



Speakerbus

# User Guide **ARIA Click**

3.300.2.0

Revision 13

Published Date: 29 March 2025  
Doc Reference: UGARIA/R13

[speakerbus.com](https://speakerbus.com)

Printed in the UK 2025.

Speakerbus Technology Limited reserves the right to make changes to the information in this document at any time without notice. Information published in this document is believed to be reliable. However, Speakerbus Technology Limited assumes no liabilities for inaccuracies or omissions in this document, or liability arising from the use of such information.

Speakerbus Technology Limited assumes no liability for the infringement of patents or other intellectual property rights owned by third parties which may result from the application of this information.

No part of this document may be reproduced or transmitted in any form or by any means electronic or mechanical, for any purposes, without the written permission of Speakerbus Technology Limited.

## Trademarks

Speakerbus Technology company logo is a registered trademark of Speakerbus Technology Limited. Speakerbus is a trademark of Speakerbus Technology Limited.

## Statement of Conditions

Speakerbus reserves the right to make changes to the products described in this document without notice.

Speakerbus Technology Limited does not assume any liability that may occur due to the use or application of the product(s) describes herein.

## Previous Revisions

Revision 1	August 2020
Revision 2	October 2020
Revision 3	December 2021
Revision 4	December 2021
Revision 5	February 2022
Revision 6	August 2022
Revision 7	November 2022
Revision 8	April 2023
Revision 9	13 July 2023
Revision 10	18 December 2024
Revision 11	12 April 2024
Revision 11.1	15 May 2024
Revision 12	17 September 2024

# Contents

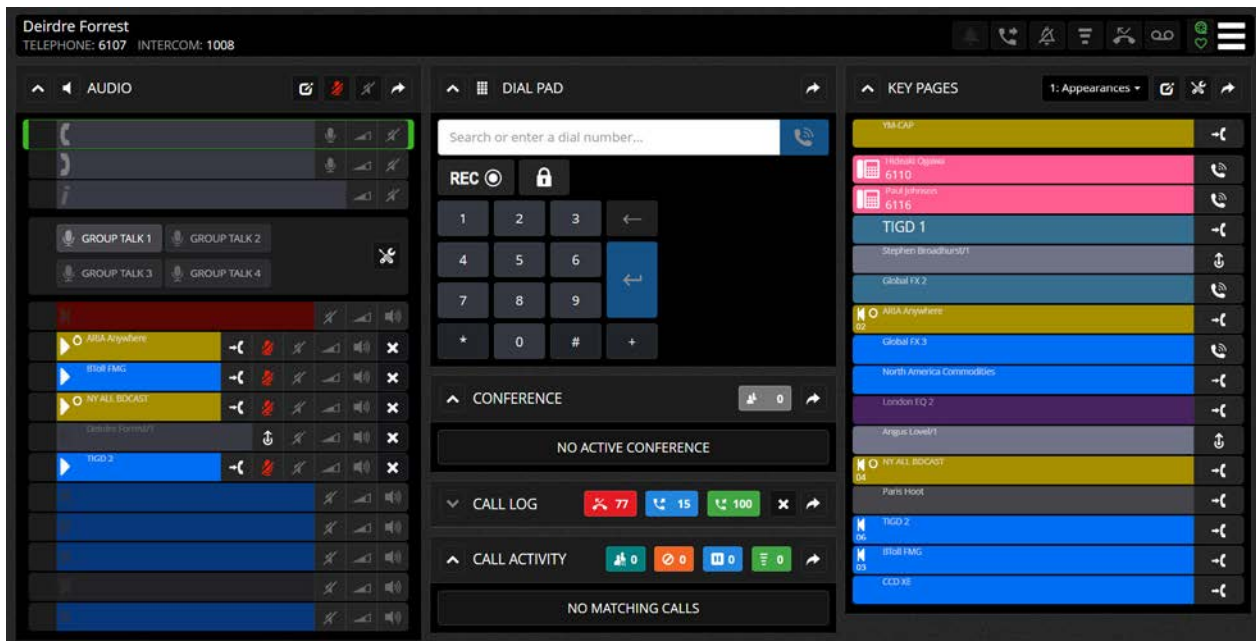
Introduction.....	7
End user features .....	8
About this guide .....	9
Further help.....	9
Version.....	9
Compatibility.....	9
Getting Started.....	11
Prerequisites.....	11
Hardware / software requirements .....	11
Sign in .....	11
Sign in invalid / denied.....	14
Sign out.....	15
ARIA Click Elements.....	17
Default layout view .....	17
Notification Toolbar.....	18
Recording Configuration Status.....	19
Health Status .....	20
Menu.....	20
Edit Alert Profiles .....	21
Edit Personal Directory.....	22
Adding a Personal Directory Entry .....	22
Editing a Personal Directory Entry .....	24
Deleting a Personal Directory Entry .....	25
Group Talk Settings.....	26
Preferences.....	27
Audio Settings .....	28
Audio Device Notifications.....	29
Health Status .....	30
Device Info.....	30
Diagnostics Submenu.....	31
Reset.....	31
Debug Logging / Message Logging / Extra Message Logging.....	31
Download Logs.....	31
About.....	32
Alert Override.....	32
Call Forwarding .....	32
Do Not Disturb .....	34
Intercom Privacy .....	34
Missed Calls.....	35

Voicemail .....	35
Panels .....	35
Undocking and Docking a Panel.....	35
Collapsing or Expanding a Panel .....	35
Audio Panel.....	36
Group Talk.....	37
Speaking on a Group talk Tile .....	37
Programming a Group Talk Tile.....	37
Dial Pad Panel .....	39
Conference Panel.....	40
Call Log Panel .....	41
Actions .....	41
Auto Collapse .....	41
Filters .....	41
Call Activity Panel.....	42
Key Pages Panel.....	42
Edit page names.....	43
Edit key layout .....	44
Key Properties.....	44
Speaker and handset call state indicators .....	47
VAD Indicators.....	47
Key page appearances.....	48
Speed Dial .....	48
Telephony (Dial Tone).....	49
Voice Service .....	49
Virtual Private Wires .....	49
Call Activity .....	49
Intercom.....	50
Speaker Channel.....	50
Speaker call state icons .....	50
Handsets.....	51
Handset call state icons .....	52
Call Handling.....	53
Making a call using the dial pad panel.....	54
Making a call using a speed dial.....	55
Making a call using the call log panel.....	56
Making a call using private wires .....	56
Making an automatic ringdown (ARD) call .....	56
Making a manual ringdown (MRD) call.....	57
Signalling on a manual ringdown (MRD).....	57
Making a call whilst on an existing call .....	57
Making a call using redial .....	58
Making a call private.....	58
Barging in.....	59

Answering calls.....	59
Answering multiple calls.....	60
Placing a call on hold.....	60
Retrieving a call on hold.....	60
Transferring a call.....	60
Cancel call transfer.....	61
Immediate transfer speed dial.....	62
Call forwarding.....	62
Moving a call between handsets.....	63
Moving a call to a speaker channel.....	64
Clearing a call.....	65
Missed calls.....	65
<b>Conferencing.....</b>	<b>67</b>
Standard conference.....	67
Creating an ARIA Click (Local) Conference.....	67
Removing a Conference Participant.....	68
Ending an ARIA Click (Local) Conference.....	68
Fast conference.....	68
<b>Speaker Channels.....</b>	<b>73</b>
Assigning an appearance to a non-paging speaker channel.....	73
Assigning an appearance to a paging speaker channel.....	74
Moving an appearance on a speaker channel to a handset.....	75
Talking on a speaker channel.....	75
Click to Latch.....	75
Push to Talk.....	75
Speaker Playback.....	76
Wiping an appearance from a speaker channel.....	77
Muting a speaker channel.....	77
<b>Intercom.....</b>	<b>79</b>
Intercom and group calls.....	79
Intercom.....	79
Group calls.....	79
Making an intercom call.....	80
Answering an intercom call.....	81
Clearing an intercom call.....	81
Missed intercom calls.....	81
Making a group call.....	81
Talking on a mixing group call.....	82

Talking on an answerback group call .....	82
Remote Desktop Access.....	83
Configuring Citrix Virtual Desktop .....	83
Configuring Windows Remote Desktop .....	83
Appendix A : Handset Feedback/Echo Issues .....	85

# Introduction



ARIA Click is Speakerbus' virtual endpoint that provides the same global hoot, advanced telephony and private line functionality as available on the iTurret. Trader voice capabilities are accessible from a compatible browser and can be used on most modern Windows audio capable devices.

With up to 100 fully customisable pages, enhanced directory search and simple page navigation, ARIA Click puts you in complete control of how you communicate.

ARIA Click works with iCS, Speakerbus' secure, scalable, high-availability collaboration software platform, which can be deployed in the cloud or on-premise and integrates seamlessly with leading unified communications platforms as well as with leading voice recording solutions ensuring all conversations can be captured, archived and audited in accordance with regulatory and compliance requirements.

ARIA Click provides access to all the voice services you're permissioned to use including telephony, intercom, ARD, MRD and Hoot lines and includes features for barge-in, conference, transfer and group talk.

## End user features

- Multiple browser compatibility
- Call Types:
  - Telephony
  - Intercom
  - Group Calls.
  - Hoot 'n' Holler
  - Private Wires - ARD (Automatic Ring Down) and MRD (Manual Ring Down)
- User layout customisations include:
  - Add/Edit/Delete Lines
  - Add/Edit/Delete Speed Dials
  - Add/Edit/Delete Personal Directory
  - 4 x Configurable Group Talk keys
  - Key colours, styles and alerts
- Dock / Undock individual panels
- One-click show / hide panels
- Comprehensive Directory search
  - Corporate/Personal/Group/Call Log/voice Services
- Supports 11 Party conferencing (no additional conference equipment required) and Fast Conferencing
- Seated user and device status information
- Support for multiple audio devices
- Speaker Paging
- Call duration and on-hold timers
- Choice of host device:
  - Physical - remote use of iTurret (iD808) trading turret.
  - Virtual - iManager Deskstation Unified Communications Virtual Endpoint (iDUCX)
- Desktop Notifications.
- Alert Muting
- Auto Privacy option
- Compliant Call Forward



## About this guide

This guide explains how to use ARIA Click's user interface for private wires (ARD / MRD / Hoot), intercom (point to point / group calls), telephony (placing and answering calls / Call Forwarding / conferencing) and assigning these to speaker channels and virtual headsets.

## Further help

In all instances, first seek help from your System Administrator. If necessary, your System Administrator can email the Speakerbus Global Helpdesk at [customer.support@speakerbus.com](mailto:customer.support@speakerbus.com)

## Version

This document is written for ARIA Click version 3.300.2.0.

For more information on the version, see *Device Info* on page 30.

## Compatibility

ARIA Click version 3.300.2.0 is compatible with the following:

- iManager Centralised Management System (iCMS) version 4.400.4.0 or higher.
- iCB version 2.520.5.0 or higher.
- iGS version 2.100.2.0 or higher.
- iTurret (iD808) firmware version 4.520.5.0 or higher.



# Getting Started

## Prerequisites

### Hardware / software requirements

The following hardware and software is required to connect to ARIA Click:

- Android® / Windows® / macOS® device
- WebRTC compatible browser such as Google Chrome® v105+, Mozilla Firefox® v104+ and Microsoft Edge v105+
- A display resolution of 1376x768 pixels minimum (1920x1080 is highly recommended)
- A microphone and speaker; up to three microphones /speakers for multiple streams
- Wired or wireless connection with communication to the backend Speakerbus system

## Sign in

There are three ways to sign into ARIA Click depending on the configuration set by your organisation:

- Speakerbus credentials.
- Active Directory credentials.
- Microsoft credentials.

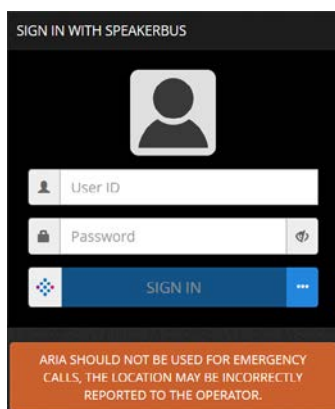
Before sign in, you will be prompted to select your preferred language before attempting to sign in. This will appear on first login, after that it will remember your language preference.



To sign in to ARIA Click:

1. You must have a microphone and speaker available on your device before connecting to ARIA Click, see *Prerequisites* on page 11.
2. Type the soft client web address into your web browser.

This will display one of the following sign in screens depending on your organisations' configuration (see below).



SIGN IN WITH SPEAKERBUS

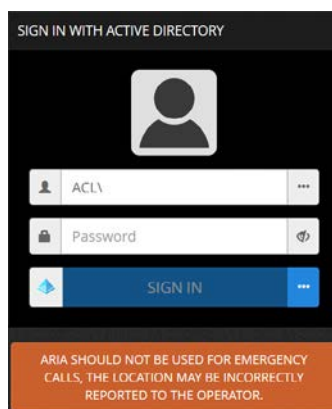
User ID

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

Sign in with Speakerbus Credentials



SIGN IN WITH ACTIVE DIRECTORY

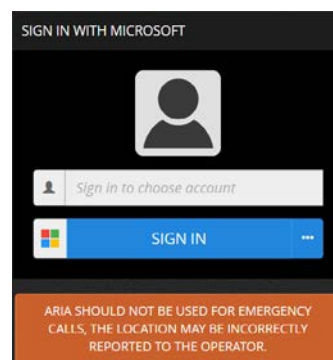
ACL\

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

Sign in with Active Directory Credentials




SIGN IN WITH MICROSOFT

Sign in to choose account

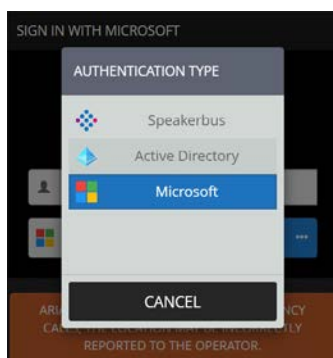
SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

Sign in with Microsoft Credentials

3. Select , if you want to change authentication type.

This displays the available options depending on your organisations' configuration.



SIGN IN WITH MICROSOFT

AUTHENTICATION TYPE

Speakerbus


Active Directory

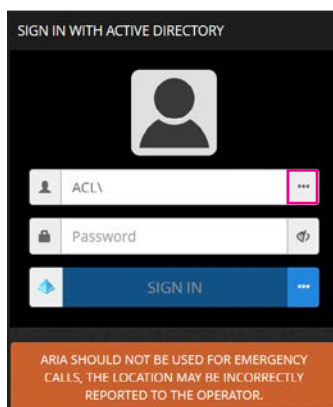
Microsoft

CANCEL

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

Select the AUTHENTICATION TYPE from the list.

4. If selecting Active Directory authentication, select , as outlined in magenta below, to choose the Active Directory to use to authenticate sign in.



SIGN IN WITH ACTIVE DIRECTORY

ACL\

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

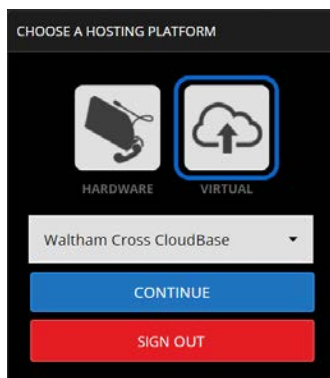
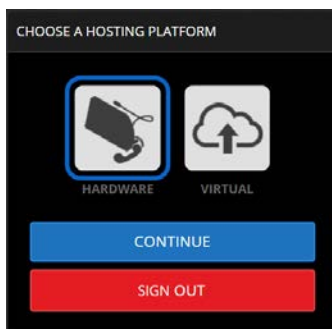
In the example below three domains **ACL**, **DFR** and **FGR** are available.



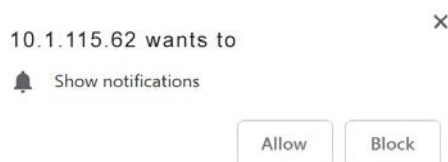
5. Enter required credentials and select **SIGN IN**. If sign in fails see *Sign in invalid / denied* on page 14.
6. The **CHOOSE A HOSTING PLATFORM** screen will be displayed (see below). Select either **HARDWARE** or **VIRTUAL** (options displayed are dependant on your organisations' configuration).



If **HARDWARE** or **VIRTUAL** is the only available option, you will be automatically signed in after three seconds..



7. If selecting **VIRTUAL**, choose the CloudBase Collection from the dropdown list as instructed by your Administrator. Lastly, select **CONTINUE**.
8. A pop up message asking if you would like to share notifications from this site will be displayed (see below). Select the **Allow** option.



Blocking notifications prevents activity alerts from being displayed when ARIA Click is minimised.

9. The next pop up message will ask if you would like to share your microphone with the soft client host. Select the **Allow** option.



ARIA Click will not start without access to a microphone.

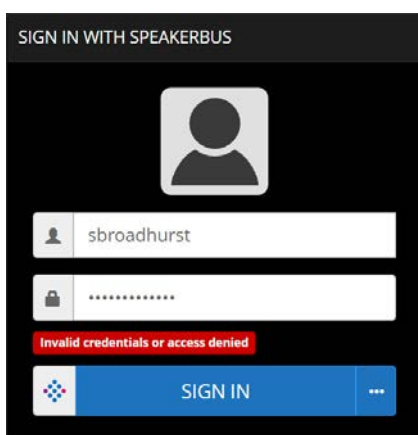
10. When you have signed in successfully your user name, dial number and intercom number (if configured) will be displayed at the top left of the screen.

**Deirdre Forrest**  
TELEPHONE: 6107 INTERCOM: 1008



If sign in fails then please contact your System Administrator.

## Sign in invalid / denied



Check your User ID is correctly entered and re-enter the Password, see Sign in on page 11. To sign in select **SIGN IN**.



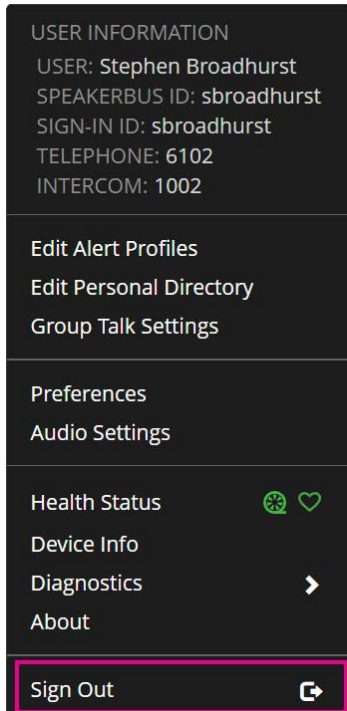
If you continue having problems with signing in, please contact your System Administrator.

## Sign out

To sign out of ARIA:

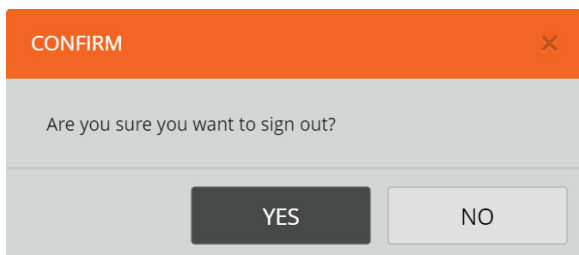
1. Select the **Menu** icon  located at the top right of the screen.

This displays **Sign Out** highlighted below.



2. Select **Sign Out**.

This will display a 'CONFIRM' sign out dialog.



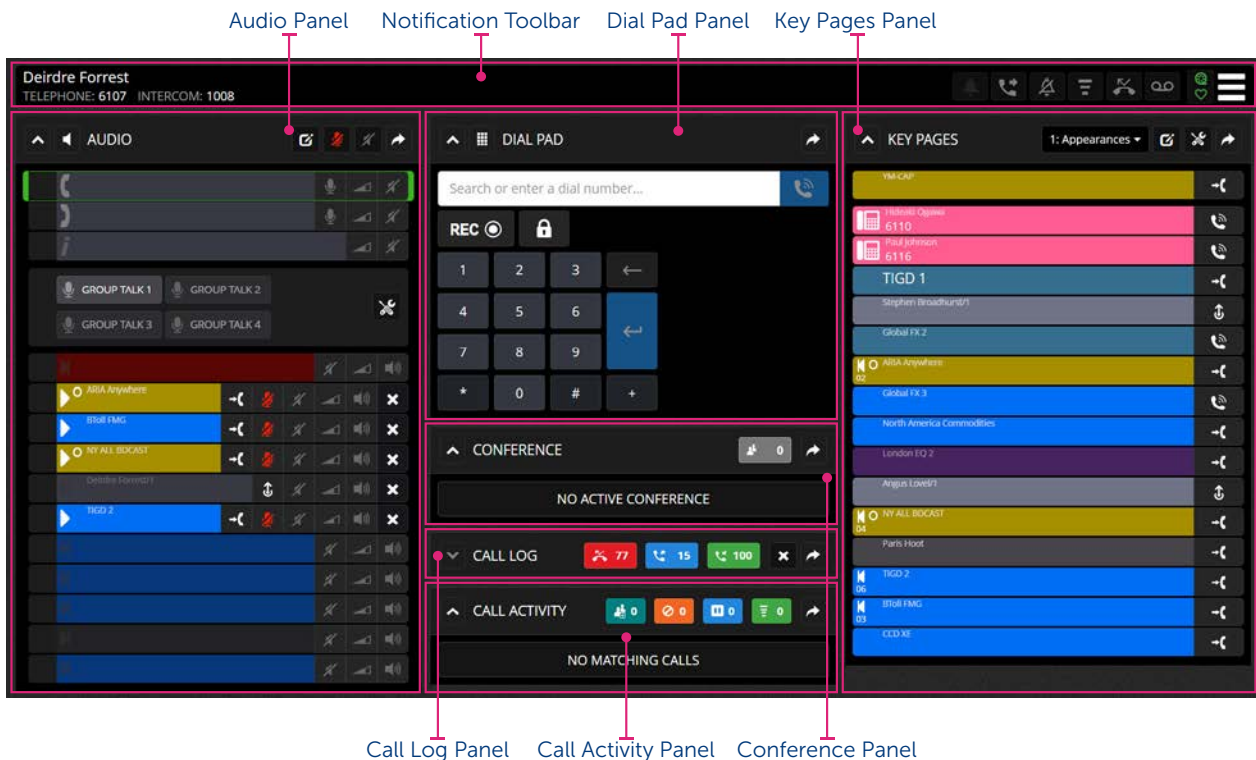
3. Select **YES** to confirm signing out.





# ARIA Click Elements

## Default layout view



ARIA Click consists of three columns, a notification toolbar and six panels. The default panel layout is shown in the image above. Panels can be repositioned or undocked, see [Panels](#) on page 35.

ARIA Click default layout:

- Notification Toolbar (see [page 18](#)) includes
  - User Menu
  - Alert muting
  - Call forwarding
  - Do not disturb
  - Intercom Privacy
  - Missed calls
  - Voicemail
  - Recording configuration status
  - Health Status
  - System Menu
- Audio Panel displays the list of handsets, intercom, group talk buttons and configured speakers. For more information, see [Audio Panel](#) on page 36.
- Dial Pad Panel includes the dialling facility for placing outbound calls, in-call DTMF and less

frequently used in-call actions e.g. privacy, transfer. For more information, see *Dial Pad Panel* on page 39.

- Conference Panel displays the list of participants in a conference, see *Conference Panel* on page 40.
- Call Log Panel includes:
  - Missed calls
  - Placed calls
  - Received calls

For more information, *Call Log Panel* on page 41.

- Call Activity Panel includes:
  - Eligible calls to add to conference
  - Ringing calls
  - On hold here calls
  - On hold elsewhere calls
  - Busy elsewhere calls

For more information, see *Call Activity Panel* on page 42.

- Key Pages Panel, filtered by turret page, includes:
  - Speed dials
  - Virtual Private Wires
  - Telephony appearances
  - Intercom appearances
  - Voice service appearances

For more information, *Key Pages Panel* on page 42.








## Notification Toolbar



The notification toolbar displays the current status of ARIA Click including:





Deirdre Forrest TELEPHONE: 6107 INTERCOM: 1008	Current Seated User.
	Recording Configuration Status, see page 19.
	Health Status, see page 20.

The notification toolbar also provides access to:

	Alert Override, see page 32.
	Call Forwarding, see page 32.
	Do Not Disturb, see page 34.
	Intercom Privacy, see page 34.
	Missed Calls, see page 35.
	Voicemail, see page 35.
	Menu, see page 20.

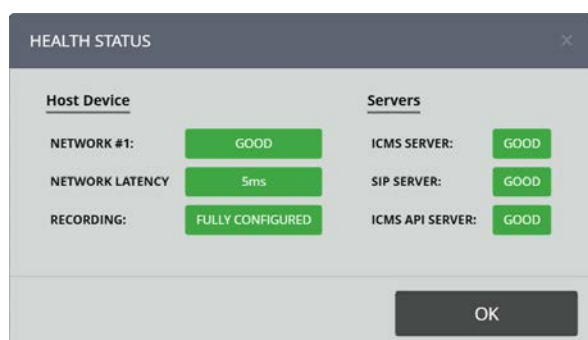
## Recording Configuration Status



State	State	Explanation
	Fully Recorded	Indicates all audio sources are configured for recording.
	Partially Recorded	Indicates some audio sources are configured for recording.
	Error	Indicates an 'Always Record' audio source is not recorded.
	Not Recorded	Indicates no audio is recorded.

To view details of ARIA Click's recording configuration status:

1. Select the **Recording Configuration Status** icon, as highlighted above.



## Health Status



Deirdre Forrest  
TELEPHONE: 6107 INTERCOM: 1008










State	State	Explanation
	Good	Health status is good.
	Bad	Health status is bad, indicates one or more issues.

To view details of ARIA Click's health status:

1. Select the **Health Status** icon, as highlighted above.

HEALTH STATUS

**Host Device**  
NETWORK #1: GOOD  
NETWORK LATENCY: .5ms  
RECORDING: FULLY CONFIGURED

**Servers**  
ICMS SERVER: GOOD  
SIP SERVER: GOOD  
ICMS API SERVER: GOOD

OK

If any errors are shown (indicated in orange or red), select the indicator for more information and report to your System Administrator. To perform a reset, see *Reset* on page 31.

## Menu

Deirdre Forrest  
TELEPHONE: 6107 INTERCOM: 1008













USER INFORMATION  
USER: Deirdre Forrest  
SPEAKERBUS ID: dforrest  
SIGN-IN ID: dforrest  
TELEPHONE: 6107  
INTERCOM: 1008

Edit Alert Profiles  
Edit Personal Directory  
Group Talk Settings

Preferences  
Audio Settings

Health Status   
Device Info  
Diagnostics   
About

Sign Out 

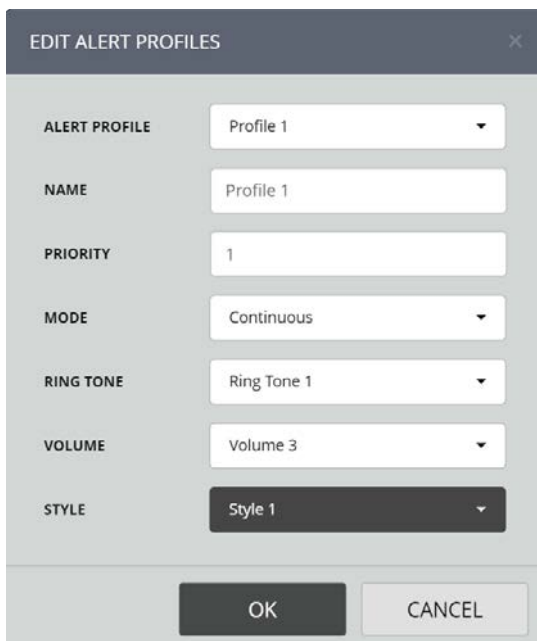
Select the **Menu** icon to display the following user information/menu options:

- **User.** This is the username.
- **Speakerbus ID.** This is the signed in user Speakerbus identification.
- **Sign In ID.** This is the signed in Active Directory user identification.
- **Telephone.** This is the default telephony appearance assigned by your System Administrator. It is the default appearance used when making telephony calls, see *Telephony (Dial Tone)* on page 49.
- **Intercom.** This is the intercom number assigned to the signed in user.
- **Edit Alert Profiles.** Select to edit alert profiles, see page 21.
- **Edit Personal Directory.** Select to edit personal directory, see page 22.
- **Group Talk Settings.** Select to edit group talk settings, see page 26. To Program Group Talk settings, see page 37.
- **Preferences.** Select to configure user preferences, see page 26.
- **Audio Settings.** Select to configure user preferences, see page 28.
- **System.** Select to view device information, see page 35.
- **Health Status.** This is the health status for recording configuration and health of the device, see page *Health Status* on page 17.
- **Device Info.** This is the device, host and server information, see page 30.
- **Diagnostics.** Touch to access the Diagnostics Submenu, see page 31.
- **About.** This is the device versions and copyright, see page 32.
- **Sign Out.** Select to sign out, see page 15.

## Edit Alert Profiles

---

Select the **EDIT ALERT PROFILES** option to display the following options:



EDIT ALERT PROFILES

ALERT PROFILE: Profile 1

NAME: Profile 1

PRIORITY: 1

MODE: Continuous

RING TONE: Ring Tone 1

VOLUME: Volume 3

STYLE: Style 1

OK CANCEL

Edit Alert Profiles:

- **ALERT PROFILE.** Profiles are used to distinguish incoming alerts from one another. Profiles make it possible for a virtual private wires, for example, to ring with one ringtone and another with a different tone. They are assigned to telephony, voice services and intercom appearances as well as virtual private wires. A maximum of 32 profiles can be set.
- **NAME.** This option is used to edit the profile name.
- **PRIORITY.** This option determines which alert profile has priority when several incoming calls are received at the same time. It contains 32 priority levels.

For example, if two incoming calls are received and the profile priority on Call A is set to 2, and Call B is set to 1 and ringtones are enabled on both calls, Call B will ring. When Call B is answered Call A will start to ring.

- **MODE.** This option is used to set the ring duration or when a ringtone starts ringing. It contains the following options:
  - Off
  - Continuous
  - Ring Once
  - Ring and Mute
  - Play after 1 second - Play after 14 seconds
- **RING TONE.** This option contains 16 different ringtones.
- **VOLUME.** This option contains 17 settings; [Silent], 1 being the quietest and 16 being the loudest.
- **STYLE.** The alert style used for ringing incoming calls. For example, if this option is set to 1 ringing incoming calls ring with a grey alerting background on the call activity tile.


## Edit Personal Directory

Select the **Edit Personal Directory** option to display the following options:

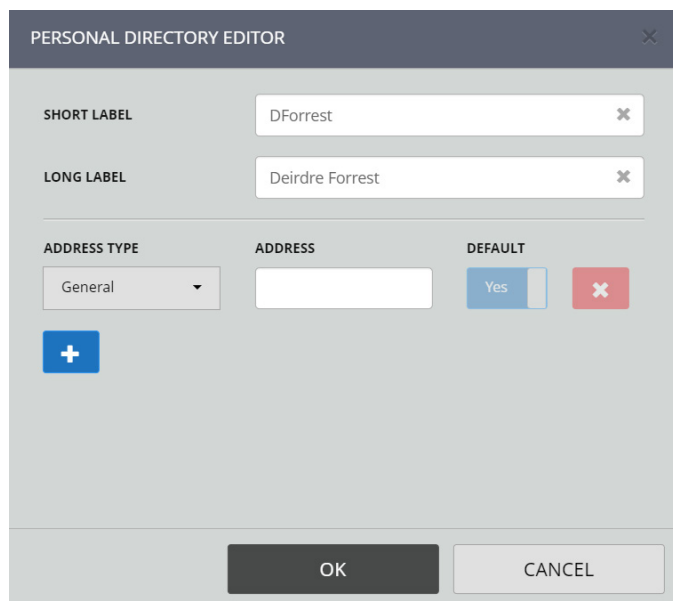
PERSONAL DIRECTORY EDITOR	
Filter...	
Deirdre Forrest	[Edit] [Delete]
Deirdre Forrest	[Edit] [Delete]
Emily Broadhurst	[Edit] [Delete]
Herman F	[Edit] [Delete]
Julian Forrest	[Edit] [Delete]
Rodney	[Edit] [Delete]
[+]	CLOSE

### Adding a Personal Directory Entry

To add a personal directory entry:

1. Select the **add personal directory entry**  icon.

Enter a **SHORT LABEL** and **LONG LABEL**, an example is displayed below:



PERSONAL DIRECTORY EDITOR

SHORT LABEL: DForrest

LONG LABEL: Deirdre Forrest


ADDRESS TYPE: General

ADDRESS:

DEFAULT: Yes

+

OK CANCEL

2. Select an **ADDRESS TYPE** from the choices General, Main Office, DDI, Mobile, Home, Intercom, Group Call or Tone to Line.
3. Enter an **ADDRESS**.
4. To add an additional address for an entry select the **add entry**  icon and repeat steps 3-4.
5. Select **OK** to confirm entry.

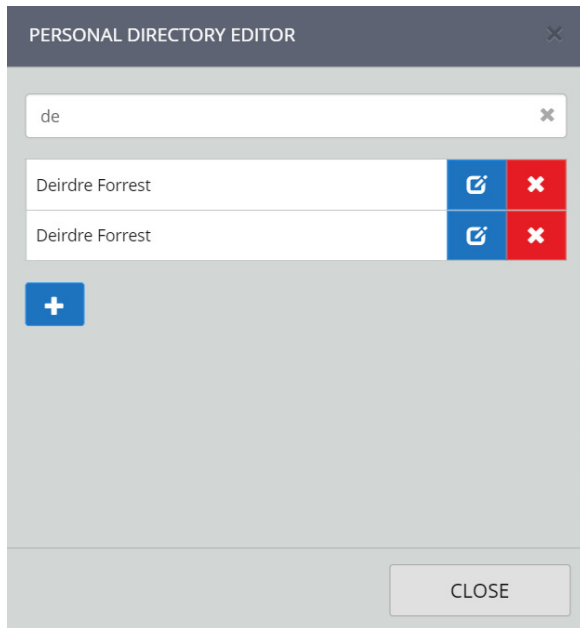


When adding more than one address to an entry, set **DEFAULT** to 'Yes' for the default address you want to use, which will be the one called when touching the user name in a directory search without drilling down further to reveal the alternatives.

## Editing a Personal Directory Entry

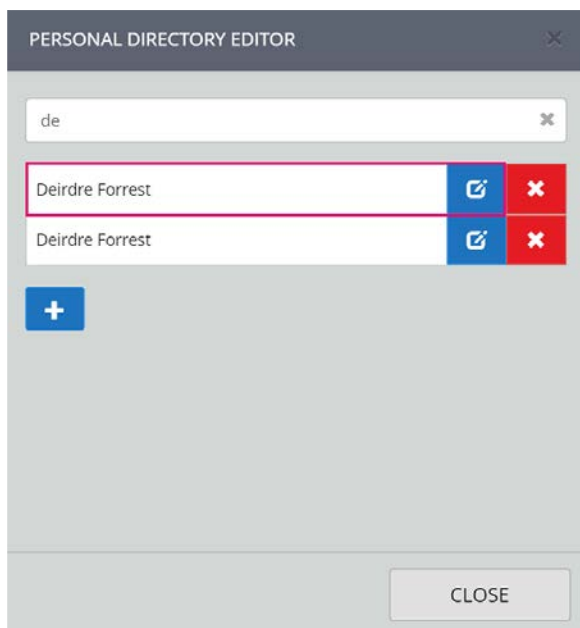
To edit a personal directory entry:

1. Enter at least two characters of the entry in the **search** text box.



The screenshot shows a window titled "PERSONAL DIRECTORY EDITOR" with a close button (X) in the top right corner. Below the title bar is a search text box containing the text "de". Below the search box is a list of two entries, both labeled "Deirdre Forrest". Each entry has a blue icon with a pencil (edit) and a red icon with an X (delete) to its right. Below the list is a blue button with a white plus sign (+). At the bottom right of the window is a "CLOSE" button.

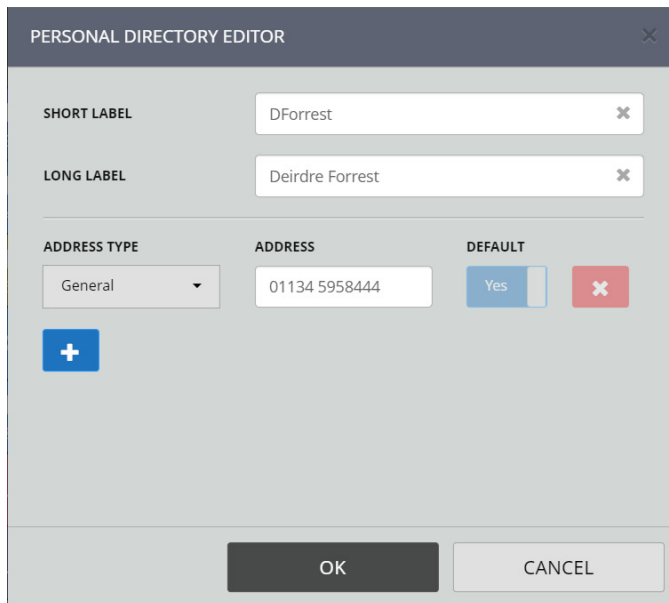
2. Select the entry to edit. In the example below Deirdre Forrest is selected.



This screenshot is identical to the previous one, but the first entry "Deirdre Forrest" is highlighted with a red border, indicating it is selected for editing.



3. Edit the entry.



The screenshot shows a dialog box titled "PERSONAL DIRECTORY EDITOR". It contains the following fields and controls:

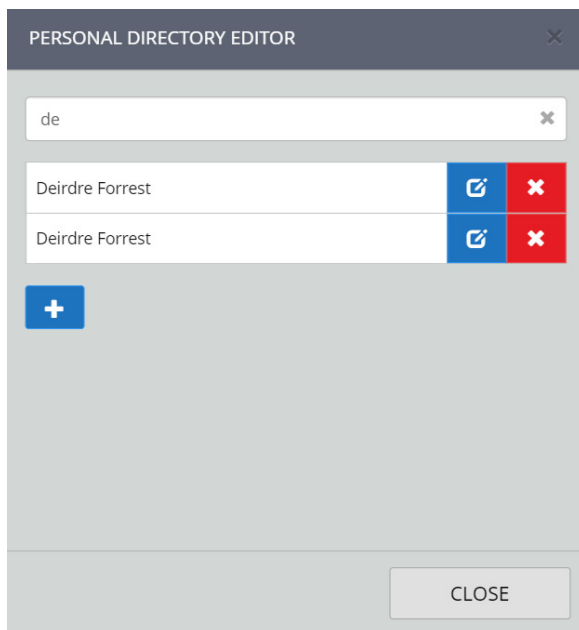
- SHORT LABEL:** A text input field containing "DForrest" with a clear (X) button.
- LONG LABEL:** A text input field containing "Deirdre Forrest" with a clear (X) button.
- ADDRESS TYPE:** A dropdown menu currently set to "General".
- ADDRESS:** A text input field containing "01134 5958444".
- DEFAULT:** A toggle switch currently set to "Yes", with a red (X) button to the right.
- Buttons:** A blue "+" button on the left and "OK" and "CANCEL" buttons at the bottom.

4. Select **OK** to confirm entry edits.

## Deleting a Personal Directory Entry


To delete a personal directory entry:

1. Enter at least two characters of the entry in the **search** text box.

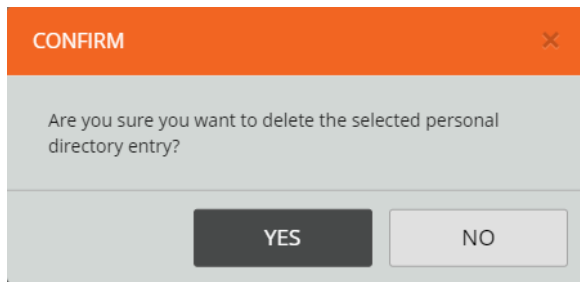


The screenshot shows the "PERSONAL DIRECTORY EDITOR" dialog box in search mode. It contains the following elements:

- Search:** A text input field containing "de" with a clear (X) button.
- Results:** A list of two entries, both labeled "Deirdre Forrest". Each entry has a blue edit icon and a red delete (X) icon to its right.
- Buttons:** A blue "+" button on the left and a "CLOSE" button at the bottom right.

2. Select  next to the entry to be deleted.

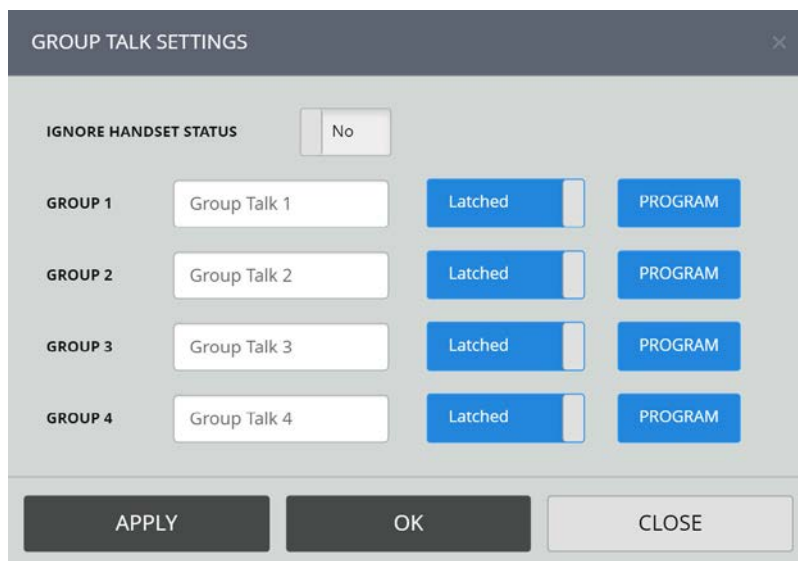
This will display a 'CONFIRM' dialog box.



3. Select YES to confirm signing out.

## Group Talk Settings

Select the **GROUP TALK SETTINGS** option to display the following options:



Group Talk Settings:

- **IGNORE HANDSET STATUS.** ARIA Click can be configured to ignore handset status when group talk is active. When set to Ignore Handset Status (Yes), pushing a Group Talk button activates the mic for all the speakers within the group, but any calls on a handset, that are part of the group, will be unaffected and continue to use the handset as the audio device. To mute the call on the handset, you will need to select the handset mute button.
- **GROUP 1-4 Label.** This option is used to name the label to display for the associated group talk button, see *Group Talk* on page 37.
- **LATCHED, GROUP 1 - 4.** This option is used to latch the associated group talk button, see *Group Talk* on page 37. The options are:
  - **Latched.** When a group talk button is pushed, the microphone remains active until the button is pushed again.
  - **Unlatched.** The microphone is only active whilst the group talk button is being pushed. Unlatched is also referred to as PTT (Push-To-Talk).
- **PROGRAM.** This option is used to assign speaker channel for group talk.

## Preferences

Select the **Preferences** option to display the following options:

The screenshot shows a 'PREFERENCES' dialog box with the following settings:

- AUTO HOLD/CLEAR:** Off (dropdown menu)
- AUTO SELECT IDLE HANDSET:** Off (toggle switch)
- HANDSET PRIVACY DEFAULT:** Off (toggle switch)
- DEFAULT HANDSET:** Selected Handset (dropdown menu)
- INTERCOM AUDIO DEVICE:** Default Handset (dropdown menu)
- ALERT MUTING:** Manual (toggle switch)
- DESKTOP NOTIFICATIONS:** Off (toggle switch)
- CALL LOG AUTO COLLAPSE:** On (toggle switch)
- GROUP TALK:** Show (toggle switch)

Buttons at the bottom: OK, CANCEL.

Preferences:

- **AUTO HOLD/CLEAR.** Works in conjunction with the AUTO SELECT IDLE HANDSET preference. The options are:
  - **Off.** Neither Auto-hold or Auto-clear are enabled.
  - **Auto-hold.** An active call is automatically placed on hold when another call is made or answered on the same handset.
- **AUTO SELECT IDLE HANDSET.** The options are:
  - **Off.** Answering or making a new call will cause an existing handset call to be disconnected (cleared) or placed on hold, based on the AUTO HOLD/CLEAR preference. However if the first call is not on the Default Handset then the subsequent call will be carried on the idle (Default) handset without impacting the original call.
  - **On.** An idle handset will automatically be selected if the other handset is busy. When both handsets are busy, the AUTO HOLD/CLEAR and DEFAULT HANDSET preferences take effect.
- **HANDSET PRIVACY DEFAULT.** When enabled calls will be set to privacy on, preventing other users from barging in. Default setting is 'Off'.
- **DEFAULT HANDSET.** Determines which handset is the first choice handset when selecting a line, making a call or answering a call. The options are 'Selected Handset', 'Handset 1' and

'Handset 2'.



The other handset still may be chosen if the AUTO SELECT IDLE HANDSET mode is enabled and the first choice handset is in use and the other handset is idle.

- **INTERCOM AUDIO DEVICE.** Determines which audio device to use when dialing out an intercom number from the call log or directory dashboard. Incoming intercom calls or Intercom calls made from the Intercom dashboard are always carried on the handsfree / gooseneck device until moved to the handset by the user. The options are 'Default Handset' or 'Intercom'.
- **ALERT MUTING.** When set to 'Auto', automatically suppresses incoming ringing sounds whilst in a call and restores audible alerting once the call is cleared. Default is set to 'Manual'. To activate Alert Override when Alert muting is set to 'Manual', see *Alert Override* on page 32.
- **DESKTOP NOTIFICATIONS.** When active, displays desktop pop-up style notifications of incoming calls. Set to 'On' by default.
- **CALL LOG AUTO COLLAPSE.** When active, automatically collapses the call log panel when the user clicks off it. Default is set to 'On'.
- **GROUP TALK.** When set to 'On', displays the group talk buttons, *Group Talk* on page 37.

## Audio Settings

Select the **Audio Settings** option to display the following options:

AUDIO SETTINGS

AUDIO STREAMS: Single

MICROPHONE: Microphone (2- USB Audio Device) (0d8

SPEAKERS: Communications - Speakers (USB Audio

OK CANCEL

#### Audio Settings:

- **AUDIO STREAMS.** When set to 'Single', all audio is directed to and from the selected microphone and speakers. When set to 'Multiple' up to three audio streams can be selected providing there are sufficient handsets/headsets/audio cards available.

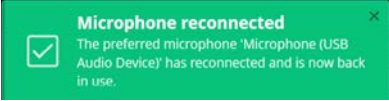
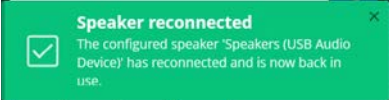
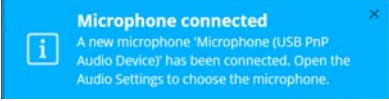
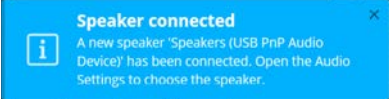



- This feature is not currently supported on Firefox and is hidden when Firefox is used.
- When changing this setting, an 'Audio settings changed' dialog will be displayed. Touch **APPLY** to reset the audio session to make changes.

- **MICROPHONE.** Sets the input device used on the ARIA Click audio stream. Changing this value requires a restart of the audio session. A warning is displayed when a restart is required.
- **SPEAKERS.** Sets the audio output device used on the ARIA Touch audio stream. Changing this value changes the output on the audio session when pressing **OK** on the preferences dialog. This feature is not currently supported on Firefox and is hidden when Firefox is used.

#### Audio Device Notifications

Notification	Description
	Displayed when the preferred microphone is disconnected.
	Another microphone is selected to prevent the ARIA session pausing.

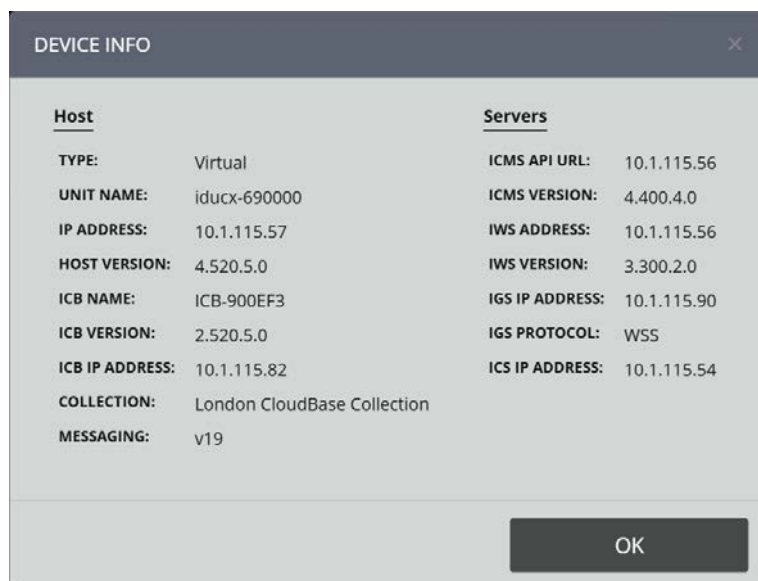
Notification	Description
 <p><b>Microphone reconnected</b> The preferred microphone 'Microphone (USB Audio Device)' has reconnected and is now back in use.</p>  <p><b>Speaker reconnected</b> The configured speaker 'Speakers (USB Audio Device)' has reconnected and is now back in use.</p>	Displayed when the preferred microphone is reconnected.
 <p><b>Microphone connected</b> A new microphone 'Microphone (USB PnP Audio Device)' has been connected. Open the Audio Settings to choose the microphone.</p>  <p><b>Speaker connected</b> A new speaker 'Speakers (USB PnP Audio Device)' has been connected. Open the Audio Settings to choose the speaker.</p>	<p>Displayed when a new microphone is connected.</p> <p>To configure a new connected microphone, see <i>Audio Settings</i> on page 28.</p>
	<p>Displayed during an ARIA session when the microphone becomes unavailable and there are no other alternative microphones. This can occur when another application such as Microsoft Teams takes control of the microphone.</p> <p>Touching <b>RETRY</b> will attempt to reconnect the microphone to ARIA.</p> <p>This warning is also displayed when a microphone is unplugged. To resolve, reconnect the microphone and touch <b>RETRY</b>.</p>

## Health Status

Select the **Health Status** option to display ARIA Click's host, device and server information, see page 20.

## Device Info

Select the **Device Info** option to display ARIA Click's host, device and server information.



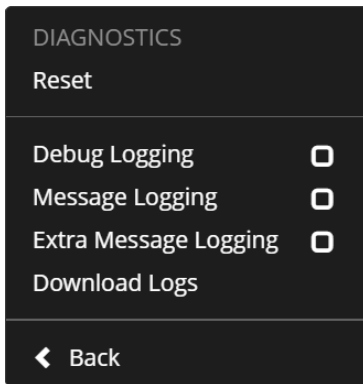
Select **OK** to close the 'DEVICE INFO' dialog.

## Diagnostics Submenu



Users with restricted access may not have this functionality. Please request access from your System Administrator to enable this feature if required.

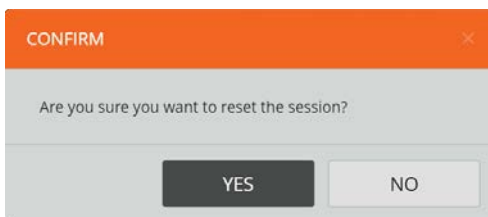
Select the **Diagnostics** submenu option to display the following options:



### Reset

Touch the **Reset** option to reset AYRE's connectivity when connectivity issues occur.

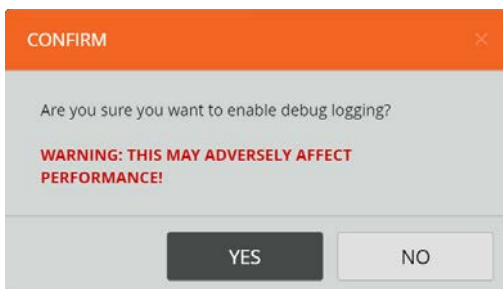
When resetting a 'CONFIRM' dialog will be displayed. Touch **YES** to confirm reset.



### Debug Logging / Message Logging / Extra Message Logging

These are for Administrative use only. Running logging may cause performance issues. Only select if requested by an Administrator.

When selected these will display a 'CONFIRM' dialog, similar to that displayed below.



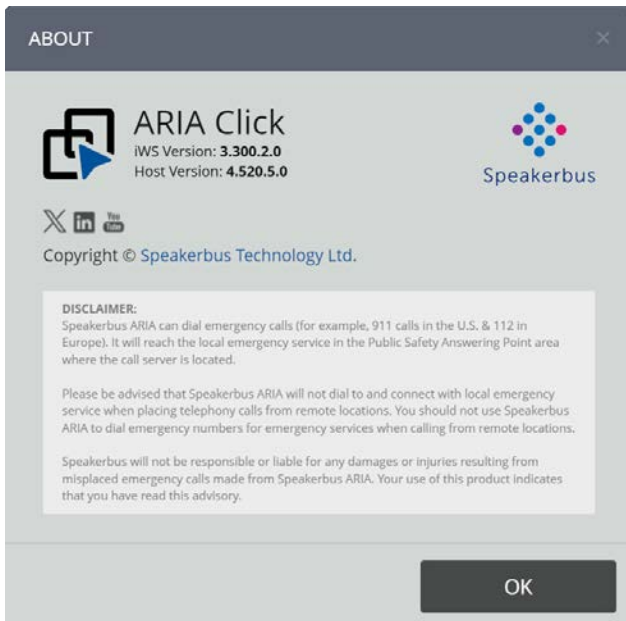
Select **YES** to confirm the logging.

### Download Logs

This is for Administrative use only. Only select this if requested by an Administrator. When selected you will be prompted to download a file in the format of 'softclient\_XXXXXXX\_XXXXXX.log'.

## About

Select the **About** option to display the following:



## Alert Override



The Alert Override icon suppresses incoming ringing alerts when in a call. Select the Alert Override icon to activate when in a call. This can be set to always suppress incoming ringing alerts when in a call, see Preferences on page 26. When the call is finished Alert Override returns to deactivated.

To activate, when in a call, select the **Alert Override**  icon.


This displays the **Alert Override** icon as . Repeat to deactivate Alert Override.

## Call Forwarding




The **Call Forwarding** icon is used to configure the feature and subsequently changes colour to indicate whether Call Forwarding is activated/deactivated.

To activate Call Forwarding:

1. Select the **Call Forwarding**  icon.
2. This will display the Call Forwarding dialog.




3. Enter a forwarding number into the **address** textbox.
4. Select the required type(s) of Call Forwarding:
  - **ALWAYS.** Calls are always forwarded to the call forward address.
  - **ON NO ANSWER.** Calls are forwarded to the call forward address when the called ARIA Click is not answered after ten seconds.
  - **ON BUSY.** Calls are forwarded if all call appearances are busy.
  - **COMPLIANT CALL FORWARD.** Calls will be forwarded to the call forward address while screen is locked.
5. Select **OK** to confirm settings.
6. This displays the Alert Override icon as  indicating that Call Forwarding has been activated.



- Call forwarding functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.
- Call forwarding applies to your default line.
- **Compliant Call Forward.** Calls will be forwarded to the call forward address while screen is locked. Calls get recorded even if they're redirected to numbers that aren't part of your call recording setup.
- When compliant call forward is activated, the Speakerbus endpoint remains engaged in the call even after it's diverted, effectively creating a conference involving the incoming call, the endpoint, and the diverted recipient. In this way, the recording capabilities of the endpoint are used to capture the audio stream and the recordings are saved alongside previous call events.
- **Compliant Call Forward** is a user-specific permission that can only be assigned or revoked by a system administrator. It's available only to users who are already configured for voice recording. Upon activation, the Speakerbus endpoint is locked, preventing any further user action from interrupting the compliant status. All audio is silenced until the endpoint is unlocked, which consequently disables call forwarding and returns the endpoint to normal operation.

To deactivate Call Forwarding :

1. Select the **Call Forwarding**  icon.
2. Deselect the type(s) of Call Forwarding:

- ALWAYS
- ON NO ANSWER
- ON BUSY

3. Select OK to confirm settings.

4. This displays the **Alert Override** icon as  indicating that Call Forwarding has been deactivated.

## Do Not Disturb



The **Do Not Disturb** icon indicates whether audible alerts (for incoming calls) are activated/deactivated.

To activate, select the **Do Not Disturb**  icon.


This displays the **Do Not Disturb** icon as . Repeat to deactivate Do Not Disturb.



- Stays active until deactivated.
- Does not prevent intercom calls being auto answered. To prevent intercom calls being auto answered, see *Intercom Privacy* on page 34.
- Do Not Disturb functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.

## Intercom Privacy



The **Intercom Privacy** icon indicates whether personal intercom calls are suppressed. When activated you hear ringing for incoming intercom calls and will need to select the  icon to answer the call.

To activate, select the **Intercom Privacy**  icon.

This displays the **Intercom Privacy** icon as .

Repeat to deactivate Intercom Privacy.



Intercom Privacy does not prevent group calls from being auto answered.



## Missed Calls



The **Missed Calls** icon, when red, indicates that there is at least one missed call in the call log. For more information, see *Call Log Panel* on page 41.


## Voicemail



The **Voicemail**  icon when red indicates there is unread Voicemail. Select the **Voicemail**  icon to listen to Voicemail.

## Panels

### Undocking and Docking a Panel

Each of the five panels can be undocked into a separate window. To undock a panel select the popout button  on the right of the panel.



Closing an undocked panel automatically redocks it to its previous location in the main application window.

When logging back into ARIA, after logging out, panels that were previously undocked will be restored as undocked.



If panels are not restored as undocked after logging out and logging back in, check whether your browser has "Pop-ups and redirects" set to "blocked" in the options settings. Blocking pop-ups prevents panels being restored as undocked. Most browsers support setting which sites are allowed pop-ups. Contact your System Administrator for further help.

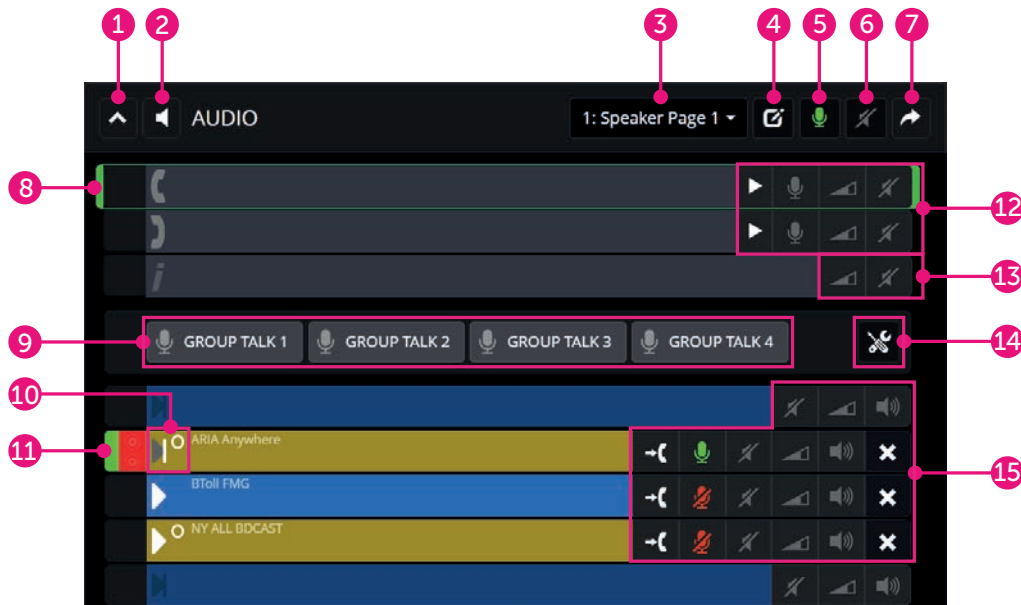
### Collapsing or Expanding a Panel

A selectable icon on each panel allows for the panel to be collapsed temporarily to hide the contents of the panel  or to be expanded . Speakers can be collapsed separately without collapsing handsets within the audio panel.

The Call Log panel can be set to auto collapse or auto expand, see Preferences on page 26.

## Audio Panel

The audio panel shows a list of handsets, intercom and speakers configured on ARIA Click and provides facilities to perform various actions on those items, e.g. Clear.



1. **Collapse/expand panel.** See Collapsing or Expanding a Panel on page 35.
2. **Hide/show speakers and group talk buttons.** When the speakers and group talk buttons are collapsed only the handset activity and actions are accessible, but speaker audio will still be audible. Any speaker that is currently latched on to talk will remain latched.
3. **Speaker page selector.** This is a dropdown list containing the four speaker page numbers and titles. It is used to select which speaker page is currently shown. Changing the page selection requests a new list of speakers from the turret and when the response is received from the turret the speakers list is updated with the corresponding speakers for that page. This dropdown list is shown even if the speakers section is collapsed.
4. **Speaker Page Titles.** Edit speaker page titles.
5. **Active/mute microphone on all speakers.**
6. **Active/mute all speakers.** This will not mute handset audio, intercom or internal speakers.
7. **Undock the audio panel to a separate window.** See Undocking and Docking a Panel on page 35.
8. **Selected handset/intercom indicator,** see page 51.
9. **Group Talk Buttons,** see page 37.
10. **Speaker activity,** see page 50.
11. **Voice activity indicators** (red indicates inbound voice activity, green indicates outbound voice activity), see page 47.
12. Handset icons including:
  - **Speaker Playback,** see page 76.
  - **Mute microphone**
  - **Volume level control**

- **Mute handset speaker**

See *Handsets* on page 51.

13. Intercom icons including:

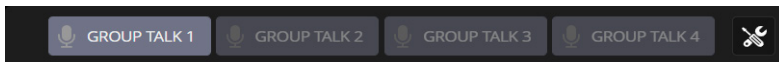
- **Volume level control**
- **Mute intercom speaker**


14. **Program Group Talk**, see page 37.

15. Speaker icons including:

- **Assign to handset**
- **Mute speaker**
- **Volume level control**
- **Unmute microphone (icon in red)**

## Group Talk



ARIA Click has four user programmable group talk buttons. The image above shows one programmed group talk button and the Program Group Talk  icon.

A group talk button is used to link one or more speaker channels. When it is pressed all linked speaker channel microphones become active. Group talk buttons enables being able to speak on several speaker channels simultaneously. The alternative to using group talk buttons is to press several speaker channels simultaneously to make all speaker channels active at the same time. Although this provides an equivalent action to group talk buttons, it can prove to be cumbersome. This is particularly the case if required to talk to five speaker channels at the same time.

## Speaking on a Group talk Tile

The behaviour of a selected group talk tile will depend on whether the tile is set to Latched or Push-to-Talk within Group Talk Settings, see page 26.

To speak on a group talk tile when it's set to **Latched**:

1. Touch the group talk tile to activate your microphone on the group talk.
2. Talk.
3. Touch the group talk tile again to make your microphone inactive on this group talk.

To speak on a group talk tile when it's set to **Push-to-Talk**:

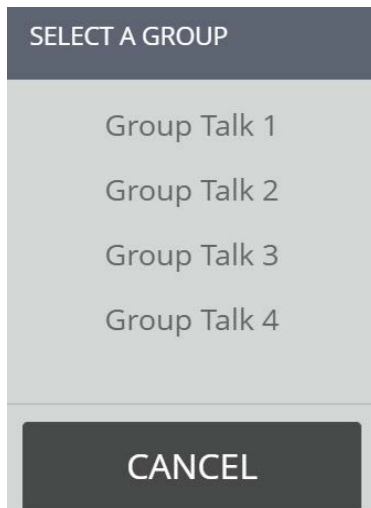
1. Touch and hold the group talk tile to activate your microphone on the group talk.
2. Talk.
3. Release the group talk tile to deactivate your microphone on the group talk.

## Programming a Group Talk Tile

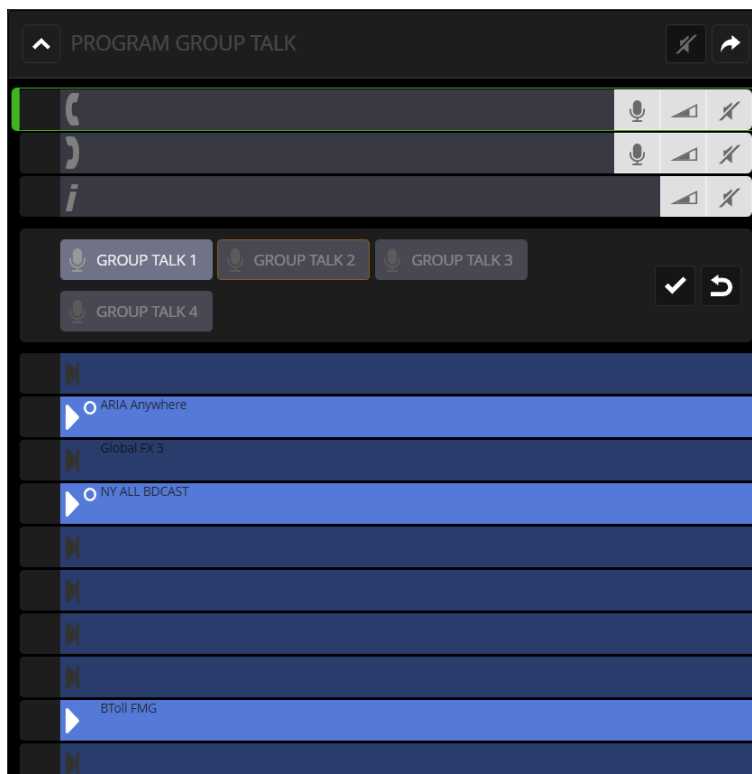
To program a group talk button:

1. Press the **Program Group Talk**  button.

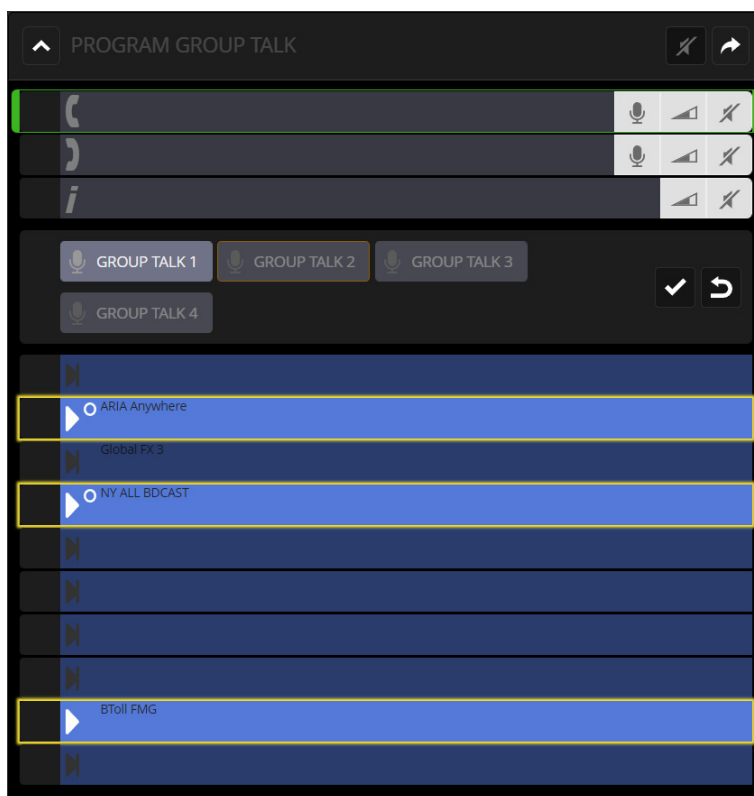
2. Select a **Group Talk** to program.



3. The image below shows 'Group Talk 2' has been selected to program from the previous step.

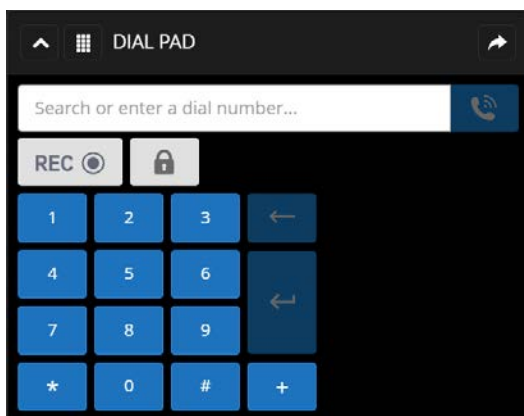


Select the speakers to assign to the group talk. The image below shows three speakers have been selected.



4. Select Apply Group Talk Programming  icon to save changes.

## Dial Pad Panel



The dial pad has the following icons:

- **Record on demand icon (REC).** Select to record selected handset's audio. Icon will turn red when recording. Touch again to stop recording the selected handset's audio.

Record on demand empowers users to choose which of their calls on a selected handset to record. In specific situations, users may need to either opt in or out of recording due to legal or local regulatory requirements.

Record On Demand is configured at an individual user level in iManager, with two available settings:

- **Always Record.** Calls are recorded unless the user explicitly turns off recording.
- **Never Record.** Calls are not recorded unless the user specifically enables recording. Select to record selected handset's audio. This will turn red when recording. Select again to stop


recording the selected handset's audio.

- A **privacy icon** to make the line private, see *Making a call private* on page 58.

---

 Record on demand is only available/visible if configured by your System Administrator in alignment with your organisation's compliance policy.

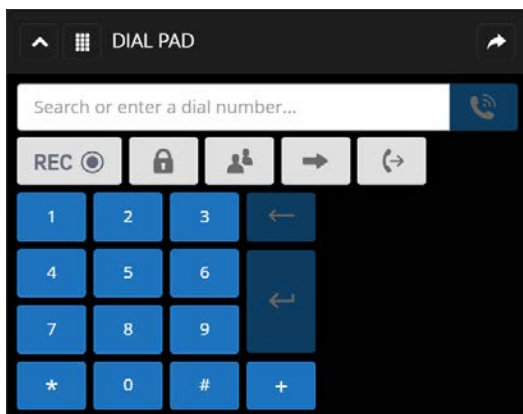
---




Select  to hide/show the collapsible keypad.

The dial pad panel's collapsible keypad has the following icons:

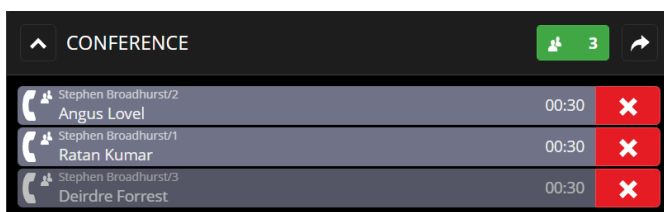
- 0-9, \*, #, + to enter a dial number. 0-9, \*, # also send DTMF tones.
- A backspace icon to provide a way for users to remove the last digit entered on the keypad.
- An enter icon to provide a way to call/dial the number in the outbound dialler from the keypad.

Three additional icons are displayed when in a call:




- **Conference icon.** When this icon  is clicked a conference is initiated, see *Conferencing* on page 67.
- **An Assign to Audio Device icon.** When this icon  is clicked a dropdown list is displayed with handsets and speakers that the call can be assigned to, *Moving a call to a speaker channel* on page 64.
- **Transfer icon.** When this icon  is clicked the current call can be transferred, see *Transferring a call* on page 60.

## Conference Panel

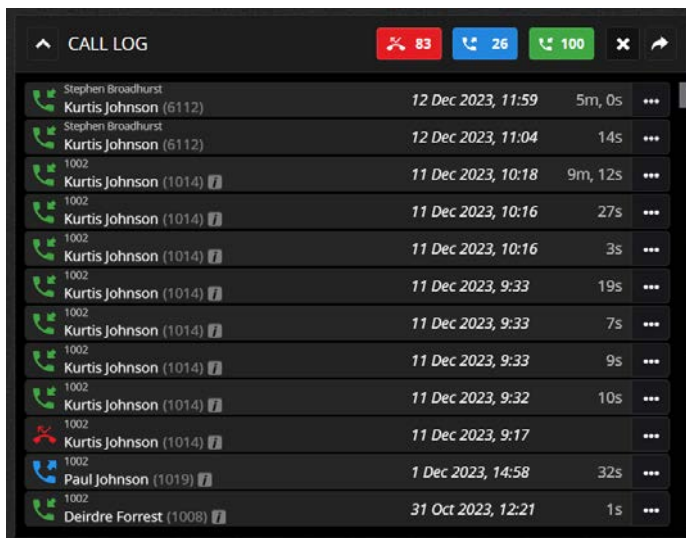


The conferencing panel is used for displaying all participants in a conference, see *Conferencing* on page 67.

When in a conference the green conference status  displays the number of conference participants.



## Call Log Panel



The call log displays missed calls, received calls and placed calls, displaying their call times and call durations.

The column list is touch scrollable by holding down a finger on the results set and moving up and down.

All missed, placed and received calls are displayed in the column list by default. It is possible to filter calls by deselecting/selecting the red **MISSED**, blue **PLACED** and/or green **RECEIVED** soft keys.

### Actions

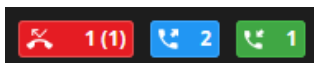
- To call a user in the list, touch a log entry, see *Call Handling* on page 53.
- To delete or add a contact, touch **...** to **DELETE** entry or to **ADD** contact to your personal directory, see *Adding a Personal Directory Entry* on page 22.
- To add a contact as a speed dial key, touch **...** next to the entry and select **Add To Layout**.
- To clear the call log notifications, touch **MARK ALL AS READ**.
- To clear all call log history, touch **DELETE ALL**.

### Auto Collapse

The panel, by default, automatically collapses when anywhere outside of the panel is selected. This prevents it taking up display space when not in use. The Call log auto collapse can be disabled, see *Preferences* on page 26.

### Filters

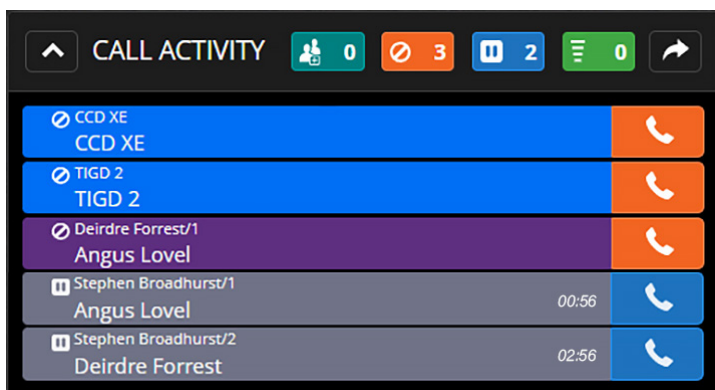
You can filter the call log entry list to include/exclude any of the three types of entry (missed, received or placed). This is done using filter buttons in the panel header.





Each filter button displays the number of calls in that category (even when filtered out). For the missed calls category, the number of unread missed calls are displayed in brackets next to the number of missed calls.


## Call Activity Panel


The call activity panel displays a list of eligible calls to add to conferences, ringing, on-hold calls, busy elsewhere calls and ring-down voice services.



When in a conference, and the add to conferences filter  is enabled, the number of eligible calls that can be added to the conference is displayed.

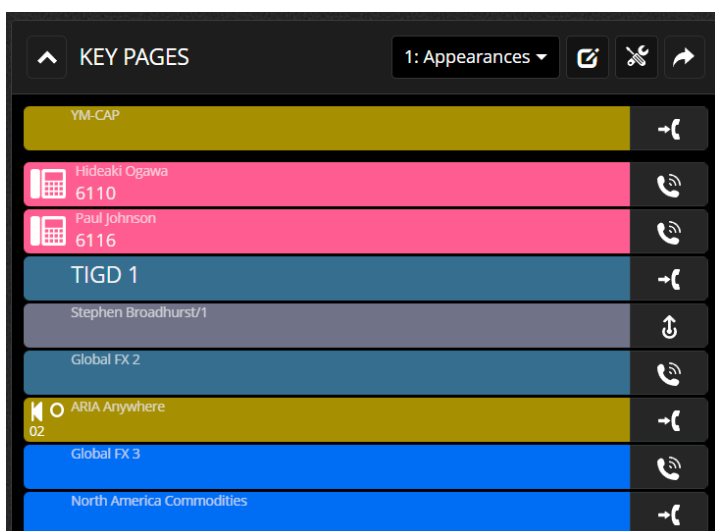
When the busy elsewhere calls filter  is enabled, and there are busy elsewhere calls displayed in the call activity panel, the busy elsewhere calls filter icon is animated.

When the on-hold here calls filter  is enabled, and there are on-hold here calls displayed in the call activity panel, the on-hold calls filter icon is animated.

When the ringing calls filter  is enabled, and there are ringing calls displayed in the call activity panel, the ringing calls filter icon is animated.

## Key Pages Panel

The Key Page panel includes speed dial keys, telephony appearance keys and voice service appearance keys.




The page selection dropdown list in the panel header includes pages with any of the above key types.

To edit page names , see *Edit key layout* on page 44.

To edit key layout , see *Edit key layout* on page 44.

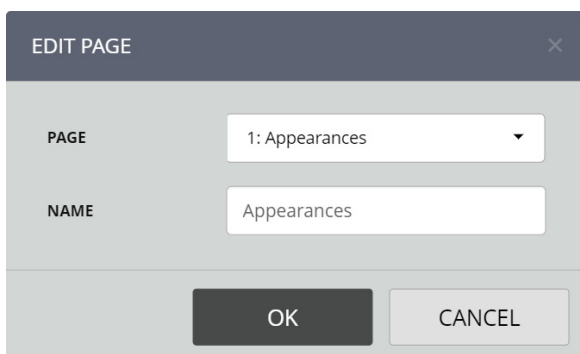
Any keys defined as “fixed keys” will always remain at the top of the list regardless of the page selected. There is a slight gap visually between fixed and paged key entries.

Each key displayed contains the following:

- **Audio device.** If the appearance is currently assigned to an audio device then an icon for that audio device is displayed on the appearance key. For speakers, this indicates the speaker number. For handsets, the icon reflects which handset it is when you hover the mouse over the key. When no audio device is associated, there is a blank space where the audio device icon would be. For speed dial keys, an icon representing the type of speed dial is displayed, e.g. Group Call, office or home.
- **Call status.** If the appearance is currently being used on a call then the call status is shown with the relevant icon.
- **Appearance text.** The appropriate one or two lines of text to show for the appearance or speed dial.
- **Answer call button.** If there is a call on the appearance and it is alerting then the answer call button is shown. Clicking it answers the call on the selected handset.
- **Off hold button.** If there is a call on the appearance and it's on hold here then the call off-hold button is shown. Clicking it takes the call off-hold and back onto the selected handset.
- **Retrieve button.** If there is a call on the appearance and it's busy elsewhere then the retrieve call button is shown. Clicking it attempts to barge into the call and put it on the selected handset.
- **Seize line button.** If there is no call on the appearance (and it's of the appropriate type, e.g. call appearance) a seize line button will be shown. Clicking it will attempt to seize the line onto the selected handset. Once seized, dialling out from the dial pad will use that line instead of the default line.
- **Make call button.** For speed dials and VPW or ARD appearances in the right call state where the 'make call'  button is shown. Clicking it attempts to make a call for the speed dial, VPW or ARD call.
- **Assign to handset button.** For voice services in the right call state the assign to handset button is shown. Clicking it attempts to assign the voice service to the selected handset.

## Edit page names

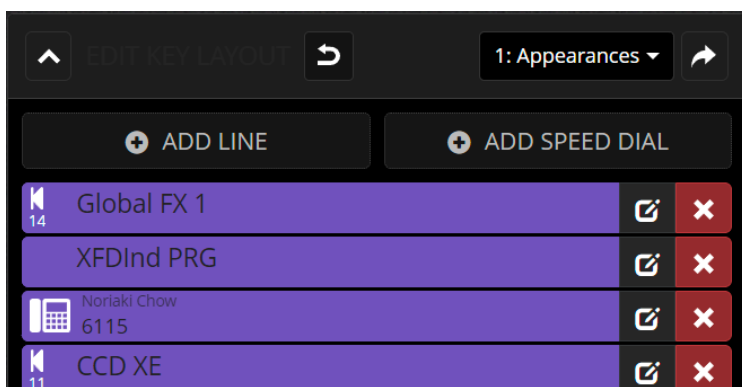
The Edit page dialog contains the following options:



- **Page.** Select page from dropdown.
- **Name.** Edit page name.

## Edit key layout

A sample Edit key layout is displayed below:



Select a line to edit (displayed above, in purple).

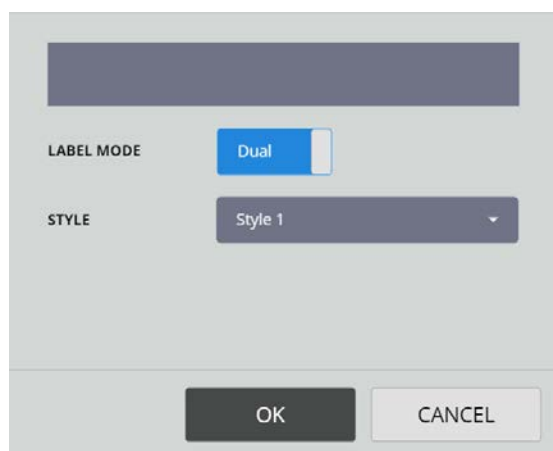
To add a line, select **ADD LINE**.

To add a speed dial, select **ADD SPEED DIAL**.

Once selected, choose a position for the line / speed dial, edit the key / speed dial properties.

## Key Properties

The following are common to all tiles regardless of their type. The illustration below shows the common items that are seen when keys are added or edited.



- **LABEL MODE.** This option contains two settings:
  - **SINGLE.** Displays the key label in large text.
  - **DUAL.** Displays the key label in small text.
- **STYLE.** This option contains sixteen different colours for the line key.

## Line Appearance Key Properties

The 'ADD/EDIT LINE' dialog contains the following options:

- **LINE TYPE.** This option is used to select either a telephony, intercom or voice service appearance.
- **LINE.** This option is used to select an appearance on the line key. If you require a line that is not listed, contact your System Administrator.
- **ALERT.** This option is used to set an alert profile for telephony and intercom line types. In total there are 32 profiles. Each profile can be customised in the Editing alert profiles dialog. Settings such as the ringtone can be set for each profile.

It is essential that the alert profile is customised as all of the profiles are set to the same ringtone/key style by default. For more information on editing alerts, see *Edit Alert Profiles* on page 21.

### Speed Dial Key Properties

The 'ADD/EDIT SPEED DIAL' dialog contains the following options:

- **SPEED DIAL TYPE.** This option filters the contacts available in the **DIRECTORY ENTRY** option. The available options are:
  - **Corporate Directory.** Contains all contacts within the system.
  - **Group Directory.** Contains system group calls available to the individual user.
  - **Personal Directory.** Contains contacts within the personal directory.

- **DIRECTORY ENTRY.** This option is used to select the contact or group call type voice service. If 'Personal Directory' was selected for **SPEED DIAL TYPE**, there is an additional option to add a new entry to the Personal Directory, see *Edit Personal Directory* on page 22.
- **DIRECTORY SUB-ENTRY.** This option is used to select a specific address for the chosen contact. This may be a telephone number, IP address or SIP URLs (E.g. 01992706999@speakerbus.com, 01992706999@12.10.10.1, john@speakerbus.com, john@12.10.10.1).

If 'Personal Directory' was selected for **SPEED DIAL TYPE**, the following additional options are displayed:

- **LABEL.** This option is used to type a short description (for example, name initials or first name only) to identify the personal directory entry. When personal directory records are added to speed dials with **LABEL MODE** set to 'SINGLE', the **LABEL** text is displayed on the speed dial key.
- **LONG LABEL.** This option is used to type a long description (for example, first and last name) to identify the personal directory entry. When personal directory records are added to speed dials with **LABEL MODE** set to 'DUAL', the **LONG LABEL** text is displayed on the speed dial key.
- **ADDRESS TYPE.** This option is used to describe the **ADDRESS**. The options are: General, Main Office, DDI, Mobile, Home, Intercom, Group Call and Tone to Line.
- **ADDRESS.** This option is used to enter a telephone number, IP address or SIP URL.

If either 'Corporate Directory' or 'Personal Directory' were selected for **SPEED DIAL TYPE**, the following options additional are displayed:

- **OUTBOUND LINE.** This option is used to select the outbound telephony appearance. Appearances that the user does not have permission to are not displayed.
- **IMMEDIATE TRANSFER.** This option is used to select a speed dial immediate transfer. When enabled, touching the key performs an unattended call transfer during a call. The call is transferred to the contact assigned to the speed dial. An Immediate Transfer Speed Dial key functions as a standard speed dial key when touched if the selected handset is idle (not connected to a call).

## Call Activity Key Properties

The 'ADD/EDIT CALL ACTIVITY' dialog contains the following options:

ADD CALL ACTIVITY

**LABEL MODE** Dual

**STYLE** Style 1

**BUSY-ELSEWHERE CALLS** Shown

**ON-HOLD CALLS** Shown

**RINGING CALLS** Shown

OK CANCEL

- **BUSY-ELSEWHERE CALLS.** This option displays a shared line that is busy elsewhere.

- **ON-HOLD CALLS.** This option displays calls in an on-hold state (including calls on-hold elsewhere).
- **RINGING CALLS.** This option displays incoming call alerts.

### Group Talk Key Properties





The 'ADD/EDIT GROUP TALK' dialog contains the following options:

- **GROUP.** This option selects one of four programmed group talks, see *Group Talk Settings* on page 26.
- **LABEL.** This option is used to name the label to display for the group talk key.
- **LATCHING.** This option enables latching. If latching is set to 'Off' the tile works in a touch to talk manner. If set to Yes the latching feature is enabled.

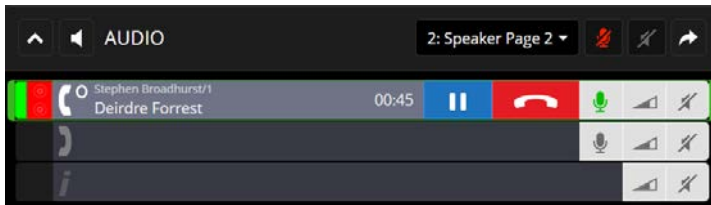
## Speaker and handset call state indicators

Two Voice Activity Detection (VAD) indicators are associated with each handset and speaker channel appearance.

### VAD Indicators

VAD Indicator	Call State
	Idle.
	Transmitting audio.
	Receiving audio.
	Receiving and transmitting audio.

An example of VAD indicators on a handset appearance is shown below. A call is connected on the handset, receiving and transmitting audio.



An example of VAD indicators on a speaker channel appearance is shown below. The speaker channel is connected, receiving and transmitting audio.



## Key page appearances

There are eight types of appearances:

- **Speed Dial**, see page 48.
- **Telephony (Dial Tone)**, see page 49.
- **Voice Service**, see page 49.
- **Virtual Private Wires**, see page 49.
- **Call Activity**, see page 49.
- **Intercom**, see page 50.
- **Speaker Channel**, see page 50.
- **Handsets**, see page 51.

For the explanation of call state icons that can appear on telephony appearance, voice service appearance, virtual private wire, call activity, speaker channel and handset tiles, see *Speaker call state icons on page 50* and *Handset call state icons on page 52*.

## Speed Dial




Speed dial appearances provide a way to make a call (Dial Tone or Intercom) to a contact associated with the speed dial appearance. This is useful for regularly used contacts.

Speed dials display an address type speed dial icon only when set as dual line as shown below.



Speed dial	Explanation
	Home.
	Office.
	DDI.



Speed dial	Explanation
	General.
	Mobile.
	Intercom Number.

## Telephony (Dial Tone)

Telephony (Dial Tone) appearances provide access to dial tone lines configured on the local telephone system (PBX) to make & receive calls.



## Voice Service

Voice service appearances provide access to direct lines (hoots and ring downs). These IP services are configured as voice services by your System Administrator. A voice service appearance assigned to speaker channel 6 is shown below.



A voice service appearance not assigned to a speaker channel is shown below.



To assign a voice service to a speaker, see *Assigning an appearance to a paging speaker channel* on page 74.

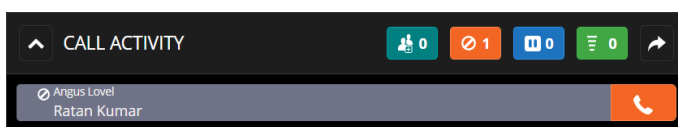
## Virtual Private Wires

Virtual private wire appearances provide a way of using a reserved line configured on a PBX to make or receive calls to a specific person.

## Call Activity

Call activity appearances are located under the Audio Panel providing visual alerts of incoming calls and other call activity. Answering an incoming call on a call activity tile will move the call to the handset.

These appearances show ringing calls, calls on hold and calls that are busy elsewhere or any combination. An example of a call activity appearance is shown below.



Depending on the configuration by your System Administrator call activity appearances can display the following:

- **Show busy-elsewhere calls.** Display calls that are busy-elsewhere.

- **Show on-hold calls.** Display calls that are on-hold (including calls on-hold elsewhere).
- **Show ringing calls.** Display incoming call alerts.

For further information, see *Call Activity Panel* on page 42.

## Intercom

Intercom appearances provide a way of making and receiving intercom calls, see *Intercom* on page 79.



## Speaker Channel

Speaker Channels are located under the Audio Panel allowing the appearance of a line to be heard in loudspeaker mode. Speaker Channels are defined by the system administrator after which users can move lines onto them. Up to 24 speaker channels may be defined. Lines may be assigned by the user to any free speaker channel for loudspeaker listening.

An example of a voice service appearance assigned to a speaker channel is shown below.






Telephony appearances, voice service appearances, intercom appearances and virtual private wires can be assigned to speaker channels, see *Assigning an appearance to a paging speaker channel* on page 74.

## Speaker call state icons

Common call state line icons for speaker channels.

Call state	Normal	Requesting privacy	Private
Connected			
Connected conference			
Line seized			
Busy elsewhere			
Held here			
Held here conference			
Held elsewhere			
Incoming call			

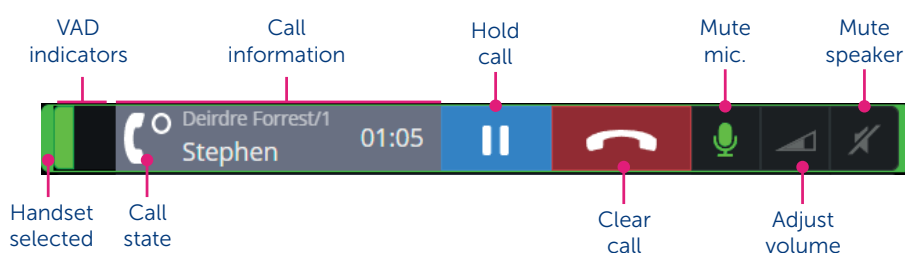
Call state	Normal	Requesting privacy	Private
Disconnected			

## Handsets

ARIA Click has two handsets which are displayed in the audio panel, see *Audio Panel* on page 36.

Each handset is selectable and there is an indication of which handset is selected. The dial pad panel updates appropriately according to which handset is selected with one handset being selected at all times, see *Dial Pad Panel* on page 39.







Handsets display the call information on the selected handset.



- **Handset selected.** The green outline indicates which handset is currently selected.
- **VAD indicators.** Audio detection, displayed when in a call, see page 47.
- **Call state.** These icons indicate the status of the handset and the appearance/voice service that is active on the handset, e.g. connected will have a circle as shown above. They update appropriately when the call state changes, see *Handset call state icons* on page 52.
- **Call information.** This displays the label for the appearance in a smaller font, the label for the target/destination/far-end in the larger font. (If the handset is idle, then no label is displayed). This also contains a timer showing the call duration.
- **Hold call.** Select to put call on hold, see *Placing a call on hold* on page 60.
- **Clear call.** Select to Clear call, see *Clearing a call* on page 65.
- **Mute microphone.** This button mutes the microphone for the selected handset when clicked. The icon button changes its colour to indicate muting is on or off. This action button is always shown regardless of the handset call status.
- **Adjust speaker volume.** Selecting this button replaces all the other action buttons on the handset with a volume slider control that controls the volume of the handset. The slider uses the range 1-10 in increments of 1. The volume changes as the slider moves. The volume control automatically closes after three seconds of inactivity, but a small close button next to the slider allows the control to be closed sooner. The volume button icon displays the volume set graphically as a filled percentage of the button icon (as well as having the volume displayed in a tooltip). This action button is shown at all times except when the speaker has been muted. The user needs to unmute the speaker before being able to change the volume.
- **Mute speaker.** This button mutes the selected handset's speaker when clicked. The icon button changes its colour to indicate speaker muting is on or off. This action button is always shown regardless of the handset call status.

## Handset call state icons

The following are common call state icons for handset appearances.

Icon	Explanation
	Handset not in a call.
	Handset not in a call, privacy enabled.
	Handset call connecting.
	Handset call connecting, privacy enabled.
	Handset call connected.
	Handset call connected, privacy enabled.

# Call Handling

This section explains the following:

- Making a call using the dial pad panel, see page 54.
- Making a call using a speed dial, see page 55.
- Making a call using the call log panel, see page 56.
- Making a call using private wires, see page 56.
- Making a call whilst on an existing call, see page 57.
- Making a call using redial, see *page 58*.
- Making a call private, see page 58.
- Barging in, see page 59.
- Answering calls, see *page 59*.
- Answering multiple calls, see page 60.
- Placing a call on hold, see page 60.
- Retrieving a call on hold, see page 60.
- Transferring a call, see page 60.
- Cancel call transfer, see page 61.
- Immediate transfer speed dial, see page 62.
- Call forwarding, see page 62.
- Moving a call between handsets, see page 63.
- Moving a call to a speaker channel, see page 64.
- Clearing a call, see page 65.
- Missed calls, see page 65.

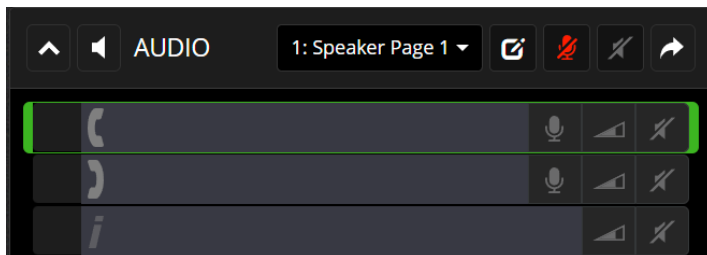
## Making a call using the dial pad panel





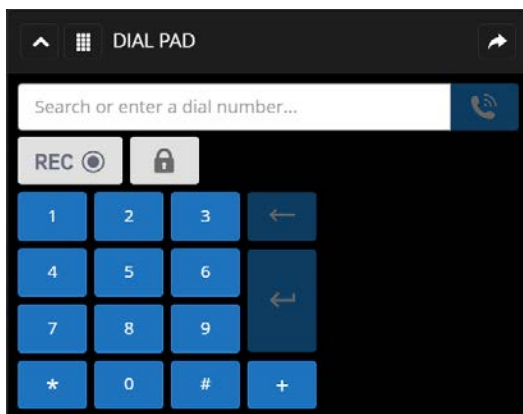
Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.

The search entry box can be used to input either a number to dial or to search for a contact to call. To make a call using the dial pad:



1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. Enter the dial number using PC/laptop keyboard in the dial pad panel search entry box and select the  icon to make the call. You may need to select the  icon to display the dial pad.

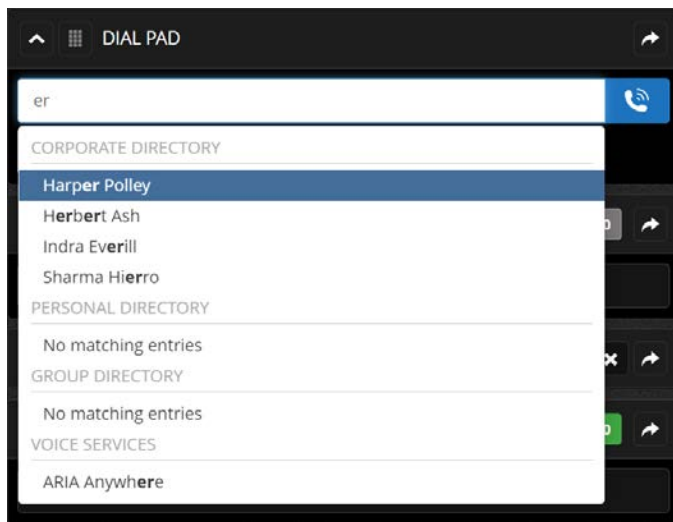


OR

Select the appropriate numbers using the dial pad and select the  or  icon. Talk when call is connected.

OR

Type the first few letters of the contact's name. From the dropdown list, select a contact to call. From the list, select the number to dial.



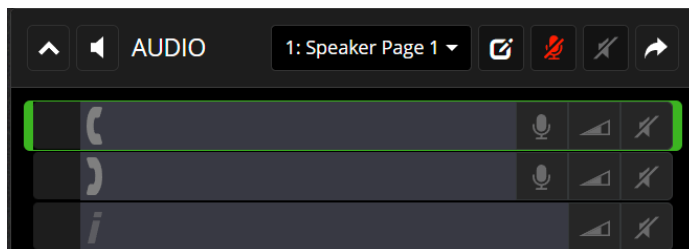
## Making a call using a speed dial



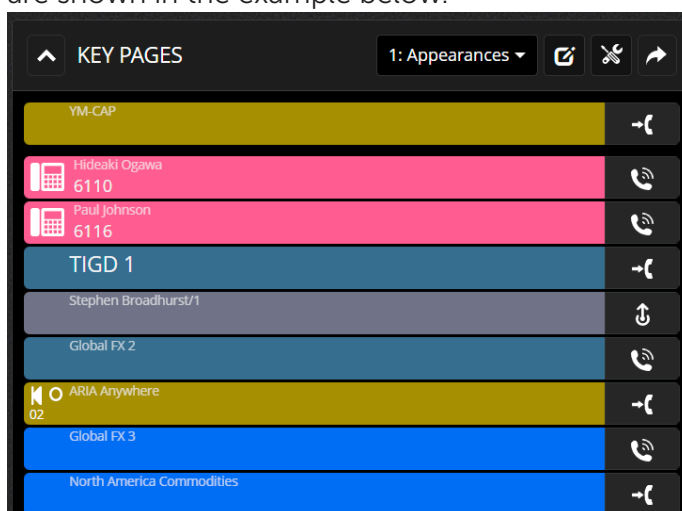
Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.

To make a call using a speed dial:

1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. Select a speed dial from the key pages panel, Hideaki Ogawa and Paul Johnson speed dials are shown in the example below.



3. Talk when the call is connected.

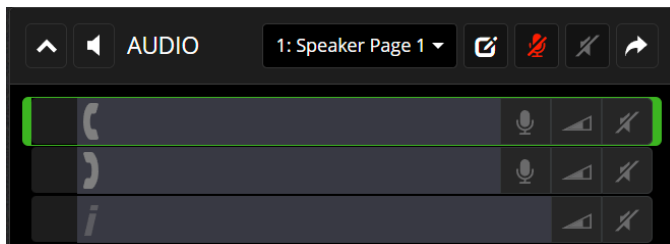
## Making a call using the call log panel



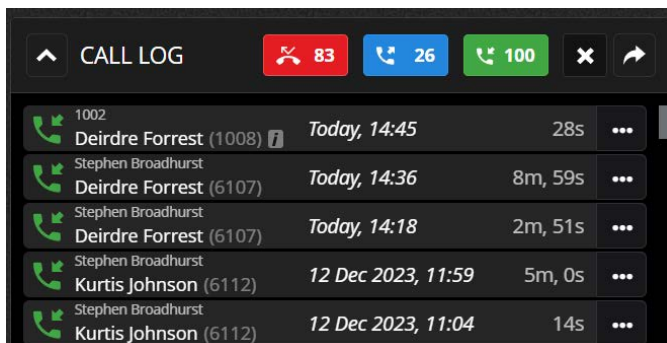
- Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.
- It is possible to have two simultaneous calls in progress and switch between them as required.

To make a call using a speed dial:

1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. From the call log panel list, select an entry to call.



You may need to select the **expand panel**  icon to display the call log PANEL list.


3. Talk when the call is connected.

## Making a call using private wires

Private wires (private lines) calls can be either automatic ringdown (ARD) or manual ringdown (MRD) calls.

### Making an automatic ringdown (ARD) call

To make a call using an ARD appearance:

1. Select the ARD appearance from the key pages panel to assign to a handset.
2. To end the call select the **Clear**  icon.




If the ARD appearance is assigned to a speaker channel, the call will go to the speaker channel after Clearing. To remove an ARD appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 77.



## Making a manual ringdown (MRD) call

To make a call using a MRD appearance:

1. Select the MRD appearance from the key pages panel to assign to a handset.
2. To end the call select the **Clear**  icon.



- If the MRD appearance is assigned to a speaker channel, the call will go to the speaker channel after Clearing. To remove a MRD appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 77.
- It may be necessary to send a ringing signal to alert the far end party of a new call. In which case, select the MRD signal icon in the dial pad panel, see below.

## Signalling on a manual ringdown (MRD)

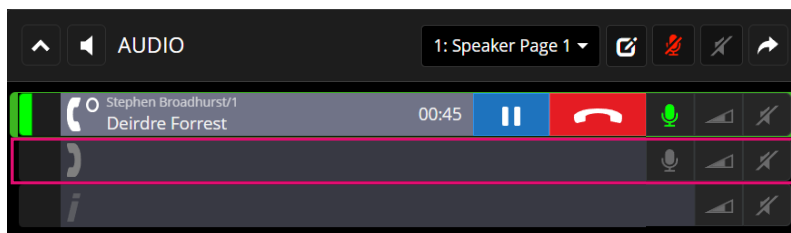
To signal a manual ringdown on a handset:

Select the **MRD signal**  icon in the dial pad panel.

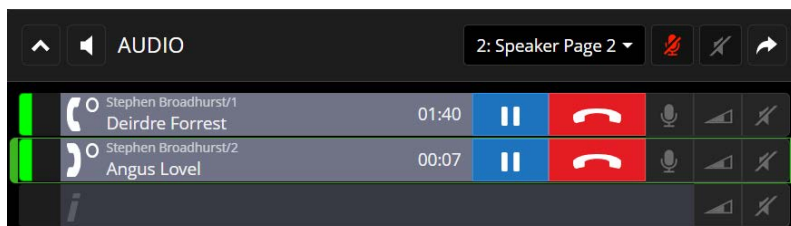
## Making a call whilst on an existing call

To make a call whilst on an existing one:


1. If required select an outgoing line appearance otherwise one will be selected automatically..



2. Make call. Both handsets are now in use. Talk when the call is connected.



OR

1. Put the currently connected call on hold by pressing the appropriate  icon, to make the handset available.
2. If required press an outgoing line otherwise one will be selected automatically.
3. Make call.
4. Talk when the call is connected.



- Select a free handset if you want to seize a line first, otherwise ARIA Click will automatically make a new call on the next available handset.
- For more information on the hold icon, see *Placing a call on hold* on page 60.

## Making a call using redial

To redial the last telephony/intercom call made:

Select the last number called from the Call log panel, see Making a call using the call log panel on page 56.

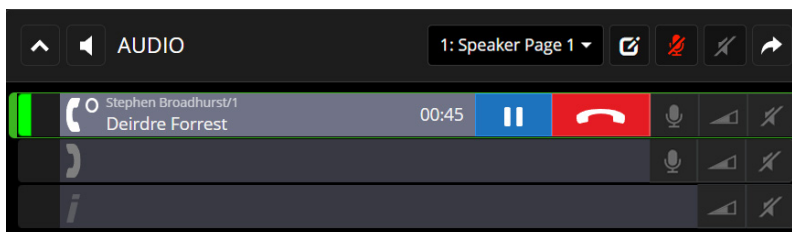
## Making a call private

A telephony, manual ringdown (MRD) or automatic ring down (ARD) call can be made private when two parties are engaged on a call. When activated no other party can join the call. If a call was made between two parties and a third party barges into the call, it will not be possible to activate the privacy function.

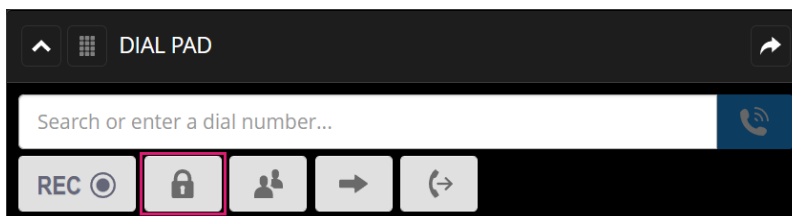
A line can be made private both before and during a call. Privacy is Cleared at the end of the call.

To make a call private:

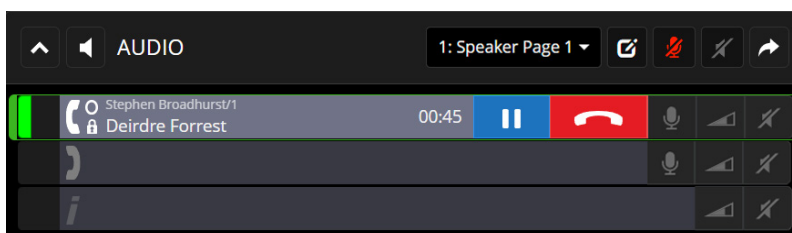
1. Ensure the appropriate handset is selected by selecting the required handset appearance.



2. Select the **Privacy**  icon located in the dial pad panel.



The call is now made private.



3. To remove privacy select the **Privacy**  icon located in the dial pad panel.

## Barging in

It is possible to barge in to a busy line providing privacy is not enabled on it. A busy line is displayed on the line appearance in the key pages panel and in the call activity panel as shown below.



To barge in, select the associated appearance/speaker channel.

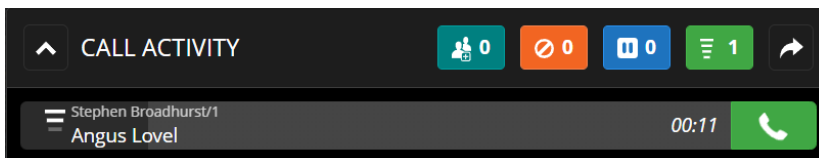
When privacy is enabled, barge in is not possible.

If you have successfully barged into a line, privacy cannot be activated.

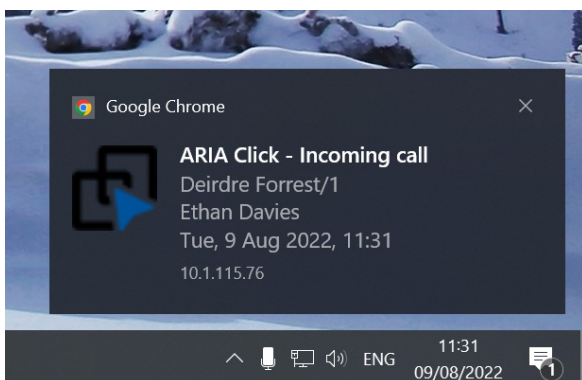
Only the call initiator and called party can enable line privacy, see *Making a call private* on page 58.

## Answering calls

ARIA Click announces an incoming call with a ring alert, animated key page appearance and an animated call activity appearance.



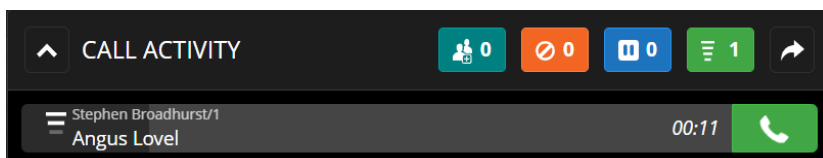
Also a pop-up notification is displayed above the Windows system tray if configured, see *Preferences* on page 27.



To answer a call select the  icon.


## Answering multiple calls

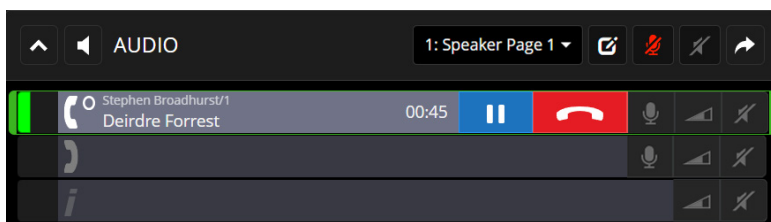
To answer an incoming call whilst on an existing call, select either the animated key page appearance or the animated call activity appearance. This will place the call onto an available handset.



If both handset appearances are connected to calls whilst receiving an incoming one, you will need to put one of calls on hold to make a handset available, see *Placing a call on hold* on page 60.

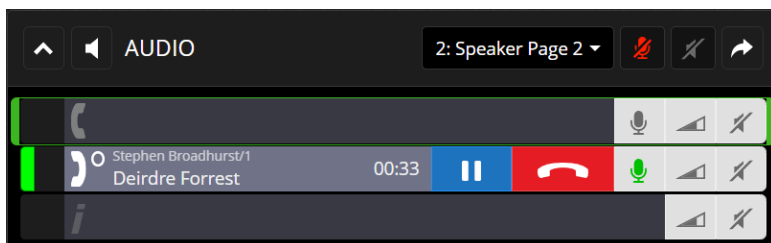
## Placing a call on hold

To put a call on hold select the appropriate handset  icon in the Audio Panel. Calls placed in hold will be moved to the Call Activity pane and display a flashing icon.



## Retrieving a call on hold

To remove a call on hold select the on hold call in the Call Activity Panel.

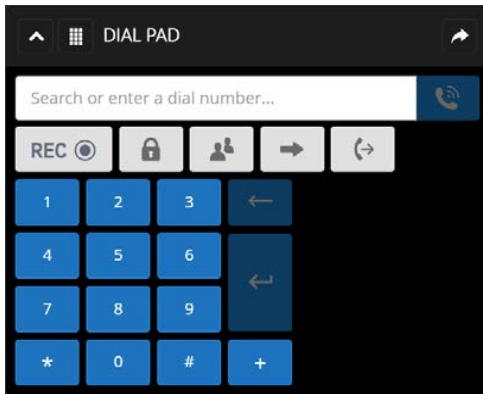


When retrieving a call on hold, the call is placed onto the first available handset (if any).

## Transferring a call

There are two types of call transfer:

- Announced. When the person transferring the call consults with the recipient of the transfer prior to transferring the call.
- Unannounced. When the person transferring the call transfers the call without speaking to the recipient of the transfer.




To transfer a call:

1. Select the **Transfer Call**  icon which is located above the dial number entry.






The other party will be put on hold until the transfer has been made.

2. Make a call to the contact to whom you would like to transfer the call to. To do this:

Type the dial number using the PC/laptop keyboard in the dial number entry and select the  icon.

OR

Select the appropriate numbers using the dial pad and select the  or  icon (you may need to select the  icon to display the dial pad).

OR

Type the first few letters of the contact's name. From the list, select the contact. From the list, select a number to dial.


OR

Select the contact's Speed Dial.


3. Once the call is connected, you may wish to speak with the recipient of the transfer (announced transfer). You can do this now.

OR

If you do not wish to speak with the recipient of the transfer (unannounced transfer), continue to step 4.

4. Select  once again to complete the transfer.

## Cancel call transfer


To cancel a call transfer select the **Cancel Transfer Call**  icon. This takes the calling party off hold.

Speak to the calling party.



If the call appearance is assigned to a speaker channel, the call will go to the speaker channel after Clearing. To remove an appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 77.

## Immediate transfer speed dial

An Immediate Transfer Speed Dial  when selected performs an unattended call transfer during a call. The call is transferred to the destination mapped on the Immediate Transfer Speed Dial. By simply pressing an Immediate Transfer Speed Dial an unattended transfer is performed. An Immediate Transfer Speed Dial will function as a standard speed dial when selected if the selected handset is idle (not connected to a call).

Below is an illustration of an Immediate Transfer Speed Dial.




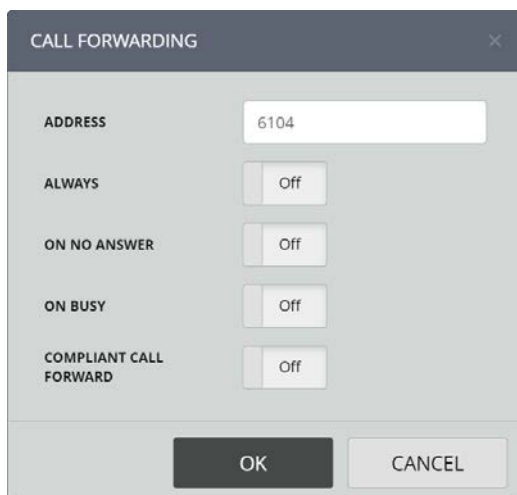
## Call forwarding




This feature may be disabled by your organisation. Call forwarding is applied to the default extension number.

To enable telephony Call Forwarding:

1. Select the **Call Forwarding**  icon.
2. This will display the CALL FORWARDING dialog.



3. Enter a forwarding number into the address textbox.
4. Select the type(s) of Call Forwarding:
  - **Always.** Calls are forwarded to the call forward address.
  - **On No Answer.** Calls are forwarded to the call forward address when the called ARIA Touch is not answered after ten seconds.
  - **On Busy.** Calls are forwarded if all call appearances are busy.
  - **Compliant Call Forward.** Calls will be forwarded to the call forward address while screen is locked.
5. Select **OK** to confirm settings.
6. The Call Forwarding icon will change to blue  indicating that Call Forwarding has been enabled.

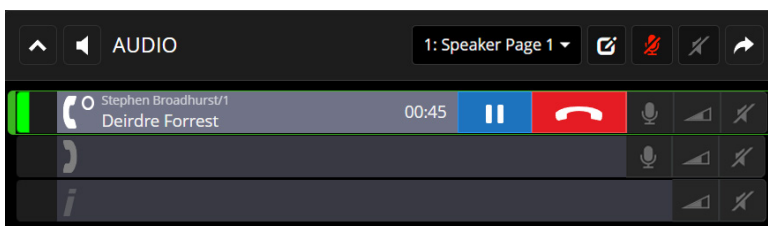
To disable Call Forwarding select the Call Forwarding  icon. Then deselect the type(s) of Call Forwarding:

- Always
- On No Answer
- On Busy
- Compliant Call Forward

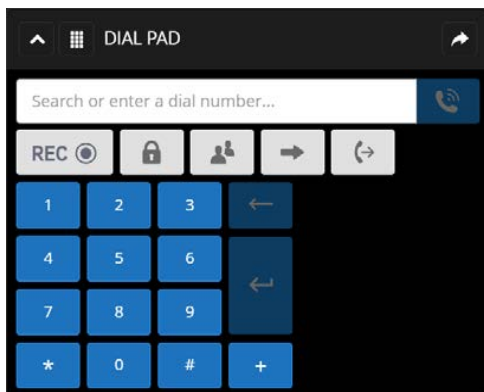
7. Select **OK** to confirm settings. The Call Forwarding icon will change to grey  indicating that Call Forwarding has been disabled.

## Moving a call between handsets

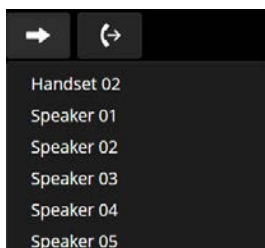
To move an active call from one handset to the other handset:



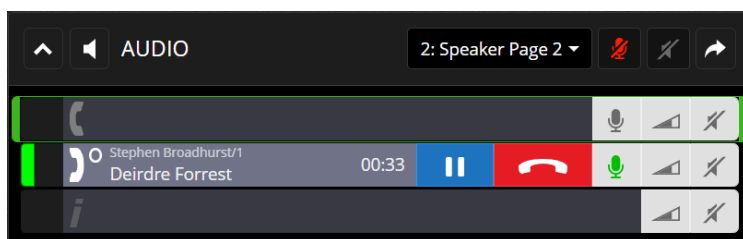
1. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



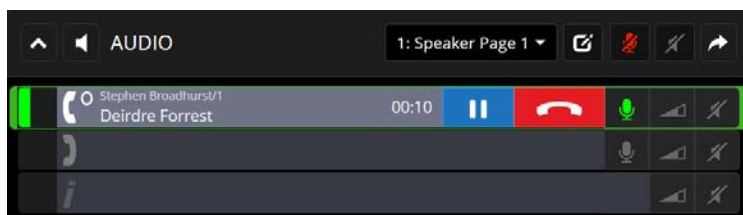
2. Select the available idle handset from the dropdown list. The call will be moved to the selected handset.



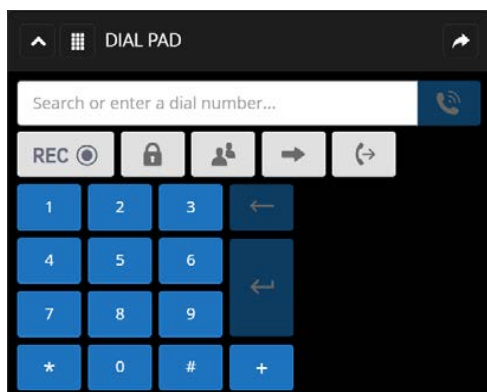
A handset can only be moved to an idle handset. If two handsets are in use then calls cannot be moved between handsets.

## Moving a call to a speaker channel

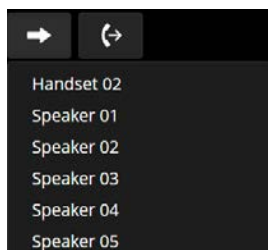
To move an active call to a speaker channel:



1. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



The list only displays free handsets and speaker channels.

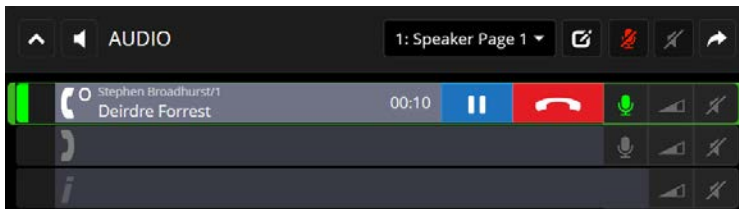
2. Select the speaker from the dropdown list. The call will be moved to the speaker.



A handset can only be moved to an idle handset. If two handsets are in use then calls cannot be moved between handsets.




## Clearing a call



The Audio Panel displays current calls. To Clear a call select the **Clear**  icon as shown above.

## Missed calls

1. Select the missed calls  icon.
2. This will display the expanded call log which contains the call history, see *Call Log Panel* on page 41.



# Conferencing


ARIA Click (local) Conferences support the hosting of up to 11 users (10 participants plus the initiator of the conference). Intercom, telephony, Hoot, ARDs and MRDs can participate in an ARIA Click Conference as participants. Standard Conference is explained below and Fast Conference, see on page 68.

## Standard conference

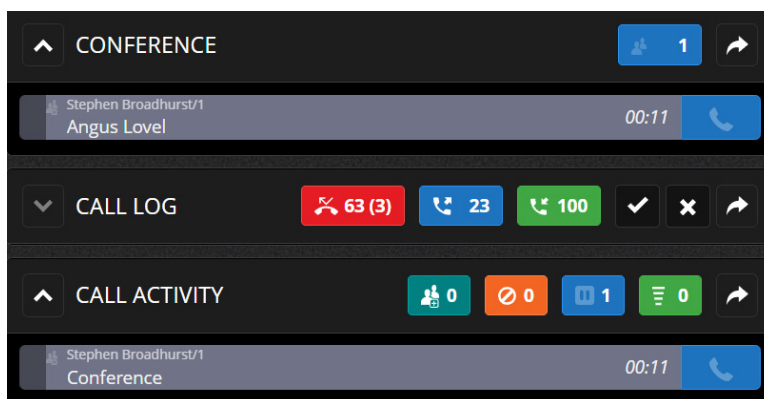
ARIA Click (local) Standard Conferences are hosted locally on either an iD808 (hardware) or an iDUCX (virtual).

## Creating an ARIA Click (Local) Conference

To create a conference:

1. Call the first conference participant. For more information on how to make calls, see *Making a call* on page 54.
2. Once the call is connected click on  which is located in the Dial Pad Panel.

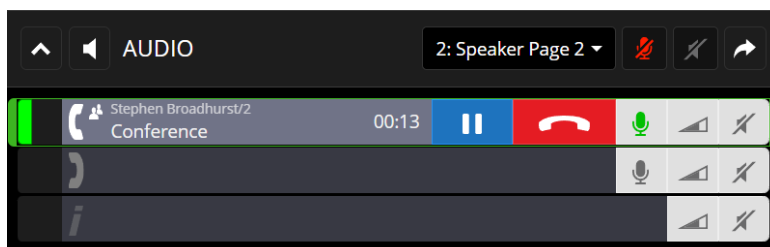
The first conference participant is added to the Conference and Call Activity Panels.



The first conference participant is also placed on hold.

3. Call the second conference participant. Once the call is connected click on  which is located in the Dial Pad Panel.

The conference is now active as indicated in the Audio Panel.



The conference participants are displayed in the Conference Panel.



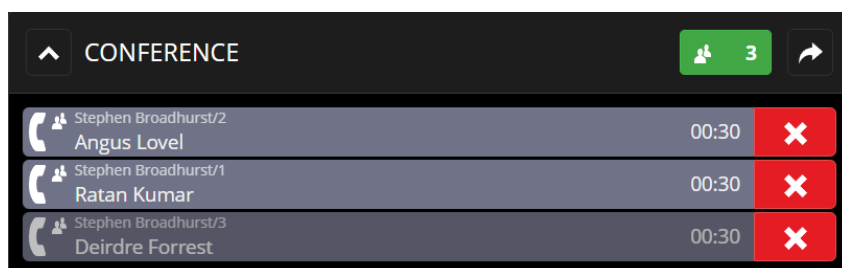
4. Repeat the above steps to add more participants.



- The conference initiator is the only person able to add participants to the conference.
- An ARIA Click (local) conference can accommodate a maximum of eleven members including the conference initiator.
- An ARIA Click (local) conference allows dial tone, hoots, manual ring downs and automatic ring downs to be conference participants.

## Removing a Conference Participant

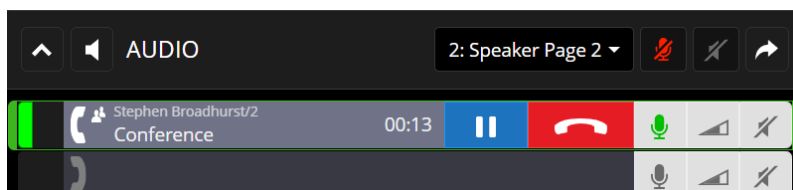
To remove a user from a conference click  next to the participant's name listed in the Conferencing Panel.



## Ending an ARIA Click (Local) Conference

To end a conference:

1. To end a call / hang up click the **Clear**  icon as shown below.

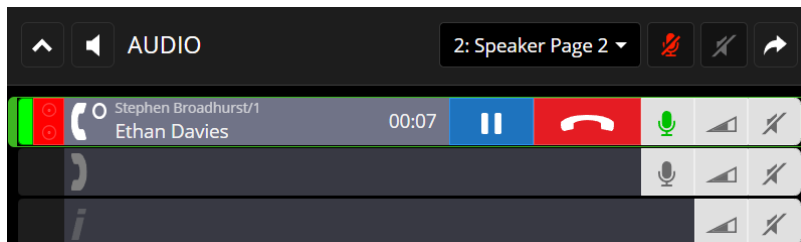



Only the person who created the conference can end it, i.e. when the initiator leaves the call, the call is ended.

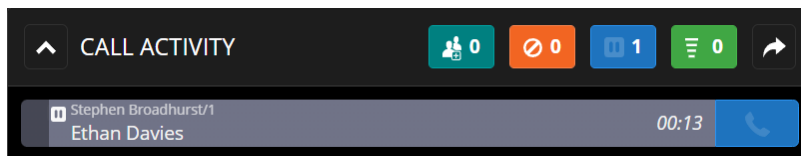
## Fast conference

Fast Conference is a conference type that allows active appearances and appearances in a busy elsewhere or on hold state to be brought together to form a single conference.

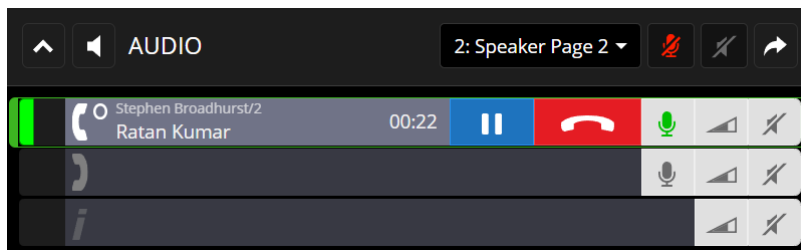
1. Call the first participant. In the example below the called participant is 'Ethan Davis'.



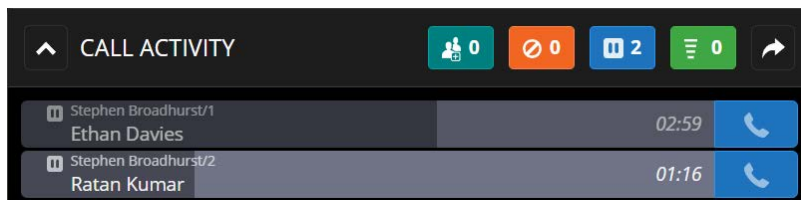
- Place the first participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.



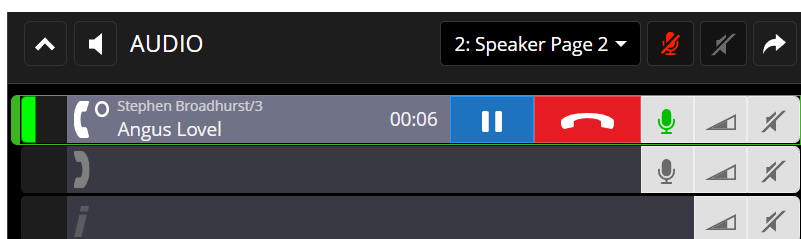
- Call the second participant. In the example below the called participant is 'Ratan Kumar'.




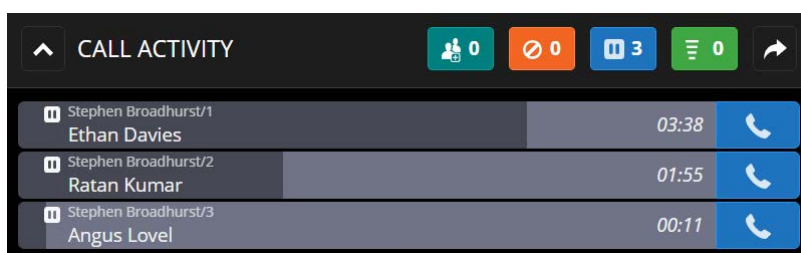
- Place the second participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.



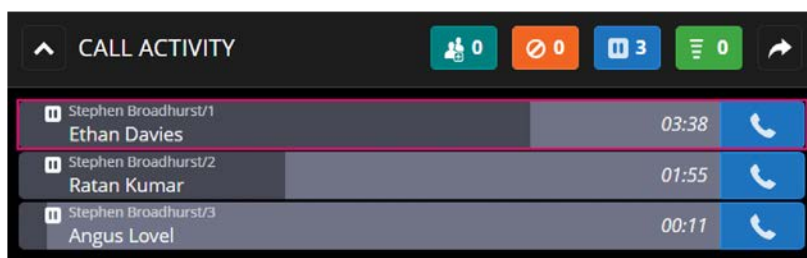
- Call the third participant. In the example below the called participant is 'Angus Lovel'.



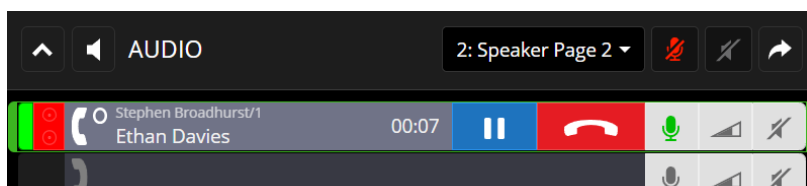
- Place the third participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.




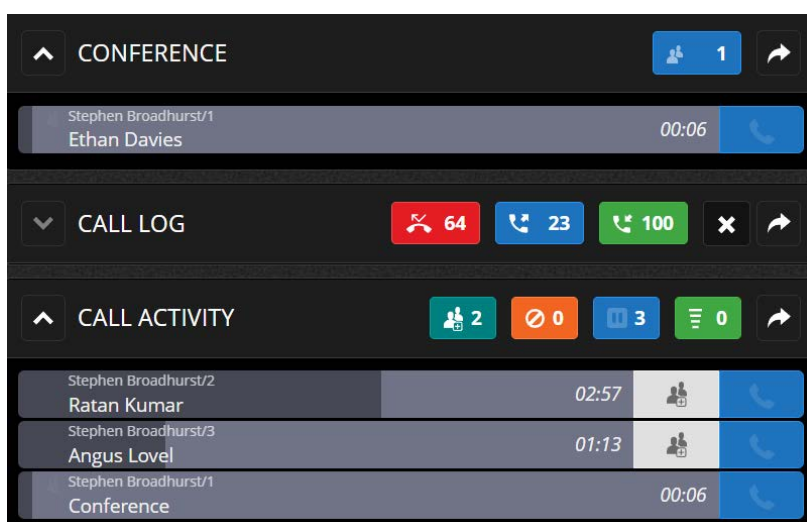
- Take a participant off hold. In the example below 'Ethan Davies' is taken off hold by clicking his appearance in the call activity panel as outlined in magenta below.





- The participant 'Ethan Davies' is returned to the audio panel.

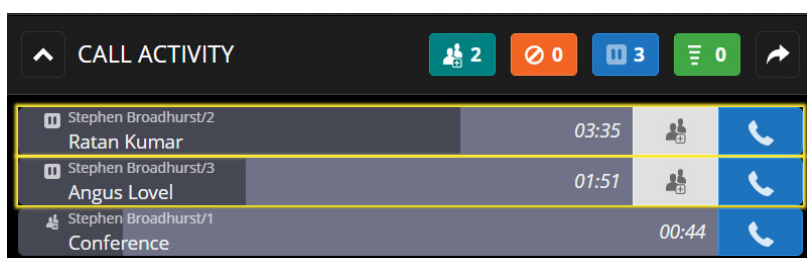


- Click on  which is located in the Dial Pad Panel.
- Conferencing is initiated with 'Ethan Davies' displayed in the conferencing panel as the sole participant.



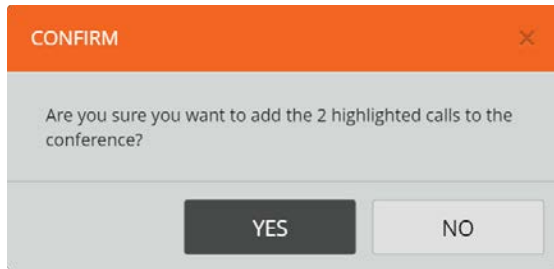
- Add the second and third participants to the conference by clicking the **add to conference**  icon next to their names in the call activity panel.

Alternatively, to add all eligible on-hold participants to the conference, move your mouse cursor over the **conference**  icon in the dial pad panel. Eligible participants will be outlined in yellow.

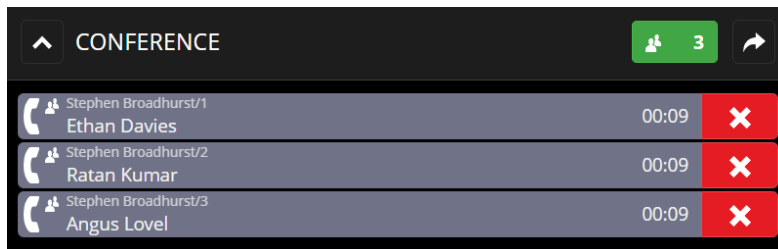


- Click the **add all eligible on-hold calls to conference**  icon in the dial pad panel.

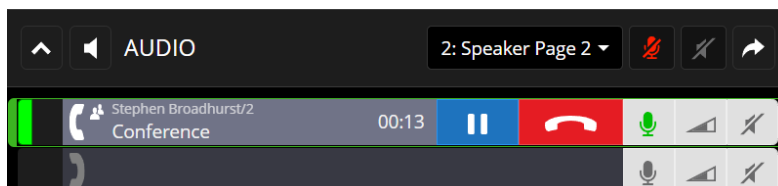
13. Select **YES** on the 'CONFIRM' pop up message.



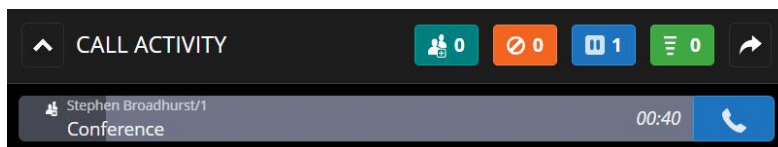
All participants are now in the conference.



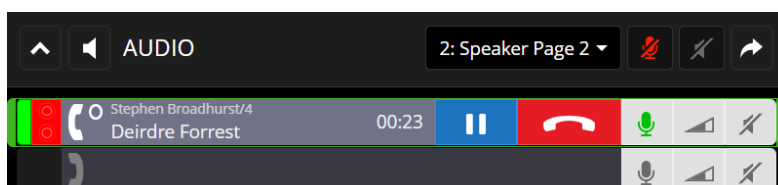
14. To add a fourth person to the conference click the  icon on the handset in the audio panel.





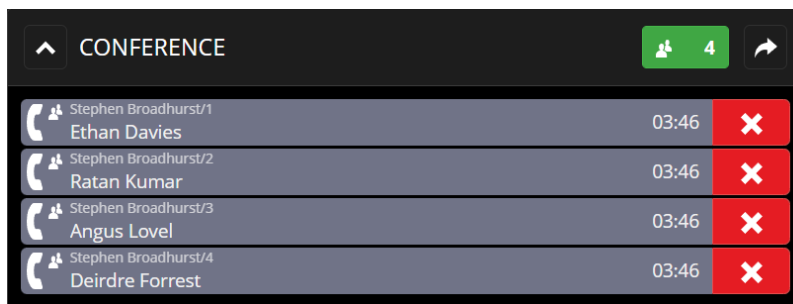
The Conference is removed from the handset appearance to the call activity panel.



15. Call the fourth participant. In our example the fourth participant is 'Deirdre Forrest'.



16. Ensure when Deirdre Forrest answers the call the appearance is active on one of the handsets (as shown in the illustration above) then either click the add to conference  icon in the dial pad panel or the add to conference  icon next to Angus Lovel's appearance in the call activity panel.
17. Deirdre Forrest is now added to the conference.



18. To remove a conference participant or to end a conference, see *Standard Conference* on page 67.



# Speaker Channels

This section explains the following:

- Assigning an appearance to a non-paging speaker channel, see page 73.
- Assigning an appearance to a paging speaker channel, see page 74.
- Moving an appearance on a speaker channel to a handset, see page 75.
- Talking on a speaker channel, see page 75.
- Speaker Playback, see page 76.
- Wiping an appearance from a speaker channel, see page 77.
- Muting a speaker channel, see page 77.

Up to twenty-four Speaker Channels can be assigned to your profile by your System Administrator. Once set, lines are allocated to individual speaker channels from the ARIA Click interface.

Speaker Channels can be non-paginating (a single line is static on the speaker until changed by the user) or paginated (speaker channels are grouped together using speaker pages (up to 4). With a speaker page selected, lines are added to channels and will remain active until a different speaker page is selected or reconfigured by the user)

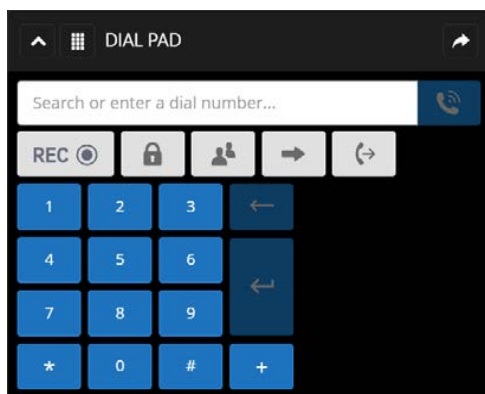
It is possible for a profile to contain a mix of paginated and non-paginated speaker channels.

## Assigning an appearance to a non-paging speaker channel

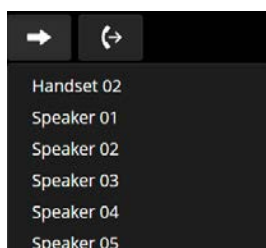
An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.

To assign an appearance to a speaker channel from a handset/intercom appearance:

1. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



2. Select the speaker from the dropdown list. The call will be moved to the speaker.



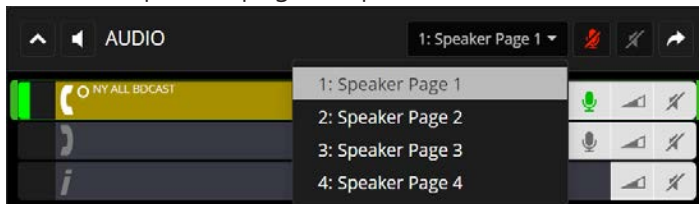
Active appearances on speaker channel appearances cannot be moved.

## Assigning an appearance to a paging speaker channel

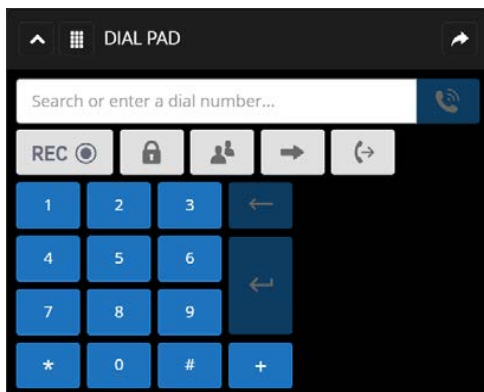
An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.

To assign an appearance to a speaker channel from a handset/intercom appearance:

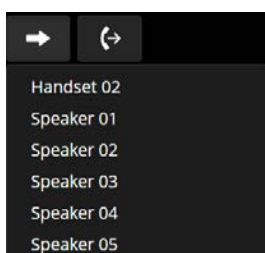
1. If assigning to a speaker page other than the page currently displayed, select the speaker page from the speaker page dropdown list as outlined in magenta below.



2. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



3. Select the speaker from the dropdown list. The call will be moved to the speaker.



- Speaker channel paging is configured by your System Administrator. If speaker paging is not enabled on a speaker channel appearance, selecting a speaker page will have no affect.
- Lines are assigned from a handset/intercom appearance to paginating speaker channels and apply only to the active speaker page.

## Moving an appearance on a speaker channel to a handset

An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.

A Hoot appearance is shown below. Hoot's do not have call timers.



To move an active appearance to a handset:

Select the  icon on the speaker appearance.

The speaker appearance is now shown on a handset appearance.




To remove the speaker from the handset appearance select the **Clear**  icon.

## Talking on a speaker channel

There are two methods to talk on a speaker channel, Click to Latch and Push to Talk. You can talk on Hoots, ARDs, MRDs, telephony and intercom calls assigned to a speaker channel.



Hoots, ARDs or MRDs may be configured to listen only. Contact your administrator If you cannot talk on a Hoot, ARD or MRD speaker appearance and you require talk permissions.

The following scenarios demonstrate Click to Latch and Push to Talk using a Hoot appearance on a speaker channel. Intercom and telephony calls have an additional **Clear**  icon when on a speaker channel.

### Click to Latch

1. Click the red microphone icon on the speaker appearance to talk.



2. The microphone icon will change to green. You can now talk.



3. To mute the microphone after talking, click on the green microphone icon. The icon will turn red to indicate that talking is muted.



- The speaker will remain open for broadcasting until you have muted. You must mute the microphone after talking when not broadcasting.
- If your System Administrator has enabled latched hoot timeout, and no speech is detected after a defined time, an audible warning is sounded before the hoot is disconnected.

### Push to Talk

1. To talk on a speaker appearance, click and hold down the speaker label whilst talking as outlined in magenta below.



2. The microphone icon will turn green. You can now talk.

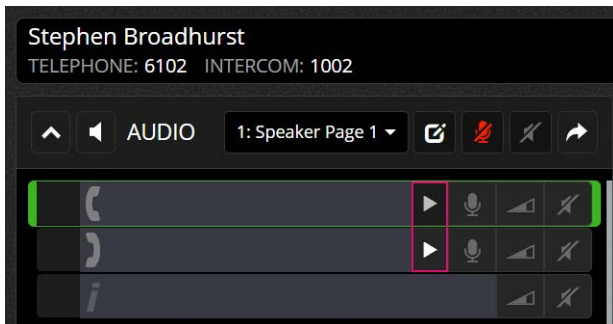


- Once finished talking, stop holding down the speaker label. The microphone icon will turn red to indicate that talking on the speaker is muted.



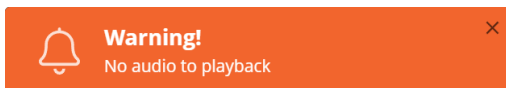
## Speaker Playback

Speaker Playback allows received heard audio from speaker channels to be played back instantly on a handset. The audio duration played back depends on the number of seconds set in the Speaker Playback Duration option in iManager set by your System Administrator. The possible playback duration times range from five to thirty seconds.



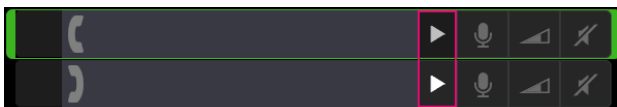
When the Playback feature is enabled in iManager, Playback softkeys are displayed, as shown outlined in magenta above. If the Playback softkeys are not visible, contact your System Administrator.

The audio is recorded at the volume heard on the Speaker Channel. If an active appearance (for example a hoot) is present on a speaker channel with its channel volume turned down so that no audio is heard, the audio will not be heard during playback either. It is possible however to control the master volume control during recording without affecting playback. If no audio is available to playback the screen will display **No audio to playback**.

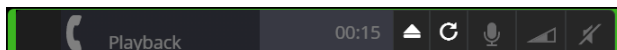


To use Speaker Playback:

- Select a **Speaker Playback** icon on a handset appearance.



- This will display a playback progress bar on the handset appearance, represented as a darker colour.



- Select the **Replay Speaker Playback** icon to repeat the playback.




- Select the **Cancel Speaker Playback** icon to end playback.

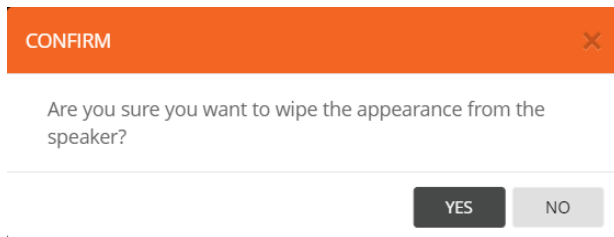


## Wiping an appearance from a speaker channel

To remove an appearance from a speaker:



1. Select the **Remove**  icon on the speaker.
2. This will display a 'CONFIRM' wipe appearance dialog. This displays a confirmation message asking to confirm the request to remove the speaker appearance.



3. Select Yes.

## Muting a speaker channel

1. To mute a speaker, select on the greyed-out speaker icon as indicated below.



2. The speaker icon will change to red. The hoot speaker is now muted.



3. To unmute the hoot speaker, select the red speaker icon.



This section explains the following:

- Intercom and group calls, see page 79.
- Making an intercom call, see page 80.
- Answering an intercom call, see page 81.
- Clearing an intercom call, see page 81.
- Making a group call, see page 82.
- Talking on a mixing group call, see page 82.
- Talking on an answerback call, see page 82.

To activate Intercom Privacy, see Intercom Privacy on page 34.

To view missed intercom calls, see Call Log Panel on page 41.

## Intercom and group calls

### Intercom

---

Intercom is a fast connect, auto-answer method of making calls to other end users on the same system. Any end user with an assigned intercom extension can place and receive an intercom call.

Intercom calls can be placed using the directory, call history, programmed speed dial buttons or by dialling the intercom extension as an intercom call, see Making an intercom call on page 80.

- Intercom calls can be placed or received using hands-free speaker mode or a handset.
- Only one intercom call can be active at a time.
- Intercom calls cannot be transferred.
- Intercom calls can be put on hold, see page 60.
- Intercom calls can be added into conferences but only with other non-intercom lines, see *Conferencing* on page 67.
- Setting **Do Not Disturb** does not prevent intercom calls being auto answered, see page 34.
- Setting **Intercom Privacy** turns off auto-answer and requires incoming intercom calls to be manually answered, see *Intercom Privacy* on page 34 and *Answering an intercom call* on page 81.

### Group calls

---

An intercom group call connects all available members of a predefined internal user group simultaneously.

There are three types of group calls:

- **Standard Group Call.** A call used to make announcements to members of the group call. Members receiving the announcement are unable to talk back to the group.

See Making a group call on page 82.

- **Mixing Group Call.** A call used to make announcements to members of the group call. Members, who have talk permission, can talk within the group call.

See Making a group call on page 81 and Talking on a mixing group call on page 82.

- **Answerback to Owner Group Call.** A call comprising a group of users in which only the call initiator can talk to the group. The call initiator can request that another member of the group responds to the call.

If another member of the group responds, the group call is dropped and a point-to-point call is established between the initiator and the responding member. Any member who receives the call may respond to the initiator.

See Making a group call on page 81 and Talking on an answerback call on page 82.

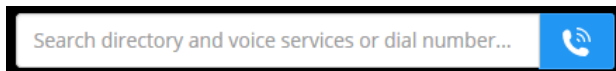



Talk permission is required to initiate a group call, to talk on a mixing group call and to respond to an answerback group call.

## Making an intercom call




1. Under the 'AUDIO' section, select on the 'i' bar which will become highlighted in green.

If an intercom call is selected from the directory or a speed dial then there is no need to select the intercom appearance under the 'AUDIO' section as these intercom calls will default to the intercom appearance. Intercom calls can also be made from handsets.



2. Enter the dial number using PC/laptop keyboard in the dial number entry and select the  icon.

OR

Select the appropriate numbers using the dial pad and select the  or  icon. You may need to select the  icon to display the dial pad.

OR

Type the first few letters of the contact's name. From the list, select a contact to call. From the list, select a number to dial.

OR

Select a Speed Dial.

3. Talk when call is connected.



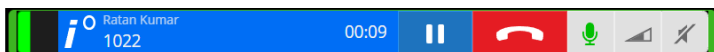
## Answering an intercom call

This only applies if Intercom Privacy is enabled, see Intercom privacy on page 34.




Select the  icon.

## Clearing an intercom call



Select the Clear  icon.

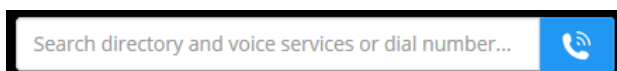
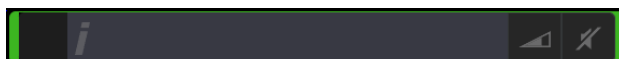
## Missed intercom calls

1. Select the Missed Calls  icon.
2. This will display the call log which contains the call history.

## Making a group call




1. Under the AUDIO section, select the 'i' bar it will become highlighted in green.

If an intercom call is selected from the directory or a speed dial then there is no need to select the intercom appearance under the 'AUDIO' section as these intercom calls will default to the intercom appearance. Intercom calls can also be made from handsets.



2. Enter the dial number using PC/laptop keyboard in the dial number entry and select the  icon.

OR


Select the appropriate numbers using the dial pad and select the  or  icon. You may need to select the  icon to display the dial pad.

OR

Type the first few letters of the group call's name. From the list, select the group call.

OR

Select a Speed Dial.

3. Talk when group call is connected.
4. If making an answerback group, press the initiate answerback button  on the intercom appearance:





## Talking on a mixing group call

Simply talk if you initiated the mixing group call

OR

Select the **Open Microphone**  icon.

## Talking on an answerback group call

1. Select the **Open Microphone** button .
2. To end the call select the **Clear**  icon.

# Remote Desktop Access

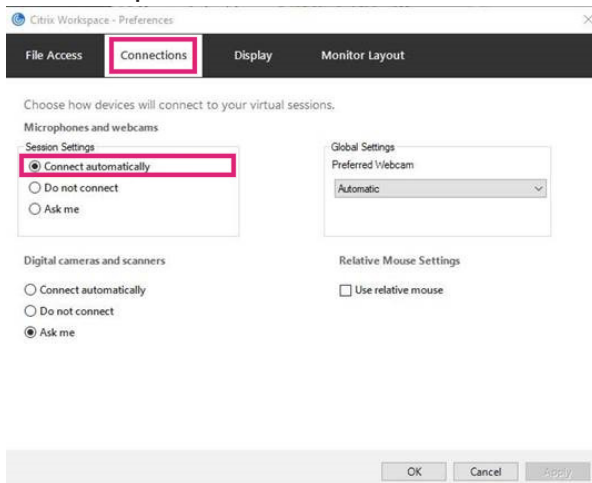
## Configuring Citrix Virtual Desktop

ARIA Click requires a microphone and speaker connected to the local machine you are connecting from. Please note that multiple streams are not supported, see Preferences on page 26. To configure Citrix® Virtual Desktop:

1. Open the session controls from the top of the screen and select **Preferences**.



2. Select the **Connections** tab.
3. Set **Microphones and webcams Session Settings** to 'Connect Automatically'.

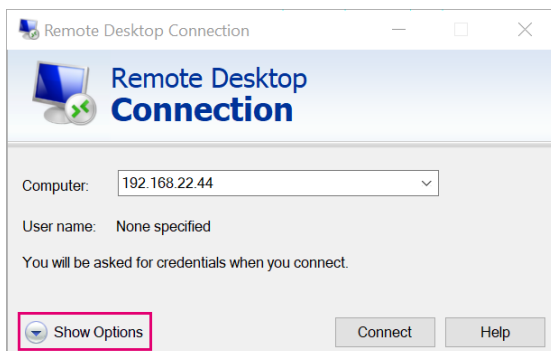


4. Select **OK**.

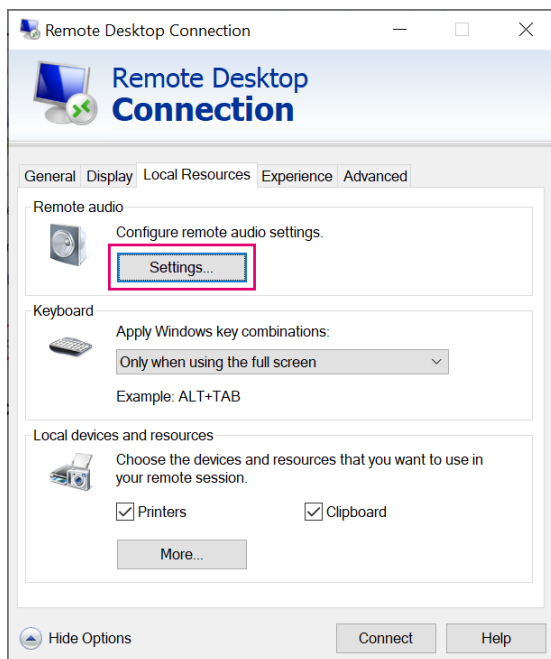
## Configuring Windows Remote Desktop

ARIA Click requires a microphone and speaker connected to the local machine you are connecting from. Please note that multiple streams are not supported, see Preferences on page 26. To configure Windows® Remote Desktop (RDP):

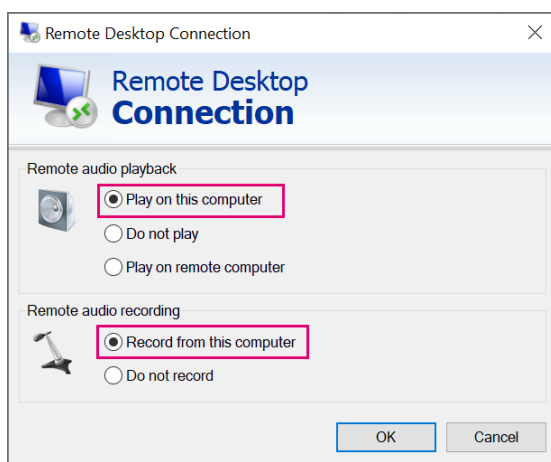
1. Open Windows Remote Desktop and select **Show Options**.



2. Select **Local Resources** tab and **Configure remote audio Settings**.



3. Select **Play on this computer** for Remote audio playback and **Record from this computer** for Remote audio recording. Then select **OK**.



## Appendix A : Handset Feedback/Echo Issues

Echo is the unwanted effect of received audio being fed back into the transmit path (microphone) so that the far end hears their own voice. The amount of echo can vary from low level background interference to high level cross talk rendering the conversation inaudible.

Echo can manifest itself for a number of reasons including the use of poor quality audio devices, excessively high volume levels, participants of the same call being in too close proximity and poor environmental acoustics.

If you're experiencing echo, your microphone might be picking up your speaker. Try muting your microphones one at a time to determine the source of the pickup. Also try lowering the volume of any loudspeaker as this might be picked up by an open microphone. Also, ask the far end person to try muting their microphone as they may be the source. Consider replacing your handset / headphones with an alternative product. Cordless headsets for example, seem to be less prone to cross talk interference than their corded counterparts.

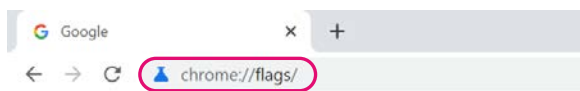
Whilst it is always best to resolve the underlying cause of any echo, echo cancellation techniques may be employed to reduce or even hide echo altogether.

Most modern browsers have echo cancellation capabilities, but we've found that Chrome can be less effective than others (such as Firefox) in removing the distortion by default. If you're using Chrome, the following steps may prove to be effective in removing echo:

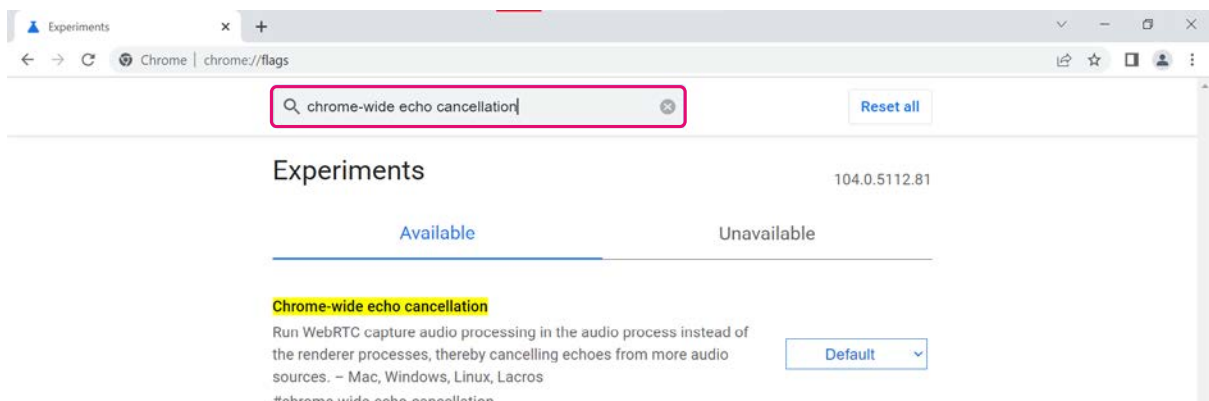


Although Microsoft Edge is based on Chromium, it does not have the following echo cancellation feature.

1. Type **chrome://flags/** into your Chrome browser address bar and press <ENTER>.



2. In the search bar at the top of the page, search for **Chrome-wide echo cancellation**. (Make sure the 'Available' tab has been selected as can be seen in the example below).



3. Select **Default/Disabled** to reveal the drop-down menu of options, from which you can select **Enabled**.

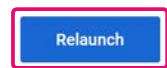
### Chrome-wide echo cancellation

Run WebRTC capture audio processing in the audio process instead of the renderer processes, thereby cancelling echoes from more audio sources. - Mac, Windows, Linux, Lacros  
#chrome-wide-echo-cancellation



4. Relaunch the browser to apply the change. (You can do this by clicking the **Relaunch** button that is displayed at the bottom of the page once the setting has been changed).

Your changes will take effect the next time you relaunch Chrome.







Speakerbus

© Speakerbus Technology Limited 2025

Registered Office: Ground Floor, Hanover House,  
Britannia Road, Queens Gate, Waltham Cross,  
Hertfordshire, EN8 7TF

Registered in England No: 4415859

