Appendices

Tips for Using CyberGenie

PC Performance

The CG 2400 system shares resources with other software on your PC. Applications that require large amounts of memory and processor time impact CyberGenie's ability to recognize speech commands. If you experience delays of more than one or two seconds during a speech command, try closing any open software applications to see if CyberGenie@Work will speed up.

CyberGenie Pronunciation

When setting up a user or contact name, you can correct CyberGenie's pronunciation and understanding of the name by entering it phonetically in the pronunciation fields. There are a few rules that make this easy:

- Replace vowels and/or consonants with similar sounding vowels and/or consonants.

- Capitalize or duplicate vowels.

- Insert a dash to silence or lengthen vowels by breaking up the name.

- Alter the intonation of a name by re-writing it.

For example:

Sample name	How to enter	
Stefanie	Pronounce *a* as *aa*	Stef**aa**nie
Celine	Pronounce *i* as *e*	Ce-l**e**ne

Other Tips

Practice speaking   While CyberGenie does not *learn* how to listen to each specific user, you may need to adjust your speech when communicating to CyberGenie.

Background noise   CyberGenie rejects most levels of continuous background noise, but short, loud noises can interfere with successful speech recognition.

The following can negatively affect system performance:

- Jewelry rubbing on the plastic of the phone.
- Surrounding noises (such as loud television, dog barking, sneezing, and so on).
- Proximity to interfering devices such as microwave ovens.

In environments where background noise poses a continuous problem, use the keypad commands when working with CyberGenie.

More is better   The more information you give, the easier it is for CyberGenie to understand what you say. For example, say **Read the Previous One** instead of **Previous** to move to an earlier message in the mail system.

Speak normally   Pronounce words clearly as you would during everyday conversation. Whispering or shouting makes it difficult for CyberGenie to understand you.

Statements, not questions   Phrase your commands as statements, not questions. For example, if you want to record a memo, you should say **Record a memo!**, not **Record a memo?**

Yes and no   When CyberGenie asks you a question, most often your response will be **Yes** or **No**. If CyberGenie has trouble understanding, try saying **Yes, please; Yep;**

No, thanks or **Nope**, or pressing **1** on the handset for Yes or **2** for No.

Asking for help   You can ask for help at any time by saying something like **I need help**, or **Help me**, and CyberGenie will guide you. You can also press **0** at any time when using the handset to get CyberGenie's help.

Calling by name   You can use phrases similar to the examples below to call someone at home, the office, a mobile phone, or a pager number:

John Smith or **John Smith on his pager** or **John Smith at work** or **John Smith on his cell phone number**

Sometimes CyberGenie is not sure of the name and will ask you to confirm it. You can cancel the call by saying **No**, **Don't**; or **Stop** when CyberGenie announces that the call is about to be placed.

Setting up your voicemail   One of the first things you can do is set up your voicemail greeting.

CyberGenie   1. To access CyberGenie, press 🔲 on the handset, then say **CyberGenie**.

2. Try one of the following phrases or a similar phrase:

Personal greetings or **Personal voicemail announcement** or **I want to change my personal greetings**

Keypad   Press 🔲 ✳ **8 1 1**

Listening to messages   When the mail icon displays on the handset, you have new unread messages. To access messages:

CyberGenie   1. Press 🔲 on the handset and say **CyberGenie** to access the main menu.

2. Say a phrase like:

Check my new mail or **I want to read my new messages** or **Play new mail**

Keypad   Press 🔲 ✳ **7 1**

At the end of a message you have the option of repeating it, going to the next or previous one or

deleting. Following are descriptions of actions you can take.

- To repeat a message:

CyberGenie   **Repeat it** or **Repeat message**

Keypad   Press **3**

- To move to the next message:

CyberGenie   **Next** or **Next message** or **Go to the next one**

Keypad   Press **1**

- To move to the previous message:

CyberGenie   **Read the previous one** or **Back up one** or **Keypad**

Press **2**

- To delete a message:

CyberGenie   **Delete it** or **Delete message**

Keypad   Press **4**

Setting up a conference   You can use the following phrases to set up a conference call when you have no calls or when you have two calls on hold:

CyberGenie   **Conference**

Set up a conference

I'd like to start a conference

Keypad   To set up a new conference call press [CG] ✱ **6 5** .

To start a conference with two calls on hold press [CG] ✱ **6 2**.

You cannot set up a CyberGenie conference with two calls on the same line. (This is often referred to as network call waiting.)

Returning to the main menu   You can return to the main menu at any time by saying a phrase such as:

Start over or **Could you start again?** or **CyberGenie**

Entering Non-Numeric Symbols from the Handset Keypad

You can use the keypad to enter letters and symbols from the handset.

This feature is used when selecting a name to dial from the handset phonebook (see "Placing a Call Using the Phonebook" on page146) or when renaming the base station (see "Renaming a Base Station" on page 167).

Each numeric key represents several letters, symbols or numbers. To enter a character other than the first character for that key, quickly press the key to rotate through available characters.

For example, to enter the letter **N**, you would rapidly press the **6** key twice.

Use the ✱ key or ◖or◗ to switch from upper to lower case:

Key	Uppercase	Lowercase
1	Space - ? ! , . : " ` ( ) 1	Space - ? ! , . : " ` ( ) 1
2	A B C Å Ä Æ À Ç 2	a b c å ä æ á ç 2
3	D E F È É 3	d e f è é 3
4	G H I Ì 4	g h i ì 4
5	J K L 5	j k l 5
6	M N O Ñ Ö Ø Ò 6	m n o ñ ö ø ò 6
7	P Q R S ß 7	p q r s ß 7
8	T U V Ü Ù 8	t u v ü ù 8
9	W X Y Z 9	w x y z 9
0	0 + & @ / $ % £	0 + & @ / $ % £
#	# *	# *

Tables

DA 202 Base Station Indicator Light Status

Indicator	State
Green	Base station is successfully connected to the PC and CyberGenie@Work is running.
Green blinking	Firmware is being downloaded from the PC to the base station.
Amber	Base station running in standalone mode (PC is not on, software is not loaded or USB cable is disconnected).
Amber blinking	Hardware is initializing and is in diagnostic mode.
Red	If red for a few seconds, base station is initializing. If red persists, indicates base station failure—contact technical support.
Off	Base station is not connected to power source.

External Line Indicator Status

Indicator	State
Green	The line is available.
Red	The line is in use.
Amber steady	Outgoing calls are disabled on this line.
Amber broken	CyberGenie did not detect a dial tone on this line during the last call attempt.
Off	The line is not configured.

Call Status Table

Following is a table of possible states for an active call. For information on how these states are reported by the system, see "Call Log" on page 101.

Status	Description
Call being set up	The system is preparing to make a call.
Calling	The call is being placed.
Talking	A call has been successfully placed.
Consulting	Talking to a second party while first party is on hold.
Conference	A call has been conferenced.
Parked by (user name)	A call has been parked, with the name of the handset user who parked it.
Recalling	A second call was terminated with a first call on hold and the first call automatically rings back the handset.
Connected to (user name)	The call has been forwarded to another handset, with the name of the handset user receiving the call.
Connected to voicemail	The call has been forwarded to voicemail.

Call Reason Table

Below is a table of possible reasons for an active call state. For more information on how these states are reported by the system, see "Call Log" on page 101.

Reason	Description
Unpark	A parked call has been retreived by a handset.
CyberGenie	The handset caller has called CyberGenie.
Manual Dial	A call is being dialed manually from the handset using the keypad.
Predial	A call has been predialed on a handset but has not yet engaged.
External	An external call has been placed.
System Routing	Call has been automatically routed to handset or voicemail by system.
Redirect	A call is being redirected.
Forward	A call is being forwarded.
Swap	User has switched between active call and call on hold.
Transfer	A call is being transferred.

Blind transfer	User has transferred call and hung up before call was answered.
Disconnects	A call has been disconnected.
Retrieve	A parked call has been retrieved.
Park	A call has been parked.
Conference	A call has been conferenced in.
Message Notification	A message notification has been sent by CyberGenie to a user.
Auto-Attendant Timeout	Call has been re-routed after three failed attempts by CyberGenie to understand caller request.
Paging	System is ringing all handsets.
No Handset	User does not have handset assigned.
Busy Forward	Call was forwarded from handset because of busy signal.
Call Rejected	A call has been sent to the call rejection message.
Call Waiting Accepted	A handset user has taken a call that came in on call waiting.

Reinstalling the Software

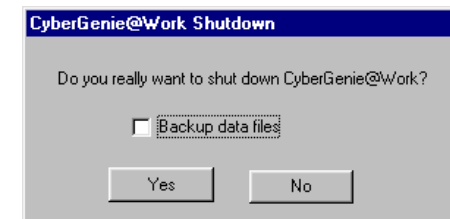There may be instances where you will want to uninstall the CyberGenie@Work software.

Data backup When uninstalling the software, you have the option of backing up the CyberGenie@Work data files. These files store such data as saved voicemail messages, user data (including call routing and other preferences), and so on. It also includes the system PIN information.

If you forget the system PIN If you forget your system PIN, you will need to uninstall CyberGenie@Work without saving the data, then reinstall the software.

You will also need to reinstall the software if you get an upgraded version of the program.

To uninstall the software:

1. Right-click on the $\mathbb{CG}$ icon on the Windows taskbar.

2. Select **Shut Down**. A dialog box opens:

3. Click the **Backup data files** checkbox, then click **Yes** to back up your data.

4. Click **Start** on the Windows taskbar, then select **Programs> CyberGenie>Uninstall.**

5. A message displays: **Are you sure you want to completely remove CyberGenie and all of its components?** Click **Yes** to confirm.

6. Another message displays: **Select a folder for saving the CyberGenie@Work data files**. Click **Use default folder**, then click **Save**.

7. When the backup procedure is complete, click **OK**.

8. When prompted whether you want to **Remove Shared File?** click **No to All.**

9. The screen displays the progress of the uninstall procedure.

10. When uninstall is complete, click **OK**.

To reinstall the software:

NOTE: Leave the CD in the drive when you restart the computer. You will need the CD in the drive to complete installation and run the Configuration Wizard.

1. Ensure that the CyberGenie@Work server is closed. Refer to the procedure in "To close the application:" on page50 as needed.

2. Insert the CyberGenie@Work CD-ROM into the drive. When the Install window automatically opens, click **Re-install**.

3. Follow the directions on the screen.

To restore backed-up data after reinstallation:

1. Copy the following files from the *CGbackup000X* folder into the *CyberGenie@Work\Bin* folder:

   UWAconfig.dat

   UWAconfigback.dat

   UWAcallLogDB.mdb

NOTE: It is also recommended that you make a copy of these files on a floppy disk.

2. Reboot your PC.

Configuring Your MAPI Application Correctly

Once you've installed the CyberGenie@Work software, if an error message displays saying that Windows Messaging Service or Microsoft Outlook is not configured properly, you will need to check the Mail options set in Window's Control Panel:

1. Go to Control Panel, then double-click the **Mail** icon (in some cases it might be **Mail and Fax**). A dialog box with three tabs—**Services**, **Delivery** and **Addressing**—displays.

2. For CyberGenie@Work to function fully, Personal Folders should be available in the **Services list** box. If not, click the **Add** button and select **Personal Folders**.

3. Windows will ask for the location of a .pst file. It is recommended that you use the default location (C:\Windows in Windows 98 and C:\WINNT in Windows 2000) and save the file as *uwastore.pst* as this will ensure that the .pst file will be backed up and saved during uninstall. Otherwise, if this file is damaged or lost, you will have to reenter your contact information.

4. After **Personal Folders** is added to the **Services list**, set the **Delivery** option in the **Delivery** tab to **Personal Folders**. (If you previously had Outlook set up for Internet Mail, this could give an error message even after the corporate workgroup component is installed. CyberGenie@Work uses the **Delivery** setting to create multiple e-mail accounts for the CyberGenie users.

If you only have Windows Messaging Service loaded, the Exchange Server service should not be set up as that will give problems when trying to access the Inbox. Personal Folders should be set up as above. WMS for Windows NT has a Configuration Wizard which guides you through setup. Select the

Manually Configure Mail Options setting and make the above changes as otherwise the Wizard installs Exchange Server and MS Mail PostOffice, which then interferes with CyberGenie@Work's functions.

MS Outlook can be installed on a system which has only WMS. However, you should not try to install WMS on a system that already has MS Outlook setup since there might be a conflict with some of the files. When MS Outlook is installed on top of WMS, verify the Mail settings either in **Control Panel** or by selecting the **Tools Services** options in MS Outlook.

Importing Contact Information into Outlook or Windows Messaging

In MS Outlook, contacts can be imported from another .pst file. The Import option is available in the File menu.

In WMS, though the Import option is available, it allows import of only .mmf or .pab (Personal Address Book) files. To be able to get the contact information from another .pst file (the source file), you will need to copy the source file into the directory where your own local .pst file is located (most probably called uwastore.pst), delete that file and rename the source .pst file to replace the local .pst file. Care must be taken while doing this since you could lose messages in the user accounts that were created by CyberGenie@Work in the local .pst file.

Troubleshooting

This section describes common situations that may come up during the installation and operation of CyberGenie.

Hardware

Situation	Description
Base station light is off	**Cause** Base station not properly connected to electrical outlet.
	Action Verify that power cable is properly connected to base station.
Base station light stays red	**Cause** Base station is damaged.
	Action Call technical support.
Base station light is amber	**Cause** Indicates that the base station is in standalone mode.
	Actions Verify that PC is up and the CyberGenie@Work is running.
	Verify that USB cable is connected properly.
Internal calls work but cannot make or get external calls	**Actions** Verify that external phone lines are connected to the base station.
	Verify that phone lines have been assigned external numbers *(*"External Line Setup" on page66*).*
	Try connecting an analog line to the fax/modem socket (you should hear a dial tone).
	Verify that the base station power is correctly connected.
	Ensure that outgoing calls have not been disabled for that line.

Software

Situation	Description
CyberGenie@Work always uses nonbusiness hours welcome message	**Cause** Incorrect configuration. **Actions** Verify that the **ALWAYS USE NONBUSINESS HOURS** on the **Set Business Hours** tab for External Line(s) configuration is unchecked. Check the PC system time.
Incorrect on-hold music is played	**Cause** Incorrect configuration **Action** Verify the filename on the **CyberGenie** configuration window. The default file is *musichld.wav*.
The prompt for system configuration password never shows up	**Cause** Incorrect configuration. **Action** Enable the password check on the **CyberGenie** configuration by checking **System PIN required**, then entering PIN.
CyberGenie doesn't use correct voice (male/female)	**Cause** Incorrect configuration. **Action** Verify that the correct voice is selected on the **CyberGenie** configuration window.
An incorrect announcement or no announcement is being played	**Cause** Incorrect configuration. **Actions** Verify that the announcement files have not been deleted, damaged, or replaced. Do this by playing back the announcement through **CyberGenie** configuration. If the file does not play, re-record the announcement. If the problem persists, reinstall software to replace the default files.
Calls are being routed to an incorrect destination	**Cause** Incorrect or incomplete configuration. **Actions** Verify routing information under the External Lines configuration for both business and nonbusiness hours. Also, check Users configuration to ensure calls are routed to handsets. Verify that handsets are subscribed and assigned to users. Check the call forwarding properties for the handset users.
There is an error in call forwarding or message notification	**Cause** Incorrect or incomplete configuration. **Action** Check **Call Forwarding** and **Messaging** boxes on **Users** configuration.
The call log is empty	**Cause** Incorrect or incomplete configuration. **Action** Check call log configuration on **Call Log** configuration window.
I cannot make a call by saying a caller's name	**Cause** Speech recognition disabled in Contacts. **Action** Make sure that contact entry has speech recognition enabled.
Line lock out	**Cause** Software is unable to detect remote on-hook message. **Action** Wait for 20 seconds or reset the base station.
PC displays an unknown device message	**Cause** Driver was not copied from CD (during installation process) *before* plugging in the base station's USB cable to PC. **Action** Uninstall software. Disconnect base station from power outlet. Reinstall software, making sure you do not reconnect base station to power supply until prompted by system to connect base station.

Handset

Situation	Description
My handset is not working	**Actions** Reset the handset. Reset the base station power. Replace the handset battery Refer to the handset manual for additional information.
My handset gives a busy tone or constant dial tone	**Cause** Attempting to make internal call while system is in standalone mode, or inconsistent state of base station, handset, or software. **Actions** Ensure that handset is subscribed to base station. Verify that handset is fully charged.

I do not hear a dial tone after pressing **YES** **Cause** Handset is subscribed but not assigned yet, or inconsistent state of base station, handset, or software.

Actions Make sure the handset is assigned to a user.

Reset the handset power.

Make sure the base station light is amber or green.

Make sure that at least one phone line cable is plugged in and Line 1 is defined in the configuration.

Refer to the handset manual for additional information.

I cannot subscribe a new handset **Action** Make sure that the handset is first unsubscribed while PC software is running. See "Unsubscribing a Handset" on page 79 for full procedures.

The handsets do not ring on an incoming call **Actions** Ensure that the external line's incoming routing option under system configuration indicates that you want incoming calls to ring through to the handsets.

Try to re-power the handset.

Make sure that the current time is correct, and that business hours/non-business hours are set correctly.

Additional Help

In addition to the printed documentation and the online help, your Ericsson CG 2400 System provides other levels of help.

Help from the Handset

Obtain general help on how to perform system operations using the handset by pressing **0** or by saying **I Need Help** during a CyberGenie session at the main menu level. CyberGenie will provide a list of help options from which to select. Select an option by either pressing the corresponding handset key or by the number associated with the option.

Online Support via Internet

Help is also available at w*ww.cybergenietech.com.*

Telephone Technical Support

For additional technical support, call 1-877-MY-GENIE (1-877-694-3643) from 8:30 A.M. to 12:30 A.M. EST (5:30 A.M. to 9:30 P.M. PST).

Record Your PINs

Record your PINs in the spaces below for safekeeping and easy reference:

Base Station ID   **PIN #**

System: _____   _____

Handset Number   **PIN #**

Handset PIN: _____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

User Name   **PIN #**

User PIN: _____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

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- Insert a dash to silence or lengthen vowels by breaking up the name.

- Alter the intonation of a name by re-writing it.

For example:

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Celine	Pronounce *i* as *e*	Ce-l**e**ne

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- Proximity to interfering devices such as microwave ovens.

In environments where background noise poses a continuous problem, use the keypad commands when working with CyberGenie.

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The more information you give, the easier it is for CyberGenie to understand what you say. For example, say **Read the Previous One** instead of **Previous** to move to an earlier message in the mail system.

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Pronounce words clearly as you would during everyday conversation. Whispering or shouting makes it difficult for CyberGenie to understand you.

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Phrase your commands as statements, not questions. For example, if you want to record a memo, you should say **Record a memo!**, not **Record a memo?**

Yes and no
When CyberGenie asks you a question, most often your response will be **Yes** or **No**. If CyberGenie has trouble understanding, try saying **Yes, please; Yep;**

No, thanks or **Nope**, or pressing **1** on the handset for Yes or **2** for No.

Asking for help
You can ask for help at any time by saying something like **I need help**, or **Help me**, and CyberGenie will guide you. You can also press **0** at any time when using the handset to get CyberGenie's help.

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You can use phrases similar to the examples below to call someone at home, the office, a mobile phone, or a pager number:

> **John Smith** or **John Smith on his pager** or **John Smith at work** or **John Smith on his cell phone number**

Sometimes CyberGenie is not sure of the name and will ask you to confirm it. You can cancel the call by saying **No**, **Don't**; or **Stop** when CyberGenie announces that the call is about to be placed.

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One of the first things you can do is set up your voicemail greeting.

CyberGenie
1. To access CyberGenie, press [CG] on the handset, then say **CyberGenie**.

2. Try one of the following phrases or a similar phrase:

> **Personal greetings** or **Personal voicemail announcement** or **I want to change my personal greetings**

Keypad
Press [CG] ✱ **8 1 1**

Listening to messages
When the mail icon displays on the handset, you have new unread messages. To access messages:

CyberGenie
1. Press [CG] on the handset and say **CyberGenie** to access the main menu.

2. Say a phrase like:

> **Check my new mail** or **I want to read my new messages** or **Play new mail**

Keypad
Press [CG] ✱ **7 1**

At the end of a message you have the option of repeating it, going to the next or previous one or

deleting. Following are descriptions of actions you can take.

- To repeat a message:

CyberGenie **Repeat it** or **Repeat message**

Keypad Press **3**

- To move to the next message:

CyberGenie **Next** or **Next message** or **Go to the next one**

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- To move to the previous message:

CyberGenie **Read the previous one** or **Back up one** or **Keypad**

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- To delete a message:

CyberGenie **Delete it** or **Delete message**

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Setting up a conference You can use the following phrases to set up a conference call when you have no calls or when you have two calls on hold:

CyberGenie **Conference**
Set up a conference
I'd like to start a conference

Keypad To set up a new conference call press **CG ✳ 6 5** .

To start a conference with two calls on hold press **CG ✳ 6 2**.

You cannot set up a CyberGenie conference with two calls on the same line. (This is often referred to as network call waiting.)

Returning to the main menu You can return to the main menu at any time by saying a phrase such as:

Start over or **Could you start again?** or **CyberGenie**

Entering Non-Numeric Symbols from the Handset Keypad

You can use the keypad to enter letters and symbols from the handset.

This feature is used when selecting a name to dial from the handset phonebook (see "Placing a Call Using the Phonebook" on page146) or when renaming the base station (see "Renaming a Base Station" on page 167).

Each numeric key represents several letters, symbols or numbers. To enter a character other than the first character for that key, quickly press the key to rotate through available characters.

For example, to enter the letter **N**, you would rapidly press the **6** key twice.

Use the ✳ key or ◀ or ▶ to switch from upper to lower case:

Key	Uppercase	Lowercase
1	Space - ? ! , . : " ` ( ) 1	Space - ? ! , . : " ` ( ) 1
2	A B C Å Ä Æ À Ç 2	a b c å ä æ á ç 2
3	D E F È É 3	d e f è é 3
4	G H I Ì 4	g h i ì 4
5	J K L 5	j k l 5
6	M N O Ñ Ö Ø Ò 6	m n o ñ ö ø ò 6
7	P Q R S ß 7	p q r s ß 7
8	T U V Ü Ù 8	t u v ü ù 8
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Amber blinking	Hardware is initializing and is in diagnostic mode.
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Off	Base station is not connected to power source.

External Line Indicator Status

Indicator	State
Green	The line is available.
Red	The line is in use.
Amber steady	Outgoing calls are disabled on this line.
Amber broken	CyberGenie did not detect a dial tone on this line during the last call attempt.
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Call Status Table

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Parked by (user name)	A call has been parked, with the name of the handset user who parked it.
Recalling	A second call was terminated with a first call on hold and the first call automatically rings back the handset.
Connected to (user name)	The call has been forwarded to another handset, with the name of the handset user receiving the call.
Connected to voicemail	The call has been forwarded to voicemail.

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Below is a table of possible reasons for an active call state. For more information on how these states are reported by the system, see "Call Log" on page101.

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Forward	A call is being forwarded.
Swap	User has switched between active call and call on hold.
Transfer	A call is being transferred.

Blind transfer	User has transferred call and hung up before call was answered.
Disconnects	A call has been disconnected.
Retrieve	A parked call has been retrieved.
Park	A call has been parked.
Conference	A call has been conferenced in.
Message Notification	A message notification has been sent by CyberGenie to a user.
Auto-Attendant Timeout	Call has been re-routed after three failed attempts by CyberGenie to understand caller request.
Paging	System is ringing all handsets.
No Handset	User does not have handset assigned.
Busy Forward	Call was forwarded from handset because of busy signal.
Call Rejected	A call has been sent to the call rejection message.
Call Waiting Accepted	A handset user has taken a call that came in on call waiting.

Reinstalling the Software

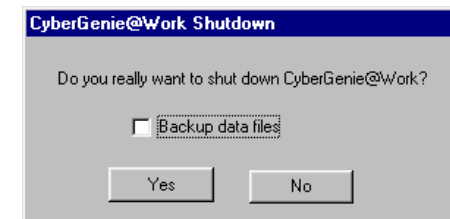There may be instances where you will want to uninstall the CyberGenie@Work software.

Data backup When uninstalling the software, you have the option of backing up the CyberGenie@Work data files. These files store such data as saved voicemail messages, user data (including call routing and other preferences), and so on. It also includes the system PIN information.

If you forget the system PIN If you forget your system PIN, you will need to uninstall CyberGenie@Work without saving the data, then reinstall the software.

You will also need to reinstall the software if you get an upgraded version of the program.

To uninstall the software:

1. Right-click on the CG icon on the Windows taskbar.

2. Select **Shut Down**. A dialog box opens:

3. Click the **Backup data files** checkbox, then click **Yes** to back up your data.

4. Click **Start** on the Windows taskbar, then select **Programs> CyberGenie>Uninstall.**

5. A message displays: **Are you sure you want to completely remove CyberGenie and all of its components?** Click **Yes** to confirm.

6. Another message displays: **Select a folder for saving the CyberGenie@Work data files**. Click **Use default folder**, then click **Save**.

7. When the backup procedure is complete, click **OK**.

8. When prompted whether you want to **Remove Shared File?** click **No to All.**

9. The screen displays the progress of the uninstall procedure.

10. When uninstall is complete, click **OK**.

To reinstall the software:

NOTE: Leave the CD in the drive when you restart the computer. You will need the CD in the drive to complete installation and run the Configuration Wizard.

1. Ensure that the CyberGenie@Work server is closed. Refer to the procedure in "To close the application:" on page50 as needed.

2. Insert the CyberGenie@Work CD-ROM into the drive. When the Install window automatically opens, click **Re-install**.

3. Follow the directions on the screen.

To restore backed-up data after reinstallation:

1. Copy the following files from the *CGbackup000X* folder into the *CyberGenie@Work\Bin* folder:

   UWAconfig.dat

   UWAconfigback.dat

   UWAcallLogDB.mdb

NOTE: It is also recommended that you make a copy of these files on a floppy disk.

2. Reboot your PC.

Configuring Your MAPI Application Correctly

Once you've installed the CyberGenie@Work software, if an error message displays saying that Windows Messaging Service or Microsoft Outlook is not configured properly, you will need to check the Mail options set in Window's Control Panel:

1. Go to Control Panel, then double-click the **Mail** icon (in some cases it might be **Mail and Fax**). A dialog box with three tabs—**Services**, **Delivery** and **Addressing**—displays.

2. For CyberGenie@Work to function fully, Personal Folders should be available in the **Services list** box. If not, click the **Add** button and select **Personal Folders**.

3. Windows will ask for the location of a .pst file. It is recommended that you use the default location (C:\Windows in Windows 98 and C:\WINNT in Windows 2000) and save the file as *uwastore.pst* as this will ensure that the .pst file will be backed up and saved during uninstall. Otherwise, if this file is damaged or lost, you will have to reenter your contact information.

4. After **Personal Folders** is added to the **Services list**, set the **Delivery** option in the **Delivery** tab to **Personal Folders**. (If you previously had Outlook set up for Internet Mail, this could give an error message even after the corporate workgroup component is installed. CyberGenie@Work uses the **Delivery** setting to create multiple e-mail accounts for the CyberGenie users.

If you only have Windows Messaging Service loaded, the Exchange Server service should not be set up as that will give problems when trying to access the Inbox. Personal Folders should be set up as above. WMS for Windows NT has a Configuration Wizard which guides you through setup. Select the

Manually Configure Mail Options setting and make the above changes as otherwise the Wizard installs Exchange Server and MS Mail PostOffice, which then interferes with CyberGenie@Work's functions.

MS Outlook can be installed on a system which has only WMS. However, you should not try to install WMS on a system that already has MS Outlook setup since there might be a conflict with some of the files. When MS Outlook is installed on top of WMS, verify the Mail settings either in **Control Panel** or by selecting the **Tools Services** options in MS Outlook.

Importing Contact Information into Outlook or Windows Messaging

In MS Outlook, contacts can be imported from another .pst file. The Import option is available in the File menu.

In WMS, though the Import option is available, it allows import of only .mmf or .pab (Personal Address Book) files. To be able to get the contact information from another .pst file (the source file), you will need to copy the source file into the directory where your own local .pst file is located (most probably called uwastore.pst), delete that file and rename the source .pst file to replace the local .pst file. Care must be taken while doing this since you could lose messages in the user accounts that were created by CyberGenie@Work in the local .pst file.

Troubleshooting

This section describes common situations that may come up during the installation and operation of CyberGenie.

Hardware

Situation	Description
Base station light is off	**Cause** Base station not properly connected to electrical outlet.
	Action Verify that power cable is properly connected to base station.
Base station light stays red	**Cause** Base station is damaged.
	Action Call technical support.
Base station light is amber	**Cause** Indicates that the base station is in standalone mode.
	Actions Verify that PC is up and the CyberGenie@Work is running.
	Verify that USB cable is connected properly.
Internal calls work but cannot make or get external calls	**Actions** Verify that external phone lines are connected to the base station.
	Verify that phone lines have been assigned external numbers *(*"External Line Setup" on page 66*)*.
	Try connecting an analog line to the fax/modem socket (you should hear a dial tone).
	Verify that the base station power is correctly connected.
	Ensure that outgoing calls have not been disabled for that line.

Software

Situation	Description
CyberGenie@Work always uses nonbusiness hours welcome message	**Cause** Incorrect configuration.
	Actions Verify that the **ALWAYS USE NONBUSINESS HOURS** on the **Set Business Hours** tab for External Line(s) configuration is unchecked.
	Check the PC system time.
Incorrect on-hold music is played	**Cause** Incorrect configuration
	Action Verify the filename on the **CyberGenie** configuration window. The default file is *musichld.wav*.
The prompt for system configuration password never shows up	**Cause** Incorrect configuration.
	Action Enable the password check on the **CyberGenie** configuration by checking **System PIN required**, then entering PIN.
CyberGenie doesn't use correct voice (male/female)	**Cause** Incorrect configuration.
	Action Verify that the correct voice is selected on the **CyberGenie** configuration window.
An incorrect announcement or no announcement is being played	**Cause** Incorrect configuration.
	Actions Verify that the announcement files have not been deleted, damaged, or replaced. Do this by playing back the announcement through **CyberGenie** configuration. If the file does not play, re-record the announcement. If the problem persists, reinstall software to replace the default files.
Calls are being routed to an incorrect destination	**Cause** Incorrect or incomplete configuration.
	Actions Verify routing information under the External Lines configuration for both business and nonbusiness hours. Also, check Users configuration to ensure calls are routed to handsets.
	Verify that handsets are subscribed and assigned to users.
	Check the call forwarding properties for the handset users.

Situation	Description
There is an error in call forwarding or message notification	**Cause** Incorrect or incomplete configuration.
	Action Check **Call Forwarding** and **Messaging** boxes on **Users** configuration.
The call log is empty	**Cause** Incorrect or incomplete configuration.
	Action Check call log configuration on **Call Log** configuration window.
I cannot make a call by saying a caller's name	**Cause** Speech recognition disabled in Contacts.
	Action Make sure that contact entry has speech recognition enabled.
Line lock out	**Cause** Software is unable to detect remote on-hook message.
	Action Wait for 20 seconds or reset the base station.
PC displays an unknown device message	**Cause** Driver was not copied from CD (during installation process) *before* plugging in the base station's USB cable to PC.
	Action Uninstall software. Disconnect base station from power outlet. Reinstall software, making sure you do not reconnect base station to power supply until prompted by system to connect base station.

Handset

Situation	Description
My handset is not working	**Actions** Reset the handset.
	Reset the base station power.
	Replace the handset battery
	Refer to the handset manual for additional information.
My handset gives a busy tone or constant dial tone	**Cause** Attempting to make internal call while system is in standalone mode, or inconsistent state of base station, handset, or software.
	Actions Ensure that handset is subscribed to base station.
	Verify that handset is fully charged.

I do not hear a dial tone after pressing **YES**

Cause Handset is subscribed but not assigned yet, or inconsistent state of base station, handset, or software.

Actions Make sure the handset is assigned to a user.

Reset the handset power.

Make sure the base station light is amber or green.

Make sure that at least one phone line cable is plugged in and Line 1 is defined in the configuration.

Refer to the handset manual for additional information.

I cannot subscribe a new handset

Action Make sure that the handset is first unsubscribed while PC software is running. See "Unsubscribing a Handset" on page 79 for full procedures.

The handsets do not ring on an incoming call

Actions Ensure that the external line's incoming routing option under system configuration indicates that you want incoming calls to ring through to the handsets.

Try to re-power the handset.

Make sure that the current time is correct, and that business hours/non-business hours are set correctly.

Additional Help

In addition to the printed documentation and the online help, your Ericsson CG 2400 System provides other levels of help.

Help from the Handset

Obtain general help on how to perform system operations using the handset by pressing **0** or by saying **I Need Help** during a CyberGenie session at the main menu level. CyberGenie will provide a list of help options from which to select. Select an option by either pressing the corresponding handset key or by the number associated with the option.

Online Support via Internet

Help is also available at w*ww.cybergenietech.com.*

Telephone Technical Support

For additional technical support, call 1-877-MY-GENIE (1-877-694-3643) from 8:30 A.M. to 12:30 A.M. EST (5:30 A.M. to 9:30 P.M. PST).

Record Your PINs

Record your PINs in the spaces below for safekeeping and easy reference:

	Base Station ID	**PIN #**
System:	_____	_____

	Handset Number	**PIN #**
Handset PIN:	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

	User Name	**PIN #**
User PIN:	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____