

CallerOne

CallerOne User Manual

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

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Manual version	Release info	Notes
1.2	CYOTRATAPR	AC/JC

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CallerOne

User Manual

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Introduction

CallerOne 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.

CallerOne 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.

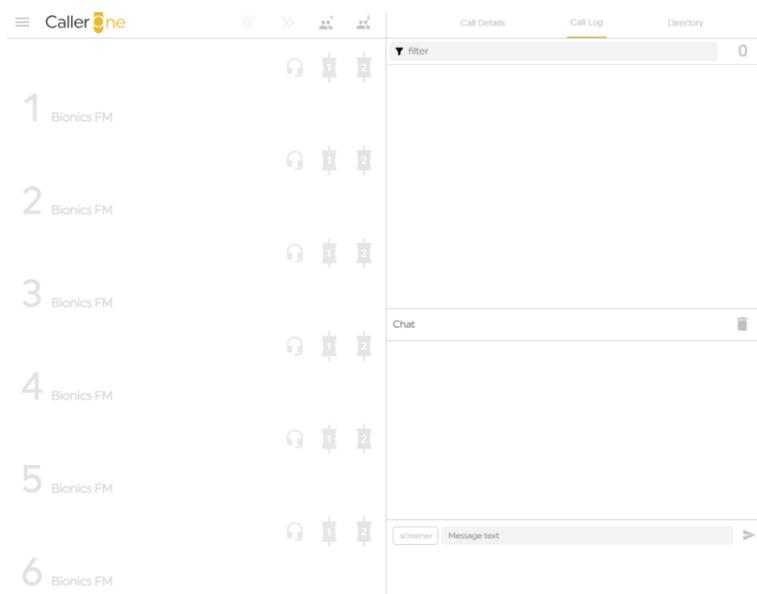
This guide outlines what each of the buttons and features on the system do. Sometimes, manuals can make things seem more complicated than they actually are, so please also see our training videos at <http://bionic.radio/training>

Overview

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

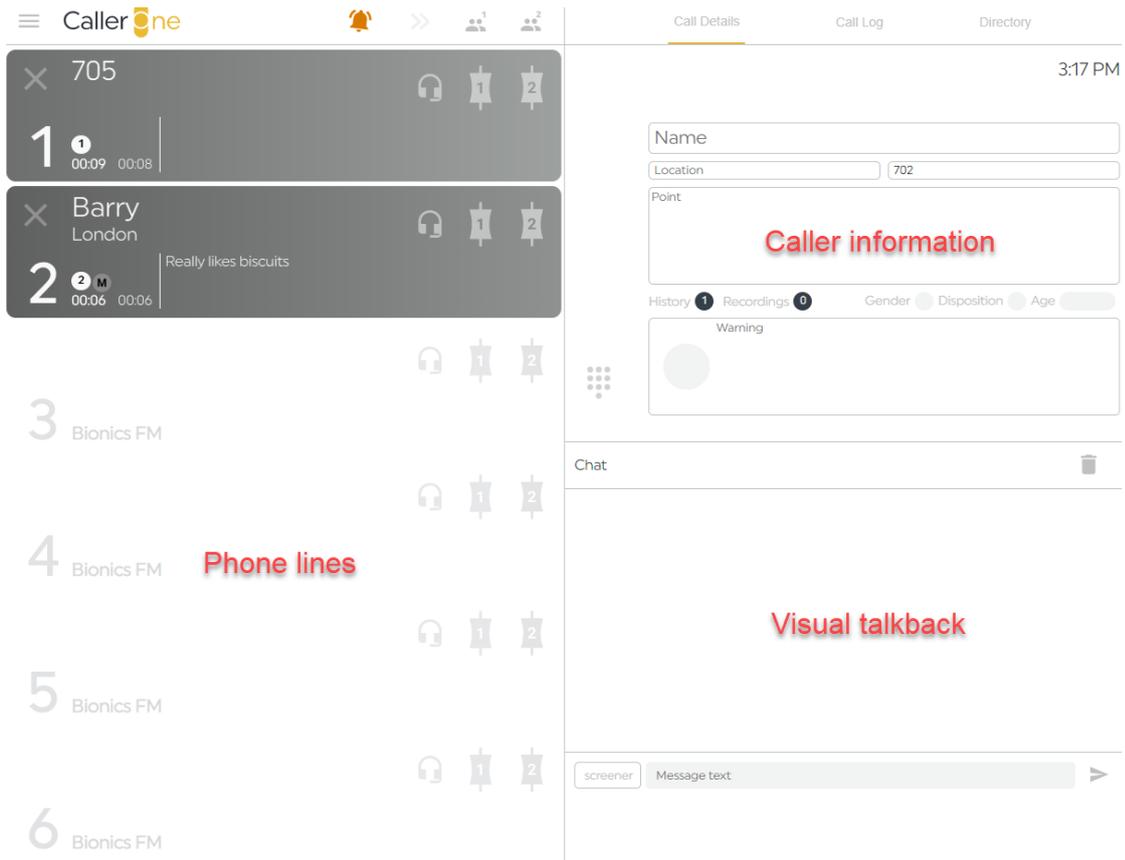
This user guide shows a system with 6 lines, but the features work in the same way whichever version you have.

CallerOne works using an internet browser. Your installation of CallerOne 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.



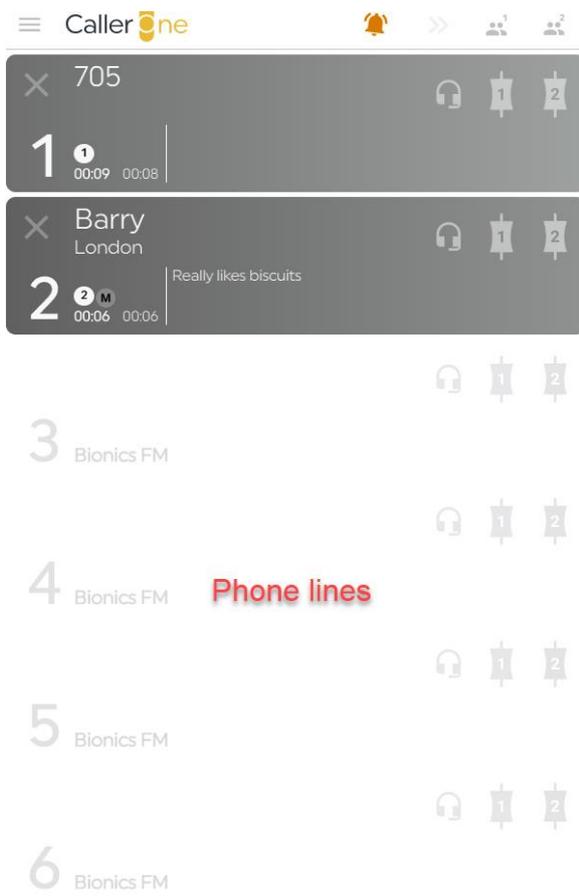
CALLERONE SCREEN

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



CALLERONE 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

Name

Location 702

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?

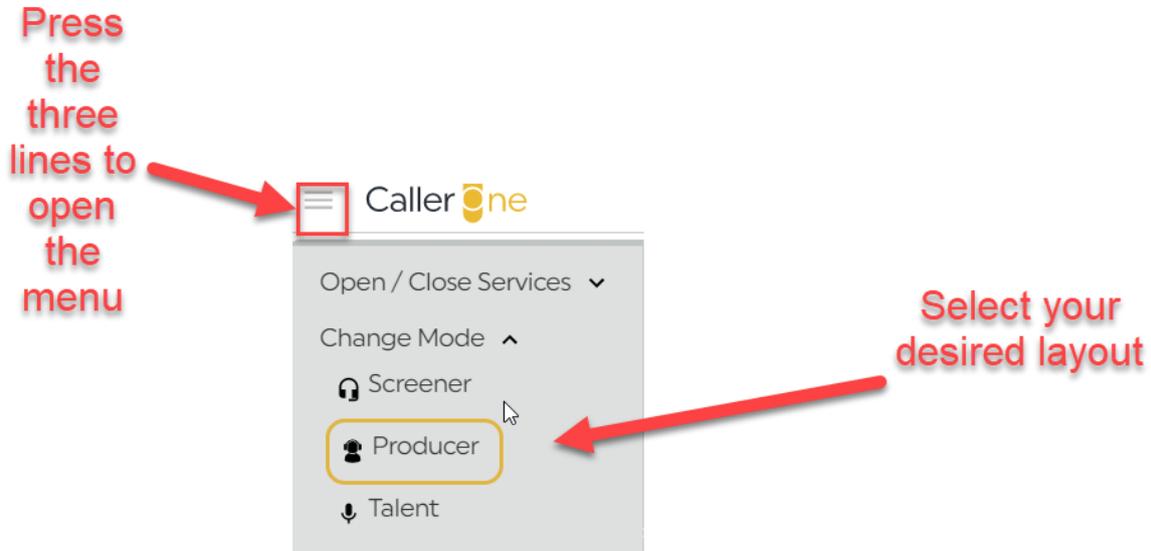
screener
3:10 PM Geraldine is running late, so go to track and we'll move her to after the travel.

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.



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).

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. BELL ICON SHOWS ABOVE.

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



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.



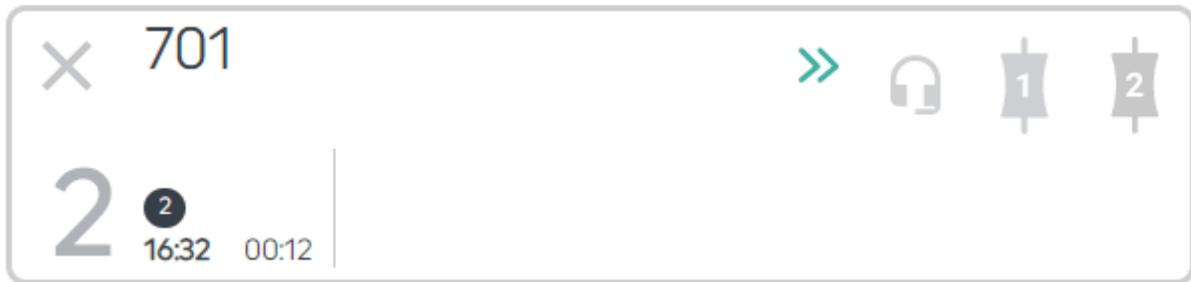
CONNECTED TO HEADSET – LIGHT ORANGE/PINK

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



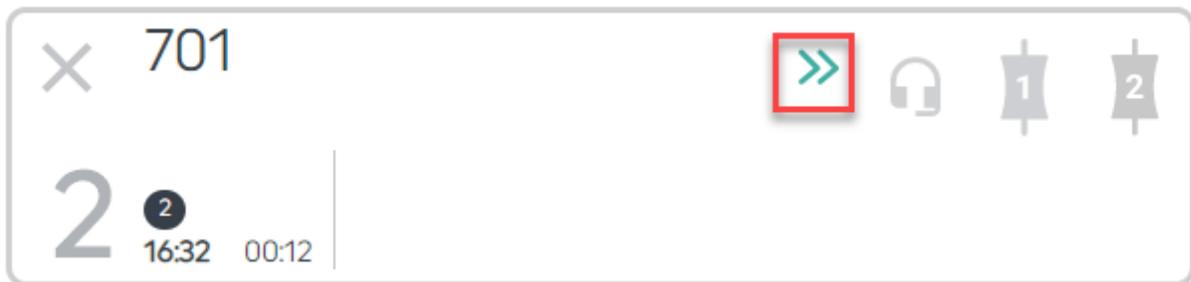
CONNECTED TO DEVICE – DARK ORANGE

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

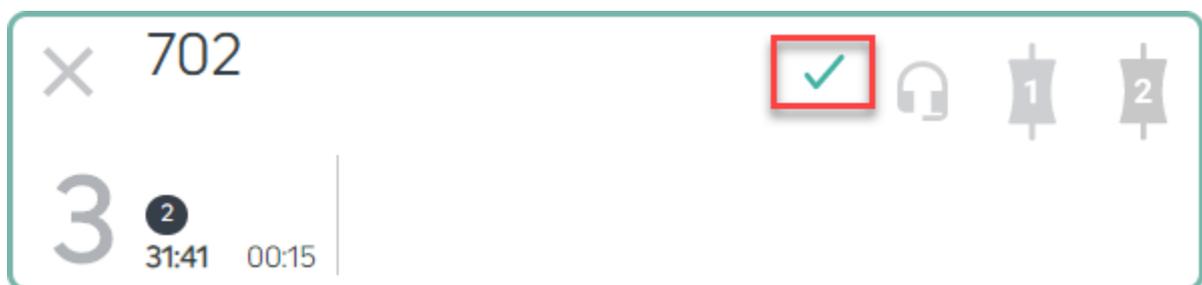
The two timers show the total length of the call so far and how long it has been in the current state (e.g. how long since it was last moved onto a device, or put on hold).

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



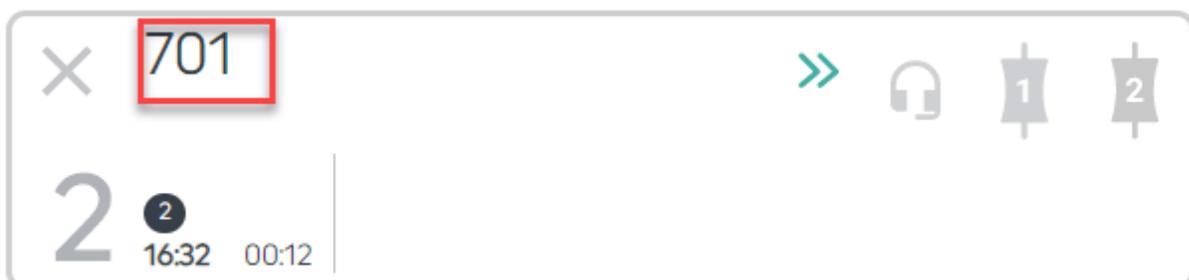
TIMERS – IT HAS BEEN 16 MINUTES AND 32 SECONDS SINCE THE CALLER FIRST STARTED TO CALL, AND THEY HAVE BEEN ON HOLD FOR 12 SECONDS. THE 2 IN THE BLACK CIRCLE SHOWS THEY HAVE CALLED THE STATION TWICE BEFORE.

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



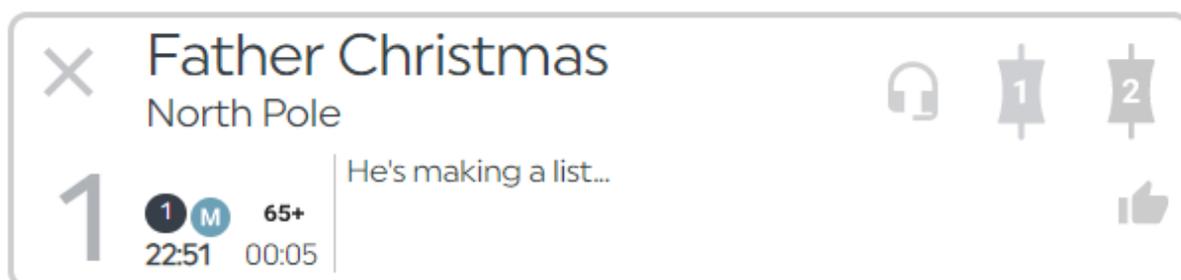
THIS CALLER HAS BEEN SCREENED

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



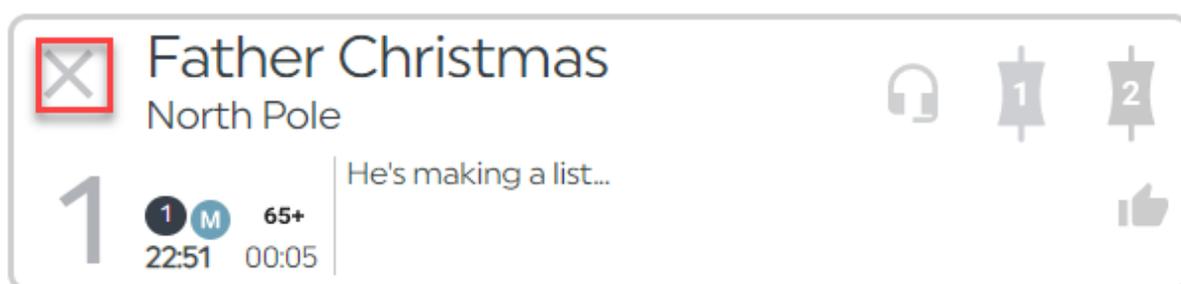
PHONE NUMBER DISPLAYED

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).

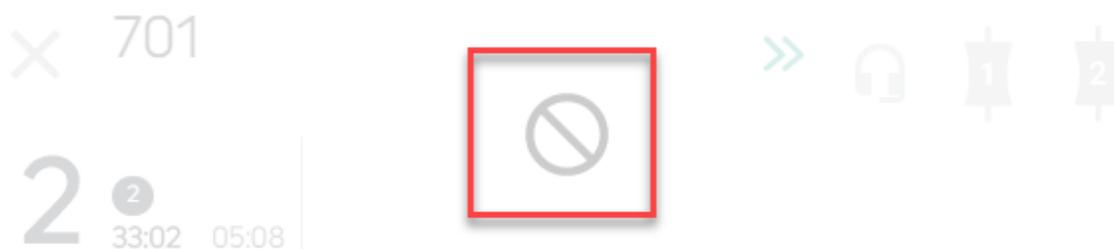


CALLER WITH COMPLETED INFORMATION

Pressing the 'X' hangs up the call.

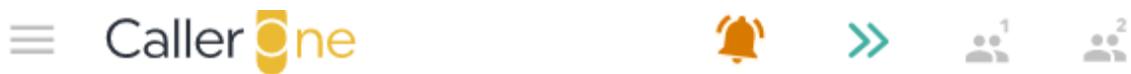


A 'No Entry' sign on the line means the line is closed. See [Open/Close Services](#) below.



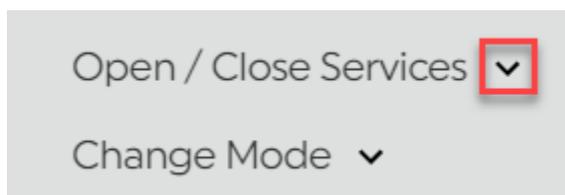
Top Menu

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

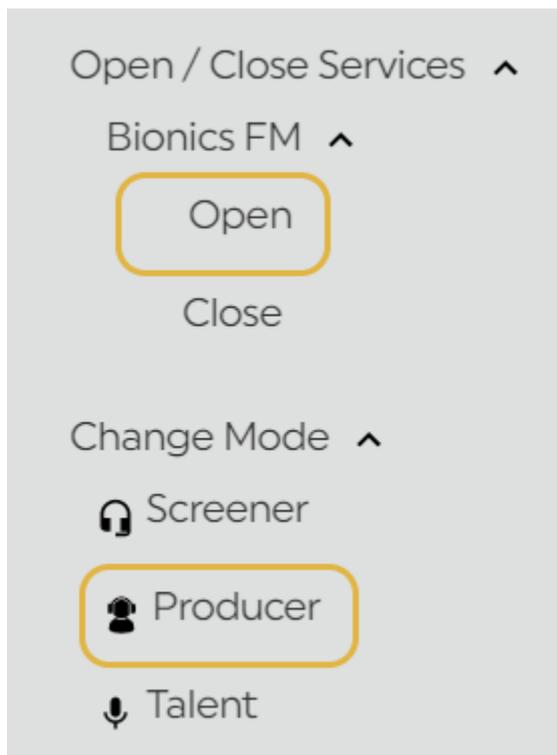


TOP MENU

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



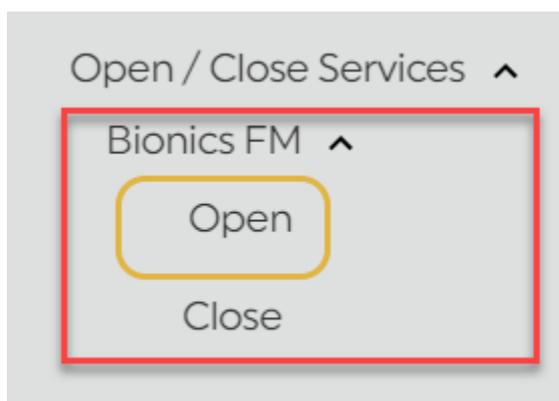
MENU OPTIONS



FULL MENU OPTIONS

Open/Close Services

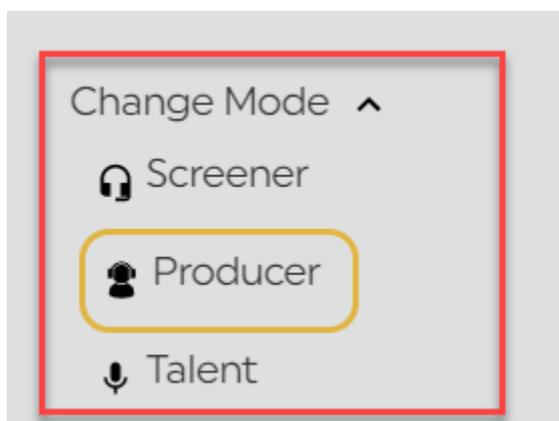
If you wish to close the phone lines to prevent anyone from ringing the station (e.g. overnight when there are no live programmes, or prior to a competition), you can select the station / line group on this menu. The current status is shown with an orange border.



BIONICS FM – LINES CURRENTLY OPEN

Views

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



CHANGE THE MODE TO ADJUST THE VIEW

Screeener 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.



PRODUCER MODE – HEADSET AND DEVICE FEATURES AVAILABLE

Other Top Menu icons

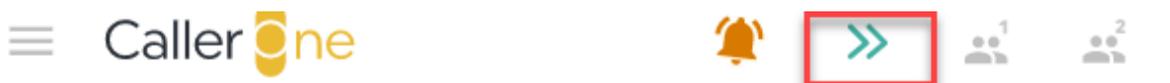
The rest of the Top Menu displays call information.



BELL ICON

The **Bell** icon shows that some lines are ringing. Clicking it will answer the longest ringing call.

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

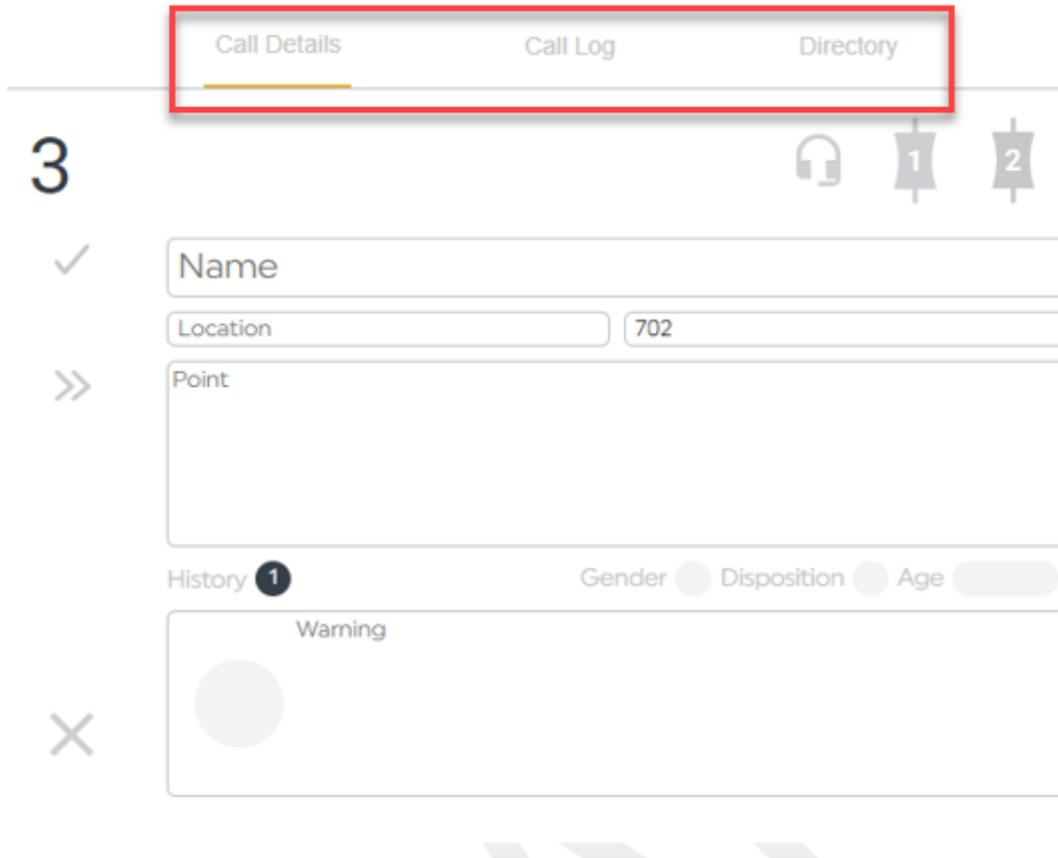


CONFERENCE MODE ENABLED ON DEVICE 1 (DARK ORANGE) AND NOT ON DEVICE 2 (GREY)

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.



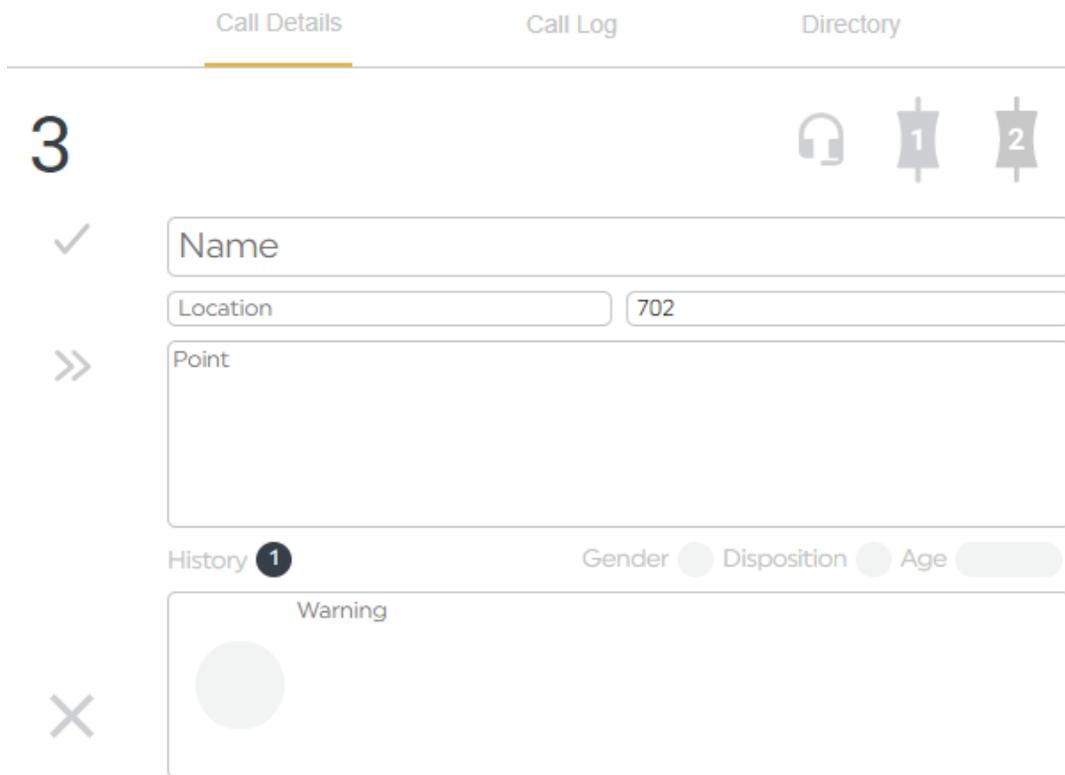
CALL INFORMATION TABS

Call Details

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

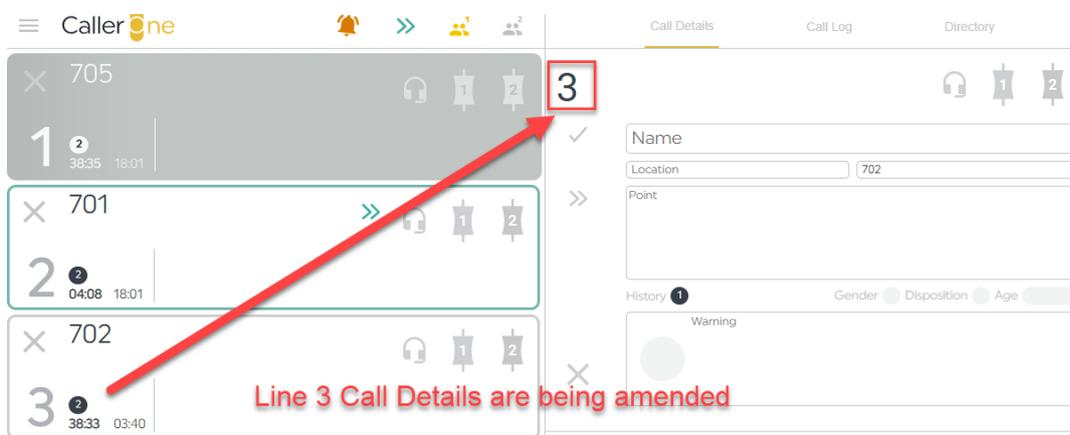
Pressing any Line will bring up the Call Details for the person connected to that Line.

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



CALL DETAILS

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.

Name

Location 702

Point

Fill in the caller information here

History **1** Gender Disposition Age

Warning

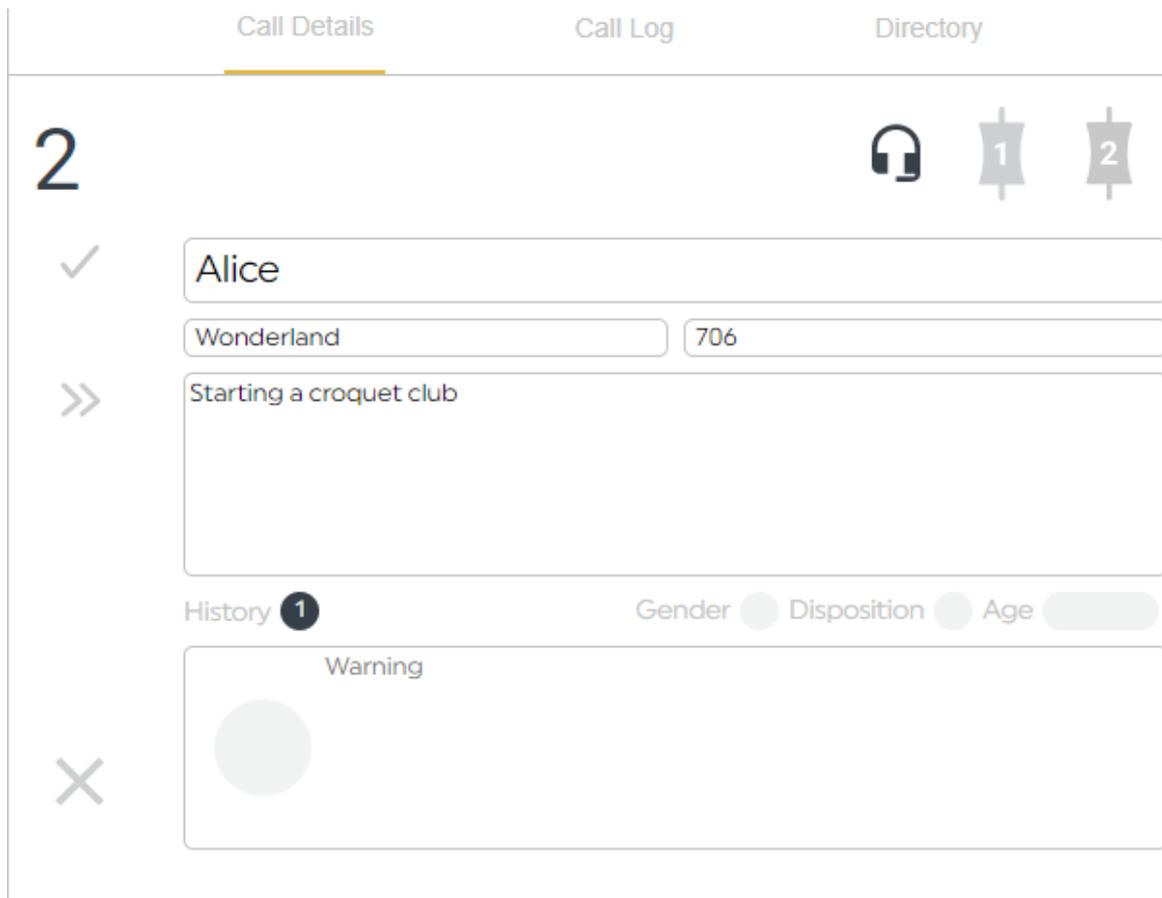
CALL DETAILS – CALLER INFORMATION

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.



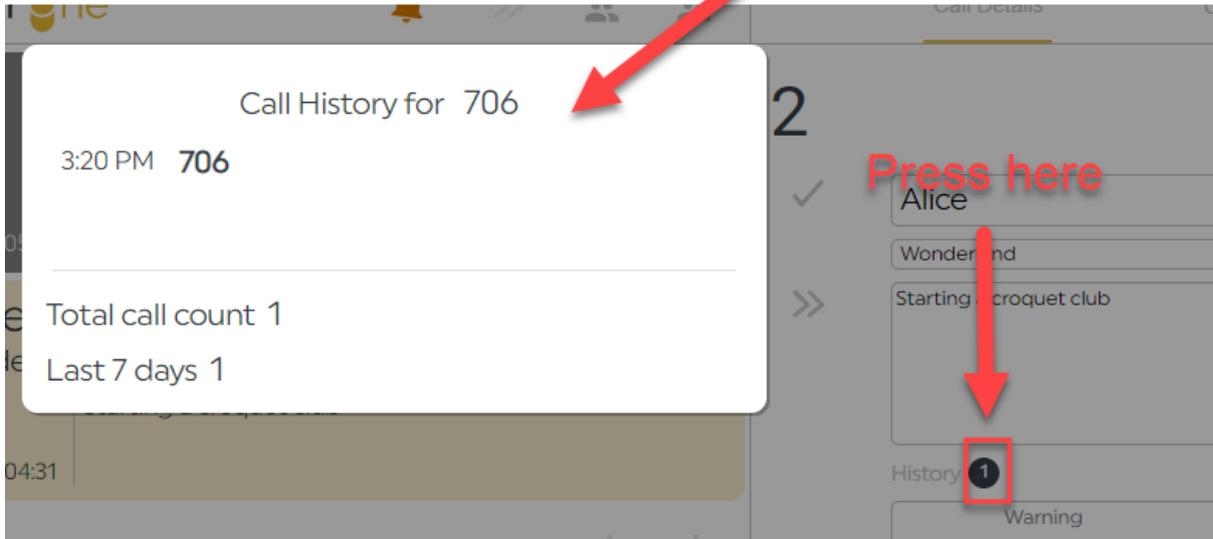
HISTORY, GENDER, DISPOSITION, AGE

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

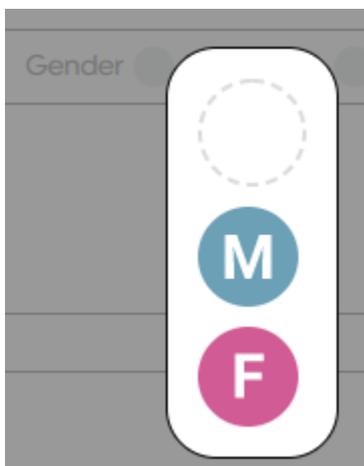


CALL HISTORY

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

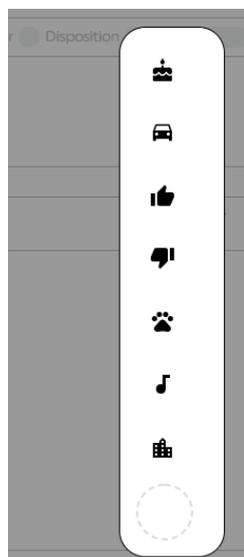
You can leave as blank for neutral, or select 'M' for 'Male/Man' or 'F' for 'Female/Woman'.

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.

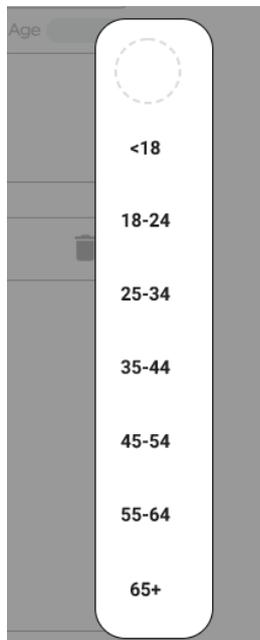


DISPOSITION OPTIONS

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



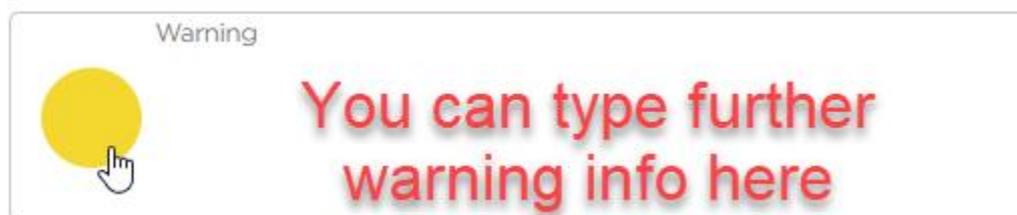
Age – Pressing this button brings up an age-range menu.



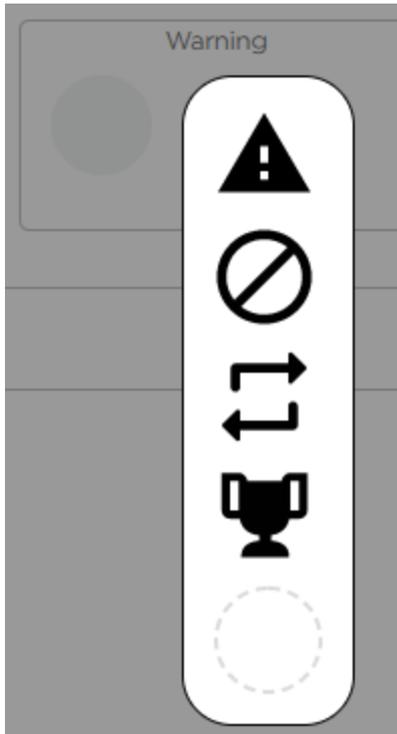
AGE OPTIONS

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:

2



Alice

Wonderland

706



Starting a croquet club

History **1**

Gender **F** Disposition Age **18-24**



Won an afternoon tea party on 1st June



COMPLETED CALL RECORD

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

Alice
Wonderland

Starting a croquet club

2 **1** **F** **18-24**
29:48 28:41

Icons: Headset, Alert 1, Alert 2, Trophy

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

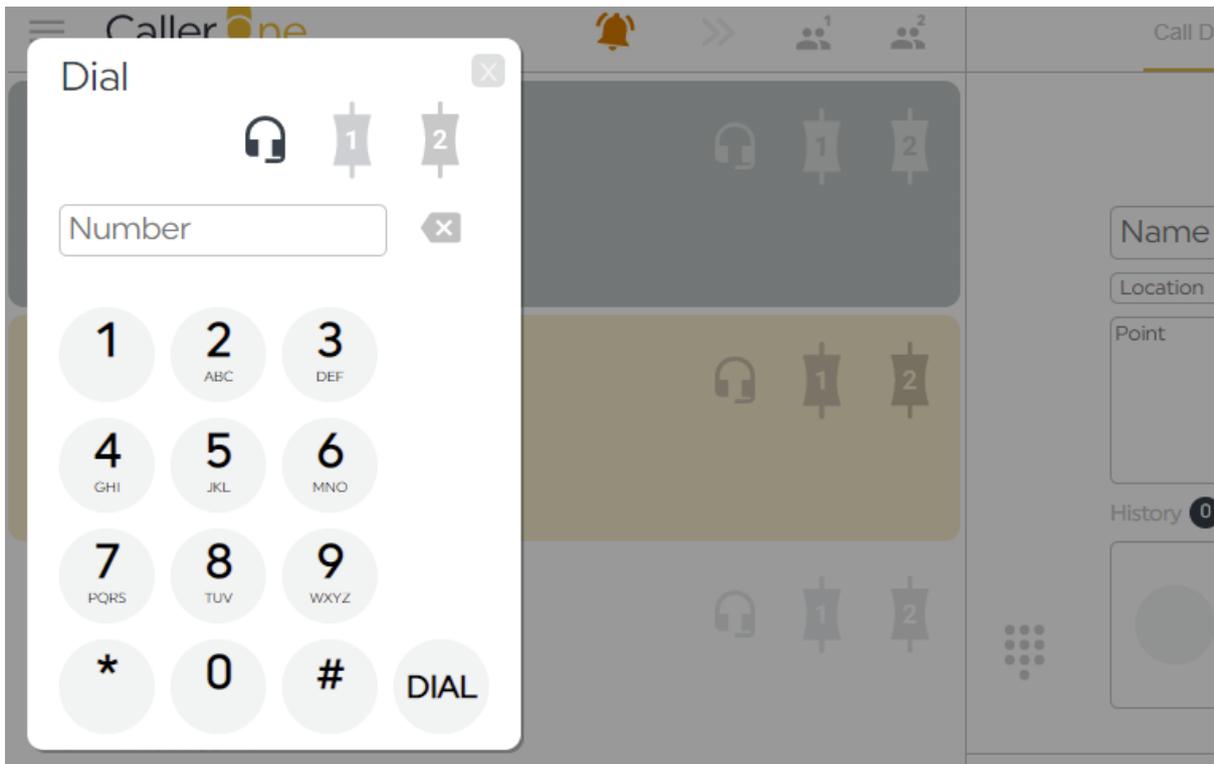
Warning



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

The screenshot shows the Call Log interface with several annotations:

- Number of calls in the Call Log:** An arrow points to the number '10' in the top right corner of the filter bar.
- Enter text here to filter the list.:** An arrow points to the text input field in the filter bar.
- Each row shows a different past caller:** Four arrows point to the caller names 'Father Christmas', '702', 'Little Bo Peep', and 'Father Christmas' in the list.
- Time of call (most recent at the top):** An arrow points to the time '7:42 PM' of the 'Rita' entry, which is the most recent call shown.

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

Press here

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

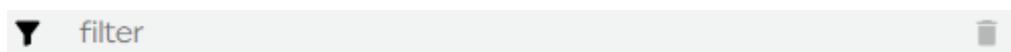
Warning

CALL DETAILS

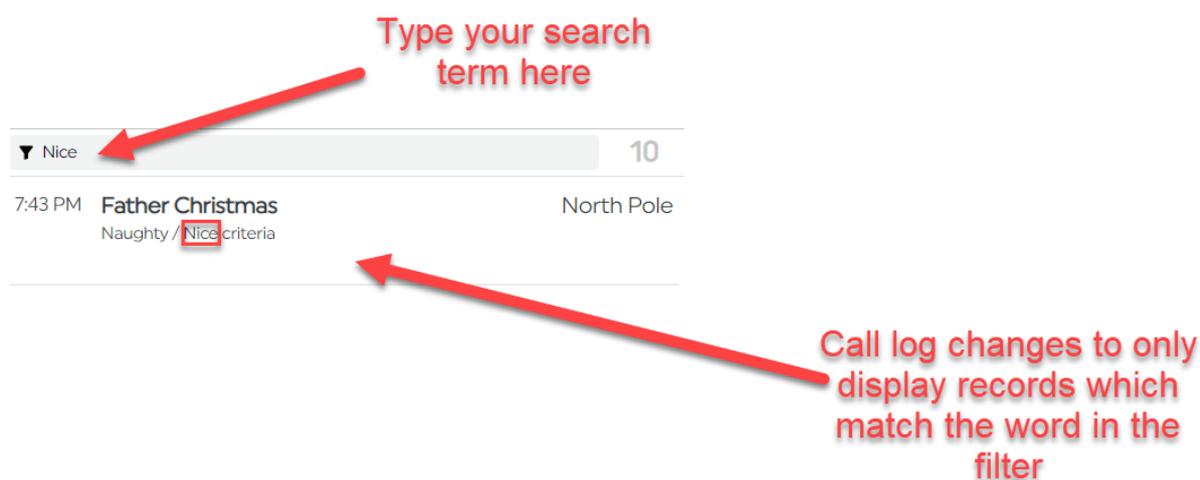
From here, you can then update their record, or call them back.

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

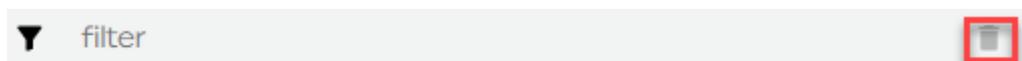
If you have a lot of callers, you can use the 'Filter' button at the top of the Call Log to swiftly search through the list to find the caller you need.



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.

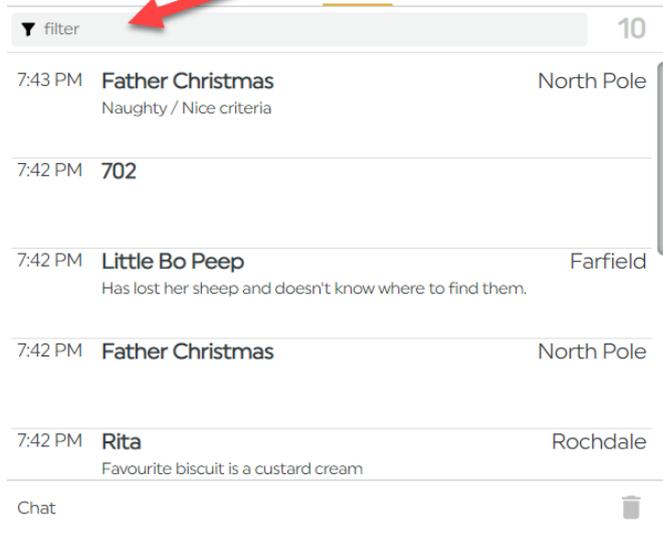


Delete the word in the Filter box to show the complete Call Log again.



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

Filter is now cleared



The screenshot shows a call log interface. At the top, there is a search bar with a downward arrow and the text 'filter', followed by the number '10'. A red arrow points from the text 'Filter is now cleared' to this search bar. Below the search bar, there is a list of call entries. Each entry consists of a time, a name, a description, and a location. The entries are: 7:43 PM Father Christmas (Naughty / Nice criteria) from North Pole; 7:42 PM 702; 7:42 PM Little Bo Peep (Has lost her sheep and doesn't know where to find them.) from Farfield; 7:42 PM Father Christmas from North Pole; 7:42 PM Rita (Favourite biscuit is a custard cream) from Rochdale; and a 'Chat' entry with a trash icon.

Time	Name	Description	Location
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
	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
<input type="text" value="filter"/>		1
Engineering 2nd Floor	Help!	123
		+

DIRECTORY TAB

Call Details	Call Log	Directory
<input type="text" value="filter"/>		1
Engineering 2nd Floor	Help!	123
		+

Type here to search for a Directory record

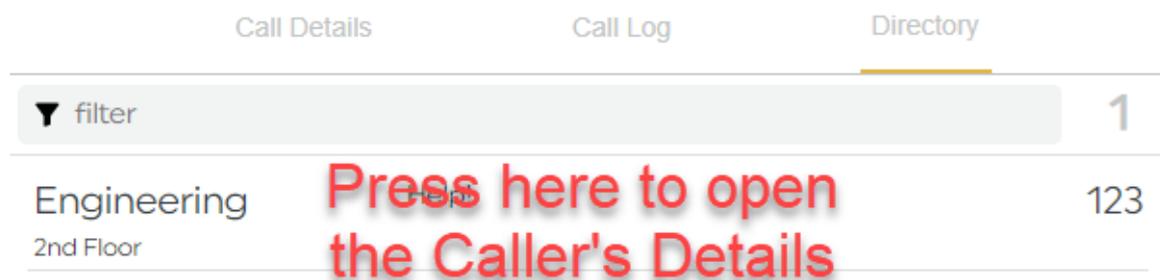
Number of entries in the Directory

Press here to add a new person to the directory

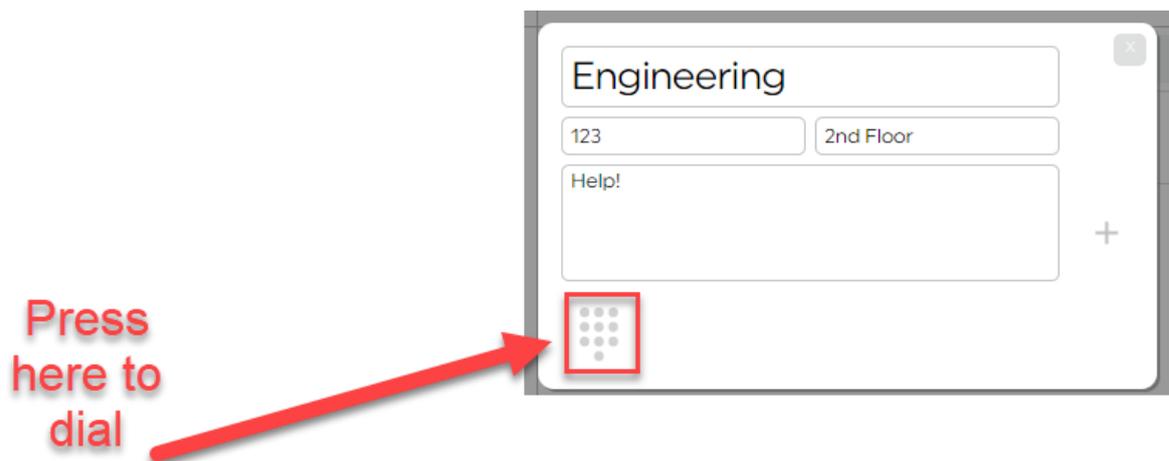
Each call record is on a different line

DIRECTORY LAYOUT

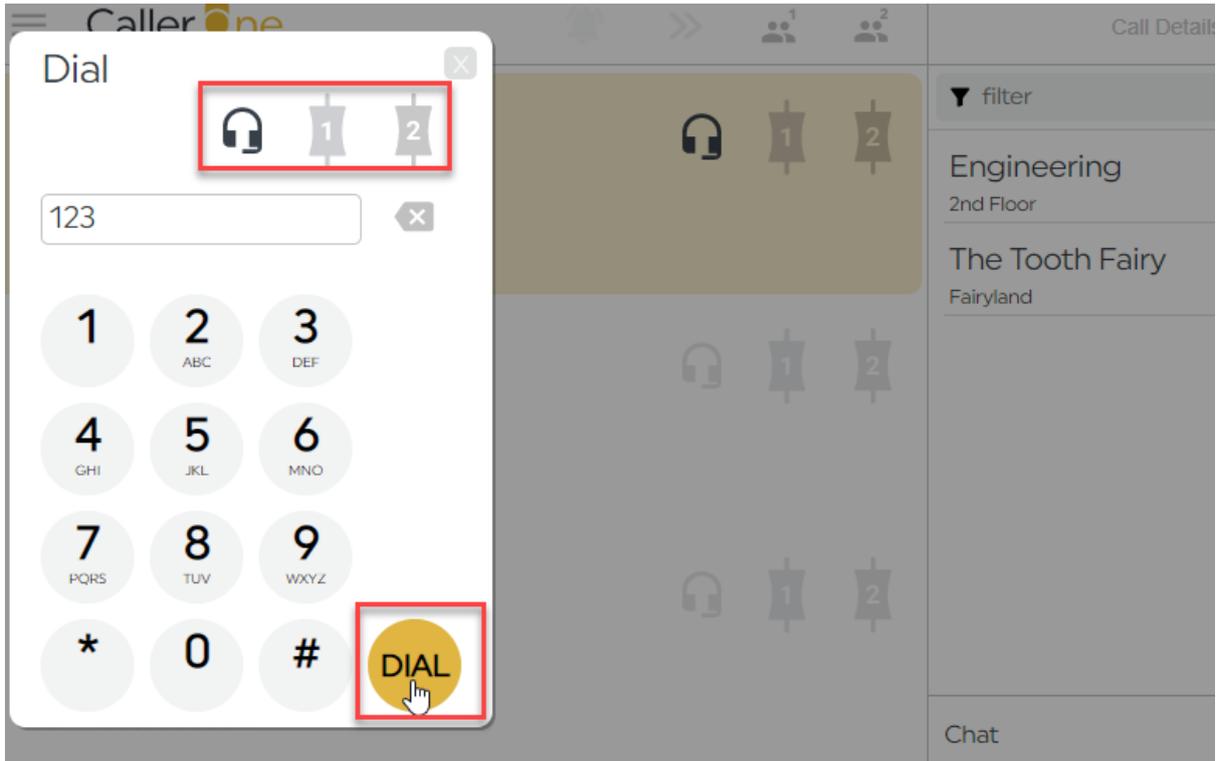
Press on any line to open up its Call Details. From there, you can phone the Caller.



The Directory Record will open.



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

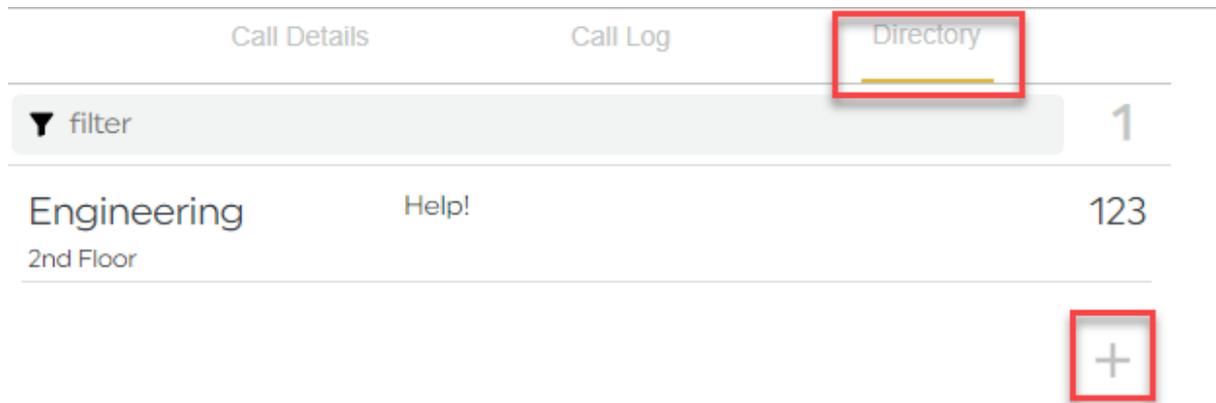


SELECT DEVICE AND PRESS 'DIAL'

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', and '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.

Theresa May



101010

10 Downing Street

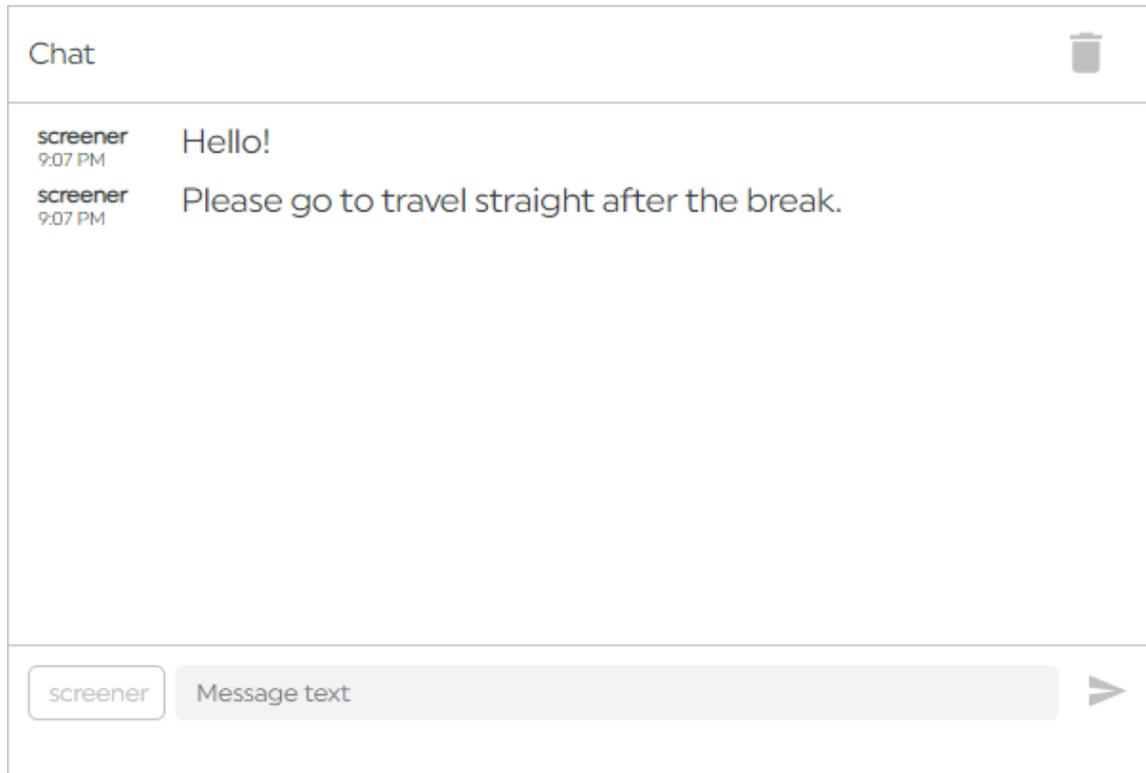
Prime Minister



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

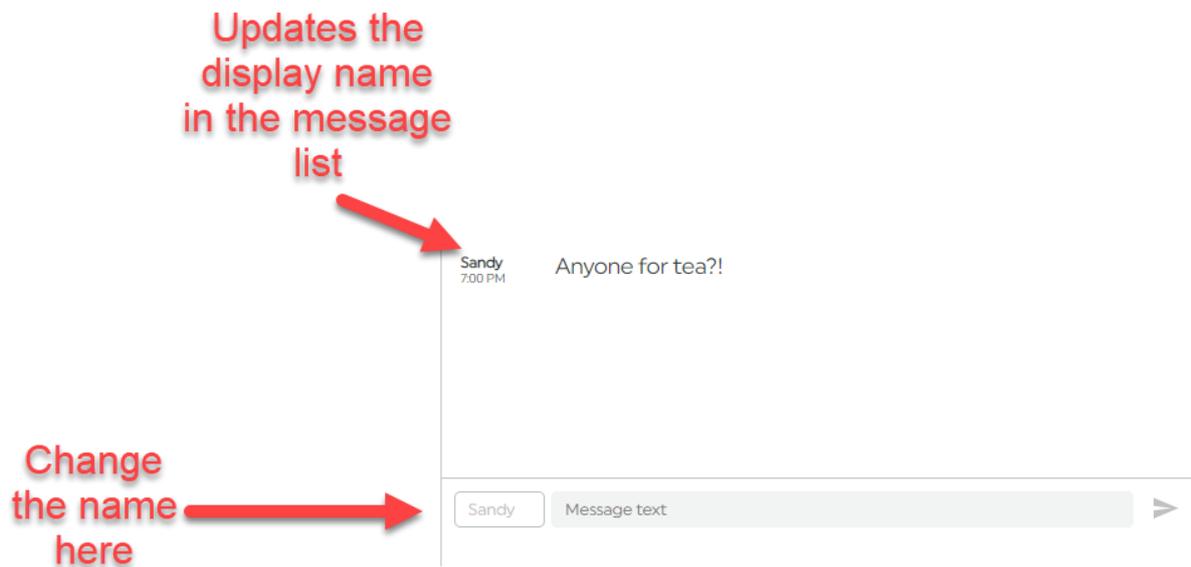


The **trash can** icon removes messages from the main area.

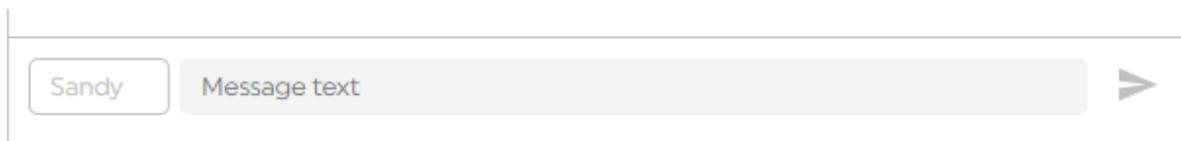
Tip! Pressing the trash can will remove the messages from **your** screen only. This is useful if you are hotseating and don't want to see the messages from the previous show. However, what you have written will still appear on other people's machines, so don't write anything rude about your manager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



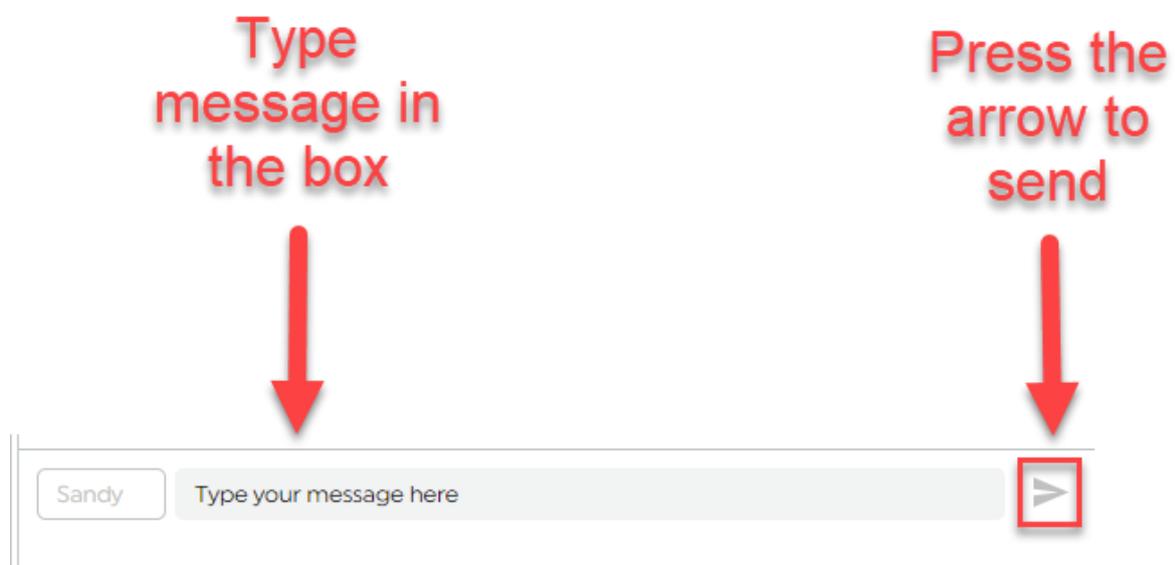
Pressing the **screener** button allows you to amend the name displayed on the screen.



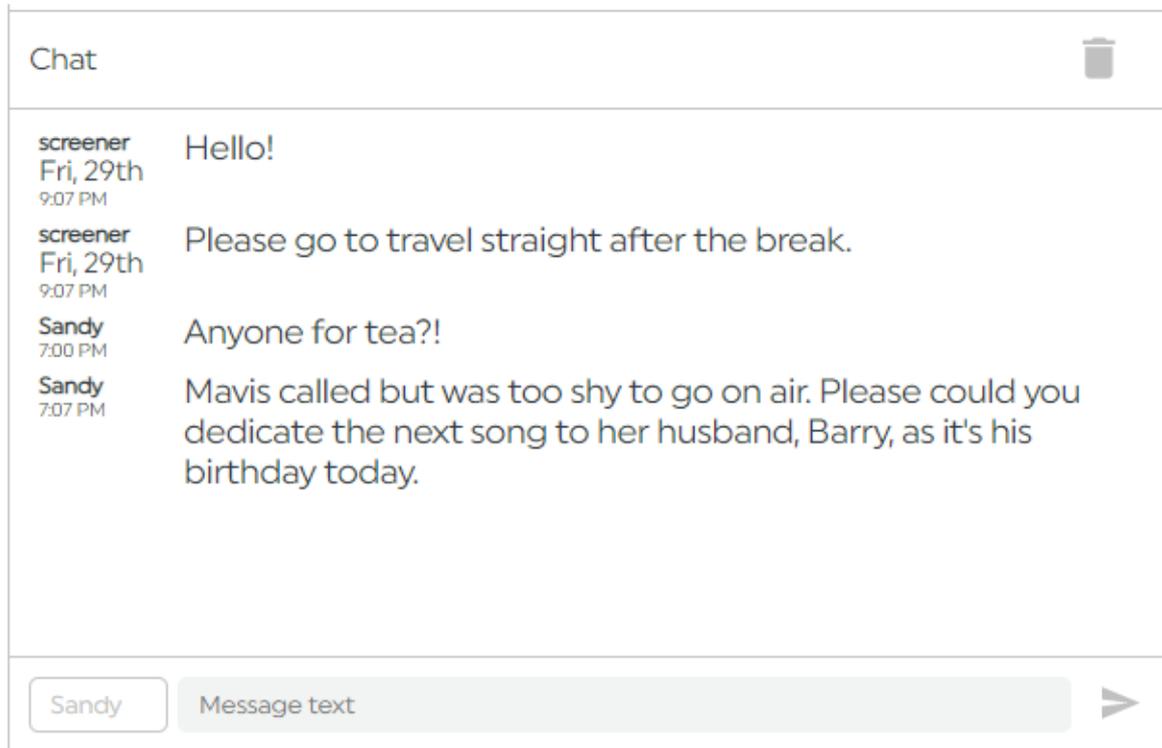
Simply type in the name you wish to display and press 'Enter'.



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

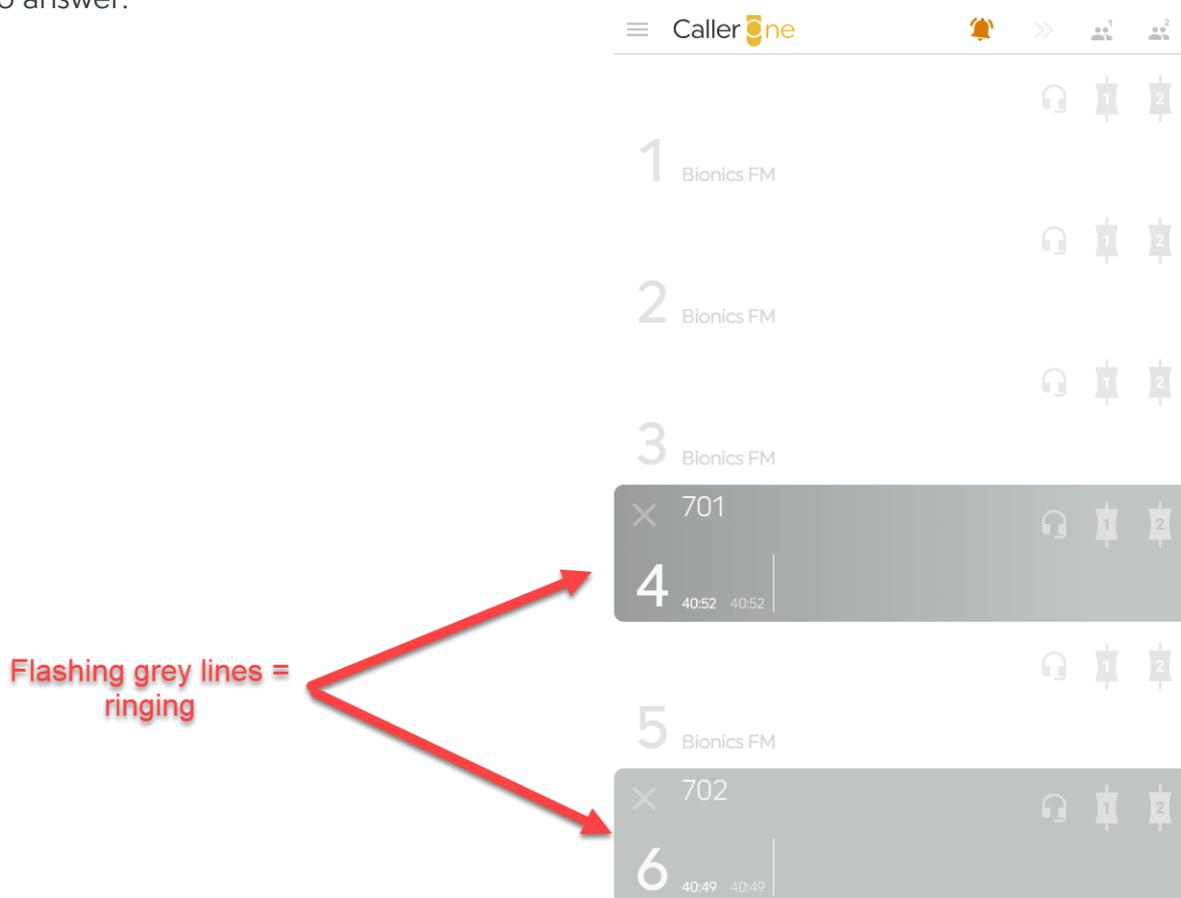
Common Workflows

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

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.



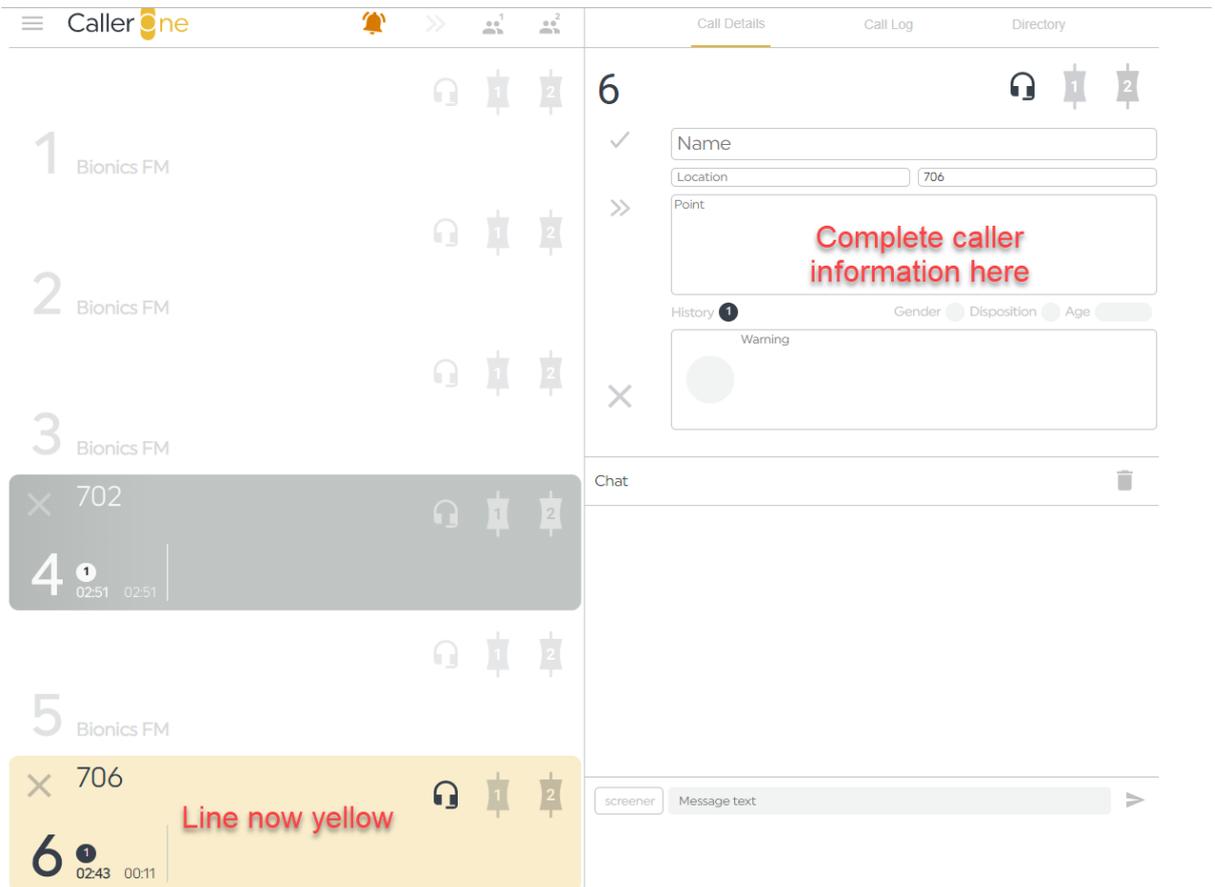
RINGING LINES

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 is a list of calls, and on the right is a detailed view of a call. The call details view shows the caller's name 'Mary Poppins', location 'London', and a bio: 'Gives the children she looks after a spoonful of sugar to make medicine taste less nasty.' A red arrow points from the call details view back to the call card in the list, 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

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

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

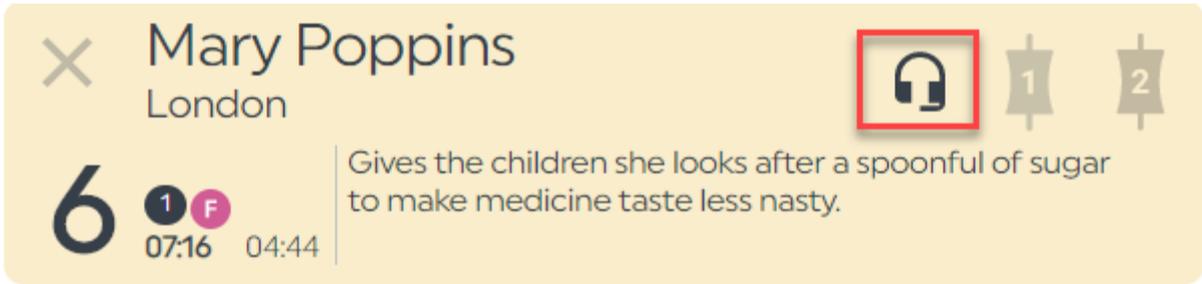
6. If you need to call the caller back, follow '[Dialling a caller back](#)' below.

Placing a call on hold

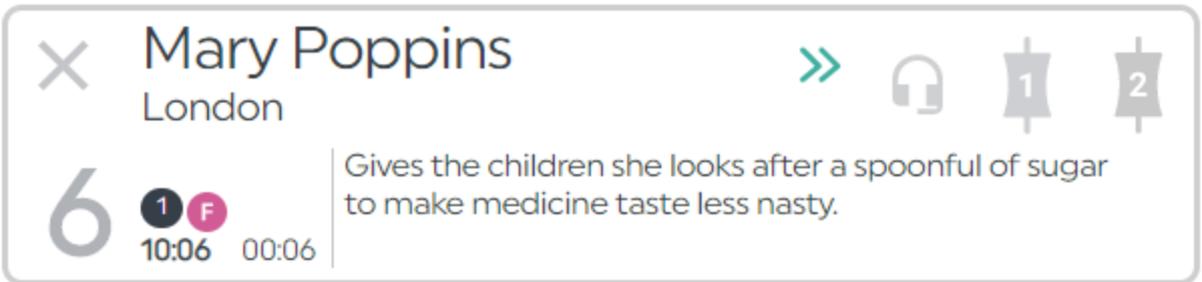
Once you have answered / dialled a call (see above and below), you simply need to turn off the Headset/Device icons to put the line on hold.

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).

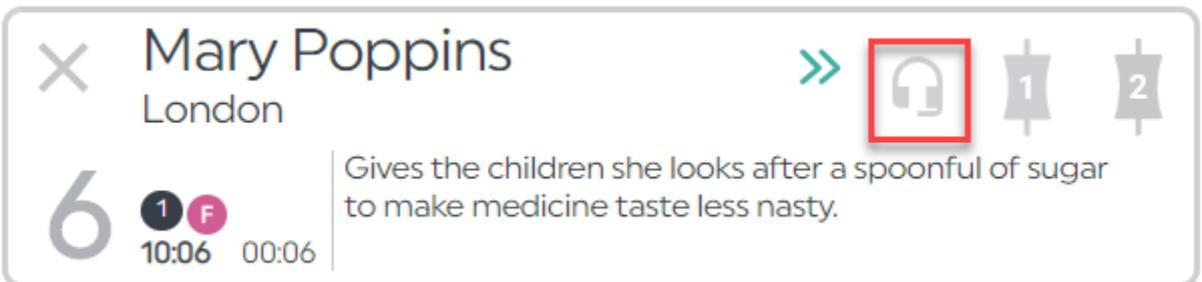


CALL CONNECTED, BUT NOT ON HOLD. HEADSET ICON IS BLACK.

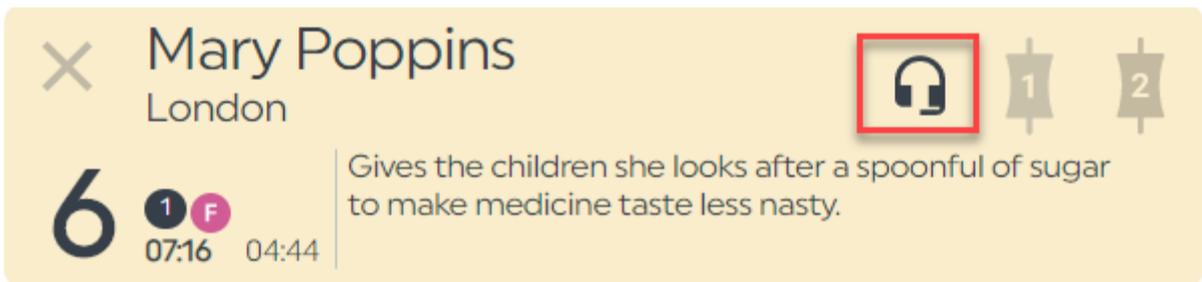


CALL WITH GREY BAR AROUND THE EDGE – ON HOLD. HEADSET ICON IS GREY.

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



PRESS TO TAKE CALL OFF HOLD

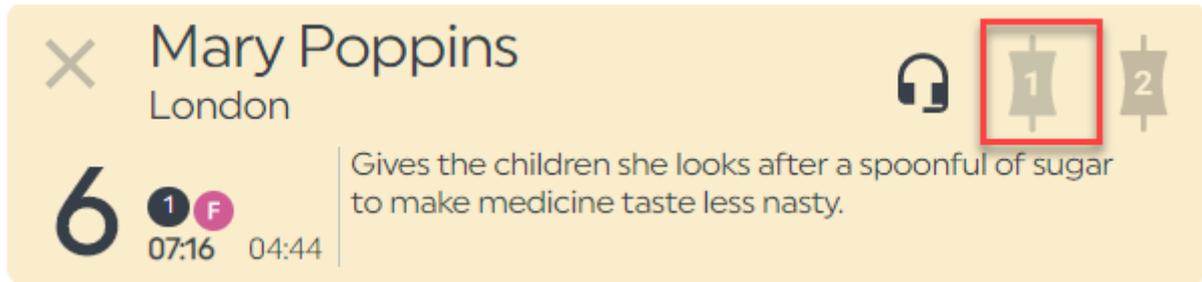


LINE IS NOW CONNECTED TO YOUR HEADSET, SO YOU CAN SPEAK TO THE CALLER AGAIN.

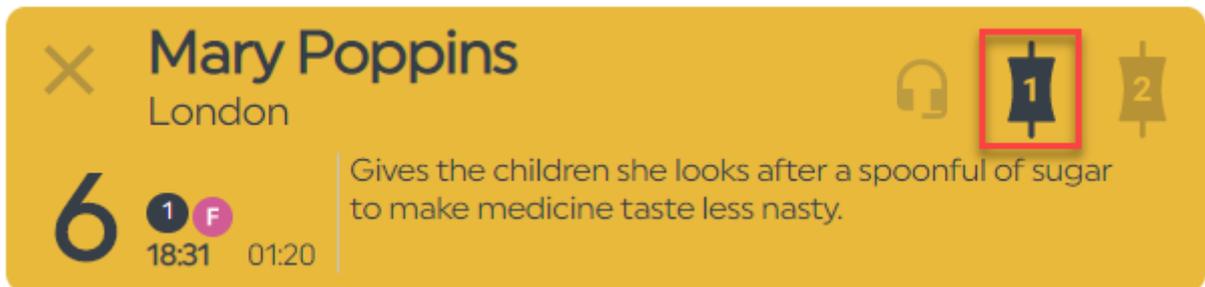
Tip! While the caller is on hold, they usually hear whatever is being played out of the mixing desk in the studio CallerOne is linked to.

Connecting a call to the sound desk

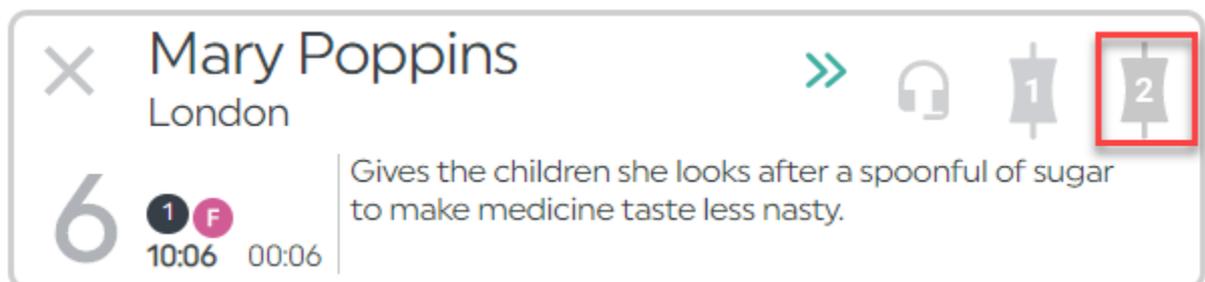
Once you have answered / dialled a call (see above and below), you can connect them through to the studio sound desk by pressing 'Device 1' or 'Device 2'.



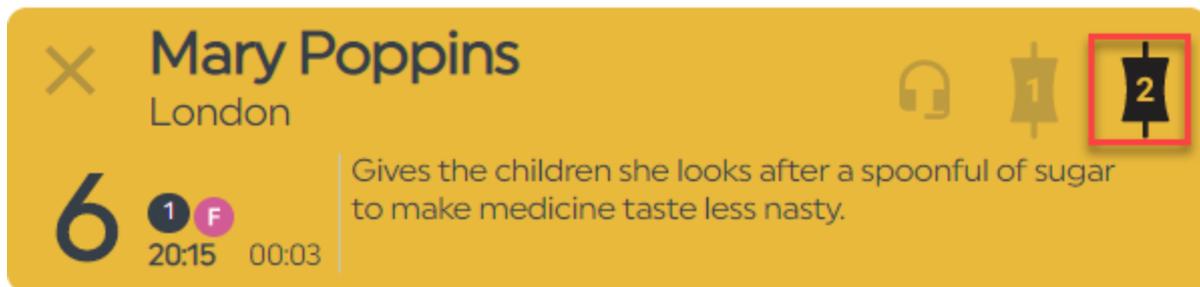
THIS CALLER IS BEING SPOKEN TO ON THE HANDSET. TO CONNECT THEM TO DEVICE 1, PRESS THE '1' ICON.



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

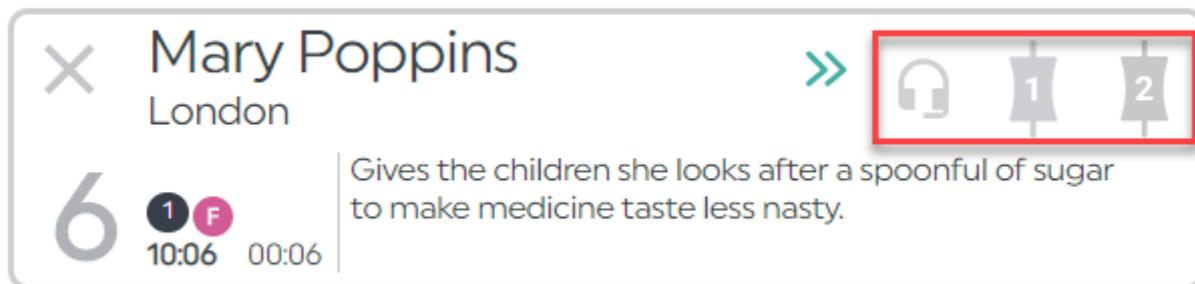


THIS CALLER IS ON HOLD. TO CONNECT THEM TO DEVICE 2, PRESS THE '2' ICON.



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.

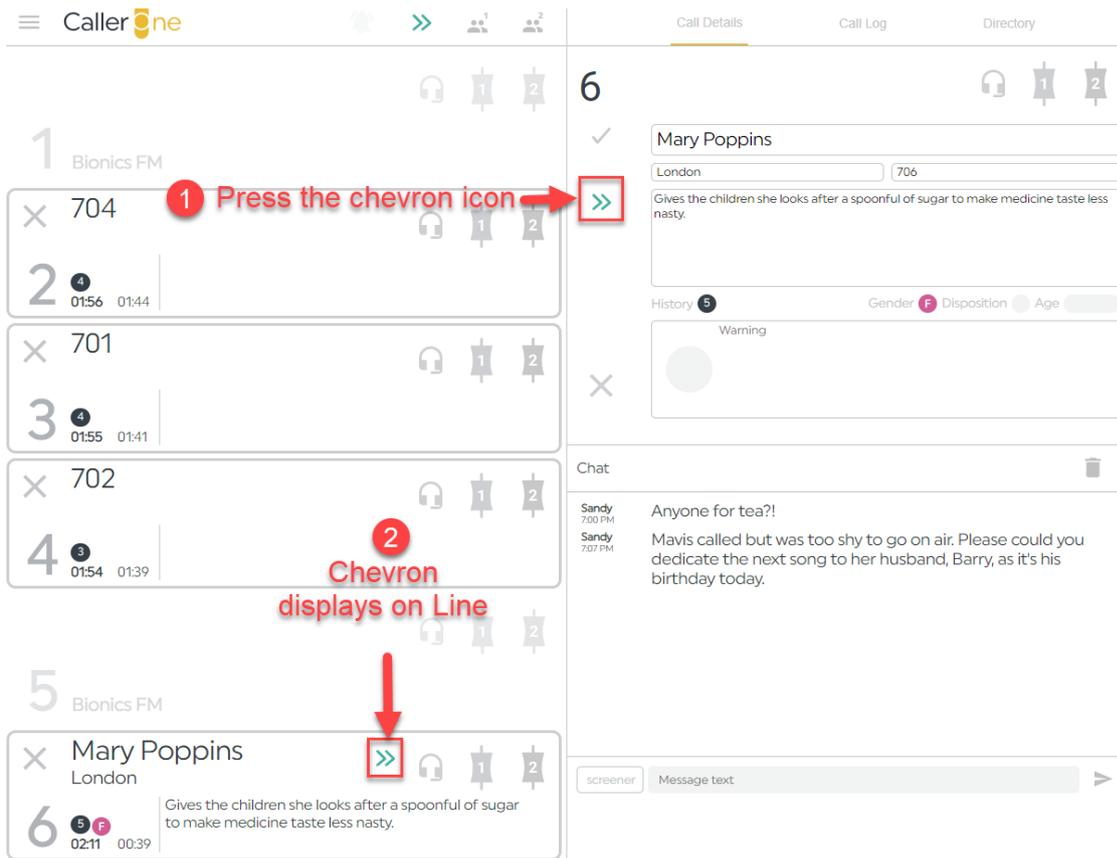
Normally, you can only connect one caller to a Device at a time. If you have a lot of callers, you will need to keep their lines on hold until a space becomes free for them to be connected to the sound desk and used on-air.

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.

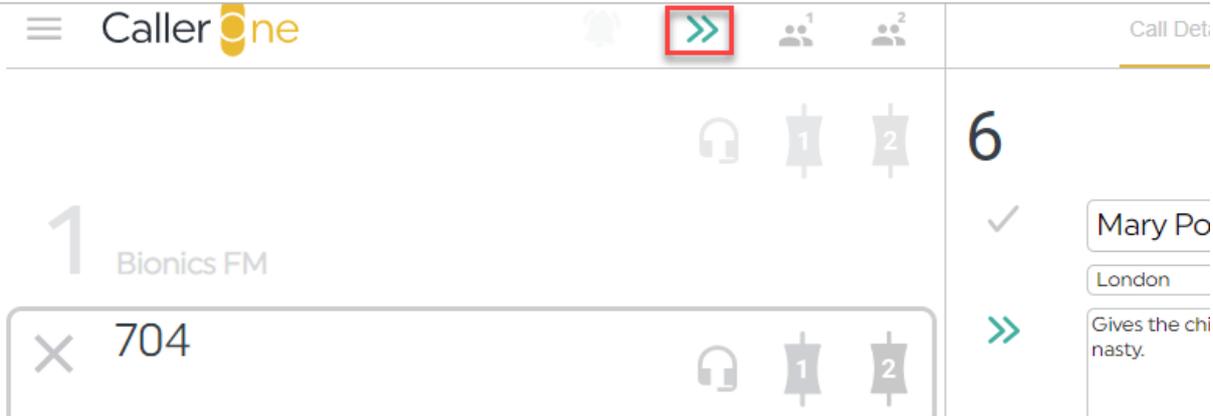


SETTING THE NEXT CALLER

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

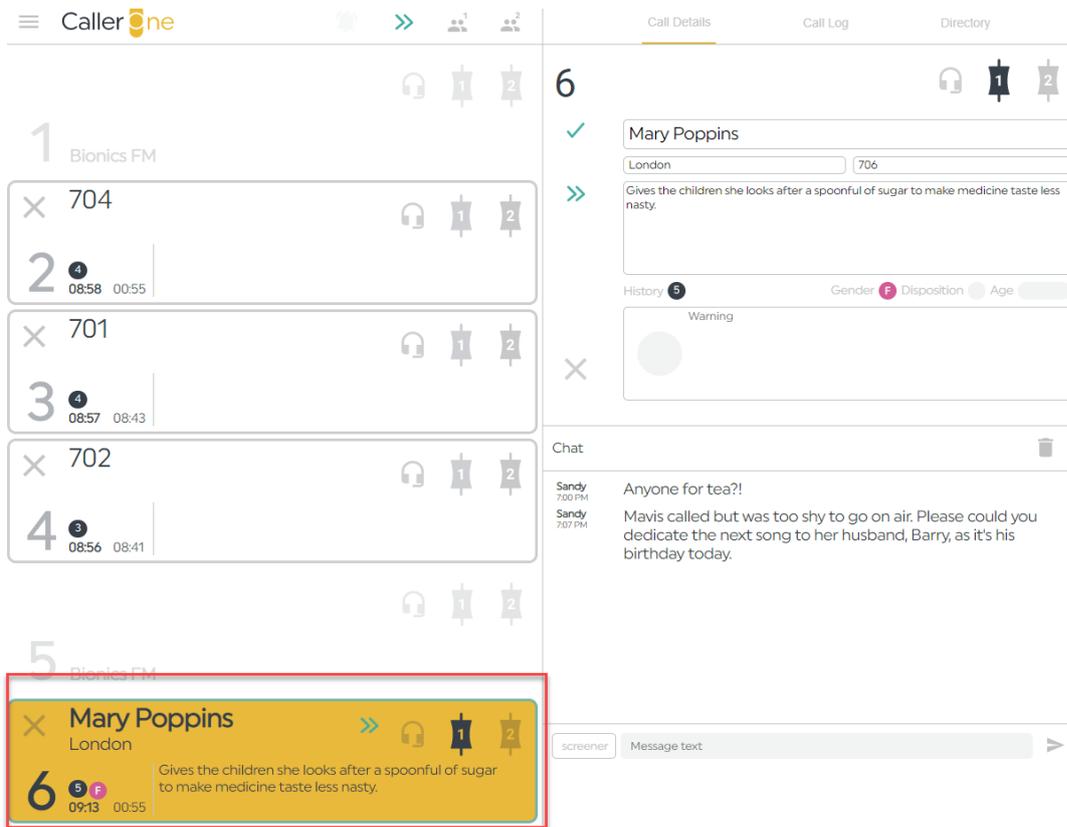
If the calls are on Hold, the presenter can automatically route the next caller to the desk by pressing the double-chevron icon at the top of the screen.

Press here to automatically route the next call



NEXT CALLER QUICK-CONNECT BUTTON

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



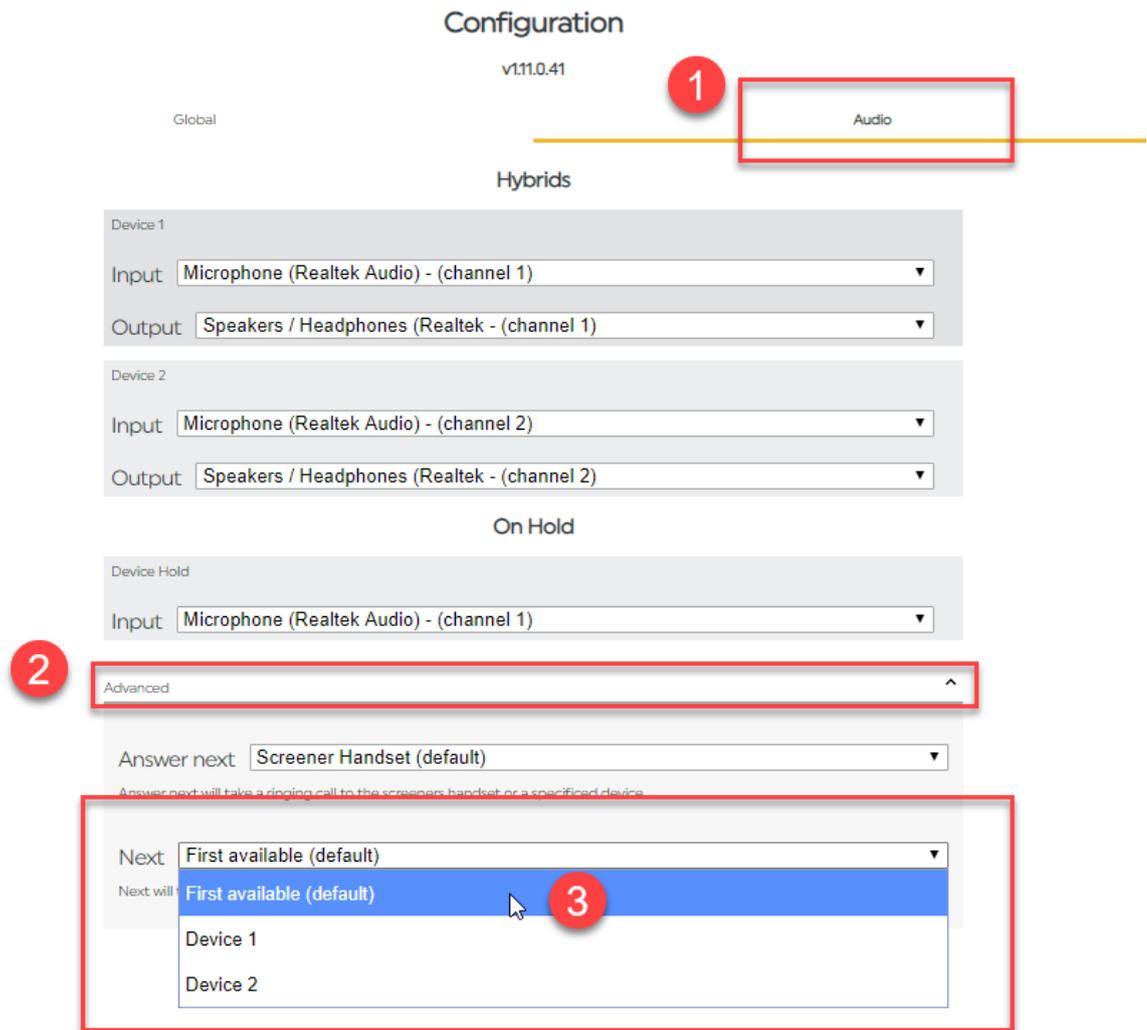
CALLER CONNECTED TO DEVICE 1

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. CallerOne 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.

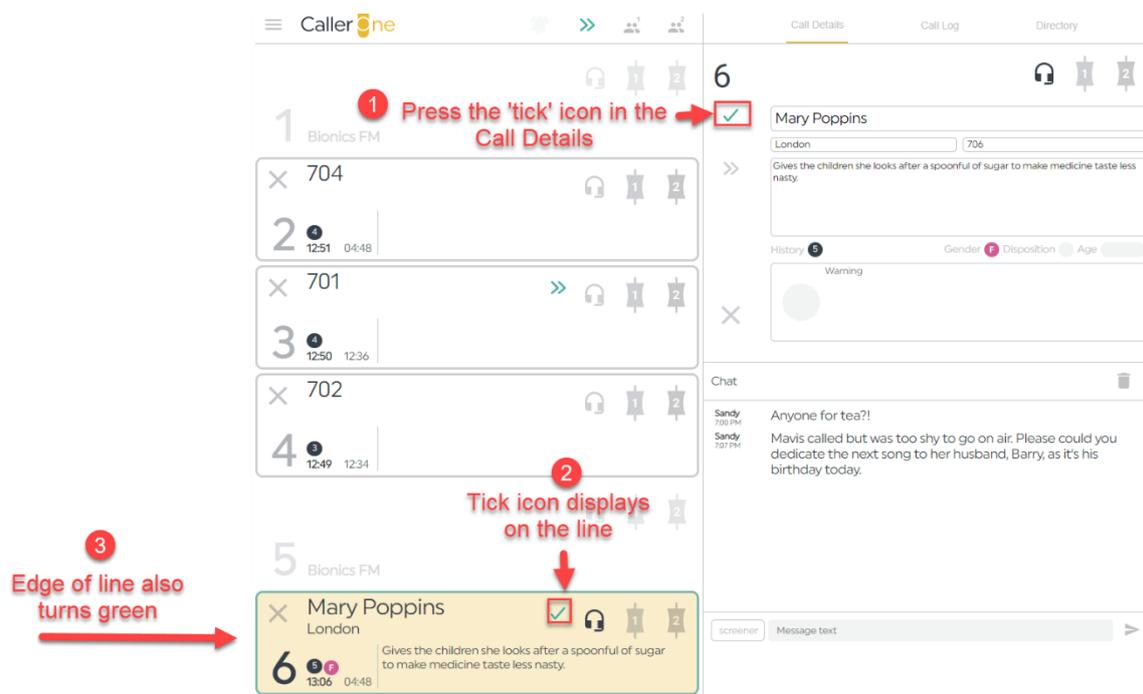
If your presenter is using Talent Mode, then setting the 'Tick' is essential, as only calls which have been marked as screened are available for your presenter to route to air.

(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.

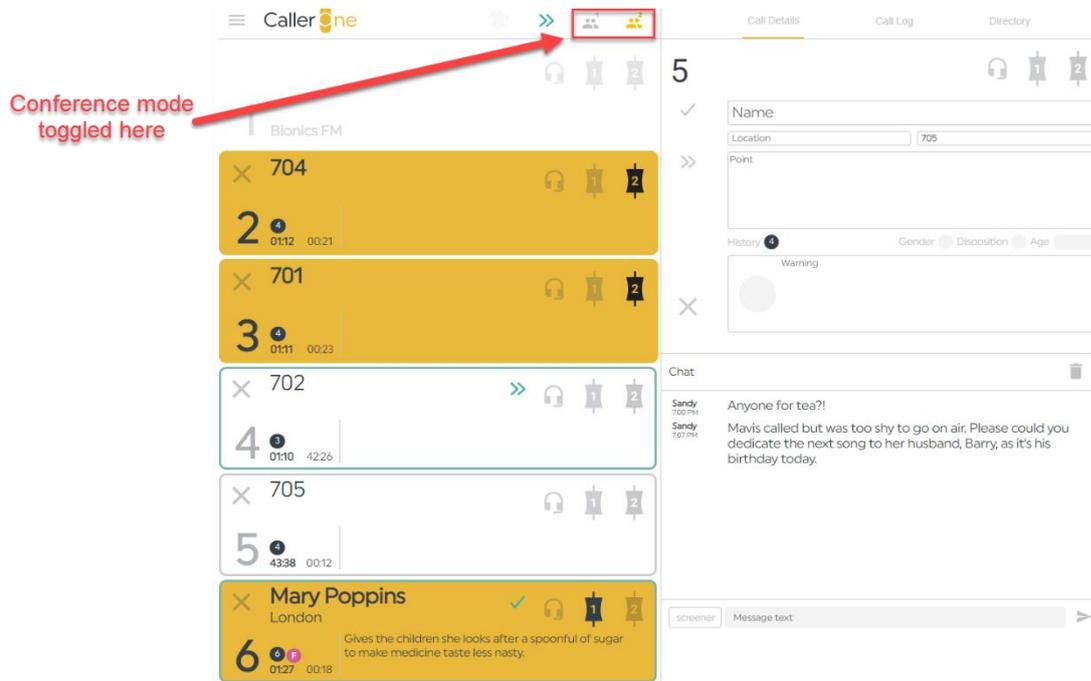
However, sometimes, you need more than two voices on-air at once.

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.

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)

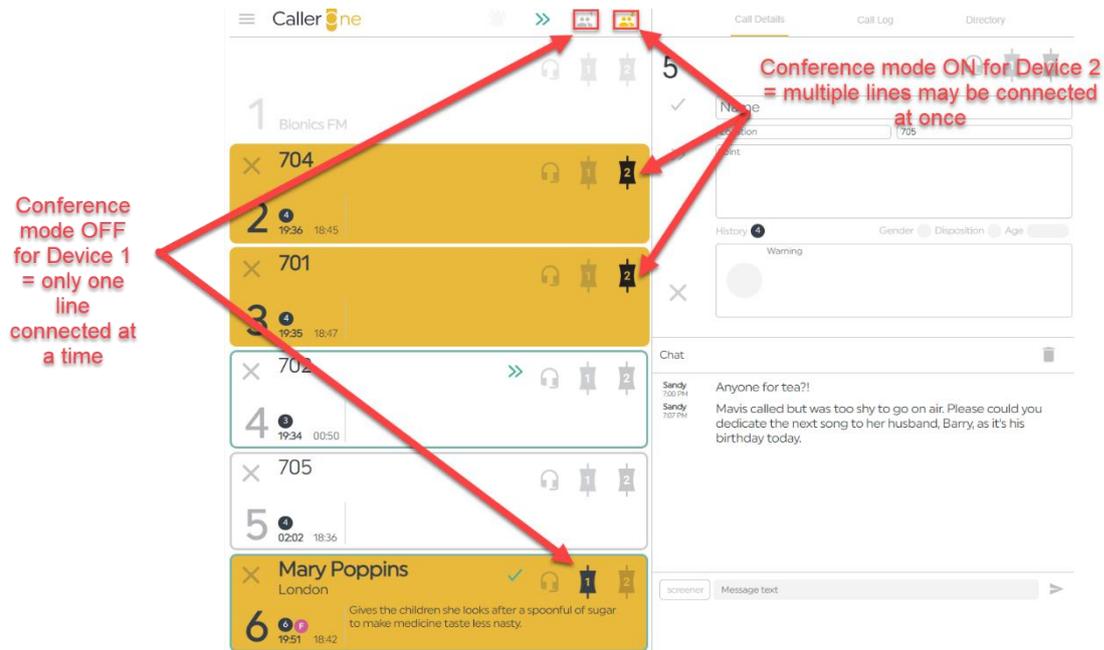
To toggle Conference mode, press the 'Conference 1' or 'Conference 2' icon, as needed.

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.



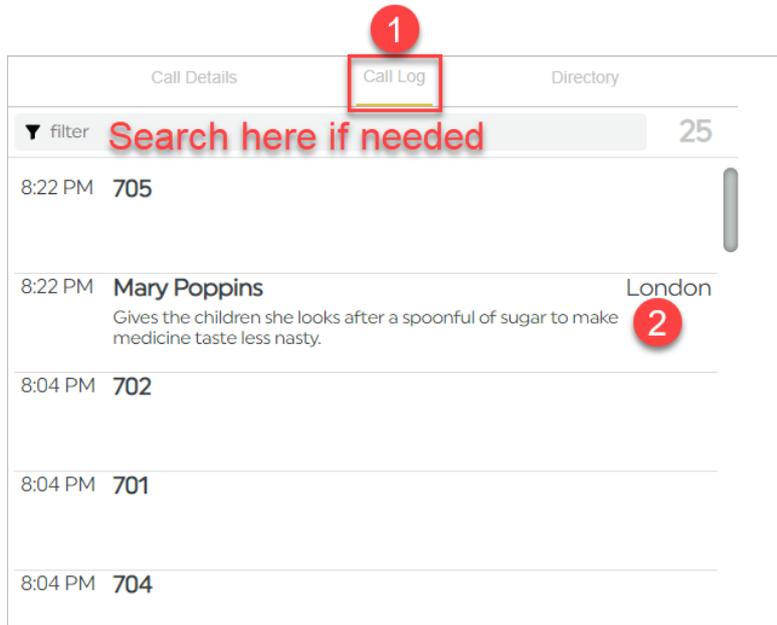
CONFERENCE MODE DICTATES WHETHER MULTIPLE LINES MAY BE CONNECTED TO THE SAME FADER OR NOT

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

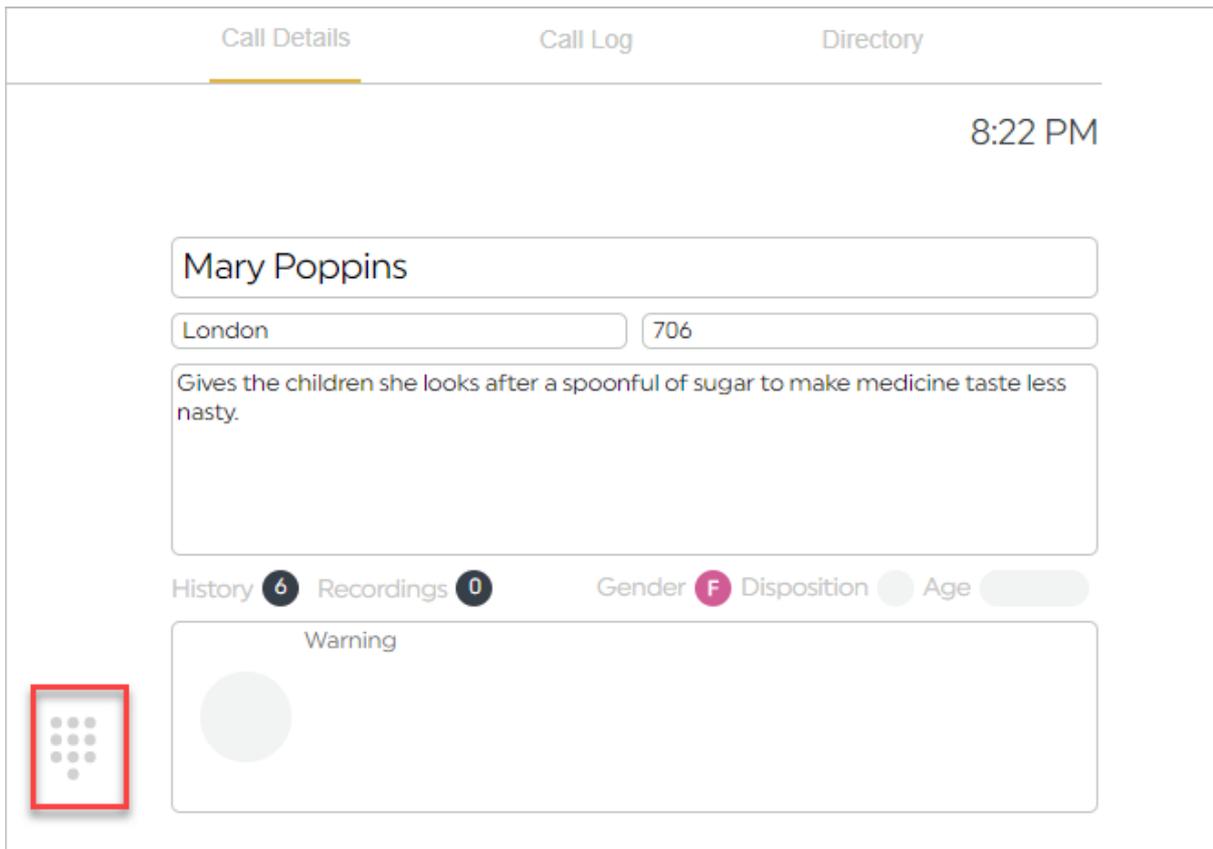
If you have a caller whom you wish to use later in the show, you can call them back using the Call Log.

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



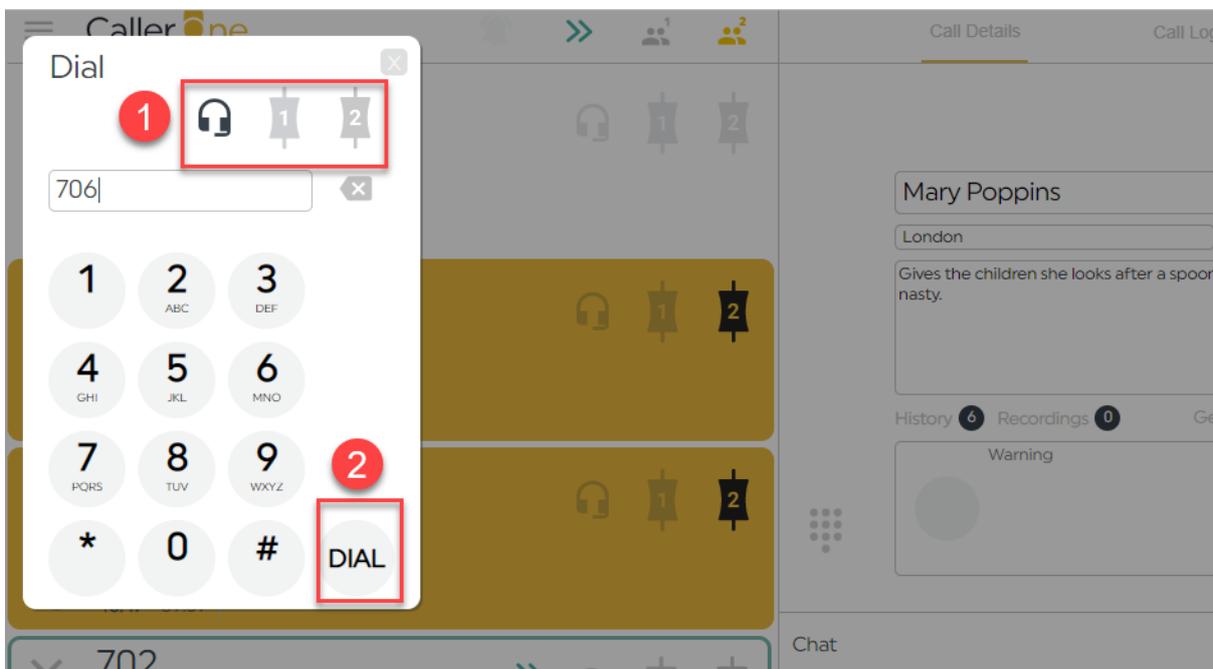
CALL LOG

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.



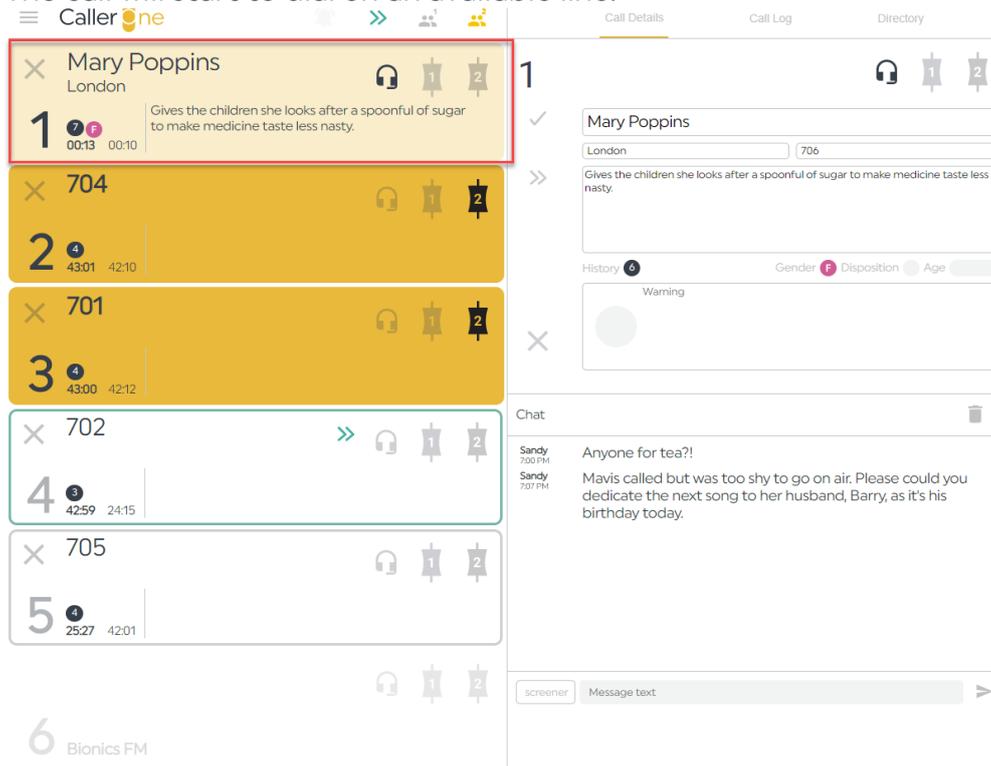
DIALPAD BUTTON

- 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.



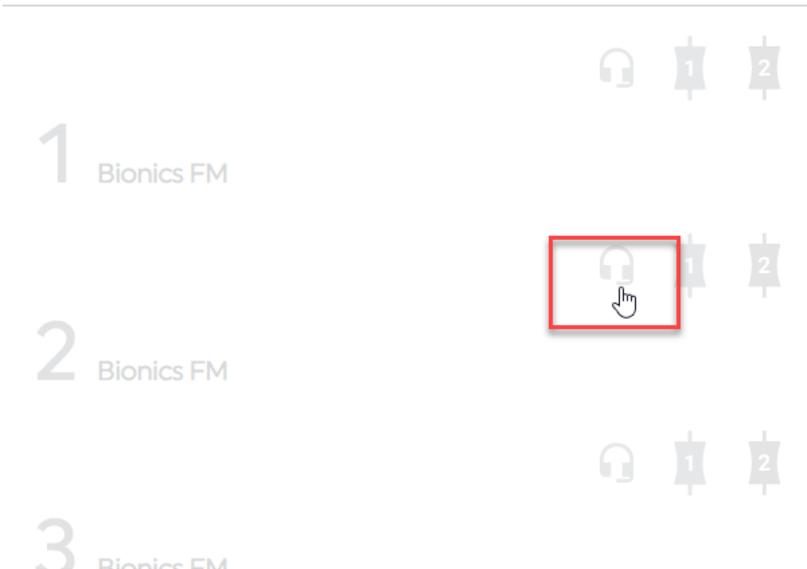
CALL CONNECTED ON LINE 1

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

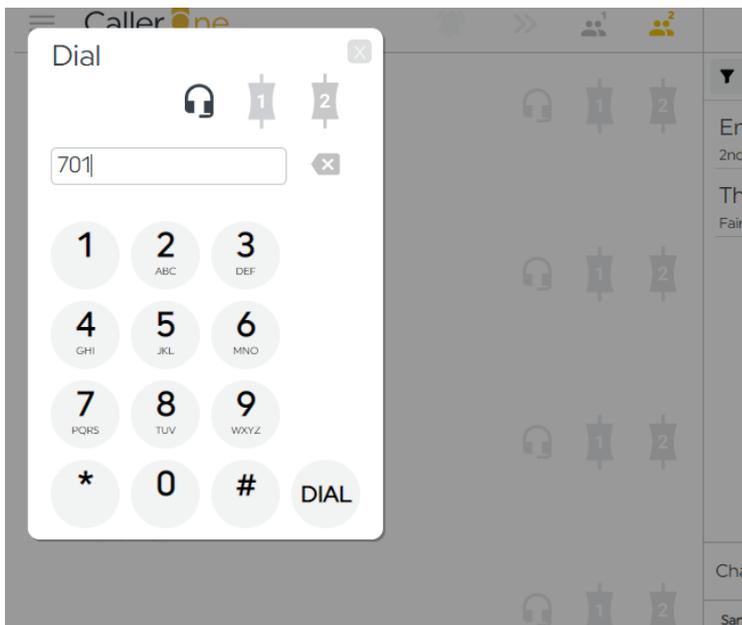
Sometimes, you need to dial someone who has not yet called you – for example, a guest who has agreed to appear on the show.

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

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.

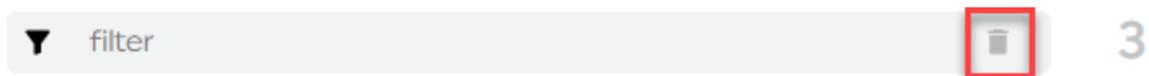
CALL DETAILS ADDED AND CALLER CONNECTED TO DEVICE 2

Common Questions

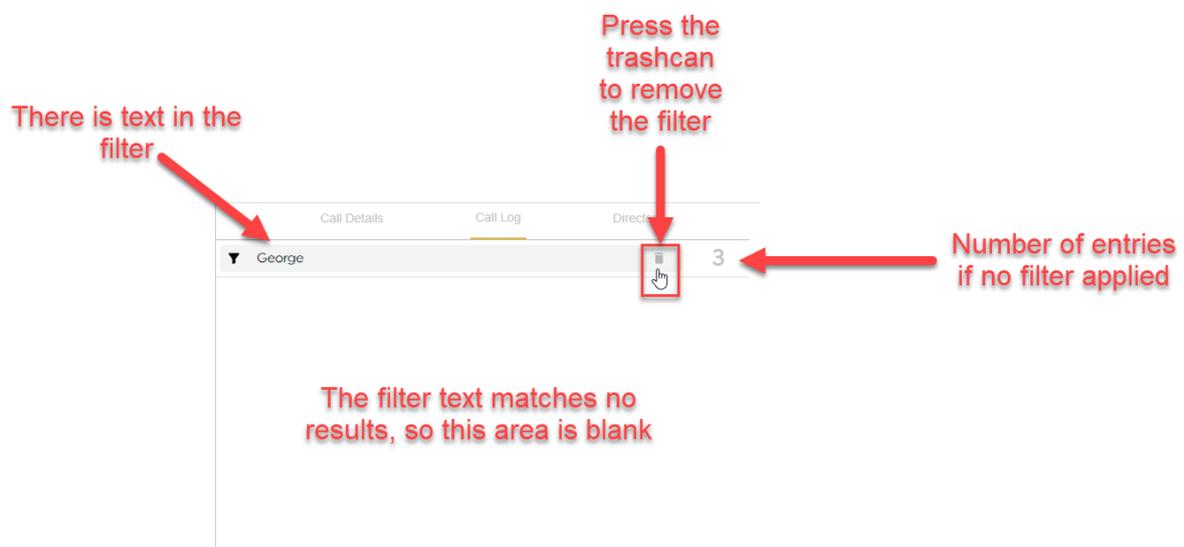
I can't see any information in the Call Log!

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

The filter is now cleared

The screenshot shows a call log interface with three tabs: 'Call Details', 'Call Log' (which is selected and underlined), and 'Directory'. Below the tabs is a filter bar containing a dropdown arrow, the text 'filter', a trash icon, and the number '3'. A red arrow points from the text 'The filter is now cleared' to the filter bar. Below the filter bar, three call entries are listed: '3:54 PM Boris', '3:54 PM 701', and '3:35 PM 555'. A red text annotation 'All the results are displayed' is overlaid on the right side of the call log entries.

FILTER NO-LONGER APPLIED

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

Glossary

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.

Further sources of help and support

There are demonstration videos for how to use CallerOne on the Broadcast Bionics website: <http://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.