

# ***Telos Call Screen Manager*** <sup>TM</sup>

**Talk Show Management Software**



***User's Manual***

Version 2.1 - January 1994

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# **User's Manual**

## ***Telos Call Screen Manager***

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SECTION 1  
**INTRODUCTION**

## **1.1 OVERVIEW**

### **1.1.1 INTRODUCTION**

Call Screen Manager software interfaces with the Telos Direct Interface and 1A2 Interface Modules and with the Telos ONE-x-Six as part of a comprehensive broadcast telephone system. The software monitors the phone line states generated by the Telos telephone interface hardware as each call progresses. It tracks each call from HOLD, to ON or CONFERENCE, and eventually to the OFF state, automatically updating the primary (producer) screen, the secondary (talent) screen and any operational remote displays. Each line has a call timer (that will also display time spent on hold) and programmable duration alarm.

As calls are taken, the director enters information on each caller that is viewed on both his/her screen and the talent's screen. The titles of the information fields and the size of each field may be configured by the user. Additional space is provided for special messages and instructions from the director to the talent. Full page and Flash Messages may be stored and sent with a simple keystroke combination.

Callers are generally placed on the air using a Telos tabletop Switch Console or console mounted switch panel. Call Screen Manager Version 2.1 also provides computer keyboard control of selected Interface Module functions and, when using the Direct Interface Module, of Mitel screener phone functions. This allows most critical screener functions to be accomplished from the keyboard. In addition, the Switch Console can control selected Call Screen Manager functions for total flexibility.

Call Screen Manager includes a caller information database module, Database Tools, to store and manipulate data entered by the screener, along with date and time of call, call duration, and hold duration. Data fields are modifiable and the Database Tools module includes report and export features.

### **1.1.2 SCREENER AND TALENT DISPLAYS**

The call screener and talent view different displays. The screener display is "spreadsheet" style, with essential information on each caller on a single line. This allows the screener to view a larger number of lines without scrolling. The talent display has essential caller information with fewer callers displayed. This permits the talent to focus on the callers presently on the air and those next in the queue.

SS	PKCH	TIME	NAME	TOWN	SUBJECT
1	H	0:05			
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
1					

Enter Data For Line 01

Name : XXXXXXXXXX

City : XXXXXXXXXX

Subject : XXXXXXXXXX

Zip : XXXXXX Gender M/F : X

Phone : XXXXXXXXXX

Comment : XX

*Screener Display with Data Entry Window*

L 1:  
**OFF**

L 2:  
**OFF**

L 3:  
**OFF**

L 4:  
**OFF**

Messages From Program Director

*Talent Display*

Phone lines occupy positions on the display based on line status. The display for page 1 is organized in the following manner:

- **ON** - ON callers are placed at the top of the display. Any additional callers appear under the first ON caller who is likely on-the-air.
- **CONFERENCE** - CONFERENCE callers (on-the-air callers locked into the conference mode) appear next in the display. Any additional conference callers appear below the first one.
- **HOLD** - Callers on HOLD appear under the ON and CONFERENCE caller(s). Callers are listed with those on HOLD the longest appearing higher on the list.
- **OFF** - Shows lines currently not in use below the lines in use.

On the Talent display if there is not enough room on page 1 to show all callers in states ON, CONFERENCE and HOLD, they will flow onto succeeding pages 2 through 4 of caller information. When the caller goes to the OFF state, the caller's information is cleared from the display and the Line Window moves to the last position on the last page being used.

### 1.1.3 REMOTE OPERATION

Remote Software makes possible communications, via modem, between the producer to talent located away from the studio. *This communication requires the special Remote Software version of Call Screen Manager. References to remote operation in this manual do not apply to users who have not purchased the Remote Software.*

If you do not have the Remote Software and require its capabilities, please contact the Telos dealer from whom you made the original purchase.

Communication between the operator of the Remote PC and the producer (at the Host PC) takes place through the communication Message Windows available on both displays.

Upon "connecting" by modem with the Remote Software, the Remote PC is initialized with the status of all current line information stored by the Host PC located at the studio. Thereafter, any updates to this information are sent to the Remote PC as they occur.

## 1.2 WHAT'S NEW IN VERSION 2.1

- Caller information database that stores data entered by the screener, along with date and time of call, hold, and call duration. The Database Tools module includes report and export features and modifiable data fields.
- Computer keyboard control of selected Interface Module and ONE-x-Six functions and, when using the Direct Interface Module, of Mitel screener phone functions. This allows most critical screener functions to be accomplished from the keyboard.
- Switch Console control of selected Call Screen Manager functions.
- Switch Console operation at remote site. When using Remote Software, a Switch Console may be used at the remote PC for control of the studio equipment.
- Enhanced messages including a full page message, quick messages, and two-line standard message fields.
- Enhanced Screener Display showing additional phone lines.



### **1.3 READ.ME FILE**

If there is a READ.ME file on the disk, read it first. It will have updated information that is not included in this manual.

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**SECTION 2**  
**INSTALLATION**

## 2.1 SYSTEM REQUIREMENTS

### 2.1.1 HOST MODULE

- **Hardware** – IBM PC, XT, AT (286, 386 or 486), PS/2, or true IBM compatibles. The hardware is to be equipped with one communication port; CGA, EGA, VGA, Hercules, MCGA, or MDA video adapter; and monitor. If using Database Tools and storage, 286 or better is required.
- **Operating System** – PC-DOS or MS DOS 3.1 or later.
- **Dual Display Mode** – Host system requires MDA or a Hercules (HGA) adapter and monitor for the primary display and a VGA, MCGA, EGA or CGA adapter and monitor for the secondary display. The CGA adapter with composite video output can easily be distributed to other composite monitors. You can also use VGA/EGA video splitters to distribute the signal.

### 2.1.2 REMOTE MODULE

- **Hardware** – IBM PC, XT, AT (286, 386 or 486), PS/2, or true IBM compatibles; one communication port; CGA, EGA, VGA, Hercules, MCGA, or MDA video adapter; and monitor. A portable or laptop meeting these specifications is a good choice.
- **Operating System** – PC-DOS or MS DOS 3.1 or later.
- **Dual Display Mode** – Same as Host System.

### 2.1.3 REMOTE CONNECTION

Both the host and remote systems require a Hayes compatible modem operating at 1200 baud or higher. *If you plan to use a Switch Console at the remote site, as described in section 2.1.4, we recommend that your modem connection be at least 2400 baud with 9600 baud or greater preferred.*

Remote connection may also be by null modem, without a phone line, if the two systems are to be located within the same facility. See section 2.2.2.

### 2.1.4 REMOTE SWITCH CONSOLE

The remote Module allows for a Switch Console to be used at the remote site to control the Telos equipment back at the studio. To do this you will need a Remote PC or portable that has two communication ports. You will also require a Telos Local Power Supply for installation between the Switch Console and the remote computer.

### 2.1.5 DATABASE TOOLS MODULE

- *Hardware* – IBM AT (286, 386 or 486) or true IBM compatibles (needs to be a 286 or higher). CGA, EGA, VGA, Hercules, MCGA, or MDA video adapter; and monitor.
- *Operating System* – PC-DOS or MS DOS 3.1 or later.

## 2.2 HARDWARE INSTALLATION

### 2.2.1 CONNECTING THE COMPUTER TO THE TELOS HARDWARE

An RS-232 cable is needed to connect the Direct Interface Module, 1A2 Interface Module, or the ONE-x-Six to the computer. This cable additionally needs a null modem between the devices. The null modem can be either between the computer and the cable or between the cable and the Telos hardware. The Telos device uses a 9-pin connector that is supplied with the unit. You will need to check your computer's serial I/O port (port #1) to see whether you will need a 9-pin or a 25-pin connector. The manuals of the Telos hardware and computer you are using provide pin information so that you can create the proper cable.

Section 6.3 of this manual contains more information on making this connection.

### 2.2.2 MODEM CONNECTION

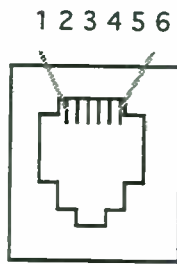
When using the Remote Software, the compatible modems are connected to Port 1 on the Remote PC and to Port 2 on the Host PC. Follow the modem manufacturer's instructions for cabling to the PC ports and the telephone system.

Remote connection using the Remote Software may also be by null modem, without a phone line, if the two systems are to be located within the same facility. To call the host from the remote, dial the number 0. There is no call back in this mode.

### 2.2.3 INSTALLATION OF REMOTE SWITCH CONSOLE

To connect a Switch Console to a remote computer, the Switch Console must first be connected to a Telos Local Power Supply. Run the cable included with Switch Console between the Switch Console and one of the TO SW CON ports on the Local Power Supply. Using the information provided on the next page for the pinout of the DATA IN port and the serial port connector on your computer, make a cable to go between those two jacks.

More information on serial connections is found in section 6.3 of this manual.



- 6 +9VDC (power to Switch Console)
- 5 RCV (from Switch Console to 1A2 Module)
- 4 XMIT (to Switch Console from 1A2 Module)
- 3 Ready/Busy (low signifies Switch Console sending)
- 2 Ground
- 1 Ground

## 2.3 SOFTWARE INSTALLATION

If you have purchased all three Call Screen Manager modules, the installation is performed in three steps. If you are not installing all three modules, simply follow the instructions for the modules you wish to use. Each module, Host, Remote, and Database Tools, has different installation methods, so make sure you read each instruction sets carefully.

If you need to work off of a floppy based system with no hard drive, format a new floppy disk and perform the installation using that disk instead of you hard disk. *We do not recommend the use of a floppy based system if you plan to use the database storage option of the Host module.*

### 2.3.1 INSTALLATION OF HOST MODULE

- Create a sub-directory to hold the Call Screen Manager Host module on the computer you will be using. Do this by typing "MD CSMHOST" at the C:> prompt of your system.
- Move into the newly created sub-directory. Do this by typing "CD CSMHOST" at the C:> prompt.
- Copy all files from the Host Module disk by placing the Host Module disk into drive A: or B: (depending on the drive type on your system).
  - To copy from drive A:, type "COPY A:.\*" at the C:\CSMHOST> prompt.
  - To copy from drive B:, type "COPY B:.\*" at the C:\CSMHOST> prompt.
- The Host program is ready to run. You will now need to select display types and mode (section 2.5) and set the system configuration to suit your studio as explained in section 3.2 .

After you have completed the above steps, you will need to create a directory that will store the caller data before it can be retrieved by the Database Tools Module. To do this, follow the steps below. Your data storage location will be "C:\CSMHOST\DATA". Use this when setting up your storage location.

- Go to the Call Screen Manager subdirectory. Do this by typing "CD CSMHOST" at the C:> prompt.
- Create the new subdirectory to store the data. Do this by typing "MD DATA" at the C:\CSMHOST> prompt.

### 2.3.2 INSTALLATION OF REMOTE MODULE

- Create a sub-directory to hold the Call Screen Manager Remote module on the computer you will be using. Do this by typing "MD CSMREMOT" at the C:> prompt of your system.
- Move into the newly created sub-directory. Do this by typing "CD CSMREMOT" at the C:> prompt.
- Copy all files from the Host Module disk by placing the Host Module disk into drive A: or B: (depending on the drive type on your system).
  - To copy from drive A:, type "COPY A:.\*" at the C:\CSMREMOT> prompt.
  - To copy from drive B:, type "COPY B:.\*" at the C:\CSMREMOT> prompt.
- The Remote program is ready to run. You will now need to select display types and mode (section 2.5) and set the system configuration to suit your studio as explained in section 3.3 .

### 2.3.3 INSTALLATION OF DATABASE TOOLS

The Database Tools module is provided to allow you to change the Line Caller information fields, and collect, view, export and print Caller information that can be gathered from within the Host Module. The Database Tools module was created with the database program, Microsoft Fox Pro v2.5 for DOS. We have provided a runtime version of Fox Pro that allows this module to run. If you own a copy of Fox Pro v2.5 for DOS, you can run this module and have greater functionality than the runtime version provides. If you plan to create or modify reports to suit your particular requirements, use a database manager that can handle DBF file formats.

*We strongly recommend that you use Call Screen Manager for several weeks before using Database Tools and use these tools only if you have a working knowledge of databases.*

- Select the PC that will be used with the Database Tools module. This computer should meet the Database Tools PC requirements. You do not need to use that same computer that is running the Host software module. You can use another PC that is connected on the same network or use a stand alone computer. We suggest not using the same PC, so that you can create reports and perform other functions without interrupting studio functions.
- Create a sub-directory to hold the Call Screen Manager Database Tools module on the computer you will be using. Do this by typing "MD CSMDBT" at the C:> prompt of your system.
- Move into the newly created sub-directory. Do this by typing "CD CSMDBT" at the C:> prompt.
- Copy all files from the Database Tools Module disk by placing the Database Tools Module disk into drive A: or B:(depending on the drive type on your system).
  - To copy from drive A:, type "COPY A:.\*" at the C:\CSMDBT> prompt.
  - To copy from drive B:, type "COPY B:.\*" at the C:\CSMDBT> prompt.
- The files must be unpacked before you can use them. Do this by typing in "INSTALL" and pressing the RETURN key. This will unpack all the needed files.

- The Database Tools module is ready to run. Please refer to the section 5 of this manual for operation.

*Note: If you want to collect caller entry data from the Host module, make certain that option has been selected. To do this please refer to section 3.2.5 of this manual.*

#### 2.3.4 READ.ME FILE

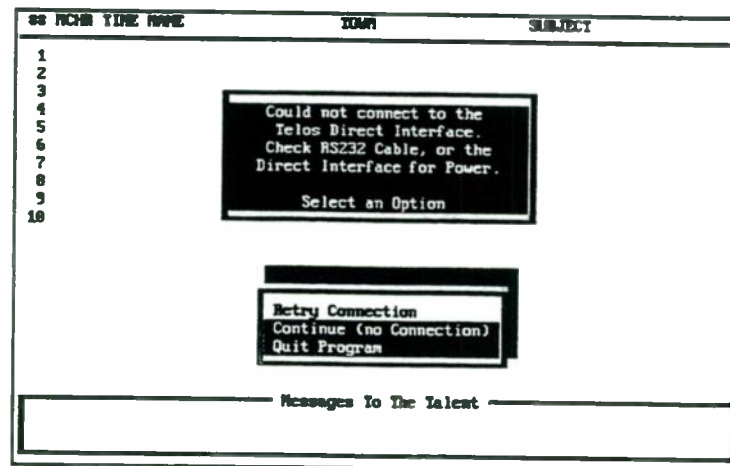
If there is a READ.ME file on the disk, read it first. It will have updated information that is not included in this manual.

### 2.4 CHECKING THE PC TO TELOS CONNECTION

At start up of the Host software, there is a diagnostics test of the Telos hardware and the RS-232 connection. This test makes sure that the computer and Telos hardware are communicating correctly. Call Screen Manager performs this check by requesting information from the interface module for a specific line and checking the response for validity.

With a normal response, no error message appears on the screen and initialization completes with the display of page 1 of the Line Window display showing the current status information for each line.

Should the software fail to see a proper response from the interface module, an Error Message Window will appear requesting an operator response:



*Error Message Window*

**R** - will retry the operation. Do this if you feel you have corrected the problem and would like to try the connection process again.



**Q** - will terminate the operation of the Call Screen Manager and return to the DOS prompt. Do this if you need to perform other testing before trying the connection again.

**C** - will ignore the error and proceed with the program. You will be able to continue to configure Call Screen Manager at this point, if you desire. You will not see any status information coming from the Telos equipment. You can run the Call Screen Manager without the Direct Interface connection. All functions will still work properly, but you will not be able to control or get line status changes from the Telos Direct Interface. *Please be certain to have your Telos hardware properly installed before going on the air!*

A failure typically indicates one of the following:

1. The interface module (or ONE-x-Six) is powered off.
2. The RS-232 cable between the PC port and the interface module (or ONE-x-Six) is not connected or there is an incorrect null modem or no null modem present.
3. The port parameters of the interface module (or ONE-x-Six) are incorrect. (e.g., baud, stop bits)

*Note: If this check fails during Call Screen Manager startup, on air operation of the software is not possible. Again, you may continue to configure and even operate the Call Screen Manager, but be certain your Telos hardware is properly connected and turned on when ready to go on the air. If your hardware is properly connected, but merely powered down, Call Screen Manager will operate properly without rebooting once you have powered up the hardware.*

## **2.5 DISPLAY TYPES AND MODE SELECTION**

### **2.5.1 HOST SYSTEM**

The Primary Display is usually assigned to the producer or screener, since this is the display where all of the menus and data entry windows will be shown on the screen. The Secondary Display is usually assigned to the talent, as this is the display where only the Line Windows with the caller information and the Message Window to the talent will appear.

The command line that is used to start the execution of Call Screen Manager contains the specifications for the display parameters. These parameters specify the display types for the Primary and the Secondary Display and specify the modes in which each of these displays will operate. These parameters follow the name of the program on the command line. The specification for them is as follows:

**CSMHOST <Primary Display Type> <Mode> <Secondary Display Type> <Mode>**

Display types include: EGA, VGA, HGA, CGA, MDA

Modes include: C80, C40, M80, M40  
( C=color, M=mono, 40 or 80 columns )

One example set-up of displays and modes is:

**CSMHOST HGA M80 CGA C40**

Primary Display: HGA monochrome 80 columns

Secondary Display: CGA color 40 columns

Here is another example. You have two monitors, and two adapters; one is an HGA card and the other a VGA card. You want the producer to work with the HGA card and display and the talent to work with the VGA card and monitor. If this were the case you would type in:

**CSMHOST HGA M80 VGA C40**

By typing in this command, the producer's display (Primary) would be in Mono 80 column format and the talent's display (Secondary) would be in color 40 column format.

*Note: HGA can only run in Mono 80 column format.*

If you wanted to switch the talent's and producer's monitors you would type in:

**CSMHOST VGA C80 HGA M80**

This would allow the Producer to use the VGA in color 80 column format.

Each time the program is started, the specified parameters determine the operation of the displays.

*Note: If no parameters are entered after CSMHOST then Call Screen Manager will find out what type of computer equipment you have and setup the displays using a default mode. It will try to use HGA for Primary and any other color graphics type for the Secondary. If only one adapter is available it will use that for the Primary and there will be no secondary display.*

#### **For Dual Display Mode:**

- One display adapter can either be an MDA (Monochrome Display Adapter) or a HGA (Hercules Graphics Adapter).
- The second display adapter can be an VGA/MCGA/EGA or CGA adapter.

## 2.5.2 MULTIPLE TALENT DISPLAYS

A CGA adapter with composite video output can be easily distributed to other composite monitors. This can be very useful in the talent studio by allowing the wall mounting of one display and placement of another at arm's length close to the microphone.

Splitters are available which connect to a VGA adapter and provide video for multiple monitor operation. Check with a computer hardware supplier for such equipment.

## 2.5.3 REMOTE SYSTEM

When using the Remote Software, the display type and mode selection for the Remote System is identical to that of the Host System. Ordinarily, only one display is used in a Remote System. The specification for a single display system is as follows:

**CSMREMOT <Primary Display Type> <Mode> <Secondary Display Type> <Mode>**

Display types include: **EGA, VGA, HGA, CGA, MDA**

Modes include: **C80, C40, M80, M40**  
( C=color, M=mono, 40 or 80 columns )

One example set-up is:

**CSMREMOT HGA M80**

Display: HGA monochrome 80 columns

Dual displays may be used with the Remote Software. Configuration of display type and mode is then identical to that of the host system.

## 2.6 STARTUP

### 2.6.1 HOST SYSTEM

If you are not at the directory in which Call Screen Manager is installed, you will need to change to that directory. To do this, at the **C:>** prompt type in the command  
**CD CSMHOST**

If **C:\CSMHOST>** is not where you installed the software, type the directory name in which you installed Call Screen Manager.

To start the system:

1. Type:  
**CSMHOST xxx Zxx yyy Zyy**  
(xxx, Zxx, yyy, Zyy are values detailed in section 2.5.1.)
2. The Call Screen Manager logo appears.
3. If the Error Message Window appears, refer to the *Check PC to Telos Connection Section* in section 2.4 for details on the meaning of the message.
4. The display of page 1 appears.

At this point, startup has completed with the system configuration as defined by the stored parameters in the configuration file. If this is the first execution of Call Screen Manager, the configuration parameters are the defaults as supplied within the software.

## 2.6.2 REMOTE SYSTEM

If you are using the Remote Software, starting up your Remote System is similar to starting up the Host System.

If you are not at the directory in which Call Screen Manager is installed, you will need to change to that directory. To do this, type in the command at the C:> prompt ...

**CD CSMREMOT**

If C:\CSMREMOT> is not where you installed the software, type the directory name in which you installed Call Screen Manager.

To start the system:

1. Type:  
**CSMREMOT xxx Zxx yyy Zyy**  
(xxx, Zxx, yyy, Zyy are values detailed in section 2.5.1.)
2. The Call Screen Manager logo appears followed by the Main Menu.

At this point, startup has completed with the system configuration as defined by the stored parameters in the configuration file. If this is the first execution of Call Screen Manager, then the configuration parameters are the defaults as supplied within the software.

## 2.6.3 DOS BAT FILE CREATION

The DOS operating system allows you to have what is called a BAT file. This file is a plain text file that has DOS commands in it. What is useful about this type of file is that you can

create a file that will automatically start-up Call Screen Manager software in the configuration that you want. Here is an example of a BAT file to call the Call Screen Manager in dual screen mode:

```
ECHO OFF
CLS
MODE C80
CD \CSMHOST
CSMHOST HGA M80 VGA C80
CD \
CLS
```

The command above will clear the screen and start the Call Screen Manager with the HGA (Mono) display as the call screener display and the VGA (Color) display as the Talent display. The MODE command switches from one type of display to another. Other MODE command options include:

<b>MODE C80</b>	<b>Goes to the Color monitor, in 80 column mode</b>
<b>MODE C40</b>	<b>Goes to the Color monitor in 40 column mode</b>
<b>MODE MONO</b>	<b>Goes to the Mono monitor in 80 column mode</b>

For more information on BAT files, refer to your DOS manual.

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# SECTION 3 CONFIGURATION

## 3.1 DEFAULTS

### 3.1.1 HOST SYSTEM

The program start up defaults for the Host Software are:

- Control of the Telos equipment from the keyboard set to OFF.
- The correct Telos interface module (or ONE-x-Six) port parameters.  
(COM1, 1200 Baud, No Parity, 8 Data Bits and 1 Stop Bit)
- 1 is the lowest and 10 is the highest active telephone line numbers.
- The ON-AIR Duration timer set to 3 minutes.
- Storage of Caller Information set to OFF.
- Call Information data entry fields are Name, City, Subject, Zip, Gender, Phone, Comment (Name, City, Subject showing on the Producer's and Talent's displays).
- Switch Console Utility buttons all set OFF.

### 3.1.2 REMOTE SYSTEM

The program start up defaults for the Remote Software are:

- The correct modem port parameters.  
(COM1, 1200 Baud, No Parity, 8 Data Bits and 1 Stop Bit)
- The correct Switch Console port parameters.  
(COM2, 9600 Baud, No Parity, 8 Data Bits and 1 Stop Bit)
- Switch Console operation set OFF.
- The ON-AIR Duration timer set to 3 minutes.
- Call Back Option - No Call Back from Host

### 3.1.3 MODIFYING DEFAULTS

A complete list of defaults can be found in the *Appendix*. If you do not want to change any of these parameters, then you may skip system configuration. If, however, you require different values, refer to the sections that follow.



## 3.2 HOST SOFTWARE MAIN MENU

**ALT+M** (Alternate key and the 'M' key depressed together) brings the Main Menu to the screen.



*Main Menu*

Selection of a menu item is accomplished by using the up and down arrow keys and pressing the **ENTER** key or by entering the highlighted character in the menu title. To move out of a menu option back to the previous level press the **ESC** key. If you press the **ESC** key at the Main menu you will exit the Main menu and be returned to program operation without changes being saved. *All changes must be saved using the "Save Parameters" menu item.*

### 3.2.1 REMOTE OPERATION

This function turns the operation to the remote PC on or off. Place the cursor on the Remote Operation line of the menu and note the current status, **ON** or **OFF**. Depress the **ENTER** key to change the state to the opposite state. If the current state is **ON**, then it turns the remote operation **OFF** and visa-versa. Turning the state to **ON** initializes the Host and the modem for a session with the Remote PC. Turning the state **OFF** terminates any remote session in progress and disables the modem.

*Note: The Host PC will NOT respond to the Remote PC if the Remote Operation indicator is OFF. If no modem is connected, selecting this option will not produce an error message. If there is no response from the remote PC, first check the modem connection at each side of the data path,*

### 3.2.2 PRODUCER'S LANGUAGE

This function effects the field titles shown on the screener display and operates independently from the language used on the talent display. Call Screen Manager allows you to have the field titles available in two languages. Language modification is accomplished with Database Tools and is described in Section 5.

Place the cursor on the **PRODUCER'S LANGUAGE** line of the menu and note the current status, **PRIMARY** or **SECONDARY**. Depress the **ENTER** key to change the state to the opposite state. If the current state is **PRIMARY**, then it turns the producer's language **SECONDARY** and visa-versa.

### 3.2.3 TALENT'S LANGUAGE

This function effects the field titles shown on the talent display and operates independently from the language used on the screener display. Call Screen Manager allows you to have the field titles available in two languages. Language modification is accomplished with Database Tools and is described in Section 5.

Place the cursor on the **TALENT'S LANGUAGE** line of the menu and note the current status, **PRIMARY** or **SECONDARY**. Depress the **ENTER** key to change the state to the opposite state. If the current state is **PRIMARY**, then it turns the talent's language **SECONDARY** and visa-versa.

### 3.2.4 EDIT FLASH MESSAGES

This function allows you to edit the nine Flash Messages and the full page message. Selection of a menu item is accomplished by using the up and down arrow keys and pressing the **ENTER** key. When you have made your choice, you are presented with a text editor.

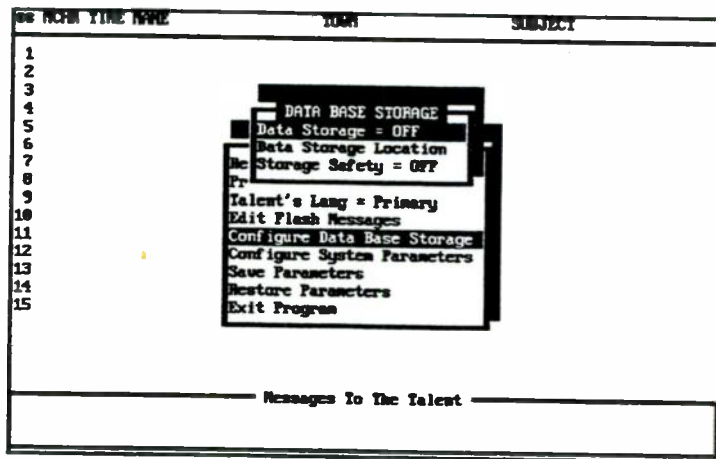
##	NOHR	TIME	NAME	TURN	SUBJECT
1					
2					
3					
4					
5					
6					
7					
8					
This would be a flash message? For the Talent					
Sa Edit Flash Message #9					
Re Edit Full Page Message					
Ex					
Messages To The Talent					

*Flash Message Edit Screen*

Flash Messages may have two lines of text, while the full page message may have up to twenty lines. To go to the next line of a message, press the RETURN key. When finished editing a particular message, press F10.

### 3.2.5 CONFIGURE DATABASE STORAGE

If you are using a hard disk system and have installed Database Tools, you will be able to configure your database storage.



*Database Tools Menu*

Selection of a menu item is accomplished by using the up and down arrow keys and pressing the ENTER key or by entering the highlighted character in the menu title.

#### **Data Storage**

This function turns data storage on or off. Place the cursor on the DATA STORAGE line of the menu and note the current status, ON or OFF. Depress the ENTER key to change the state to the opposite state. If the current state is ON, then it turns data storage OFF and visa-versa.

If do not want to store data, keeping this setting off can help the performance of slower computers.

## **Data Storage Location**

This determines where your data is stored. New files are created daily at one second past midnight. This allows you to transfer or operate on files that are not currently in use.

Files may be located on the hard drive with Call Screen Manager or on a floppy drive. They can also reside on a networked drive at a location where they will be analyzed. (For example, in the Program Director's office.)

To select a data storage location, type in the drive and path names and press the ENTER key. If you installed the software based on the instructions, the data storage location will be "C:\CSMHOST\DATA".

*Note: Files can take up substantial disk space. When first using Call Screen Manager monitor the size of the files to determine how frequently you must delete or transfer files. Operational errors and data corruption may occur if Call Screen Manager is asked to store data in a location with no room for the operation to occur.*

## **Storage Safety**

Call Screen Manager offers two timing schemes for data storage. One offers greater speed while the other offers greater safety.

**ON** - As each caller is dropped off, the data for the call is automatically saved to disk. This offers greater safety for your caller data.

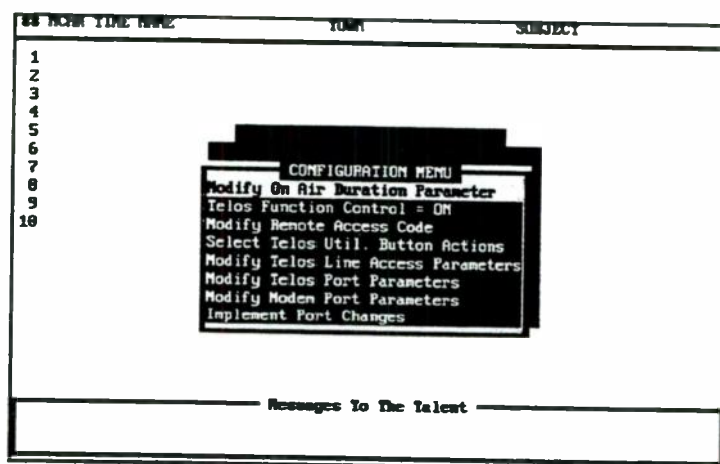
**OFF** - A cache is used which allows data to accumulate until processor time allows for data to be saved. This prevents a potential slowing of operation on some computers when data is saved.

If you are using a 386 class or faster computer, then you can keep Storage Safety on with no performance degradation. If your computer is 286 class or slower, you must choose between the two options.

To turn storage safety on or off, place the cursor on the STORAGE SAFETY line of the menu and note the current status, **ON** or **OFF**. Depress the ENTER key to change the state to the opposite state. If the current state is **ON**, then it turns storage safety **OFF** and visa-versa.

### 3.2.6 CONFIGURE SYSTEM PARAMETERS

Selection of a menu item is done by using the up and down arrow keys and pressing the ENTER key or by entering the highlighted character in the menu title.



*Configure System Parameters Menu*

#### ***Modify ON-AIR Duration Timer***

This is the ON-AIR time limit. The ON-AIR timer counts the elapsed time of each ON-AIR caller. When the time limit has been reached, the ON line status will change to TIME (on the left side of the Line Window and the word TIME will start to blink. It is a reminder to the talent that he/she has talked to this caller for the length of time assigned.

The time is specified in minutes. If you enter Zero (0) the alarm will be disabled.

At this window you can type in any value you want from 0 to 99. You can use the DEL and arrow keys to edit your entry.

#### ***Telos Function Control ON/OFF***

Call Screen Manager allows you to control your Telos interface module functions through the PC key board (F1 for ON-AIR, F2 for Conference, F9 for OFF, etc.) This menu option allows you to control whether or not Switch Console control is established. If Telos Function Control is set to OFF the user can not control the Telos hardware with any keyboard functions. If it is set to ON then the user can control the Telos hardware with the keyboard. See the section *Operational Keys* section in the Appendix for details on which keys correspond to which Telos functions.

## Modify Remote Access Code

This is the "password" that will be used to verify the identity of the remote PC to the Host. The password is specified as 8 ASCII characters. The access code entered on the Remote software must match the code entered on the Host software.

### First Time Use

If this is your first time using the access code then simply hit **RETURN** and a window will appear on the screen giving you an ability to type in your own access code. *Make note of the default access code as you may need it in the future if you forget your own access code.*

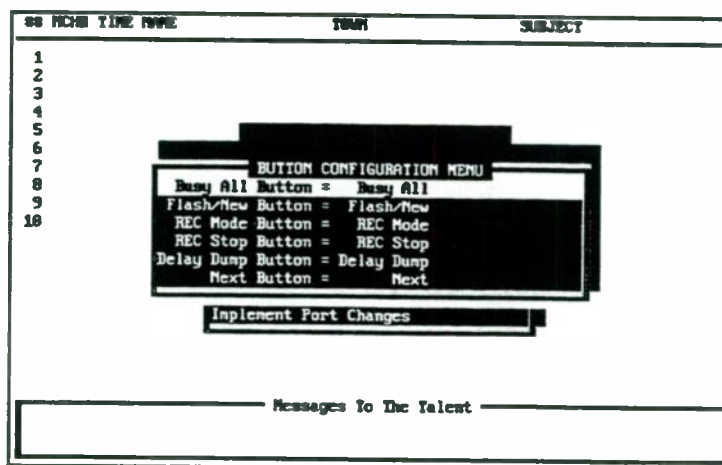
### Subsequent Use

You will be asked to enter your old access code or press **CTRL+F1** to use the default access code. As you type, your code will not appear on the screen. If you enter the wrong code, you may try again until the code can be accessed properly or use the default.

After you have entered the old access code properly, you will be able to edit the code in a standard edit window. This will allow you to create a new access code. After you have finished, hit **RETURN** and you will be asked if the information (access code) is correct. "No" will allow you to edit. "Yes" will store the new access code. If you decide not to change the access, code press **ESC** during editing and you will return to the previous menu.

## Select Telos Utility Button Actions

When you select this option, you will be able to edit the functions of some of the Switch Console buttons. The buttons that you are able to remap are the Busy All, Flash/New, REC Mode, REC Stop, Delay Dump, and Next. You will be able to remap these button to perform the functions Page-Up Talent Display, Page-Down Talent Display, Go to Page 1 Talent Display, and Full Page Message On/Off.



Select Telos Util. Button Actions Screen



Select the button you want to remap and press the RETURN key. This will show you a list of the remapping options for this key. Select one and press the RETURN key. You will need to save parameters from the Main Menu to have the remapped keys work the next time the Call Screen Manager program is loaded.

*Note: The first option on each list is the original action for the button. Select that option to restore any button to its original state.*

## **Modify Telos Line Access Parameters**

### **Description**

There are two parameters needed, the lowest and the highest telephone line numbers to be used on the Switch Console for listener call-in lines. The line numbers define the range of "active" lines that will be used by Call Screen Manager. The other lines on the Switch Console are ignored by Call Screen Manager and are available for other uses.

The lowest line number can be 1 through 20. (Default = 1)

The highest line number can be 1 through 20. (Default = 20)

Highest must be greater than the lowest line number.

It should also be noted that the Switch Console button corresponding to the lowest line number activates Line Window 1.

After choosing this option, Call Screen Manager will first ask you to enter the lowest line number. To choose the appropriate number, type in that two-digit number (it will then appear on the screen) and hit RETURN. The next screen will appear and Call Screen Manager will ask you for the highest line number. To choose the appropriate number, type in that two-digit number and hit RETURN. Call Screen Manager will then bring you back out to the System Parameters Menu. Press the ESC key to go to the Main Menu and choose the Save Parameters option by moving the cursor to that option and hitting RETURN.

You have now just typed in your highest and lowest line numbers and have saved them for future use. To activate these line numbers you must now exit and restart Call Screen Manager.

### **Example**

Let us assume you would like to use the first 6 lines connected to your interface module or you have the ONE-x-Six which makes only six lines available. You would set your parameters as the following:

Lowest Line = 01

Highest Line = 06

The actual active lines are 1 through 6 (6 lines) and the other lines are not active. On the

ONE-x-Six this would make all lines active as call-in lines for the Call Screen Manager. It might be helpful for you to label line 1 on the Switch Console button as Line 1, since all activities with this line will be seen in Line Window 1.

*Note: Once the parameters have been saved from the Main Menu, exit Call Screen Manager and restart for the line access changes to take effect.*

To access Line 1 or Line Window 1, simply hit the number 1 key, above the alphabetic keys and then press the ENTER key, to display the caller information window. The chart that follows illustrates how you have mapped the lines:

<u>Corresponding</u> <u>Console Key</u>	<u>Telephone</u> <u>Line #</u>	<u>Access Key</u> <u>To Line Window</u>
1	1	1 Then ENTER Key
2	2	2 Then ENTER Key
3	3	3 Then ENTER Key
4	4	4 Then ENTER Key
5	5	5 Then ENTER Key
6	6	6 Then ENTER Key

### **Another Example**

If you are using only the last 5 line select buttons on the Switch Console, you would do the following:

Lowest Line = 06  
Highest Line = 10

Therefore, the active lines are 6 through 10 while lines 1 through 5 are inactive.

<u>Corresponding</u> <u>Console Key</u>	<u>Telephone</u> <u>Line #</u>	<u>Access Key</u> <u>To Line Window</u>
6	6	1 Then ENTER Key
7	7	2 Then ENTER Key
8	8	3 Then ENTER Key
9	9	4 Then ENTER Key
10	10	5 Then ENTER Key

If you make more than 9 lines active you access the lines above 9 with the use of a two number entry on the keyboard. For example : If you wanted to access line number 12 you would press the 1 and then the 2 key and then the ENTER key in quick sequence. If you would press the 1 and then the 8 key quickly right after each other and then the ENTER key, this would select line 18.



### **Modify Telos Port Parameter**

These parameters are used to initialize the PC port communicating with the interface module or ONE-x-Six. Each of the port parameters are selected as light bar entries on individual pop-up menus. The choices are:

Port = (COM1, COM2, COM3, and COM4) (Default COM1)  
Baud = (300, 1200, 2400, 4800, 9600, and 14,400) (Default 1200)  
Parity = (NONE, EVEN and ODD) (Default NONE)  
Data Bits = (5, 6, 7, and 8) (Default 8)  
Stop Bits = (1 and 2) (Default 1)

### **Modify Modem Port Parameter:**

These parameters are used to initialize the PC port communicating with the modem, if the Remote PC is in operation. Each of the port parameters are selected as light bar entries on individual pop-up menus. The choices are:

Port = (COM1, COM2, COM3, and COM4) (Default COM2)  
Baud = (300, 1200, 2400, 4800, 9600, and 14,400) (Default 1200)  
Parity = (NONE, EVEN and ODD) (Default NONE)  
Data Bits = (5, 6, 7, and 8) (Default 8)  
Stop Bits = (1 and 2) (Default 1)

### **Implement Port Changes**

If you make changes to the Telos or the Modem (Remote) ports, such as the COM port, baud rate or any other parameter, select this option to implement those changes. This is useful if you are testing new equipment. It quickly performs the same functions as if you had saved the changes, exited the program and started the program again, but it will not save the changes to the configuration file.

*Note: After you have made the correct changes you will need to save them from the Main Menu so that they are implemented on the next start up of the program.*

### **3.2.7 SAVE PARAMETERS**

This function saves the current set of Configuration Parameters in the a Configuration File. This configuration file is used at start up of the program.

### **3.2.8 RESTORE PARAMETERS**

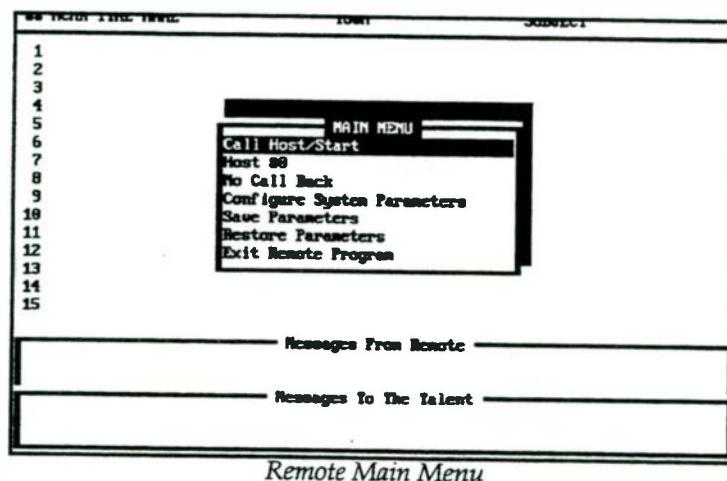
This function restores the Configuration Parameters to the last saved set with "Save Parameters" option. This is useful if you have made changes that you do not want and would like to start over without exiting the program.

### 3.2.9 EXIT PROGRAM

This function causes the termination of Call Screen Manager and returns the user to the DOS prompt.

## 3.3 REMOTE SOFTWARE MAIN MENU

At the startup of the program, Call Screen Manager Remote brings the Main Menu to the screen.



Selection of a menu item is accomplished by using the up and down arrow keys and pressing the ENTER key or by entering the highlighted character in the menu title. To move out of a menu option back to the previous level press the ESC key. If you press the ESC key at the Main menu you will exit the Main menu and be returned to program operation without changes being saved. *All changes must be saved using the "Save Parameters" menu item.*

### 3.3.1 CALL HOST/START

This menu function initiates the calling of the Host PC. This operation is performed after the Remote PC has been configured, and the phone number of the Host PC and call back option have been entered. Complete the setup procedures in sections 3.3.2, 3.3.3, and 3.3.4 before initiating a call.

### 3.3.2 HOST TELEPHONE NUMBER

This menu function accepts the entry of the telephone number of the Host PC's modem. The number includes any access digits required to get to an outside line. A Dash (-) is the only character that can be used to space the numbers for readability (e.g., 1-216-241-4225). Any

number requiring a delay between digits, such as a PBX system, can use a comma (,) to provide a one (1) second delay.

Example: 9, 1-216-241-7225

You can connect the Remote computer to the Host computer within the same building with what is called a NULL modem cable. If you connect the two computers in this fashion, set the phone number to "0" (zero).

### 3.3.3 CALL BACK NUMBER

This menu function accepts either the entry of a telephone number for the Host to Call Back after connection or a blank field to disable the Call Back feature. This number is entered in the same manner as described for the Host Telephone Number.

A blank entry for no call back indicates there is one phone call required for connection. The Remote PC calls the Host and the call is on the Remote's dime (or quarter as the case may be.) If using a null modem to have the Host and Remote terminals in the same location, leave this entry blank.

A Call Back Number entry indicates an initial call by the Remote PC to the Host, a disconnection of this call, followed by a call from the Host PC to the Remote PC.

### 3.3.4 CONFIGURE SYSTEM PARAMETERS

BE	FROM	TIME	NAME	YOUR	SUBJECT
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

MAIN MENU

---

CONFIGURATION MENU

Modify On Air Duration Parameter

Modify Host Access Code

Modify Modem Port Parameters

Exit Remote Program

Messages From Remote

---

Messages To The Talent

---

*Remote Configure Systems Parameters Menu*

Selection of a menu item is done by using the up and down arrow keys and pressing the ENTER key or by entering the highlighted character in the menu title.

## **Modify ON-AIR Duration Parameter**

This menu item functions identically to the item of the same name found on the Host System menu.

*Important Note: This entry must exactly match the ON-AIR duration entered on the Host PC.*

This is the ON-AIR time limit. The ON-AIR timer counts the elapsed time of each ON-AIR caller. When the time limit has been reached, the ON line status will change to TIME (on the left side of the Line Window and the word TIME will start to blink. It is a reminder to the talent that he/she has talked to this caller for the length of time assigned.

The time is specified in minutes. If you enter Zero(0) the alarm will be disabled. At this window you can type in any value you want from 0 to 99. You can use the DEL and arrow keys to edit your entry.

## **Modify Host Access Code**

This is the password that the Host PC will use to verify the identity of the Remote PC. The password is specified as 8 ASCII characters. This menu item functions identically to the item named Modify Remote Access Code found on the Host System menu.

This is the "password" that will be used to verify the identity of the remote PC to the Host. The password is specified as 8 ASCII characters. The access code entered on the Remote software must match the code entered on the Host software.

*Important Note: This entry must exactly match the access code entered on the Host PC.*

### **First Time Use**

If this is your first time using the access code then simply hit **RETURN** and a window will appear on the screen giving you an ability to type in your own access code.

### **Subsequent Use**

You will be asked to enter the old access code or press **CTRL+F1** to use the default access code. As you type, your code will not appear on the screen. If you enter the wrong code, you may try again until the code can be accessed properly or use the default.

After you have entered the old access code properly, you will be able to edit the code in a standard edit window. This will allow you to create a new access code. After you have finished hit **RETURN** and you will be asked if the information (access code) is correct. "No" will allow you to edit. "Yes" will create the new access code. If you decide not to change the access code press **ESC** during editing and you will return to the last menu.

### ***Modify Modem Port Parameter***

This menu item functions identically to the item of the same name found on the Host System menu.

These parameters are used to initialize the PC port communicating with the modem. Each of the port parameters are selected as light bar entries on individual pop-up menus. The choices are:

Port = (COM1, COM2, COM3, COM4) (Default COM1)  
Baud = (300, 1200, 2400, 4800, and 9600) (Default 1200)  
Parity = (NONE, EVEN and ODD) (Default NONE)  
Data Bits = (5, 6, 7, and 8) (Default 8)  
Stop Bits = (1 and 2) (Default 1)

### ***Switch Console On/Off***

If you are not using a Telos Switch console at the remote site turn this option off. If you are or plan to use one turn this option on.

### ***Modify Switch Console Port Parameter***

These parameters are used to initialize the PC port communicating with the Telos Switch Console. Each of the port parameters are selected as light bar entries on individual pop-up menus. The choices are:

Port = (COM1, COM2, COM3, COM4) (Default COM2)  
Baud = (300, 1200, 2400, 4800, and 9600) (Default 9600)  
Parity = (NONE, EVEN and ODD) (Default NONE)  
Data Bits = (5, 6, 7, and 8) (Default 8)  
Stop Bits = (1 and 2) (Default 1)

### **3.3.5 Save Parameters**

This function saves the current set of Configuration Parameters in the a Configuration File. This configuration file is used at start up of the program.

### **3.3.6 Restore Parameters**

This function restores the Configuration Parameters to the set defined in the Configuration File.

### **3.3.7 Exit Remote Program**

This function causes the termination of the Remote Software only and returns the user to the DOS prompt.

### 3.4 ESTABLISHING REMOTE OPERATION

The operator at the remote location must initiate the connection. This is performed with the Call Host/Start function on the Main menu

Remote operations can be terminated by either PC. The Remote PC has a "Hang Up on Host" entry on the Online Menu (Alt+M), while the Host PC has a similar capability with the Remote Operation On/Off function on the Main Menu. Both main menus can be accessed by pressing the Alt key and the M key at the same time.

"Connecting" the Remote Module of the Call Screen Manager to the Host module on the Host PC is a simple process. This process includes configuring the necessary System Parameters, entering one or two phone numbers (depending on the call back option) and initiating the Call/Host function.

*Note: All entered parameters should agree with the choices made on the Host PC, particularly the Modem Port parameters and the Host Access Code.*

## SECTION 4

# OPERATION

## 4.1 HOST SYSTEM OPERATION

### 4.1.1 TAKING CALLS

Let us look at a typical call-in show situation. Assuming the first caller is on telephone line 1, the producer first responds to the call off-the-air using a provided telephone. The producer interviews/screens the caller and does the following:

SS	NAME	TIME	NAME	TOWN	SUBJECT
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
1					

Enter Data For Line 01	
Name :	
City :	
Subject :	
Zip :	
Phone :	
Gender M/F :	
Comment :	

*Enter Data for Line 1*

- Press 1 and ENTER - The Enter Data for Line Window 1 appears.
- Type - Enter information into the caller data entry information fields using the RETURN key to advance to the next field. The producer can also use the arrow keys to move from field to field. This allows the producer to edit any mistakes. The last RETURN causes the data to appear in Line Window 1 and the Enter Data window to disappear. At any point the user can press the ESC key to abort this operation (no data will be saved). Pressing the F10 key will save the current information and exit the entry function.
- The producer puts the caller on HOLD from the telephone or directly ON-AIR with the Switch Console ON button. The caller may also be put ON-AIR by pressing F1 on the computer keyboard.
- Line Window 1 moves to the top of the screen
- The ON-AIR timer starts to count in 5 second increments from the time that the producer or talent places the caller ON-AIR.



SS	NOIR	TIME	Name :	City :	Subject:
1			Scott McCarthy	Boston	Baseball
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
1					

Enter Data For Line 01

Name : Scott McCarthy

City : Boston

Subject: Baseball

Zip : 01510      Gender M/F : M

Phone : 617-786-2978

Comment : Likes show, but more sports, less politics

*Screener Display with data on Line 1*

L 1:	Name :	Kevin Sullivan
ON	City :	Boston
0:10	Subject:	Baseball
L 2:		
		OFF
L 3:		
		OFF
L 4:		
		OFF
L 5:		
		OFF
Messages From Program Director		

*Talent Display with same data on Line 1*

Assume the next caller is on line #2.

- Press 2 and ENTER - The Enter Data for Line Window 2 appears.
- Type - Enter information into the caller data entry information fields using the RETURN key to advance to the next field or navigating with the arrow keys. This allows the producer to edit any mistakes. The last RETURN causes the data to appear in Line Window 2 and the Enter Data window to disappear. The user can press the ESC key to abort this function or the F10 to accept the data at any point in the data entry process.
- The producer puts this caller on HOLD - Line Window 2 moves to the 2nd position on the display, just below Line Window 1, the ON-AIR caller and the status in Line Window 2 is updated to HOLD.

LN	NCOR	TIME	Name	City	Subject
1	N	2:05	Scott McCarthy	Boston	Baseball
2	H	1:10	Kevin Sullivan	Newton	Sox Pitching
3	H	0:05	Linda Lionhart	Framingham	
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Messages To The Talent

*Screener Display with data on multiple lines*

L 1:	Name	:Kevin Sullivan		
TIME	City	:Boston		
3:15	Subject	:Baseball		
L 2:	Name	:Melly Mitchell		
SHOLD	City	:Newton		
2:00	Subject	:SOX Pitching		
L 3:	Name	:Linda Lionhart		
HOLD	City	:Framingham		
1:45	Subject	:SOX no depth		
L 4:				
OFF				
L 5:				
OFF				

*Talent Display with same data on multiple lines*

As data for the 3rd and 4th caller are entered, they take up positions on the display after the 2nd caller. The producer or talent chooses the next ON-AIR caller at the Switch Console. Assuming telephone line 2 was now chosen to go ON-AIR, Line Window 1 is removed and Line Window 2 takes its place at the top of the display. The windows for callers 3 and 4 also automatically move up on the display.

If the Producer were to decide that the next caller ON-AIR should be the caller on telephone line 4, instead of the one on phone line 3, he/she could rearrange the order on the screen, using the Make Next capability for line 4. Pressing the 4 key and then the F5 (Make Next) key would move Line Window 4 to the top of the HOLD list.

Phone lines occupy positions on the display based on line status. The display for page 1 is organized in the following manner:

- **ON** - ON callers are placed at the top of the display. Any additional callers appear under the first ON caller who is likely on-the-air.
- **CONFERENCE** - CONFERENCE callers (on-the-air callers locked into the conference mode) appear next in the display. Any additional conference callers appear below the first one.
- **HOLD** - Callers on HOLD appear under the CONFERENCE caller(s). Callers are listed with those on HOLD the longest appearing higher on the list.
- **OFF** - Shows lines currently not in use.

### ***Producer's Display:***

If there is not enough room on the current screen the data can be displayed by pressing the **DOWN** or **UP** arrow keys. This will scroll the screen up and down one line at a time. Pressing the **PAGE-UP** and **PAGE-DOWN** keys will scroll the screen up and down multiple lines at a time.

### ***Talent Display:***

If there is not enough room on page 1 of the display to show all callers in states ON, CONFERENCE and HOLD, they will flow onto succeeding pages 2 through 4 of caller information on the Talent Display. When the caller goes to the OFF state, the caller's information is cleared from the display and the Line Window moves to the last position on the last page being used. Pressing the **CTRL+PAGE-UP** and the **CTRL+PAGE-DOWN** keys will change the current page displayed for the Talent display. Using the **CTRL+HOME** keys will display the first page of the Talent Display.

Talent Display location can also be changed using the Switch Console when the Switch Console buttons are remapped as described in section 3.2.6.

## **4.1.2 MESSAGES TO THE TALENT**

**ALT+T** brings the Message to the Talent Data Entry Window to the screen. A two line message is typed in and the **F10** key is depressed to send the message. The message is placed in the Message to the Talent Window on both displays.

When Remote Software is used, **ALT+R** brings the Message to Remote Window to the screen. A one line message is typed in and the **F10** key depressed to end the message. The message is placed in the Message to the Talent Window on both displays. The remote talent can send messages back to the producer via the same window by using the **ALT+H** key combination on the Remote PC.

### 4.1.3 FLASH AND FULL PAGE MESSAGES

Flash and Full Page Messages can be displayed by pressing the ALT key and the F1 - F10 keys at the same time. F1 corresponds to Flash Message number 1, F2 is for number 2, with this pattern continuing for function keys F3 - F9. The F10 key corresponds to the Full Page message. When the remote module is connected all of the flash messages may sent to the remote computer, with the exception of the Full-Page message.

*Note: When selecting the full page message to be displayed, it covers the Talent display completely. You must clear the message with ALT+F10 key combination for the Talent display to return to normal.*

### 4.1.4 USING THE SWITCH CONSOLE

The Telos Switch Console can be used as outlined in its manual. When Call Screen Manager software is connected to a Direct Interface, 1A2 Interface, or a ONE-x-Six, all of the commands that you perform on the Switch Console will show up on the Call Screen Manager display.

There are a few keys that can be remapped to perform specific tasks within the Call Screen Manager software. These 5 keys are located to the left of the Next button on the Switch Console. Each of these keys can be mapped to perform screen and message control functions for the Talent. See section 3.2.6 for information on how to remap these keys.

## 4.2 REMOTE SYSTEM OPERATION

### 4.2.1 CONNECTING THE REMOTE PC TO THE HOST PC

#### ***Entering the Host telephone number and call back number***

The Host modem's telephone number must be entered. Include any access codes/digits required to complete your call. Follow the set-up instructions in section 3.3 carefully before proceeding any further.

#### ***Call Host/Start Operation***

This function assumes the following:

- All configuration parameters and telephone number entries are entered.
- The Host PC is ready and has the Remote Operation indicator ON.
- The modem is properly cabled and powered on.

The modem is initialized and a call is made to the Host PC by the Remote PC. If the call is accepted by Call Screen Manager on the Host, it compares the Access Codes on both PCs. Any discrepancy is indicated to the operator. The Access Code can be corrected on either PC.

If no Call Back was specified, the "connection" now exists.

If the Call Back option was chosen, the Host PC "hangs up" and Call Screen Manager calls the Remote PC using the entered Call Back Number. The connection is established when the Remote PC automatically accepts the call.

A successful connection will be indicated in either case by a "Host PC Connected" message. If, for any reason, the Host is not successful recalling the Remote, the Remote operator will see a "No Response from Host" message.

*Note: All errors occurring in this connect sequence will be indicated to the operator. ANY ERROR that occurs, such as "Access Code Mismatch" must be corrected and then the Call Host/Start function must be started again from the beginning.*

Once the connection is established, the Host PC downloads the current line status information for all lines to the Remote PC. The Remote Display will now be the same as the Host's Display.

#### **4.2.2 TYPICAL REMOTE SYSTEM OPERATION**

Once the "connection" is established, the Remote PC will continue to receive line status information from the Host. The information is identical to that shown on a Secondary Display as described above.

#### **4.2.3 MESSAGES TO THE TALENT**

ALT+H brings the Message to the Host Data Entry Window to the screen. A one line message is typed in and the RETURN key depressed to end the message. The message is placed in the Message to the Host Window on both displays.

#### **4.2.4 ONLINE MENU**

The Remote operator can at anytime disconnect or hang up on the Host PC. This function is available on the Online Menu, which is accessed with by pressing ALT+M. The Remote operator can also choose to terminate operations, exit the Remote program, and return to the DOS prompt. This function is also available on the Online Menu.

The Host operator can also disconnect the Remote at anytime, by turning the Remote Operation OFF on the Host's Main Menu. A disconnect by either the Host or the Remote will be indicated to both operators with a "Modem Connection Broken" message.

#### **4.2.5 USING THE SWITCH CONSOLE**

If you have chosen to install a Switch Console and Local Power Supply at the location of the Remote PC, the Switch Console will perform in a manner identical to the one the Host PC location. This enables personnel at the remote site complete control over the phone lines at the studio location.

#### **4.2.6 WHAT IF THE PHONE CONNECTION BREAKS?**

Both operators will be aware of the phone connection “breaking” through an operator status message. When the “Broken Connection” message appears, the Main Menu appears on the Remote PC. The operator can choose the Call Host/Start function to attempt to reconnect to the Host PC. The entire connection sequence, including call back (if selected) will be performed by Call Screen Manager.

The Host operator does not have to do anything at this time. Call Screen Manager on the Host PC should be ready to accept the start of a new connect sequence from the Remote PC.

## SECTION 5

# DATABASE TOOLS

## 5.1 INTRODUCTION AND NOTE OF CAUTION

Database Tools offers a powerful set of utilities to configure and manage caller information.

Use of Database Tools requires the user to have a working knowledge of databases. While Call Screen Manager does offer some basic database management tools, it is likely that you will be choose to use additional software to further analyze your caller information.

Database Tools also allows changes to be made to the field titles, sizes, and positions on the caller entry screen. We strongly encourage you to use Call Screen Manager for several weeks before making changes to the fields. Use our default fields as a way to evaluate the needs of your programmers and programming. Repeated changes to the fields can lead to operator confusion, wasted time, and bad data.

*Again, we strongly encourage you to use Call Screen Manager for several weeks before using Database Tools and use them only if you have a working knowledge of databases.*

### 5.1.1 DATABASE TOOLS DESIGN

The Database Tools module was designed to allow access to the data collected by the Call Screen Manager Host module. This module (called CSMDATA.APP) can be run from the runtime version of Fox Pro provided to you or from within the main menu of the full, commercial version of Fox Pro. We suggest purchasing the full version of Fox Pro to run the CSMDATA.APP application/module if you want to create and modify your own reports and functions. We have included in the module 3 reports, but we are suspect you will want to create specialized reports for your organization.

The Database Tools module allows you to perform two different tasks. The first is to collect caller data from the Host module into one large database. See section 5.1.2 below for instructions. This will allow you to run reports analyzing the data over a large period of time. The second task, described in section 5.1.4, allows you to change the Caller Entry Information fields in the Host module. These are the data fields entered for each caller while in the Call Screen Manager Host module.

## 5.2 COLLECTING DATA FROM THE HOST MODULE

The data from the Call Screen Manager Host module is stored to a database file each day. At about one second past midnight (by your computer's clock) a new file gets created by the Host module. If the program is started up after midnight it will create a file for that current day if one does not already exist. The name of the file follows the format of CSMMDDYY.DBF, where MM = Month, DD = Day and YY = Year. To turn on Database collection, please see section 3.2.5.



In section 2.3.4 of the software installation instructions, we suggested you create a subdirectory called "C:\CSMHOST\DATA" (or some other convenient name) on a drive that the Host computer can access. This drive can be the local C: drive or a shared network drive. If you create this directory on a network drive, make certain you have the correct rights to read, write, and create files on this drive. Change the Host configuration so that the database files are being stored to the new drive/directory. Verify that the files from the Host module are being stored to this new location. To do this start the Call Screen Manager Host module, then exit the Host program and check where the new file was created. It should match the naming convention stated above.

As the data is collected by the Host module, the number of files should increase in this storage directory. After you have collected some data to analyze, move that data and combine it into one file. To do this you must first move the data onto the computer on which you are using the Database Tools module. If this is the same computer on which the Host module is running, or the storage directory is a shared network drive, there is no need to transfer the files. After you have copied the files to the Database Tools computer, delete them on the Host computer. You do not want to copy the data more than one time into the Database Tools Module.

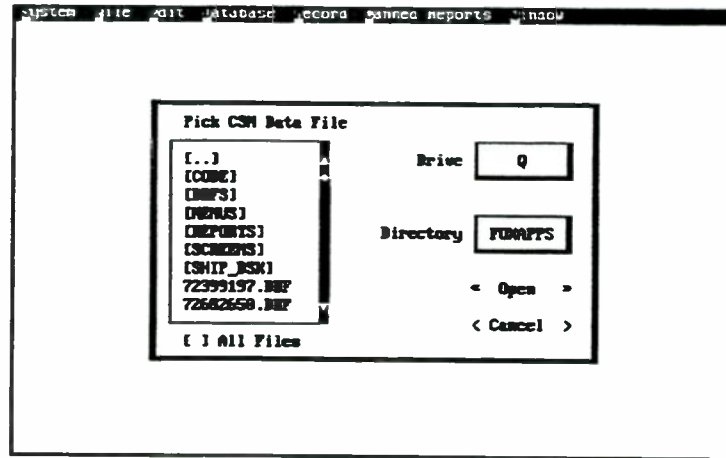
### 5.2.1 OPENING A COLLECTION FILE

- Start the Database Tools module from within Fox Pro or the command prompt. Type "FOXr CSMDATA.APP" and press the RETURN key.
- Select the main menu (use the mouse or F10 key) and select "File" menu option and press the ENTER key.
- Select the "Open" menu option and press the ENTER key.



- Select the "Open CSM Data Base" menu option and press ENTER key. This will bring up a file selection dialog box, from this box use the arrow keys to

highlight the file called CSMDATA.DBF. This is the file you can use to store the collected data from the Host module. (You can create other storage files with the "New" menu option).



### 5.2.2 APPENDING A SINGLE DATA FILE INTO A COLLECTION FILE

- After you have opened the collection database file, select "Append Data" menu option under "File"
- Select "Single File" menu option and press the ENTER key
- Another file selection dialog box will appear on the screen. Use the arrow keys to select the file to append into the collected data file (CSMDATA.DBF). Use the mouse or TAB key to move to other options within this dialog. Other options allow you to change drives and directories.
- When you have selected the file you want to append, the program will add the data to the collection data file. You will then be asked if you want to delete the source file. Answer yes or no.



### 5.2.3 APPENDING MULTIPLE DATA FILES INTO A COLLECTION FILE

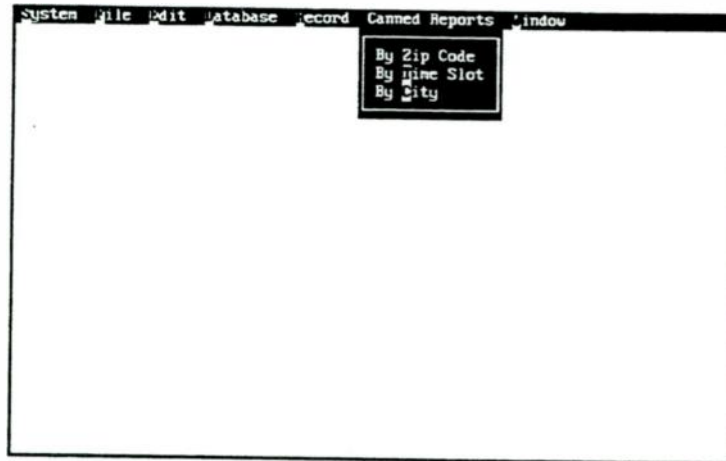
- After you have opened the collection database file. Select "Append Data" menu option under "File"
- Select "Multi. Files" menu option and press the ENTER key
- A file selection dialog box will appear on the screen. Use the arrow keys to select a file within the subdirectory that you want to append. You will be given a choice of whether you want to append all files or select specific ones. Use the mouse or Tab keys to move to other options within this dialog. The other options allow you to change drives and directories.
- You will then be asked if you want to append all the files within this directory or select the ones to be converted. You should answer "No" and select the files to be converted. If you answer "Yes" all DBF fields within the selected subdirectory will be appended to the collected data file (CSMDATA.DBF).
- After answering "No" to the last prompt, a list of files within the selected subdirectory will be displayed. Use the arrow keys to move up and down within the list. Select the files you want to append with the space key. When you have completed the selections press the ENTER key to start the appending process.
- After each file is appended to the collected data file (CSMDATA.DBF) you will be asked if you want to delete it. If you do not need to save the files and have sufficient backup of your data answer "Yes."

### 5.2.4 BROWSING A COLLECTION FILE

- After you have opened the collection database file. Select "Browse Data" menu option under "Database." This will allow you to browse the data within the currently opened collection file.
- To view the browse window in full screen mode press the Ctrl+F10 keys. You can use the arrow keys to move forwards or backwards through the records (up and down on display) and the TAB and SHIFT+TAB keys to move left and right between fields. If you want to display the data in a "one record per page" format select the "Change" menu option from the "Browse" menu. (The Browse menu will only appear while in browse mode.) To switch back select "Browse" menu option from the "Browse" menu.

## 5.3 PRODUCING REPORTS FROM COLLECTED DATA

After you have opened the collection database file, you can select the type of report you wish to run from the Canned Reports menu.



The reports that have been included are:

### ***By Zip Code:***

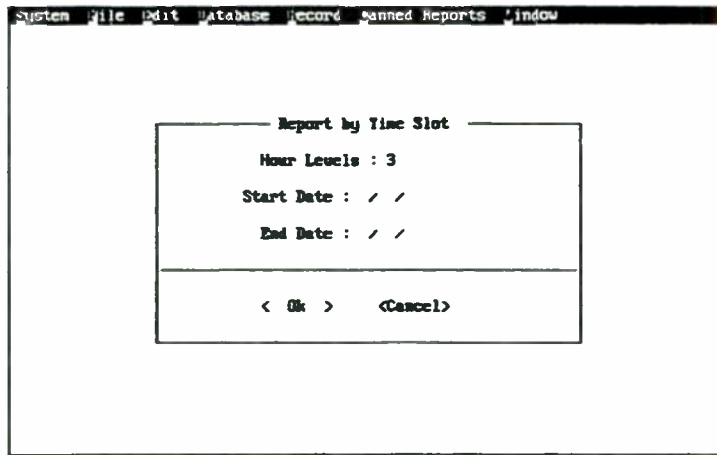
To run this report you must have a field called "ZIP" with the collection database file. This report will give you a breakdown of callers by zip code. It will ask you to enter the number of Zip Levels you want to analyze. This number sets the report to a specific number of characters within the zip code field which allows you to specify geographical location. This report will also ask for a start date and end date for data analysis.

### ***By Time Slot:***

This report will give you a breakdown of callers per time slot. This report will ask you to enter an hour level. This number is used to separate the 24 hours in the day into time slots. For example, if you enter the number 4 it would separate the day into 6 hour time slots starting at midnight. This report will also ask for a start date and end date to analyze the data

### ***By City:***

This report will give you a breakdown of callers by city. To run this report you must have a field called "CITY" within the collection database file. This report will ask you for a start and end date to analyze the data within.



## 5.4 CHANGING CALLER ENTRY INFORMATION FIELD LAYOUT

The Call Screen Manager Host module uses a database file called "FIELDSDB.DBF" to describe the caller data entry layout. This file's structure is found in the appendix. We have also included a total of 4 caller data entry layout files. These files are named "FIELDS#.DBF", where the # is 1 - 4. Each of these files has the same structure as "FIELDSDB.DBF", but describe a different data entry format. The format for each file is given in the appendix. Look at these structures before starting to develop one of your own. You may find one that fits your needs exactly!

Within the Database Tools module you can edit the caller data entry field files. This will allow you to create a custom data entry screen for your operations. To edit one of these files follow the steps below, first making certain you have a backup of the original data.

- Select the "Open" menu option from the "File" menu.
- Select the "Open CSM Fields DB" menu option. A dialog box will appear that will allow you to select the file you want to change. Use the arrow keys to move within the file selection list. Use the TAB and SHIFT+TAB keys to move to different options within the dialog box itself. When you have highlighted the file you want to edit press the ENTER key.
- When you have selected the file you want to edit the "CSM Field Edit" window will appear which should look something like the image on the next page. Within this entry window, you can edit the selected file.

```

System File Edit Database Record Screened Reports Window
----- CSM Field Edit -----
Field Name : COMMENT      Type : C   Width : 50

Primary Language Screen Text : Comment
Secondary Language Screen Text : Comentario

Screen Position Row : 6   Column : 2

Show on Screen Display : Y  Y = Yes:
Data Input On : Y  Y = No

Alt+N      Alt+P      Alt+A      Alt+D      Alt+O
< Next >   < Previous > < Add >    < Delete > < Ok >

```

Listed below are the descriptions of each field means within the "CSM Field Edit" window.

#### **Field Name**

The text name that will be assigned this field within the caller data entry collection database.

#### **Type**

The type of input this field is C = Character, N = Numeric.

#### **Width**

The length of this field. The number of characters that can be entered for this field.

*Note: This number should not exceed the screen size. When calculating this number you must keep in mind the text that will be displayed before the entry field.*

#### **Primary Language Screen Text**

This is the text description that will appear on the Call Screen Manager Host caller data entry information screen, for primary language. Any spaces to the right of the last letter will be truncated and the entry field will be positioned immediately after the last character in this field.

#### **Secondary Language Screen Text**

This is the text description that will appear on the Call Screen Manager Host caller data entry information screen, for secondary language. Any spaces to the right of the last letter will be truncated and the entry field will be positioned immediately after the last character in this field.

#### **Screen Position Row and Column**

These are the numbers that allow you to position the data within the caller data entry window. The coordinates are from the upper left hand corner of the window (which, in the Data Entry Window, is row 0, column 0) to the bottom right of the window. The caller data entry screen will expand to fit the last entry field within it, as long as it starts in row 24 or greater

and column 76 or greater.

### ***Show on Screen Display***

The first three fields that have this option set to "T" (True) will display on the Host Screener and Talent displays as well as be sent to the Remote site if connected. This allows you to select the fields that will be displayed to inform the screener and talent who is on what lines.

### ***Data Input On***

Some fields are used by the Call Screen Manager Host module and cannot be used for data input. This field turns on or off data input for these fields. The names of the fields that are used by the Call Screen Manager Host program are DATE, CALLTIME, DURHOLD, DURAIR, and DURCONF. *Do not modify these fields, as unpredictable results could occur.*

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SECTION 6

# APPENDIX

## **6.1 OPERATIONAL KEYS**

### **6.1.1 HOST SOFTWARE**

#### ***ESC***

The ESCape key enables you return from any operation with no action taken

#### ***F10***

The F10 key allows you to accept any data entry window. Pressing F10 within a data entry window will accept all current data and close the window.

#### ***Select a Line and Data Entry***

Enter the line number with the numeric keys on the top of the keyboard (the keys on the numeric key pad will not work). This will allow you to perform any action on that line. If you need to enter line 11 press the 1 key twice quickly.

#### ***Make a line ON the Air F1:***

You need to select the line first then press the F1 key to put that line ON.

Example : To put line #3 ON the air.

- Press the 3 key and then press the F1 key

#### ***Make a line on CONFERENCE F2:***

You need to select the line first then press the F2 key to put that line on CONFERENCE.

Example : To put line #3 on CONFERENCE.

- Press the 3 key and then press the F2 key

#### ***Make a line on HOLD F6 or F7: (the F7 key puts a line on SCREENEDHOLD)***

You need to select the line first then press the F6 key to put that line on HOLD.

Example : To put line #11 on HOLD.

- Press the 1 key twice and then press the F6 key

#### ***Make a line on Next F4:***

The Next position is at the top of the "holds." This enables the Screener to modify the queue position of the caller on HOLD.

You need to select the line first, then press the F4 key to put that line into the next position. You will not see any change if the line you are putting into the next position is the only line on HOLD or is already in the next position.

Example : To put line #7 into next position.

- Press the 7 key and then press the F4 key

#### ***Make a line OFF (clear information and drop) F9:***

You need to select the line first then press the F9 key to take the line OFF.

Example : To take line #3 OFF.

- Press the 3 key and then press the F9 key

### ***Take a Line Off-hook with the Mitel Phone Set F5:***

If you are using the Mitel phone set. This will enable you to make and answer calls from the keyboard.

Example : To answer a caller on line #3.

- Press the 3 key and then press the F5 key (This is the same as the Mitel button-push to answer a line)

### ***Dial out (Numeric key pad):***

If you take a line off-hook (see above) you can dial a phone number as if you were at the phone keypad. Use the numeric keypad on the right hand side of the keyboard (Num Lock must be on).

Example: To make a call out on line 7.

- Press the 3 key and then press the F5 key (This is the same as the Mitel button-push to answer a line)
- Make sure the Num Lock is set to On
- Dial the phone number on the Numeric keypad

### ***ALT+T***

Allows text entry to the Message to Talent Window.

### ***ALT+R***

Allows entry to the Remote Message Window.

### ***ALT+M***

Displays the Main Menu.

### ***PAGE UP [Pg Up] or PAGE DOWN [Pg Dn] (Producers Screen)***

Display the next set of Line Window and status information. Use this function if you are using more than 10 lines.

### ***HOME***

Display the first set of Line Windows and status information.

### ***Ctrl+PAGE UP [Pg Up] or Ctrl+PAGE DOWN [Pg Dn] (Talent Screen)***

Display another page on the Talent display. As you perform this function you will see the page the Talent display is showing indicated at the bottom of the Screener's display. Page number 1 is indicated by no page number shown, but with the message window showing.

### ***Ctrl+HOME or Ctrl+END***

Display the first or last page of the Talent display. As you perform this function you will see the page the Talent display is showing indicated at the bottom of the Screener's display. Page number 1 is indicated by no page number shown, but with the message window showing.

## 6.1.2 HOST SOFTWARE FUNCTION KEY SUMMARY

F1 = ON  
F2 = CONF  
F3 = (Blank)  
F4 = Make Next  
F5 = Take Mitel Line  
F6 = Hold  
F7 = Screened Hold  
F8 = (Blank)  
F9 = Drop Line (Off Air)  
F10 = Accept Entry

## 6.1.3 REMOTE SOFTWARE

### ***ESC***

The ESCape key enables you return from any operation with no action taken

### ***F10***

The F10 key allows you to accept any data entry window. Pressing F10 within a data entry window will accept all current data and close the window.

### ***ALT+H***

Allows text entry to the Message to Host Window.

### ***ALT+M***

Displays the Main Menu.

### ***PAGE UP [Pg Up] or PAGE DOWN [Pg Dn]***

Display the next of 4 pages of Line Window and status information.

### ***HOME***

Display page 1 with ON-AIR caller in top position.

## 6.2 LIST OF DEFAULTS

### 6.2.1 HOST SOFTWARE

Modify ON-AIR Duration Timer: Default = 3 minutes

Modify Remote Access Code: Default = **CTRL + F1**

Modify Telos Line Access Parameters:

The lowest line number can be 1-20: Default = 1

The highest line number can be 1-20: Default = 10

Modify Telos Port Parameter:

Port: COM1

Baud: Default = 1200

Parity: Default = NONE

Data Bits: Default = 8

Stop Bits: Default = 1

Modify Modem Port Parameter:

Port: COM1

Baud: Default = 1200

Parity: Default = NONE

Data Bits: Default = 8

Stop Bits: Default = 1

### 6.2.2 REMOTE SOFTWARE

Call Back Number: Default is Blank, disabling the Call Back feature

Modify ON-AIR Duration Timer: Default = 3 minutes

Modify Remote Access Code: Default = **CTRL + F1**

Modify Modem Port Parameter:

Port: COM1

Baud: Default = 1200

Parity: Default = NONE

Data Bits: Default = 8

Stop Bits: Default = 1

## 6.3 LIST OF FIELD FILES AND LAYOUT DESCRIPTIONS

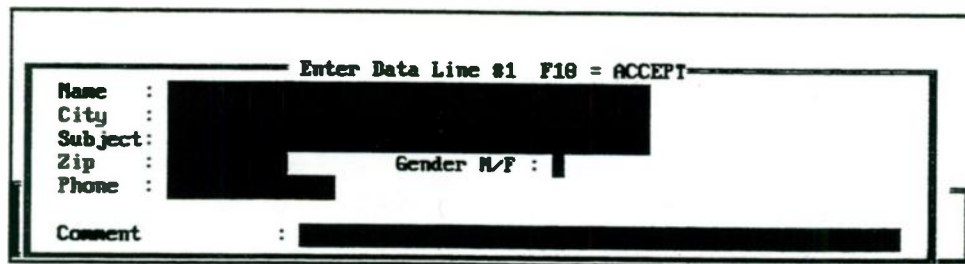
All of the caller data entry field files have 5 fields that are used by the Call Screen Manager Host module to keep track of each call. These field names are Date, CallTime, DurHold, DurAir, DurConf. Listed below are the other fields in each of the 4 files that are supplied with the Host and Remote module disks.

*Note: To use any of these files you must copy it over the file called "FIELDSDB.DBF" within the Call Screen Manager Host subdirectory.*

### **File Name = FIELDS1.DBF**

As seen below, this file would give you:

- Name
- City (used in By City report)
- Subject
- Zip (used in By Zip Code report)
- Gender
- Phone
- Comment entry field



*FIELDS1.DBF*

### **File Name = FIELDS2.DBF**

As seen on the next page, this file would give you:

- Name
- City (used in By City report)
- Subject
- Zip (used in By Zip Code report)
- Phone
- Comment entry field

Enter Data Line #1 F10 = ACCEPT

Name :	
City :	
Subject :	
Zip :	
Phone :	
Comment :	

*FIELDS2.DBF*

**File Name = FIELDS3.DBF**

As seen below, this file would give you:

- Name
- City (used in By City report)
- Subject
- Comment entry field

This format could not be used with the "By Zip Code" report in the Database Tools Module.

Enter Data Line #1 F10 = ACCEPT

Name :	
City :	
Subject :	
Comment :	

*FIELDS3.DBF*

**File Name = FIELDS4.DBF**

As seen below, this file would give you:

- Name
- City (used in By City report)
- Subject

This format could not be used with the "By Zip Code" report in the Database Tools Module.

Enter Data Line #1 F10 = ACCEPT

Name :	
City :	
Subject :	

*FIELDS4.DBF*

## 6.4 TECHNICAL NOTE ON THE RS-232 CONNECTION

### 6.4.1 INTRODUCTION

This document gives some technical information about Call Screen Manager software. It will help you, the user, consider the proper hardware you may need to efficiently run the software. This document does not recommend specific vendors, but will give enough information for you to find the needed hardware in your location.

### 6.4.2 SERIAL CABLES

The Call Screen Manager software connects to the Telos Direct Interface Module, 1A2 Interface Module, and ONE-x-Six with a serial null modem cable. A null modem cable is simply a cable that has the send and receive lines crossed. This enables the Telos interface and the Call Screen Manager software to communicate. To make the cable correctly, refer to the pinout information found in the appropriate Telos manual and the pinout for the serial connector of your computer (9 or 25 pins). You can buy off-the-shelf cables or make them yourself. Serial cables can be made easily. We suggest using shielded twisted pair cable.

Listed below is the pin-out for commonly used lines for 9 and 25 pin serial connectors on PC type computers:

#### ***Need-to-know pins for a 9 Pin Serial connector on computer:***

2 = Received Data	Blue
3 = Transmitted Data	Blue White
4 = Data Terminal Ready	ORG
5 = Signal Ground	WHT ORG WHT
6 = Data Set Ready	GRN
7 = Request to Send	WHT GRN
8 = Clear to Send	BRN

#### ***Need-to-know pins for a 25 Pin Serial connector on computer:***

1 = Protective Ground	✓
2 = Transmitted Data	Blue
3 = Received Data	WHT Blue
4 = Request to Send	BRN
5 = Clear to Send	WHT GRN
6 = Data Set Ready	ORG
7 = Signal Ground	WHT ORG
20 = Data Terminal Ready	GRN



### 6.4.3 MODEM COMMUNICATION WITH REMOTE MODULE

Call Screen Manager has an optional Remote module. This module connects to the Host (computer at the studio) module over standard telephone lines with a modem at each end. The software supports Hayes compatible modems. Although most modems are Hayes compatible, make sure it is before purchasing. We recommend a baud rate of 1200 or higher. The software only sends small packets of information so you will not need a fast high speed modem.

However, if a Switch Console is to be used at the remote location, 2400 baud is the minimum requirement and 9600 baud is strongly recommended.

## 6.5 VIDEO CARDS AND MONITORS

Call Screen Manager can run two independent displays at the same time. This enables the software to allow the Talent and Program Director to both see different and specific sets of information. The types of video hardware that need to be installed in the computer is an HGA (Hercules Graphics Adapter) or MONO display card, which will run a monochrome monitor. The other card can be CGA, EGA or VGA. Note: You can not have two cards from this last category.

Example :

- First Card : HGA or Mono display card
- Second Card : VGA display card

When selecting a second card for the system keep in mind cost and screen resolution. CGA is the cheapest of the three, EGA is middle priced and VGA is the most expensive. Rule of thumb: The higher the cost the better the resolution.

### **CGA**

Many users have been unhappy with CGA at 80 column width, but Call Screen Manager allows you to run a CGA display in 40 column display mode. When used for the Talent screen, it allows for a large display of characters that can be seen easily five or more feet from the screen. If you buy a CGA adapter card with composite video output, you will be able to distribute the video signal to other composite video hardware.

### **EGA**

EGA has better resolution than CGA and the program can run in either 80 or 40 column format. EGA does not have composite video output options. If you are planning to distribute the signal more than 15 feet from the Host computer you will need an EGA video splitter. These splitters come in different configurations. We have seen them from 2 on up to 8 ports in one box. You will be able to position the Talent position a much greater distance from the Host position with a splitter.

## **VGA**

VGA has better resolution than EGA and the program can run in 80 or 40 column format. It is the most expensive adapter of the three, but it is the current standard for the PC. VGA does not have composite video output options. If you are planning to distribute the signal more than 15 feet from the Host computer you will need an EGA video splitter. These splitters come in different configurations. We have seen them from 2 on up to 8 ports in one box. You will be able to position the Talent position a much greater distance from the Host position with a splitter.

## 6.6 WARRANTY

This Warranty covers "the Products," which are defined as the various audio equipment, parts, software and accessories manufactured, sold and/or distributed by TLS Corp., d/b/a Telos Systems (hereinafter "Telos Systems").

With the exception of software-only items, the Products are warranted to be free from defects in material and workmanship for a period of one year from the date of receipt by the end-user. Software-only items are warranted to be free from defects in material and workmanship for a period of 90 days from the date of receipt by the end-user.

This warranty is void if the Product is subject to Acts of God, including (without limitation) lightning; improper installation or misuse, including (without limitation) the failure to use telephone and power line surge protection devices; accident; neglect or damage.

EXCEPT FOR THE ABOVE-STATED WARRANTY, TELOS SYSTEMS MAKES NO WARRANTIES, EXPRESS OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE).

In no event will Telos Systems, its employees, agents or authorized dealers be liable for incidental or consequential damages, or for loss, damage, or expense directly or indirectly arising from the use of any Product or the inability to use any Product either separately or in combination with other equipment or materials, or from any other cause.

In order to invoke this Warranty, notice of a warranty claim must be received by Telos Systems within the above-stated warranty period and warranty coverage must be authorized by Telos Systems. If Telos Systems authorizes the performance of warranty service, the defective Product must be delivered, shipping prepaid, to: Telos Systems, 2101 Superior Avenue, Cleveland, Ohio 44114.

Telos Systems at its option will either repair or replace the Product and such action shall be the full extent of Telos Systems' obligation under this Warranty. After the Product is repaired or replaced, Telos Systems will return it to the party that sent the Product and Telos Systems will pay for the cost of shipping.

Telos Systems' authorized dealers are not authorized to assume for Telos Systems any additional obligations or liabilities in connection with the dealers' sale of the Products.

Telos products are to be used with registered protective interface devices which satisfy regulatory requirements in their country of use.

