

Caller ne

Caller One User Manual

We mix technology and intelligence to make broadcasting **smarter.**

We're Broadcast Bionics.

Manual version	Reference	Notes
2.0	CYOTRATJUN	AC/JC

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Caller One

User Manual

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Introduction

Caller One is a simple talkshow management system, made by Broadcast Bionics.

It allows users to answer and sort calls, connect callers to the studio, call guests, select callers for use later in the show, and has a chat/visual talkback option, to aid communication between producers and presenters.

Caller One can be used in different ways: by a presenter on their own, with a presenter and a producer working together, or even with a call screener, producer and presenter on larger shows.

Additional licences are available to extend the features of the system to allow callers to be connected using the internet instead of a phone line ('Anywhere Lines') and to allow Caller One to control two studios ('Two Studios').

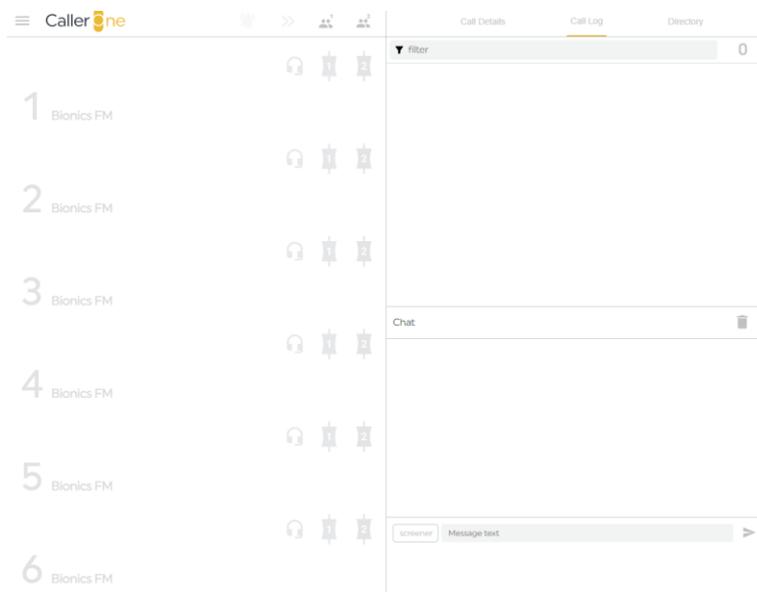
This guide outlines what each of the buttons and features on the system do. Sometimes, manuals can make things seem more complicated than they actually are, so please also see our training videos at <http://bionic.radio/training>

Overview

Caller One comes in different versions: 3 lines, 6 lines and 12 lines.

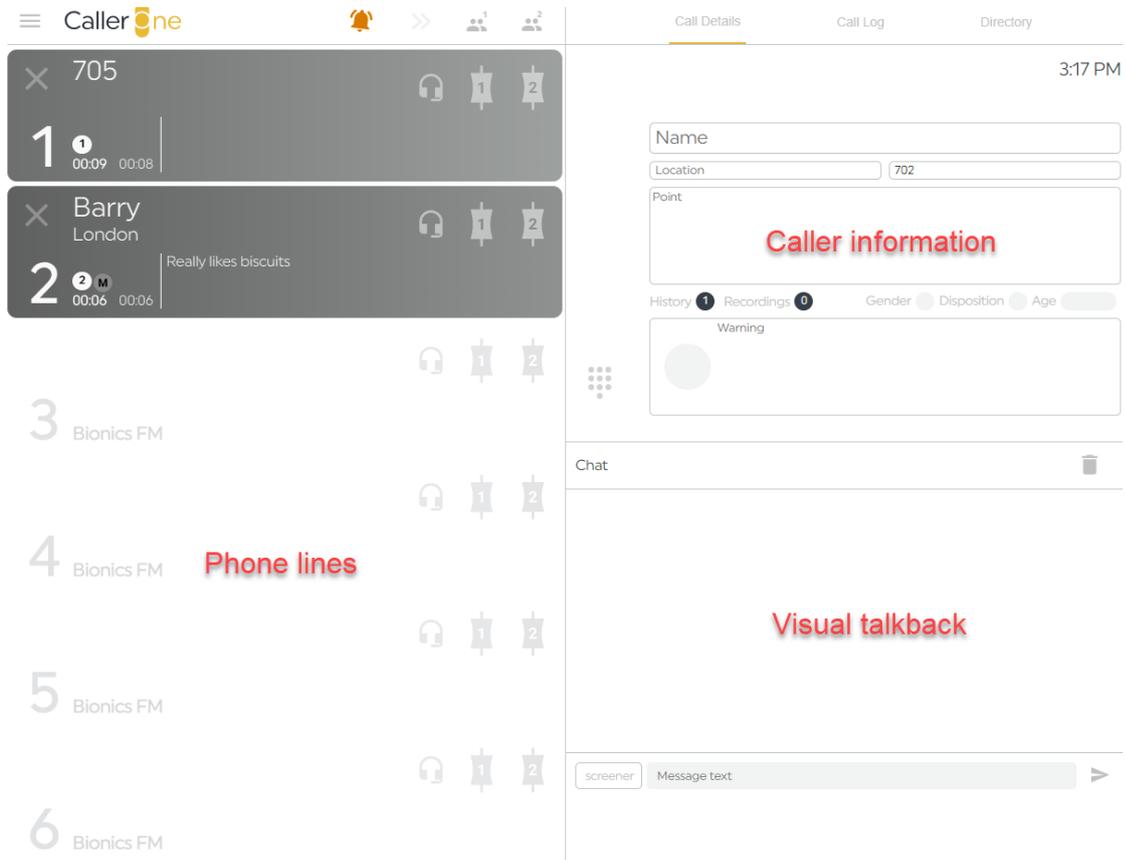
This user guide shows a system with 6 lines, but the features work in the same way whichever version you have.

Caller One works using an internet browser. Your installation of Caller One will have a special address. Ask your local support team what this is. It's a good idea to save it as a bookmark, or create a desktop shortcut, for easy access.



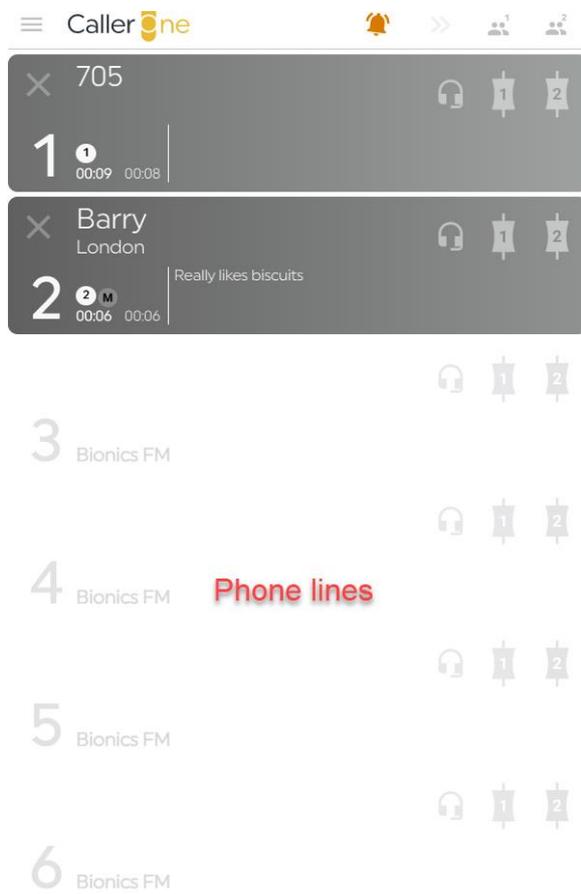
CALLER ONE SCREEN

The screen is very simple. There are three main 'Zones'.



CALLER ONE SCREEN LAYOUT

The Phone Lines are where calls are answered, guests are dialled, callers put on hold and transferred to the studio sound desk.



PHONE LINES

The Caller Information area is divided into three parts, accessed by tabs:

[Call Details](#), [Call Log](#), and [Directory](#).

Call Details Call Log Directory

3:17 PM

Point

Caller information

History **1**Recordings **0**Gender Disposition Age

Warning



CALL DETAILS

Call Details

Call Log

Directory

filter

5

3:18 PM **Barry** London
Really likes biscuits

3:18 PM **705**

3:17 PM **702**

3:15 PM **701**

3:15 PM **Barry** London
Really likes biscuits

Chat



CALL LOG

Call Details	Call Log	Directory
<div style="background-color: #f0f0f0; padding: 5px;"> ▼ filter </div>		2
Engineering 2nd Floor	Help!	123
The Tooth Fairy Fairyland	Dental expert for Flossing Fridays.	555
		+

DIRECTORY

The Chat / Visual Talkback area is where behind-the-scenes messages can be sent between the Call Screener, Producer and Presenter.

Chat 

screener
3:09 PM Would you like a cup of tea?

screener
3:10 PM Geraldine is running late, so go to track and we'll move her to after the travel.

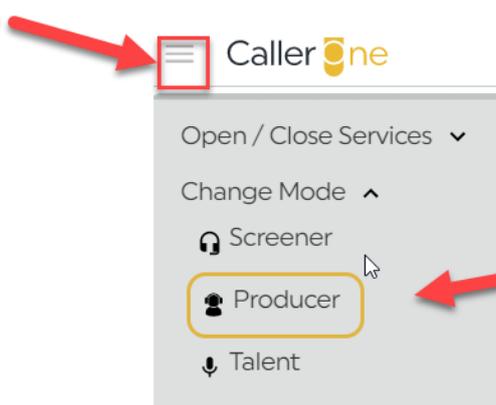
screener | Message text 

CHAT AREA

There are three different layout options: **Screeener**, **Producer** and **Talent**.

To switch between views, press the three horizontal lines in the top right-hand corner of the screen to access the 'Mode' menu.

Press
the
three
lines to
open
the
menu



Select your
desired layout

CHANGING THE MODE

(This guide will use the Producer layout, as it shows all the available features. For differences, please see the [Views](#) section below).

Logging in

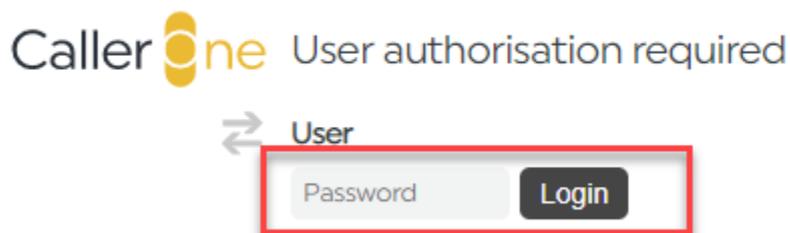
First you need to know the address of your Caller One system – the easiest thing is to ask your technical support team to map an internet browser shortcut for Caller One to your desktop.



CALLER ONE DESKTOP SHORTCUT USING THE CHROME BROWSER

To open Caller One, either use the shortcut or copy and paste the address into an internet browser and press 'Enter'.

If your system has a User Password, you will be asked to enter it:



ENTER USER PASSWORD AND PRESS LOGIN

If you have Caller One admin rights, you can choose to log in as admin. This allows you to adjust the system's configuration settings.



You can now
log in as
Administator

CallerOne User authorisation required

⇒ Administrator

Password Login

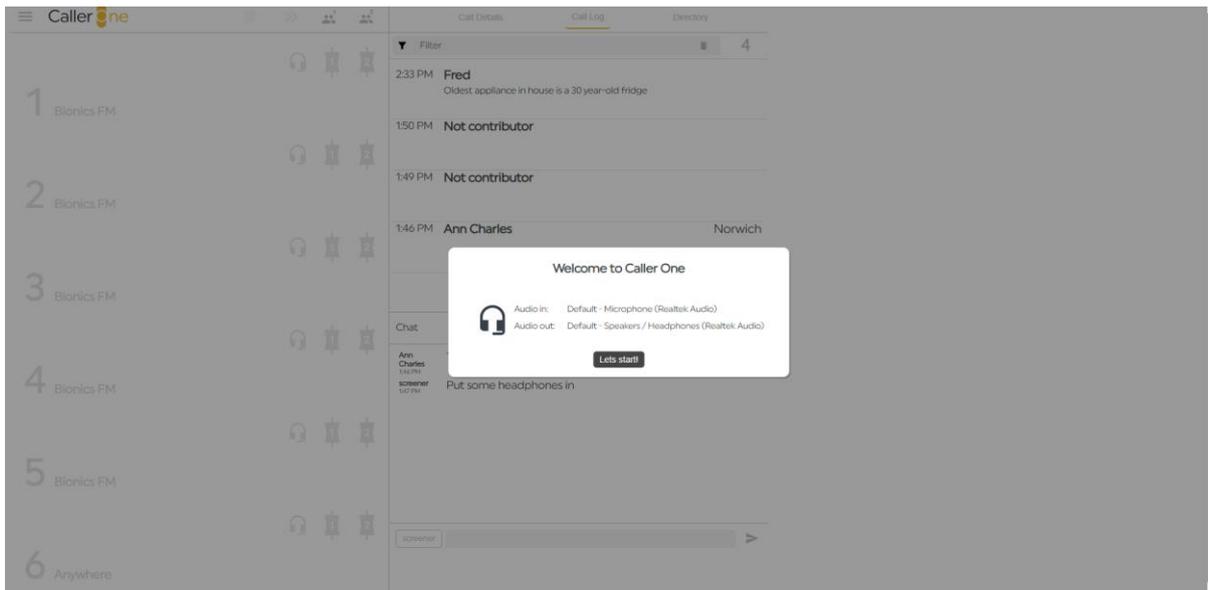
CallerOne User authorisation required

⇒ Administrator

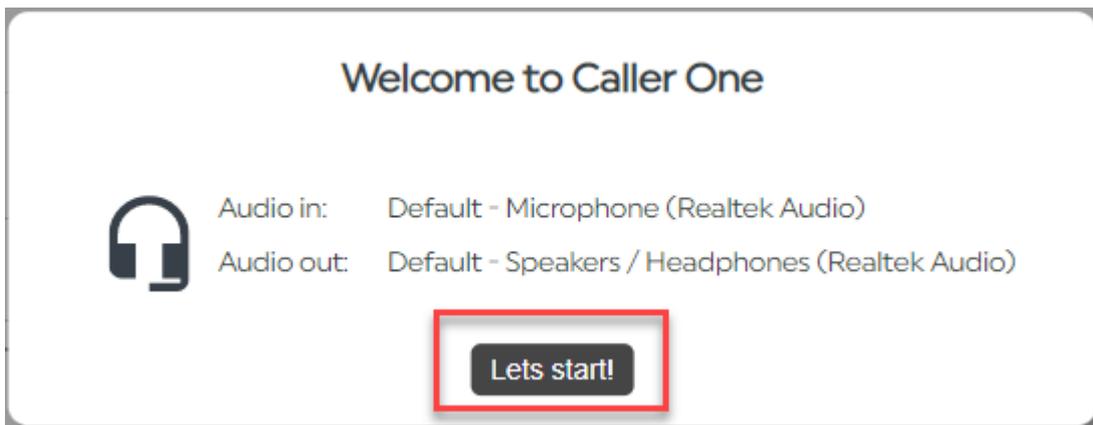
Password Login

ENTER ADMIN PASSWORD AND PRESS LOGIN

Once you have entered your user password (if applicable), you will then see a dialog box confirming where the system thinks your audio is coming in and going out:



CALLER ONE – LOG IN WELCOME BOX



AUDIO IN AND OUT DIALOG BOX – PRESS 'LET'S START!' TO OPEN CALLER ONE

Press 'Let's start!'.

Caller One will then be open and ready to go.

Caller One

Call Details Call Log Directory

Filter 4

1	Bionics FM	2:33 PM	Fred	Oldest appliance in house is a 30 year-old fridge
2	Bionics FM	1:50 PM	Not contributor	
3	Bionics FM	1:49 PM	Not contributor	
4	Bionics FM	1:46 PM	Ann Charles	Norwich
5	Bionics FM	Chat		
6	Anywhere	Ann Charles 1:46 PM	This is chat	
		screener 1:47 PM	Put some headphones in	

screener

CALLER ONE

Tip! If you have bought an additional licence for more than one studio, make sure you switch Caller One to control the correct studio before you start taking calls – see [Change Studio](#) below.

Phone Lines

The phone lines are displayed on the left-hand side of the screen.

The number of lines displayed will depend on your configuration, but will be limited to a maximum of 3, 6 or 12 , depending on which licence has been purchased.

Ringing lines flash a dark grey, and an orange 'ringing' icon displays at the top of the screen.



LINES 1 AND 2 ARE RINGING. PRESS ON THE LINE OR THE BELL ICON TO ANSWER.

Free lines are shown with a white background which has no border and no caller information displayed.

3 Bionics FM



THIS LINE IS FREE AND CAN BE USED FOR MAKING OR RECEIVING CALLS

The **Headset**, **Device 1** and **Device 2** icons affect where the call is answered or dialled.



HEADSET, DEVICE 1 AND DEVICE 2 ICONS

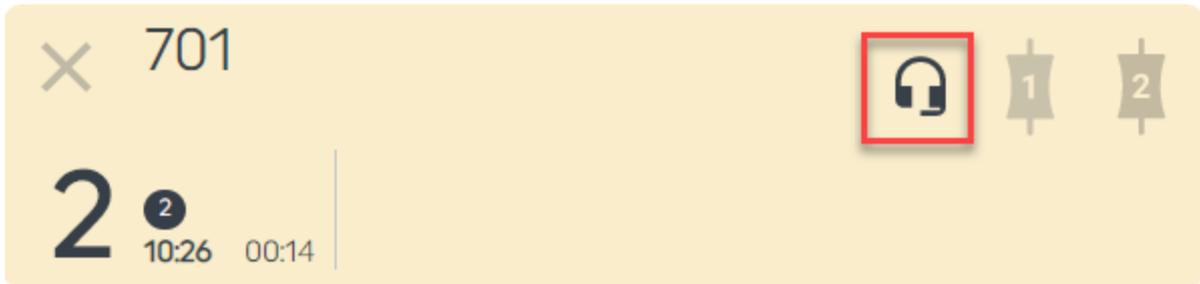
Headset – answers to your headset. This is useful for call screeners and producers outside the studio who need to talk to a caller before connecting them through to the presenter.

Device 1 – connects the caller to Device 1 so you can speak to or record them through your mixer or sound desk. This might be called 'TBU1', 'Phone 1' or 'Hybrid 1' at your station.

Device 2 – connects the caller to Device 2 so you can speak to or record them through your mixer or sound desk. This might be called 'TBU2', 'Phone 2' or 'Hybrid 2' at your station.

Tip! You might not see all these options – see the [Views](#) section below for more information.

When a caller is answered on the Headset, the Line background turns light orangey-pink.



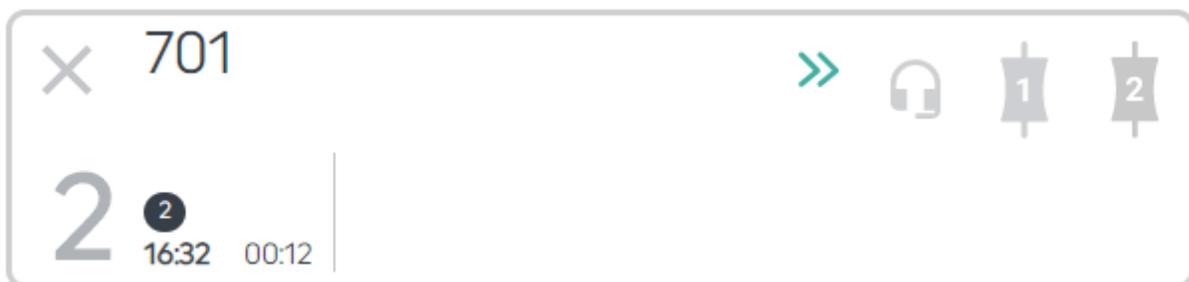
CONNECTED TO HEADSET – LIGHT ORANGE/PINK

When the caller is connected to a Device, the Line background turns dark orange.



CONNECTED TO DEVICE – DARK ORANGE

If the call is placed on Hold, it will have a grey border.



CALLER ON HOLD – GREY BORDER

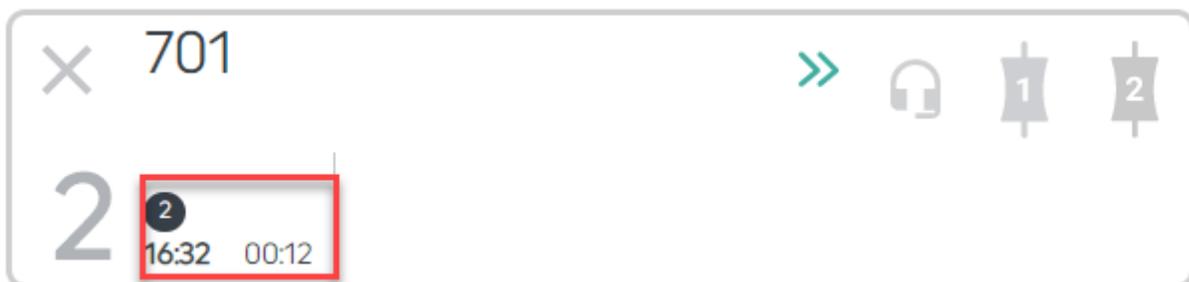
If the call should be used next, two green chevrons will display.



CALL MARKED AS NEXT

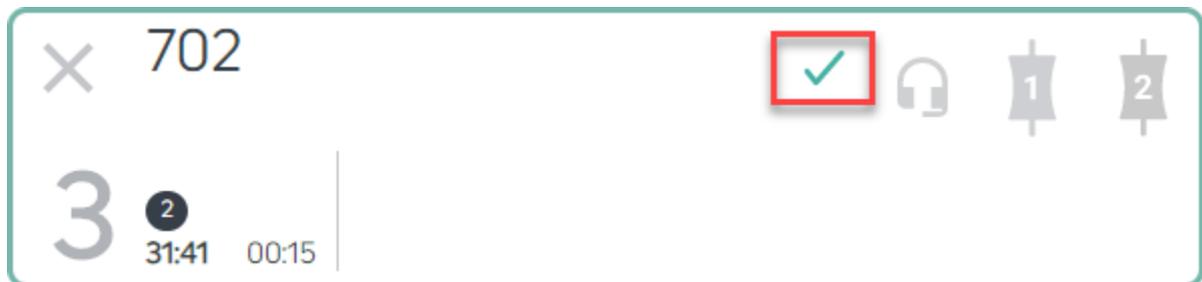
The two timers show the total length of the call so far and how long it has been in the current state (e.g. how long since it was last moved onto a device, or put on hold).

The number in the black circle shows you at a glance how many times this caller has phoned the station before.



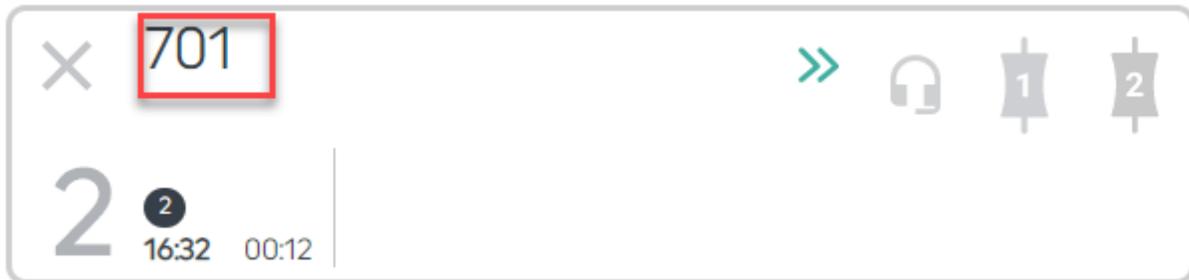
TIMERS – IT HAS BEEN 16 MINUTES AND 32 SECONDS SINCE THE CALLER FIRST STARTED TO CALL, AND THEY HAVE BEEN ON HOLD FOR 12 SECONDS. THE 2 IN THE BLACK CIRCLE SHOWS THEY HAVE CALLED THE STATION TWICE BEFORE.

A green tick and a green border means the caller has been screened and it is OK to use them on air.



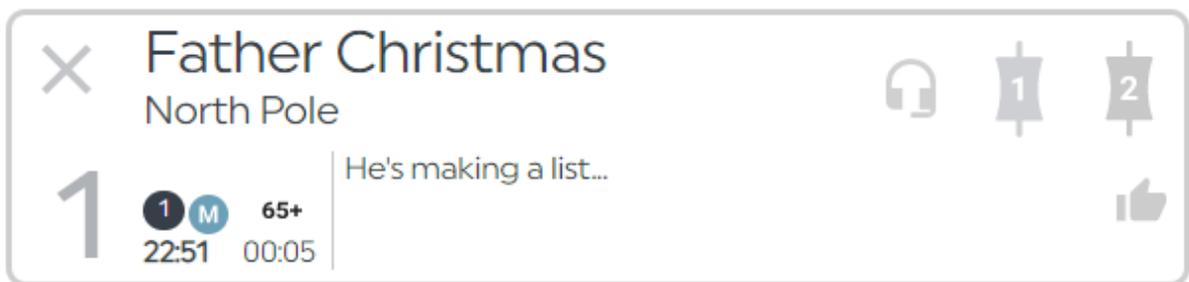
THIS CALLER HAS BEEN SCREENED

If it is a new caller, their phone number will display on the Line (unless it has been withheld).



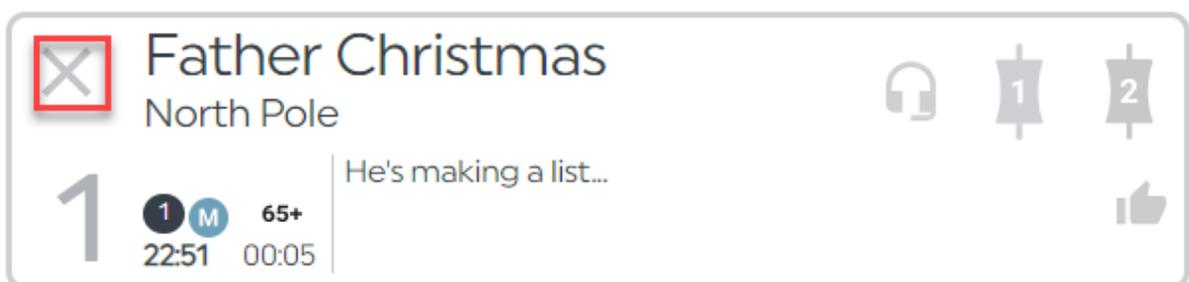
PHONE NUMBER DISPLAYED

Once call information has been entered, the Line will show the call details, as well as any Disposition or Warning icons (see [Call Details](#) below).

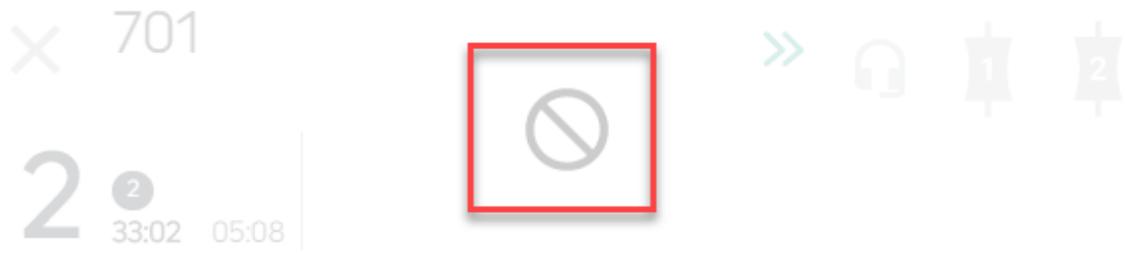


CALLER WITH COMPLETED INFORMATION

Pressing the 'X' hangs up the call.



A 'No Entry' sign on the line means the line is closed. See [Open/Close Services](#) below.



Anywhere Lines

'Anywhere' Lines allow you to connect a caller who is using a computer, smartphone or tablet over the internet rather than by telephone line.

If your station has bought an additional 'Anywhere' Line licence, your Anywhere Lines will be displayed.

An idle line looks like this:

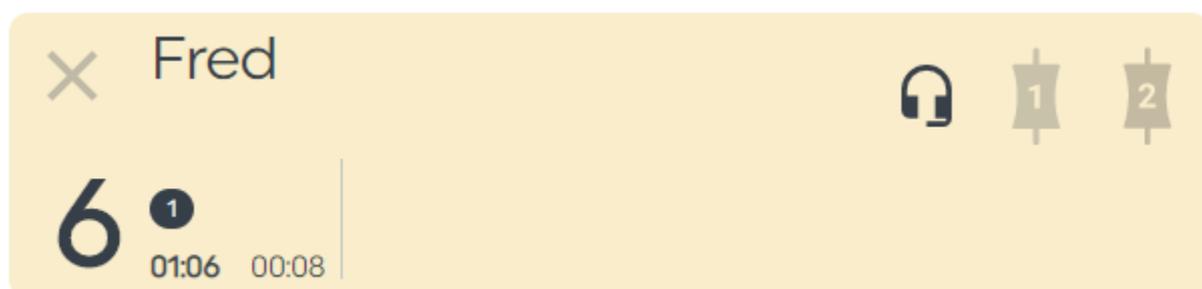


ANYWHERE LINE – CALL IN ONLY, SO NO HANDSET OR DEVICE ICONS SHOWN AT IDLE

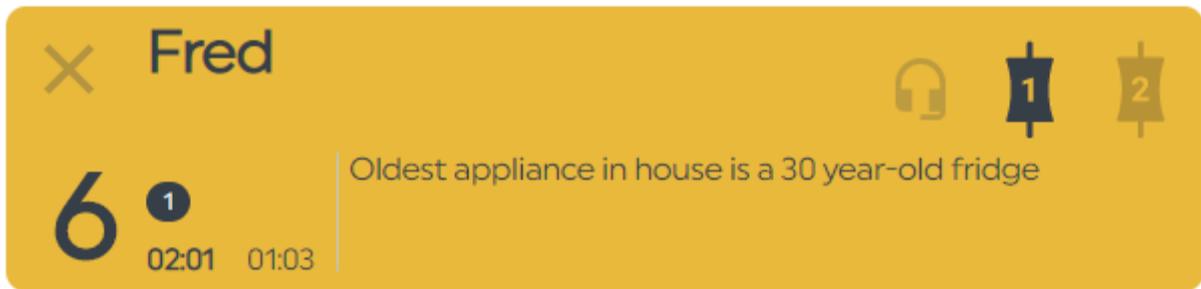
Anywhere calls which are ringing, on hold or connected behaving in the same way as normal phone lines:



ANYWHERE LINE – PULSES GREY ON RINGING



ANYWHERE LINE – CONNECTED TO HEADSET



ANYWHERE LINE – CONNECTED TO DEVICE 1 WITH CALL POINT INFORMATION ADDED

Lines which are connected behave in the same way as normal phone lines (see above).

Full details on how to dial and answer an Anywhere line are in [Connecting an Anywhere call](#) below.

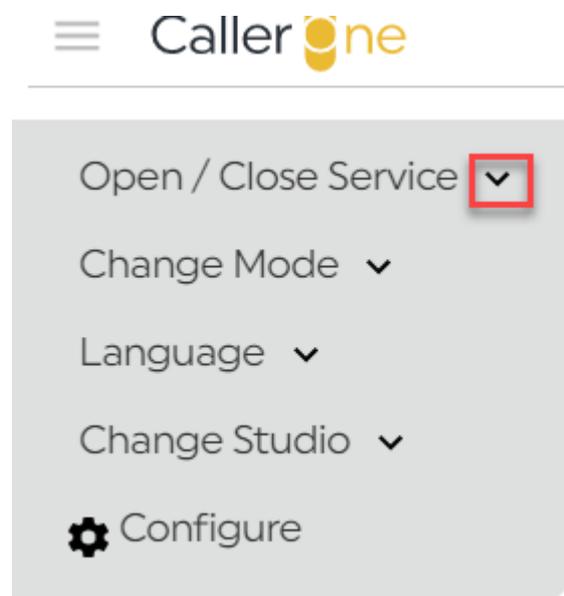
Top Menu

The top menu allows you to adjust the screen layout, toggle Conference mode and connect the next caller to the studio.



TOP MENU

The Horizontal bars open a menu list. Pressing the 'down' chevron opens up further options.



MENU OPTIONS

Open / Close Service ^

Anywhere ^

Open

Close

Bionics FM ^

Open

Close

Change Mode ^

🎧 screener

👤 Producer

🎤 Talent

Language ^

English

French

Change Studio ^

Studio One

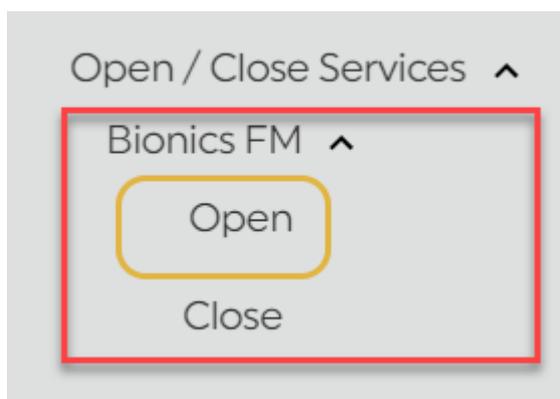
Studio Two

⚙️ Configure

FULL MENU OPTIONS – YOUR STATION MIGHT NOT SHOW ALL OF THESE, DEPENDING ON WHICH LICENCE YOU HAVE BOUGHT

Open/Close Services

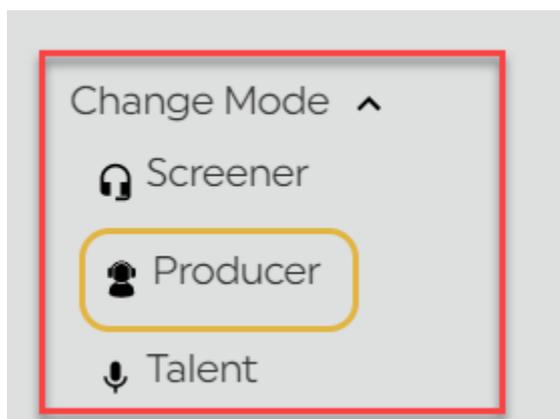
If you wish to close the phone lines to prevent anyone from ringing the station (e.g. overnight when there are no live programmes, or prior to a competition), you can select the station / line group on this menu. The current status is shown with an orange border.



BIONICS FM – LINES CURRENTLY OPEN

Views

To change the View, select either Screener, Producer or Talent.



CHANGE THE MODE TO ADJUST THE VIEW

Screener Mode

This mode is designed for team members who answer / triage calls, but who do not need to connect them to the sound desk. In this mode, only the Headset function is available – no Devices.

5 Bionics FM



SCREENER MODE – ONLY THE HEADSET FUNCTION IS AVAILABLE.

Talent Mode

This layout is designed for presenters who are in a studio and only need to route calls to the sound desk/mixer once they have been marked as 'Screened' by someone else.

In this mode, calls that have **not** been marked as screened are only shown faintly for information, and it is not possible for the presenter to control them.

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TALENT MODE – DEVICES ONLY

Producer Mode

This layout is for people who need to speak to callers in a cubicle area and connect the best ones through to the studio. It should also be used for self-op programmes where the talent is answering calls as well as putting them to air.

In this mode, both the Headset and Device options are available. This layout is the most flexible layout.

If you aren't sure which option to choose, pick this one!

Tip! You can change the view on your machine at any time should you need to – it only affects your machine, not what others see.

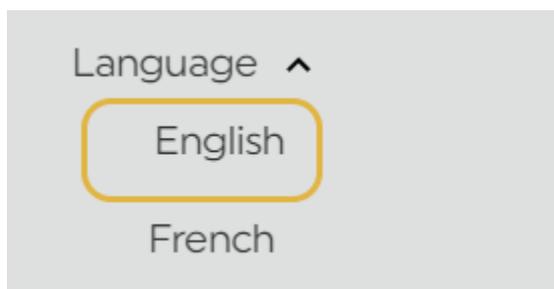


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PRODUCER MODE – HEADSET AND DEVICE FEATURES AVAILABLE

Language

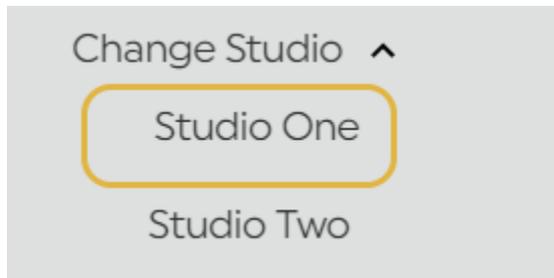
You can switch the system display between English and French, here – the active option is highlighted in yellow.



LANGUAGE OPTIONS

Change Studio

If you have more than one Studio set up on Caller One*, you need to adjust this setting so that calls are connected to the correct sound desk for the show you are producing.



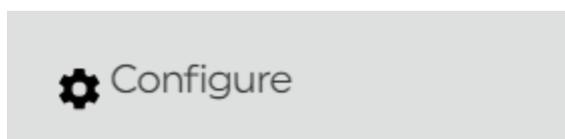
CHANGE STUDIO – YELLOW BORDER SHOWS WHICH STUDIO DEVICES ARE BEING CONTROLLED BY THIS MACHINE

For example, you could have a production booth which is shared between two on-air studios. The production booth PC is sometimes used to answer calls for the show going out in Studio One, and sometimes used for calls for Studio Two. In this case, you would want to make sure you have swapped the Caller One setting over on that machine – otherwise, your callers won't be routed to the correct sound desk!

Tip! Phone Lines are shared between all studios – the Studio toggle affects which Device the Lines connect to (i.e. Devices in Studio One or Studio Two).

Tip! Studio One and Studio Two are the names used in Caller One and can't be changed. If you call your studios something different (e.g. Studio A and Studio B), make sure you know which Caller One option is linked to which of your real studios.

Configure



CONFIGURE ICON – OPENS SETTINGS MENU

* Requires additional licence

The 'Configure' button allows you access to the system settings. You may need a password to access this area.

Caller One User authorisation required

User

Password

Login

CONFIGURATION ACCESS PASSWORD – DEFAULT IS 'ADMIN'

Adjusting the configuration settings will affect how your system works – take care if you are on air!

Full details of the options in the 'Configure' area can be found in the Caller One Installation & Setup manual.

Administrator - signout

If you are logging in as an administrator, press this once you have finished adjusting Configuration settings, so that non-admin users don't make system changes by accident.

Administrator - sign out

User - signout

User - signout

USER SIGNOUT

If your Caller One system has been configured with a user password, you can use this button to log out at the end of your show.

Other Top Menu icons

The rest of the Top Menu displays call information.



BELL ICON

The **Bell** icon shows that some lines are ringing. Clicking it will answer the longest ringing call to the Screener Handset/Headset (default), or Device 1 or Device 2 (depending on how your system has been configured).

Pressing the green chevrons routes the caller marked as 'Next' to the Device. See ['Next Caller'](#) below.



GREEN CHEVRONS – NEXT CALL BUTTON

The 'Conference' icons allow you to toggle 'Conference Call' mode on Device 1 and Device 2 respectively. This means you can have multiple Lines connected to the same Device. Please see [Connecting a Conference call](#) below.



CONFERENCE CALL ICONS



CONFERENCE MODE ENABLED ON DEVICE 1 (DARK ORANGE) AND NOT ON DEVICE 2 (GREY)

Call Information

The Call Information is on the top right-hand part of the screen. This is where you enter information about callers, choose who to call back, and can store the numbers of people you phone regularly.

Call Information has three tabs: Call Details, Call Log, and Directory.

The screenshot displays the 'Call Information' interface. At the top, there are three tabs: 'Call Details', 'Call Log', and 'Directory'. The 'Call Details' tab is highlighted with a red box and a yellow underline. Below the tabs, there is a large number '3' on the left, a checkmark icon, and a double arrow icon. On the right side, there are three notification icons: a headset, a bell with '1', and a bell with '2'. The main form area contains several input fields: 'Name', 'Location' (with '702' entered), and 'Point'. Below these fields, there are filters for 'History' (with a '1' badge), 'Gender', 'Disposition', and 'Age'. At the bottom, there is a 'Warning' section with a circular icon and an 'X' icon on the left. The interface is clean and modern, with a white background and grey accents.

CALL INFORMATION TABS

Call Details

The Call Details are where you enter information about the call / caller.

Pressing any Line will bring up the Call Details for the person connected to that Line.

Tip! You don't have to fill in every box – use what you need for the programme and your station's workflow.

Call Details Call Log Directory

3

✓

Name

Location 702

»

Point

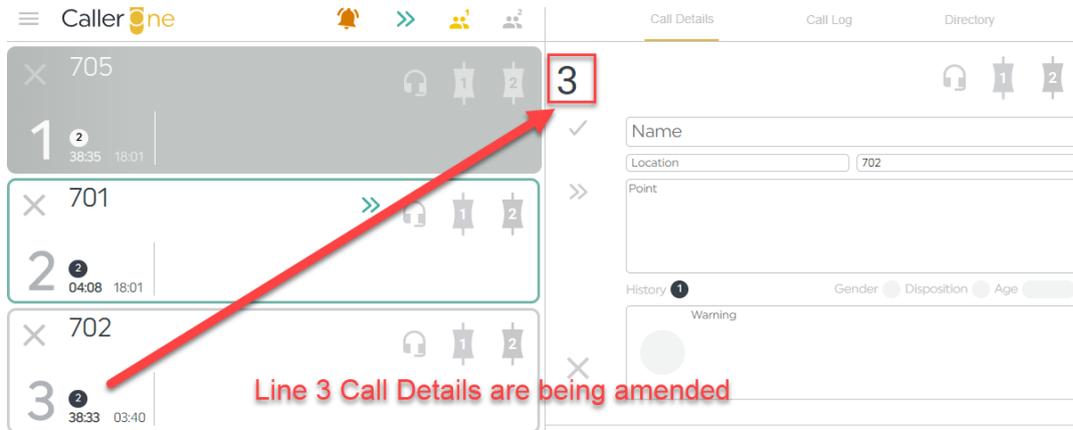
History 1 Gender Disposition Age

×

Warning

CALL DETAILS

The number in the top-left hand corner shows which Line the Call Details relate to.



PRESSING A LINE BRINGS UP THE RELEVANT CALL DETAILS

The icons on the top right work in the same way as those on the Line. You can use them to put the caller on Hold, talk to them on your headset, or connect them to the studio via Device 1 or Device 2.



HEADSET, DEVICE 1 AND DEVICE 2 ICONS

The icons down the left side of the Call Details area allow you to mark a call as 'Screened', mark as the Next Caller, or hang the caller up.

3



Tick icon – press this to mark the caller as 'Screened'. Indicates to the Producer or Presenter that the caller is ready to be used on air. (You can still connect calls through without using the 'Screened' button – whatever works best for your show!)



Green Chevrons – pressing this marks the caller as being the one you would like your Presenter to go to next on air.



X – hangs up the call.

The rest of the Call Details section is used for filling in information about the caller.

The screenshot shows a form for entering caller information. It includes a 'Name' field, a 'Location' field, and a 'Number' field containing '702'. A large red text overlay reads 'Fill in the caller information here'. Below these fields are sections for 'History' (with a '1' indicator), 'Gender', 'Disposition', and 'Age' (with a slider). At the bottom is a 'Warning' section with a circular icon.

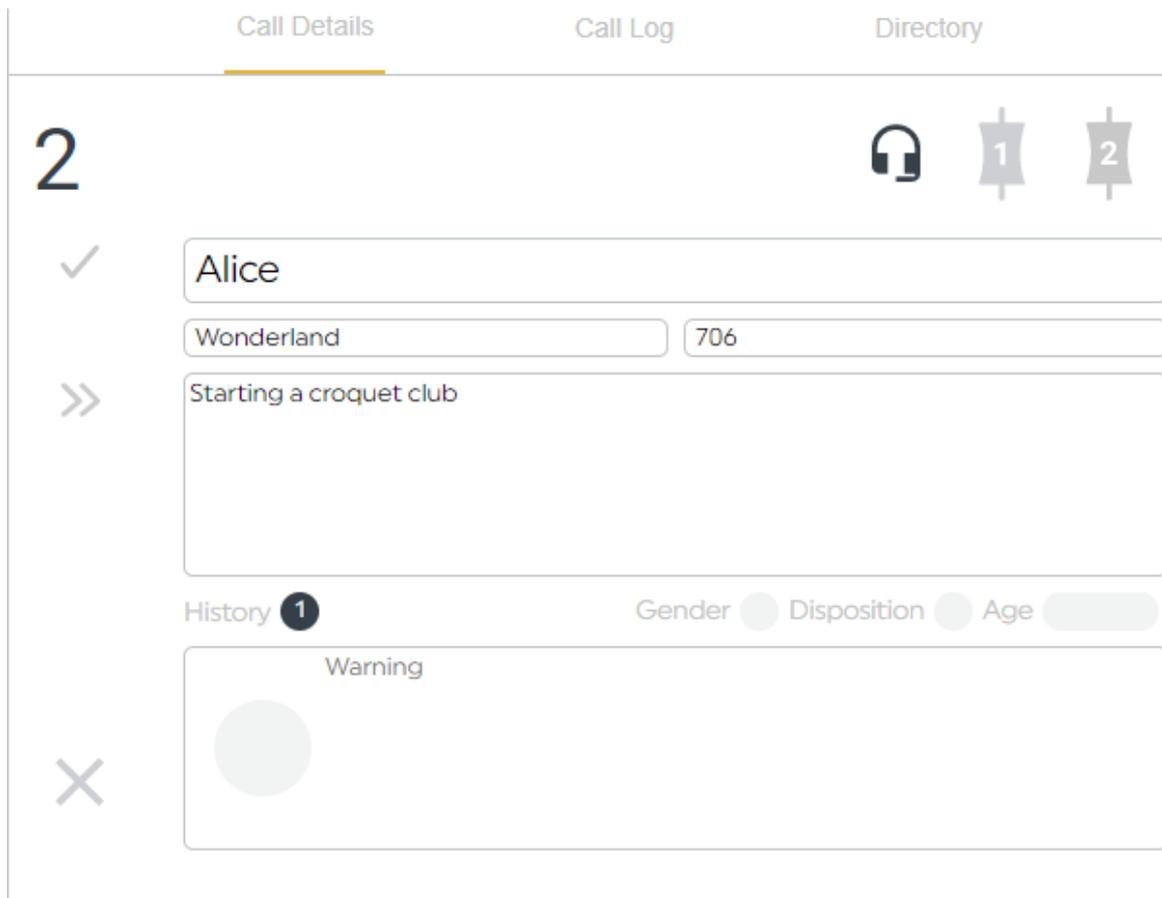
CALL DETAILS – CALLER INFORMATION

Name – Caller's name

Location – where they are calling from

Number – if the number has been withheld, make sure you fill it in, here.

Point – what they are calling about



CALLER DETAILS FILLED IN

The 'History', 'Gender', 'Disposition' and 'Age' buttons let you add or learn additional information about the Caller.



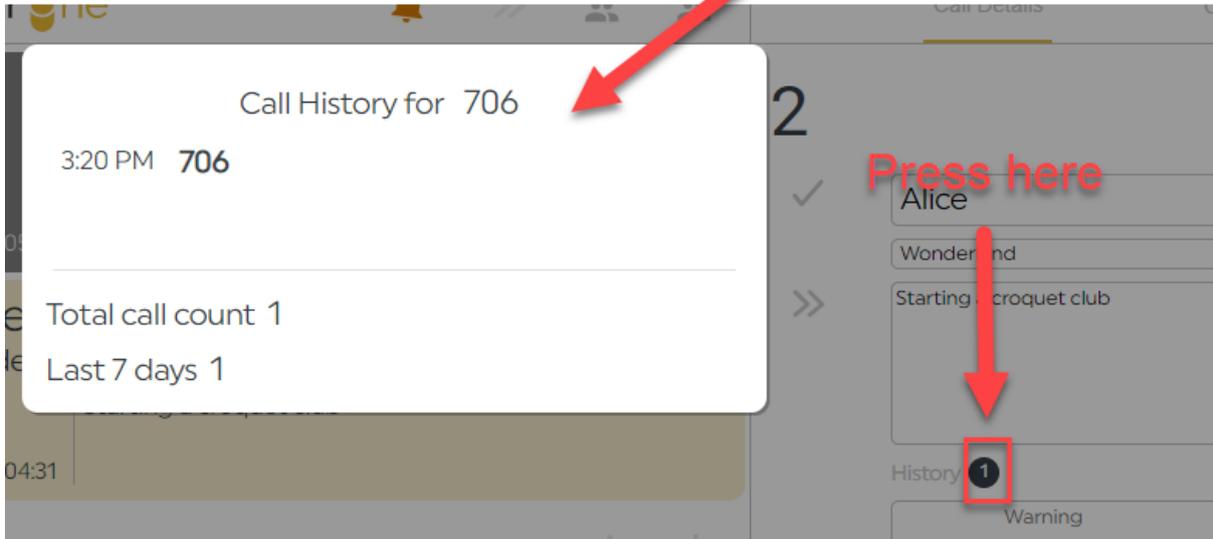
HISTORY, GENDER, DISPOSITION, AGE

History **1**

History – the number shows how many times this Caller has phoned before.

Click the black circle to show a more detailed Caller history.

To show this

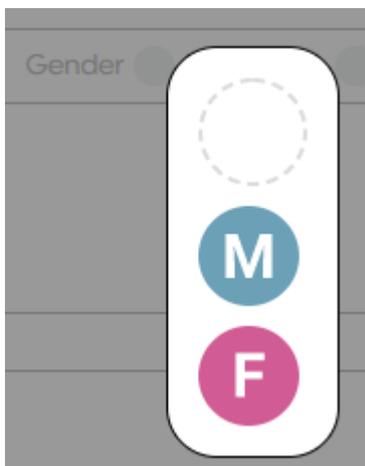


CALL HISTORY

This can be useful for checking that the same person has not already been on the station making a similar point earlier on in the day, for example.



Gender – Press the light grey circle to bring up the 'Gender' options.



GENDER OPTIONS

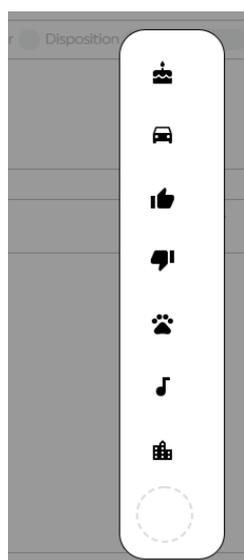
You can leave as blank for neutral, or select 'M' for 'Male/Man' or 'F' for 'Female/Woman'.

This can be useful either for helping the presenter if a name can be a man or a woman's (e.g. Alex), and also for helping keep track of the overall balance if you are choosing who to use on a busy phone-in show.

[We know gender and sex aren't binary so please use these options flexibly to suit the needs of your station's production requirements.]

Disposition 

Disposition – These icons can be used flexibly by production teams to mean whatever you want them to mean. Press on the button to access the available icons.

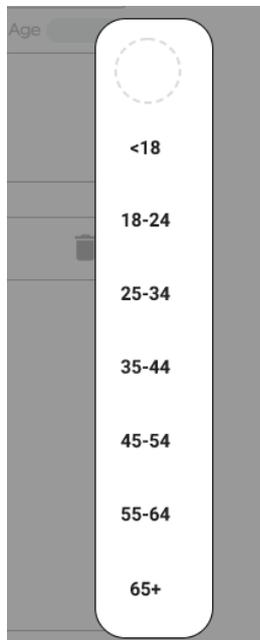


DISPOSITION OPTIONS

For example, thumbs up could mean 'use this person later', or car could mean 'travel update'. Do whatever works for your show!



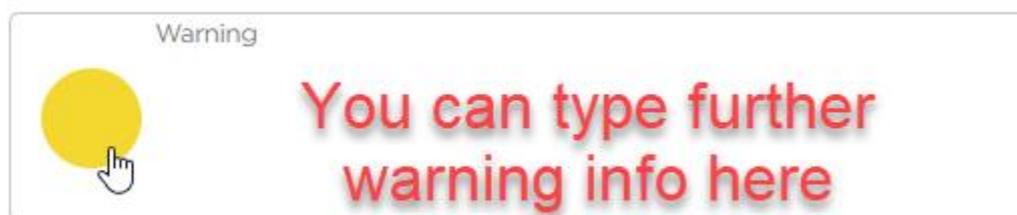
Age – Pressing this button brings up an age-range menu.



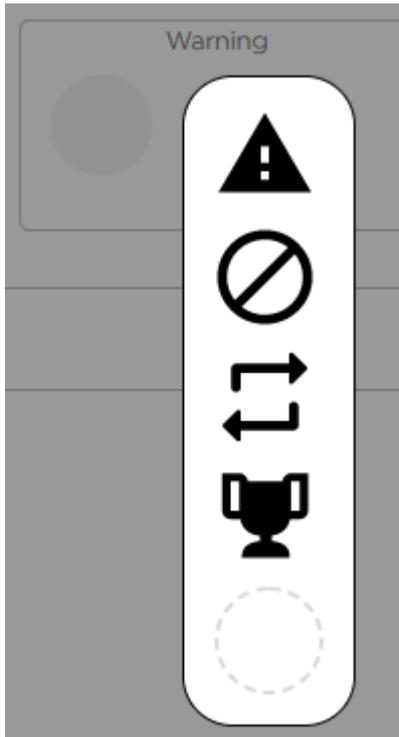
AGE OPTIONS

The **Warning** box allows you to add details about the caller that other people at your station might need to know. Whichever symbol you choose will show up on the caller's line the next time they phone in.

Press the circle to access the menu.



WARNING BOX



WARNINGS OPTIONS

There are four options:



Alert – watch out; there’s a mild warning about this caller.



Banned – the caller is banned. This warning does not prevent the caller from being put on air if you wish – it’s simply a symbol alerting you there has been a serious problem in the past.



Regular Caller – This person calls a lot. You may decide to prioritise answering a different line if lots of people are ringing at once.



Prize Winner – This person has won a prize in the past.



Empty Circle – You can remove a warning from the Caller's record by clicking the empty circle.

If you need to put in additional information about the reason for the alert, you can do so in the text box.

Tip! In many countries, Callers have a legal right to ask for their call data. If you choose to use this box, keep the information factual.

Here is an example of a completed call record:

The screenshot shows a call record interface. At the top left is a large number '2'. To its right are three icons: a headset, a bell with the number '1', and another bell with the number '2'. Below these is a checkmark icon and a text box containing 'Alice'. Underneath 'Alice' are two more text boxes: 'Wonderland' and '706'. To the left of the next section is a double-right arrow icon. This section contains a text box with 'Starting a croquet club'. Below this is a 'History' section with a '1' in a circle. To the right of 'History' are labels: 'Gender' with a pink circle containing 'F', 'Disposition' with a crown icon, and 'Age' with '18-24'. Below this is a text box containing 'Won an afternoon tea party on 1st June' and a trophy icon. To the left of this section is a large 'X' icon.

COMPLETED CALL RECORD

Any Gender, Age or Warning info you have set will also appear on the phone line when the Caller rings.

This screenshot shows a call record interface with a yellow background. On the left is a large 'X' icon. To its right is the name 'Alice' and the location 'Wonderland'. On the far right are three icons: a headset, a bell with '1', and a bell with '2'. Below 'Alice' and 'Wonderland' is a large number '2'. To its right are three small boxes: a circle with '1', a pink circle with 'F', and a box with '18-24'. Below these are two time boxes: '29:48' and '28:41'. To the right of these is a text box containing 'Starting a croquet club'. On the far right is a trophy icon.

LINE WITH GENDER/DISPOSITION/AGE/ALERT INFO DISPLAYED

Tip! You do not need to fill in every box for each caller – use what is helpful for this caller on today's show.

Dial Button

Call Details Call Log Directory

Dial button

Name

Location Number

Point

History 0 Gender Disposition Age

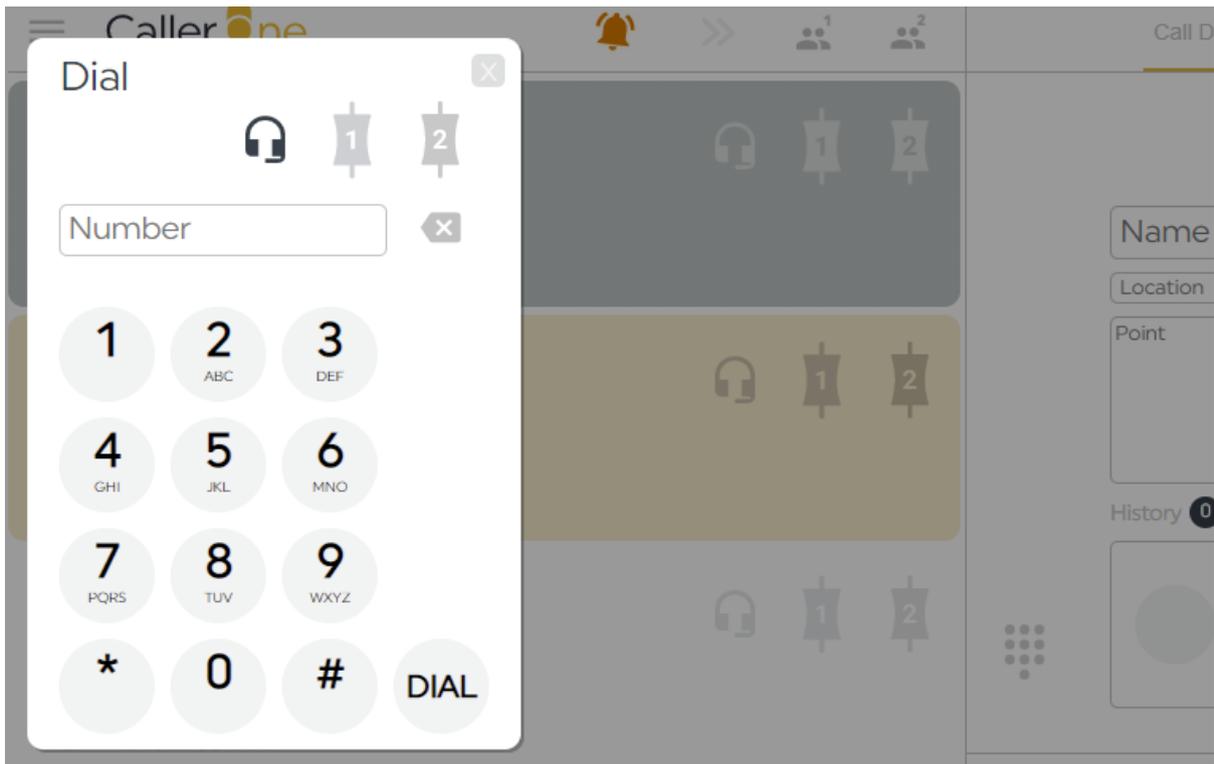
Warning



DIAL BUTTON

If you are not currently talking to a Caller, the 'Dial' icon will appear.

Pressing this opens up the 'Dial' options.



DIAL OPTIONS

Please see ['Dialling a guest'](#) below for more information.

Call Log

The Call Log shows the details of everyone who has phoned in during the last 6 hours. You can use it if you need to phone somebody back who called you earlier.

Call Details	Call Log	Directory
filter		10
7:43 PM	Father Christmas Naughty / Nice criteria	North Pole
7:42 PM	702	
7:42 PM	Little Bo Peep Has lost her sheep and doesn't know where to find them.	Farfield
7:42 PM	Father Christmas	North Pole
7:42 PM	Rita Favourite biscuit is a custard cream	Rochdale

CALL LOG

Number of calls in the Call Log

Enter text here to filter the list.

Each row shows a different past caller

Time of call (most recent at the top)

Call Details	Call Log	Directory
filter		10
7:43 PM	Father Christmas Naughty / Nice criteria	North Pole
7:42 PM	702	
7:42 PM	Little Bo Peep Has lost her sheep and doesn't know where to find them.	Farfield
7:42 PM	Father Christmas	North Pole
7:42 PM	Rita Favourite biscuit is a custard cream	Rochdale

DIFFERENT PARTS OF THE CALL LOG

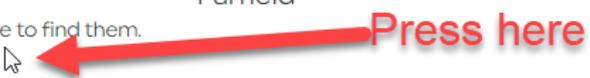
In the Call Log, you can see a list of all of the recent callers who have been answered, dialled out or used on air. The list is sorted with the most recent caller at the top.

Pressing on any entry will open the caller's Call Details.

Call Details **Call Log** Directory

filter 10

7:43 PM	Father Christmas Naughty / Nice criteria	North Pole
7:42 PM	702	
7:42 PM	Little Bo Peep Has lost her sheep and doesn't know where to find them.	Farfield
7:42 PM	Father Christmas	North Pole
7:42 PM	Rita Favourite biscuit is a custard cream	Rochdale



SELECTING A RECORD IN THE CALL LOG

7:42 PM

Little Bo Peep

Farfield 705

Has lost her sheep and doesn't know where to find them.

History **2** Recordings **1** Gender Disposition Age

Warning

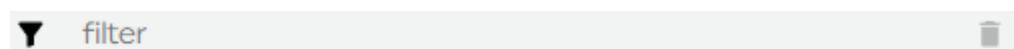


CALL DETAILS

From here, you can then update their record, or call them back.

See ['Dialling a caller back'](#) below for more details.

If you have a lot of callers, you can use the 'Filter' button at the top of the Call Log to swiftly search through the list to find the caller you need.



Simply type in any information (E.g. name, keyword from the call point, location...) from the call details, and the Call Log will update showing only items which match.

Type your search term here

▼ Nice 10

7:43 PM **Father Christmas** North Pole
Naughty / **Nice** criteria

Call log changes to only display records which match the word in the filter

Delete the word in the Filter box to show the complete Call Log again.

▼ filter 

YOU CAN PRESS THE 'TRASHCAN' ICON TO CLEAR THE FILTER

Filter is now cleared

▼ filter 10

7:43 PM **Father Christmas** North Pole
Naughty / Nice criteria

7:42 PM **702**

7:42 PM **Little Bo Peep** Farfield
Has lost her sheep and doesn't know where to find them.

7:42 PM **Father Christmas** North Pole

7:42 PM **Rita** Rochdale
Favourite biscuit is a custard cream

Chat 

DELETE THE WORD IN THE FILTER TO SHOW THE FULL CALL LOG AGAIN

Directory

The Directory is like your station's phone book.

This is where you can store details of people you call frequently (for example, the engineering team, the travel department, or the press officer for the local fire brigade).

Tip! The Directory is **not** the place to store numbers of people you want to call back for the current programme – use the [Call Log](#) instead.

Call Details	Call Log	Directory
▼ filter		1
Engineering 2nd Floor	Help!	123
		+

DIRECTORY TAB

Call Details Call Log Directory

▼ filter **Type here to search for a Directory record** 1

Engineering Help! 123

2nd Floor

+

Number of entries in the Directory

Press here to add a new person to the directory

Each call record is on a different line

DIRECTORY LAYOUT

Press on any line to open up its Call Details. From there, you can phone the Caller.

Call Details Call Log Directory

▼ filter 1

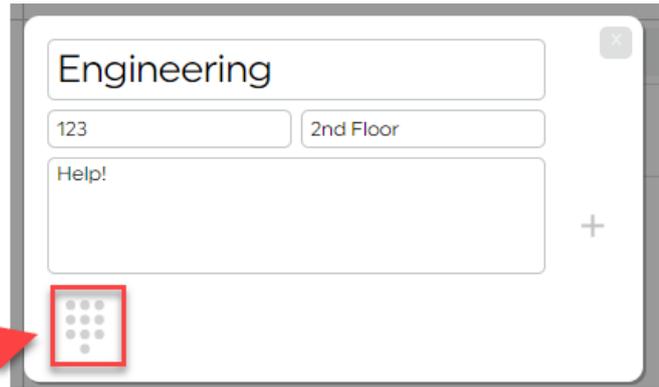
Engineering Help! 123

2nd Floor

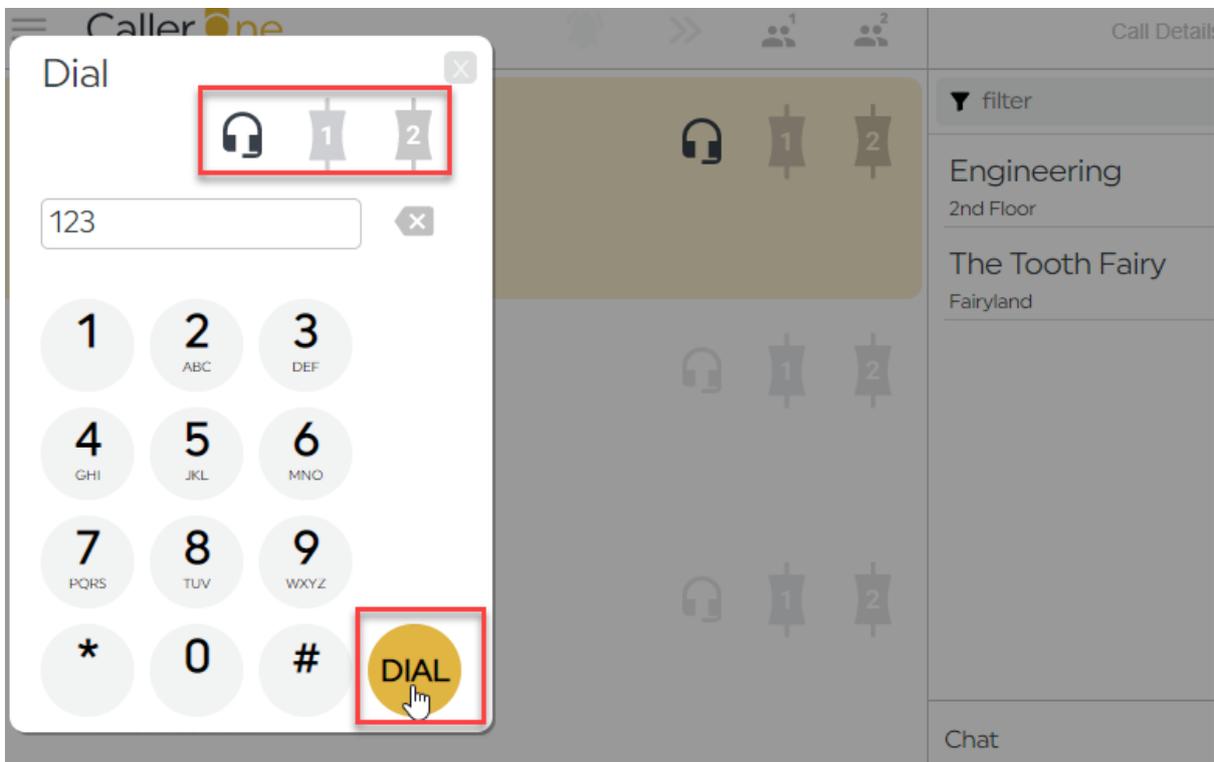
Press here to open the Caller's Details

The Directory Record will open.

Press here to dial



Then select your chosen Device and press the 'Dial' button in the box which pops up.

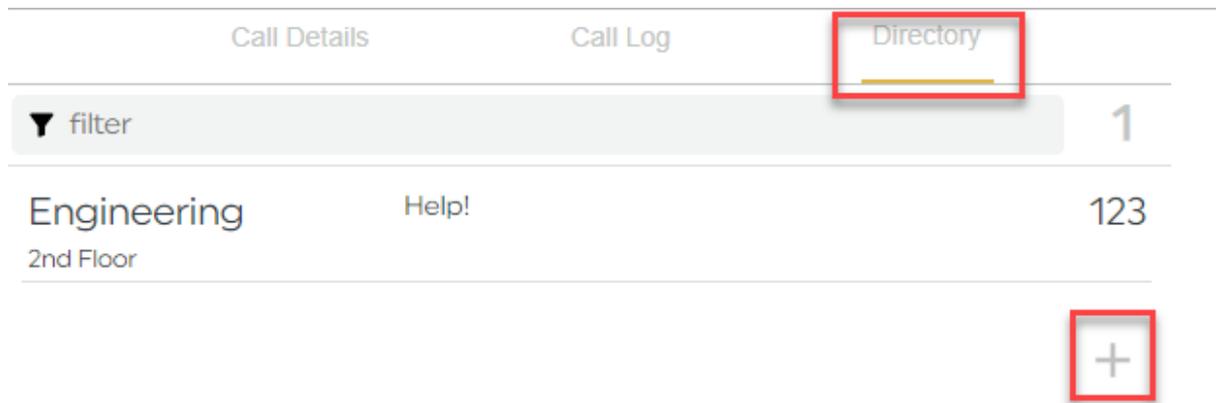


SELECT DEVICE AND PRESS 'DIAL'

See [Dialling a guest](#) below for more detailed steps on options for dialling out.

Adding someone to the Directory

1. Press the '+' button at the side of the Directory.



PRESS THE +

2. A miniature Call Record appears.

The screenshot shows a miniature Call Record form with the following fields:

- Name
- Number
- Location
- Description

There is a close button (X) in the top right corner and a checkmark icon in the bottom right corner.

CALL RECORD

3. Complete the information

The Tooth Fairy

555 Fairyland

Dental expert for Flossing Fridays.



COMPLETED CALL RECORD

4. Press the Save icon at the side.

The Tooth Fairy

555 Fairyland

Dental expert for Flossing Fridays.



Press here to save

5. The details will now show in the Directory.

Call Details	Call Log	Directory
filter 2		
Engineering 2nd Floor	Help!	123
The Tooth Fairy Fairyland	Dental expert for Flossing Fridays.	555
		+

DIRECTORY WITH TWO ENTRIES

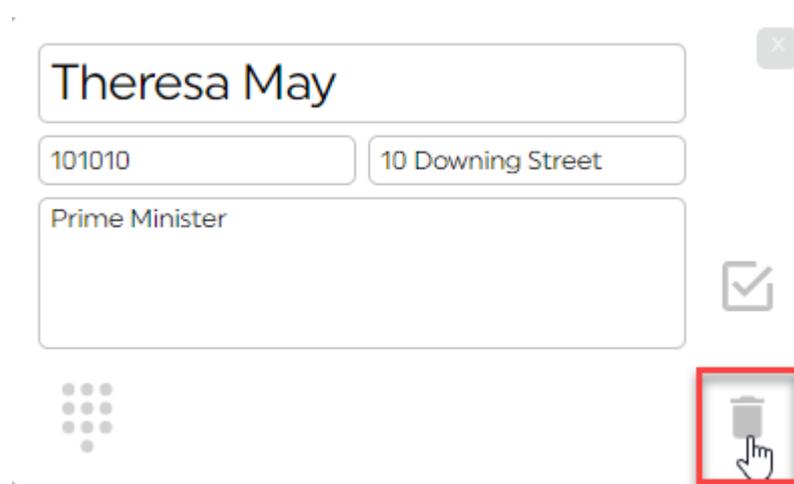
Deleting someone from the Directory

To remove an entry from the Directory, press on the record you no-longer wish to store.

Call Details	Call Log	Directory
filter 3		
Engineering 2nd Floor	Help!	123
The Tooth Fairy Fairyland	Dental expert for Flossing Fridays.	555
Theresa May 10 Downing Street	Prime Minister	101010
		+

DIRECTORY ENTRY SELECTED

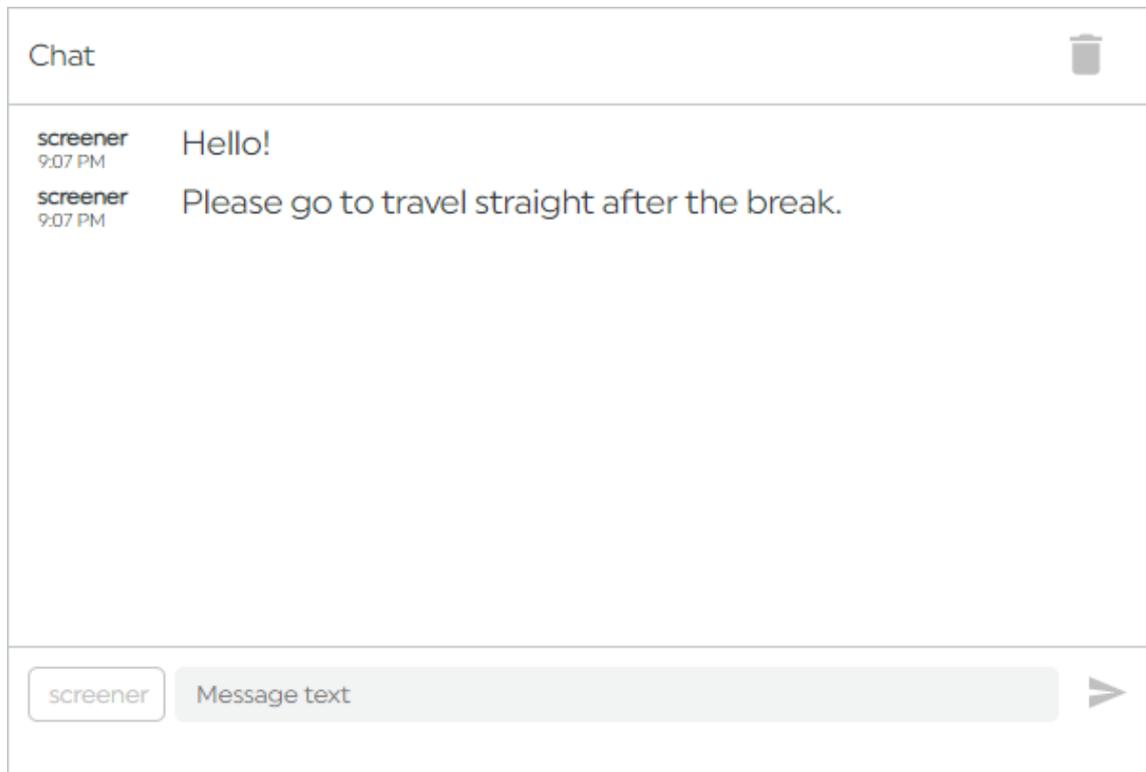
Press the 'Trashcan' icon to delete the entry.



TRASHCAN ICON

Chat

The Chat area allows the Presenter and production team to send behind-the-scenes messages to each other (you might call this 'Visual Talkback' at your station).



CHAT AREA



CHAT AREA OVERVIEW

screener 9:07 PM Hello!
screener 9:07 PM Please go to travel straight after the break.

The **main area** of the Chat screen shows the messages which have been sent by you and others logged in to the same show. The sender's screen name will appear on the left-hand side.

Chat



The **trash can** icon removes messages from the main area.

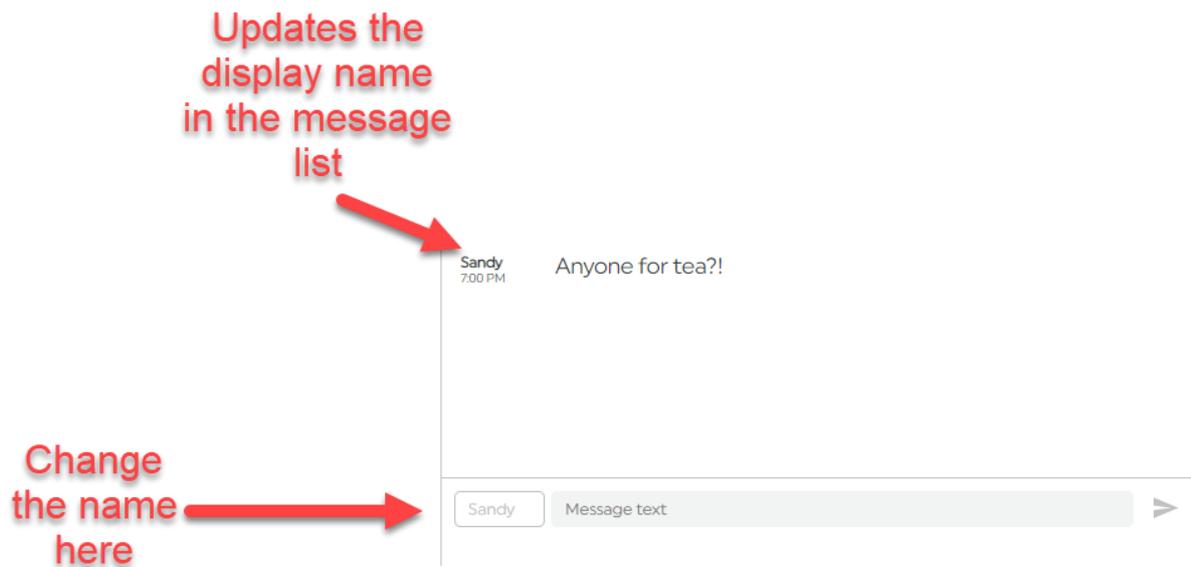
Tip! Pressing the trash can will remove the messages from **your** screen only. This is useful if you are hot-seating and don't want to see the messages from the previous show. However, what you have written will still appear on other people's machines, so don't write anything rude about your manager (as if you would)!

screener

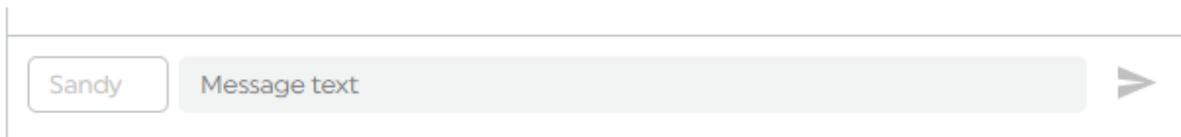
Message text



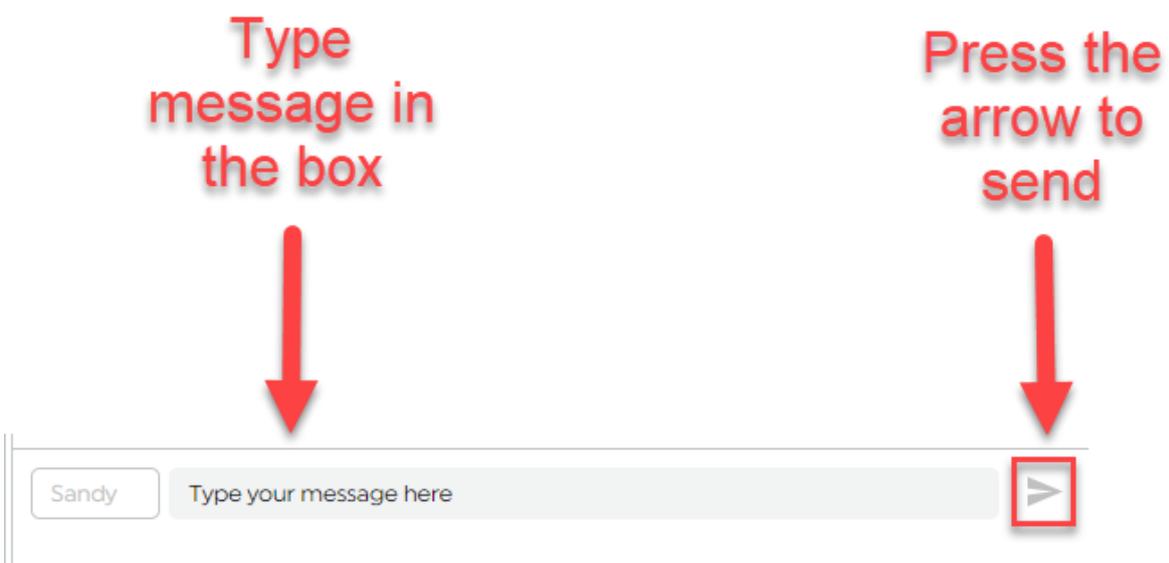
Pressing the **screener** button allows you to amend the name displayed on the screen.



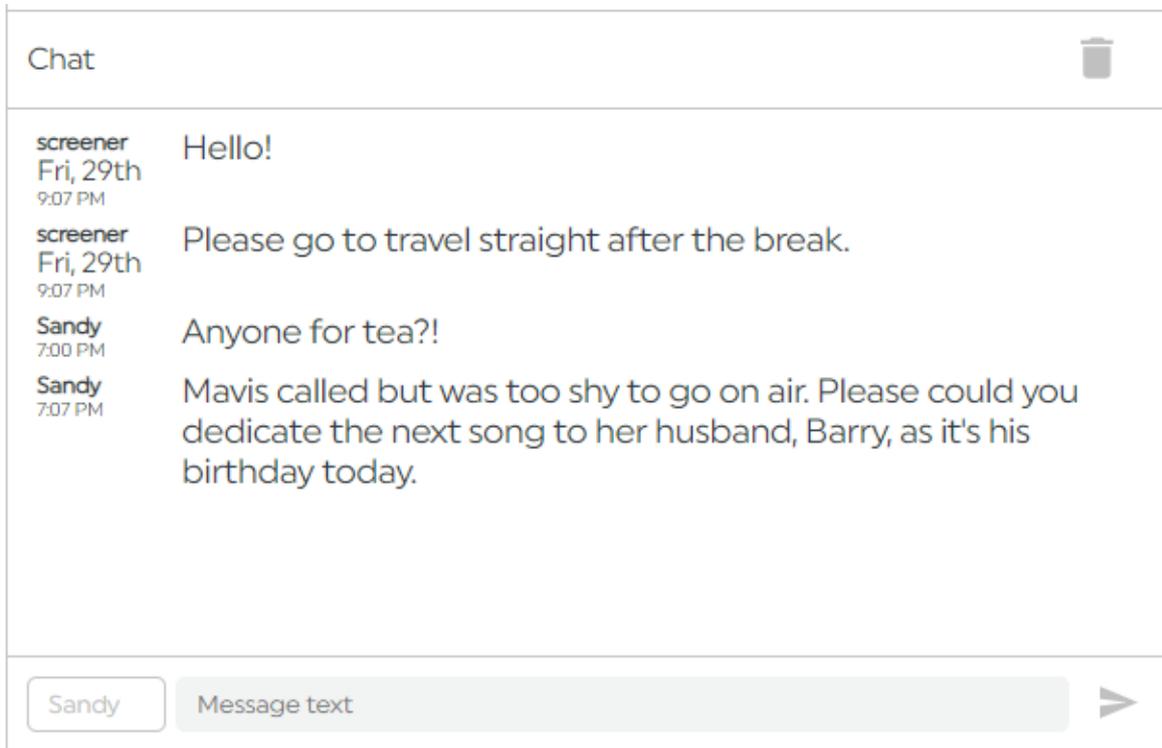
Simply type in the name you wish to display and press 'Enter'.



To **send a message**, type it into the 'message text' are and then either press 'Return/Enter' on your keyboard, or press the arrow icon.



Tip! Nobody else can see the message until you press the 'Send' button. However, there is no 'undo' or 'delete' option, so be careful what you write!



CHAT SCREEN

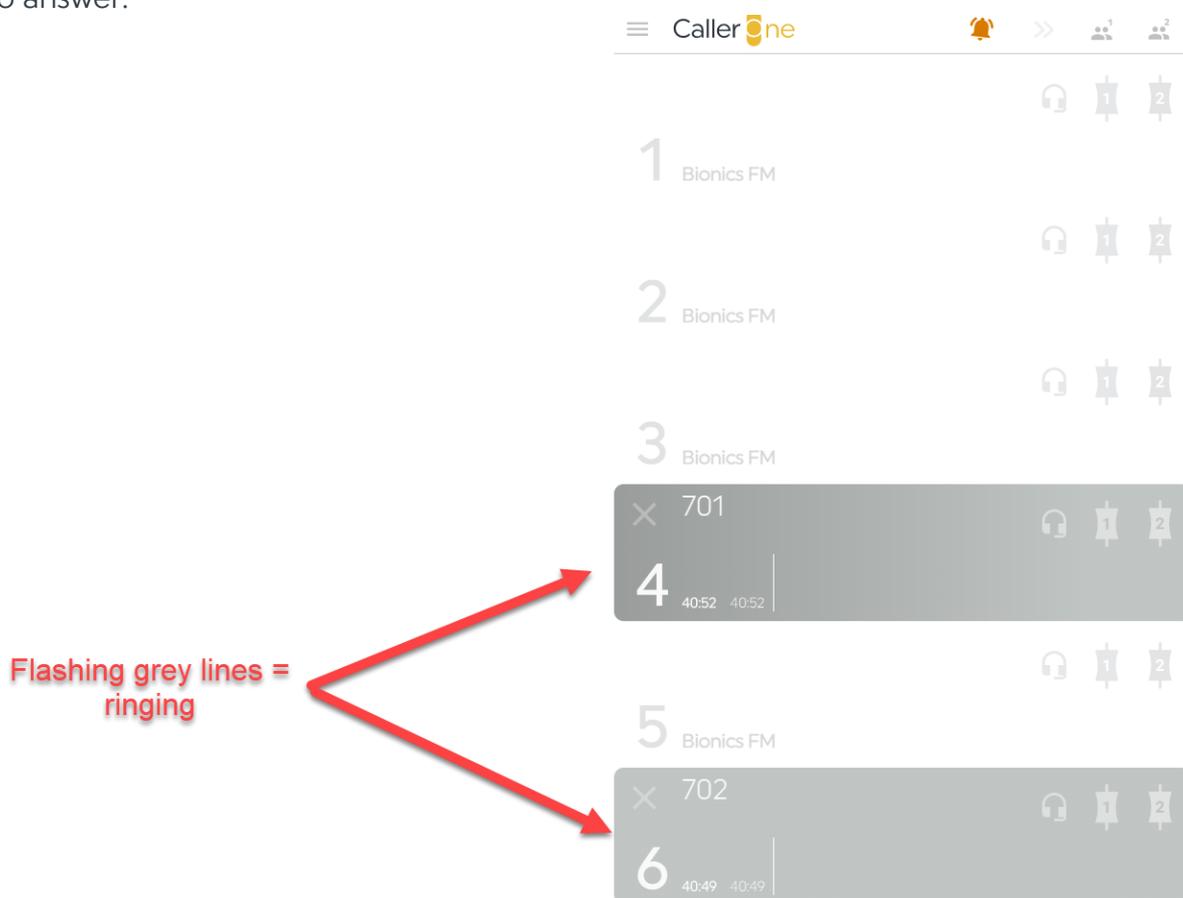
Common Workflows

Below are some step-by-step guides to helping you do some of the most common tasks on Caller One.

Sometimes, screenshots can make things seem more complicated than they really are, so do also have a look at the training videos on the Broadcast Bionics website: <http://bionic.radio/training>

Answering a call

1. Lines flash a grey colour to show they are ringing. Decide which line you wish to answer.



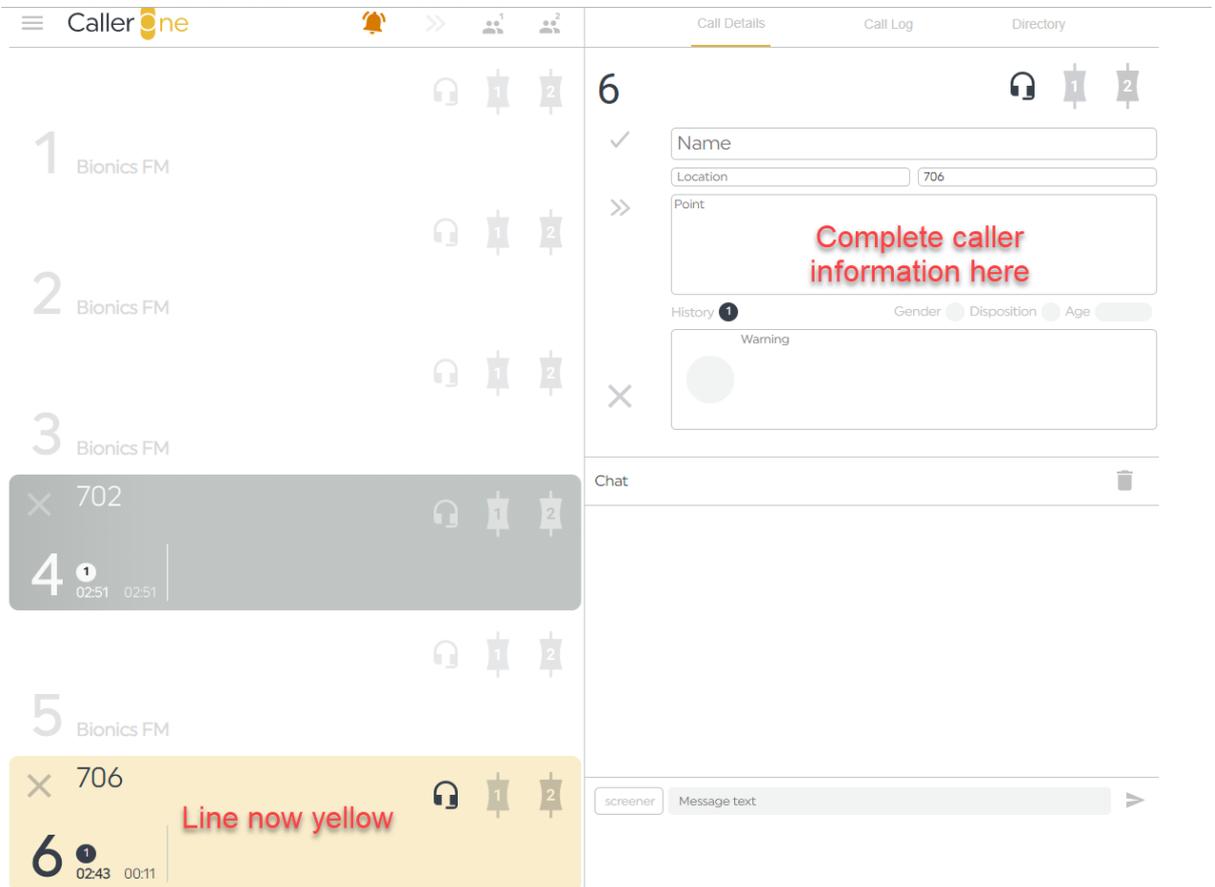
RINGING LINES

2. Press on the Headset icon (if answering outside the studio) or the Device icon (if in the studio and talking to the caller via the mixing desk)



SELECT HEADSET OR DEVICE 1 OR DEVICE 2, AS NEEDED. HEADSET BEING SELECTED IN THIS EXAMPLE

3. Fill in the relevant call information*.



CALL DETAILS DISPLAY ON THE RIGHT-HAND SIDE

*If you answer with a headset, the call details will be shown straight away. If you answer on a hybrid, you will need to click on the line to display its call details.

If you need more information, see the [Call Details](#) section above.

The screenshot shows the CallerOne interface. On the left, a list of calls is displayed. Call 6, 'Mary Poppins' from London, is highlighted in yellow. On the right, the 'Call Details' view for this call is shown. It includes the caller's name, location, and a bio. A red arrow points from the call list entry to the details view, with the text 'Call details now displaying' next to it.

COMPLETED CALL DETAILS

4. Either place the [caller on hold](#) (see below), [connect them to the studio](#) (see below), or hang up, depending on the needs of your show.
5. To hang up, press the 'X' button on the line or next to the Call Details

A close-up of the call list entry for 'Mary Poppins' from London. A red box highlights the 'X' button in the top left corner of the call card. The call card also shows the caller's name, location, and a bio: 'Gives the children she looks after a spoonful of sugar to make medicine taste less nasty.'

X TO HANG UP ON LINE

Call Details Call Log Directory

6





✓

»

Gives the children she looks after a spoonful of sugar to make medicine taste less nasty.

History 1
Gender F
Disposition
Age

Warning




X TO HANG UP ON CALL DETAILS

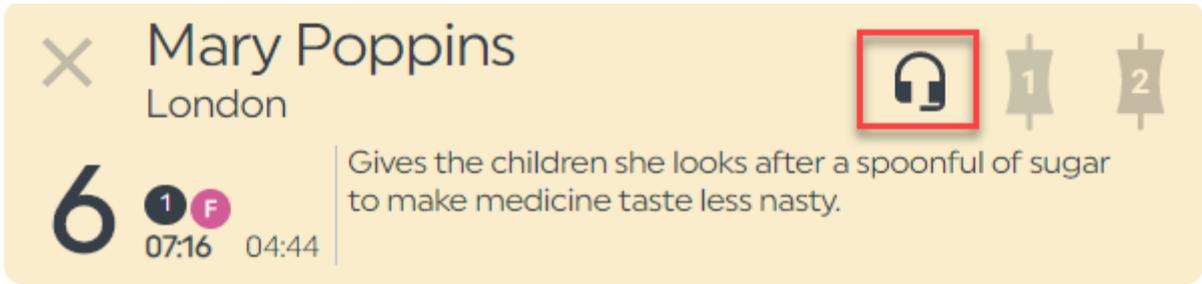
6. If you need to call the caller back, follow '[Dialling a caller back](#)' below.

Placing a call on hold

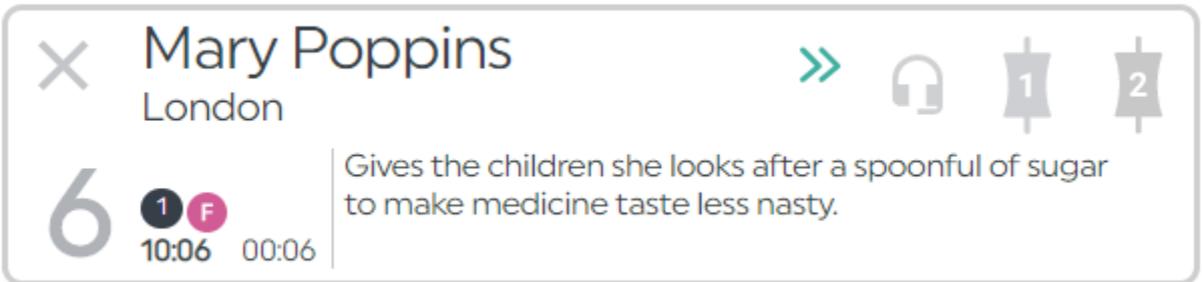
Once you have answered / dialled a call (see above and below), you simply need to turn off the Headset/Device icons to put the line on hold.

To do this, you need to press the relevant icon.

(In this example, we'll use the Headset – but it's the same principle for Devices).

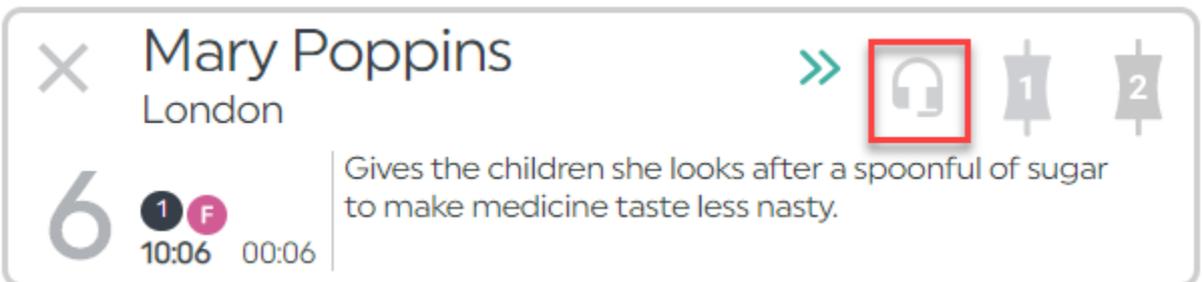


CALL CONNECTED, BUT NOT ON HOLD. HEADSET ICON IS BLACK.

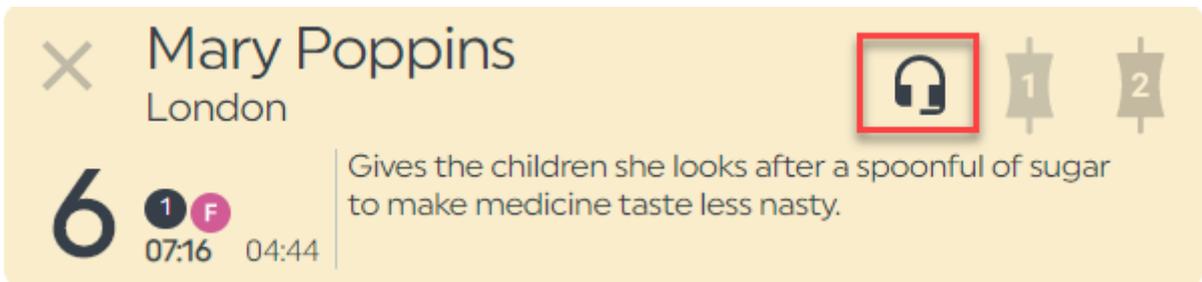


CALL WITH GREY BAR AROUND THE EDGE – ON HOLD. HEADSET ICON IS GREY.

To speak to the caller again, simply press the Headset or Device icon again.



PRESS TO TAKE CALL OFF HOLD

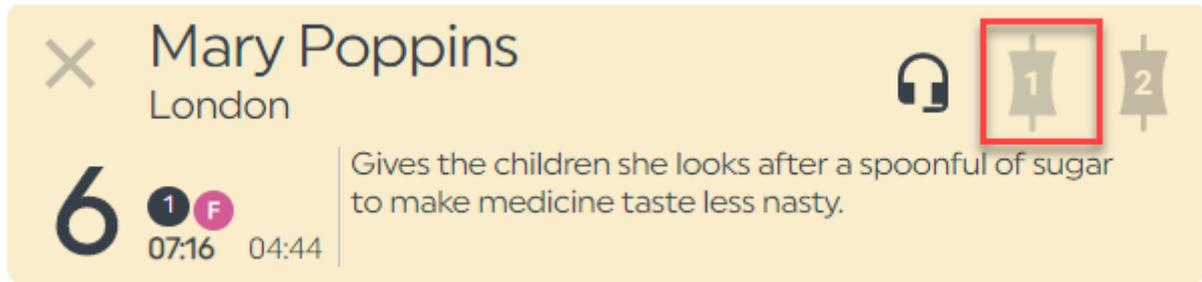


LINE IS NOW CONNECTED TO YOUR HEADSET, SO YOU CAN SPEAK TO THE CALLER AGAIN.

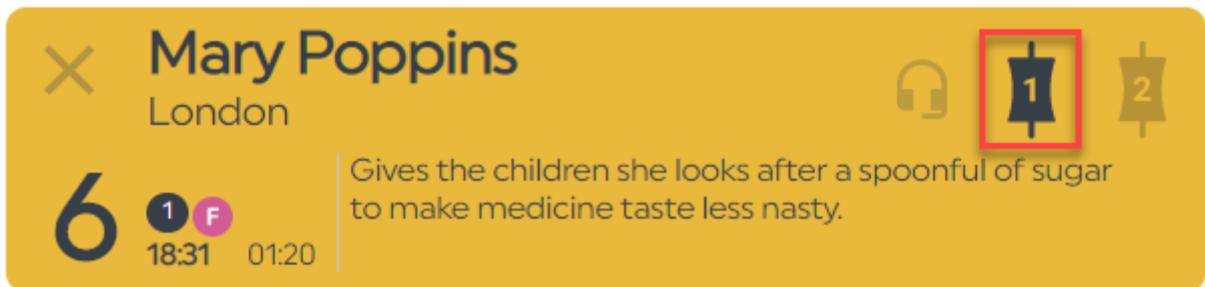
Tip! While the caller is on hold, they usually hear whatever is being played out of the mixing desk in the studio Caller One is linked to.

Connecting a call to the sound desk

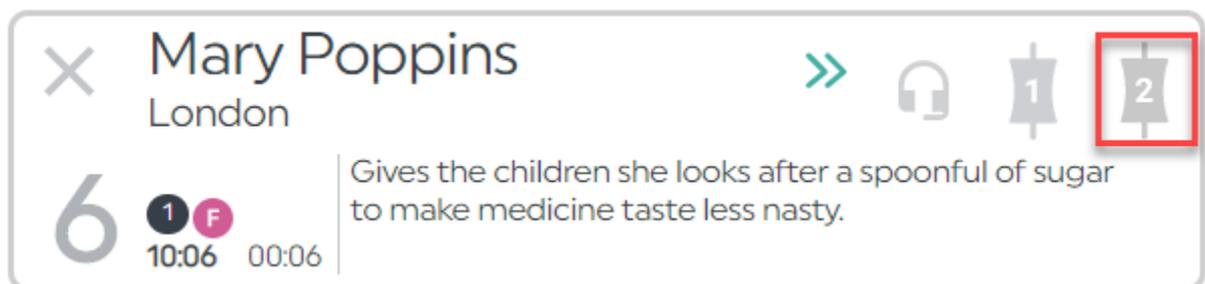
Once you have answered / dialled a call (see above and below), you can connect them through to the studio sound desk by pressing 'Device 1' or 'Device 2'.



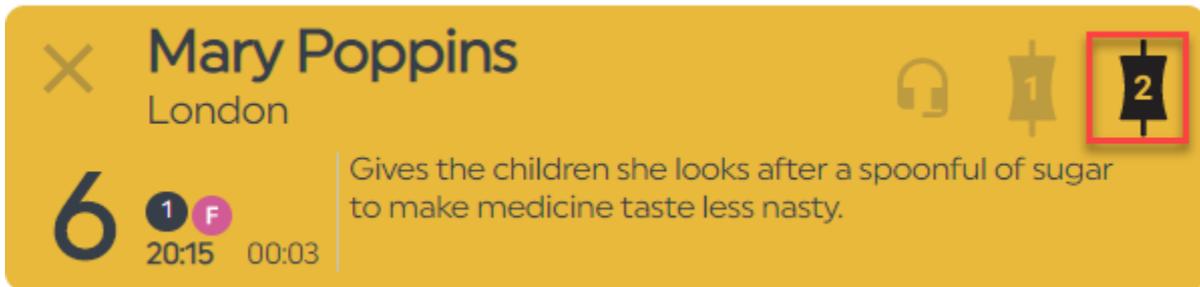
THIS CALLER IS BEING SPOKEN TO ON THE HANDSET. TO CONNECT THEM TO DEVICE 1, PRESS THE '1' ICON.



THE LINE IS NOW ORANGE AND THE '1' ICON IS BLACK – CALLER IS CONNECTED TO DEVICE 1.

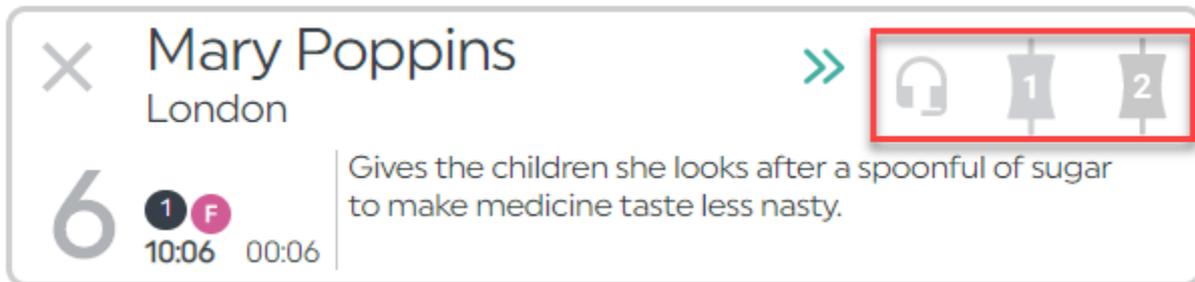


THIS CALLER IS ON HOLD. TO CONNECT THEM TO DEVICE 2, PRESS THE '2' ICON.



THIS CALLER IS NOW CONNECTED TO DEVICE 2.

Tip! You can route the caller between the Devices and the handset by pressing the Handset and Device icons.



PRESS THE HEADSET, 1 OR 2 ICONS TO CONNECT THE CALL

Tip! You might call 'Devices' 'TBUs' or 'Hybrids' at your station.

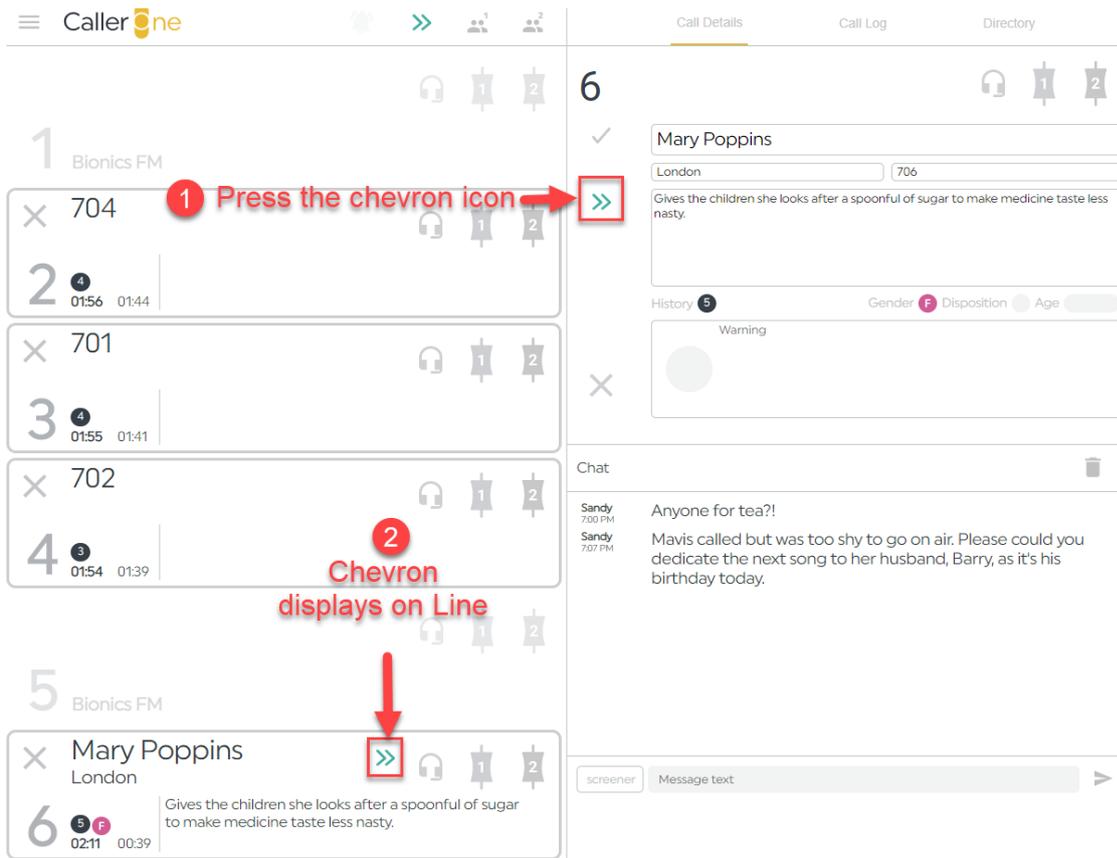
Normally, you can only connect one caller to a Device at a time. If you have a lot of callers, you will need to keep their lines on hold until a space becomes free for them to be connected to the sound desk and used on-air.

However, if you need to speak with lots of callers on air together, it is possible if you follow the steps in ['Connecting a Conference call'](#) below.

Next Caller

The 'Next Caller' icon allows you to show which caller should be used on-air next. This is useful in a show where there are lots of people on hold and you would like your presenter to go to them in a particular order.

To set the 'Next Caller' icon, press the double-chevron in the Call Details area.

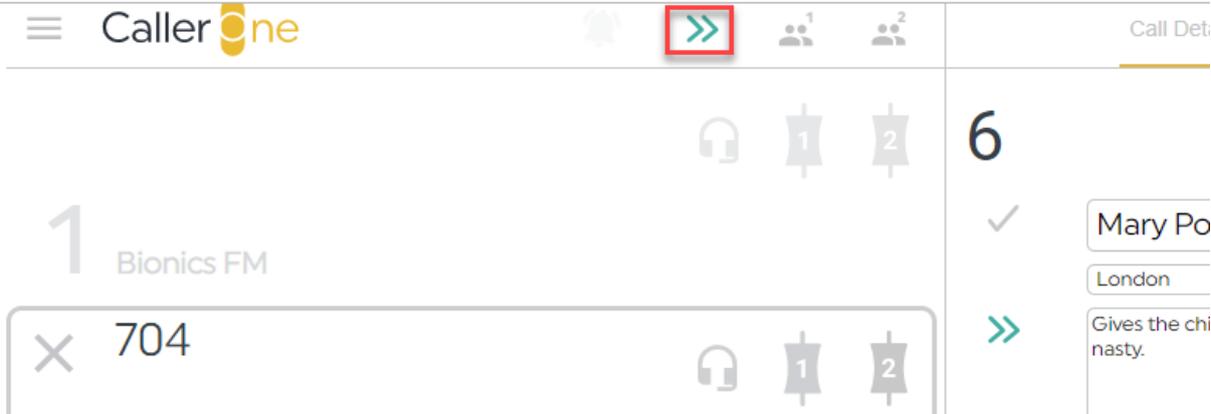


SETTING THE NEXT CALLER

The presenter can then see which caller should be used next.

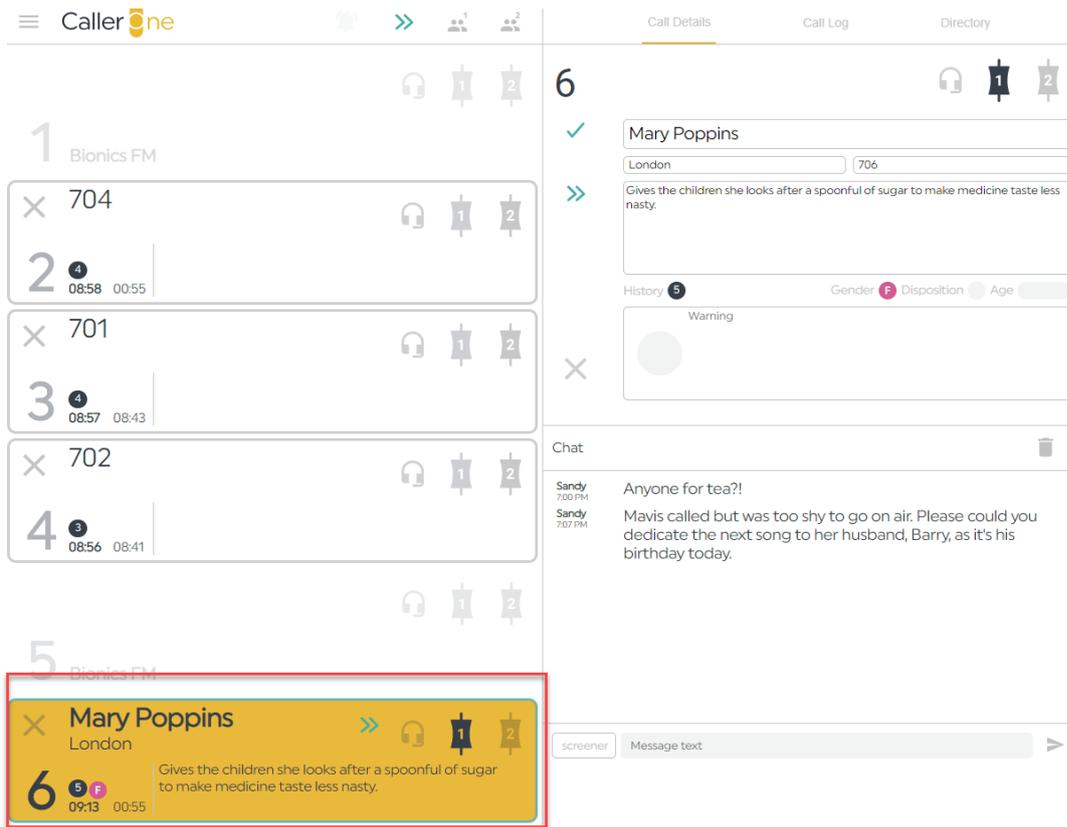
If the calls are on Hold, the presenter can automatically route the next caller to the desk by pressing the double-chevron icon at the top of the screen.

Press here to automatically route the next call



NEXT CALLER QUICK-CONNECT BUTTON

The 'Next' caller is then automatically connected to the mixing desk.



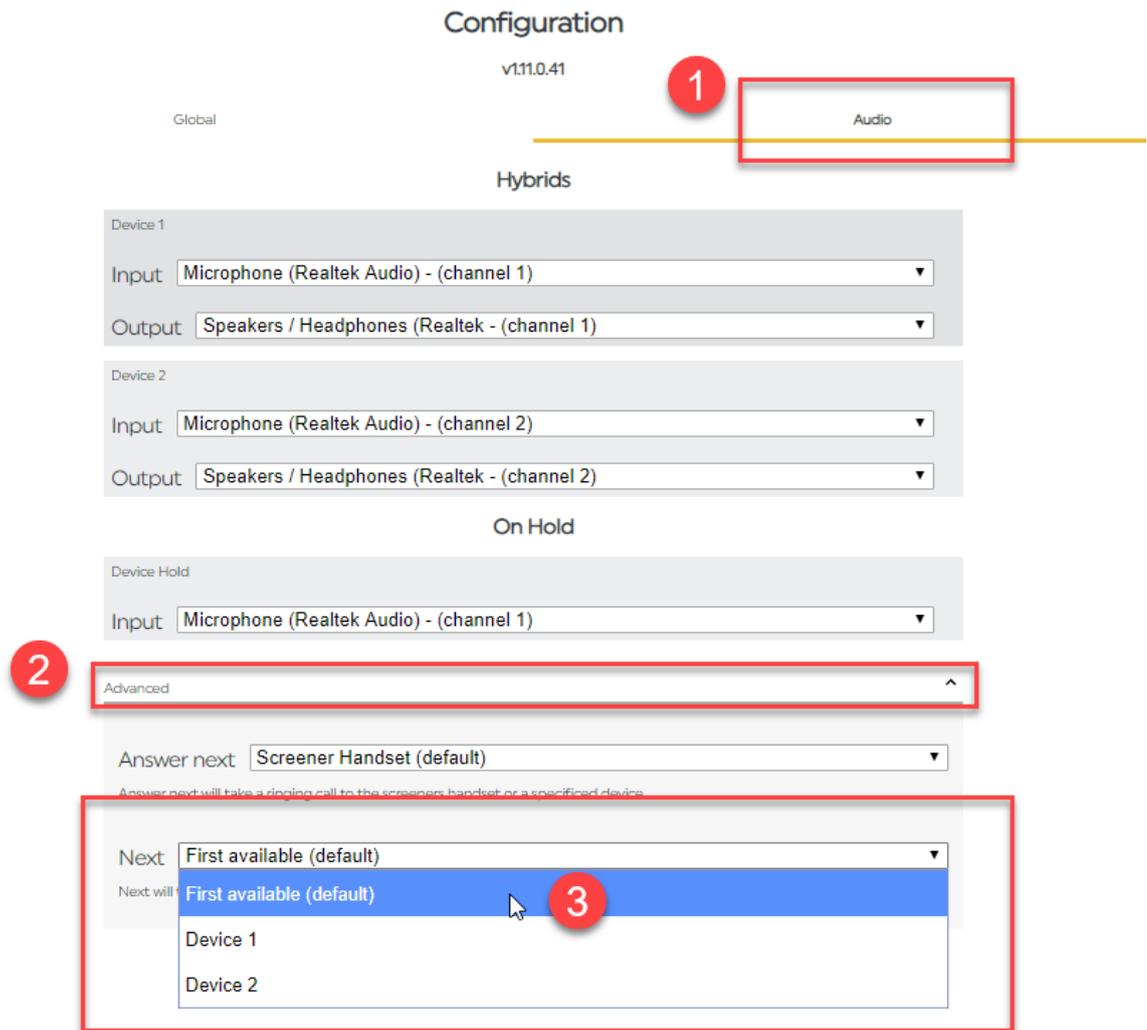
CALLER CONNECTED TO DEVICE 1

Tip! The way the automatic routing using the top chevron works depends on how your system is configured. The default option is that the call is connected to the next available Device. If all the Devices are full, then the top chevron function will not work until there is space free on the Device.

However, it is possible for a system to be configured to force the top chevron button to route calls to either Device 1 or Device 2, even if a call is already connected.

In that case, pressing the top chevron will route the call to the specified Device. If a call is already on the Device, then it will automatically be put back onto hold, so the new call can be on air. This is useful if you need to move through a lot of calls quickly.

The setting is can only be adjusted by someone with system admin rights. The option can be found on the Settings menu: Configure > Audio tab > Advanced drop-down > Next drop-down. Caller One will need to be restarted if this setting is changed.



CONFIGURATION MENU – NEEDS ADMIN RIGHTS TO ACCESS

Marking a caller as 'Screened' or 'Used'.

The 'Tick' icon is used to indicate that a Caller has been screened and is ready to use on-air.

In Screener and Producer Modes, it is an optional button for information.

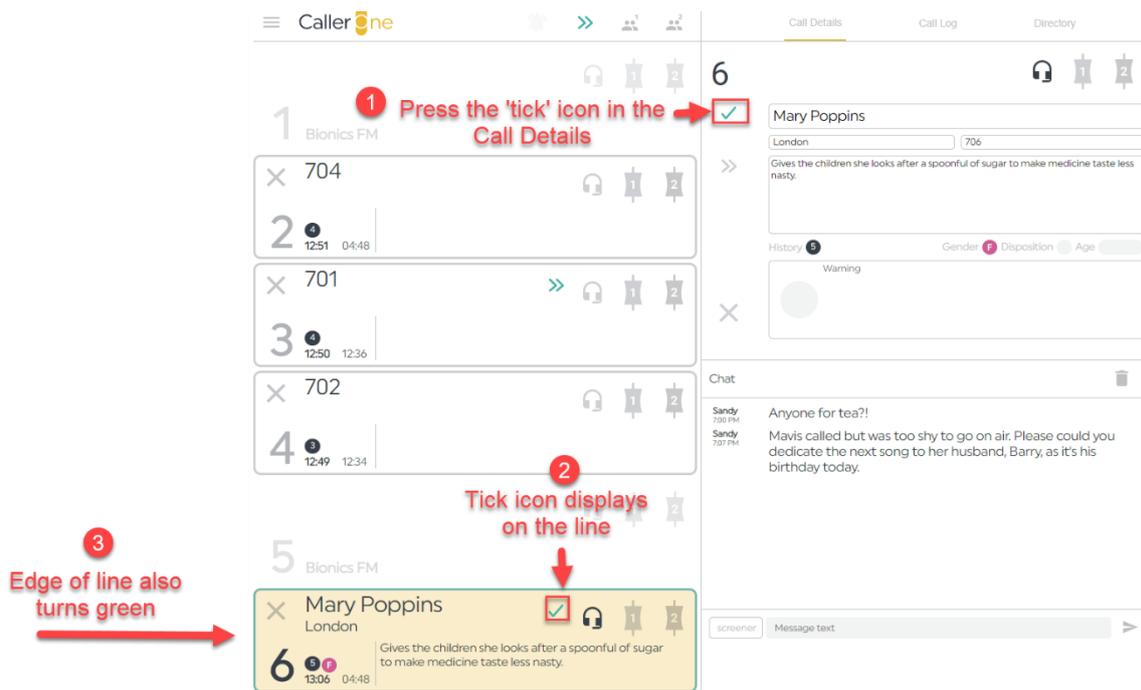
If your presenter is using Talent Mode, then setting the 'Tick' is essential, as only calls which have been marked as screened are available for your presenter to route to air.

(For more information on modes, see [Views](#) above.)

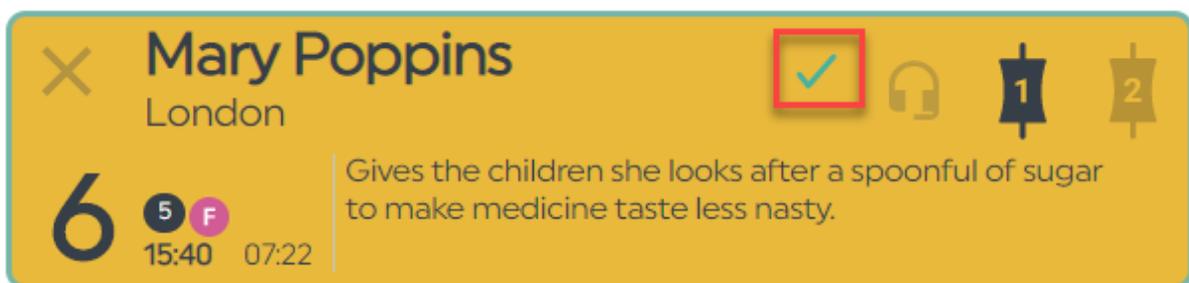
Tip! If your presenter is using Talent mode, the screener or producer **must** press the screened 'Tick' in order for the call to be able available to use on-air.

Tip! Not every show using Screener/Producer modes will find the 'Screened' button helpful – it depends on how many callers you have, and on your show's particular workflow. Experiment to see what works best for your team.

To set the 'tick', press the 'tick' icon in the Call Details area.



SETTING THE GREEN TICK



CLOSE-UP OF SCREENED/USED ICON

Connecting a Conference call

Normally, you only connect one caller to one Device at once.

If you have a lot of callers wanting to be used on-air, you can place the other callers on hold and then connect them to the Device when it is their turn to be broadcast.

However, sometimes, you need more than two voices on-air at once.

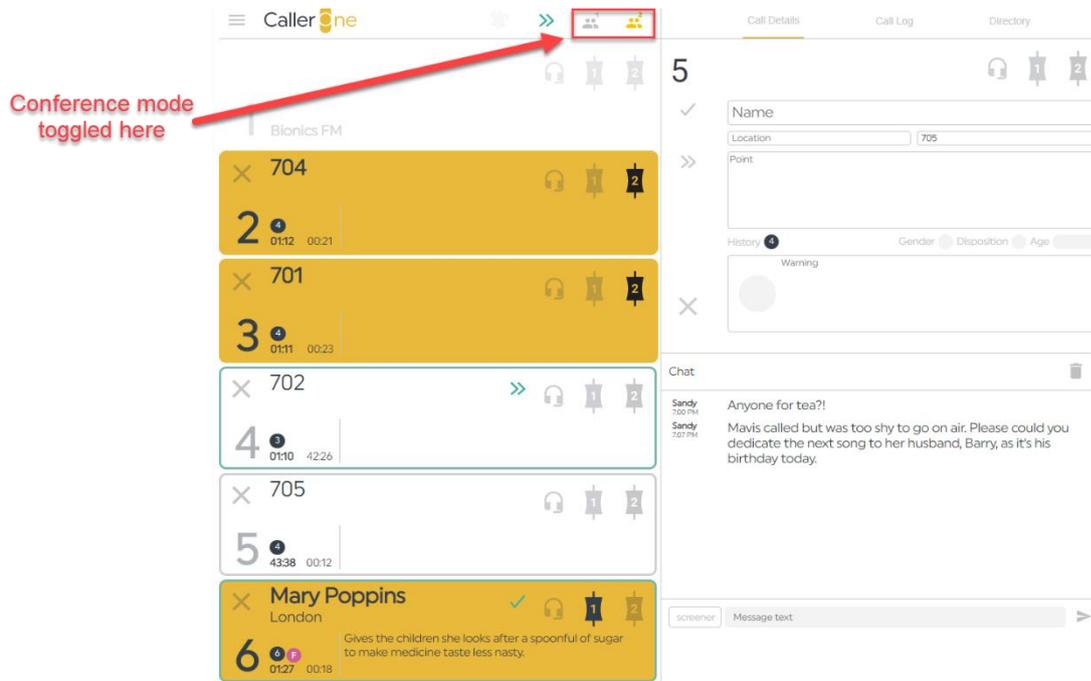
In these circumstances, you can use the 'Conference' feature.

The **Conference** buttons allow each Device to have up to four lines (each) routed to the mixing desk at once.

Tip! Although – technically – you can have up to 8 callers at once using the Conference buttons, this will sound terrible on air and should be avoided. Remember, you will only have one fader for each Device, so you won't have fine control over the levels of each individual caller. Use Conferencing sparingly and only when it is really needed.

Tip! Conference mode only works for normal phone lines – not for [Anywhere](#) calls.

To set Conference mode, press the 'Conference' icons at the top of the Lines.



CONFERENCE BUTTON LOCATION



CONFERENCE MODE IS ON FOR DEVICE TWO (YELLOW) AND OFF FOR DEVICE ONE (GREY)

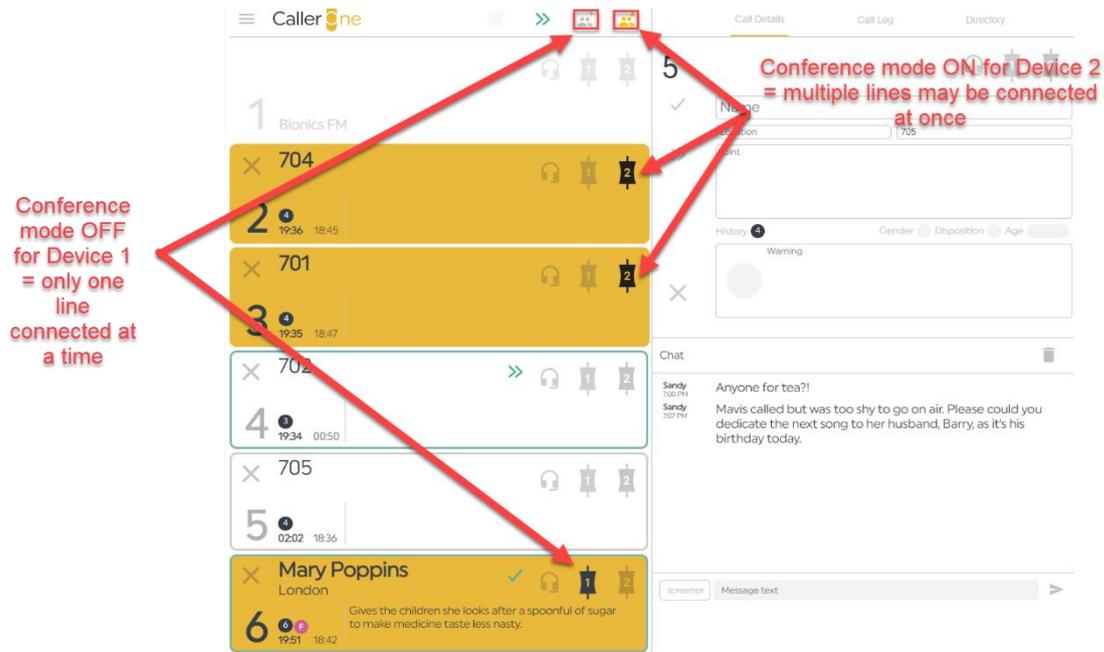
To toggle Conference mode, press the 'Conference 1' or 'Conference 2' icon, as needed.

Conference 1 – toggles Conference mode on Device 1

Conference 2 – toggles Conference mode on Device 2

In this example, Conference mode is OFF on Device 1, and ON on Device 2.

This means that only one Line at a time can be routed to Device 1, but up to four Lines can be routed simultaneously to Device 2.



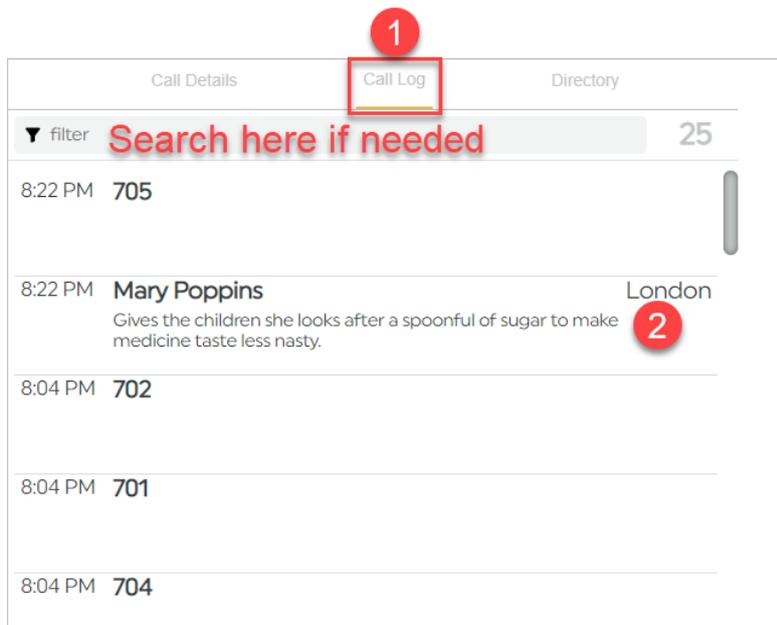
CONFERENCE MODE DICTATES WHETHER MULTIPLE LINES MAY BE CONNECTED TO THE SAME FADER OR NOT

A reminder – just because you **can**, doesn't mean you **should**. Use Conference mode sparingly, when you truly do not have enough Devices to meet your needs. If you frequently need more than two callers on-air at the same time, talk to us about upgrading your system.

Dialling a caller back

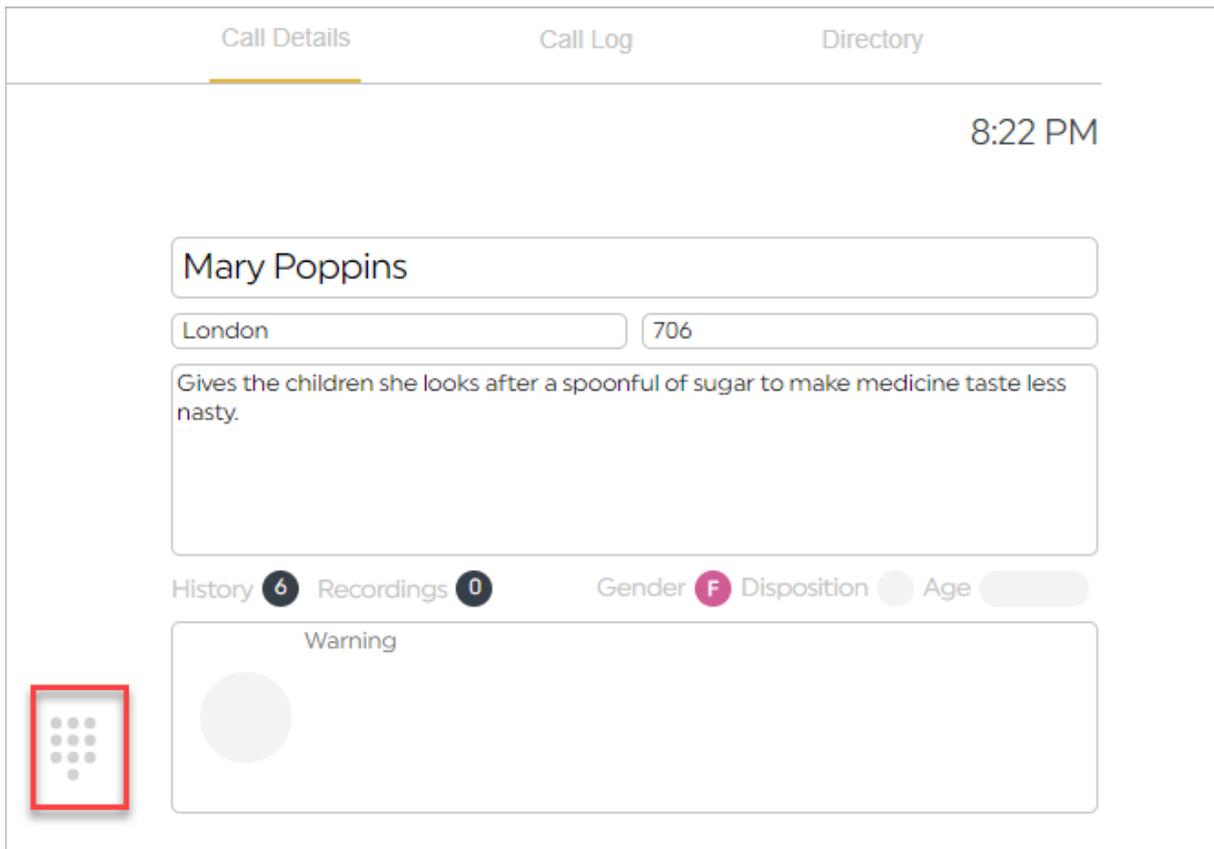
If you have a caller whom you wish to use later in the show, you can call them back using the Call Log.

1. First, follow the steps in '[Answering a call](#)' above.
2. When you need to ring the caller back, go to the Call Log.



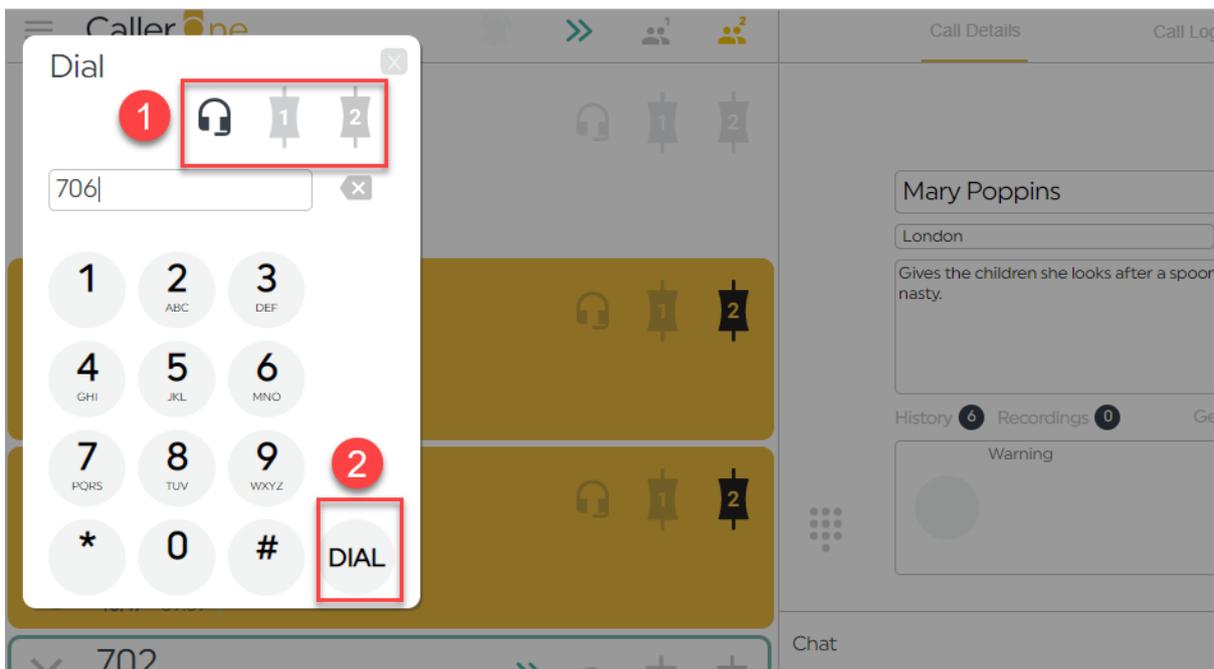
CALL LOG

3. Use the 'Filter' box to search for the Caller's name or a keyword from the call if needed.
4. Then press on their call entry.
5. Their Call Details will appear. Press the dialpad button on the bottom left hand side.



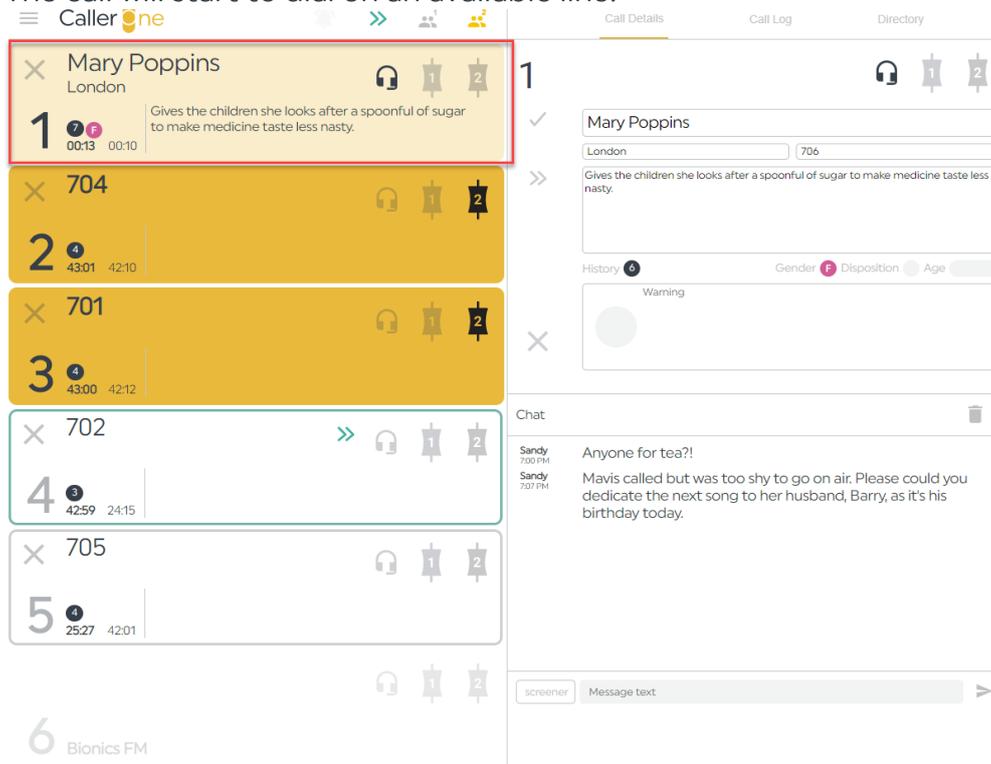
DIALPAD BUTTON

6. The Dial Pad will appear. Choose to connect using Headset or Device (depending on where you are working) and then press the 'Dial' button.



SELECT DIALLING DEVICE AND PRESS DIAL

7. The call will start to dial on an available line.



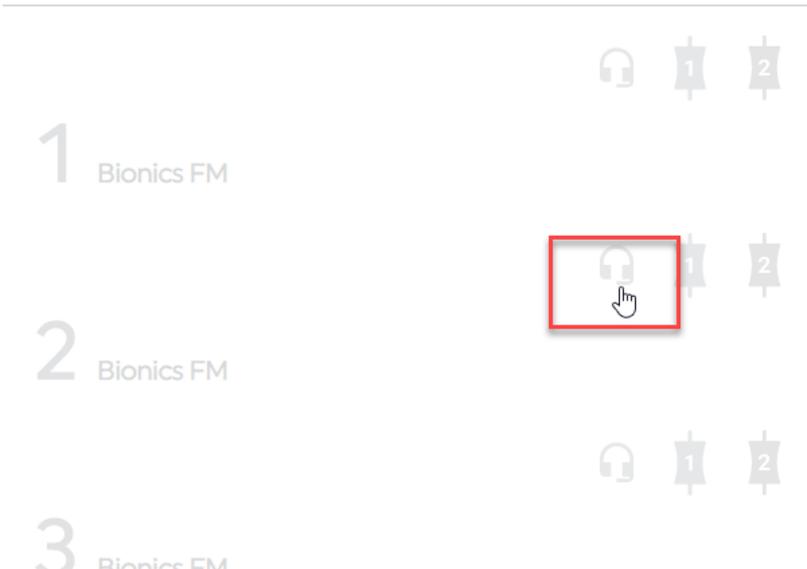
CALL CONNECTED ON LINE 1

8. Once connected, talk to the caller and put on Hold or connect to a Device in the usual way (see above).

Dialling a guest

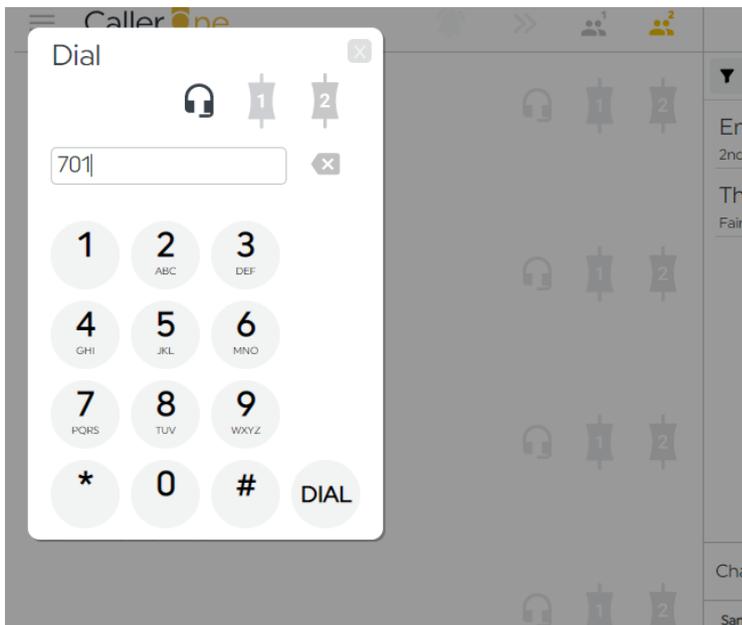
Sometimes, you need to dial someone who has not yet called you – for example, a guest who has agreed to appear on the show.

1. To do this, chose an empty Line and decide whether to connect using the Headset or a Device. Click the relevant icon on that line and the dialpad will appear.



DECIDING TO DIAL OUT ON LINE 2 USING THE HEADSET

2. Enter the number you want in the box at the top. You can either type it in, copy and paste it (e.g. from an e-mail), or press the numberpad keys.
3. Then press 'Dial' to connect.



DIALLING A GUEST

4. Once the call has connected, click the Line to bring up the Call Details. You can then fill in the caller's details and put them on hold or connect them to a Device in the usual way. See ['Call Details'](#) and ['Connecting a call to the sound desk'](#) above for more information.

CallerOne

Call Details Call Log Directory

1 Bionics FM

2 701 00:11 00:08

3 Bionics FM

4 Bionics FM

5 Bionics FM

6 Bionics FM

Name

Location 701

Point

History 5 Gender Disposition Age

Warning

Chat

Sandy 7:00 PM: Anyone for tea?!

Sandy 7:07 PM: Mavis called but was too shy to go on air. Please could you dedicate the next song to her husband, Barry, as it's his birthday today.

Message text

CALL CONNECTED AND AWAITING CALL DETAILS

CallerOne

Call Details Call Log Directory

1 Bionics FM

2 **The President**
The White House
Happy Thanksgiving!
0130 0127

3 Bionics FM

4 Bionics FM

5 Bionics FM

2

The President

The White House 701

Happy Thanksgiving!

History 5 Gender Disposition Age

Warning

Chat

Sandy 7:00 PM Anyone for tea?!

Sandy 7:07 PM Mavis called but was too shy to go on air. Please could you dedicate the next song to her husband, Barry, as it's his birthday today.

CALL DETAILS ADDED AND CALLER CONNECTED TO DEVICE 2

Connecting an Anywhere call

Anywhere Lines* allow you to connect callers over the internet via their computer, smartphone or tablet.

Callers are sent a link which they press to start a call straight into Caller One.

You can use Anywhere in a number of ways. For example:

- Allowing contributors to dial in in higher quality than a normal phone call
- Connecting a guest in another country, where calling a number is too expensive
- Callers who don't have good phone reception (but have access to the internet)
- Giving a permanent link to journalists at your station who contribute via remote link
- Setting up a permanent link on your website so listeners can press one button to call the studio
- Replace all your phone lines and use Anywhere lines instead!

The possibilities are endless!

To create an Anywhere call, first you need to generate an Anywhere link. **This is unique to your caller or calling scenario (e.g. website button) – do not use the same link for different people/purposes.**

First, press on the Anywhere line.



ANYWHERE LINE

* Anywhere needs an extra licence, so you might not have this facility at your station

A dialog box then appears.

Create anywhere invite

Name

location

Point

Expiry

Day Week **Month**

Year never

Single use

Contributor

➤

ANYWHERE INVITE DIALOG

Name – the guest's name.

Location – where they are calling from, or the organisation they represent

Point – a summary of the reason for the call (if known)

Expiry – for how long do you want this link to last? Are they a guest who is just calling you today, or are they a regular contributor or staff member who is getting a personal link so they can dial in whenever they like? You can choose Day, Week, Month, Year or never for the expiry.

Single use – check this box to allow the link to only work once – prevents a caller from re-dialling later in the day.

Contributor – checking this box will allow your guest to send chat messages direct to the studio chat. It's best used for staff members who genuinely need to communicate with the studio behind-the-scenes, rather than a standard guest.

Create anywhere invite

Name

location

Point

Expiry

Single use

Contributor



THIS LINK IS BEING CREATED FOR THE BIONICS FM SPORTS EDITOR. IT'S A PERMANENT LINK SO SHE CAN CALL WITH SPORTS REPORTS AT ANY TIME. SHE ALSO HAS BEHIND-THE-SCENES CHAT ACCESS.

Create anywhere invite

Name

location

Point

Expiry

Single use

Contributor



MOHAMMAD IS GOING TO BE A GUEST ON TOMORROW'S SHOW. THE PRODUCER IS PREPARING THE CALLING INSTRUCTION E-MAIL TODAY, SO HAS SET THE SYSTEM SO MOHAMMAD CAN USE THE LINK ONCE IN THE NEXT WEEK.

Once you have filled in the relevant details, press the arrow / send icon.

Create anywhere invite

Name

location

Point

Expiry

Day Week Month

Year never

Single use

Contributor



PRESS THE ARROW TO CREATE THE LINK

The link is then created.

Anywhere invite created

Link

Code

Expires 17 Jul 2020

ANYWHERE INVITE DIALOG

Link – copy and paste this link and send it to your guest.

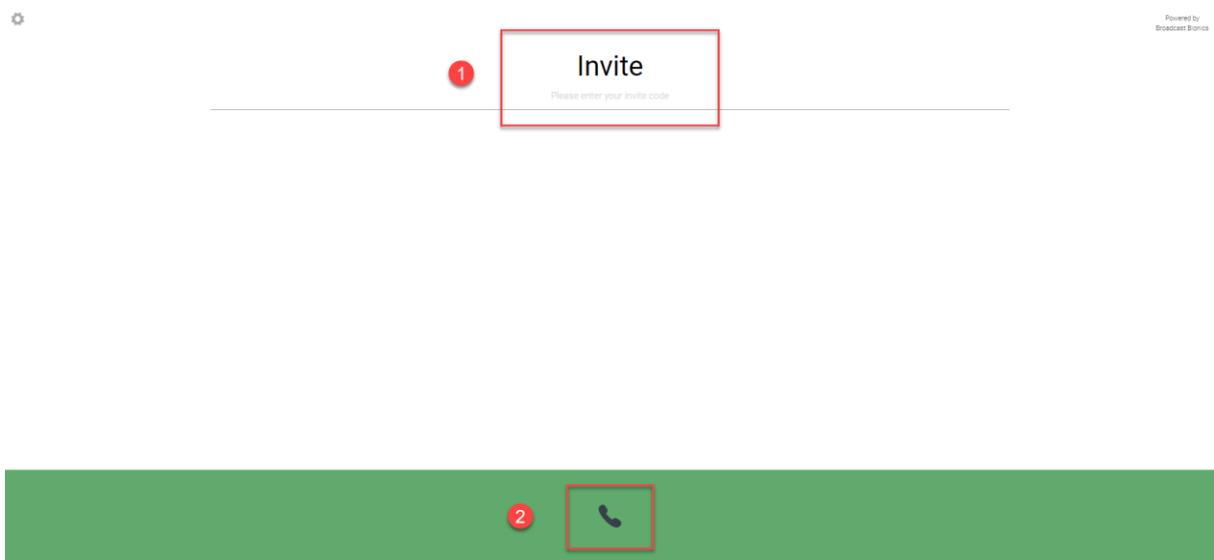
Code – If it's easier, you can read this code out over the phone, or send it to journalists who regularly dial in can input the code on the anywhere.radio page

Expires – date when the link will stop working

Then copy and paste the link and send it to your guest, reminding them that it is helpful to have a headset or microphone and to make sure they press 'Yes' when their browser asks whether to 'allow microphone'.

Guest joining an Anywhere call

This is what your guest will see if they go to anywhere.radio to enter their unique Caller One code.



ANYWHERE.RADIO SCREEN

This is what your guest will see when they press (or copy and paste) the Anywhere link you have sent and open it up in their browser OR have entered their code at the anywhere.radio webpage.

Powered by Broadcast Business

Talk with us

Details Advanced

Email Address

First Name
Mohammad

Last Name

Location
La Rochelle

Additional Information

📞

ANYWHERE GUEST SCREEN

Details tab

The screenshot shows a dark-themed interface titled "Talk with us". On the left, a "Details" tab is highlighted with a red box. On the right, there is an "Advanced" option with a headset icon. The form contains several input fields: "Email Address" (empty), "First Name" (filled with "Mohammad"), "Last Name" (empty), "Location" (filled with "La Rochelle"), and "Additional Information" (empty). A green bar at the bottom features a white telephone handset icon.

DETAILS TAB

Email Address – optional extra contact information.

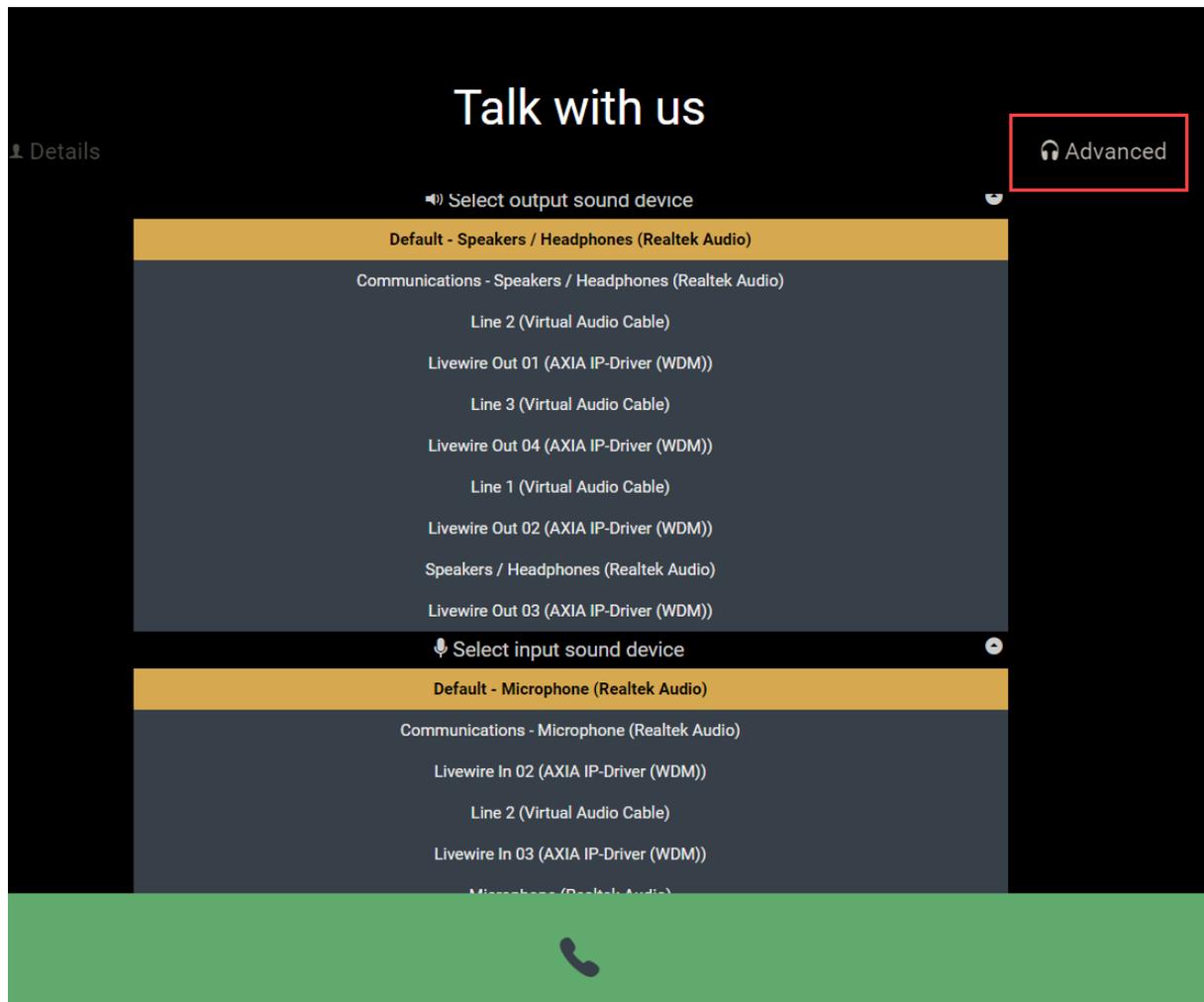
First Name – if you entered a name when you created the invite, it will appear here (or the guest can add).

Last Name – the user can add in their surname/last name.

Location – if you entered a location when creating the invite, it will appear here (or the guest can add).

Additional Information – any extra notes the guest would like to add. These will display in the 'Call Point' in Caller One.

Advanced tab

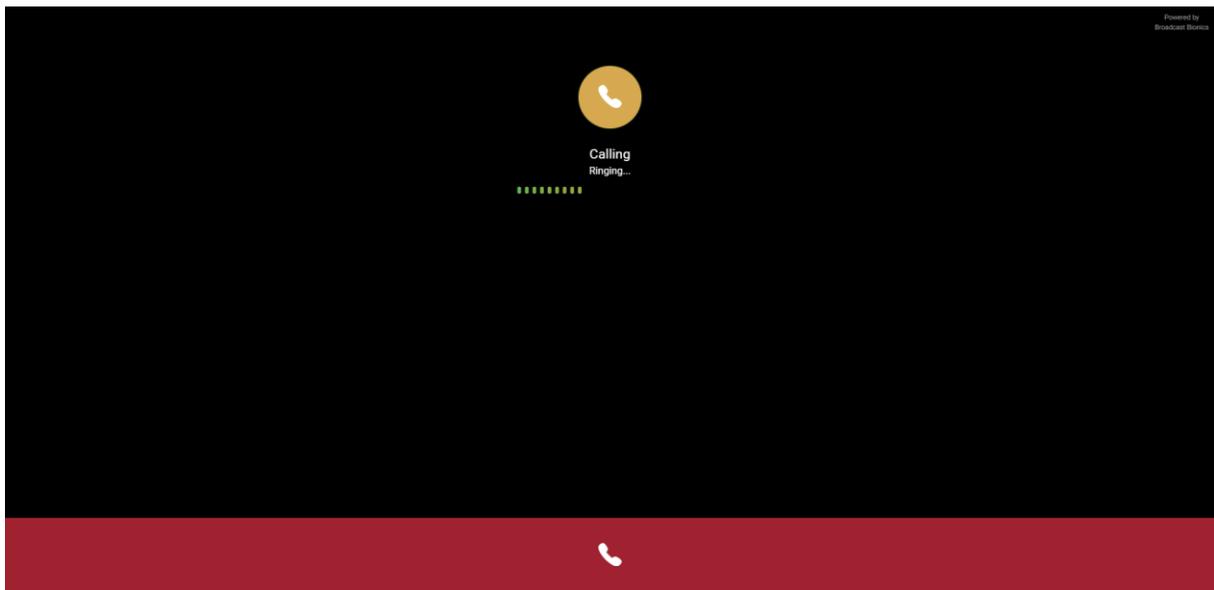


ADVANCED TAB

The user can click to select the correct input (microphone) and output (headphones or speakers) for their computer/tablet/laptop

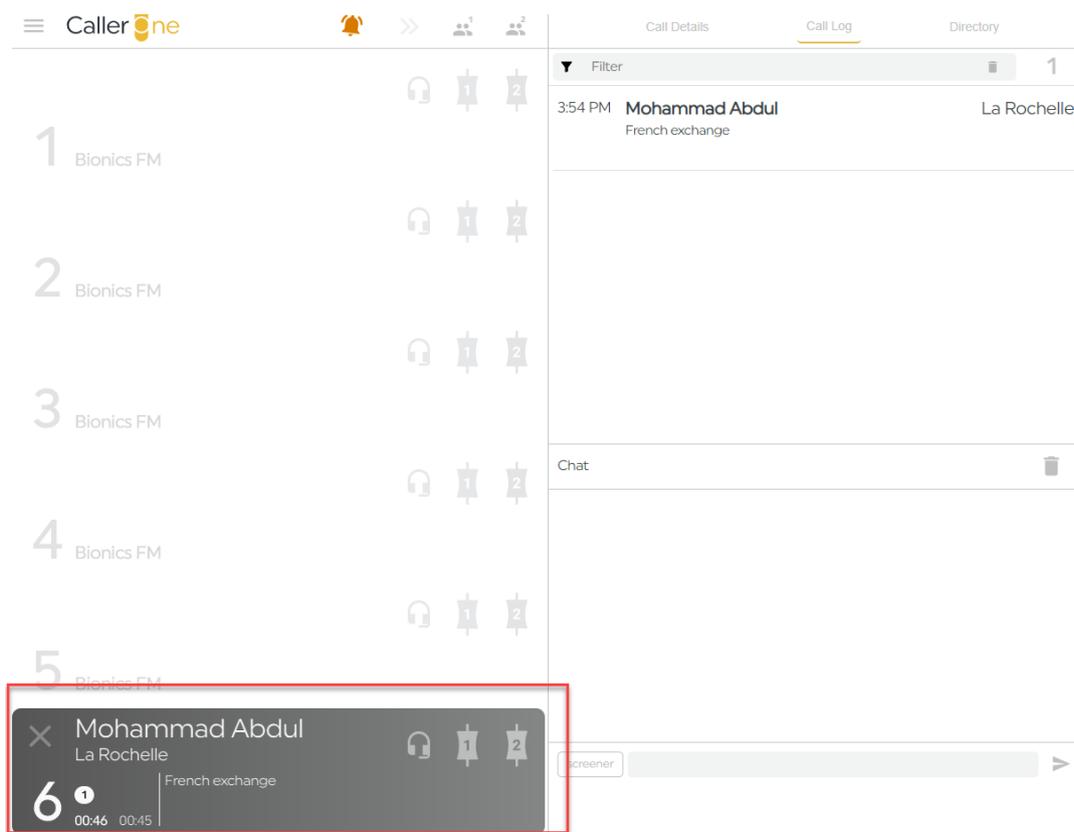
Once you are happy all the information is correct, press the telephone symbol to connect the call the studio.

The screen will show a 'Ringing' icon.



CALLING...

The production team will see the Anywhere line flashing (ringing).



ANYWHERE LINE – CALL COMING IN

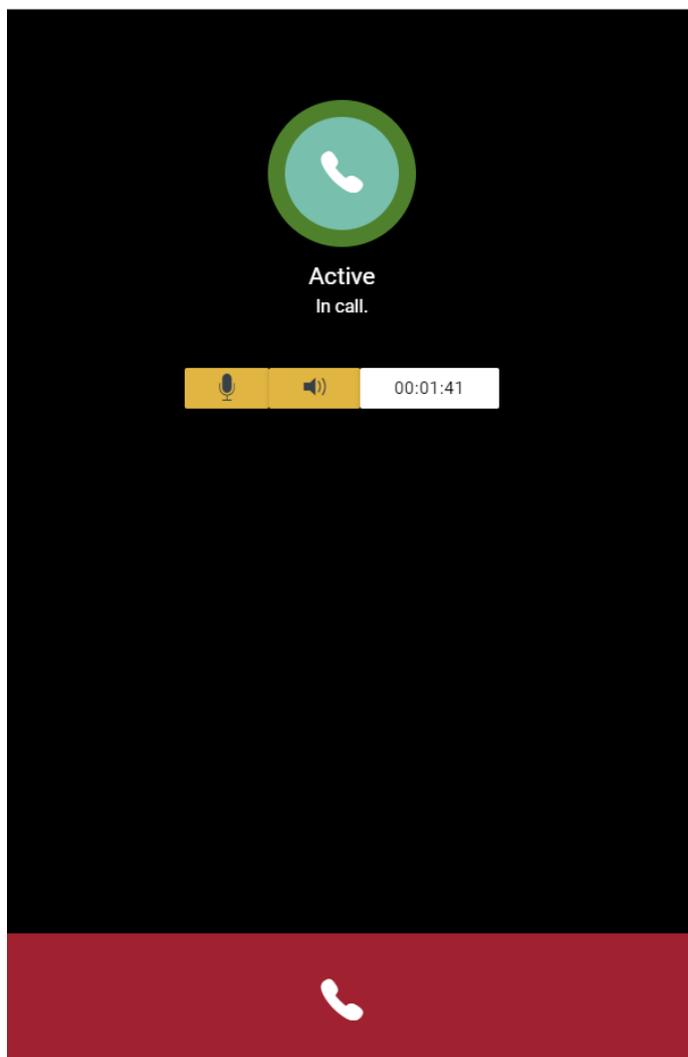
They can answer and connect the call as normal.



ANYWHERE LINE CONNECTED

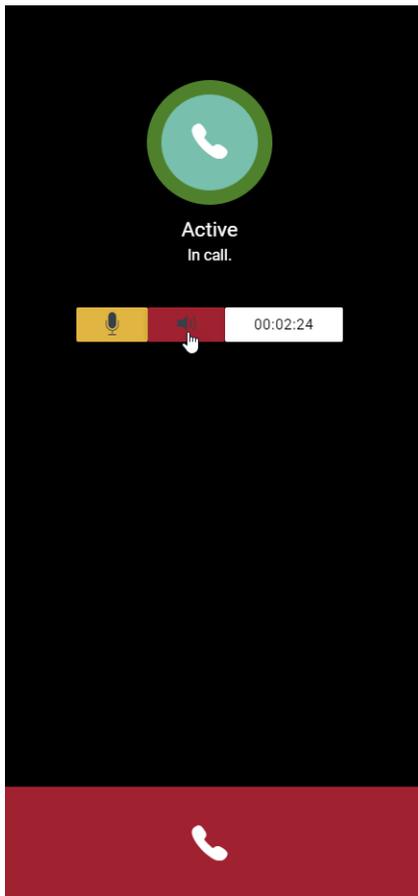
Tip! Anywhere Lines **cannot** be used in Conference mode.

The Guest will see the connected status on their screen.



GUEST SCREEN – CALL CONNECTED

Guests can mute their own speaker or microphone if needed.



GUEST SPEAKER MUTED – PRESS TO TOGGLE MUTE ON/OFF (SHOWS RED)



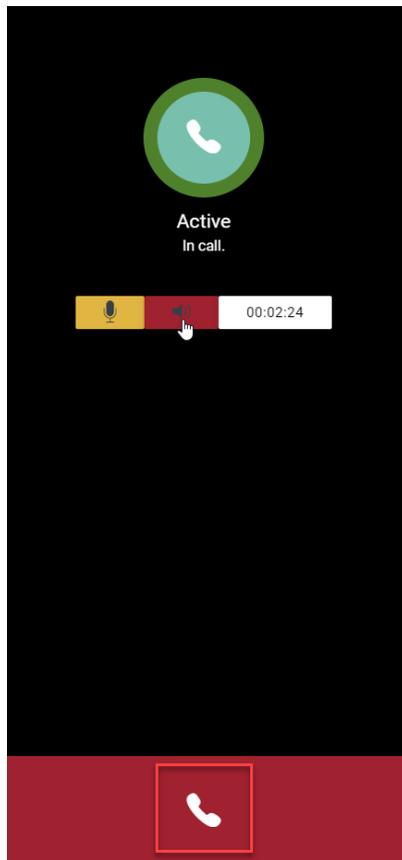
GUEST CONTROLS CLOSE UP

Microphone – orange is on; press to toggle mute (red)

Speaker – as above

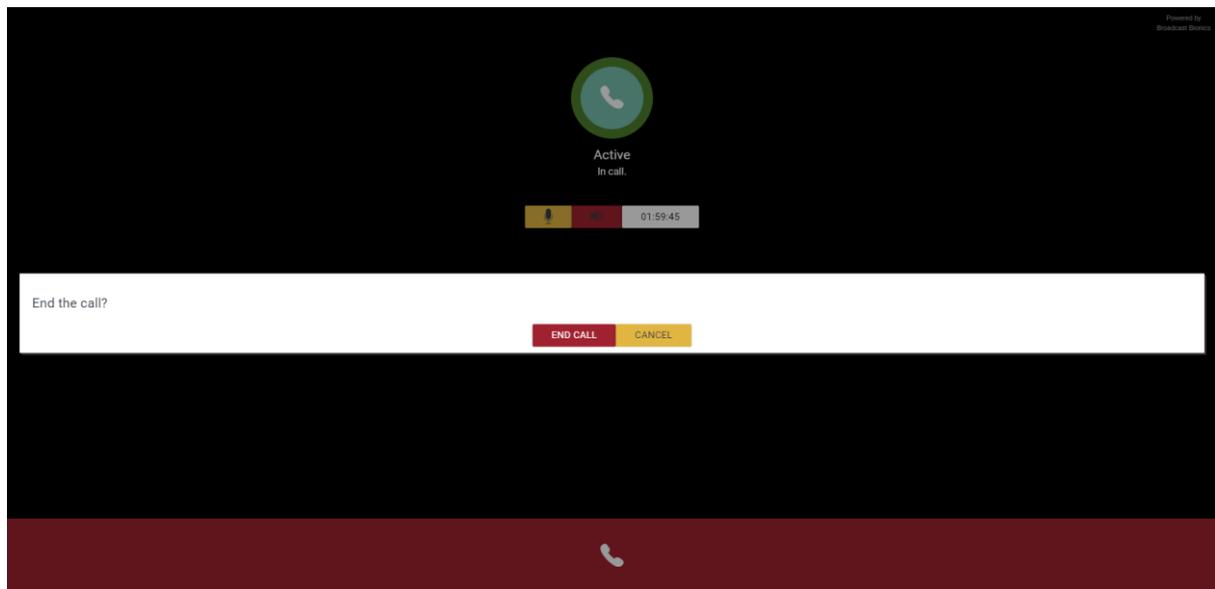
Timer – how long the call has been connected (total call time).

Press the red and white phone icon to hang up (or hang up from inside Caller One, as normal).



PRESS THE WHITE PHONE ICON TO HANG UP

A warning will appear if the guest tries to hang up.



HANG UP WARNING

Press 'End Call' to confirm.

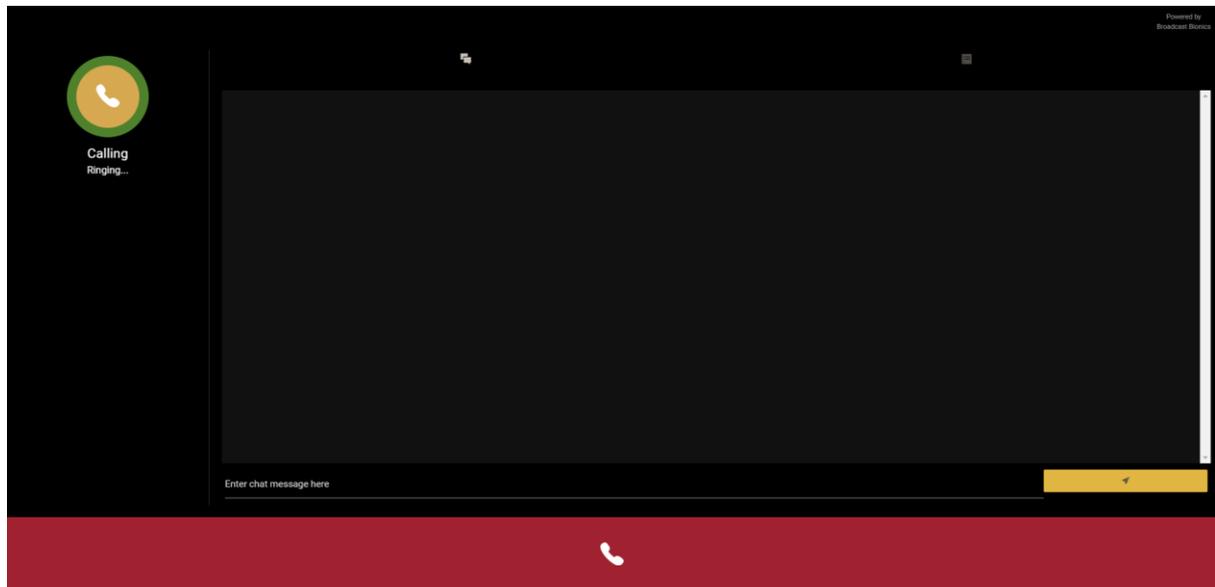


END CALL OR CANCEL

For full details of phone line controls, see [Connecting a call to the sound desk](#) above.

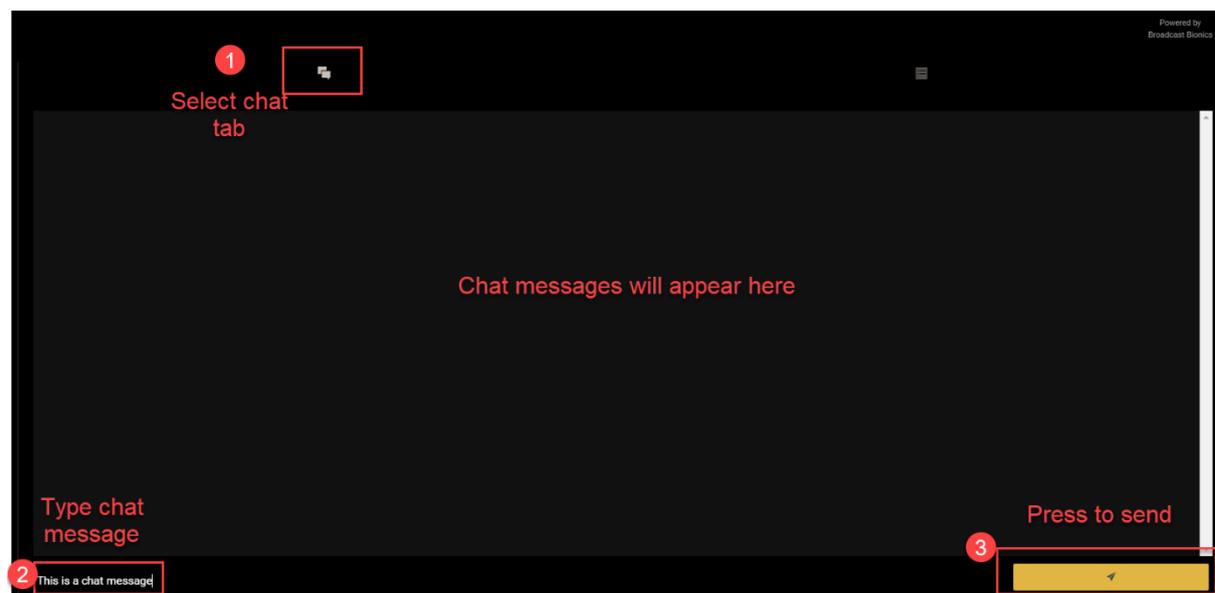
Additional features for Contributors

If the Anywhere caller has been set up as a 'Contributor', they will see additional options once their call is connected.



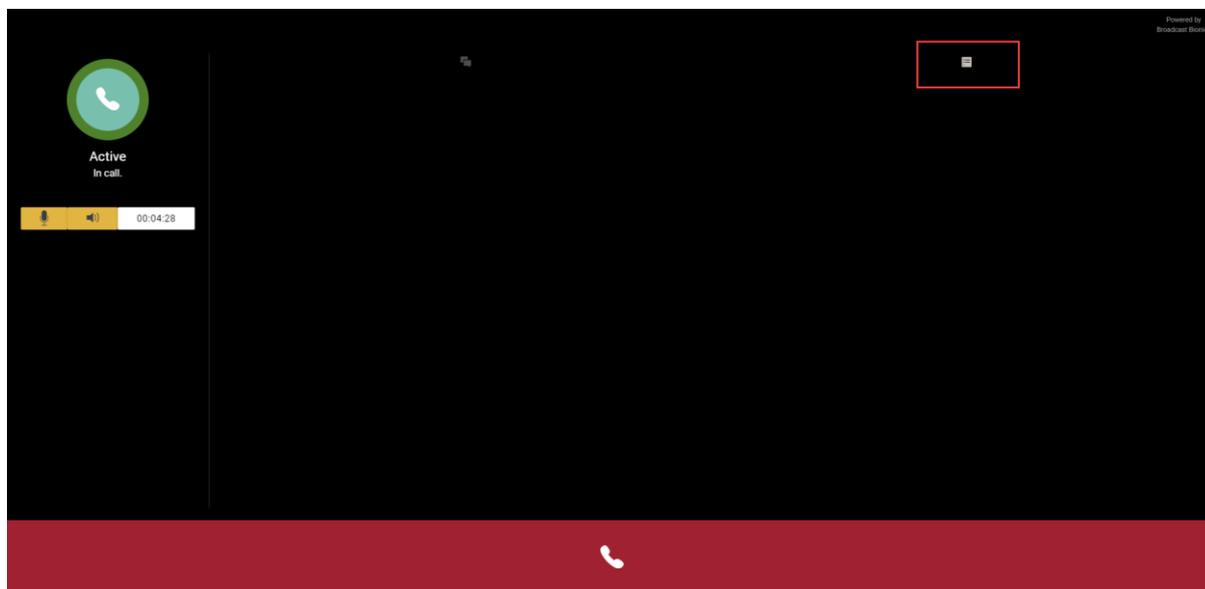
CONTRIBUTOR CALL SCREEN

Contributors are able to send Chat messages to the studio.



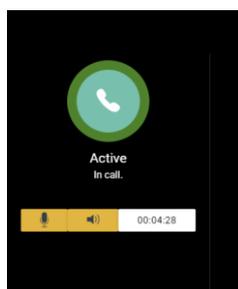
CHAT TAB

The second tab shows the On Air queue if Anywhere is paired with the full Bionic Studio / Bionic Talkshow system. It will not display anything when paired with Caller One.



ON AIR QUEUE TAB – DOES NOT WORK WITH CALLER ONE (BY DESIGN)

The Mute and Hang Up controls work in the same way as for a normal guest (see above).



MUTE AND TIMER CONTROLS

Common Questions

Conference mode won't let me route callers

First, check that Conference mode is activated on the Device you wish to use (see ['Connecting a Conference call'](#) above).

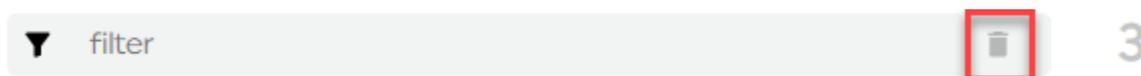
Next, make sure you are routing the caller to the correct Device – the Device **must** have Conference mode enabled to allow more than one call to be heard on the same Device at once.

Finally, please remember that it is not possible to use Conference mode for 'Anywhere' lines.

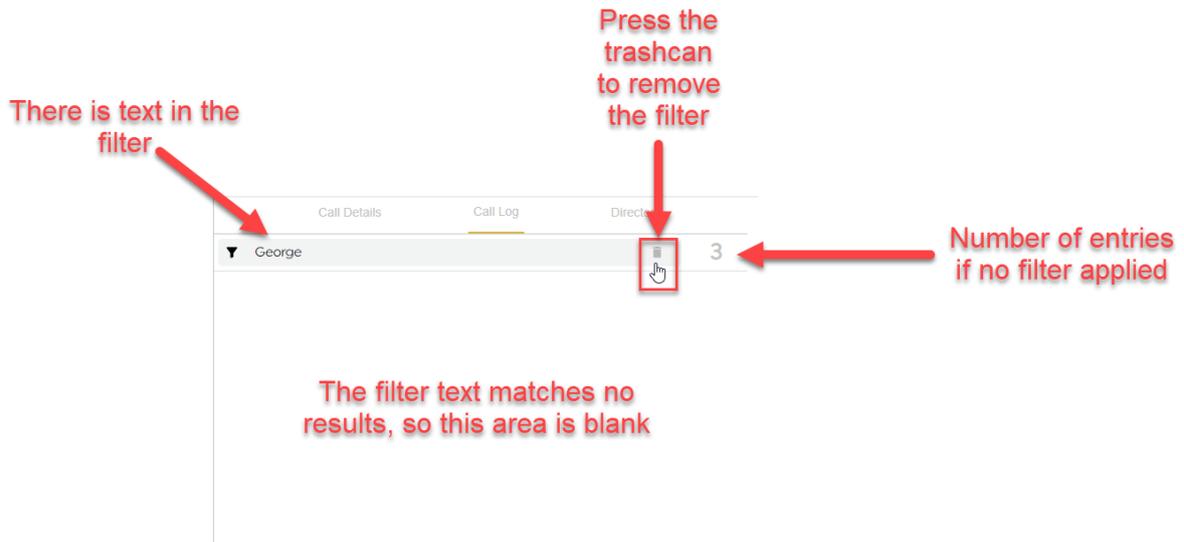
I can't see any information in the Call Log!

If you are the first Show of the day and you haven't answered or dialled any calls overnight, the Call Log may be blank. This is because it only shows records for the last 24 hours / 300 entries.

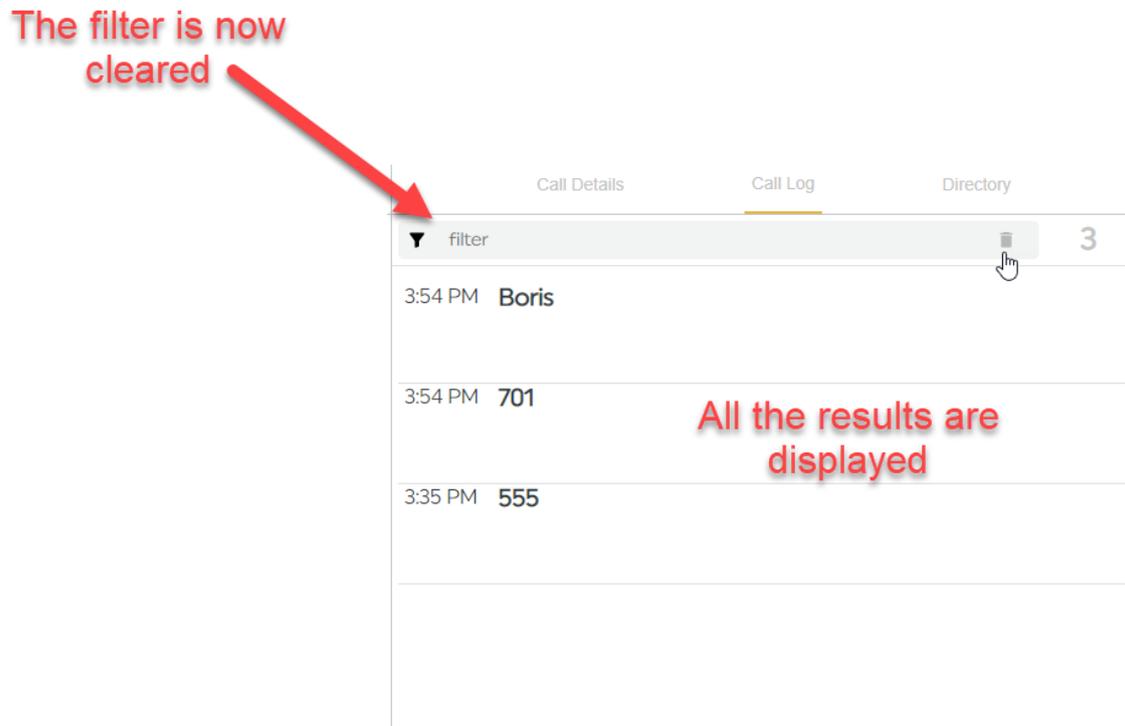
Alternatively, make sure there is nothing in the 'Filter' box (e.g. an accidental spacebar press) by pressing the trashcan icon to clear the filter.



FILTER TRASHCAN ICON



PRESS THE TRASHCAN ICON TO CLEAR THE FILTER



FILTER NO-LONGER APPLIED

See the Filter section in ['Call Details'](#) above for more details.

When I press 'Next caller', nothing happens

The way that the 'Next' chevron operates depends on your system's configuration.

The default is that if both of your Devices are in use, the 'Next' button will not work until the Device is clear.

However, it is possible for Caller One to be set so that 'Next' automatically forces the next caller to a specified device. This needs someone with Caller One admin rights needs to change a system setting. For more information, see ['Next Caller'](#) above and the Caller One Installation and Configuration guide.

Glossary

Anywhere – Anywhere is an extra licence which allows you to connect callers over the internet via their computer, smartphone or tablet, instead of via a traditional telephone / cell phone number.

Caller – person phoning in to your show.

Conference mode – allows more than one Line to be connected to a Device.

Device – place where a Line is connected to the mixer/sound desk. May be called a 'TBU' or a 'Hybrid' at some stations.

Line – place where phone calls are answered or dialled.

Studio One and **Studio Two** – If you have a Two Studio licence, you can use the same Caller One machine to connect calls to different studios at different parts of the day.

Further sources of help and support

There are demonstration videos for how to use Caller One on the Broadcast Bionics website: <https://bionics.co.uk/training>

If you need help on using the system at your station, please contact your local support/engineering department in the first instance.

If you **are** the engineering/support team, please contact your local dealer or Broadcast Bionics HQ: support@bionics.co.uk or +44 (0)1444 884 141.