2 Installation

Successful Installation

To install the CG 2400 system successfully, you *must* follow the installation instructions precisely.

NOTE: Do not attach the base station to your PC until you are instructed to do so during the installation process!

The base station driver is not preloaded into Microsoft ® Windows ®98, so connecting the base station before the driver is loaded may prevent the system from successfully recognizing the hardware.

There are four basic steps to successful installation:

• Charging the handset

• Installing the software

• Setting up the base station
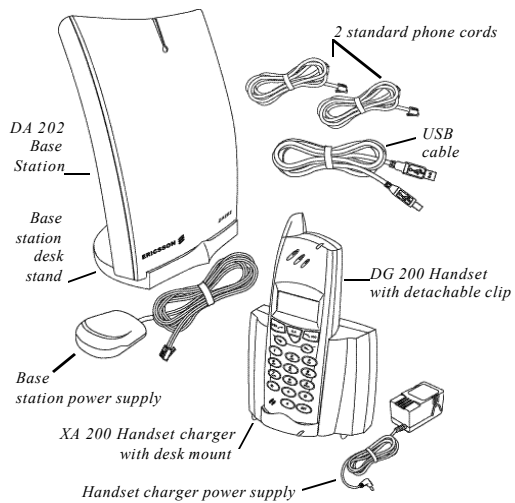
• Running the Configuration Wizard

If installation fails, uninstall the program before trying to reinstall. See "Reinstalling the Software" on page179 for procedures.

System Requirements

Minimum hardware and software	233 MHZ PROCESSOR	60 MB FREE HARD DISK SPACE
	32 MB RAM	CD ROM
	16-BIT SOUND CARD	1 ANALOG PHONE LINE
	MICROSOFT WINDOWS 98 (PRE-INSTALLED)	USB PORT
Recommended hardware	300 MHZ PROCESSOR	140 MB FREE HARD DISK SPACE
	64 MB RAM OR HIGHER	2ND ANALOG PHONE LINE
Optional	FAX/MODEM	MICROSOFT OUTLOOK

System Components

The complete CyberGenie CG 2400 system includes:

2 standard phone cords

DA 202 Base Station

USB cable

Base station desk stand

DG 200 Handset with detachable clip

Base station power supply

XA 200 Handset charger with desk mount

Handset charger power supply

Not shown:
- Base station wall mount
- NiMH battery pack for the handset
- CyberGenie@Work CD-ROM
- *Quick Installation* sheet
- *CG 2400 User Guide*
- *Handset Quick Reference*

Verify that you have all of the components listed. If components are missing, contact your dealer or place of purchase.

The DG 200 Handset

One pre-subscribed handset is included with the system. Up to nine additional handsets can be subscribed to a single base station.

If you've purchased additional handsets, you will want to subscribe them *after* basic installation. Handset subscription procedures are covered in "Subscribing a Handset to the Base Station" on page 76.
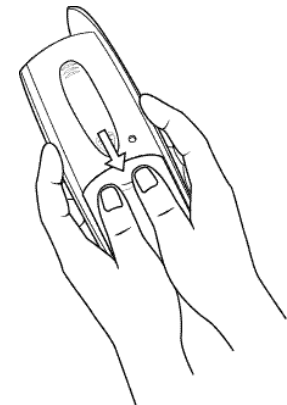
Charging the Handset
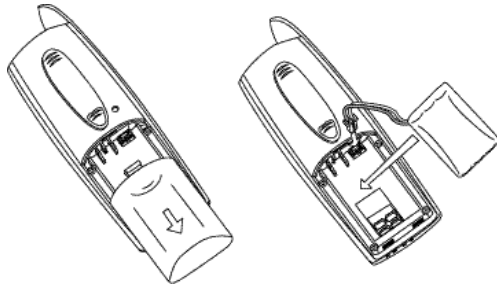
The components you will need:

- Handset
- Handset battery pack
- Handset charger and charger support (desk or wall mount)
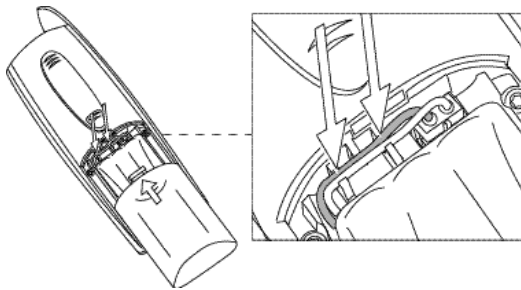- Handset charger power supply

To install the battery pack:

1. Press down with your thumbs, then pull in the direction of the arrow to open the handset.

2. Plug the battery wire into the connector. The plug and connector are keyed to fit in one direction only.

3. Route the wire through the guide.

4. Place the battery securely inside the battery compartment.

5. Replace the cover.

To assemble the handset charger:

1. Insert the power supply plug into the socket on the back center of the charger.

2. Align the bottom tabs on the charger support with the bottom holes on the back of the charger. Rotate the mount toward the charger until it clicks in place.

3. Plug the power supply into an approved electrical outlet.
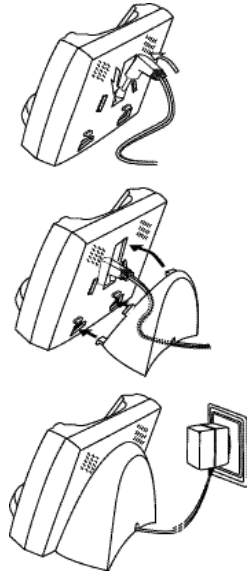
To charge the handset:

NOTE: Let the handset charge for at least three hours before first use.

1. Insert the handset securely into the charger.

2. If the handset is on, press the key for approximately two seconds, or until the handset turns off.

3. While charging, the green indicator light on the charger will be on. If it does not come on within 10 to 20 seconds of putting the handset into the charger, verify that the metal contacts on the bottom of the handset align with the metal pins in the charger.

When the handset is fully charged, the indicator light will go off.

Maintaining Battery Charge

When not in use, leave the handset in the charger to keep it charged.

When the batteries are fully charged, the battery meter on the handset display shows ▥. When the batteries are low, both the battery meter and the red indicator light on the handset flash. An alarm sounds from the handset when less than 15 minutes of calling time are left.

Fully charged batteries provide 15 hours of calling time or 100 hours of standby time. The rechargeable nickel metal hydride (NiMH) battery pack should last for a year or longer under normal conditions.

The CyberGenie@Work Software

CyberGenie@Work is the software that drives the CG 2400 system. It provides an interface between a public phone service, the CG 2400 system, and the user.

CyberGenie's Speech-Activated Dialer and Microsoft Outlook

The Messaging Application Programming Interface, or MAPI, is a Microsoft standard for messaging software that allows different types of message information (email, voicemail, contact lists, etc.) to interact through a common interface.

NOTE: Outlook Express is not MAPI-compliant.

The CG 2400 system is designed to work seamlessly with Microsoft Outlook and other MAPI-compliant software by using the contacts list to create a speech-activated dialer. (If you don't have Outlook, you can create a contacts list in CyberGenie@Work.)

NOTE: The dial-by-name feature lets you ask CyberGenie to dial numbers from your contacts list if they have been activated for speech recognition.

If you have names and numbers set up in Microsoft Outlook, the CyberGenie@Work Installation Wizard lets you activate any name in the book for speech recognition. A minimum of contact data is required:

- First or last name
- At least one phone number

How the Programs Integrate

CyberGenie@Work requires a MAPI-compliant program to work fully. It shares your Microsoft Outlook database, adding fields to each name and address for speech activation or for downloading contact information to your handset. When you add a record through CyberGenie@Work, it is also added to your Microsoft Outlook database.

If you do not use Microsoft Outlook, you can set up your phonebook directly with CyberGenie's contacts feature, including speech activation, and retrieve your messages from the System Inbox.

Ensuring Outlook Support

If you use Microsoft Outlook, you will need to add the MAPI components by installing Outlook's Corporate or Workgroup E-mail Service component before installing CyberGenie (if not already installed). This allows CyberGenie@Work to implement the unified messaging functions that make it possible for you to access your voicemail, email, and faxes from one source.

To add this component:

1. Insert your Microsoft Outlook CD into the CD-ROM drive.

2. When the installation program automatically activates, click **Install Outlook**, then **Add New Components**.

3. Select whether to add the component from the CD or from the Microsoft web site.

4. Select **Corporate or Workgroup E-mail Service.**

5. Follow the instructions on the screen.

If you have questions, refer to your Outlook manual.

Loading the Software

Before you load the software, you will need to prepare Windows. The steps you perform prior to installing CyberGenie@Work keep the system standby mode turned off, ensuring that CyberGenie can respond in a timely manner.

Once the software is installed, a configuration wizard will automatically launch to take you through the basic configuration steps that get your system up and running immediately.

Prior to installing CyberGenie@Work:

1. Close any open software programs.

2. From the Windows **Start** menu, select **Settings> Control Panel.**

3. Click **Power Management**.

4. On the Power Schemes tab, select **Always On** for **Power schemes**.

5. Select **Never** for **System standby** (not present in all installations).

6. Select **Never** for **Turn off hard disk**.

7. Click **OK** to save.

To install CyberGenie@Work:

1. Insert the CyberGenie@Work CD into the CD-ROM drive.

2. When the installation program loads, the CyberGenie Installation window appears. Click **Install**.

3. The Welcome window appears. Click **Next**.

4. The Software License Agreement dialog box appears. Read this agreement. If you agree with the terms, click **Yes**.

5. The Choose Destination Location screen appears. Click **Browse** to select another location, or click **Next** to confirm the default location. The software will load.

6. Follow the instructions on the screen until a prompt appears that reads: **Connect the base station to your PC USB port.** At this point, *pause* in the software installation procedure and prepare your base station (next topic).

The Base Station

To set up the base station, you will need:

- Base station

- Desk stand or wall mount with screws

- Base station power supply

- USB cable

- One or two phone cords (depending on how many analog phone lines you plan to use)
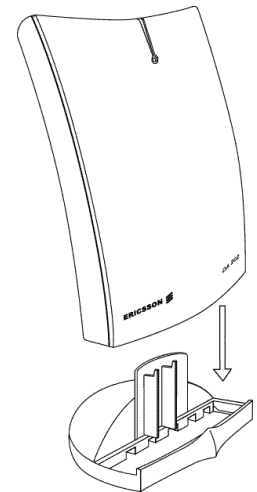
Assembling the Base Station

You have two mounting options: desk mount or wall mount. Before beginning assembly, decide which to use:

- With the desk mount, you can place the base station on any flat surface and reposition it easily.

- The wall mount requires permanent installation but does not take up desk or counter space.

To mount the base station:

1. Read the warning sticker on the bottom of the base station, then remove it so the connection sockets are visible.
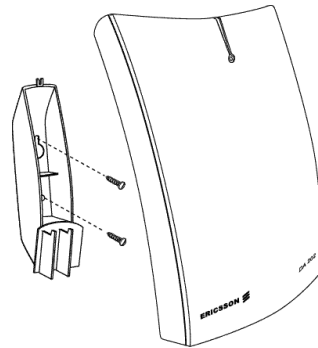
2. Mount the base station:

Desktop mount   For desktop use, attach the base station to the base station stand as shown above.

Wall mount

If using the wall mount, ensure that the power supply cord reaches from the base station to an outlet, that the USB cable reaches the back of the computer, and that the phone lines will reach the phone jacks.

Screw the mount onto the wall with the provided screws.

Plug in the cables before attaching the base station to the wall mount (see next step for procedure).

3. Connect the cables to the base station:

Line 1 socket

USB connection

Fax/modem socket

Line 2 socket

Power socket

Wire guides
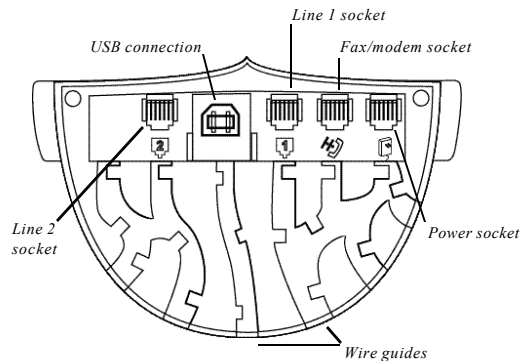
NOTE: If you want Internet access for Line 1 on your base station, see "Sharing a Base Station Line with a Modem" on page34. If your computer has a dedicated modem line, you will not need the base station fax/modem socket.

4. If using the desk mount, run the cables through the wire guides.

5. Plug each phone line into the corresponding wall phone jack.

6. Plug the USB cable into the computer.

7. Plug the power supply into an approved electrical outlet. Once the power is connected, the indicator light on the base station should start blinking amber.

8. If using the wall mount, slip the base station into place on the wall mount until it clicks firmly into place.
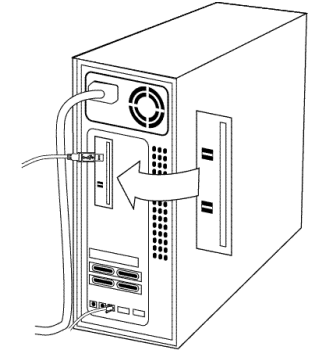
Completing Software Installation

Once the base station is successfully connected and powered, you can complete software installation.

Follow the directions on the screen. When the Setup Complete dialog box appears, click **Yes, I want to restart my computer now.**

The Configuration Wizard

Complete system configuration is done in two steps:

Configuration Wizard The Configuration Wizard walks you through the minimum requirements to get the basic system up and running quickly.

Full System Configuration Full system configuration lets you refine the CyberGenie@Work program to more completely fit your needs. (Procedures are covered in "Full System Configuration" starting on page 57.)

When the base station is fully assembled and connected and the system has rebooted, the CyberGenie@Work Configuration Wizard launches, and the following window appears:
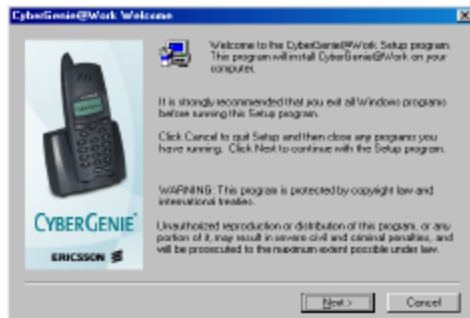
NOTE: Once the system has rebooted, if an error message appears that says Windows Messaging Service or Microsoft Outlook is not configured properly, see "Configuring Your MAPI Application Correctly" on page 181 for procedures.

Click **Next** to start the wizard.

Changing the Base Station Authorization Code

The Base Station Authorization dialog box opens:

NOTE: The authorization code can be changed at any time. See "Base Station Setup" on page 65.

The *authorization code* is used to subscribe new handsets to the base station and to prevent unauthorized handset subscription.

To change the authorization code:

Click **Next** to accept the default, *or*

Type in a new code, then click **Next**.

Defining the System PIN

The System PIN dialog box opens:

The *system PIN* controls PC access to system configuration and handset access to system voicemail greetings.

A system PIN is optional. All PINs must be four digits.

If you enter a system PIN, note it down and put it where you can find it! If you forget it later, you will have to reinstall the software to regain system configuration access.

To change the system PIN:

Click **Next** to leave the system PIN blank, *or*

Type in a system PIN, type again to confirm, then click **Next**.

Defining External Phone Lines

The Phone Lines dialog box opens:

Line descriptions are names you assign to external phone lines. These descriptions alert CyberGenie@Work that you have one or two lines physically connected to the base station.

The information is for description only and does not affect a line's function, except for two important aspects:

• You must enter *some* description for a line to be activated. For example, you can enter a phone number, a line number or a text description such as "Main line." If no description is entered, CyberGenie@Work will not recognize the line.

• If you enter a description for Line 2 when you only have one line physically connected, CyberGenie@Work will attempt to access the second line even though it isn't there.

During the configuration process, you *must* enter a description for Line 1 for your CG 2400 system to work.

To enter a line description:

1. Type the appropriate line description for each analog line connected to the base station.

2. Click **Next**.

Defining Users

The Users dialog box opens:

A *user* is anyone who has an assigned handset or who has a mailbox. The system supports up to 20 users.

You must set up at least one user.

To set up a user:

NOTE: You can add new users or change any of the user data at any time. See "Setting up a New User" on page 80 .

1. Click **New User.** The New User dialog box opens:

2. Enter a **Title** (optional), **First Name** and **Last Name**, tabbing from one field to the next.

*NOTE: To add other users, click **No Handset** to set up voicemail only. You can assign a handset later. See"Assigning a Handset to a User" on page 77.*

3. Enter an extension number for this user, or accept the default number displayed. The extension number is unique to that user. It can be any number from 10 to 98.

4. When running Configuration Wizard the first time, only one handset should be available.

5. To assign a handset, click the **Handset 1** icon.

6. The user PIN controls user access to personal voicemail and voice messages. Type the PIN in the **Enter User PIN** box, then verify the PIN in the **Re-enter User PIN** box. Make a note of the PIN assigned.

NOTE: If you forget the user PIN or lose it, you will need to delete that user record, then re-enter it.

7. When all user data is entered, click **OK**.

8. Repeat steps 1 through 7 as needed. When done, click **Next**.

Activating Contacts for Speech Recognition

The dialog box opens:

You can use CyberGenie to place calls to names in the contacts list that are activated for speech recognition.

If you use Microsoft Outlook, CyberGenie@Work will access the information in the Microsoft Outlook address book and display the names in this window. If you do not have names already set up in Outlook, no contact names will display.

This window *only* activates or deactivates a contact for speech recognition with CyberGenie. *It has no other effect on the contact records.*

You can activate up to 100 contacts for speech recognition.

NOTE: Contact records can be added, edited and activated or deactivated for speech recognition at any time. See "Adding and Updating Contact Records" on page 107.

To activate a contact for speech recognition:

1. Highlight the displayed name, then click the **Activate** button.

2. To activate multiple contacts at the same time, use the shift key to select a range of names.

3. To disable speech recognition for a contact, highlight the displayed name, then click the **Deactivate** button.

4. When done, click **Next**.

Completing Configuration

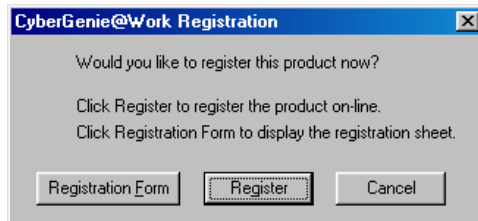The Configuration Complete dialog box provides a configuration summary:
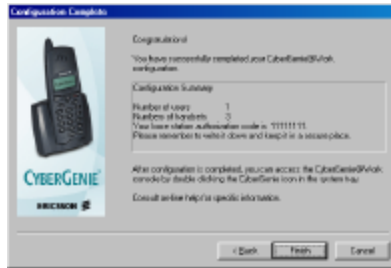
To complete configuration:

1. Verify that the information displayed is correct.

2. Click **Finish** .

Registering the Product

Product registration ensures that you get support and notice of updates to the system:

To register your product:

NOTE: Register your product now to ensure product support!

Click **Registration Form** to print and fax or mail your registration, *or*

Click **Register** to complete registration online.

Start Using Your System!

When installation is complete, the Windows desktop appears with the CyberGenie@Work (CG) monitor button displayed on the Windows system tray.

Once the handset is fully charged, you can use it to place outgoing calls and receive incoming calls. If you set up contacts for speech activation while running the Configuration Wizard, you can also use CyberGenie's call-by-name.

To place a call using the keypad:

1. Pre-dial the number using the handset keypad.

2. Press the [YES] key to place the call.

To place a call using CyberGenie:

1. Press the [CG] key on the handset.

2. When CyberGenie asks *Who would you like to call?*, say the contact name.

To set up your personal voicemail greeting:

1. Press [CG].

NOTE: For full information on the types of outgoing messages you can use and how to record them, see "Unified Messaging Features from the PC" on page117.

2. When CyberGenie asks *Who would you like to call?*, say **CyberGenie**, or press ✳ on the handset.

3. Following CyberGenie's response, say **Personal Greetings**, or press **8**, then **1** on the handset.

4. Following CyberGenie's response, say **Main Greeting**, or press **1**.

5. Next, say **Record**, or press **2**.

Record your message. When done, press [CG], then say **Save**, or press **1**.

Learn more about your system

For a full description of the system interface options and how to use them, see "The User Interface" starting on page37.

Other Hardware Installation Options

You can expand your CG 2400 system by adding handsets. You can also configure a base station to share a phone line with your PC's fax/modem card.

Subscribing Additional Handsets

Your system comes with one handset, but additional handsets can be purchased. The system will support up to 10 handsets.

See "Subscribing a Handset to the Base Station" on page 76 for procedures.

Using Your Handset with Other DA 202 Base Stations

The handset that comes with your system is pre-subscribed to the base station it came with. However, if you use more than one base station, you can also subscribe it to multiple base stations.

You can use the same handset with your base station at the office and the base station at home.

See "Base Stations and Your Handset" on page 166 for how to use additional base stations.

Sharing a Base Station Line with a Modem

If you want to share your base station's Line 1 with a modem, you need to configure both the hardware and software to support it.

This option is available only for Line 1.

To configure your system to support a fax/modem on Line 1:

1. Connect one end of a phone cable (not included) to the fax/modem socket on the bottom of your base station, and the other end to the Line socket on your fax/modem.

Optional fax/modem socket
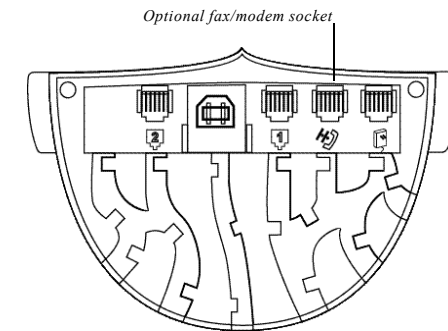
2. Right-click the CG button in the Windows system tray to open the CyberGenie rollup menu.

3. Select **Configuration**. The Configuration application window will open.
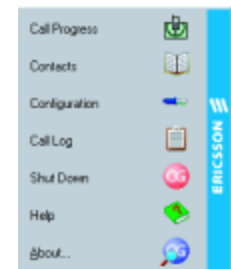
4. Click ✝**External Line(s)** in the left panel to access the External Line Summary panel.

5. Double-click **Line 1**.

6. If the General Properties tab is not on top, click the **General** tab.

7. To allow the line to accept fax calls as well as voice calls, click **Share this line with modem**, then click **Both**. For more information on line configuration, see "External Line Setup" on page66.