



Speakerbus

User Guide **ARIA Hoot**

3.300.2.0

Revision 5

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ARIA Hoot

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Previous Revisions

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Introduction



ARIA Hoot is a browser based WebRTC client for users who want access to ARD, MRD and hoot lines without the encumbrance of a full-sized trading turret. With up to 8 configurable speakers, ARIA Hoot enables anyone with access to a web browser to build a cost-effective global community of no waiting, always on, active voice channels that can be re-sized to the corner of the screen when not the focus of attention.

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

Features

- Call Types:
 - Hoot 'n' Holler.
 - Private Wires - ARD (Automatic Ring Down) and MRD (Manual Ring Down).
- Desktop Notifications.
- Do Not Disturb (DND).
- Audio Preferences.
- Minimal screen real estate required.
- Seated user and device status information.
- Advanced logging.
- Incoming call notification.
- Up to 8 simultaneous audio streams.

- Master mute.
- Individual speaker volume control, latching and muting.
- Supports Push to talk & Push to latch modes.
- Answer alerting (ringing) call.
- Audio and microphone activity Indicators.
- Group talk option.
- Solo speaker option.

About this guide

This guide explains how to use ARIA Hoot's interface for private wires (ARD / MRD / Hoot).

Further help

For further information that falls out the scope of this document, please contact one of our Speakerbus representatives.

Version

This document is written for ARIA Hoot (iWS version 3.300.2.0). For more information on the version, see page 16.

Compatibility

ARIA Hoot (iWS version 3.300.2.0) is compatible with iManager Centralised Management System (iCMS) version 4.400.4.0 or higher.

Getting Started

Prerequisites

Hardware / software requirements

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

- Android® / Windows® / macOS® device
- WebRTC compatible browser such as Google Chrome® v54+ and Mozilla Firefox® v50+
- A microphone and speaker
- Wired or wireless connection with communication to the backend Speakerbus system

Sign in

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

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

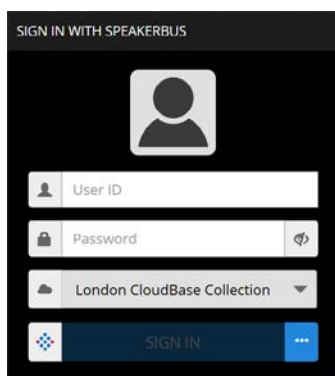
Before sign in, you will be prompted to select your preferred language before attempting to sign in. This will appear on first login, after that it will remember your language preference.



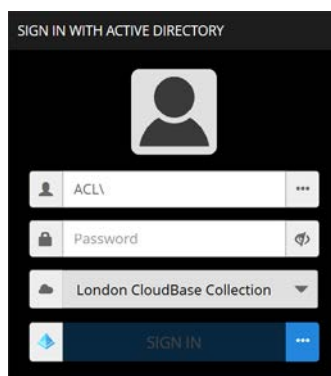
To sign in to ARIA Hoot:

1. You must have a microphone and speaker available on your device before connecting to ARIA Hoot, see *Prerequisites* on page 7.
2. Type the soft client web address into your web browser.

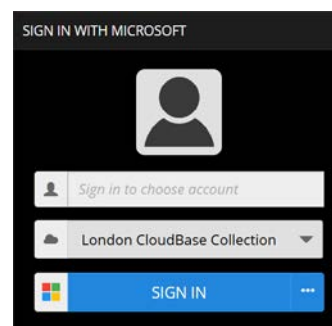
This will display one of the following sign in screens depending on your organisations' configuration (see below).


 A screenshot of the 'SIGN IN WITH SPEAKERBUS' interface. It features a dark background with a white user icon at the top. Below the icon are three input fields: 'User ID', 'Password', and 'London CloudBase Collection' (a dropdown menu). At the bottom is a blue 'SIGN IN' button with a white icon to its right.

Sign in with Speakerbus
Credentials


 A screenshot of the 'SIGN IN WITH ACTIVE DIRECTORY' interface. It features a dark background with a white user icon at the top. Below the icon are three input fields: 'ACL\'', 'Password', and 'London CloudBase Collection' (a dropdown menu). At the bottom is a blue 'SIGN IN' button with a white icon to its right.

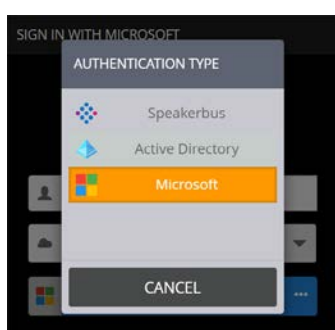
Sign in with Active Directory
Credentials


 A screenshot of the 'SIGN IN WITH MICROSOFT' interface. It features a dark background with a white user icon at the top. Below the icon are three input fields: 'Sign in to choose account', 'London CloudBase Collection' (a dropdown menu), and a blue 'SIGN IN' button with a white icon to its right.


Sign in with Microsoft
Credentials

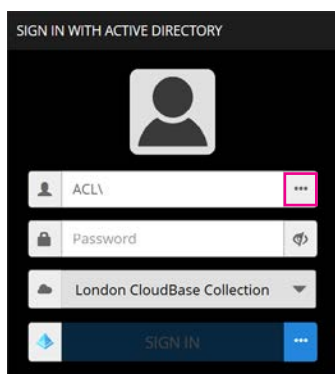
3. Select , if you want to change authentication type.

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


 A screenshot of an 'AUTHENTICATION TYPE' dialog box. It has a dark background with a white title bar. Inside, there are three options: 'Speakerbus' (with a blue icon), 'Active Directory' (with a blue icon), and 'Microsoft' (with a blue icon and highlighted in orange). At the bottom is a grey 'CANCEL' button.

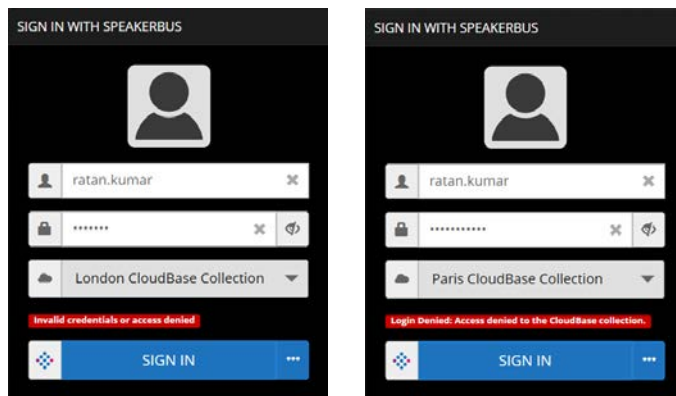
Select the **AUTHENTICATION TYPE** from the list.

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


 A screenshot of the 'SIGN IN WITH ACTIVE DIRECTORY' interface. It features a dark background with a white user icon at the top. Below the icon are three input fields: 'ACL\'', 'Password', and 'London CloudBase Collection' (a dropdown menu). At the bottom is a blue 'SIGN IN' button with a white icon to its right. The dropdown menu is highlighted with a magenta border.

5. Ensure the correct **CloudBase** is selected.
6. Enter required credentials and select **SIGN IN**. If sign in fails, see *Sign in invalid / denied* on page 9.

Sign in invalid / denied



Check your User ID is correctly entered and re-enter the Password, see *Sign in* on page 7. To sign in select the **SIGN IN** softkey.

If sign in is denied to the CloudBase collection check that you have selected the **CloudBase Collection** that you have permission to use.



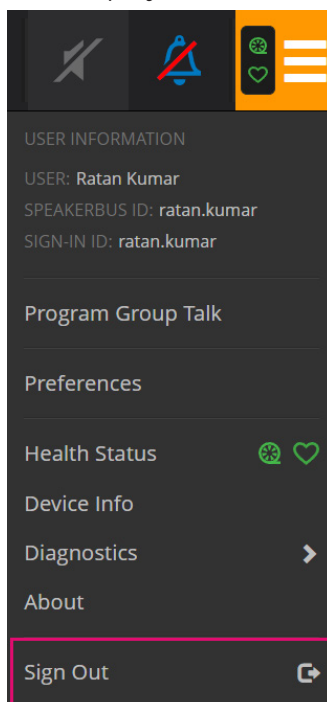
- If sign in is denied then please contact your System Administrator.
- If you do not know your **User ID** and/or **Password** contact your System Administrator.
- If you continue to have sign in denied to the CloudBase collection contact your System Administrator as you may not have permission to use ARIA Hoot.

Sign out

To sign out of ARIA Hoot:

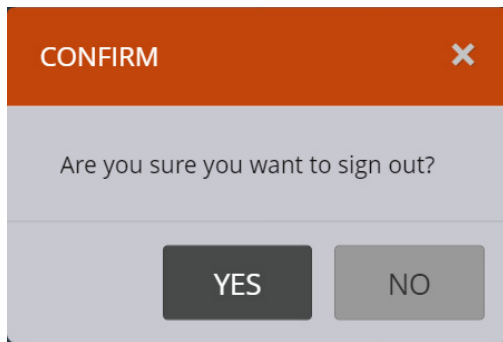
1. Select the **Menu** softkey  located at the top left.

This displays several menu options including Sign Out, as highlighted below.



2. Select **Sign Out**.

This will display a 'CONFIRM' sign out dialog.



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

ARIA Hoot Elements

Layout view





The ARIA Hoot interface comprises of two main elements.



- Notification Toolbar (see page 11) includes:
 - Signed in user, date and current time
 - Group talk
 - Speaker status
 - Do not disturb
 - User menu which includes recording configuration and health status
- Speaker Channels, see page 18.

Notification toolbar



The notification toolbar displays the following:

Ratan Kumar WED, 1 MAY 2024, 14:19	Signed In User, date and current time.
	Group Talk, see page 12.
	Speaker Status, see page 12.

	Do Not Disturb, see page 13.
	User Menu, see page 14. Recording Configuration Status, see page 13. Health Status, see page 13.

Group Talk






The group talk option is used to assign up to eight speaker channels to the group talk softkey.

When the group talk softkey is selected all linked speaker channels become active allowing talking to several speaker channels simultaneously.

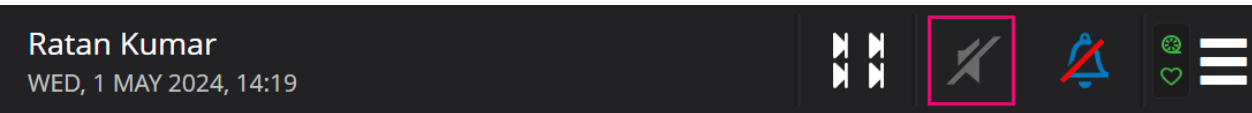
The group talk softkey is configured, by default, as latched. To configure the softkey as unlatched (press to talk), see *Preferences* on page 15.

The alternative to using the group talk softkey is to press several speaker keys simultaneously to make all speaker channels active at the same time. Although this provides an equivalent action to group talk softkey, it can prove to be cumbersome. This is particularly the case if required to talk to four or more speaker channels at the same time.




The group talk softkey indicates the following:

State	State	Explanation
	Not Configured	Indicates group talk is not programmed, select to program.
	Configured	Group talk is programmed, select to initiate group talk. Group talk can be configured as latched or unlatched (press to talk), see <i>Preferences</i> on page 15.
	Talk state	Indicates microphone is open for group talk, select when finished talking.

Speaker Status



The **Speaker Status** softkey indicates the following:

State	State	Explanation
	Not Muted	Indicates no speaker channels are muted.
	Muted	Indicates one or more speaker channels are muted.
	All Muted	Indicates master speaker volume is muted.


Do Not Disturb



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





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

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

- 
- Unlike Alert Override that switches off immediately after the active call is cleared, Do Not Disturb stays active until pressed again to deactivate.
 - Do Not Disturb functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.

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 Hoot’s recording configuration status, see page 16.

Health Status



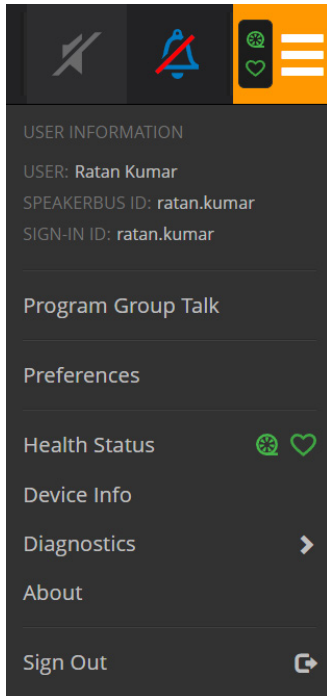
State	State	Explanation
	Good	Health status is good.
	Bad	Health status is bad, indicates one or more issues.

To view details of ARIA Hoot’s health status, see page 16.

User Menu



Select the **User Menu** softkey 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.
- **Program Group Talk.** Select to configure group talk, see page 12.
- **Preferences.** Select to configure user preferences, see page 15.
- **Health Status.** Select to view ARIA Hoot's detailed health and recording configuration status, see page 16.
- **Device Info.** Select to view device information, see page 16.
- **Diagnostics.** Select to access the Diagnostics Submenu, see page 17.
- **About.** Select to view ARIA Hoot version details, see page 18.
- **Sign Out.** Select to sign out, see page 9.

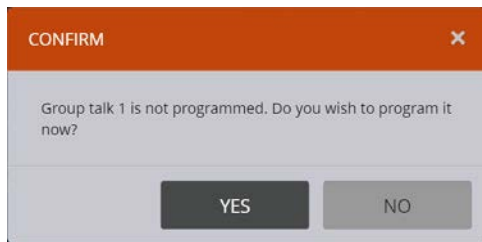
Program Group Talk

When the group talk icon is grey, it is not programmed



To program the group talk softkey.


1. Select the grey **Group Talk**  softkey to program.
2. Select **YES** on the 'CONFIRM' pop up message.



3. Select the speakers to assign to group talk.
4. Select **OK**.

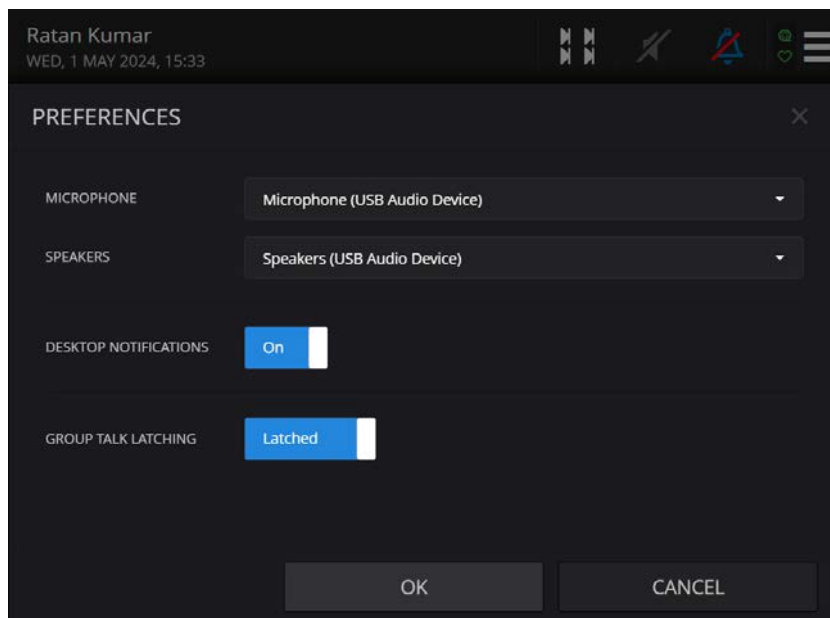


To edit the group talk softkey when programmed:

1. Select the **User Menu**  softkey, then **Program Group Talk**.
2. Select/deselect the speakers to assign to group talk.
3. Select **OK**.

Preferences

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



PREFERENCES:


- **MICROPHONE.** This is the setting for the audio input device used on the ARIA Hoot audio stream. Changing this value requires a restart of the audio session. A warning is displayed when a restart is required.
- **SPEAKERS.** This is the setting for the audio output device used on the ARIA Hoot audio

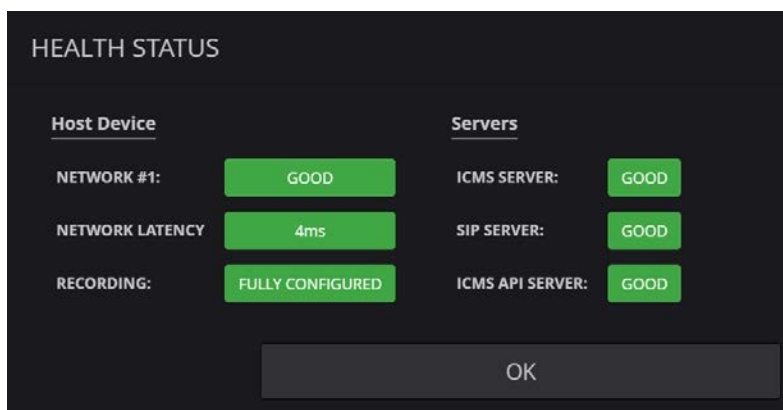
stream. Changing this value changes the output on the audio session when pressing **OK** on the preferences dialog. This feature is not currently supported on Firefox and is hidden when Firefox is used.

- **DESKTOP NOTIFICATIONS.** This option when active displays desktop pop-up style notifications of incoming calls. Default is set to 'On'. Please adjust any pop up blockers in your browser settings to allow ARIA Hoot to send desktop notifications.
- **GROUP TALK LATCHING.** This option is used to set the latching mode of the group talk softkey to either select to latch open or push to talk (unlatched), see *Group Talk* on page 12. The default setting is latched.

Health Status (including Recording Configuration Status)

To view details of ARIA Hoot's health and recording configuration status:

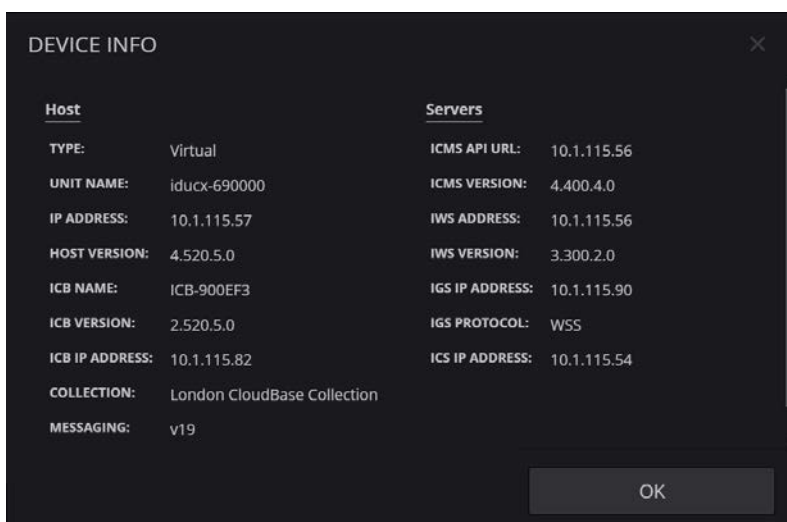
1. Select the User Menu  softkey.
2. Select Health Status.



If any errors are shown, select the indicator for more information and report to your System Administrator. To perform a reset, see *Reset* on page 17.

Device Info

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



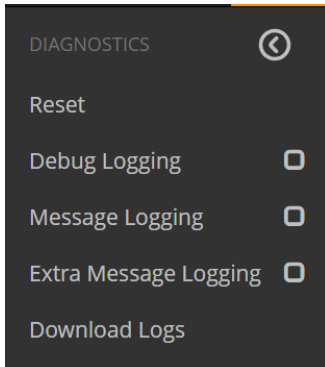
Select **OK** to close the 'DEVICE INFO' dialog.

Diagnostics Submenu



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

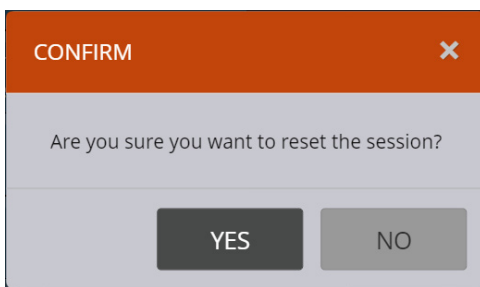
Select Diagnostics to display the following options:



Reset

Select the **Reset** option to reset ARIA Hoot's connectivity when connectivity issues occur.

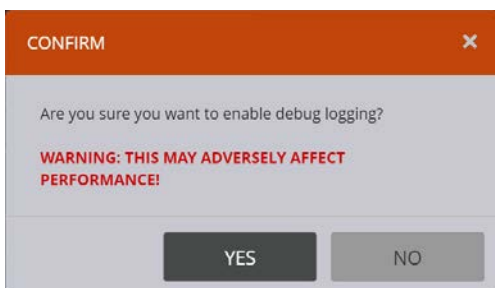
When resetting a 'CONFIRM' dialog will be displayed. Select **YES** to confirm reset.



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.



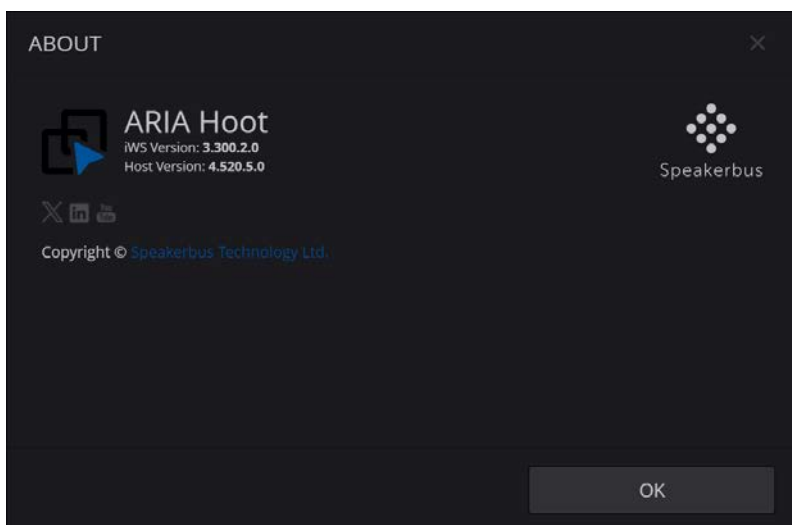
Select **YES** to confirm debug logging.

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_XXXXXXXX_XXXXXX.log'.

About

Select the **About** option to display ARIA Hoot's 'ABOUT' dialog.



Select **OK** to close the 'ABOUT' dialog.

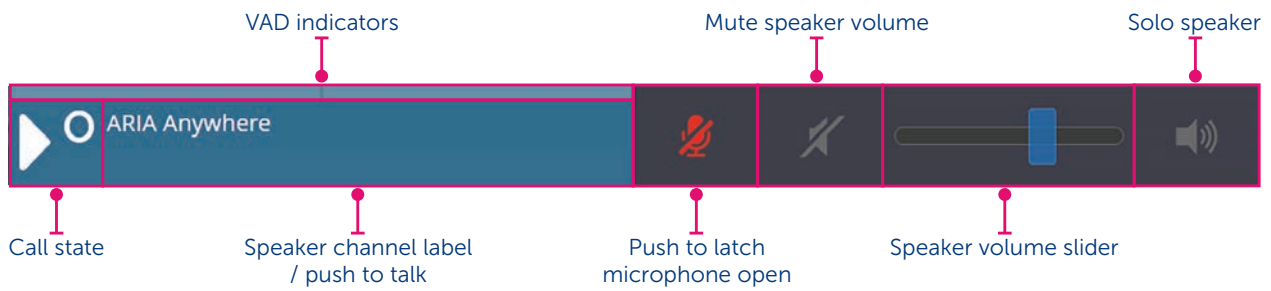
Speaker channels

ARIA Hoot has up to eight speaker channels of hoot, ARD or MRD which are configured by your System Administrator.

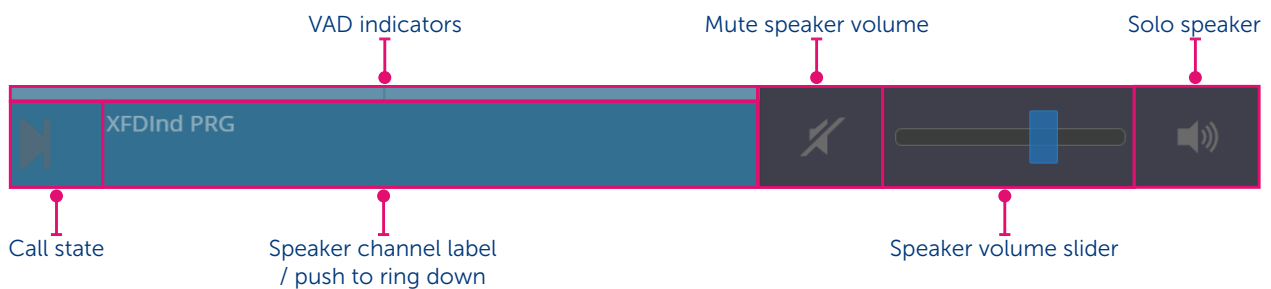


Speaker Channel Elements

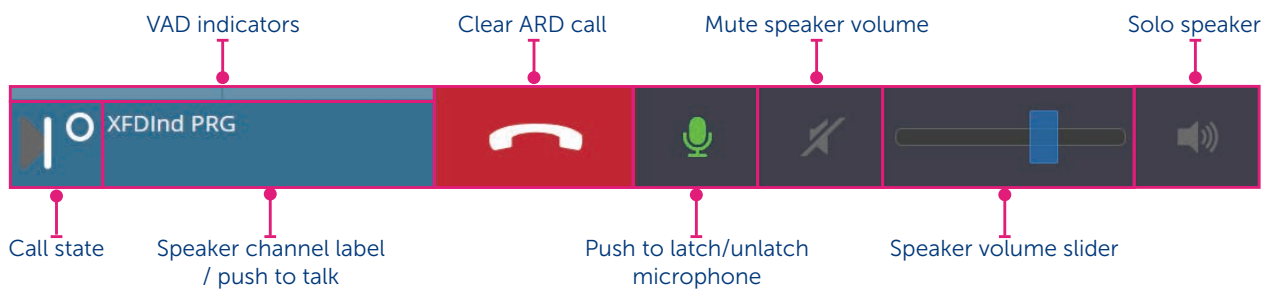
MRD/Hoot speaker channel



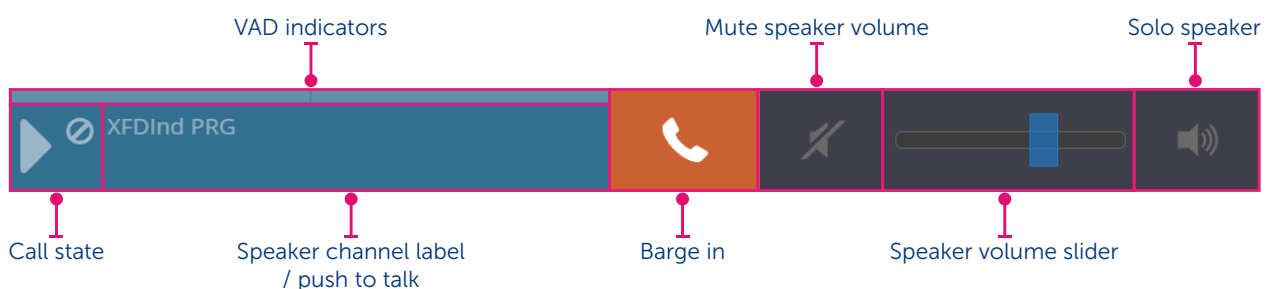
ARD speaker channel



ARD speaker channel ring down



ARD speaker channel busy elsewhere



Speaker channel elements:





- **VAD indicators.** Displayed when in a call, see page 20.
- **Call state.** Displays the speaker channel call state icons, see page 20.
- **Speaker channel label / push to talk.** Select to talk on the speaker channel, see page 23.
- **Speaker channel label / push to ring down.** Select to call an ARD speaker channel, see page 24.
- **Push to latch / unlatch microphone.** Select to latch open a speak channel's microphone, see

page 23.

- **Barge in.** Select to barge into a busy elsewhere call, see page 25.
- **Mute speaker volume.** Select to mute/unmute speaker volume during or before a call, see page 25.
- **Speaker volume slider.** To adjust the volume level of a speaker channel, drag the blue volume slider to the left to reduce volume and right to increase volume. The slider is not available if **mute speaker volume** is active.
- **Solo speaker.** Select to mute all other speaker channel volumes, see page 27.

VAD Indicators

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








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



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



Call State

The following are call state icons for ARIA Hoot's speaker channels.

Call state	
Call connected - listen state	
Call connected - listen-only state	
Call connected - talk state	
Call connecting	
Call connected - busy elsewhere	
Call connected - busy elsewhere and privacy enabled elsewhere	
Call idle	

Call state	
Currently seated on a domain where this call is not present	
Call error - contact your System Administrator	

Speaker Channels

This section explains how to:

- Talk on a speaker channel, see page 23.
- Clear an ARD call, see page 24.
- Answer a ringing call, see page 24.
- Barge in a busy elsewhere call, see page 25.
- Adjust the volume of a speaker channel, see page 25.
- Mute / unmute a speaker channel, see page 25.
- Mute / unmute all speaker channels, see page 26.
- Solo speaker channel mode, see page 27.

Talk on a speaker channel

You can speak on a speaker channel using either the push to talk or push to latch open method.

To talk on a speaker channel you must have talk permission to that voice service. Listen only speaker channels display the Listen-Only State icon.



Latching open more than one speaker channel at the same time will cause your voice to be heard on all open speakers.

MRD/Hoot Speaker Channel

Push To Talk

To push to talk on a MRD/Hoot speaker channel:

1. Select and hold down the associated speaker channel, outlined in magenta below.



2. Talk whilst selecting the associated speaker channel.
3. Release to return the speaker channel's state back to monitor mode.

Push To Latch

To latch open a MRD/Hoot speaker channel's microphone:

1. Select the associated speaker channel's red **Latch** softkey.



The softkey will turn green.



2. Talk.

3. Select  to clear the call.

ARD Speaker Channel

Push To Talk

ARD speaker channels in a call default to microphone latched open.

To set an ARD call to push to talk during a call rather than latched open:

1. Select the green **Latch** softkey.



OR

Select the area highlighted in magenta below.



The **Latch** softkey will turn red.



2. To press to talk, select and hold down the associated speaker channel, area outlined in magenta below.



3. Talk whilst selecting the associated in call ARD speaker channel.

4. Release to return the speaker channel's state back to monitor mode.

Clear an ARD call

To clear an ARD call, select the speaker channel's **Clear** softkey.



Answer a ringing call

To answer a ringing call, select the speaker channel's **Answer** softkey.



Barge in a busy elsewhere call

To barge into a busy elsewhere call, select the speaker channel's **Barge-in** softkey.



Adjust the volume of a speaker channel

To adjust the volume level of a speaker channel, drag the blue volume slider to the left to reduce volume and right to increase volume.



Mute / unmute a speaker channel

To mute a speaker channel:

1. Select the **Mute Speaker Channel** softkey associated with the chosen speaker channel.



2. The **Mute Speaker Channel** softkey will turn red.



3. To unmute, select the red **Mute Speaker Channel** softkey which will return to grey.

Mute / unmute all speaker channels

To mute all speaker channels:

1. Select the **Speaker Status** softkey located in the notification toolbar outlined in magenta below.



2. All speaker channel **Mute Speaker volume** softkeys will turn red.



- To unmute, select the red **Speaker Status** softkey.



This will return all speaker channel's **Mute Speaker Volume** softkeys to unmuted (grey).



Solo speaker channel mode

To mute all speaker channel volumes apart from the selected speaker:

- Select the appropriate speaker channel's **Solo Mode** softkey.



The speaker channel's **Solo Mode** softkey will turn green. All other channels turn red (muted).



Also the **Speaker Status** softkey located in the notification toolbar will turn orange.



2. To deactivate solo mode select the **Solo Mode** softkey.

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.

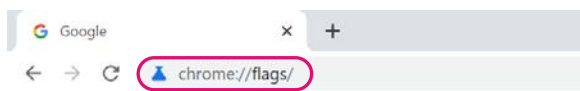
Whilst it is always best to resolve the underlying cause of any echo, echo cancellation techniques may be employed to reduce or even hide echo altogether.

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:

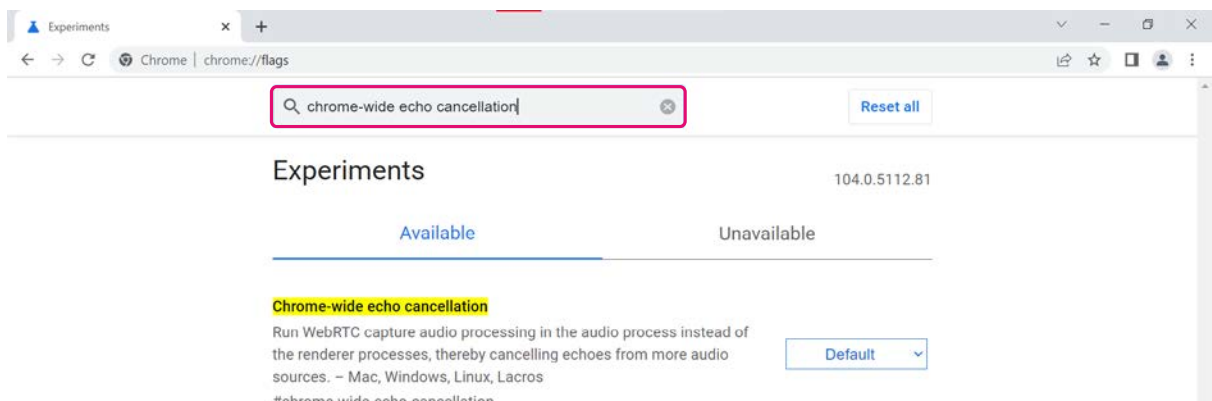


Although Microsoft Edge is based on Chromium, it does not have the following echo cancellation feature.

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).

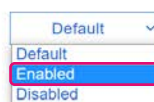


3. Select **Default/Disabled** to reveal the drop-down menu of options, from which you can select **Enabled**.

Chrome-wide echo cancellation

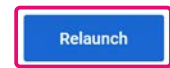
Run WebRTC capture audio processing in the audio process instead of the renderer processes, thereby cancelling echoes from more audio sources. – Mac, Windows, Linux, Lacros

#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

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