ScreenWin™

Screening Control Software

Installation & Operations Manual

GENTNER

Perfect Communication through Technology, Service, and Education™

ScreenWin™ Installation and Operations Manual
Gentner Part No. 800-003-343
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This equipment complies with the requirements of the EU guidelines:

89/336/EEC	"Electromagnetic Compatibility"
73/23/EEC	"Electrical operating material for use within specific voltage limits"

Conformity of the equipment with the above guidelines is attested by the CE mark.

Table of Contents

1ntroduction

Congratulations on purchasing the ScreenWin™ telephone-screening package. This versatile software and hardware package replaces the need for the screener control surface by allowing all information to be entered on a PC for display on a monitor which the on-air talent views. This software helps solve communication problems common to talk shows. ScreenWin works with a PC running Windows® 95 or greater.

This manual explains how to install, set up, and operate your ScreenWin hardware and software. It also provides instructions on how to resolve minor technical problems, should any arise.

What's In This Manual

The manual is divided into the following sections:

"Overview" summarizes the main capabilities of ScreenWin software along with installation requirements.

"Installation" explains how to install ScreenWin hardware and software.

"Setup and Operation" describes how to configure and run ScreenWin software for your specific application.

"Appendices" include additional information such as specifications, schematics, compliance statements, and quick references.

For additional help on how to install, set up, or operate ScreenWin software, please contact Gentner:

Sales and Customer Service

Telephone: 1.800.945.7730 (USA) **or** 1.801.975.7200
Fax: 1.800.933.5107 (USA) **or** 1.801.977.0087
e-mail: bcastinfo@gentner.com

Technical Support

Telephone: 1.800.283.5936 (USA) **or** 1.801.974.3760
Fax: 1.801.974.3638
e-mail: tech@gentner.com

Gentner Communications Corporation
www.gentner.com
1825 Research Way, Salt Lake City, UT 84119

Unpacking

Please make sure you received the following items:

25-foot
DB15 Cable
830-003-025

6-foot
DB9 Cable
830-003-340

Screening
Interface Unit
910-003-343

Keyboard Overlay
740-003-344

Direct Plug-In
Power Module
830-003-203

Handset
460-042-002

Video Y Cable
800-003-341

ScreenWin Installation
and Operations Manual
800-003-343

TS612 ScreenWin
Software on CD-ROM
806-003-343
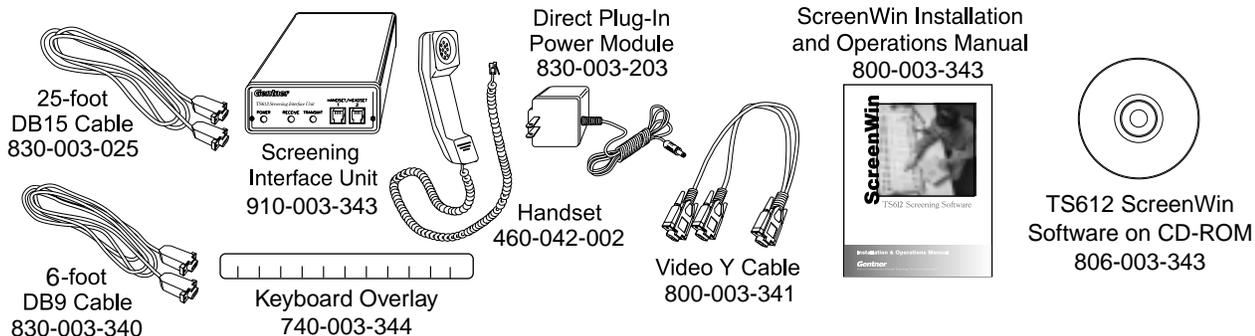
Warranty Instructions

Please register ScreenWin online by visiting Gentner Technical Support
at **www.gentner.com**. When your product is properly registered,
Gentner Communications will be able to serve you better should you
require technical assistance. Warranty information will also be used to
notify you of upgrades, new product information, etc.

2Overview

About ScreenWin™

ScreenWin is a software/hardware product that replaces the TS612 screening control surface, providing screeners with the ability to screen calls and provide the on-air talent a visual readout of prescreened calls. Designed specifically for the TS612, ScreenWin makes the TS612 a powerful talk show telephone system allowing the talent to see who is on hold and what they want to talk about. In addition to this manual, refer to the TS612 Installation and Operations Manual.

ScreenWin features:

Hardware-software replacement for screener TS612 control surface

Line selection through PC keyboard

Visual readout allows prescreening of calls

Screened hold allows brief, textual description of caller

Visual display of line status

Screener communicates to talent with PC message window

Automatically scroll through calls in the order they called

Automatic logging of all information entered by screener

Headings viewable in English, French, German, or Spanish

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ScreenWin Interface Unit

The ScreenWin Interface Unit is required to interface the TS612 system with a PC running ScreenWin software.
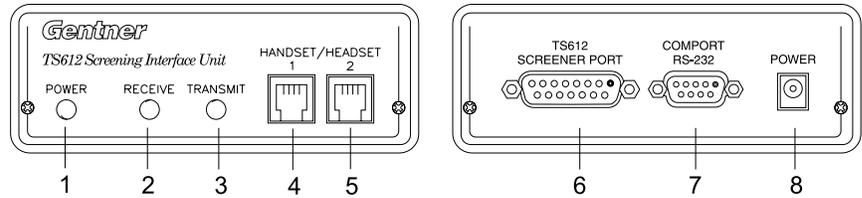
The above diagram shows both the front and back panels of the ScreenWin Interface Unit with a brief description of each connection and indicator.

1) Power Indicator (LED)   5) Handset Port 2
2) Receive Data (LED)   6) TS612 Screener Port (Male DB15)
3) Transmit Data (LED)   7) COM port/RS232 (Female DB9)
4) Handset Port 1   8) Power Connector

Line Selection

On the TS612 control surface, selection of lines is a single button selection and line status is indicated by colored lamps. ScreenWin and your PC replace the control surface with a keyboard and monitor. Single button selection is provided by the keyboard's function keys and visual line status is provided by the computer monitor. Telephone audio is provided via the Interface Unit (provided) and the handset (provided).

Call Screening

The screener control surface prescreens calls in preparation for placing them on-air. It does not have the ability to actually place a call on-air. The function of the screener is to gather information about the caller and determine whether or not this caller will be placed in the on-air queue. ScreenWin allows the screener to enter the caller information into the PC and display this information for the talent on a monitor.

Screened Hold vs. Regular Hold

The TS612 indicates whether a call is on hold (not screened) or on screened hold (screened and ready for air). The two types of hold are specified on the control surface. A holding call is indicated by a slow green flash. A screened call is indicated by a rapid red flash. ScreenWin automatically places a call on screened hold upon completion of data entry or by the user holding the control key then pressing the function key that corresponds to the line to be put on screened hold. The call can be placed on regular hold by pressing the function key.

Line Status Information Windows

ScreenWin provides a window for each line and contains all line status and caller information. Line-status information is automatically generated through the direct connection to the PC. Caller information is entered via the screener's keyboard: caller name, city, caller type, gender, age, sex, disposition, and topic can all be entered by the screener. Fields can be turned off, if desired.

Message Window

The screener can communicate important information to the talent with textual message box. The screener can enter the weather, sports updates, traffic reports, guest background information, etc. for the talent to view on his/her dedicated monitor.

Next

Keeping track of the order of calls is automatic. When the screening mode is enabled on studio control surfaces, the oldest holding screened call is picked up as the TS612 control surface's Next button is pressed.

Select This Line Next

The screener can identify an important call which the talent should take next, by clicking on the line status section in the Line Status Information window (see Select This Line Next, page 21). The on-air talent will see a red "Select This Line Next" on the Line Status Information window. The studio then selects this line by pressing the appropriate line button on the control surface.

Automatic Logging

A log of all calls can be automatically saved and printed. The saved log can be easily imported into a database for research purposes.

3 Installation

Before You Install

ScreenWin™ is designed to function with the TS612 Telephone System. To maximize your hardware/software functionality, we recommend that you take the following factors into consideration:

Power Requirements

The Interface Unit accommodates a voltage requirement of 12Vdc with its direct plug-in power module.

Auxiliary Equipment

Any auxiliary equipment to be used with ScreenWin (i.e. TS612 Telephone System, TS612 Network Interface, etc.) should be available at the time of installation.

Equipment Placement

The TS612 Telephone System should already be installed and operational prior to installing your ScreenWin hardware/software. The ScreenWin Interface Unit is typically placed within 25 feet of the TS612 Mainframe.

PC Hardware Requirements

PC with a Pentium 133 processor or better
32 MB RAM
5 MB free disk drive space
Video card supporting 1024X768 screen resolution
3.5-inch disk drive
CD-ROM drive
2 SVGA monitors with 1024X768 resolution

PC Software Requirements
ScreenWin requires Windows™ 95 or better.

Environmental Requirements
ScreenWin can be safely operated in a room with varying temperatures between 32˚ and 100˚ F.

Software Installation

1. Insert the ScreenWin CD-ROM into your CD-ROM drive.

2. Follow the on-screen instructions.

Hardware Installation

The TS612 Telephone System should already be installed and operational before installing ScreenWin hardware.

This Y adapter should be used only if the second monitor will be connected with a monitor cable assembly less than 20 feet long. If driving two monitors loads your computers VGA card too heavily, or if a distance of greater than 20 feet is required for the second monitor, a VGA driver must be used.

The ScreenWin hardware/software system is designed to function with the TS612 Telephone System. All necessary hardware interface connections are made through simple front and back-panel connectors. To install the ScreenWin hardware, follow these step-by-step instructions:

Step 1 — Monitor Connections
Disconnect your monitor from the PC.

Connect the provided video Y adapter's male connector to the PC video port. One of the female connectors connects to the existing monitor (screener), while the second is connected (a customer-provided extension cable required) to the second VGA monitor (talent).

Verify the monitor connections by turning on the PC. PC initialization information should be displayed on both monitors.

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Step 2 — Screener Control Surface-to-TS612 Mainframe Connections

Plug the female end of the provided 25-foot DB15 connector cable into the TS612 Screener Port connector.

Connect the male end of the DB15 cable into the Screener Control Surface connector on the TS612 Mainframe's back panel.
Verify that the ScreenWin Interface Unit's front panel Receive LED is flashing, indicating communication from the TS612 Mainframe.

Step 3 — ScreenWin-to-PC Connections

Connect the male end of the three-foot DB9 cable to the Interface Unit's COMPORT RS232 port.

Connect the female end of the DB9 cable to your PC's available COM port. For pinout, see left.

Should you require a longer cable, make sure it is a pin to pin cable, not a null modem cable.

Step 4 — Handset Connection

Plug the handset that is provided into the Interface Unit's front-panel Handset connector. The Handset 2 port is provided for training purposes.

TS612 Mainframe

25-foot DB15 Cable

Screening Interface Unit

To PC COM Port

6-foot DB9 Cable

```
      5        1
    ○  • • • •  ○         Pin 2 = Receive
       • • • • •          Pin 3 = Transmit
                          Pin 5 = Ground
      9        6
```
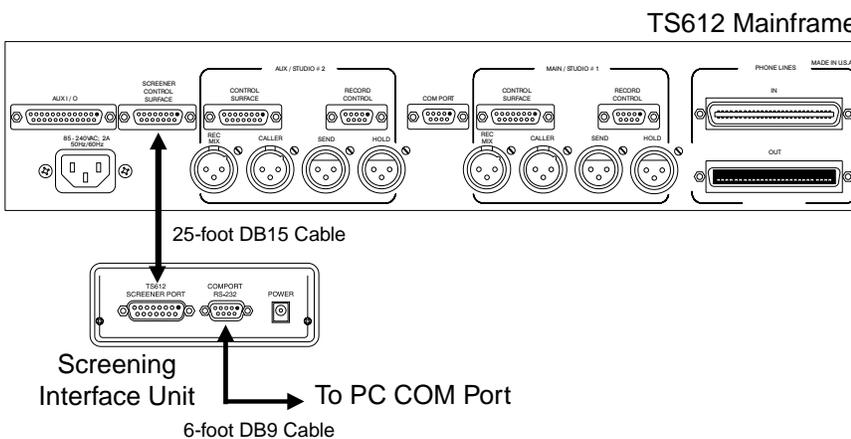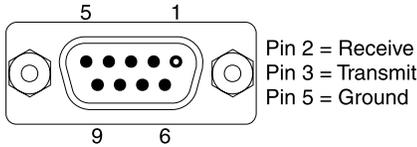
If planning to use a head-set, we strongly encourage using a standard telecom headset. The Interface Unit was designed to support the Northern Telecom Meridian telephone handset.

Step 5 — Power Connection

The Screening Interface Unit requires 12Vdc, 500mA, provided by the supplied direct plug-in power adapter. Plug the barrel connector into the ScreenWin Interface Unit back-panel power connector. Plug the adapter into a standard power outlet.
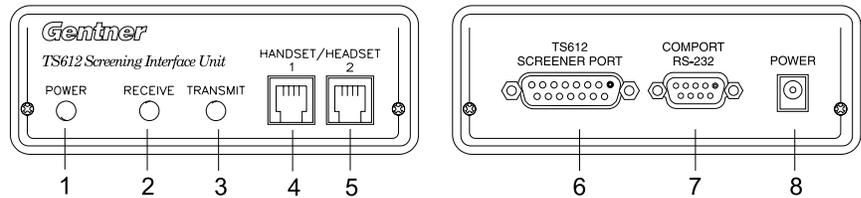
Verify the power connection (the front power LED[1] will light). Verify that the TS612 mainframe is communicating with the Screening Interface Unit (the front panel Receive LED [2] will flash).

Software Setup

Now that your ScreenWin hardware and software are installed, you can launch the ScreenWin application.

When you launch the application, a window will open asking:
· Open Default Settings
· Open Saved Settings
· Exit

Open Default Settings

This option will launch ScreenWin with its default settings.

Open Saved Settings

This option will open a window allowing you to browse for previously saved ScreenWin setting.

Exit

This option exits the program.

The first time you launch ScreenWin, the default preferences are enabled. To change the preferences, select Setup from the menu bar to open the Setup window. From this window, you can customize ScreenWin for your needs. The following options are found in the Setup window:

! **Do not enter the Setup screen while screening calls. When Setup is activated, all communications between the PC and the TS612 are temporarily interrupted, and the screener will not be able to tell the status of any of the lines until the Setup window is closed.**

Serial Ports
Select which COM port the ScreenWin Interface Unit is connected to.

Baud Rate
Choose the baud rate to which the TS612 has been set. If you change the baud rate on the ScreenWin software, you must manually change the baud rate on the TS612 mainframe. Refer to the TS612 Installation and Operations Manual.

Resolution
Choose the resolution of your monitor. You must have a minimum resolution of 1024X768.

Language
Choose the preferred language for the headings on the software.

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Logging

This option allows you to define the caller logging format. You may choose none, To Disk, To Printer, or both. When enabled, the caller information entered by the screener will be saved to disk or printed to a printer.

To Disk will save your log to a location determined by you.

To Printer will send the log to the printer connected to your PC. The log of all calls will spool in memory until a full-page is filled, then the log will be sent to the printer. If the log doesn't fill an entire page, you must purge the log to the printer. To do this:

From the ScreenWin main menu, choose File>Purge Print, or from the Setup window, deselect the To Printer option in the Logging section of the window. <u>If you do this, the log will not be printed the next time ScreenWin is used unless you reactivate the To Printer option.</u>

Both of these options will send the spooled information to the printer.

Information Options

This section of the Setup window determines what information will be saved in the log. By checking the box next to the option listed, you will activate that field, and the screener is prompted to input that information on calls. On the Cities, Zip Codes, Call Types, Age (Age Groups), and Topics fields, you can setup a list of up to ten common answers. When the screener sees the prompt for a field that has been setup, the screener will see the list of pre-entered information and can quickly choose a number corresponding to a pre-entered answer.

Color Options

ScreenWin uses colors to show the status of a line: On-Air, Screener Handset, Hold, Screen Hold, In Use Elsewhere, and Ringing. In this section you can change the color used for line status in ScreenWin. The color LEDs on the control surface will not be changed.

Visual Options

Choose whether or not you would like to graphically represent the sex of the caller and the caller's disposition.

Audible Options

By checking the Audible Alert when Ringing selection, your PC will play a .WAV file on incoming calls. You can select which lines would give an

audible alert by checking those lines.

Buttons

Defaults

If you decide the settings you have selected are not what you want before you click OK, you can click the Default button to reset the Setup window to the factory settings.

Open

If you launch ScreenWin with settings you do not want applied, you may choose Open to locate the pre-saved settings you want to use.

Save

After changing Setup preferences, click the Save button to save the settings. To use these settings next time you open ScreenWin, click Open Saved Settings on the startup screen then locate and select your saved settings.

Cancel

This button will cancel all changes you have made in the Setup window and return to ScreenWin without making any setup changes.

OK

If you choose OK from the Setup window, you are asked "Would you like

to save settings to disk before exiting?"

If you choose no, the settings you chose <u>are</u> active on ScreenWin, they just aren't saved.

Operation

ScreenWin Display
All information for screening calls is displayed through an SVGA color

monitor with a minimum resolution of 1024X768. The ScreenWin screen consists of four key components: menu bar, line status information windows, information window, and user prompt bar

Menu Bar
The Menu bar contains the following options:

<u>File</u>
From the File menu, you can choose:
>Open. Open a saved ScreenWin settings file
>Save. Save the current settings to a ScreenWin settings file
>Log to Printer. Shortcut to turning log printing on and off
>Log to Disk. Shortcut to turning log saving on and off
>Purge Printer. Send a spooled log file to the printer
>Exit. Exit the program

<u>Setup</u>
Opens the Setup window.

Help
Opens a window with information about ScreenWin.

Line Status Information Windows
Displays current status of the TS612 telephone lines and contains all caller information.

TS612 Line Number. Indicates the telephone line associated with the window.

Line Status. Indicates if the caller is on Screen Hold, regular Hold, On-Air, Ringing, In Use elsewhere, or if the line should be selected Next.

Name. Screener inputs the caller's name.

Age. Indicates the caller's age.

City. Screener enters the caller's city.

Call Type. Describes the type of call, e.g. cellular, guest, payphone, etc.

Topic. Screener inputs the caller's topic of discussion.

Hold Timer. Displays the total time the caller has been on hold.

Air Timer. Displays the total time the caller has been on-air.

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Gender. Indicates the caller's gender (M or F).

Disposition. Indicates the mood of the caller (happy, indifferent, unhappy/angry).

Information Window

The information window allows the screener to send information to the talent concerning any updates in the news, weather, or on a specific caller.

The information window allows for unlimited characters, but only displays 68 characters. The Alert button will highlight the text in red until pressed again. The Clear button will clear the text from the window.

Not all information entered into the User Prompt bar will appear in the Line Status Information Window. But if the fields are filled out, the information will be on the log. Address, Zip Code, and Phone Number are not displayed in the Status Information Window.

User Prompt Bar

The user prompt bar prompts the user for proper data entry. If the current field has single-key entry defaults available, these defaults will be displayed on this line.

Screening a Caller
Step 1—Select Line

To pick up an incoming line, simply press the Function key that corresponds to the ringing line (e.g. F1=line 1, F10=line 10). At this time, the caller will be on your handset, allowing you to communicate with the caller as you gather information.

Step 2—Enter Information

You will be prompted on screen to enter the information you selected in the Setup window (page 15). To do this, type in the requested information, followed by <Enter>.

Step 3—Place the Call on Screened Hold

When all information has been entered, the call is automatically placed on Screened Hold.

Once the call is on Screened Hold, the talent may place the call on-air. The screener still has the option of going back to update the caller (see Update/Edit Caller, next page).

Call Handling

Making a Call
Select a free telephone line, the User Prompt Bar will prompt you for a telephone number. Use the 10-key number pad to dial, being sure the <Num Lock> key is on. At this time, you can enter your guest's information as described in Screening a Caller (Page 20).

Drop or Hang Up
Deleting a call is done by selecting the line to be deleted and then pressing the <Esc> key.

Hold
To put a call on Hold, select the incoming call by pressing its correspon-ding Function key, then press the Function key of that line again. This places the call on Hold.

Screened Hold
A Screened Hold call is a call that the screener has placed in a Screened-Hold mode for the talent to place on-air. A call is automatically placed on Screened Hold upon entering the caller's topic information. Also, a call may be placed on Screened Hold any time you are entering caller information by holding the <Ctrl> button and press-ing the Function key that corresponds to the line you wish to place on Screened Hold.

Update/Edit Caller
There are two ways to edit caller information. One way is update the information while gathering the information directly from the caller. (See Screening a Caller, page 20).

The second method to edit the information (without having to talk to the caller) is to select the field you want to edit with your mouse. Click your mouse in the field you wish to edit. This places a cursor in the field, then Edit the information.

Select This Line Next
This feature allows the screener to tell the talent to "take" a specific call next (out of order). To do this, click the Line Status section of the Line Status Information Window. The line status text will turn red and read "LINE X - SELECT THIS LINE NEXT." The talent then need only press the corresponding line on the control surface to select the designated line.

Message Windows

Message windows provide a way to pass information along to the talent. This field allows unlimited characters, but will only show 68 characters at a time.

To highlight the field in red, click the Alert button. The field will remain highlighted until the Alert button is clicked again.

To clear the field, click the Clear button.

Logging Caller Information

This feature is helpful when information is needed concerning incoming calls for a specific show topic, calls for the day or calls for the month. All caller information that has been entered can be kept in a file or printed on paper. The file is saved as a .TXT file and can be named by the user. The default name is datafile.txt.

4Appendices

Appendix A: Specifications

Dimensions
1.5"/3.81cmH x 7"/17.78cmD x 4"/10.16cmW

Weight
1 lb./.49 kg (dry)

Power Requirements
12Vdc; 500mA

Operating Temperature Range
32–100˚ F/0–38˚ C

Humidity Range
0–80 percent

Connectors

POWER:	Barrel-type connector; center=12 Vdc; Outer shield=ground
COMPORT:	DB9 female (RS232); 1200 or 9600 baud
TS612 SCREENER:	DB15; balanced transmit and receive audio and data
HANDSET/HEADSET:	Pins 1 and 4 microphone; pins 2 and 3 speaker

Specifications are subject to change without notice.

Appendix B: Warranty

Warranty

Gentner Communications Corporation (Manufacturer) warrants that this product is free of defects in both materials and workmanship. Should any part of this equipment be defective, the Manufacturer agrees, at its option, to:

A. Repair or replace any defective part free of charge (except transportation charges) for a period of one year from the date of the original purchase, provided the owner returns the equipment to the Manufacturer at the address set forth below. No charge will be made for parts or labor during this period;

B. Furnish replacement for any defective parts in the equipment for a period of one year from the date of original purchase. Replacement parts shall be furnished without charge, except labor and transportation.

This Warranty excludes assembled products not manufactured by the Manufacturer whether or not they are incorporated in a Manufacturer product or sold under a Manufacturer part or model number.

THIS WARRANTY IS VOID IF:

A. The equipment has been damaged by negligence, accident, act of God, or mishandling, or has not been operated in accordance with the procedures described in the operating and technical instructions; or,

B. The equipment has been altered or repaired by other than the Manufacturer or an authorized service representative of the Manufacturer; or,

C. Adaptations or accessories other than those manufactured or provided by the Manufacturer have been made or attached to the equipment which, in the determination of the Manufacturer, shall have affected the performance, safety or reliability of the equipment; or,

D. The equipment's original serial number has been modified or removed.

NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, APPLIES TO THE EQUIPMENT, nor is any person or company authorized to assume any warranty for the Manufacturer or any other liability in connection with the sale of the Manufacturer's products.

Manufacturer does not assume any responsibility for consequential damages, expenses, or loss of revenue or property, inconvenience, or interruption in operation experienced by the customer due to a malfunction in the purchased equipment. No warranty service performed on any product shall extend the applicable warranty period.

In case of unsatisfactory operation, the purchaser shall promptly notify the Manufacturer at the address set forth below in writing, giving full particulars as to the defects or unsatisfactory operation. Upon receipt of such notice, the Manufacturer will give instructions respecting the shipment of the equipment, or such other matters as it elects to honor this warranty as above provided. This warranty does not cover damage to the equipment during shipping and the Manufacturer assumes no responsibility for such damage. All shipping costs shall be paid by the customer.

This warranty extends only to the original purchaser and is not assignable or transferable.

Gentner Communications Corporation, 1825 Research Way, Salt Lake City, Utah 84119

Appendix C: Compliance

FCC Part 15 Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.

Changes or modifications not expressly approved by Gentner Communications Corporation could void the user's authority to operate the equipment.