The User Interface

The Three Interfaces

An interface is a way of interacting with a system.

In the CG 2400 system, you have three basic user interfaces:

Handset User Interface (HUI) The interface you use when you access features and functions by pressing keys on the handset keypad, or by using the menus on the handset display.

Speech User Interface (SUI) When you "talk" to CyberGenie to access your mail, place calls, or change your outgoing messages (incoming call greetings and voicemail greetings), you are using the speech user interface.

Graphical User Interface (GUI) The software application, CyberGenie@Work, from which you can set up and configure your system, add users and handsets, update your contacts list, monitor calls, place calls, and more. The GUI includes online help.

NOTE: When using the handset, you cannot combine speech and handset commands. If you start using speech commands during a procedure, then switch to keystrokes on the keypad, the speech interface becomes inactive until the current call activity is ended.

Handset User Interface

The handset has keys on the keypad that perform specific functions. There are also menu options you can view on the handset display and select by pressing keys.

Many of the features available can be accessed either from the keypad or by using speech commands with CyberGenie.

Modes of Operation

Handsets can be used with the system in either of two modes:

Full function mode   When the CG 2400 system is working with an active PC, it is in *full function mode*.

Standalone mode   If the PC is turned off or the USB cable is unplugged, the CG 2400 can run in *standalone mode*, which lets you place and receive external calls but does not provide CyberGenie functions.

Handset Keys

CG   Press to start a CyberGenie session.

YES   Press to answer a call or place a predialed call.

NO   Press and hold to turn the phone on or off, or end a call. While using the handset display menu, press to return to previous menu option.
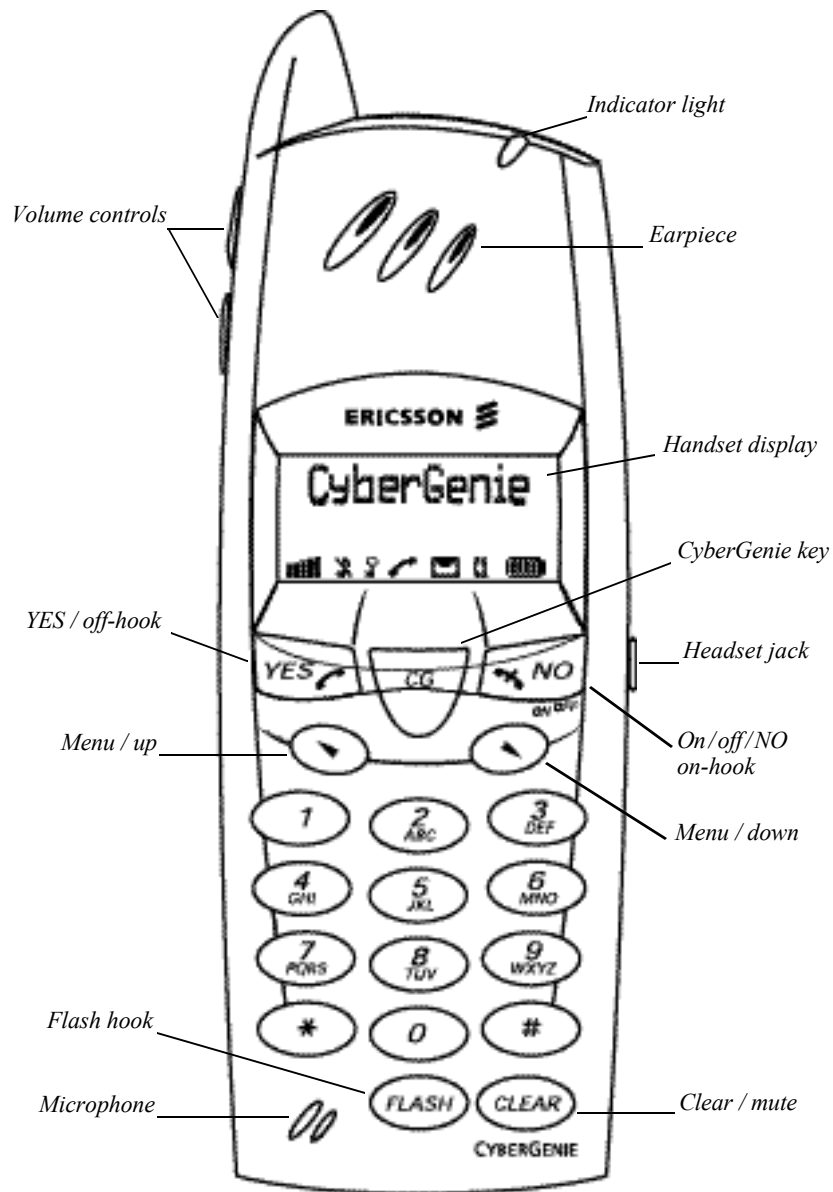
or   Press to activate and navigate the handset menus, or to change case when entering text.

CLEAR   Press to delete the last character entered on the display. When in a menu, press to return to idle display. When a call is active, press to mute the handset microphone.

FLASH   Press to switch between call-waiting calls on the same line (if this feature is available from your phone service), or answer an incoming call while the handset menu is active.

Volume controls

Indicator light

Earpiece

Handset display

CyberGenie key

YES / off-hook

Headset jack

On/off/NO on-hook

Menu / up

Menu / down

Flash hook

Microphone

Clear / mute

Up and down *(located on the left side of the handset)* Press to
volume adjust the earpiece volume louder or quieter. While
control keys on the handset menu RingVolume option, press to
adjust the ring signal volume.

The Handset Display

The display consists of two text lines and a row of status icons.

Display Text

The text on the handset display varies depending on the handset's state.

Idle mode An assigned handset will display the user's name and extension when the handset is *idle* (not in use).

Call in progress When you place a call, the number dialed displays on the second row. Once the call connects, the call's duration will display on the top row.

Call ended When you end a call, the duration will display for a couple of seconds before the display returns to idle.

While accessing the handset display menu While accessing the handset display menu (see "Using the Handset Display Menu" on page 41), the current menu option shows on the display.

Display Icons

Shows signal strength. When you move too far away from the base station, the signal will diminish. It always displays.

Indicates handset ringer is turned off.

Indicates handset keylock is turned on. (The keylock does not stop incoming calls, it only prevents calls from being placed from the handset keypad.)

Indicates handset is off-hook. If a call is not placed, the handset will eventually return to the on-hook state and the icon will disappear.

Indicates that you have a message in your personal or system inbox.

Shows remaining battery charge. It always displays.

Using the Handset Display Menu

With the handset menu, you can control advanced telephony functions and customize the handset.

To navigate the menu options:

Press ⬤**or**⬤ to access the menu and move through menu options.

The active option is indicated by a **>** to the left. Press ⬤ to select an option, then ⬤**or**⬤ to move through the sub-menu options.

Press ⬤ at any time to move up one level of menu options.

Press ⬤ to return to idle mode on the handset display.

Handset Display Menu Options

Menu Path

>IntCall	**Place an internal call from the handset.**
>PhoneBook	**Access phonebook information stored in the handset:**
>PhoneBook >CallName	Access and dial a contact stored in the handset phonebook.
>PhoneBook >Status	Display the date and time of the most recent phonebook download.
>PhoneBook >Download	Download flagged names and phone numbers from the Contacts List on the computer.
>PhoneBook >DeleteAll	Delete all phonebook records from the handset.

>Handset	**Access specialized handset options:**
>Handset **>AutoKeyLock**	Lock the keys on the handset to prevent accidental calling.
>Handset **>BabyPhone**	**Use the handset as a baby monitor:**
>Handset >BabyPhone **>Activate**	Turn on the BabyPhone feature by placing a call from the monitor phone to the speaker phone.
>Handset >BabyPhone **>SetPhoneNo**	Set the handset number to be used as a speaker with the handset monitor.
>Handset >BabyPhone **>InfoTone**	Turn off or on an information tone that alerts you that the BabyPhone monitor is working.
>Handset **>Alerts**	**Control the sound type and volume for different types of handset alerts:**
>Handset >Alerts **>RingVolume**	Set the ring volume for incoming calls.
>Handset >Alerts **>RingType**	Set the type of ring for internal or external calls, callbacks, message notification, or pages.
>Handset >Alerts **>KeySound**	Set the handset keys to make a clicking sound when you press a key, or to remain silent.
>Handset >Alerts **>DiscreetRng**	Turn on or off a feature that starts a ring quietly and gradually increases the volume.
>Handset **>PhoneLock**	**Control handset access:**

>Handset >PhoneLock **>PowerOn**	Prevent a user without the handset PIN from operating the phone.
>Handset >PhoneLock **>Subscript**	Prevent someone from subscribing the handset to a base station without the PIN.
>Handset >PhoneLock **>ChangePIN**	Change the handset PIN. The default is **1111**.
>Handset **>DirectCall**	Set the handset to dial a specific number regardless of which key is pressed.
>Handset **>MasterReset**	Reset all handset features to defaults.
>Handset **>Language**	Change the language that shows on the handset display. Options are English, French and Spanish.
>Handset **>Display**	**Change the display's appearance:**
>Handset >Display **>Light**	Turn the backlight on or off.
>Handset >Display **>Contrast**	Adjust the contrast.
>Handset **>AutoAnswer**	Set the phone to answer automatically when using optional headset for full hands-free operation.
>BaseStation	**Subscribe or unsubscribe a handset to a base station:**

>BaseStation **>Select**	Select a specific base station for the handset or set automatic subscription for the base station with strongest signal.
>BaseStation **>Rename**	Enter a new name for the base station on the handset.
>BaseStation **>Delete**	Unsubscribe a handset from a base station.
>BaseStation **>Resubscribe**	Resubscribe a handset to a base station when it has been accidentally unsubscribed from the PC.
>BaseStation **>Subscribe**	Subscribe a handset to a base station or to a second base station.
>Information	**View information about calls recently placed from this handset:**
>Information **>LastDialed**	View the last number dialed.
>Information **>LastCall**	View the most recent call's duration.
>Information **>TotalCalls**	Total calling time from this handset.
>Information **>ShowIPEI**	View the handset IPEI (International Portable Part Equipment Identity) code for the handset.

Speech User Interface

You can use the speech interface during a CyberGenie session to place calls, control call functions, and access speech menu options.

NOTE: If you switch from speech commands to using the handset keypad during a call session, you are no longer in the speech interface for the duration of that session.

CyberGenie can be used easily by both the new and the experienced user. When you are not sure what to do, CyberGenie will assist you. Once you learn to navigate through the options, you can select them quickly by speaking or by pressing a key on the handset.

In some cases (such as a noisy environment), it will be easier to interact with CyberGenie through the keypad. CyberGenie will prompt you to press the correct numeric keys to indicate your menu selection when that option is available.

Accessing CyberGenie

To access the speech interface, press the ⬢CG key. When CyberGenie asks *Who would you like to call?* you have the following options:

Call by name If you answer CyberGenie's *Who would you like to call?* by giving a name in the contact list that is marked for speech recognition, CyberGenie will attempt to match the spoken word with a name in the contact list. Once successful, CyberGenie will place the call.

CyberGenie menu If you answer CyberGenie's *Who would you like to call?* by saying "CyberGenie," you can begin to navigate through other available options.

CyberGenie help When using CyberGenie, if you are not sure what to do or say, CyberGenie will assist.

Depending on the feature you are using, CyberGenie will either repeat the question, or provide more detailed help or options.

If you have trouble answering a prompt, remain silent and CyberGenie will repeat the prompt. If you need more assistance, say **I need help**, or **Help** and

CyberGenie provides more detailed explanations and options. You can also press the **0** key at any time while working with CyberGenie to get help.

Once you are familiar with the system, you can interrupt the prompts by speaking or pressing a key.

Other CyberGenie Functions

Other speech-activated features include:

Forwarding calls Lets you enable/disable call forwarding as well as select a forwarding destination.

Checking messages Lets you check voicemail, email, and fax header messages.

Call parking Places the most recently held external call into park mode, which allows another handset user to pick up the call.

Picking up calls Lets you receive the call most recently parked to your handset.

Recording memos Lets you record a memo to yourself.

Changing voicemail greetings Gives you access to the voicemail greetings menu.

Changing welcome greetings Gives you access to the welcome greetings menu.

For all CyberGenie options, follow CyberGenie's instructions to complete the activity.

CyberGenie Quick Reference

Press the 🔘 key to answer an incoming call.

Press the 🔘 key to end a call.

Start all CyberGenie sessions by pressing the 🔘 key on the handset.

With all of the following commands, you cannot mix speech and keypad commands. If you start in the speech interface and press a key to access a function, you will then be in the handset keypad interface for the rest of that call session.

Basic commands

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS THE CYBERGENIE SPEECH INTERFACE MENU
		RETURN TO TOP LEVEL FROM ANYWHERE IN THE MENU TREE
YES	1	YES (IN RESPONSE TO CYBERGENIE)
NO	2	NO (IN RESPONSE TO CYBERGENIE)
PHONE MENU	6	ACCESS CALL MANAGEMENT MENU (SEE "CALL MANAGEMENT" ON PAGE 47)
MAIL MENU	7	ACCESS MAIL MENU
GREETINGS MENU	8	ACCESS GREETINGS MENU
GOODBYE	9	END CYBERGENIE SESSION
I NEED HELP	0	GET HELP FROM CYBERGENIE FOR CURRENT ACTIVITY

Call management

VOICE (SAY)	KEY	OPTION DESCRIPTION
CALL BY NAME	6 1	START CALL-BY-NAME PROCEDURE
DIAL EXTERNAL NUMBER	6 2	DIAL EXTERNAL NUMBER
DIAL EXTENTION	6 3	DIAL EXTENSION
SWITCH CALL	6 3	SWITCH BETWEEN TWO CALLS WHEN ONE IS ON HOLD
RETRIEVE	6 4	RETRIEVE A PARKED CALL WHEN A PARKED CALL IS WAITING (ONLY ALLOWED WHEN HANDSET IS IDLE)
HANG UP	6 4	END AN ACTIVE CALL
SET UP A CONFERENCE CALL	6 5	SET UP A CONFERENCE CALL WHEN TWO CALLS ARE ON THE LINE
PARK THIS CALL	6 5	PARK THE CALL ON HOLD WHEN ONLY ONE CALL IS ON THE LINE
FORWARD MY CALLS	6 6	FORWARD ALL CALLS
STOP FORWARDING	6 7	STOP CALL FORWARDING
REJECT THIS CALL	6 8	SEND CALL TO THE REJECTION MESSAGE AND DISCONNECT

Unified mail management

Voice (say)	Key	Option Description
Read new mail	7 1	Read new mail
Read saved mail	7 2	Read saved mail
Record a memo	7 3	Record a memo

Outgoing message management

Voice (say)	Key	Option Description
Voicemail greetings (and/or) Personal greetings	8 1 1	Access personal greetings
Voicemail greetings (and/or) System greetings	8 1 2	Access system greetings
Welcome greetings (then) business hours greeting	8 2 1	Access business hours greeting
Welcome greetings (then) non-business hours greeting	8 2 2	Access non-business hours greeting
Welcome greetings (then) temporary greeting	8 2 3	Access temporary welcome greeting
Rejection Message	8 3	Access rejection message

Graphical User Interface

The Server

The CyberGenie@Work *server* is the background program that runs CyberGenie@Work. It automatically loads when you start your PC.

NOTE: If **CG** *is yellow,* *check that the USB cable is properly connected and the base station is powered.)*

The **CG** CyberGenie button on your Windows system tray indicates that the software is loaded.

When **CG** is green, the server is running. When **CG** is red, the server is shut down. When **CG** is yellow, the PC is not communicating with the base station.

The Application

The CyberGenie@Work application is the software user interface. The server can run with the application closed, but you have to open the application to interact with the program from the computer.
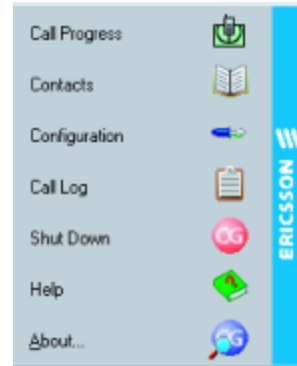
To access a CyberGenie@Work application window from the Windows taskbar:

Double-click **CG** in the Windows system tray to open the Call Progress window directly:

To access a CyberGenie@Work application window from the Windows taskbar:

1. Right-click 🅒🅖 in the Windows taskbar to open the CyberGenie rollup menu.

2. From this menu, click the desired application.

NOTE: Always shut down the application and the server before shutting down your computer to keep from losing data.

NOTE: With the server closed, CyberGenie will not log calls, but you can still place external calls from the handset if the base station is powered and the handset charged.

To close the application:

Click ❌ in the upper-right corner of any application window.

To shut down the server and/or your computer:

1. If the application is open, close it.

2. Right-click 🅒🅖 on the Windows taskbar to close the CyberGenie@Work server.

3. Click **Shut Down** from the CyberGenie rollup menu. A series of status messages will appear indicating that the system is closing down. **Do not power down your computer until the status messages no longer display!**

4. Power down the computer the way you normally would.

To restart the CyberGenie server:

CyberGenie@Work automatically starts up when you turn on your computer. To restart it without rebooting your whole system:

1. Right-click 🅒🅖 on the Windows taskbar.

2. Click **Start Up**.

Miniaturizing the Application Window

You can also minimize the application window. This lets you view some call activity without obscuring other applications you might want open on your monitor screen. When the window is miniaturized, a limited amount of information is displayed.

To miniaturize the application window:

Click ⬛ in the upper right corner of the application window.

To move the miniaturized window:

Click anywhere on the window and **drag** it to the desired position on the screen.

To maximize the miniaturized window:

Double-click on the border of the miniaturized window.

Areas on a Window

Panels A *panel* is an area on an application window. Generally, the panel to the left shows available resources, while the panel to the right shows detailed information.

Application buttons Application buttons are on the bottom window border. Clicking an application button opens the corresponding application window:

The *Call Progress* button accesses the Call Progress window. From this window, you can graphically track calls in progress and perform various call functions.

The *Contacts* button accesses the Contacts window. From this window you can view, add, edit, and delete contact names and numbers.

The *Configuration* button accesses the Configuration window, from which you can edit configuration settings.

The *Call Log* button accesses the Call Log window, which displays a list of all calls in and out.

The *CyberGenie@Work Help* button accesses the online help, which provides procedural information.

CYBERGENIE

Clicking on the CyberGenie logo on the bottom left of the window border will display information on the version of CyberGenie@Work you have installed. You can also access registration from this window.

Line indicators The line indicators on the right side of the window border show phone line status:

Green indicates a line is available.

Red indicates a line is in use.

Amber indicates that outbound calling has been turned off for this line.

Amber broken indicates that the system cannot detect a dialtone on the line.

**Off** (no light) indicates the line is not connected.

Contacts Window

You can use the buttons on the application menu bar to quickly access such features as adding a contact record or activating a contact for speech recognition.

Use the search fields to quickly find contact names.

The 📇 icon indicates this contact's name and number can be downloaded to your handset.

The 🔊 icon indicates this contact is activated for speech recognition.
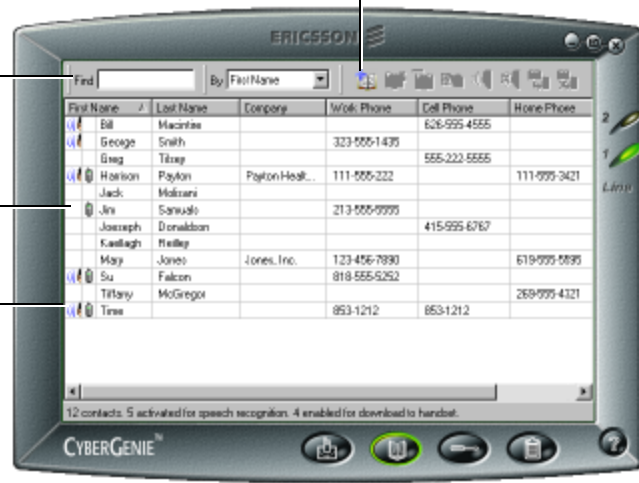

Configuration Window

The information displayed on the detail panel on the right changes depending on the option selected to the left.

The application menu bar provides quick access to such features as adding or deleting a user record.

Click on a configuration option in the resources panel on the left to display details for each option. If you click a second time on either **Handsets** *or* **Users***, lists of available handsets or active users will also display in the resources panel. Click again to hide the sub-options.*
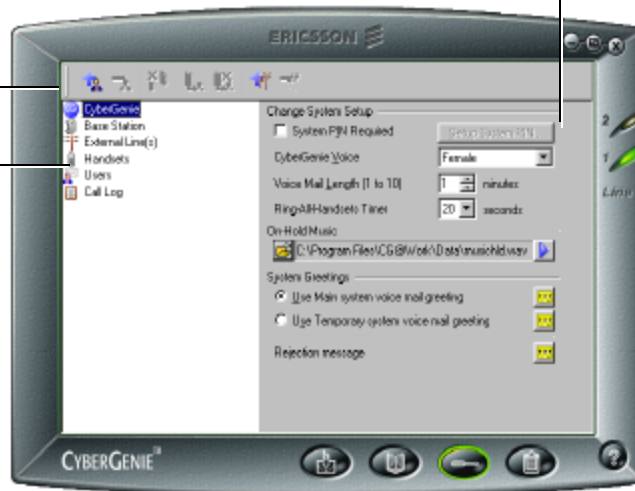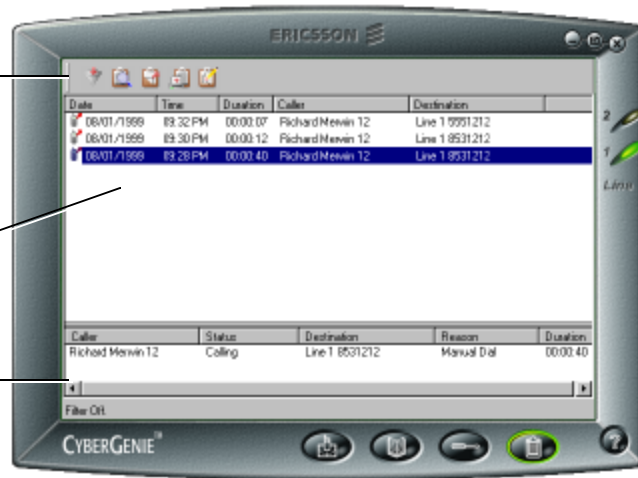
Call Log Window

The application menu bar provides quick access to such features as filtering or printing the call log information.

You can view records of calls made through your CG 2400 System.

You can also view detailed information for each call.

Call Progress Window

From any application window, you can click this button to display a miniaturized view of the Call Progress window.

The Call Detail summary panel shows all current call activity.

The call resources view buttons on the User/ Contact panel change the information displayed in the left panel. You can display active handsets, users with mailboxes or a full list of contacts.

The Call Details panel graphically displays call activity for the air channel highlighted in the Summary panel at the top.

Click to display a text description of the call in the bottom of the Call Details panel.

Line indicators show which lines are in use.

Online Help

To access online help, click on the application menu, or access it through the CyberGenie@Work rollup menu.

To get help for a specific window, press **F1** while in the window.

If you right-click while over specific fields, a *What's This?* pop-up appears. Click **What's This?** for field-specific information.