 phone-in lines are shown, then a call dialled in this manner would default to Line 6. If line 6 was busy it would be dialled on Line 5 and so on. In contrast, inbound calls to Bionics Talkshow arrive at default on line 1 and build upwards.*

### ***Dialling on a chosen line***

To dial a call on a specific line follow this procedure:

- Choose the device on which you wish to dial
- Click on an empty line
- The number dialogue box appears
- Enter the number to dial, the left arrow can be used to remove an incorrect digit.
- You can choose from the previous 5 numbers dialled by selecting the “last5” button
- Click on the ‘Dial’ button. If the ‘Withheld’ button is selected then your own outbound Caller ID will be withheld. On some systems this will always be the case.
- If the Secret button is selected the number will not be visible to other users
- The call will be dialled on the chosen line



### ***Dialling from a handset***



To dial a call using the keypad on a handset follow this procedure:

- Pick up the handset
- Dial the number required
- The call will be dialled using an automatically allocated free line\*
- The Bionics Talkshow screen will reflect the call you have dialled and which line it has been dialled on

### ***Dialling from a Directory***



To dial from a directory follow this procedure:

- Select the Directory button
- Choose the specific directory from which you wish to dial (show or Global)
- Select a Directory entry
- Click on the Call button on the left of the screen

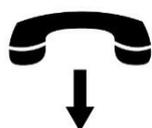
## ***Dialling via the Call log***



To dial via the call log follow this procedure:

- Select the Call Log button
- Select a Call Log entry to initiate the call details window
- Click on the Call button on the left of the screen

## **Terminating a call**



Calls may be terminated in three ways in Bionics Talkshow.

Manual termination  
Quick termination  
Automatic termination

### **Manual termination**

To terminate a call manually on a line or device follow this procedure:

- Click on the line number box and the context based menu will appear
- Select the Hang up icon
- The call is terminated and the line box goes grey and displays it's original label

### **Quick termination**

To terminate a number of calls quickly follow this procedure:

- Hold down CTRL on the keyboard
- Now click on the line boxes of the calls, or devices you wish to terminate
- Each call is terminated as you click on it and the line box goes grey

### **Automatic termination**

You can terminate calls automatically when you answer another call, or when you queue the next call. See Call Dumping later in this manual for more information.

*If the call is terminated by the caller then it will clear down automatically from the Bionics Talkshow screen. This will be almost instant for digital lines, but may take up to 30 seconds for analogue lines. Manual and Quick termination can be used on ringing calls as well as active calls. It is also possible to*

*hangup all calls on one set of lines using the services option which will be looked at later in this manual.*

### **Reject a call**

Should you decide to reject a call without answering it based on the caller information which is presented on the ringing line, then simply follow this procedure.

- Click on the line number box
- Select the reject icon
- The call will terminate and the line goes grey

## Call Routing

Call routing refers to the way in which calls are taken from hold, onto a device, and back to hold. There are a number of ways to route calls in Bionics Talkshow.

### Placing a call on hold

If a call is currently routed to a device, and you wish to return that call to hold mode, simply click on the line box of that call. It will be removed from the device, and will go green to indicate that it is on hold. If the call has been On Air the line number box will go red.

### Using the Active Device



Any routing carried out will by default take place on the active device. If for example you wish to take a call from hold and route it to a device, follow this procedure:

- Choose the device you wish to route to, and click on it
- The box on the left of the device will pulsate
- Now, click on a held call that you wish to route
- That call will be instantly and silently routed to the device you made active taking on the colour of that device

If for example you wish to route a different call to a second device, follow this procedure:

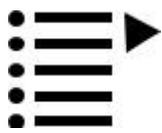
- Choose the device you wish to route to, and click on it
- The box on the left of the device will pulsate (note, the first device you made active is now no longer active)
- Now, click on the 2nd call that you wish to route
- That call will be instantly and silently routed to the second device you made active taking on the colour of that device

### Using drag and drop

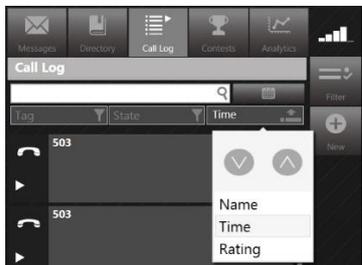
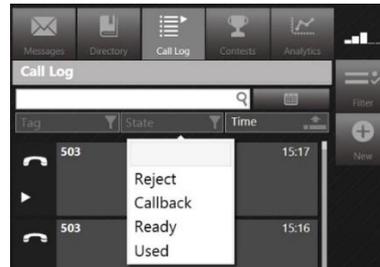
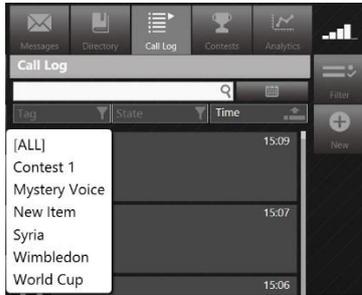
Calls that are on hold, or on a device, can be dragged by their line box to another device. In this scenario always drag from the line on which the call is residing, not any device to which it may be presently routed.

You can also drag from one device to another. For example, to move a call from Hybrid 1 to Hybrid 2, simply drag from Hybrid 1 to Hybrid 2. This can be useful whether using a mouse or touchscreen as it reduces the time taken to drag and drop a call.

# Call Log



The Call Log holds a history of each of the callers to the show. The Call Log is scrollable and searchable by Tag, State, Time and Date to make caller details more discoverable.

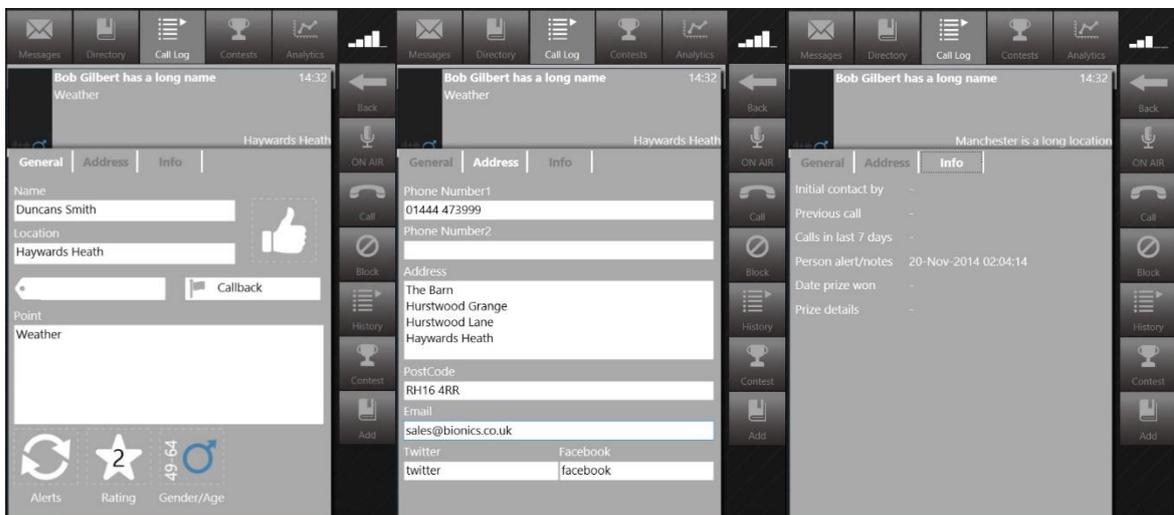


Call details refer to the specific information that you can enter about each call including name, location, point, and more advanced data such as disposition information, warnings, and prize information. Call details can be accessed in a couple of ways

- select a caller from the Call Log
- select “details” form the context based menu on a line number box

## Call Details window

Shown below is the Call Details window and each of its tabs. You can click on each of these to select them or simply flick scroll from one to another.



As you can see the first tab holds General information about the caller pertinent to their call, the second tab their address and social media information and the third tab historical data.



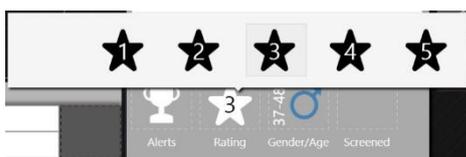
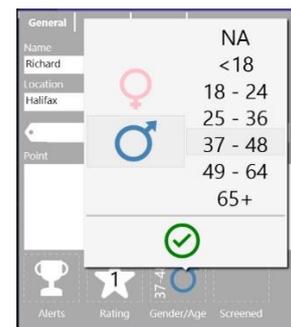
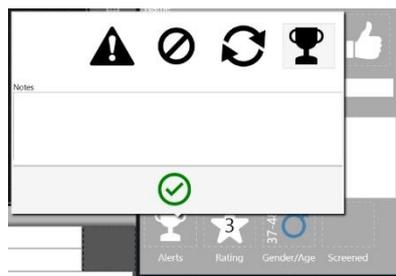
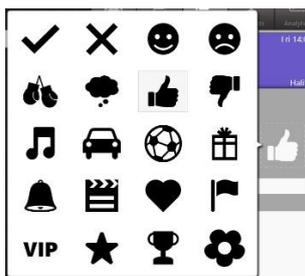
As you can see from the control bar to the left you are able to make use of callers directly from the call details screen too. You can;

- Send them to the On Air Queue
- Call them back
- Block them
- View their history as a caller
- Access and Add Prizewinner information
- Add them to any of the Directories configured in the system.

From the General tab on the Call Details window you have access to a number of sub-menus allowing you to setup;

- Caller dispositions
- Searchable Call states
- Searchable subject tags
- Alerts
- Rate the caller
- Age & Gender
- Mark the caller as screened

Clear graphical icons have been chosen for ease of recognition



The “address” and “Info” tabs are used to record other demographic information and details of the callers history.

Shown below is an explanation of which of the data fields from the Call Details window are shown on a line box.



### Line Number

The line number to which the data displayed in the call details window refers, is shown in the line number box.

### Name

The name field will automatically show the name of the caller if the CLI (calling line identifier – this basically means the phone number of the caller) data is already registered in the Bionics Talkshow database. Each name can have 2 phone numbers associated with in. The name data may be modified at any time by the user.

### Area

As with the Name data, the Area field will also automatically be filled if an Area has previously been registered against the CLI. If multiple Areas are registered against the CLI then these will appear in the drop down list (see right hand side of Area field). If no Area has previously been registered then Bionics Talkshow, using its own dialling code database, will look up the listed Area for that dialling code and present that as the Area. The Area data may be modified at any time.

### Dual timers

The line displays 2 timers, one showing the length of time the call has been in the system and the other the length of time it has been in its current state.

### Alerts

The information in the alerts tab is also presented in the line, in the example below you can see the caller is banned or blacklisted.



Other alerts are as previously noted.

*Note – you are strongly advised to ensure that any warning notes held relating to your callers are factual and inoffensive. In some jurisdictions (such as the UK where such matters are covered under the Data Protection Act), the public are entitled to request to see any data held on them on a computer system if they so desire. It is well worth instigating station-wide policies on how the alerts section of Bionics Talkshow can and should be used. You are advised to take legal advice if you are unsure of your responsibilities as a holder of data.*

## Entering Call Details

The call details window, once selected, will persist on screen and switch between callers details as you select different calls. It will, by default, contain the call details of the call which was last selected. If you dial a new call, the call details window will contain the details pertaining to that call. If that call is then placed on hold, and you take a different call and route it to a device, the call details window will then reflect the details relating to that call. The details window will only be cleared out if you reconnect your client, that way your last call can be edited until another one comes in

### Viewing Call Details for a specific call

If the call details window does not contain the call details you wish to access follow this procedure:

- Select the relevant call, click on the line number and you will be presented with menu options. Select "Call details"
- Alternatively go to the Call Log, select a caller. This will then expand and you can see the call details

### Caller Dispositions



In Bionics Talkshow we use this group of icons to set dispositions for a caller. Dispositions allow you to identify callers using pre-agreed definitions so you can easily see which group they fall into at a glance. It is intended that dispositions will be set by call screeners in most cases, and the producer or presenter then use the disposition in conjunction with other caller information to determine which callers to call back, and in what sequence to take those callers on the air.

### Other caller information

Tags	This allows you to tag a caller with a specific subject for the show. Tags can be created and assigned on the fly during your show
Call state	This states whether or not the call has yet been used on the programme, whether it is rejected and will not be used and so on.
Alerts	Block callers/Set warnings/Mark as persistent callers/blacklist callers/
Rating	Allows you to rate a caller from 1 to 5
Age & Gender	Allows you to enter an age range and a gender
Screened	Allows you to mark a call as being screened

## Practical examples of how these are used

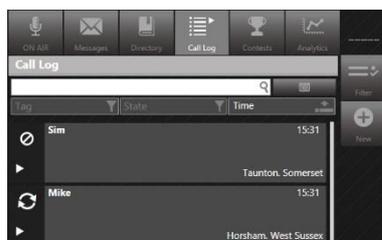
- Call Screener:** It is assumed that the call screener(s) set this data for each call during the screening process.
- Producer:** If a producer was involved in the programme and they were charged with phoning back only the most appropriate callers they could use the Age, Gender, and Quality information to base their judgement on. The producer could use facilities in the Call log to filter only calls meeting certain criteria. The producer could later use Bionics Talkshow Stats to produce a report of all of the calls used in the programme and could show the spread of calls received, such as the number of calls from men and the number of calls from women.
- Presenter:** When the callers to be used had been called back and were on hold waiting to go on air the presenter could see on screen the two call disposition settings. The presenter can therefore make decisions as to which calls to take in which order and they can also use this information in their discussion with the caller.

## Caller data in Use

This data is set in the call details window. See the 'Call Details' section of this manual for information on how to set this data.

In order to view only callers that meet certain preset criteria, the following filtering process may be used.

- Click on the Call log icon
- Click on the "filter" button on the right hand side of the screen
- Choose what you would like to filter you search on (tag/state/time) or use a keyword search or a combination of each
- Your filtered list will appear



When in filter view you can refine your search or drill down further into the call log by applying additional filters.

## Making an outbound call to someone in the filtered list

It's quick and easy to make an outbound call to anyone in the list. You can do this in two ways:

- Click on the entry you want to call back
- Click the "call" button shown in the right hand menu

## Caller History

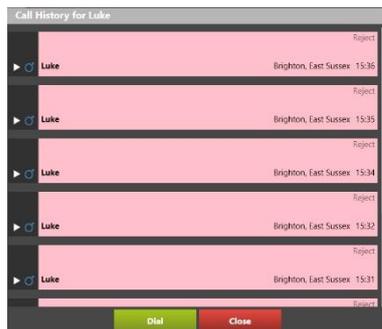
One of the advantages of the Bionics Talkshow system over most other available broadcast call handling systems is the facility to produce instant reports on the number of appearances a caller has

made on the station. This allows you to better handle frequent prize winners and other persistent callers. Caller History reports scan the entire Bionics Talkshow database. The length of time data is stored in that database will be defined by your System Administrator, but is likely to be at least six months.

The Caller History shows the date and time of all calls, the Name and Area of caller and their Point. You can also call back from the caller history

History reports are most useful during the call screening process, as you have the option, depending on the data returned, to make decisions about whether or not to use the caller on air.

It is possible to view the caller history for a call which is being screened or on air as well as an historic call from the call log.



## Call Back Calls

The Call Back facility is designed for use on programmes where only callers who called back are used on air. The original inbound call may be terminated, but if a call has been marked for callback you can filter a list in the call log to identify those specific callers.

Presenter can see which callers are coming up, as these calls can be place in the On Air Queue along with other active queued items. When the Producer or Presenter wants to get Call Back callers back on the line, they can quickly do so.

## Setting a call for “Call Back”

To set a call for Call Back, follow this procedure:

- Select the line number box
- Select the callback icon from the context based menu
- The line number of the Call Back call disappears and is replaced with a ‘C’
- You can now terminate the call when required
- The line box for the call in question goes white, but remains on screen



## Re-establishing a Call Back call

To re-establish a Call Back call follow this procedure:

- Set your chosen active device on which you wish to re-establish the call
- Now click on the line box of the Call Back call
- The call will be re-established on the original line, using the device chosen

### Canceling a Call Back call with re-establishing

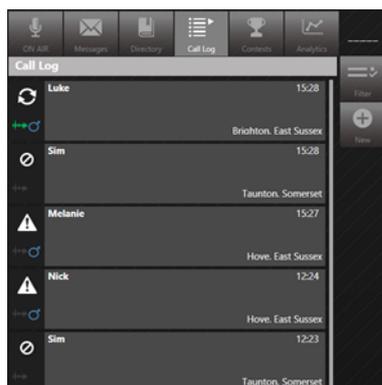
To cancel a Call Back call without re-establishing it, simply terminate the call following the normal call termination procedure. See 'Terminating a Call' elsewhere in this manual if you require further information.

### Automatic Call Back from a lost locked call

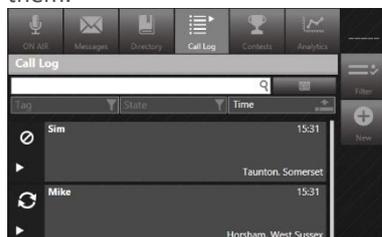
When a call is locked it cannot be hung up from the local end on the Bionics Talkshow system, however Bionics Talkshow cannot prevent the caller from hanging up or losing their end of the call (a common problem if they are on the move on a mobile phone)

If a call is locked however and lost due to the other end, it will remain on the line as a callback call as above, so the call can be quickly re-established without having to dig out the caller from the call log.

## Call log



The Call Log is a list of all callers who have been on air during your show. From here you can drill down to the caller details and filter lists of callers based on the specific parameters entered about them.



### Recording and Editing Calls

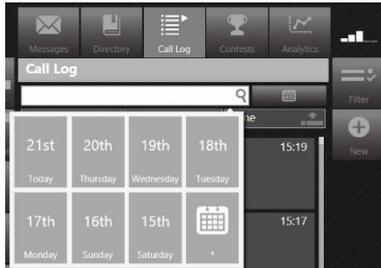


The first call in the image above is showing a waveform, indicating the call was recorded. Simply click on the waveform to pull down the recording and edit it in your editor of choice.

### Date & Time Spanning

By default, the Call Log looks at calls that happened within the past 6 hours, the reasoning behind this is that there are very few radio shows that last for longer than six hours, many are only say 3 hours so this value gives the current on air person plenty of scope for being able to see all the calls from their show.

There is however an additional filter which will allow you to look back to previous days for the same time period.



### Adding Calls

From within the Call Log screen it is also possible to add calls, to add a call click on the plus button and then fill in the details in the box that appears and then click add.



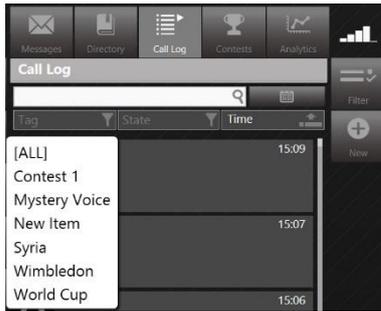
*Note: Bionics Talkshow can store details of all calls for as long as you wish. Please consult your system administrator for information about what details are stored for your Bionics Talkshow installation. This data can be viewed using our optional Bionics Talkshow stats add on for Bionics Talkshow web manager. Please contact Broadcast Bionics or your local Bionics Talkshow dealer for more details. Also, our Data Mining add on to web manager allows full management of the database including reporting, deleting and changing historic data and so on. Again, contact us for more information.*

### Searching the "tag" Field

When you are in the Call Log window you can search specific fields by clicking the filter button.

This is the search button which allows you to search through the call log based on the criteria that you set in the menu that appears when you click this button.

If you had a phone in for example about the best places to go on a night out in London you would set a tag as a subject for the show. In the search window you are presented with a list of tags which were used and by which you can search.



## Directory



The directory is located on the fixed social media controls menu. Once selected you will see you can view and edit Show directories and a Global Directory (which is visible to the whole system). You can add callers to either directory but you cannot setup a new directory through the PhoenBOX interface. This has to be done in PhoenBOX Web Manager by your administrator.

Once a directory is setup, it can be configured to only be available for certain shows on your system or it can be set so that all users of Bionics Talkshow can see it.

### Adding / Deleting Directory Entries

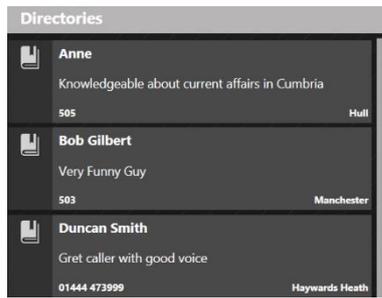
To add an entry to the directory you are currently viewing, click on the plus button to the right of the directory.



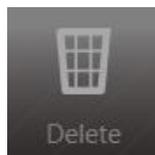
This will bring up a box where you can enter information about the person or organisation whose details you want to be stored into this directory.

 A screenshot of a form for adding a directory entry. The form has a dark background with white text and input fields. The fields are: Name (with a small document icon), Location, Number1, Number2, Notes (with a larger text area), and Codec Contacts.

Once you have filled in all the details in this box, clicking Save will save the entry back and you will see it in the directory view.



To then delete this entry, click on it and click on the delete button



You will be asked to confirm if you want to carry out this action, if you do hit yes on the dialogue box. The entry is now permanently deleted from the system.



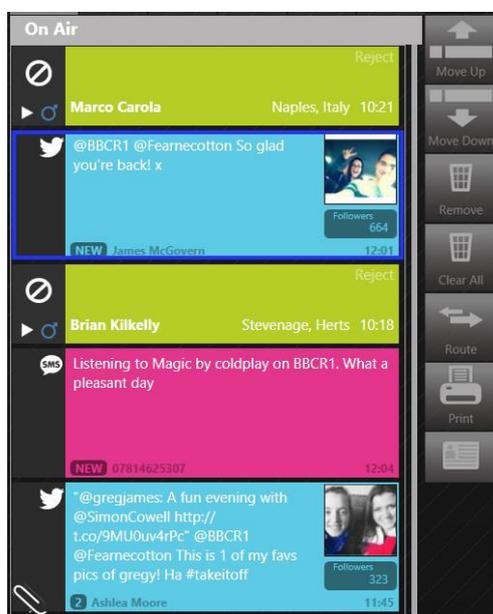
## On Air Queue

The On Air Queue is the part of the screen dedicated to displaying the curated content which is made available for the presenter/talent to use during their show.

The queue can be populated with Phone calls, Tweets, Posts, SMS, Email... and other ingested data as configured in your system. Items are added to the On Air Queue by selecting the “On Air” menu item.

The order of the queue must be set and can be changed at any time. Queues are intended for more complex Producer-lead programming where the Presenter is only interested in (or in some cases allowed to see!) calls and/or messages that have been approved. Choosing the correct view for the presenter is important in that the presenter is then only shown the queue of calls which de-clutters their screen so they can concentrate on the current call/message and the ones coming up rather than all the ringing calls and messages which may not be passed to go on air.

Bionics Talkshow allows you to build a Queue of callers and sort them into an order which would be useful on air. Queues may be built on one workstation and then actioned from another workstation, for example in the case of a Producer (who would build the sequence of callers and messages), and a Presenter (who would actually talk to the callers on the air and read out the message content).



Items can be;

- dragged into and out of this queue
- Reorganised again by dragging and dropping or alternatively by using the up and down buttons in the right hand menu
- Removed from the queue

Using the other menu items you can

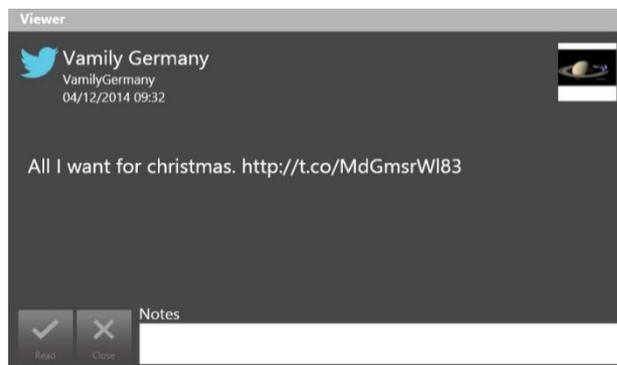
- Clear down the queue completely
- Printed out the queue
- Access the caller details

As you can see in the example above information for each item is displayed similar to that displayed of a caller. In the case of the last message in the above list the paperclip indicates an image is attached. This can be viewed simply by clicking on thereon.

The menu options on the right hand side vary depending on whether you have selected a call or a message. A message can be edited or previewed, whereas a call can be routed or you can access the call log.

The intention is that the On Air Queue is used as a running order or curated calls and messages for use on air.

On the fixed telephony menu you will see the “next message” or “next call” button. This button changes depending on the next item in the list. When clicking on this you are either presented with the reading pane (see below) or you take the next call in the list live to air.



## Line Locking



The line locking feature allows you to lock one or more lines so that those calls cannot be terminated accidentally. The facility is most useful for busy phone-in environments when high profile guests are holding, perhaps during a busy programme with lots of members of the public calling in on other lines. When a line is locked, even if the normal hung-up procedure is carried out, the call will not be terminated.

### Locking a line

To lock a line:

- Click on the line number box
- Select the padlock from the context based menu
- In the line number box you will now see a padlock icon



To un-lock a line simply repeat this procedure.

## Dump mode



Dump mode may be used in conjunction with answering, queuing, or routing calls. It is especially useful for competitions where a number of wrong answers must be gone through before a correct answer is arrived at. It can be used either by the Call Screener, or the Presenter.

If Dump mode is used when answering calls, the current call will be dumped (or terminated) when the next call is answered. If Dump mode is used when queuing calls, the current call will be dumped when the next call in the queue is used. If Dump mode is used when routing calls, the current call will be dumped when the next call is routed.

To enter Dump mode simply select the rubbish bin icon on your active device. You will notice the background on that device changes, thus giving you the visual indicator you are in dump mode.



## Conference mode



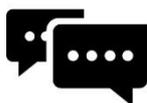
Conference mode allows you to have up to 4 callers simultaneously on each device.

- To put a device in conference mode use the following procedure;
- Click on the device number
- The context menu will appear
- Select the conference Icon
- You will notice the background of that device change as a visual indicator that you are now in conference mode

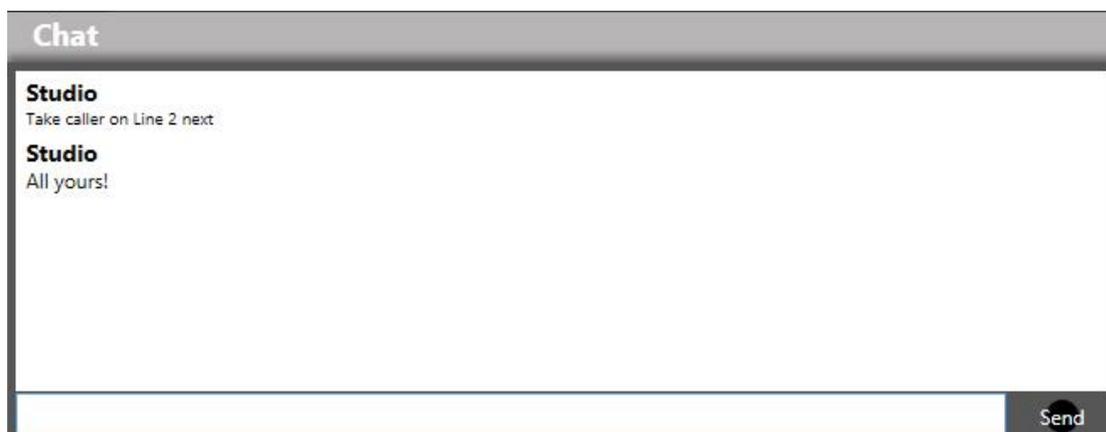
Conference mode can be cancelled by following the same procedure.



## Chat (Visual Talkback)



The Chat facility allows simple messaging between Bionics Talkshow workstations. It is ideal for passing brief messages between Producers and Presenters, or Call Screeners and Presenters for example. It is particularly useful when Bionics Talkshow is used for outside broadcasts, as it is likely that normal audio talkback facilities may not be available, and therefore an immediate text based system is beneficial.



Chat messages are sent to all Bionics Talkshow clients who are logged into the same show as you, so everyone who is doing something with your show (call screeners, producers, the presenter) will all receive any chat messages.

## Call Counter



A simple Call Counter is included in Bionics Talkshow. The counter can be set to show:

- Calls in. This counts all calls that ring whether or not they are answered
- Calls out. This counts all outbound calls.
- Calls answered. This counts all inbound calls that are answered.
- Calls to air. This counts all calls that are routed to a hybrid

Each counter may be reset individually, or all counters be reset at the same time.

### Choosing which Counter to display

Only one counter may be displayed at time. To choose the counter to be displayed follow this procedure:

- Click on the Calls icon on the top control bar
- A menu will appear
- The first four choices determine which of the four counters is displayed on screen
- Click on the counter you wish to display

### Resetting one or all Counters

- Click on the Calls icon on the top control bar
- A menu will appear
- The reset choices offer the option of resetting the Counter that is currently displayed, or, resetting all counters
- Click on 'Reset selected counter' or 'Reset all counters' as appropriate

### Toggling Calls to Air Counter

The Calls to Air counter may be disabled, if for example a pre-recorded call is taking place that should not form part of the main count of calls to air during the programme.

To disable the Calls to Air counter follow this procedure:

- Click on the Call Counter icon on the telephony tool bar
- A menu will appear
- Click on the 4<sup>th</sup> option ('Calls to Air counter active'). This will remove the tick next to this item.
- The Calls to Air counter is now disabled and calls routed to hybrids will not be counted

To re-enable the Calls to Air counter follow this procedure:

- Click on the Call Counter icon on the top control bar
- A menu will appear
- Click on the 4<sup>th</sup> option ('Calls to Air counter active'). The tick next to the item will reappear.
- The Calls to Air counter is now enabled and calls routed to hybrids will now be counted

Shown below is the Call Counter menu that appears when you click on the Call Counter icon on the telephony tool bar:

	Count	Reset	Display	Enabled
Calls In	743			
Calls Out	0			
Calls Answered	0			
Calls to Air	0			
All	743			

*Broadcast Bionics also offers a more advanced 'offline' Statistics package that can be used for more comprehensive call data analysis. Contact Broadcast Bionics or your local Bionics Talkshow dealer for more information.*

## DTMF Send

(only available in Bionics Talkshow VX & IP Office installations)

The DTMF Send facility allows the User to send DTMF tones from within the Bionics Talkshow environment. DTMF tones are needed to navigate some automated menu systems that may for example automatically answer calls, and then require the extension number you require to be input in DTMF. Obviously this is very simple with a conventional phone handset, but in Bionics Talkshow it requires the DTMF Send function.

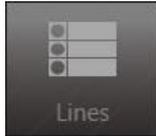


To send DTMF to the remote end of a live call:

(With a call on the active device):

- Click on the Dial button on the telephony tool bar
- The DTMF keypad will appear
- Dial the tones as necessary
- When complete, click the 'X' button in the top right corner of the DTMF keypad

## Lines



The Lines functions allow the user to forward or open/busy-off some or all lines. Line capacities may also be set. When a busy-off or forward status is set on one or more groups of lines then Services icon on the info pane control bar changes so reflect the status.



### Setting lines to Busy

If lines are set to Busy then all of the lines that form that service will appear to external callers as though they are engaged. Busy mode stops any calls arriving in the Bionics Talkshow system.

To set a service to Busy:

- Click on the lines icon
- All available lines are listed
- Click on the lines you wish to busy-off
- The Lines now have a red X in the line number box.



The above example shows that the Phone In lines have been closed and all the Phone In lines have 'X' marked against them.

## Forwarding Lines

All of the calls for a specific Service may be forwarded to another phone number. This facility is designed for customers that wish to forward lines to voicemail, or perhaps to another site.

To forward a service:

- Click on the Lines icon
- All available services are listed
- Click on the service you wish to Forward
- Click on the forward arrow
- A dialogue box appears where you may enter the phone number you wish to forward to
- Click OK
- The line numbers of the lines forming the relevant Service all change to show a forward arrow symbol in the line number box.

Forward

Custom (enter below)

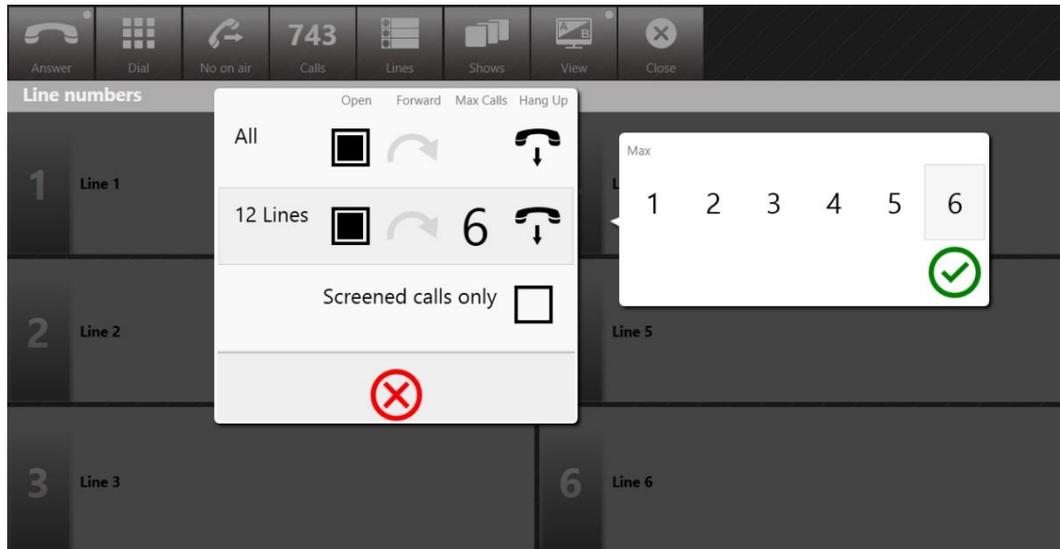
  
  
 

Line numbers	
 Line 1 > 01444 473999	 Line 4 > 01444 473999
 Line 2 > 01444 473999	 Line 5 > 01444 473999
 Line 3 > 01444 473999	 Line 6 > 01444 473999

In the above example the Phone In lines are all being forwarded to an alternative number which is why they all have a '>' marked against each. To check what number they are being forwarded to, go back into services and it will state 'Forwarded to xxxxxxxxx' in there.

## Line Call Capacity

The Service Call Capacity facility allows you to limit how many calls are allowed to be present in a Service simultaneously. This is useful where a limited number of 'real lines' are shared between two stations. If for example you had 6 real lines, and two stations, AM and FM, you can control here how many calls each station was allowed to receive. It might be that you wanted to receive up to 4 calls during the morning period on the FM service, and only 2 on the AM service, but later in the day you may want to receive equal numbers to each service. The Service Call Capacity facility allows users with limited line resources to make the best use of their line capacity. See below:



To set a capacity for a Service:

- Click on the Lines Icon
- All available services are listed
- Click on the service you wish to set the capacity of
- Choose Max Calls In
- Click on the maximum number of calls you wish to allow for this Service

## Re-opening a Service

The Open facility is used to cancel a Busy or Forward mode set on a Service. To Open a service follow this procedure:

- Click on the Lines Icon
- All available services are listed
- Click on the service you wish to Open
- Choose Open
- The line numbers reappear for the lines forming that service.  
(see example in image above)

*Note: Your system administrator may prevent changes to certain services.*

## Glossary

Services	In Bionics Talkshow terminology, a Service is a group of lines. The group can be a single line on its own (for example a Jamline) or a group of lines (for example a main on-air group of say 6 lines). Bionics Talkshow allows separate control of services, so for example, the main on air line group could be forwarded to another number, while the Jamline service remains routed to the studio as normal.
Hybrid	A hybrid is the device that links the Bionics Talkshow system to a mixer. A Bionics Talkshow system could have anywhere from 1 to 100 hybrids and different hybrids may appear on different Bionics Talkshow workstations depending on how the system is setup. Hybrids are also called TBUs or Telephone Balance Units in some regions.
TBU	see Hybrid above
Person	A Person is an entity in the Bionics Talkshow database that is connected to a telephone number, but other people may also be connected to the same number. The Person concept allows (for example) different members of the same family to appear separately in the Bionics Talkshow database.
Call	A Call is an individual occurrence in the Bionics Talkshow database. If a listener calls the station and then hang-ups, and calls again, that will generate 2 calls entries in the Bionics Talkshow database. The fact that the call may have been on exactly the same topic, and for the same purpose is immaterial. Bionics Talkshow will class this as 2 separate calls.
Message	In most cases a Message reviews to a non-verbal contact from a listener or viewer. This could be an email, a letter, an SMS text message, a fax, or even the salient points from a phone-call in written form whereas listener or viewer doesn't wish to go on the air. Messages can be edited and queued in Bionics Talkshow as part of the programme content, like phone calls.
Call Conference	A call conference is the name given to the routing of two or more calls to a single hybrid device, so that two or more callers can be heard simultaneously on the same fader.
Devices	Devices are either hybrids or telephone handsets. Bionics Talkshow treats the routing of calls to hybrids or handsets in exactly the same way.
Line layout	A line layout is a visual grouping of certain lines on a Bionics Talkshow screen. One line layout could contain only (say) the FM lines, while another might contain (say) both the FM and AM lines. Some stations use different line layouts on the same Bionics Talkshow workstation at different times of the day, depending on which programming is being transmitted. Line layouts allow Bionics Talkshow users to pick and choose which lines they wish to take control of at any given time.
Show	A Show (or Programme) is the way Bionics Talkshow distinguishes between calls and messages received for different Presenters. This means that Users on one Show can see only calls received historically for their Show and not the calls received for other shows. This makes it much faster

to find (for example) a call from the previous days show. Shows also allow us to offer much better reporting in our Statistics Package as call statistics can be broken down by Show. Shows also have a private Call log of useful numbers associated with them which other Shows can not view.

Device layout	Device layouts allow certain hybrid and handset combinations to be defined which can then be easily accessed within Bionics Talkshow. For example, if a backup studio is used some of the time as a screening area, you may wish to have a device layout at that time that only includes the local handset. However, if and when that studio goes on the air, you would probably want to include the hybrids in the studio. This choice can be easily achieved using device layouts which determine which devices appear on screen in what circumstances.
Device selection	Some customers pool their hybrids so they do not need to allocate dedicated hybrids for every studio. The device selection options allow a User on startup to pick certain devices to use for their programme from a tick list.
Active device	The active device is the default device which is used when any of the call routing buttons on the telephony tool bar are accessed. For example, if the Dial button is pressed, the call will be dialled on the Active Device set at that time. The active device is the device with the yellow highlight around it. There may only be one active device at a time.
Queue	A queue is a predefined sequence of calls and/or messages within Bionics Talkshow. Both calls and messages must be added to a queue manually. The order is set to determine the sequence in which they should be used on the air. Queues are ideal for competitions where you wish to quickly access a number of wrong answers followed by a right answer in a specific sequence. A queue may be 'built' on one workstation (i.e. a Producer terminal) and cycled through from another terminal (i.e. a Presenter position).

## Keyboard Shortcut Functions Table

Main keyboard shortcuts:

F1	Answer call
F2	Dial
F3	Queue mode
F4	Queue next
F5	Call Info
F6	Call log
F7	Chat View
CTRL + Click (click on active lines)	Fast call hangup for multiple lines

Accessibility Options for partially sighted:

Ctrl + Shift + F1	Terminate call on hybrid 1*
Ctrl + Shift + F2	Terminate call on hybrid 2*
Ctrl + Shift + F3	Terminate call on hybrid 3*
Ctrl + Shift + F4	Terminate call on hybrid 4*
Ctrl + Shift + F5	Terminate call on handset
Shift + F1	Route call from handset to hybrid 1*
Shift + F2	Route call from handset to hybrid 2*
Shift + F3	Route call from handset to hybrid 3*
Shift + F4	Route call from handset to hybrid 4*
Ctrl + F1	Route from hybrid 1 to handset*
Ctrl + F2	Route from hybrid 2 to handset*
Ctrl + F3	Route from hybrid 3 to handset*
Ctrl + F4	Route from hybrid 4 to handset*
Ctrl + Home	Shows
Ctrl A	Answer 'priority Service' (probably XD)
F12	Play audio status of all hybrids
Ctrl H	Park call / unpark call 1 call only - if it is parked it will unpark rather than park another call

Screeener > CTRL + 1,2,3,4,5	Ratings
Screeener > CTRL + F, M, O	Gender
Screeener > F9 > Dispo page	a-t selection
Screeener > F10 > Age page	a-f selection
Screeener > F11	Put call On Air
Screeener > F12 >	Print function (not just screener)
Screeener > ALT + 0 > 9 tag picker, 0=no tag	Tag

## **Disclaimer**

Bionics Talkshow is offered by Broadcast Bionics as a highly flexible call handling solution for broadcasters. It is the responsibility of the User to ensure that they comply with all relevant legislation in their jurisdiction regarding the use and storage of personal information relating to listeners. Broadcast Bionics is not able to advise on such compliance matters. If you are unsure about your responsibilities you seek professional legal advice.

Broadcast Bionics strongly recommends careful consideration of data handling policies with broadcast environments. While there are potential legal obligations as outlined above which must be acknowledged and understood, there are also potential operational issues that are worthy of consideration. Bionics Talkshow offers many server-side facilities to help you ensure (if you so desire) that data from one programme is not shared with staff on other programmes for example. Please contact Broadcast Bionics or your local representative if you have any concerns in this regard.

This manual has been prepared carefully and is believed to be correct at the time of production. However, Broadcast Bionics accepts no responsibility for errors or omissions. Please also note that Bionics Talkshow is under ongoing development and therefore screen shots and operating procedures may change from time to time without notice.

## **Bolt-Ons – Extra options available**

Bionics Talkshow is a highly flexible and modular system. Outlined below are some of the bolt-on products available and some of the features and facilities the system offers, of which you may not be aware. Please contact Broadcast Bionics or your local Bionics Talkshow Representative if you would like more details. Further information on many of the features and facilities is given later in this manual or on our website at [www.bionics.co.uk](http://www.bionics.co.uk)

## **OASIS**

The On Air Social Interaction Server (OASIS) allows the user to manage, curate and post Social Media (Facebook, twitter, Google+...), SMS & Email messages within the studio all within the same Bionics Talkshow GUI. It also allows you to publish to external sources such as websites, mobile apps, CapGen systems, Visual Radio systems...

## **Virtual Director**

Virtual Director is our Visualisation system. It provides a visual output which can be published as you wish. It provides intelligent camera switching based on both mic live signalling and the context of what is happening in the studio.

## **Call Statistics Application**

Broadcast Bionics also offers a call statistics application to analyse your call database. This will produce graphs showing the most popular locations you receive calls from, the volume you receive, how busy your lines have been and so on. Bionics Talkshow Stats is a cost effective application that provides vital management information

## **DataManager Application**

Broadcast Bionics also offers a DataManager application allowing you to mine your caller database. You can perform advanced searches, edit data and provide reports. You can even interrogate your data to provide detailed caller profiles.

## **PrizeManager**

For stations that need to manage competitions, from setting up the competition, scheduling it, running it live and sending out prizes, Prizemanager is the best option. It interfaces with Bionics Talkshow allowing you to allocate winners and prizes therein, whilst the back office have a slick web interface to use. It even allows you to manage your stock of prizes too.

## **IVR Integration**

Another extra that can be added to the system is IVR integration, enabling you to handle calls from an IVR provider easily, particularly useful for competitions etc where you want to tell the IVR how many callers you want or when a winner has been chosen etc.

## **Data Replicator**

Broadcast Bionics offers an optional module to allow two or more Bionics Talkshow servers to be connected together. This means you can share your caller databases between sites, meaning that a banned call at Site A is also marked as banned at Site B. This same technology also allows you to run the Call Screening for a programme at one site, and to then call the chosen listeners back from another site. You can even chat instantly between sites!

The IP500 engine also has the ability to be upgraded to include the ability to link to another engine, providing extra resiliency if lines go down or to enable stations to call each other over voice over IP.

## **Hybrids (TBUs)**

Broadcast Bionics offers Analogue and Digital TBUs that are fully optimised for use with the Bionics Talkshow system. Alternatively you can use the VX engine from Telos as an audio engine (a single box of up to 24 hybrids) or the AudioServer from Broadcast Bionics which utilises Software and soundcards to create the same functionality. Contact us for more details.

## **MOH**

All Bionics Talkshow systems support a single hold music feed supplied to the system. If more than one hold feed is required for a system, for example, when there is an AM and FM service which each require their own feed an MOH license is required. This allows for a single additional MOH feed. Add as many as you require.

## **GPIO Interface**

Broadcast Bionics uses the Axia GPIO xNode to allow interfacing of fader open commands, ring lamps, and other third party systems with Bionics Talkshow server. Contact us for more details.

## **Codec Integration**

We are pleased to offer integration services with Broadcast Codecs allowing easy dialling from within Bionics Talkshow. We currently have support in place for AudioTX, Nica-X, Glensound and Pronto codecs. We also offer development services to support new codecs if required.

## **Audio Router Control**

The audio router control option in Bionics Talkshow allows Bionics Talkshow users to dynamically assign different audio sources to their console including codecs phone hybrids and other external sources.

## **Bionics Talkshow Web Manager**

Web manager is provided free of charge, this enables end users to easily update their shows and view dispositions in the systems.

Web Manager is included as standard and provides easy editing of shows and viewing disposition and services information. Web manager is also the tool used by engineers to change and update the configuration of the system.

## **Did You Know**

### **VOIP/SIP**

Bionics Talkshow is able to offer VOIP extensions within the system meaning you can have call screeners or producers on any PC without the need for a phone. Once the necessary hardware is purchased for the Bionics Talkshow engine you simply need a VOIP license and USB headset for each position you want to be VOIP enabled.

### **Use Bionics Talkshow at your Outside Broadcast**

You can take Bionics Talkshow to your Outside Broadcasts. In order to do this you will need a fast web based virtual private network back to base. The Bionics Talkshow software used at the outside broadcast is exactly the same as what you normally use in the studio. They can see new calls arriving in the system, being screened, and being placed on hold. You can even route calls to the devices from the outside broadcast.

All of the equipment stays back in the studio, and you simply take a PC or laptop with you the outside broadcast.

## **Technical**

Bionics Talkshow is compatible with Telos VX, Avaya IP Office and Bionics Talkshow Audio Server products.

Minimum recommended hardware specifications

Bionics Talkshow servers

i7 Processor or better (Xeon Quad Core Recommended)

12GB Memory

15GB free disk space

XP/Server 2003R2 or newer

Bionics Talkshow4 client machines

i3 Processor or better

4GB Memory

5GB free disk space

XP (SP3)/Windows 7 or newer

Direct x9 graphics card with 60MB VRAM, Pixel shader 2.0+

For the best user experience Broadcast Bionics recommends the use of a touchscreen monitor with Screen mode full HD, resolution 1920 x 1080 and colour support 16.7 million colours, or similar (minimum supported screen resolution is 1280 x 720).