


























Question	Answer
GENERAL	
How do I adjust the stand angle?	The ALTO has a Stand Release Mechanism where you push the button on the back of the device to release the stand, adjusting it to user preference.
My ALTO is connected by Ethernet but the device will not power up.	ALTO requires PoE (Power over Ethernet). Please check that the switch you are plugged into is PoE enabled. Alternatively, use a PoE injector to supply power to the device.
How do I log into ALTO?	Using your user credentials set up in iManager, log on by entering your ID and password using the keypad on the touchscreen. Once credentials are entered touch the confirm softkey.
I am prevented from logging on due to no active recorders available, what should I do?	You may be logged into a device that is in a different call region. Contact your Administrator.
How do I find out my logged in information from ALTO?	Press the top right-hand grey key. This will display your logged-in information.
I am having difficulty reading the screen due to the light in my office shining on the screen, how can I fix this?	Adjust the device viewing angle. ALTO's adjustable stand can be set to one of four positions using the stand release mechanism (push to release) button on the rear.
My status icons are not all green. What should I do?	Touch the menu softkey located on ALTO's default screen. Then touch the information softkey, depending on the status that is having the issue connecting, select one of the following softkeys to view the issue , , or .
How do I log out of ALTO?	To log out of ALTO, touch the menu softkey located at the bottom left of the screen. Touch the logout softkey which will prompt 'You are about to log out. Confirm or cancel this action'. Confirm by touching the confirm softkey.
How do I find out ALTO's settings when logged out?	Touch the menu softkey located on ALTO's default screen. Then touch the information softkey. Report your findings to your Administrator.
AUDIO	
I can hear my own voice echoing through the speaker/headset when talking on a speaker channel.	Echo is the result of the received audio entering the transmit path via the microphone and feeding round in a loop. You may consider reducing the speaker volume to counter this effect or selecting a different Environment setting through the user menu.
I can hear my voice when not talking on a speaker channel coming out of the speaker.	
SPEAKER CHANNELS	
How do I adjust individual speaker channel volumes?	Touch the volume softkey. Swipe left, with your finger, to reduce the channel/master volume and swipe right to increase the volume.
How do I talk on a speaker channel?	This assumes you do not have latching enabled. Press and talk whilst holding down the relevant channel's blue physical talk key. Release to end talking on the channel.



Question	Answer
How do I latch my speaker channel rather than having to hold down the talk button?	To configure latching of speaker channel blue physical talk keys, touch the menu  softkey located at the bottom left of the screen. Touch the speaker settings  softkey and select Latching . Make changes.
How do I mute a speaker channel's audio?	Tap the channel's speaker channel  softkey to mute.
How do I mute all speaker channels?	To mute the volume of all speaker channels, touch the bottom mute all  softkeys.
How do I unmute speaker channels?	There is no overall unmute. Unmute each speaker channel.
How do I answer an incoming ARD call?	Press the channel's blue physical talk key to answer a call.
How do I end/stop talking on an ARD call?	Press the channel's blue physical talk key to end the call.
I have a speaker channel and I cannot talk on the channel but I can hear others talking on the channel?	You may not have permission to talk on the speaker channel. Contact your Administrator to have permission to talk on the channel.
HANDSETS/HEADSETS	
How do I set my handset for press to talk?	Touch the menu  softkey located at the bottom left of the screen. Touch the user settings  softkey and select Handset Mode to make changes.
How do I set my speaker source to using my handset?	To configure the speaker source, touch the menu  softkey located at the bottom left of the screen. Touch the user settings  softkey and select Speaker Source to make changes.
GOOSENECK MICROPHONE	
How do I configure ALTO to use the gooseneck microphone?	To configure the speaker source, touch the menu  softkey located at the bottom left of the screen. Touch the user settings  softkey and select Speaker Source to make changes.
What does the blue LED halo light on my gooseneck microphone indicate?	The microphone is open on a speaker channel. Talking is enabled.
I am talking on my gooseneck microphone but my colleagues cannot hear me?	Move closer to the microphone. If there is no blue halo light on the gooseneck microphone, then talk is not enabled. Press the speaker channel's blue physical channel key to talk on the microphone.
CONFIGURATION	
How do I access the programming configuration menu?	Touch the menu  softkey located at the bottom left of the screen. Touch the speaker keys  softkey. This displays the speaker keys add/delete/move/edit screen.
How do I add a Hoot/ARD/MRD to one of the four speaker channels?	
How do I swap a Hoot/ARD/MRD on an active speaker channel to another one?	
How do I move a speaker channel to another position on my ALTO?	



Question	Answer
How do I set up group talk; being able to talk on multiple speaker channels at once?	Touching the group talk  softkey when no group talk is configured will take you to the configure group call option.
How do I configure group latching?	Touch the menu  softkey located at the bottom left of the screen. Touch the voice services  softkey. This displays the group talk add/delete screen. Select Edit then Group latching to make changes.
How do I set latching for a speaker channel?	To configure latching of speaker channel blue physical talk keys, touch the menu  softkey located at the bottom left of the screen. Touch the speaker settings  softkey and select Latching . Make changes.
How do I set tap-latching for a speaker channel?	
How do I set Quiet Office? <i>Quiet office sends all audio to the local handset / headset socket rather than the ALTO speaker.</i>	Touch the menu  softkey located at the bottom left of the screen. Touch the user settings  softkey and select Environment > Quiet Office to make changes.
How do I configure speaker channel priorities?	Touch the menu  softkey located at the bottom left of the screen. Touch the speaker keys  softkey. This displays the speaker keys add/delete/move/edit screen. Touch Edit then select the speaker channel. Select Priority to change.
How do I configure speaker channel incoming alert volume?	Touch the menu  softkey located at the bottom left of the screen. Touch the speaker keys  softkey. This displays the speaker keys add/delete/move/edit screen. Touch Edit then select the speaker channel. Select Alert volume to change.
If I mute a speaker channel, am I still able to speak when selecting the speaker button?	Yes, providing you have permission to talk on the voice service assigned to the speaker channel.
How do I know if I am transmitting or receiving audio on my speaker channel?	Two Voice Activity Detection (VAD) indicators are associated above each speaker channel appearance. Green indicates transmitting when speaking and red when receiving audio.
How do I power off my ALTO as I need to move desk?	ALTO is powered by the network Ethernet cable plugged in the rear using PoE (Power over Ethernet). Unplug this cable from the rear to power off ALTO.

