

# Caller ne

## Caller One User Manual

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

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Manual version	Reference	Notes
3.0	CYOTTIGAPR	AC/JC/CV

Bionics Corporation Ltd (trading as Broadcast Bionics) is a company registered in England and Wales. Registered number: 3241053.

Registered office: The Barn, Hurstwood Grange, Hurstwood Lane, Haywards Heath, West Sussex. RH17 7QX United Kingdom

P: +44 (0) 1444 473999

F: +44 (0) 1444 473888

[sales@bionics.co.uk](mailto:sales@bionics.co.uk)

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# Caller One

## User Manual

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## Introduction

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

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

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

Additional licences are available to extend the features of the system to increase the number of lines available to 3, 6 or 12 lines, allow callers to be connected using the internet instead of a phone line ('Anywhere Lines') and to allow Caller One to control two studios ('Two Studios').

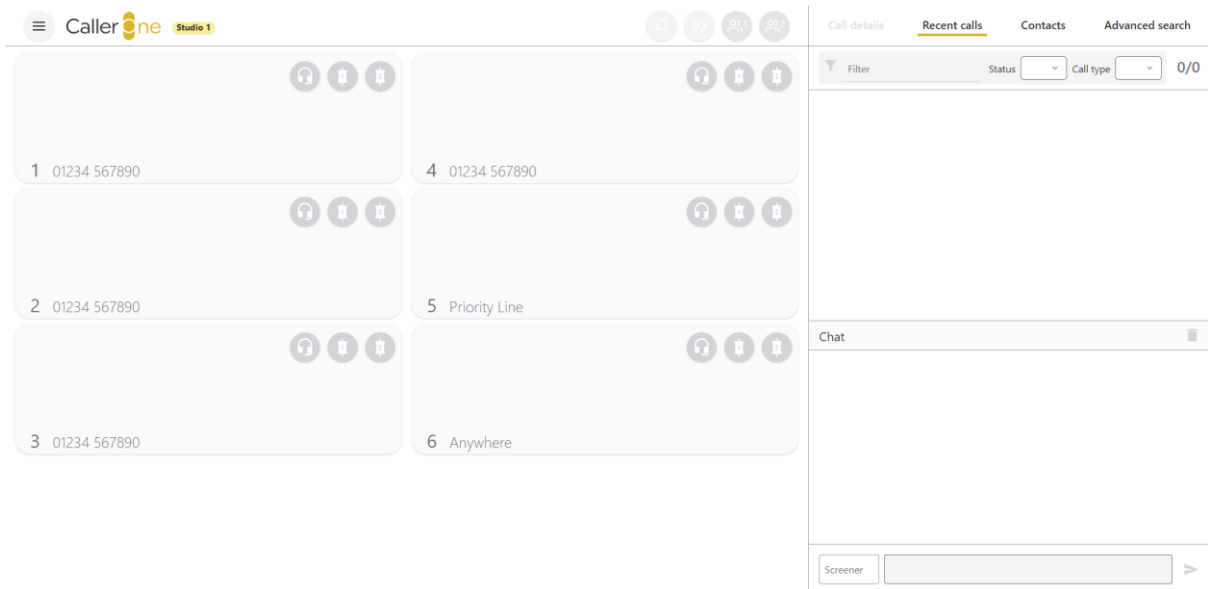
This guide outlines what each of the buttons and features on the system do. Sometimes, manuals can make things seem more complicated than they actually are, so please also see our training videos at <https://bionic.radio/training>

# Overview

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

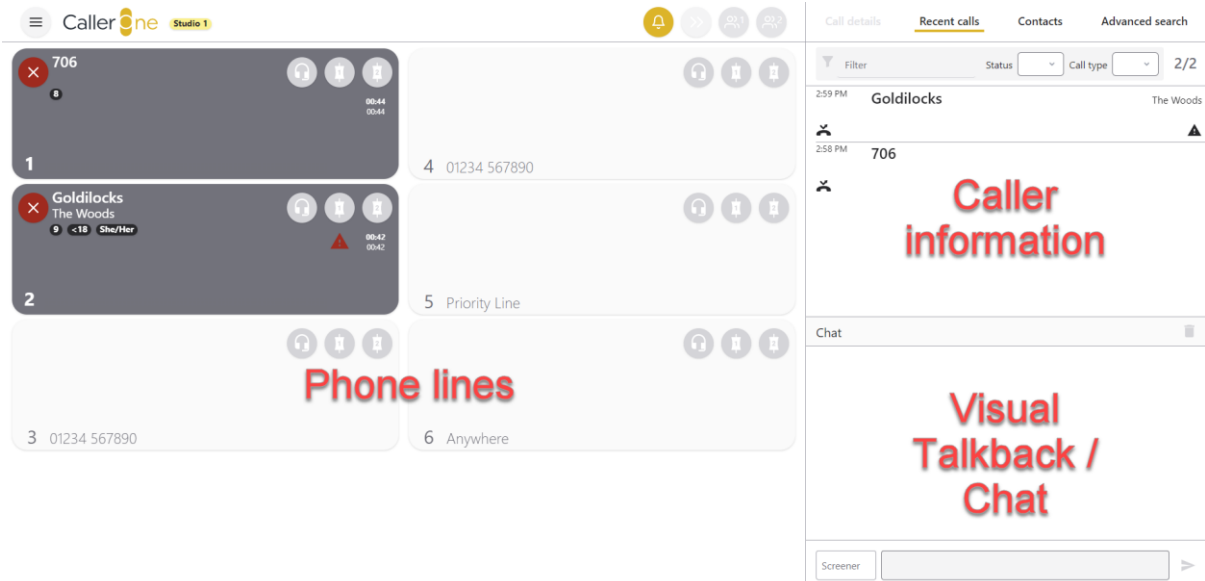
This user guide shows a system with 6 lines, but the features work in the same way whichever version you have.

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



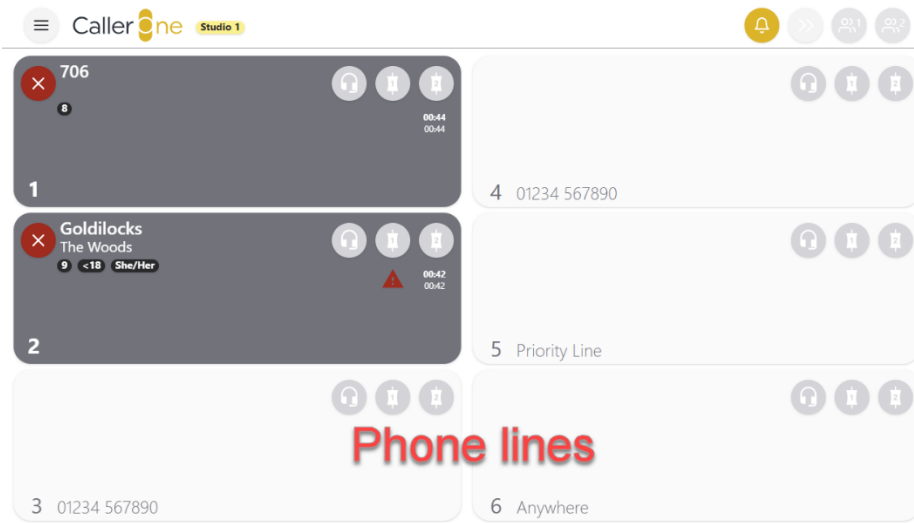
CALLER ONE SCREEN

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



CALLER ONE SCREEN LAYOUT

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



## PHONE LINES



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

[Call Details](#), [Recent Calls](#), [Contacts](#) and [Advanced search](#).

The screenshot displays the 'Call details' tab for a contact named 'Goldilocks'. The contact information is organized into several sections:

- Name:** Goldilocks
- Address:** The Woods, 702, Point
- Filters:** Pronouns (She/Her), Status, Age (<18)
- Warning:** A warning icon is displayed next to the word 'Warning'.
- Actions:** History (9) and Recordings (0) buttons are located at the bottom right.

CALL DETAILS

Call details

Recent calls

Contacts

Advanced search



Filter

Status



Call type



5/5

3:15 PM

**Sleeping Beauty**

Enchanted Castle

Cures for insomnia?



3:15 PM

**703**



3:15 PM

**Father Christmas**

North Pole

Making a list and checking it twice.



2:59 PM

**Goldilocks**

The Woods



7:58 PM

RECENT CALLS / 'CALL LOG'

Call details

Recent calls

Contacts

Advanced search



Filter

2/2

Add contact

**Engineering**

2nd Floor

Help!

0800 123

**The Tooth Fairy**

Fairyland

Dental expert for Flossing Fridays.

555

CONTACTS

Call details

Recent calls

Contacts

Advanced search



Search term

Status

Call type

Search

Today

Yesterday

Wednesday

Tuesday


Monday

Custom

0

ADVANCED SEARCH

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


Chat 

---

Screener  
3:29 PM      Would you like a cup of tea?

Screener  
3:29 PM      Geraldine is running late, so go to track and we'll move her to after the travel.

---

Screener  

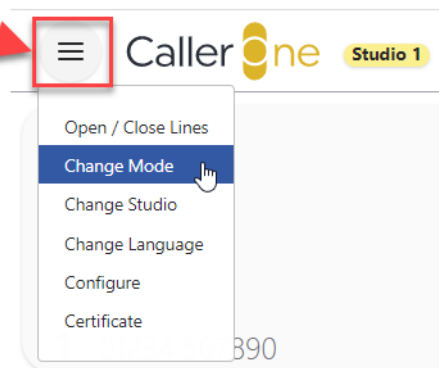
CHAT AREA

There are three different layout options ('Modes'): **Screeener**, **Producer** and **Talent**.

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

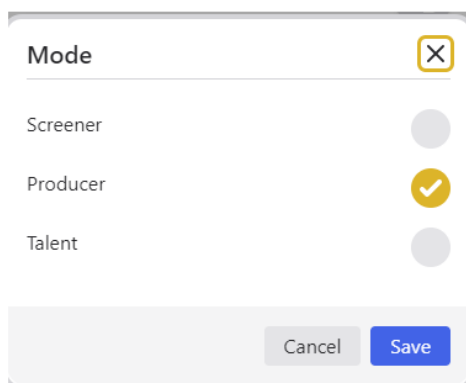
1

**Press the three lines to open the menu**



CHOOSE THE CHANGE MODE OPTION ON THE MENU

2



**Select your desired layout**

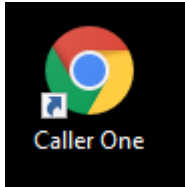
THE MODE / LAYOUT OPTIONS WILL APPEAR

Once you have selected your desired mode, press 'Save'.

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

## Logging in

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



CALLER ONE DESKTOP SHORTCUT USING THE CHROME BROWSER

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

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

Login required

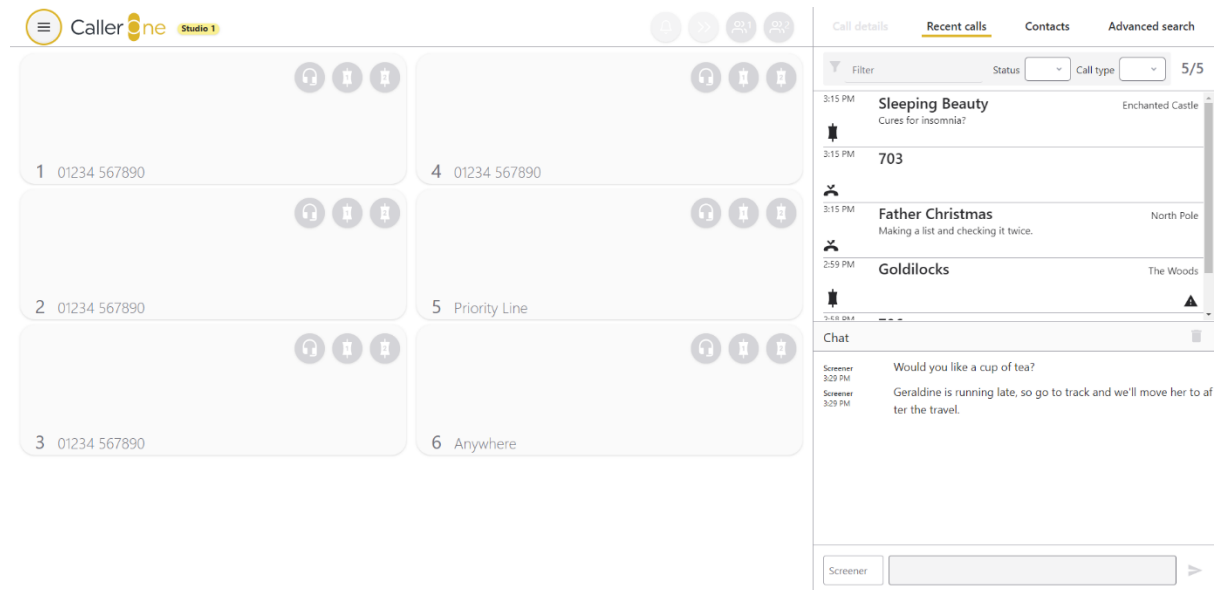
Select user

Password

Log in

ENTER USER PASSWORD AND PRESS LOG IN

Once you have entered your user password (if applicable), Caller One will then be open and ready to go.



## CALLER ONE

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

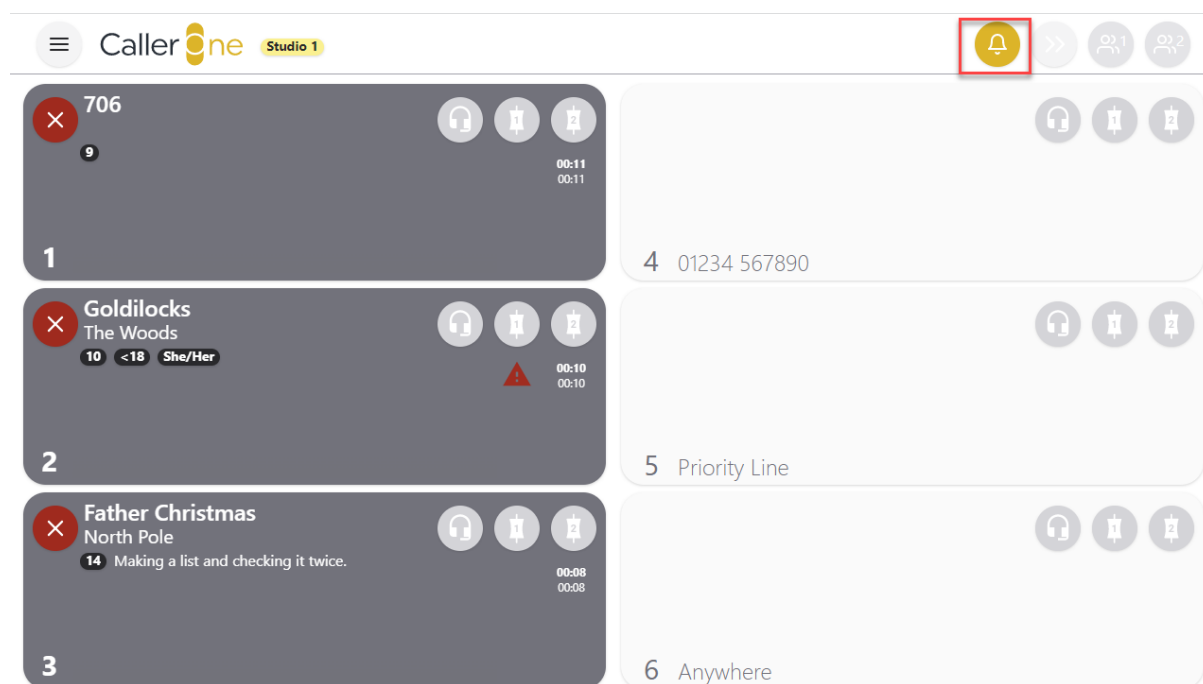


## Phone Lines

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

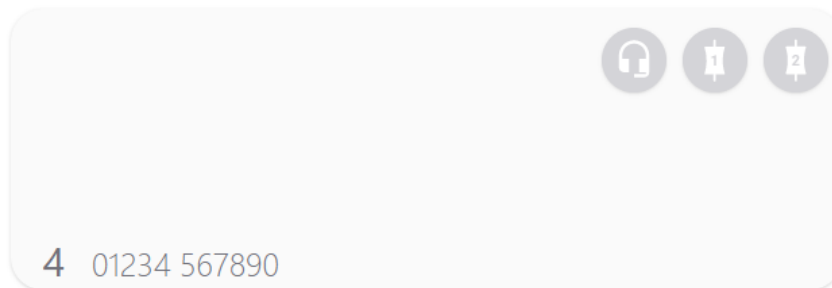
The number of lines displayed will depend on your configuration, but will be limited to a maximum of 3, 6 or 12, depending on which licence has been purchased.

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



LINES 1, 2 AND 3 ARE RINGING. PRESS ON EITHER THE HANDSET OR DEVICE ICONS ON THE LINE OR THE BELL ICON AT THE TOP OF THE PAGE TO ANSWER.

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 pale yellow/orange.



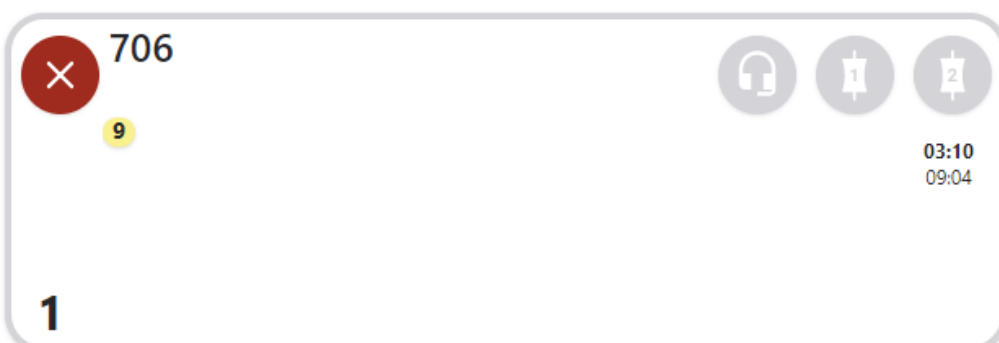
CONNECTED TO HEADSET – PALE YELLOW/ORANGE

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, the background will display two pale chevrons.



CALL MARKED AS NEXT – ON HOLD



CALL MARKED AS NEXT – ON HEADSET



CALL MARKED AS NEXT – ON DEVICE

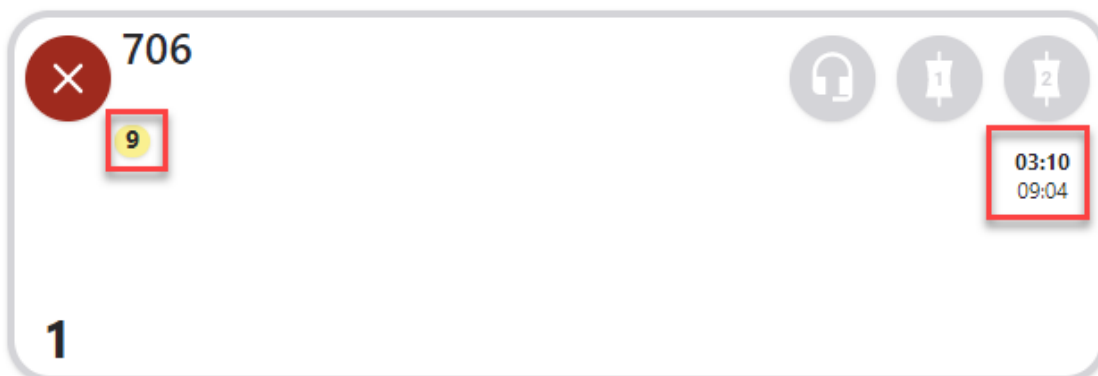
If it is a new caller, their phone number will display on the Line (unless it has been withheld).



PHONE NUMBER DISPLAYED

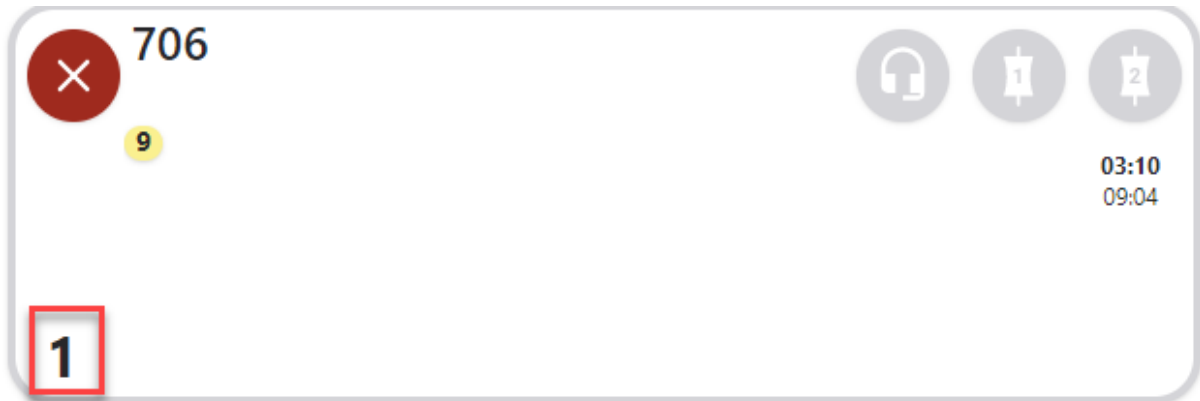
The two timers show the total length of the call so far and how long it has been in the current state (e.g. how long since it was last moved onto a device, or put on hold).

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



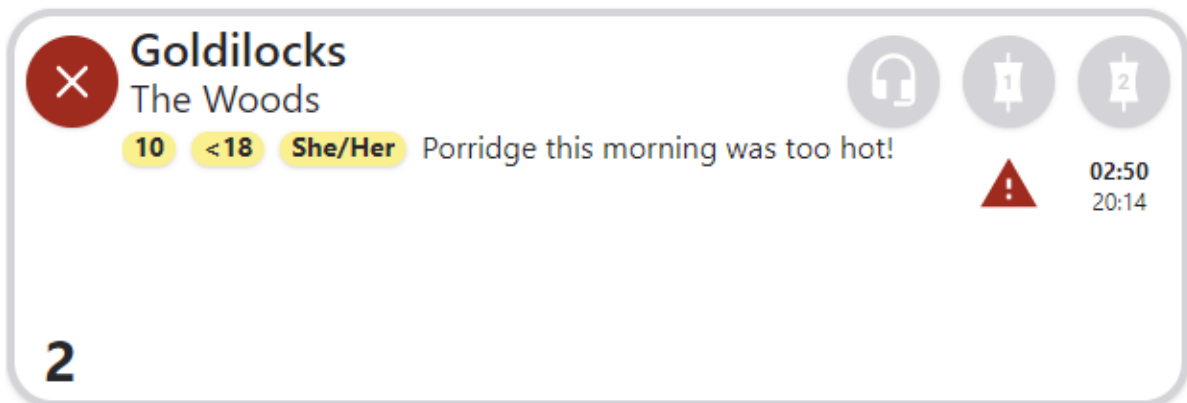
TIMERS – IT HAS BEEN 9 MINUTES AND 4 SECONDS SINCE THE CALLER FIRST STARTED TO CALL, AND THEY HAVE BEEN ON HOLD FOR 3 MINUTES 10 SECONDS. THE 9 IN THE ORANGE CIRCLE SHOWS THEY HAVE CALLED THE STATION NINE TIMES BEFORE.

The number on the bottom-left is the line number.



LINE 1

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

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

A screenshot of a caller card for 'Father Christmas' with a green border. The card displays the name 'Father Christmas' and 'North Pole'. A red circle with a white 'X' is in the top left corner. A yellow tag with the number '14' is next to the text 'Making a list and checking it twice.'. On the right, there are three circular icons: a headset, a microphone, and a bell with the number '2'. Below these icons are the times '04:33' and '17:02'. In the bottom left corner, the number '3' is displayed.

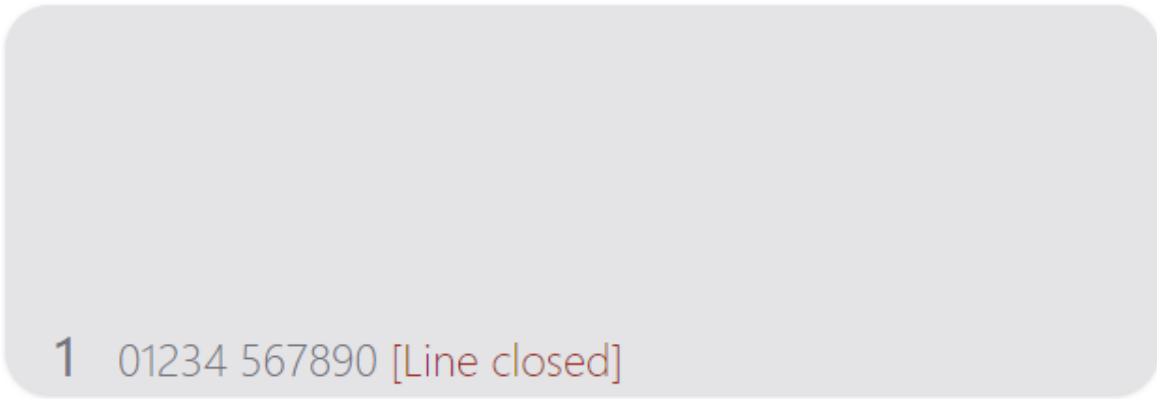
THIS CALLER HAS BEEN SCREENED

Pressing the 'X' hangs up the call.

A screenshot of a caller card for 'Goldilocks' with a grey border. The card displays the name 'Goldilocks' and 'The Woods'. A red circle with a white 'X' is in the top left corner, highlighted with a red square. A yellow tag with the number '10' is next to the text '<18 She/Her Porridge this morning was too hot!'. On the right, there are three circular icons: a headset, a microphone, and a bell with the number '2'. Below these icons is a red warning triangle with an exclamation mark and the times '02:50' and '20:14'. In the bottom left corner, the number '2' is displayed.

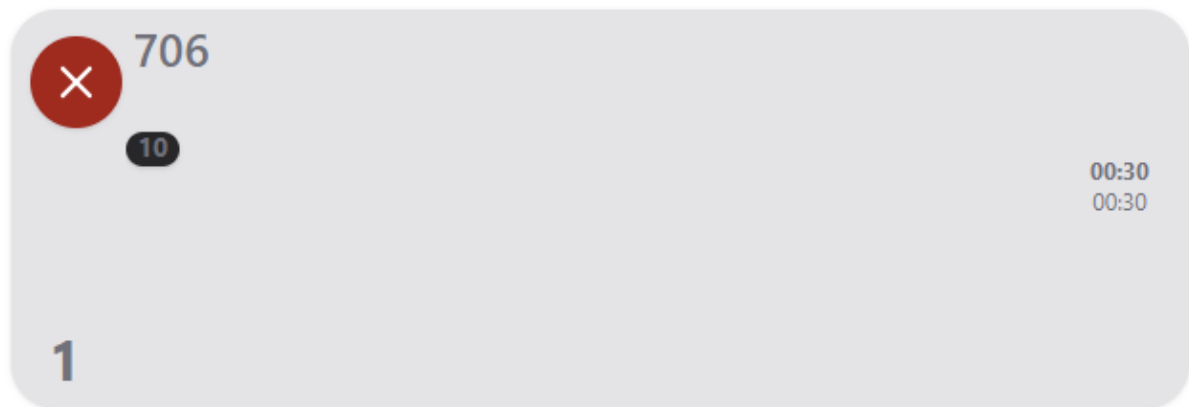
PRESS THE 'X' TO HANG UP

A grey background with a red [Line closed] means the line is closed. See [Open/Close Services](#) below.



CLOSED LINE

A grey background on an active call means that the line will become closed as soon as it is hung up. Use the controls on the [Call Details](#) area to route the call if needed.



LINE WILL BE CLOSED ONCE CALL IS COMPLETED

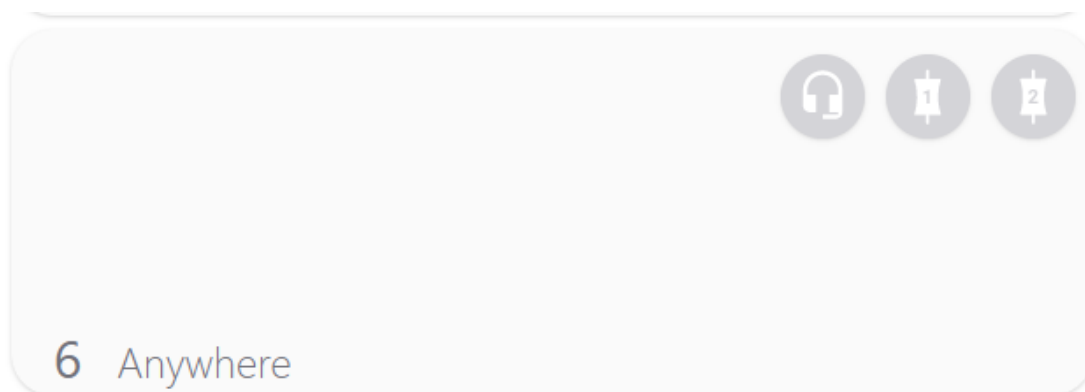


## Anywhere Lines

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

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

An idle line looks like this:



ANYWHERE LINE - IDLE

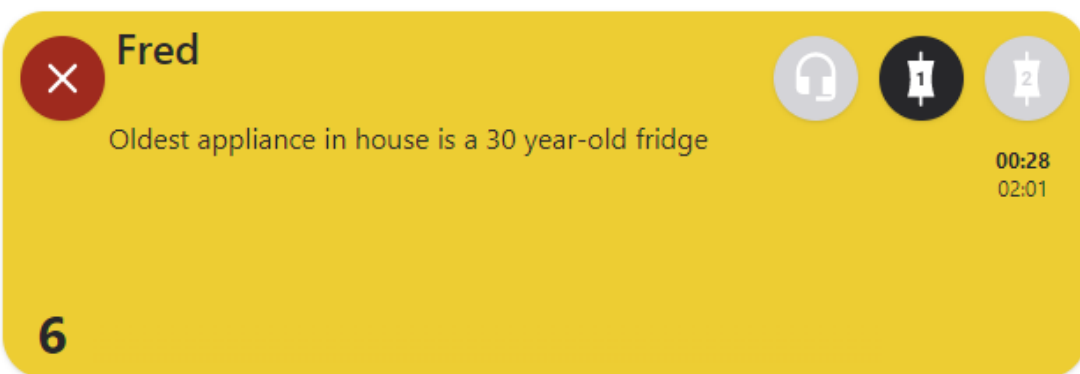
Anywhere calls which are ringing, on hold or connected display in a similar same way to normal phone lines (see [Phone Lines](#) above for more images):



ANYWHERE LINE - PULSES GREY ON RINGING



ANYWHERE LINE – CONNECTED TO HEADSET



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

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

**Tip!** Anywhere lines are dial in only.

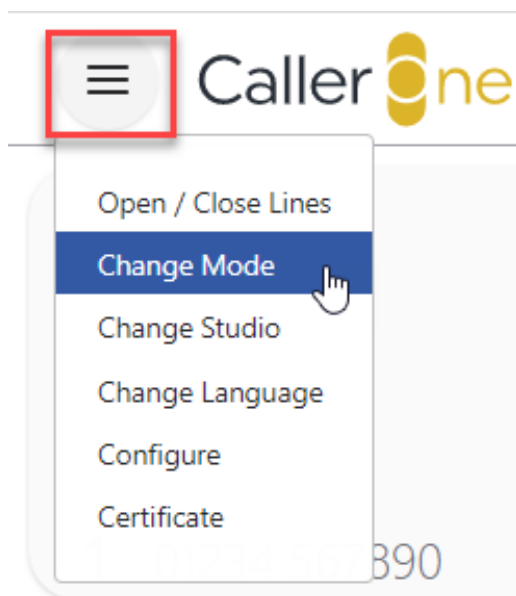
## Top Menu

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 an item on the list will open up further options.



### MENU OPTIONS – NO LOGIN REQUIRED

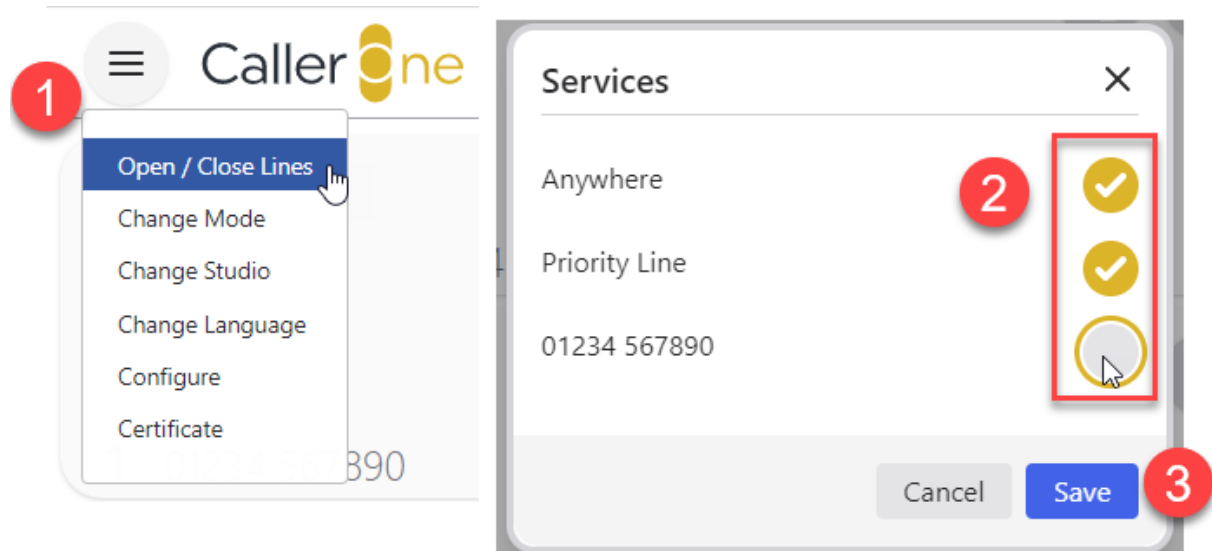


- Open / Close Lines
- Change Mode
- Change Studio
- Change Language
- Configure
- Certificate
- Sign Out

MENU OPTIONS – IF USER LOGIN IS SET







## Open/Close Lines

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 Open / Close lines option. Lines which are open are shown with an orange tick / checkmark.



THE ANYWHERE AND PRIORITY LINES ARE OPEN, BUT THE MAIN PHONE-IN LINES – 01234 567890 – ARE CLOSED.

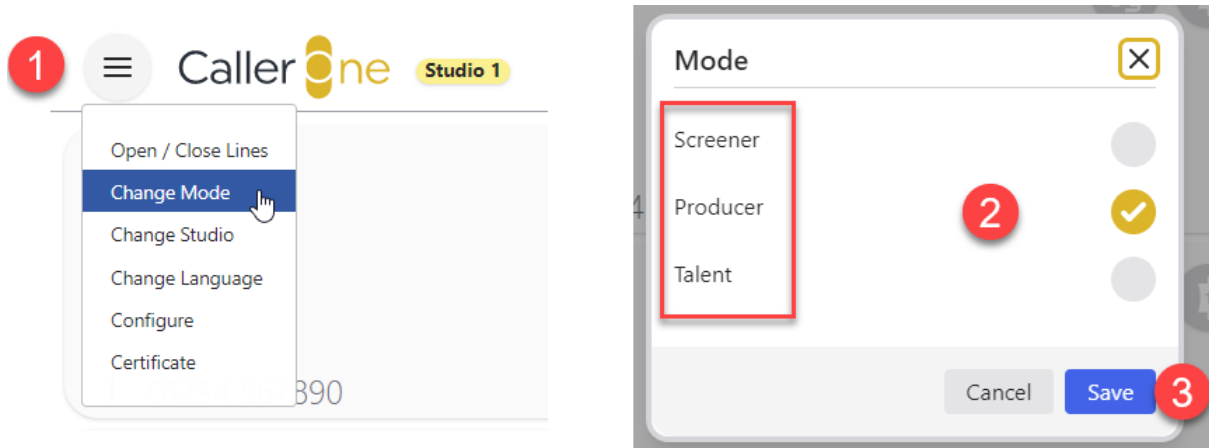
Press 'Save' to save the changes.

1 01234 567890 [Line closed]	4 01234 567890 [Line closed]
2 01234 567890 [Line closed]	5 Priority Line   
3 01234 567890 [Line closed]	6 Anywhere   

**MAIN PHONE-IN LINES ARE CLOSED. PRIORITY AND ANYWHERE LINES REMAIN OPEN.**

## Views (Change Mode)

To change the View, choose 'Change Mode' and then select either Screener, Producer or Talent.

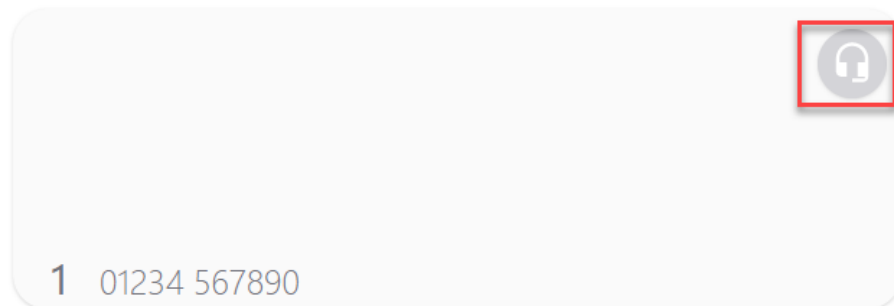


CHANGE THE MODE TO ADJUST THE VIEW

**Tip!** If there is more than one person working on a show, each user can have a different layout to match your show's workflow – for example, if one person answers calls and another person calls people back, they could use Screener/Producer mode respectively. If you only want your presenter to go to 'screened' calls, give them Talent. If you want all the features or aren't sure what to pick – choose Producer.

## Screener Mode

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



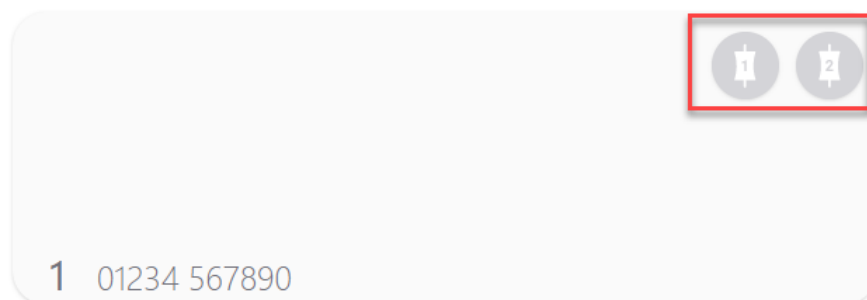
SCREENER MODE – ONLY THE HEADSET FUNCTION IS AVAILABLE.

## 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.

**It is not possible to answer calls in Talent Mode.**



TALENT MODE – DEVICES ONLY



## Producer Mode

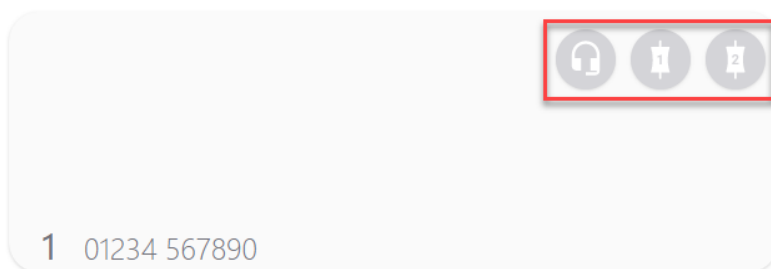
This layout is for people who need to speak to callers in a cubicle area and connect the best ones through to the studio. It should also be used for self-op programmes where the talent is answering calls as well as putting them to air.

In this mode, both the Headset and Device options are available (unless you have deliberately decided to hide the Headset option when configuring your system). Callers can be routed to the console/mixing desk without needing to be marked as 'screened'.

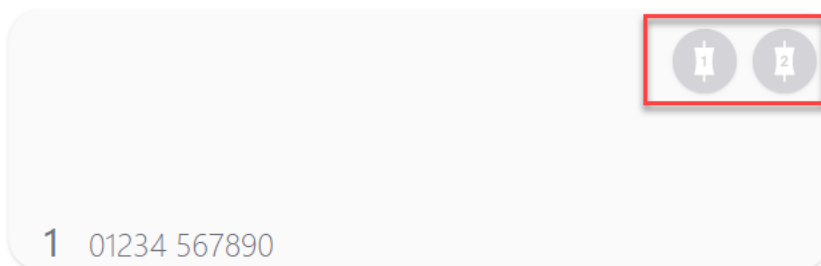
This layout is the most flexible layout.

**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.



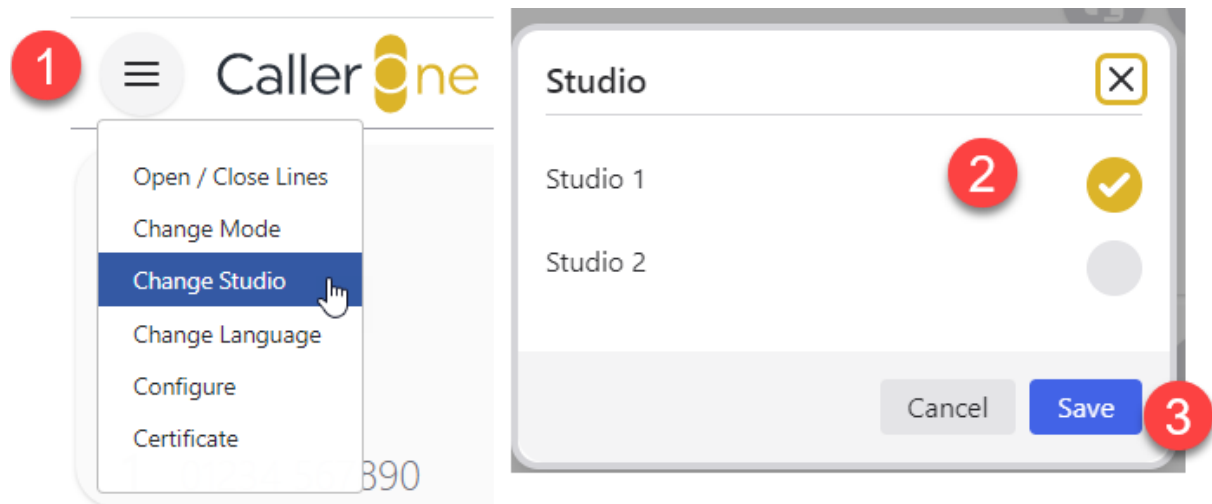
PRODUCER MODE – HEADSET AND DEVICE FEATURES AVAILABLE



PRODUCER MODE – 'HIDE HEADSET IN PRODUCER MODE' OPTION (SET IN CONFIGURATION SETTINGS – E.G. IF ALL CALLS AT THE STATION ARE ANSWERED STRAIGHT TO THE MIXING DESK)

## Change Studio

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



CHANGE STUDIO – ORANGE TICK/CHECKMARK SHOWS WHICH STUDIO IS CURRENTLY BEING CONTROLLED

For example, you could have a production booth which is shared between two on-air studios. The production booth PC is sometimes used to answer calls for the show going out in Studio 1, and sometimes used for calls for Studio 2. In this case, you would want to make sure you have swapped the Caller One setting over on that machine – otherwise, your callers won't be routed to the correct sound desk!

**Tip!** Phone Lines are shared between all studios – the Studio toggle affects which Device the Lines connect to (i.e. Devices in Studio 1 or Studio 2).

The Caller One icon at the top of the screen will change to show which Studio is currently selected.



CALLER ONE – STUDIO 1 SELECTED

\* Requires additional licence



CALLER ONE – STUDIO 2 SELECTED

**Tip!** Studio 1 and Studio 2 are the names used in Caller One and can't be changed. If you call your studios something different (e.g. Studio A and Studio B), make sure you know which Caller One option is linked to which of your real studios.

## Change Language

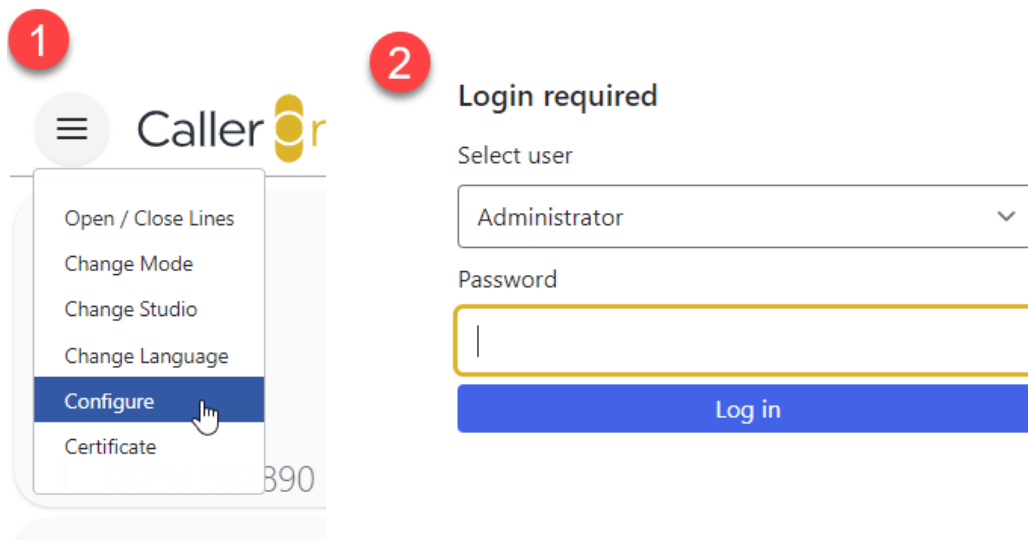
You can switch the system display between English, French and Spanish, here – the active option is highlighted in by the orange tick/checkmark.



LANGUAGE OPTIONS

## Configure

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



CONFIGURE OPTION – ADMIN PASSWORD DIALOG WILL THEN APPEAR

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

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

If you have pressed the 'Configure' option incorrectly, simply press the 'back' button on your internet browser to return to Caller One.

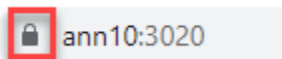


BROWSER BACK BUTTON

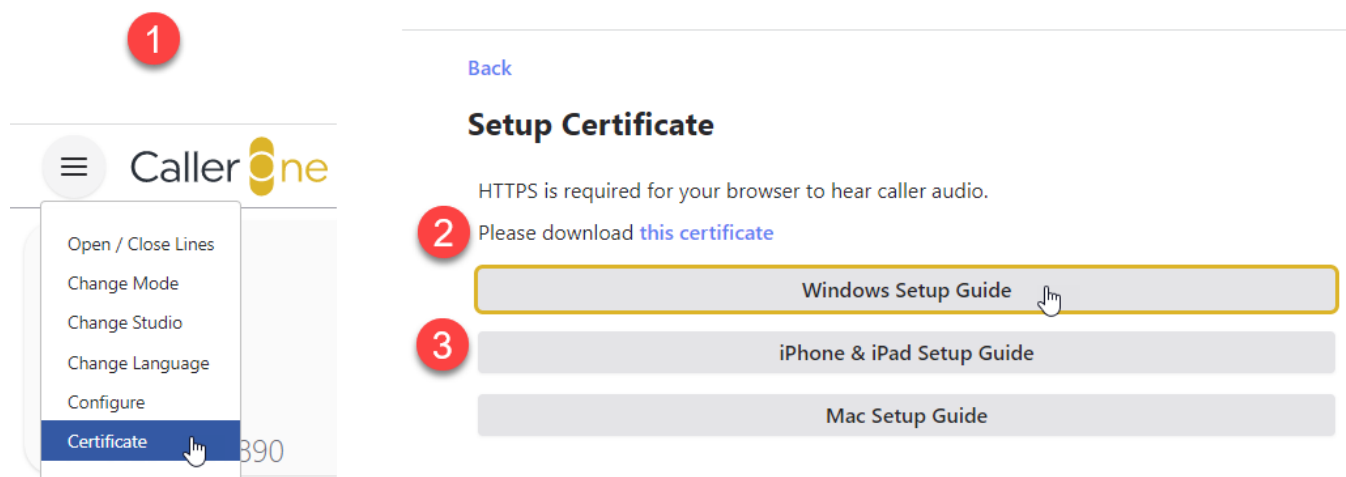
## Certificate

The first time you use Caller One on a new machine, you will need to install a certificate.

**Tip!** If you can see a padlock icon on your browser's address bar then the certificate has already been installed and you do not need to do anything further.



PADLOCK ICON – CERTIFICATE ALREADY INSTALLED

A composite image showing two parts of the Caller One interface. On the left, a red circle with the number '1' is above a screenshot of the Caller One menu. The menu is open, and the 'Certificate' option is highlighted with a mouse cursor. On the right, a red circle with the number '2' is above a screenshot of the 'Setup Certificate' page. The page has a 'Back' link and a message: 'HTTPS is required for your browser to hear caller audio.' Below this, a red circle with the number '3' is above a list of three setup guides: 'Windows Setup Guide', 'iPhone & iPad Setup Guide', and 'Mac Setup Guide'. The 'Windows Setup Guide' is highlighted with a yellow border and a mouse cursor.

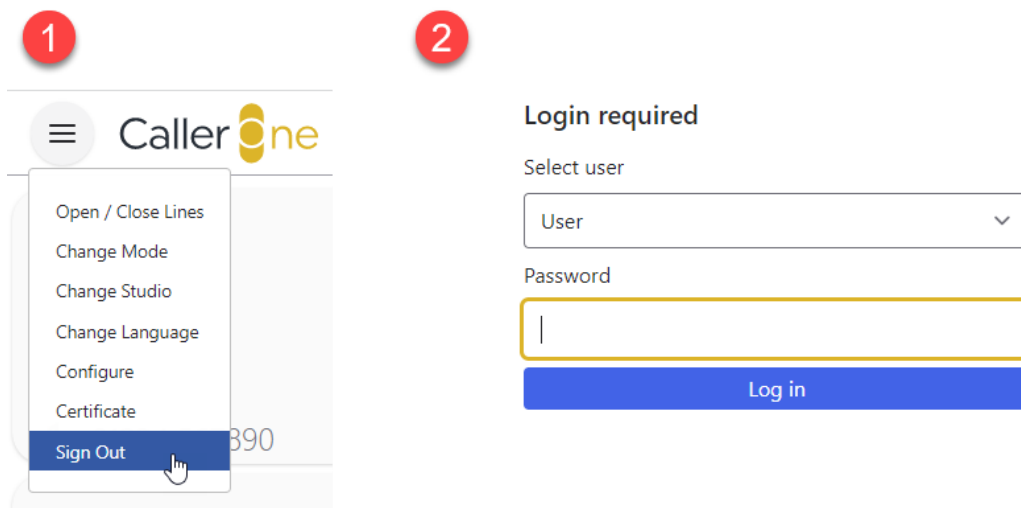
INSTALLING A CERTIFICATE – CHOOSE THE CORRECT OPERATING SYSTEM AND FOLLOW THE STEPS

Full instructions can be found by following the steps under the relevant Widows/iPhone/Mac setup options on the 'Setup Certificate' page.

You will also find more detailed information in the Caller One Installation & setup manual as well as a step-by-step video on the bionic.radio website. See [Further sources of help and support](#) for more information.

## Sign Out

If you have password access set on your Caller One system, you should press 'Sign Out' at the end of your Caller One session.



SIGN OUT

The system will then return you to the [login](#) page.

**Tip!** Closing the browser page will also automatically sign you out of Caller One.

## Other Top Menu icons

The rest of the Top Menu displays call information.



### STUDIO INFO

If you have more than one **studio** configured on Caller One, the menu will display which studio you are currently controlling. See [Change Studio](#) for more details.



### BELL ICON

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

Pressing the **next caller button / chevrons** routes the caller marked as 'Next' to the relevant Device. See '[Next Caller](#)' below.



### GREEN CHEVRONS – NEXT CALLER 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



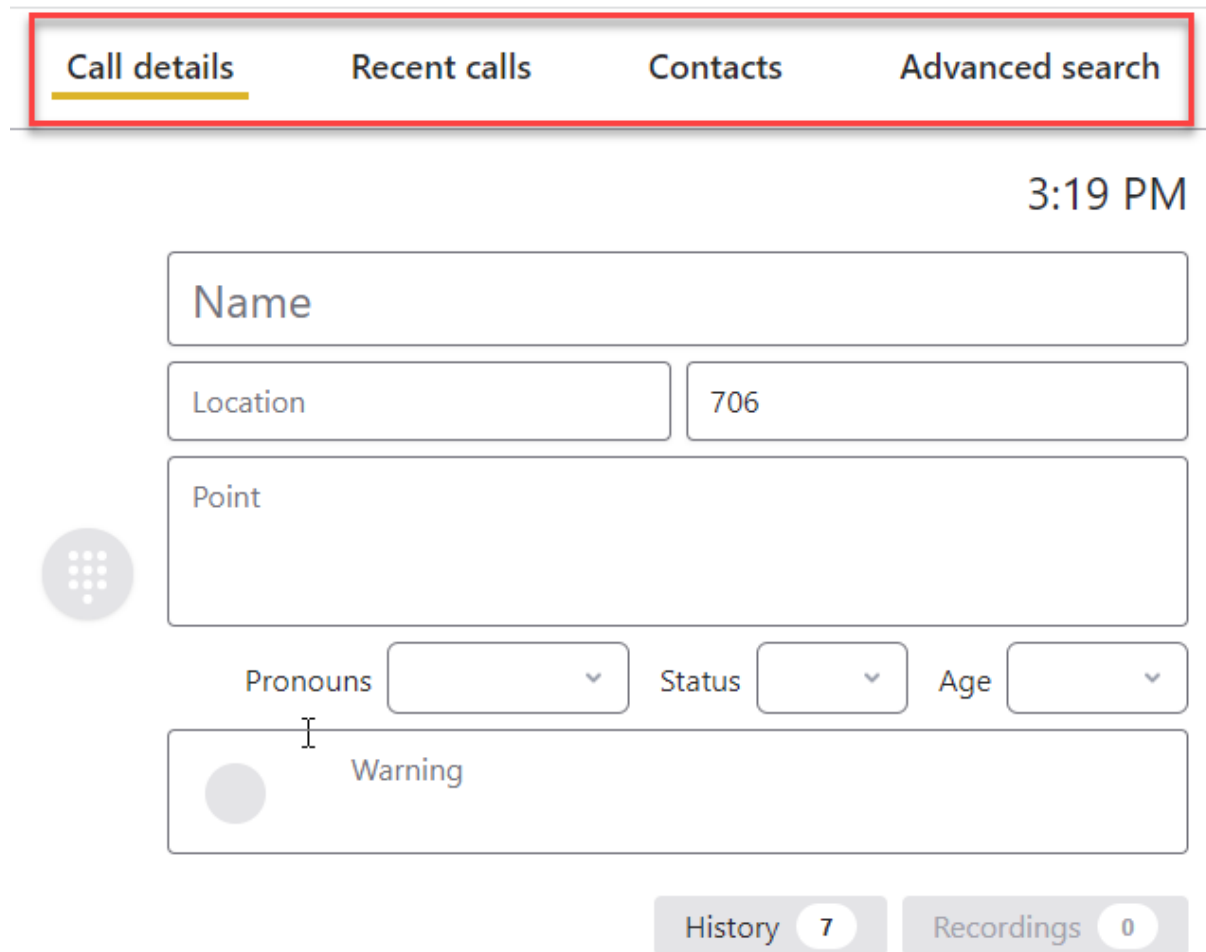
CONFERENCE MODE ENABLED ON DEVICE 1 (DARK ORANGE) AND NOT ON DEVICE 2 (GREY)



## 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 four tabs: [Call details](#), [Recent Calls](#), [Contacts](#) and [Advanced Search](#).



The screenshot displays the 'Call Information' interface. At the top, there are four tabs: 'Call details' (highlighted with a red box and a yellow underline), 'Recent calls', 'Contacts', and 'Advanced search'. Below the tabs, the time '3:19 PM' is shown. The main form contains several input fields: 'Name', 'Location' (with '706' entered), and 'Point'. Below these are three dropdown menus for 'Pronouns', 'Status', and 'Age'. At the bottom of the form is a 'Warning' section with a grey circle icon. At the bottom right, there are two buttons: 'History' with a count of '7' and 'Recordings' with a count of '0'.

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**    Recent calls    Contacts    Advanced search


---

# 4

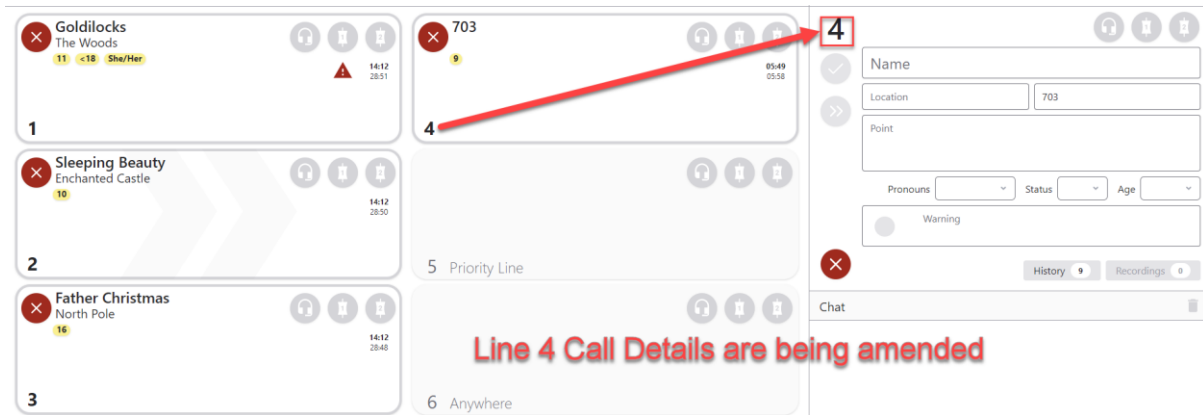
Pronouns  Status  Age

Warning

 History **9** Recordings **0**

CALL DETAILS

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



PRESSING A LINE BRINGS UP THE RELEVANT CALL DETAILS

The icons on the top right of the Call details box 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

If the details you are looking at relate to a call which has finished, the time that the call was made will display instead.

5:38 PM

CALL DETAILS TIME DISPLAY

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.

4



CALL DETAILS – LEFT SIDE ICONS



**Check/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 in Producer layout – whatever works best for your show!)

(See [Marking a caller as 'Screened'](#) for more info.)



**Chevrons** – pressing this marks the caller as being the one you would like your Presenter to go to next on air. (See [Next Caller](#) for more info.)



**Dial pad** – If the selected call is connected, this button will display a keypad which can generate DTMF tones (useful if you are being asked to enter an extension number, for example). (See [Dialling an extension / DTMF](#) below.)

If the selected call is not connected, pressing this icon will bring up options for dialling the caller back. See [Dialling a quest](#) for more information.



**X** – hangs up the call.

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

Name					
Location	704				
Point	<b>Fill in the caller information here</b>				
Pronouns	<input type="text"/>	Status	<input type="text"/>	Age	<input type="text"/>
<input type="radio"/>	Warning				
History 5			Recordings 0		

CALL DETAILS – CALLER INFORMATION

**Name** – Caller's name

**Location** – where they are calling from

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

**Point** – what they are calling about

The screenshot shows a caller details form for a caller named 'Alice'. The form includes a large number '4' in the top left corner. To the right of the number are three circular icons: a headset, a bell, and a bell with a slash. Below the number is a large text input field containing 'Alice'. To the left of this field are three circular icons: a checkmark, a double arrow, and a grid of dots. Below the name field are two smaller text input fields: 'Wonderland' and '706'. Below these is a larger text input field containing 'Starting a croquet club'. Below the point field are three dropdown menus labeled 'Pronouns', 'Status', and 'Age'. Below the dropdowns is a 'Warning' section with a grey circle icon and the text 'Warning'. At the bottom left is a red circular icon with a white 'X'. At the bottom right are two buttons: 'History 12' and 'Recordings 0'.

CALLER DETAILS FILLED IN

The 'Gender' / 'Pronouns', 'Status' and 'Age' buttons let you add or learn additional information about the caller.

This image shows a close-up of the three dropdown menus: 'Pronouns', 'Status', and 'Age'. Each dropdown menu is currently closed and shows a downward-pointing arrow.

PRONOUNS, STATUS AND AGE BOXES

\* Whether you see the dropdowns for 'Gender' or 'Pronouns' depends on which option was chosen in the Caller One configuration settings. See the Caller One Installation & Setup manual for more information.

Gender  Status  Age

GENDER, STATUS AND AGE BOXES

**Pronouns** – select how the caller would like to be addressed.

Pronouns

Wa

He/Him

She/Her

They/Them

PRONOUNS DROP DOWN

OR

**Gender** – Leave blank, or choose Female or Male.

Gender

Wa

Female

Male

GENDER DROP DOWN

These options 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.]

**Status** – These icons can be used flexibly by production teams to mean whatever you want them to mean. Press on the drop-down menu to access the available icons.



**STATUS ICONS**

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

**Tip!** Status info does not appear as an icon on the line if the caller also has a warning, as the warning icon will always override the status icon's display. The feature is designed to help you choose callers in the [Recent Calls](#) list.



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

The image shows a user interface element labeled 'Age' with a dropdown arrow. A menu is open, listing seven age ranges: <18, 18-24, 25-34, 35-44, 45-54, 55-64, and 65+. The '18-24' option is highlighted with a grey background. To the left of the menu, a 'Records' button is partially visible.

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 five options:



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



**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.


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:

---


**4**   


 Alice

 Wonderland 706

 Starting a croquet club

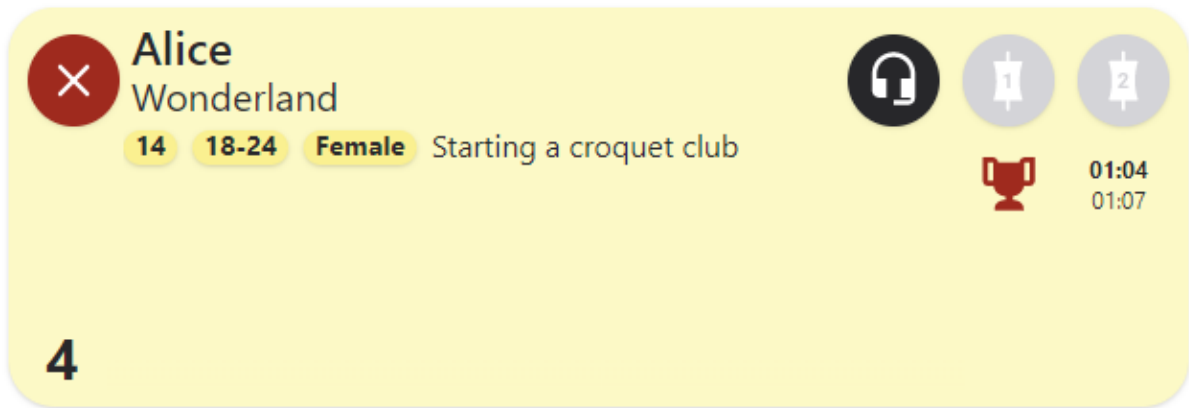
Gender  Status  Age

 Won an afternoon tea party on 1st June

 History **14** Recordings **0**

COMPLETED CALL RECORD

Any Gender/Pronoun, Age or Warning (or Status, if no warning set) info you have set will also appear on the phone line.

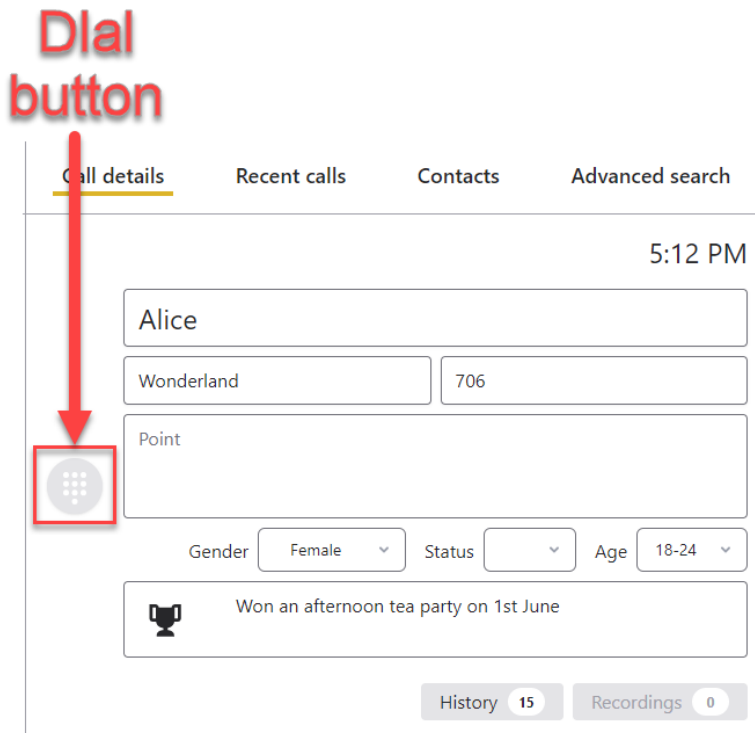


LINE WITH GENDER/AGE/ALERT INFO DISPLAYED

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

For further information on the Call Details area, see [Appendix 1 – Call Details record storage](#) below.

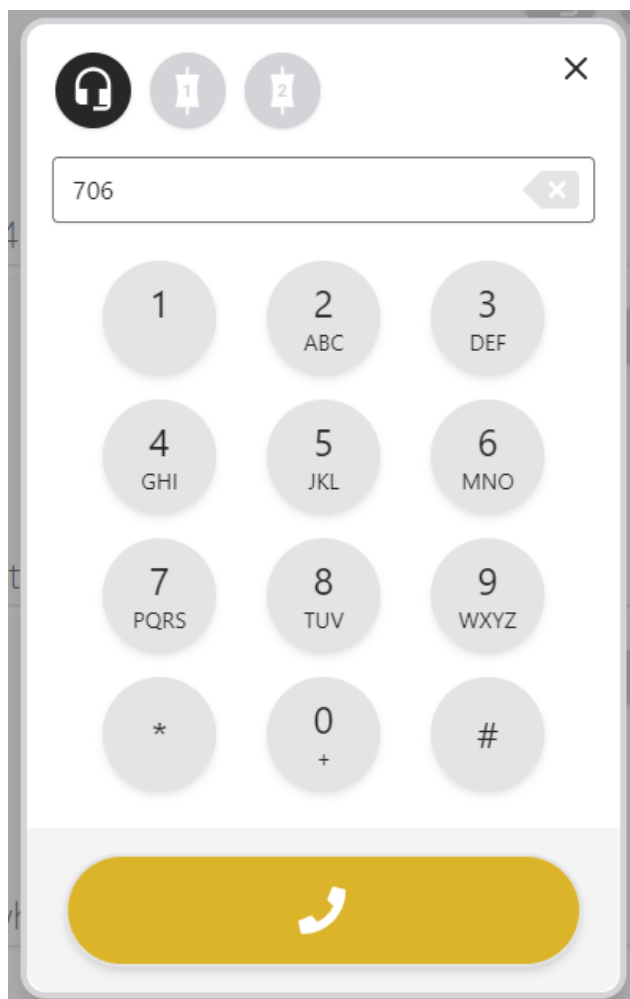
### Dial Button



DIAL BUTTON

If you have just disconnected a caller, or have a connected call in progress, the 'Dial' icon will appear.

Pressing this opens up the 'Dial' options.



#### DIAL OPTIONS

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

## Caller History

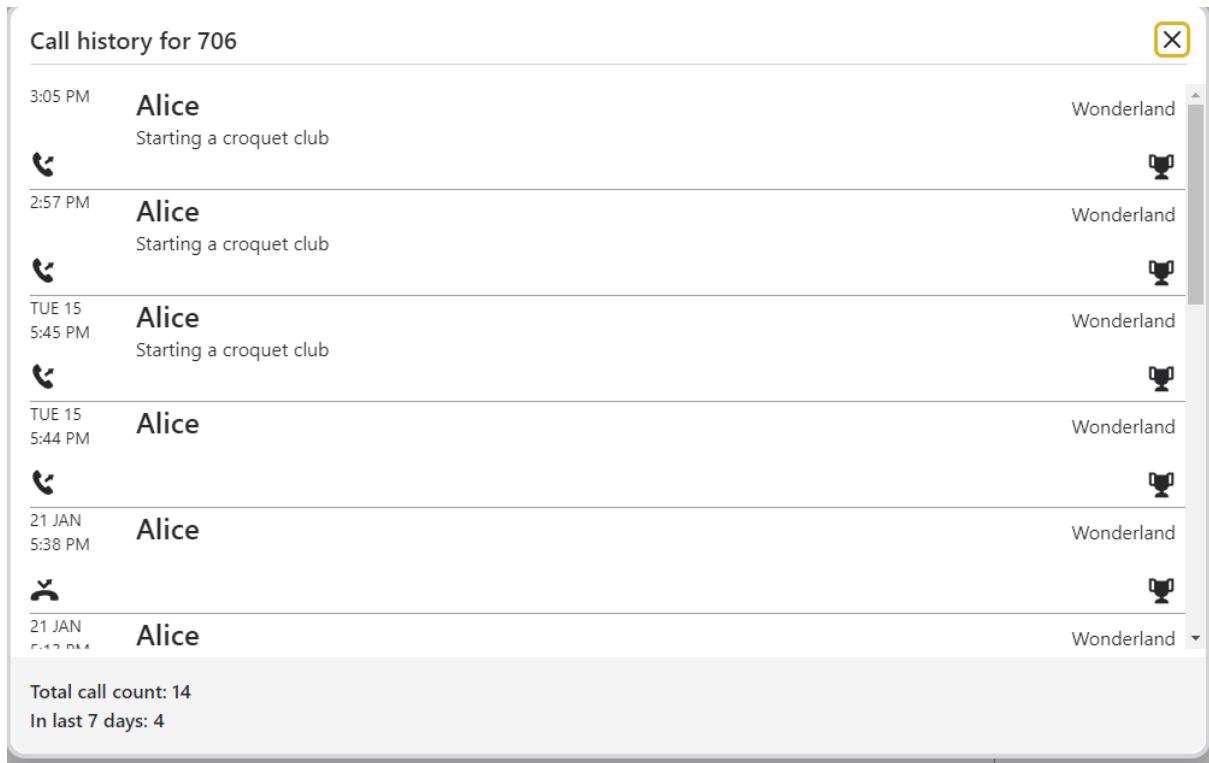
You can view an individual caller's history by pressing the 'History' button.

The screenshot shows a caller profile for 'Alice'. At the top left is a large number '4'. To the right are three circular icons: a headset, a pushpin with '1', and a pushpin with '2'. Below these are several input fields: a name field containing 'Alice', a location field containing 'Wonderland', and a phone number field containing '706'. A text area contains 'Starting a croquet club'. Below this are three dropdown menus: 'Gender' set to 'Female', 'Status' with a crown icon, and 'Age' set to '18-24'. A trophy icon is next to the text 'Won an afternoon tea party on 1st June'. At the bottom left is a red circular button with a white 'X'. At the bottom right are two buttons: 'History 14' (highlighted with a red box) and 'Recordings 0'.

A close-up of the 'History 14' button, which is highlighted with a red box. The button consists of the word 'History' and the number '14' in a white circle.

**History** – the number shows how many times this Caller / this phone number has called before.

Pressing the History button will show a more detailed Caller history.



#### 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.

Press the 'X' in the top right-hand corner to close the call history window.



## Recordings button

Once a call has finished and hung up, you will see a 'Recordings' icon appear next to 'History'. Depending on how your system is configured, this might appear for all calls, or just for callers who have been on air (connected to a Device/Hybrid).

**Tip!** Recordings appear once the call has been removed from a Device – e.g. if they are moved to a different Device, put on hold, or either side hangs up. This means that a recording of a caller on air will be available straight away, even if the caller has been handed back to a headset so the Screener/Producer can say thank you behind-the-scenes.

If you have 'Record Screener calls' selected in the configuration settings, this means behind-the-scenes interactions between the caller and the Screener/Producer when connected via the Headset will also be recorded.

To adjust the recording settings, please see the Caller One Installation & Setup manual.

---

4:32 PM

**Sleeping Beauty**

Enchanted Castle705

Point

GenderStatusAge

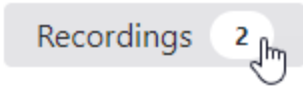
Warning

History **17**Recordings **2**

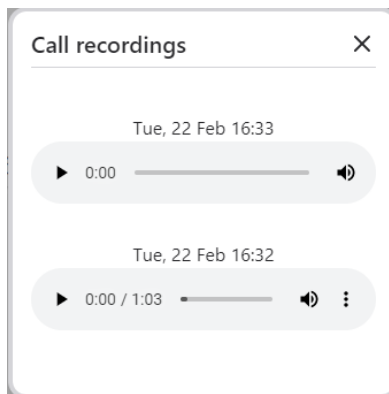
### RECORDINGS ICON

The number refers to how many recordings are in the system for that call.

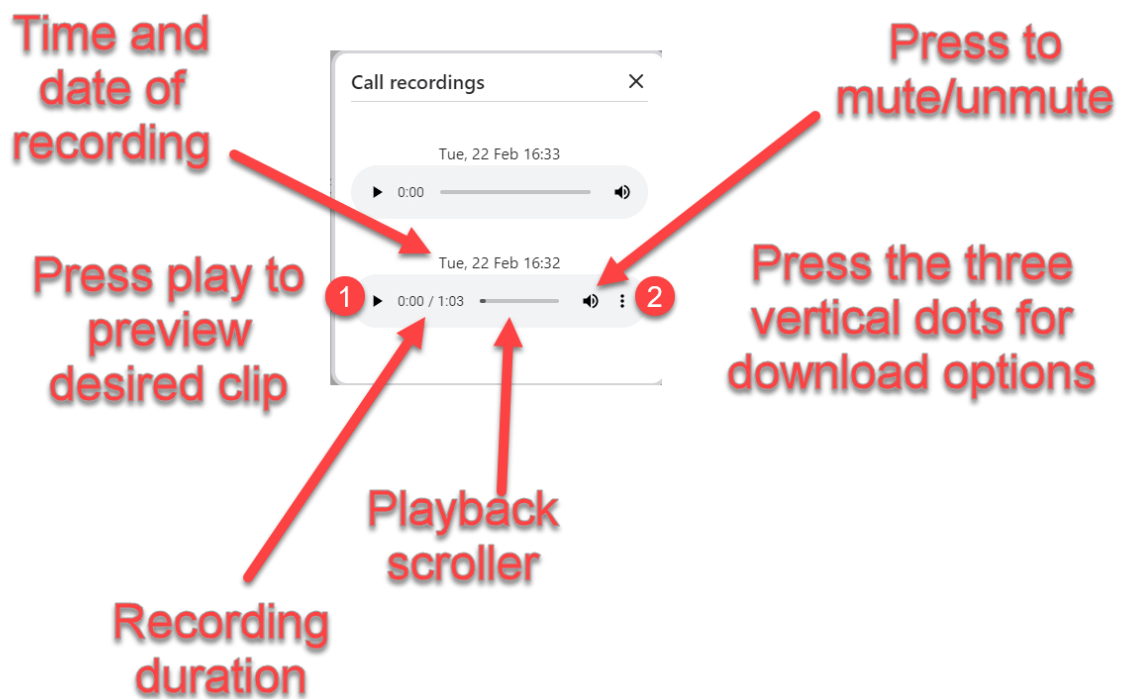
Check with your local team to find out for how long the call recordings are kept at your station – the default is one day.



You can press this to bring up the Recordings window.



CALL RECORDINGS WINDOW



RECORDING PREVIEW CONTROLS

**Time recording made** – above clip

**Play button** – to play the clip

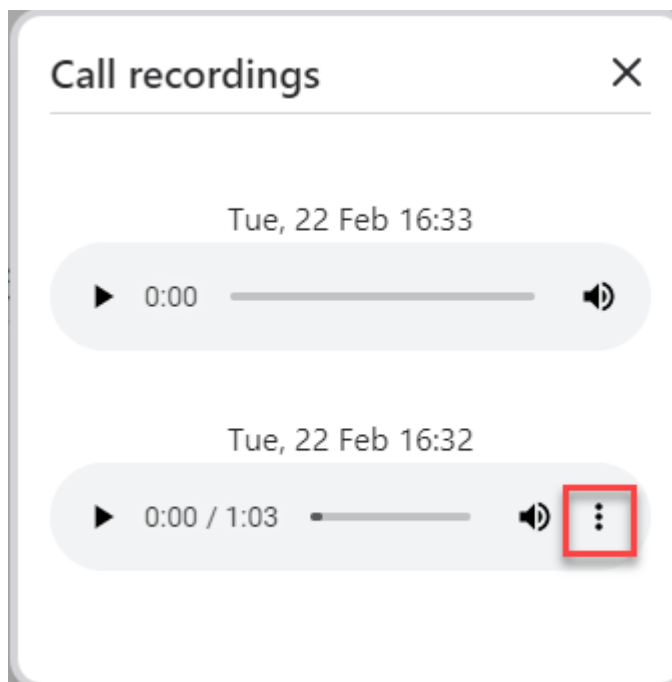
**Duration** – length of clip played / total clip duration

**Speaker icon** – press to mute/unmute the clip

**Three vertical dots** – press to access the download options.

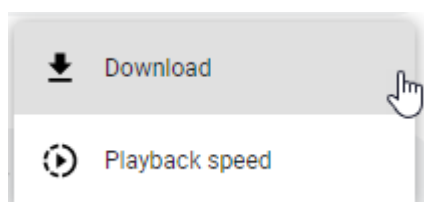
Once you have previewed your clip to make sure it's the right one, press the three vertical dots to reveal the download option.

**Tip!** The three vertical dots might not appear until the clip has been previewed by pressing the 'play' button.



THREE VERTICAL DOTS

Then press the download button



PRESS TO DOWNLOAD

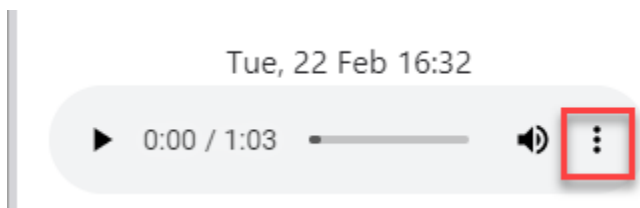
The clip will then be saved on your local machine, ready for you to edit in the editing software of your choice.



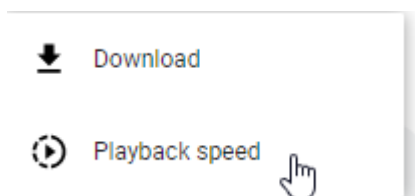
CLIP DOWNLOADED

For more information, see [Downloading a call recording](#) below.

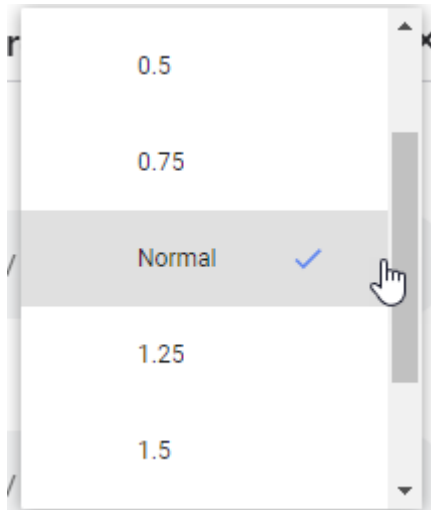
Selecting the three vertical dots will also give you the option to adjust the playback speed.



THREE VERTICAL DOTS



PLAYBACK SPEED



CHOOSE DESIRED SPEED

## Recent Calls

The Recent calls tab shows the details of everyone who has phoned in during the last 24 hours (up to a maximum of 300 calls).

You can use it if you need to phone somebody back who called you earlier.

Call details	<b>Recent calls</b>	Contacts	Advanced search
Filter	Status	Call type	13/13
5:08 PM	<b>Sleeping Beauty</b> Tips for curing insomnia	Enchanted Castle	
5:08 PM	<b>Alice</b> Starting a croquet club	Wonderland	
5:08 PM	<b>Goldilocks</b> Having trouble with the neighbours	The Woods	
5:08 PM	<b>Father Christmas</b> He's making a list...	North Pole	

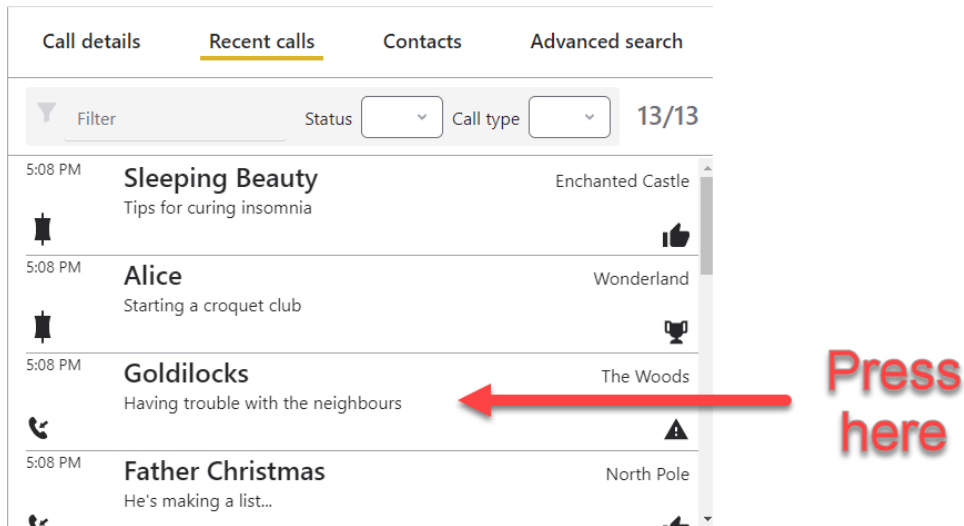
RECENT CALLS TAB



DIFFERENT PARTS OF THE RECENT CALLS LIST / CALL LOG

In Recent calls, 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.



SELECTING A RECORD IN THE CALL LOG

5:08 PM

Goldilocks

The Woods

702

Having trouble with the neighbours



Gender

Male

Status



Age

<18



Warning

History 15

Recordings 1

CALL DETAILS

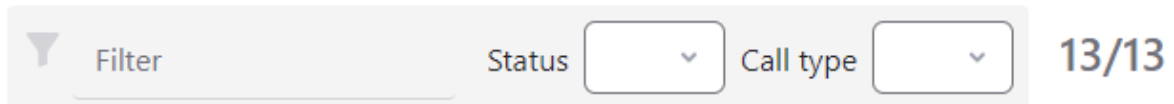
From here, you can then update their record, or call them back.

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

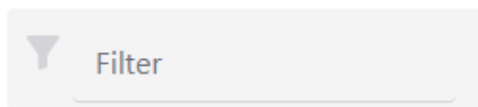


## Filtering the Call Log

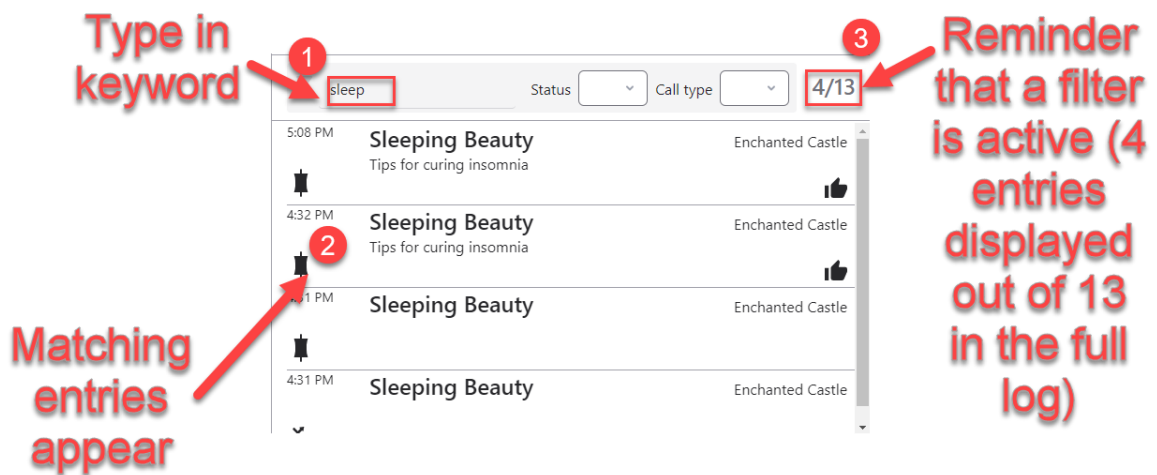
If you have a lot of callers, you can use the 'Filter' button at the top of the Recent calls list (also known as the 'Call Log') to swiftly search through the list to find the caller you need.



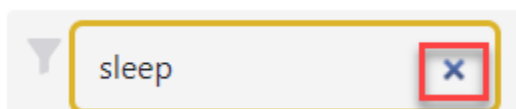
### FILTER OPTIONS



**Filter** - 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.

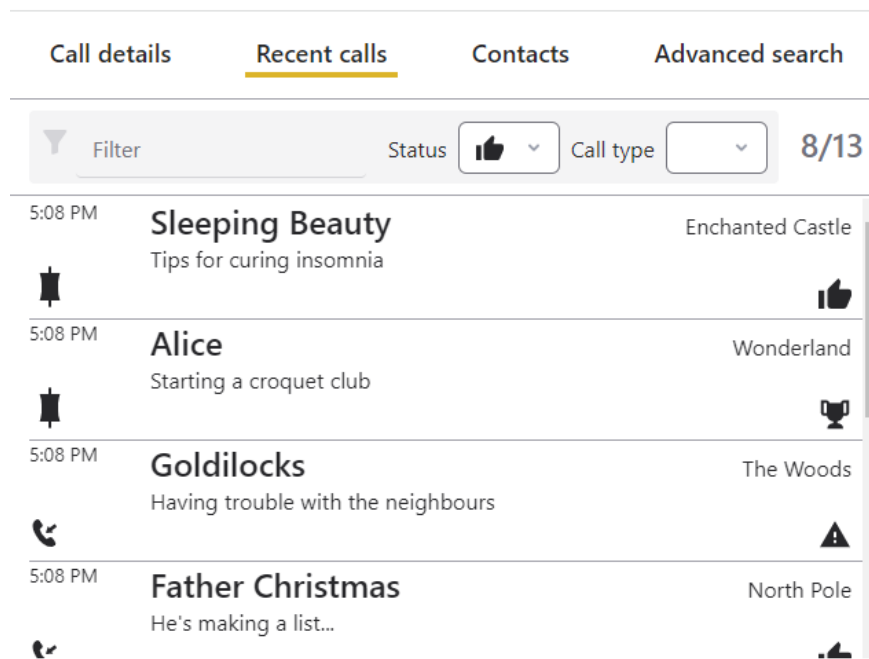


PRESS THE 'X' TO REMOVE THE FILTER

The **Status** drop-down lets you filter the call records by status symbol applied.



STATUS DROP-DOWN

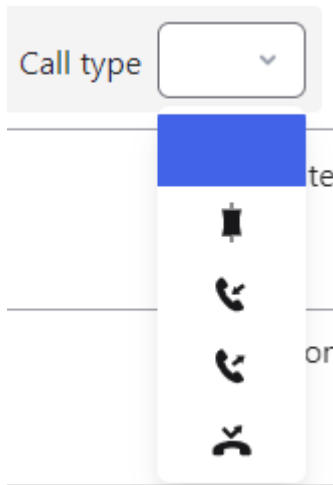


ALL CALLS ASSIGNED THE 'THUMBS UP' ICON ARE NOW DISPLAYED

**Tip!** Call warning icons will always take precedence in the call log display – if a caller has been assigned the Status you have selected, their record will show even if the icon doesn't appear on the Recent Calls list.

See [Call Details](#) for more information on Status / Call Warning icons.

The **Call Type** drop down allows you to filter by the type of call – e.g. whether they phoned you, you dialled them, or missed calls.



CALL TYPE DROP DOWN



DEVICE ICON

**Device icon** – show all calls which have been connected to the mixing desk / been on air.



CALLED IN ICON

**Called in icon** – all callers who called you and were answered.



#### DIALLED OUT ICON

**Dialled out icon** – all callers who you have called back / dialled out.



#### MISSED CALL ICON

**Missed call icon** – callers who dialled you, but were not answered. Useful if you have a flurry of calls and couldn't get to a key contributor in time. Check your local privacy laws to decide if you can phone back people who weren't answered.

**Tip!** You can filter the call log in multiple ways – e.g. keyword + status + call type if desired.

13/13

#### CALL LOG DISPLAY COUNTER

The numbers in the right-hand end show how many calls are in the Recent Calls list in total, and how many calls are shown. This can help you see if a filter is active.

Examples:

4/13

- 4/13 – There are 13 calls in the call log, and four are displayed. This means filter(s) are active.

13/13

- 13/13 – There are 13 calls in the call log, and all of them are displayed.

**Tip!** To display all the calls in the Recent Calls list (call log), ensure the text filter and drop down menus are all blank.


**Tip!** To find calls from longer than 24 hours / 300 calls ago, use the [Advanced Search](#) tab instead.

## Contacts

Contacts 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 Contacts directory is **not** the place to store numbers of people you want to call back for the current programme – use [Recent callers](#) instead.

Call details	Recent calls	<b>Contacts</b>	Advanced search
 Filter		2/2	<a href="#">Add contact</a>
<b>Engineering</b> 2nd Floor	Help!		0800 123
<b>The Tooth Fairy</b> Fairyland	Dental expert for Flossing Fridays.		555

CONTACTS TAB

Call details    Recent calls    Contacts    Advanced search

Filter  Type here to search for a contact    2/2    Add contact

Engineering    Help!    0800 123  
2nd Floor

The Tooth Fairy    Dental expert for Flossing Fridays.    555  
Fairyland

**Click here to add a contact**

**Each contact record is on a different row**

**No. of contacts displayed / No. of contacts in total**

#### CONTACTS LAYOUT

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

Call details    Recent calls    Contacts    Advanced search

Filter     2/2    Add contact

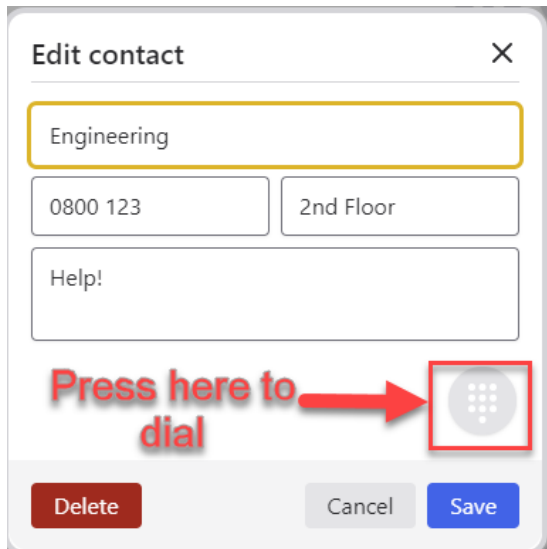
Engineering    Help!    0800 123  
2nd Floor

The Tooth Fairy    Dental expert for Flossing Fridays.    555  
Fairyland

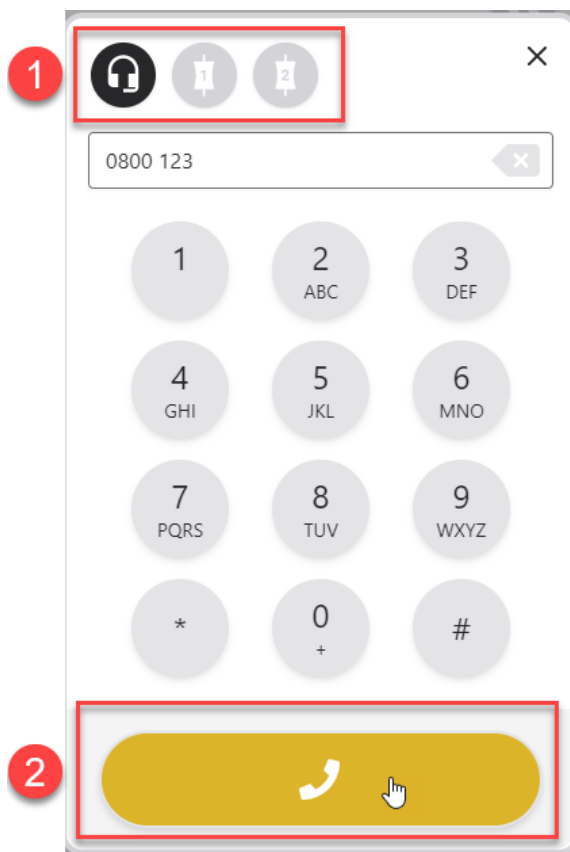
**Press here to open the contact's details**

PRESS ON A ROW TO OPEN THE CALL'S DETAILS

The Contact record will open.



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

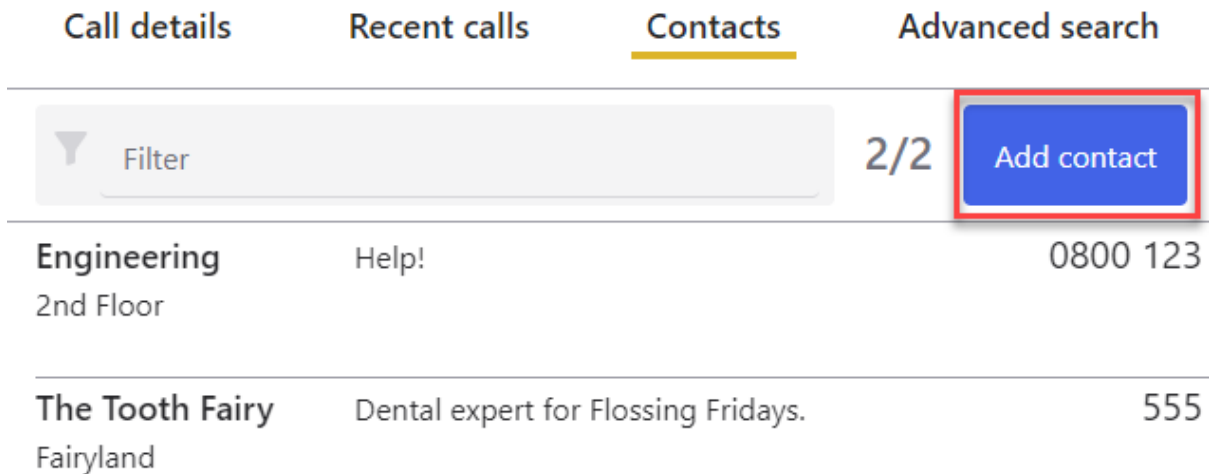


SELECT DEVICE AND PRESS 'DIAL'

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

## Adding someone to Contacts

1. Press the 'Add Contact' button on the right-hand side of the Contacts tab.



PRESS THE ADD CONTACT BUTTON

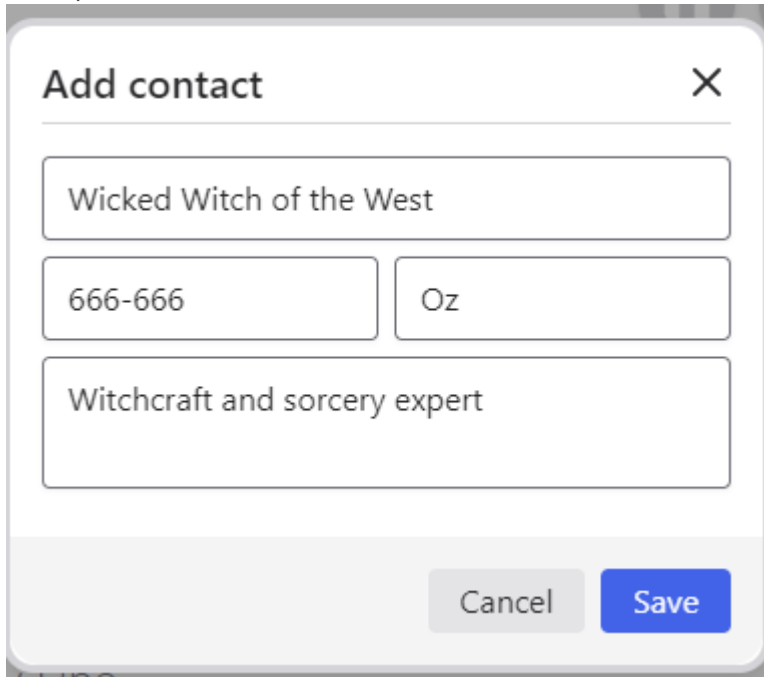
2. A miniature Call Record appears.

The screenshot shows a 'Add contact' dialog box with a close button (X) in the top right corner. The dialog contains four input fields: 'Name' (highlighted with a yellow border), 'Number', 'Location', and 'Description'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

CALL RECORD



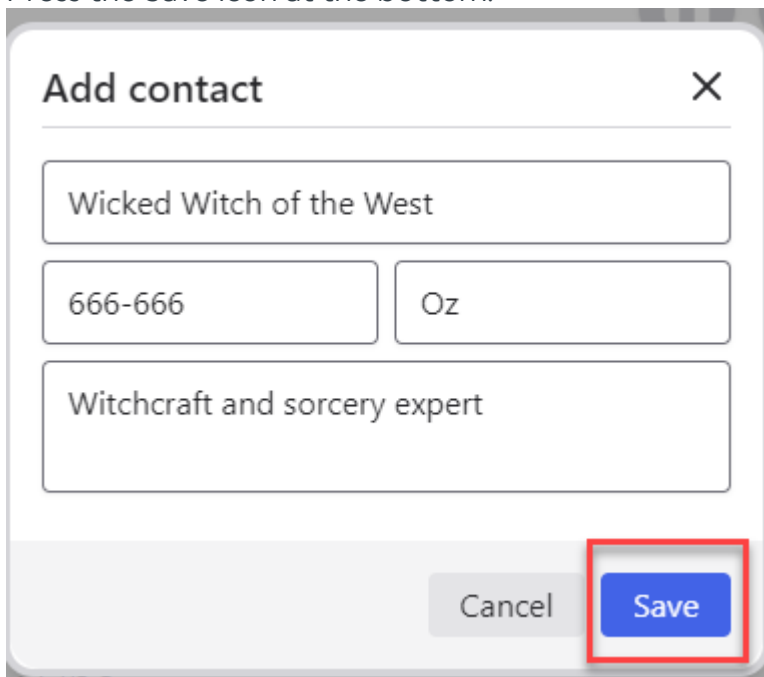
3. Complete the information



The screenshot shows a mobile application dialog box titled "Add contact" with a close button (X) in the top right corner. The dialog contains three input fields: the first field contains the text "Wicked Witch of the West"; the second field contains "666-666" and the third field contains "Oz"; the third field contains the text "Witchcraft and sorcery expert". At the bottom of the dialog, there are two buttons: a grey "Cancel" button and a blue "Save" button.

COMPLETED CALL RECORD

4. Press the Save icon at the bottom.



This screenshot is identical to the previous one, showing the "Add contact" dialog box with the same form fields and buttons. However, the blue "Save" button at the bottom right is highlighted with a red rectangular border, indicating it is the target of the next step.

5. The details will now show in the Contacts.

Call details	Recent calls	<u>Contacts</u>	Advanced search
<input type="text" value="Filter"/>		3/3	<a href="#">Add contact</a>
<b>Engineering</b> 2nd Floor	Help!		0800 123
<b>The Tooth Fairy</b> Fairyland	Dental expert for Flossing Fridays.		555
<b>Wicked Witch of...</b> Oz	Witchcraft and sorcery expert		666-666

CONTACTS DIRECTORY WITH THREE ENTRIES

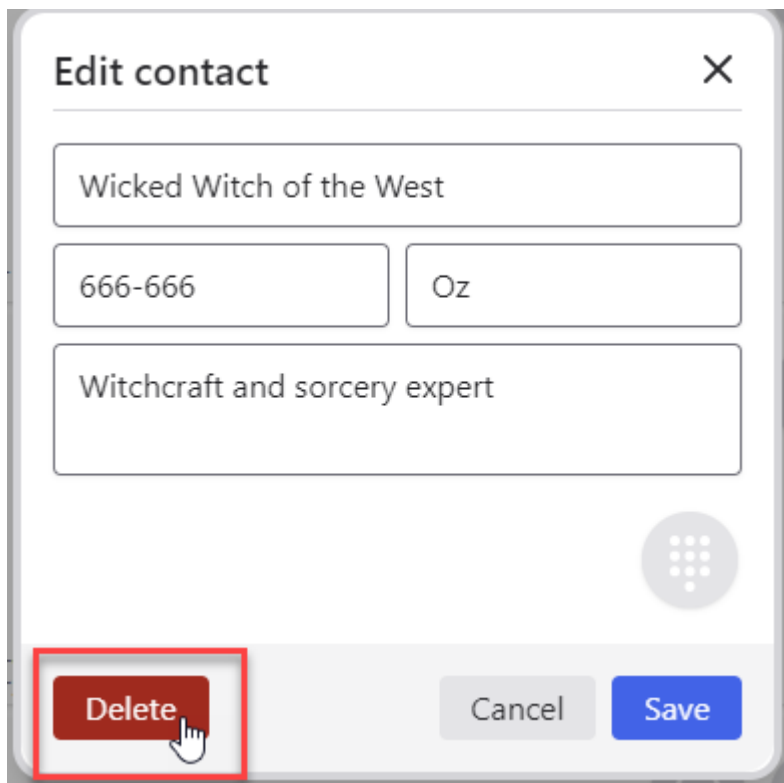
### Deleting someone from Contacts

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

Call details	Recent calls	<u>Contacts</u>	Advanced search
<input type="text" value="Filter"/>		3/3	<a href="#">Add contact</a>
<b>Engineering</b> 2nd Floor	Help!		0800 123
<b>The Tooth Fairy</b> Fairyland	Dental expert for Flossing Fridays.		555
<b>Wicked Witch of...</b> Oz	Witchcraft and sorcery expert		666-666

CONTACT SELECTED

2. Press the 'Delete' button to delete the entry.



DELETE BUTTON

## Advanced Search

Advanced search allows you to look for call information for a longer period than is stored in Recent calls – ask your local technical team to find out how long records are kept at your station (a year is a common default option).

On this tab, you can search for calls by keyword, call status, call type (incoming/outgoing/missed/on-air), date, or a combination of any of these.

The screenshot displays the 'Advanced search' tab selected in a navigation bar. Below the navigation bar is a search interface with a search term input field, dropdown menus for 'Status' and 'Call type', and a blue 'Search' button. Below these are date filter buttons: 'Today' (highlighted), 'Yesterday', 'Saturday', 'Friday', 'Thursday', and 'Custom'. A '2' icon indicates the number of results. The search results list shows two entries: one for 'Father Christmas' with a pushpin icon and the text 'Making a list of who's naughty and nice.', and another for '706' with a missed call icon.

### ADVANCED SEARCH

To search for an item, fill in the relevant details, select a day or date range, and then press 'Search'.

**Tip!** You can search by one search type and then refine later – e.g. look for a keyword and then refine the results by call type, or just look for everyone with a certain Status who called on a particular day.

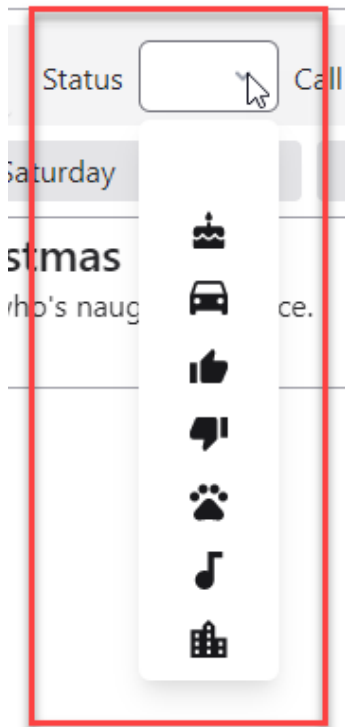
Search term  Status  Call type

Today Yesterday Saturday Friday Thursday Custom 2

SEARCH OPTIONS

**Search term** – a caller’s name, or a keyword from their call point. E.g. to find callers who phoned about dogs, type ‘dog’.

**Status** – show only callers who had a particular symbol applied to their call:



STATUS SEARCH – MEANINGS FOR EACH SYMBOL ARE DECIDED LOCALLY

**Call type** – show only callers who:



STATUS SEARCH



- were routed to the sound desk / used on air



- dialled in to your show / called you



- you called them (dialled out)



- missed / unanswered call (useful if the lines got busy and you couldn't get back to everyone in time).

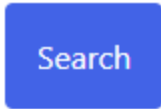
**Today** – all callers from 00:00 (midnight) today.

**Yesterday** – all callers midnight-midnight yesterday.

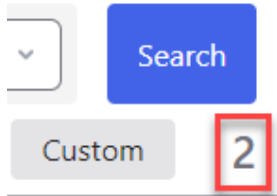
**Named days** – callers from specific days earlier in the week.

**Custom** – callers from a specified date range.

**Search** – press Search to display the relevant results.



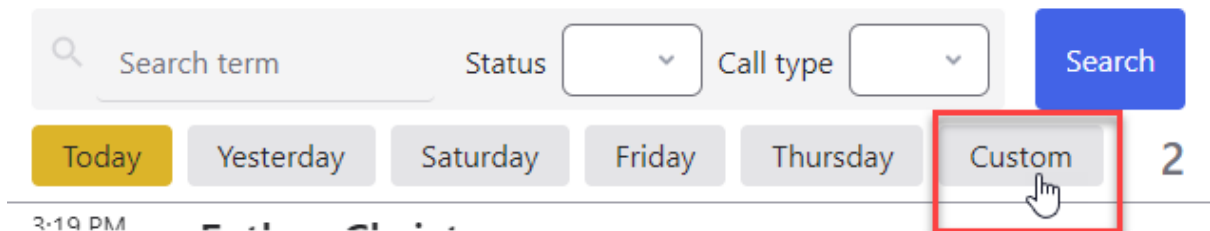
The number of results returned is displayed on the right-hand side.



TWO RESULTS FOUND IN THIS SEARCH

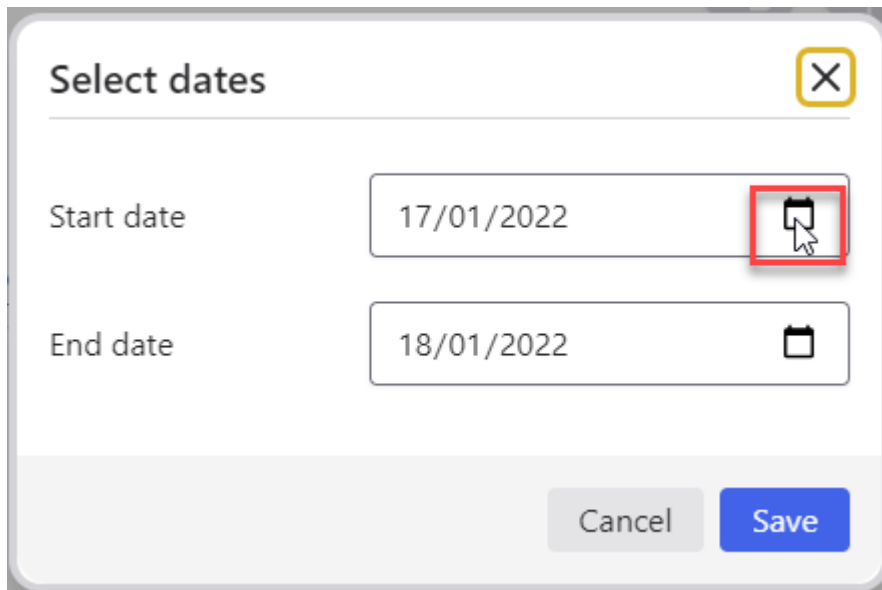
### Customising the search date range

You can search for items further back in the past, or between x and y dates by using the 'Custom' search button.



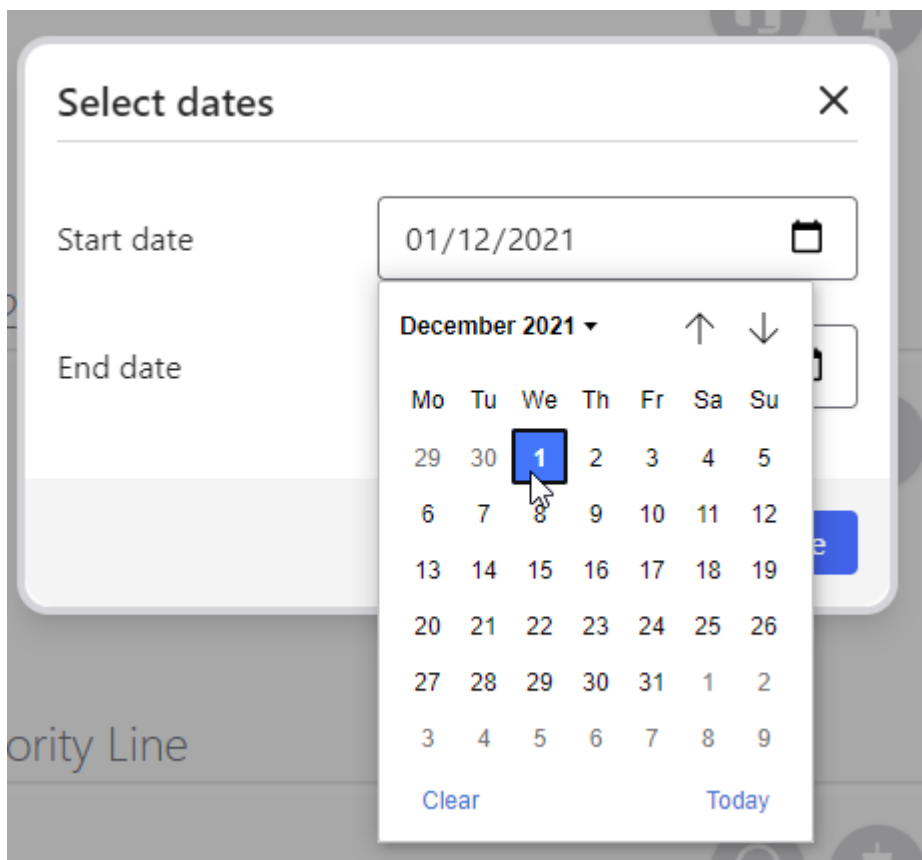
CUSTOM DATE RANGE BUTTON

1. To do this, first press the 'Custom' date button.



SELECT DATES

2. Then select the range of dates between you wish to search.



CHOOSE THE DATE RANGE YOU WISH TO USE ON THE CALENDAR



PRESS SAVE ONCE YOU HAVE CHOSEN THE DATES YOU WANT

3. Press save to begin the search.
4. All the relevant results will then appear.

You may then refine the results further by completing additional fields (such as search term or Status drop down) and pressing 'Search', as normal.

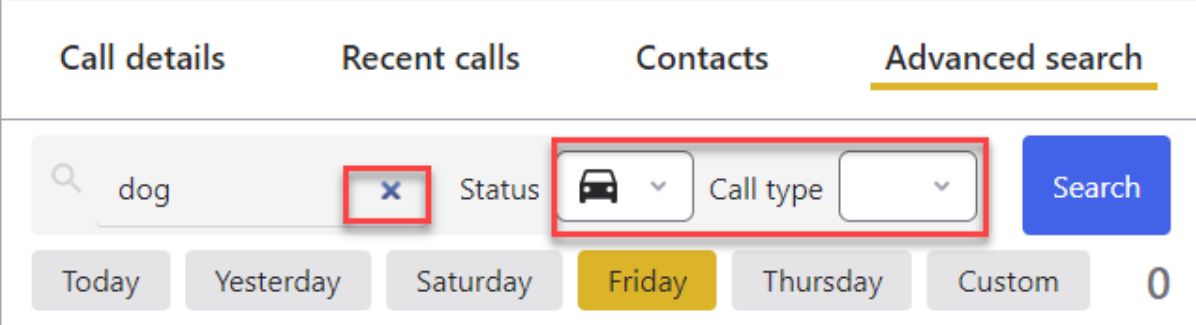
The date range will display to show the custom search time range has been applied.

**Custom  
date  
range in  
force**

CUSTOM DATE SEARCH APPLIED. YOU MAY REFINE THIS LIST WITH FURTHER SEARCHES USING THE OPTIONS AT THE TOP

## Resetting Advanced search

To reset the Advanced search, ensure the search terms have been cleared, the drop-down menus are back to blank, and that the day / date range is on your desired default.



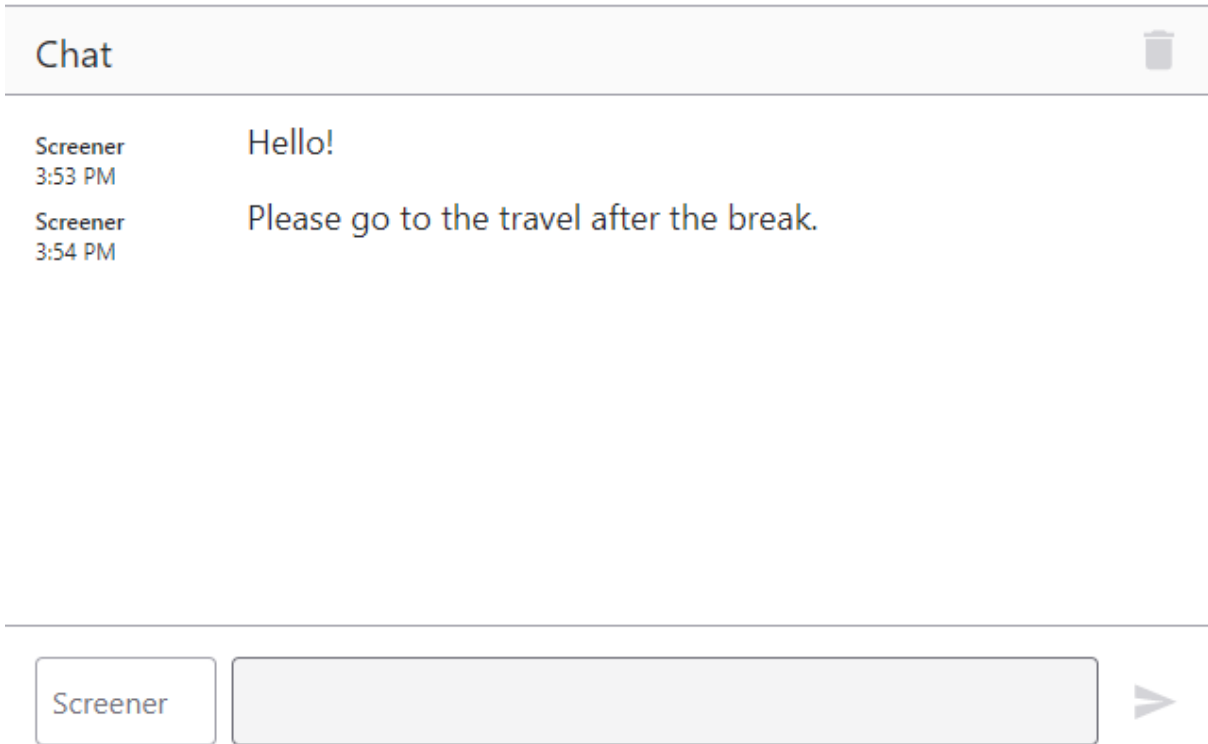
The screenshot shows the 'Advanced search' tab selected. The search bar contains the text 'dog' and a red 'x' icon to clear it. The 'Status' filter is set to a car icon, and the 'Call type' filter is blank. The date range is set to 'Friday'. A blue 'Search' button is on the right, and a '0' result count is shown at the bottom right.

### RESETTING THE SEARCH OPTIONS

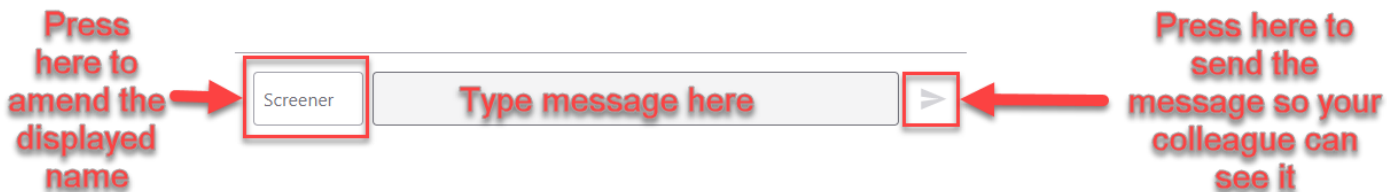
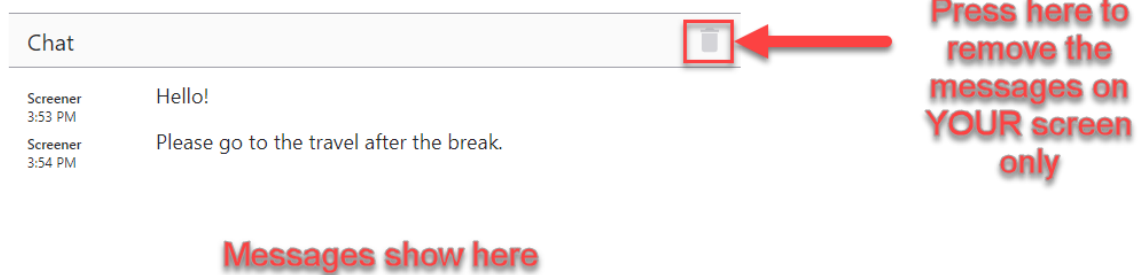
**Tip!** Advanced search will retain your old search settings until you begin a new search – if you aren't seeing the results you expect, double-check to make sure you are looking for the correct day and that the Status and Call type are only selected if needed for this search.

# 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  
3:53 PM

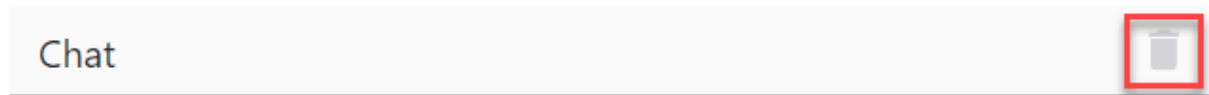
Hello!

Screener  
3:54 PM

Please go to the travel after the break.

#### CHAT SCREEN – MAIN AREA

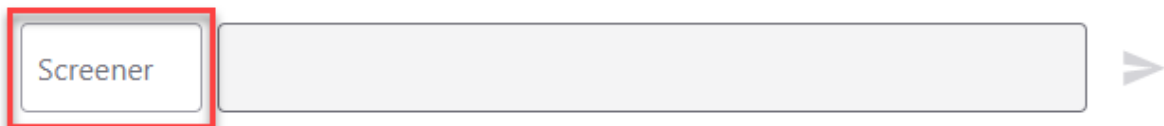
The **main area** of the Chat screen shows the messages which have been sent by you and others logged in to the same show. The sender's screen name will appear on the left-hand side.



#### CHAT – TRASH CAN

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

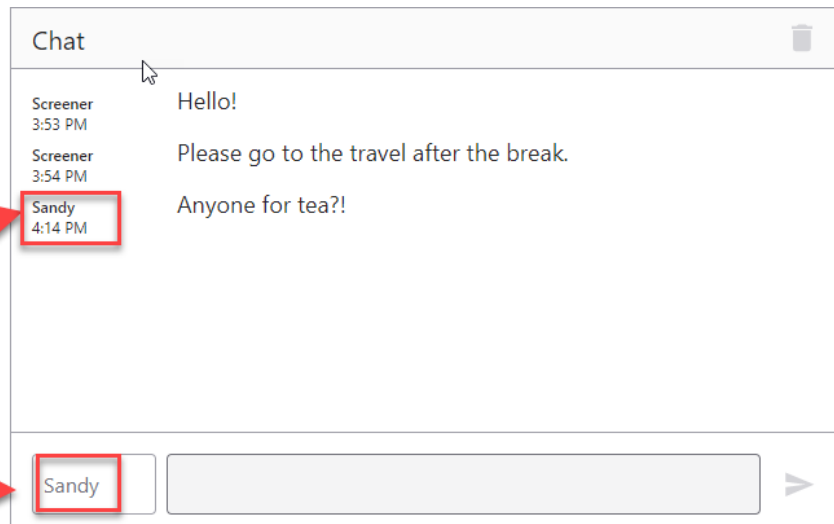
**Tip!** Pressing the trash can will remove all the messages from **your** screen only. This is useful if you are hot-seating and don't want to see the messages from the previous show. However, what you have written will still appear on other people's machines, so don't write anything rude about your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



#### SCREENER BUTTON

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

2 Updates the display name in the message list



1 Change the name here

PERSONALISING THE DISPLAY NAME MAKES THINGS EASIER TO FOLLOW IF THERE ARE MULTIPLE TEAM MEMBERS USING CHAT

Simply type in the name you wish to display.

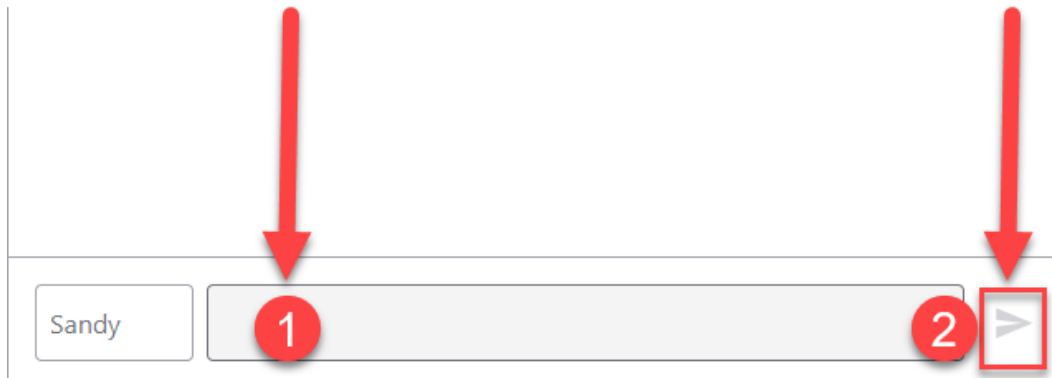


#### UPDATING THE DISPLAY NAME

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.


Type  
message  
in the box

Press the  
arrow to  
send



TYPE MESSAGE AND EITHER PRESS RETURN/ENTER OR CLICK THE 'SEND' ARROW TO SEND. ANYONE LOGGED INTO CALLER ONE WILL BE ABLE TO SEE WHAT YOU HAVE WRITTEN ONCE THE MESSAGE HAS BEEN SENT.

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


Chat 

Screener  
3:53 PM      Hello!

Screener  
3:54 PM      Please go to the travel after the break.

Sandy  
4:14 PM      Anyone for tea?!

Sandy  
4:23 PM      Mavis called, but was too shy to go on air. Please could you dedicate the next record to her husband, Barry, as it's his birthday today?

Sandy  

CHAT SCREEN

## Common Workflows

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

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

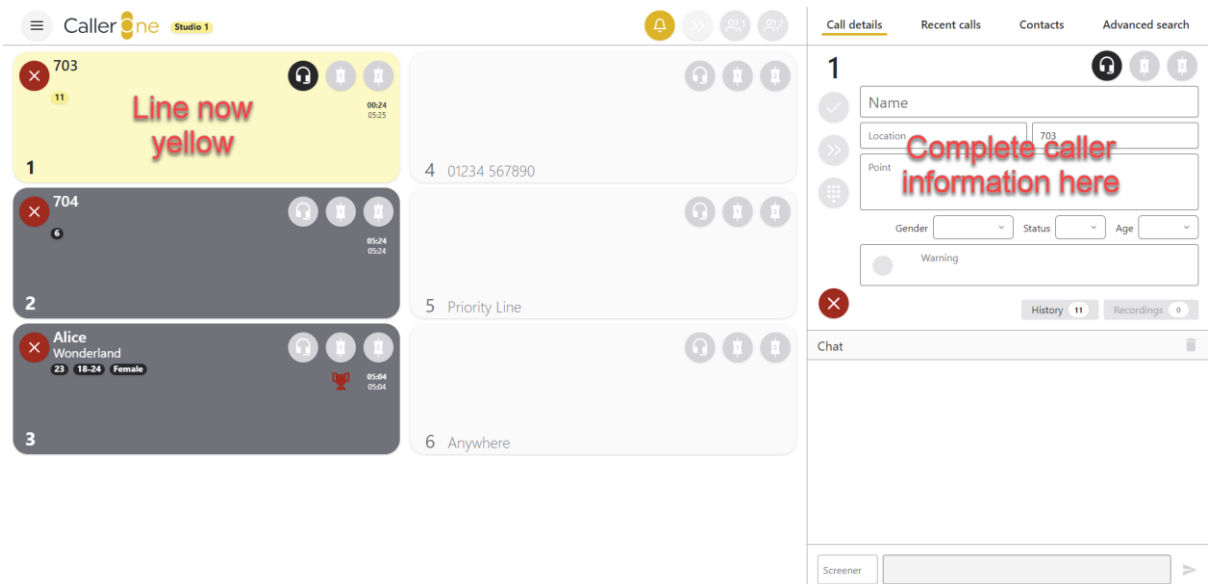


- Press on the Headset icon (if answering outside the studio) or the Device icon (if in the studio and talking to the caller via the mixing desk)



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

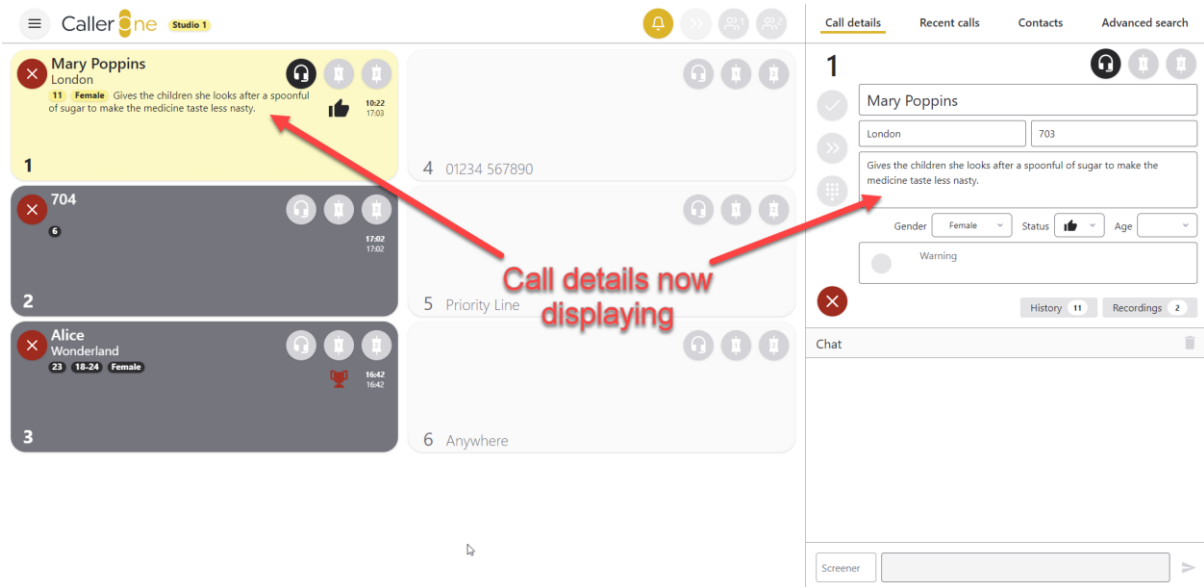
- Fill in the relevant call information\*.



CALL DETAILS DISPLAY ON THE RIGHT-HAND SIDE

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

\*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.

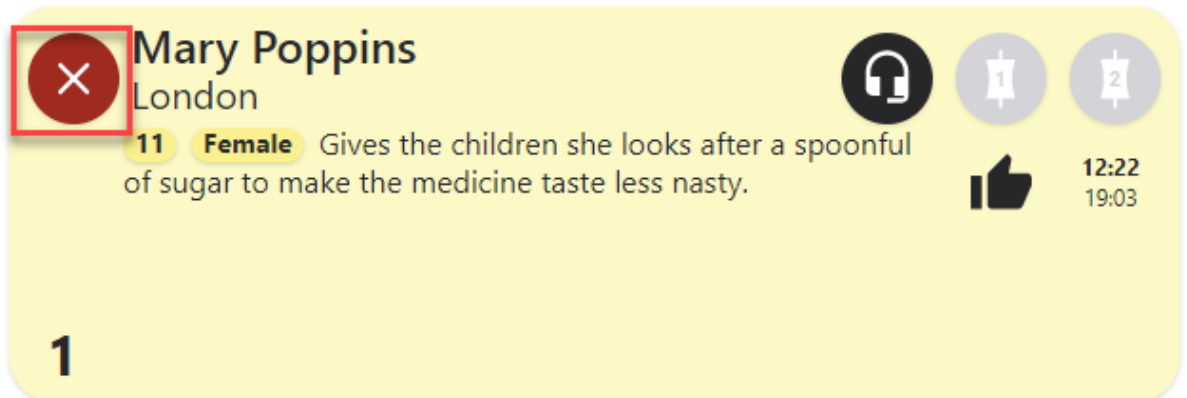


#### COMPLETED CALL DETAILS




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.


**Tip!** You can use the status icons to mark a caller for call back. For example, assign the 'thumbs up' symbol to someone you want to use later. Then you can filter the Recent Calls list for everyone with that symbol, for quick reference. See [Dialling a caller back](#) below for more information.


5. To hang up, press the 'X' button on the line or next to the Call Details





#### X TO HANG UP ON LINE


1   


 Mary Poppins

 London 703

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

Gender  Status  Age

 Warning

 History 11 Recordings 2

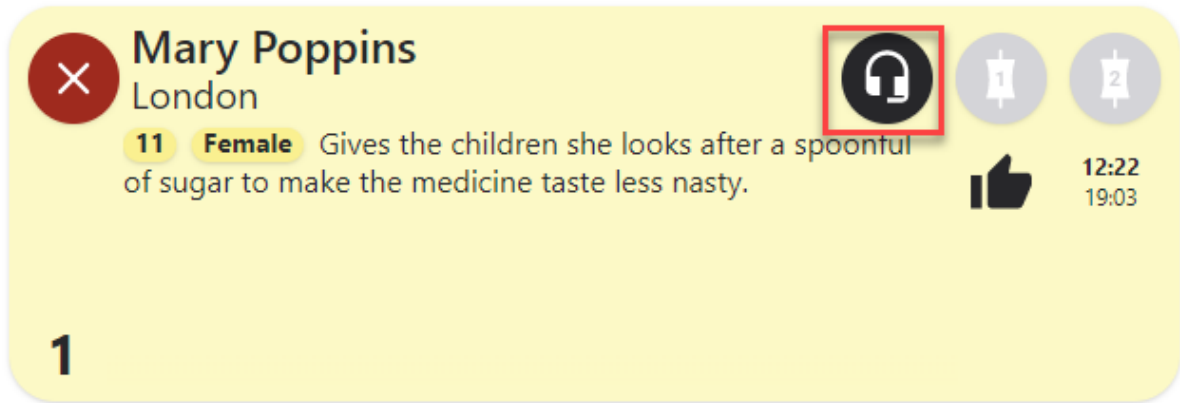
X TO HANG UP ON CALL DETAILS

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

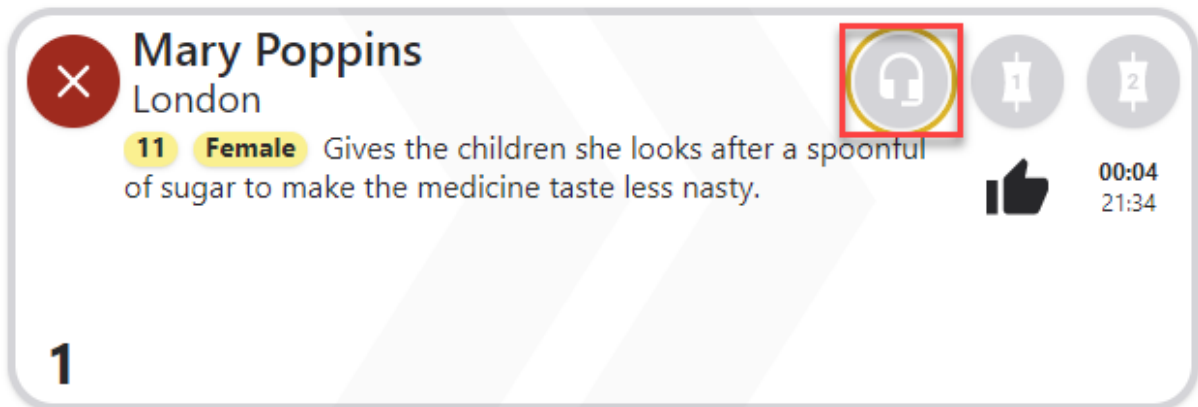
### Placing a call on hold

Once you have answered / dialled a call (see above and below), you simply need to press the connected headset/device icon a second time to de-select it and put the line on hold.

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

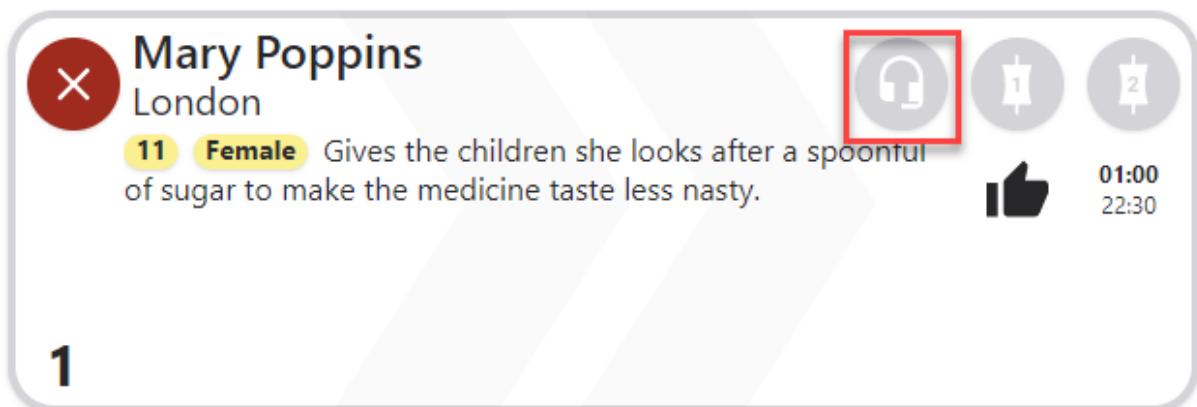


CALL CONNECTED, BUT NOT ON HOLD. HEADSET ICON IS BLACK. PRESS THE HEADSET ICON AGAIN TO PUT THE LINE ON HOLD.

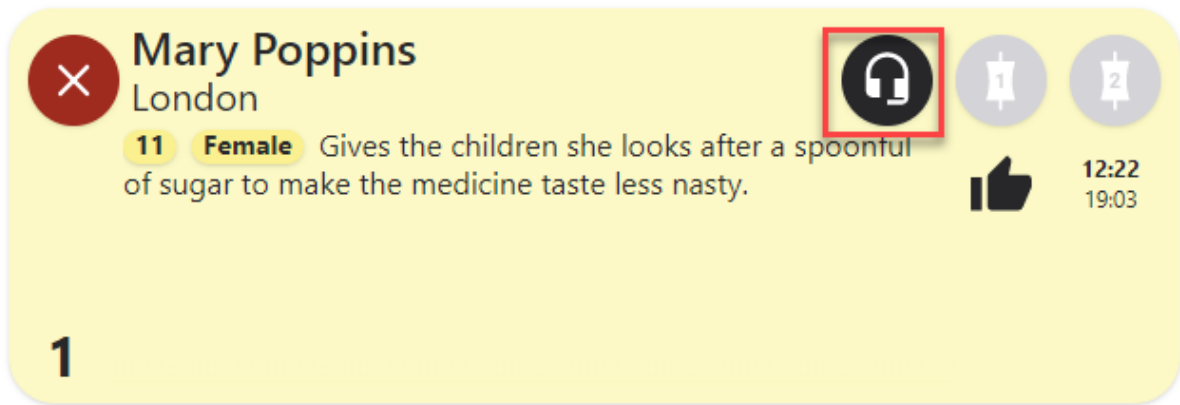


CALL IS NOW ON HOLD – HEADSET ICON IS GREY, THE LINE BACKGROUND IS WHITE AND THERE IS A GREY LINE AROUND THE LINES' EDGE.

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



PRESS TO TAKE CALL OFF HOLD

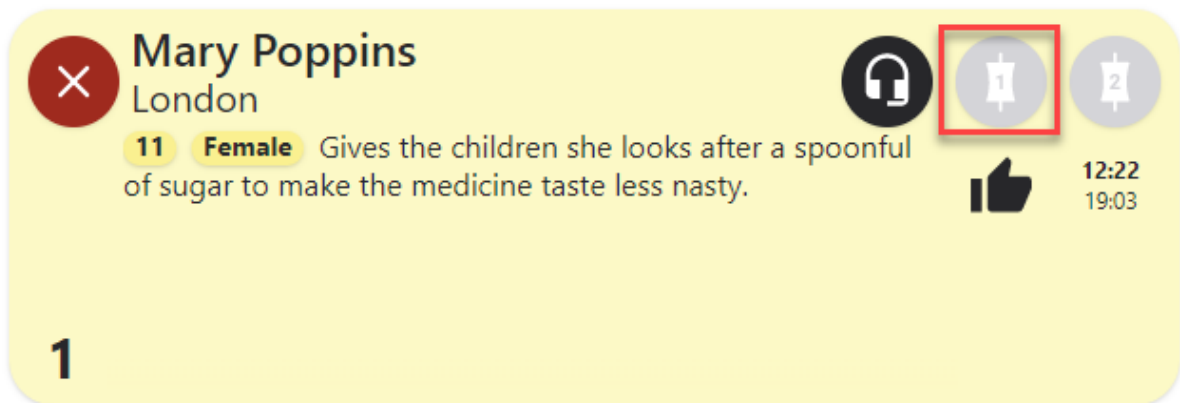


LINE IS NOW CONNECTED TO YOUR HEADSET, SO YOU CAN SPEAK TO THE CALLER AGAIN.

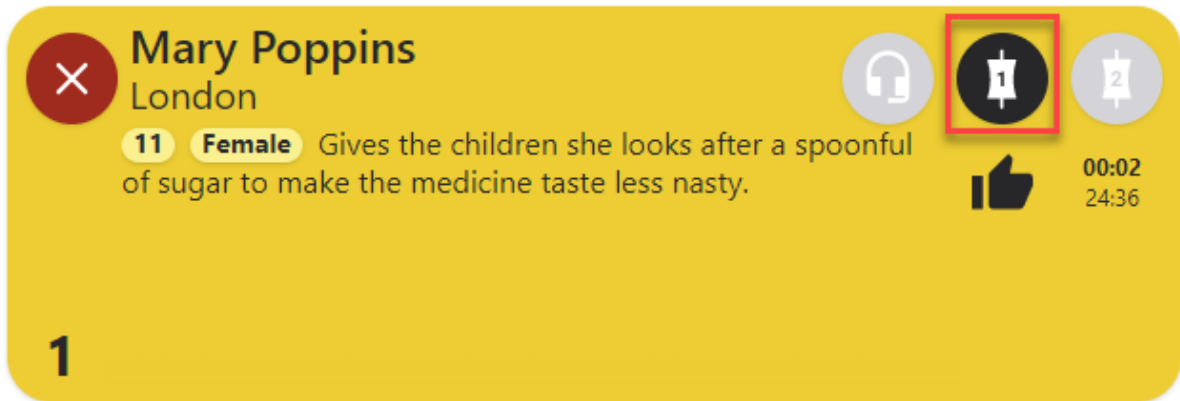
**Tip!** While the caller is on hold, they usually hear whatever is being played out of the mixing desk in the studio Caller One is linked to.

### Connecting a call to the sound desk

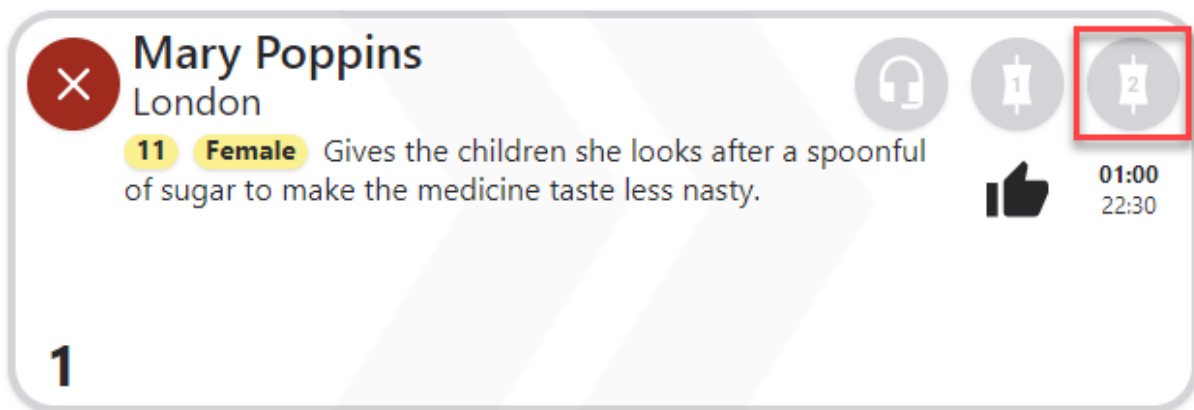
Once you have answered / dialled a call (see above and below), you can connect them through to the studio sound desk by pressing 'Device 1' or 'Device 2'.



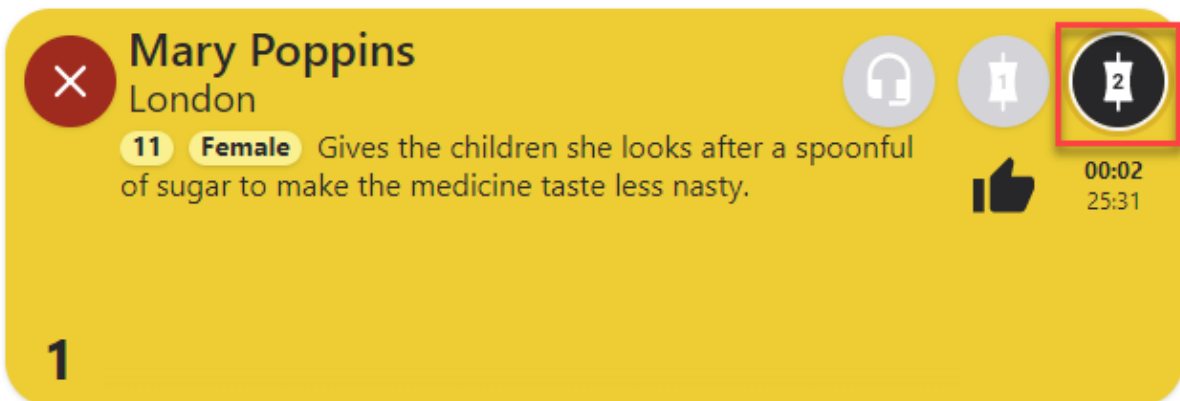
THIS CALLER IS BEING SPOKEN TO ON THE HANDSET. TO CONNECT THEM TO DEVICE 1, PRESS THE '1' ICON.



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

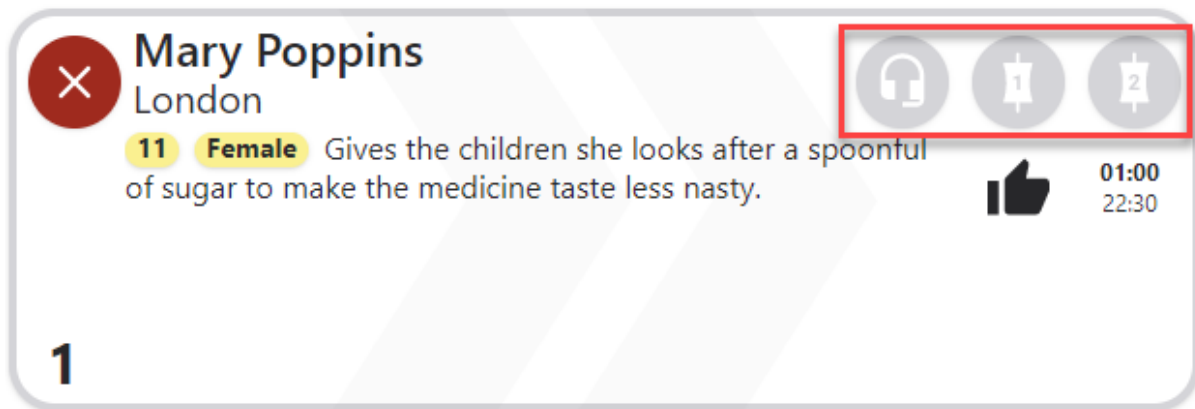


THIS CALLER IS ON HOLD. TO CONNECT THEM TO DEVICE 2, PRESS THE '2' ICON.



THIS CALLER IS NOW CONNECTED TO DEVICE 2.

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



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

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

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

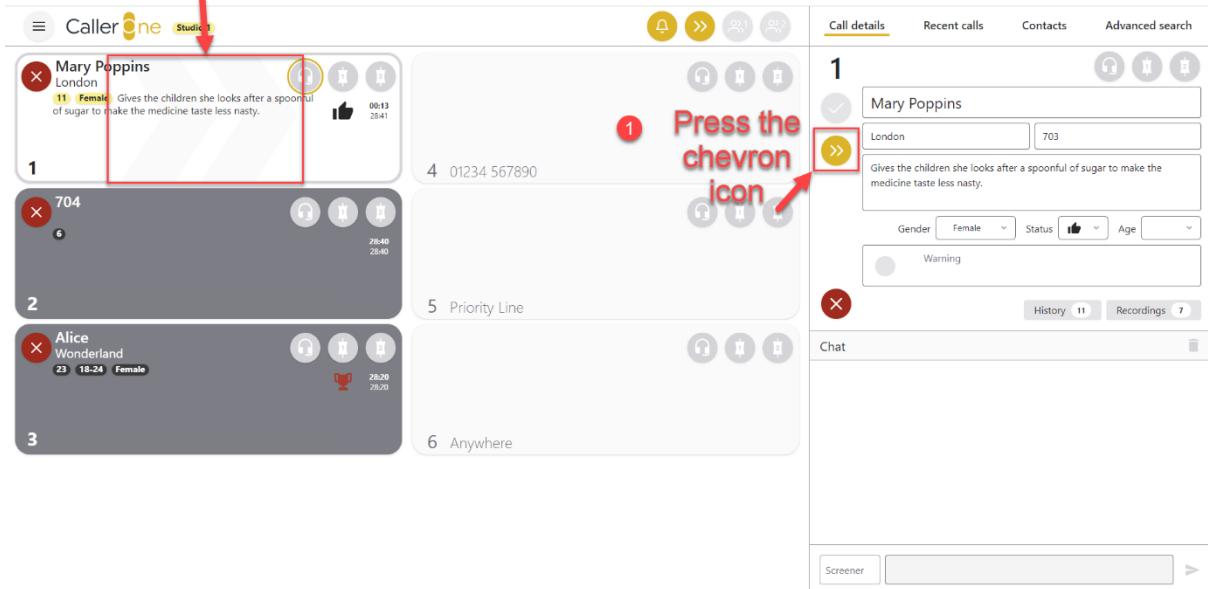
However, if you need to speak with lots of callers on air together, it is possible if you follow the steps in ['Connecting a Conference call'](#) below.

### Next Caller

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

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

2 The chevron then appears on the line backdrop



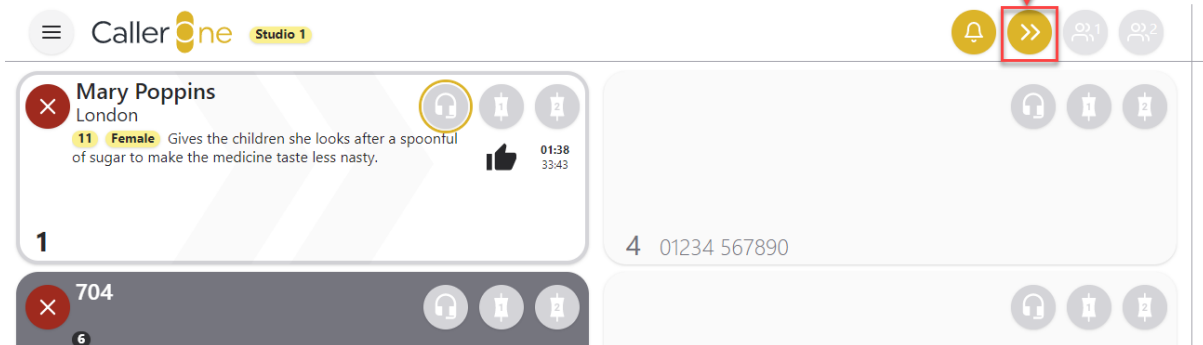
#### SETTING THE NEXT CALLER

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.

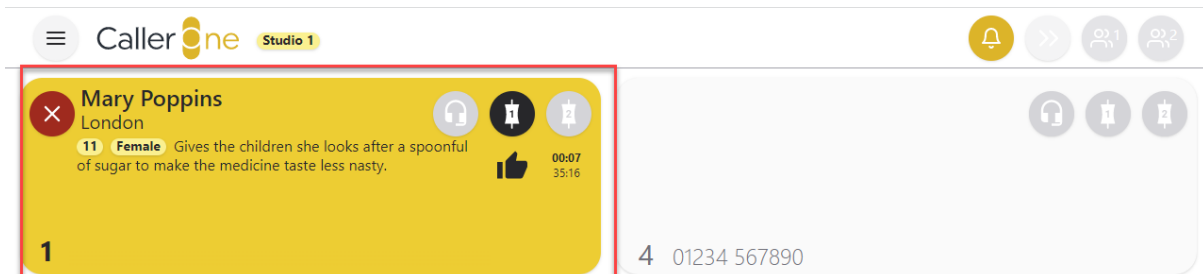


Press here  
to  
automatically  
route the call



NEXT CALLER QUICK-CONNECT BUTTON

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



CALLER CONNECTED TO DEVICE 1

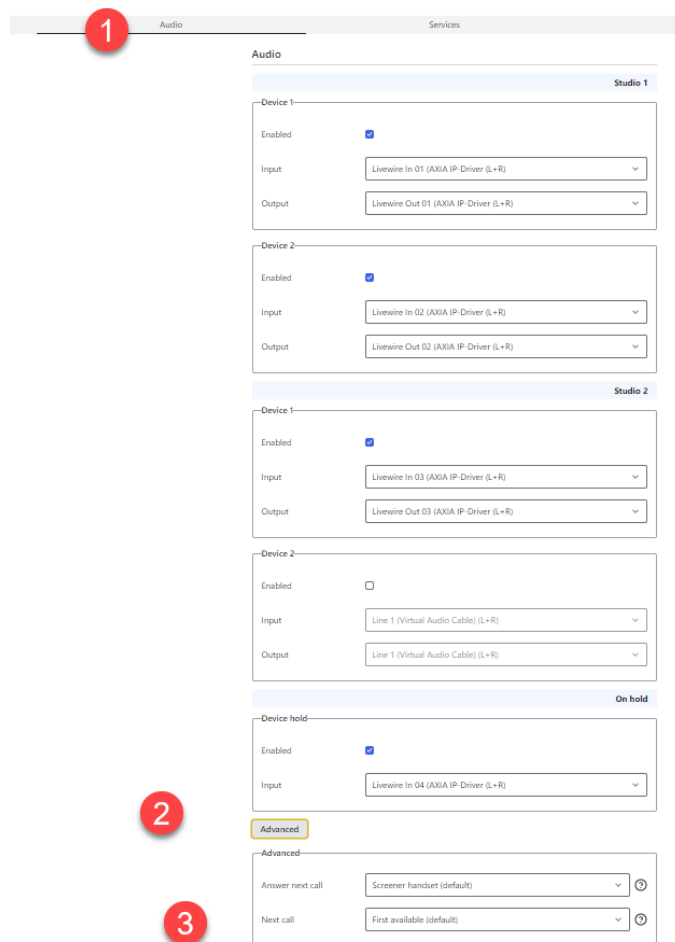
**Tip!** The way the automatic routing using the top chevron works depends on how your system is configured. The default option is that the call is connected to the next available Device. If all the Devices are full, then the top chevron function will not work until there is space free on the Device.

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.

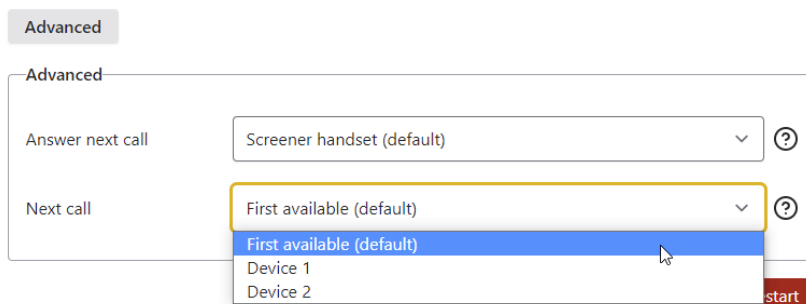
In that case, pressing the top chevron will route the call to the specified Device. If a call is already on the Device, then it will automatically be put back

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



#### CONFIGURATION MENU – NEEDS ADMIN RIGHTS TO ACCESS



#### NEXT CALL ADVANCED SETTINGS OPTIONS IN CONFIGURATION AREA (NEEDS ADMIN RIGHTS ACCESS)

## Marking a caller as 'Screened'



SCREENED ICON – CHECK/TICK MARK

The 'Check/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.

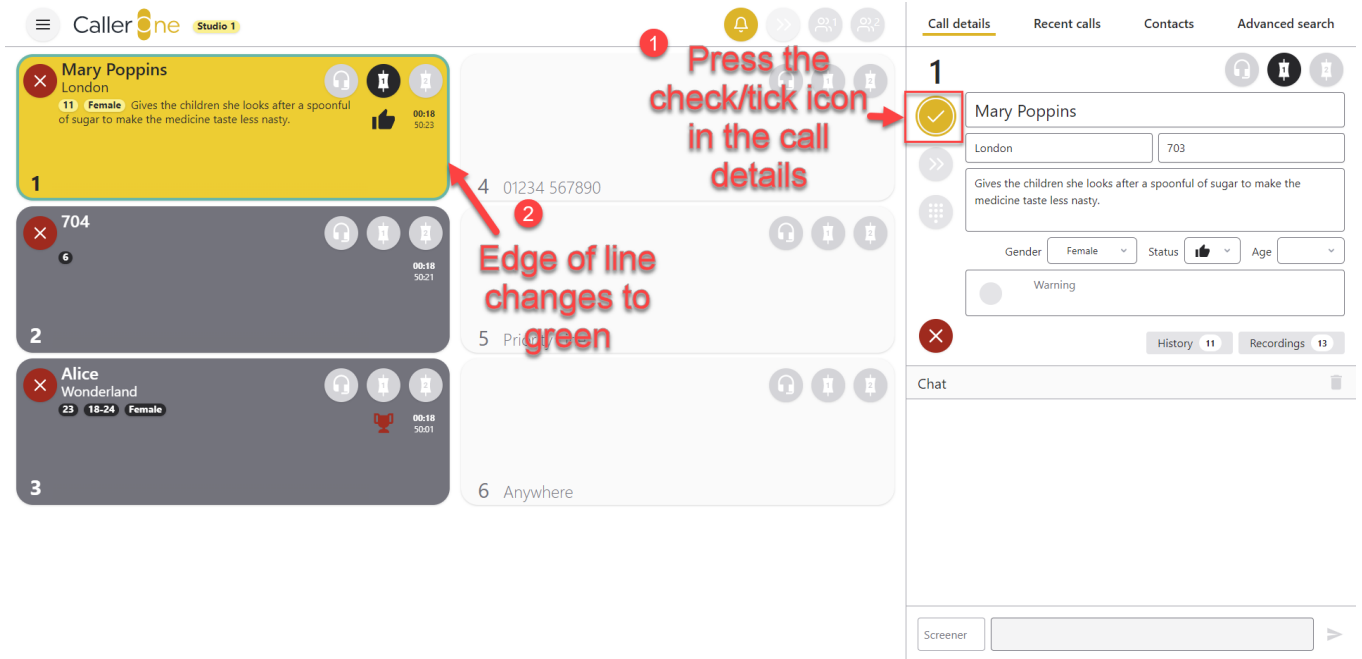
**If your presenter is using Talent Mode, then setting the 'Screened' icon is essential**, as only calls which have been marked as screened are available for your presenter to route to air.

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

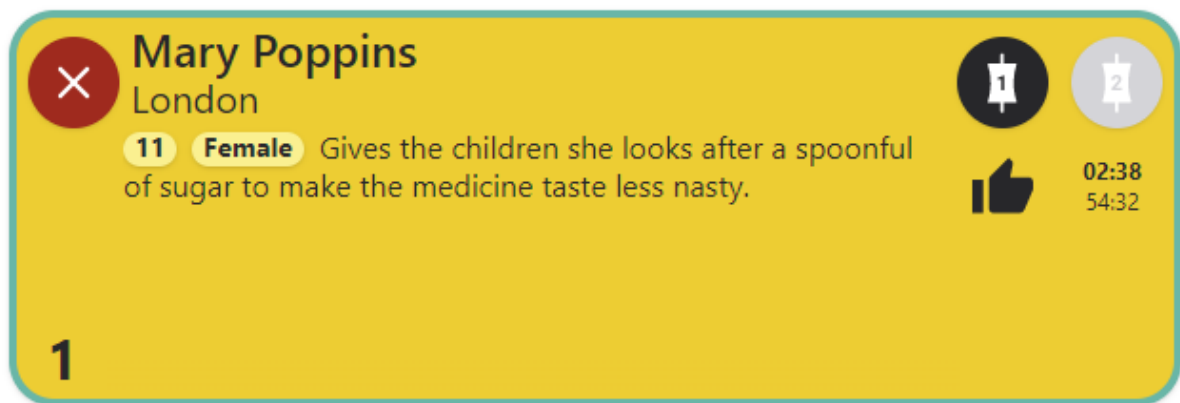
**Tip!** If your presenter is using Talent mode, the screener or producer **must** press the screened 'Screened' icon in order for the call to be able available to use on-air.

**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 call as 'Screened', press the 'Check/Tick' icon in the Call Details area.



SETTING 'SCREENED' STATUS



IN TALENT MODE, THE LINE IS ONLY ROUTABLE TO A DEVICE ONCE THE CALL HAS BEEN MARKED AS SCREENED

## Connecting a Conference call

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

If you have a lot of callers you want to use 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.

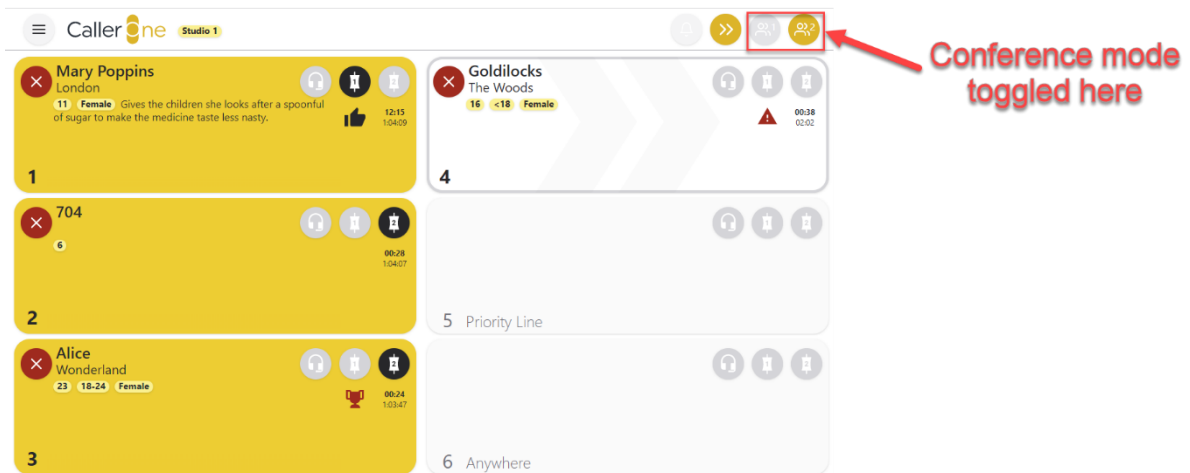
In these circumstances, you can use the 'Conference' feature.

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 (four lines per device), this will sound terrible on air and should be avoided. Remember, you will only have one fader for each Device, so you won't have fine control over the levels of each individual caller. Use Conferencing sparingly and only when it is really needed.

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

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



#### CONFERENCE BUTTON LOCATION



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

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

**Conference 1** – toggles Conference mode for Device 1

**Conference 2** – toggles Conference mode for Device 2

In this example, Conference mode is OFF for Device 1, and ON for 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  
OFF for Device 1  
= only one line  
connected at a time**

The screenshot shows the CallerOne Studio 1 interface with several call cards. The top bar includes a menu icon, the text 'CallerOne Studio 1', and icons for mute, hold, and conference. The call cards are numbered 1 through 6. Card 1 (Mary Poppins) has a '1' icon. Card 2 (704) has a '2' icon. Card 3 (Alice) has a '2' icon. Card 4 (Goldilocks) has a '1' icon. Card 5 (Priority Line) has a '1' icon. Card 6 (Anywhere) has a '1' icon. Red arrows point from the 'Conference mode OFF' text to the '1' icon on card 1 and from the 'Conference mode ON' text to the '2' icon on card 3. The '2' icon on card 3 is highlighted with a red box.

**Conference mode  
ON for Device 2  
= multiple lines may  
be connected at  
once**

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 calls

This section explains how to make call out using the phone lines.

This section does not apply to 'Anywhere' lines, as Anywhere lines cannot be dialled out in the same way as phone lines. See [Connecting an Anywhere call](#) below.

## 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 Recent calls list.

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

The screenshot shows the 'Recent calls' tab selected, indicated by a red circle with the number '1' and a red box around the tab label. Below the tabs, there are search and filter options, with a red circle '2' and the text 'Search/filter here if needed' overlaid on the search bar. The call log itself contains several entries, with a red circle '3' highlighting the 'Sleeping Beauty' entry. The entries are as follows:

Time	Caller Name	Notes	Location
4:45 PM	704		
4:45 PM	Sleeping Beauty	Tips for insomnia	Enchanted Castle
4:45 PM	Goldilocks	Having trouble with the neighbours	The Woods
4:45 PM	Father Christmas		North Pole

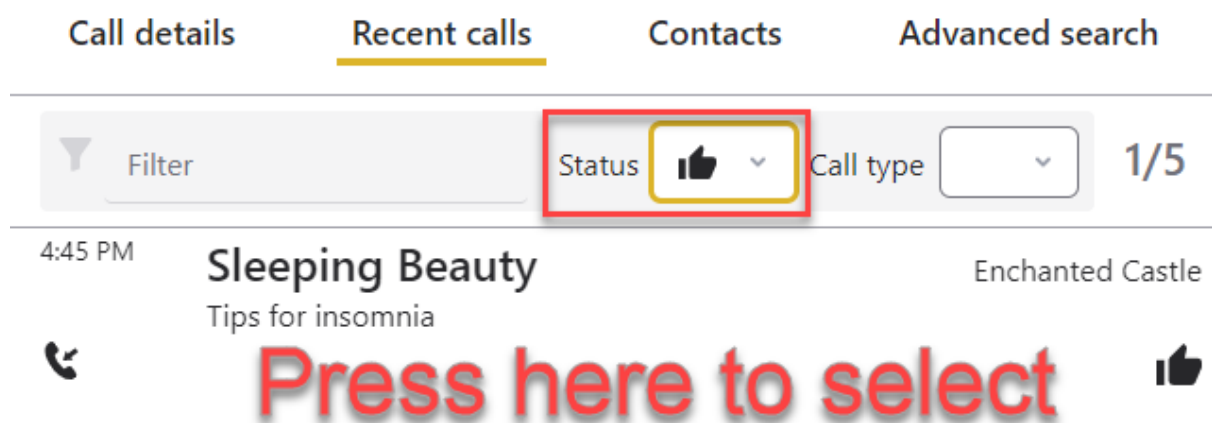
At the bottom of the screen, the text 'RECENT CALLS LOG' is visible.



3. Use the 'Filter' box to search for the Caller's name or a keyword from the call if needed.

If you assigned callers a symbol such as the 'thumbs up' to show who should be called back, you can also filter for this. See [Filtering the Call Log](#) above for more info.

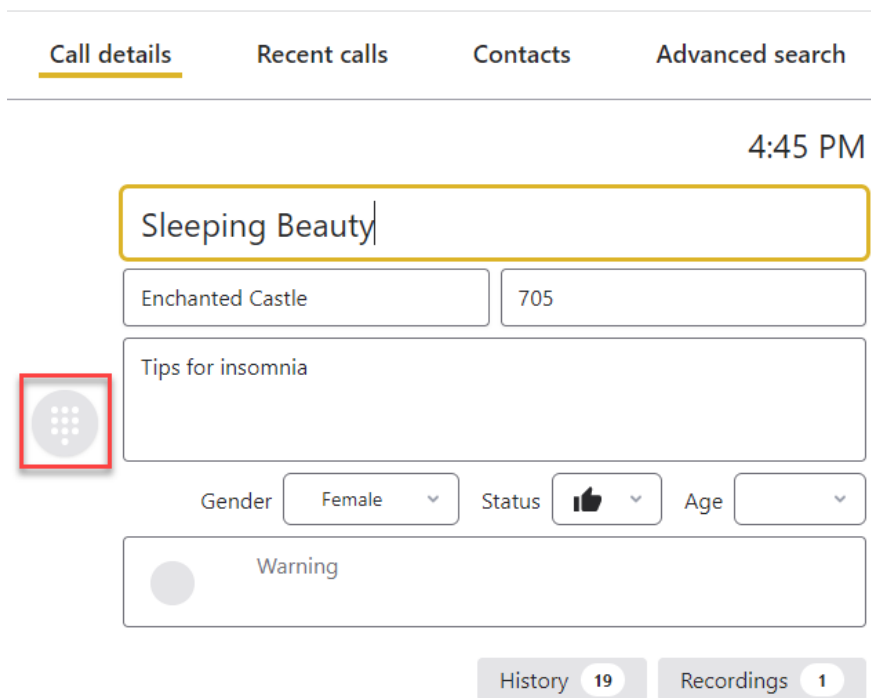
**Tip!** Call warning icons will always take precedence in the recent calls display – if a caller has been assigned the Status you have selected, their record will show even if the icon doesn't appear on the Recent Calls list.



THUMBS UP FILTER APPLIED. PRESS ON THE ENTRY TO OPEN UP ITS CALL DETAILS.

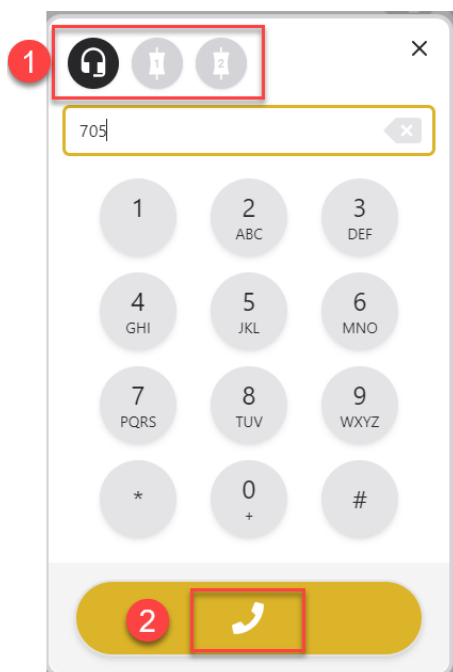
4. Then press on their call entry.

5. Their Call Details will appear. Press the dialpad button on the left-hand side.



#### DIALPAD BUTTON

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



#### SELECT DIALLING DEVICE AND PRESS DIAL

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

The screenshot displays the CallerOne Studio 1 interface. On the left, a grid of six call lines is shown. Line 4 is highlighted in yellow and contains a call from 'Sleeping Beauty' with the number '01234 567890'. The call details panel on the right shows the name 'Sleeping Beauty', the number '01234 567890', and the status '20 Female Tips for insomnia'. The panel also includes a 'Warning' section and a 'Chat' area. The interface includes various icons for call control and navigation.

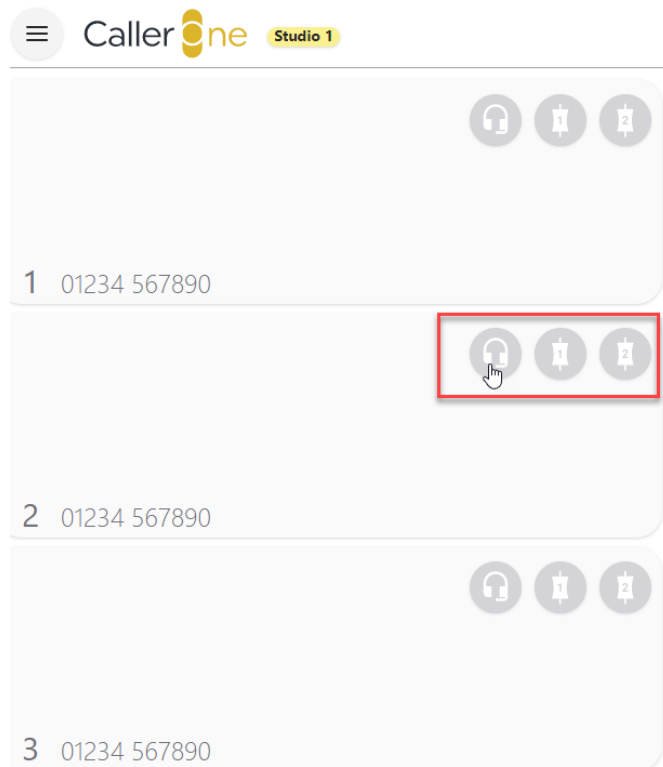
**CALL CONNECTED ON LINE 4**

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

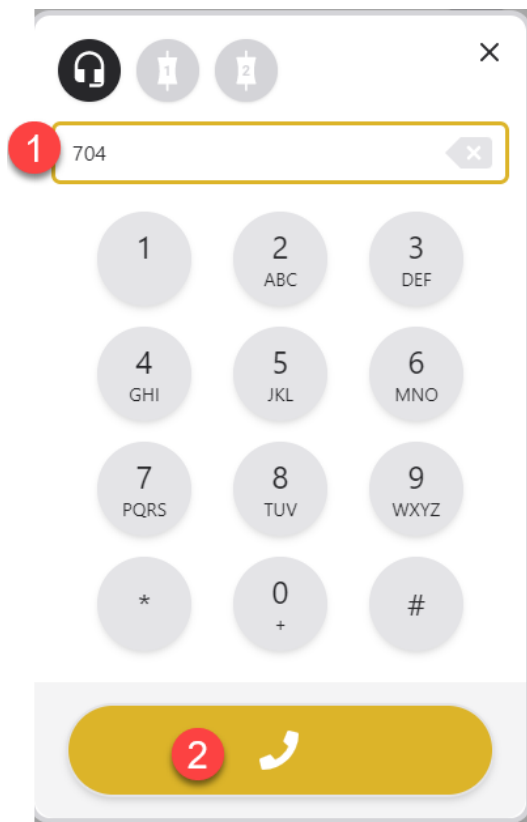
Sometimes, you need to dial someone who has not yet called you – for example, a guest who has agreed to appear on the show.

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, 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 Studio 1

Call details Recent calls Contacts Advanced search

2

Name

Location 704

Point

Gender Status Age

Warning

History Recordings

Chat

Screener

CALL CONNECTED AND AWAITING CALL DETAILS

CallerOne Studio 1

Call details Recent calls Contacts Advanced search

2

The President

The White House 704

Happy Thanksgiving!

Gender Status Age

Warning

History Recordings

Chat

Screener

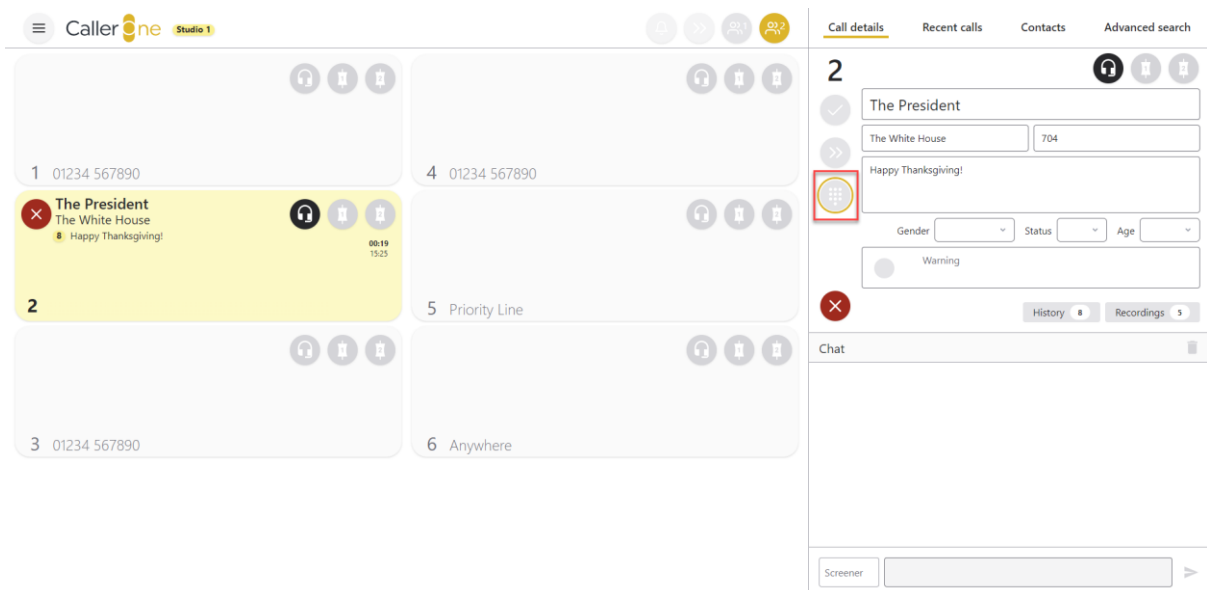
CALL DETAILS ADDED AND CALLER CONNECTED TO DEVICE 2

## Dialling an extension / DTMF

Sometimes, you may need to dial an extension number, or input options on a robotic menu ('Press 1 for the sales team... Press 2 for support...') using the dialpad.

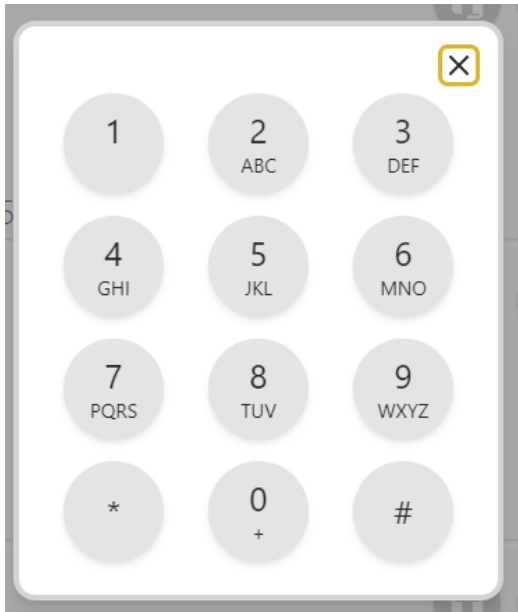
This is possible in Caller One.

1. Once a call is connected to either the headset or a device (but not on hold), press the dialpad icon again in the call details area.



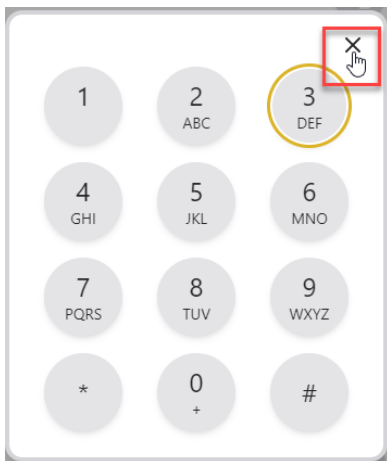
TO DIAL AN EXTENSION, PRESS THE DIALPAD ICON ON A CONNECTED CALL

2. A cut down version of the dialpad will appear.



DTMF DIALPAD

3. Enter the extension number or menu number required by either pressing/clicking the dialpad keys, or typing the numbers on your keyboard.
4. Press the 'X' in the top right-hand corner when the DTMF dialpad is no-longer needed.



PRESS THE X TO CLOSE



## Downloading a call recording

Caller One can make automatic recordings of calls which have been on-air (connected to a Device/TBU/Hybrid). Depending on your system's settings, it may also record calls which have been answered on the headset but not used on air.

This can be useful if you don't usually take callers live, as you can 'top and tail' the calls in your editing software and play them back in.

It's also useful for recording call montages for promos and clips.

**Tip!** Make sure you know the laws in your country about recording calls and have suitable warnings in place so that callers know a recording is taking place.

Recordings are usually kept for one day, but this may be different at your station – ask your support team to find out how things are configured where you work.

**Tip!** Once a call has been downloaded, use your own editing software to edit the caller. Recordings will be in wav format.

**You can only download a call once** it has either been transferred to on air (if you record screener chat), or **the call has ended** / or been transferred away from the Device (for calls connected to a device/ used on air).

1. To do this, find the call in the [Recent calls list](#) (or click the line if the call is still in progress and go straight to step 2).

Call details    **Recent calls**    Contacts    Advanced search

Filter    Status     Call type     7/7

5:05 PM	<b>The President</b> Happy Thanksgiving!	The White House
4:53 PM	<b>Sleeping Beauty</b> Tips for insomnia	Enchanted Castle
4:45 PM	<b>The President</b>	The White House
4:45 PM	<b>Sleeping Beauty</b> Tips for insomnia	Enchanted Castle
4:45 PM		

RECENT CALLS LOG

2. Click on the caller's name to bring up the Call Details, and then press the number next to 'Recordings'.

**Call details**    Recent calls    Contacts    Advanced search

---


5:05 PM

**The President**

The White House704

Happy Thanksgiving!

Gender Status Age

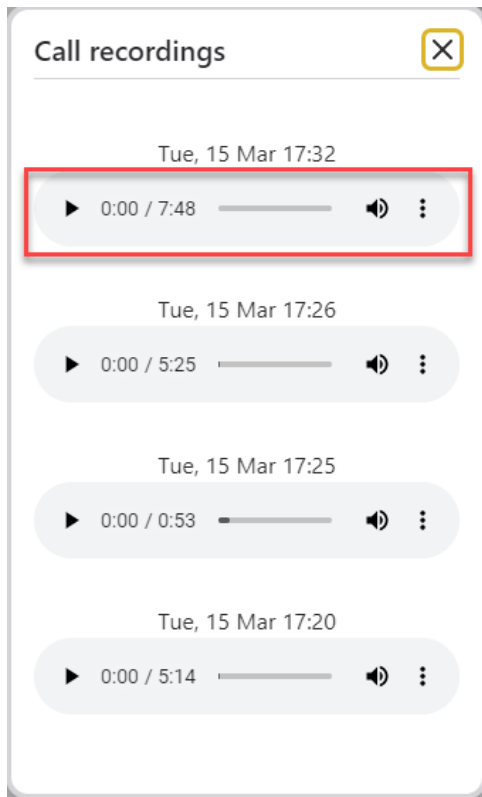
 Warning

History **8**Recordings **6**

---

RECORDINGS BUTTON – THE NUMBER SHOWS HOW MANY RECORDINGS THERE ARE OF THIS CALLER (IN THIS CASE, SIX)

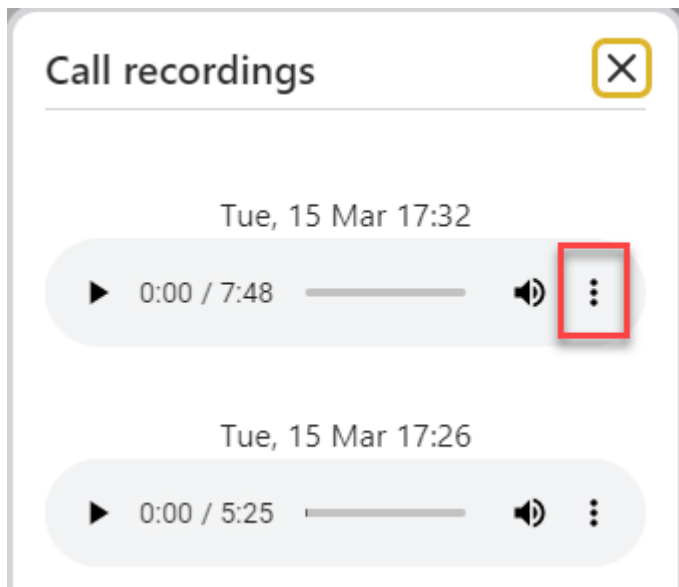
3. You can preview the call's audio to check it's the right recording by using the player.



CALL RECORDINGS – PLAY CLIPS TO PREVIEW

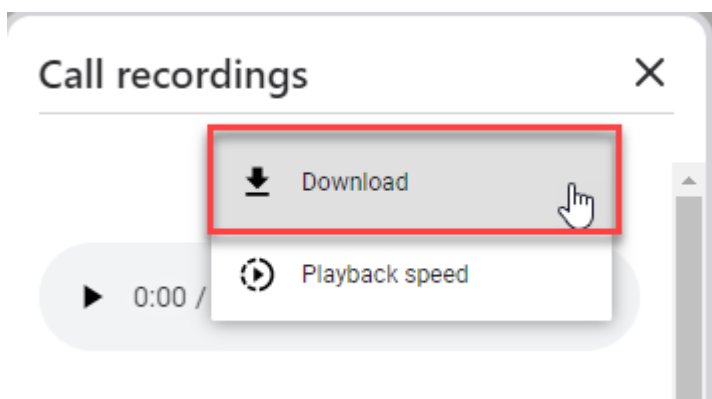
4. To download the recording to your local machine, press the three vertical dots.

**Tip!** If you can't see the three vertical dots, press play on the clip, first.



PRESS THE THREE VERTICAL DOTS ON THE RECORDING YOU WANT TO DOWNLOAD

5. Then press the 'Download' button.



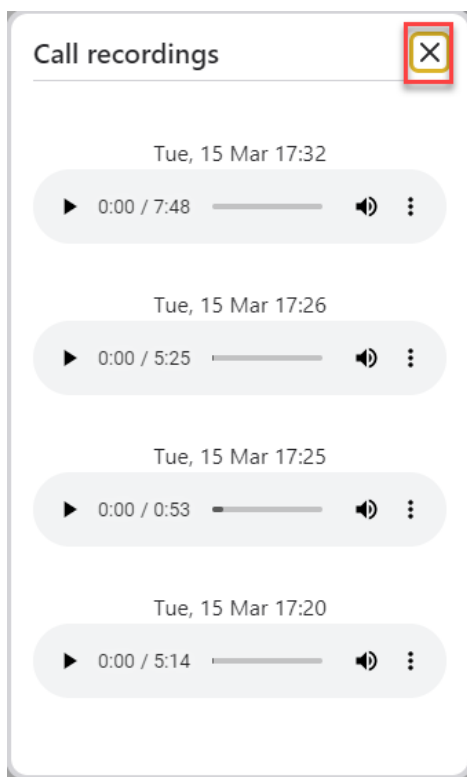
PRESS TO DOWNLOAD

6. The call's audio will then download to the default place on your machine where files are downloaded (usually the 'Downloads' or 'Recents' folder).



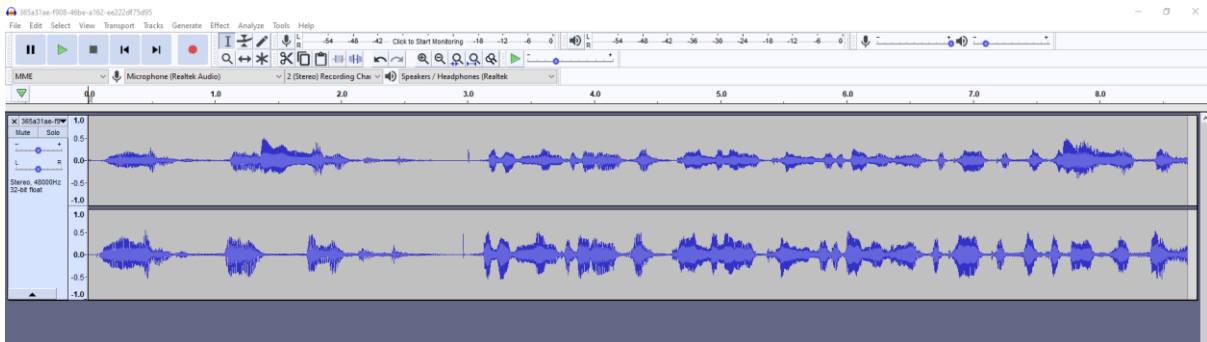
CLIP DOWNLOADED

7. Close the Call Recordings window by pressing the 'X' on the top right-hand corner.



PRESS THE 'X' TO CLOSE

8. Once you clip has downloaded, you can import the recording into your audio editor of choice to edit the call.



#### EDITING THE CLIP

**NB** Caller One does not include its own editing software – you need to use whichever audio editing software your station has installed!

**Tip!** Caller audio will be recorded on a different channel from the studio / presenter audio, which gives you more options in the edit.

For further information, see [Recordings button](#) above.

## Connecting an Anywhere call

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

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

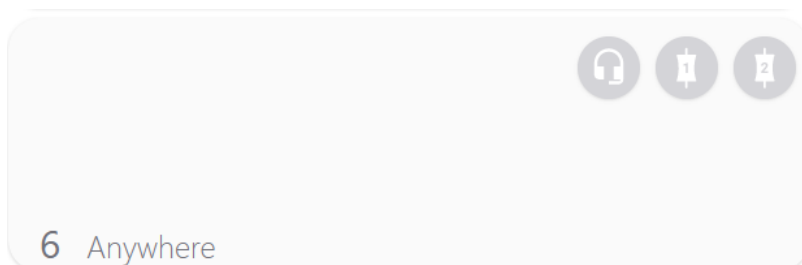
You can use Anywhere in a number of ways. For example:

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

The possibilities are endless!

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

First, press on the Anywhere line.



ANYWHERE LINE

---

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



A dialog box then appears.

The dialog box is titled "Anywhere invite" and features a close button (X) in the top right corner. It contains three text input fields: "Name", "Location", and "Point". Below these fields is an "Expiry" section with five buttons: "Day", "Week", "Month" (highlighted in yellow), "Year", and "Never". There are two checkboxes: "Single use" and "Contributor". At the bottom right are "Cancel" and "OK" buttons.

ANYWHERE INVITE DIALOG BOX

**Name** – the guest's name.

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

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

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

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

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

**Cancel** – to close the dialog box without saving.

**OK** – once you have set your options and are ready to generate the invite.

**X** (top right-hand corner) – closes the dialog box without saving.

**Anywhere invite**
✕

---

Name

Location

Point

Expiry Day Week Month Year Never

Single use

Contributor

Cancel
OK

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

**Anywhere invite**
✕

---

Name

Location

Point

Expiry Day Week Month Year Never

Single use

Contributor

Cancel
OK

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

Once you have filled in the relevant details, press 'OK'.

The screenshot shows a dialog box titled "Anywhere invite" with a close button (X) in the top right corner. It contains the following fields and options:

- Name:** A text input field containing "Mohammad".
- Location:** A text input field containing "La Rochelle".
- Point:** A text input field containing "French Exchange Twin Town guest".
- Expiry:** A row of five buttons: "Day", "Week" (highlighted in yellow), "Month", "Year", and "Never".
- Single use:** A checkbox that is checked.
- Contributor:** A checkbox that is unchecked.

At the bottom right, there are two buttons: "Cancel" and "OK". The "OK" button is highlighted with a red square.

PRESS OK TO CREATE THE LINK

The link is then created.

The screenshot shows the "Anywhere invite" dialog box after the link has been created. It displays the following information:

- Link:** <https://anywhere.radio/U8LDZ> with a copy icon.
- Code:** U8LDZ with a copy icon.
- Expires:** 08 March 2022.

At the bottom right, there is a blue "OK" button.

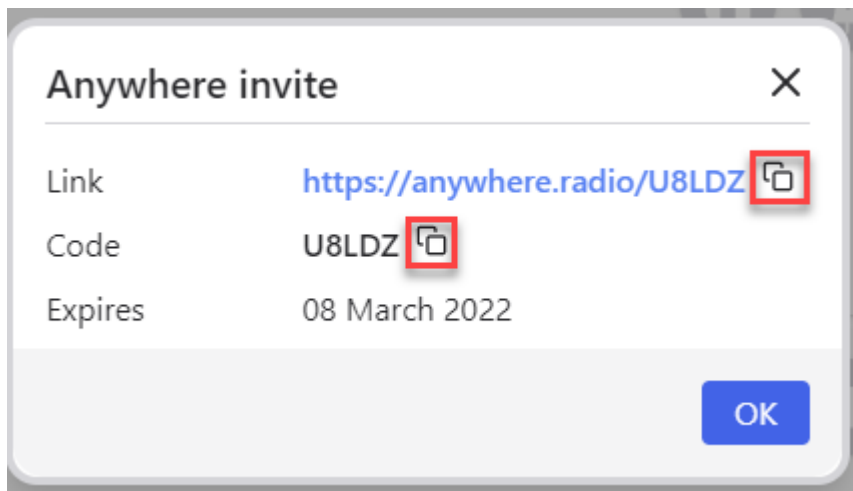
ANYWHERE INVITE DIALOG

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

**Code** – If it's easier, you can read this code out over the phone, or send it to journalists who regularly dial in can input the code on the [anywhere.radio](https://anywhere.radio) page

**Expires** – date when the link will stop working

**Copy symbols** – press these to copy the link or code straight to your clipboard.



COPY SYMBOLS

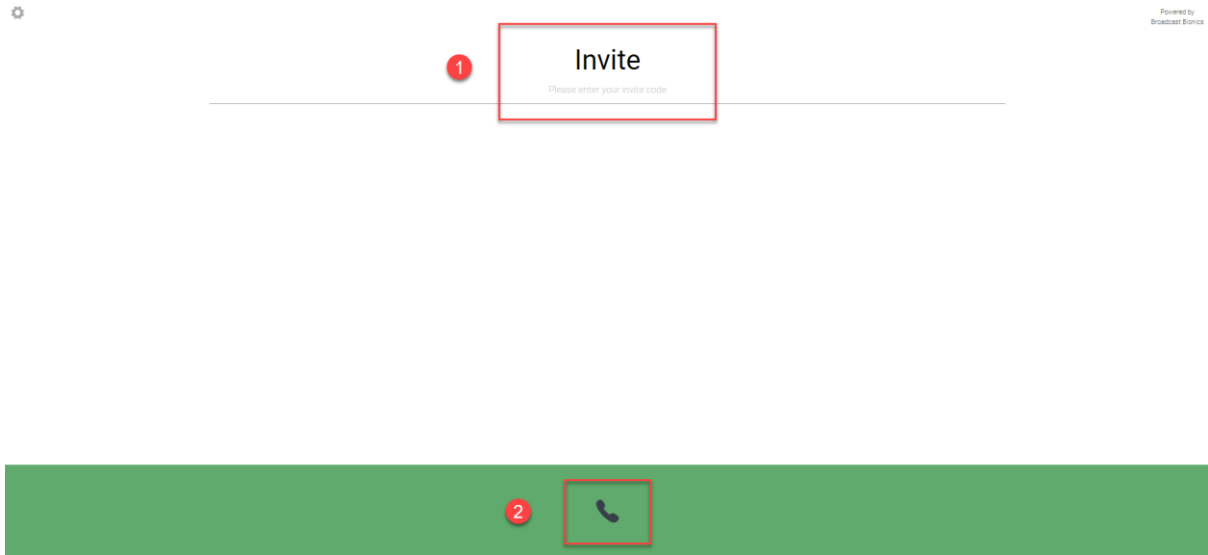
Then copy and paste the link and send it to your guest, reminding them that it is helpful to have a headset or microphone and to make sure they press 'Yes' when their browser asks whether to 'allow microphone'.

Press the OK or X buttons to close the invite window when you have sent your guest the link.

**Tip!** No record is kept of the link you generate, so make sure you make a note of it before closing the Anywhere invite link box.

## Guest joining an Anywhere call

This is what your guest will see if they go to [anywhere.radio](https://anywhere.radio) to enter their unique Caller One code.



ANYWHERE.RADIO SCREEN

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

Powered by Broadcast Business

## Talk with us

Details Advanced

Email Address

First Name  
Mohammad

Last Name

Location  
La Rochelle

Additional Information

📞

ANYWHERE GUEST SCREEN

## Details tab

**Talk with us**

Details

Advanced

*Email Address*

*First Name*  
**Mohammad**

*Last Name*

*Location*  
**La Rochelle**

*Additional Information*

📞

### DETAILS TAB

**Email Address** – optional extra contact information.

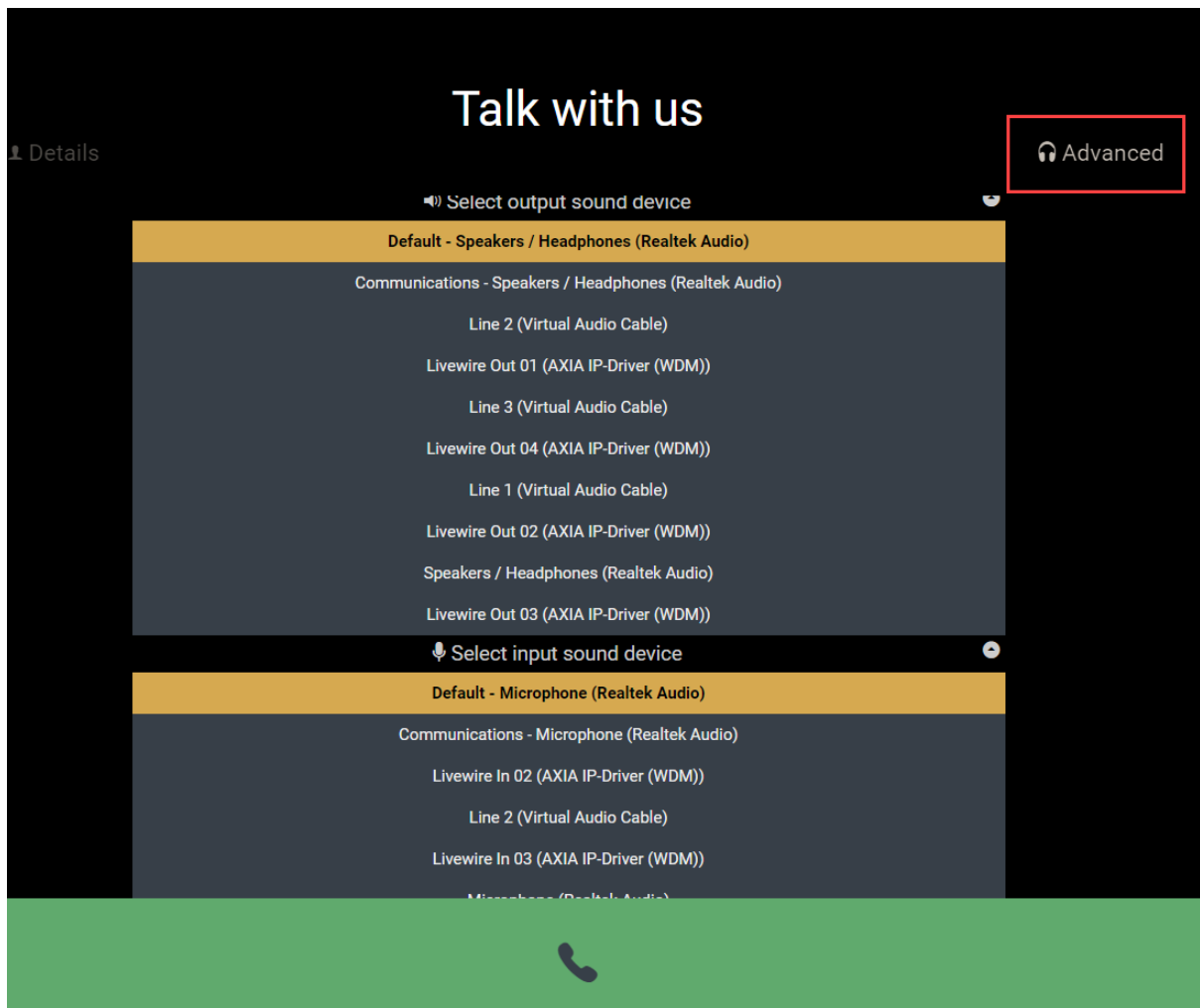
**First Name** – if you entered a name when you created the invite, it will appear here (or the guest can add).

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

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

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

## Advanced tab



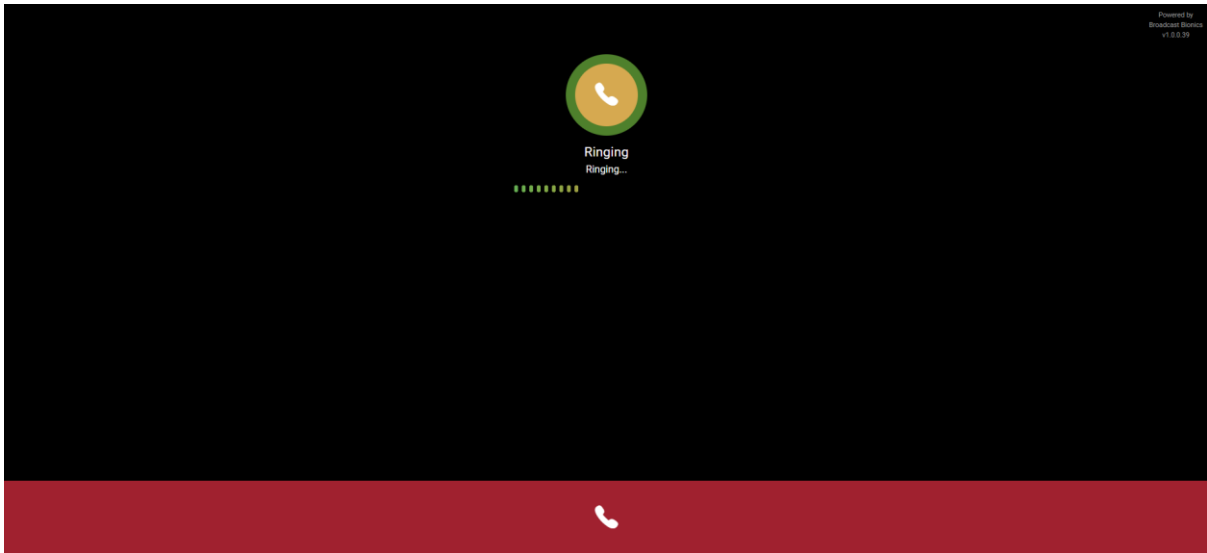
### ADVANCED TAB

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

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

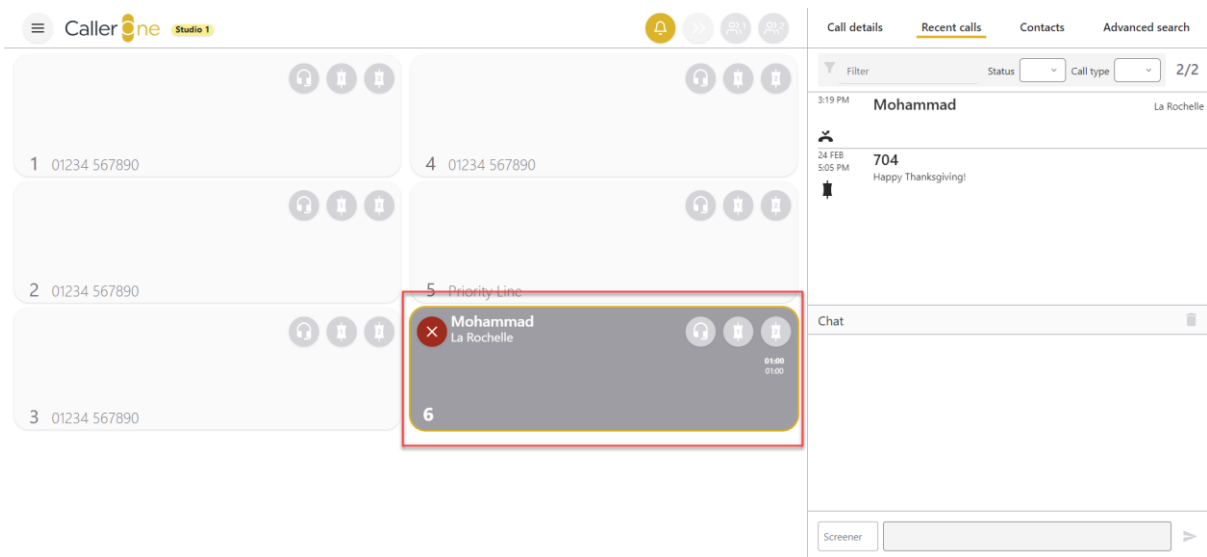
The screen will show a 'Ringing' icon.





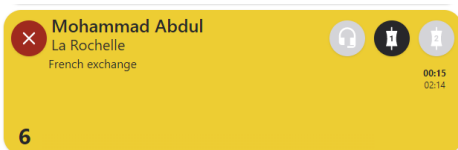
RINGING...

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



ANYWHERE LINE – CALL COMING IN

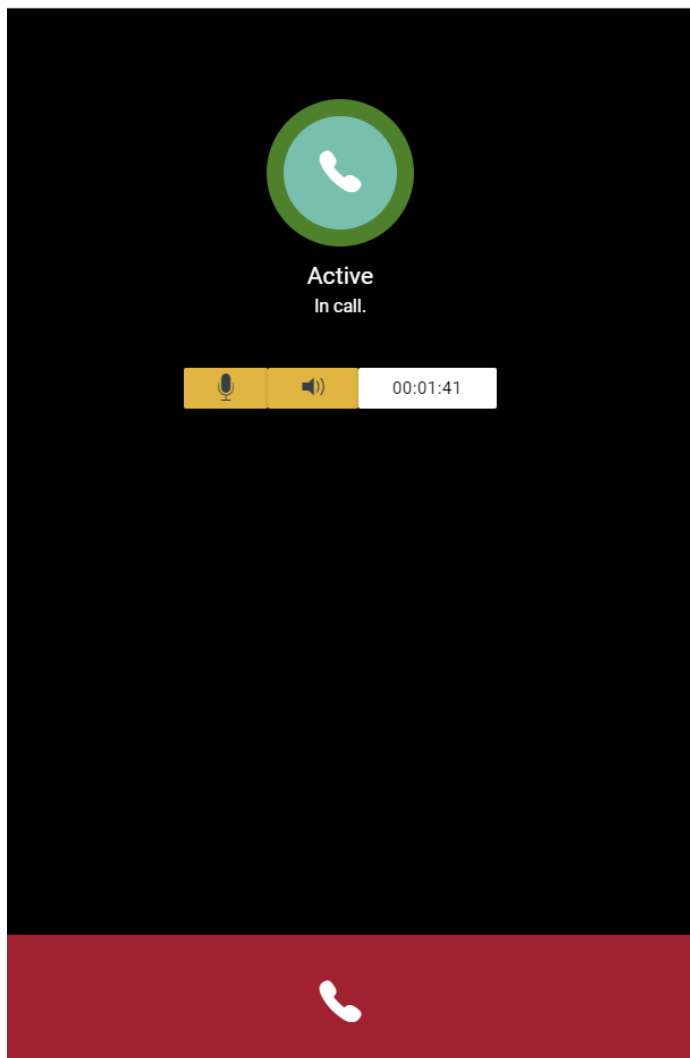
They can answer and connect the call as normal.



ANYWHERE LINE CONNECTED

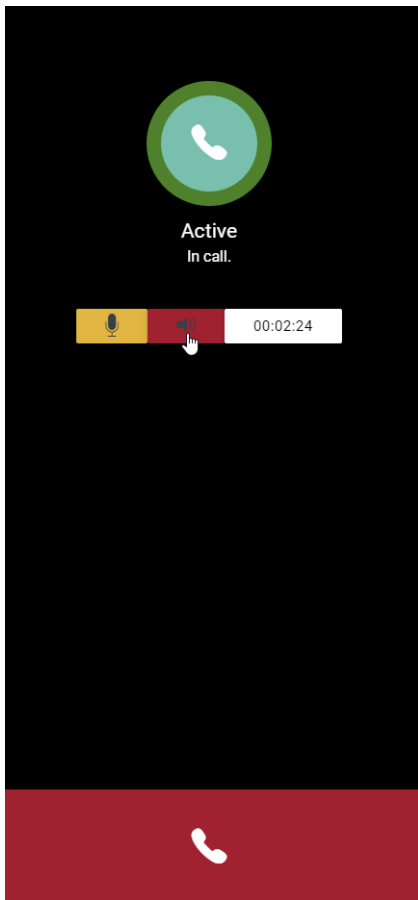
**Tip!** Anywhere Lines **cannot** be used in Conference mode.

The Guest will see the connected status on their screen.



GUEST SCREEN – CALL CONNECTED

Guests can mute their own speaker or microphone if needed.



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



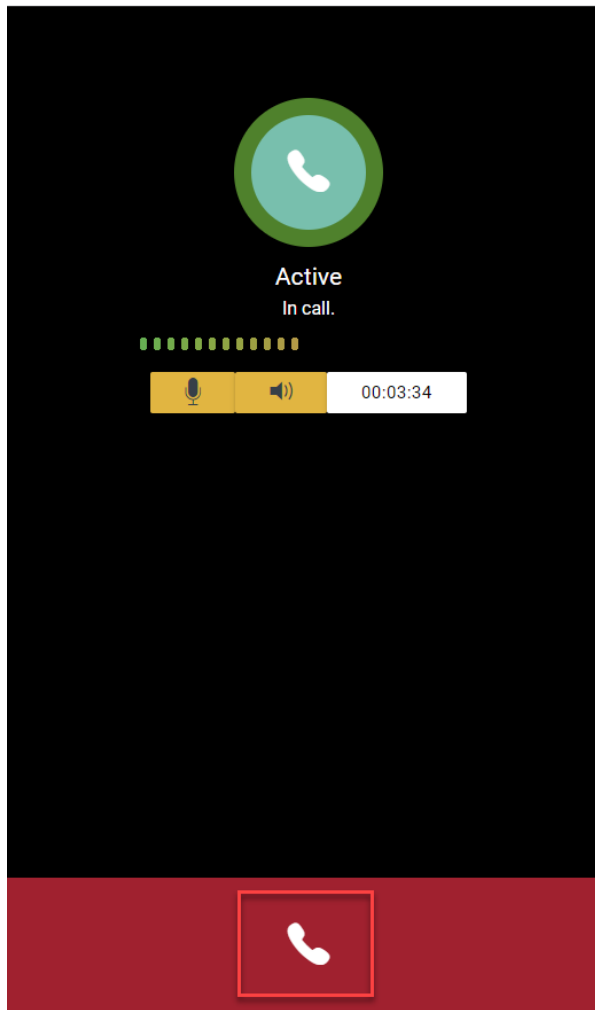
GUEST CONTROLS CLOSE UP

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

**Speaker** – as above

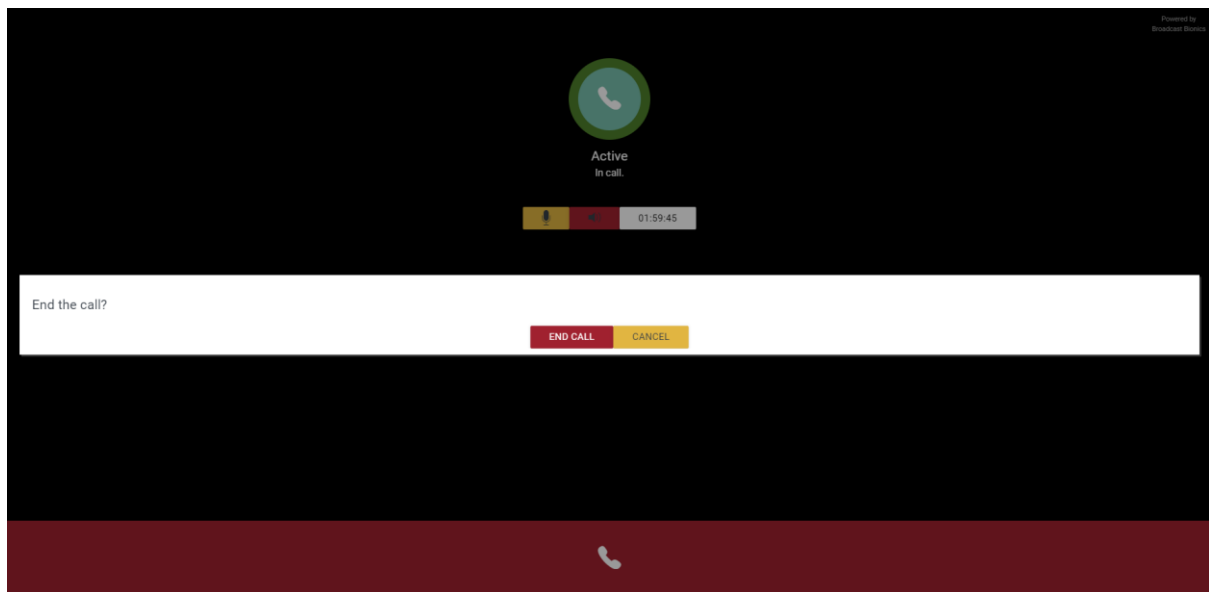
**Timer** – how long the call has been connected (total call time).

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



PRESS THE WHITE PHONE ICON TO HANG UP

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



#### HANG UP WARNING

Press 'End Call' to confirm.



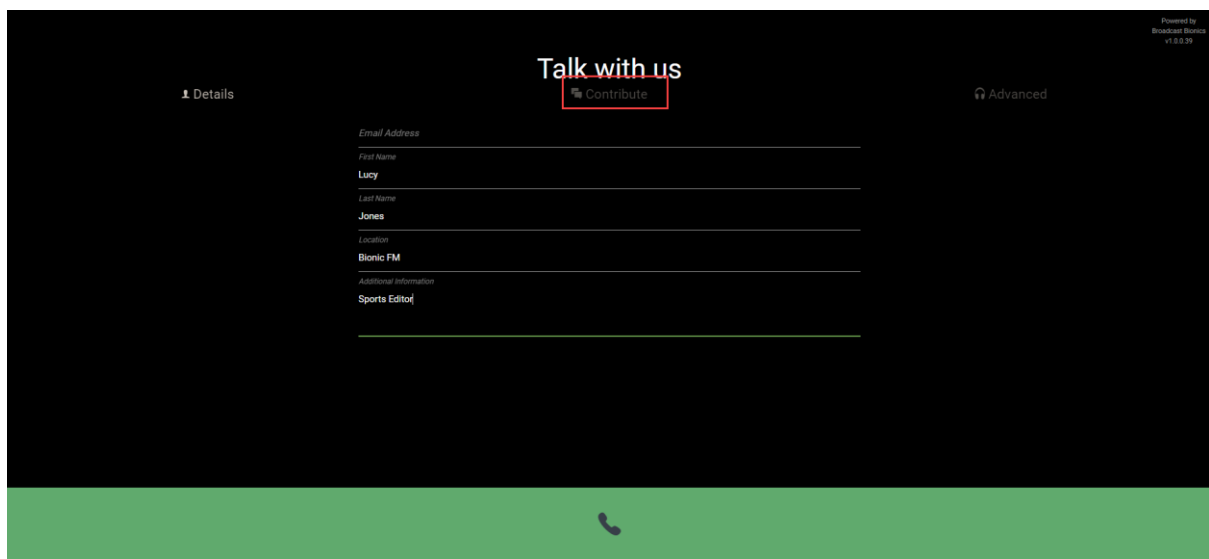
#### END CALL OR CANCEL

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

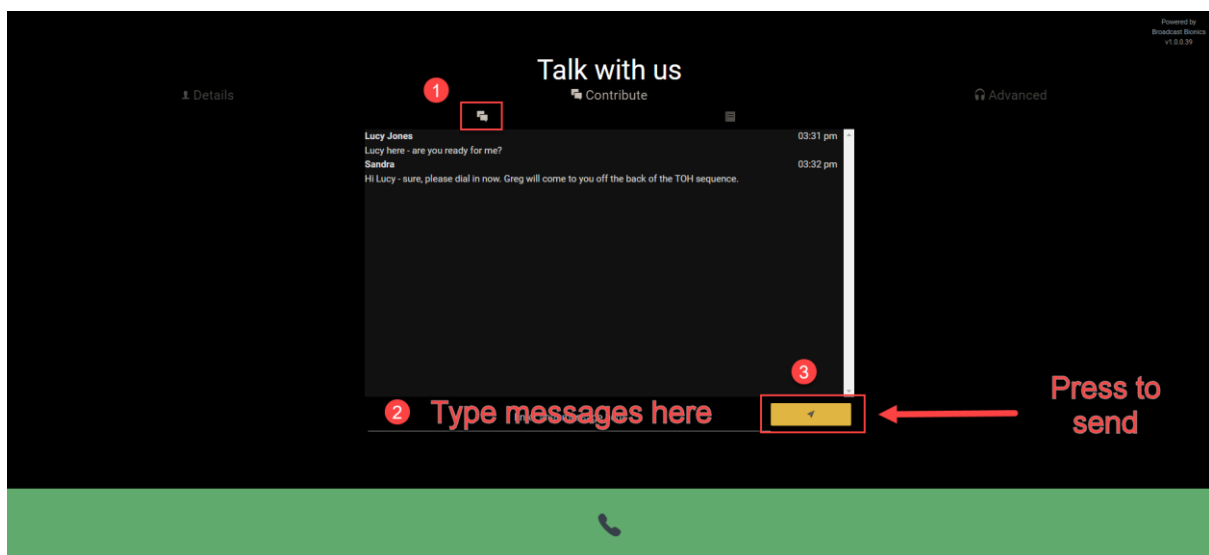
## Additional features for Contributors

If the Anywhere caller has been set up as a 'Contributor', they will see the 'Contribute' tab at the top of the link screen. They can send messages to the studio even before the call is connected.

(The Details and Advanced tabs work in the same way as for standard guests – see [Guest joining an Anywhere call](#) above.)

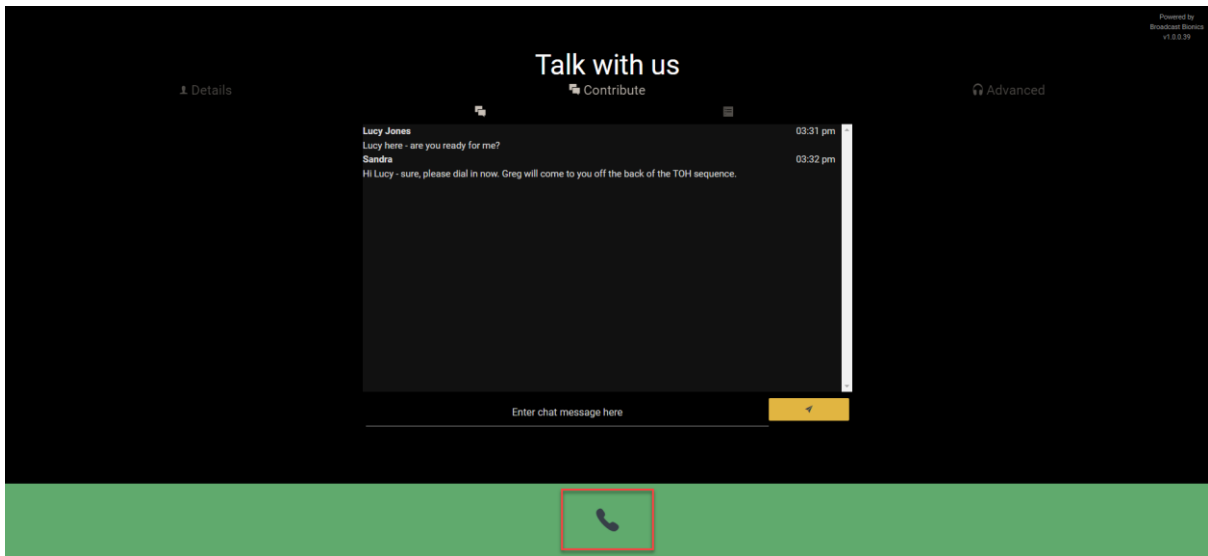


CONTRIBUTOR CONNECTION SCREEN



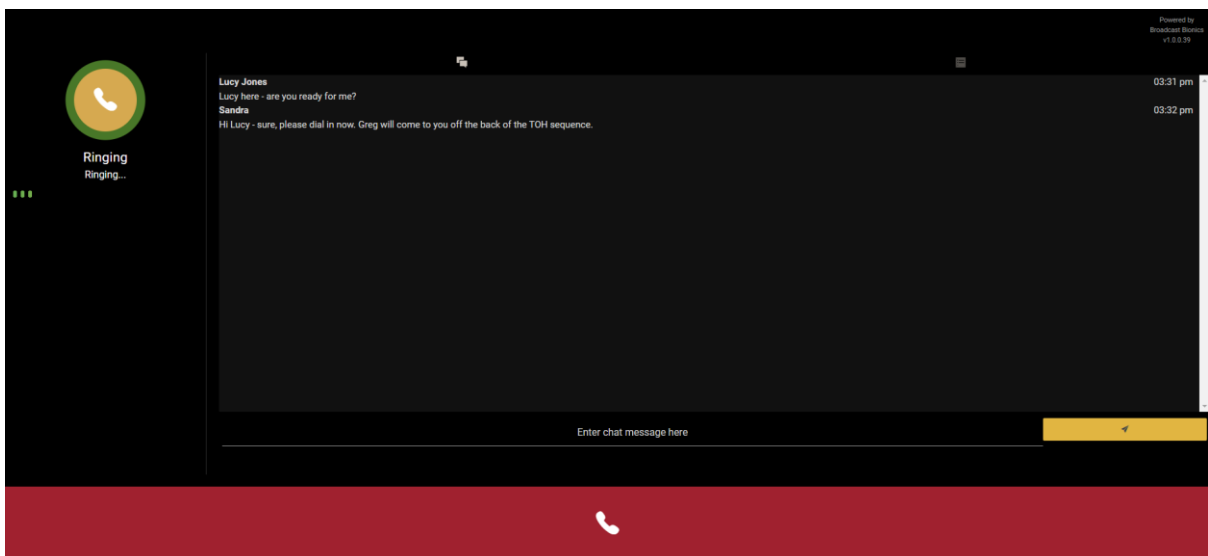
CHAT SCREEN LAYOUT

Press the phone icon to dial the studio.



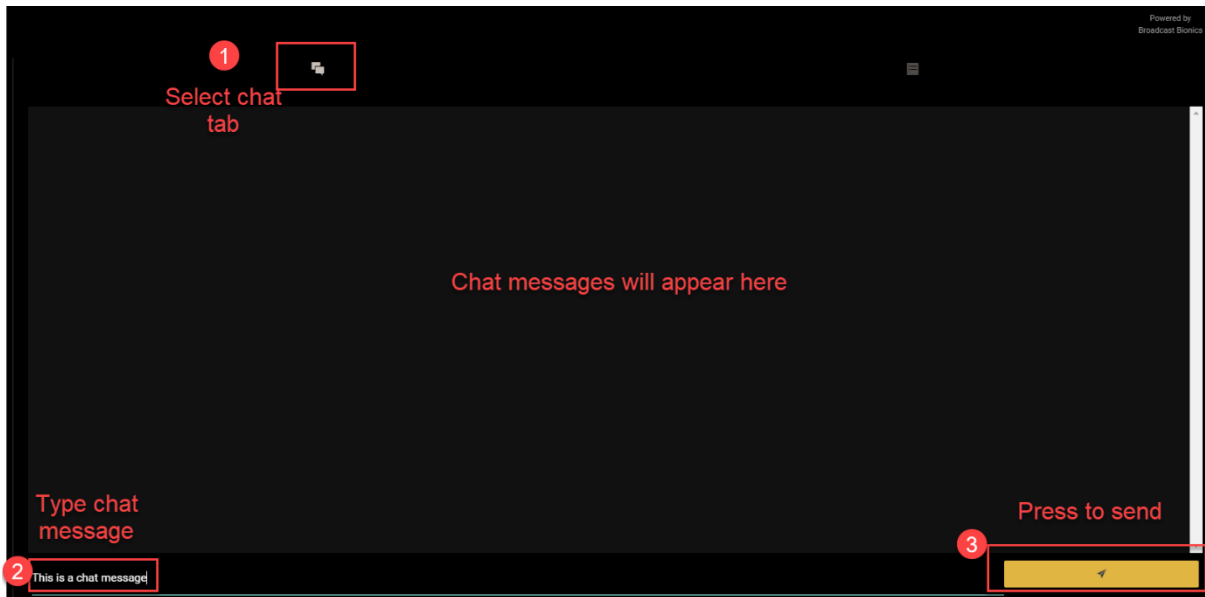
PRESS TO CONNECT

The screen layout then adjusts slightly



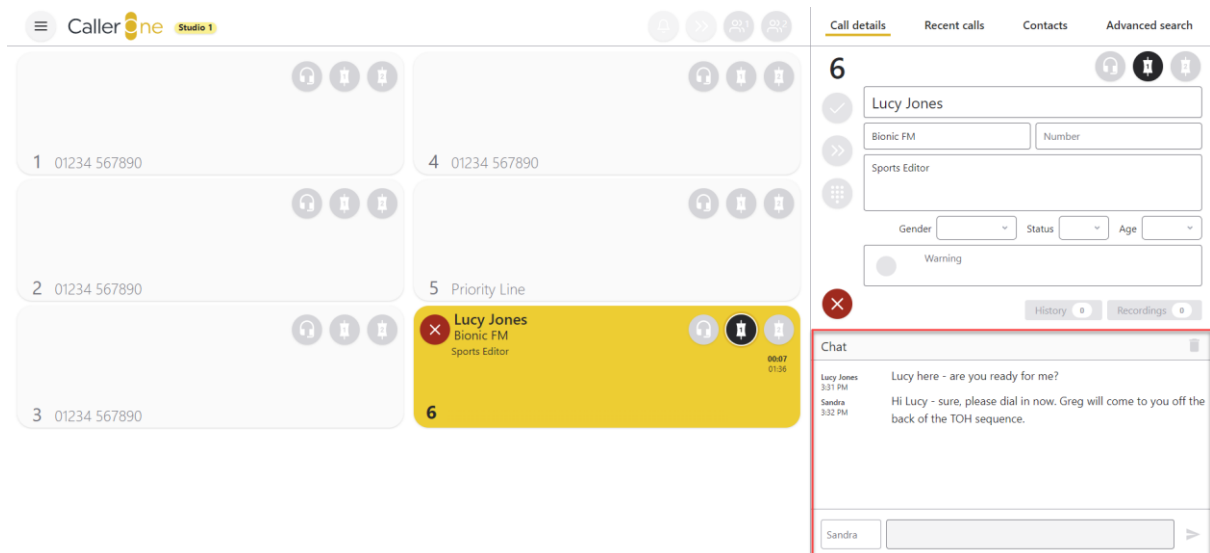
CONTRIBUTOR CALL SCREEN

Contributors are still able to send Chat messages to the studio.



#### CHAT TAB

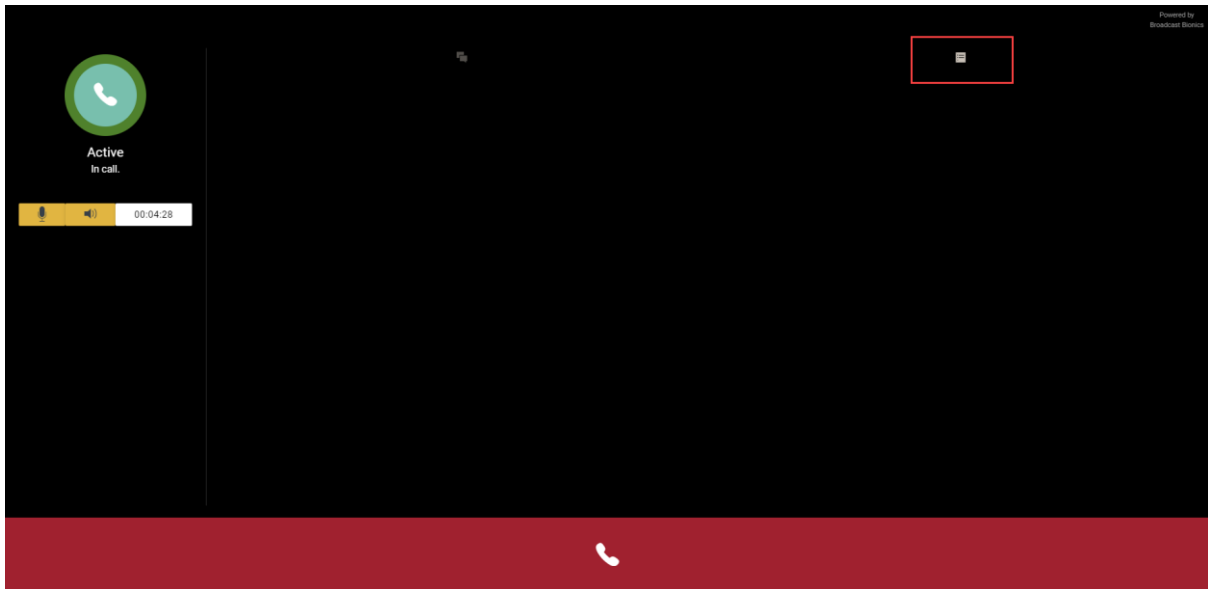
Here's what the studio team will see. Note how the chat messages have come through.



#### CHAT MESSAGES FROM CONTRIBUTOR ARE DISPLAYED

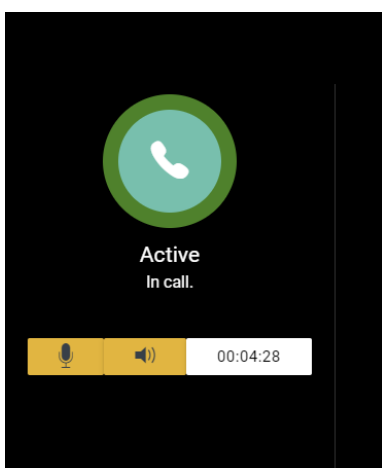


The second tab shows the On Air queue if Anywhere is paired with the full Bionic Studio / Bionic Talkshow system. It will not display anything when paired with Caller One.



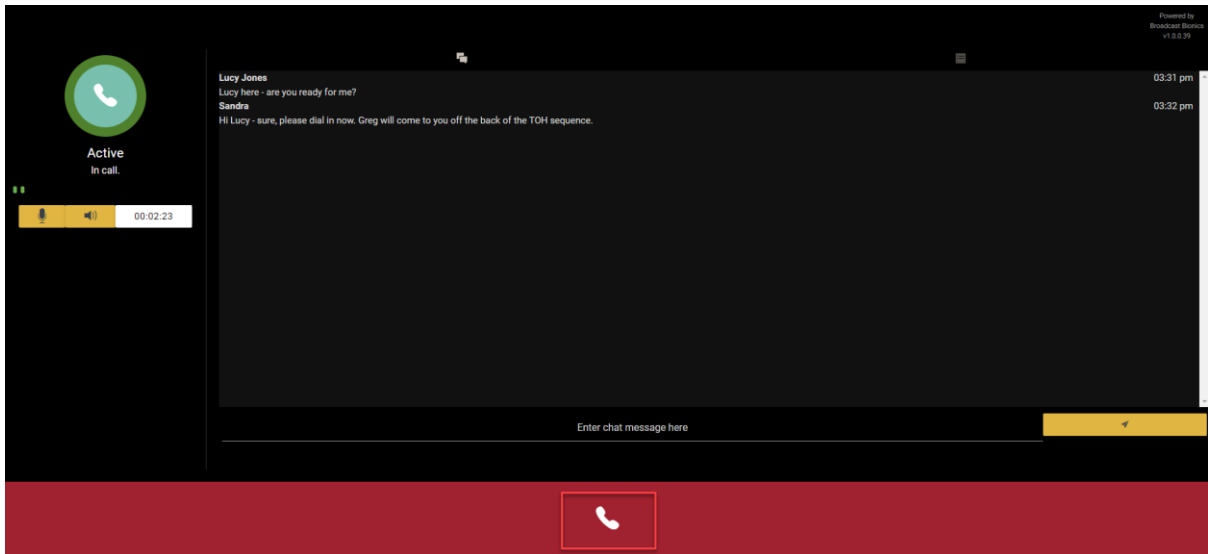
ON AIR QUEUE TAB – DOES NOT WORK WITH CALLER ONE (BY DESIGN)

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

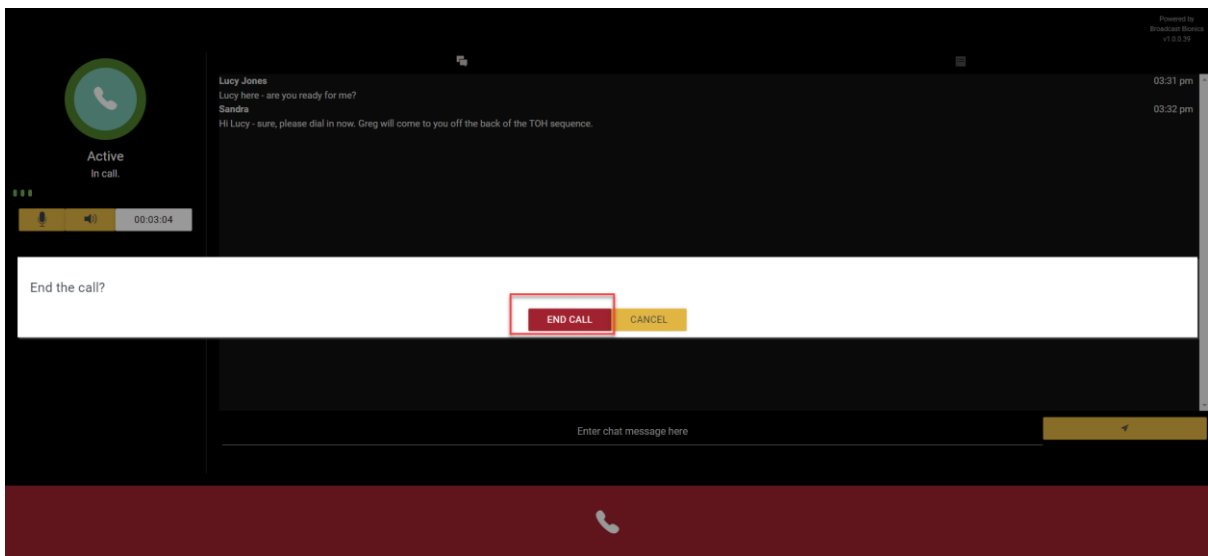


MUTE AND TIMER CONTROLS

Press the phone icon to hang up (or the studio team can disconnect the call, as normal).



PRESS TO HANG UP



PRESS 'END CALL' TO CONFIRM

## Common Questions

### Conference mode won't let me route callers

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

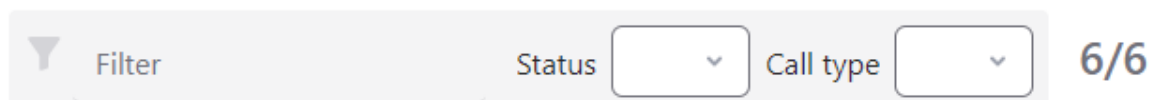
Next, make sure you are routing the caller to the correct Device – the Device **must** have Conference mode enabled to allow more than one call to be heard on the same Device at once.

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

### I can't see any information in the Recent calls log!

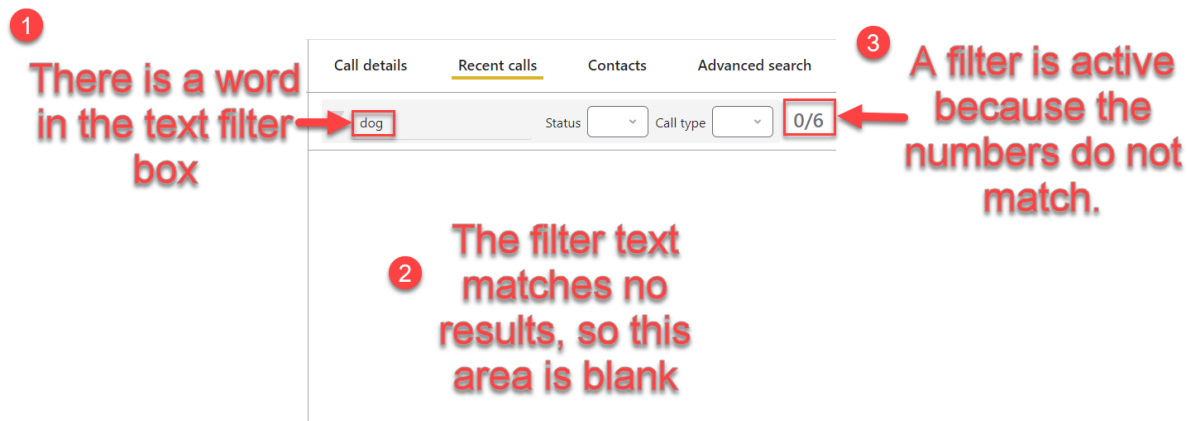
If you are the first show of the day and you haven't answered or dialled any calls overnight, the Recent calls list may be blank. This is because it only shows records for the last 24 hours / 300 entries.

Alternatively, make sure there is nothing in the 'Filter' box (e.g. an accidental spacebar press) by ensuring all the filter fields are blank and that the number of call records displayed matches the total number available in the call log (e.g. 6/6, 0/0).

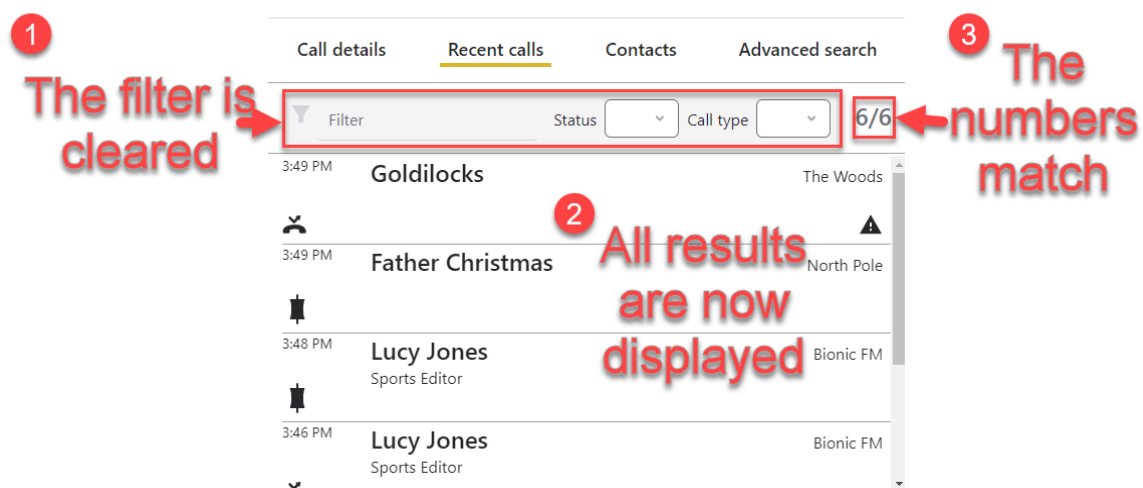


The image shows a user interface for filtering recent calls. It consists of a horizontal bar with a search icon and the word 'Filter' on the left. To the right are two dropdown menus labeled 'Status' and 'Call type'. Further right is the text '6/6'.

RECENT CALLS FILTER



DELETE THE TEXT (AND ENSURE THE SEARCH AND CALL TYPE DROP DOWNS ARE BLANK) TO CLEAR THE FILTER(S)



FILTER(S) NO-LONGER APPLIED AND ALL SIX CALL RECORDS ARE DISPLAYED

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

## I can't find the caller I am looking for on Advanced search

- Make sure that you haven't left a filter on from a previous search which you no-longer need.
- Check the date range is correct.
- Check the spelling.
- Call records will only be kept for the amount of time set on your system (usually one year, but check with your technical team for the settings used at your station). Records older than this limit will be deleted.

## When I press 'Next caller', nothing happens

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

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

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

## I get a warning saying my connection is 'unsafe'

This probably means that the machine you are using does not have a Caller One certificate installed. Please see the Caller One installation & setup manual, or follow the steps in the 'installing a certificate' video on the bionic.radio website (see [Further sources of help and support](#) below).

## My headset won't work

First check to make sure that your certificate is installed – a padlock icon should appear in the browser address bar. If not, please see the Caller One installation & setup manual or follow the steps in the 'installing a certificate' video on the bionic.radio website (see [Further sources of help and support](#) below). **The headset audio will not work until the certificate is installed.**

If the certificate is installed, check that you have not muted your system's audio, or set the volume too low on the computer's sound settings.

Some headsets also have a mute button or volume control on their connection lead – check this has not accidentally been pressed or set too low.

You can try unplugging the headset, closing your browser, plugging the headset back in and opening the browser again.

If this doesn't work, check the privacy settings on the machine and in the browser. (Search 'Microphone Privacy Settings' on your machine (Windows), or in Chrome check under Settings / Security and Privacy / Site Settings, then 'Microphone' under the 'Permissions' section.

You can also test the headset on another machine – if it still doesn't work, it is likely that the headset unit itself is faulty.

## I have set a status icon for my caller but it doesn't display

If the caller also has a Warning/Alert icon set (Warning, Banned, Regular Caller or Prize Winner), this will override in the line display. You can still filter by call status if required – it will be set; just will not show.

Calls which are over six hours old will return the Status and Call point display to blank (see [Appendix 1 – Call Details record storage](#) below for an illustration).

## A regular caller's details display as blank every time they phone in

This is probably because they have their phone number withheld – Caller One uses the phone number to link the call and caller records.

## Glossary

**Admin / Administrator** – people with access to the Caller One 'Configuration' options and therefore have the ability to adjust Caller One's settings for all users. Not the same as a machine Administrator.

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

**Call Log** – alternative term for the [Recent Calls](#) list.

**Caller** – person phoning in to your show.

**Chat** – Area of Caller One where the production team and presenter can communicate using typed messages in a group chat. Some stations call this 'visual talkback'.

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

**Configuration** – option on the top-left menu. Access requires a password. Authorised users can adjust the Caller One settings that affect all users. Equivalent of System Settings.

**Contributor** – A caller using an Anywhere line who is granted access to the studio Chat area. Contributors are usually station staff, e.g. reporters on location.

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

**DTMF** – Dual Tone Multi-Frequency – the special note each number on a telephone dialpad can generate to send instructions to another system, e.g. an automatic answering system asking you to press '1' to be connected to the sales team, '2' for finance, etc.

**Guest** – A caller using an Anywhere line who does not have access to the backstage Chat area.

**Line** – place where phone calls are answered or dialled.

**Mode** – changing the mode will reveal different layout / view options on screen, optimised for the workflow that most suits your current show: Screener, Producer or Talent.

**Sound Desk** – place where sound levels are adjusted. May be known as a mixing desk, mixer, console or board at your station.

**Studio 1 and Studio 2** – If you have a Two Studio licence, you can use the same Caller One machine to connect calls to different studios at different parts of the day.

**User** – someone who has access to Caller One but whose password (if set) does not give them access to change the Configuration settings.

## Further sources of help and support

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

You will also find the Caller One Installation & Setup manual here on the 'manuals' page: <https://bionics.co.uk/manuals>

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](mailto:support@bionics.co.uk) or +44 (0)1444 884 141.



## Appendix 1 – Call Details record display

The Call Details / caller records display information in a way which is useful for you producing your show.

- Details which are relevant to the **Caller** (e.g. name, location, warning) will show on the Call Details tab whenever the person calls the station (unless the number is withheld).
- Details which are relevant to the **Call** (call point and call status) are displayed on the Call Details display automatically for six hours, no matter how many times the caller rings you or you call them back.
- The call history is kept for the system default time (usually one year).

This distinction is really helpful, as it means information which is unlikely to change (such as a caller's name or any warnings) stays with the caller, meaning you don't have to retype details every time.

Information relevant for a particular show will be removed from automatic display after a few hours, meaning that you don't have to delete information from the call point if the same person dials you again the next day. This makes your workflow quicker as a producer.

You can always see what a caller has phoned in about before by checking their 'history' tab.

This all makes much more sense in the context of real-life system use – promise!

However, some users want to know which information is displayed and for how long, so here is a guide:

Caller information – usually stored for a year

Call details    Recent calls    Contacts    Advanced search

3:49 PM

1 Goldilocks

2 The Woods    3 702

Point

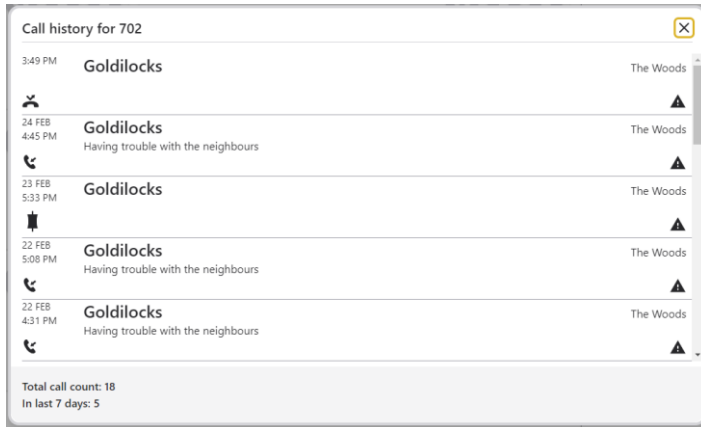
4 Gender Female    Status    5 Age <18

6 Warning

7 History 18    Recordings 0

CALLER INFORMATION – RETAINED LONG TERM.

1. Name
2. Location
3. Phone number (unless withheld)
4. Gender / Pronouns
5. Age
6. Warning
7. History – to see calls / call points made in the past (useful for checking if this caller has already been on air making a similar point in the past.)



HISTORY TAB – CALL POINTS FOR THE CALLER'S PREVIOUS CALLS CAN BE VIEWED HERE (USUALLY STORED FOR ONE YEAR).

### Individual call details – displayed automatically for six hours

Information relevant to a specific **Call** is automatically displayed for six hours. This is usually long enough to ensure if someone calls you back (or you need to call them back) during the same show that the information is shown on the line, but that their call point will be reset to blank if they phone after that.

Call details
Recent calls
Contacts
Advanced search

3:49 PM

Goldilocks

The Woods

702

8 Point

Gender Female

9 Status ▼

Age <18

⚠ Warning

History 18

Recordings 0

INFORMATION RELEVANT TO A SPECIFIC CALL RESETS AFTER SIX HOURS TO SAVE YOU FROM EXTRA CLICKS ANOTHER DAY!

8. **Call point** – What a caller is phoning about. E.g. if today is 'What's your favourite biscuit?', then it might be custard creams... but tomorrow, if the phone-in is 'Are cats better than dogs?', it might be 'Cats, because they don't need taking for walks.\* This resets after six hours because you will be onto a different show team or topic, and they might be making different editorial decisions. The caller's History is still available for checking past caller use.
9. **Status** – the Status drop down helps you mark this caller to help you choose calls for this particular show. E.g. if you use the thumbs up to show someone you want to call back, that wouldn't be relevant for the team coming in to produce the next show. A caller might be excellent on the breakfast show's phone in about best song opening lyrics, but hopeless on the midday show's discussion of the economic policy of Japan. That's why the Status symbols reset after a few hours, as it's about the status of the specific **call**, not the **caller**.

**Tip!** The call point and status info will be available on the Call History or Advanced Search results for up to a year (or whatever default is set on your system). The six hour limit applies to what is shown in the Call details / Recent calls display when you or the caller calls each other back.

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\* If either of these is actually your phone in topic, please resign from radio immediately.