Gentner

ScreenWair

Installation and Operations Manual

Copyright Information ≡

This equipment complies with the requirements of the EU guidelines:

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

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

Gentner Communications Corporation is committed to protecting the environment and preserving our natural resources.

This manual has been printed entirely on recycled paper.

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Introduction ≡

Congratulations on purchasing the ScreenWair telephone-screening package. This versatile software and hardware package is designed to solve communication problems for your talk shows. ScreenWair is designed to work with any 286 or better computer system, and replaces the need for the screener control surface by allowing all information to be entered on a PC for display on a monitor.

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

If you need information on how to install, set up or operate your system, please contact Gentner Communications Corporation at the location noted below. We welcome and encourage your comments so we can continue to improve our products and serve your teleconferencing needs.

Gentner Communications Corporation

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Warranty Registration ≡

Please register your ScreenWair by completing the self-addressed, postage prepaid warranty registration card and return it to Gentner Communications by mail. You may also FAX it to the above listed fax number or call Gentner Communications. When your product is properly registered, Gentner Communications will be able to serve you better should you require technical assistance or desire to receive upgrades, new product information, etc.

Unpacking ≡

Ensure that the following equipment (See Figure 1, below.) was received with your shipment:

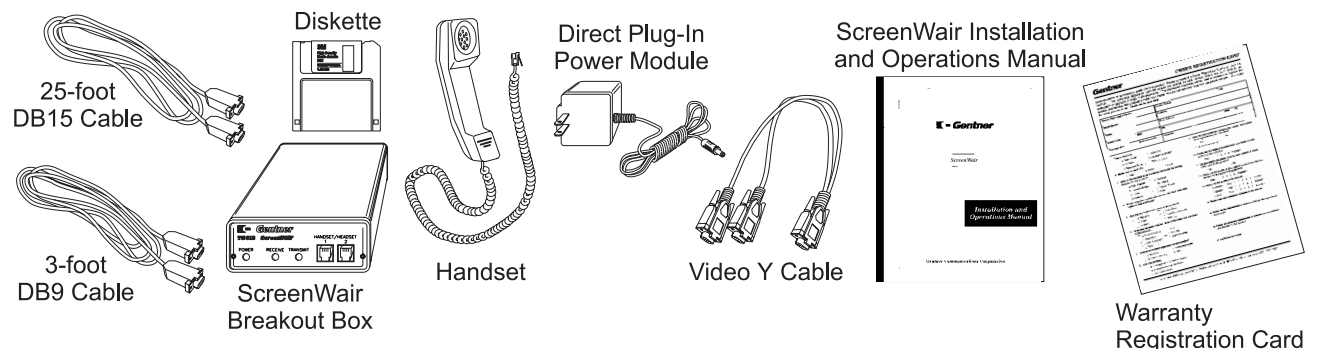
Figure 1. Equipment diagram

SHIPPING NOTE:
Gentner Communications is not responsible for product damage incurred during shipment. You must make claims directly with the carrier. Inspect your shipment carefully for obvious signs of damage. If the shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. Contact your carrier immediately.

Features and Benefits ≡

■ Hardware-software replacement for screener TS612 control surface

■ Line selection through PC keyboard

■ Visual readout allows prescreening of calls

■ Screened hold allows brief, textual description of caller

■ Visual display of line status

■ Screener and talent communicate with PC message windows

■ Automatically scroll through calls in the order they called

■ Automatic logging of all information entered by screener

■ Modem-connection capability for field reporting

Product Description ≡

ScreenWair is a software/hardware product that will replace the TS612 screening control surface. ScreenWair, designed specifically for the TS612, makes the TS612 a powerful talk show telephone system allowing the talent to see who is on hold and what they want to talk about. To take full advantage of this power please refer to the TS612 Installation and Operations Manual, in addition to this manual.

ScreenWair Breakout Box

Figure 3 (below) shows both the front and back panels of the ScreenWair Breakout Box with a brief description of each connection and indicator.
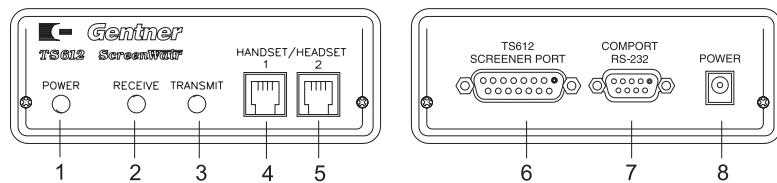
Figure 2. ScreenWair Breakout Box front and back panels

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

Line Selection

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

Call Screening

The screener control surface prescreens calls in preparation for placing them on-air. It does not have the ability to actually place a call on-air. The function of the screener is to gather information about the caller and

determine weather on not this caller will be placed in the on-air queue. ScreenWair allows the screener to enter the caller information into the PC and display this information for the talent on a dedicated monitor.

Screened Hold vs. Regular Hold

The TS612 has internal provisions for placing callers on hold or indicating the calls are screened and ready for air by placing them on screened hold. The two types of hold are specified on the control surface: a holding call is indicated by a slow green flash; a screened call is indicated by a rapid red flash. ScreenWair will automatically place a call on screened hold upon completion of data entry; however, the call can be placed on regular hold with a function key.

Line Status Information Windows

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

Message Windows

The screener can communicate important information to the talent with textual message boxes. A simple key stroke creates a three-line window in which the screener can enter the weather, sports updates, traffic reports, guest background information, etc. for the talent to view on his/her dedicated monitor.

Next

Keeping track of the order of calls is automatic. When the next function is enabled, the oldest holding screened call is identified with a flashing NEXT in the call-status field. This indicates which caller will be taken next by TS612 control surface's NEXT button.

Take

The screener can identify an important call which the talent should take next, through the TAKE command.

Automatic Logging

A log of all calls can be automatically created saving all information about each call. This log can be easily imported into a database for research purposes.

Modem Connection

A talent in the field can receive call-status information via a second PC with a modem. ScreenWair can be set to route call-status information to a modem attached to the screening PC. With this feature, your talent could be in New York and your screener could be screening calls for him in Chicago.

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

Power Requirements

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

Auxiliary Equipment

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

Equipment Placement

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

PC Hardware Requirements

Any 286 or better PC will operate correctly with ScreenWair software (hard drive optional, but highly recommended). A 3.5-inch disk drive. A VGA monitor is suggested, as well as a second VGA monitor at the talent's station, for on-air viewing of screened calls.

PC Software Requirements

ScreenWair requires DOS version 5.0 or better.

Environmental Requirements

ScreenWair can be safely operated in a room with varying temperatures between 32° and 100° F.

Software Installation ≡

There are two options when running ScreenWair in the DOS environment: running from the provided 3.5-inch diskette or installing the software onto your hard drive and running it from there.

Running From Diskette

If you wish to run ScreenWair from the 3.5-inch diskette, load the ScreenWair diskette into your 3.5-inch disk drive (typically A or B) and type

A:<ENTER>

The display will show the A prompt (A:>). Now type

SCRNWAIR <ENTER>

DISK DRIVE NOTE:
If your 3.5-inch drive is designated differently (B, C, etc.), substitute that letter for A above.

Copying to Hard Drive

ScreenWair does not require an actual installation. It is copied to your hard drive, then run directly. To copy the ScreenWair software to your hard drive, follow these step-by-step instructions:

Step 1 — Insert Diskette
Load the ScreenWair 3.5-inch diskette into your 3.5-inch disk drive (typically A or B) and type

C: <ENTER>

The display will show the C prompt (C:>).

Step 2 — Create New Directory
Now create a ScreenWair directory by typing

MD SCRNWAIR <ENTER>

Step 3 — Copy ScreenWair
Copy the ScreenWair program by typing

Copy A:*.* C:\SCRNWAIR

Step 4 — Run ScreenWair
Once the files have been copied to the ScreenWair directory, type

CD SCRNWAIR <ENTER>

The screen will display: C:>SCRNWAIR\.

Type,

SCRNWAIR <ENTER>

The ScreenWair software should run correctly, ready for configuration. If the software does not run, contact technical support.

Hardware Installation ≡

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

Completed Installation

Figure 3 (below) illustrates how the ScreenWair hardware appears in a typical studio application for both the talent and screener positions.
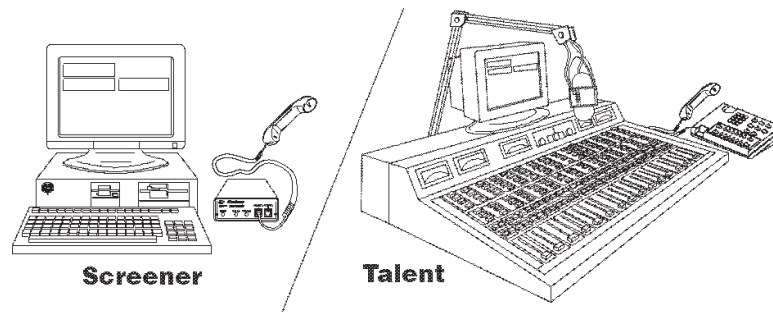
Figure 3. Completed installation: talen and screener positions

TS612 SYSTEM NOTE:
The TS612 Telephone System should already be installed and operational before installing ScreenWair hardware.

Step 1 — Monitor Connections

Disconnect your monitor from the PC.

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

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

Y ADAPTOR NOTE:
This Y adaptor should be used only if the second monitor will be connected with a monitor cable assembly less than 20 feet long. If driving two monitors loads your computers VGA card too heavily, or if a distance of greater than 20 feet is required for the second monitor, a VGA driver must be used (Gentner part number 910-003-341).

Step 2 — Power Connection

The ScreenWair Breakout Box requires 12Vdc, 200mA, provided by the supplied direct plug-in power adaptor. Plug the barrel connector into the ScreenWair Breakout Box back-panel POWER connector [8] (Figure 4, below). Plug the adaptor into a standard power outlet.
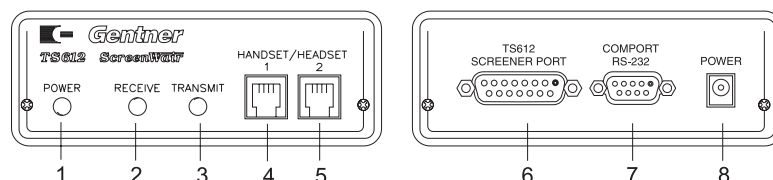
Figure 4. ScreenWair Breakout Box front and back panels connections

Verify the power connection (the front POWER LED [1] will light).

Step 3 — ScreenWair-to-TS612 Mainframe Connections

Plug the female end of the provided 25-foot DB15 connector cable into the TS612 SCREENER PORT connector [6].

Connect the male end of the DB15 cable into the Screener Control Surface connector on the TS612 Mainframe's back panel (Figure 5, below).
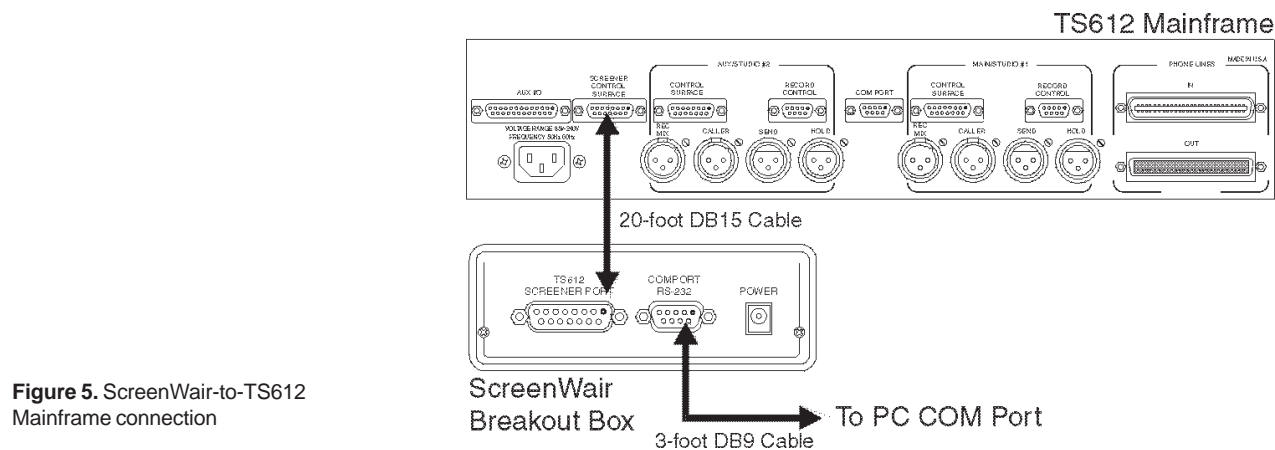
Figure 5. ScreenWair-to-TS612 Mainframe connection

Verify that the ScreenWair breakout box's front panel RECEIVE LED [2] (See Figure 4, previous page.) is flashing, indicating communication from the TS612 Mainframe.

Step 4 — ScreenWair-to-PC Connections

Connect the male end of the three-foot DB9 cable to the breakout box's COMPORT RS232 port [7] (Figure 4, previous page).

Connect the female end of the DB9 cable to your PC's available COM port (Figure 5, above). For pinout, see Figure 6 (left).

Pin 2 = Receive
Pin 3 = Transmit
Pin 5 = Ground
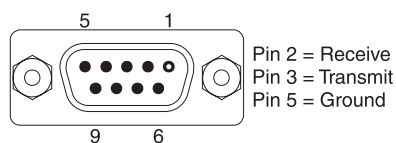
Figure 6. DB9 pinout

Step 5 — Handset Connection

Plug the handset that is provided into the breakout box's front-panel HANDSET connector [4] (Figure 4, previous page). The HANDSET 2 port [5] is provided for training purposes or to connect a headset.

HEADSET NOTE:
If planning to use a headset, Gentner Communications strongly encourages using a standard telecom headset. The ScreenWair Breakout Box was designed to support the Northern Telecom Meridian telephone handset.

Step 6 — Verify ScreenWair-to-PC and Handset Connections

Start the ScreenWair software by typing SCRNWAIR at the C prompt.

To verify the ScreenWair-to-PC connection, press <F5> to verify that the TRANSMIT LED [3] (See Figure 4, previous page.) flashes, indicating that the PC is communicating with the TS612 Mainframe.

To verify the handset connection, press a function key (<F1> through

Hardware Installation Continued ≡

<F12>). If a dial tone can be heard, connection is good. Release the line, press <F5>.

You are now ready to configure the ScreenWair software on your PC (below).

Software Configuration ≡

There are two menus of the Configuration Setup. The first menu defines the communication between the PC and TS612 Mainframe. The second menu is the City Default section. The City Default section allows the user to assign preprogram default names to specific keys. This simplifies the caller information when screening a call.

CONFIGURATION NOTE:
Before continuing, all software and hardware components must be correctly installed (Pages 5–8).

Configuration Setup 1

At the DOS prompt, type

SCRN<ENTER>

to start the ScreenWair program. (For a complete list of ScreenWair commands, see Appendix A, Page 20.)

Hold down the <CTRL> key and hit S to enter the Configuration Setup screen. The following warning will be displayed:

"All of the above data will have to be re-entered, Go Ahead? (Y/N)"

Type Y<ENTER>.

The CONFIGURATION SETUP 1 screen should appear on the screen (Figure 7, below).
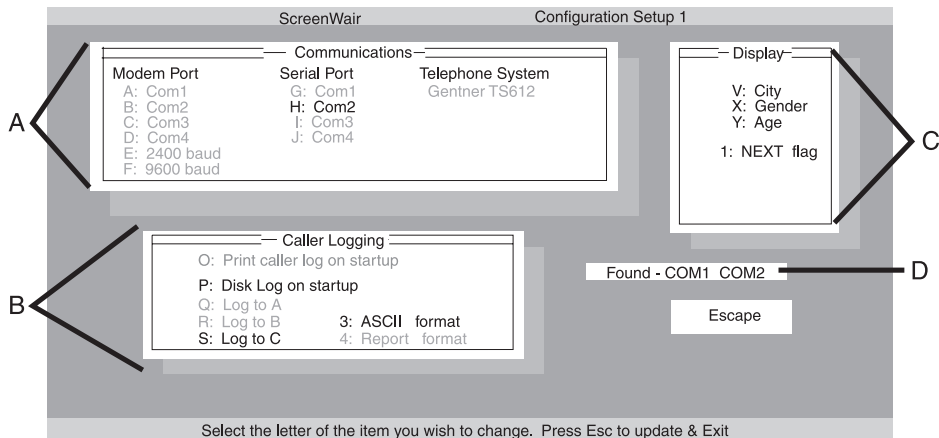
Figure 7. Configuration Setup 1 screen

Communications Menu
Section A of the CONFIGURATION SETUP 1 screen is dedicated to communications setup, where modem and serial port settings are entered.

Modem Port. This feature (See Figure 8, next page, top.) is used to send information to a remote location via modem.
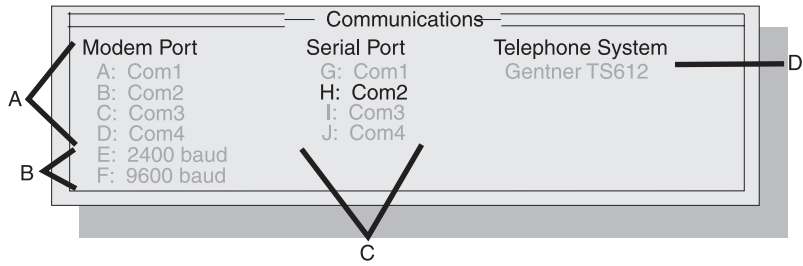
Figure 8. Configuration Setup 1
screen: Communications

Select the COM port to which your modem is attached [A]. This can be done by typing the corresponding alphabetic character on the menu, A–D.

Select the baud (bps) rate at which your modem operates [B]. To do this, type either E for 2,400bps baud rate or F for the 9,600bps baud rate.

Serial Port. This menu [C] defines which COM port to which the ScreenWair breakout box is attached.   Type the corresponding alphabetic character on the menu, G–J.

COM PORT NOTE:
If you are unsure which COM port your PC is using, a list of installed COM ports will be listed under FOUND [D] (See Figure 7, previous page.) in the CONFIGURATION SETUP 1 screen.

Caller Logging Menu
When enabled, this feature [B] (See Figure 7, previous page.) allows the information to be saved in a file and/or sent to a printer. All fields contained in the line-status screen will be transfered to the log file upon disconnecting the line.

The CALLER LOGGING menu (See Figure 9, below.) allows the user to define the caller-logging format.
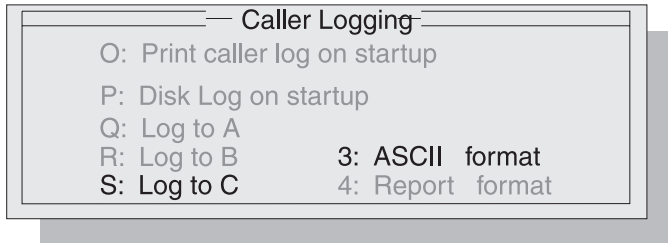
Figure 9. Configuration Setup 1
screen: Caller Logging

The following information describes each menu choice.

O: Print caller log on startup. When enabled, upon termination of a call the caller information is sent directly to a printer (Figure 10, below).

Figure 10. ScreenWair printed report

PRINTER NOTE:
If a printer is not attached when the software is stared, an error message will appear on the screen.

Software Configuration Continued ≡
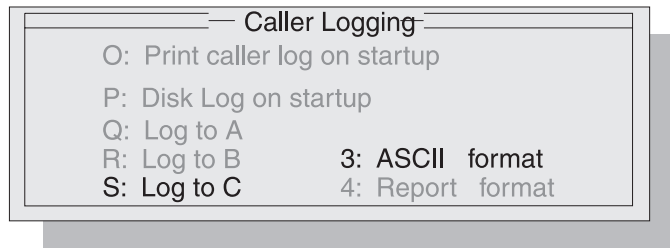
Figure 11. Configuration Setup 1 screen: Caller Logging

```
┌────────── Caller Logging ──────────┐
│  O:  Print caller log on startup   │
│                                    │
│  P:  Disk Log on startup           │
│  Q:  Log to A                      │
│  R:  Log to B        3:  ASCII  format │
│  S:  Log to C        4:  Report  format │
└────────────────────────────────────┘
```

P: Disk Log on startup. When enabled, this feature (See Figure 11, above.) saves the caller information (upon call termination) to a file on the selectd drive. To select the drive choose one of the following:

Q: Logs all information to the A drive on your computer.
R: Logs all information to the B drive on your computer.
S: Logs all information to the C drive, usually the hard disk drive.

Disk logging creates a file called CALL(Month)(Year).DAT. Month and Year are automatically inserted when the file is created. Refer to Logging Caller Information (Page 17) for more information.

The Caller Log file can be saved in the following formats:

3: ASCII Format (to import information into a database)
4: Report Format (to be printed at a later time)

LOG FILE NOTE:
Both O and P can be selected at the same time, sending data to both the printer and a destination drive.

Display Menu. The display menu [C] (See Figure 12, below.) feature allows the city, gender and age fields to be enabled or disabled by the screener.
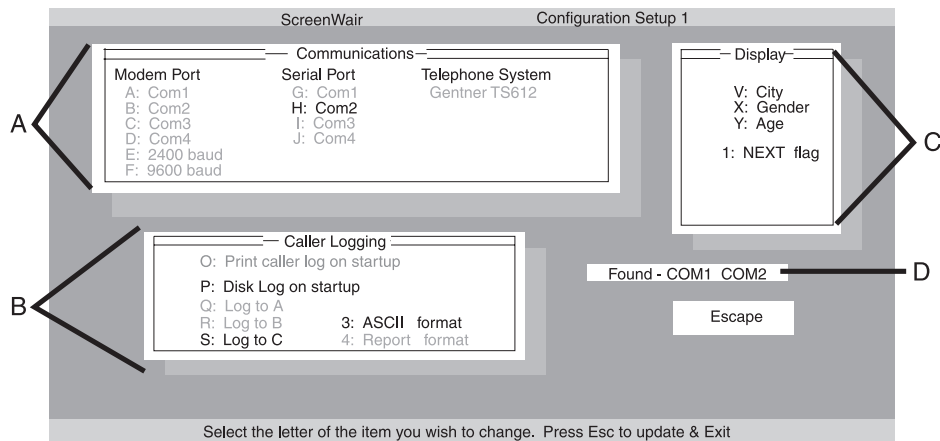
Figure 12. Configuration Setup 1 screen

To enable or disable these features, type the corresponding character (See Figure 13, left.), V: City, X: Gender or Y: Age.

1: NEXT flag is used to identify the oldest holding call, which will be taken on-air next by pressing the NEXT button on the talents TS612 Control Surface. When enabled, "NEXT" will flash in the call status field of the oldest holding screened call. You can enable or disable the next field feature by typing 1.

```
┌────── Display ──────┐
│                     │
│     V:  City        │
│     X:  Gender      │
│     Y:  Age         │
│                     │
│     1:  NEXT  flag  │
│                     │
└─────────────────────┘
```

Figure 13. Configuration Setup 1 screen: Display

NEXT NOTE:
The SCRN feature must be active on the on-air TS612 Control Surface in order to use ScreenWair's next feature.

Once the correct information has been selected, press the <ESC> key to return to the main menu. All information will be saved and the main menu screen will be displayed.

Configuration Setup 2

Configuration Setup 2 is used to enter a program title and to predefine number keys for entering city name during call screening. The program title is very useful to identify the different shows during caller logging.

To open Configuration Setup 2, hold down the <CTRL> key and press C. The CONFIGURATION SETUP 2 screen (See Figure 14, below.) should appear on the monitor.

ScreenWair   Configuration Setup 2

— Screen—
A — Title: Gentner TS612 ScreenWair

— City Keys—
1 = Default
2 = Default
3 = Default
B — 4 = Default
5 = Default
6 = Default
7 = Default
8 = Default

Escape

Use↑↓   keys to select item to change.   Press ESCape to update and exit.
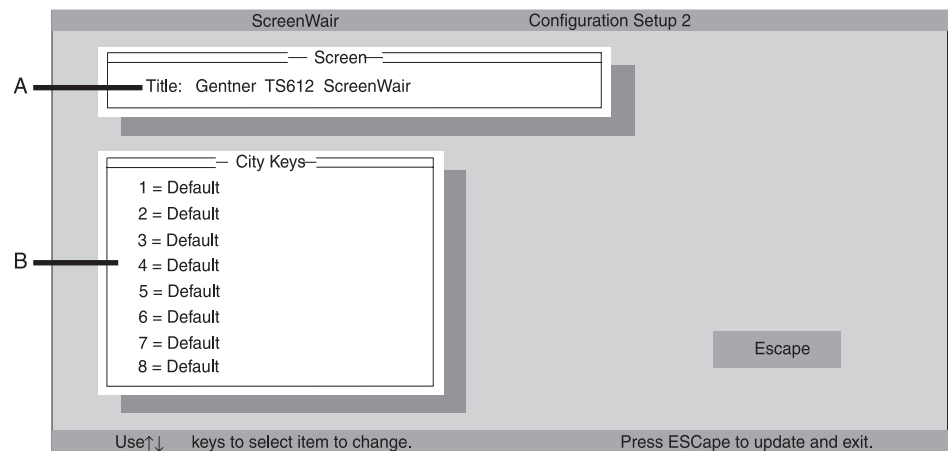
Figure 14. Configuration Setup 2 screen

Screen Title
This is the title [A] displayed at the top of the screen, and the header which is saved as part of the caller-logging database file. This feature is used to identify different talk-show topics or programs, i.e. The Morning Show, The Garden Show, etc.

To enter a new screen title, use the arrow key to highlight this section, and type in the new title. To save the entered information and return to the main screen, press <ESC>.

City Keys
To set the city keys [B], use the arrow key to highlight the predefined default number and enter the city name. In the caller field, you will be limited to 10 characters, some cities may need to be abbreviated.

Operation ☰

The ScreenWair software is designed for ease in use, requiring as little time and effort while on-air as possible.

ScreenWair Display

All information for screening calls is displayed through a standard VGA color monitor. The ScreenWair screen (See Figure 15, below.) consists of four key components: program title bar, line status window, information window and user prompt bar.
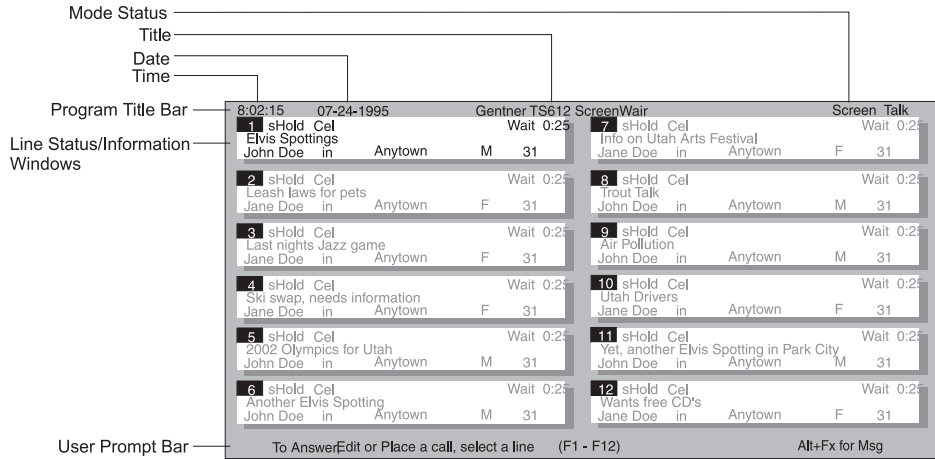
Figure 15. ScreenWair display

Program Title Bar
The program title bar contains the following information:

Time. The current time of the day, generated from the CPU's internal clock
Date. The current month/day/year, generated from the CPU's internal clock
Title. A user-definable field; identifies call screening sessions (i.e. The Car Care Show, The Morning Show, Home and Garden Show, etc.)
Mode Status. Indentifies status of ScreenWair operational modes

Line Status Window
Displays current status of the TS612 telephone lines and contains all caller information (Figure 16, below).
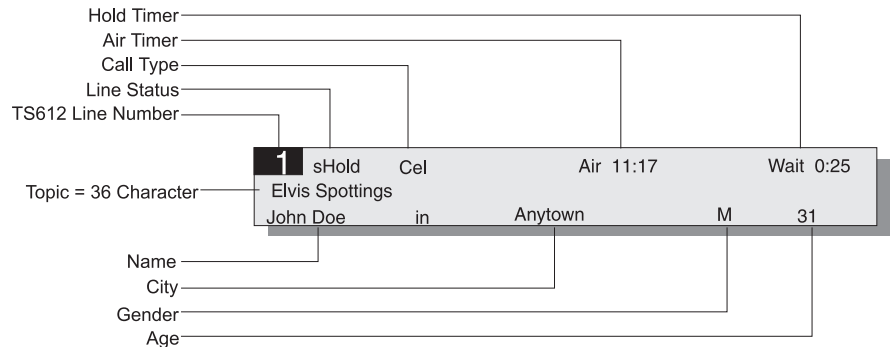
Figure 16. Line-status window

Hold Timer. Displays the total time the caller has been on hold.
Air Timer. Displays the total time the caller has been on-air.
Call Type. Describes the caller. Call type contains six different preset caller identifications:

1st Time Caller (1st)
Cellular Call (Cel)

Long Distance Caller (LD)
Pay Phone Call (Pay)
Contest Caller (Cst)
Guest Caller (Gst)

Line Status. Indicates if the caller is on screen hold (sHold) or regular hold (Hold), on-air, or in use elsewhere.
TS612 Line Number. Indicates the telephone line associated with the window.
Topic. Screener inputs (up to 36 characters) the caller's topic of discussion.
Name. Screener inputs (up to 15 characters) the caller's name.
City. Screener enters the caller's city, either manually or by using the predefined hot keys (Setup Configuration 2, Page 11).
Gender. Indicates the caller's gender (M or F).
Age. Indicates the caller's age (up to two characters).

Information Window
The information window (See Figure 17, below.) allows the screener to send information to the talent concerning any updates in the news, weather or on a specific caller.

Information Window

Heavy snow storm tonight, expect 5-8 inches in the valley.
1-2 feet on the Wasatch Benches
All Canyons closed due to Avalanche danger
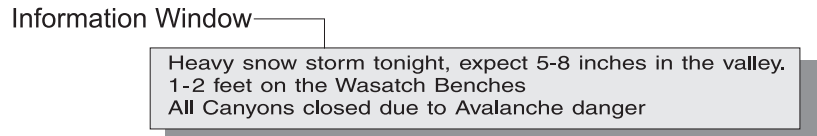
Figure 17. Information window

The information window allows for three lines of 36 characters per line.

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

Screening a Caller

Step 1 — Select Line
The following screen (See Figure 18, below.) shows an incoming call. To take the call, simply press <F1>. At this time, the caller will be on your handset.

```
8:02:15        07-24-1995              Gentner TS612 ScreenWair                      Screen  Talk
  1
                        Line 1 is ringing
                        Answer by pressing F1




To Answer, Edit or Place a call, select a line          (F1 - F12)                    Ctrl+Fx for Msg
```
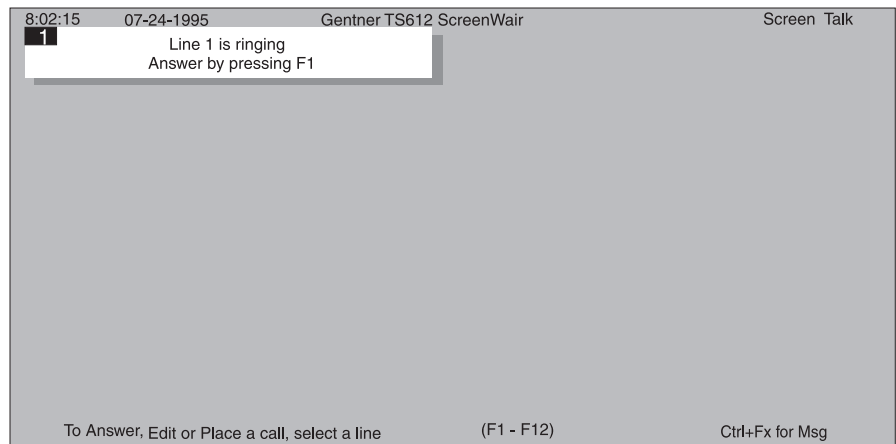
Figure 18. Incoming call screen prompt

Operation
Continued ≡

Step 2 — Enter Name

You will be prompted on screen (See Figure 19, below.) to enter the caller's name. To do this, type in the name of the caller, followed by <ENTER>.

| 8:02:15 | 07-24-1995 | Gentner TS612 ScreenWair | Screen Talk |

1

John Doe

Enter Caller's Name: F5: Drop   Screen Hold: F7   Exit: ESC
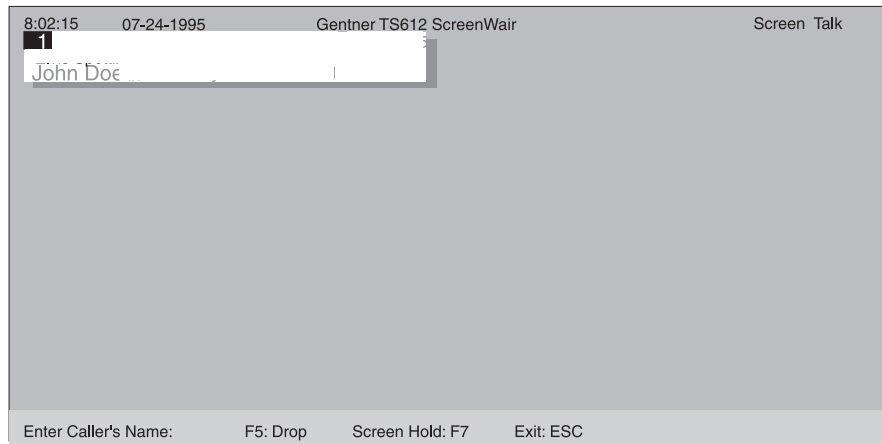
Figure 19. Caller name screen prompt

Step 3 — Enter City

If enabled, you will be prompted (See Figure 20, below.) to enter the city from which the caller is calling. To do this, press one of the preprogrammed function keys (See Setup Configuration 2, Page 11.), or type in the city and press <ENTER>.

| 8:02:15 | 07-24-1995 | Gentner TS612 ScreenWair | Screen Talk |

1

Anytown

Enter City: 1-Default   2-Default   3-Default   4-Default   5-Default   6-Default   7-Default
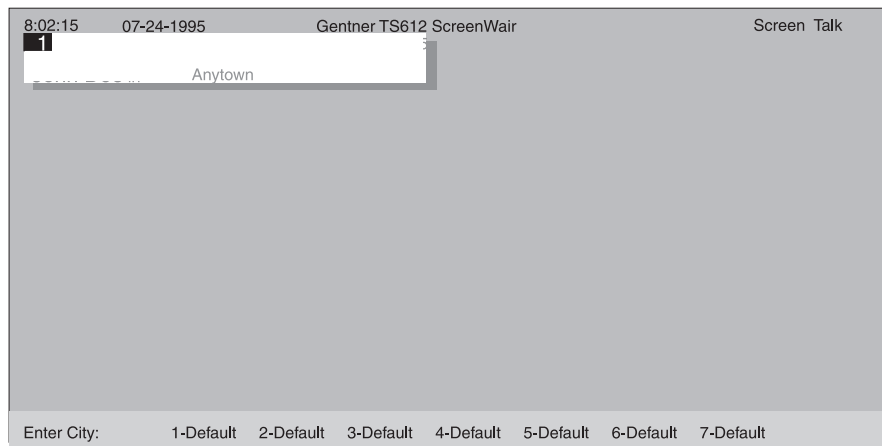
Figure 20. City screen prompt

Step 4 — Enter Call Type

Now you will be asked to enter the type of call you have (Figure 21, below).

| 8:02:15 | 07-24-1995 | Gentner TS612 ScreenWair | Screen Talk |

1   Cel

Enter Call Type: 1-1st   2-Cellular   3-Long Dist   4-Pay   5-Contest   6-Guest
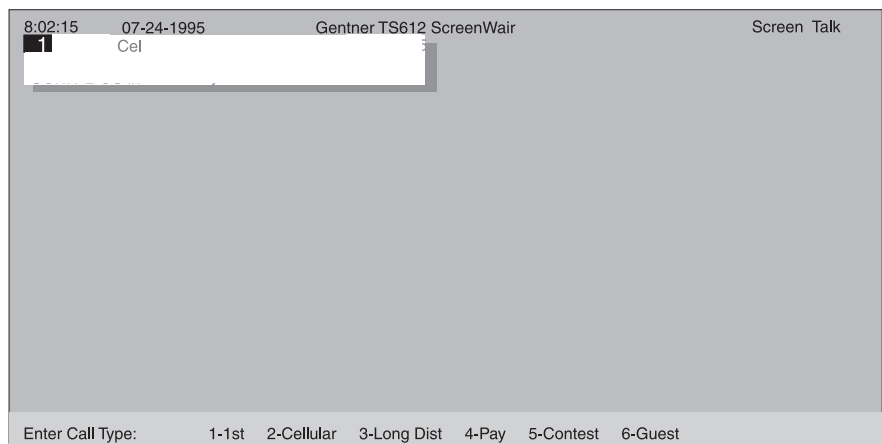
Figure 21. Call type screen prompt

(These are preset and cannot be typed in manually.) Select the type of call by typing in the corresponding number. If you do not wish to enter the call type, press <ENTER> to advance to Step 5 (below).

Step 5 — Enter Gender

If enabled, enter the gender of the caller (Figure 22, below). This is done by typing either 1 or M for male; or 2 or F for female.

8:02:15	07-24-1995	Gentner TS612 ScreenWair	Screen Talk

Cel

M

Enter Gender of Caller: 1-M   2-F

Figure 22. Gender screen prompt

Step 6 — Enter Age

If enabled, enter the callers age (Figure 23, below).

8:02:15	07-24-1995	Gentner TS612 ScreenWair	Screen Talk

Cel

31

Estimated AGE of Caller:

Figure 23. Age screen prompt

Step 7 — Enter Topic

Last, enter the discussion topic (up to 36 characters). Type in the topic (See Figure 24, below.) and press <ENTER>.

8:02:15	07-24-1995	Gentner TS612 ScreenWair	Screen Talk

Cel

Elvis Spottings

Enter Discussion of TOPIC:

Figure 24. Topic screen prompt

Operation
Continued ≡

At this point, the call has been placed on screened hold for access by the talent. The talent may, at this time, place the call on-air. The screener still has the option of going back to edit ot update the caller (see Update/Edit Caller, next page).

Call Handling

Making A Call
Ensure that the <NUM LOCK> key on your PC keyboard is selected. Select a free telephone line, then use the 10-key number pad to dial a phone number. At this time, you can enter your guest's information as described in Screening a Call (Pages 13–16).

Drop or Hang Up
Deleting a call is done by selecting the line to be deleted and then pressing either <F5> or holding down the <ALT> key and pressing D.

Hold
If you desires to put a call on hold (such as when many calls come in all at once), a quick way to take these calls is to place them all on hold, then come back and enter the information when it is more convenient. To do this, select the incoming call and press either <F8> or hold down <ALT> and press H. This places the call on hold.

Screened Hold
A screened-hold call is a call that the screener has placed in a screened-hold mode for the talent to place on-air. A call is automatically placed on screened hold upon entering the caller's topic information. Also, a call may be placed on screened hold at any time by pressing either <F7> or holding down <ALT> and pressing S.

Update/Edit Caller
There are two ways to edit caller information. One way is update the information while gathering the information directly from the caller. Select the line, which will place you at the beginning of the caller information field. Information that is already there and is correct can be skipped by pressing the <ENTER> key. This will skip to the next information field. Continue this process until all information is correct. At the end of the topic field, pressing <ENTER> will place the call on screened hold.

The second method to edit the information (without having to talk to the caller) is to hold down the <ALT> key and press E, <Fx>. Again, this will place you at the beginning of the caller information field. Once all information has been entered, pressing <ENTER> at the end of the topic field will place the caller on screened hold.

Take
The take feature allows the screener to tell the talent to "take" a specific call next (out of order). To do this, hold down <SHIFT> and press <Fx>. A take message will blink in the upper left corner of the selected line.

Message Windows
Message windows provide a way to pass information along to the talent. This window provides three lines of up to 36 characters per line of information.

Creating a Message Window. To use the message window, hold down the <CTRL> key and press <Fx>, then enter the information.

LINE-IN-USE NOTE:
A line that is already in use cannot be selected. If you select <F2> for your message, and you have a call on <F1>, your next incoming call will come in on <F2> and erase your message. If you have a TS612 with a six-line capability, you will be allowed to use <F7> through <F12> as message windows without any interference of incoming calls.

Deleting a Message Window. To Delete a message window, hold down the <ALT> key and press <Fx>.

Logging Caller Information

This feature is helpful when information is needed concerning incoming calls for a specific show topic, calls for the day or calls for the month. All caller information that has been entered is kept in a file. This file is identified by (month)(year).DAT. Information in the .DAT file is constantly updated; however, each time the file is updated, the file name remains the same until a new month begins (as determined by the CPU's internal clock). For example, all calls for May 1995 will be filed as 0595.DAT.

If the information needs to be separated (by show topic, day, week, etc.) rename the file at the end of the caller logging period. Normally, all information will be updated and compiled into a monthly .DAT file. Information can then be retrieved by importing the .DAT file into a spreadsheet for analysis.

Specifications ≡

ScreenWair

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

Weight
1 lb./.49 kg (dry)

Connectors
POWER: Barrel-type connector

COMPORT: DB9 female (RS232);

TS612 SCREENER: DB15

Power Requirements

120Vac; 12Vdc; 500mA

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

Humidity Range
0–80 percent

Specifications are subject to change without notice.

Warranty ≡

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

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

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

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

THIS WARRANTY IS VOID IF:

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

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

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

D. The equipments original serial number has been modified or removed.

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

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

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

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

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

FCC Part 15 Compliance ≡

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

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

FCC Part 68
Compliance ≡

FCC Registration Number: FBI USA-21632-KF-T

A label containing, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment is prominently posted on the top plate, near the rear of the equipment. If requested, this information must be provided to your telephone company.

USOC Jacks: This device uses RJ11C and RJ21X terminal jacks.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to obtain the maximum RENs for the calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience problems with this equipment, contact Gentner Communications Corporation, 1825 Research Way, Salt Lake City, Utah 84119, or by phone at (801) 975-7200 for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

No user serviceable parts are contained in this product. If damage or malfunction occurs, contact Gentner Communications for instructions on its repair or return.
This equipment cannot be used on telephone company provided coin service. Connection to Party Line Service is subject to state tariffs.

IC Compliance ≡

NOTICE: The Industry of Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by Gentner Communications. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

IC Certification Number: 1970 6394 A

*Safety
Information* ≡

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

*Appendix A: Remote
Setup* ≡

Using a remote PC and modem allows a call screen to be viewed at remote locations. You must have a modem installed at *both* locations, and a telephone line available. The modem may have either a 2,400bps or a 9,600bps baud rate, internal or external. The remote PC must be able to send and receive data using ANSI emulation. Gentner Communications recommends ProComm Plus® 2.01 for DOS for the PC terminal program.

SCREENWAIR SETUP NOTE:
The set up for both the studio and remote location is based on ProComm® software; however, the same basic parameters will have to be enabled on a compatible program.

Modem Communication Setup

Install your modem as outlined in the modem's installation manual. Some modems have a set of switches that set the modem's operating features. The manual may refer to them as *modem switches, configuration switches* or *dip switches.* If provided, set the following switches:

CD (Carrier Detect) Switch. Set so the modem controls the CD line.

DTR (Data Terminal Ready) Switch. Set so the modem monitors the status of the DTR line.

AA (Auto Answer) Switch. Some modems may not have this feature. If present, set the modem to automatically answer in-coming calls.

CARRIER DETECT NOTE:
The ScreenWair screener monitors the Carrier Detect (CD) line from the modem. If an external modem is used, enure that this line is properly hooked up. Upon calling the studio's PC, the modem will connect on the first ring and establish contact. The host PC will proceed to paint the remote screen with the same material as on the studio monitor. If the CD switch/line is not properly configured, the program will immediately start to send information to the modem, even if there is no phone line connected.

Studio PC-Modem Setup

Follow these step-by-step instructions to set up the main studio:

Step 1 — Verify Modem Installation
It is very important to enure that the modem is properly installed. If the modem is improperly installed, remote monitoring of the ScreenWair software will not be possible.

Step 2 — Specify Modem Settings
With ScreenWair software running, enter Configuration Setup 1 (<CTRL>+S). Select the COM port where the modem is currently connected by typing A (COM 1), B (COM 2), C (COM 3) or D (COM 4).

Specify the modem communication rate by selecting E (2,400bps) or F

(9,600bps). If you are unsure of the modem's speed, refer to the modem's installation manual.

Step 3 — Save Modem Settings
Press the <ESC> key on the computer to save the settings.

Appendix B: ProComm®
Setup ≡

Start the ProComm® software (or compatible ANSI terminal program). Some basic set-up parameters have to be set.

ProComm® Set-Up Parameters

Press <ALT>+S. Select MODEM OPTIONS. Select GENERAL OPTIONS, and switch the auto baud detect OFF. Press the <ESC> key *twice* to return to the main menu.

Select TERMINAL OPTIONS, and set terminal emulation to ANSI. Set duplex to FULL. Switch line wrap OFF. Switch scroll OFF. Press the <ESC> key *twice* to return to the main menu.

Select YES to save the changes.

Modem Settings

While still running the ProComm® software, make the following setting adjustments to configure your modem settings for dial-up connection:

Setting 1
Open the dialing directory by pressing <ALT>+D.

Setting 2
Select R to revise an entry.

Setting 3
Enter the name and telephone number.

Setting 4
Set the baud rate to the modem's speed (2,400bps or 9,600bps) if supported.

BAUD RATE NOTE:
Ensure that the modem at the studio is set for the same baud rate as the remote location (i.e. if the studio modem is set at 2,400bps, the remote modem must be set at 2,400bps).

Setting 5
Set parity to NONE.

Setting 6
Set data bits at eight.

Setting 7
Set stop bits at one.

Setting 8
Set duplex to FULL.

Appendix B:
Continued ≡

Setting 9
Set the COM port according to the modem connection to the PC.

Setting 10
Leave script blank and press <ENTER>.

Setting 11
Set protocol to ASCII.

Setting 12
Set terminal to ANSI.

Setting 13
Set mode to MODEM.

Setting 14
Press <ENTER> *seven times* to accept the settings.

Connection is made by calling the studio from the remote site. When connected the studio's PC, the remote monitor will display MODEM in the ScreenWair screen's program title bar. Whenever an entry is completed at the studio, it will be sent down the modem line to the remote site and displayed on the remote site's monitor, allowing the talent or guest to see information about the callers.

Appendix C: ProComm®
Commands ≡

Some common ProComm® commands that the remote location will use are:

<ALT>+D	Dialing directory
<ALT>+H	Hang up/terminate modem connection
<CTRL>+N	Refresh screen
<CTRL>+]	Hide/show user bar

Appendix D: Windows™
Terminal Setup ≡

If running Windows™ 3.1/3.11, the Terminal program (part of the Accessories work group) can also be used to monitor the ScreenWair software remotely.

Windows™ Terminal Set-Up Parameters

Double-click on the TERMINAL icon. Clicking and holding the pointer on SETTINGS, bring the pointer down to TERMINAL EMULATION and release the mouse button. Select DEC VT-100 (ANSI), then click on OK.

Click and hold the pointer on SETTINGS, then bring the pointer down to TERMINAL PREFERENCES, and release mouse button.

With the mouse pointer

click on LINE WRAP to switch it OFF
click on SHOW SCROLL BARS to switch this feature OFF
click on IBM-TO-ANSI to enable this feature
click on OK

Modem Settings

Click and hold the mouse pointer on SETTINGS, bring the pointer down to COMMUNICATIONS and release the mouse button, then make these setting adjustments:

Setting 1
With the mouse pointer, set the baud rate (2,400bps or 9,600bps) if supported.

Setting 2
Set parity to NONE.

Setting 3
Set data bits to eight.

Setting 4
Set stop bits to one.

Setting 5
Set flow control to NONE.

Setting 6
Set the connector to the appropriate COM port.

Setting 7
With the mouse pointer, select OK.

Dialing Directory

Click and hold the pointer on SETTINGS, bring the pointer down to PHONE NUMBER and release the mouse button, then make these setting adjustments:

Setting 1
Enter the telephone number.

Setting 2
Using the mouse pointer, select SIGNAL WHEN CONNECTED.

Setting 3
With the mouse pointer, select OK.

Dial Out
Click and hold the pointer on PHONE, then bring the pointer down to DIAL and release the mouse button.

This will automatically dial the studio and connect to the studio's modem. Once connection has been made, a copy of the screen seen at the studio will appear on the monitor.

TERMINAL NOTE:
Windows™ Terminal program will give informaion; however, due to the format differences between Windows™ and DOS, it will not function as well as ProComm Plus for DOS®.

Appendix E: ScreenWair Quick Reference ≡

<ALT>+D or <F5>	Drop or hang up
<ALT>+H or <F8>	Place a call on hold
<ALT>+S or <F7>	Place a call on screened hold
<ALT>+E, <Fx>	Edit caller information
<SHIFT>+<Fx>	Take a call out of caller (next) order
<CTRL>+<Fx>	Send a message window about a caller
<ALT>+<Fx>	Deletes a message window

Appendix F: ScreenWair Schematic ≡
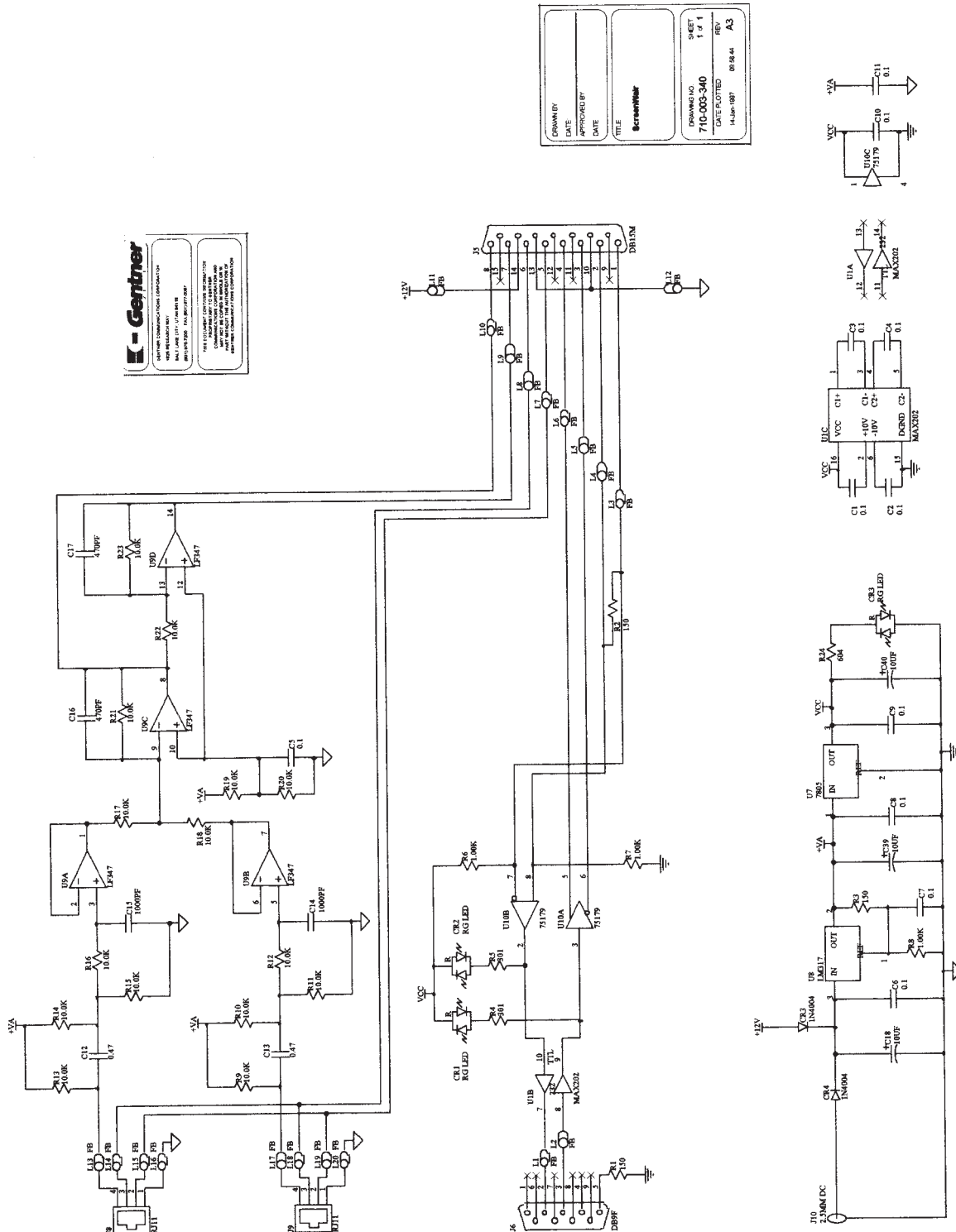
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*"Our vision is to provide our customers with
the total audio solution for conferencing."*