Caller One

Broadcast Bionics

Caller One
Installation & Setup manual

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

We're Broadcast Bionics.

Manual version	Reference	Notes
1.0	CYOTOXJUN	AC/CV/JC

This manual is intended for information only. No liability can be accepted for any errors or omissions. If in doubt, please contact your Bionic Studio support contact or support@bionics.co.uk

Caller One

Installation & Setup Manual

Table of Contents

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.

This guide explains how to install the system, and adjust the 'under the bonnet' settings.

You can find the main Caller One User Manual and system training videos – including step-by-step installation instructions - on our website: http://bionic.radio/training

We strongly suggest you read this manual in conjunction with the User Manual and videos, to ensure you have a complete overview of how the system works.

Note

Caller One comes in different versions: 3 lines, 6 lines and 12 lines (SIP), with options for one or two studios and the possibility to add Anywhere lines, depending on your licence.

This manual shows a system with six lines, but the features work in the same way whichever version you have.

Please do not directly copy settings from the screenshots in this manual to your system. You might need very different information to make your system work.

Contact your local Broadcast Bionics Dealer or Broadcast Bionics Support if you need further assistance.

We use the 'Producer' layout as the default, unless otherwise stated.
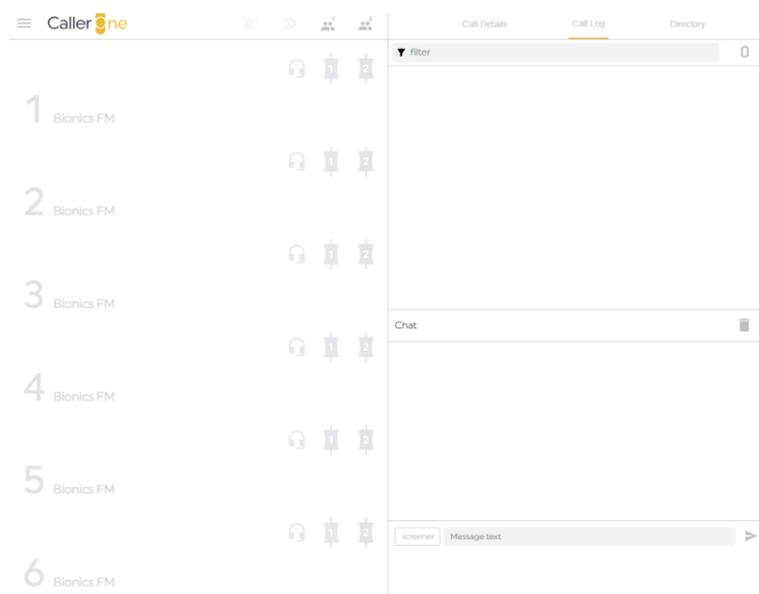
CALLER ONE SCREEN – PRODUCER LAYOUT

Part 1 – Installation

- Use this section to download and install Caller One onto a new machine.

In order to work, Caller One needs to be installed onto a main machine (we'll refer to this as the 'server'), which is then accessed by other machines ('clients') on your network.

We would strongly recommend that you have a dedicated 'server' machine for Caller One, kept in an apps room or similar if possible. The reason for this is that your system will only work when this machine is switched on and the system is running, so if you have multiple programs running on the same machine, the system performance could be affected.

System Specifications

The Caller One system needs a minimum spec of:

Server

Quad core i5 or better

8GB memory

At least 30GB of free disk space (more required if recording calls)

Windows 8 or later / Windows Server 2016 or later

Microsoft .NET core 3.1

Balanced audio interface (speak to our sales team for current recommendations)

Client (running browser)

i3 or better

Screen resolution

1160x1024 minimum for a 3 or 6 line system

1920x1080 minimum for a 12 line system

Latest browser (not Internet explorer) - Chrome recommended

A touch screen is preferable

Windows, Mac or Linux operating systems supported

An iPad can be used for lighter use.

If you have a very small station on a very low budget, it is possible to run the Caller One server and client on the same Windows machine. However, this carries a risk – if you restart the machine or switch it off, nobody will be able to call your station!

For this reason, although installing everything onto one machine is technically possible, **it is not an option we recommend**.

Setting up the server

1. Make sure you are on the machine you will use as the Caller One server. Download the Caller One installer (the link for this will be sent to you on e-mail when you buy your system).
2. Once downloaded, double-click to install.

CallerOne_1.12.0.37.exe
149 MB

3. Follow the steps on screen, pressing 'Next' and 'Install' as appropriate.

CallerOne - InstallShield Wizard

CallerOne requires the following items to be installed on your computer. Click Install to begin installing these requirements.

Status	Requirement
Pending	Dotnet Desktop Core 3.1.3
Pending	Dotnet Hosting 3.1.3

Install   Cancel
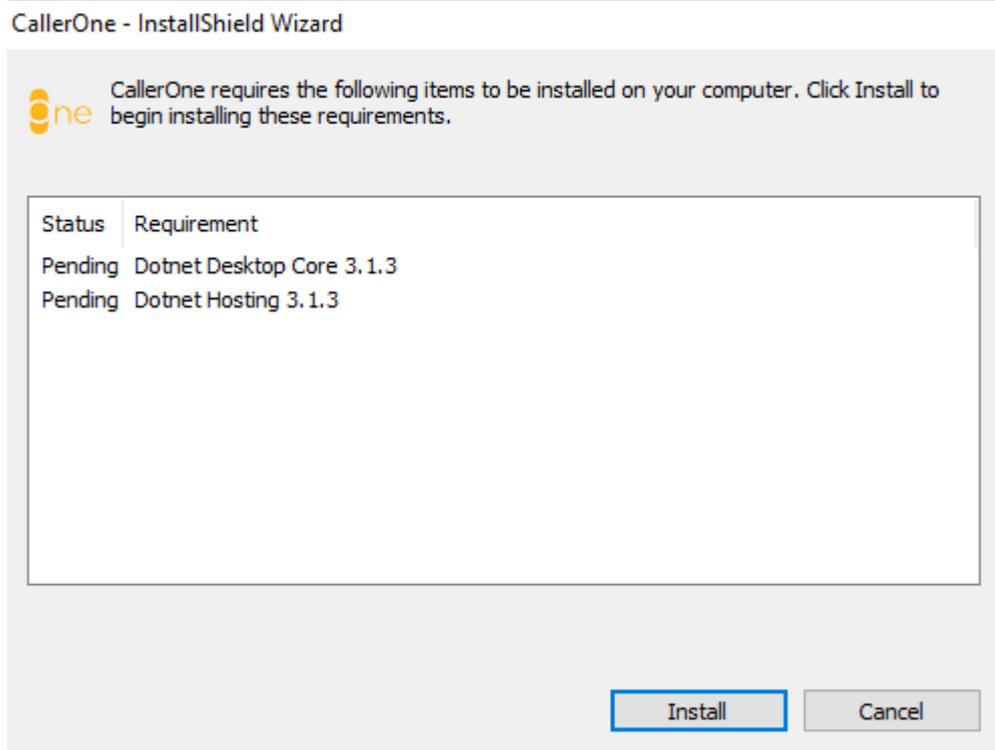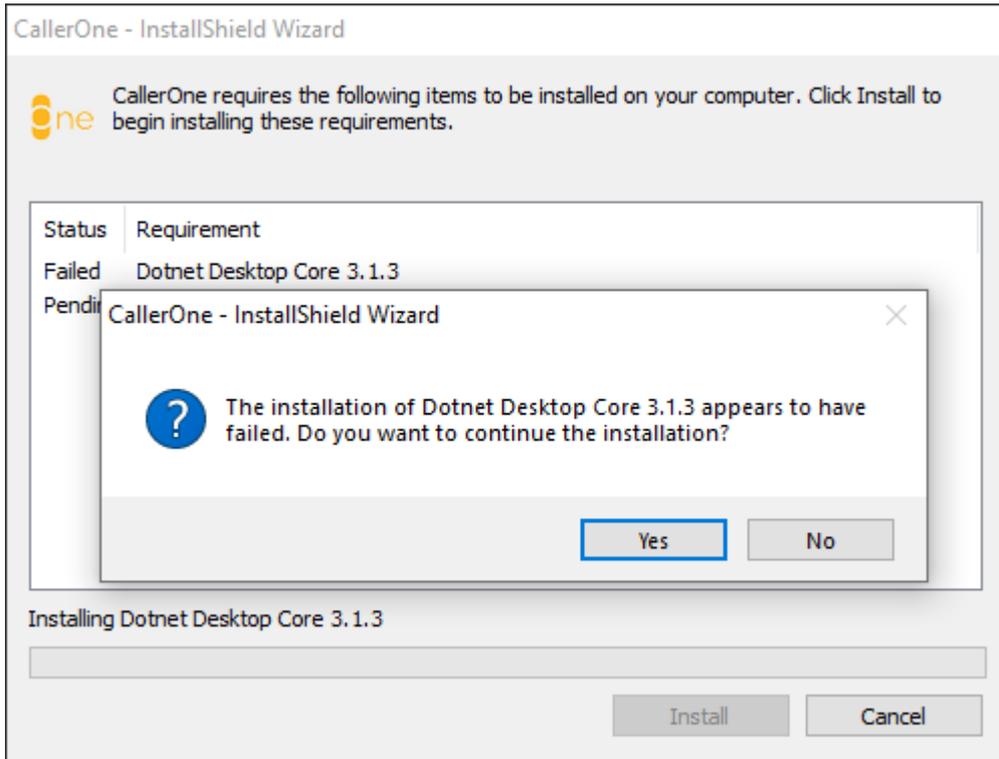
IF YOU SEE MESSAGES SAYING THAT THE DOTNET DESKTOP CORE INSTALLATION HAS 'FAILED', JUST PRESS YES – IT USUALLY MEANS A LATER VERSION OF DOTNET DESKTOP IS ALREADY INSTALLED ON YOUR MACHINE.
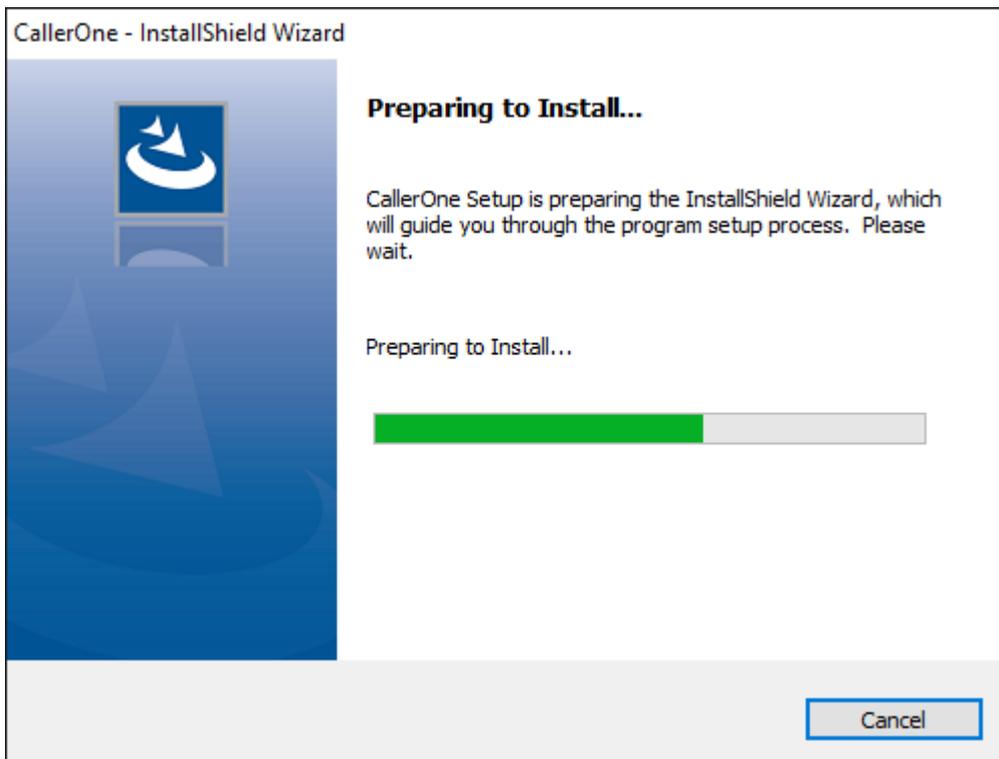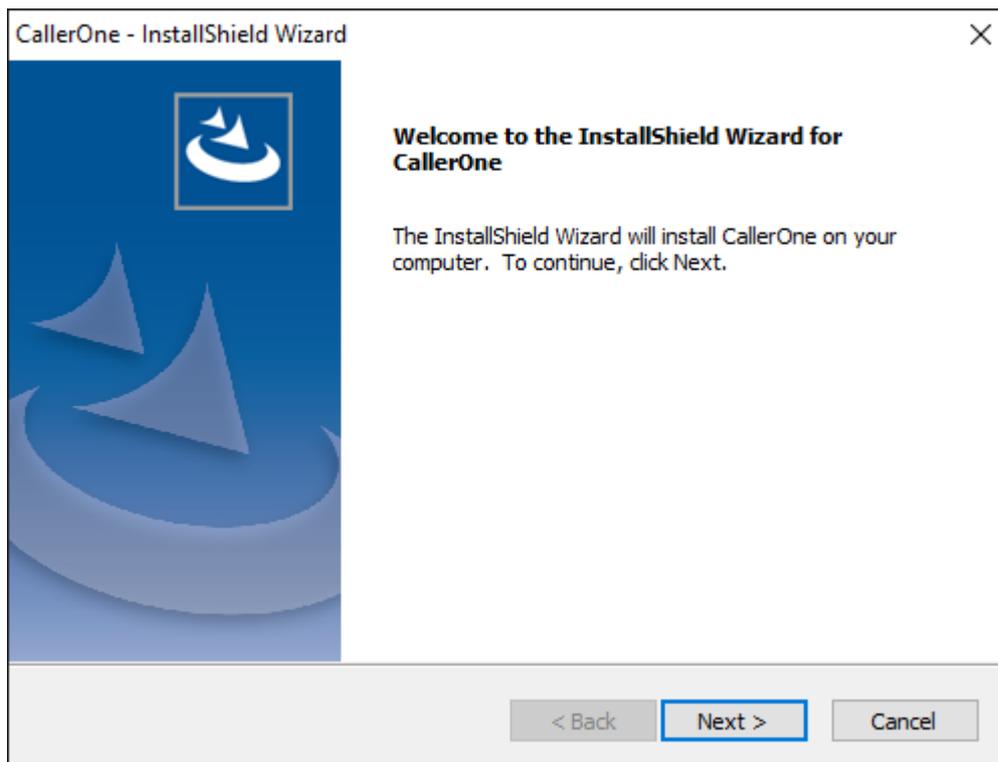
PRESS NEXT WHEN PROMPTED

Read the licence agreement and select the 'I accept the terms of the license agreement' option. Then press Next.
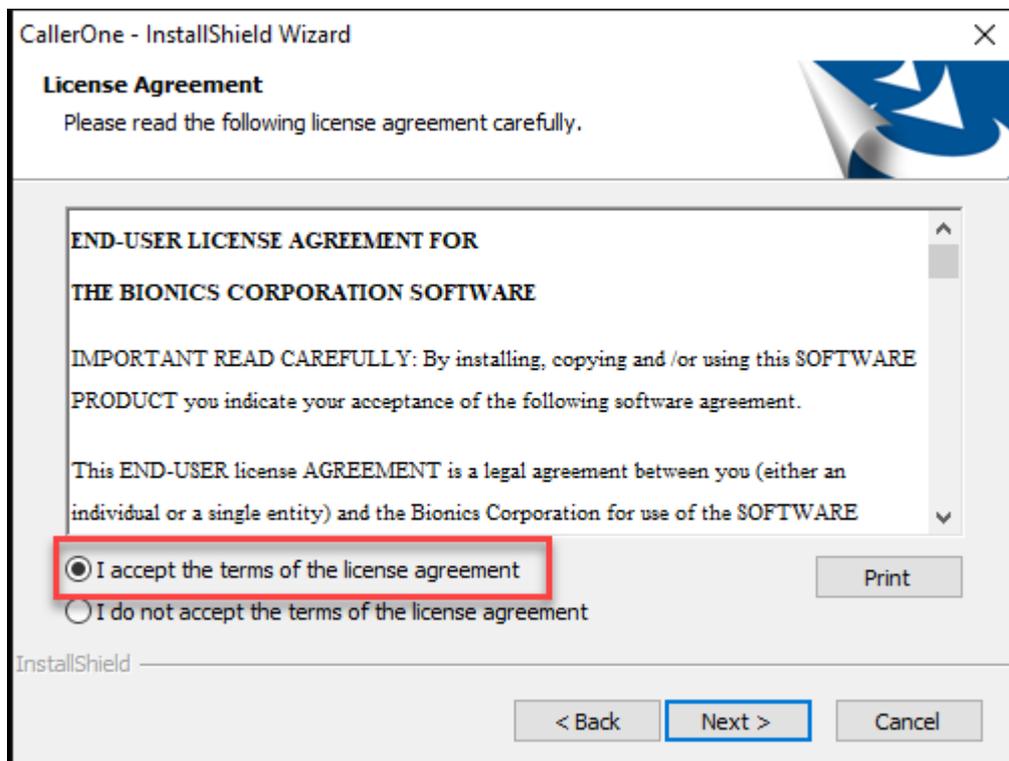
It's recommended to install Caller One into the default folder, but if you need it on a different drive, you can choose an alternative location by pressing 'Browse…'.

CallerOne - InstallShield Wizard   ✕

Choose Destination Location
Select folder where setup will install files.

Setup will install CallerOne in the following folder.

To install to this folder, click Next. To install to a different folder, click Browse and select another folder.

Destination Folder

C:\Program Files (x86)\Broadcast Bionics\CallerOne\   Browse...

InstallShield ───

                              < Back   Next >   Cancel
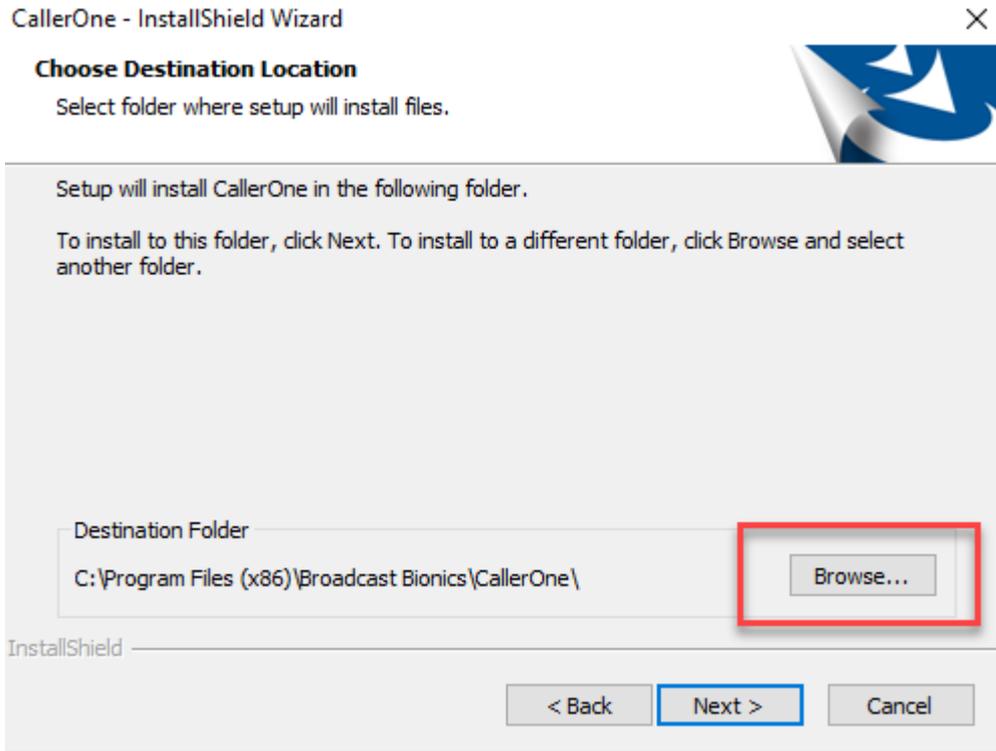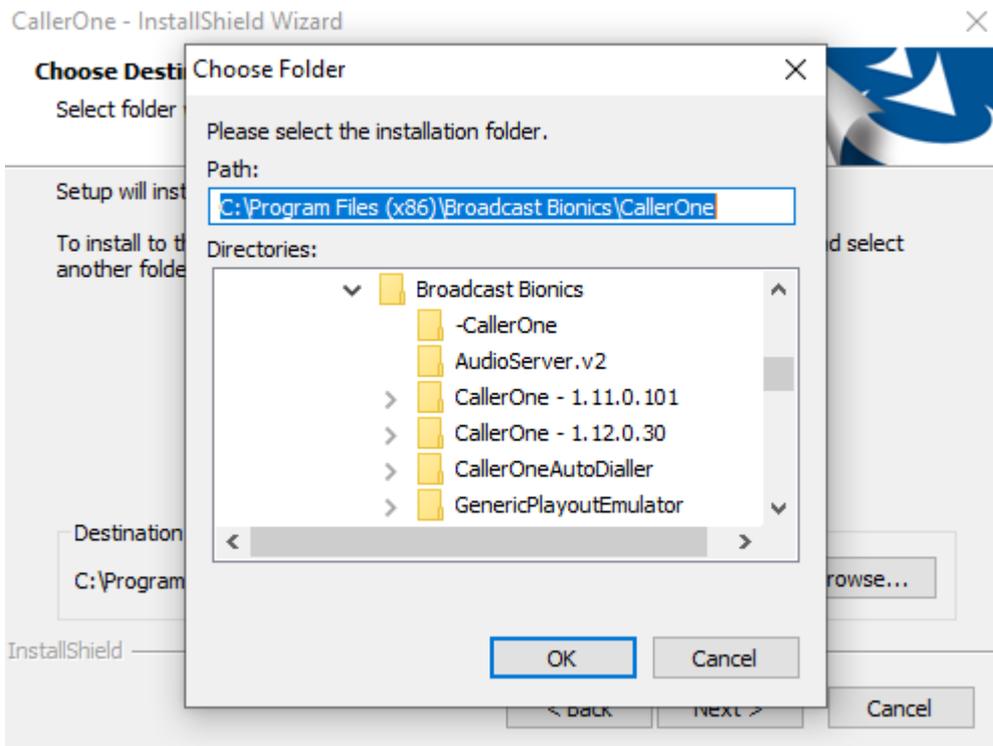
YOU CAN CHOOSE AN ALTERNATIVE INSTALLATION LOCATION IF NEEDED

PRESS INSTALL

CallerOne - InstallShield Wizard   ✕

Setup Status

The InstallShield Wizard is installing CallerOne

C:\...\Broadcast Bionics\CallerOne\api-ms-win-crt-string-l1-1-0.dll

InstallShield
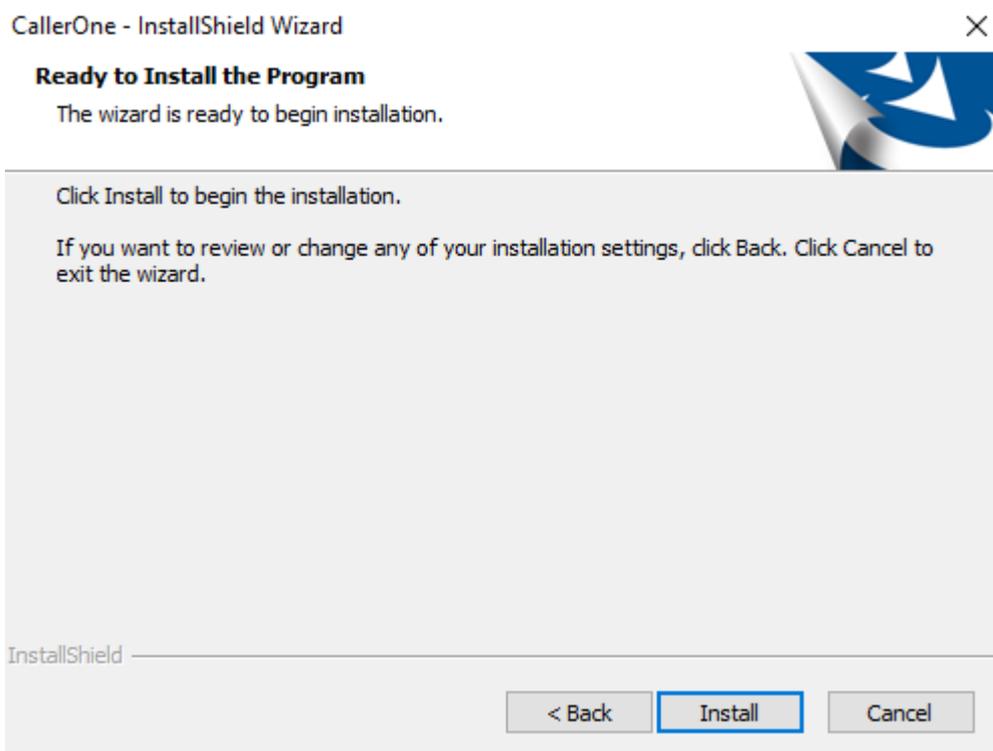
Cancel
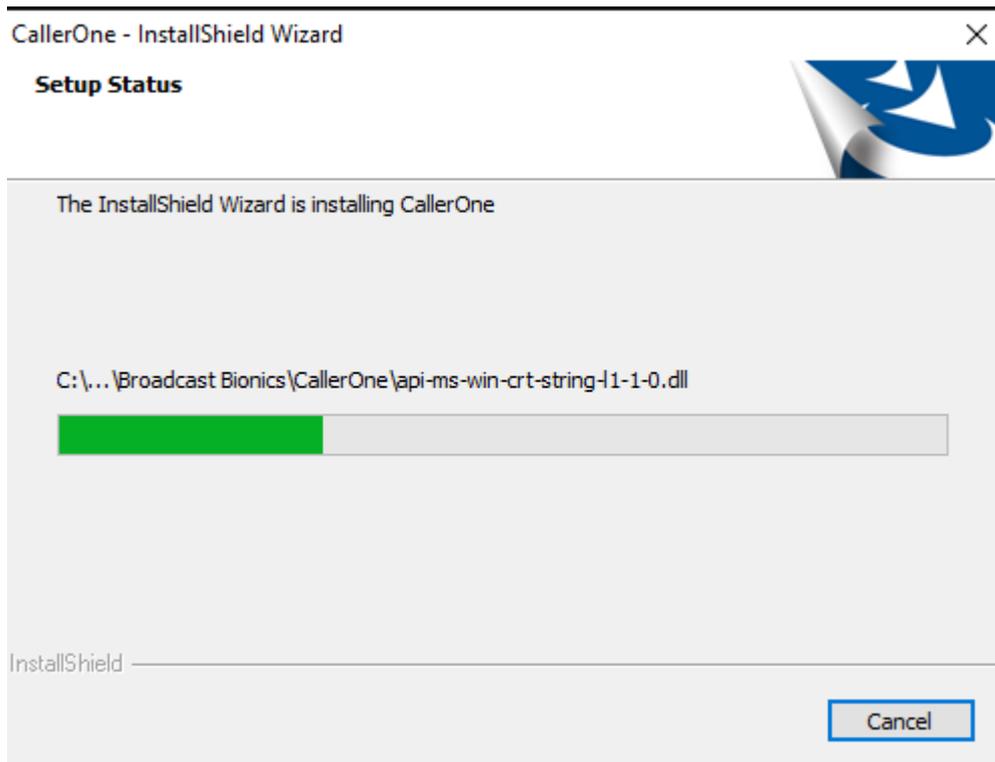
4. The next step is to create a security certificate. This allows the phone lines to work and for callers to be able to hear you and you speak to them.

Certificate Tool   ✕

A certificate is required to use Caller One

Create Certificate
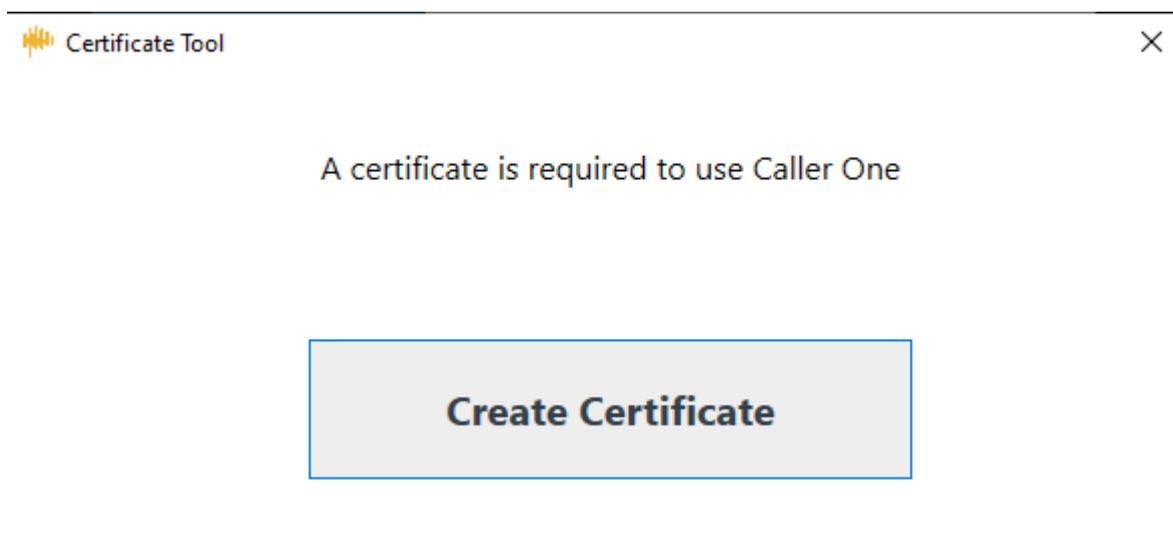
PRESS CREATE CERTIFICATE WHEN PROMPTED

Machine Name – this should be filled in automatically and should match the machine name of the computer you are using to install Caller One.

Company Name – The company or station this Caller One system is for.

Email Address – the contact e-mail for your organisation or support team.

Certificate Password – Add a password of your choice, here.

Press Continue...
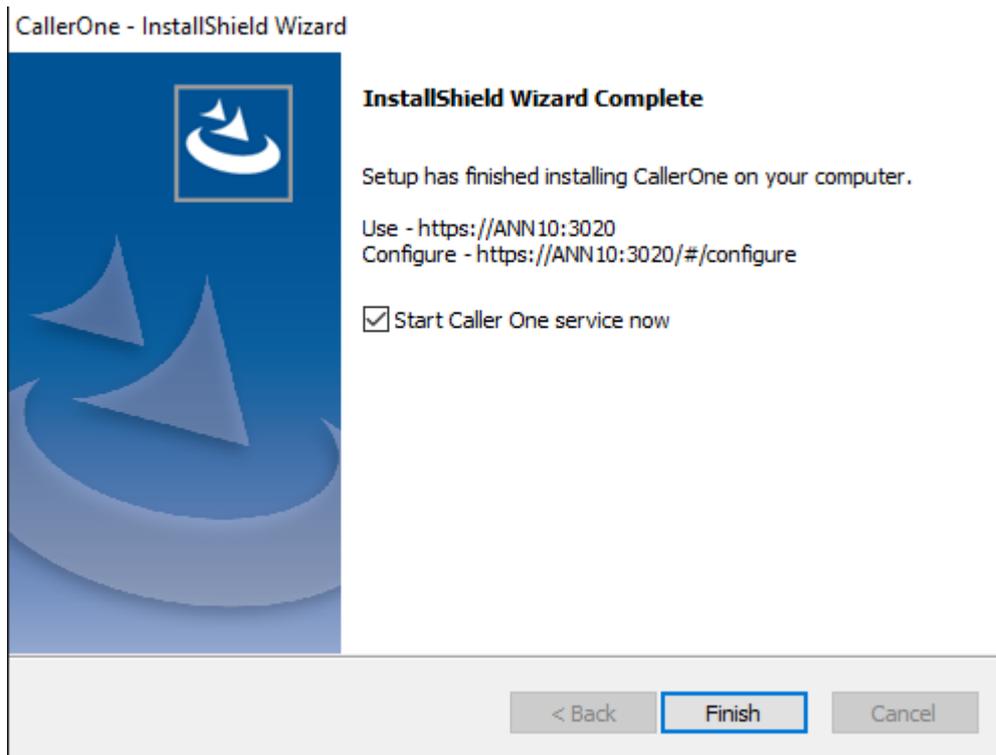
5. Press 'Finish' to complete the Caller One installation.
6. To open Caller One, double-click the Caller One shortcut on your machine's desktop.
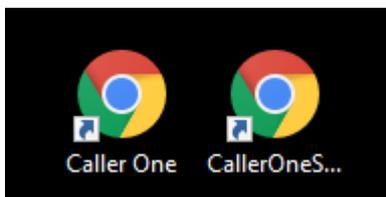
CALLER ONE AND CALLER ONE SETTINGS SHORTCUTS – CHOOSE CALLER ONE

7. A warning will appear. Do not panic! This is because the system does not yet know your security certificate exists. We will sort this out in a later step.

Your connection is not private

Attackers might be trying to steal your information from **ann10** (for example, passwords, messages, or credit cards). Learn more

NET::ERR_CERT_AUTHORITY_INVALID

💡 To get Chrome's highest level of security, turn on enhanced protection

Advanced

Back to safety

PRESS 'ADVANCED' WHEN THE WARNING APPEARS

Your connection is not private

Attackers might be trying to steal your information from **ann10** (for example, passwords, messages, or credit cards). Learn more

NET::ERR_CERT_AUTHORITY_INVALID

💡 To get Chrome's highest level of security, turn on enhanced protection

Hide advanced   Back to safety

This server could not prove that it is **ann10**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

Proceed to ann10 (unsafe)

SELECT THE 'PROCEED' LINK

Uncover the 'Advanced' section and then click to Proceed to your machine.

8. We'll now activate Caller One. Fill in the details in the Activate box.

Activate Caller One

Product Key:	
Email:	
Name:	
Site:	
Notes:	

Activate

Product Key – This will have been sent on an e-mail when you bought Caller One.

Email – The contact e-mail for your organisation or support team.

Name – Your name or your company / radio station's name.

Site – If you have multiple Caller One installations, fill this in so you can keep track of which licence is linked to which site.

Notes – Optional – if there is any other information you would like Bionics Support to know or other information to help you keep track of what you are installing.

Activate Caller One

Product Key:	(
Email:	support@bionics.co.uk
Name:	Ann Charles
Site:	Ann's laptop
Notes:	Ann's demo laptop

Activate

COMPLETED FORM

Press 'Activate' to continue…

9. You will then see the following message. Press 'Let's start' to continue.
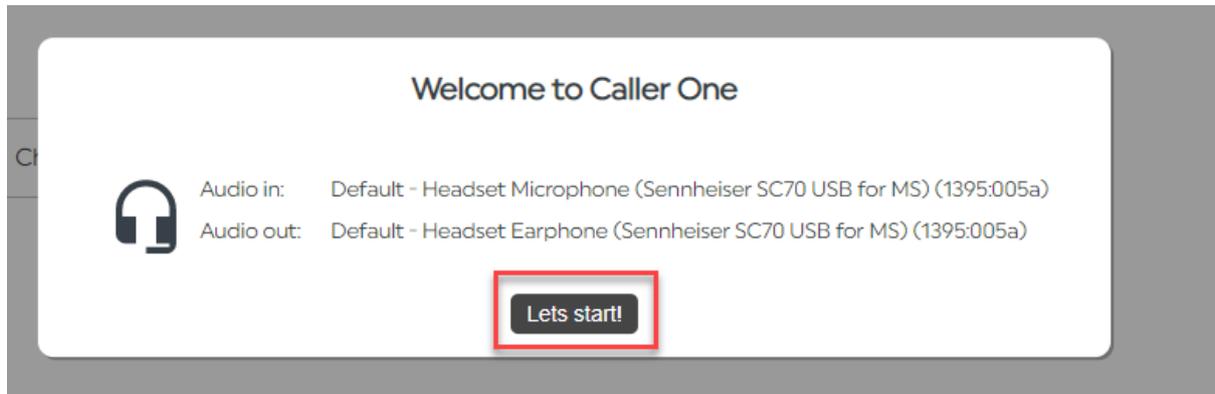
Caller One will then open but with nothing configured.
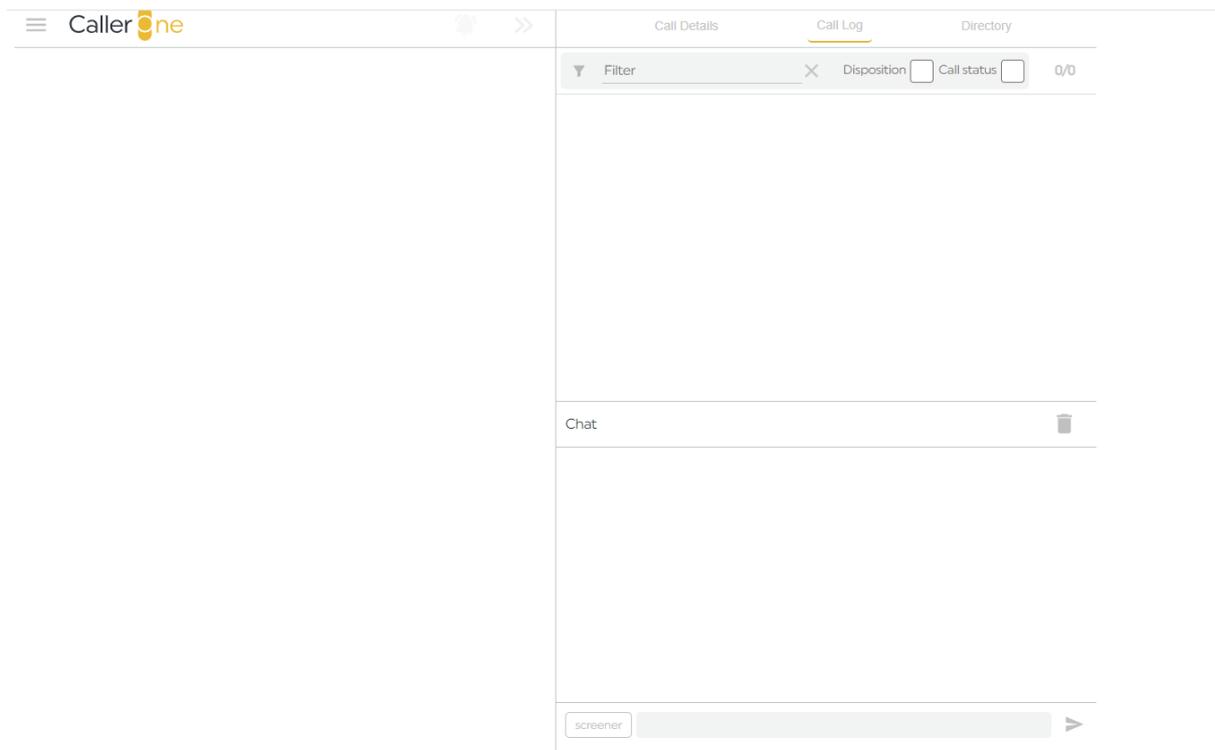
CALLER ONE – NOT YET CONFIGURED

10. The first thing we need to do is install the certificate we created earlier.

To do this, press the three horizontal lines on the top-left of the screen and select the 'Certificate' option.
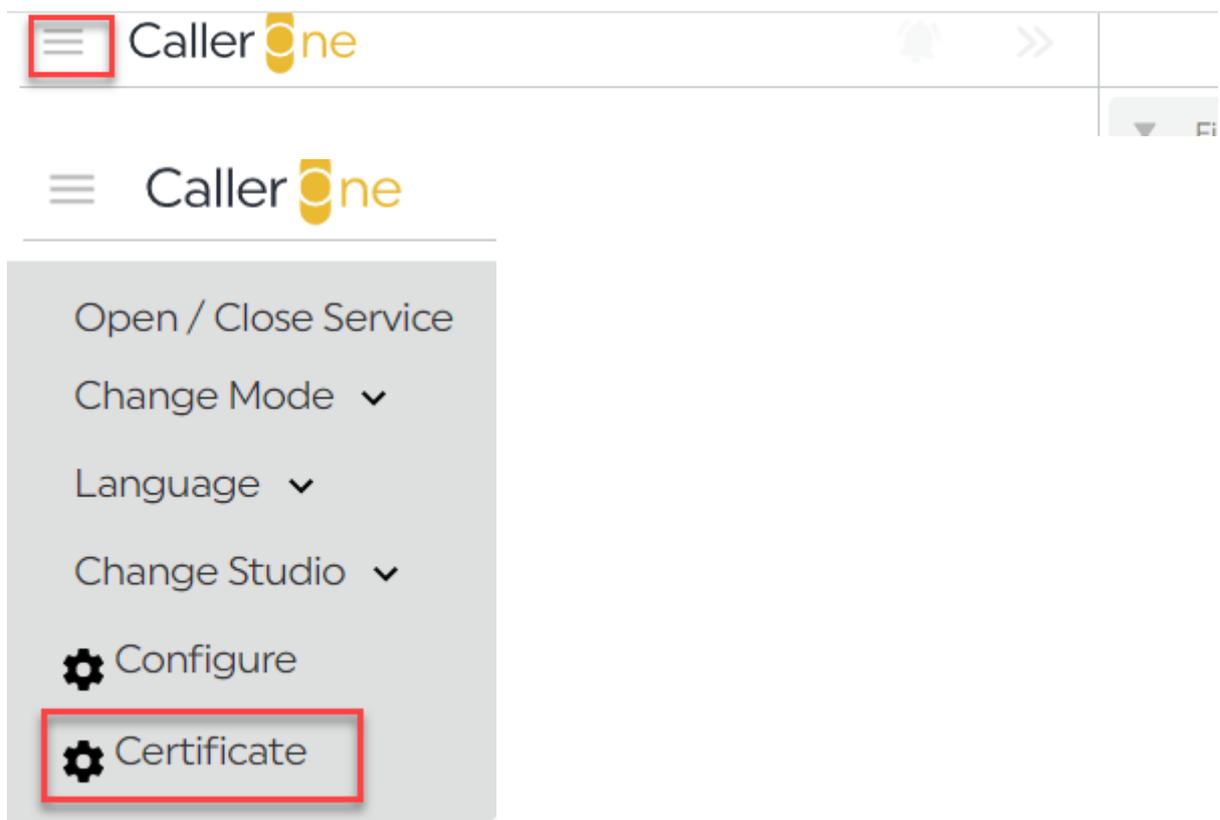
Choose the machine type you are on and **follow the steps on screen** (including following any 'download certificate' links).

Caller One Setup Certificate

HTTPS is required for your browser to hear caller audio.

Windows setup guide	+

IPad & iphone setup guide	+

Caller One Setup Certificate

HTTPS is required for your browser to hear caller audio.

Windows setup guide	+

[Please download this certificate](#)

Login as admin user and double click it.
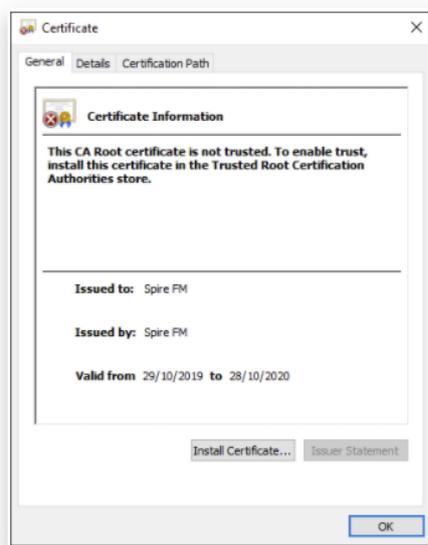
Click *Install Certificate*

Select *Local Machine* and click *Next*
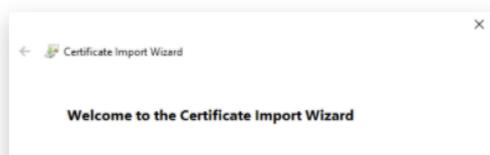
The instructions for installing the certificate are found within Caller One itself. Don't forget to press the 'download certificate' link and then scroll down the Caller One screen to follow the certificate installation steps.

11. Once the certificate is installed, you need to close the browser and then open Caller One again.
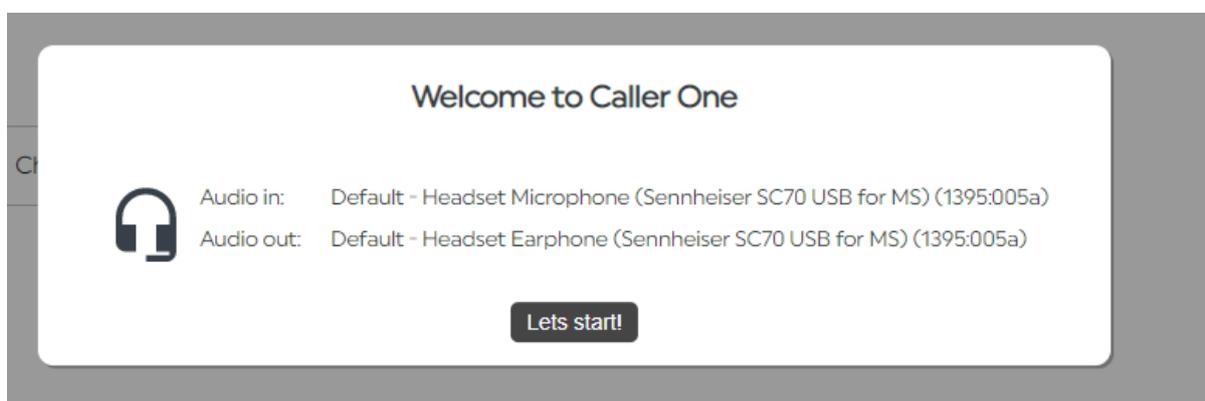
You'll know the certificate has been installed as a padlock icon will appear at the top of the browser address bar.
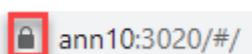
12. We can now begin to configure the system. Go to the three horizontal lines on the top-left hand corner to open the menu again, but this time, select 'Configure'.
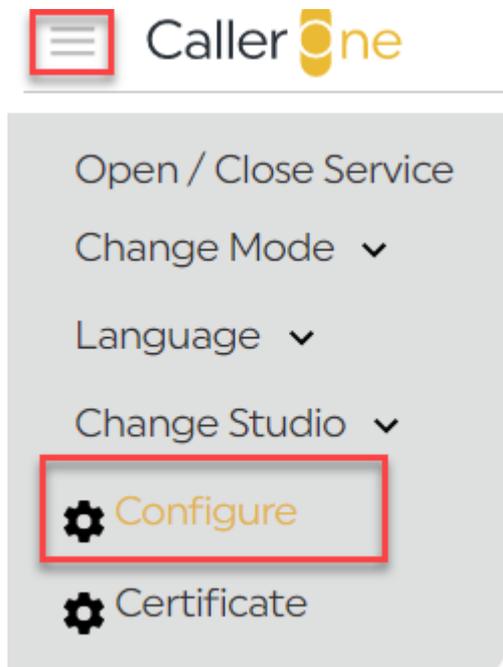
Enter the password (the default is 'admin' – lowercase).

Now follow the steps in Part 2 – Configuration below.

Setting up a client

Tip! Do not add Caller One to a client until the main system has been configured (see next Part 2 – Configuration below)!

Once the main Caller One machine has been installed and configured, you can install Caller One onto your client laptops and tablets (e.g. studio/cubicle machines, outside broadcast tablet).

To do this:

1. Open an internet browser on your machine (e.g. Chrome).

2. Navigate to the network address of your Caller One system. You can find this by following the desktop shortcut on the main Caller One machine and noting down the address displayed in the browser (usually the Caller One server machine name with ':3020' on the end), or by asking your local support team.
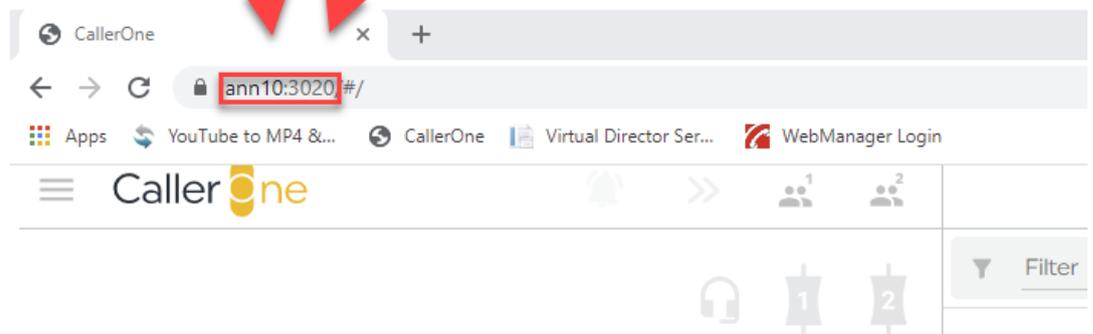
LOCATING YOUR CALLER ONE SERVER ADDRESS

3. A warning will appear. Do not panic! This is because the system does not yet know your security certificate exists. We will sort this out in a later step.

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NET::ERR_CERT_AUTHORITY_INVALID

To get Chrome's highest level of security, turn on enhanced protection

Advanced

Back to safety

PRESS 'ADVANCED' WHEN THE WARNING APPEARS

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Attackers might be trying to steal your information from **ann10** (for example, passwords, messages, or credit cards). Learn more

NET::ERR_CERT_AUTHORITY_INVALID

> 💡 To get Chrome's highest level of security, turn on enhanced protection

| Hide advanced | Back to safety |

This server could not prove that it is **ann10**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

Proceed to ann10 (unsafe)

SELECT THE 'PROCEED' LINK

Uncover the 'Advanced' section and then click to Proceed to your machine.

4. Enter the Caller One user password if prompted (ask your local support team for this – not every system has a password set).
5. Once in Caller One, follow the steps for installing a Certificate below.
6. Make sure you click to accept the browser using your microphone when prompted. If you accidentally decline, you will need to go to Chrome > Settings > Site Settings > Microphone > choose the Caller One site and set to 'Allow'. See https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en* for more details (do a web search for other browsers' microphone settings).

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* Broadcast Bionics is not responsible for the content of external websites.

7. Create a shortcut onto the desktop by dragging the padlock icon to your desktop AND/OR create a bookmark on your browser by selecting the star icon at the end of the address bar (Chrome – search online for creating desktop shortcuts in other browsers).

> **Tip!**   If you want to force Caller One to open up in a particular studio or mode (e.g. Studio 2, Talent mode), choose those options on the main menu before creating the shortcut, and then the system will open with those settings when the shortcut or bookmark link is pressed. (See the Caller One User Manual for further details on selecting layouts.)

EASY WAYS TO REMEMBER THE SERVER ADDRESS – CHROME BROWSER

8. Close Caller One and follow the new shortcut or bookmark to log in again.
9. Test that the lines are working and that the headset (if any) is connected correctly by dialling out and in on one of the lines.

Repeat on additional client machines, as needed.

Setting up a client for accessing Caller One over the internet

For clients which need to access Caller One using an internet connection, rather than via the local network (e.g. for presenters working from home, or those on an outside broadcast), you need to access Caller One via a VPN. Then simply use Caller One as usual.

> **Tip!**   If you have machines accessing Caller One over the internet, it is strongly recommended that you activate the user password option – see Security.

Part 2 – Configuration

- Use this section to change how Caller One works once it has been installed.

  WARNING! Adjusting the system configuration can cause forced call hang up, change the way buttons behave, and affect the on-air teams. Check before you save!

  Tip!   When configuring Caller One for the first time, ensure you check and update all the options in the 'Advanced' sections of each settings tab as well as the standard settings.

Accessing the Configuration / System setting options

The controls for the Caller One configuration are found on the main menu.
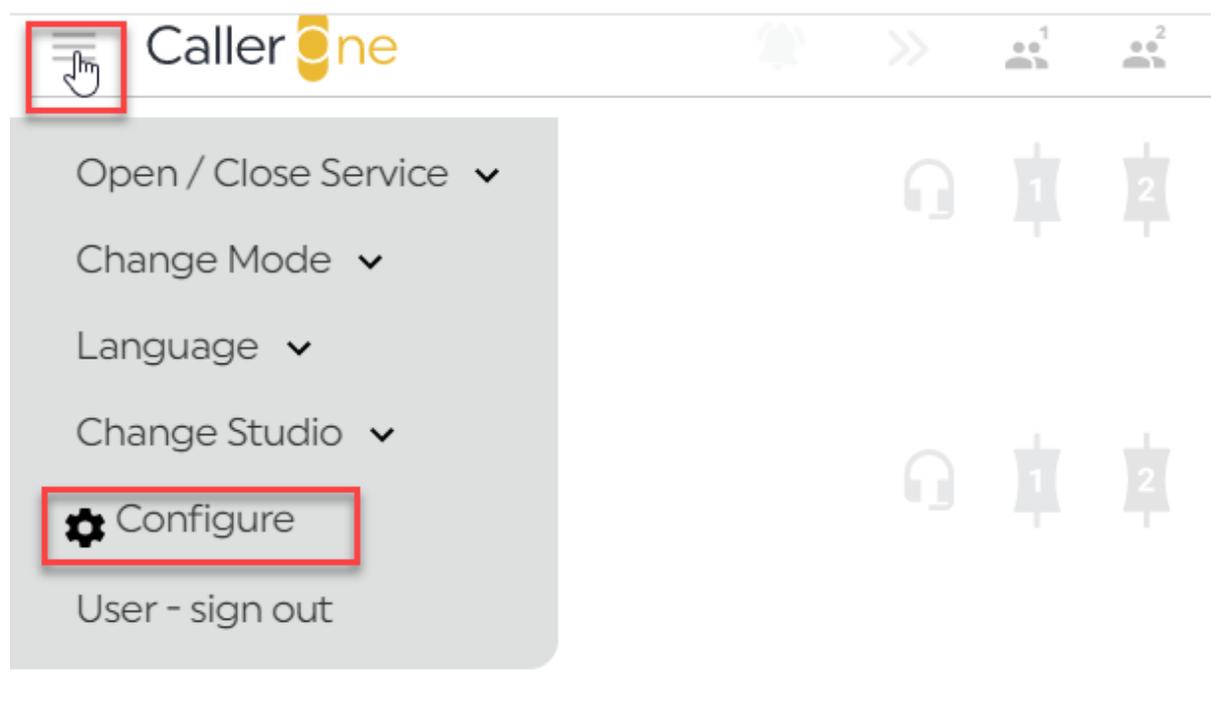
<small>PRESS THE HORIZONTAL LINES IN THE TOP RIGHT-HAND CORNER OF THE SCREEN TO ACCESS THE CONFIGURATION SETTINGS</small>

Press the '**Configure**' button.

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

CONFIGURATION ACCESS PASSWORD – DEFAULT IS 'ADMIN' (LOWERCASE)*

Enter your password and press 'Login' to continue.

---

* admin

Configuration screen

The Configuration screen has different tabs to control different parts of the system.
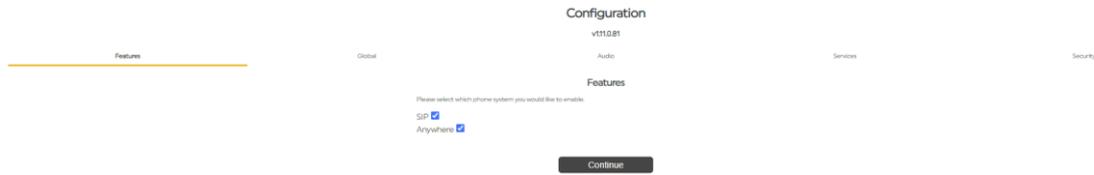
> **WARNING!** – The settings in the configuration area will not be saved until you press 'save changes' on the final (Security) tab.

Features

The Features tab controls which type of phone lines are available on your system.
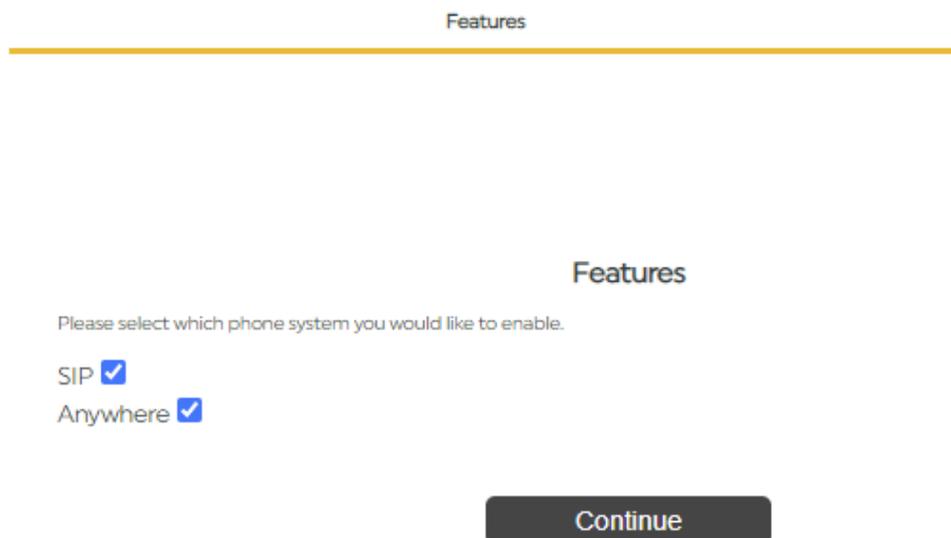
The options available depend on which licences you have bought.

SIP – Session Initiation Protocol. Allows callers to phone in and you to call out to landlines and cellphones.

Anywhere – allows you to connect with callers using their computer / smartphone / tablet audio over the internet, via a link sent by e-mail.

Tick the boxes for the phone system types you would like to enable, and then press 'Continue'.

Global

The Global tab controls the main system configuration and language settings.

Configuration

v1.11.0.81

Global	Audio	Services

Global Configuration

General

Language	English ▾
Region	GB ▾
Caller One IP	127.0.0.1 ▾
Advanced	▾

Anywhere

Already logged into anywhere. Change user

System	Ann's laptop Caller One ▾

Continue

GLOBAL CONFIGURATION SETTINGS

Global Configuration

General

Language [English ⌄]

Region [GB ⌄]

Caller One IP [192.168.1.98 ⌄]

Advanced ⌃

Hide headset for producer mode ☐

CallerOne port range [40000] [40100]

Record screener calls ☐

Purge recordings (days) [30]

Purge call records (days) [365]

Enable a GPO ring lamp ☐

Anywhere

[Log in]

System [⌄]

[Continue]

GLOBAL CONFIGURATION SETTINGS – BEFORE SYSTEM HAS BEEN SET UP

Language – Set your local language to help with phone location lookup.
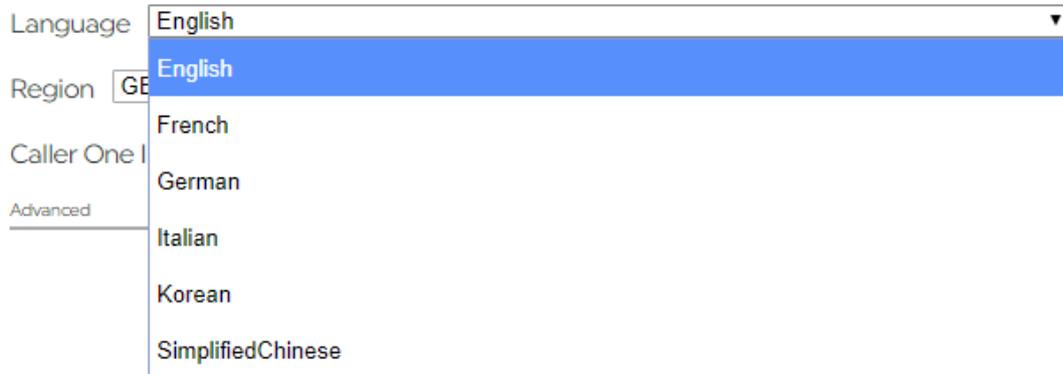
Region – choose which letters represent your nearest country. This is important so the system can have a reference for displaying where callers are phoning from (if available).
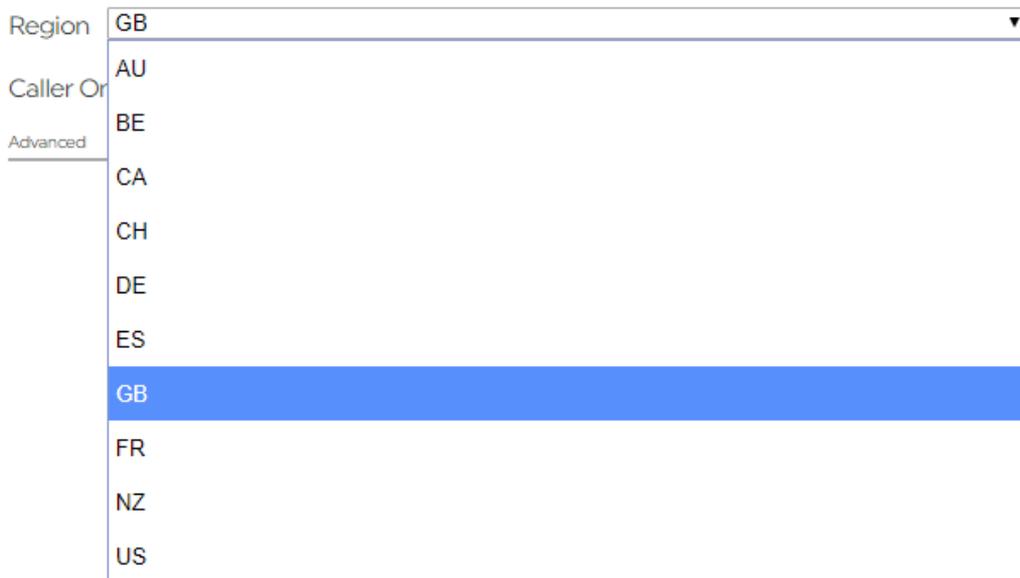
Caller One IP – Caller One is designed to have a fixed IP address. If more than one IP address is available, you need to choose the address which links to your main

internet-connected office network card and **not** the (e.g.) Axia network. The correct address will usually begin '192' or '10'.

If the system has already been set up and the IP address has changed since Caller One was last run, the IP address will display in red. You need to re-select the new IP address and save settings/restart (see below) for the new address to take effect.

(It is recommended to have a static IP address for your Caller One machine where possible, but you may see this warning where a static IP address is not available – e.g. on an Outside Broadcast).

The 'Advanced' section contains additional system configuration options.

Global Configuration

General

Language   English   ⌄

Region   GB   ⌄

Caller One IP   192.168.1.98   ⌄

Advanced   ⌄

Continue

Advanced – press to open drop-down

Global Configuration

General

Language   English   ⌄

Region   GB   ⌄

Caller One IP   192.168.1.98   ⌄

Advanced   ⌃

Hide headset for producer mode   ☐

CallerOne port range   40000   40100

Record screener calls   ☐

Purge recordings (days)   30

Purge call records (days)   365

Enable a GPO ring lamp   ☐

Advanced options opened

Hide headset for producer mode – If you only ever answer calls direct to the mixing desk, or for some other reason don't want the 'headset' option to appear in the Producer view, tick this box.

Caller One port range – These are usually set by default and only need to be changed if they cause a port conflict with another application on the server, or if your firewall specifically needs a different range.

Record screener calls – Caller One automatically records all calls which are routed to the mixing desk. Tick this box if you would like to automatically record all conversations happening on Caller One, including those which happen 'behind-the-scenes', such as when the caller is talking to the call screener.

> **Tip!** In some parts of the world, you need to tell callers in advance that the call is being recorded, so check with your legal team before enabling this setting.

Purge recordings (days) – This setting defines for how long your on and off-air recordings are kept in the system. The number of days you choose will depend on how much storage space you have, and what your local rules are for call record-keeping. 30 days is the default option on installation.

Purge call records (days) – This defines for how many days call information is kept in the system's database (e.g. information on what the caller was speaking about, duration of call, and so on). Please refer to your legal team for guidance on local privacy laws to help you make this decision. 365 days (one year) is the default option on installation.

Enable a GPO ring lamp – if you want to be able to link a light in the studio to a call coming in on Caller One and have an Axia or Advantech controller, check this box. Additional options will then appear.
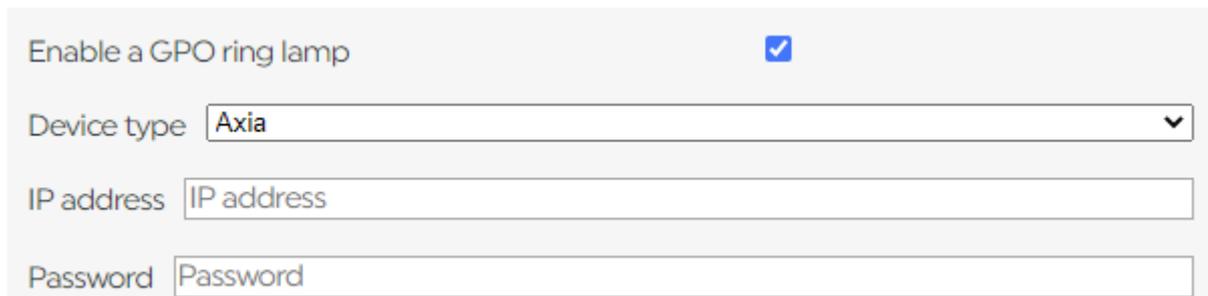
GPO ring lamp settings

Device type – Select your controller device from the drop-down menu.
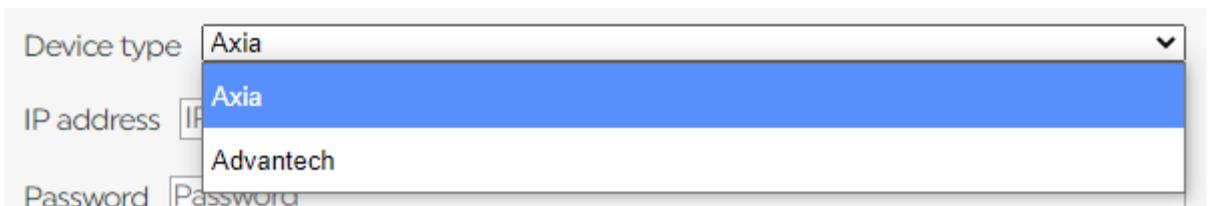
Device type selection

IP address – The IP address of your chosen light-controlling device.

Password – Usually left blank; enter information here only if the Axia XNode you are using requires a password (Password field only displays if 'Axia' is selected; not on Advantech).

Anywhere

The '**Anywhere**' settings (if available/licenced) allow you to set up and review your Anywhere system.

If Anywhere has not yet been set up, press 'Log In'.

Global Configuration

General

Language	English
Region	GB
Caller One IP	192.168.1.98

Advanced

Hide headset for producer mode	☐
CallerOne port range	40000 — 40100
Record screener calls	☐
Purge recordings (days)	30
Purge call records (days)	365
Enable a GPO ring lamp	☑
Device type	Axia
IP address	127.0.0.1
Password	Password

Anywhere

[Log in]

System	

[Continue]

PRESS LOG IN TO CONFIGURE YOUR ANYWHERE CONNECTION FOR THE FIRST TIME (WILL ONLY SHOW IF ANYWHERE HAS BEEN LICENCED AND THE ANYWHERE BOX SELECTED ON THE 'FEATURES' TAB)

A username and password box will appear.

Top Row – Username - enter the e-mail address to which your Anywhere licence is connected / issued.

Bottom Row – Enter the password you were sent on your Anywhere licence.

The press the 'Log In' button.

You will then be given the option to select which Anywhere system you would like to connect from the drop-down menu:
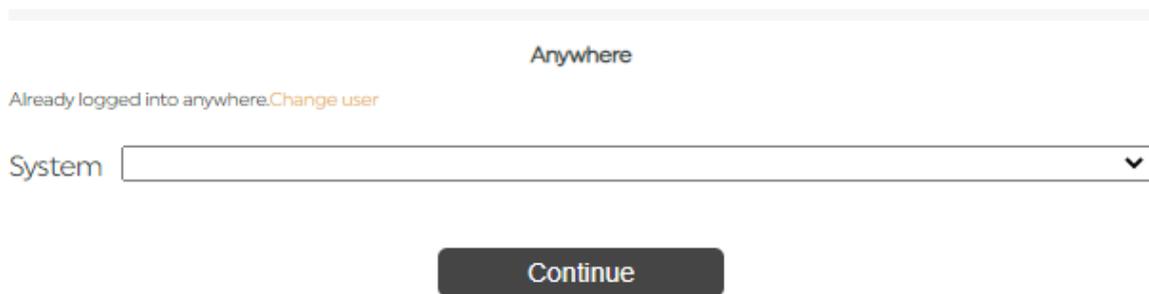
ANYWHERE DROP-DOWN SELECTION

PHIL-CALLER1

Dan M Laptop Caller One

Martin Laptop Caller One

Tom Home System

Marvin

Ann's laptop Caller One

Caller One Online Demo System

SELECT THE ANYWHERE SYSTEM YOU WOULD LIKE TO CONNECT

Global	Audio	Services

Global Configuration
General

Language	English ⌄
Region	GB ⌄
Caller One IP	192.168.1.98 ⌄
Advanced	⌄

Anywhere

Already logged into anywhere.Change user

System	Ann's laptop Caller One ⌄

Continue

ANYWHERE SETTINGS

Change user - If Anywhere has already been configured and you wish to link your system to a different Anywhere account, press this and follow the username and password steps above to log in.

Global   Audio   Services

Global Configuration

General

Language | English   ⌄ |
Region | GB   ⌄ |
Caller One IP | 192.168.1.98   ⌄ |
Advanced   ⌄

Anywhere

Already logged into anywhere Change user

System | Ann's laptop Caller One   ⌄ |

Continue

CHANGE USER OPTION

Once you are happy with the options you have selected, press 'Continue'.

Continue

CONTINUE BUTTON

Audio

The Audio tab controls how sound is routed in your system.

AUDIO TAB

When you first set up the system, all the fields will appear blank.

Hybrids

Studio 1

Device 1

Input [⌄] Subsequent devices will not be available.

Output [⌄]

Device 2

Input [⌄]

Output [⌄]

Studio 2

Device 1

Input [⌄]

Output [⌄]

Device 2

Input [⌄]

Output [⌄]

On hold

Device Hold

Input [⌄]

Advanced ⌄

[Continue]

Hybrids – Device 1 and **Device 2 Input** and **Output** – these areas control the audio sources for your Devices (aka Hybrids / TBUs – the place where a caller is routed to the mixing desk).

Hybrids

Device 1

Input | Microphone (Realtek Audio) - (channel 1)   ▾

Output | Speakers / Headphones (Realtek - (channel 1)   ▾

Device 2

Input | Microphone (Realtek Audio) - (channel 2)   ▾

Output | Speakers / Headphones (Realtek - (channel 2)   ▾

DEVICE 1 AND DEVICE 2 INPUT AND OUTPUT CONTROLS

Input   - choose where the audio for your Device will be coming from. ('Device' = routing between caller and mixing desk, much like a TBU or Hybrid in the analogue world.)

> **Tip!**   Keep it logical – e.g. Devices 1 and 2 on channels 1 and 2 for Studio 1, Devices 3 and 4 on channels 3 and 4 for Studio 2 (if licenced).

Hybrids

Studio 1

Device 1

Input

Subsequent devices will not be available.

Output

Headset Microphone (Sennheiser - (L+R)
Headset Microphone (Sennheiser - (L)
Headset Microphone (Sennheiser - (R)
Line 1 (Virtual Audio Cable) - (L+R)
Line 1 (Virtual Audio Cable) - (L)
Line 1 (Virtual Audio Cable) - (R)
Line 2 (Virtual Audio Cable) - (L+R)
Line 2 (Virtual Audio Cable) - (L)
Line 2 (Virtual Audio Cable) - (R)
Line 3 (Virtual Audio Cable) - (L+R)
Line 3 (Virtual Audio Cable) - (L)
Line 3 (Virtual Audio Cable) - (R)
Livewire In 01 (AXIA IP-Driver - (L+R)
Livewire In 01 (AXIA IP-Driver - (L)
Livewire In 01 (AXIA IP-Driver - (R)
Livewire In 02 (AXIA IP-Driver - (L+R)
Livewire In 02 (AXIA IP-Driver - (L)
Livewire In 02 (AXIA IP-Driver - (R)
Livewire In 03 (AXIA IP-Driver - (L+R)

Device 2

Input

Output

Device 1

Input

Output

Device 2

Input

Output

Device Ho

Input

Advanced

DEVICE INPUT SETTINGS – YOUR SYSTEM OPTIONS WILL LOOK DIFFERENT, DEPENDING ON WHICH AUDIO SOURCES ARE AVAILABLE ON YOUR LOCAL SYSTEM

Output - select where you want the sound from your Device to be sent. As above, it's much easier to make sure the input channel number matches the output channel number on each Device where possible.

Tip!   If you have limited outputs on your sound card, you can use the Left and Right outputs from the same channel and split them to a different Device (mono). If you use Axia, always choose the L+R option (stereo). If in doubt – choose L+R.

Hybrids

Studio 1

Device 1

Input   Livewire In 01 (AXIA IP-Driver - (L+R)   ⌄

Output   Livewire Out 01 (AXIA IP-Driver - (L+R)   ⌄

Line 1 (Virtual Audio Cable) - (L+R)

Line 1 (Virtual Audio Cable) - (L)

Line 1 (Virtual Audio Cable) - (R)

Line 2 (Virtual Audio Cable) - (L+R)

Line 2 (Virtual Audio Cable) - (L)

Line 2 (Virtual Audio Cable) - (R)

Line 3 (Virtual Audio Cable) - (L+R)

Line 3 (Virtual Audio Cable) - (L)

Line 3 (Virtual Audio Cable) - (R)

Livewire Out 01 (AXIA IP-Driver - (L+R)

Livewire Out 01 (AXIA IP-Driver - (L)

Livewire Out 01 (AXIA IP-Driver - (R)

Livewire Out 02 (AXIA IP-Driver - (L+R)

Livewire Out 02 (AXIA IP-Driver - (L)

Livewire Out 02 (AXIA IP-Driver - (R)

Livewire Out 03 (AXIA IP-Driver - (L+R)

Livewire Out 03 (AXIA IP-Driver - (L)

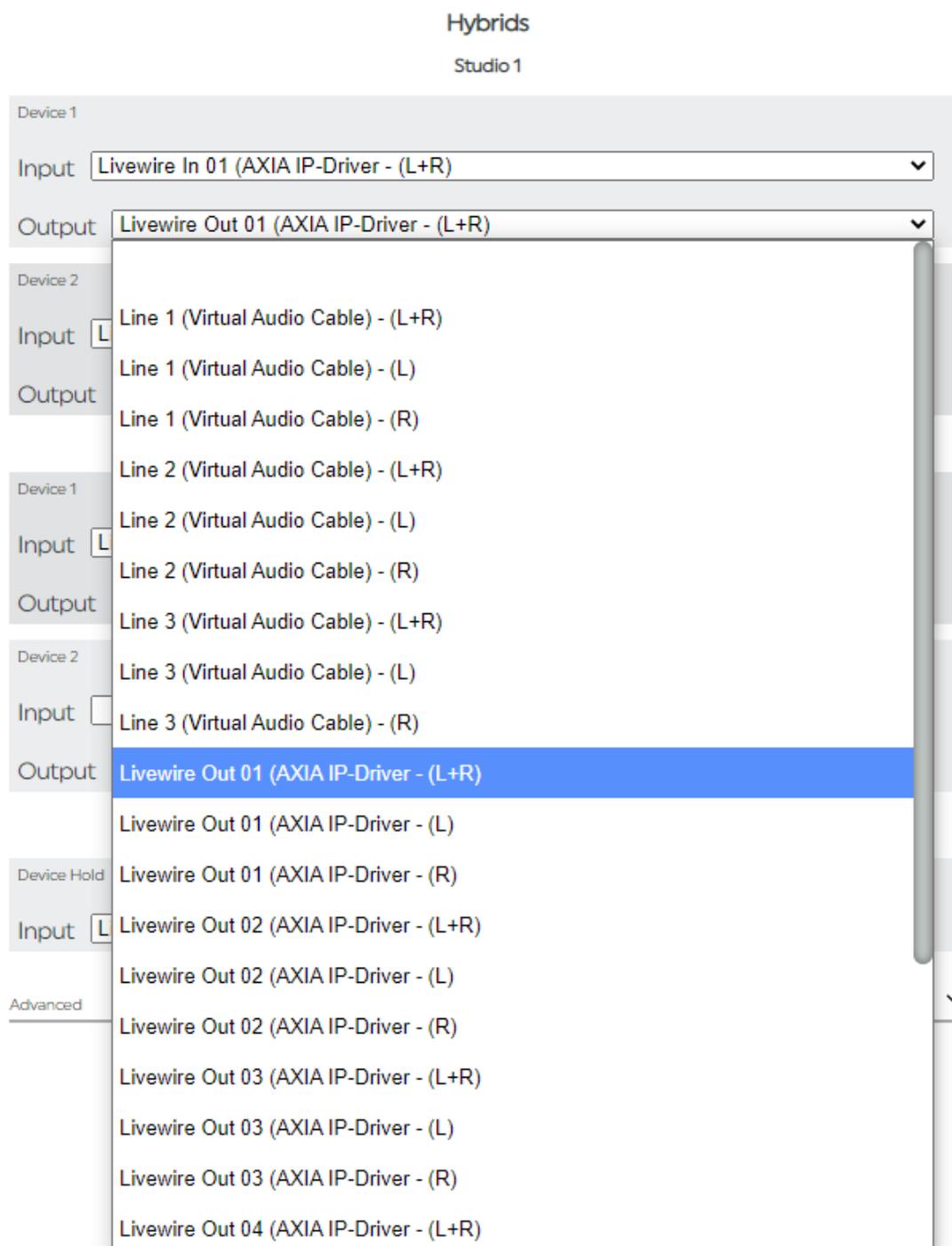Livewire Out 03 (AXIA IP-Driver - (R)

Livewire Out 04 (AXIA IP-Driver - (L+R)

DEVICE OUTPUT SETTINGS – YOUR SYSTEM OPTIONS WILL LOOK DIFFERENT, DEPENDING ON WHICH AUDIO SOURCES ARE AVAILABLE ON YOUR LOCAL SYSTEM. NOTE THE OPTION TO CHOOSE (L), (R) OR (L+R). CHOOSE (L+R) UNLESS YOU HAVE ONLY LIMITED OUTPUTS, IN WHICH CASE YOU CAN SPLIT THE L AND R OUTPUTS TO DIFFERENT DEVICES.

Tip! Remember to configure the Inputs and Outputs for all of your audio Devices, and make sure that you haven't assigned the same channel twice by accident!

If you have a licence for Studio 2, don't forget to select **different** Device input/output sources from those you chose for Studio 1.

Hybrids

Studio 1

Device 1

Input   Livewire In 01 (AXIA IP-Driver - (L+R) ⌄

Output   Livewire Out 01 (AXIA IP-Driver - (L+R) ⌄

Device 2

Input   Livewire In 02 (AXIA IP-Driver - (L+R) ⌄

Output   Livewire Out 02 (AXIA IP-Driver - (L+R) ⌄

Studio 2

Device 1

Input   [⌄] Subsequent devices will not be available.

Output   [⌄]

Device 2

Input   [⌄]

Output   [⌄]

On hold

Device Hold

Input   Livewire In 04 (AXIA IP-Driver - (L+R) ⌄

Advanced ⌄

[Continue]

STUDIO 2 SETTINGS

In this example, Studio 1 has had two audio devices configured and Studio 2 has been deliberately assigned only one on-air audio device.

To help you picture what you are configuring, here's what the Devices will look like on-screen for your Users (see the Caller One User Manual for more information).

1 01234 567890

2 01234 567890

3 01234 567890

4 Anywhere

STUDIO 1 HAS TWO AUDIO DEVICES CONFIGURED

1
01234 567890

2
01234 567890

3
01234 567890

4
Anywhere
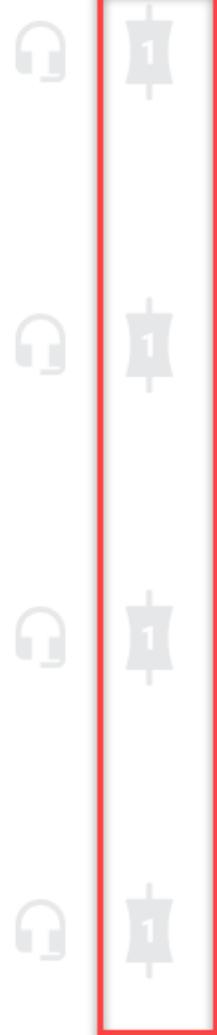
STUDIO 2 HAS ONE AUDIO DEVICE CONFIGURED

On Hold – Device Hold – Input – this setting chooses what your caller will hear when they are on hold. It's usual to choose a source which has mixing desk out or station out, here. That way, they can hear the programme which is on-air instead of silence, which means they are less likely to think they have been forgotten!

Line 2 (Virtual Audio Cable) - (channel 1)

Line 3 (Virtual Audio Cable) - (channel 2)

Line 3 (Virtual Audio Cable) - (channel 1)

Livewire In 01 (AXIA IP-Driver - (channel 2)

Livewire In 01 (AXIA IP-Driver - (channel 1)

Livewire In 02 (AXIA IP-Driver - (channel 2)

Livewire In 02 (AXIA IP-Driver - (channel 1)

Livewire In 03 (AXIA IP-Driver - (channel 2)

Livewire In 03 (AXIA IP-Driver - (channel 1)

Livewire In 04 (AXIA IP-Driver - (channel 2)

Livewire In 04 (AXIA IP-Driver - (channel 1)

Microphone (Realtek Audio) - (channel 2)

Microphone (Realtek Audio) - (channel 1)

Microphone (Realtek Audio) - (channel 1)

Device Hold input settings – your system options will look different, depending on what audio sources are available

WARNING! You must assign an audio channel to the 'Device Hold Audio' section – otherwise, the ability to put callers on hold will not be available to your users.

The **Advanced** tab has options which affect how the system works for Users.

It is strongly recommended that you read the 'Common Workflows' section of the Caller One User manual to understand how the changes made here are shown to users.

ADVANCED TAB

Hybrids

Studio 1

Device 1

Input Livewire In 01 (AXIA IP-Driver - (L+R) ⌄

Output Livewire Out 01 (AXIA IP-Driver - (L+R) ⌄

Device 2

Input Livewire In 02 (AXIA IP-Driver - (L+R) ⌄

Output Livewire Out 02 (AXIA IP-Driver - (L+R) ⌄

Studio 2

Device 1

Input Livewire In 03 (AXIA IP-Driver - (L+R) ⌄

Output Livewire Out 03 (AXIA IP-Driver - (L+R) ⌄

Device 2

Input ⌄

Output ⌄

On hold

Device Hold

Input Livewire In 04 (AXIA IP-Driver - (L+R) ⌄

Advanced ∧

Answer next Screener handset (default) ⌄

Answer next will take a ringing call to the screeners handset or a specified device

Next First available (default) ⌄

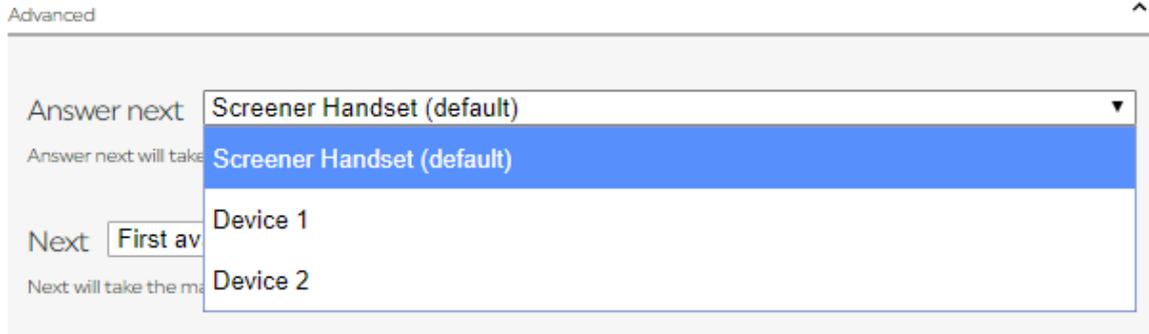Next will take the marked call to a specified device or first available

Continue

ADVANCED TAB – EXPANDED

Answer Next – this controls what happens when the 'Bell' icon is pressed in the Caller One main window.

BELL ICON IN MAIN CALLER ONE SCREEN FOR REFERENCE

Screener Handset (default) – this means the calls are automatically answered to a handset/headset, if available. This is the default option as it means calls will not accidentally be answered on air.

Device 1 – you can set the default so that calls are always answered on Device 1. This could be useful if you are a small station where presenters always answer the calls via the studio mixing desk.
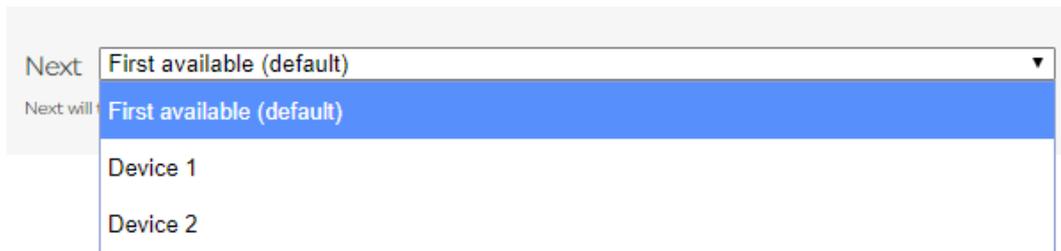
Device 2 - as above, but changes the default to Device 2.

> **Tip!** These settings only affect the **default** options. Users can still decide where to answer each call during their show, depending on the needs of each programme.

Next – this setting changes the behaviour of the 'Next' chevron button in Caller One.

GREEN CHEVRONS – NEXT CALL button

NEXT SETTINGS

First available (default) – when the 'Next' chevron is pressed, the caller will be routed to the next available Device. The button will stop working if all the Devices are full.

This option means calls are less likely to be taken off-air by accident.

Device 1 - when the 'Next' chevron is pressed, the caller will be routed to Device 1. If a caller is already connected to Device 1, the system will put that caller back on hold and swap in the new caller.

Device 2 – as above, but for Device 2.

The 'Device' options are more useful for stations where presenters have to move through a lot of callers very quickly, and may not have any phone production help.

WARNING!   These settings affect how Users experience the system and the way you might train your teams. It is not advised to change these settings without clear communication to your on-air colleagues.

Once you have chosen your audio settings, press 'Continue'.

CONTINUE BUTTON

Services

The Services tab allows you to add groups of phone lines ('Services'). The number of lines you are allowed to configure depends on your Caller One licence.

Services

Services

SIP Services

Bionics FM   5 lines   ✏

Add service

Anywhere services

Anywhere   1 lines   ✏

Add service

You currently have 5 / 12 lines configured.

Continue

SERVICES TAB

When you first set up Caller One, the system will automatically create three SIP lines, ready for you to configure (you can reduce or increase this number in the next step, depending on your licence and station needs.)

Configuration

Audio

Services

SIP Services

	3 lines ✏️

[Add service]

Anywhere services

[Add service]

You currently have 3 / 6 lines configured.

[Continue]

BLANK DEFAULT LINES READY TO CONFIGURE

If your system has already been set up, you'll see the list of the configured lines on this screen instead.

Services

SIP Services

| 01234 567890 | 4 lines | ✏️ |
| Priority Line | 2 lines | ✏️ |

Add service

Anywhere services

| Anywhere | 2 lines | ✏️ |

Add service

You currently have 6 / 6 lines configured.

Continue

EXAMPLE OF CONFIGURED SERVICES

You can adjust the settings for a group of lines (a 'service) by pressing the 'Edit' icon.

EDIT ICON

You can add a new service by pressing 'Add service' (e.g. if you want to have 4 phone lines for your callers and 2 connected to a different number for staff to use you would create two different services and allocate the lines between them).

ADD SERVICE BUTTON

Make sure you 'Add' the correct type of service – Lines for normal (SIP) phone calls, Anywhere for calls to laptops/smartphones via the internet.

See Edit SIP Services and Edit Anywhere Services below for more details.

First time set-up – a note on Services

Before you begin configuring the Lines, it's useful to have an understanding of how the Services work.

You will have bought a licence for a certain number of phone lines (e.g. 3, 6 or 12 SIP lines, or unlimited Anywhere [but see note below]). **The same Lines serve both Studios.**

A 'Service' is a group of phone lines. You can have multiple Services on your Caller One system.

For example, let's say you have bought a 12 line SIP licence.

You could decide to have one Service of 12 lines, all connected to your main station phone-in number.

Alternatively, you could decide to have three Services:

One Service for the phone-in number you give out on-air with 6 lines assigned to it.

One Service for a secret number you only give to your guests and staff with 2 lines assigned to it.

One Service that you reserve for dialling out on only, so that in a busy phone-in show, you don't have to hang up any callers trying to dial you when you are calling a guest (2 lines).

Total – 10 SIP lines, made up of 3 SIP services (and 2 lines unassigned from your licence you can assign at a later point).

You can do a similar thing with Anywhere lines – e.g. either have one Anywhere service, or have two or more Anywhere services – one public and the other private.

The limit is based on your licence, SIP supplier capabilities and how many phone lines you have actually bought!

> **Tip!** The maximum number of Lines you can have displayed on Caller One – in any combination – is 12. The number of SIP lines is limited by your licence (3, 6 or 12 lines). You can have as many Anywhere lines as you wish (assuming you have an Anywhere licence), but the total number of lines combining both types cannot be more than 12.

Edit SIP Services

To edit/configure the SIP lines, press the pencil 'Edit' icon.

Bionics FM	6 lines	✏️
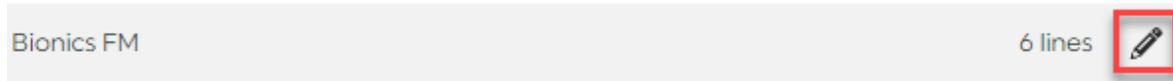
PRESS EDIT TO AMEND

The Service options will then appear.

Edit service

Basic details ^

Display name	
Line count	3

Domain Details ^

Provider IP/Port	127.0.0.1	: 5060
Service name	123	
Register to receive calls	☑	

User details ^

User / Password		
Authorisation name		

Advanced ⌄

Save

Edit service – Blank (if not yet configured)

Edit service 🗑 ✕

Basic details ⌃

Display name	01234 567890
Line count	4

Domain Details ⌃

Provider IP/Port	127.0.0.1 : 5060
Service name	123
Register to receive calls	☑

User details ⌃

User / Password	123 •••
Authorisation name	123

Advanced ⌄

Save

EDIT SERVICE TAB – SIP LINES

On the top right-hand corner of the box, you will find the trashcan and X icons.

Trashcan – deletes the set of lines. This will remove lines which have already been created, so be very careful if you decide to delete them, as your presenters are likely to get cross with you if they suddenly discover the callers can no-longer phone in!

X – closes the window without saving.

Basic Details

Display Name – what appears on-screen behind lines which are idle. Useful if you have different stations, or to show users which lines are dial out only or ex-directory. Many stations find it helpful to write the phone number in this field.
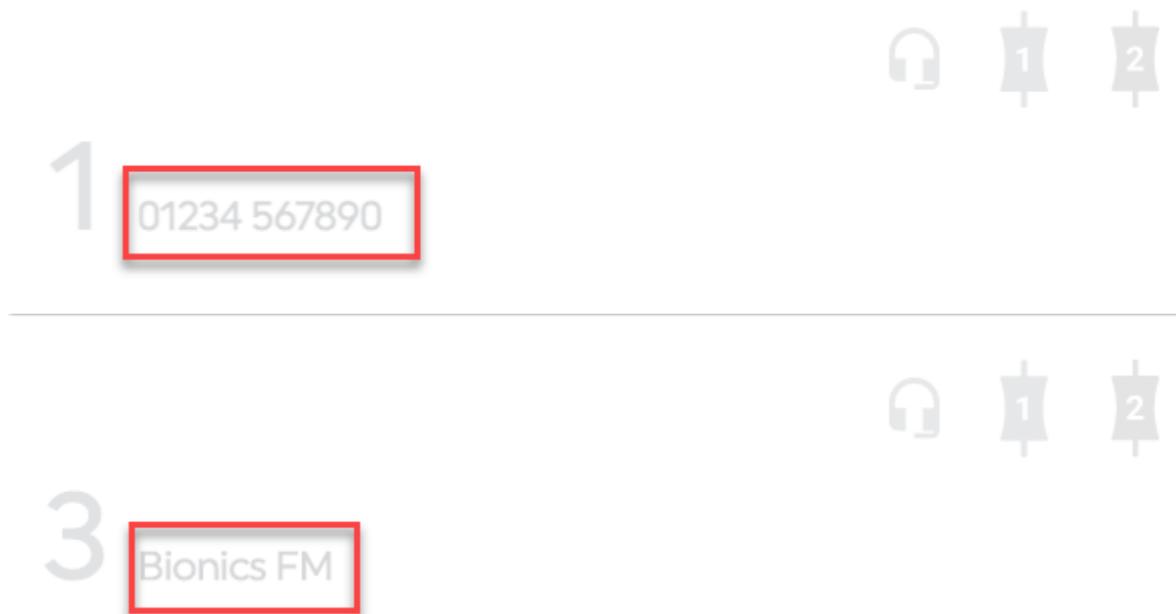
The name entered in 'Display Name' will appear on idle lines in Caller One

Line Count – how many Lines are assigned to this Service. The maximum number is limited by your licence.

Domain Details

Provider IP/Port – Your SIP provider's IP address and port number. You will need to find this information from your SIP provider. [Appendix 2](#) has more information to

help you find the relevant details. Once your system has been configured, you only need to change this box if you change your SIP service provider.

Service Name – You will need this information from your SIP service provider. [Appendix 2](#) has some tips for finding the details. Once your system has been configured, you only need to change this box if you change your SIP service provider.

Register to receive calls – This box should usually be checked, as it allows for the connection between Caller One and your SIP provider. Leave it unchecked if you are using a SIP trunk with an IP address instead of a SIP service with a username and password.

User Details

User/Password – The information needed to log into your SIP service provider. See [Appendix 2](#) for more details. Otherwise, only change this if you change your SIP service provider.

Authorisation Name – The information needed to log into your SIP service provider. See [Appendix 2](#) for more details. Otherwise, only change this if you change your SIP service provider.

The **Advanced** tab allows you to configure the local settings.

> **Tip!**   If you are configuring Caller One from scratch, you need to fill in the information in the Advanced section, too!

Edit service

🗑 ✕

Basic details ⌃

Display name | 01234 567890
Line count | 4

Domain Details ⌃

Provider IP/Port | 127.0.0.1 | : | 5060
Service name | 123
Register to receive calls | ☑

User details ⌃

User / Password | 123 | •••
Authorisation name | 123

Advanced ⌄

Save

ADVANCED TAB UNEXPANDED

SIP Local Port – The port number you want to use for SIP calls on your local network. The default option is 5060 but if you already have something on your network using that port (e.g. AES67 drivers), you should choose a different number which won't conflict.

Register Interval (seconds) – Check with your SIP service provider to find out what the register interval setting should be. A sensible value is 600 (5 minutes) for most providers.

Order Id – Decides in which order the Service will appear on screen. If you want the Service to be the first group your user sees, set it as 0. The second group would be 1, the third group 2 and so on (for some reason, software people like to start counting things at 0 instead of 1. But if you decide to use 1, 2, 3 instead of 0, 1, 2, we won't tell anyone.) See The lines are appearing in the 'wrong order' on the screen below for more information.

GPO ring lamp Port/Pin – If you want to set up a flashing alert or similar in the studio when this group of phone lines has calls active, enter the Port and Pin information for your Axia or Advantech lamp, here (NB Advantech systems will not display a Pin field).

> **Tip!** The GPO ring lamp is linked to a particular phone service (group of phone numbers), so if you want a flashing light alert for every call, make sure you configure the GPO ring lamp on each service. Conversely, if you only want

an alert when management is calling on the non-public number, only set up the alert on that service.

It's also possible to set a different PIN on each service if you want to create separate indications.

When you have made the settings adjustments that you need, press 'Save'.

SAVE

Edit Anywhere Services

To add a new Anywhere service (or to set up Anywhere for the first time), press 'Add Service'.

Add Service

The new service will then be created.

To edit the service (or to edit an existing Anywhere service), press the 'Edit' icon on the same line as the services name.

Anywhere services

Anywhere	1 lines	✏️

Add service

You currently have 5 / 12 lines configured.

EDIT ANYWHERE SERVICES

Edit service   🗑️ ✕

Basic details   ⌃

Display name	Anywhere
Anywhere service	Ann Caller One Anywhere 1 ⌄
Line count	2

Advanced   ⌄

Save

EDIT SERVICE – ANYWHERE

🗑️ ✕

DELETE AND CLOSE ICONS

On the top right-hand corner of the box, you will find the trashcan and X icons.

Trashcan – deletes the set of lines. This will remove lines which have already been created, so be very careful if you decide to delete them, as your presenters are likely to get cross with you if they suddenly discover they cannot dial out or have callers call in!

X – closes the window without saving.

Display name – what appears on screen behind that set of lines:

Anywhere service – Which Anywhere system is connected to Caller One. You can choose the correct service from the drop-down menu.

SELECTING THE ANYWHERE SERVICE

> **Tip!**   If the Anywhere service you want does not appear in the list, ensure it has been connected correctly by following the relevant steps on the [Global tab](#).

Line count – how many Anywhere lines you would like to assign to this Service (limit restricted by the licence you have purchased).

Tip! The number of lines (SIP and Anywhere combined) is limited to 12 in total overall. Contact your local Dealer if you need to purchase extra capacity to meet your station's needs.

Press **Advanced** to display additional options. (If you are setting up Caller One for the first time, do not forget to configure the 'Advanced' settings!)

ANYWHERE SERVICES – ADVANCED OPTIONS

Order Id – Adjusts where this group of lines is displayed on the users' screens. Counting starts from 0, so if you have one group of SIP lines and one group of Anywhere lines and you want the Anywhere lines at the bottom, mark the SIP lines as

0 and the Anywhere lines as 1. See [The lines are appearing in the 'wrong order' on the screen](#) below for more information.

GPO ring lamp Port/Pin – If you want to set up a flashing alert or similar in the studio when this group of lines has calls active, enter the Port and Pin information for your Axia or Advantech lamp, here (NB Advantech systems will not display a Pin field).

> **Tip!** The GPO ring lamp is linked to a particular phone service (group of phone numbers), so if you want a flashing light alert for every call, make sure you configure the GPO ring lamp on each service. Conversely, if you only want an alert when management is calling on a non-public number Anywhere line, only up the alert on that service.

When you have made the settings adjustments that you need, press 'Save'.

Once you are happy with your Anywhere service settings, press **Save**.

Edit service

🗑 ✕

Basic details ︿

Display name	Anywhere
Anywhere service	Ann Caller One Anywhere 1 ⌄
Line count	2

Advanced ︿

Order Id	3 ⇅
GPO ring lamp	Port / Pin

Save

PRESS TO SAVE SERVICE SETTINGS

You will then see your configured SIP and Anywhere lines.

If you wish to add an additional Service, you can press 'Add Service' and follow the relevant steps above.

A counter at the bottom of the Services screen will show how many licenced SIP lines you still have available to configure.

Services

SIP Services

01234 567890	4 lines	✎
Priority Line	2 lines	✎

Add service

Anywhere services

Anywhere	2 lines	✎

Add service

You currently have 6 / 6 lines configured.

Continue

THIS SYSTEM HAS HAD ALL 6 OF ITS LICENCED SIP LINES CONFIGURED

Tip!   When you first configure Caller One, make an educated guess as to how many of each Line you will need, and how many Services to configure. You can easily adjust this once you have been using the system for a while if needed. See First time set-up – a note on Services for help on deciding how to allocate Service groups.

Once you are sure you have all the Service settings correct, press 'Continue'.

Continue

CONTINUE BUTTON

Security

The Security tab allows you to add and manage user and administrator passwords for Caller One.

Require a password to access Caller One – check this box if you want Users to have a password before they can open Caller One (recommended if your system will be accessible on the internet rather than just your local network). The User Password options will then be displayed below.

Require a password to access Caller One unchecked = users do not need a password for the main system, but admins do for the configuration area.

User password – to change the User password, type the password into the 'Password' and 'Repeat password' fields and then press 'Update'.

> **Tip!** Make sure you keep a record locally of what the User password is, if you set one – the same password will apply to all users, so if you change it, they will need to be told!

To add or change a password, type it into the relevant box and press 'Update'.

Administrator password for configuration – to change the Administrator password, type the password into the 'Password' and 'Repeat password' fields and then press 'Update'. This restricts access to the Configuration / Settings area.

Once you are satisfied that all the changes you have made are correct, press ''.**Save changes**'.

> **Tip!** Saving changes will affect the way the system works – see **Save changes** below before proceeding...

Security

Require a password to access Caller One	☑		
User password	Password	Repeat password	Update
Administrator password for configuration	Password	Repeat password	Update

Save changes

Save changes

To complete the Caller One setup, or if you make adjustments to any tab and are certain you want to keep the new settings, you need to navigate to the Security tab and press the 'Save changes' button.
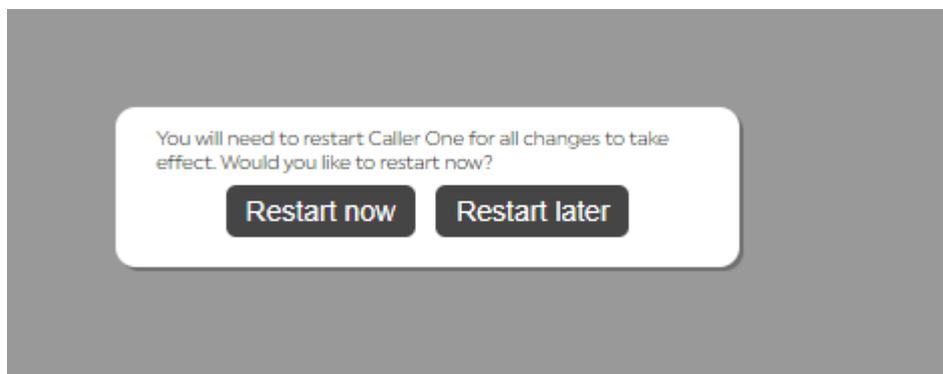
A dialog box will appear.

Changing the system settings means the system needs to be restarted before the changes will take effect.

Restart now – the system will restart immediately.

Restart later – the system settings you have adjusted will be saved, but will not come into force until you go back into the Configure menu, press save on the Services menu again and then choose 'Restart now'. This means you can do the configuration work when it suits you, but wait until Caller One is not being used by production staff until you force the restart.

WARNING! The restart will cut off all the phone lines. Any callers ringing in, or those connected to Devices, will be hung up immediately. This could be TX affecting. Check with your on-air teams before you restart the system!

When Caller One is being restarted, users will see a pale overlay across their screen which says 'Reconnecting'. The process usually takes a few seconds, after which the system can be used again straight away.
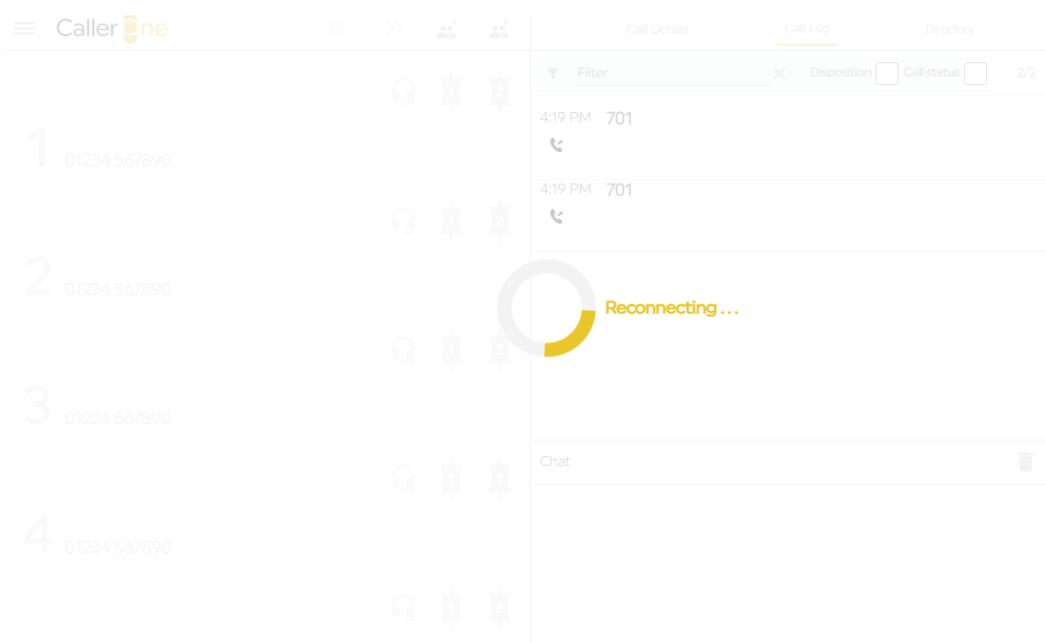

RECONNECTING SCREEN

Tip! It is good practice to test the lines if you have made changes. See Appendix 1 – Installation settings quick-reference sheet below.

Logging out

It is good practice to select 'Administrator – sign out' from the User Settings menu in Caller One. This prevents accidental access to the Configuration area once you have finished adjusting the system settings.
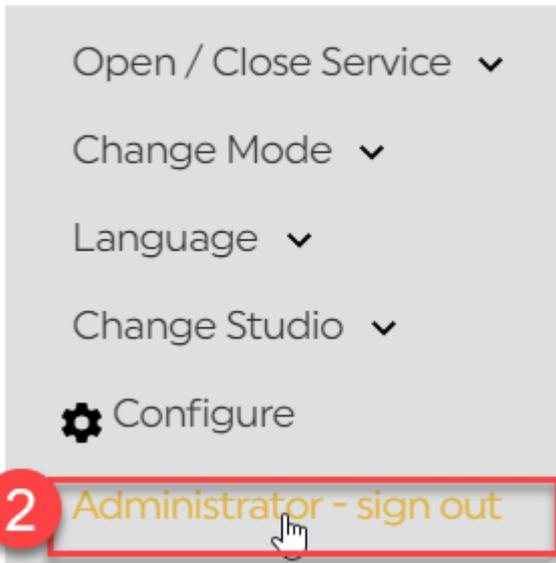
DON'T FORGET TO SIGN OUT ONCE YOUR ADMIN WORK IS COMPLETE!

Tip!   If you are configuring Caller One for the first time, don't forget to install it onto some Clients as well as the main server machine.

Other places where the system settings are adjusted

The way that Caller One works can also be adjusted by the Users during the show.

The first thing they can do is decide to **open/close some of the phone lines** ('Services').

The second thing they can do is **change the layout** which is displayed, to best suit the role they are playing in the show (Presenter, Producer or call screener – if in doubt, choose Producer).

The third thing they can do is **adjust the system's display language**.

The fourth thing they can do is **switch the system to route calls to a different studio** (if the Studio 2 licence has been bought).

These settings are also found on the main menu and are fully described in the Caller One User Manual.

It is recommended to ensure your clients are installed with sensible settings selected before you show the system to the first general users.

> **Tip!** When creating a desktop shortcut, the system URL will remember the Studio Selection, Language and Mode, so you can select these to be the settings your user would be most likely to choose before creating the shortcut link.
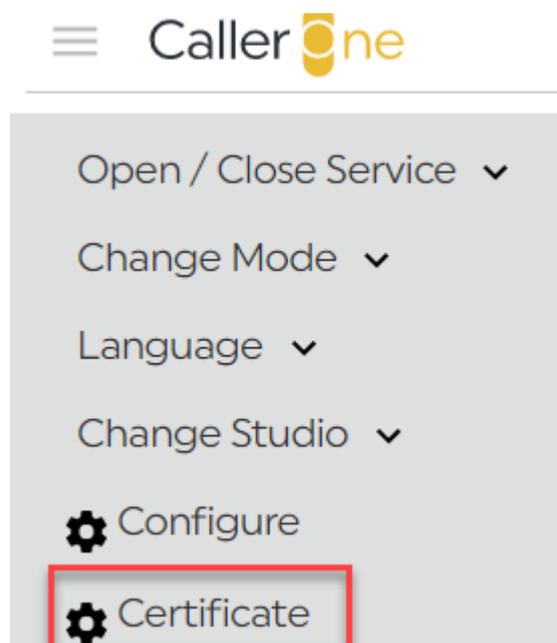
Caller One menu options

Certificates

Standard users are also able to install a Certificate on their computer (assuming they have admin rights on the machine they are using – not the same as having administrator access to the Caller One configuration area) to allow them to hear/answer calls. This is useful if you have a member of staff who suddenly needs to add Caller One to a new laptop or tablet.

To access the Certificate, the user simply needs to press the 'Certificate' icon on the main menu.

CERTIFICATE OPTION IN CALLER ONE MENU

They then need to follow the step-by-step instructions for their chosen device which will be displayed on-screen.

Caller One Setup Certificate

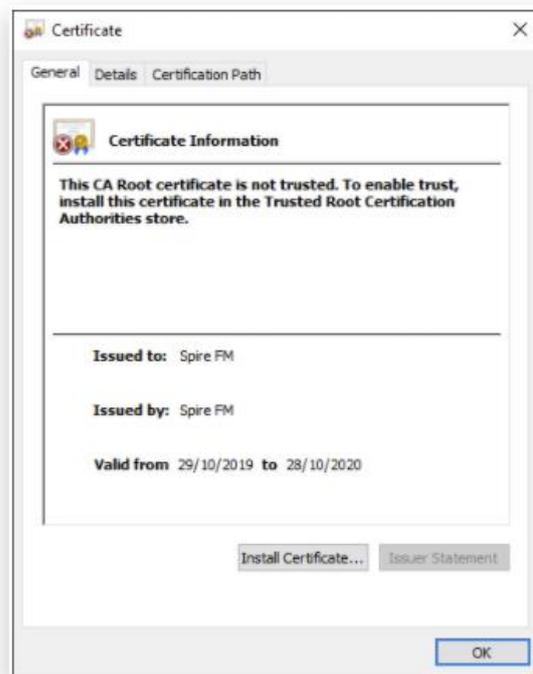HTTPS is required for your browser to hear caller audio.

Windows setup guide   +

Please download this certificate

Login as admin user and double click it.

Click *Install Certificate*

Select *Local Machine* and click *Next*

CERTIFICATE INSTALLATION STEP-BY-STEP INSTRUCTIONS ARE AVAILABLE WITHIN CALLER ONE ITSELF

Glossary

Admin/Administrator – A person who has the right to change the Caller One overall system settings in the Configuration area.

Apps room – short for 'apparatus room'. Also known as a 'racks room' – place where you keep servers and machines which do not need to be in the studio so that users can't accidentally turn them off!

Anywhere – a type of Line which allows people to call using their laptop, smartphone or tablet over the internet/wifi instead of a traditional phone line.

Call Screener – person who checks the callers are suitable for use on-air who is not the show's presenter.

Caller – person phoning in to your show.

Certificate – users need to install the Caller One certificate onto their machine to enable the ability to speak to / hear callers.

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

Configuration area – Where to adjust the Caller One system settings. Requires a password to access.

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

Hold – When a call has been answered but is not currently connected to either the sound desk or the screener headset.

Local Support – the engineer(s) who work at your station and look after the studio equipment, IT and on-air systems.

Line – place where phone calls are answered or dialled.

Mixing desk – aka Mixer/ sound desk / console / board – piece of equipment, usually with faders, where sound sources are mixed and balanced.

SIP – Session Initiation Protocol. A way of routing landline and cellphone calls over a network without needing directly-wired connections.

Service – a group of phone lines with the same configuration settings. You might have one service for your main station phone-in, another to reserve a Line or two exclusively for calling people back (so they won't be blocked by incoming calls), and another to reserve for ex-directory calls from members of the station staff. Alternatively, you might decide to just have one large group of lines which does everything. It's up to you!

Server – machine where the main 'brains' of the Caller One system is installed. Sometimes referred to as the 'Host' machine.

Studio –In Caller One, refers to the controlling of Line and Device combinations for a particular physical studio. You can have up to two Studios licenced on your system –

the same set of Lines, but with different Devices connected to separate Mixing desks.

User – someone who uses your system – usually a member of production staff such as a presenter, producer or call screener.

Common issues

I've forgotten the admin password

The default password for accessing the Configuration area is 'admin' in lower case.

If this has been changed to something else at your station, ask your support colleagues what it is.

If everyone at the station has forgotten the admin password, please contact Bionics Support.

A user has forgotten the user password

Your local support team should have a record of what the user password is, if it has been configured.

The same password applies to all users – it can be reset by following the steps in Security above, but please remember that changing the user password will affect all the users on the system!

We don't have enough phone lines

If you have not yet used all the phone lines you have bought in your licence, you can either assign more lines to an existing Service, or create a new Service, by following the steps in Services above.

If you need more phone lines than you have bought, contact your Dealer (or Broadcast Bionics direct if your country is not listed), who can easily arrange for an additional licence to be added to your account.

Please note there is a **hard limit of 12 lines in total on a Caller One system** – as either SIP lines, Anywhere lines, or a mixture of both.

If you need more than 12 lines in total on your system, it may be time to upgrade to Bionic Talkshow, as part of Bionic Studio – contact your local Broadcast Bionics dealer for more information.

The lines are appearing in the 'wrong order' on the screen

You need to adjust the Order IDs so the groups of SIP/Anywhere lines ('Services') display in the way you prefer. The Service assigned Order ID 0 will appear at the very top, Order ID 1 will be below it, Order ID 2 below that, and so on. The first six Lines will appear on the left-hand column and the next six will appear in the right-hand column. See Services above for details on adjusting Order IDs.
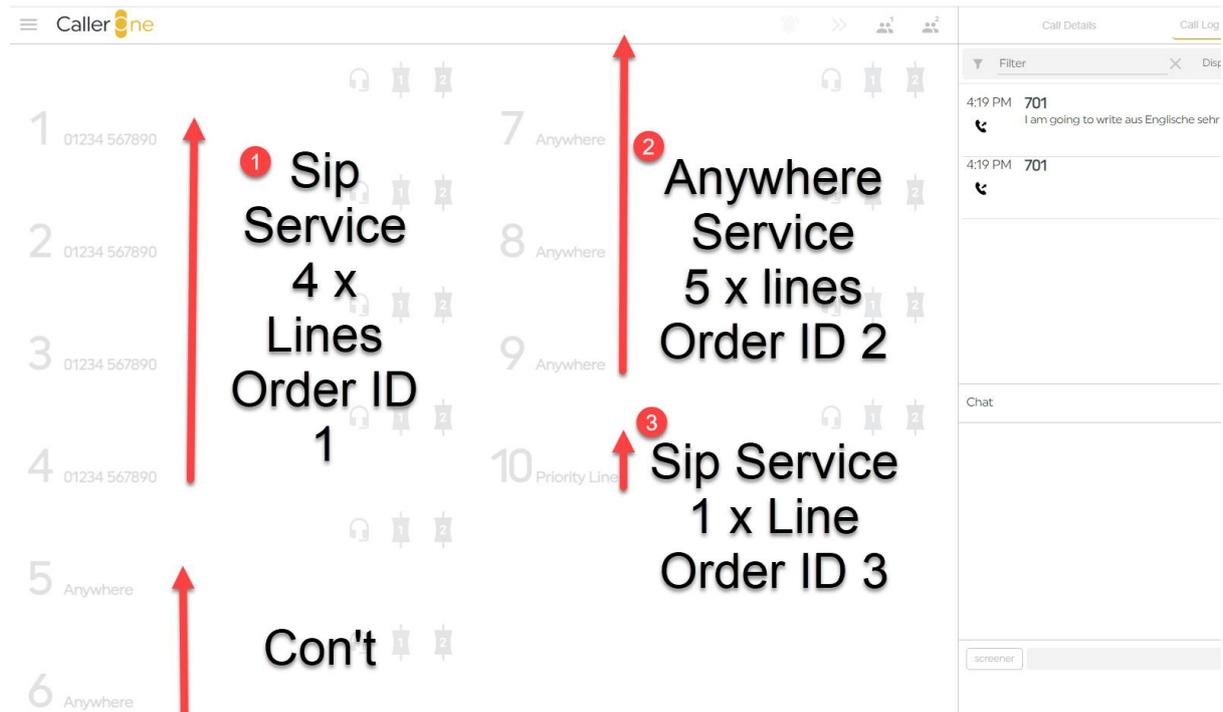
CALLER ONE SCREEN SHOWING HOW LINES APPEAR TO THE USERS

The pictures above and below illustrate how 10 lines have been configured across three services, and how they display across two columns on the Caller One screen.

Services

SIP Services

01234 567890		4 lines ✏️
Priority Line		1 lines ✏️

Add service

Anywhere services

Anywhere		5 lines ✏️

Add service

HOW THE SETTINGS IN THE SERVICES CONFIGURATION SECTION RELATE TO THE LINES DISPLAYED ON SCREEN

Edit service

Basic details

Display name	Anywhere
Anywhere service	Ann Caller One Anywhere 1
Line count	5

Advanced

Order Id	2
GPO ring lamp	Port / Pin

Save

EDIT THE SERVICE TO AMEND ITS ORDER ID

We get a warning saying the 'connection is not private'
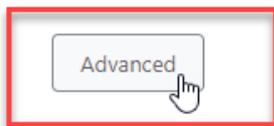
This suggests that the certificate is not yet installed – see Certificates, Setting up the server and Setting up a client for more information.

We can't put callers on hold

This means that no audio source has been configured for hold music. This setting needs to be configured for Hold to work, even if you do not want them to hear anything. See Audio above for more details.

Further sources of help and support

There are demonstration videos for how to install and use Caller One on the Broadcast Bionics website: http://bionics.co.uk/training

The Caller One user manual is also recommended reading: https://www.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 or +44 (0)1444 884 141.

Appendix 1 – Installation settings quick-reference sheet

Fill in the following information to make installing your system quick and easy!

Name of PC which will host Caller One

(if this machine is off, the system

won't work for any of the users).   _____

Caller One Host shortcut address   _____

Caller One Product Key   _____

Admin password   _____

User password   _____

No of SIP phone lines purchased   3/6/12

Anywhere licence purchased?   YES/NO

How many SIP services?   _____

Service 1 Name: _____

Service 1 Number: _____

Service 1 No of lines: _____

Service 2Name: _____

Service 2 Number: _____

Service 2 No of lines: _____

Service 3 Name: _____

Service 3 Number: _____

Service 3 No of lines: _____

Service 4 Name: _____

Service 4 Number: _____

Service 4 No of lines: _____

Service 5 Name: _____

Service 5 Number: _____

Service 5 No of lines: _____

Service 6 Name: _____

Service 6 Number: _____

Service 6 No of lines: _____

How many Anywhere services? _____

Service 1 Name: _____

Service 1 No of lines: _____

Service 2Name: _____

Service 2 No of lines: _____

Service 3 Name: _____

Service 3 No of lines: _____

Display plotter:

Notes:

Post installation checklist

User Producer mode to test:

Do all the lines allow calls to be received? ☐

Do all the lines allow calls to be dialled? ☐

Do all the lines allow calls to be place on hold? ☐

Can a call be routed to Studio 1 Headset (if configured)? ☐

Can a call be routed to Studio 1 Device 1? ☐

Can a call be routed to Studio 1 Device 2 (if configured)? ☐

Can a call be routed to Studio 2 Headset (if configured)? ☐

Can a call be routed to Studio 2 Device 1? ☐

Can a call be routed to Studio 2 Device 2 (if configured)? ☐

Can a call be routed to Studio 1 Headset (if configured)? ☐

Can a call be routed to Studio 1 Headset (if configured)? ☐

Is the Display Language correct? ☐

Does the desktop shortcut or browser bookmark work correctly? ☐

Can the user log in without a certificate warning appearing? ☐

Is the user asked for a password to log in (if configured)? ☐

Does the admin area require a password to log in? ☐

Are the Lines displayed in the desired order? ☐

Can the display be switched between Screener/Producer/Talent and does the headset icon display as expected in Producer mode? ☐

Can the display be switched between Studio 1 and Studio 2 (if configured)? ☐

Appendix 2 – How to find your SIP details

In order to make your Caller One system work, you need to know the correct login information for your SIP provider.

Each provider uses slightly different terminology, so we have provided some information to help you find the correct details for some common SIP providers[*].

sipgate.co.uk

If you use Sipgate (sipgate.co.uk), log into your Sipgate account and navigate to Phones > Telephone in the menu. Scroll down to the bottom of the page to find the information you need.
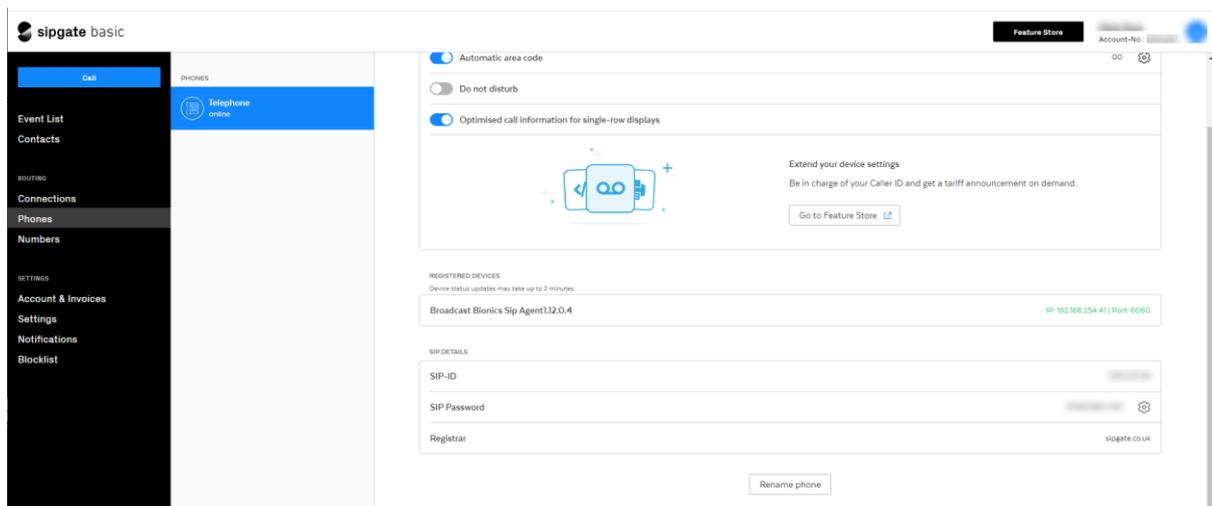
SIPGATE SETTINGS PAGE - PHONES > TELEPHONE > SIP ID INFORMATION

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[*] These are provided for information only and do not suggest endorsement of any particular company. If you need support from your SIP provider, please contact them directly.
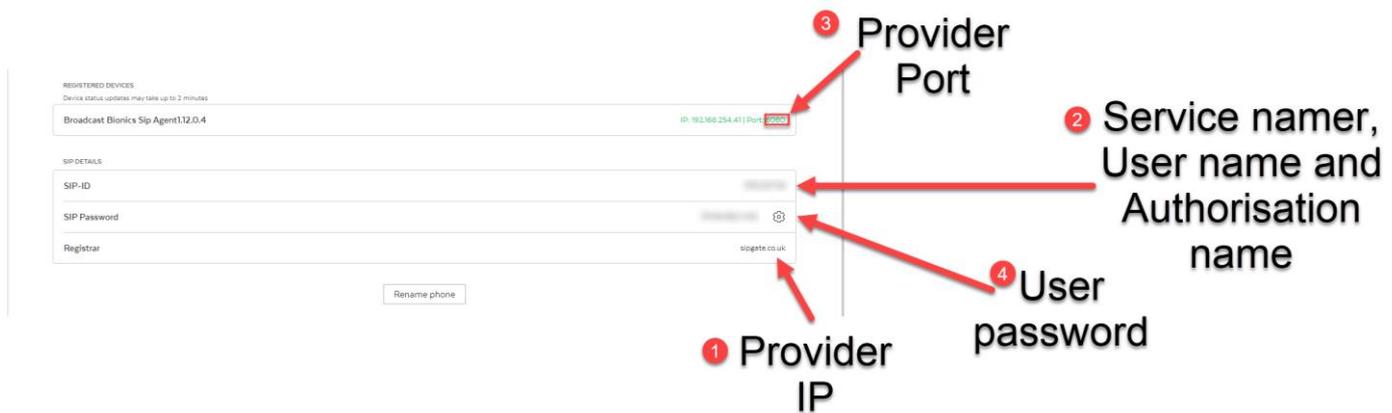
The fields shown above correspond to the information you need to add to the corresponding fields on the Edit Service page in Caller One.

Sipgate.co.uk field name	Caller One Service field name	Notes
Broadcast Bionics SIP agent	Provider Port	Final field shows the port number
SIP-ID	Service name, User name, Authorisation name	Use the same number for all three fields
SIP Password	User password	
Registrar	Provider IP	

Tip!   Make sure you use the information which is displayed on **your** SIP system and don't just copy the values from the manual screenshots.

The '**Register Interval**' in the 'Advanced' tab should be set to '600' (5 minutes).
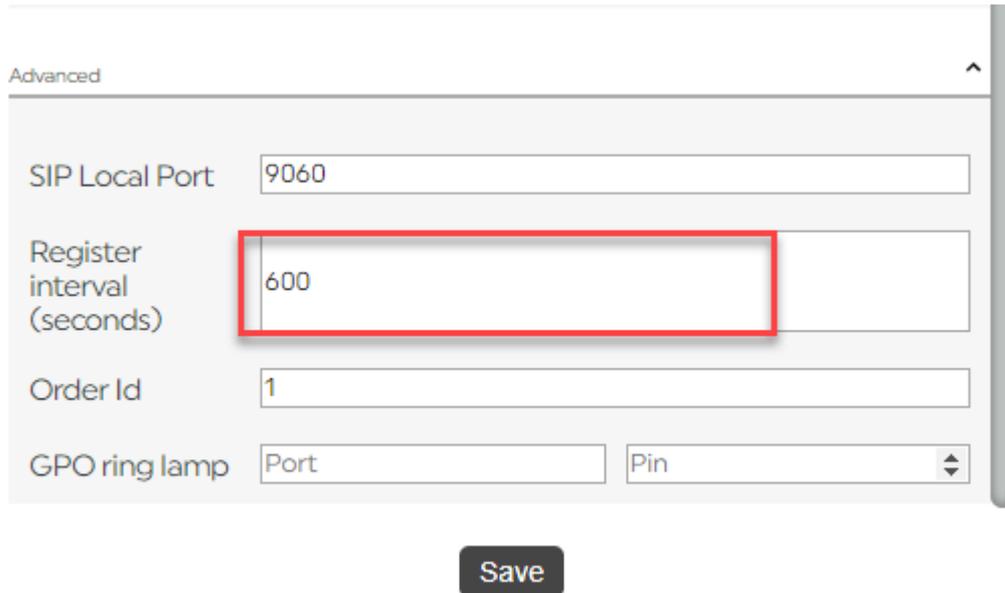
SIPGATE.CO.UK REGISTER INTERVAL

You can more information about Sipgate.co.uk settings on their website: https://basichelp.sipgate.co.uk/hc/en-gb/articles/206981499-General-SIP-phone-configuration-settings[*]

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[*] Broadcast Bionics is not responsible for the content of external websites.