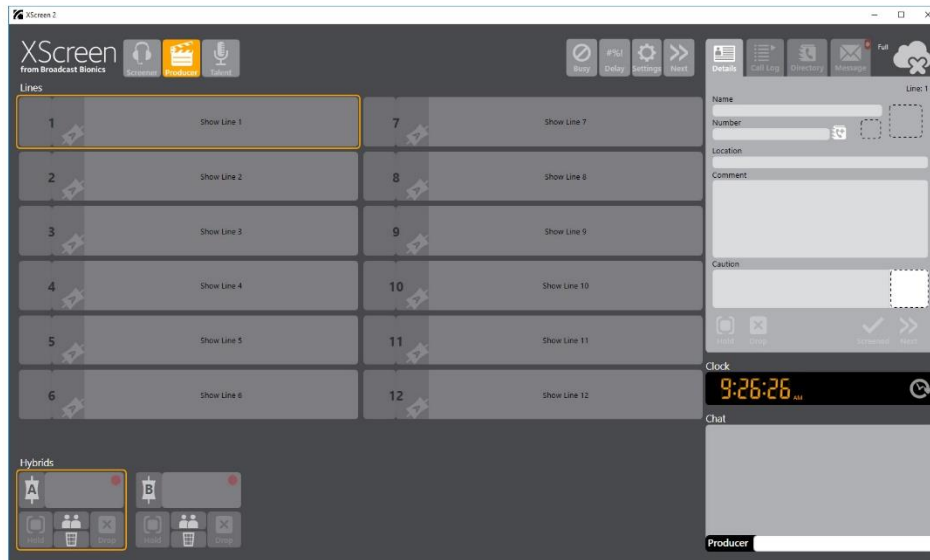# XScreen
from Broadcast Bionics

**Call Screening Software
for Telos VX, iQ6 & HX6 multi-line phone
systems**

Version 2.0
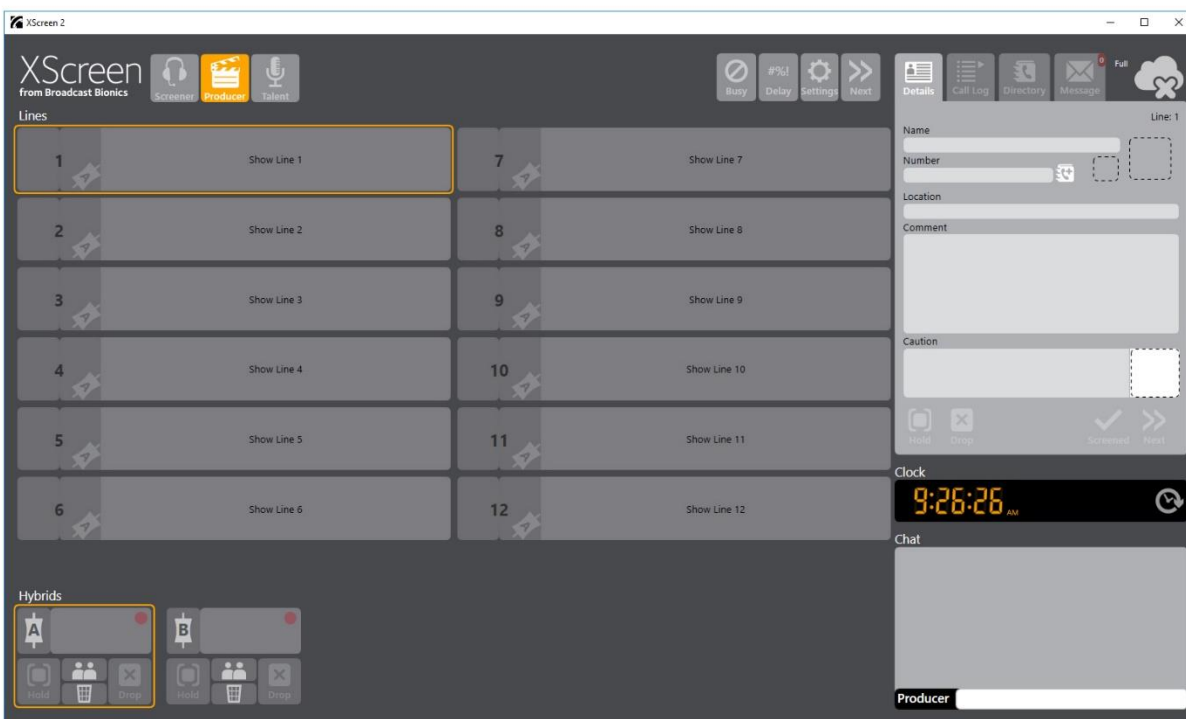
User Manual

Register your XScreen cloud account, download the software and manage your clients and licences at :

XScreen2.com

Contents

Introduction

XScreen software provides call control, call screening, data capture and chat functionality enabling you to quickly answer, screen and route calls using multiple PC clients. The cloud based database keeps a log of calls and provides further alert and directory functionality.

XScreen can record and manage caller audio (Livewire systems only)

XScreen can additionally act as a softphone for talking to and screening callers directly through a USB headset or soundcard on your XScreen client PC.

XScreen is available in a free Lite and Full (paid subscription) version. When you install XScreen for the first time you will receive a 90 day free trial license for the full version. After 90 days you can continue to use the full version with an annual subscription, or use the reduced, lite functionality free of charge.

XScreen makes it easy to get the most from your Telos Multi-line phone system. With support for:

- Telos VX
- Telos HX6
- Telos iQ6

A table showing which features are supported in each version can be found at the end of this manual in Appendix 1.
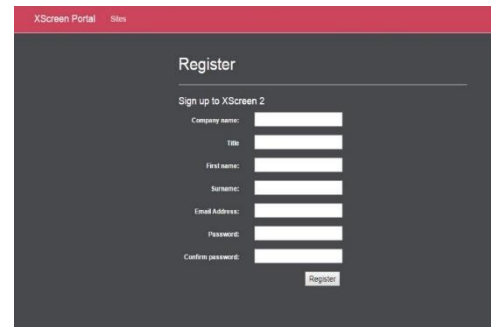
XScreen account registration

The first step to install XScreen v2 is to visit **XScreen2.com** and complete a short cloud registration process.

This will create you an XScreen cloud account, enabling you to login to XScreen2.com and download the XScreen software installer.

This cloud account and XScreen2.com web portal is also where your XScreen systems, clients and licence information can be managed.

Information in your cloud account is encrypted and only available to you.

Register an XScreen cloud account and download the software at :

XScreen2.com

Installing XScreen 2

Double-click on the downloaded installer application to install the XScreen software onto your PC.

XScreen can be installed and used on multiple client workstations. These work together simmulationusly on the same show or used seperately to control different shows.

XScreen supports unlimited concurrent clients connected to your Telos phone system.

Login Winow

The first time you run XScreen on a new PC you will be asked to provide the email address and password of your XScreen cloud account.

This connects XScreen with your cloud database and enables your systems and clients to be managed from your cloud portal.

These credential are only needed when XScreen is first installed on each new client workstation.

Connection Window

You will then be asked for the IP address of your Telos phone system.

If you have changed the default user credentials or network communication port you may additionally need to set these in the advanced section of the connection window.

Windows Firewall

Depending on your network configuration you may need to approve XScreen to allow network communication through your Windows Firewall.

Please ask your IT administrator should you require assistance with this step.
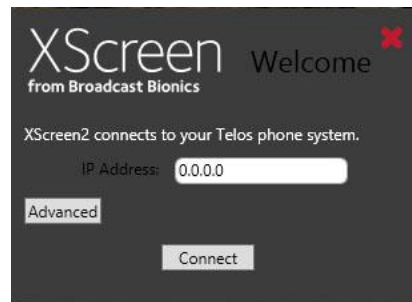
Starting XScreen

Once installed, double-click the desktop icon to start the XScreen client.

Select a Studio and Show

VX users with multiple studios or shows will be prompted to select which studio configuration and show profile they wish XScreen to control.

HX6 & iQ6 users, or VX users with a single studio and show configured will not require this information.
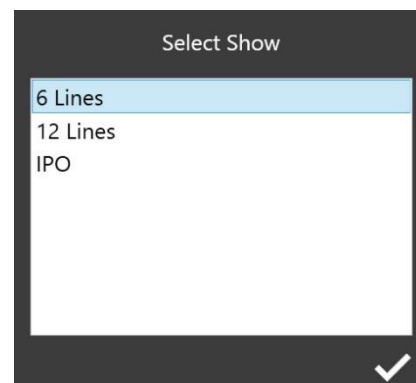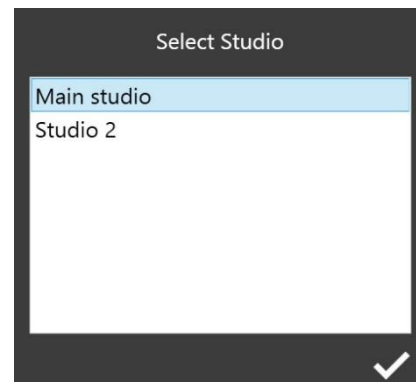
Screen Layout

The XScreen screen layout consists of 3 main areas :

Lines on the left
of the screen, the
number of lines
automatically
follows your Telos
phone system
configuration.

Data such as call details, logs directories and
messages appears on the right of the screen.

Hybrids along the
bottom of the
screen
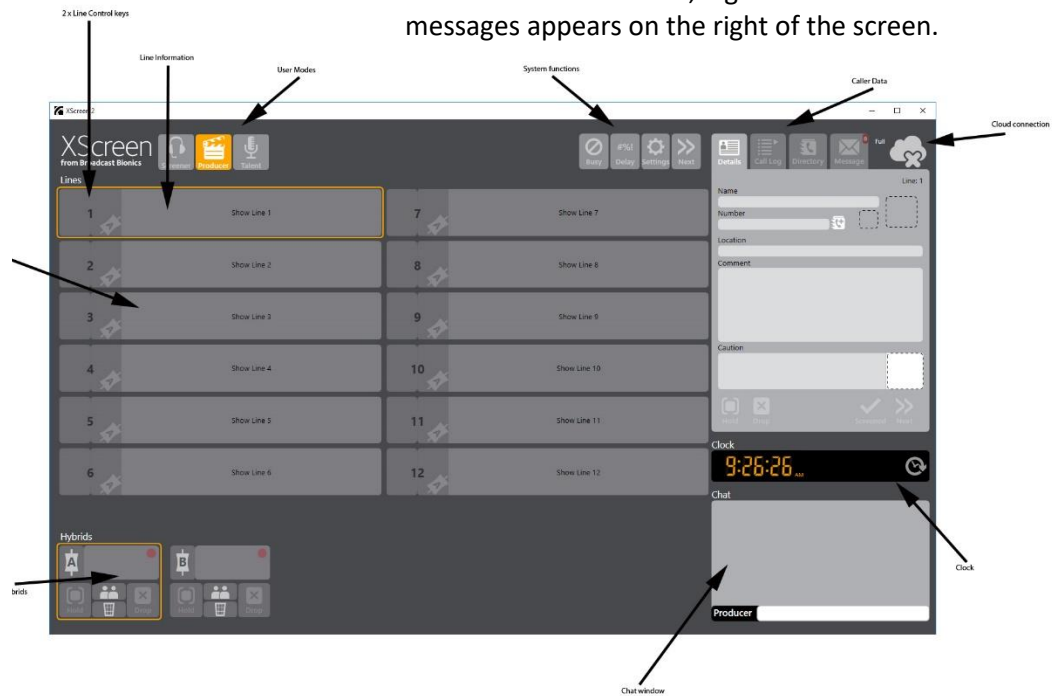
Line Layout

Each Line is split into 2 areas

Control Keys
on the left of the
Line, two keys
provide routing
control for VSets,
Headsets and
Hybrids

Information to the right of the line call screening
information displays the Name, location and point
for each caller along with icons showing alerts,
disposition and gender

The selected line
is highlighted with
an orange border

Clicking the right of the line selects the line to
display full call details and provide further control
and data options.
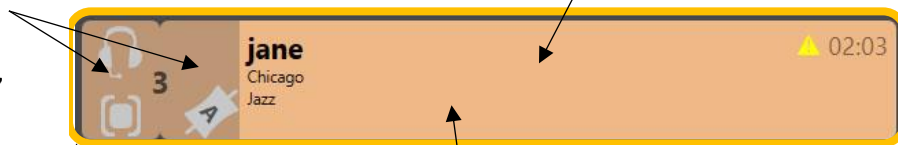
User Modes

XScreen has 3 user modes which can be set from the main toolbar. Each mode optimises the control functionality and display specificaly to the worflow required by different types of user.

Producer Mode

This mode enables full functionality over both VSets/Headsets to screen calls and routing of calls to hybrids for use onair.

This (default) mode is used by Producers and is also recommended for Self-Op Presenters.

Screener mode

Control is only available of a VSet/Headset and functionality is optimised for the rapid answering of calls and input of data for screening.

Screener mode does not provide access to the hybrids.

Talent Mode

In Talent mode you can route quickly to two hybrids allowing you to take screend calls on and off air.

Talent mode dims lines which are not either routed to a hybrid or on screened hold and ready for air.

Activity on these lines can be monitored without distraction and unscreened callers cannot be accidentally routed to air.
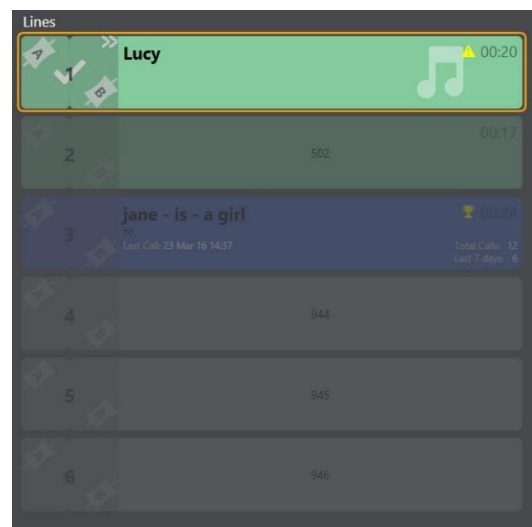
Telephony functions

Dialling a call

To make an outgoing call in XScreen :

On an idle line, click the device control key for the device (hybrid, handset or headset) which you would like to use to place the call.

The Dial keypad window will display. Enter the number you wish to dial using the keyboard or onscreen keypad.

Click the Dial keypad button or return on your keyboard to dial the call.

Click Cancel or press ESC on the keyboard to close the Dial keypad without making a call.

Dialling from the call log

To quickly redial the number stored for an existing caller from the call log select the caller and click the Call Back icon in the call details panel.
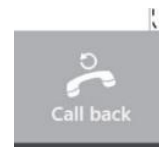
Dialling from the Directory

To immediately dial a number stored in the directory select the directory item and click the call (phone handset) icon.

Call Control

A line (representing a call) can display one of 4 states :

- Ringing
- On Hold
- On VSet/headset*
- On Hybrid (see hybrid control section)

> *If a line is on a device outside of your control it will appear in a light grey colour along with the text "In use elsewhere"

Ringing line

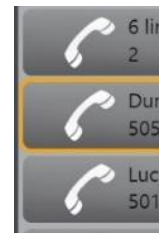An incoming ringing line appears as a blue line with a pulsating yellow square behind the line number. To answer a ringing call click either the VSet/headset or hybrid icon to nominate where to answer the call.

Caller on your VSet/Headset

When a caller is on your VSet/headset the line colour is orange. You now have the option of placing that caller on hold (left key) or routing to a hybrid (producer mode).

On Hold (pale green in colour)

When a call is on hold the line takes a green colour and the caller will hear the station output (music on hold) if this has been configured.

You can retrieve this call to a VSet, Headset or Hybrid by selecting the control icon.

Routing a call

To route a call to a VSet, Headset or Hybrid you use the two control keys to the left hand side of the line :

First control Key

In Screener and producer modes the left key controls routing to the screening device. If a device is configured and connected you will see one of the following:

VSet Control

Headset Control

The second control key here displays that it will route to Hybrid A.

Hybrids are identified by the fader icon. For systems with multiple hybrids the currently selected destination is displayed by a letter.

When VSet control is established XScreen will follow any action taken on the VSet.

In **Talent** mode both keys can be used to route to hybrids. The left key will route to the first hybrid.
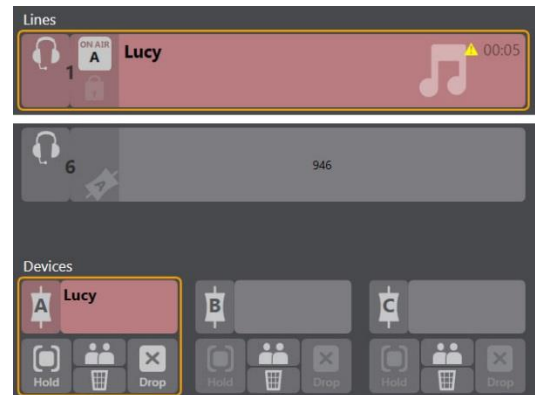
The right key will route to the selected hybrid

Hybrid control

Hybrids / Calls routed to your console

When a call is routed to a hybrid both the line and the hybrid adopt the same Red colour.

The hybrid control key will display the identity of the Hybrid. This key also acts to toggle the lock state of the call on the hybrid. Symbolised by a lit or dim padlock.

Hold
Click Hold to place the call currently on the hybrid on Hold

Select Hybrid
Clicking the top section of the hybrid select this as the default hybrid for routing actions. The selected hybrid has an orange highlight.

Conference mode
While in conference mode calls placed onto the device will automatically be locked and multiple calls can be added easily and safely into a conference.

Individual Callers can be removed from a conference by selecting their line and selecting hold or drop in the call details area.

Clicking drop or park on the hybrid will park or drop all calls in the conference.
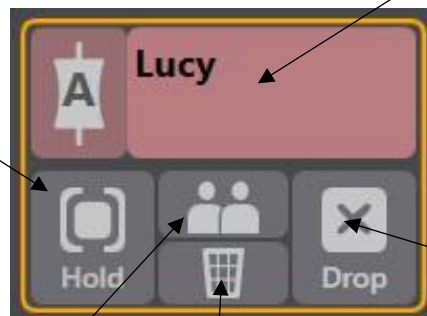
Drop
Drop terminates the call.

Dump mode
When dump mode is active calls will automatically be dropped when a new call is taken to the same hybrid.

Otherwise existing calls will be placed on hold prior to the new call being routed.

Caller Data

The right hand side of the screen is where data about callers is recorded to screen active calls and for storage into the log and directory in the cloud.

There are 3 display areas each selectable via a separate tab.

Once entered a caller's name, location and any Alerts will display whenever the caller rings back from the same number.

Call Details

For each call you can record the name of the caller, their phone number and location (a default may be present based on the caller ID) and the comment (or topic) they are calling about. This information appears on the line as it is typed into the database and can be seen by all users. This information is also retrieved next time the caller calls the show.

From the call details screen you can also assign icons for :

- Gender
- Dispositions
- Warnings/Alerts

To directly add the name and number for an active or call log call form the Call Details screen to your show directory click the directory add icon. All calls are automatically recorded to the Call Log

In this area you also have the ability to put the selected call on hold, drop the call or set the call to screened hold. (a call marked as screened is the only type of call which is active in Talent mode).

The call can also be promoted to the top of the Next call list by clicking Next.
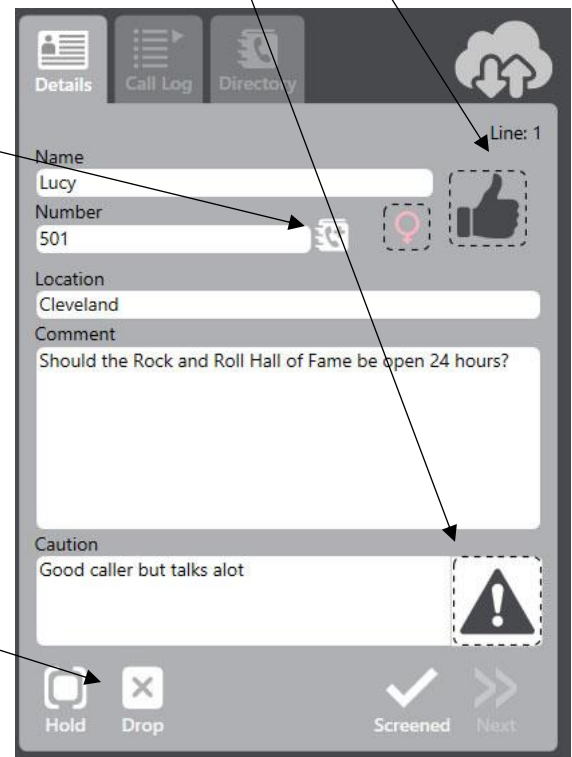
Dispositions

Disposition Icons can be used to quickly, visually signal the subject, sentiment or type of caller. The meaning of these general purpose symbols can be agreed in advance between a producer, screeners and talent.

Disposition appear watermarked over the right hand side of the line and are stored in the call log for the current call.
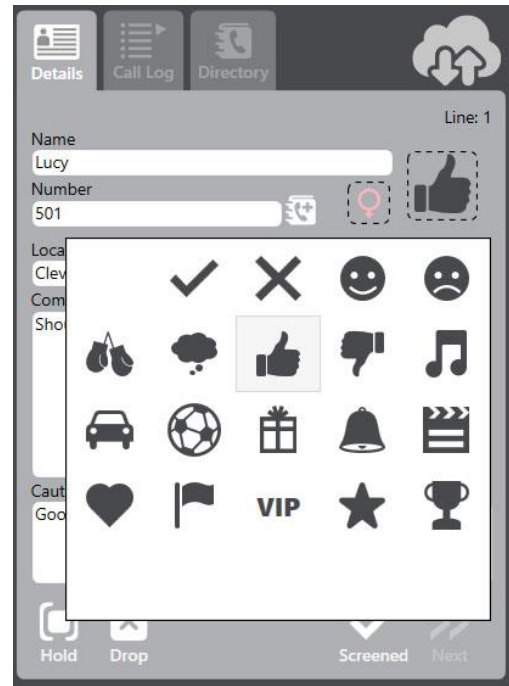
Warnings/Alerts

Alerts record persistent information that will appear on the ringing line every time a call from the same number is received in the future.

These can record positive or negative information (eg: warning, banned, prize winner or regular caller) which may help screeners and producers to handle the call appropriately.
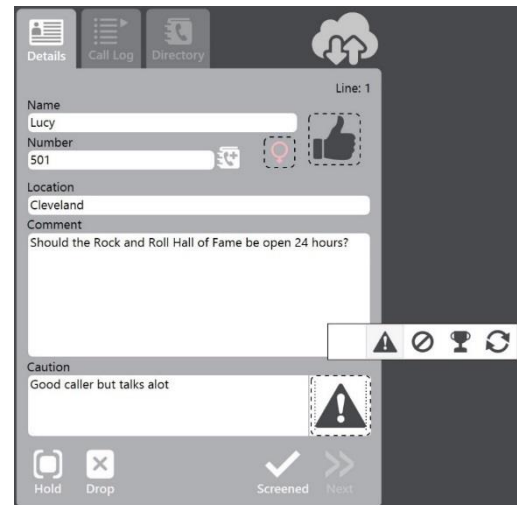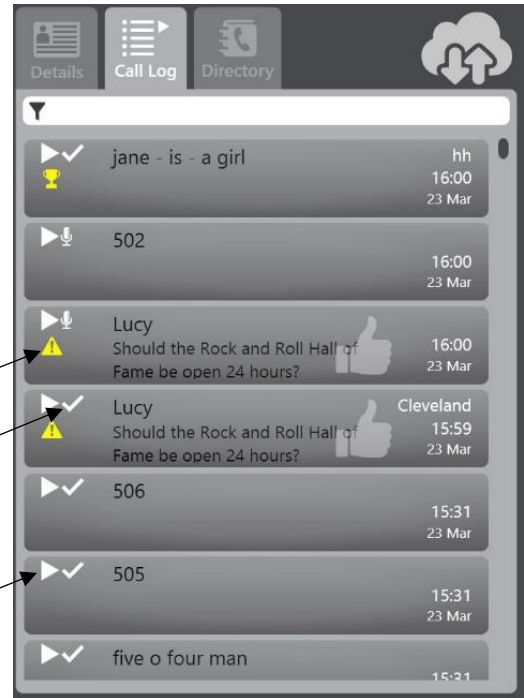
Call Log

The call log is a chronological list of calls automatically created from all call activity on the system.

The caller's name, location, comment and disposition are displayed, along with the date and time of the call.

You can search for a specific call or filter calls by entering all or part of a name, location or comment in the filter box.

Icons to the left show :

Alert Icon, Call has been assigned an Alert

Tick if call was screened, or microphone if call used On-air

Call direction
Inbound ►
Outbound ◄

Selecting a call from the call log takes you to the call details window, providing full information about this call.

The options on the call details panel change to provide you with the ability to quickly :

View a history of all contact with this caller.

Call back (Dial) the caller

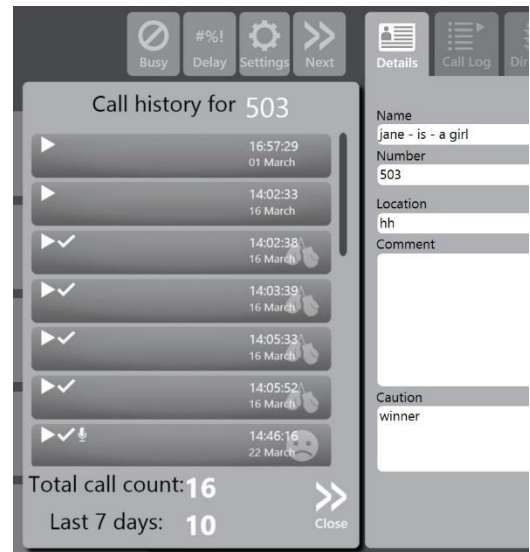Access Call Recordings (livewire systems only)
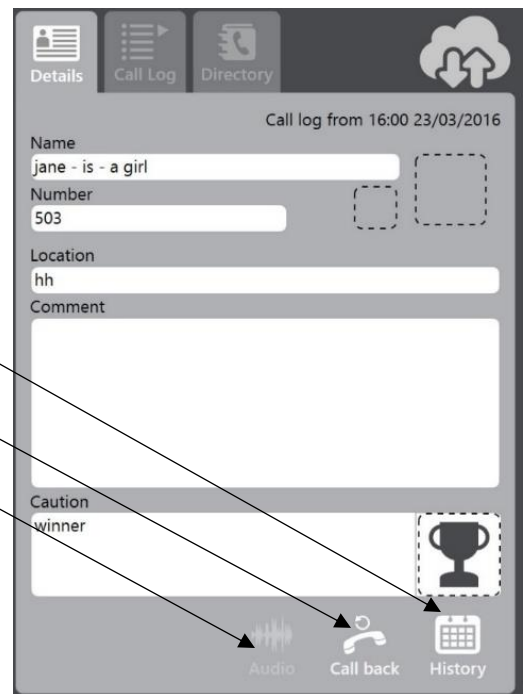
History

Click the history icon to review the past call history for that caller.

This contains a list of all call activity from the same caller/number along with a summary of total and recent calls.

As you select each of these historical calls the full details from the prior call appear in the call details section.

Directory

The directory is used for storing important or frequently used numbers for rapid reference and one click dialling.

You can add contacts to the Directory :

- By manually typing in the details (Name, Location & Number) and then clicking the add icon
- By adding from an existing call via the Call Details or Call Log screen

Global Directory

Entries in the Global directory are shared and available across all shows on your system
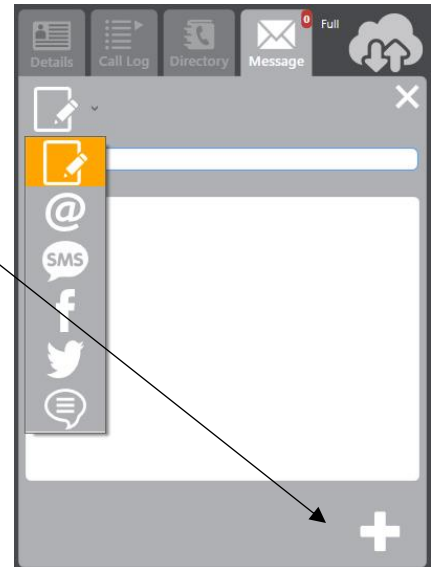
Private Directory

Private directory entries are visible only by your show.
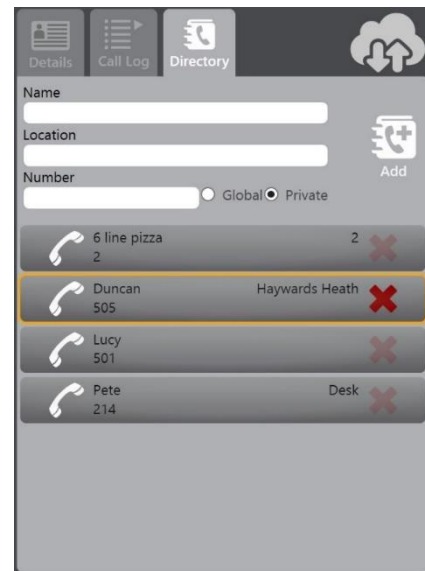
Messages & Liners

The message tab is used to manually enter notes emails, SMS, Facebook, twitter messages and Liners.

Select message type

Add your completed message to the message queue

These messages then appear in a queue for the talent to use as part of the show content. The message queue can be re-ordered by dragging and dropping the messages to your desired running order.

Add a new message

See the message history

Clear the message queue (except liners)

Once a message has been marked as read it no longer appears in the message queue.

You can clear the entire queue using the delete all button, this removes all messages (read or unread) from the queue except the Liners
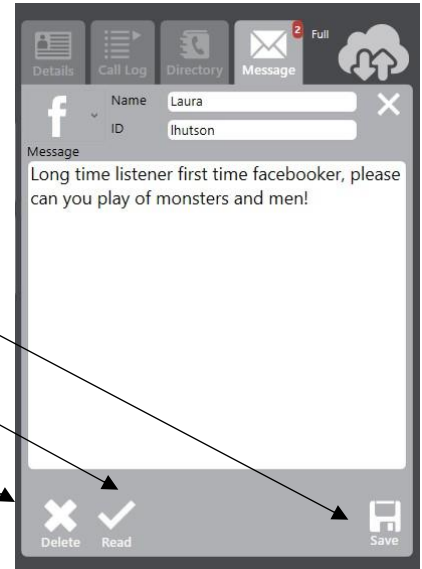
Messages are kept in the database for 7 days and can be viewed by selecting the History button.

Messages have a formatted dialogue box which enable to you to enter the contributors name and message ID as well as the body of the message.
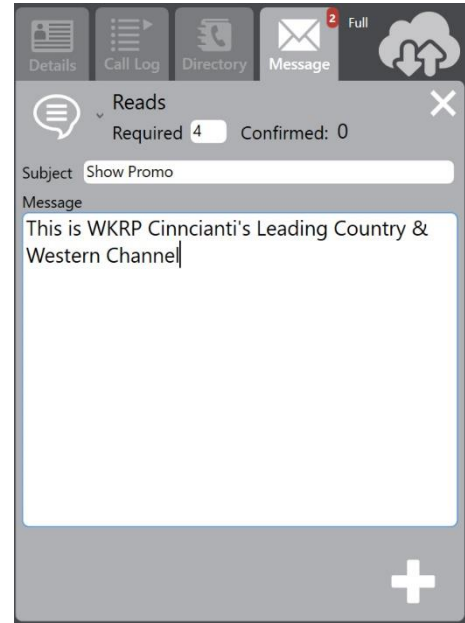
Delete you message

Mark as read

Save changes

As with the Call Log, you are able to access a history or previous messages.
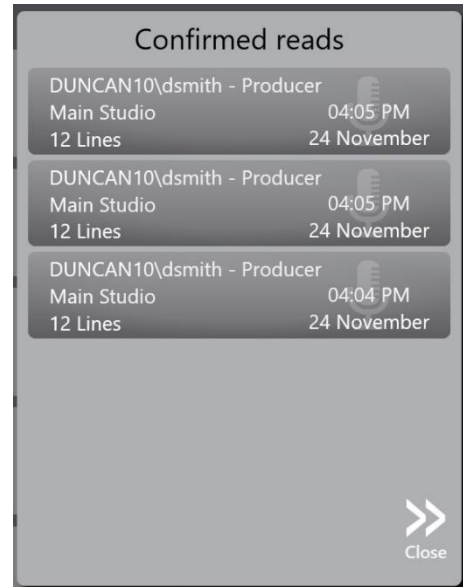
Messages History

The Liners formatted dialogue box enables you to enter the number of Read as well as the Subject and body of the message.

As with the Call Log you are able to access a history of confirmed reads.

Liners History

Clock

XScreen also has a useful clock on screen.

By clicking on the clock you are able to schedule timed events.

Scheduled events

Events appear next to the clock from 10 minutes prior to their scheduled time.

The event name is displayed with a countdown to the scheduled time beneath from 5 minutes.

The event changes colour with 1 minute to go and displays in red for a further 30 seconds after the scheduled time has passed.
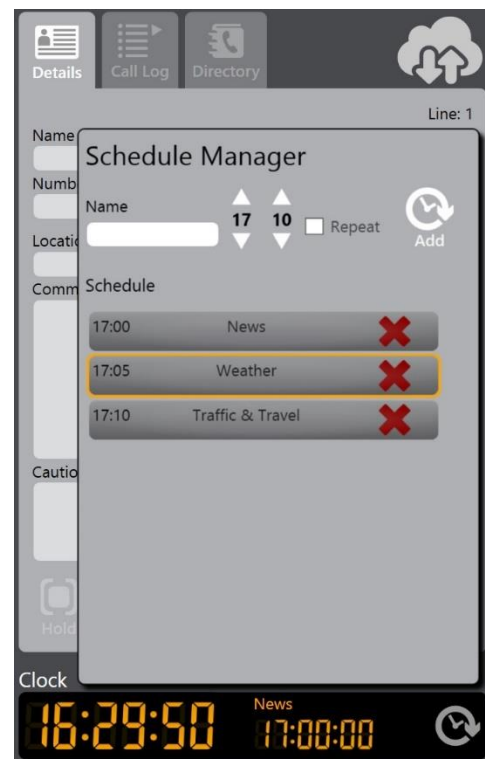
Schedule Manager

To input a new event set the name and target time in hours and minutes, and click add.

Selecting repeat will set the item to schedule at the same time each day until cancelled.

Future scheduled events, including recurring events can be deleted from the schedule list by clicking on the red x icon.

Chat

XScreen enables multiple clients to work together on the same show. The chat window provides a simple text based messaging function between different clients connected to the same system and show.

By default chat messages you send will be labelled according to the selected user mode :

- Screener
- Producer
- Presenter

If you click on the black name area to the bottom left of the chat area, you can change your chat name by typing a custom name.
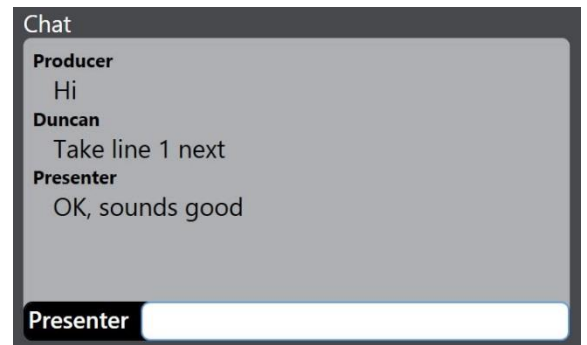
Toolbar

Busy

The busy button closes the phone lines. Callers will receive a busy signal.

Closed lines are marked with a Red symbol behind the line number.
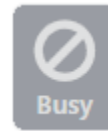
Delay

The delay button triggers the Profanity Delay/Dump GPIO functionality configured in your Telos talk show system.

Next

The next key will route the line identified as next to the selected hybrid

Cloud Connection

Your connection to the cloud database is confirmed by the cloud icon at the top right of the screen.

Cloud :   Connected   Disconnected

Settings

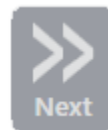By clicking on the settings icon you can review/change the following :

Phone System

Change the IP Address of the Telos mult-line phone system you are connected to.

VS systems only : Select/Change the studio and show you are controlling.

Client

You can select the device used to screen calls, either a Telos VSet 6 or VSet 12 handset or directly using XScreen and your computer soundcard or USB PC Headset.

VSet Control

TheVSet which will be associated with this client must set the primary IP Address of its talkshow system to the IP Address of the screening client. (See Appendix 2 for VSet configuration)

PC Headset

Chose this option If you do not have a VSet and wish to screen calls directly on your PC via a USB headset or soundcard you select PC headset.

To use a PC Headset you simply select the soundcard to be used for input (microphone) and output (headset/speakers/headphones) from the dropdown lists provided of available audio devices on your system.
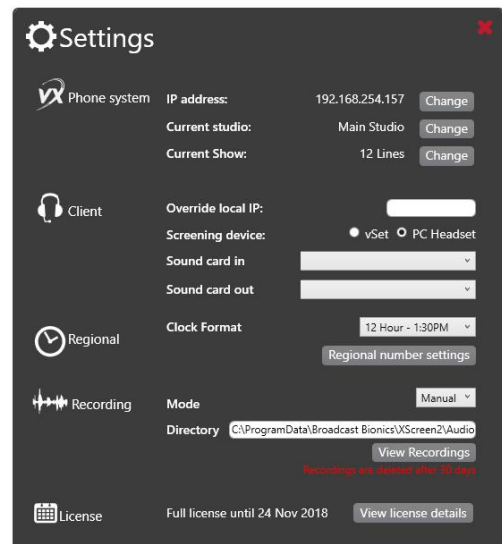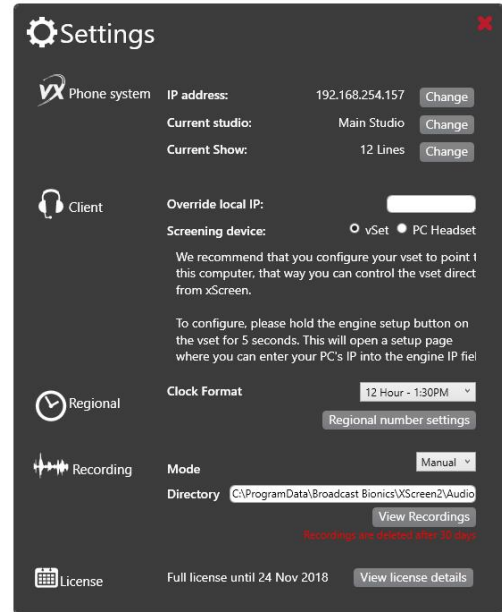
Regional

Set your clock format and regional phone number settings.

Recording

You can set recording to Manual or Automatic you can also set the default file location to save these recordings. By clicking on the vi recordings button you can see which are available. By default recordings are deleted after 30 days. Recording is only available to those who are using Livewire.

License

You are able to view your XScreen license details here.

System Requirements

i3 Processor or better

4GB Memory

5GB free disk space

Windows 7 or Later

Appendix 1

Supported features

XScreen is available in Lite and Full versions. When you install XScreen for the first time you will automatically receive a 90 day license for the full version.

After 90 days you can continue to use the full version with an annual subscription, or continue free if charge using the Lite feature set.

Register your XScreen cloud account, download the software and manage your clients and licences :

XScreen2.com

Features	Lite Version	Full version
Telephony functions		
Dial, Hold, Hang Up, Screened Hold & Next	X	X
Conference Control	X	X
Dump Mode	X	X
Lock call	X	X
VSet Control	X	X
USB/Soundcard Headset		X
Call Details		
Telephone Number, Location, Name, Point & Disposition	X	X
Area Code to Location Lookup		X
Caller History		X
Alerts		X
Other functions		
Connected Clients	unlimited	unlimited
Chat	X	X
Clock	X	X
Call log	6 hours	unlimited
Directory		X
Show history/stats on ringing		X
Schedule of clock markers, text and countdown		X
Call recording (Livewire systems only)		X
Message Queue		X
Support		
	Email/Web	Phone

Appendix 2

VSet configuration

To screen calls using your VSet under XScreen control the 'Screener IP' on your VSet must be set to the IP address of your XScreen Client :

On your Vset press the Menu Key >
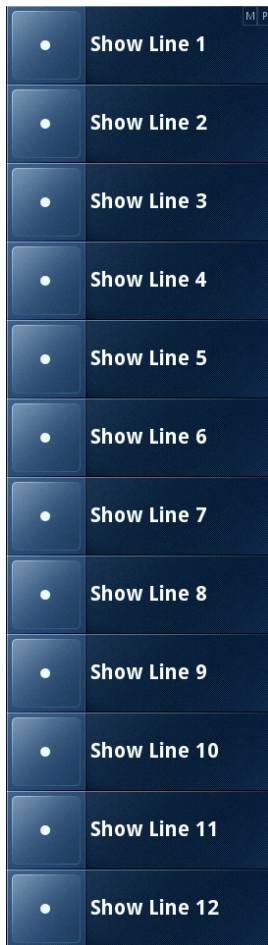
From the Main Menu choose 'Engine Setup' by holding down the 7 key for at least 3 seconds >

Click 8 to edit the Screener IP

Set this to the IP of your client using the numeric keypad for numbers, use * for . and # to delete

Press Go to confirm and save

To return to the default VSet display press

1 > Main menu

Menu > Default Line Display