Operating Instructions

C-TRON 1200

Customer Support Assistance Unit

Table of Contents

1. Table of Contents 1-1

2. Warnings 2-1

3. Introduction 3-1

4. Set up (Technical Diagrams) 4-1

5. Operation

5.1 Voice Operation 5-1

5.2 Phone Interface 5-2

5.3 Adding and Subtraction 5-3

5.4 Opening/Closing a new ticket 5-4

5.5 Connecting to the internet 5-5

5.6 Mobile 5-6

5.7 Canned Responses Module and Reference Guide 5.7

6. Troubleshooting 6-1

7. Appendices 7-1

Warnings

- C-TRON is sensitive to water, steam, coffee, and natural light. It's probably best to keep C-TRON in the basement.

- Do not plug C-TRON directly into the wall. Instead, run an extension cord from the service drop outside the parking garage. If you see sparks or feel the power cord getting hot, GET AWAY IMMEDIATELY.

- Do not stare directly at C-TRON.

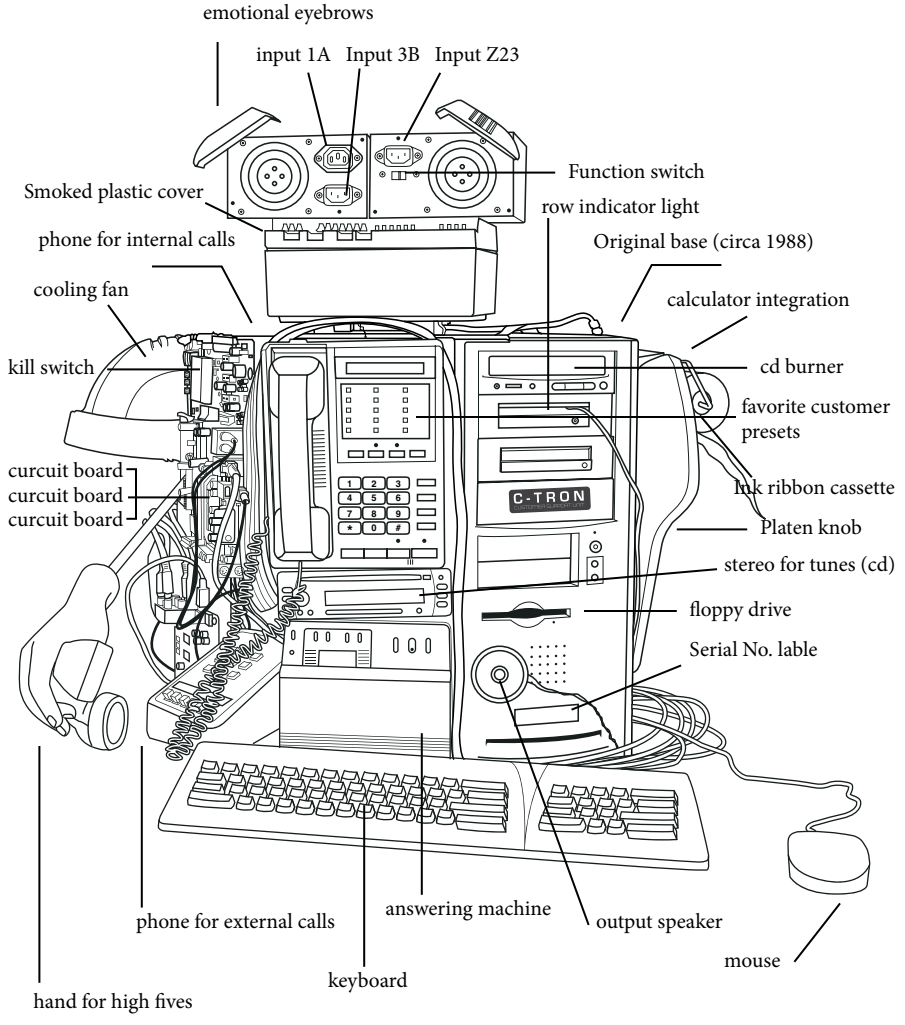
- When C-TRON requests a hi-five, you must reciprocate. Failure to do so may result in system failure.

C-TRON
CUSTOMER SUPPORT UNIT

The CommunicaTRON customer service unit is an advanced customer service technology solution. The unit is designed to receive and coordinate phone calls, voice mails, fax transmissions, simple data storage, as well as adding and subtraction (available with optional calculator plug-in).

Unpacking and Inspection

- Having opened the shipping carton, carefully remove its contents. Inspect C-Tron and accessories for damage. Report damage or shortages.



Operation

5.1 Voice Operation

- The CommunicaTRON customer service unit features a Voice Operation Coordinator And Location System (V.O.C.A.L.S.). Using V.O.C.A.L.S., C-TRON can receive and respond to basic voice commands in one of six languages (English, French, Spanish, German, Japanese, and Old Norse). To activate V.O.C.A.L.S., simply type your command into The CommunicaTRON customer service unit, using the attached keyboard. Then repeat your question out loud.

5.2 Phone Interface

- The CommunicaTRON customer service unit is equipped with a multi-line phone and voicemail system (Fig. 1c). [For basic phone operation see appendix 2.1a.]. Automatic phone transcription function requires the use of the Dark Phone (Fig. 1d).
    1. Take the headset from the Dark Phone and prop it right-side facing out, in between the keyboard and the body casing, underneath the recording speaker input (Fig. 1b).
    2. Place outgoing call on the multi-line phone. Once the party is reached, put them on hold.
    3. Activate call transcription function using V.O.C.A.L.S.
    4. Return to caller on hold and begin conversation.
    5. Conversation files up to 128k will be stored on the C-TRON hard drive. To print out transcript of phone call, use key command: C O N T R O L - O P T I O N - S H I F T - P - N - O - W
    Note: It is recommended that you print out all transcriptions, as the C-TRON hard drive is prone to electrical fires and storage capacity issues.

5.3 Adding and Subtraction

- (available with optional calculator plug-in): To use calculator function, first plug-in additional power cord (Fig. 1a). Install C-TRON brand calculator tape [see appendix 1.1a.], and hold scroll button for approximately 10-12 seconds. The CommunicaTRON customer service unit is now ready to perform basic addition and subtraction. (Multiplication, division, fractions, and percentages require hard drive upgrade.)

5.4 Opening/Closing a new ticket

- To check for new customer messages, plug in external storage and patch into motherboard. Then just go ahead and check.

Operation

5.5 Connecting to the Internet

- The CommunicaTRON customer service unit connects to the world wide web via a 3200 baud modem. This allows for communication with other C-TRON units in remote locations. (Note: Other units must also be connected to the world wide web.)
- **To connect:**
    1. Make sure no one else is on the phone
    2. Select the number for your internet service provider (ISP) from the ISP drop-down menu on the web screen (optional on models 6000 and higher)
    3. Select 'dial,' and then 'connect'
    4. Wait for connection sound
    5. Choose Internet Explorer
    6. You are now connected / Now you can receive email
- **Plug in the email module**: Which can receive email. It can hold up to 10 emails. Every once in a while you have to drain it.
- **Sending Email:** Currently C-Tron is not able to send email. However, you can type messages, print them out and fax them. Remember to ask customers to include a fax number with every email they send.

5.6 Mobile

- The CommunicaTRON customer service unit is completely self-contained, and for the sake of convenience, can be moved anywhere you need it to be. Simply disconnect the primary and secondary power cords, place the C-TRON module on to any cart or mobile dolly (not included) rated to support at least 150 pounds.

Safety tips for how to move C-TRON:

- Turn the Head Module away from the direction of travel.
- Use a hand-truck and lift with your knees. Do not attempt to move C-Tron alone. Remember: Mobile is a group activity
- Always wear lumbar support when moving C-TRON
- Watch out for splinters

IMPORTANT

- Disconnecting the C-TRON power supply will completely erase the hard disk drive. Remember to first backup the hard drive to floppy disk so that you can fully restore when you arrive at your new location.

- C-TRON may take 3-5 days to become comfortable in his new surroundings. Do not use C-TRON if it seems agitated or homesick.

- **DISCLAIMER:** C-Corp is not liable for personal injury or damage to the C-Tron unit sustained during mobile operation.

5.7 Canned Responses Module and Reference Guide

- To initiate a Canned Response, simply type in the appropriate code from the secondary reference manual.
- Supplements are available by industry and tone
    - Home Appliance/HVAC
    - Flooring
    - Bail Bonds
    - VCR/Betamax Repair
    - Entertainment
    - Shipping/Storage
    - General Navigation Tools
    - Audio/Video
    - Food/Grocery
    - Tree Specialist - Landscaping
    - Hair Salon/Personal Grooming
    - Pet Care
    - Missile Ballistics and Spaceships
    - Hotel Management

6 Troubleshooting

Electrical fire: Use the dry chemical fire extinguisher (included with every CommunicaTRON customer service unit).

Hard reset:

- Remove rear panel, first loosening screws 7-23 (fig. 3d)
- Disconnect tether cable, swivel bit, and all six (6) traction indicators.
- Use solvent (not included) to soften tech glue
- Slide internal face plate into external face plate slot
- Identify secondary power switch
- Switch to OFF position, wait 30 seconds, then switch back to ON.

Easy reset:

- Identify primary power switch
- Switch to OFF position, wait 30 seconds, then switch back to ON.

C-TRON is getting sassy

If C-TRON becomes mean and argumentative, initialize De-escalation Activation Module Interface Technology (D.A.M - I.T.) by saying, “DAM-IT C-TRON!”

Structure of Index Table Entry

Address	Data
8010	40
8011	D345A09000000000000000
8012	D345C09000000000000000
8013	D399A09000000000000000
8014	D456A09000000000000000
8015	D343A09000000000000000
8016	D345A09000000000000000
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8021	D345T02000000000000000
8022	D345Z09000000000000000
8023	D345C09000000000000000
8024	D345A09000000000000000
8025	D345A09000000000000000
8026	D344K09000000000000000
8027	D34R509000000000000000
8028	D3477090000000000000
8029	D34V409000000000000000
8030	D34PP09000000000000000

Reset XL24 Mode Code

Alert	10cpi draft font	
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678	D345Be9000000000000000	PPONEON
765	D439A09000000000000000	HEONDK
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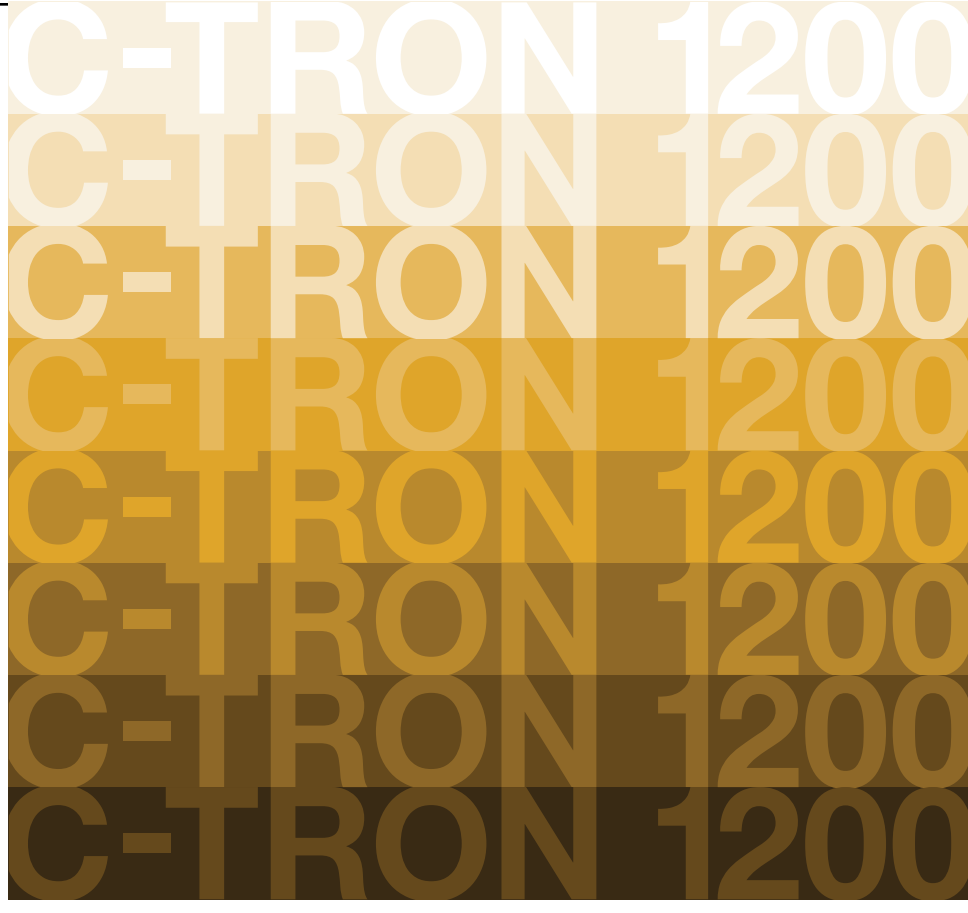
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8021	D345T02000000000000000
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