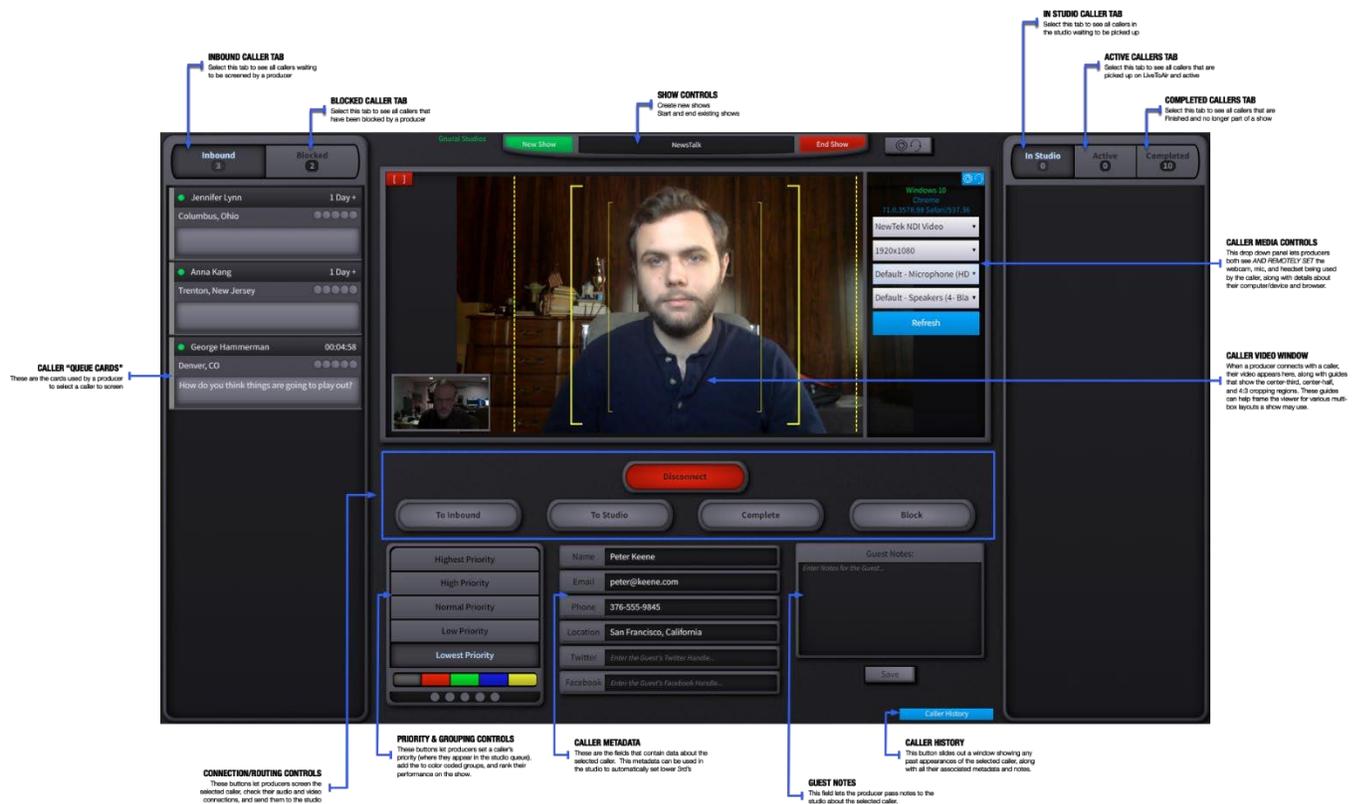


GNURAL NET, INC.

CALL-IN MANAGER

A Brief Overview

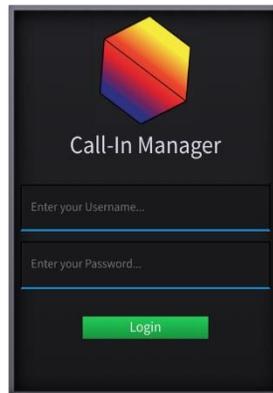
13-May-2021



Getting Started with Call-In Manager

To access Call-In Manager, go to <https://www.callinmanager.com>. You will be prompted to allow the Website to use your Microphone and Webcam, please click "Allow".

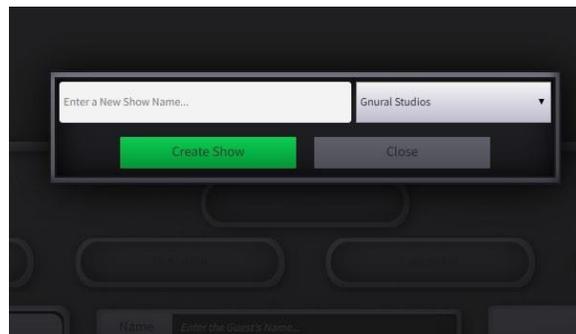
You will first be presented with the Call-In Manager Login Screen. On this page, enter your credentials



You will then be taken to the **Main User Interface**:



1. This is a Guest Card. Each card represents a caller or guest that has entered your show. In the header, the guest's status is represented on the left by the Indicator Circle. If the guest is Active, their circle will be Green. If they go "Offline" by closing their browser or losing their internet connection this will turn Red. Additionally, you can see their name, how long they have been in the Show, their "Rating" (From a scale of 0-5), and any comments they might have.
2. This Queue display holds the "Inbound" and "Blocked" queues. All incoming guests will be placed in the "Inbound" queue as soon as they enter. If any guest is problematic you can manually move them to the "Blocked" queue. If you wish to switch which Queue is displayed, click on either the "Inbound" or "Blocked" buttons at the top of the Queue Display.
3. This button toggles a local "Framing Indicator" overlay while screening guests – helping to better position them within the frame.
4. This is your Local Video Display. It will display the video feed that will be sent to any guests being screened.
5. This is where the remote videos of any Guests being screened will appear.
6. This displays the information of the currently signed in Call-In Manager operator.
7. Clicking this Button will open up a menu that allows you to create a New Show and assign it to its corresponding LiveToAir Operator account. (This is an essential step, since if you do not pair the show to the proper LiveToAir Operator account, you will NOT see the show in LiveToAir).



8. This displays the currently selected show, and – when clicked on – allows you to switch the current show.
9. Clicking this Button will end the currently selected show in Section 8.
10. This menu will open your Local Media settings, allowing you to adjust your own Webcam, Resolution, Microphone, and Speakers.



11. Hovering your mouse over this button will allow you to edit the Media settings of the currently selected Guest. This lets you change their Webcam, Resolution, Microphone, and Speakers.



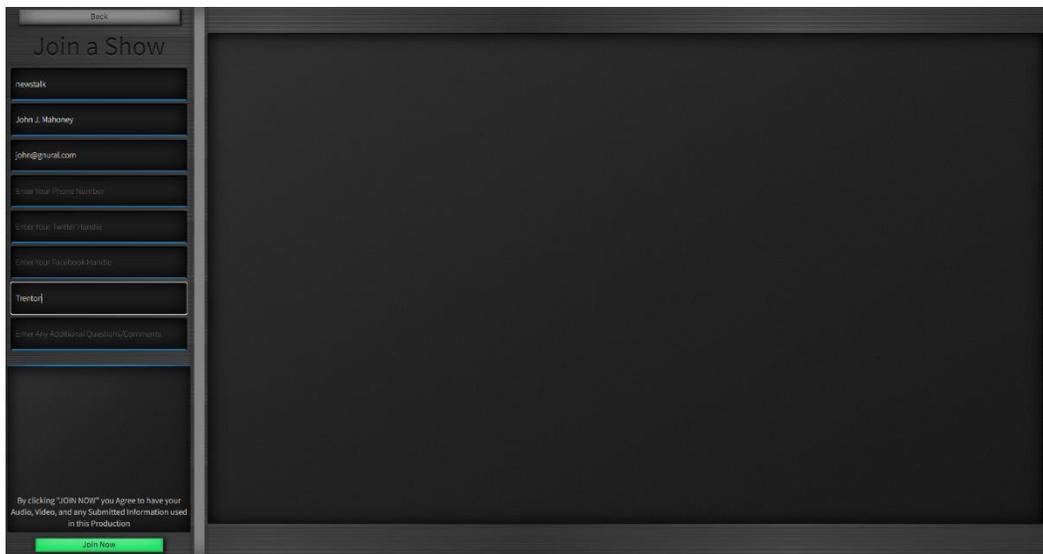
12. This is the Queue Display for the “Studio” queue – or people who are visible in LiveToAir but have not yet been assigned a Channel, “Active” queue – or guests who are assigned a Channel in LiveToAir, and “Completed” queue – or guests who have already been on the show. Similar to Section 2., you can switch which Queue is being displayed by clicking on the respective buttons for each of them.
13. These are the buttons which can be used to “Connect”/“Disconnect” from a Guest and move them between the “Inbound”, “Studio”, “Completed”, and “Blocked” queues.
14. This section allows you to set the “Priority” of the currently selected guest – adjusting how they are sorted in the queues, the “Group” of the currently selected guest – allowing the screener to differentiate guests who fall on different sides of issues or topics, and the “Rating” of the currently selected guest – indicating how good of a guest they were for future reference.
15. This section allows you to edit any of the currently selected guest’s information in case they make any mistakes or you need to reformat information.
16. This section allows the screener to add any notes to the guest to pass specific or important information on to the LiveToAir operator, or other call screeners (such as in cases like technical support).
17. This button Saves all the changes made to the currently selected guest. If you DO NOT press Save, then NONE of the changes will be preserved if you select another guest.
18. Hovering over this button will show you a list of all the previous shows that the currently selected guest has been on, and what metadata was entered during each of those shows.

Call-In Manager – The User Experience

Call-In Manager is designed to allow people to connect to your studio through a single URL link. The link is created by Call-In Manager when you create a new show in the system - a unique URL link that people will use to join your show. This link is a combination of a standard domain name we provide (callin.studio) with the '**showname**' you used for the new show:

[https://callin.studio/"showname"](https://callin.studio/)

When someone clicks on this link, they will see a general form that asks for name and email, and gives them a button to **JOIN The SHOW**:

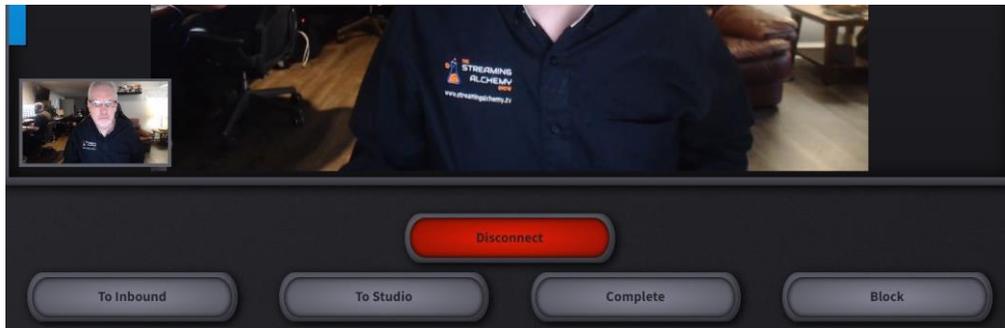


The screenshot shows a mobile-style form titled "Join a Show" with a "Back" button at the top left. The form contains several input fields: "newstalk", "John J. Mahoney", "john@ghural.com", "Enter your Phone Number", "Enter your Twitter Handle", "Enter your Facebook Handle", "Trentor", and "Enter Any Additional Questions/Comments". At the bottom, there is a green "Join Now" button. A small disclaimer at the bottom left reads: "By clicking 'JOIN NOW' you Agree to have your Audio, Video, and any Submitted Information used in this Production".

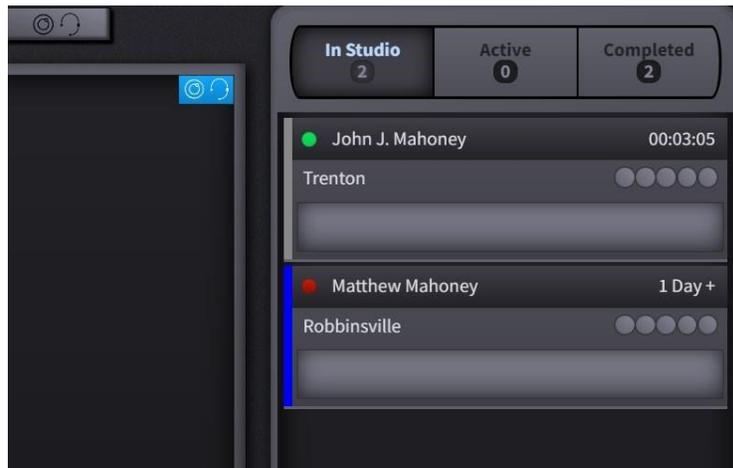
When they click on **Join The Show**, they will now appear in the INBOUND QUEUE on the left side of the Call-In Manager interface. From there you can pick them up, screen them, and send them to the studio.

Picking Up Call-In Guests from LiveToAir:

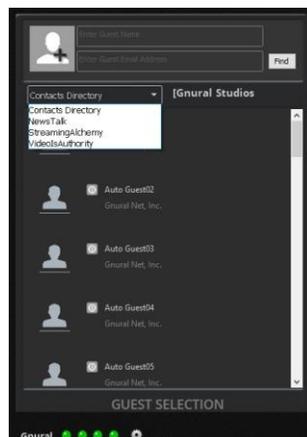
When Guests are screened in Call-In Manager and they are correctly configured and prepped to ON-AIR, the CIM Operator can click on the TO STUDIO button:



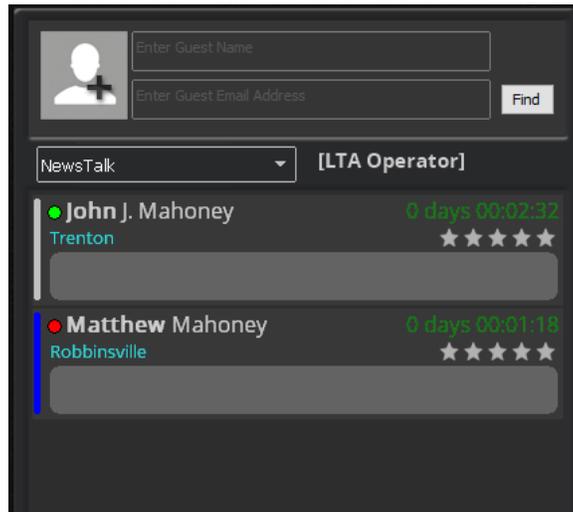
You will see this guest moved over to the **In Studio** in the Call-In Manager Interface:



They will also now be available in LiveToAir. In the lower left CONTACTS section of LiveToAir, click on the 'Contacts' label and you will see a dropdown with the show you just created (and any other active shows you may be working with). Select the '**showname**' here:



When you select the showname, you will now see all the guests that have joined your show and were sent to the studio from Call-In Manager:



Double click on any of the guests here to assign them to 1 of the 4 channels and click on PICK UP.



They are now connected to your studio and available to go ON AIR whenever you are ready.