

GENIUS

Multi-line Auto-Attendant and CD-based Music-on-Hold

INSTALLATION AND OPERATION MANUAL

Release UK 08/98














SPEECH DESIGN

Subject to change without notice

QUICK-REFERENCE GUIDE

Music- and Information-on-Hold Section

N.B. Press  after each selection

PROMPT	OPTIONS	ACTION
<p><u>RECORDING</u></p> <p>"Day Message", "Night Message", "On-Hold Music" and "On-Hold Message" all flash</p>	<p>Select either  or </p> <p>Press  to start and to finish recording.</p> <p>Use CD Player controls to select desired track before starting to record.</p>	<p></p> <p> or </p> <p></p>
<p><u>CHOICE OF MUSIC</u></p> <p>Choice of own music, three pre-recorded tracks or "No Music"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>
<p><u>CHOICE OF MESSAGE</u></p> <p>Choice of own message, or "Please hold the line!" in English, German, French, Italian, or "No message"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>
<p><u>MESSAGE INTERVAL</u></p> <p>"Ten seconds", "Fifteen seconds", "Twenty seconds",....., "Forty seconds", "Five seconds"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>

GENIUS should have been delivered to you in a carton containing the following items:

- One GENIUS 200 or GENIUS 400 Unit according to the model ordered
- One Plug-mounted Power Supply Unit
- Two or four Telephone Connecting Cords (according to the model) with four-pin plugs
- One Connecting Cable for Music-on-Hold with eight-pin plugs
- One Installation Socket for Music-on-Hold
- One Compact Disc with copyright-free music
- This GENIUS Installation and Operating Manual

If any of the above items are missing or damaged, please notify your supplier

QUICK-REFERENCE GUIDE

Auto-Attendant Section

N.B. Press

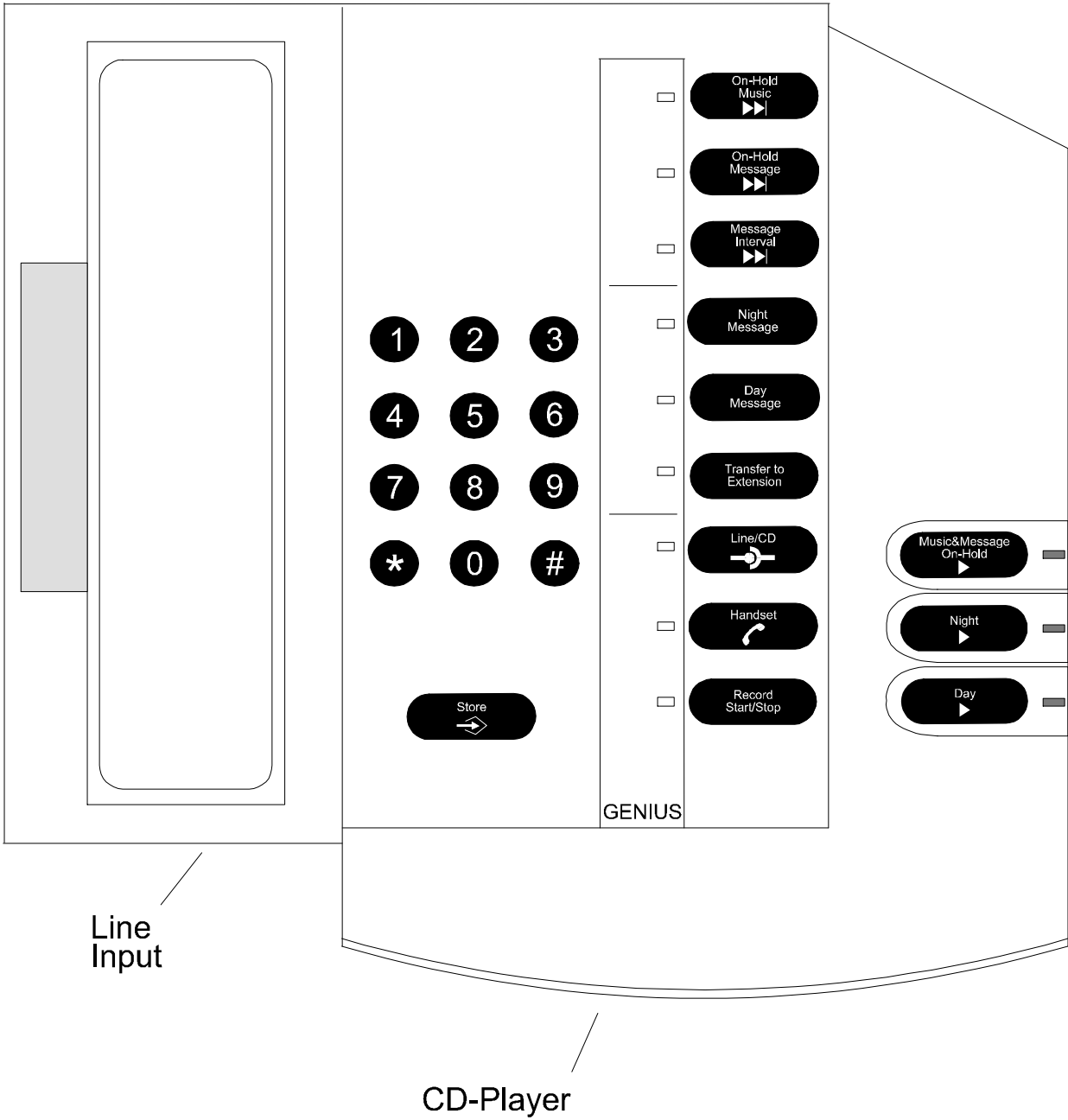
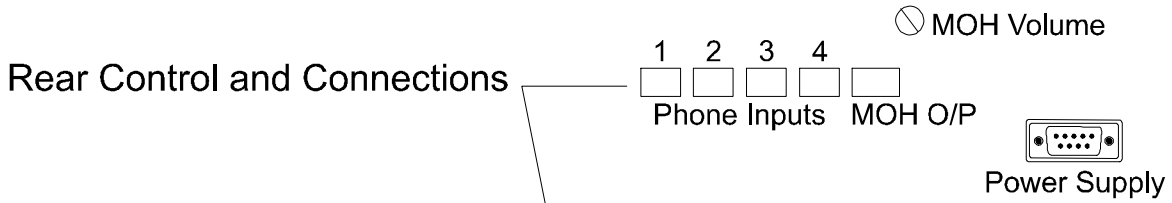


after each selection

PROMPT	OPTIONS	ACTION
SYSTEM SET UP		together
"1 Ring"	Define the number of rings before answering the call. (NOTE: The adjustable range may vary from country to country.)	...
"Tone/Pulse/Hold, No Dial"	Any key 0...9 changes outdialling from MF to LD or disables dialling.	...
"Flash Duration 80 ms/ 100 ms/120 ms Ground"	Any key 0...9 changes recall The Flash Duration may be different in your country	...
"Flash, Ground, Flash Flash, Flash Tone, Flash Flash Tone"	Any key 0...9 changes the hold procedure	...
If "Flash Tone" or "Flash Flash Tone" are selected "00"	Allows a maximum of 8 digits (DTMF) to be inserted automatically by GENIUS following the recall signal.	...
"Dialling Delay 1 second"	Select 1, 2, 3, 4, 5, 6 or 7 to set delay between the caller pressing the first digit and the GENIUS outdialling to the system. (NOTE: The adjustable range may vary from country to country.)	1, 2, 3, 4, 5, 6 or 7
"Announcer mode" OR "Attendant mode"	Plays a message and may default to a specific address. Allows caller to tone dial (DTMF) to any extension or group number on the system. Any key 0...9 changes mode	...
If "Attendant Mode " "Unsupervised Transfer" OR "Supervised Transfer"	"Unsupervised" releases call to be controlled by the PABX's programme, and is recommended in most cases. Available on systems where recall facility is invoked by "Flash" only, and the system offers UK standard engaged tone. When selected extension is engaged "supervised" Gives "busy" message and returns caller to "greeting" message Any button 0...9 changes mode	...
ANNOUNCER MODE	At the end of a greeting callers can be defaulted to any destination, operator, extension or group number	 Enter new no.
ATTENDANT MODE "Short Dial Digit" "Extension"	Up to 10 single digits 0...9 can be translated by GENIUS. e.g. "1 for Sales, 2 for Service". Can be translated to individual extensions or Pilot Group Number	 1 or 2, ect. eg. 257
RECORDING "Day Message", "Night Message", "On-Hold Music" and "On-Hold Message" all flash	Select either or Press to start and to finish recording.	 or

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ANSWERING CALLS	14	GENIUS is manufactured and tested with precision. However, you must use it according to the instructions given in this manual. In particular, note the following:	
Announcer Mode (Day)	14	GENIUS is designed for indoor use only. Protect the unit from heat, direct exposure to sun, dust and humidity.	
Announcer Mode (Night)	14	Use only the Power Supply Unit supplied with GENIUS. Failure to do so may compromise safety, damage the unit and will invalidate its official approval (see page 20).	
Attendant Mode (Day)	14	GENIUS contains a CD-Player which could emit a beam of damaging invisible radiation if the cover safety interlock is bypassed. Under no circumstances must you remove the CD Player from its tray.	
Attendant Mode (Night)	15	Beware of unauthorised use of your PABX. See the warning on page 18.	
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LAYOUT OF CONTROLS AND CONNECTIONS

INTRODUCTION

GENIUS is the complete solution for processing incoming calls in a business telephone system (PABX). It combines three functions in one highly integrated system:

Automated Attendant

GENIUS connects to analogue extension lines of any PABX. It automatically answers incoming telephone calls with a recorded greeting ("day message"), before transferring them to a user programmable destination such as the switch-board, an individual extension or a group of extensions served by a group number.

Callers feel comfortable and know that they will be attended to shortly. Even if all operators are busy, callers never get the impression of a "closed" office.

If GENIUS handles all incoming calls, there is no need for operators to answer with a full company name, thus further increasing their efficiency.

Additionally, you can invite callers with tone dialling phones to dial a single digit, which will cause GENIUS to transfer the call to one of nine further user-programmable destinations (a *department*) according to which digit is dialled. Also, callers can dial an extension directly if they know its number.

Since they can dial as soon as the greeting starts your regular callers will get used to being answered by GENIUS, skip the greeting and get themselves transferred as quickly as possible, thereby allowing GENIUS to handle more calls in a given period.

Answering Machine

After office hours, GENIUS can be used as a simple answering machine. Callers receive a different recorded message ("night message"). After the message, rather than transferring the call, GENIUS hangs up. However, callers can still dial single digits or an extension number to connect themselves to your staff after hours.

On Hold Music and Message

In order to entertain and inform callers put on hold for any reason, for example when being transferred by GENIUS or the switchboard operator, the system includes an advanced music and information on hold facility. It allows the user to create a professional "mix" of music and messages, as if produced in a sound studio. An individual message can be comfortably recorded via the system's handset. An integrated CD Player supports high-quality music recording.

General

All GENIUS playback is from digital memory and thus completely wear-free. The system delivers excellent sound quality continuously year-in, year-out.

GENIUS messages can be recorded via the unit's telephone-style handset at any time. Messages can also be downloaded from an external source such as a tape recorder, via the Line Input socket. Normally, music is loaded from the in-built CD Player.

When GENIUS is connected to more than one PABX extension, multiple callers can be served simultaneously, each caller hearing the greeting message from the beginning.

If your PABX is equipped with suitable facilities, you can tailor the overall operation to more sophisticated needs. For example, you can turn your GENIUS into a Call Sequencer by getting the PABX to divert calls to it if the switchboard operator cannot answer the call within a preset time.

You can change the on-hold music and/or message as often as you like. For example you can use the message to advertise new products or services while your callers are waiting. Regular callers may appreciate a change of music from time to time.

GENIUS is fully approved in the UK for connection to PABXs. However, it must be used according to the conditions of the approval. Your attention is drawn to the legal requirements on page 21.

SYSTEM REQUIREMENTS

GENIUS connects to two-wire analogue PABX extensions via ordinary telephone sockets. Depending on the model (GENIUS 200/400) the unit comes with two or four telephone cords.

According to the application and expected rate of incoming calls, you will need to have installed from one to four standard master telephone sockets fitted close to where the GENIUS will be located. These must be wired back to the PABX. Additional equipment may need to be installed within the PABX. Your PABX maintainer will be able to advise you on the exact requirements for your PABX.

The PABX must be configured to route incoming calls to the GENIUS extension(s). If more than one line is used, for maximum efficiency a single number (or hunt group) should be allocated to route calls to any GENIUS extension. You are strongly advised to postpone the diversion of incoming calls to GENIUS extensions until you have set the unit up and have recorded the messages and music.

After playing a message, GENIUS transfers the call to the desired extension. It is a non supervised (or *blind*) transfer and thus the PABX must make sure that the call is not lost. Guidance on the way GENIUS interacts with PABXs is given on page 17.

For broadcasting on-hold music and messages, GENIUS is equipped with a 600 W voltage-free output. It should be connected according to the requirements of your PABX. No protection barrier is required as the unit is fully safety approved. An alternative low-impedance output is also available. Please contact your supplier for details (see back page).

A mains socket is required close to the GENIUS.

CONNECTION

Although the GENIUS unit itself may be connected to the phone and music-on-hold sockets by anyone, the sockets themselves and associated wiring must only be installed and maintained by a Registered Installer and/or Maintainer of Call Routing Equipment. We suggest that you contact your PABX Maintainer as soon as possible, providing him with a copy of the System Requirements and the PABX interactions shown on page 17.

This section deals only with the connection and setting up of GENIUS.

Connections are made to the GENIUS at its rear (see page 5) as follows:

The GENIUS 200 version has the unused phone input sockets blanked off.

- For each extension used by GENIUS connect a telephone cord between one of the Phone Input sockets and one of the PABX extension sockets installed for GENIUS. It does not matter which cord is plugged into which socket.
- Connect the Music on Hold cable between the MOH socket on the GENIUS and the corresponding installed PABX music-on-hold socket (see page 22).
- Plug the lead from the power supply unit into the Power Supply socket and plug the power supply unit itself into the mains socket and tighten fixing screws.
- Use a screwdriver to set the MOH Level control to an intermediate position.
- Close the cover on the GENIUS press the Music and Message On Hold button so that the corresponding lamp turns on.
- From a nearby phone make an outside call back into your PABX and get the person answering to put you on hold. You will then hear the music set by default in the factory. Adjust the MOH Level control to give the desired volume.

You are now ready to:

- set up the machine to work with your PABX
- enter the extension numbers to which GENIUS will transfer incoming calls
- record messages and music
- enable the unit to answer calls

All these are described in the following pages.

GENIUS SET-UP

It is essential for your PABX and GENIUS to work together in harmony. To do this, you can adjust certain functions in the GENIUS to ensure compatibility. Your GENIUS comes with these *Operating Parameters* preset to suit the majority of PABX. They are:

Ring Delay

This is the number of rings before GENIUS answers an incoming call. This can range from 1 to 9 rings (approximately 3 to 27 seconds). The preset value is 1 ring

Dialling Mode

Like many ordinary phones GENIUS can be set to generate tones or pulses when dialling transfer numbers. It is preset to give tones. You also have the choice of not dialling after going on hold. This can be used in the rare case of a PABX transferring a call automatically on receipt of the Recall signal. The preset choice is tone dialling.

Hold Function

There are two ways in which most PABXs put calls on hold by applying a Recall signal. They either break the line circuit (called *Timed Break Recall* or *Flash*) or short circuit it to earth (*Earthed Loop* or *Ground*) both for a very short time. GENIUS has the options of Flash for 80 milliseconds (ms), 100ms, 120ms, or Ground. The preset value is Flash for 80ms.

Hold Procedure (*)

Most PABX only require a single Recall signal to place a call on hold, but some PABXs may require a double recall *Flash*, or a dialled code following the recall *Flash* in order to place calls on hold correctly; e.g. "*Flash * 7*". GENIUS has the options for Flash, Ground, Flash Flash, Flash Tone, or Flash Flash Tone. If either "Flash Tone", or "Flash Flash Tone" are selected a further option is available allowing the entry of a maximum of 8 digits including * and #. These digits will be dialled automatically in DTMF by GENIUS following the chosen Recall signal.

Dialling Delay

This is the time between applying a Recall signal and starting to dial the transfer number, thus ensuring that the PABX is ready to receive the transfer digits. It is also the time between the completion of dialling and release of the call by GENIUS, allowing it to monitor the progress of the call. The choice of settings is from 1 to 7 seconds. The preset value is 1 second.

Operating Mode

There are two operating modes, *Announcer Mode* where the caller is transferred at the end of a day message to the *default* extension, and *Attendant Mode* where the caller can choose his destination by dialling either an extension number or a single digit which GENIUS will translate into an extension or group number. GENIUS is preset to *Announcer Mode*.

Call Transfer Mode

This only applies in Attendant Mode and has two options, either *Unsupervised Transfer* or *Supervised Transfer*. The difference is that in Supervised Transfer Mode after dialling the transfer number GENIUS will listen to see if that number is busy. If so, it will take the caller off hold and invite him to try an alternative choice. GENIUS is preset to Unsupervised Transfer. Before selecting Supervised Transfer please read page 18.

Adjusting Operating Parameters

NOTE: The set up parameters are entered with the handset lifted. The procedure can be terminated at any time by replacing the handset. Only changes confirmed by pressing the Store button will have been changed.



Lift the Handset to your ear



Press the "*" and "#" button simultaneously

The number of rings before GENIUS answers a call is announced: "... rings"



If required, change the number of rings by pressing a digit button between 1 and 9. (NOTE: The adjustable range may vary from country to country.)



Press the Store button
The Dialling Mode is announced "Tone", "Pulse" or "Hold/No dial"



If required, change the Dialling Mode by pressing any of the buttons 0 to 9 repeatedly.



Press the Store button
The Hold Function is announced:
"Flash duration 80ms", "Flash duration 100ms", "Flash duration 120ms" or "Ground"



If required, change the Hold Function by pressing any of the buttons 0 to 9 repeatedly.



Press the Store button
The Hold Procedure is announced:
"Flash", "Ground", "Flash Flash", "Flash Tone", or "Flash Flash Tone"



If required, change the Hold Procedure by pressing any of the buttons 0 to 9 repeatedly.



Press the Store button
If either "Flash Tone" or "Flash Flash Tone" has been selected, the option to enter DTMF digits following the Recall signal is available. "00" is announced.



Enter the DTMF digits required to place calls on hold.
Maximum 8 digits



Press the Store button
The Dialling Delay is announced:
"Dialling delay . . . seconds"



If required, change the delay in seconds by pressing any of the buttons 1 to 7. (NOTE: The adjustable range may vary from country to country.)



Press the Store button
The Operating Mode is announced:
"Announcer Mode" or "Attendant Mode"



If required, change the Operating Mode by pressing one of the buttons 0 to 9 repeatedly.



Press the Store button

If the Attendant Mode has been selected, the Call Transfer Mode is announced: "Unsupervised Transfer" (no busy check) or "Supervised Transfer" (if the caller-selected extension is busy, the caller is invited to select another extension or department).



If required, change the Call Transfer Mode by pressing one of the buttons 0 to 9 repeatedly.



Press the Store button



Replace the Handset

If you make a mistake, repeat the procedure from the start.

Setting Extension Numbers

Attendant Mode

In Attendant Mode you can set GENIUS to divert incoming calls to one of up to ten destinations according to which single "short dial" digit you invite your caller to press. These digits are from 1 to 9 and 0. You have to set each digit separately. You do not need to set them all up but **you must set up digit 0**, because GENIUS will transfer a call to this destination at the end of a Day Message if no digits are received before then.

Normally you would set up individual extension numbers but, if your PABX allows it you can allocate a group number which will serve several extensions. Your extension or group number can contain up to 20 digits.

Each extension or group number is set up as follows:



Lift the Handset to your ear



Press the Transfer to Extension button

You will hear "Short Dial Digit"



Press a digit button between 1 and 9, or 0.

You will hear the digit selected followed, if it exists, by the extension number already stored against it. (E.g. "Four. Extension Two, Zero, Four.")



If you want to enter or change the extension, just dial the new number. As each button is pressed you will hear it repeated to you.



Press the Transfer to Extension button to enter the extension number for the next Short Dial digit, as described above, **or**



Press the Store button when all your short dial digits have been set up. **Don't forget digit 0!**



Replace the handset.

If you make a mistake, just repeat the procedure for that digit.

Announcer Mode

In Announcer Mode you can only set GENIUS to divert incoming calls to the number stored against "short dial" digit 0 at the end of the day message. If you have selected Announcer Mode (see page 8) the extension or group number is set up as follows:



Lift the Handset to your ear



Press the Transfer to Extension button

You will hear, if it exists, the extension number already stored against it.



If you want to enter or change the extension, just dial the new number. As each button is pressed you will hear it repeated to you.



Press the Store button.



Replace the handset.

If you make a mistake, just repeat the procedure.

RECORDING MESSAGES

Before you can answer calls with GENIUS you must record your answering message(s). At the same time if you wish, you may record the Information-on-Hold Text (see page 12). To get the best quality reproduction from GENIUS you are strongly advised to prepare a script before hand and make the recordings in a quiet room free from background noises such as phones, conversations, machinery or fans. You can unplug a GENIUS from the mains for at least three days without losing the recordings.

Day Message

This message is played to callers before the call is transferred as programmed.



Lift the handset

Record Start/Stop

Press Record Start/Stop button
Day and Night Message and On-Hold Music and Message lamps flash

Day Message

Press Day Message button

Handset lamp lights and the Record lamp flashes

Press Record Start/Stop button to start recording

Record Start/Stop

Record lamp stays on during the recording. Please speak in a loud, clear manner into the mouthpiece. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording

Record Start/Stop

Press Record Start/Stop button to end recording. Your recording is now played back



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

To check the Day Message:



Lift the handset

Day

Press the Day button. Listen to the message in the handset.



Replace the handset (or continue with other operations)

Night Message

This message is played to callers if the Night function is active. At the end of the message GENIUS hangs up automatically.



Lift the handset

Record Start/Stop

Press Record Start/Stop button
Day and Night Message and On-Hold Music and Message lamps flash

Night Message

Press Night Message button

Handset lamp lights and the Record lamp flashes

Record Start/Stop

Press Record Start/Stop button to start recording

Record lamp stays on during the recording. Please speak in a loud, clear manner into the mouthpiece. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording

Record Start/Stop

Press Record Start/Stop button to end recording. Your recording is now played back



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

To check the Night Message:



Lift the handset

Night

Press the Night button. Listen to the message in the handset.



Replace the handset (or continue with other operations)

Information-on-Hold Message

You may record a message which is played at regular intervals to all your callers held on your PABX interspersed with the music. Bear in mind that to be effective the text must be short enough so that there is a good chance of the held caller hearing it all the way through before he is connected to the desired extension. At the same time you must consider how often you want the message repeated. To adjust the time interval see the instructions on page 16.



Lift the handset



Press Record Start/Stop button

Day and Night Message and On-Hold Music and Message lamps flash



Press On Hold Message button

Handset lamp lights and the Record lamp flashes



Press Record Start/Stop button to start recording

Record lamp stays on during the recording. Please speak in a loud, clear manner into the mouthpiece. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording



Press Record Start/Stop button to end recording. Your recording is now played back



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

RECORDING MUSIC-ON-HOLD

Although GENIUS comes with three pre-recorded pieces of music, you may wish to play to callers held on your PABX your own choice of music. You may record from a Compact Disk using the in-built CD player, or use an external source such as a cassette or record player. Be warned that the use of commercially recorded material is subject to copyright protection. See page 21 for details of organisations supplying licences permitting use of copyright recordings. The CD supplied with the GENIUS is free from copyright and you may use it at will.

Using the In-built CD Player

The CD player is located in a drawer integrated into the lower part of GENIUS's front panel.

Pull out the drawer so that the top cover of the CD Player can be opened enough to insert a CD. Use the OPEN key of the CD Player to open the cover.

Insert the desired CD and press firmly downwards to lock it onto the drive axis. Close the cover.



Lift the handset



Press Record Start/Stop button

Day and Night Message and On-Hold Music and Message lamps flash



Press On Hold Music button

Handset lamp lights and the Record lamp flashes

Select the music title to be loaded by pressing the Play and Skip keys on the CD player. You will hear the music in the handset

Halt the CD player by using its Play/Pause button at the beginning of the sequence you wish to record



Simultaneously press the Record Start/Stop button on the GENIUS and the Play/Pause button on the CD player to start recording

Record lamp stays on during the recording. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording



Press Record Start/Stop button to end recording



To check your recording press Music and Message On Hold button. The full on hold sequence (music and messages) is played via the handset



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

At the end of recording, stop the CD player by pressing the Stop Key. Remove the CD if you wish and close the drawer.

To remove the CD hold it firmly at the edge, press on the centre spindle and pull the CD upwards.

Warning: Never touch the lens with your fingers! If necessary, clean the lens with a soft cloth or brush.

Using the Line Input

To do this connect the external source of music to the socket on the front of the GENIUS (see page 5) using a stereo cable terminated with a 3.5mm stereo plug. The conversion to mono is done within GENIUS.

The procedure is the same as recording from the in-built CD player but using the Start/Stop/Pause controls on the external source instead of those on the CD player. However, you may have to adjust the volume on the external source to the correct level. Your attention is drawn to the maximum permitted level shown on page 20. In practice you should adjust the volume until the recording sounds comfortable in the handset and not distorted.

PRE-RECORDED MESSAGES

Both the Day and Night messages can be transferred from a pre-recorded cassette directly into the memory. This is useful if you wish to select the messages from a pre-recorded library. Your cassette player should be connected to the GENIUS socket exactly as described in the section *Using the Line Input* above, and the level adjusted accordingly.

The procedures for recording the Day and Night messages follow those on page 10 with the exception that after pressing the Day Message or Night Message button you must additionally press the Line/CD button. This will allow you to monitor the output from the cassette player and set it to the correct start point. When you are ready to record simultaneously press the Record Start/Stop button on the GENIUS and the Play button on the cassette player.

ANSWERING CALLS

Announcer Mode (Day)

This mode applies if you have set GENIUS to operate in *Announcer Mode* (see page 8).

To set GENIUS to answer incoming calls and transfer them to another extension press the Day button. The lamp alongside will light. To prevent answering press the Day button again whereupon the lamp will go out.

GENIUS will answer an incoming call on any of its lines after an adjustable number of rings (see page 8) and will greet the caller with the Day Message, which it plays from the beginning.

At the end of the message GENIUS will send a Recall signal (see page 8) to the PABX, which will put the caller on hold.

After the Dialling Delay (see page 8) GENIUS will dial the transfer number (see page 10). If the option "Hold/No Dial" has been programmed, GENIUS will not dial anything after sending the Recall signal.

After another delay also set by Dialling Delay, GENIUS will release the call leaving it under the control of the PABX.

If a signal is received during message playback indicating that the caller has hung up GENIUS will terminate the call.

This GENIUS line is now ready for the next call.

Announcer Mode (Night)

When the Night Message has been selected in place of the Day Message GENIUS will terminate the call instead of transferring it.

To set GENIUS to answer incoming calls and hang up at the end of the message press the Night button. The lamp alongside will light. To prevent answering press the Night button again, whereupon the lamp will go out.

Attendant Mode (Day)

This mode applies if you have set GENIUS to operate in *Attendant Mode* (see page 8).

To set GENIUS to answer incoming calls and transfer them to another extension press the Day button. The lamp alongside will light.

To prevent answering press the Day button again whereupon the lamp will go out.

GENIUS will answer an incoming call on any of its lines after an adjustable number of rings (see page 8) and will greet the caller with the Day Message, which it plays from the beginning.

During the message and up to five seconds afterwards GENIUS can receive and act upon digits sent as tones by the caller. If it receives a series of digits requesting transfer to a specific extension or department GENIUS will send a Recall signal (see page 8) to the PABX which will put the caller on hold. **Beware of unauthorised use of your PABX.** See the warning on page 18.

If no tone digits are received at the end of the message GENIUS will act as if it has received Short Dial digit 0.

After the Dialling Delay (see page 8) GENIUS will dial the appropriate number. If a single or no digit was received the number stored against the corresponding "Short Dial" digit will be dialled. If more than one digit is received, GENIUS will dial the whole number received. If the option "Hold/No Dial" has been programmed, GENIUS will not dial anything after sending the Recall signal.

If Unsupervised Transfer (see page 8) has been selected after another delay also set by Dialling Delay GENIUS will release the call leaving it under the control of the PABX.

If however Supervised Transfer (see page 8) has been selected and GENIUS receives a Busy Tone during the delay after dialling it will send another Recall signal taking the caller off hold. It will then say "Sorry, this extension is busy" and play the Day Message from the beginning. This allows the caller to try another extension or department. GENIUS will allow up to four tries for a free extension. On the fifth try it will transfer the caller to the number stored under Short Dial digit 0.

If a signal is received during message playback indicating that the caller has hung up GENIUS will terminate the call.

This GENIUS line is now ready for the next call.

Attendant Mode (Night)

When the Night Message has been selected in place of the Day Message if no tone digits have been received during the message, GENIUS will terminate the call instead of transferring it. If any digits are received, it will transfer calls in the same way as if the Day Message had been received (see above).

To set GENIUS to answer incoming calls and hang up at the end of the message, press the Night button. The lamp alongside will light. To prevent answering press the Night button again, whereupon the lamp will go out.

Note that neither function can be switched on if the corresponding message has not been recorded. In addition, both Day modes require a transfer extension to be entered. In Attendant Mode this must be stored under digit 0.

Switching the Day function on automatically switches the Night function off and vice-versa.

ON HOLD MUSIC AND MESSAGE

General

The On Hold section of GENIUS contains four digital playback memories:

- for your own recorded music
- for your own recorded message
- for the standard selection of short music titles
- for the standard selection of multilingual hold messages

The on hold sequence can be created as a combination of the user's own music and message recordings with the standard sound material permanently stored in the system.

The selected messages blend softly into the music at user adjustable intervals, resulting in a "sound studio" effect.

As a music source, the user can choose between commercially available CD's (normally incurring a licence fee for telephone playback) and the licence free CD included with the system.

Selecting the Music

GENIUS has three standard music recordings stored in its memory. You can supplement these with your own music recording up to five minutes long recorded from the CD player or line socket (see page 12).

You can select one of these four choices of music which will be played "endlessly", restarting at the beginning after every loop. Alternatively you can choose to play only a message ("No music"). GENIUS is delivered set to play Standard Music 1.



Lift the handset



Press On Hold Music button repeatedly, until you hear your desired choice:

- Your individual music (if recorded)
- Standard Music 1
- Standard Music 2
- Standard Music 3
- "No music"



Press the Store button.



Replace the handset (or continue with other operations)

Selecting the Message

GENIUS has four standard message recordings, consisting of "Please hold the line" in English, German, French and Italian, stored in its memory. You can supplement these with an individual message up to one minute long recorded from the handset (see page 12). You can select one of these five choices, which will be played at intervals set as described in the next section. Alternatively, you can choose to play music only. GENIUS is delivered set to play the English hold message.

To make your choice:



Lift the handset



Press the On Hold Message button repeatedly, until you hear the desired message:

- your individual message (if recorded)
- "Please hold the line!"
- "Bitte warten Sie!"
- "Attendez s'il vous plaît!"
- "Attendere, prego!"
- "No Message" (playback of music only)



Press the Store button.



Replace the handset (or continue with other operations)

Selecting the Message Interval

The message interval is the period of music at full volume between repetitions of the message. The time taken to fade the music and return it to full volume is counted as part of the message. GENIUS is delivered set to an interval of 10 seconds. However, you can set it in five second increments to between 5 and 40 seconds as follows:



Lift the handset



Press the Message Interval button repeatedly, until the required interval is announced in the handset



Press the Store button.



Replace the handset (or continue with other operations)

Checking the On-Hold Program

To check that the correct music and/or message have been correctly selected and that the message is repeated at the correct interval:



Lift the handset



Press the Music and Message On Hold button. You will hear the program as it will be played to all callers held on your PABX.



Replace the handset (or continue with other operations)

If you wish to change the selections of music or message just repeat the appropriate procedure.

Playing the On-Hold Program

To set GENIUS to play the On-Hold program to the PABX press the Music and Message On Hold button. The lamp alongside will light. To turn it off, press the Music and Message On Hold button again, whereupon the lamp will go out.

CAUTION:

Sound output by GENIUS to the PABX is halted while the handset is off its rest!

INTERACTION WITH YOUR PABX

GENIUS is designed to operate with most PABXs and the range of its applications depends mainly on the versatility of the telephone system to which it will be connected. The key to successful integration of GENIUS with your PABX is careful planning of their mutual integration. You need to understand the full range of features that your PABX provides and you may need to re-program it to provide the most desirable routings. Your GENIUS supplier or PABX maintainer will be able to assist you with this. You should consider the following points:

Incoming Calls

You may want GENIUS to answer all incoming calls, or only those diverted to it when the normal answering extension(s) are all busy or do not answer within a given time. Normally, for the most efficient operation you would set GENIUS to answer on the first ring. However, in the case where GENIUS is connected so that it rings at the same time as the normal answering extension you must set a longer Ring Delay to give the "operator" time to answer the call.

A particular problem arises with answering machines connected to be called at the same time as GENIUS. You must arrange the Ring Delay on GENIUS to be to be different from that on the answering machine so that one or the other answers first every time.

Answering Message

Your answering message should be as helpful as possible to first-time callers and guide them through the procedure clearly and logically. It should take into account what your PABX will do upon successful or unsuccessful transfer. Use the following examples as a guide:

"Hi, welcome to Speech Design....."

Attendant Mode sample greetings:

"If you have a tone-dial phone, press 1 for Sales, 2 for Service, 3 for Accounts...now."

"Alternatively, if you know the required extension number, dial it now."

With Supervised Transfer (see below)

"If the required extension is busy, you will be returned to the start of this message. Try an alternative number."

At the end of the Day Message:

"You will now be connected to the operator."

At the end of the Night Message:

"Thank you for calling. Goodbye."

Transfer of Calls

You must consider carefully what may happen when the PABX transfers a call. The user of the destination extension may have programmed it to divert all calls, to divert them on no-reply after so many rings, or divert them if he is busy. Alternatively the PABX may do some of these functions automatically. Consequently the PABX will transfer the call elsewhere from the expected destination. This may be what you require, but you should make your front-line staff aware of the consequences of diversion and the back-up staff aware of the possibilities of receiving incoming external calls from GENIUS unexpectedly.

Some PABXs make sure that a caller is not left on hold for too long by returning the caller back to GENIUS after a period which you might want to adjust if possible. GENIUS will play the message from the start again. Again this may be acceptable, but do make sure that the caller does not get into a loop which always brings him back to GENIUS.

If you set up GENIUS to transfer calls to an answering machine, co-ordinate the message with that on GENIUS. Do make sure that the answering machine can always accept calls if it is free. If the recording tape is full your caller may be left listening to ringing tone.

If your PABX can allow calls to be transferred to an outside line (say, to a mobile phone), you can set this up as an option selected by the caller. GENIUS can store up to twenty digits in a pre-programmed number. However, they cannot include the * or # characters.

GENIUS cannot tell if the caller has directly dialled a non-existent extension number. It will release the call to the PABX which will handle it in the normal way.

Supervised Transfer

Supervised transfer is an option available in Attendant mode (see page 8) whereby if GENIUS detects that the destination extension is busy, it immediately takes the caller off hold, says "Sorry, this extension is busy" and plays the greeting again. However, this option may not be suitable for use with your PABX for one or more of the following reasons:

- The frequency and/or repetition rate (*cadence*) of the busy tone is outside the range that GENIUS will recognise.
- The signal required by the PABX to take the caller off hold is not just the Recall signal by itself.
- The PABX holds the call waiting for the busy extension to become free (*Camp on Busy* see below).

If any of these cases apply, you should set GENIUS to Unsupervised Transfer (see page 8).

Camp on when Busy

Some PABXs can cause a call to ring on certain busy extensions notifying the user of another call waiting, rather than returning Busy Tone to GENIUS. The call will then be put through when the user finishes his call. If the PABX returns the caller to GENIUS after a preset time since busy tone is not heard, the caller will not hear "Sorry, this extension is busy" before the start of the message.

In some cases you may wish to avoid the caller being returned unnecessarily to GENIUS and your PABX will allow you to camp on to the destination extension by dialling a digit. To do this add the specified digit to the end of the number when you set up Transfer Numbers (see page 10) or invite your caller to do it himself if dialling his own destination. You may need to warn the caller of a possible delay in the call being transferred.

Unauthorised Calls

In Attendant Mode (see page 8) callers can dial a series of digits to get themselves transferred to a desired extension. If your PABX permits transfer to an outside line you may find unscrupulous callers making long-distance or international calls at your expense by dialling your access code for outside lines followed by the unauthorised number. You should ensure that the extension(s) to which YESSIR is connected are barred from making any outside calls whatsoever or, if you want access to specific numbers for example mobile phone, ensure that access is limited only to those numbers. Your PABX maintainer will be able to assist you with this.

SPEECH DESIGN shall not be liable for any loss, damage or injury, delay or expense whether direct, indirect or consequential to the customer or to any person or to any property caused by, or arising out of, or connected with any SPEECH DESIGN goods, equipment or system.

TROUBLE-SHOOTING

To your PABX GENIUS looks like an ordinary standard telephone fitted with a Recall button. Indeed, you can trace many problems by plugging an ordinary phone in place of a GENIUS lead and making test calls to it (see page 19). GENIUS's design results in a very reliable product. However, there are some external faults or incorrect settings which can cause GENIUS not to work properly. Before reporting a fault to your supplier please verify that the fault has not arisen due to any of the following situations:

Failure to Answer Incoming Calls

Check that GENIUS is connected to the mains and that the phone connections are plugged fully into their sockets.

Check that either the Day or the Night switch has been turned on.

Check that the handset is on its rest.

Check that GENIUS is actually being called. When GENIUS detects an incoming call its Day or Night lamp will flash. If it is set to give a long Ring Delay it could be that the call disappears before GENIUS answers.

To check this disconnect all of GENIUS's phone connections from their sockets. Plug a standard phone into each socket in turn and from another phone call the number that will ring the particular GENIUS socket. The phone should ring and continue to ring. If it doesn't then check the programming of your PABX. If it doesn't ring for long enough, your PABX may be diverting the call from GENIUS on no reply. You may have to remove this feature from the GENIUS lines or set the delay longer than GENIUS's Ring Delay.

Failure to put Caller on Hold

This will manifest itself to the caller who will hear a series of tones or clicks after the words "Please hold the line". Check the setting of GENIUS to ensure that the Hold function is set to be compatible with the PABX. Your PABX Maintainer can advise you which setting to use (see page 8). It is possible that for PABXs using Earthed Loop Recall, the earth wire is missing from your GENIUS sockets, or is incorrectly wired. For Timed Break Recall, try the alternative choice.

If you have a standard phone with a switch which changes the Recall signal between Timed Break and Earthed Loop Recall you can connect it in place of GENIUS as described above, make calls to it and try to transfer them using the alternative switch settings. This will identify which type of Recall signal your PABX requires.

Failure to Transfer Calls correctly

In Attendant Mode operation (see page 8) you can invite callers to select the destination of their calls. For this to work the caller must either have a tone dialling phone or one connected to their own PABX which will transmit their dialled digits as tones. Phones with old-fashioned rotary dials cannot give tones nor can some older push button phones.

If a caller complains to you over the phone that GENIUS is not responding to his digits, ask him to send three digits there and then at his normal speed. If you hear a series of clicks (mind your ears!) or nothing then his phone is not set to give tones or his PABX cannot transmit them. He may need to change the setting on his phone from Pulse to Tone or press a special button which will make the change before dialling the digits to GENIUS.

Some callers' PABXs cannot transmit tones in rapid succession. If you only receive one or two of the three tones ask your caller to try again pressing the keys more slowly.

Ghost Calls

This is the condition where a call is transferred to an extension but the person answering finds no one at the other end. What has happened is that the caller has hung up, but your PABX has not informed GENIUS that this has happened. Some PABXs give a tone signal or momentarily disconnect the line. GENIUS can recognise most of these signals. However, many PABXs give no indication whatsoever of abandoned calls and so ghost calls are inevitable under these circumstances.

Failure of the On-Hold Program

Check that GENIUS is connected to the mains and that the connections at both ends of the wide flat Music-on-Hold lead are plugged fully into their sockets.

Check that the Music & Message On-Hold switch has been turned on.

Check that the handset is on its rest.

Check that the volume control on the rear of the GENIUS has not been turned to its minimum position. If it has, you will need to reset it as described on page 7.

Test Calls

If you make test calls to GENIUS do so by ensuring that your call arrives at the PABX in the same way as a genuine call. For example if you intend GENIUS to answer incoming calls from the public network make your test call over an outgoing line to the public network and dial the number that your genuine callers will use. If you directly dial the designated internal extension number to which GENIUS is connected many PABXs will not allow you to transfer a call to another extension, nor will they transmit tone digits internally to GENIUS.

It is tempting to use a loudspeaking or hands-free phone for test calls. You may well find that GENIUS seems to have breaks in its messages or on-hold program. This is because many hands free phones switch automatically between receiving and transmitting according to the relative levels of sound in each direction. For example, if you talk to someone during the test the hands-free phone may switch off its loudspeaker for a moment. Use the handset.

TECHNICAL SPECIFICATION

Power Supply: 230V~ 50Hz 0.1A

Playback Memory:

Digital, user-recordable

Day message: 30 seconds

Night message: 30 seconds

On-hold section:

Total: 7.00 mins.

Fixed (pre-recorded): 1.00 min.

Free music recording: 5.00 mins.

Free message recording: 1.00 min.

Memory retention without power:

Recordings: 3 days min.

Parameters: 10 years min.

Connections:

Telephone cords with modular plugs

GENIUS 200: 2 telephone lines

GENIUS 400: 4 telephone lines

On-Hold:

600W potential free output supplied with lead and RJ-45 socket.

Dialling Mode:

Pulse and Tone (DTMF)

Hold Function:

Flash and Ground

Transfer Number:

1 to 20 digits

External Recording Input:

3.5 mm stereo socket

Weight:

GENIUS: approx. 2.2 kg

with power supplies: approx. 2.8 kg

packaged: approx. 4.2 kg

Dimensions:

Approximately 280mm x 270mm x 130mm

Environmental:

Storage:

Temperature: 0°C to 40°C

Rel. Humidity: 15% to 95%

Operation:

Temperature: 10°C to 35°C

Rel. Humidity: 15% to 75%

LEGAL OBLIGATIONS

Copyright Warning

Commercially recorded music available on CDs and cassettes is subject to copyright protection legislation. The user is obliged to obtain licences both from the Performing Rights Society and Phonographic Performance Ltd before allowing the equipment to transmit into the Public Switched Telephone Network. Use without such a current licence is illegal. The user is advised to contact the following for full details:

- The Performing Rights Society Ltd
29/33 Berners Street
LONDON W1P 4AA
Tel: 0171-580 5544
- Phonographic Performance Ltd
14-22 Ganton House
Ganton Street
LONDON W1V 1LB
Tel: 0171-437 0311

Note that the CD supplied with GENIUS has been recorded specially, and it may be used without a licence.

Regulatory Conditions

OPERATION OF THE GENIUS 200/400 MODELS IN THE UK

Your attention is drawn to the following information and requirements which must be complied with before connecting this equipment to telephone sockets accessible from the Public Switch Telephone Network.

1. This product is suitable for connection to analogue 2-wire extension ports of approved Private Branch Exchanges only. It is not approved for connection to Direct Exchange Lines (i.e. those connected directly to a public telephone exchange).
2. Telephone exchanges can supply only a limited amount of power to ring telephone bells connected to a telephone line. If more telephones or other attachments are connected to the line than it can support there may be problems in indicating incoming calls. To ensure that the line is not overloaded, each approved attachment is allocated a Ringer Equivalence Number (REN). If the sum of the attachment RENs on a line exceeds 4.0 the line may well be overloaded. This product is allocated a REN of 4.0. This means that the only items marked with a REN of 0 are permitted to be connected to a line at the same time as this product.

3. To ensure compliance with UK regulations, the initial set up parameters (see page 8) must be restricted to the following values:

Number of Rings:	1 to 9
Dialling Mode:	No restriction
Hold Function:	No restriction
Dialling Delay:	1 to 7 seconds
Operating Mode:	No restriction
Call Transfer	No restriction

4. To ensure that excessive levels of signals are not sent to the telephone network for recordings made via the Line Input socket the level of the recording signal must not exceed 1.0V rms.

SERVICING

Should the product require repair or servicing please contact the company supplying you with the product.

M.O.H. SOCKET CABLE CONNECTIONS

INSTALLATION

GENIUS should be installed by authorised technical personnel according to the following procedure.

The system has a 600 Ohm, potential-free output for the connection to a PABX.

A connection cable with a modular plug is attached to the unit.

A matching installation socket, with screw terminals, is also included.

