



Speakerbus

User Guide ARIA Touch

3.100.3.0

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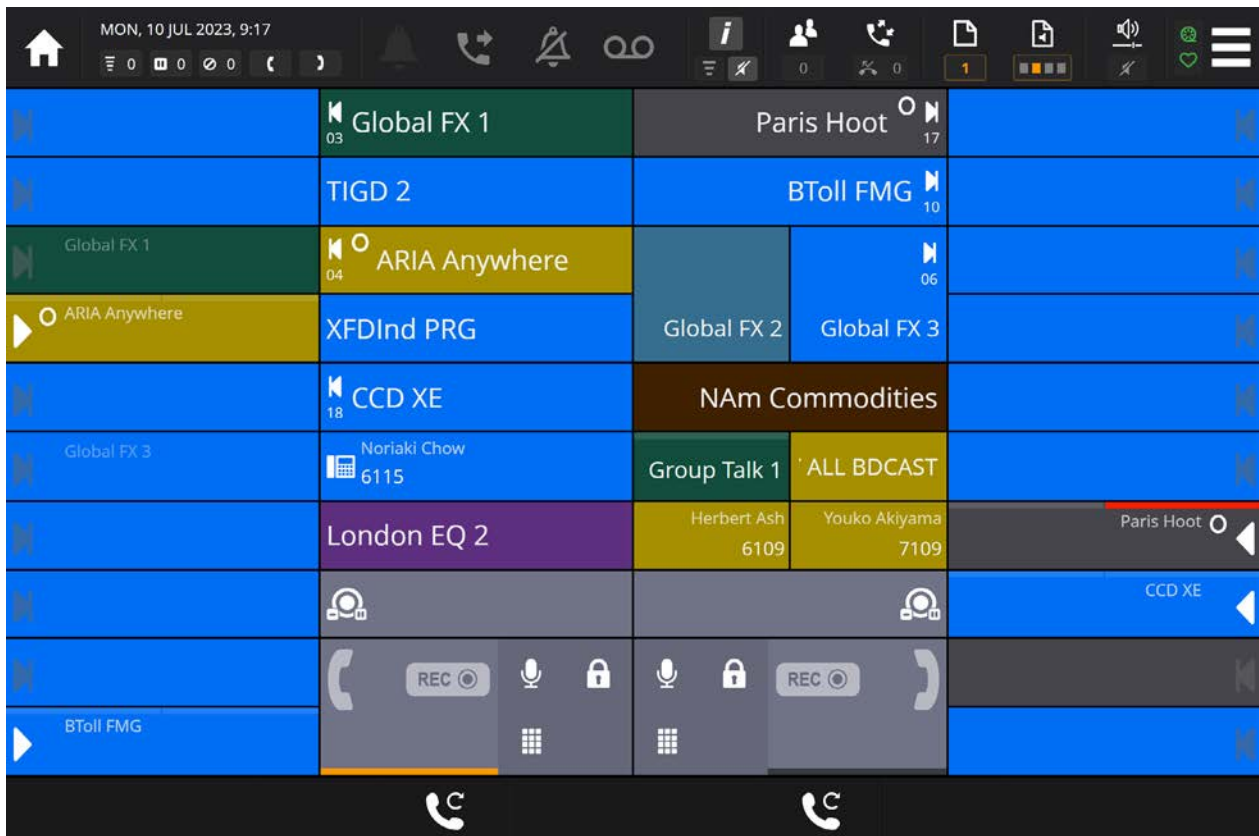
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Introduction



ARIA Touch is Speakerbus' virtual endpoint that provides the same global hoot, advanced telephony and private line functionality as available Speakerbus high end physical dealerboards. 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 Touch puts you in complete control of how you communicate.

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

End user features

- Call Types
 - Telephony
 - Intercom
 - Group Calls
 - Hoot 'n' Holler
 - Private Wires - ARD (Automatic Ring Down) and MRD (Manual Ring Down)
 - Group Talk
- Browser based HTML5 compliant application featuring SLATE^{UX} Tile Interface
- Supports multiple audio devices
- Touch interface
- Full screen mode
- Seated user and device status information
- Advanced logging
- Incoming call notification
- Persistent user preferences between iD808 and web browser interface
- Browser closure notification
- Customisable user interface
- Corporate or personal telephony directory access
- Dial pad for telephony and intercom calls
- Combined corporate/personal/voice service search

About this guide

This guide explains how to use ARIA Touch's touchscreen 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 / handsets / 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

Version

This document is written for ARIA Touch version 3.100.3.0.

For more information on the version, see *Device Info* on page 22.

Compatibility

ARIA Touch version 3.100.3.0 is compatible with the following:

- iManager Centralised Management System (iCMS) version v4.200.3.0 or higher.
- iCB version 2.400.3.0 or higher.
- iGS version 2.100.2.0 or higher.

Getting Started

Prerequisites

Hardware / software requirements

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

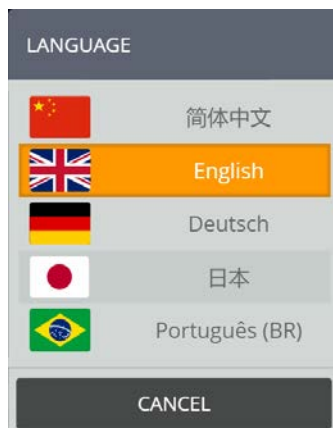
- Android® / Windows® / macOS® device
- WebRTC compatible browser such as Google Chrome® v105+, Mozilla Firefox® v104+ and Microsoft Edge v105+
- A touchscreen display resolution of 1280 x 800 pixels minimum (not required but may be preferred)
- A microphone and speaker; up to three microphones /speakers for multiple streams
- Wired or wireless connection with communication to the backend Speakerbus system

Sign in

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

- Using Speakerbus credentials.
- Using your organisation's Active Directory credentials.

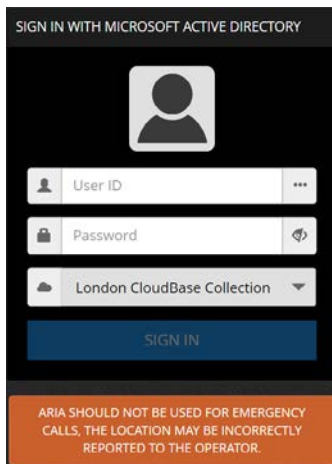
Before sign in, you will be prompted to select your preferred language before attempting to sign in. This will appear on first login, after that it will remember your language preference.



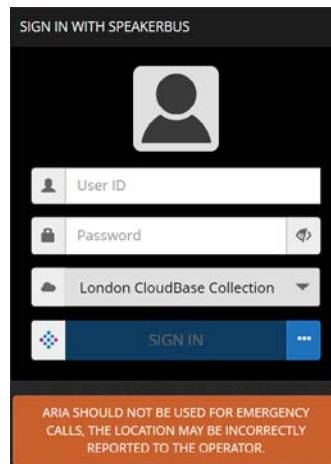
To sign in to ARIA Touch:

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

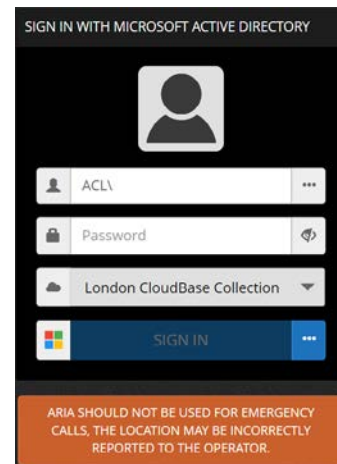
This will display one of the following sign in screens depending on your organisations' configuration (see below).




Sign in with only Speakerbus Credentials

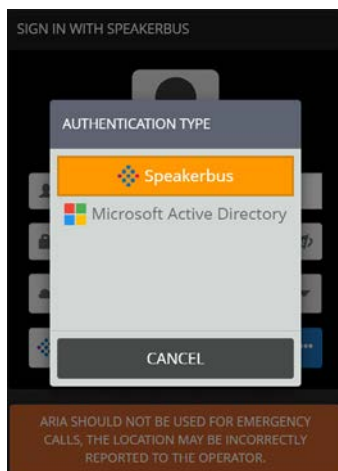



Sign in with Speakerbus Credentials; option to sign in with Active Directory Credentials



Sign in with Active Directory Credentials; option to sign in with Speakerbus and/or alternative Active Directory Credentials

3. Enter the username and password into the **User ID** and **Password** text boxes respectively.
4. Ensure the correct **CloudBase** is selected.
5. If offered sign in with solely Speakerbus Credentials (left image shown above), go to Step 8.
6. If offered sign in with Speakerbus/Active Directory Credentials, touch  and touch authentication type, **Speakerbus** or **Microsoft Active Directory**.

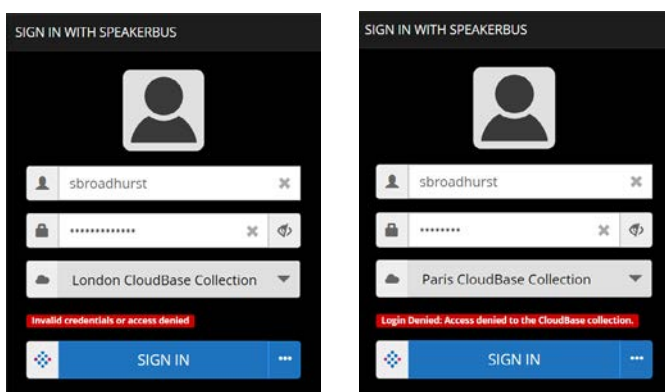


7. If selecting Active Directory authentication, select  to choose the Active Directory to use to authenticate sign in. In the example below three domains **ACL**, **DFR** and **FGR** are available.



8. Select **SIGN IN**. If sign in fails, see *Sign in invalid / denied* on page 13.

Sign in invalid / denied



Check your **User ID** is correctly entered and re-enter the **Password** by touching the password text entry field, see *Sign in* on page 11. To sign in touch 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.



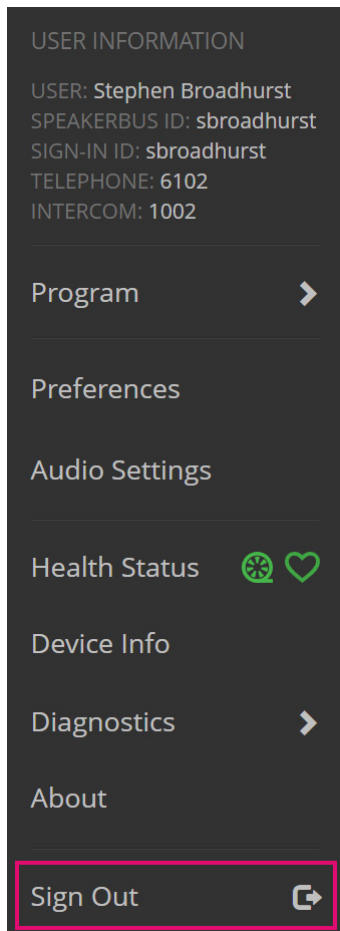
If you continue having problems with signing in, please contact your System Administrator.

Sign out

To sign out of ARIA Touch:

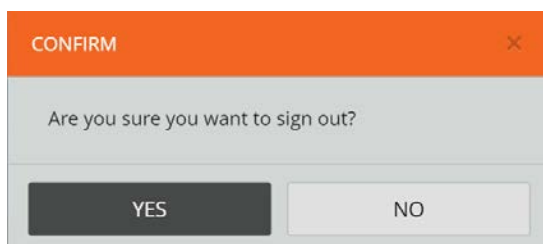
1. Touch the **Menu**  softkey located at the top right of the touchscreen.

This displays **Sign Out** highlighted below.



2. Touch **Sign Out**.

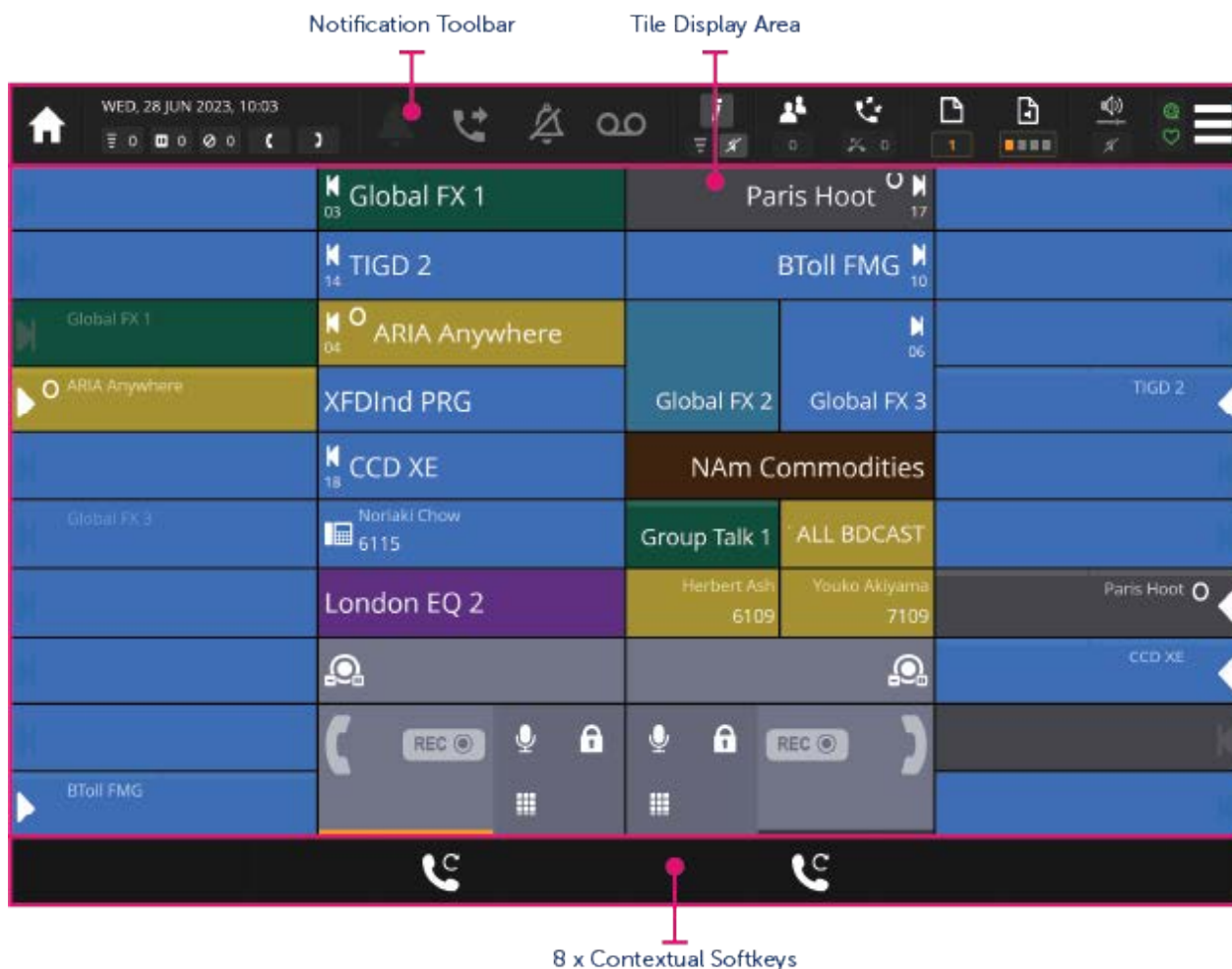
This will display a 'CONFIRM' sign out dialog.



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

ARIA Touch Elements

Layout view



The ARIA Touch interface comprises of three main elements and has the same look, feel and operability as Speakerbus' AYRE physical dealerboard.

- Notification Toolbar (see page 16) includes:
 - User Menu
 - Call activity status
 - Alert override
 - Call forwarding
 - Do not disturb
 - Voicemail
 - Intercom dashboard
 - Conferencing dashboard
 - Call log dashboard
 - Tile pages
 - Volume control dashboard

- System Menu/recording configuration/health status
- Tile Display Area, see page 41.
- Contextual softkeys, see page 49.

Notification Toolbar



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

	Call Activity Status, see page 17.
	Recording Configuration Status, see page 17.
	Health Status, see page 17.

The notification toolbar also provides access to:

	Home Page, see page 20.
	Menu, see page 18.
	Alert Override, see page 24.
	Call Forwarding, see page 24.
	Do Not Disturb, see page 26.
	Voicemail, see page 26.
	Intercom Dashboard, see page 26.
	Conferencing Dashboard, see page 32.
	Call Log Dashboard, see page 33.
	Tile Pages, see page 35.
	Volume Control Dashboard, see page 36.

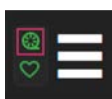
Call Activity Status







Call Activity displays:

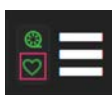
- Date and Time.
- Ringing Calls.
- On hold Calls.
- Busy Elsewhere Calls.
- Handset 1 and Handset 2 Status.



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.

Health Status



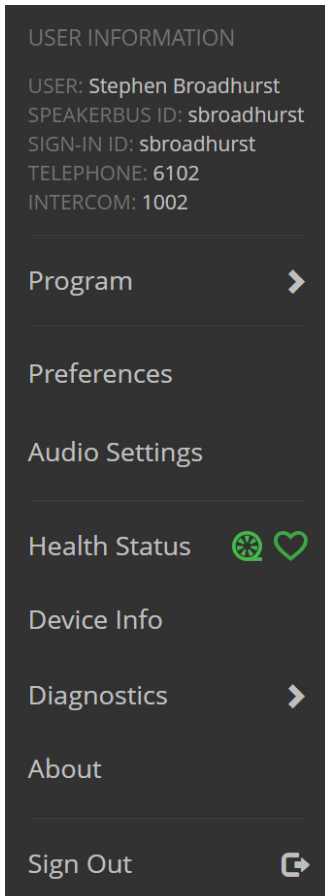
State	State	Explanation
	Good	Health status is good.
	Bad	Health status is bad, indicates one or more issues.

For further information, see *Health Status* on page 22.

Menu



Touch the **Menu**  softkey to display the following user information/menu options:



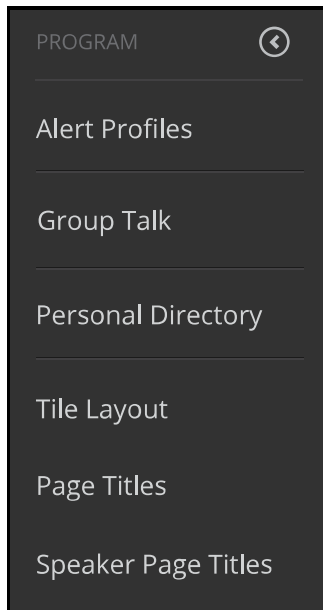
Menu:

- **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 appearance tile* on page 42.
- **Intercom.** This is the intercom number assigned to the signed in user.
- **Program.** Touch to access the Program Submenu, see page 19.
- **Preferences.** Touch to configure user preferences, see page 20.
- **Audio Settings.** Touch to configure audio settings, see page 21.
- **Health Status.** This is the health status for recording configuration and health of the device, see page 22.
- **Device Info.** This is the device, host and server information, see page 22.

- **Diagnostics.** Touch to access the Diagnostics Submenu, see page 23.
- **About.** This is the device versions and copyright, see page 24.
- **Sign Out.** Touch to sign out, see page 14.

Program Submenu

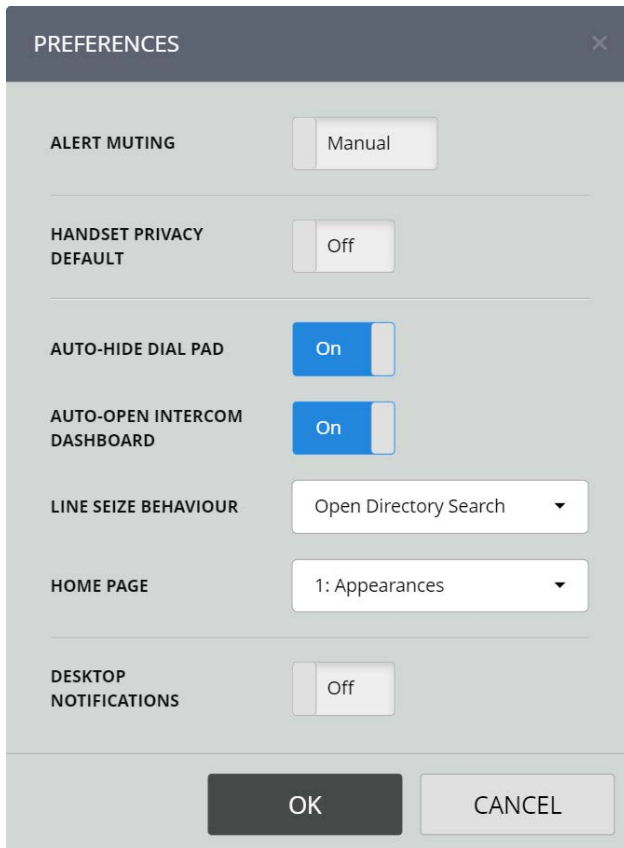
Touch the **Menu**  softkey, followed by the **Program** option to display the following options:



- **Alert Profiles.** This option is used to edit user alert profiles which are then assigned to lines, in order to prioritise and differentiate incoming calls, see page *Alert Profiles* on page 79.
- **Group Talk.** Touch to edit handset status, group talk labels and group talk tile latching, see page 81. Also used to access the group talk programming interface.
- **Personal Directory.** This option is used to administer personal directory entries, see page 84.
- **Tile Layout.** This option is used to administer the layout and configuration of tiles, see page 88.
- **Page Titles.** This option is to edit individual page names, that appear in the page navigation dashboard, see page 94.
- **Speaker Page Titles.** This option is to edit speaker page names that appear in the Speaker paging navigation dialog, see page 95.

Preferences

Touch the **Menu**  softkey, followed by the **Preferences** option to display the following options:



PREFERENCES

ALERT MUTING

HANDSET PRIVACY DEFAULT

AUTO-HIDE DIAL PAD

AUTO-OPEN INTERCOM DASHBOARD

LINE SEIZE BEHAVIOUR


HOME PAGE

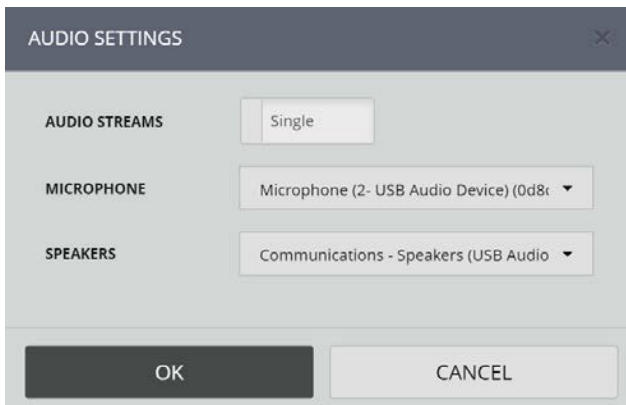
DESKTOP NOTIFICATIONS

- **Alert Muting.** When set to 'Automatic' suppresses audio ringing alerts when in a call. By default it is set to 'Manual'. To activate Alert Override when Alert muting is set to 'Manual', see *Alert Override* on page 24.
- **Handset Privacy Default.** When enabled calls will be set to privacy on, preventing other users from barging in. Default setting is 'Off'.
- **Auto-Hide Dial Pad.** When set to 'On', the dial pad auto-hides after a call has been placed, see *Dial pad* on page 48.
- **Auto-Open Intercom Dashboard.** Default setting is 'On'
 - When enabled, the intercom dashboard will automatically open when an intercom call is active.
 - When disabled, and the intercom dashboard is not open, there will be an 'intercom active' notification when there is an active call on the intercom device. This notification will allow you to accept the call.
- **Line Seize Behaviour.** This option is used to set the behaviour when selecting a telephony appearance by tapping the line tile:
 - **Do Nothing.** Requires the user to manually open the dial pad or directory (Default behaviour).
 - **Open Dial Pad.** See page 48.
 - **Open Directory Dashboard.** See page 38.

- **Home Page.** This option is used to select which page to use as the home page, see *Notification Toolbar* on page 16.
- **Desktop Notifications.** When active, displays desktop pop-up style notifications of incoming calls. Set to 'On' by default.

Audio Settings

Touch the **Menu**  softkey, followed by the **Audio Settings** option to display the following options:



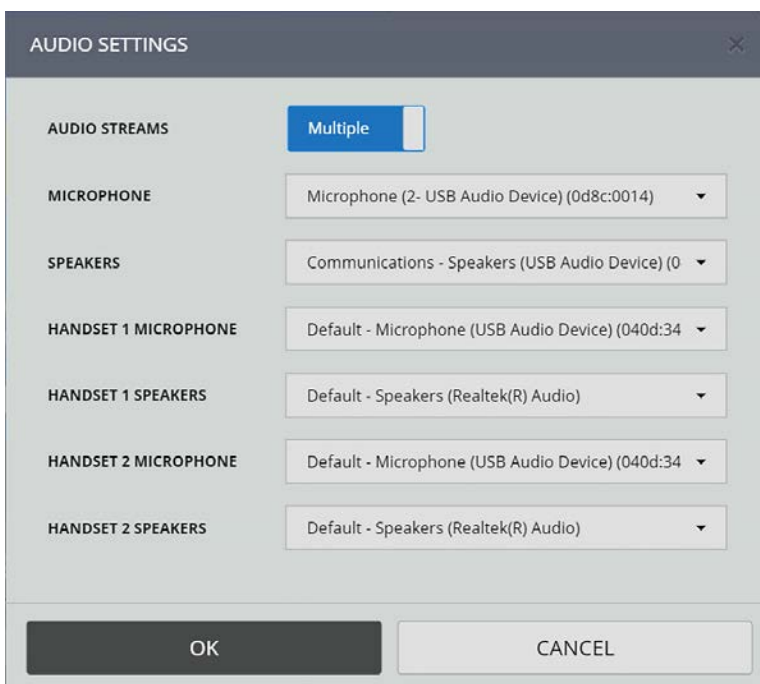
AUDIO SETTINGS

AUDIO STREAMS: Single

MICROPHONE: Microphone (2- USB Audio Device) (0d8c:0014) ▼

SPEAKERS: Communications - Speakers (USB Audio Device) (0d8c:0014) ▼

OK CANCEL



AUDIO SETTINGS

AUDIO STREAMS: Multiple

MICROPHONE: Microphone (2- USB Audio Device) (0d8c:0014) ▼

SPEAKERS: Communications - Speakers (USB Audio Device) (0d8c:0014) ▼

HANDSET 1 MICROPHONE: Default - Microphone (USB Audio Device) (040d:34) ▼

HANDSET 1 SPEAKERS: Default - Speakers (Realtek(R) Audio) ▼

HANDSET 2 MICROPHONE: Default - Microphone (USB Audio Device) (040d:34) ▼

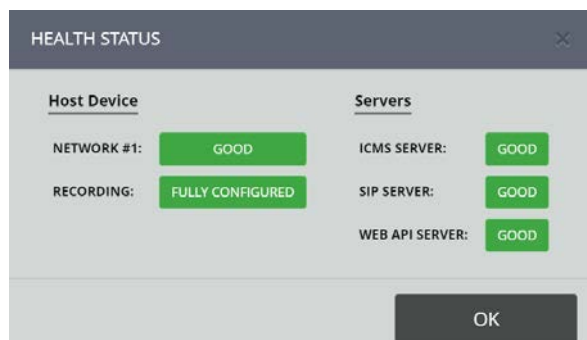
HANDSET 2 SPEAKERS: Default - Speakers (Realtek(R) Audio) ▼

OK CANCEL

- **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.
- **Microphone.** Sets the input device used on the ARIA Touch 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.

Health Status

Touch the **Menu**  softkey, followed by the **Health Status** option to display the following:



The 'HEALTH STATUS' dialog box displays the health of the host device and servers. It has a title bar with a close button (X). The content is divided into two columns: 'Host Device' and 'Servers'. Under 'Host Device', 'NETWORK #1' is 'GOOD' and 'RECORDING' is 'FULLY CONFIGURED'. Under 'Servers', 'ICMS SERVER', 'SIP SERVER', and 'WEB API SERVER' are all 'GOOD'. An 'OK' button is at the bottom right.


Host Device		Servers	
NETWORK #1:	GOOD	ICMS SERVER:	GOOD
RECORDING:	FULLY CONFIGURED	SIP SERVER:	GOOD
		WEB API SERVER:	GOOD

OK

If any errors are shown, touch the indicator for more information and report to your System Administrator. To perform a reset, see page 23.

Device Info

Touch the **Menu**  softkey, followed by the **Device Info** option to display the following:



The 'DEVICE INFO' dialog box displays detailed information about the host and servers. It has a title bar with a close button (X). The content is divided into two columns: 'Host' and 'Servers'. The 'Host' column lists various attributes like TYPE, UNIT NAME, IP ADDRESS, etc. The 'Servers' column lists attributes like ICMS API ADDRESS, ICMS VERSION, etc. An 'OK' button is at the bottom right.

Host		Servers	
TYPE:	Virtual	ICMS API ADDRESS:	technicaldoc
UNIT NAME:	iducx-690001	ICMS VERSION:	4.200.3.0
IP ADDRESS:	10.1.115.95	IWS ADDRESS:	10.1.115.51
HOST VERSION:	4.400.3.0	IWS VERSION:	3.100.3.0
ICB NAME:	ICB-900EF3	IGS IP ADDRESS:	10.1.115.90
ICB VERSION:	2.400.3.0	IGS PROTOCOL:	WSS
ICB IP ADDRESS:	10.1.115.57	ICS IP ADDRESS:	10.1.115.54
COLLECTION:	London CloudBase Collection		
MESSAGING:	v16		

OK

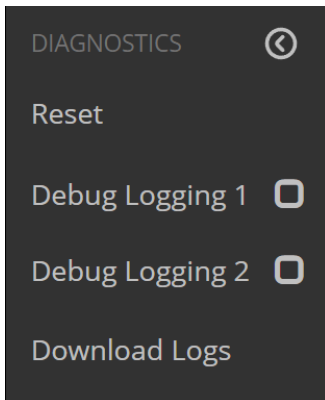
Touch **OK** to close the 'DEVICE INFO' dialog.

Diagnostics Submenu



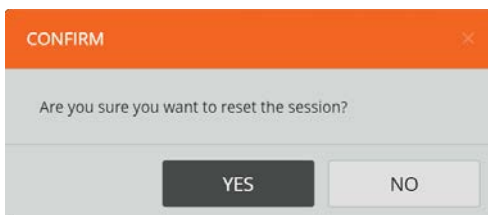
Users with restricted access may not have this functionality. Please request access from your System Administrator to enable this feature if required.

Touch the **Menu**  softkey, followed by the **Diagnostics** option to display the following:



Reset

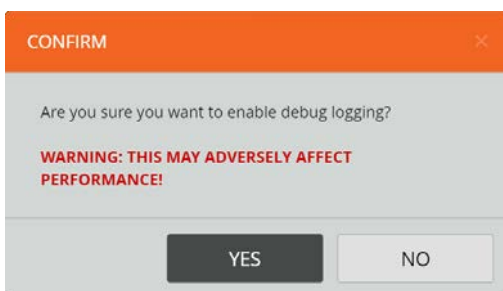
Touch the **Reset** option to reset AYRE's connectivity when connectivity issues occur. When resetting a 'CONFIRM' dialog will be displayed. Touch **YES** to confirm reset.



Debug Logging 1/2

This is for Administrative use only. Running the debug logging may cause performance issues. Only select this if requested by an Administrator.

When selected this will display a 'CONFIRM' dialog.




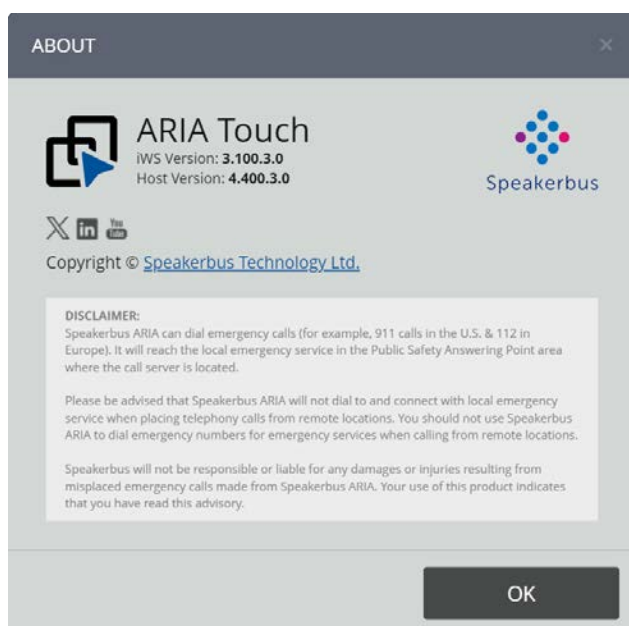
Select **YES** to confirm debug logging.

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_XXXXXXX_XXXXXX.log'.

About


Touch the **Menu**  softkey, followed by the **About** option to display the following:



Alert Override



The Alert Override softkey suppresses audible ringing alerts when in a call. Touch the Alert Override softkey to activate when in a call. This can be set to always suppress incoming ringing alerts when in a call, see *Preferences* on page 20. When the call is finished Alert Override returns to deactivated.

To activate, when in a call, touch the **Alert Override**  softkey.


This displays the Alert Override softkey as . Repeat to deactivate Alert Override.


Call Forwarding



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

To activate Call Forwarding:



1. Touch the **Call Forwarding**  softkey.
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 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. Touch **OK** to confirm settings.
6. This displays the Alert Override softkey 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.

To deactivate Call Forwarding:


1. Touch the **Call Forwarding**  softkey.
2. Deselect the type(s) of Call Forwarding:
 - **Always**
 - **On No Answer**
 - **On Busy**
3. Touch **OK** to confirm settings.
4. This displays the **Alert Override** softkey as  indicating that Call Forwarding has been deactivated.

Do Not Disturb



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

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

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



- Unlike Alert Override that switches off immediately after the active call is cleared, Do Not Disturb stays active until pressed again to deactivate.
- Does not prevent auto-answering of intercom calls. To prevent auto-answering of intercom calls, see *Intercom privacy* on page 28.
- Do Not Disturb functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.

Voicemail



When configured by your system admin, the Voicemail softkey turns red to show there is an unread voicemail.

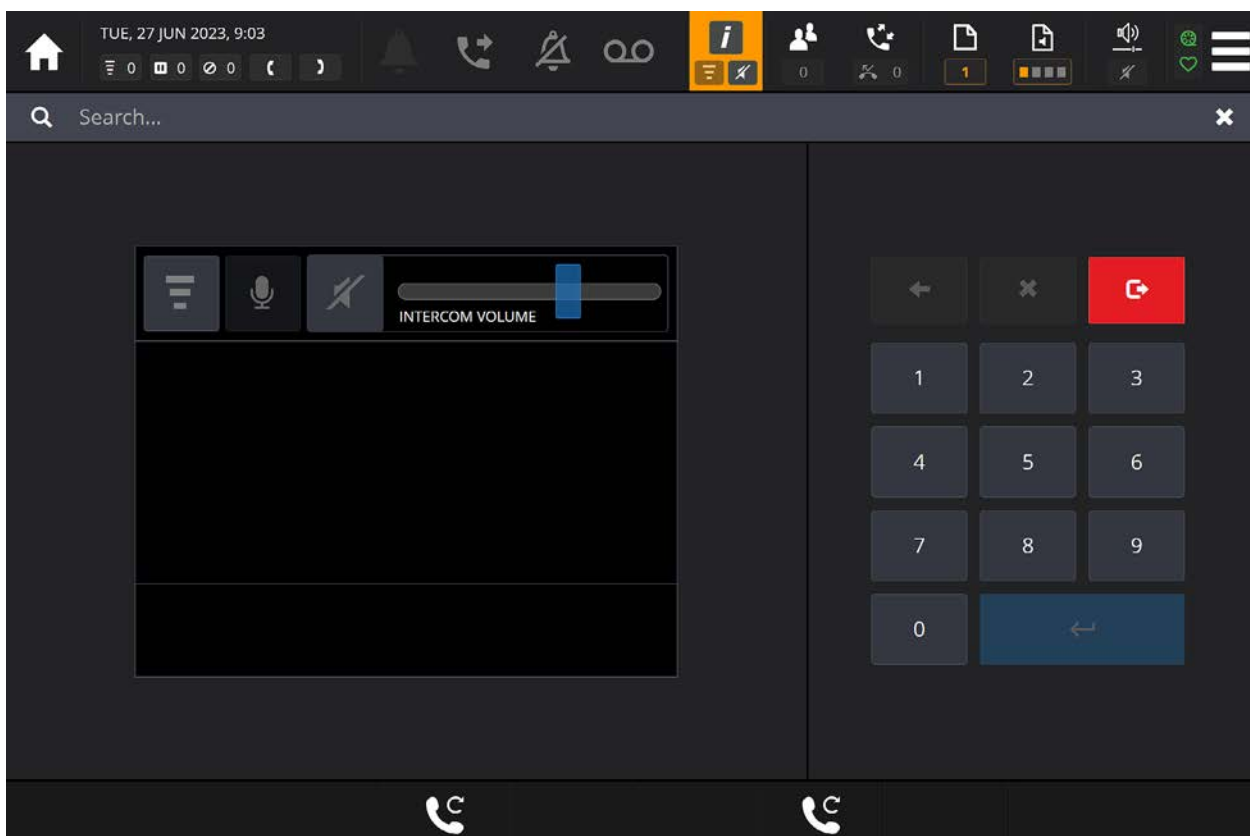
To access voicemail, touch the **voicemail**  softkey.

Intercom Dashboard





The Intercom Dashboard is only available if the intercom feature is enabled by your System Administrator.

Touch the **Intercom** softkey to display the Intercom Dashboard as shown below.



The Intercom Dashboard includes:

- **Intercom call status**, see page 28.
- **Audio device controls**:
 - **Intercom privacy**, see page 28.
 - **Microphone mute**, see page 28.
 - **Speaker mute**, see page 28.
 - **Speaker volume slider**, see page 29.
- **Call controls** (varies based on call activity):
 - **Answerback**, see page 29.
 - **On hold**, see page 30
 - **Clear**, see page 30.
 - **Answer**, see page 30.
 - **Intercom dial pad**, see page 31.
 - **Intercom search**, see page 31.

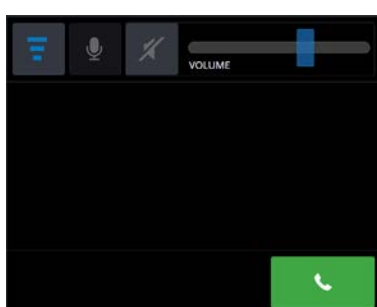
Touch the **Intercom Dashboard**  softkey or the **Exit**  softkey to exit the Intercom Dashboard. For making and clearing intercom calls, see page 74.


Intercom call status

Intercom call information is displayed during an intercom or group call. The intercom screen shows the caller, caller intercom number and call duration as shown in the example below:




Intercom privacy



The **Intercom Privacy** softkey suppresses personal intercom calls. When activated you hear ringing for incoming intercom calls and will need to touch the  softkey to answer the call.

To activate, touch the **Intercom Privacy**  softkey.

This displays the **Intercom Privacy**  softkey which turns blue to indicate privacy is activated. Repeat to deactivate Intercom Privacy.

Repeat to deactivate Intercom Privacy.

When activated the **Intercom Dashboard** softkey is displayed as .

Microphone mute

The **Microphone Mute** softkey mutes the microphone during an intercom call.



To activate, touch the  softkey.

This displays the **Microphone Mute** softkey as . Repeat to unmute the microphone.

Speaker mute

The **Speaker Mute** softkey mutes ARIA Touch's speakers and disables the speaker volume slider.

To activate, touch the  softkey.

This displays the **Microphone Mute** softkey as  and the **Intercom Dashboard** softkey as . Repeat to unmute the speakers.

Speaker volume slider



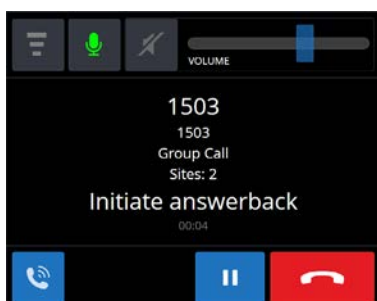
The **Speaker Volume** slider increases/decreases the speaker volume. Touch and hold the blue bar, dragging it either left to decrease the volume, or right to increase the volume. The volume slider has 10 positions, 1 (farthest left) is the quietest setting and ten (farthest right) is the loudest setting.




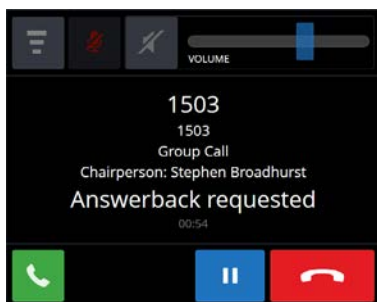
The speaker volume slider cannot be adjusted when the mute softkey is active, see *Speaker mute* on page 28.


Answerback

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. A user must have talk permission to initiate the call. Any member who receives the call may respond to the initiator.



The animated Answerback  softkey is displayed after initiating an answerback group call. To enable answerback, touch the flashing softkey, see *Answerback* on page 29.



When responding to an answerback group call made elsewhere, touch the animated **Respond to Answerback Call**  softkey, see *Talking on an answerback group call* on page 77.

On hold

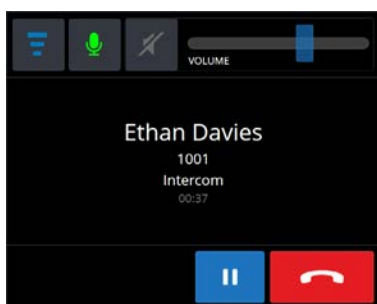


The **On Hold** softkey places an intercom call on hold.

To activate, touch the  softkey.

This hides the Intercom Dashboard and places the intercom call on hold on a call activity tile, see *Call activity tile* on page 44.

Clear

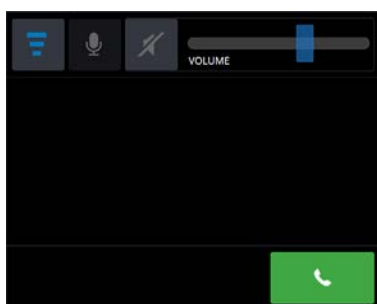



Touch the **Clear**  softkey to clear an intercom call from the intercom handsfree audio device.



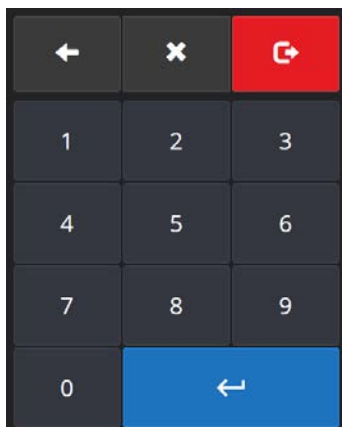
If the intercom appearance is assigned to a speaker channel, the call will go to the speaker channel after it's cleared from the Intercom Dashboard. To remove an intercom appearance from a speaker channel, see *Wipe speaker* on page 72.

Answer



Touch the **Answer**  softkey to answer an incoming call when Intercom Privacy is activated, see *Intercom privacy* on page 28.

Intercom dial pad



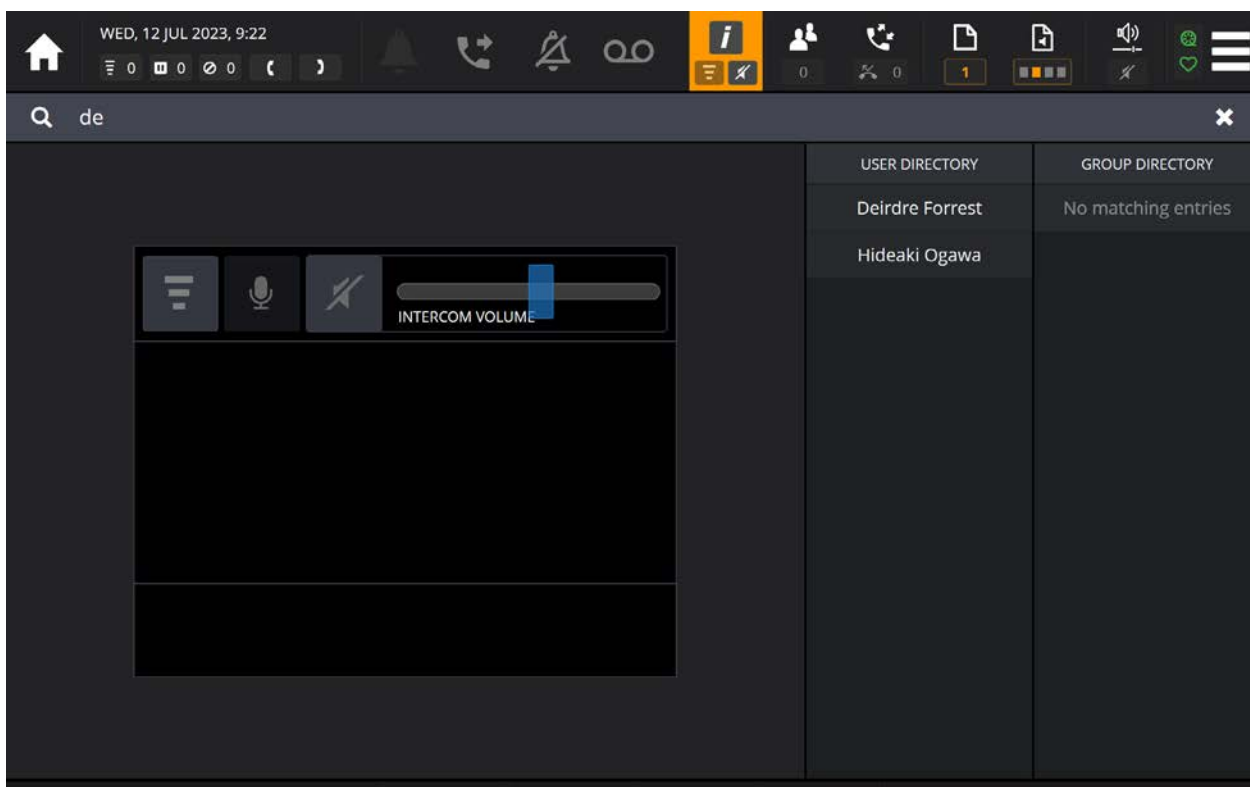
Used to dial a user / group number. Once a number is entered touch  to place the call.

Intercom search




Used to search for a user / group.

Enter the first few letters of the user / group name. From the list, touch a user / group to call.

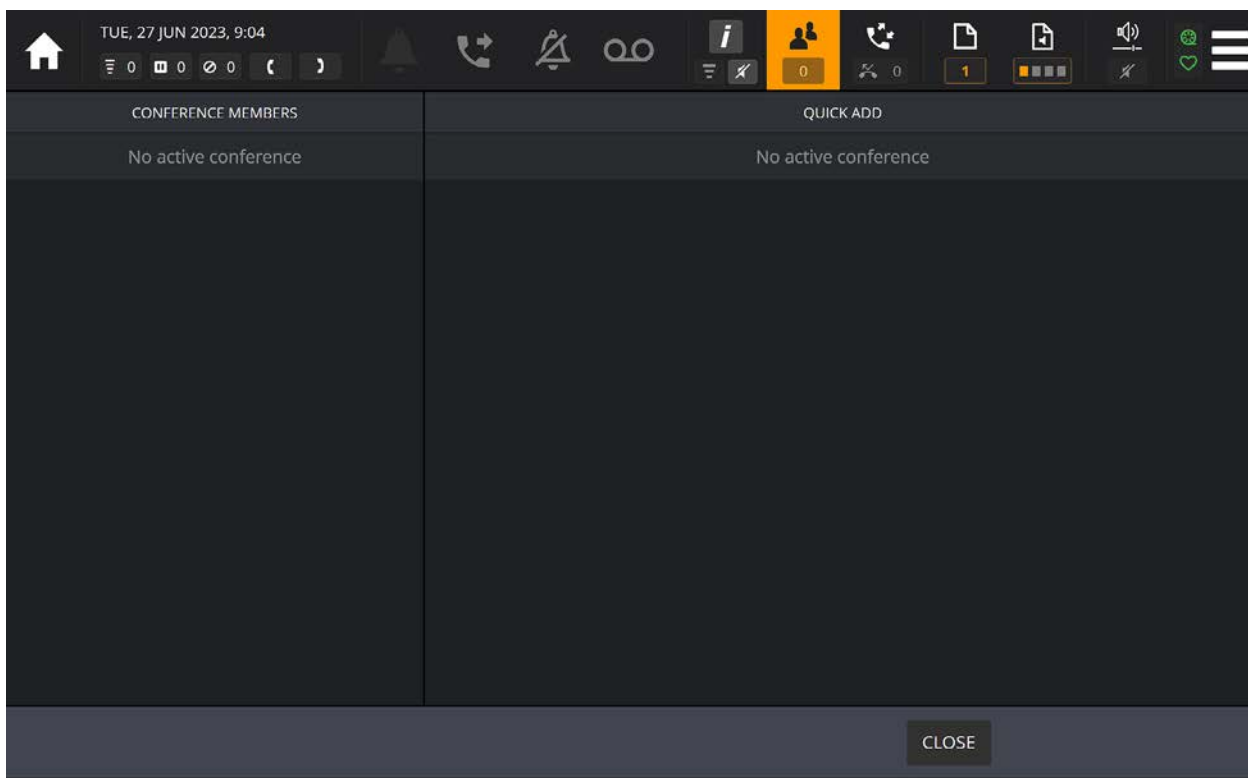


Conferencing Dashboard




The **Conferencing** softkey  indicates the number of participants in an active conference (excluding the conference initiator).

Touch the softkey to display the 'Conferencing Dashboard' as shown below.



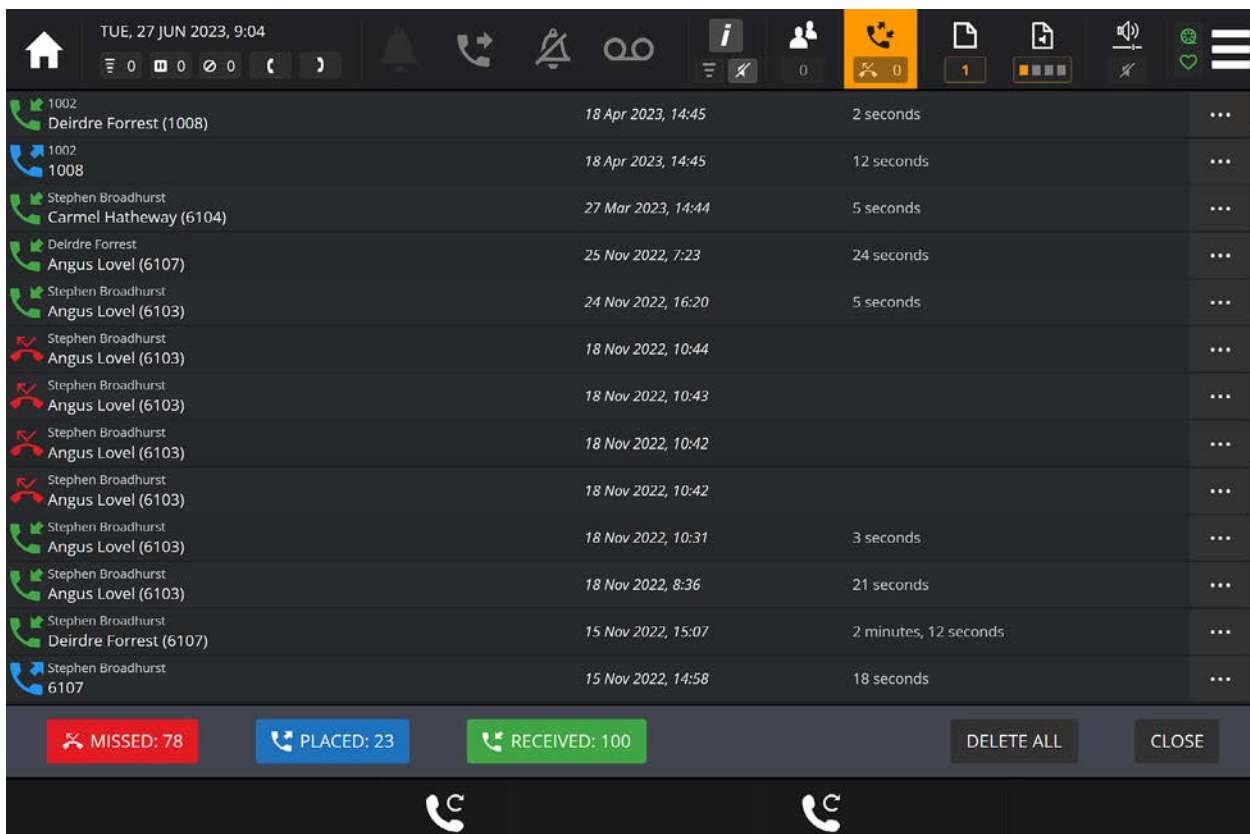
The 'Conferencing Dashboard' displays current conference participants and allows for removal and adding of eligible participants, see *Conferencing Dashboard* on page 32.

Touch the **Conferencing Dashboard**  softkey or the **CLOSE** softkey to exit the Conferencing Dashboard.

Call Log Dashboard



The **Call Log** softkey  indicates the number of missed calls. Touch the softkey to display the call log.



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.

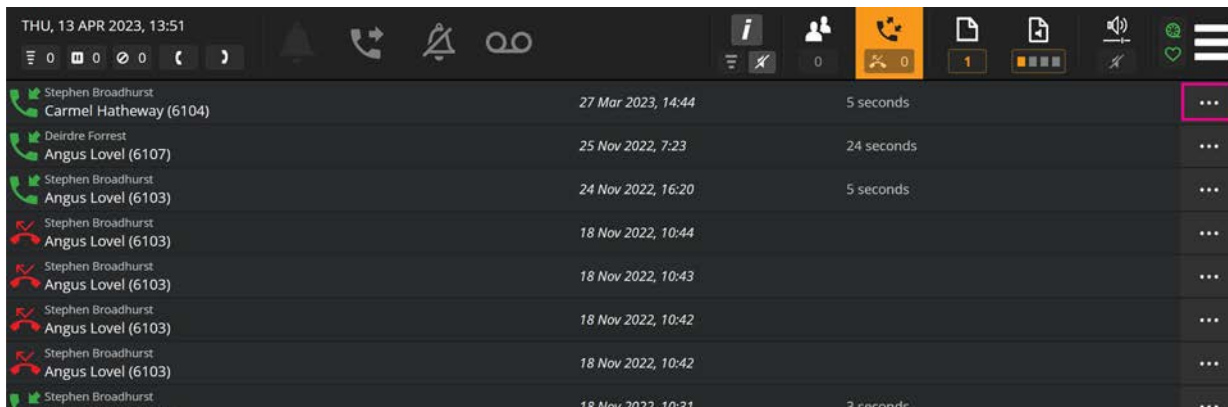
All missed, placed and received calls are displayed in the column list by default. It is possible to filter calls by deselecting/selecting the red **MISSED**, blue **PLACED** and/or green **RECEIVED** soft keys.

- To call a user in the list, touch a log entry, see *Call Handling* on page 51.
- To delete or add a contact, touch **...** to **DELETE** entry or to **ADD** contact to your personal directory, see *Add to Personal Directory* on page 34.
- To clear the call log notifications, touch **MARK ALL AS READ**.
- To clear all call log history, touch **DELETE ALL**.

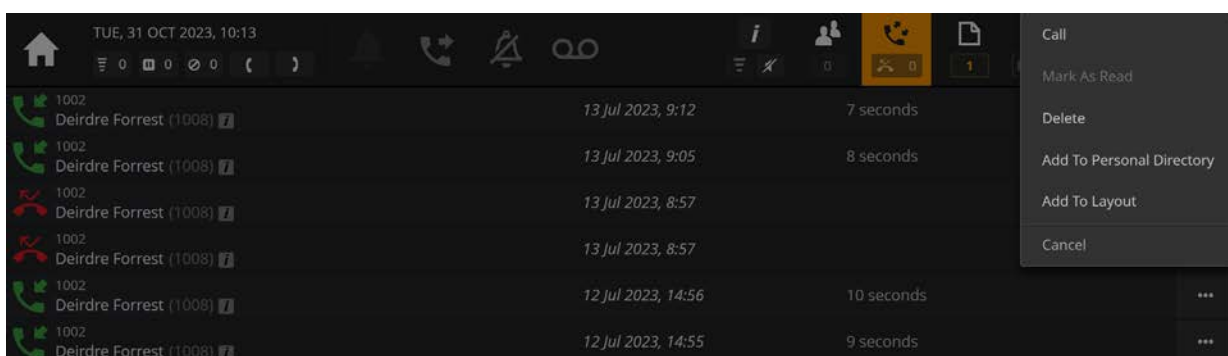
Touch the **Call Log** softkey  or **CLOSE** to close the call log.

Add to Personal Directory

To add a contact to your personal directory touch  next to the entry you want to add. An example entry is highlighted below.



Select Add To Personal Directory



This will display the 'Personal Directory Editor' dialog as displayed below.

The 'PERSONAL DIRECTORY EDITOR' dialog box is shown. It has a title bar with a close button. The form contains the following fields and controls:


- SHORT LABEL:** A text input field containing 'Deirdre Forrest'.
- LONG LABEL:** A text input field containing 'Deirdre Forrest'.
- ADDRESS TYPE:** A dropdown menu set to 'General'.
- ADDRESS:** A text input field containing '6107'.
- DEFAULT:** A toggle switch set to 'Yes'.
- Buttons:** A blue '+' button, a red 'X' button, and 'OK' and 'CLOSE' buttons at the bottom.

Touch the short label, long label or address entries if you want to make changes; then touch OK to save the entry.

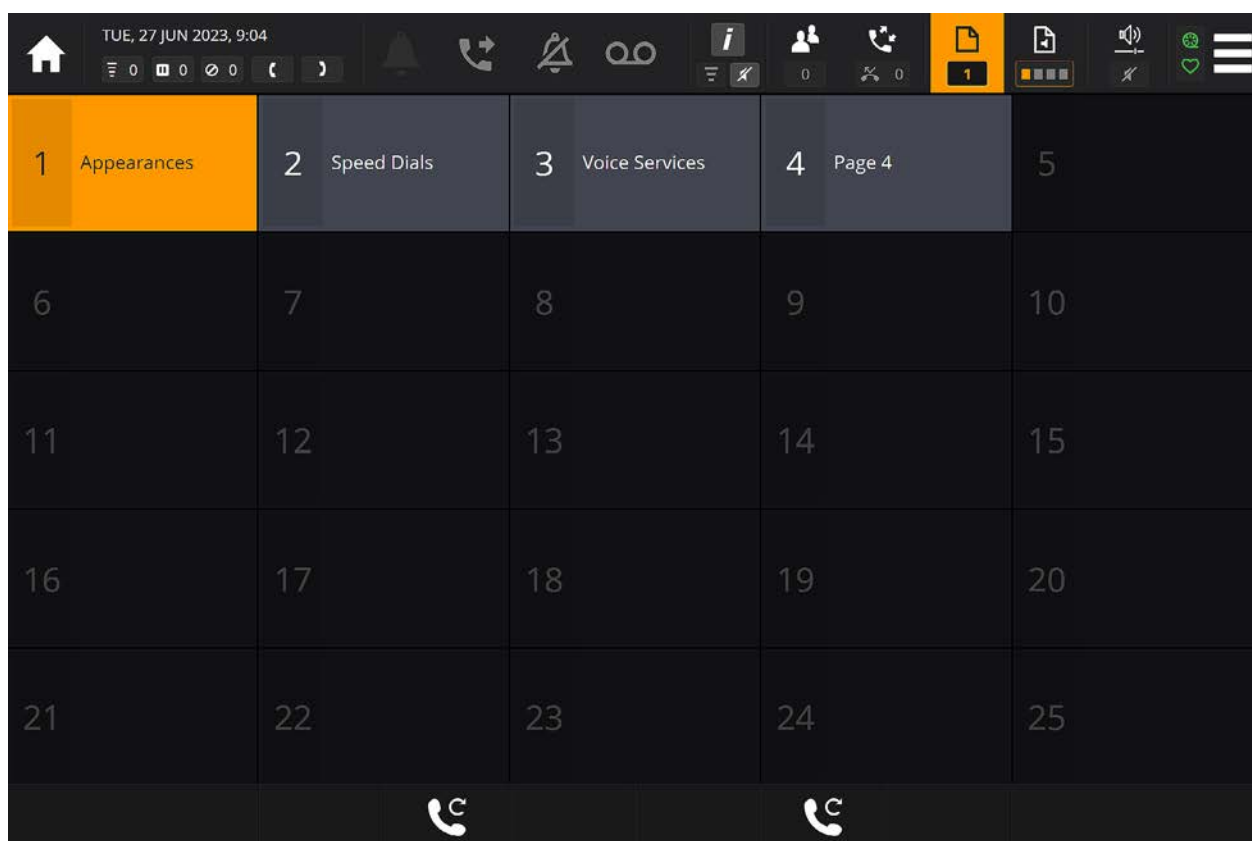
Tile Pages



The two **Tile Page** softkeys indicate the current displayed tile and speaker pages.

The **Tile Page**  softkey indicates the current displayed Tile Page. Touch the softkey to display all pages as a grid. The current page is highlighted in orange.

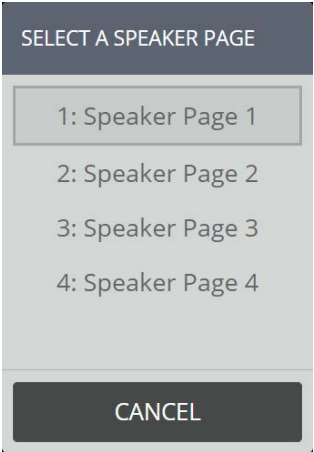
Touch a page tile to navigate to the desired page. Tile page names can be configured by your system administrator.



The **Speaker Page**  softkey indicates the currently active speaker page.

Speaker paging provides an ideal solution for traders operating in different time zones, within a 'follow-the-sun' trading environment. You can easily change from one speaker page to another with each page representing a different time zone. Four speaker pages are available if configured by your System Administrator.

Touch the softkey to display the speaker page selector pop-up.



Touch a speaker page to select, see *Assigning an appearance to a non-paging speaker channel*, see page . on page 69.

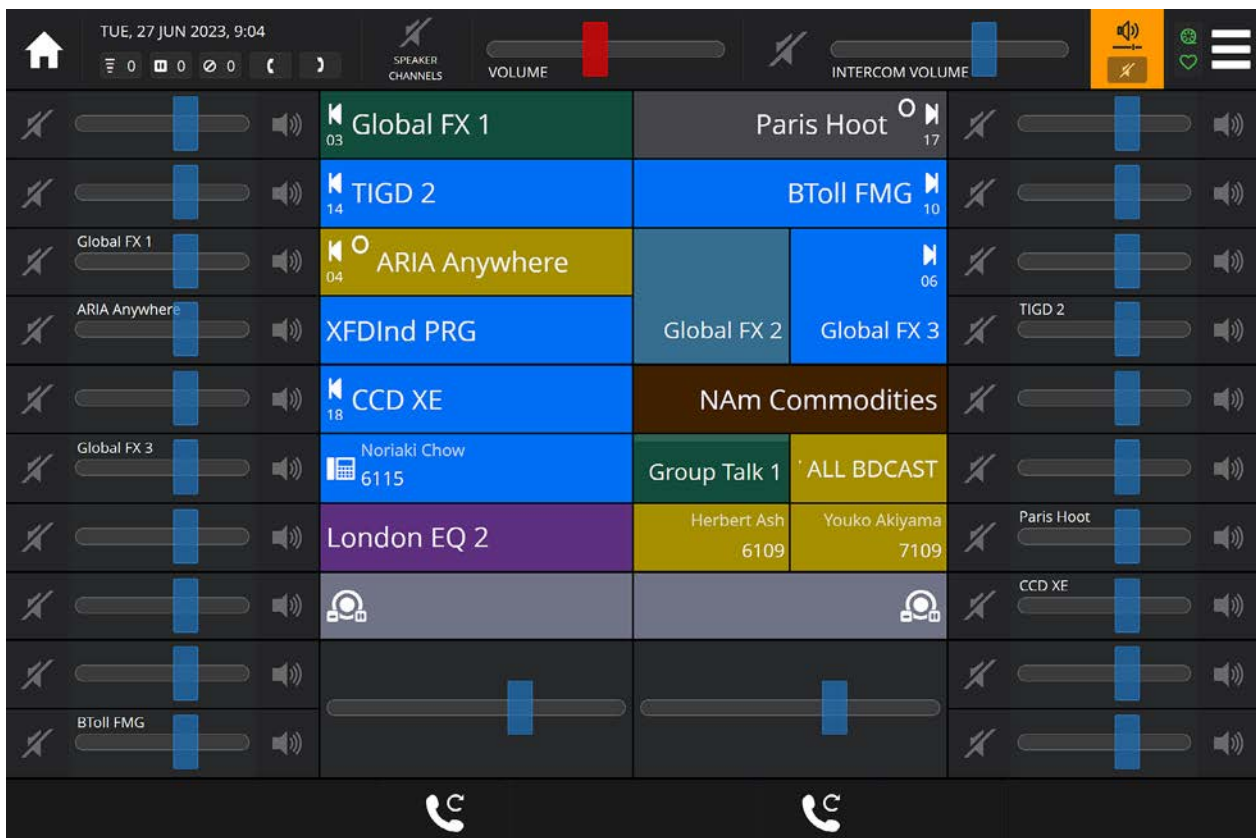
Volume Control Dashboard



The **Volume Control** softkey indicates the volume status.

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

Touch the **Volume Control** softkey to display the volume control dashboard.



The above is an example where 20 tiles have been assigned as speaker channels.

The speaker/handset volume sliders increase/decrease the speaker/handset volumes. Touch and hold the appropriate blue bar (red bar for master volume), dragging it either left to decrease the volume, or right to increase the volume. The volume sliders have 10 positions, 1 (farthest left) is the quietest setting and ten (farthest right) is the loudest setting.

Set individual speakers/handsets

Individual speakers, handsets and master volume can be muted by touching its corresponding

Mute  softkey. To unmute touch the appropriate  softkey.



- A speaker/handset volume slider cannot be adjusted when the mute softkey is active for that volume control.
- Volume muting does not mute audible alerts (for incoming calls). To mute audible alerts, see *Do Not Disturb* on page 26.

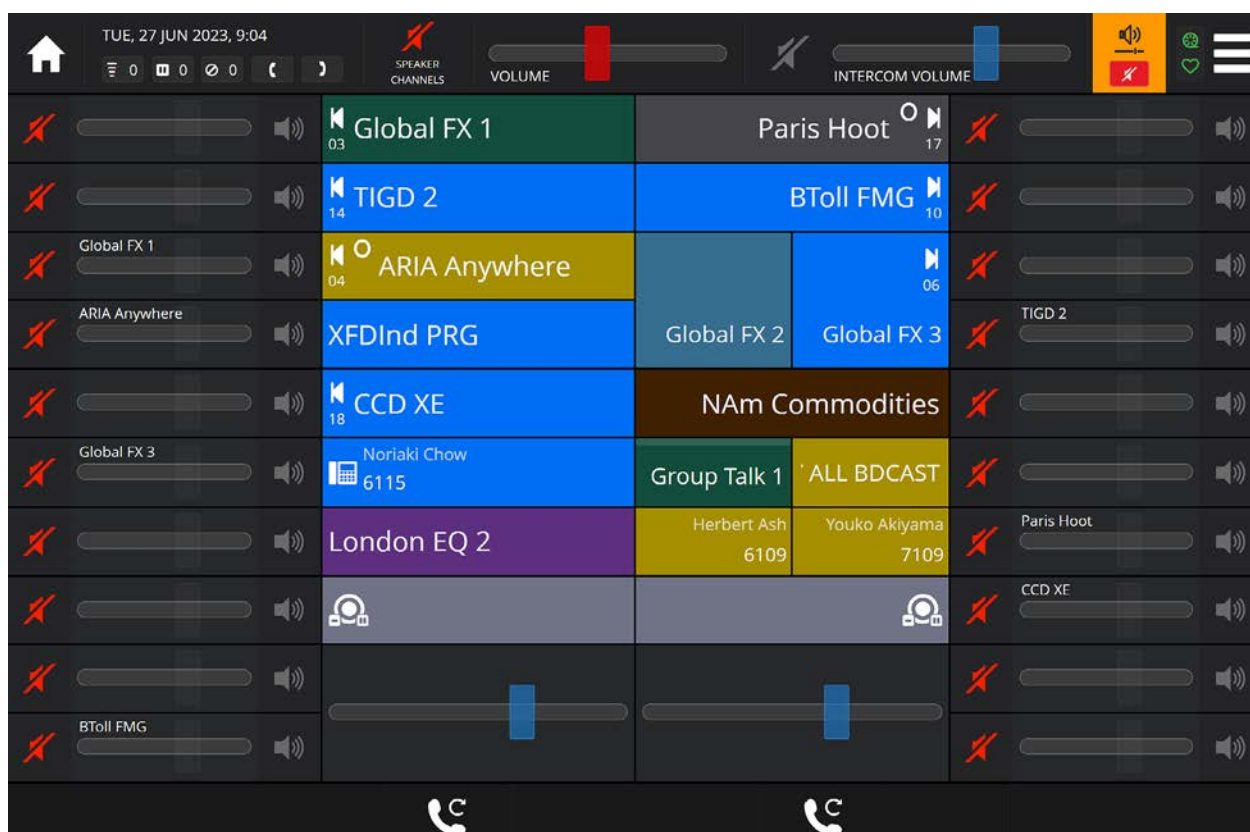
Solo speaker mode

Touching a speaker a channel's **solo mode** softkey mutes all speaker channel volumes apart from the selected speaker.


To activate solo mode touch the appropriate **Solo Mode**  softkey.

To deactivate solo mode touch the **Solo Mode**  softkey.

An example of solo mode on a speaker channel labelled 'Global FX 3' is shown below.



Mute all speaker channels

Touch the **SPEAKER CHANNELS**  softkey to mute all speaker channels. This will not mute handset audio, intercom or speakers.

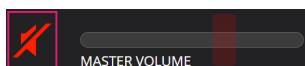
To unmute all speaker channels touch the **ALL SPEAKERS**  softkey.

Mute master volume

To mute the master volume touch the mute **MASTER VOLUME** softkey as highlighted below.



To unmute the master volume touch the mute **MASTER VOLUME** softkey as highlighted below.

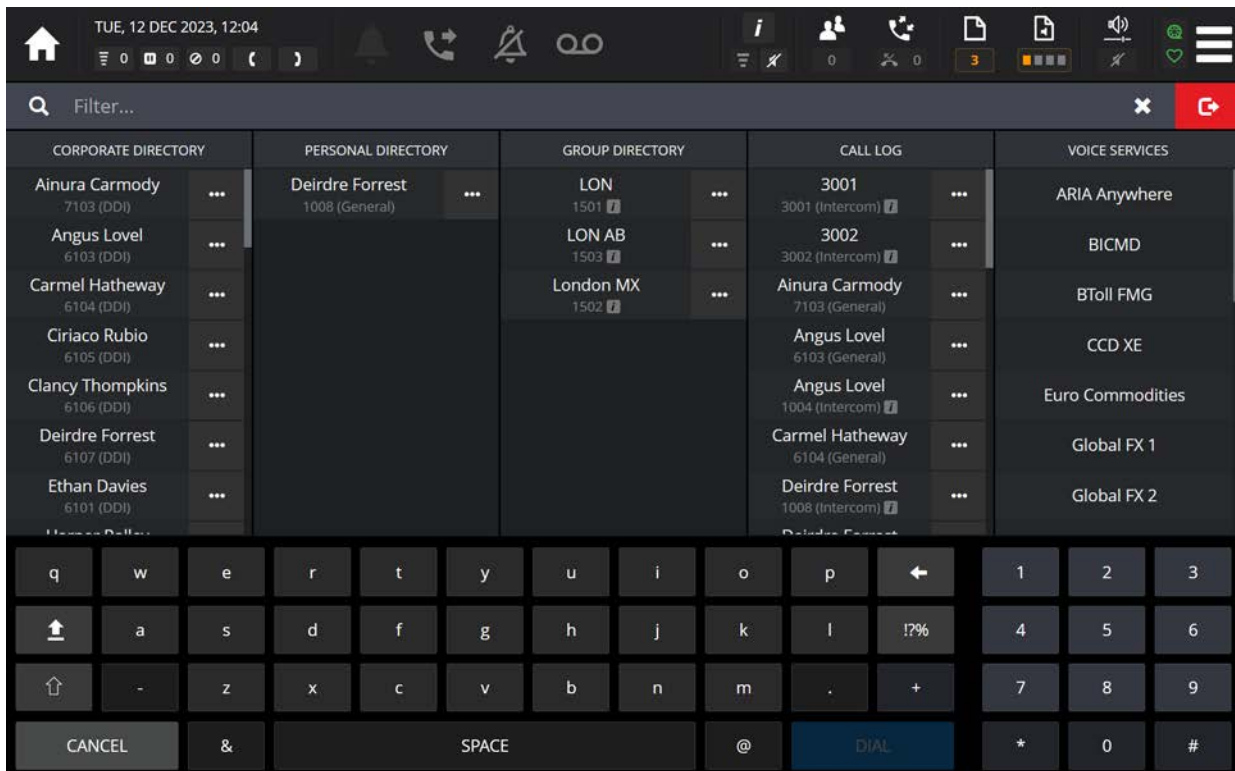
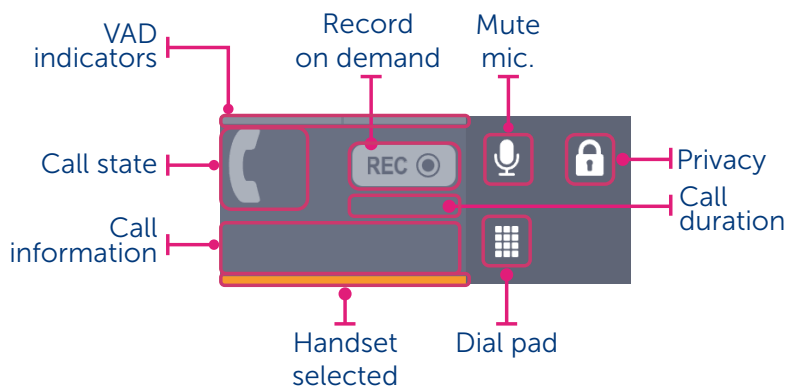


Muting the master volume will mute all audio.

Directory Dashboard

To access the Directory dashboard, touch anywhere in the call information area of an idle handset tile, as displayed below.

The directory dashboard can also be configured to automatically open when a line tile is selected, see *Preferences* on page 20.



The directory dashboard displays the corporate directory, personal directory, group (Intercom) directory, call log and available voice services as lists in their respective columns.

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

Filter directory search

To filter the lists, touch and enter the first few characters in the filter search bar.




To call a user/group/voice service

Where a directory entry has more than one number, it is the default number that is displayed in the list.

To initiate a call to the default number, touch the individual user/group/voice service entry.


-OR-

Touch  next to the entry and **Call**.

-OR-

Touch  next to the entry and select **View Sub-Entries** then select the sub-entry to make a call.


Add to Personal Directory

To add an entry to the personal directory from the directory dashboard, touch  next to the entry and select **Add To Personal Directory**. For further information, see *Personal Directory* on page 84.

Add to Tile Layout

To add a contact as a speed dial tile, touch  next to the entry and select **Add To Layout**. For further information, see *Tile Layout* on page 88.





To exit the Directory Dashboard

Touch the exit  softkey to exit the directory dashboard.

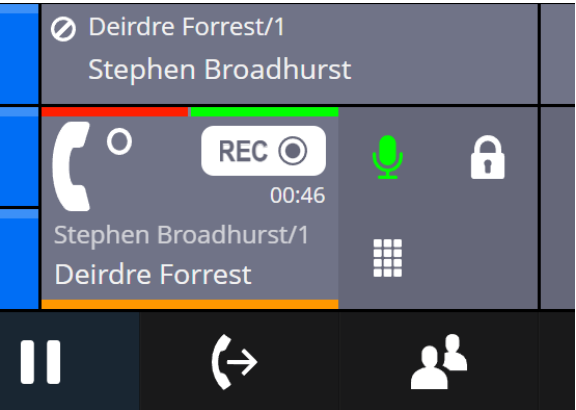
Speaker and handset call state indicators

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

VAD Indicators

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

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



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

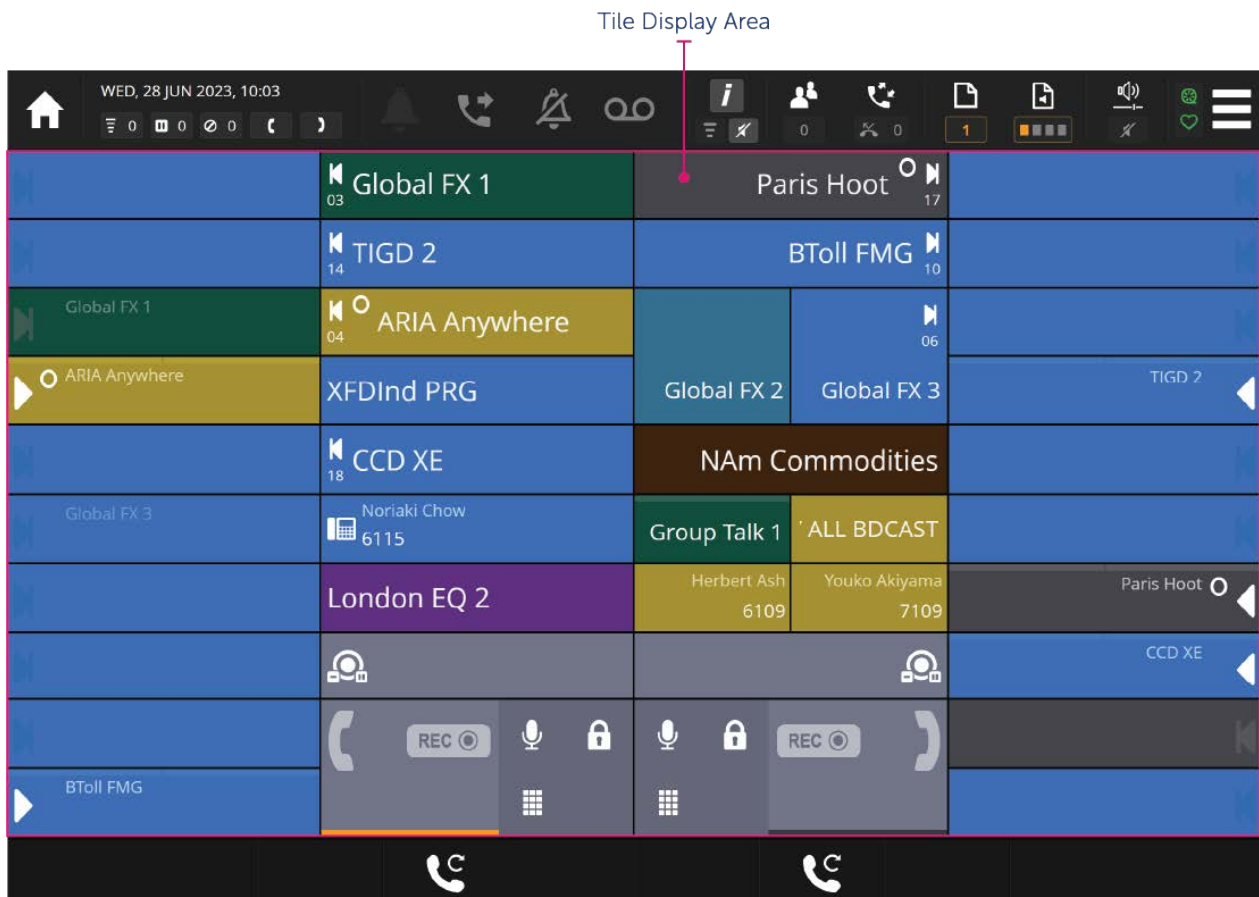
Example of VAD indicators on a right hand side speaker channel:



Tile display area

ARIA Touch's tile area consists of eight columns by ten rows per page. ARIA Touch supports up to 100 Tile Pages.

The tile area page layout is configured by your System Administrator. Tile and page labelling supports Latin and non-Latin characters.



Tile types

A pinned tile (non-paginating) has a fixed location and is always visible regardless of the Tile Page displayed. There are 9 types of tiles which can be pinned. The size and positioning of the following tile types is configured by your System Administrator.

The 9 tile types are:

- Speed Dial, see page 42.
- Telephony Appearance, see page 42.
- Voice Service Appearance, see page 43.
- Virtual Private Wire, see page 44.
- Call Activity, see page 44.

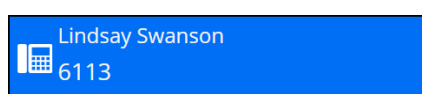
- Intercom Appearance, see page 44.
- Soft Group Talk, see page 44.
- Speaker Channel, see page 44.
- Handset, see page 46.







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 *Tile call state line icons* on page 48.

Speed dial tile

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

Speed dial tiles display an address type speed dial icon only when set as double width tiles as shown below. To program speed dial tiles, see *Tile Layout* on page 88.



Speed dial	Explanation
	Home.
	Office.
	DDI.
	General.
	Mobile.
	Intercom Number.

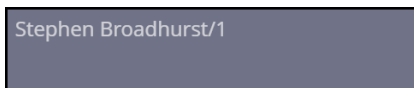
Telephony appearance tile

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

Telephony appearance tiles display ringing, on-hold and call durations as a numeric value. Inbound ringing calls and on-hold calls are also represented by a progress bar as shown in the inbound and on-hold wide tile examples shown below. To program speed dial tiles, see *Tile Layout* on page 88.

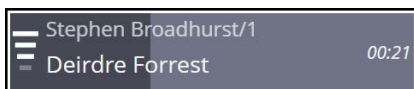
	Telephony appearance tiles display time duration only when set as double width or double height tiles.
---	--

Inactive



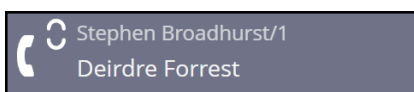
An inactive telephony appearance tile.

Inbound call



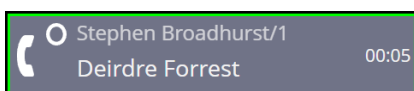
The white outline indicates an inbound call that has not been connected. An inbound call also features a progress bar represented as a darker grey colour of the tile. This indicates the duration of the inbound call.

Outbound call



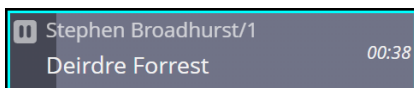
Appearance of an outbound call.

Connected call



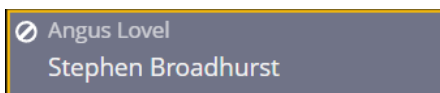
The green outline indicates a connected inbound/outbound call.

Outbound call on-hold



The cyan outline indicates an outbound call placed on-hold. A call on-hold also features a progress bar which is represented as a darker grey background of the tile. This indicates the duration that the call has been on hold.

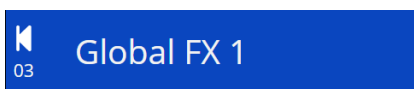
Line Busy



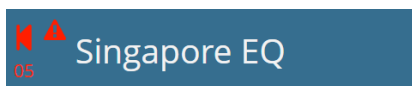
A yellow outline indicates a busy line.

Voice service appearance tile

Voice service appearance tiles provide access to direct lines (hoots and ring downs). These IP services are configured as voice services by your System Administrator.



If there is a problem with a voice service, it will be shown as a red call state icon with a red warning symbol as shown in the screenshot below.



Virtual private wire tile

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

Call activity tile

Call activity tiles provide visual alerts for incoming calls and other call activity. Answering an incoming call on a call activity tile will move the call to the handset. To program call activity tiles, see *Tile Layout* on page 88.

These tiles can be set to show ringing calls, calls on hold and calls that are busy elsewhere or any combination. They can also be configured to only show activity on lines that are hidden on a different page to the one being viewed. An example of a call activity tile is shown below.



An example of a ringing inbound call is shown below. Call activity tiles display time duration only when set as double width or double height tiles.



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

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

For more information, see *Call Handling* on page 43.

Intercom appearance tile

Intercom appearance tiles provide a way of making and receiving intercom calls. Intercom appearance tiles display on-hold and call durations as a numeric value. To program intercom appearance tiles, see *Tile Layout* on page 88.

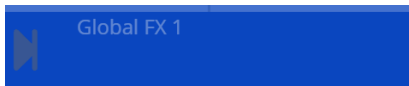
Soft group talk tile

Soft group talk tiles provide a shortcut for talking on one or more speakers by tapping a single tile, rather than tapping multiple speaker tiles. To program soft group tiles, see *Group Talk* on page 81.

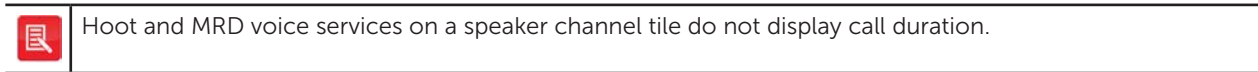
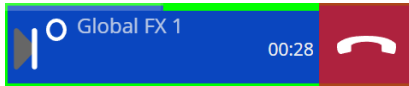
Speaker channel tile

Speaker Channels allow the appearance of a line to be heard in loudspeaker mode. Speaker Channel tiles 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 dragged by the user to any free speaker channel for loudspeaker listening.

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



An example of a connected ARD call is shown below. ARD voice service appearances display the call duration as a numeric value when the speaker channel tile is set to wide.



If there is a problem with the speaker channel this will be shown by the red vertical line and red warning symbol as in the screenshot below.

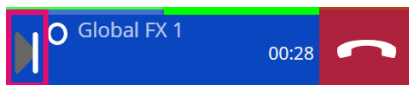


If this problem persists, contact your system administrator.

Telephony appearances, voice service appearances, intercom appearances and virtual private wires can be assigned to speaker channel tiles, see *Assigning an appearance to a non-paging speaker channel* on page 69.

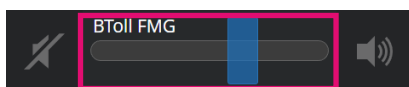
To adjust a speaker channel volume:

1. Touch the speaker channel's call state icon as outlined in the examples below.



2. Adjust the volume.

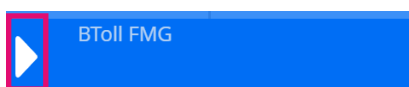
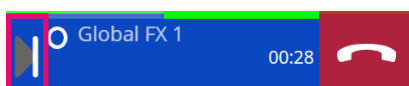
For more information, see *Volume Control Dashboard* on page 36.



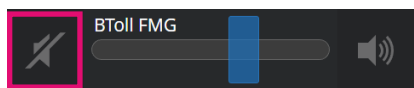
Mute a speaker channel

To mute a speaker channel:

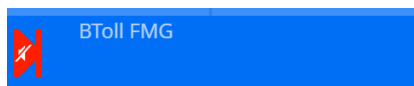
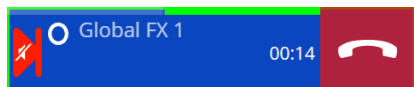
1. Touch the speaker channel's call state icon as outlined in the examples below.



2. Touch the mute speaker softkey as outlined below.



3. The speaker is now muted as shown in the examples below.



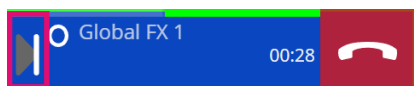
4. To unmute repeat steps 1-2.

For more information, see *Volume Control Dashboard* on page 36.

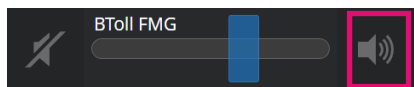
Set solo speaker mode

To set a speaker channel as the solo unmuted speaker channel:

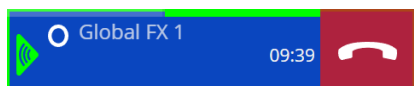
1. Touch the speaker channel's call state icon as outlined in the examples below.



2. Touch the solo speaker softkey as outlined below.



3. The speaker is now set as the solo unmuted speaker as shown in the examples below.

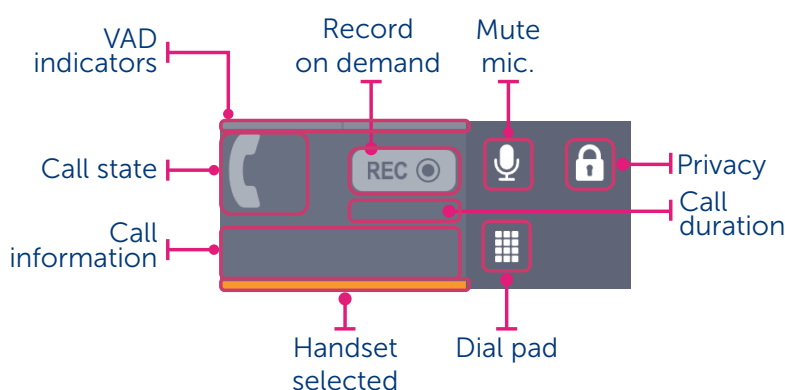


4. To deactivate solo mode repeat steps 1-2.

For further information, see *Volume Control Dashboard* on page 36.

Handset tile

Handset tiles display the call information for the call on the handset. ARIA Touch has two handset tiles. Touching the centre of a Handset tile when idle opens the 'Directory Search dashboard'. When in a call the duration is displayed as a numeric value.



- **VAD indicators.** Displayed when in a call, see page 40.
- **Record on demand.** Touch to record selected handset's audio. Icon will turn red when recording. Touch again to stop recording the selected handset's audio.
- **Mute microphone.** Touch to mute/unmute microphone during or before a call.
- **Privacy.** Touch to make call private, see *Making a call private* on page 56.
- **Call duration.** Displays the current call duration.
- **Dial pad.** Touch to enter a number using the dial pad, see *Dial pad* on page 48.
- **Handset selected.** Displayed as orange when handset is selected.
- **Call information.** Displays current call information.
- **Call state.** Displays the call duration as a numeric value when in a call and the handset call state icons, see below.



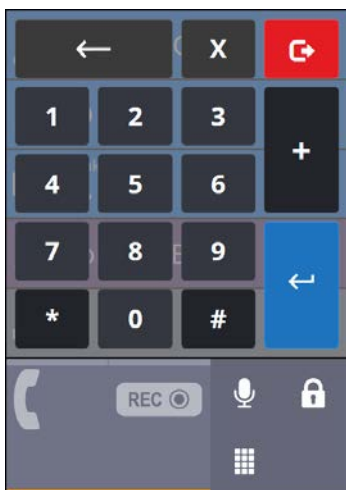
Record on demand is only available/visible if configured by your System Administrator in alignment with your organisation's compliance policy.

The following are common call state icons for handset tiles. (These are reversed for handset 2). In addition to these call state icons, see *Tile call state line icons* on page 48.

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.

Dial pad

Touch the Dial Pad  softkey, located on a handset tile, to display the dial pad.
























Touch the Exit  softkey to exit the dial pad.



If Auto-Hide is enabled the dial pad is hidden when a call is placed. To enable Auto-Hide, see *Preferences* on page 20.

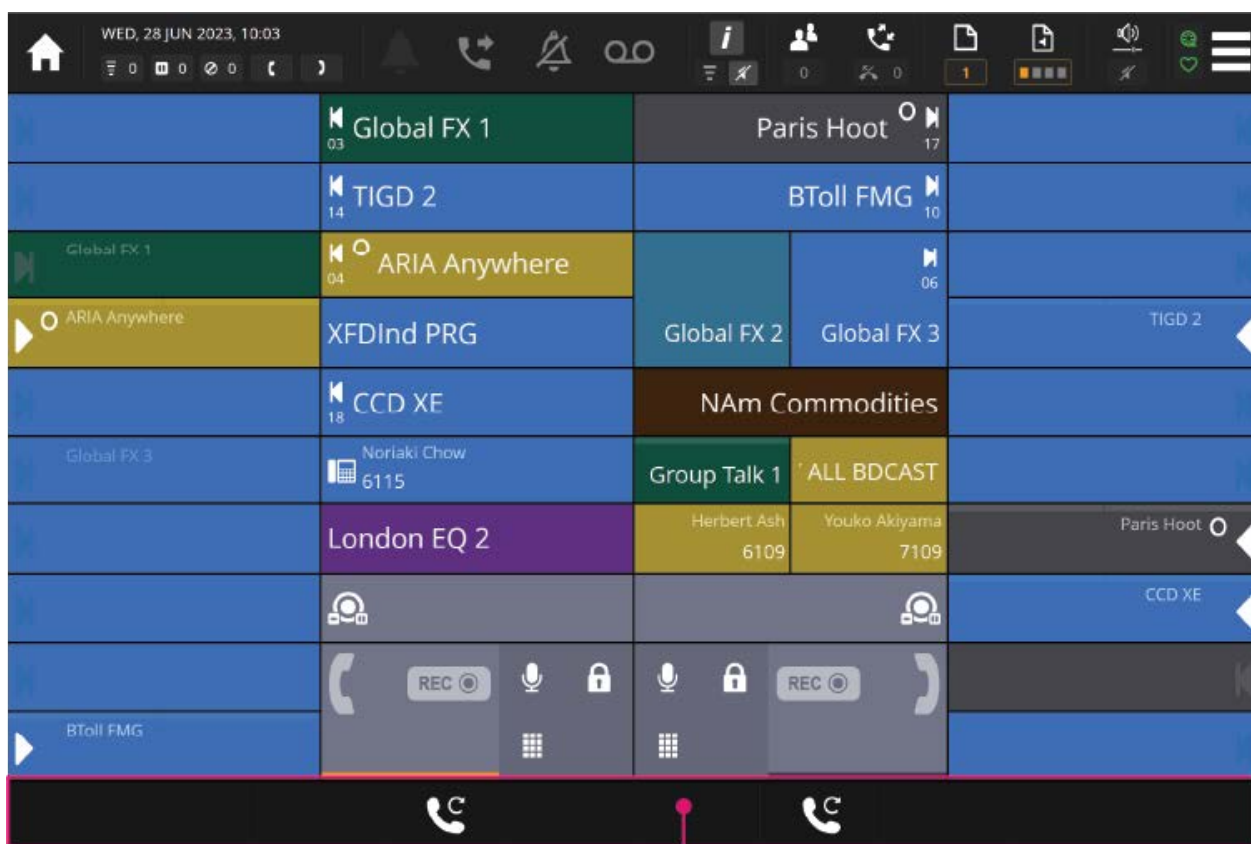
Tile call state line icons

Common call state line icons for telephony appearance, voice service appearance, virtual private wire, call activity, speaker channel and handset tiles.

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


Contextual softkeys

ARIA Touch has eight contextual softkeys.



8 x Contextual Softkeys

Contextual key	Function
	Inbound call. Touch the softkey or press the related key to answer telephony or intercom calls, see <i>Answering calls</i> on page 57.
	Clear call. Touch the softkey or press the related key to clear call from a handset, see <i>Clearing a call</i> on page 62.
	On hold. Touch the softkey or press the related key to put call on hold, see <i>Placing a call on hold</i> on page 58.
	Transfer. Touch the softkey or press the related key to transfer call, see <i>Transferring a call</i> on page 59.
	Cancel call transfer. Touch the softkey or press the related physical key to cancel transfer call, see <i>Cancel call transfer</i> on page 60.
	Redial. Touch the softkey or press the related key to redial last call placed, see <i>Making a call using redial</i> on page 56.
	Initiate conference. Touch the softkey or press the related key to initiate a local conference, see <i>Conferencing</i> on page 63.
	Add call to conference. Touch the softkey or press the related key to add call to conference, see <i>Conferencing</i> on page 63.

Contextual key	Function
	MRD signal. Touch the softkey or press the related key to signal (ring) a manual ringdown on a handset, see <i>Signalling on a manual ringdown (MRD)</i> on page 55.

Call Handling

This section explains the following:

- Making a call using the dial pad, see *page 51*.
- Making a call using a speed dial, see *page 52*.
- Making a call using the directory dashboard, see *page 51*.
- Making a call using the call log dashboard, see *page 54*.
- Making a call using private wires, see *page 55*.
- Making a call whilst on an existing call, see *page 56*.
- Making a call using redial, see *page 56*.
- Making a call private, see *page 56*.
- Barging in, see *page 57*.
- Answering calls, see *page 57*.
- Answering multiple calls, see *page 58*.
- Placing a call on hold, see *page 58*.
- Retrieving a call on hold, see *page 59*.
- Transferring a call, see *page 59*.
- Cancel call transfer, see *page 60*.
- Immediate transfer speed dial, see *page 61*.
- Moving a call between handsets, see *page 61*.
- Moving a call to a speaker channel, see *page 62*.
- Clearing a call, see *page 62*.
- Missed calls, see *page 62*.

Making a call using the dial pad




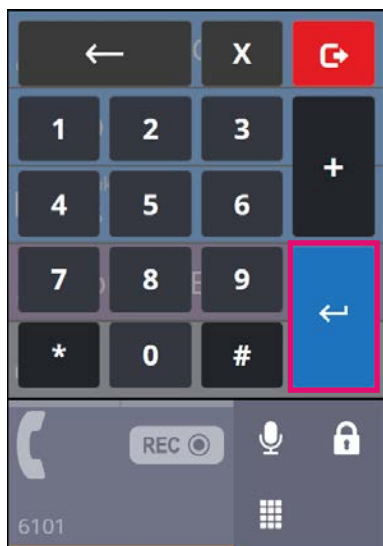
Telephony calls use the default line appearance. To use another line appearance, touch the line appearance's tile before using the dial pad.

To make a call using the dial pad:

1. Touch the **Dial Pad** softkey for the handset you want to use.



2. Enter the dial number ('6101' in the example below). The input is shown in the handset tile. Once a number is entered touch  to place the call.

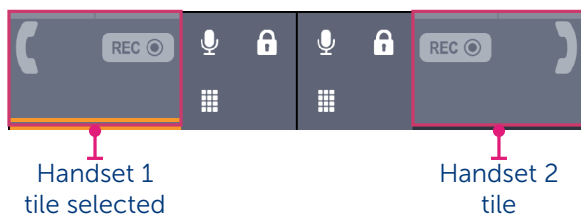


3. Talk when the call is connected.

Making a call using a speed dial

To make a call using a speed dial:

1. Ensure the preferred handset tile is selected. If it is not, touch the associated handset tile to select it. Handset 1 tile is shown as selected below.



2. Touch a speed dial tile to make a call.
3. Talk when the call is connected.

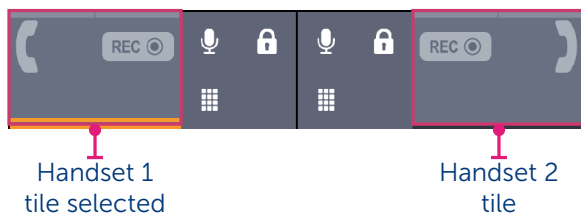
Making a call using the directory dashboard



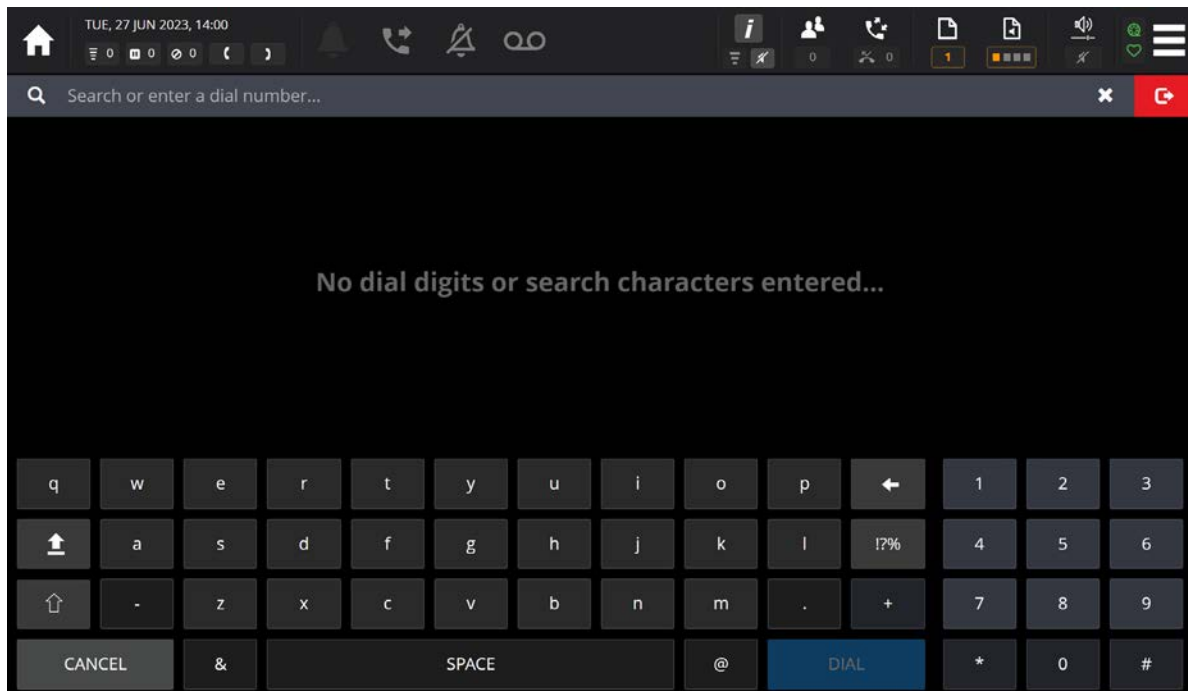
Telephony calls use the default line appearance. To use another line appearance, touch the line appearance's tile before using the directory dashboard.

To make a call using the directory dashboard:

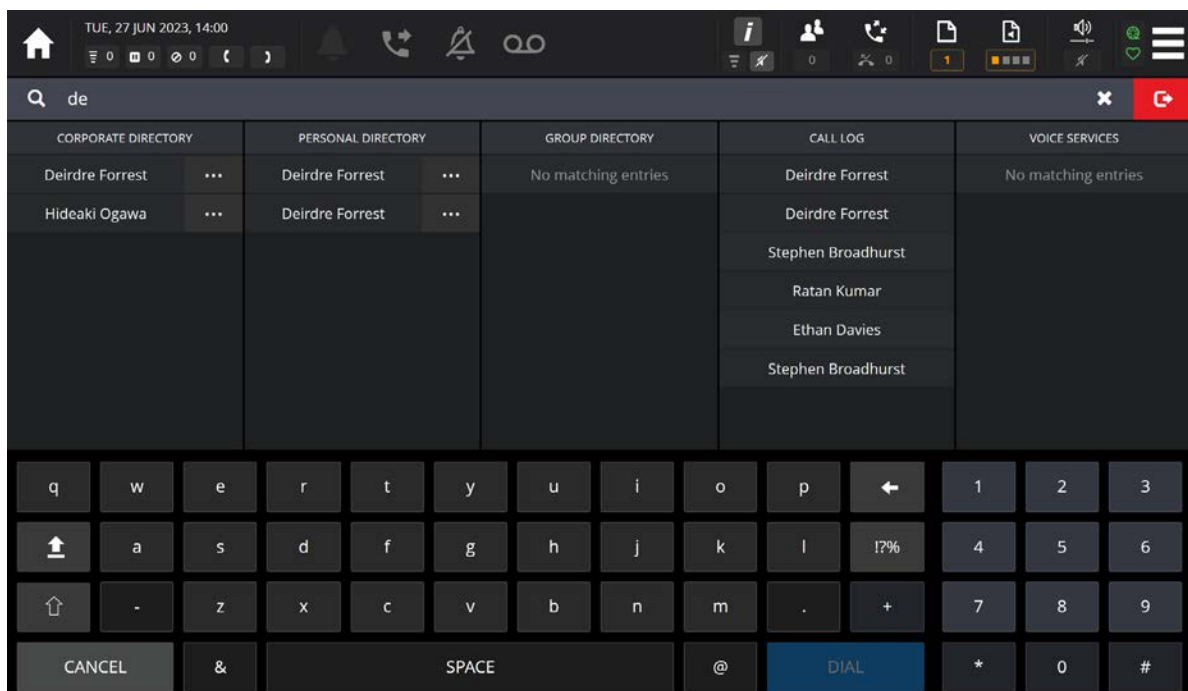
1. Ensure the preferred handset tile is selected. If it is not, touch the associated handset tile to select it. Handset 1 tile is shown as selected below.



2. Touch the selected handset tile to display the directory dashboard.



3. Enter the first few letters of the directory/call log/voice service using the alphanumeric keyboard.



4. From the lists, touch an entry to call.

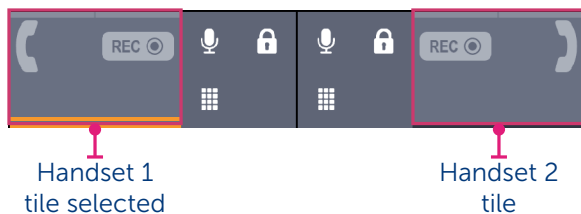
OR

Enter the dial number using the dialpad and touch the **DIAL** softkey.

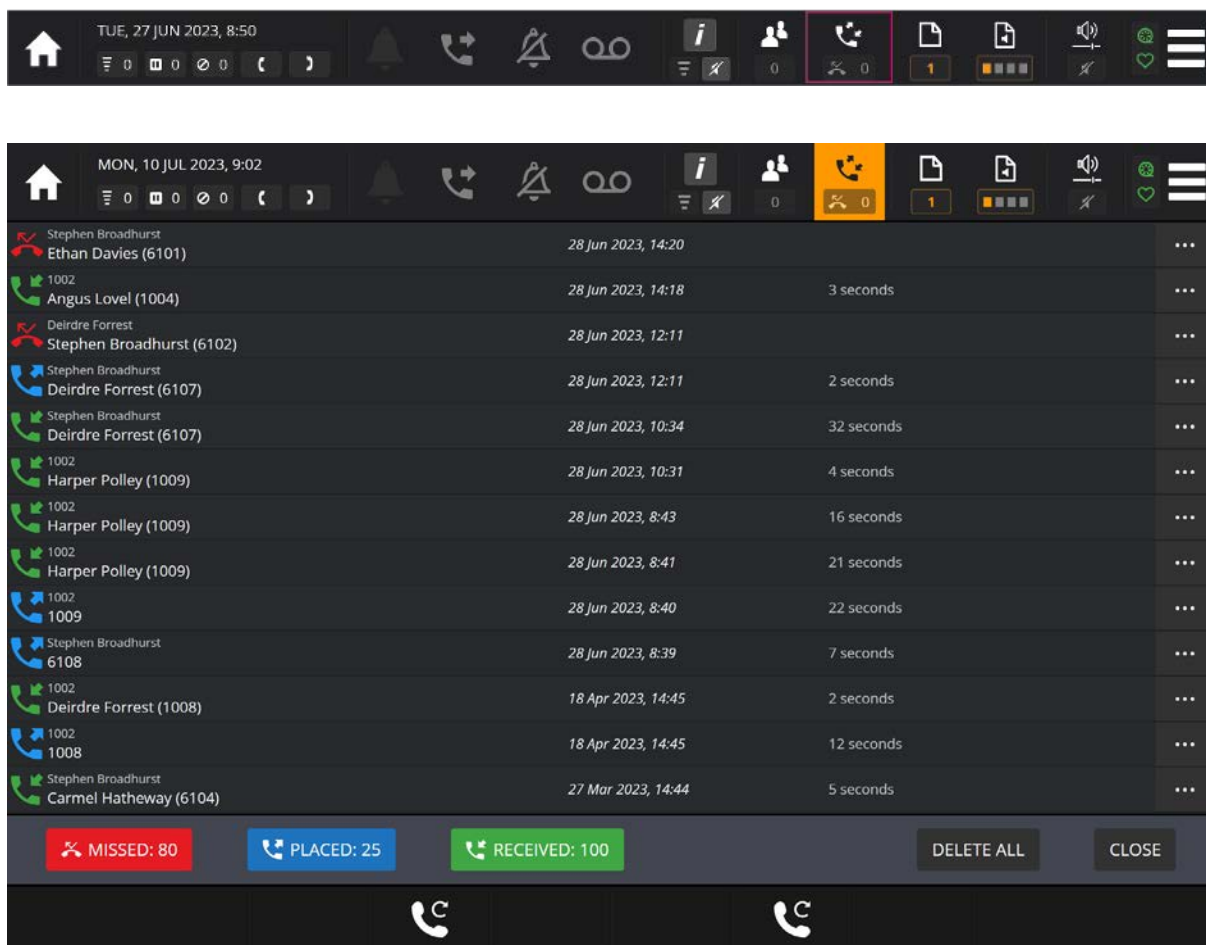
Making a call using the Call Log dashboard

To make a call using the Call Log dashboard:

1. Ensure the preferred handset tile is selected. If it is not, touch the associated handset tile to select it. Handset 1 tile is shown as selected below.



2. Touch the **Call Log** softkey to display the Call Log dashboard.



3. From the lists, touch an entry to make the call.

For more information about the Call Log dashboard, see page 33.

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. Touch the ARD appearance to assign it to a handset.
2. To end the call touch the **Clear Call** softkey.



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 *Wipe speaker* on page 72.

Making a manual ringdown (MRD) call

To make a call using a MRD appearance:

1. Touch the MRD appearance to assign to a handset.
2. To end the call touch the **Clear Call** softkey.



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 *Wipe speaker* on page 72.

Signalling on a manual ringdown (MRD)

To signal a manual ringdown on a handset:

Touch the **MRD Signal** softkey.



Making a call whilst on an existing call

To make a call whilst on an existing call:

1. If required, select a handset/appearance tile.
2. Make call. Both handsets are now in use.



3. Talk when the call is connected.

OR

1. Put the currently connected call on hold by pressing the appropriate On Hold softkey, to make the handset available.



2. If required, select an outgoing line appearance tile. Otherwise one will be selected automatically.
3. Make call.

Making a call using redial

To redial the last telephony/intercom call made:

Touch the **Redial** softkey.



Making a call private

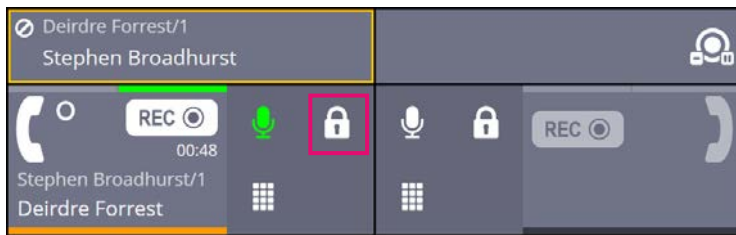
A telephony, manual ringdown (MRD) or automatic ring down (ARD) call can be made private when two parties are engaged on a call. When activated no other party can join the call.

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.

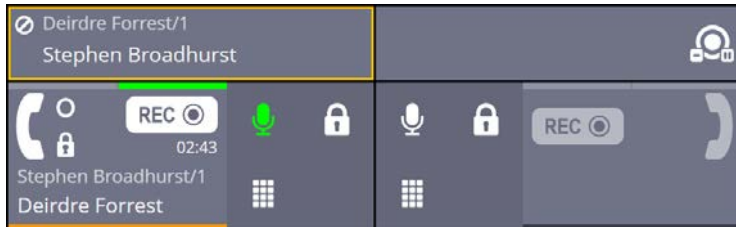
A line can be made private both before and during a call. If a line is made private when a call is active, privacy mode is removed when the call is ended.

To make a call private:

1. Ensure the appropriate handset is selected by touching the required handset softkey.
2. Touch the privacy softkey of the handset.



The call is now made private.



3. To remove privacy, touch the privacy softkey of the handset again.

Barging in

It is possible to barge into a busy line providing privacy is not enabled on it. A busy line is indicated by the icon shown below.



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

If you have successfully barged into a line, you will be dropped from it if line is made private

A busy ARD/MRD line with privacy enabled is indicated by the icon shown below. When the privacy icon is displayed, barge in is not possible.



Only the call initiator and called party can enable line privacy, see *Making a call private* on page 56.

Answering calls

ARIA Touch announces an incoming call with a ring alert, animated handset softkeys and an animated call activity tile.

To answer an incoming call:

Touch either the bottom left (handset 1) or bottom right (handset 2) animated softkey.



OR

Touch the animated incoming call appearance on the call activity tile as highlighted below.



When answering a call activity tile, the call is placed onto the selected handset if available, otherwise the call is placed on the other handset (if available).

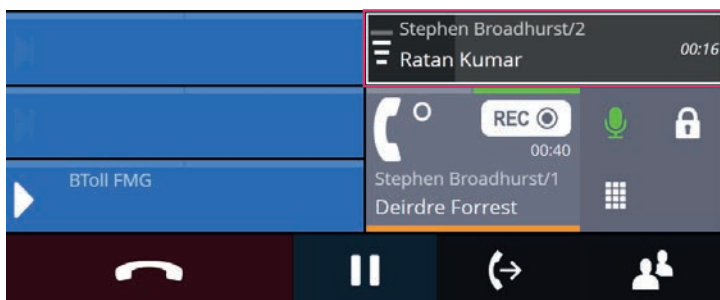
Answering multiple calls

To answer an incoming call whilst on an existing call touch the animated handset softkey.



OR

Touch the animated incoming call appearance on the call activity tile as outlined below.



If both handset tiles 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 58.

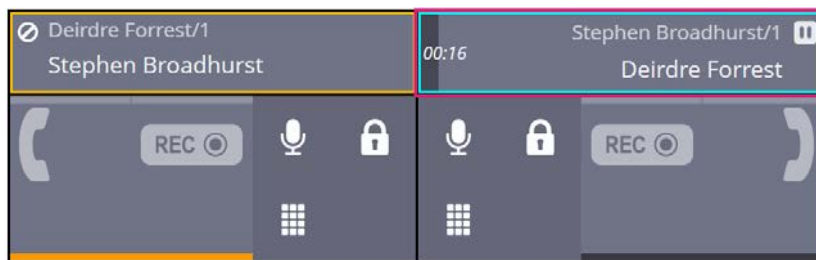
Placing a call on hold

To put a call on hold touch the **On Hold** softkey.



Removing a call on hold

To remove a call on hold touch the animated on hold call appearance on the call activity tile as highlighted below.



When retrieving a call on hold, the call is placed onto the selected handset if available, otherwise the call is placed on the other handset (if available).

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 does it without speaking to the recipient of the transfer.

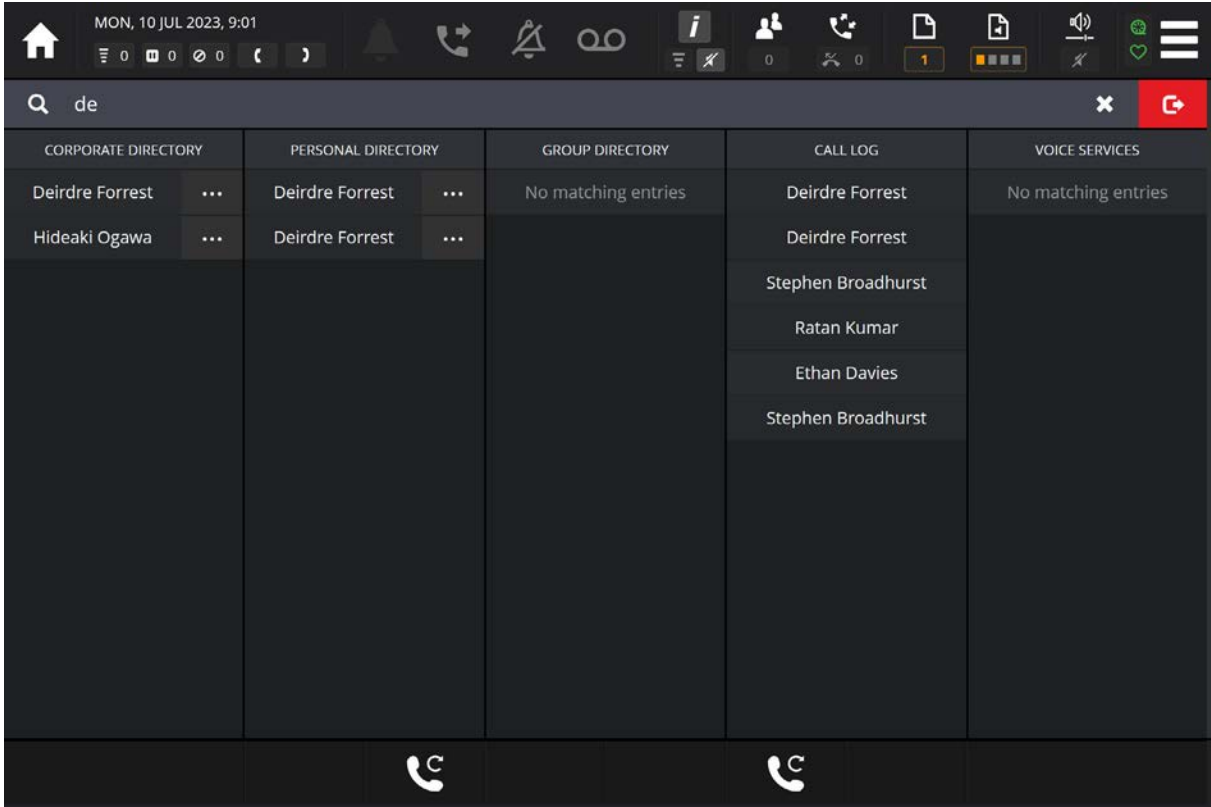
To transfer a call:

1. Touch the **Transfer** softkey which is located below the handset tile.



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

2. Enter the first few letters of the contact's name to whom you would like to transfer the call to and select the entry from one of the lists.



OR

Enter the dial number and touch the blue **DIAL** DIAL softkey.

- 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. Touch the corresponding transfer softkey once again to complete the transfer.




Cancel call transfer

To cancel a call transfer, select the **Cancel Call Transfer** softkey.



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 return to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wipe speaker* on page 72.


Immediate transfer speed dial

An immediate transfer speed dial tile, when touched, performs an unattended call transfer during a call. The call is transferred to the destination of the immediate transfer speed dial.

An immediate transfer speed dial functions as a standard speed dial when not connected to a call.

An example of a double width immediate speed dial tile is shown below.



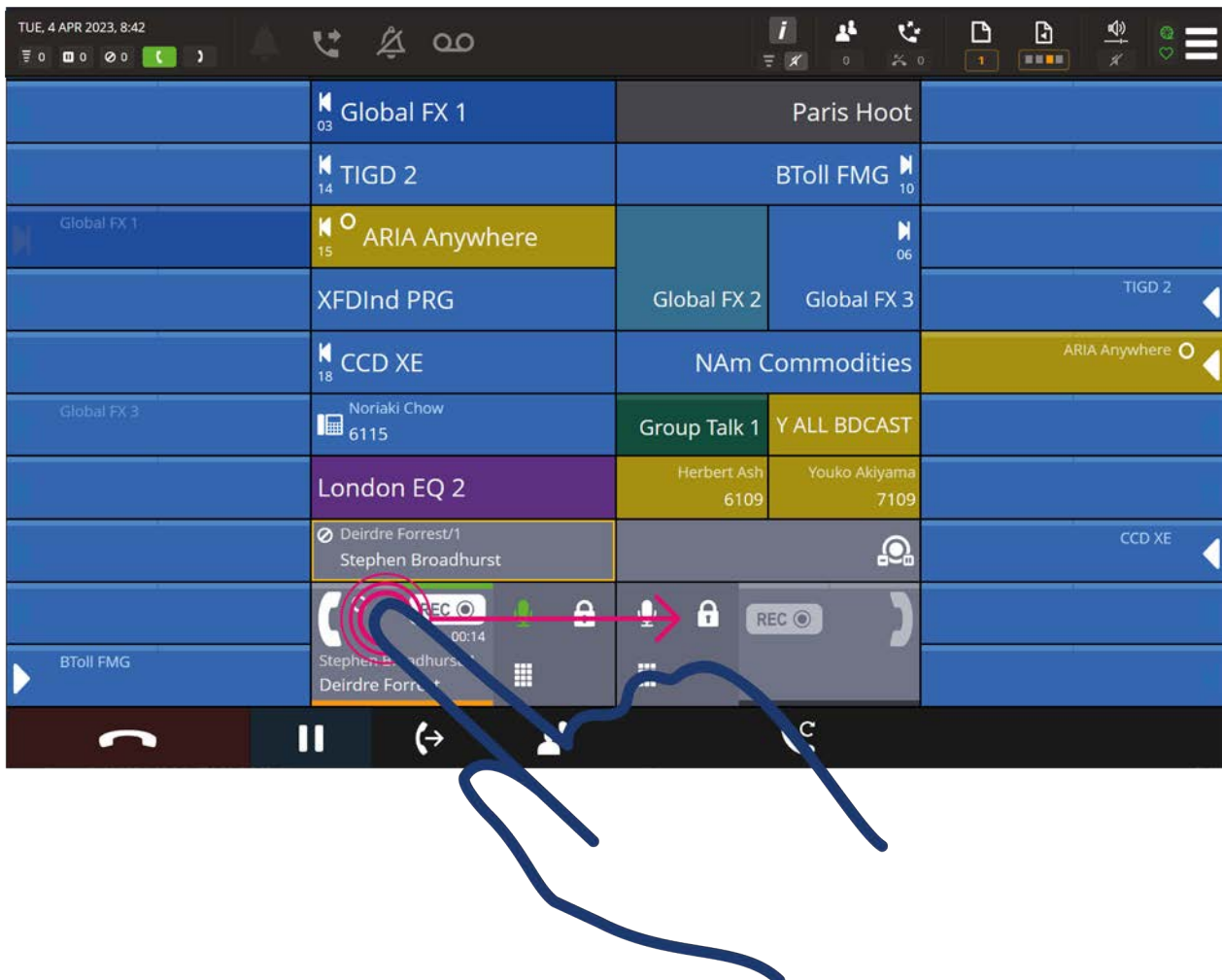
The transfer  icon indicates that the speed dial is an immediate transfer speed dial.



Speed dial icons are only displayed on double width or double height speed dial tiles, they are not displayed on single width or single height speed dial tiles, see *Tile types* on page 41.

Moving a call between handsets

To move a call between handsets, drag the call from one handset tile to the other handset tile.



For information about tile types, see page 58.

Moving a call to a speaker channel

To move a call from a handset or a speaker channel, drag the call to an available speaker channel.

To wipe a call appearance from a speaker, see *Wipe speaker* on page 72.

For information about tile types, see page 41.

Clearing a call

To clear a call:

Touch the **Clear Call** softkey.



If the appearance is assigned to a speaker channel, the call will return to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wipe speaker* on page 72.

Missed calls

To view missed calls, touch the Call Log softkey .

This will display the call log which contains the call history, see *Call Log Dashboard* on page 33.

Conferencing


ARIA Touch (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 be placed in an ARIA Touch conference as participants. Standard conference is explained below and for fast conference, see page 65.

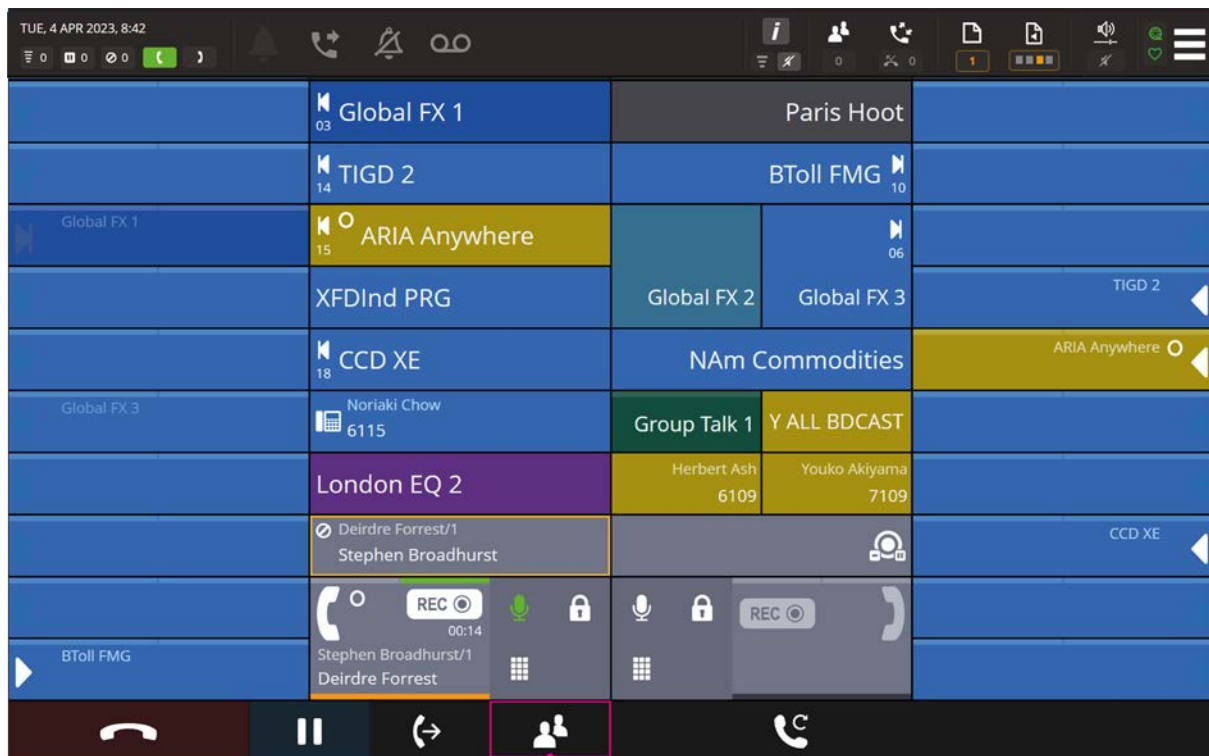
Standard conference

ARIA Touch (local) standard conferences are hosted locally.

Creating an ARIA Touch (local) conference

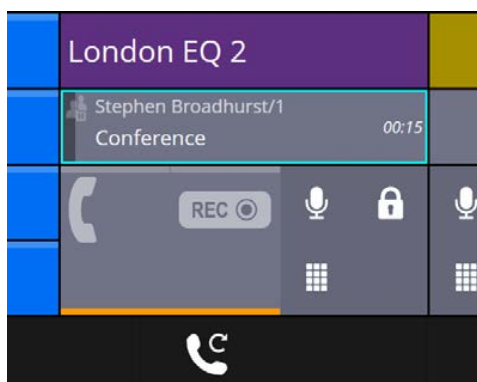
To create a conference:


1. Call the first conference participant. For more information on how to make calls, see *Call Handling* on page 51.
2. Once the call is connected touch the **Conference** contextual softkey .

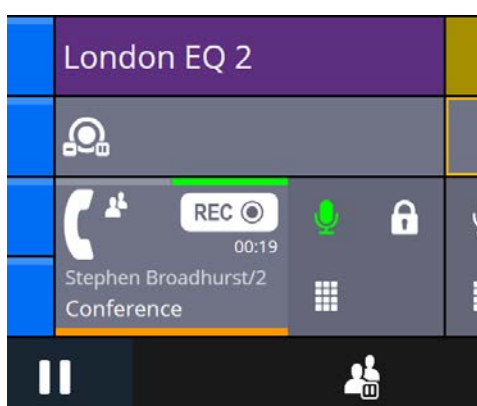




Conference Contextual Key

The first conference participant is placed on hold.



3. Call the second conference participant. Once the call is connected touch the **Add to Conference** contextual softkey .
4. The conference is now active as indicated on the handset tile.



5. To add another participant touch the **Conference Hold** softkey .
6. Call the second conference participant. Once the call is connected touch the **Add to Conference** contextual softkey  or it's related physical key.
7. Repeat steps 5-6 to add up to 10 conference participants.



- The conference initiator is the only person able to add/remove participants to the conference.
- If the conference initiator drops from the conference all participants are cleared.
- An ARIA Touch (local) conference can accommodate a maximum of eleven members including the conference initiator.
- An ARIA Touch (local) conference allows telephony, intercom, hoots, manual ring downs and automatic ring downs to be conference participants.

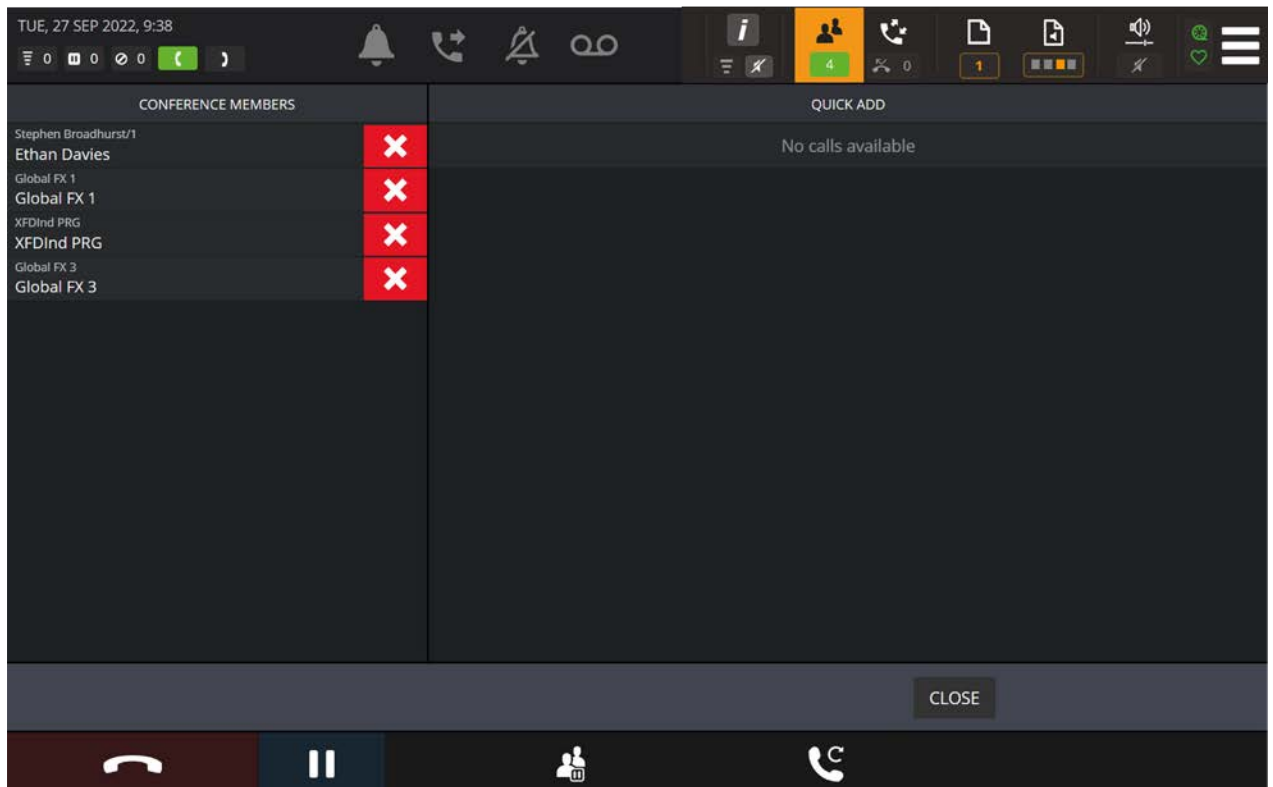
Removing conference participant(s)

To remove participant(s) from a conference:

1. Touch the **Conference Dashboard** softkey on the Notification Toolbar as highlighted below.

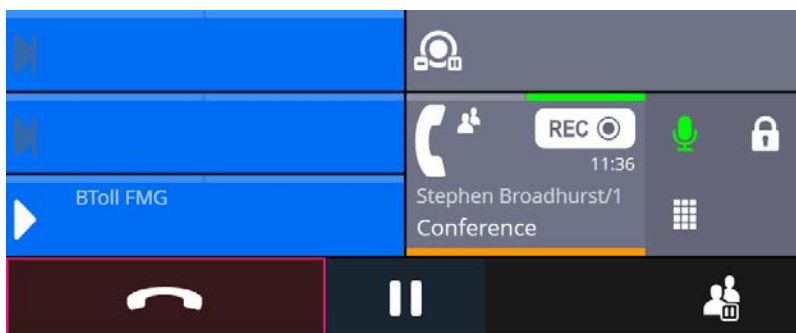


2. Touch  next to the participant you want to remove.



Ending an ARIA Touch (local) conference


To end a conference touch the **Clear** softkey as shown highlighted below.

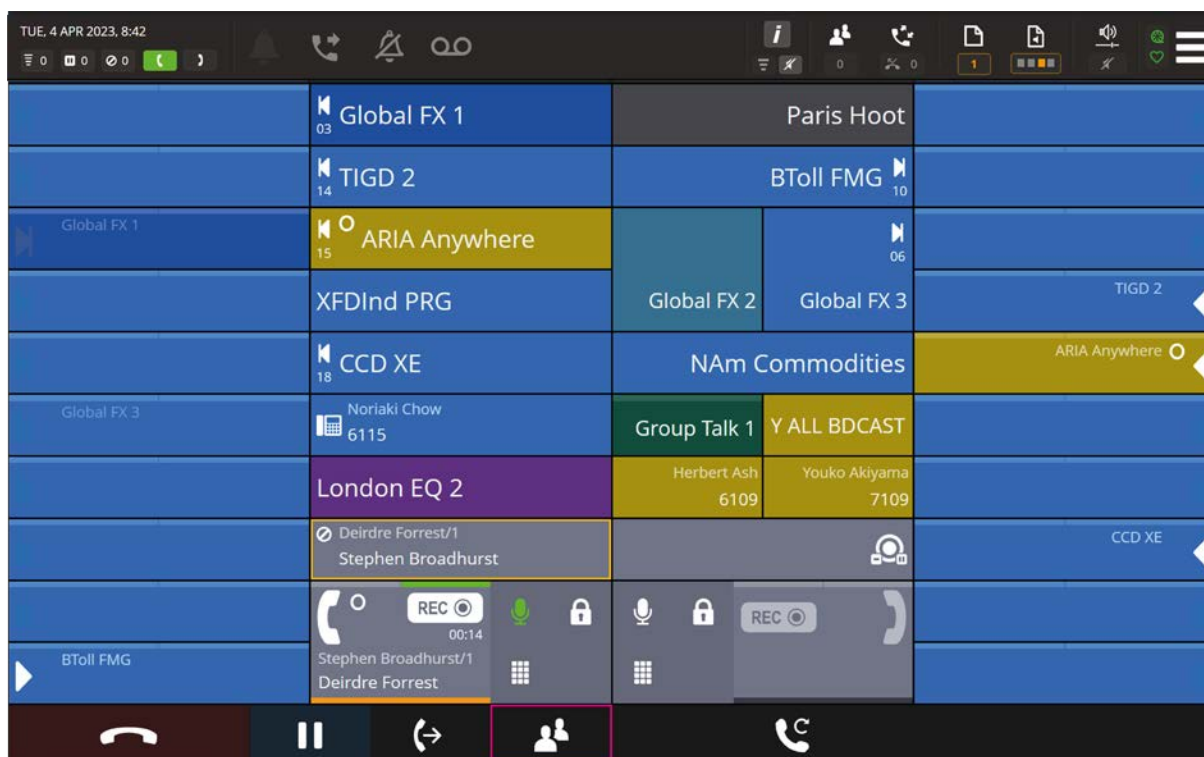


- Only the conference initiator who created the conference can end it.
- If the appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wipe speaker* on page 72.

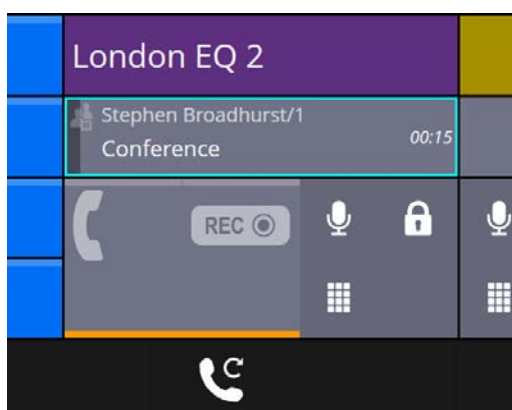
Fast conference

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. Put a telephony, ARD, MRD or Hoot onto a handset tile, see *Call Handling* on page 51.
2. Once the call is connected touch the **Conference** contextual softkey .



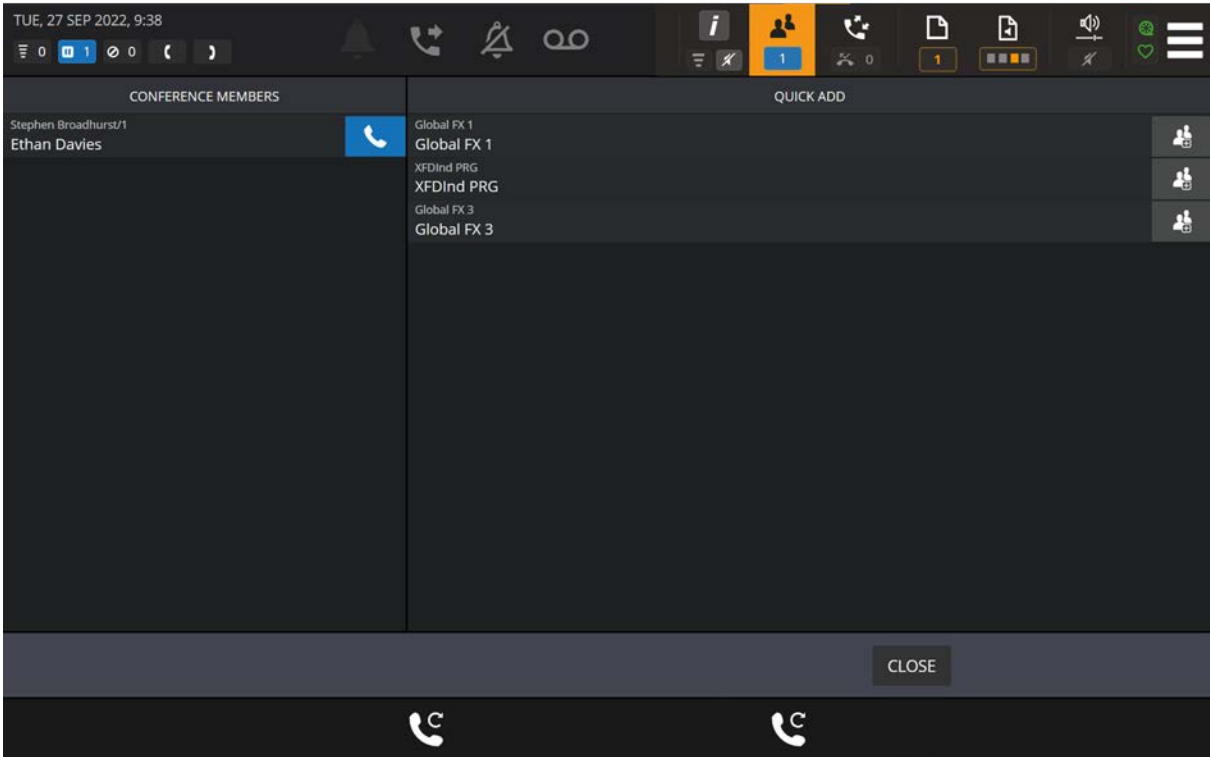
The first conference participant is placed on hold.



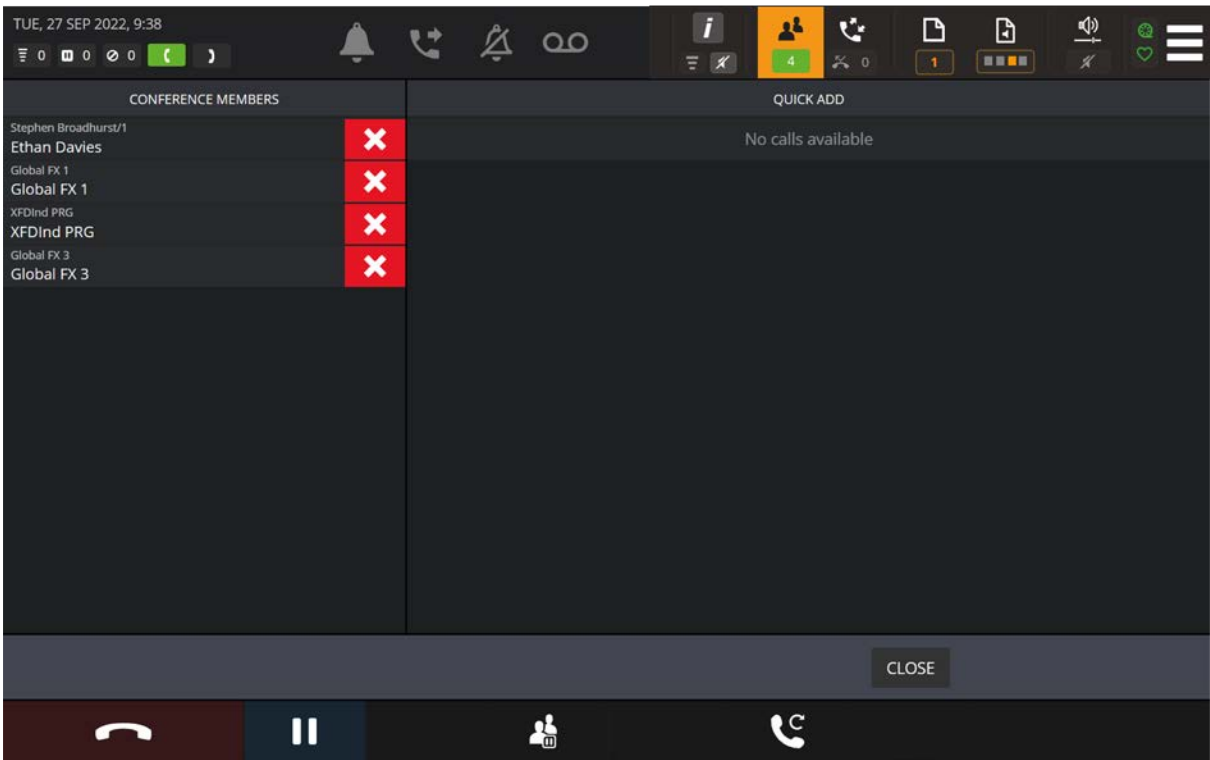
3. Touch the **Conference Dashboard** softkey on the Notification Toolbar as highlighted below.



4. To add calls to the conference, touch the names of the calls listed on the right of the Conference Dashboard under **Quick Add**.

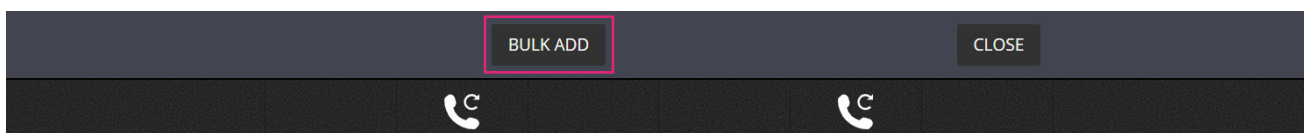


5. Added participants shown in example below.

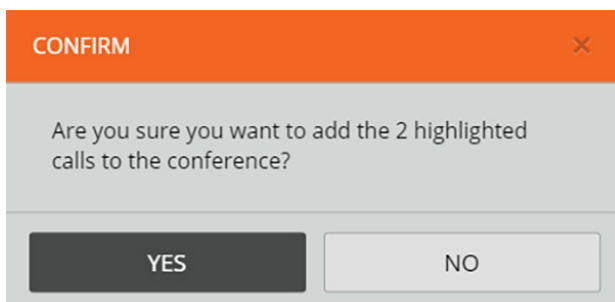


-
- The conference initiator is the only person able to add participants to the conference.
 - An ARIA Touch (local) conference can accommodate a maximum of eleven members including the conference initiator.
 - An ARIA Touch (local) conference allows telephony, intercom, hoots, manual ring downs and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

Bulk Add



The **BULK ADD** softkey is displayed on the conference dashboard for on hold eligible calls not yet added to the conference. The **BULK ADD** softkey, when touched, displays a 'CONFIRM' dialog.



Touch **YES** to confirm adding all highlighted eligible calls to the conference.

Speaker Channels

This section explains the following:

- Assigning an appearance to a non-paging speaker channel, see *page 69*.
- Assigning an appearance to a paging speaker channel, see *page 69*.
- Moving an appearance on a speaker channel to a handset, see *page 70*.
- Talking on a speaker channel, see *page 70*.
- Clearing an ARD on a speaker channel, see *page 71*.
- Wiping a speaker channel, see *Wipe speaker* on *page 72*.

To adjust the volume of a speaker channel or master volume, see *Volume Control Dashboard* on *page 36*.

To mute/unmute a speaker channel, see *Set individual speakers/handsets* on *page 37*.

To mute all speaker channels, see *Mute all speaker channels* on *page 38*.

To mute all but one speaker channel, see *Solo speaker mode* on *page 37*.

Up to twenty-four speaker channel tiles can be configured on ARIA Touch by your System Administrator as either paging or non-paging.

Paging speaker channel tiles can display a different line appearance per speaker page. ARIA Touch has four speaker pages, so up to four line appearances can be applied to a paging speaker channel tile. When assigning a line to a paging speaker channel tile, the line appearance will only appear on the speaker page to which it was assigned.

When assigning a line to a non-paging speaker channel tile, the line appearance will appear on every speaker page until the appearance is removed (wiped) from the speaker channel.

To assign a line appearance to a speaker channel, see either *Assigning an appearance to a non-paging speaker channel* on *page 69* or *Assigning an appearance to a paging speaker channel* on *page 69*.

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 tile from either a line appearance, handset or another speaker channel tile, drag the appearance to an available speaker channel tile.



Active appearances on speaker channel tiles 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.

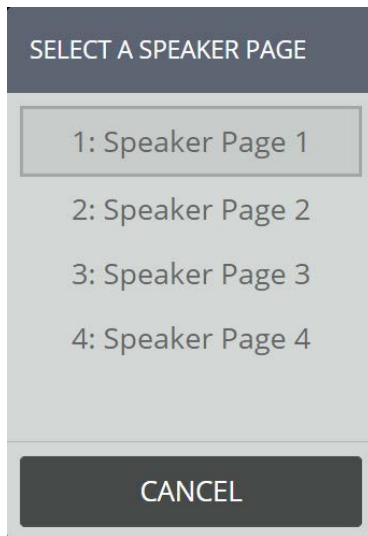
To assign an appearance to a speaker channel tile:

1. If assigning to a speaker page other than the page currently displayed, touch the **speaker page**



softkey to display the speaker page select dialog.

2. Touch the required speaker page.



3. Drag the appearance to an available speaker channel tile.



Speaker channel tile paging is configured by your System Administrator. If speaker paging is not enabled on a speaker channel tile, selecting a speaker page will have no affect.

To wipe an appearance from a speaker channel, see page 72.

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.

To move an active appearance on a speaker channel tile to a handset tile, drag the call from the speaker channel tile to an available handset tile.

To wipe an appearance from a speaker channel, see page 72.



Active appearances on speaker channel tiles cannot be moved.

Talking on a speaker channel

To talk on a speaker channel you must have talk permission to that voice service. Listen only

speaker channels display the **Broadcast in listen-only state** icon



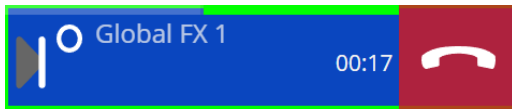
To talk on a speaker channel:

1. Touch the associated speaker channel tile, the speaker status will change to talk state
2. Talk.
3. Touch the associated speaker channel tile to return the speaker channel's state back to monitor mode.



Clearing an ARD on a speaker channel

An in call or active ARD on a speaker channel is shown below.



To clear an ARD on a speaker channel touch the clear  softkey.

Speaking on a group talk tile

The behaviour of the selected group talk tile will depend on whether the tile is set to Latched or Unlatched (push to talk) within Group Talk Settings, see page 83.

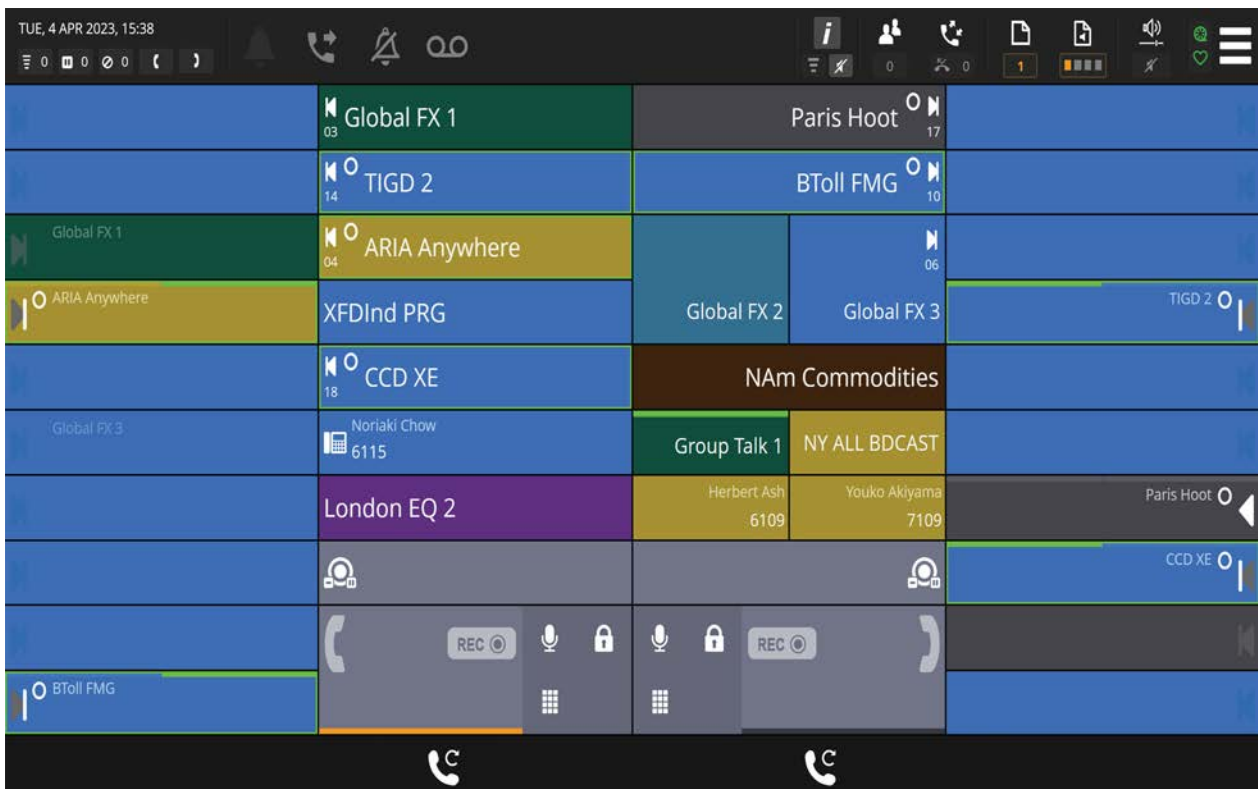
To speak on a group talk tile when it's set to **Latched**:

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 **Unlatched**:

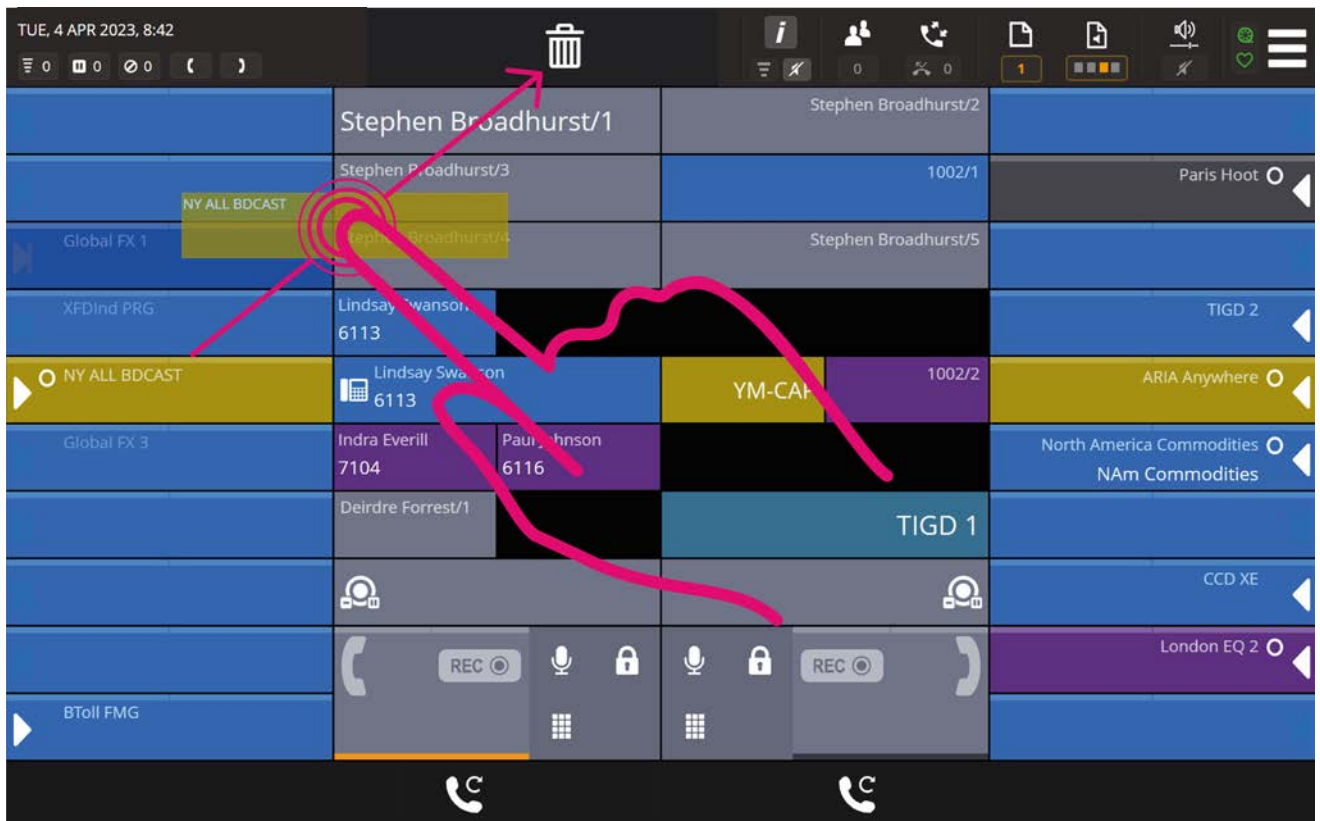
1. Touch and hold the group talk tile to activate your microphone on the group talk.
2. Talk.
3. Release the group talk tile to deactivate your microphone on the group talk.

In both instances the virtual LED at the top of the group talk tile indicates that your microphone is active. Below is an example screenshot of an active group talk.



Wipe speaker

To wipe an appearance from a speaker channel, drag the appearance from the channel to the bin icon which appears on the notification tool bar.



- This section explains the following:
- Intercom and group calls, see *page 73*.
- Making an intercom call, see *page 74*.
- Answering an intercom call, see *page 75*.
- Clearing an intercom call, see *page 76*.
- Making a group call, see *page 76*.
- Talking on a mixing group call, see *page 77*.
- Talking on an answerback group call, see *page 77*.

To activate Intercom Privacy, see *page 28*.

To view missed intercom calls, see *page 33*.

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 who has an assigned intercom extension can place and receive intercom calls.

Intercom calls can be placed using the directory, call history, programmed speed dial buttons or by dialing the intercom extension as an intercom call, see *Intercom Dashboard* on *page 26* and *Making an intercom call* on *page 74*.

Intercom calls can be placed or received using hands-free speaker mode or a handset.

- Only one point-to-point intercom call can be active at a time.
- Intercom calls cannot be transferred.
- Intercom calls can be put on hold, see *On hold* on *page 30*.
- Intercom calls can be added into conferences but only with other non-intercom lines, see *Conferencing* on *page 63*.
- Audio emanating from other speaker channels will be reduced to a pre-set level (25%, 50%, 75% or off) whilst an intercom call is present and will be re-instated once the intercom call is cleared.
- Setting **Do Not Disturb** does not prevent intercom calls being auto answered, see *Do Not Disturb* on *page 26*.
- Setting **Intercom Privacy** turns off auto-answer and requires incoming intercom calls to be manually answered, see *page 28*.

Group calls

An intercom group call connects all logged in 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 76.

- **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 76 and *Talking on a mixing group call* on page 77.

- **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 76 and *Talking on an answerback group call* on page 77.



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

To make an intercom call:

1. Touch the **Intercom Dashboard** softkey as highlighted below.



2. Enter the dial number using the dial pad and touch the **DIAL** softkey.

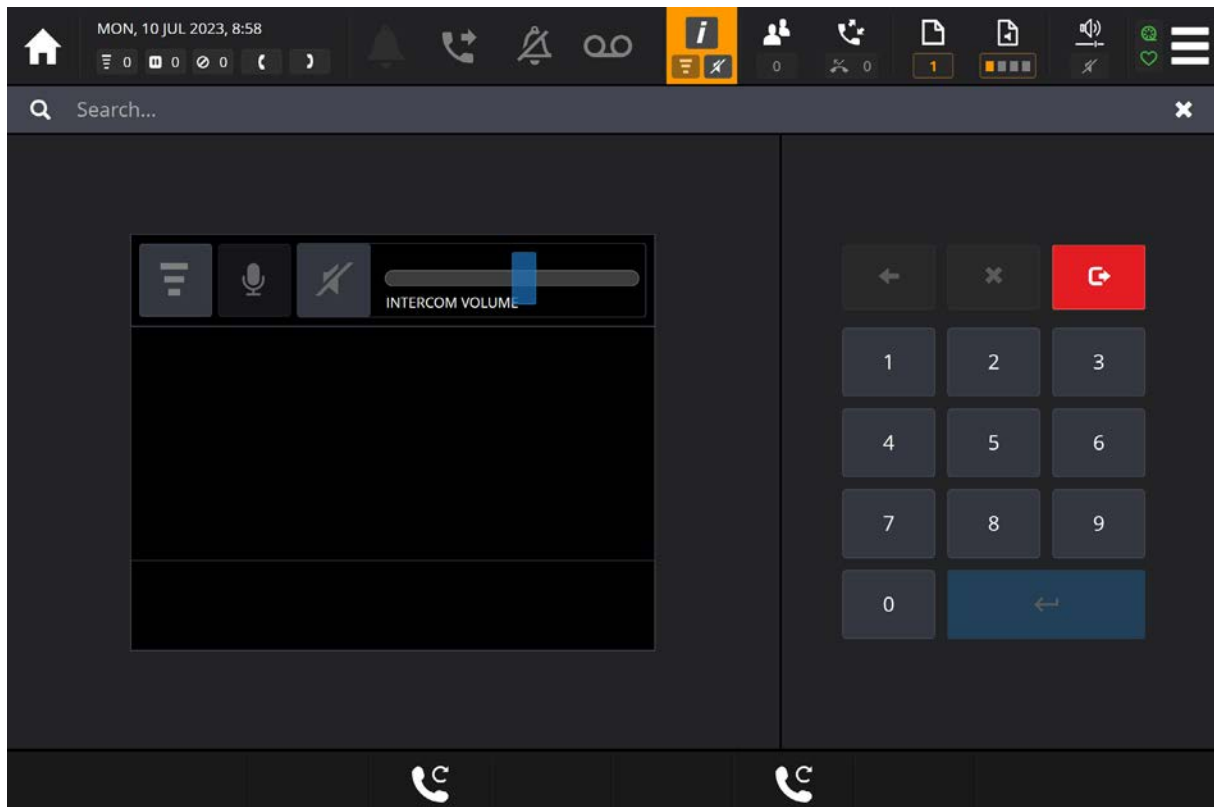


OR


Enter the first few letters of the user name using search.

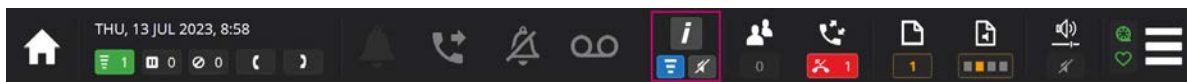


From the list, touch a user to call as shown below.



Answering an intercom call

Answering an intercom call only applies if intercom privacy is activated  shown on the toolbar, see *Intercom privacy* on page 28.



AYRE announces an incoming intercom call, when intercom privacy is activated, with a ring alert, animated handset softkeys and an animated call activity tile.

Touch  to answer an intercom call.


Auto Open Intercom Dashboard

When Auto Open Intercom Dashboard is set as 'Off', a bar will appear at the top of the dashboard when in an active call. This will remain on the user interface when navigating to different pages until the call is cleared:

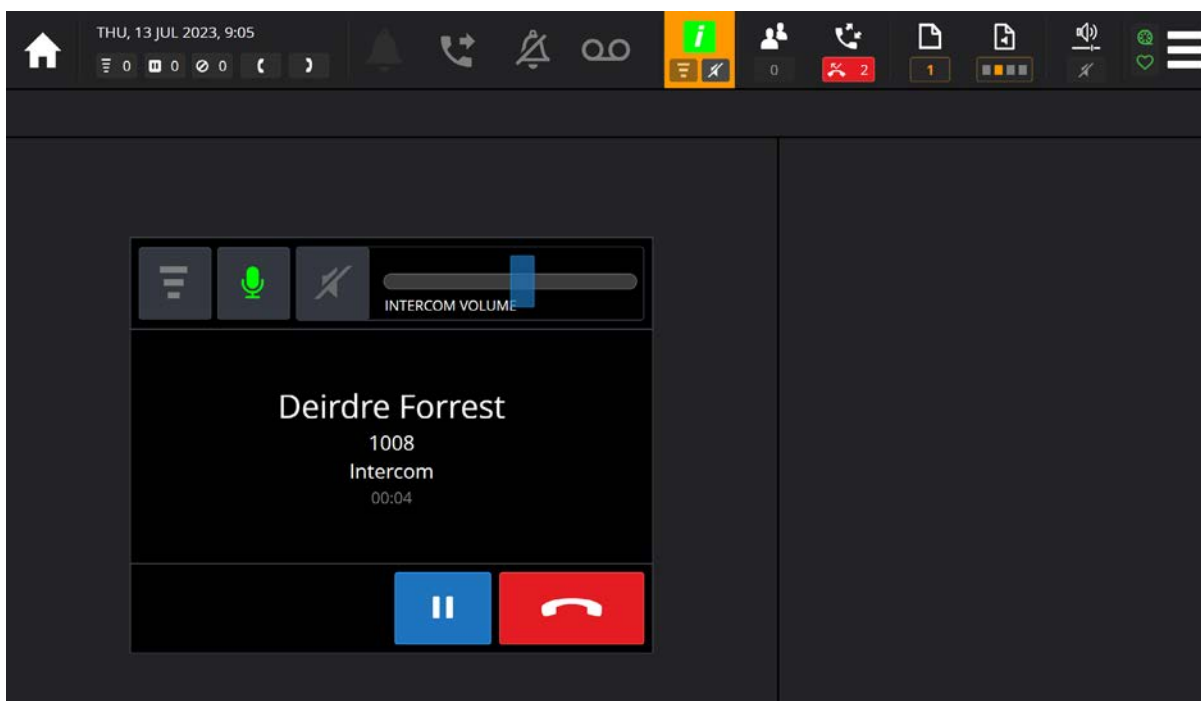


Touch  to clear an intercom call.

OR

Touch  to go to the intercom dashboard.

An intercom call when Auto Open Intercom Dashboard is set to 'On', will promptly direct you to the intercom dashboard.



- Auto Open Intercom Dashboard default setting is 'Off'
- This feature can be enabled/disabled in the preferences menu, see *Preferences* on page 20.

Clearing an intercom call

To clear an intercom call:

Touch the **Clear** softkey below the handset tile.



To clear an intercom call when in the Intercom Dashboard:

Touch the **Clear**  softkey to end an intercom call.



If the intercom appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an intercom appearance from a speaker channel, see *Wipe speaker* on page 72.

Making a group call

To make an intercom group call:

1. Touch the **Intercom Dashboard** softkey as highlighted below.



2. Enter the dial number using the dial pad and touch the **DIAL** softkey.

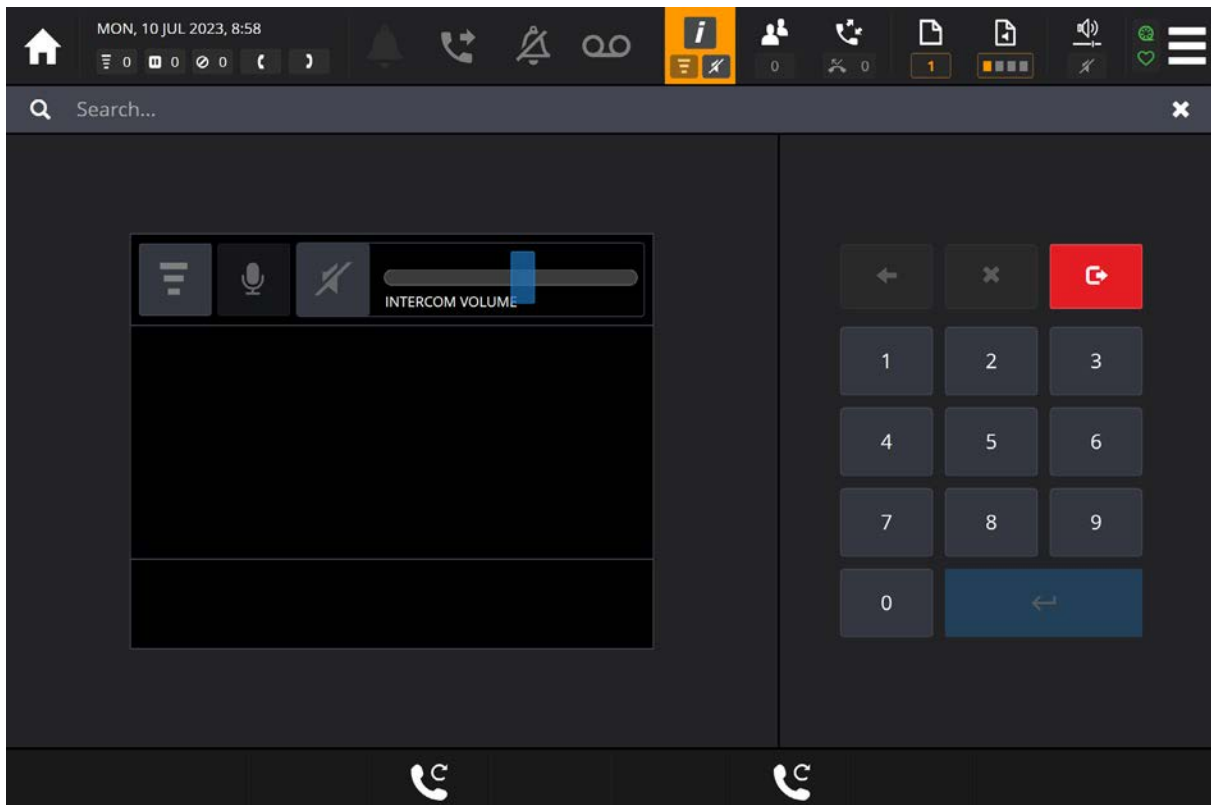



OR

Enter the first few letters of the group name using search.



From the list, touch a group to call.




3. If making an answerback group call, touch the **Initiate Answerback**  softkey after making your announcement.

Talking on a mixing group call

Simply talk if you initiated the mixing group call.

OR

Touch the  softkey.

Once finished talking touch the  softkey to mute the microphone.

Talking on an answerback group call

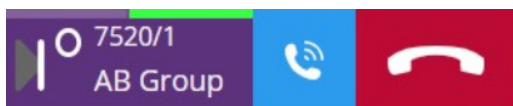
To talk on an answerback group call:

Touch the **Answerback**  softkey in the Intercom Dashboard.

OR

For an intercom appearance assigned to a speaker channel tile, touch the **Answerback** .

softkey on the speaker channel tile as displayed below.



Programming

This section explains the following:

- Alert Profiles, see page 79.
- Group Talk, see page 81.
- Personal Directory, see page 84.
- Tile Layout, see page 88.
- Page Titles, see page 94.
- Speaker Page Titles, see page 95.

Alert Profiles

Alerts are used to indicate incoming calls through ring tones and visual alarms. ARIA Touch contains 16 different ring tones and 16 different visual colour styles which are assigned to tiles using alert profiles.

Up to 32 different profiles can be configured and each one can be assigned to multiple buttons. An individual button can only have one alert profile.

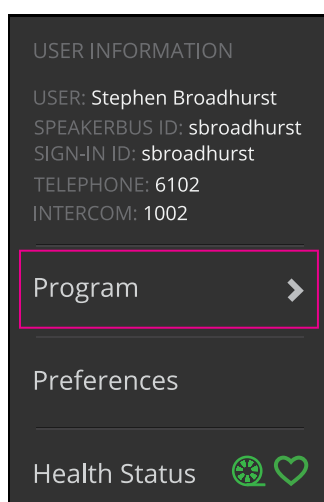
Alert profiles are assigned to appearance tiles via the Edit Line Tile, see page 88. To edit alert profiles:

To edit alert profiles:

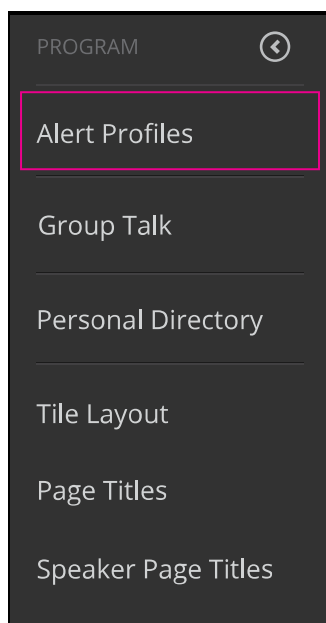
1. Touch the **Menu** softkey on the notification toolbar as highlighted below.



2. Touch **Program**.



3. Touch Alert Profiles.



4. This displays the following dialog.

A screenshot of a dialog box titled 'EDIT ALERT PROFILES' with a close button (X) in the top right corner. The dialog contains several labeled input fields: 'ALERT PROFILE' (a dropdown menu showing 'Profile 1'), 'NAME' (a text field containing 'Profile 1'), 'PRIORITY' (a text field containing '1'), 'MODE' (a dropdown menu showing 'Continuous'), 'RING TONE' (a dropdown menu showing 'Ring Tone 1'), 'VOLUME' (a dropdown menu showing 'Volume 3'), and 'STYLE' (a dropdown menu showing 'Style 1'). At the bottom of the dialog are two buttons: 'OK' and 'CANCEL'.

Alert Profile properties

The Alert Profile dialog contains the following options:

- **ALERT PROFILE.** Profiles are used to distinguish incoming alerts from one another. Profiles make it possible for a virtual private wire, 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.
 - 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 is 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.

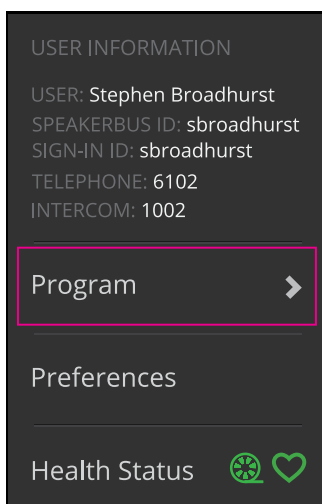
Group Talk

To configure group talk settings:

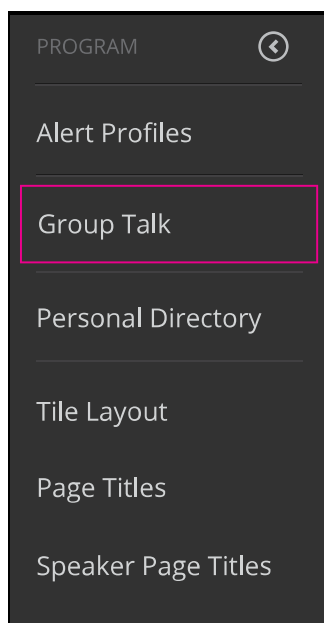
1. Touch the **Menu** softkey on the notification toolbar as highlighted below.



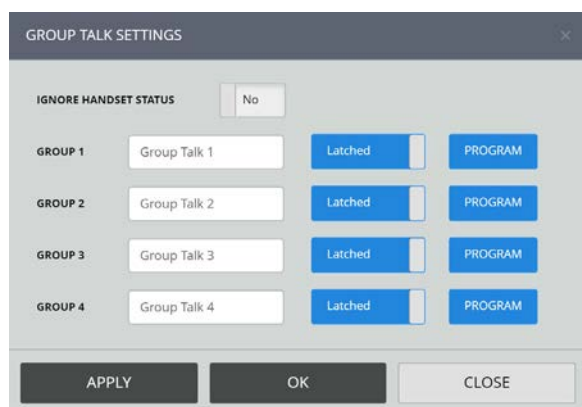
2. Touch **Program**.



3. Touch **Group Talk Settings**.

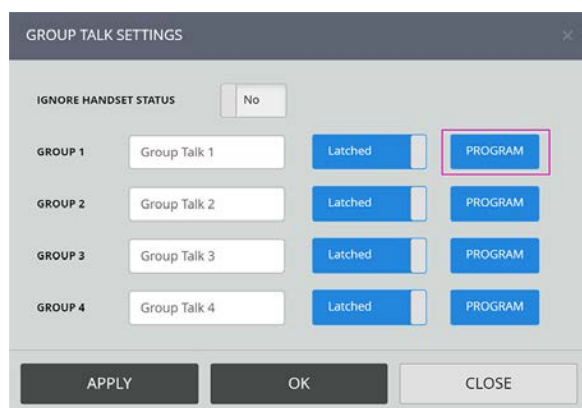


4. This will display the following dialog:



Changes made to group talk will not be saved unless the changes have been applied before closing down the window.

5. Once changes have been done touch **Apply**.
6. Touch **Program** to assign speaker channels to group talk.



7. Select the speakers to assign to group talk. When a speaker is selected its tile colour changes from blue to orange. The example below shows six speakers selected.



8. Touch OK to confirm changes.

Group Talk properties

The Group talk settings dialog contains the following options:

- **Ignore Handset Status.** AYRE can be configured to ignore handset status when group talk is active. When set to Ignore Handset Status (Yes), pushing the Group Talk 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 softkey.
- **Group 1-4 Label.** This option is used to name the label to display for the associated group talk tile, see *Soft group talk tile* on page 44.
- **Latched, Group 1 - 4.** This option is used to latch the associated group talk tile. This toggles between:
 - **Latched.** Once the tile is touched the microphone remains active until the tile is touched again.
 - **Unlatched.** Microphone is only active whilst the tile is being touched. Unlatched is also known as PTT (Push-to-Talk).

For more information, see *Soft group talk tile* on page 44.

- **Program.** This option is used to assign speaker channel for group talk, see *Group Talk* on page 81.

Personal Directory

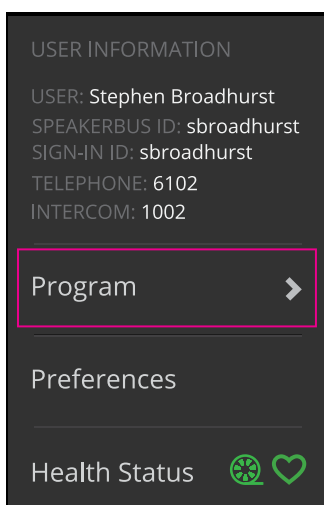
The Personal Directory option is used to add, edit and delete personal directory entries. New entries can also be created from the Call Log Dashboard, see page 33.

To edit the personal directory:

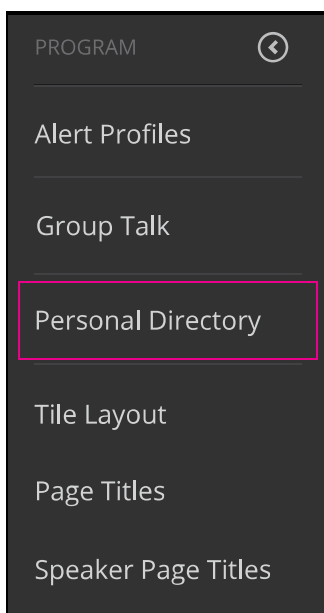
1. Touch the **Menu** softkey on the notification toolbar as highlighted below.



2. Touch **Program**.



3. Touch **Personal Directory**.



4. This will display a dialog similar to below:

PERSONAL DIRECTORY EDITOR

Filter...

Deirdre Forrest		
Deirdre Forrest		
Emily Broadhurst		
Herman F		
Julian Forrest		
Rodney		

CLOSE

Adding a personal directory entry

To add a personal directory entry:

1. Touch the **Add Personal Directory Entry** icon.

Enter a **Short Label** and **Long Label**, an example is displayed below:

PERSONAL DIRECTORY EDITOR

SHORT LABEL

LONG LABEL

ADDRESS TYPE **ADDRESS** **DEFAULT** ☒ Yes ☐ No

OK CANCEL

2. Touch 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 touch the **Add Entry** icon and repeat steps 3-4.
5. Touch **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.

PERSONAL DIRECTORY EDITOR

de

Deirdre Forrest

Deirdre Forrest

+

CLOSE

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

PERSONAL DIRECTORY EDITOR

de

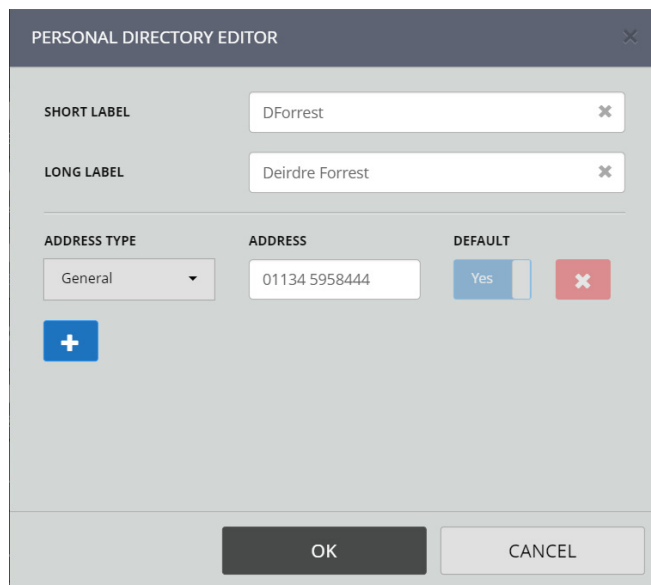
Deirdre Forrest

Deirdre Forrest

+

CLOSE

3. Edit the entry.



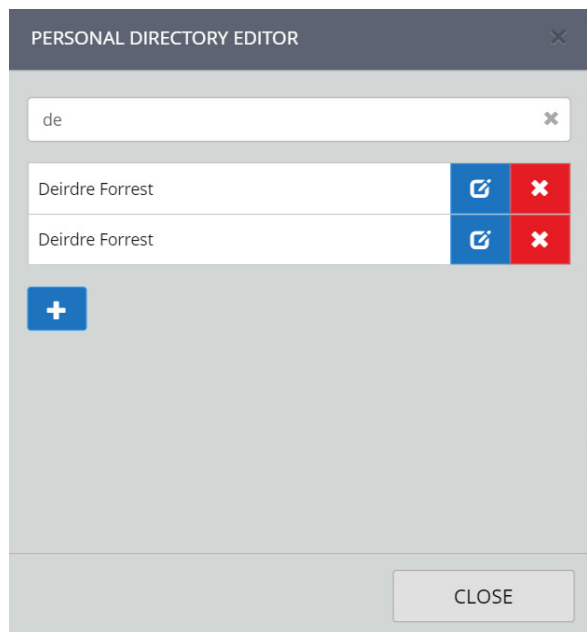
The screenshot shows the 'PERSONAL DIRECTORY EDITOR' dialog box. It has a title bar with a close button (X). The main area contains three sections: 'SHORT LABEL' with a text box containing 'DForrest' and a close button (X); 'LONG LABEL' with a text box containing 'Deirdre Forrest' and a close button (X); and 'ADDRESS TYPE' with a dropdown menu set to 'General'. Below this is an 'ADDRESS' section with a text box containing '01134 5958444' and a 'DEFAULT' section with a 'Yes' button and a red 'X' button. At the bottom left is a blue '+' button. At the bottom right are 'OK' and 'CANCEL' buttons.

4. Touch OK to confirm entry edits.

Deleting a personal directory entry

To delete a personal directory entry:

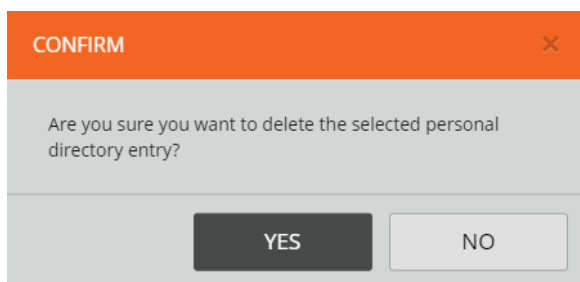
1. Enter at least two characters of the entry in the **search** text box.



The screenshot shows the 'PERSONAL DIRECTORY EDITOR' dialog box in search mode. The title bar has a close button (X). The main area has a search text box at the top containing 'de'. Below it are two search results, each showing 'Deirdre Forrest' with a blue edit icon and a red delete icon (X). At the bottom left is a blue '+' button. At the bottom right is a 'CLOSE' button.

2. Touch  next to the entry to be deleted.

This will display a 'CONFIRM' dialog.



3. Touch YES to confirm signing out.

Tile Layout

This section describes how to add, edit and delete the following tile types:

- Line Appearance Tiles (telephony, intercom and voice services).
- Speed Dial Tiles.
- Call Activity Tiles.
- Group Talk Tiles.

To assign an appearance onto a speaker tile, see *Speaker Channels* on page 69.

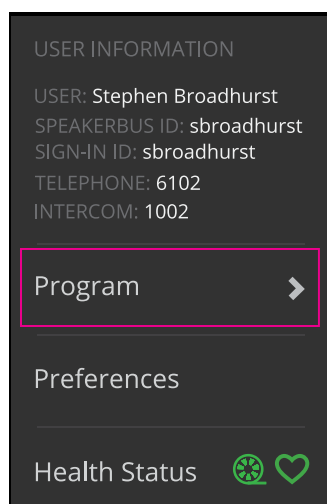
Add/Edit a Tile

To add/edit a tile:

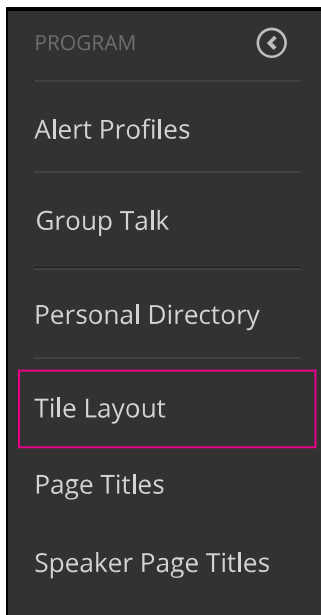
1. Touch the **Menu** softkey on the notification toolbar as highlighted below.




2. Touch **Program**.



3. Touch **Tile Layout**.

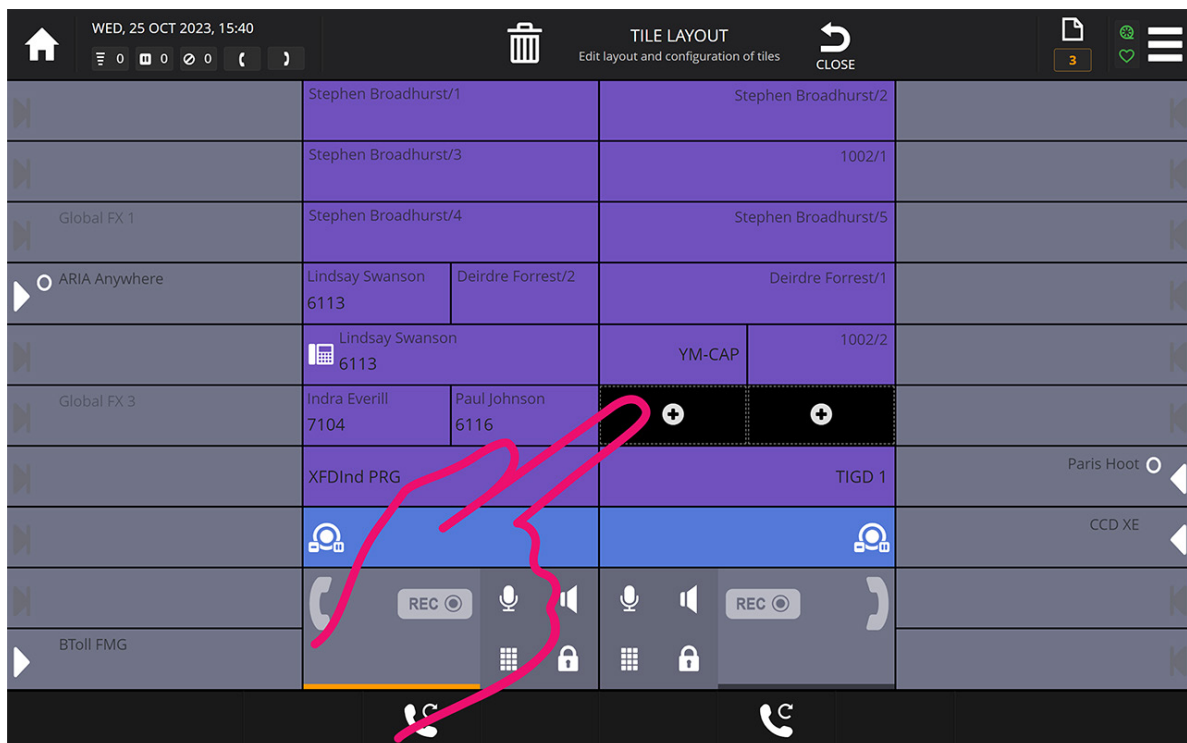


4. Touch the **Tile Page**  softkey to display all pages as tiles. The current page is highlighted in orange.

Touch a page tile to navigate to the desired page.

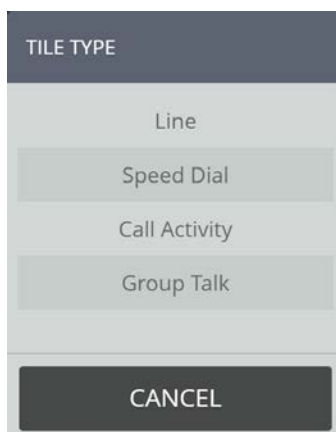
5. Select the tile to add/edit.

To add a double width or double height tile, touch an available tile and swipe to nearest available neighbouring tile. The screenshot displayed below shows two available tiles that can be selected to create a double width tile.



6. To edit tiles, go to step 8.

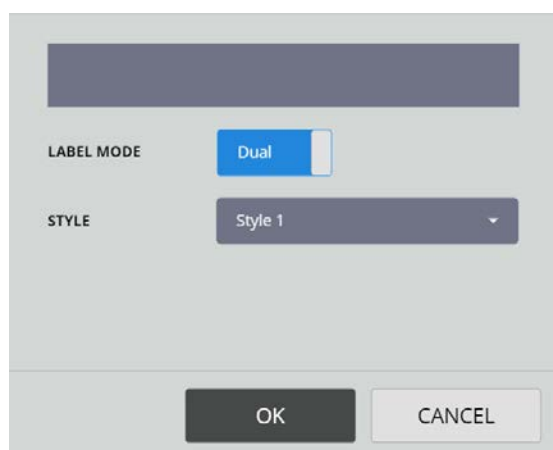
For new tiles the following is displayed:



7. Touch the **Tile Type** of choice.
8. Complete/edit the tile's properties (see *Tile Properties* on page 90), then select **OK**.

Tile Properties

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



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

Line Appearance Tile Properties

The ADD/EDIT LINE dialogs contain 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 tile. 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/tile style by default. For more information on editing alerts, see *Alert Profiles* on page 79.

Speed Dial Tile Properties

The ADD/EDIT SPEED DIAL dialogs contain 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 *Personal Directory* on page 84.
- **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 tile.
- **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 tile.
- **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 tile 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 tile functions as a standard speed dial tile when touched if the selected handset is idle (not connected to a call).

Call Activity Tile Properties

The ADD/EDIT CALL ACTIVITY dialogs contain the following options:

- **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 Tile Properties

The ADD/EDIT GROUP TALK dialogs contain the following options:

- **GROUP.** This option selects one of four programmed group talks, see *Group Talk* on page 81.
- **LABEL.** This option is used to name the label to display for the group talk tile.
- **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.

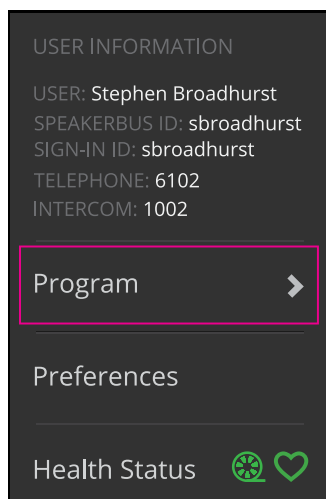
Page Titles

To edit page titles:

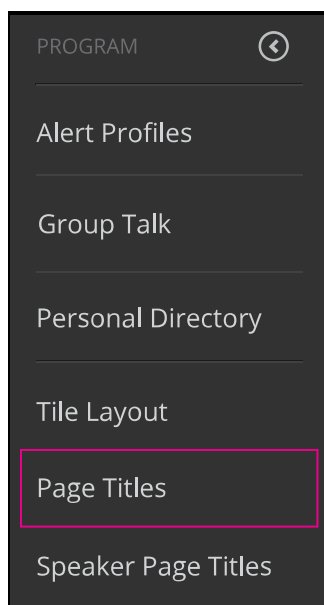
1. Touch the **Menu** softkey on the notification toolbar as highlighted below.



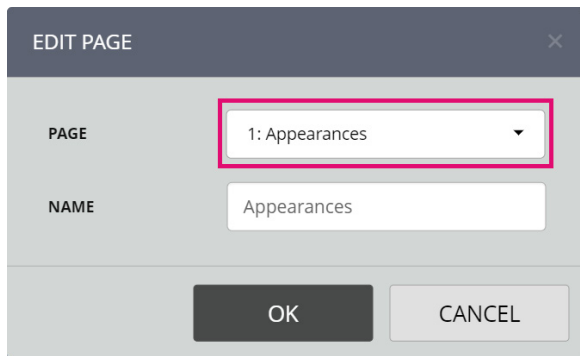
2. Touch **Program**.



3. Touch **Page Titles**.



4. Touch the **Page** dropdown to select the page to edit.



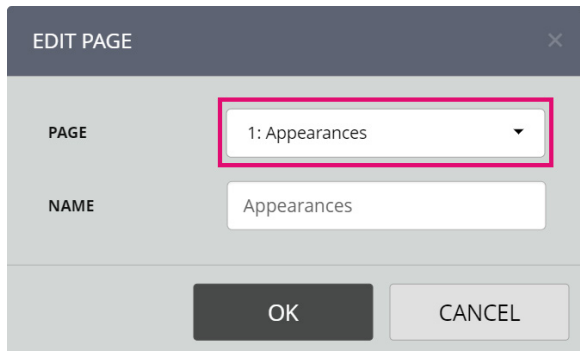
EDIT PAGE

PAGE 1: Appearances

NAME Appearances

OK CANCEL

5. Touch **Name** to edit the page's name, then select **OK**.



EDIT PAGE

PAGE 1: Appearances

NAME Appearances

OK CANCEL

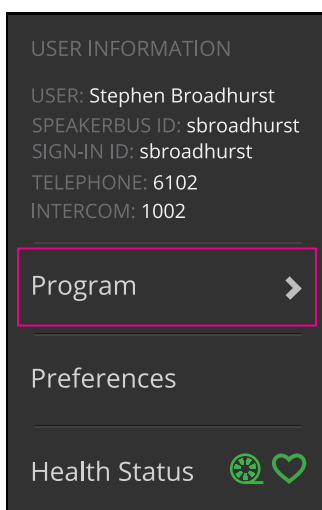
Speaker Page Titles

To edit speaker page titles:

1. Touch the **Menu** softkey on the notification toolbar as highlighted below.



2. Touch **Program**.



USER INFORMATION

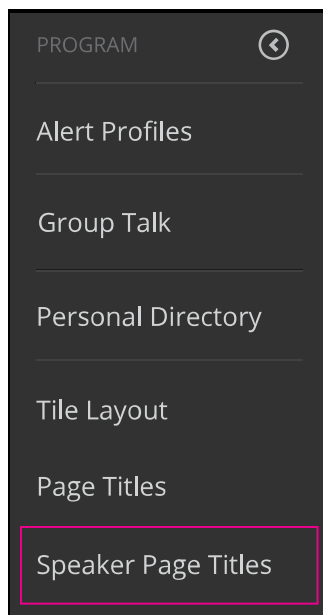
USER: Stephen Broadhurst
SPEAKERBUS ID: sbroadhurst
SIGN-IN ID: sbroadhurst
TELEPHONE: 6102
INTERCOM: 1002

Program

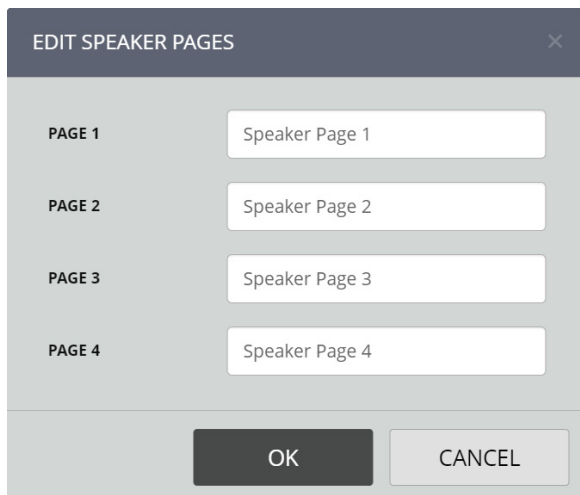
Preferences

Health Status

3. Touch **Speaker Page Titles**.



4. Edit the speaker pages titles, then select **OK**.

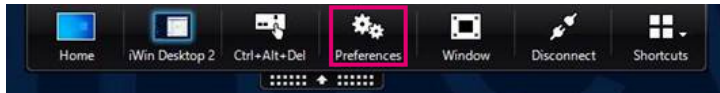


Remote Desktop Access

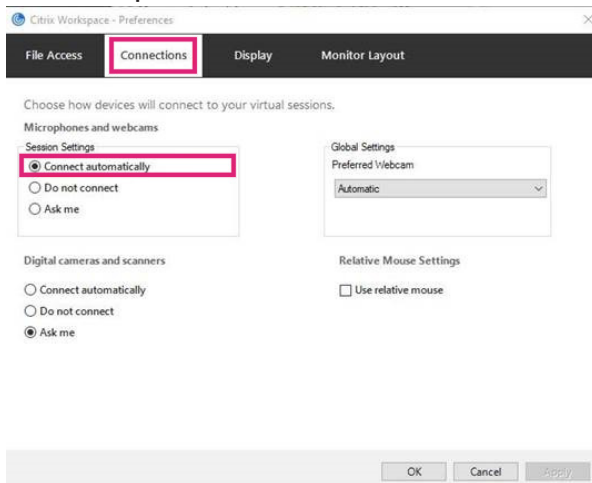
Configuring Citrix Virtual Desktop

ARIA Touch 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 20. 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'.

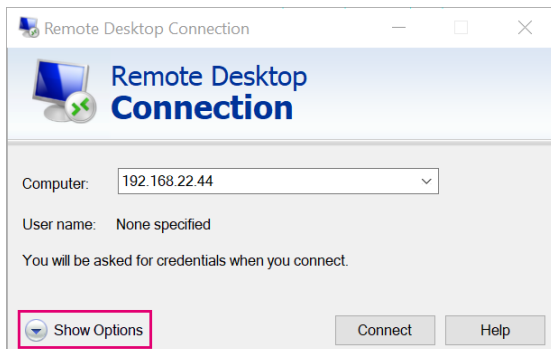


4. Select **OK**.

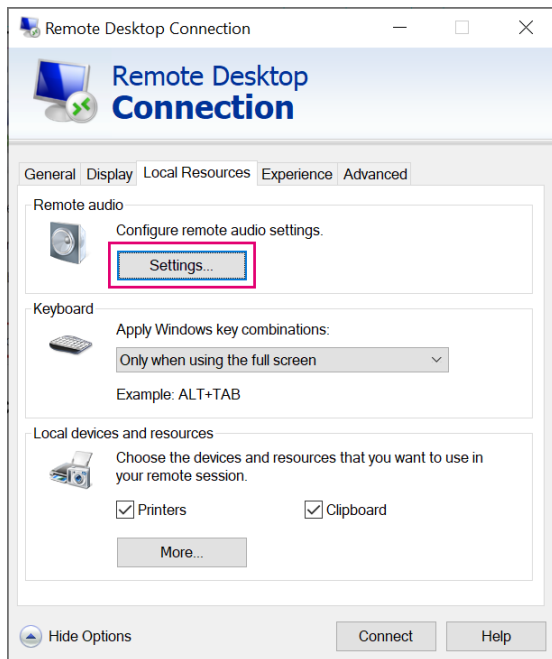
Configuring Windows Remote Desktop

ARIA Touch 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 20. To configure Windows® Remote Desktop (RDP):

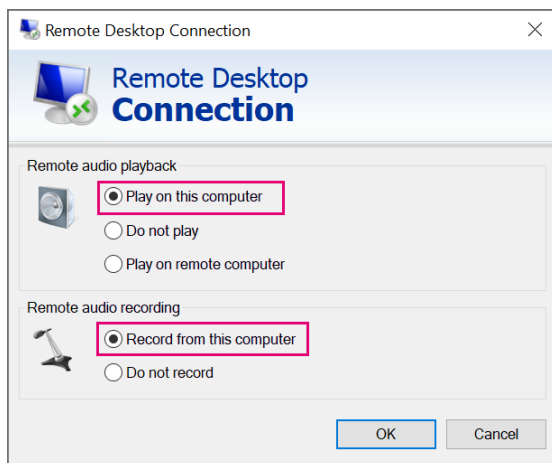
1. Open Windows Remote Desktop and select **Show Options**.



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.

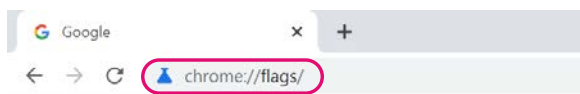
If you're experiencing echo, your microphone might be picking up your speaker. Try muting your microphones one at a time to determine the source of the pickup. Also try lowering the volume of any loudspeaker as this might be picked up by an open microphone. Also, ask the far end person to try muting 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.

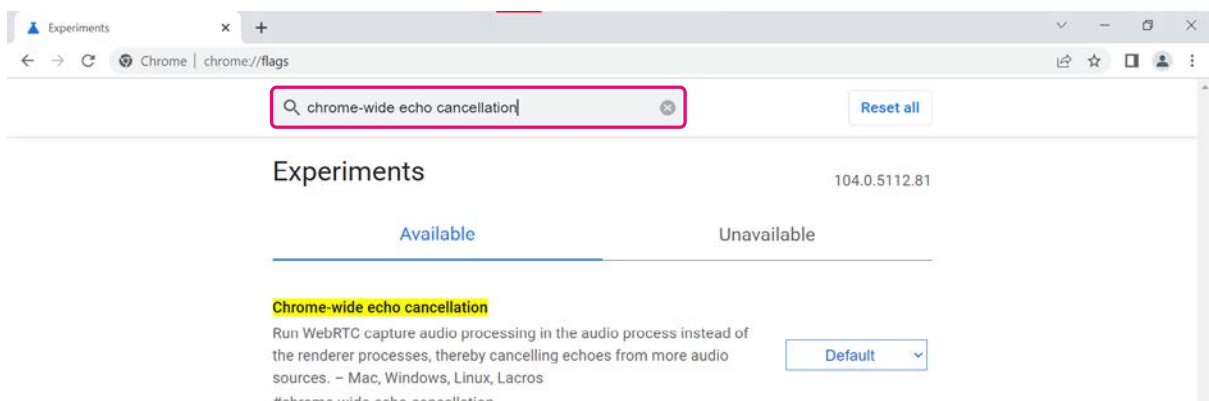
Most modern browsers have echo cancellation capabilities, but we've found that Chrome can be less effective than others (such as Firefox) in removing the distortion by default. If you're using Chrome, the following steps may prove to be effective in removing echo:

 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.

A blue rectangular button with the word "Relaunch" in white text. The button is highlighted with a red rectangular border. It is positioned at the bottom right of the page, next to a vertical scrollbar.

Relaunch



Speakerbus

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