Speakerbus

User Guide
AYRE (iD924)

3.300.2.0 Firmware 1.100.3.0

Revision 14

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Introduction

AYRE is a multi-colour touchscreen telephony device that combines up to 600 line tiles and twenty-four simultaneous audio channels with on screen gesture control, the assuring touch of physical keys, contextual softkeys and line and activity indicators to deliver a wealth of calling features in a minimal footprint desktop unit.

With up to 100 fully customizable tile pages, enhanced directory search and simple page navigation, AYRE puts you in complete control of how you communicate.

AYRE 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.

AYRE 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, transfer and simple drag & drop speaker channel management.

Produced in a contemporary hybrid design with physical keys and LED indicators complimenting the touchscreen interface, AYRE offers choice on how you interact with your unit.

Optional external speakers can be added to expand the sound stage.

On the rear of the device there are dual GigE ethernet ports for network connectivity along with interfaces to add two handsets, a headset and gooseneck microphone.

Features

Colour Touchscreen

1280 x 800 landscape mode touchscreen display.

Speaker Channels

Up to twenty-four speaker channels for simultaneous private wires/telephony/intercom/group call loud speaking audio.

Pages

Up to 100 full colour tile pages (maximum of 600 tiles).

Physical Keys

- Twenty speaker channel push to talk keys (blue).
- Eight contextual keys (grey).
- Page back and page forward keys (black).

Volume Control Dashboard

Individually configurable volume controls for each speaker channel plus master volume control.

User Configurable Alerting

Configurable user alerting for each line tile.

Voice Recording

Voice recording of all active audio streams with Call Data Records (CDR) events and support for a secondary recorder.

Call Log

View placed, received and/or missed calls.

External Handsets / Headset support

Support for two optional Speakerbus handsets and a third-party headset.

Optional Speakerbus Gooseneck Microphone with LED

An optional Speakerbus gooseneck microphone available with halo LED indicator which is lit in blue when talking on a voice service.

Power Options

AYRE is powered by a Speakerbus mains power adapter.

About this guide

This guide explains how to use AYRE'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 AYRE firmware 1.100.3.0 in combination with iWS 3.300.2.0.

AYRE firmware 1.021.1.0 or older is not compatible with iWS 3.300.2.0 or higher.

For more information on the version, see *Device Info* on page *35*.

Compatibility

AYRE firmware version 1.100.3.0 is compatible with the following:

- iManager Centralised Management System (iCMS) version 4.400.4.0 or higher.
- iWS version 3.300.2.0 or higher.
- iCB version 2.520.5.0 or higher.
- iGS version 2.100.2.0 or higher.

Getting Started

What's in the box

- AYRE (iD924)
- Safety Instructions
- QR Card - links to user documentation
- Microfibre screen cleaner cloth

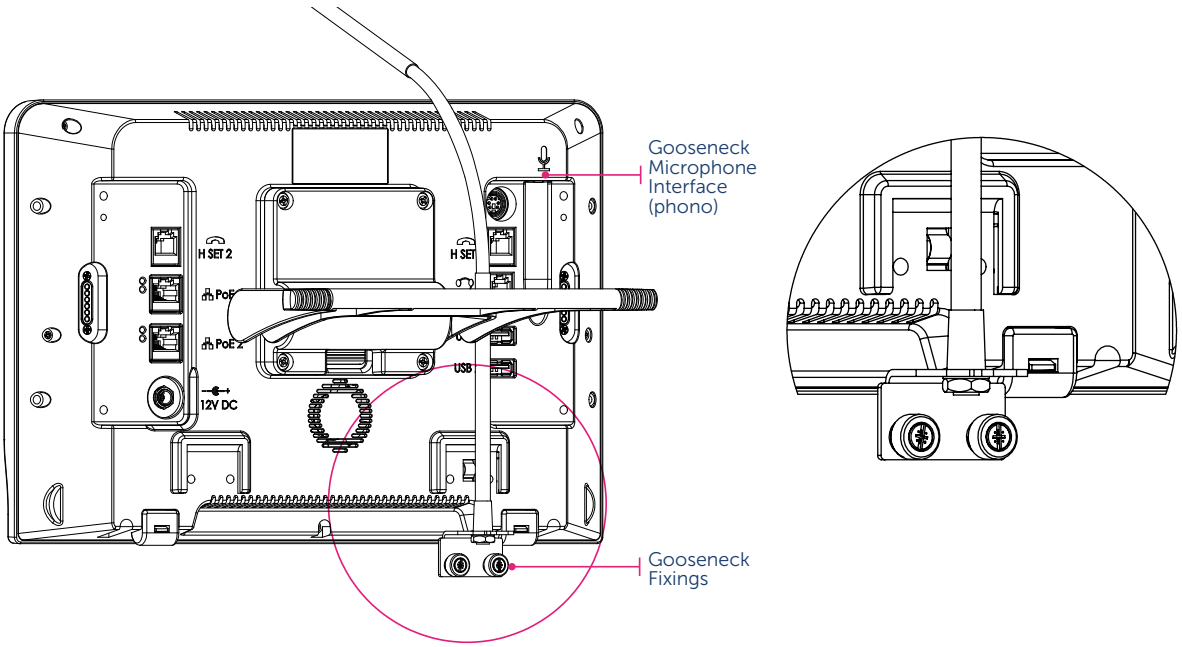
Speakerbus accessories

- Free Standing Gooseneck Microphone 455mm Long Close Talking (Sales Code: 52-09-040)
- Gooseneck Microphone 550mm Long Close Talking (Sales Code: 52-09-034)
- Noise Cancelling Handset (Sales Code: SE HSETD-C)
- RJ9 to RJ12 Headset adapter (Sales Code: 10-04-087)
- Mains power adapter (Sales Code: iD 924 PSU)
- iE901 External speaker modules (Sales Codes: iE901-L and iE901-R)

Attaching the optional gooseneck microphone

To attach the optional Speakerbus gooseneck microphone:

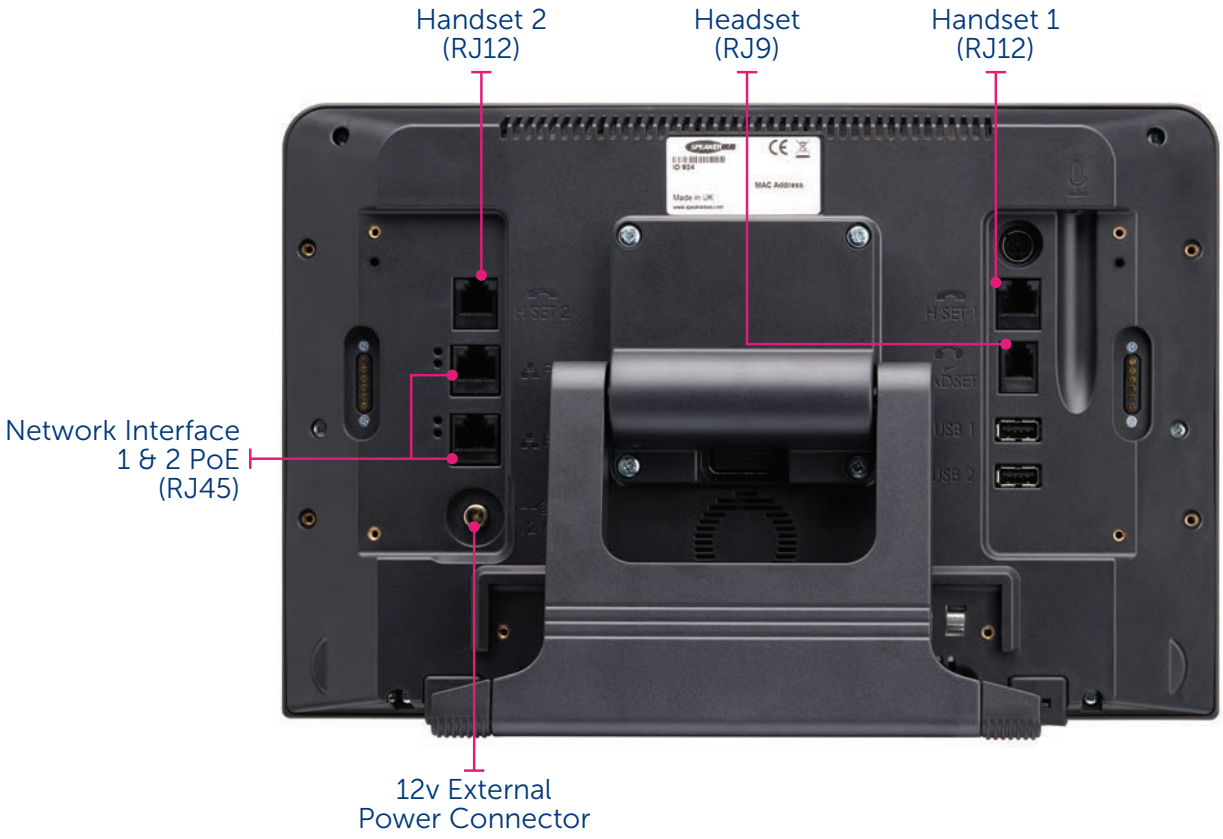
1. Open the stand to 90 degrees using the push to release button on the rear, see *Stand adjustment* on page *16*.
2. Slide the base mounting bracket of the gooseneck into the Housing.
3. Secure with the gooseneck fixings.
4. Plug the gooseneck's phono lead into the gooseneck interface (phono).



Connecting an Ethernet cable and optional handset/headset

AYRE is connected using one or both of the network interfaces (RJ45).

Up to two optional Speakerbus handsets and a third-party headset can be connected to AYRE. For handset/headset configuration, see *Preferences* on page *32*.

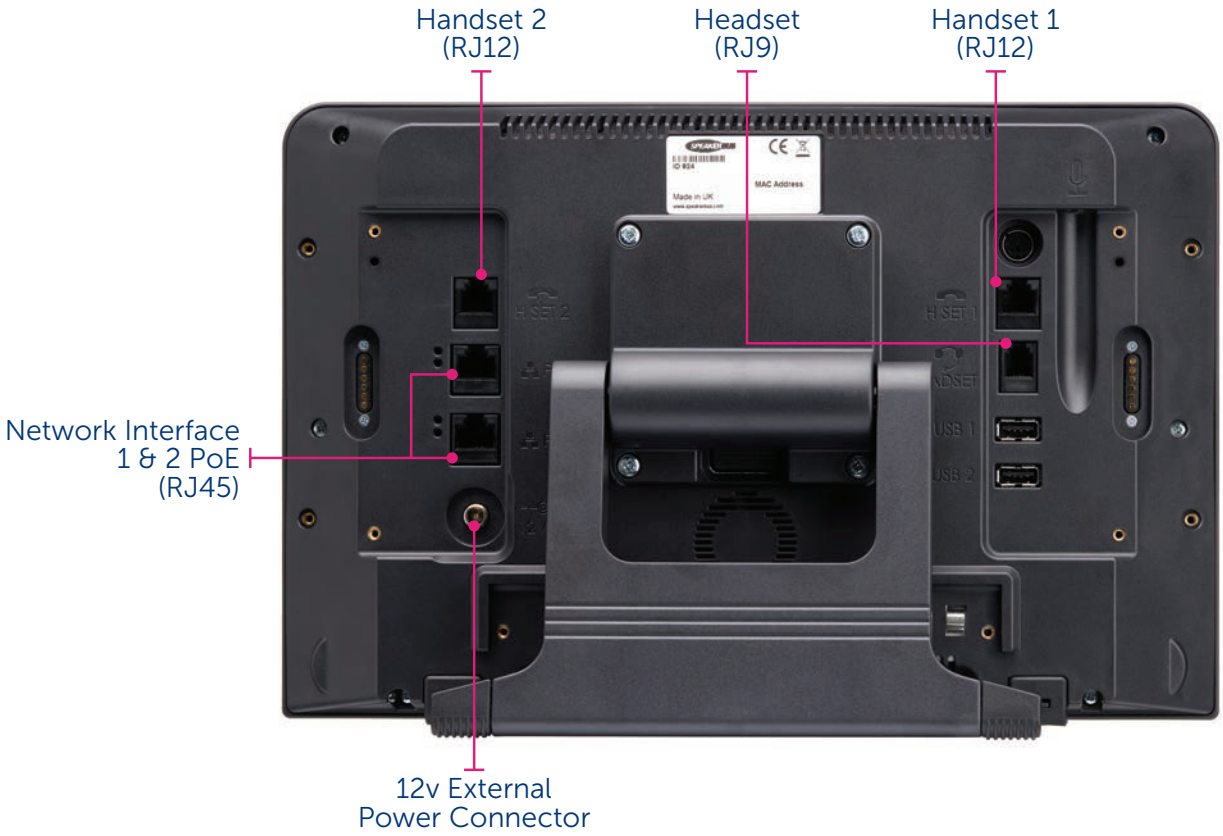


Connecting the mains power adapter and supply cord

An appropriately rated and approved mains supply cord must be used in accordance with the regulations of the country of installation.

To connect the Speakerbus mains power adapter:

1. Plug the adapter cable into the 12v external power connector.
2. Rotate the knurled thumb screw connection clockwise until tight (about two and a half turns).



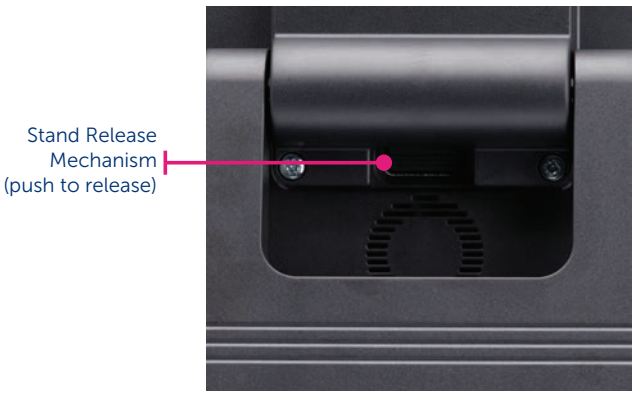
3. Attach the mains power supply cord to the power adapter.

   Be aware that an appropriately rated and approved mains supply cord must be used in accordance with the regulations of the country of installation.

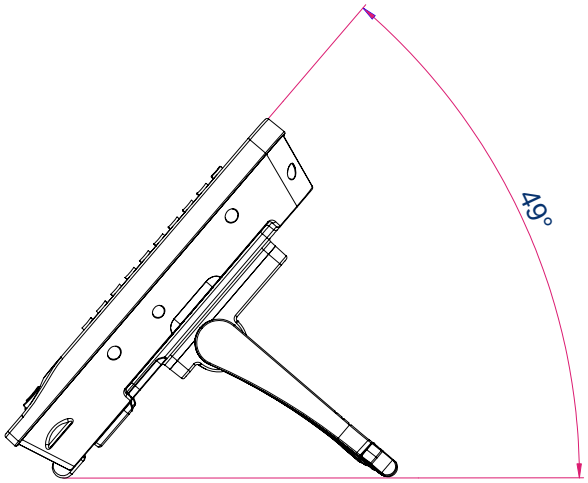
4. Plug in the mains power supply cord.

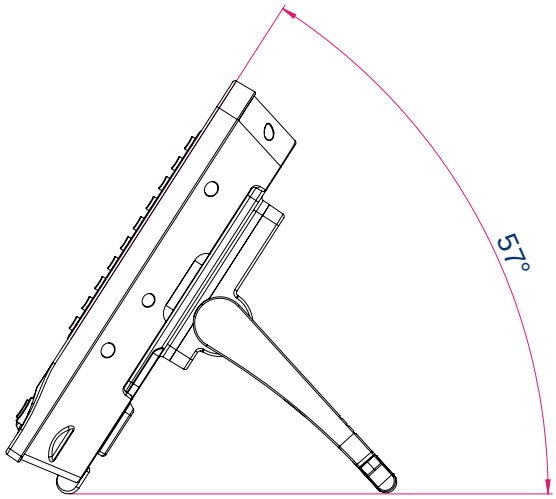
Stand adjustment

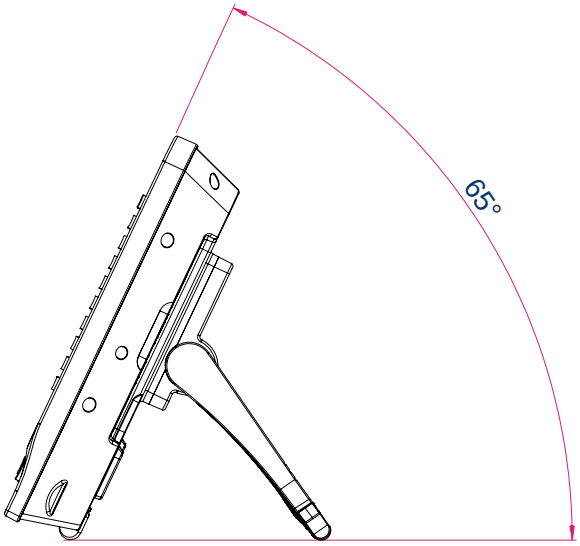
AYRE's adjustable stand can be set to one of four positions using the stand release mechanism (push to release) button on the rear.

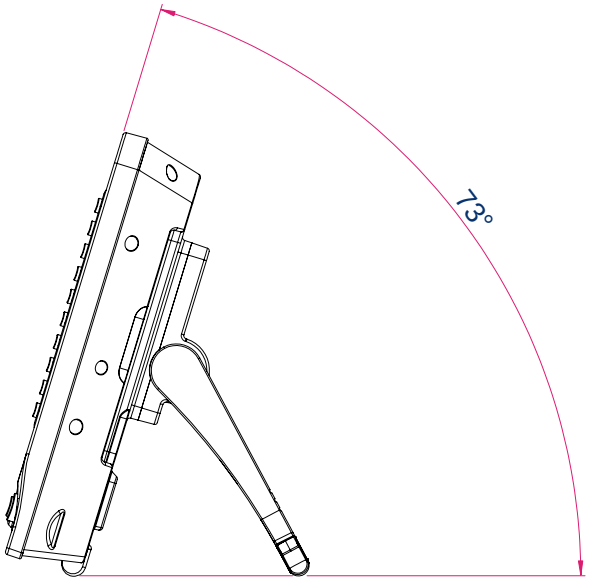


The four positions are shown in the illustrations below.









Sign in

To log on using Active Directory Credentials or Microsoft SSO, see *Seating Assistant* on page *19*.

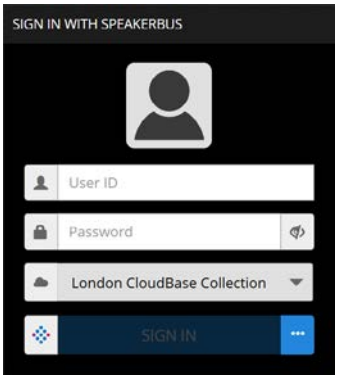
AYRE is managed by a Speakerbus iManager Centralised Management System (iCMS) which is indicated by an on screen iCMS Status indicator . If either or are displayed, see *iCMS Status Indicators* on page *29*.

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

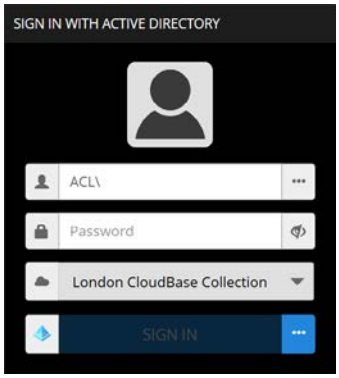
- Speakerbus credentials.
- Active Directory credentials.
- Microsoft credentials.

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

To sign into AYRE:



Sign in with Speakerbus Credentials

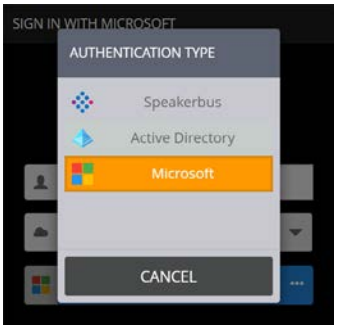


Sign in with Active Directory Credentials

Sign in with Microsoft Credentials

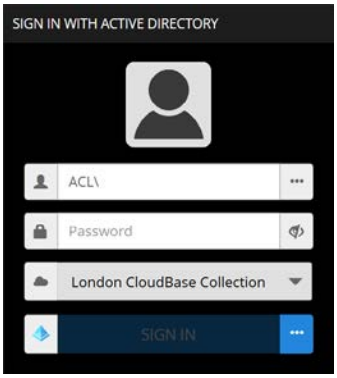
1. Select , if you want to change authentication type.

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



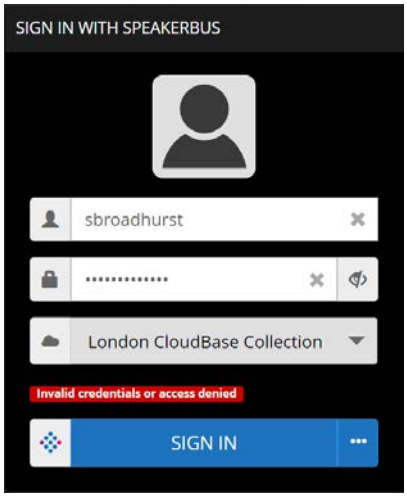
Select the **AUTHENTICATION TYPE** from the list.

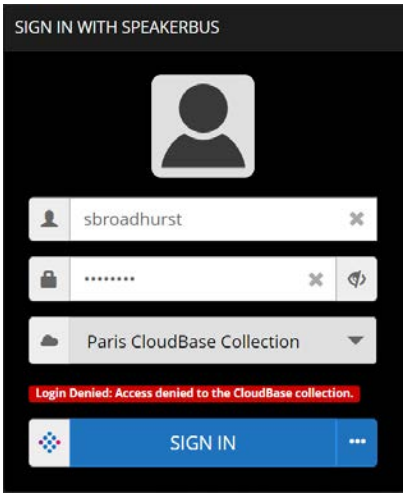
2. If selecting Active Directory authentication, touch ••• , as outlined in magenta below, to choose the Active Directory to use to authenticate sign in.



3. Ensure the correct **CloudBase** is selected.
4. Enter required credentials and select **SIGN IN**. If sign in fails, see *Sign in invalid / denied* on page *18*.

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 *17*. To sign in touch **SIGN IN**.

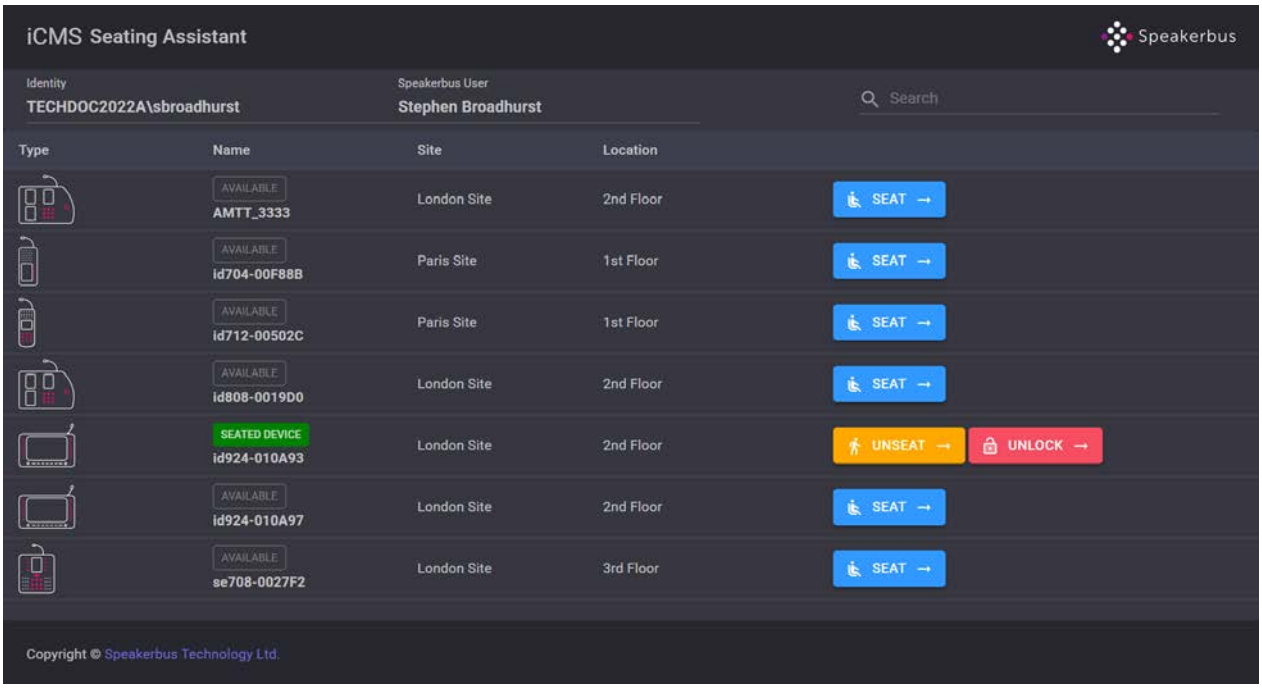
If login is denied to the CloudBase collection check that you have selected the **CloudBase Collection** that you have permission to use.

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

Seating Assistant

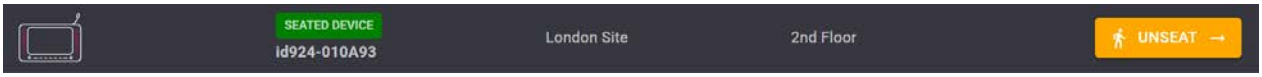
Seating Assistant may not be enabled within your organisation. Please contact your System Administrator for further information.

The seating assistant is a web page, located at URL *https://<hostname>/icms/seatingassistant*, that provides the ability to unseat and seat at available (unseated) ALTO (iD704), AYRE (iD924), iD712, iTurret (iD808) or ZERO8 (SE 708) deskstations.



- **Identity**. This is the signed in Active Directory or Microsoft Entra SSO (Single Sign On) user identification.
- **Speakerbus User**. This is the username.

'SEATED DEVICE' is displayed next to a current seated deskstation.

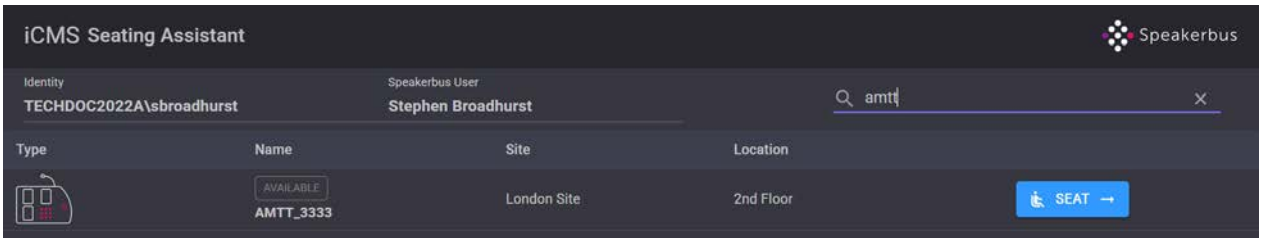


Search/Filter

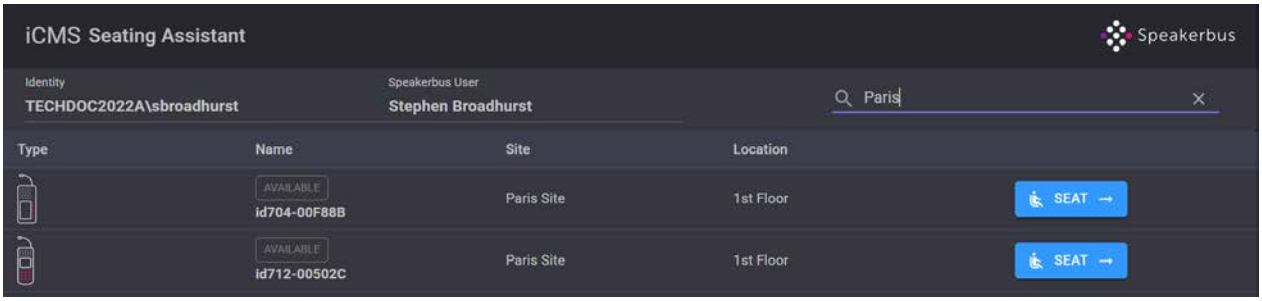
The **Search** text entry field is used to filter the listed devices. This field is case insensitive. Text entered is filtered by:

- **Name**.
- **Site**.
- **Location**.

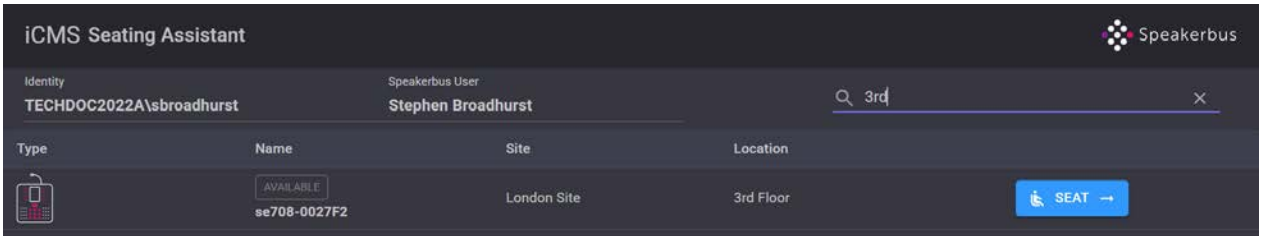
The example below shows the result of searching for a device labelled 'amtt'. Only the deskstation with the site labelled as 'AMTT_3333' is displayed. However if multiple device names, sites or locations contain 'amtt' as part of their label, those deskstations would also be displayed.



The example below shows the result of searching for a site labelled 'Paris'. Only deskstations with the site labelled as 'Paris Site' are displayed. However if multiple device names, sites or locations contain 'Paris' as part of their label, those deskstations would also be displayed.



The example below shows the result of searching for a location labelled '3rd Floor'. Only deskstations with the location labelled as '3rd Floor' are displayed. However if multiple device names, sites or locations contain '3rd' as part of their label, those deskstations would also be displayed.



Clear Search/Filter

Select 'x' to clear the search filter.

Seat a Deskstation

Select to seat (sign in) to a deskstation.

Unseat a Deskstation

Select to unseat (sign out) from a deskstation.

Unlock an iTurret/AYRE Deskstation

The seating assistant provides the ability to unlock an iTurret (iD808) or an AYRE (iD924) which has compliant call forwarding enabled.

Select to unlock the iTurret/AYRE deskstation.

For more information about AYRE Compliant Call Forwarding, see *Preferences* on page *32*.

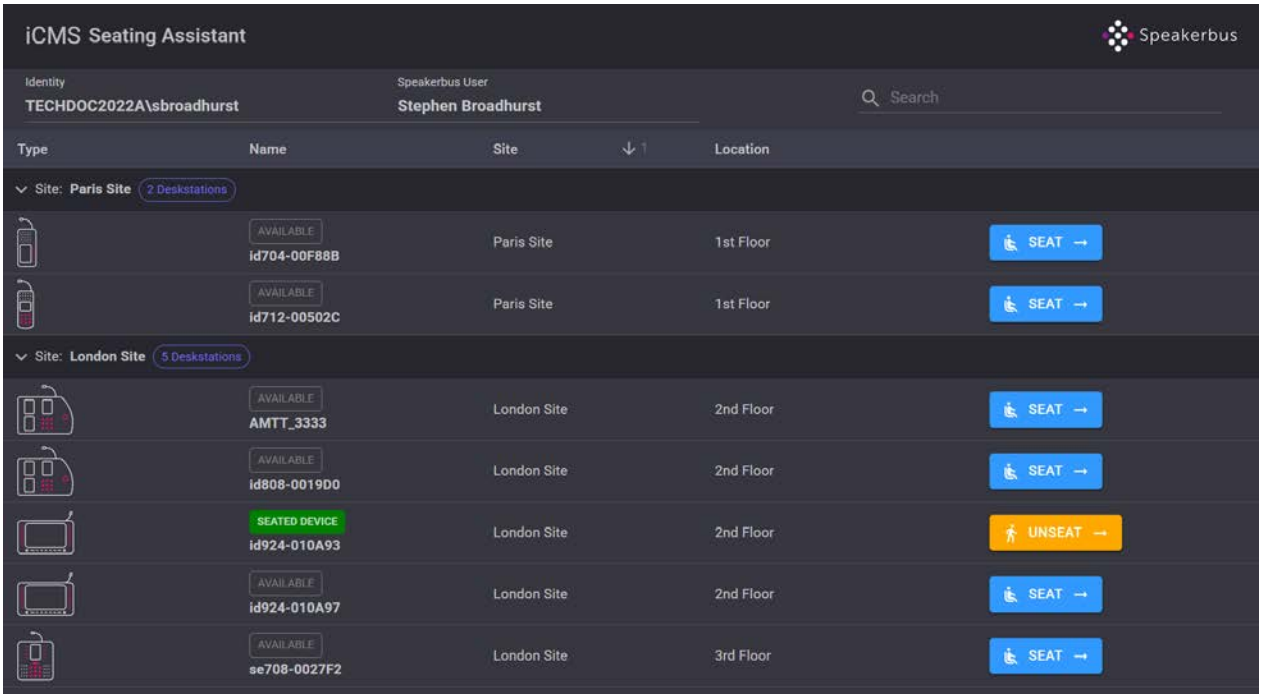
Sort, Unsort, Group and Ungroup

Selecting a field header such as **Type** allows you to sort devices in ascending or descending order.

Selecting the icon labelled **1** allows you to unsort, group or ungroup depending on header label.

Sorting and unsorting can be performed on **Type**, **Name**, **Site** or **Location**.

In addition, grouping and ungrouping can be performed on **Type** or **Site**. The example below displays grouping by **Site**.

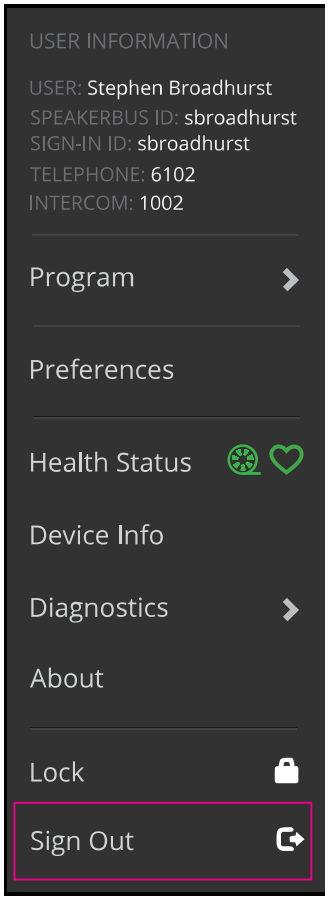


Sign out

To sign out of AYRE:

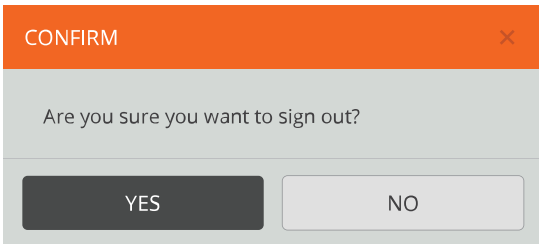
1. Touch the **Menu** softkey located at the top right of the touchscreen.

   This displays **Sign Out** highlighted below.



2. Touch **Sign Out**.

   This will display a 'CONFIRM' log out dialog.



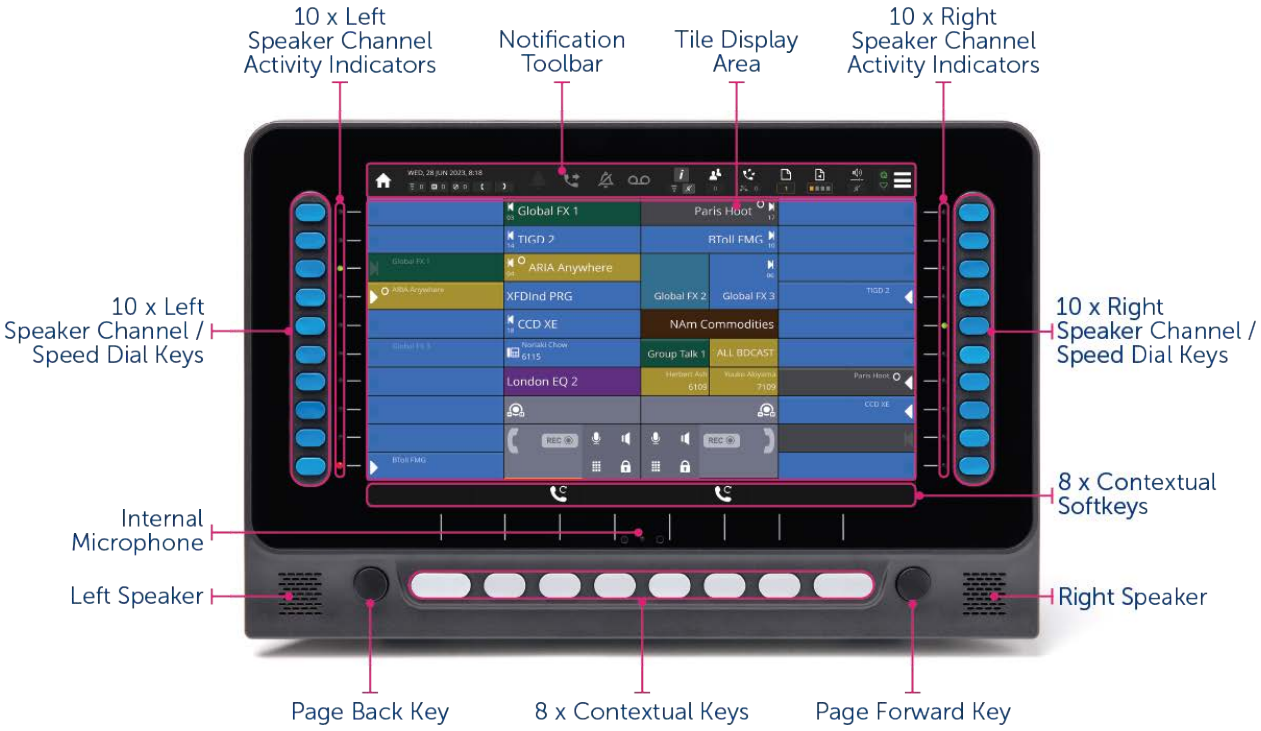
3. Touch **YES** to confirm signing out.

Force reboot

To force a reboot, press and hold **The Page Forward, Page Back**, bottom left and right **Speaker Channel** keys simultaneously (highlighted in magenta below). Hold the buttons until the device reboots. This should take about 5 seconds.

AYRE Elements

Front view



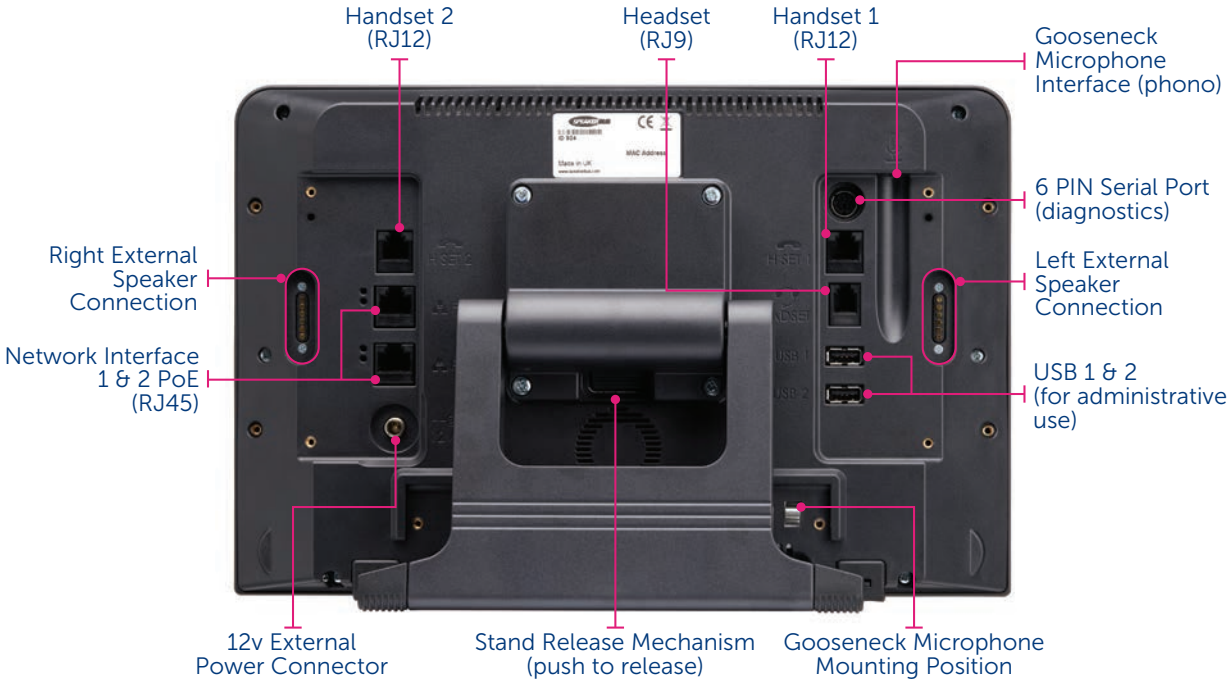
AYRE Front View:

- Twenty Blue Physical Tile Keys
- Twenty Tile Activity Indicators
- Two Speakers
- Internal Microphone
- Notification Toolbar (see page *27*) includes:
  - Menu
  - Time/date
  - Call log
  - Missed calls
  - Alert override
  - Call forwarding
  - Privacy
  - Do not disturb
  - Voicemail
  - Recording configuration status
  - Intercom dashboard

- Conference dashboard
- Tile page select
- Speaker page select
- Volume select

- Tile Display Area, see page *58*
- Eight Contextual Softkeys, see page *67*
- Eight Grey Contextual Keys, see page *67*
- Page Back and Page Forward Keys

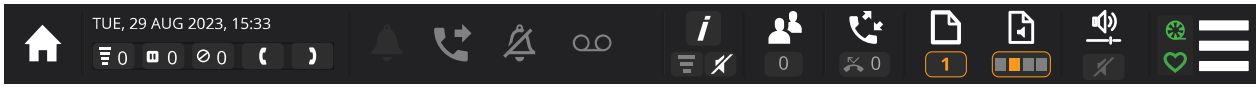
Rear view



AYRE Rear View:

- Gooseneck Microphone Interface (phono)
- Two Handset Interfaces (RJ12)
- One Headset Interface (RJ9 4P4C)
- Two Network Interfaces (RJ45)
- Two External Speaker Connections
- Two USB 2.0 Interfaces (Administrative Use)
- 6 PIN Serial Port (Diagnostics)
- 12v External Power Connector
- Stand Release Mechanism (push to release), see *Stand adjustment* on page *16*.

Notification Toolbar



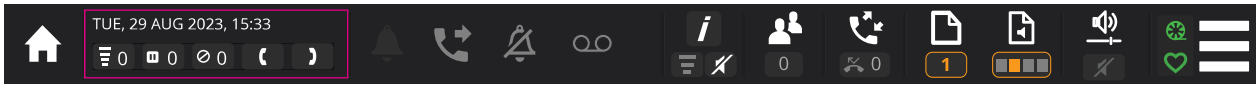
The notification toolbar displays the current status of AYRE including:

	Call Activity Status, see page *27*.
	Recording Configuration Status, see page *28*.
	Health Status, see page *28*.

The notification toolbar also provides access to:

	Home Page, see page *32*.
	Menu, see page *25*.
	Alert Override, see page *38*.
	Call Forwarding, see page *38*.
	Do Not Disturb, see page *40*.
	Voicemail, see page *40*.
	Intercom Dashboard, see page *40*.
	Conferencing Dashboard, see page *46*.
	Call Log Dashboard, see page *47*.
	Tile Pages, see page *50*.
	Volume Control Dashboard, see page *51*.

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.

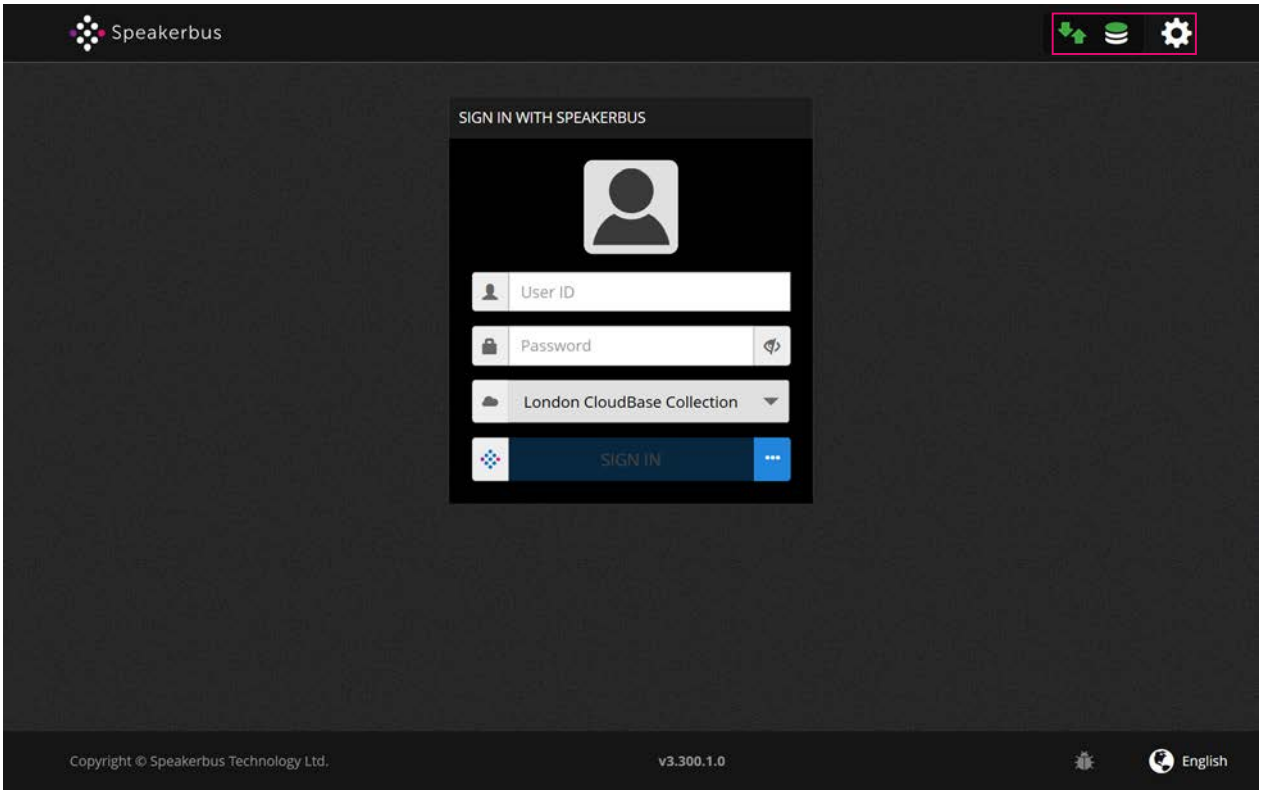
Health Status

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 *34*.

Sign in health status and device information

Health status and device information can be viewed on the signing in screen. Touch the area highlighted below to view the health status and device information.



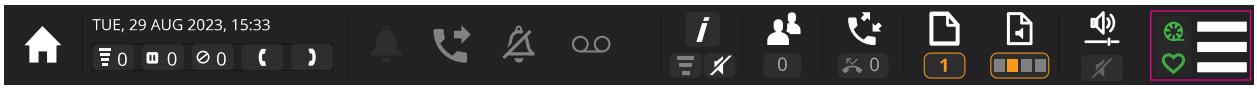
Network Status Indicators

Icon	State	Explanation
	Good	The network connection is good.
	Warning	Displayed when both network ports are turned on, and there is no network connection from one of the ports.
	Bad	Displayed (a) when only one network port is turned on, and there is no network connection or (b) when both network ports are turned on, and there is no network connection from both ports.
	Unknown	Network status is unknown.

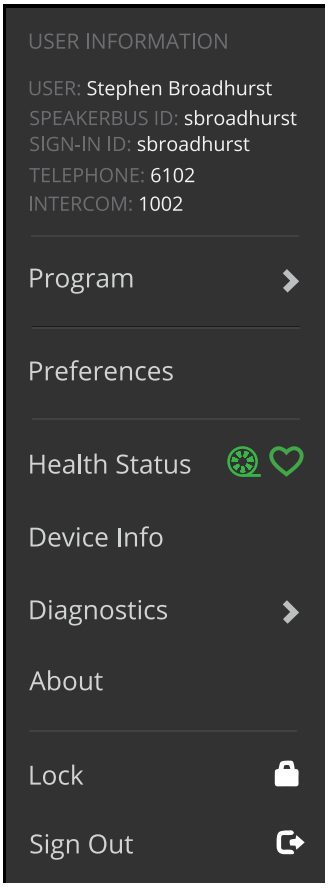
iCMS Status Indicators

Icon	State	Explanation
	Good	The iCMS connection is good.
	Warning	The iCMS connection has some issues.
	Bad	The iCMS connection has serious issues.
	Unknown	iCMS status is unknown.

Menu



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



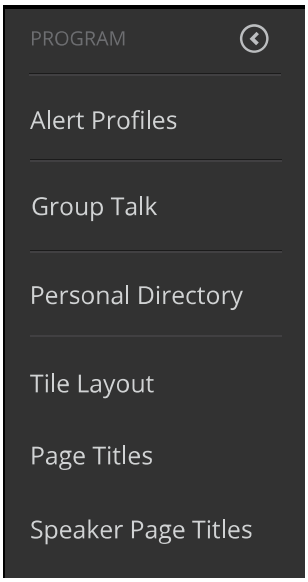
Menu:

- **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 *60*.
- **Intercom**. This is the intercom number assigned to the logged in user.
- **Program**. Touch to access the Program Submenu, see page *31*.
- **Preferences**. Touch to configure user preferences, see *page 32*.
- **Health Status.** This is the health status for recording configuration and health of the device, see page *28*.
- **Device Info.** This is the device, host and server information, see page *28*.

- **Diagnostics**. Touch to access the Diagnostics Submenu, see page *35*.
- **About.** This is the device versions and copyright, see page *36*.
- **Lock.** Touch to lock screen, see page *36*.
- **Sign Out**. Touch to sign out, see page *22*.

Program Submenu

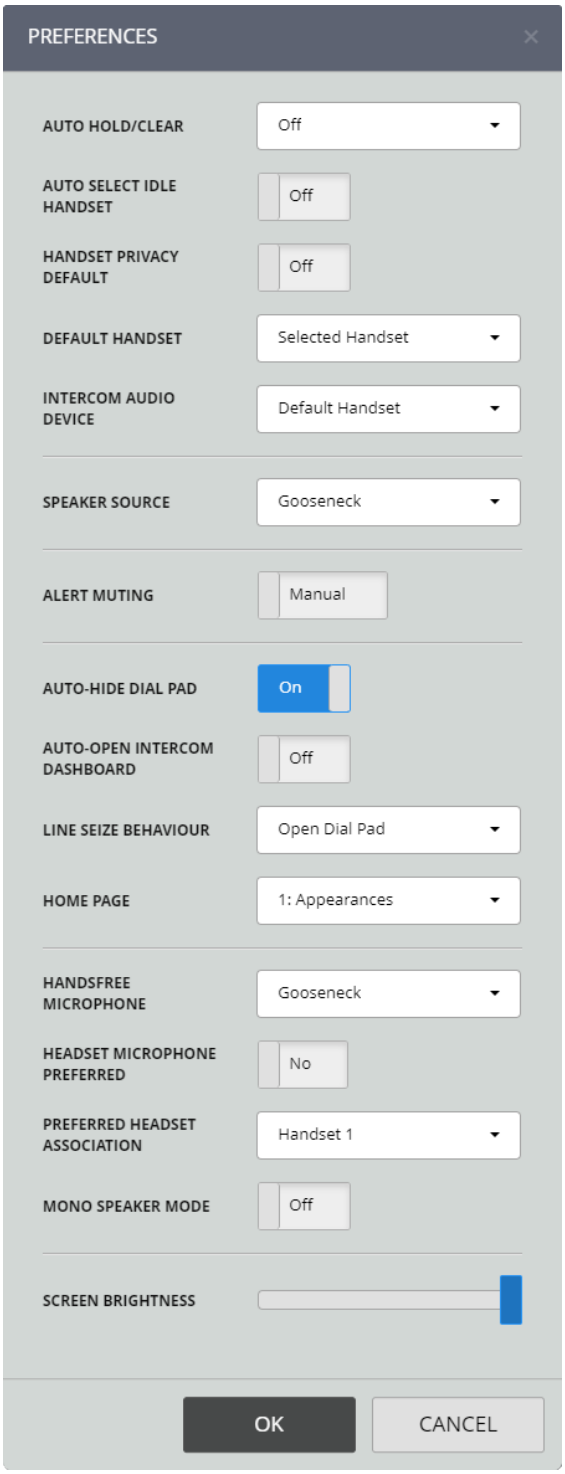
Touch the **Menu** softkey, followed by the **Program** option to display the following options:



- **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 *103*.
- **Group Talk.** Touch to edit handset status, group talk labels and group talk tile latching, see page *105*. Also used to access the group talk programming interface.
- **Personal Directory**. This option is used to administer personal directory entries, see page *108*.
- **Tile Layout.** This option is used to administer the layout and configuration of tiles, see page *112*.
- **Page Titles.** This option is to edit individual page names, that appear in the page navigation dashboard, see page *118*.
- **Speaker Page Titles.** This option is to edit speaker page names that appear in the Speaker paging navigation dialog, see page *119*.

Preferences

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



Preferences:

- **AUTO HOLD/CLEAR**. Works in conjunction with the AUTO SELECT IDLE HANDSET preference. The options are:
  - **Off**. Neither Auto-hold or Auto-clear are enabled.
  - **Auto-hold**. An active call is automatically placed on hold when another call is made or answered on the same handset.

  - **Auto-clear**. An active call is automatically ended when another call is made or answered on the same handset.

- AUTO SELECT IDLE HANDSET. The options are:

  - **Off**. Answering or making a new call will cause an existing handset call to be disconnected (cleared) or placed on hold, based on the AUTO HOLD/CLEAR preference. However if the first call is not on the Default Handset then the subsequent call will be carried on the idle (Default) handset without impacting the original call.

  - **On**. An idle handset will automatically be selected if the other handset is busy. When both handsets are busy, the AUTO HOLD/CLEAR and DEFAULT HANDSET preferences take effect.

- HANDSET PRIVACY DEFAULT. When set to 'On', automatically sets each new call to private, preventing other users from barging in. Privacy can be switched off (or toggled) at any point by tapping the Privacy icon within the desired handset tile. Default setting is 'Off'.

- DEFAULT HANDSET. Determines which handset is the first choice handset when selecting a line, making a call or answering a call. The options are 'Selected Handset, 'Handset 1' and 'Handset 2'.

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

- INTERCOM AUDIO DEVICE. Determines which audio device to use when dialing out an intercom number from the call log or directory dashboard. Incoming intercom calls or Intercom calls made from the Intercom dashboard are always carried on the handsfree / gooseneck device until moved to the handset by the user. The options are 'Default Handset' or 'Intercom'.

- SPEAKER SOURCE. Used to set the transmitting audio source (mic) to be used with speaker channels. The options are 'Gooseneck', 'Handset 1', 'Handset 2' and 'Default Handset'.

- ALERT MUTING. When set to 'Auto', automatically suppresses incoming ringing sounds whilst in a call and restores audible alerting once the call is cleared. Default is set to 'Manual'. To activate Alert Override when Alert muting is set to 'Manual', see *Alert Override* on page *38*.

- AUTO-HIDE DIAL PAD. When set to 'Off' always displays the dial pad. When set to 'On', the dial pad is hidden after a call is placed. See *Dial pad* on page *65*.

- AUTO-OPEN INTERCOM DASHBOARD. Default setting is 'On', see *Active Intercom Call* on page *100*. The options are:

  - **Off**. When the intercom dashboard is not already open, a toast like pop-up notification appears showing 'intercom active' whenever there is an active call on the intercom device. This notification has controls to accept the call and respond to talk back requests where appropriate.

  - **On**. The intercom dashboard will automatically open whenever an intercom call is active.

- LINE SEIZE BEHAVIOUR. Used to set the behaviour when selecting a telephony appearance by tapping the line tile. The options are:

  - **Do Nothing**. Requires the user to manually open the dial pad or directory (Default behaviour).

  - **Open Dial Pad**. See page *65*.

  - **Open Directory Dashboard**. See page *55*.

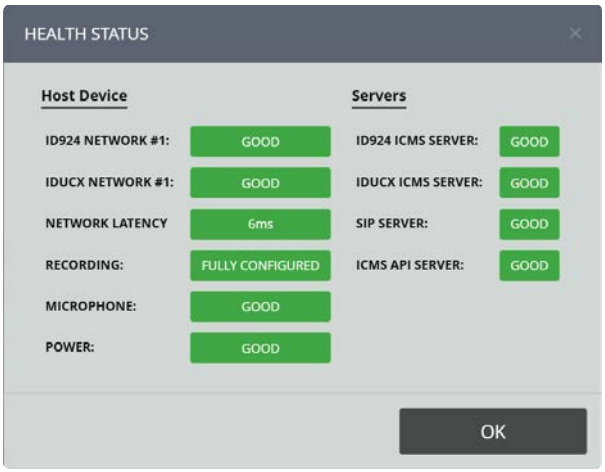
- **HOME PAGE.** Used to select which page to use as the home page, see *Notification Toolbar* on page *27*.
- **HANDSFREE MICROPHONE**. The options are:
  - **Internal**. Intercom and hands-free calls use the internal microphone.
  - **Gooseneck**. Multiple calls reside on the gooseneck microphone.
  - **Gooseneck Exclusive**. Permits only one call at any one time to be present on the gooseneck microphone.

	• An optional gooseneck microphone is required for the gooseneck options. • Assigning a gooseneck option without one being fitted results in an error being shown on next use.

- **HEADSET MICROPHONE PREFERED**. When set to 'On', activates the use of an optional headset's microphone connected to the headset Interface (RJ9 4P4C) and disconnects the associated handset mic (see below).
- **PREFERRED HEADSET ASSOCIATION**. Determines which handset tile is associated when an optional headset is connected to AYRE.
- **MONO SPEAKER MODE.** When active, directs all audio to both speakers simultaneously (rather than left and right separation), giving a boost to the perceived speaker volume.
- **SCREEN BRIGHTNESS.** Increases/decreases the brightness of the display. Touch and hold down the blue bar and drag it either to the left to decrease the brightness or to the right to increase the brightness.

Health Status

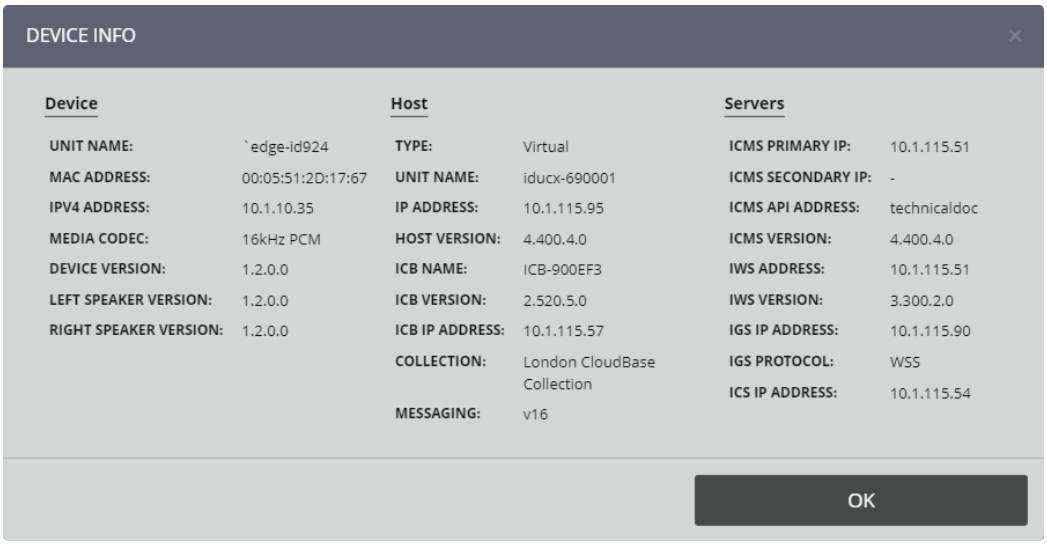
Touch the **Menu** softkey, followed by the **Health Status** option to display the following:



If any errors are shown, touch the indicator for more information and report to your System Administrator. To perform a reset, see *Reset* on page *35*.

Device Info

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

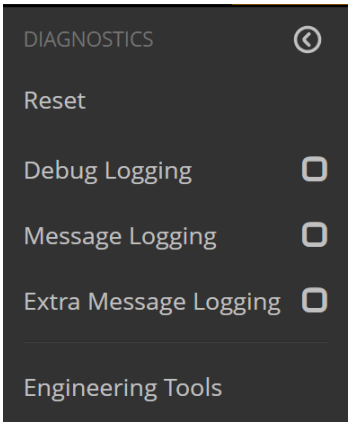


Touch **OK** to close the 'DEVICE INFO' dialog.

Diagnostics Submenu

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

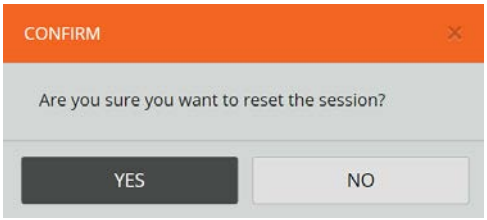
Touch the **Menu** softkey, followed by the **Diagnostics** option to display the following options:



Reset

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

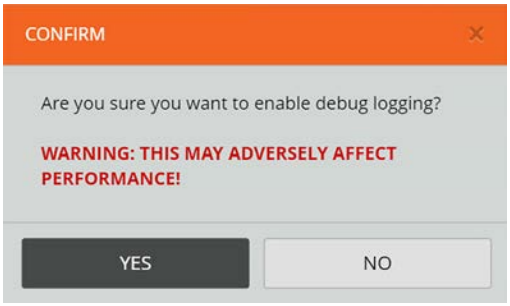
When resetting a 'CONFIRM' dialog will be displayed. Touch **YES** to confirm reset.



Debug Logging / Message Logging / Extra Message Logging

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

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



Select **YES** to confirm debug logging.

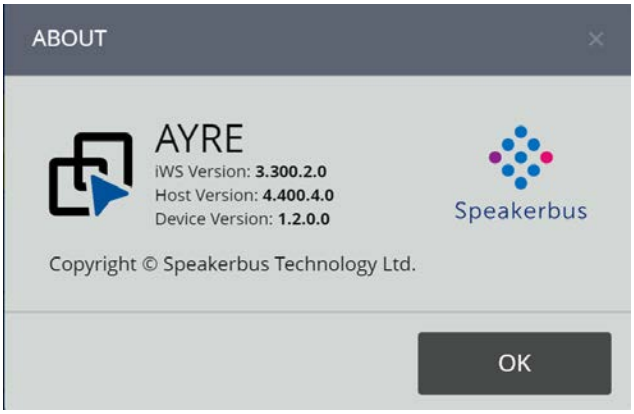
Engineering Tools

Access to AYRE's Safe Mode to configure network settings such as IP address, NTP server and iCMS addresses.

Only select this if requested by an Administrator.

About

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

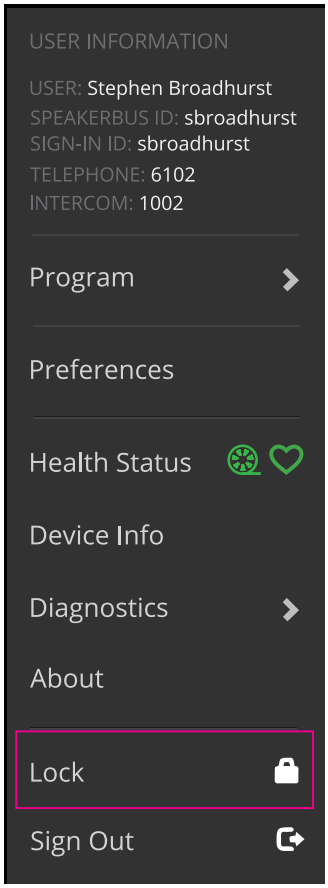


Lock

To lock the screen of AYRE:

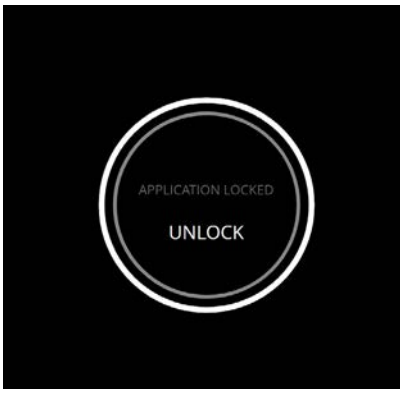
1. Touch the **Menu** softkey located at the top right of the touchscreen.

   This displays **Lock** highlighted below.

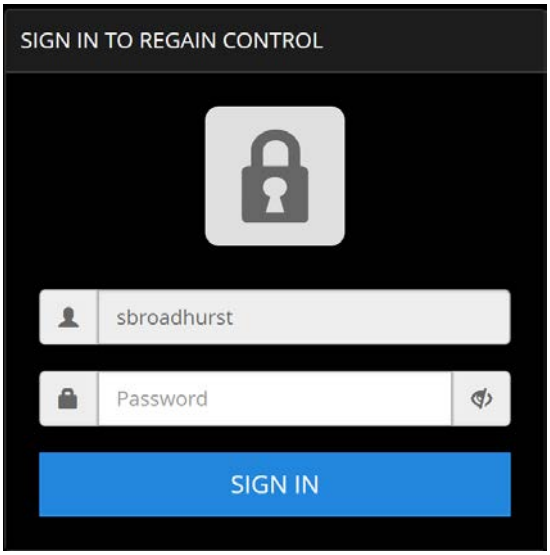


2. Touch the **Lock** option.

   This will display the Lock screen.

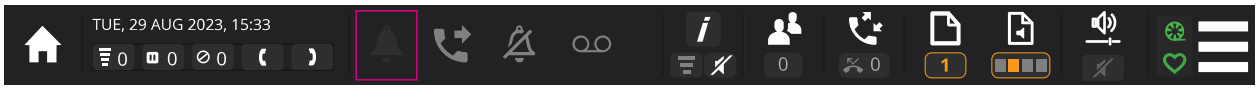


3. To unlock the screen, touch **Unlock**.
4. Type in your password.



5. Touch **Sign In**.

Alert Override

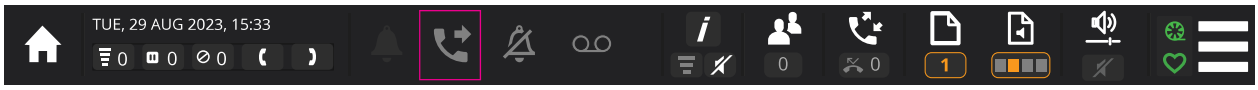


The alert override softkey suppresses incoming ringing alerts when in a call. Touch the alert override softkey to activate when in a call. This can be set to always suppress incoming ringing alerts when in a call, see *Preferences* on page *32*. When the call is finished alert override returns to deactivated.

To activate, when in a call, touch the **alert override** softkey.

This displays the **alert override** Softkey as . Repeat to deactivate alert override.

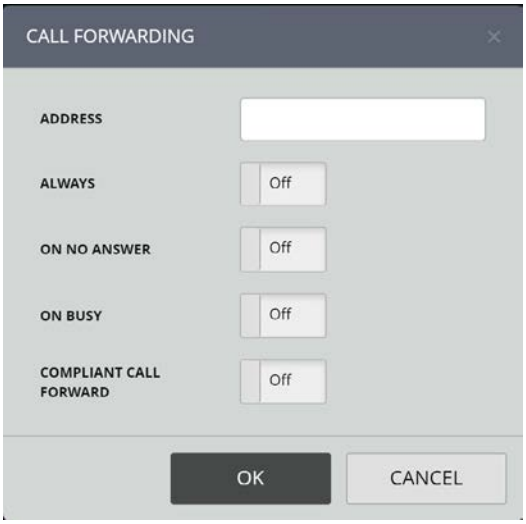
Call Forwarding



The call forwarding softkey is used to configure the feature and subsequently 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.



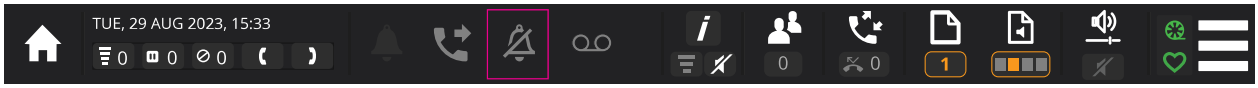
3. Enter a forwarding number into the **ADDRESS** textbox.
4. Select the required type(s) of call forwarding:
   - **ALWAYS**. Calls are always forwarded to the call forward address.
   - **ON NO ANSWER**. Calls are forwarded to the call forward address when the called AYRE is not answered after ten seconds.
   - **ON BUSY**. Calls are forwarded if all call appearances are busy.
   - **COMPLIANT CALL FOWARD.** 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



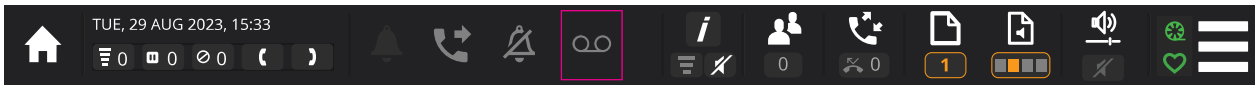
The **Do Not Disturb** softkey indicates whether audible alerts (for incoming calls) are activated/ deactivated.

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 *42*.
- Do Not Disturb functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.

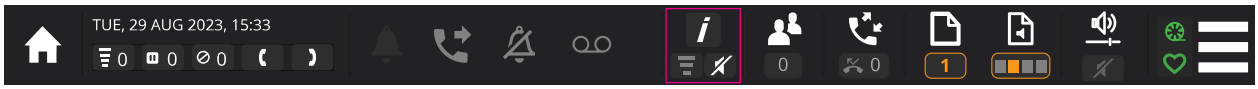
Voicemail



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

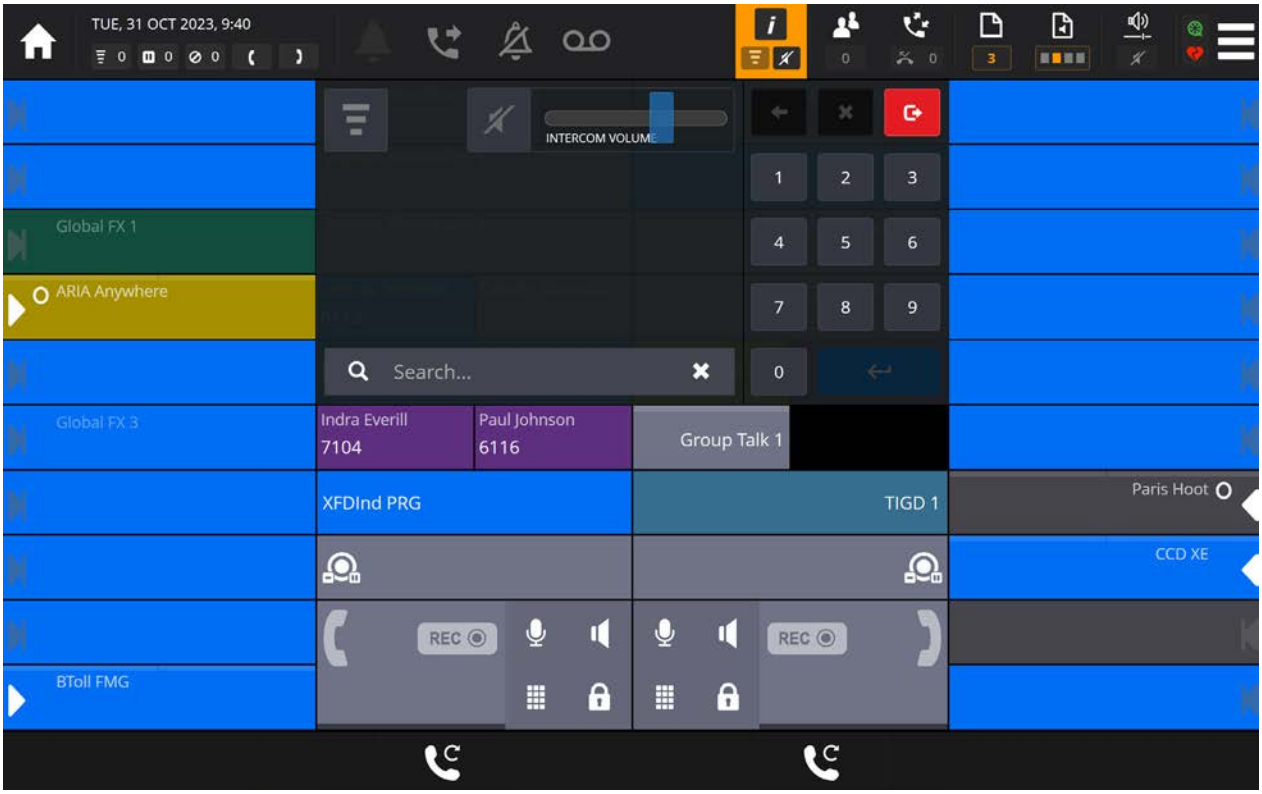
To access voicemail, touch the **Voicemail** softkey.

Intercom Dashboard



The Intercom Dashboard is only available if intercom use is configured 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 *42*.
- Audio device controls:
  - **Intercom privacy**, see page *42*.
  - **Microphone mute**, see page *42*.
  - **Speaker mute**, see page *42*.
  - **Speaker volume slider**, see page *89*.
- Call controls:
  - **Answerback**, see page *43*.
  - **On hold**, see page *44*.
  - **Clear**, see page *44*.
  - **Answer**, see page *44*.
  - **Intercom dial pad**, see page *45*.
  - **Intercom search**, see page *45*.

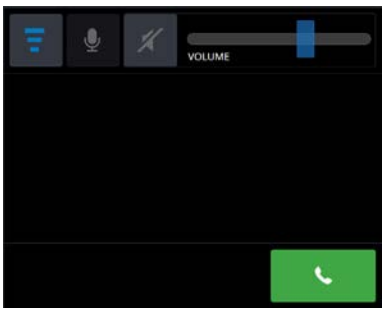
Touch the **intercom** softkey or the exit softkey to exit the intercom dashboard.

For making and clearing intercom calls, see *Intercom* on page *97*.

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.

Microphone mute

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

To activate, touch the softkey.

This displays the softkey as . Repeat to unmute the microphone.

Speaker mute

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

To activate, touch the softkey.

This displays the softkey as . Repeat to unmute the speakers.

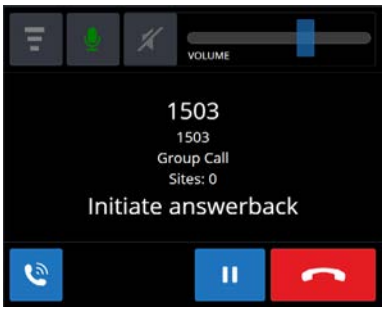
Speaker volume slider

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.

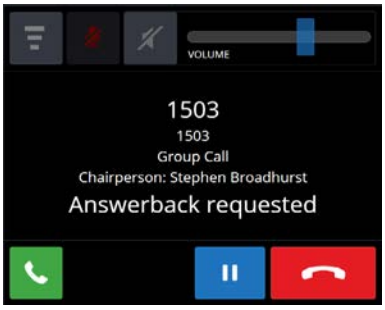
The speaker volume slider cannot be adjusted when the mute softkey is active, see *Speaker mute* on page *42*.

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 answerback animated softkey is displayed after initiating an answerback group call. To enable answerback, touch the flashing softkey, see *Making an intercom call* on page *98*.



When replying to an answerback group call made elsewhere, touch the respond to answerback call animated softkey, see *Talking on an answerback group call* on page *102*.

On hold

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

To activate, touch the softkey.

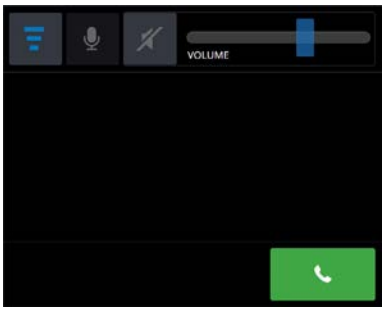
This hides the intercom dashboard and places the intercom call on hold on a call activity tile, see *Call activity tile* on page *61*.

Clear

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

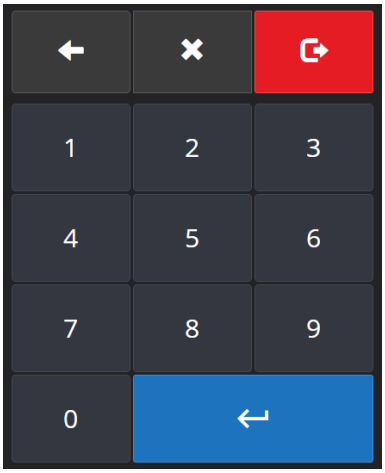
	If the intercom appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing from the intercom dashboard. To remove an intercom appearance from a speaker channel, see *Wipe speaker* on page *95*.

Answer



Touch the **answer** softkey to answer an incoming call when intercom privacy is activated, see *Intercom privacy* on page *42*.

Intercom dial pad

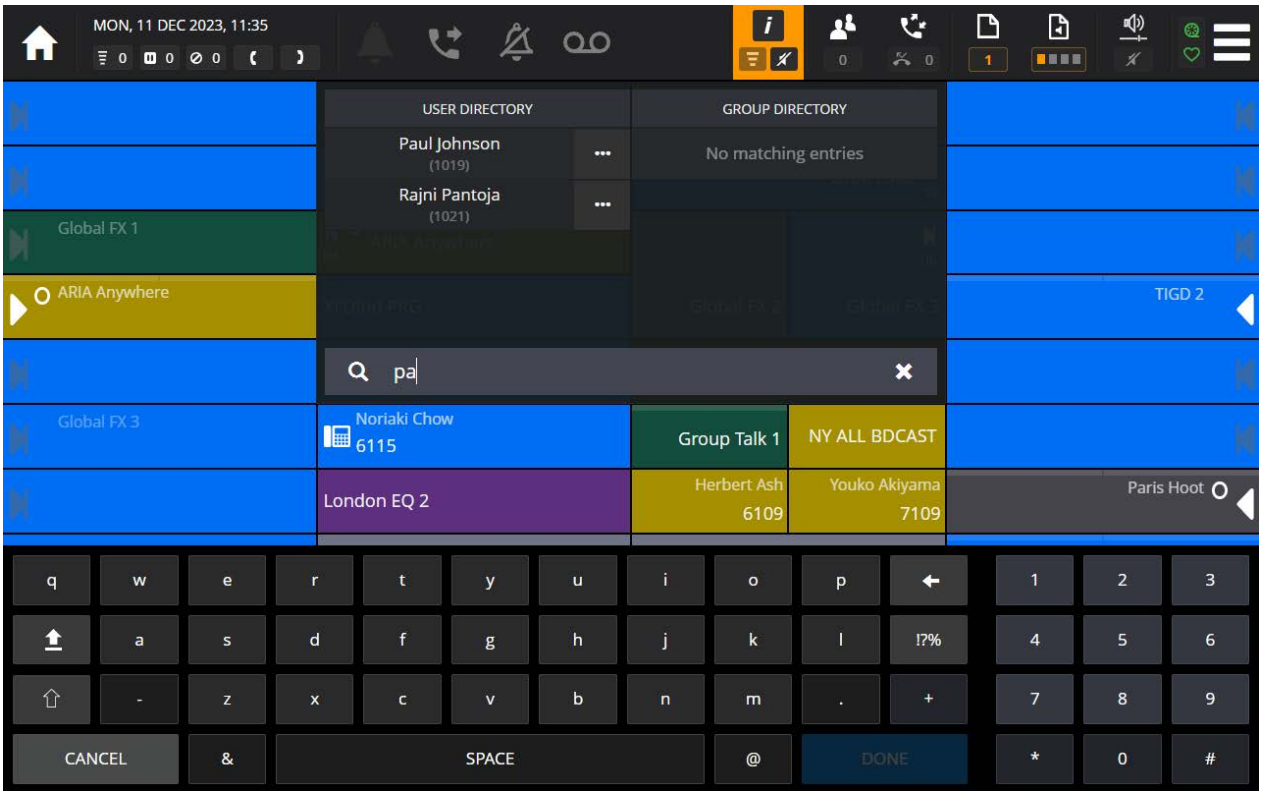


Used to dial a user / group number. Once a number is entered touch ↵ to place the call.

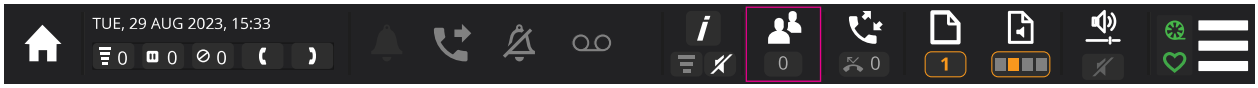
Intercom search

Used to search for a user / group.

To search for a user / group name, touch and enter the first few characters in the filter search bar.

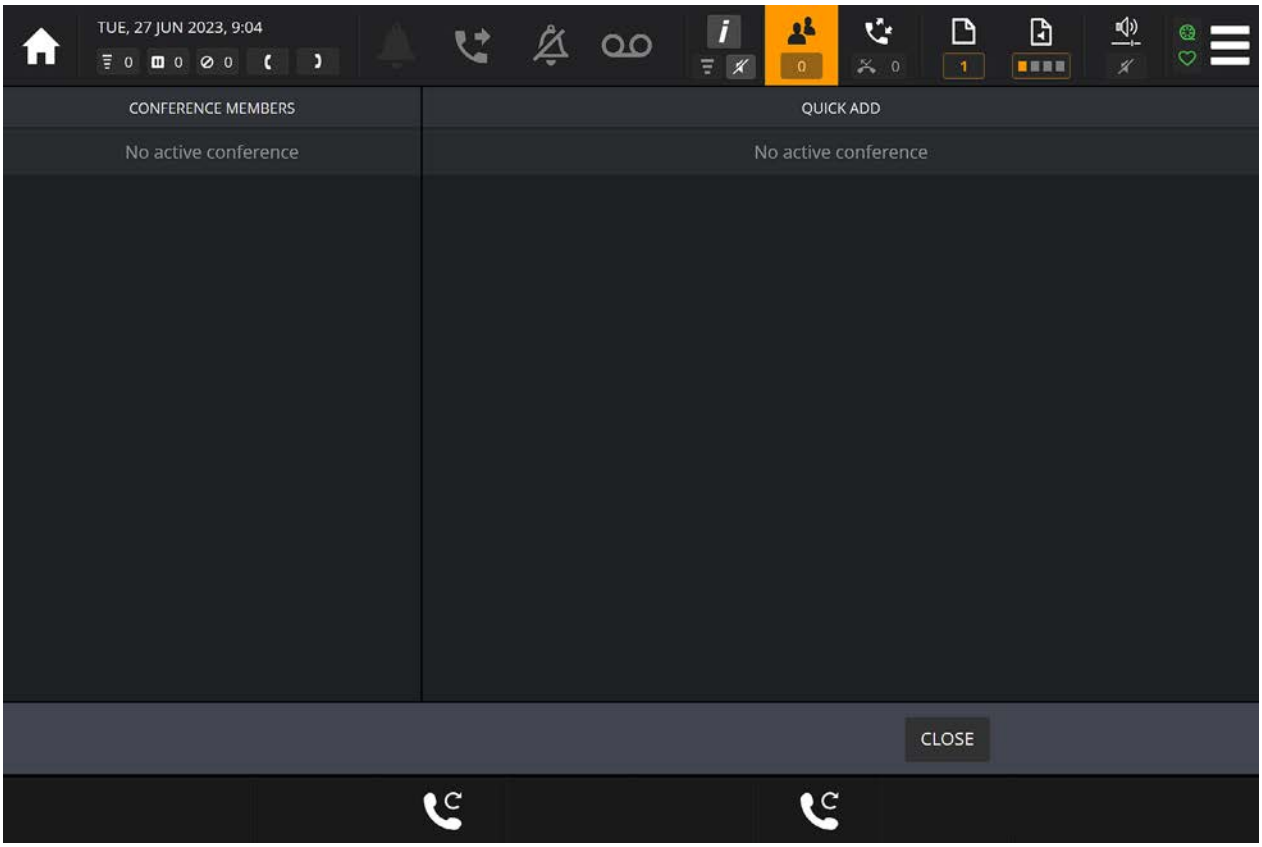


Conferencing Dashboard



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

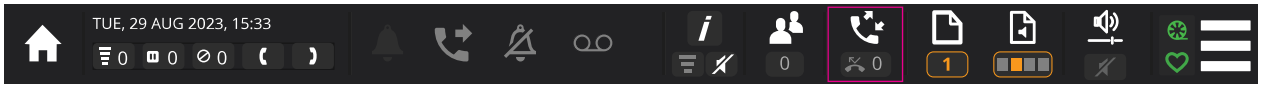
Touch the softkey to display the conferencing dashboard as shown below.



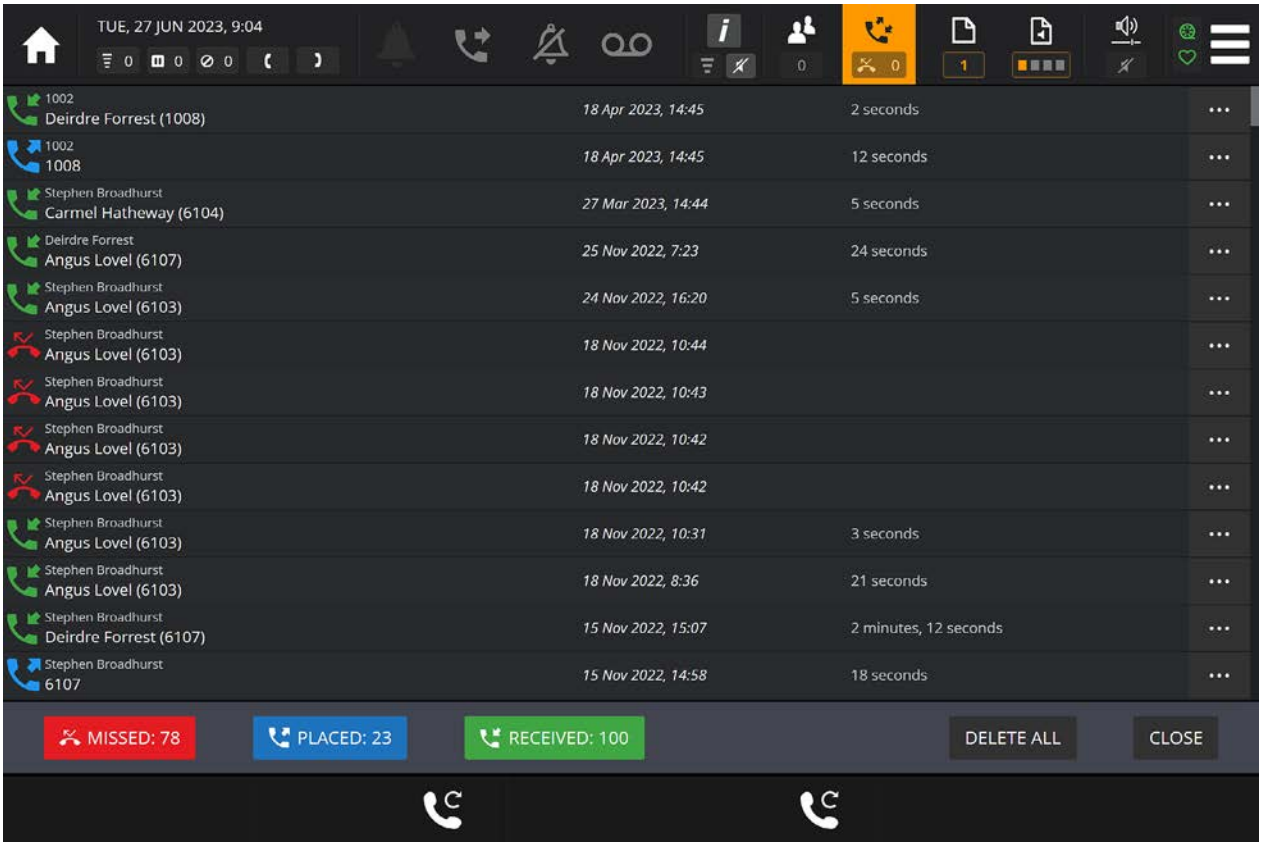
The conferencing dashboard displays current conference participants and allows for removal and adding of eligible participants, see *Conferencing* on page *83*.

Touch the **Conferencing Dashboard** softkey or **CLOSE** to close the conferencing dashboard.

Call Log Dashboard



The **Call Log** softkey indicates the number of missed calls. Touch the softkey to display missed calls, received calls and placed calls logs as shown below.



The call log displays missed calls, received calls and placed calls with up to 100 entries per call type.

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

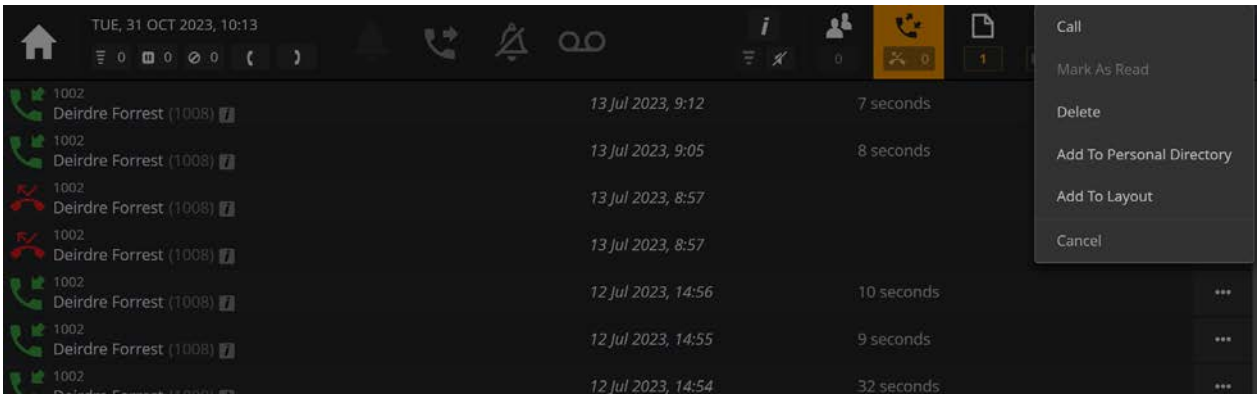
- To call a user, touch a log entry, see *Call Handling* on page *69*.
- To delete or add a contact, touch ••• to **DELETE** entry or to **ADD** contact to your personal directory, see *Add to Personal Directory* on page *48*.
- To clear the call log notifications, touch **MARK ALL AS READ**.
- To clear all call log history, touch **DELETE ALL**.

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

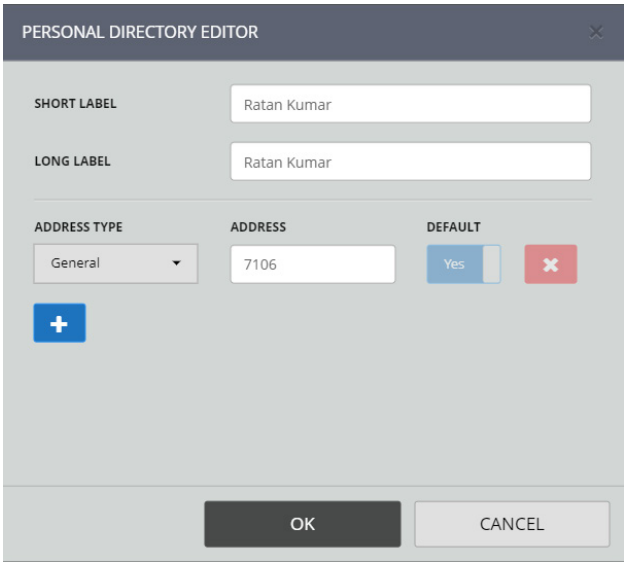
Add to Personal Directory

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.

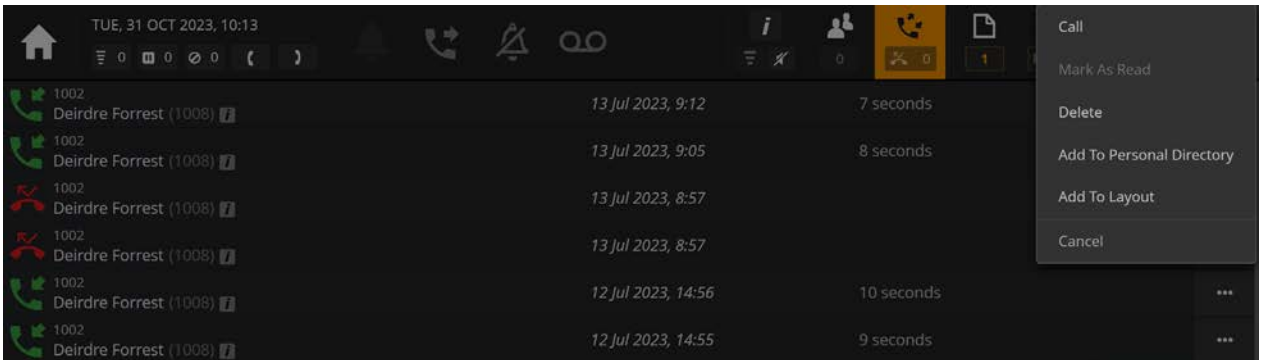


Touch the short label, long label or address entries if you want to make changes; then touch **OK** to save the entry.

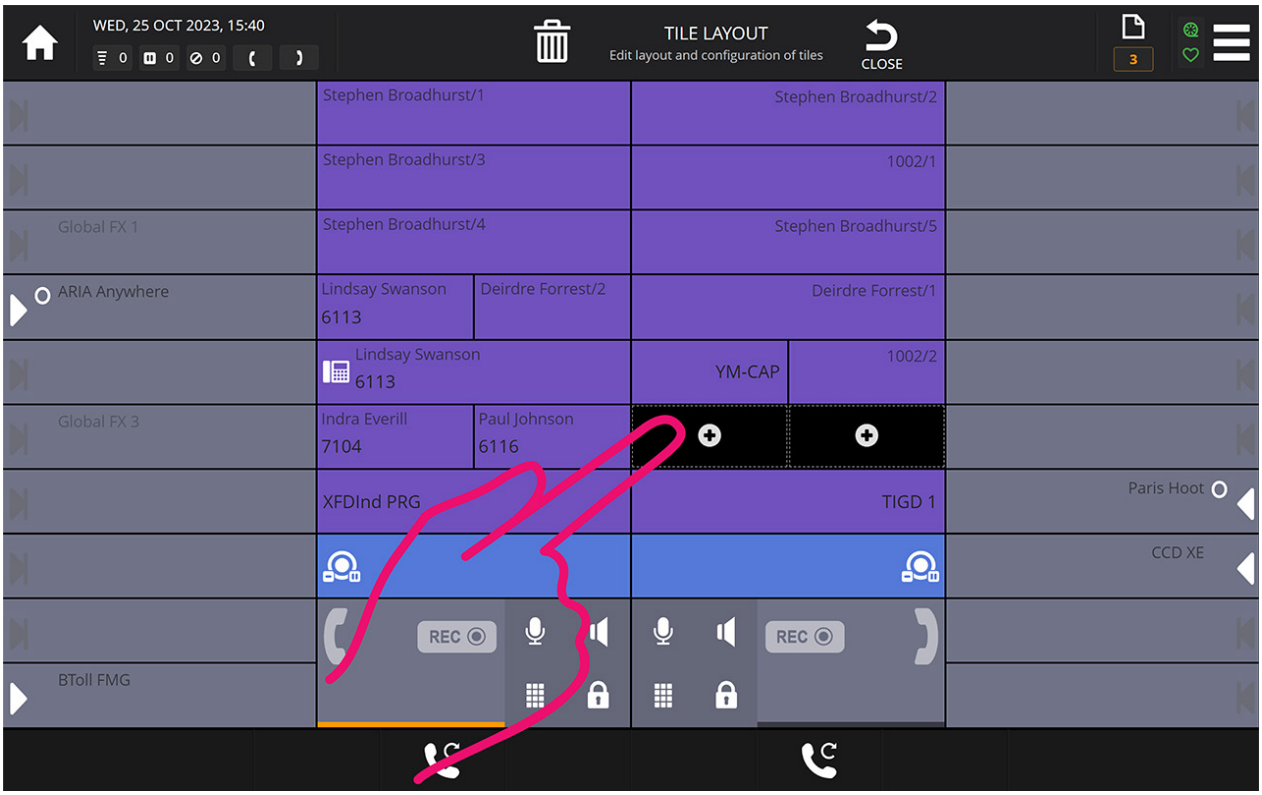
Add to Tile Layout

To add a contact to a speed dial tile, touch ••• next to the entry you want to add. An example entry is highlighted below.

Select **Add To Layout**

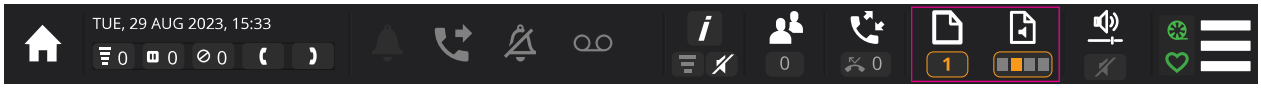


This will display the 'Tile Layout Editor' dialog as displayed below.



Touch the ⊕ softkey to add the contact to your tile page layout. For information on how to add a contact to a double width or double height tile, see *Tile Layout* on page *112*.

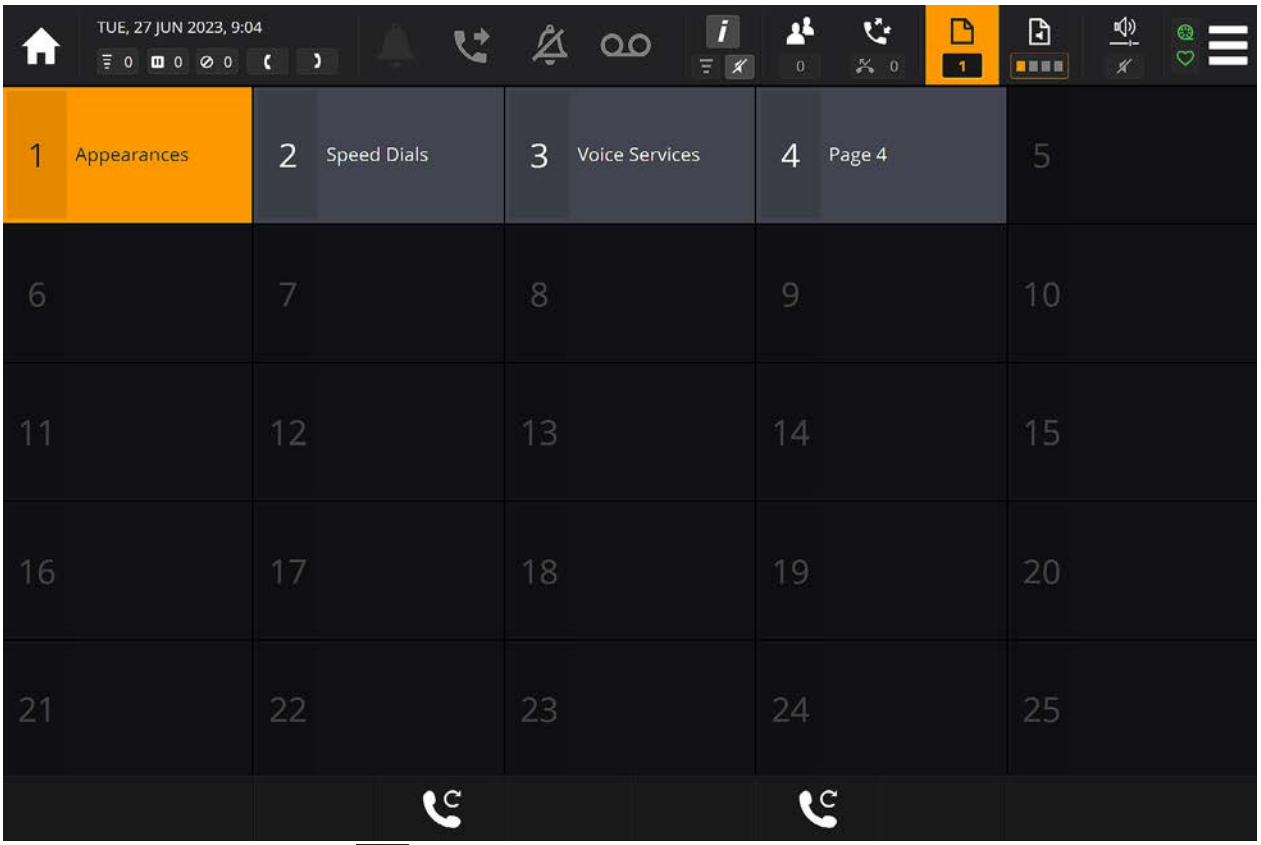
Tile Pages



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 tiles. The current page is highlighted in orange.

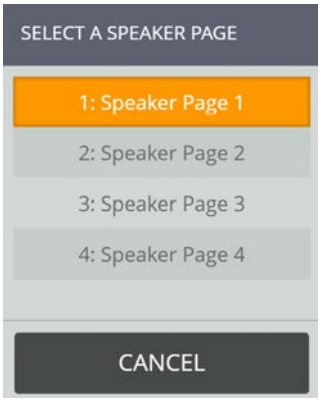
Touch a page tile to navigate to the desired page. Tile page names can be configured by your system administrator.



The **Speaker Page** softkey indicates the current displayed speaker page.

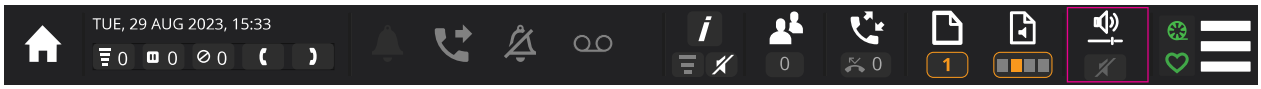
Speaker paging provides an ideal solution for traders operating in different time zones, within a 'follow-the-sun' trading environment. You can easily change from one speaker page to another with each page representing a different time zone. Four speaker pages are available if configured by your System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

Touch the softkey to display the speaker page selector popup.



Touch a speaker page to select, see *Assigning an appearance to a non-paging speaker channel* on page *89*.

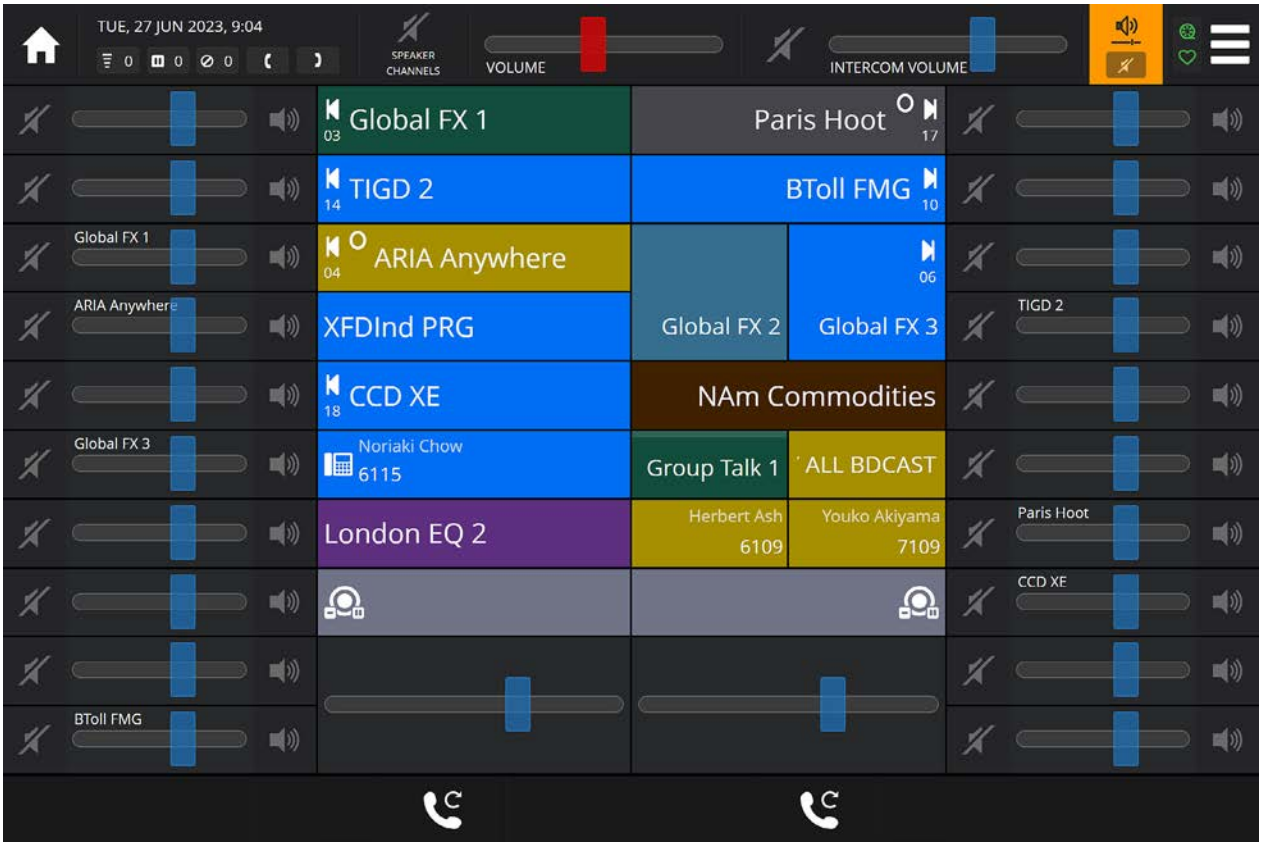
Volume Control Dashboard



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

State	State	Explanation
	Not Muted	Indicates no speakers or handsets are muted.
	Muted	Indicates one or more speaker 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.

	Powering off the AYRE device will not save custom volume levels. Only when unseating/logging off will it save the custom volume levels.

Mute individual speakers/handsets

Individual speakers, handsets and master volume can be muted by touching the appropriate **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 *40*.

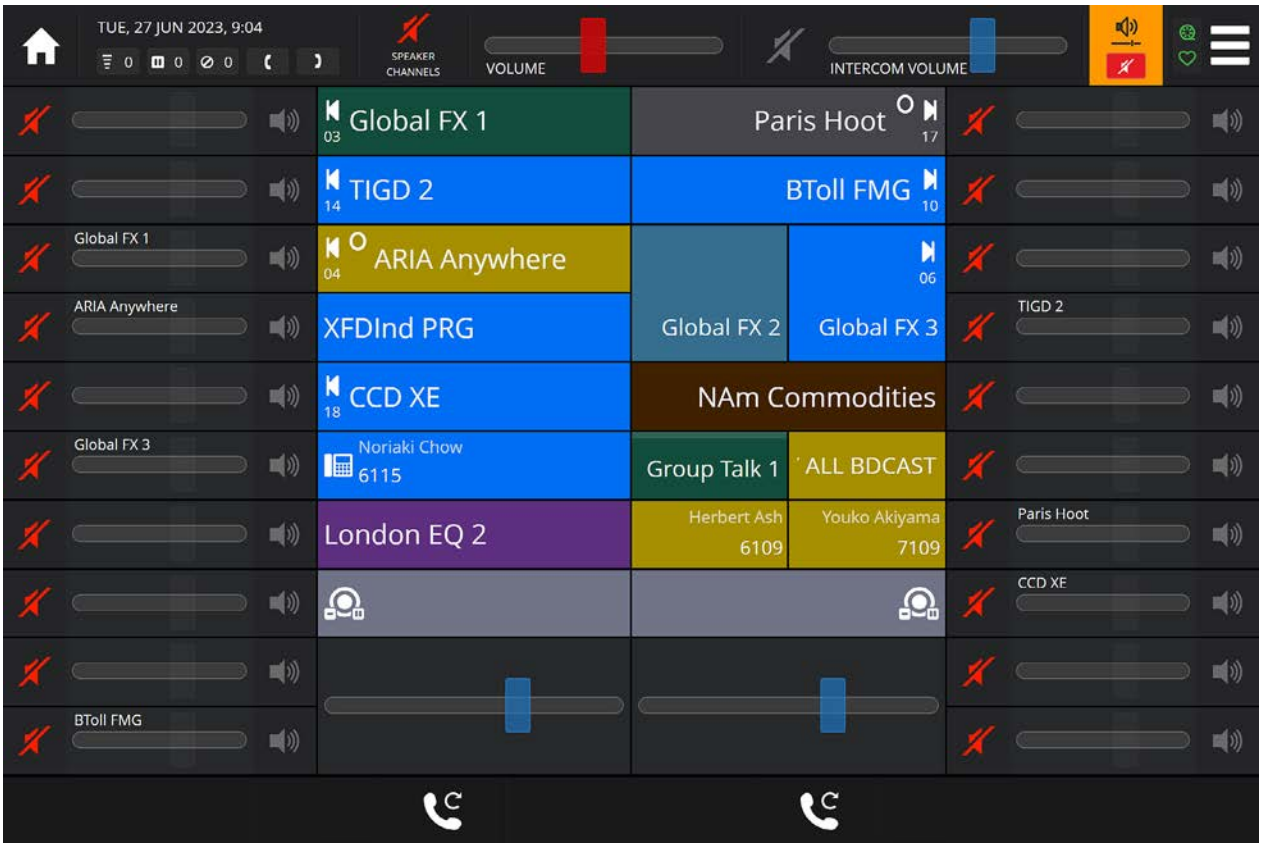
Solo speaker mode

Touching a speaker 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 speakers

Touch the **SPEAKER CHANNELS**

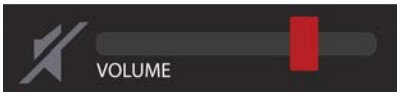
softkey to mute all speaker channels. This will not mute handset audio, intercom or internal speakers.

To unmute all speaker channels touch the **SPEAKER CHANNELS**

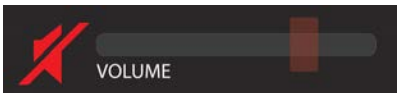
softkey.

Mute master speaker

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



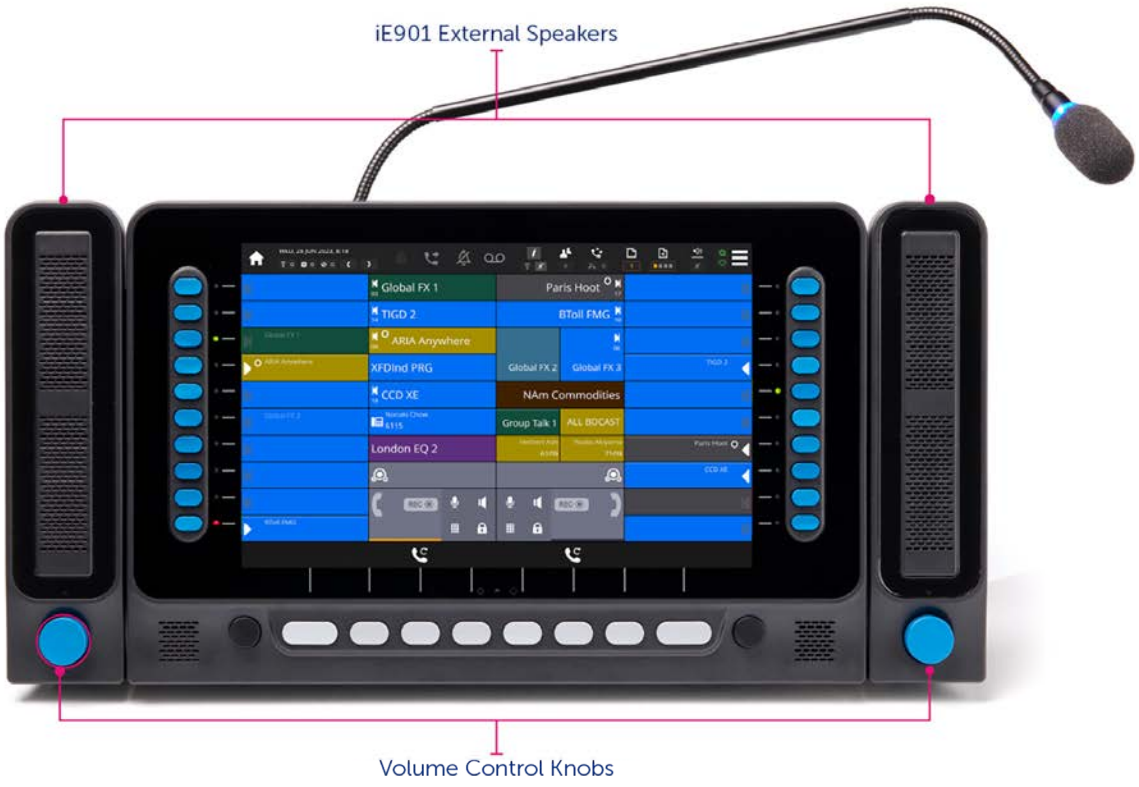
To unmute the master speaker touch the mute **MASTER** volume softkey as highlighted below.



Muting the master volume will mute all audio.

Volume control with iE901 external speakers

The iE901 external speakers provide some additional tactile volume controls.



Master volume control

Turn the volume knobs to adjust the master volume. Turn clockwise to increase volume, counter-clockwise to decrease volume.

Mute all speakers

To mute all the speakers, press the volume knob. The LED above the knob will turn red to indicate the speaker channels are muted.

Press again to unmute. The LED will return to green.

Open Volume Dashboard

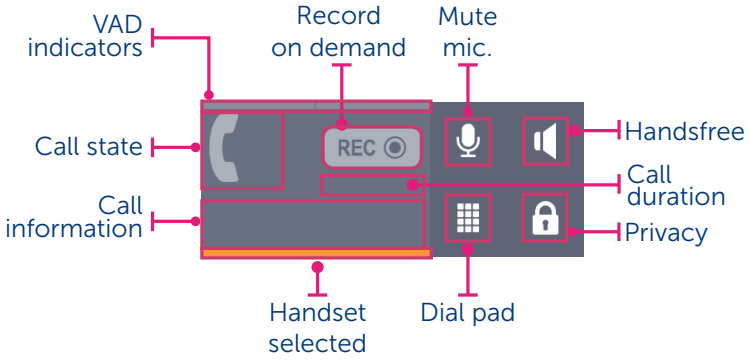
To open the volume control dashboard, double press the volume knob.

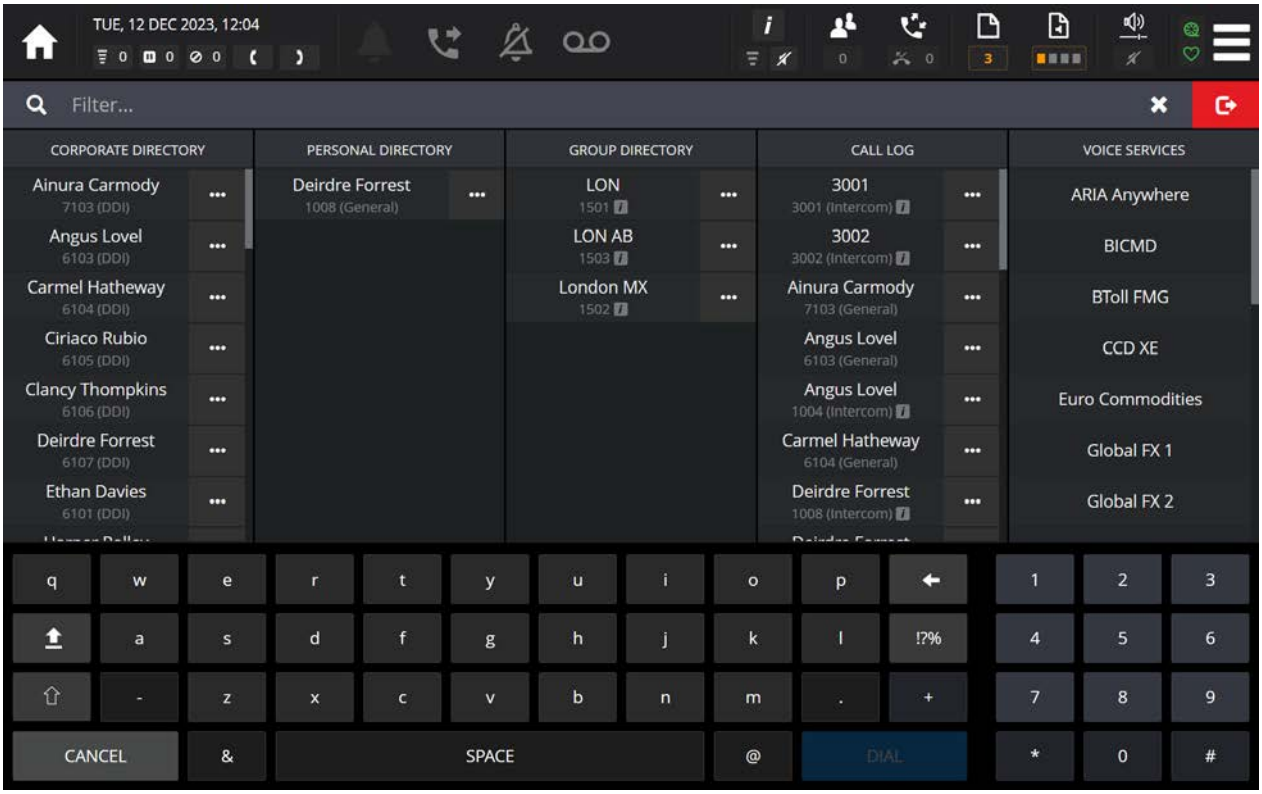
Double press again to close.

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 *32*.





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 *108*.

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 *112*.

To exit the Directory Dashboard

Touch the exit softkey to exit the directory dashboard.

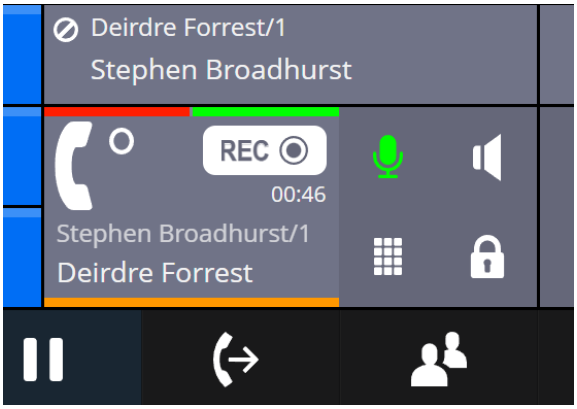
Speaker and handset call state indicators

Two Voice Activity Detection (VAD) indicators are associated with each handset and speaker channel tile. In addition, a physical LED speaker channel activity indicator is associated with each speaker channel aligned to the outer tiles.

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.

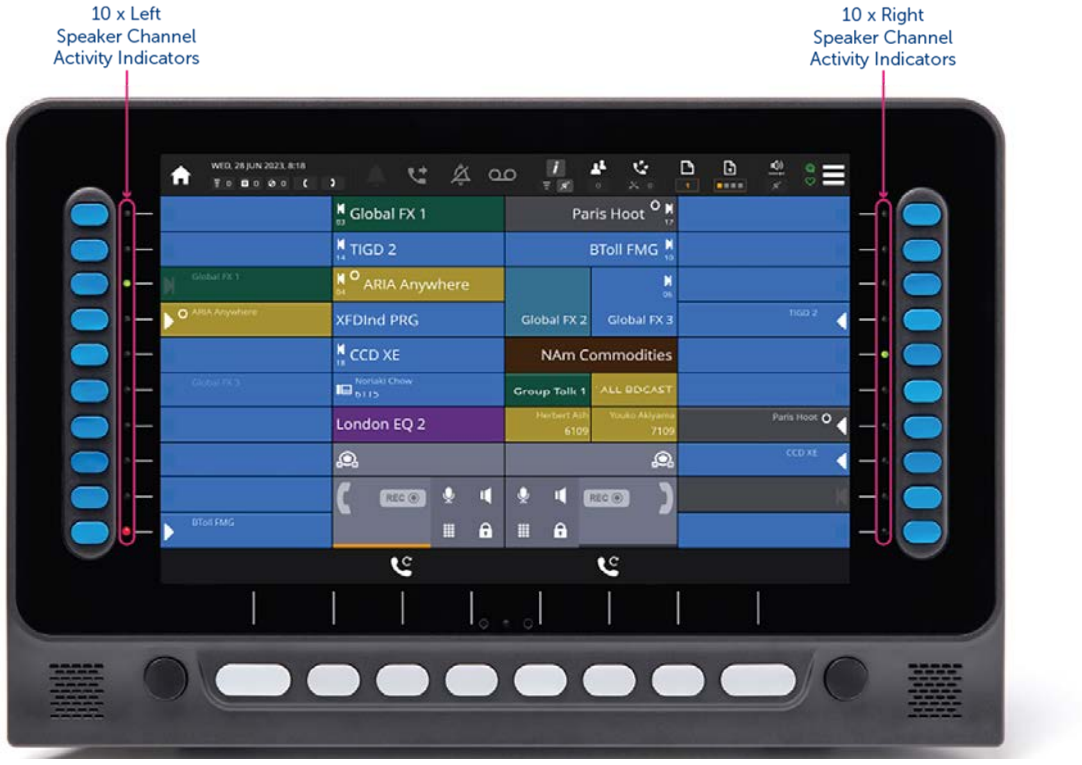


An example of VAD indicators on a speaker channel tile is shown below. The speaker channel is connected, receiving and transmitting audio.

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

LED Speaker Channel

In the example below two speaker channels are transmitting audio (green) and one channel receiving audio (red).



LED indicator schemes

The table below details two LED indicator schemes present on AYRE. The default scheme is scheme 1. Contact your System Administrator if you require your scheme to be changed.

Description	Scheme 1	Scheme 2
SPEAKER CHANNEL KEYS		
Program group talk	Orange	Orange
On-hold-here	Orange (fast flash)	Green (fast flash)
On-hold-here and kept on hold beyond the configured set time (e.g. 5 seconds).	Orange (fast flash) and then Red (fast flash)	Green (fast flash) and then Red (fast flash)
On-hold-elsewhere	Orange (slow flash)	Red (fast flash)
On-hold-elsewhere and kept on hold beyond the configured set time (e.g. 5 seconds).	Orange (fast flash) and then Red (fast flash)	Green (fast flash) and then Red (fast flash)
Alerting (ringing)	Red (slow flash)	Orange (slow flash)
When alerting beyond the configured set time (e.g. 5 seconds).	Red (fast flash)	Orange (fast flash)
Busy-elsewhere	Off	Red
Voice activity detection	Red	Orange / Red[1]
Group talk active and member of group on handset	Orange (slow flash)	Green (slow flash)
Call on handset	Orange	Green
Speaker microphone active[2]	Green	Green
Speaker microphone muted when a member of a group talk	Orange (slow flash)	Green (slow flash)
GENERAL KEYS		
Alerting (ringing)	Red (slow flash)	Orange (slow flash)
When alerting beyond the configured set time (e.g. 5 seconds).	Red (fast flash)	Orange (fast flash)
On-hold-here	Orange (fast flash)	Green (fast flash)
On-hold-here and kept on hold beyond the configured set time (e.g. 5 seconds).	Alternating Orange/Red (fast flash)	Alternating Green/Red (fast flash)
On-hold-elsewhere	Orange (slow flash)	Red (fast flash)
On-hold-elsewhere and kept on hold beyond the configured set time (e.g. 5 seconds).	Alternating Orange/Red (fast flash)	Alternating Green/Red (fast flash)
Busy-here	Green	Green
Busy-elsewhere	Red	Red

Tile display area

AYRE's tile area consists of eight columns by ten rows per page. AYRE 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.

1 LED on scheme two is red when global muting is enabled and the microphone is not active and another user on the shared line has their microphone active

2 This includes the situation where the microphone is open as a result of an active group talk.

Tile types

There are eight types of tiles which can be pinned (non-paginated). A pinned tile has a fixed location and is always visible regardless of the tile page displayed. The size and positioning of the following tile types is configured by your system administrator.

The eight tile types are:

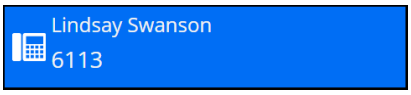
- **Speed Dial**, see page *59*.
- **Telephony Appearance**, see page *60*.
- **Voice Service Appearance**, see page *61*.
- **Virtual Private Wire**, see page *61*.
- **Call Activity**, see page *61*.
- **Intercom Appearance**, see page *61*.
- **Soft Group Talk**, see page *62*.
- **Speaker Channel**, see page *62*.
- **Handset**, see page *64*.

For the explanation of call state icons that can appear on a telephony appearance, voice service appearance, virtual private wire, call activity, speaker channel and handset tiles, see *Tile call state line icons* on page *66*.

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 *112*.



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

Speed dial	Explanation
	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. To program telephony appearance tiles, see *Tile Layout* on page *112*.

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.

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

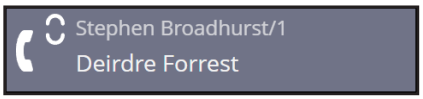
Inactive

An inactive telephony appearance tile.

Inbound call

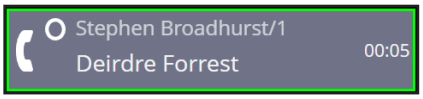
The white outline indicates an inbound call that has not been connected. An inbound call also features a progress bar represented as a darker grey colour of the tile. This indicates the duration of the inbound call.

Outbound call



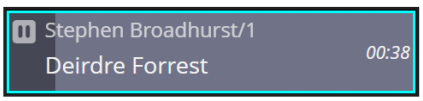
Appearance of an outbound call.

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. To program voice service appearance tiles, see *Tile Layout* on page *112*.

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 of 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 *112*.

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 further information see *Call Handling* on page *69*.

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 *112*.

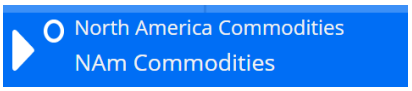
Soft group talk tile

Soft group talk tiles provide a shortcut to talk on one or more speakers by tapping a single tile, rather than multiple speaker tiles. To program soft group tiles, see *Group Talk* on page *105*.

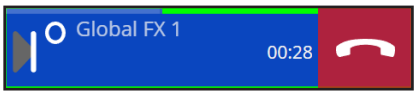
Speaker channel tile

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.



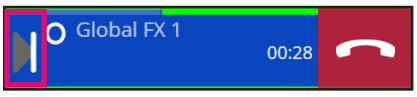
Hoot and MRD voice services on a speaker channel tile do not display call duration.

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 *89*.

Adjust a speaker channel's volume

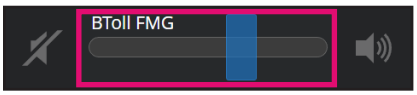
To adjust a speaker channel volume:

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



2. Adjust the volume.

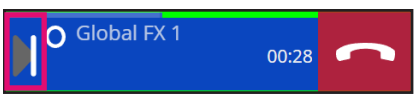
   For more information, see *Volume Control Dashboard* on page *51*.



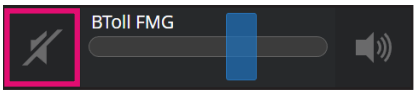
Mute a speaker channel

To mute a speaker channel:

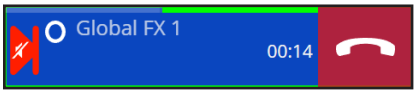
1. Touch the speaker channel's call state icon as outlined in the examples below.



2. Touch the mute speaker softkey as outlined below.



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



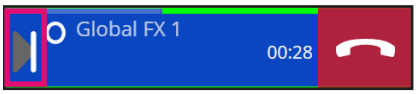
4. To unmute repeat steps 1-2.

For more information, see *Volume Control Dashboard* on page *51*.

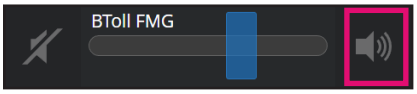
Set solo speaker mode

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

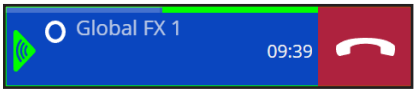
1. Touch the speaker channel's call state icon as outlined in the examples below.



2. Touch the solo speaker softkey as outlined below.



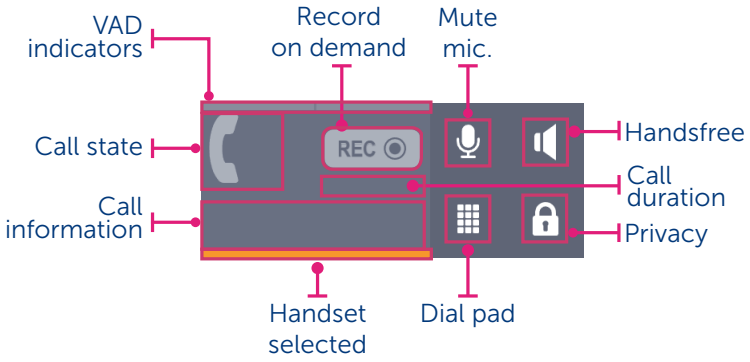
3. The speaker is now set as the solo unmuted speaker as shown in the examples below.



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

Handset tile

Handset tiles display the call information from the selected handset. AYRE has two handset tiles. Touching the center of a Handset tile when idle opens the Directory dashboard.



- **VAD indicators**. Displayed when in a call, see *page 56*.
- **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.
- **Handsfree**. Touch to use handsfree during or before a call, see page *75*.
- **Privacy**. Touch to make call private, see *74*.
- **Call duration**. Displays the current call duration.
- **Dialpad**. Touch to enter a number using the dialpad.
- **Handset selected**. Displayed as orange when handset is selected.
- **Call information**. Displays current call information. When not in a call, touching this area opens the Directory Dashboard, see page *55*.
- **Call state**. Displays 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 *66*.

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

Icon	Explanation
	Handset call connected.
	Handset call connected, privacy enabled.
	Handsfree not in a call.
	Handsfree not in a call, privacy enabled.
	Handsfree call connecting.
	Handsfree call connecting, privacy enabled.
	Handsfree call connected.
	Handsfree 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 *32*.

Tile call state line icons

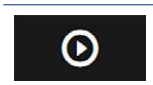
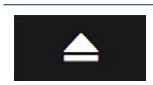
Common call state line icons for telephony appearance, voice service appearance, virtual private wire, call activity, speaker channel and handset tiles.

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 and contextual keys

AYRE has eight contextual softkeys and eight related grey physical contextual keys.

Four contextual softkeys/keys are assigned to the left handset and four contextual softkeys/keys to the right handset.

Contextual	Function
	Inbound call. Touch the softkey or press the corresponding physical key to answer telephony or intercom calls, see *Answering calls* on page *76*.
	Clear call. Touch the softkey or press the corresponding physical key to clear call from a handset, see *Clearing a call* on page *80*.
	On hold. Touch the softkey or press the corresponding physical key to put call on hold, see *Placing a call on hold* on page *77*.
	Transfer. Touch the softkey or press the corresponding physical key to transfer call, see *Transferring a call* on page *77*.
	Cancel call transfer. Touch the softkey or press the corresponding physical key to cancel transfer call, see *Cancel call transfer* on page *79*.
	Redial. Touch the softkey or press the corresponding physical key to redial last call placed, *Making a call using redial* on page *74*.
	Initiate conference. Touch the softkey or press the corresponding physical key to initiate a local conference, see *Conferencing* on page *83*.
	Add call to conference. Touch the softkey or press the corresponding physical key to add call to conference, see *Conferencing* on page *83*.
	MRD signal. Touch the softkey or press the corresponding physical key to signal (ring) a manual ringdown on a handset, see *Signalling on a manual ringdown (MRD)* on page *73*.
	**Speaker playback**. Touch the softkey or press the corresponding physical key to initiate speaker playback via a handset, see *Speaker Playback* on page *92*.
	Replay speaker playback. Touch the softkey or press the corresponding physical key to replay speaker playback, see *Speaker Playback* on page *92*.
	**Cancel speaker playback**. Touch the softkey or press the corresponding physical key to cancel/exit speaker playback, see *Speaker Playback* on page *92*.

Call Handling

This section explains the following:

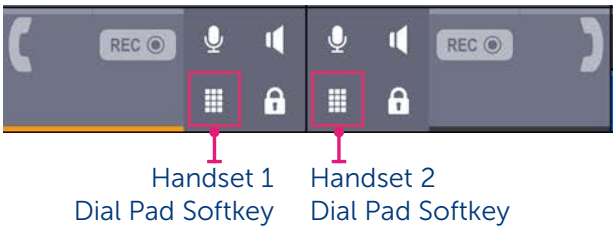
- Making a call using the dial pad, see page *69*.
- Making a call using a speed dial, see page *70*.
- Making a call using the directory dashboard, see page *70*.
- Making a call using the call log dashboard, see page *72*.
- Making a call using private wires, see page *73*.
- Making a call whilst on an existing call, see page *74*.
- Making a call using redial, see page *74*.
- Making a call private, see page *74*.
- Handsfree, see page *75*.
- Barging in, see page *75*.
- Answering calls, see page *76*.
- Answering multiple calls, see page *76*.
- Placing a call on hold, see page *77*.
- Removing a call on hold, see page *77*.
- Transferring a call, see page *77*.
- Immediate transfer speed dial, see page *79*.
- Moving a call between handsets, see page *80*.
- Moving a call to a speaker channel, see page *80*.
- Clearing a call, see page *80*.
- Missed Calls, see page *81*.

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. 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 selected below.

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

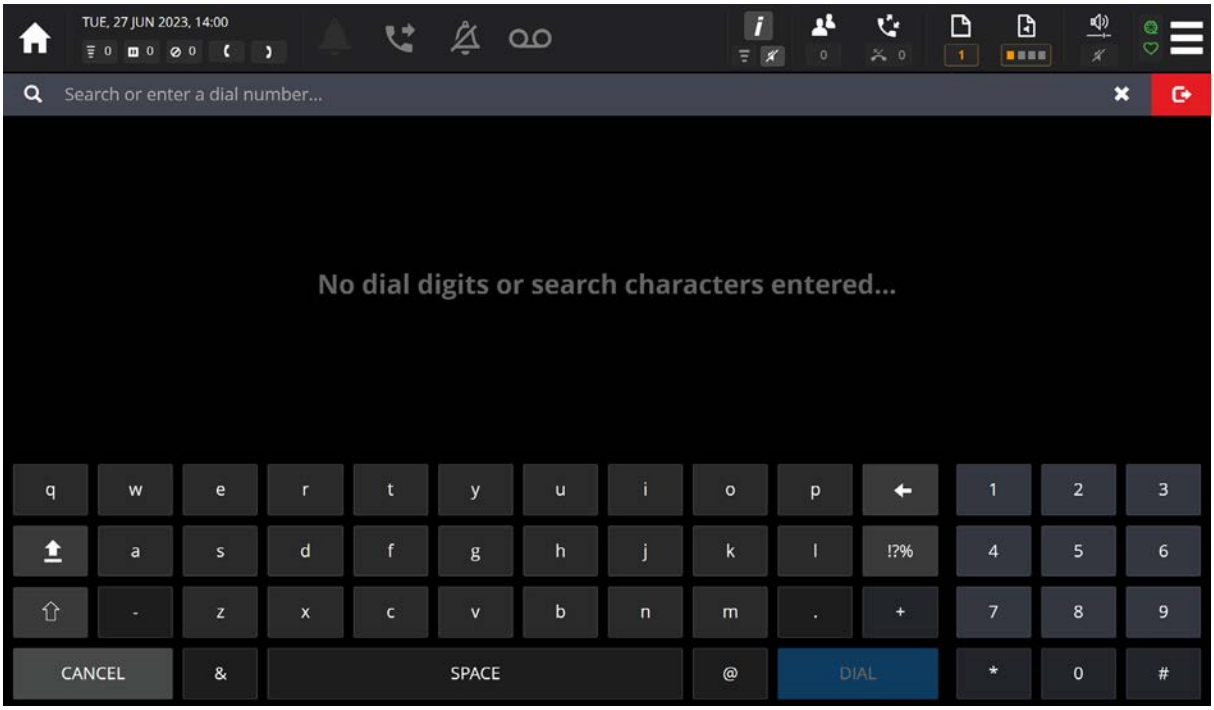
Making a call using the directory dashboard

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

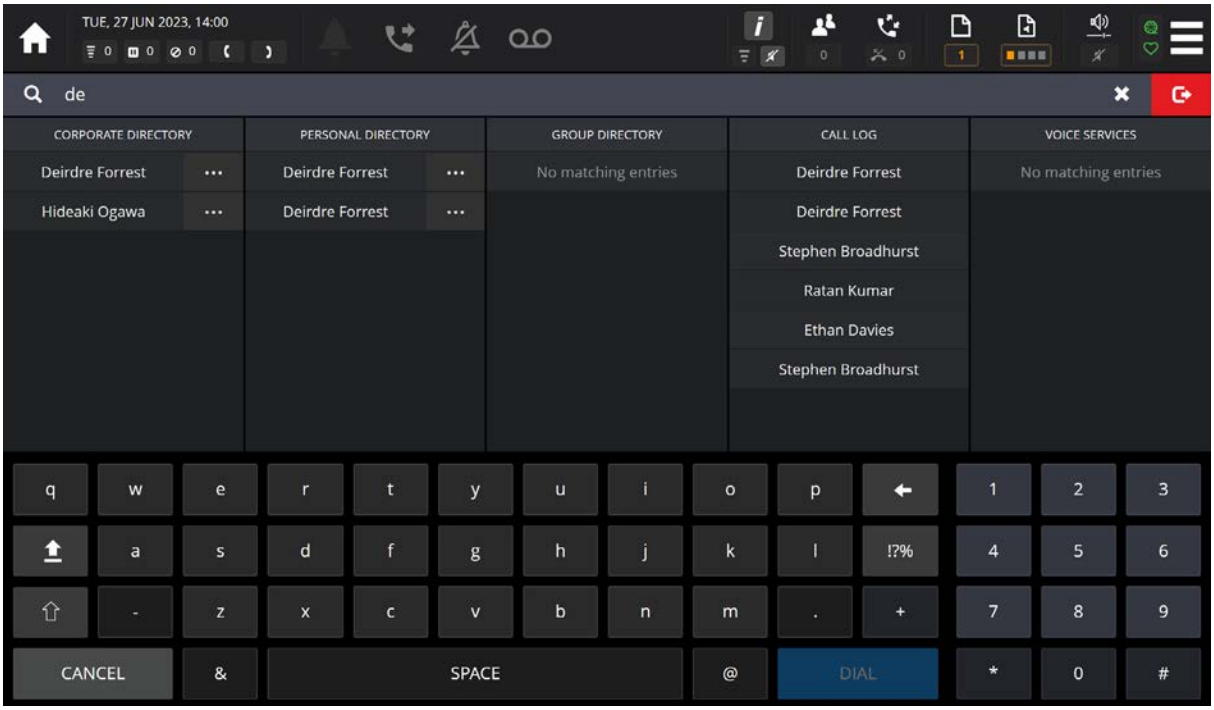
To make a call using the directory dashboard:

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 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

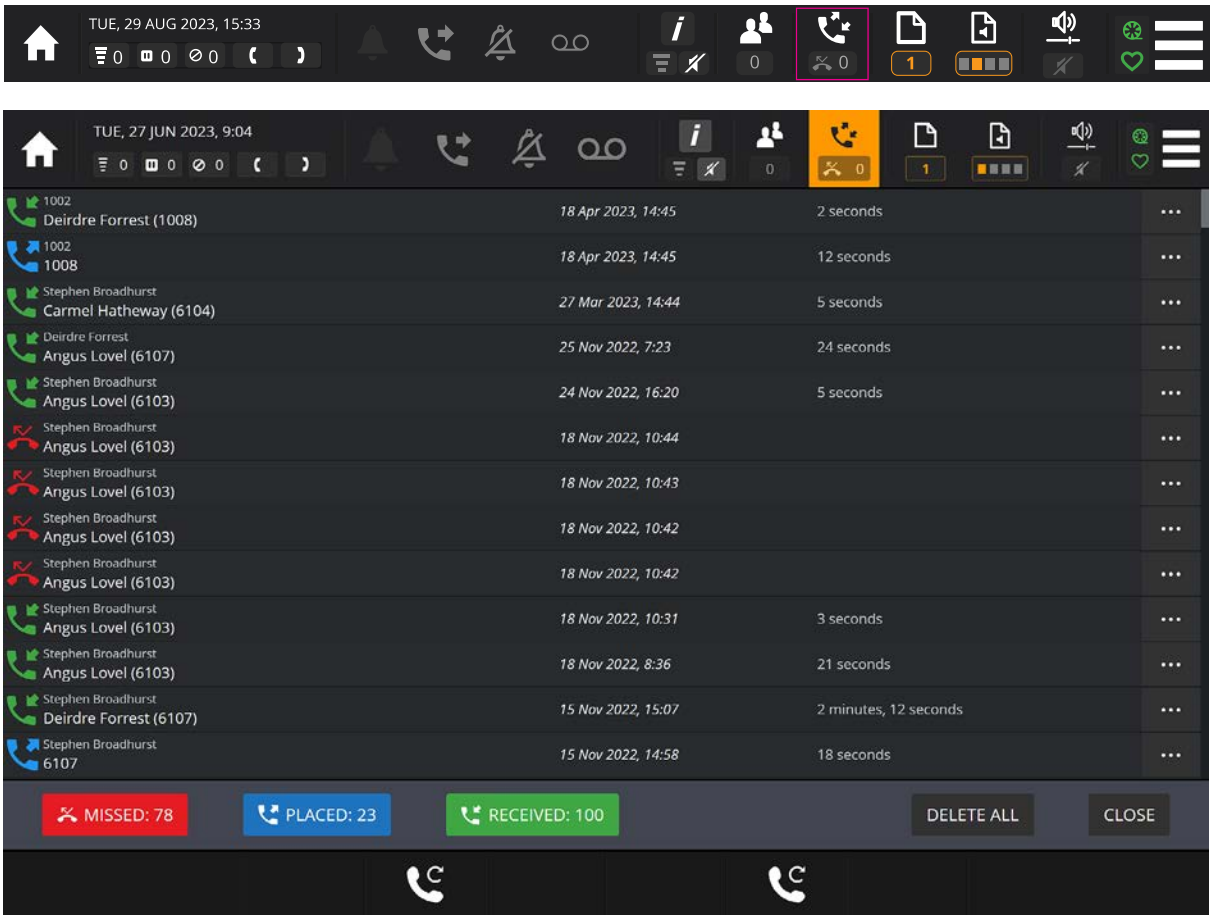
   Enter the dial number using the dialpad and touch the DIAL softkey.

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 selected below.

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



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

For more information about the call log dashboard, see page *47*.

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 to a handset.
2. To end the call touch the **Clear Call** softkey.

OR

Press the physical contextual key for the handset below 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 *95*.

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.

OR

Press the physical contextual key for the handset below 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 *95*.

Signalling on a manual ringdown (MRD)

To signal a manual ringdown on a handset:

Touch the **MRD signal** softkey.

OR

Press the physical contextual key for the handset below 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.

OR

Press the physical contextual key for the handset below the **On-Hold** softkey.

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.

OR

Press the physical contextual key for the handset below 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.

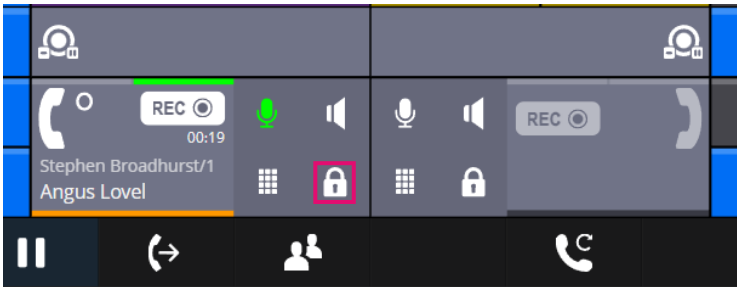
If a call was made between two parties and a third-party barges into the call, it will not be possible to activate the privacy function.

A line can be made private both before and during a call. If a line is made private when a call is

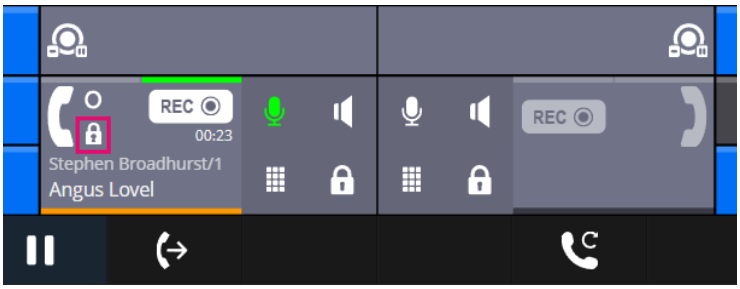
active, privacy mode is removed when the call is ended.

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.



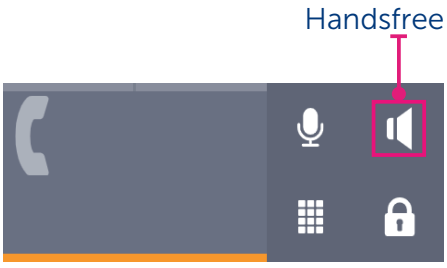
The call is now made private. This is indicated by the icon highlighted below.



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

Handsfree

To set a handset to handsfree before or during a call touch the handsfree softkey on the handset as highlighted below.



When touched the handsfree softkey turns green. To deactivate handsfree touch the handsfree softkey.

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 the line is made private.

A busy 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 *74*.

Answering calls

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

To answer an incoming call:

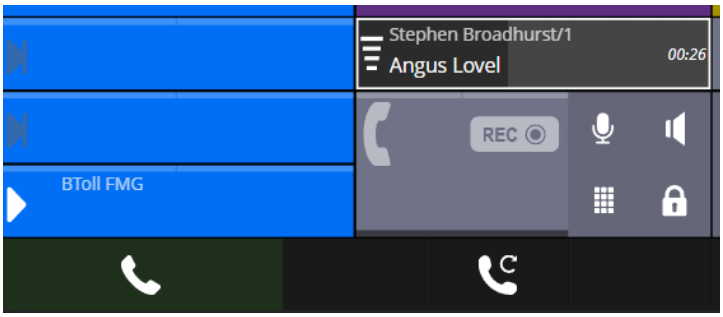
Touch either the bottom left (handset 1) or bottom right (handset 2) animated softkey.

OR

Press the physical contextual key for the handset below the incoming call 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

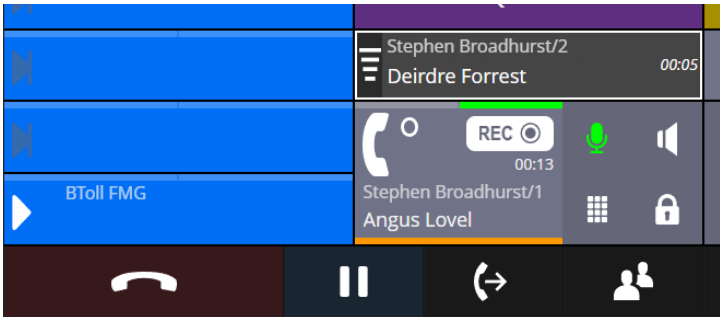
To answer an incoming call whilst on an existing call touch the animated **Handset** softkey.

OR

Press the physical contextual key for the handset below the **Incoming Call** softkey.

OR

Touch the animated incoming call appearance on the call activity tile as highlighted 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 *77*.

Placing a call on hold

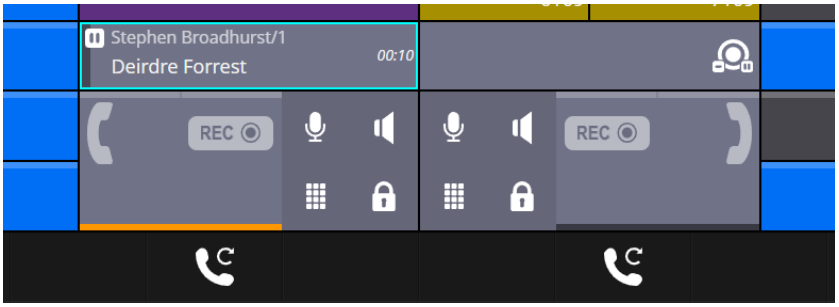
To put a call on hold touch the **On-Hold** softkey.

OR

Press the physical contextual key for the handset below 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:

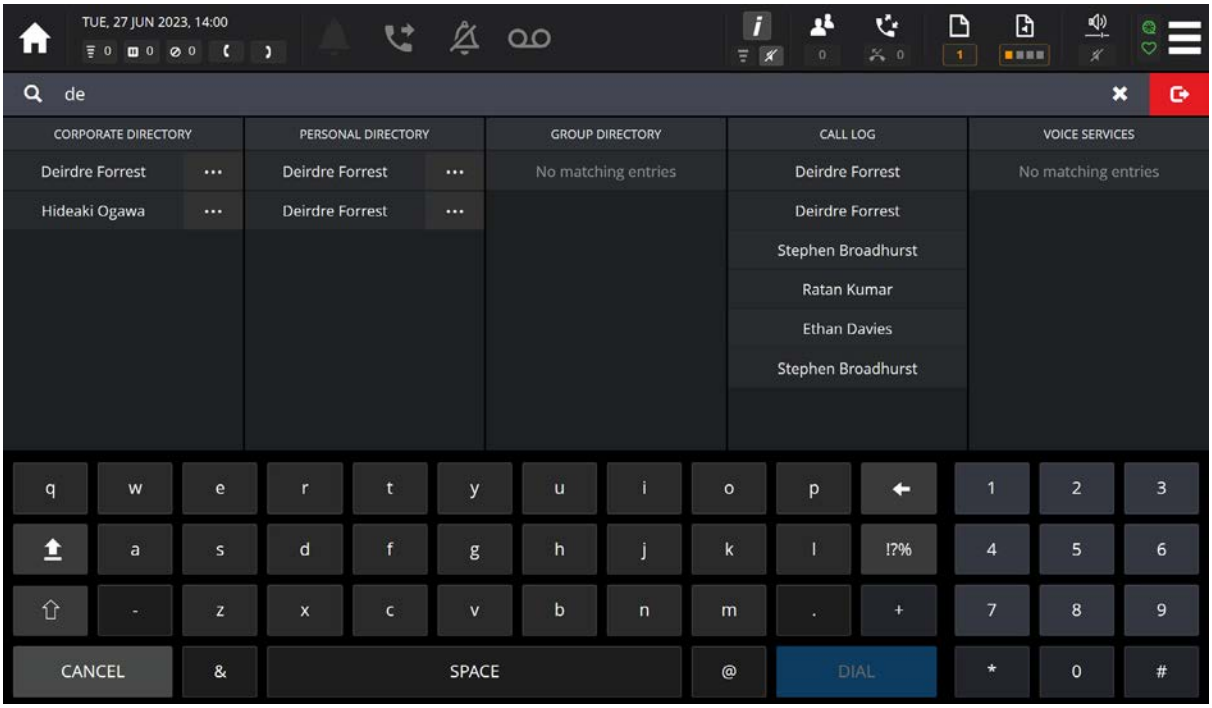
- **Announced.** When the person transferring the call consults with the recipient of the transfer prior to transferring the call.
- **Unannounced.** When the person transferring the call does it without speaking to the recipient of the transfer.

To transfer a call:

1. Touch the **Transfer** softkey which is located below the handset tile (or the corresponding physical contextual key below the **Transfer** softkey)

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 (or the corresponding physical contextual key below the **Transfer** softkey) to complete the transfer.

Cancel call transfer

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

OR

Press the physical contextual key for the handset below the **Cancel Call Transfer** softkey.

This takes the calling party off hold.

Speak to the calling party, then clear the call.

If the call appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wipe speaker* on page *95*.

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.

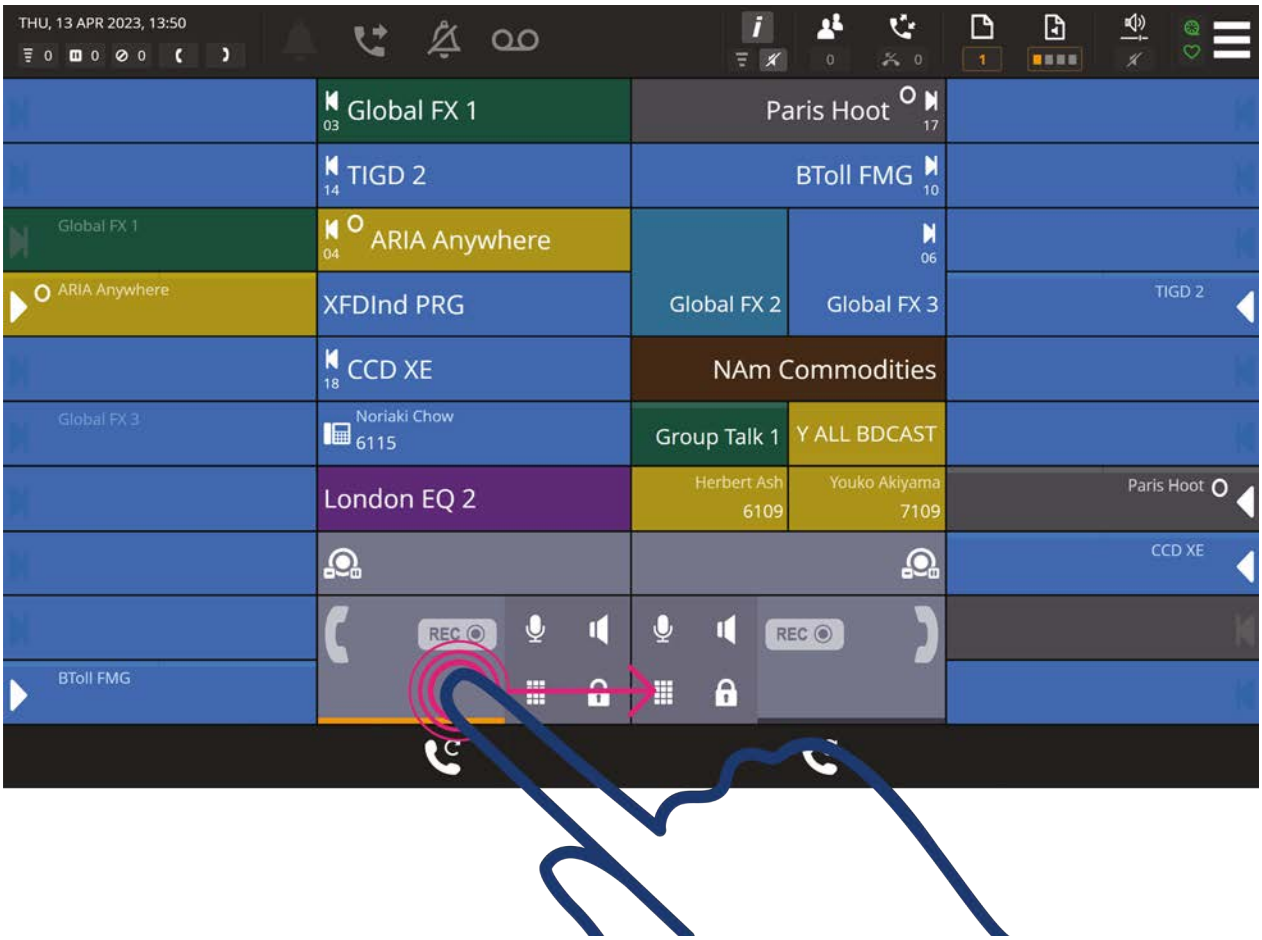
The transfer icon indicates that the speed dial is an immediate transfer speed dial.

To program immediate trasfer speed dial tiles, see *Tile Layout* on page *112*.

Speed dial icons are only displayed on double width speed dial tiles, they are not displayed on single width speed dial tiles, see *Tile types* on page *59*.

Moving a call between handsets

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



For information about tile types, see page *Tile types* on page *59*.

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 *95*.

For information about tile types, see page *Tile types* on page *59*.

Clearing a call

To clear a call:

Touch the **Clear Call** softkey.

OR

Press the physical contextual key for the handset below the **Clear Call** softkey.

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 *95*.

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 *47*.

Conferencing

AYRE (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 AYRE conference as participants. Standard conference is explained below and fast conference, on page *85*.

Standard conference

AYRE (local) standard conferences are hosted locally.

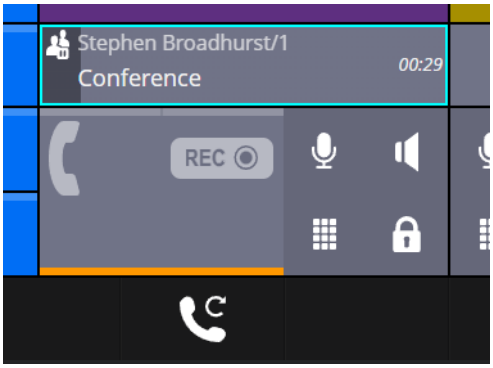
Creating an AYRE (local) conference

To create a conference:

1. Call the first conference participant. For more information on how to make calls, see *Call Handling* on page *69*.

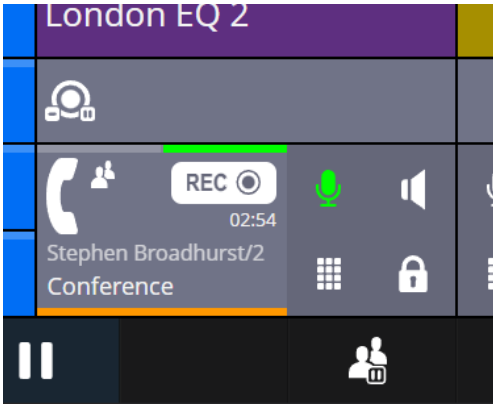
2. Once the call is connected touch the **Conference** contextual softkey or it's related physical key.

   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 or it's related physical key.

4. The conference is now active as indicated on the handset tile.



5. To add another participant touch the **Conference Hold** softkey or it's corresponding physical key.

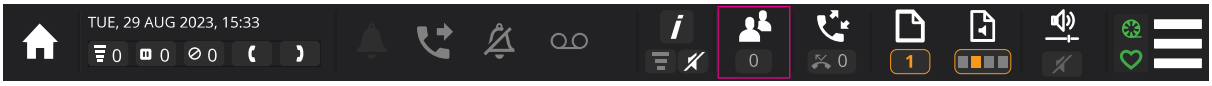
6. Call the third conference participant. Once the call is connected touch the **Add to Conference** contextual softkey or it's related physical key.
7. Repeat steps 5-6 to add up to 10 conference participants.

- 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 AYRE (local) conference can accommodate a maximum of eleven members including the conference initiator.
- An AYRE (local) conference allows telephony, intercom, hoots, manual ring downs and automatic ring downs to be conference participants.

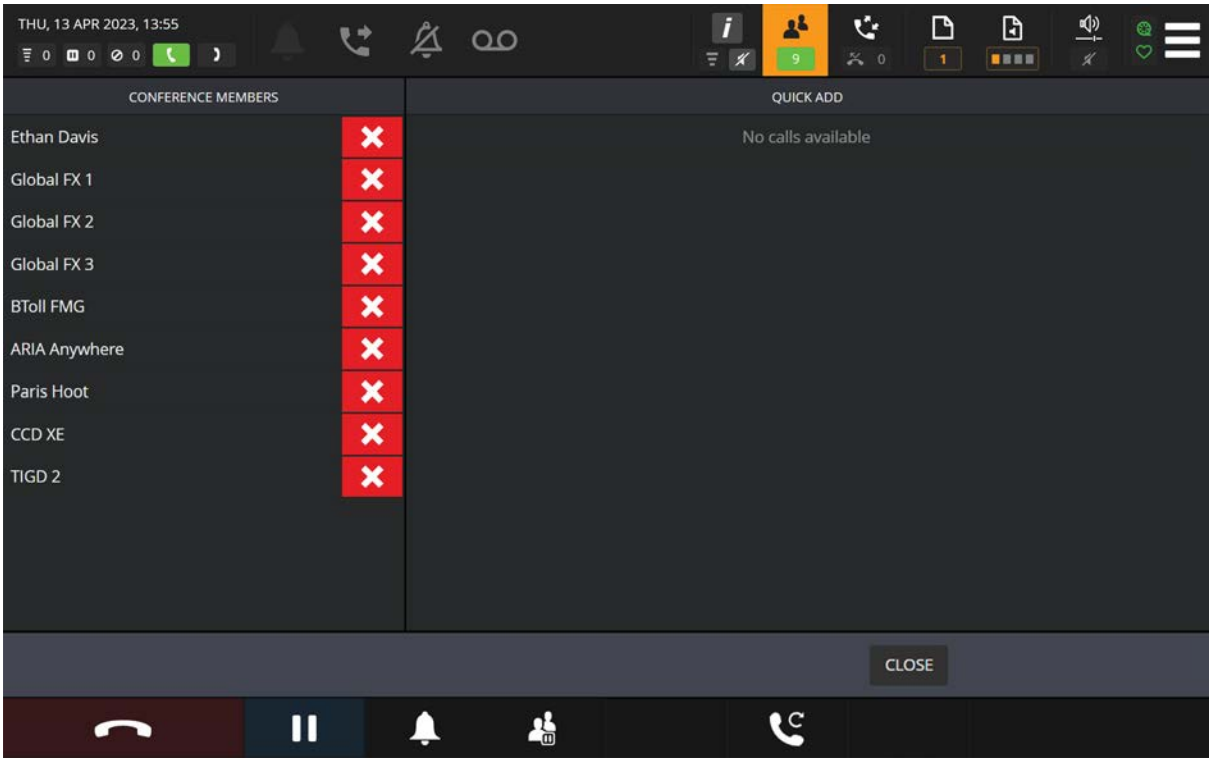
Removing conference participant(s)

To remove participant(s) from a conference:

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

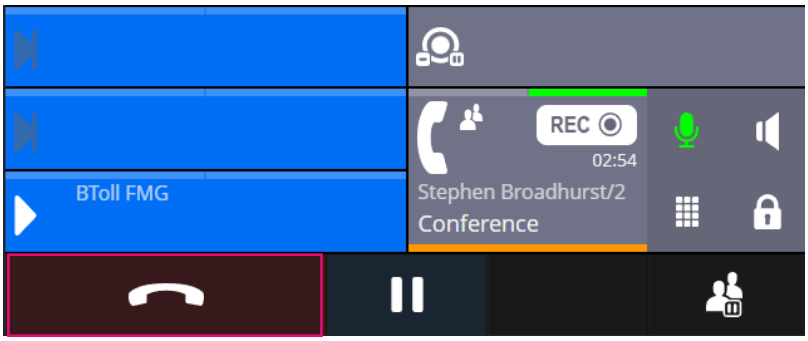


2. Touch next to the participant you want to remove.



Ending an AYRE (local) conference

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

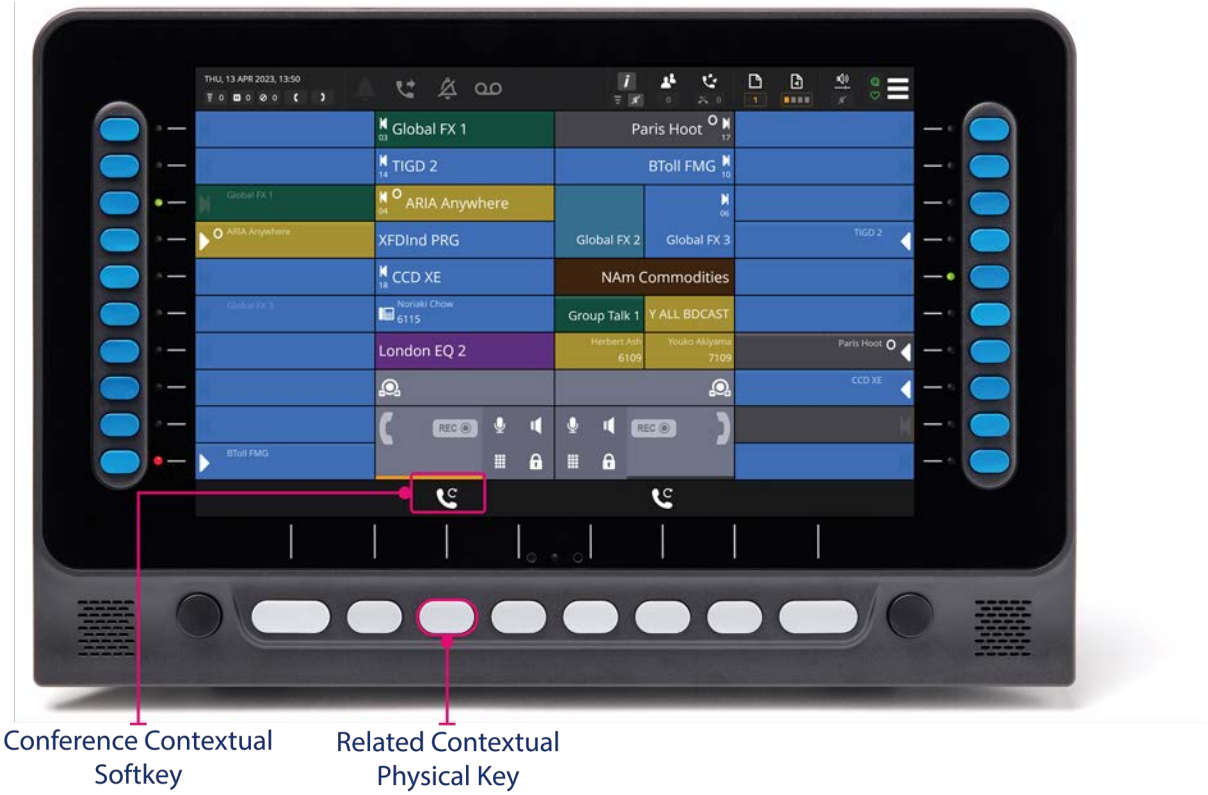


- Only the conference initiator who created the conference can end it.
- If the appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wipe speaker* on page *95*.

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.

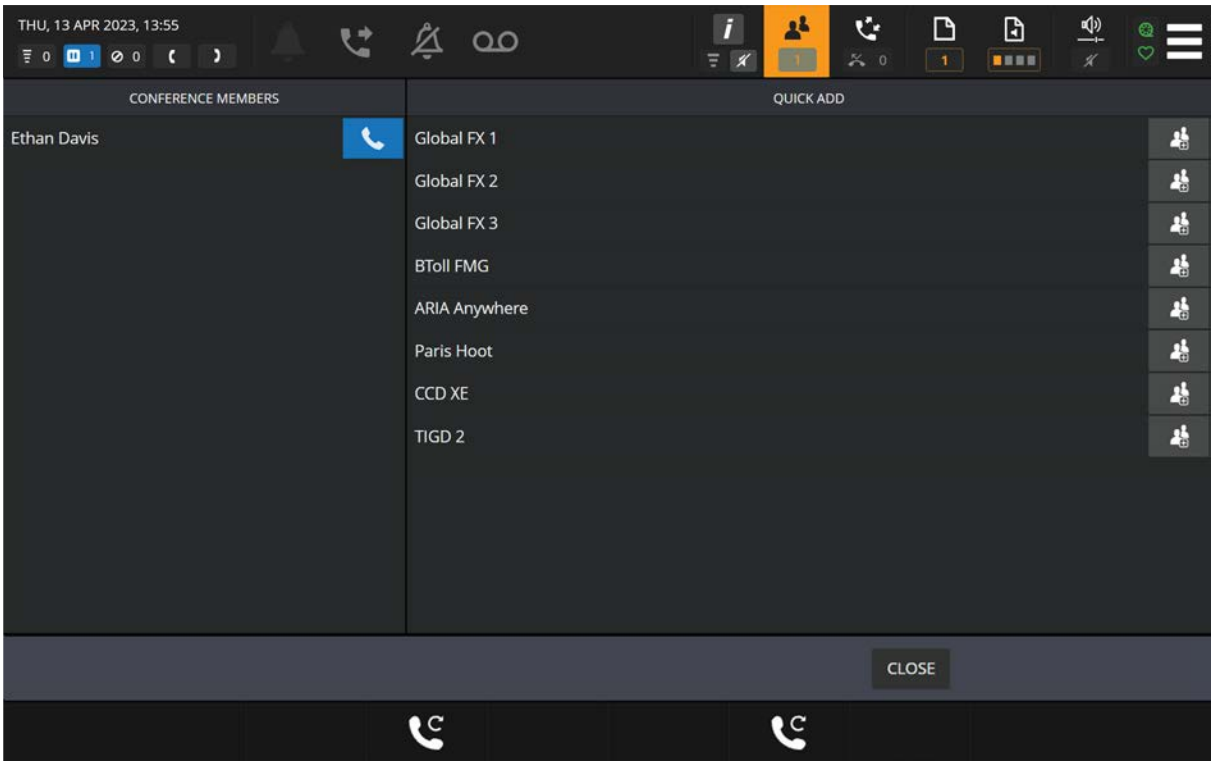
1. Put a telephony, ARD, MRD or Hoot onto a handset softkey, see *Call Handling* on page *69*.
2. Once the call is connected touch the **Conference** contextual softkey or it's related physical key.



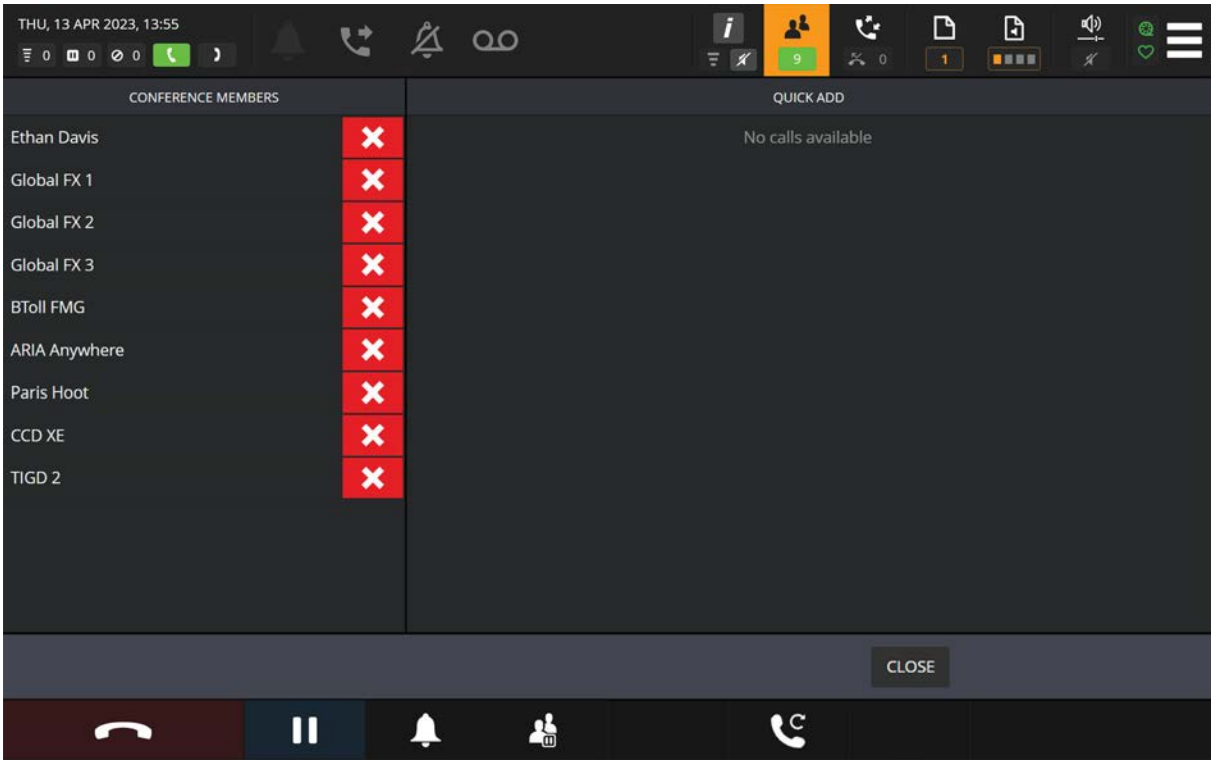
The first conference participant is placed on hold.

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**.

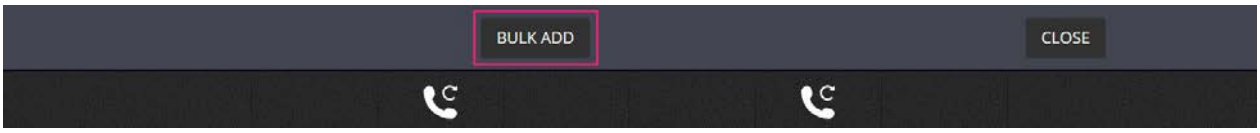


5. Added participants shown in example below.

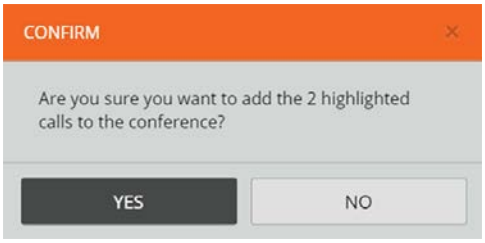


- The conference initiator is the only person able to add participants to the conference.
- An AYRE (local) conference can accommodate a maximum of eleven members including the conference initiator.
- An AYRE (local) conference allows telephony, intercom, hoots, manual ring downs and automatic ring downs 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 *89*.
- Assigning an appearance to a paging speaker channel, see page *90*.
- Moving an appearance on a speaker channel to a handset, see page *90*.
- Talking on a speaker channel, see page *91*.
- Speaker Playback, see page *92*.
- Clearing an ARD on a speaker channel, see page *93*.
- Speaking on a group talk tile, see page *93.*
- Ad hoc group talk on a handset, see page *94*.
- Wiping a speaker, see page *112*.

To adjust the volume of a speaker channel or master volume, see *Volume Control Dashboard* on page *51*.

To mute/unmute a speaker channel, see *Mute individual speakers/handsets* on page *52*.

To mute all speaker channels, see *Mute all speakers* on page *53*.

To mute all but one speaker channel, see *Solo speaker mode* on page *52*.

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

Paging speaker channel tiles can display a different line appearance per speaker page. AYRE 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 a line appearance to a non-paging speaker channel, on page *89* or Assigning a line appearance to a paging speaker channel, on page *90*.

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.

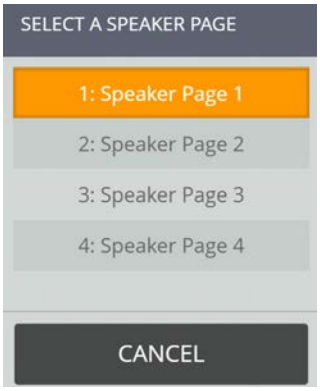
Active appearances on speaker channel tiles cannot be moved.

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 *112*.

Placing 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 place a speaker channel tile appearance onto a handset tile:

- Double-tap the speaker channel tile.

  --OR--

- Drag the call from the speaker channel tile onto an available handset tile.

To remove the speaker channel's appearance from the handset tile:

- Single-tap the related speaker channel tile.

  --OR--

- Drag the call from the handset tile to the appearance's speaker channel tile.

To wipe an appearance from a speaker channel, see page *95*.

Talking on a speaker channel

You can speak on a speaker channel using either the push to talk or touch to latch method. Push to talk is only available on speaker channel tiles associated with a blue physical tile key.

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 .

Unlatched (Push to Talk)

To push to talk on a speaker channel:

1. Press and hold down the associated speaker physical contextual key, the speaker status will change to talk state .
2. Talk whilst holding down the key.
3. Release the key to return the speaker channel's state back to monitor mode.

Latched

Gooseneck set as Speaker Source

To latch a speaker channel microphone open:

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

Handset set as Speaker Source

To latch a speaker channel microphone open:

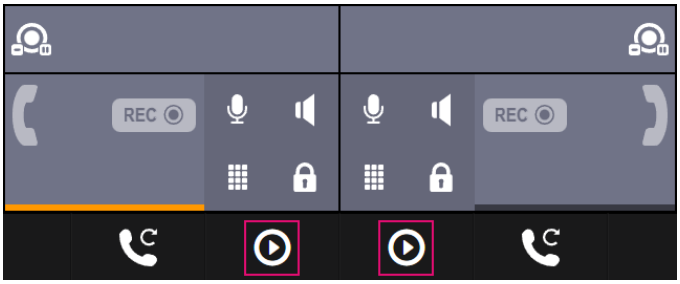
1. Touch the associated speaker channel tile, the speaker status will change to talk state .
2. Talk on the handset.
3. Touch the handset's **Clear Call** softkey to return the speaker channel's

state back to monitor mode.

- Latching is configured by your Administrator.
- To set the **Speaker source** as either gooseneck or handset, see *Preferences* on page *32*.
- If your System Administrator has enabled latched hoot timeout, and no speech is detected after a defined time, an audible warning is sounded before the hoot is disconnected.
- If latched timeout is not enabled, you must return the speaker channel's state back to monitor mode when not broadcasting.

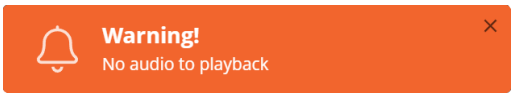
Speaker Playback

Speaker Playback allows received heard audio from speaker channels to be played back instantly either on a handset or handsfree, see page *75*. The audio duration played back depends on the number of seconds set in the Speaker Playback Duration option in iManager set by your System Administrator. The possible playback duration times range from five to thirty seconds.



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

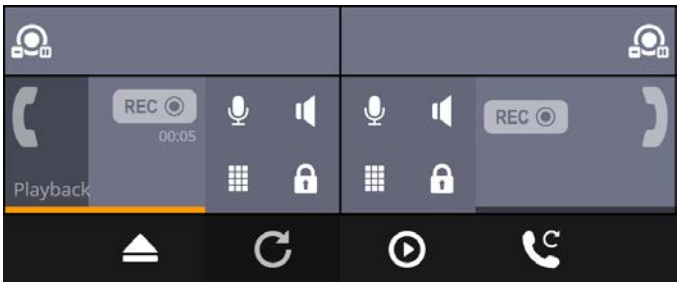
The audio is recorded at the volume heard on the Speaker Channel. If an active appearance (for example a hoot) is present on a speaker channel with its channel volume turned down so that no audio is heard, the audio will not be heard during playback either. It is possible however to control the master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



To use Speaker Playback:

1. Touch the **Speaker Playback** softkey.

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

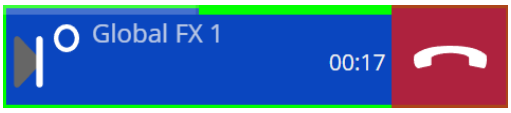


2. Touch the **Replay Speaker Playback** softkey to repeat the playback.

3. Touch the **Cancel Speaker Playback** softkey to end playback.

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 *107*.

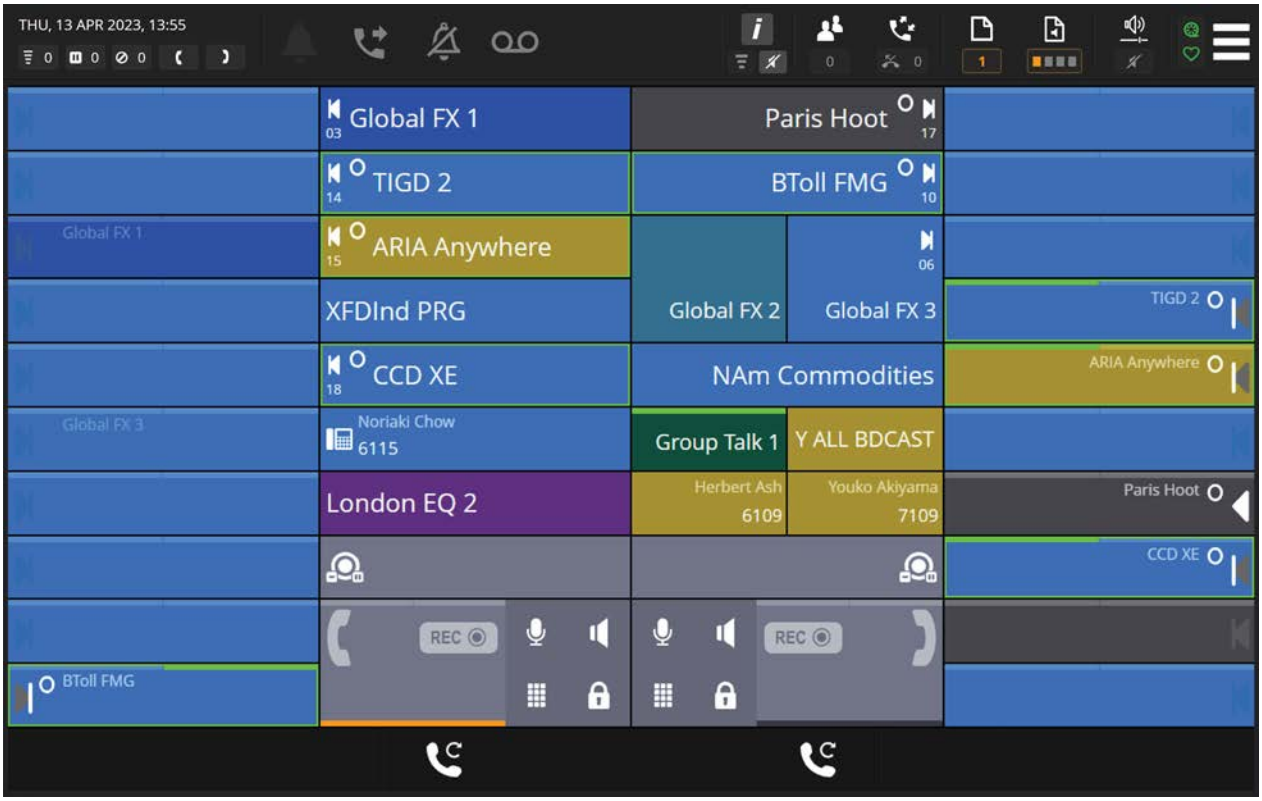
To speak on a group talk tile when it's set to **Latched**:

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. On the following page is an example screenshot of an active group talk.



Ad hoc group talk on a handset

The following are the requirements for an ad hoc group talk:

- Auto hold/clear is set to **Off**, see *Preferences* on page *32*.
- Speaker source is set to either **Handset 1**, **Handset 2** or **Default Handset**, see *Preferences* on page *32*.
- Speaker channels used in an ad hoc group talk are set to latched. Latching is configured by your Administrator in iManager.
- Speaker channels to use in an ad hoc group talk are not set to listen only. Listen only speaker channels display the **Broadcast in Listen-Only State** icon:

Appearance broadcast states are configured by your Administrator within iManager.

Creating an ad hoc group talk

1. Touch an appearance on a speaker channel tile.

   This speaker channel appearance should now be active on one of the handset tiles.

2. Touch an another appearance you wish to add to the group talk.

   The handset tile should now display the label **Group Talk**.

3. To add additional appearances to the handset group talk, repeat step 2.

Removing an appearance from an ad hoc group talk

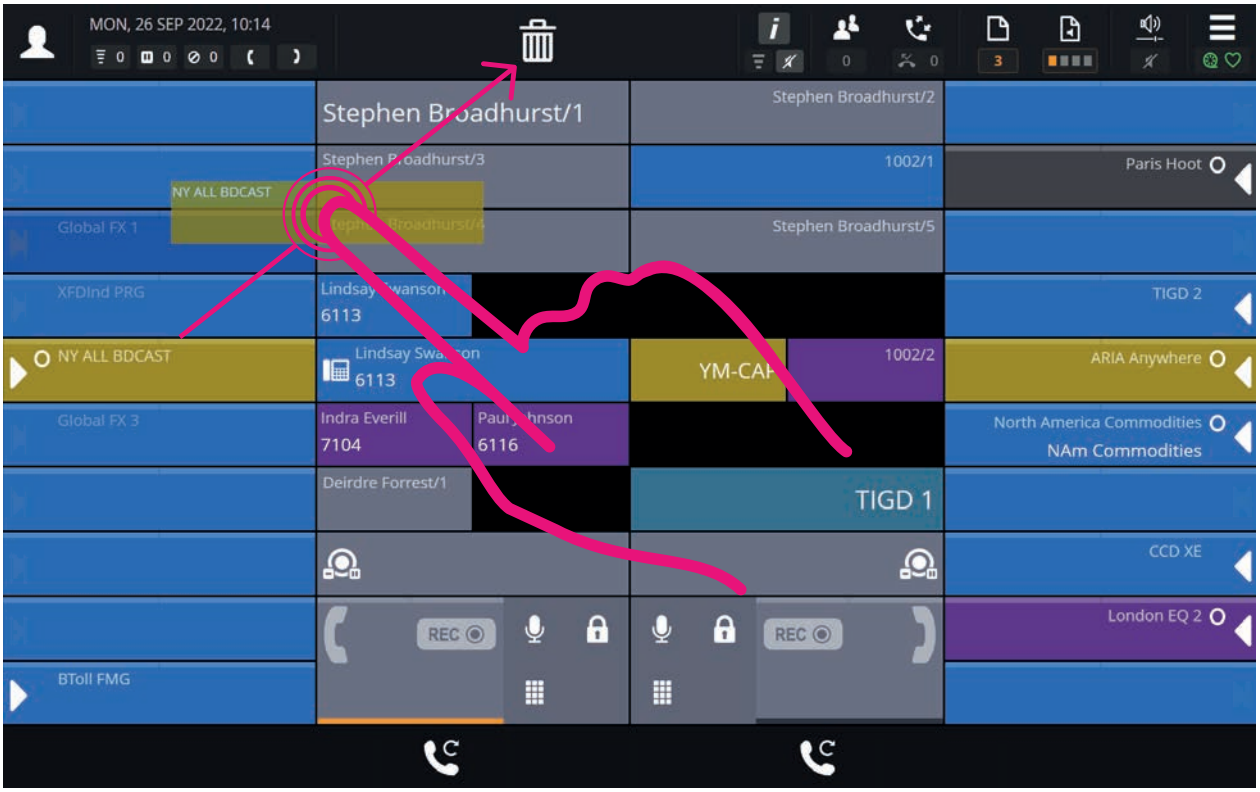
- Touch the appearance's speaker channel tile to return the speaker channel's state back to monitor mode.

Ending an ad hoc group talk

- Touch the handset's **Clear Call** softkey to return the speaker channels states back to monitor mode.

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 action can also be performed without being in Tile Layout.



Intercom

This section explains the following:

- Intercom and group calls, see page *97*.
- Making an intercom call, see page *98*.
- Answering an intercom call, see page *99*.
- Clearing an intercom call, see page *100*.
- Making a group call, see page *101*.
- Talking on a mixing group call, see page *102*.
- Talking on an answerback call, see page *102*.

To activate intercom privacy, see *Intercom privacy* on page *42*.

To view missed intercom calls, see *Call Log Dashboard* on page *47*.

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 an intercom call.

Intercom calls can be placed using the directory, call history, programmed speed dial buttons or by dialling the intercom extension as an intercom call, see *Intercom Dashboard* on page *40* and *Making an intercom call* on page *98*.

- Intercom calls can be placed or received using hands-free speaker mode or a handset.
- Only one intercom call can be active at a time.
- Intercom calls cannot be transferred.
- Intercom calls can be put on hold, see page *77*.
- Intercom calls can be added into conferences but only with other non-intercom lines, see *Conferencing* on page *83*.
- 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 page *Do Not Disturb* on page *40*.
- Setting **Intercom Privacy** turns off auto-answer and requires incoming intercom calls to be manually answered, see page *42*.

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 *101.*

- **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 *101 and Talking on a mixing group call* on page *102*.

- **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.

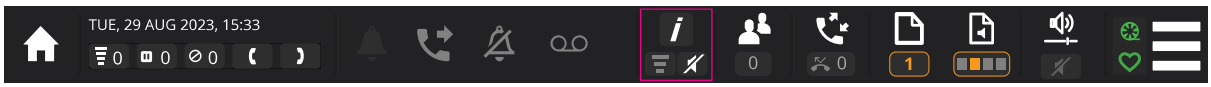
  See *Making a group call* on page *101 and Talking on an answerback group call* on page *102*.

	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.

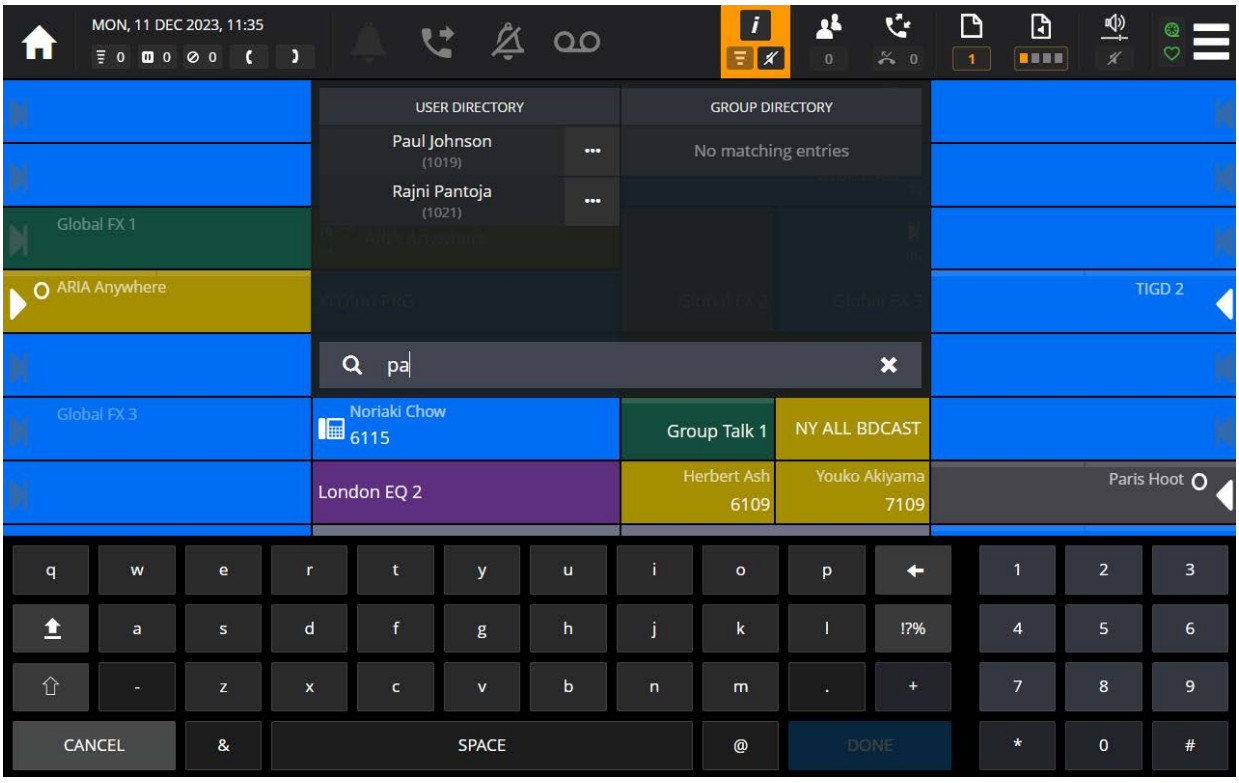


2. Enter the dial number using the dial pad and touch the **DIAL** softkey.

OR

Enter the first few letters of the username using search.

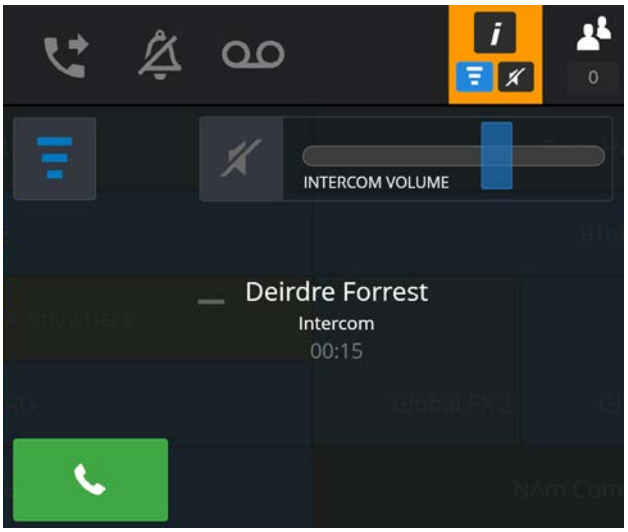
From the list, touch a user to call as shown below.



Answering an intercom call

Answering an intercom call only applies if intercom privacy is activated shown on the toolbar, see *Intercom privacy* on page *42*.

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



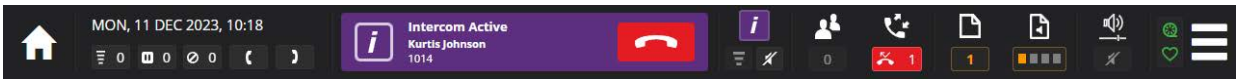
When auto-open intercom dashboard is disabled the below will appear on the task bar.

Touch to answer an intercom call.

See *Preferences* on page *32 for more information.*

Active Intercom Call

When in an active intercom call the below appearance will appear.

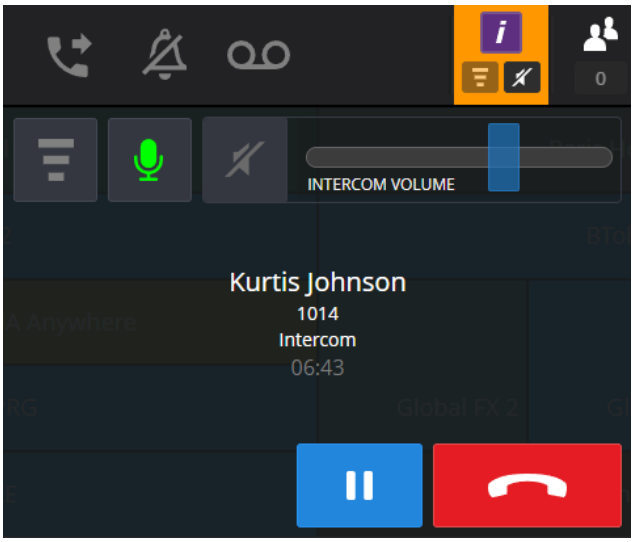


This will remain on the user interface when navigating to different pages until the call is cleared.

Touch to clear an intercom call.

OR

Touch to open the intercom call.



If auto-open intercom dashboard is set to On then the intercom dashboard will automatically open when an intercom call made/received. To enable/disable this feature, please see *Preferences* on page *32*.

Clearing an intercom call

To clear an intercom call:

Touch the **Clear Call** softkey.

OR

Press the physical contextual key for the handset below the **Clear Call** softkey.

To clear an intercom call when in the intercom dashboard:

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

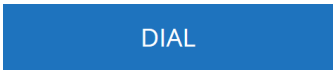
If the intercom appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an intercom appearance from a speaker channel, see *Wipe speaker* on page *95*.

Making a group call

To make an intercom group call:

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

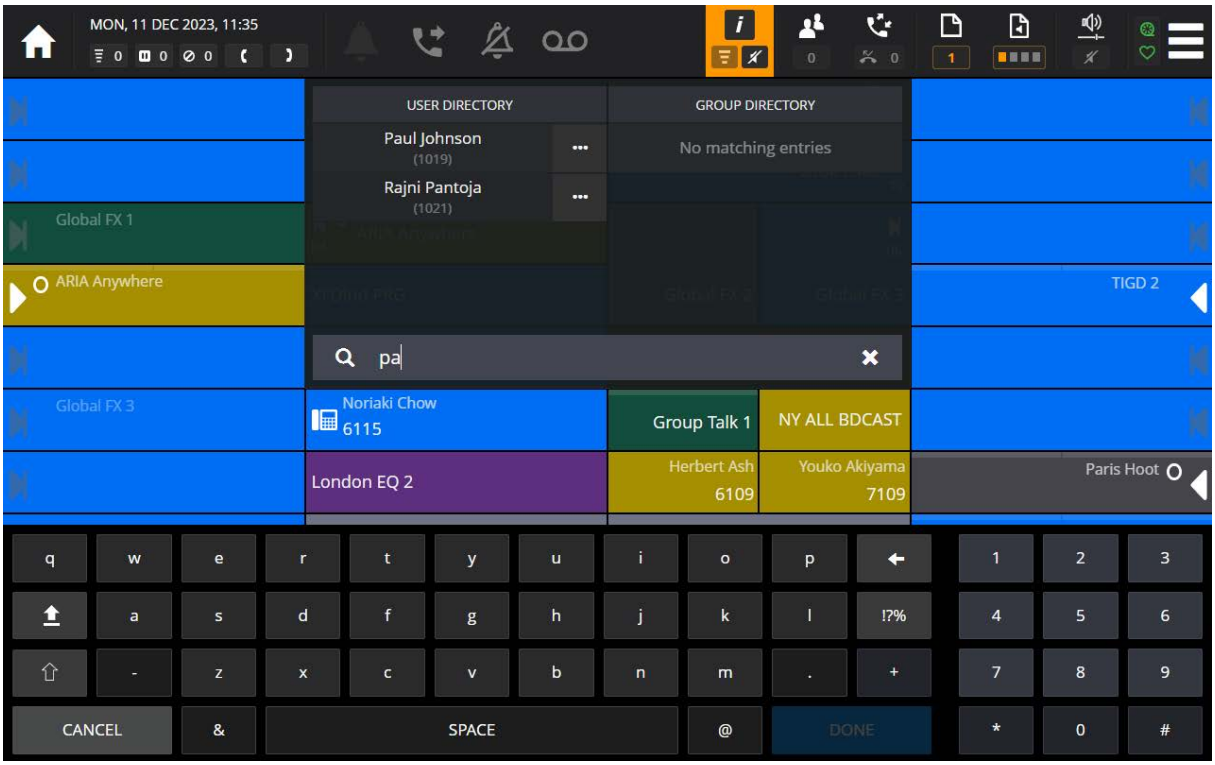
2. Enter the dial number using the dial pad and touch the **DIAL** softkey.



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.

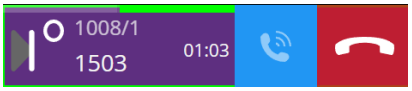
Talking on an answerback group call

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 how to program the following:

- Alert Profiles, see page *103*.
- Group Talk, see page *105*.
- Personal Directory, see page *108*.
- Tile Layout, see page *112*.
- Page Titles, see page *118*.
- Speaker Page Titles, see page *119*.

Alert Profiles

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

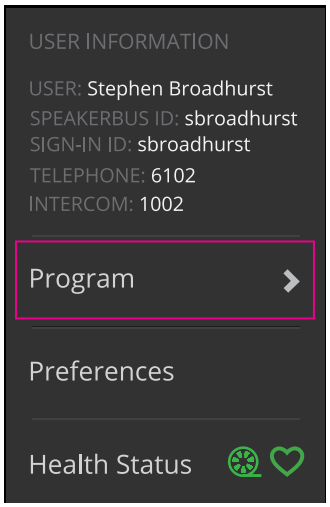
Up to 32 different profiles can be configured and each one can be assigned to multiple buttons. An individual button can only have one alert profile.

Alert profiles are assigned to buttons via the Editing Line Tile, see page *112*.

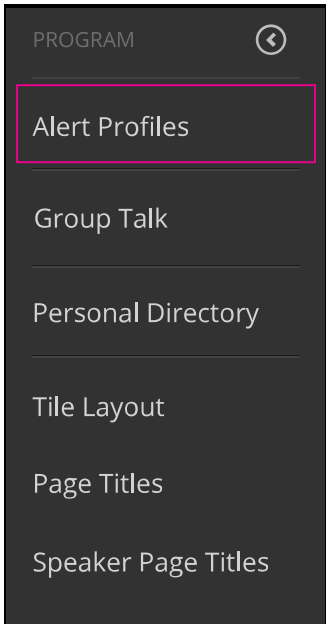
To edit alert profiles:

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

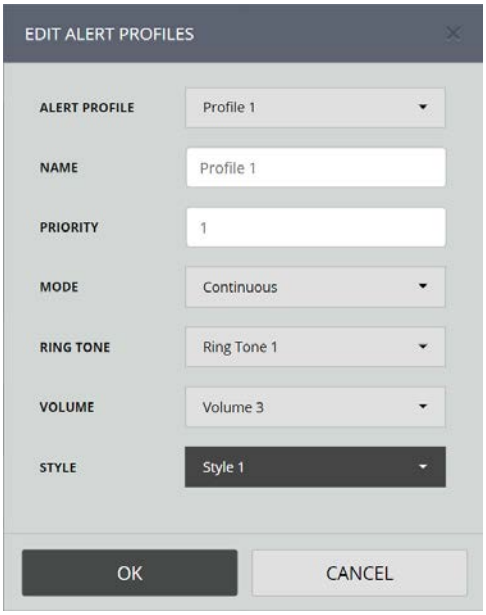
2. Touch **Program**.



3. Touch **Alert Profiles**.



4. This displays the following dialog.



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.

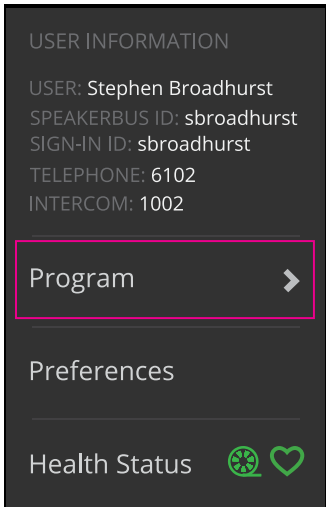
- **MODE**. This option is used to set the ring duration or when a ringtone starts ringing. It contains the following options:
  - Off.
  - Ring Once
  - Ring and Mute
  - Play after 1 second - Play after 14 seconds
- **RING TONE**. This option contains 16 different ringtones.
- **VOLUME**. This option 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

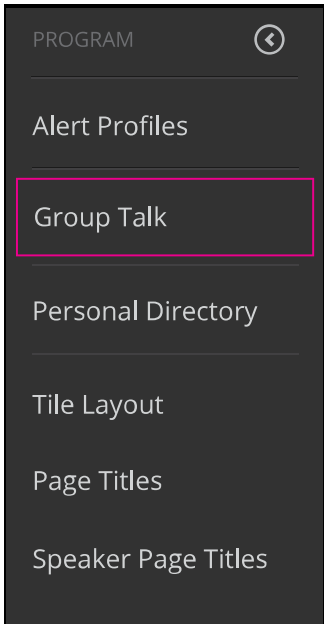
To configure group talk settings:

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

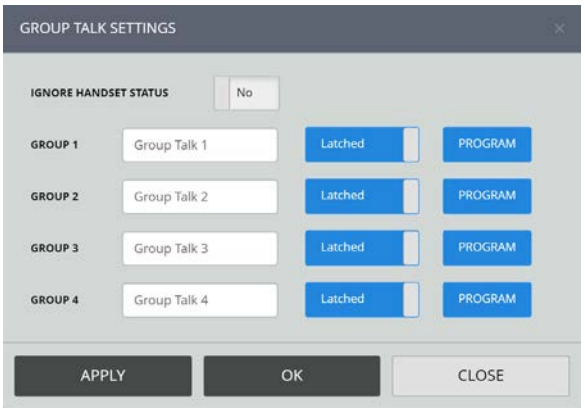
2. Touch **Program**.



3. Touch **Group Talk Settings**.



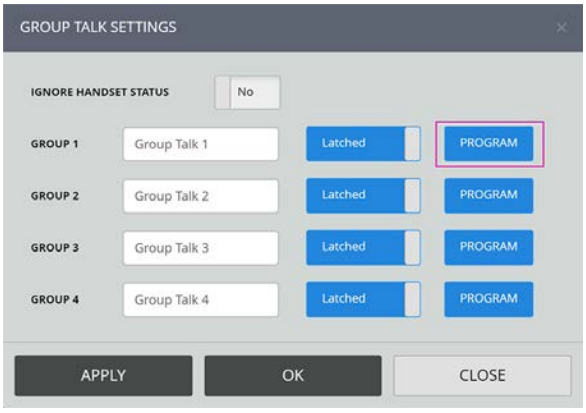
4. This will display the following dialog:



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 the handset microphone status when Group Talk is active, this means there is the potential for the handset microphone to pick up a user talking into the gooseneck microphone.

  When Ignore Handset Status is set to "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.

  When Ignore Handset Status is set to "No", the Gooseneck Microphone will not open the talk path whilst there is a call on the Handset that is a member of the Group Talk.

- **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 *62*.

- **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 *62*.

- **PROGRAM.** This option is used to assign speaker channel for group talk, see *Group Talk* on page *105.*

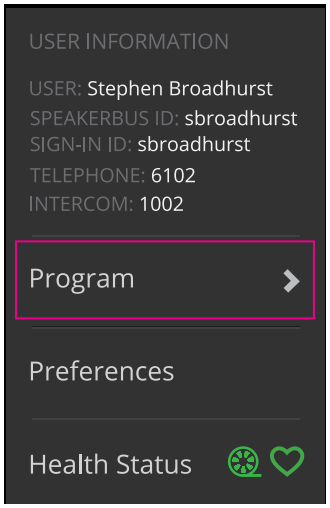
Personal Directory

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 *47*.

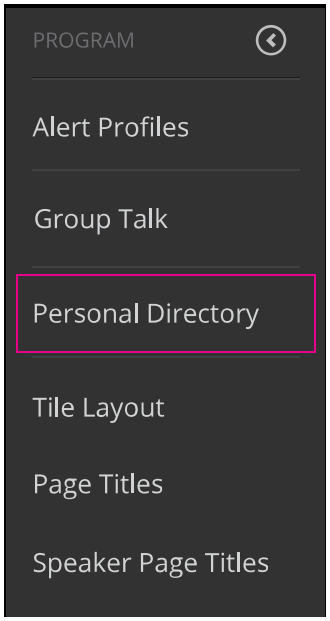
To edit the personal directory:

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

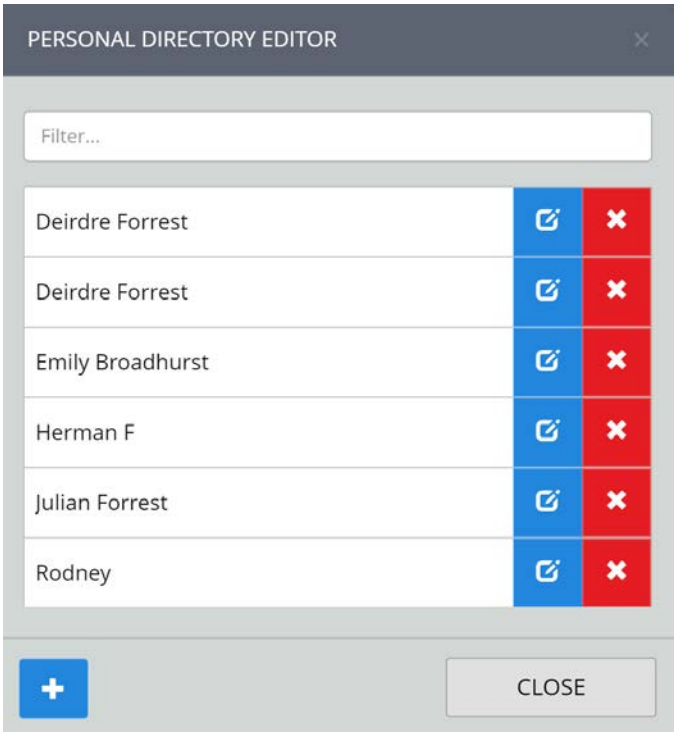
2. Touch **Program**.



3. Touch **Personal Directory**.



4. This will display a dialog similar to below:

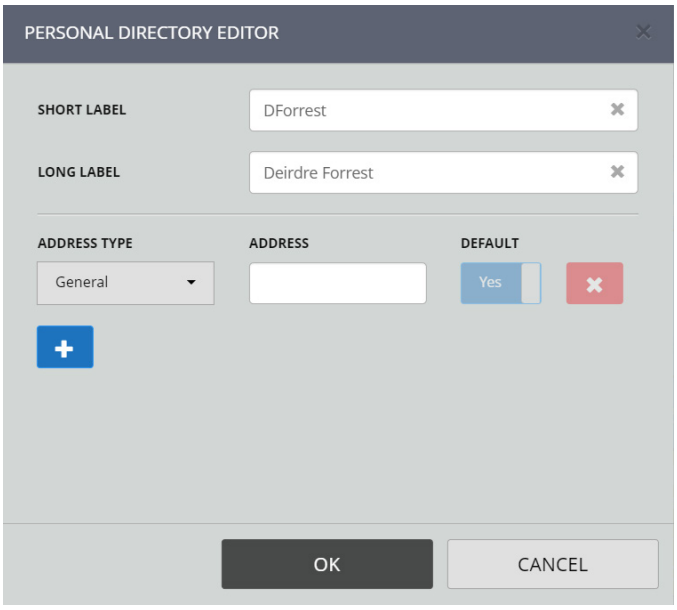


Adding a personal directory entry

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:



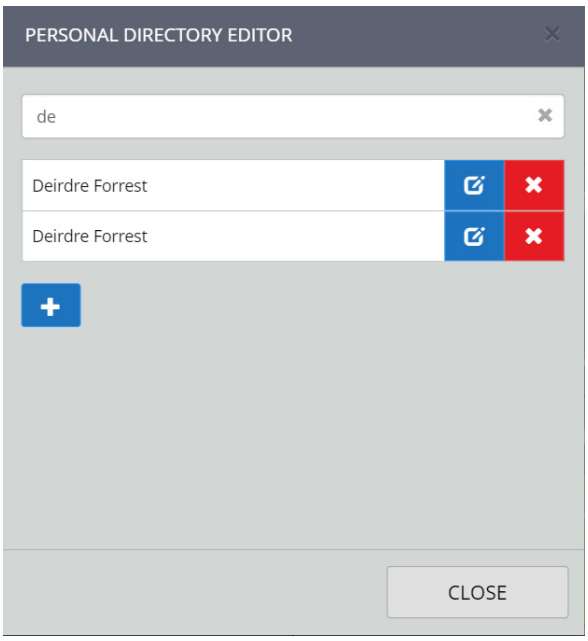
2. Touch an **Address Type** from the choices General, Main Office, DDI, Mobile, Home, Intercom, Group Call or Tone to Line.
3. Enter an **Address**.
4. To add an additional address for an entry touch the **Add Entry** icon and repeat steps 3-4.
5. Touch **OK** to confirm entry.

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.

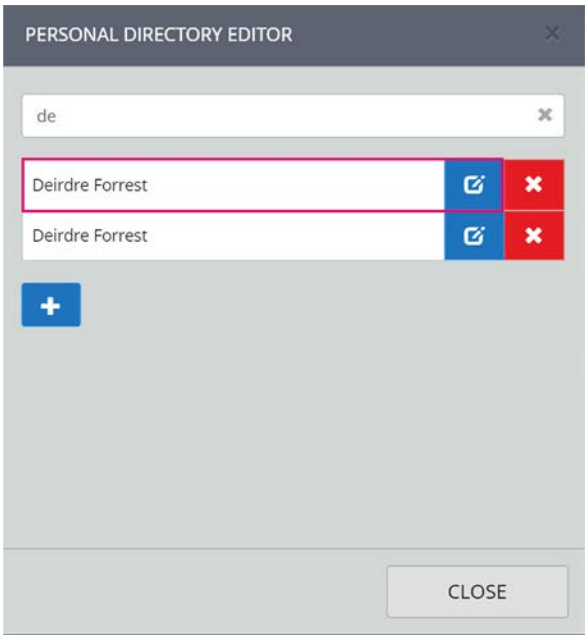
Editing a personal directory entry

To edit a personal directory entry:

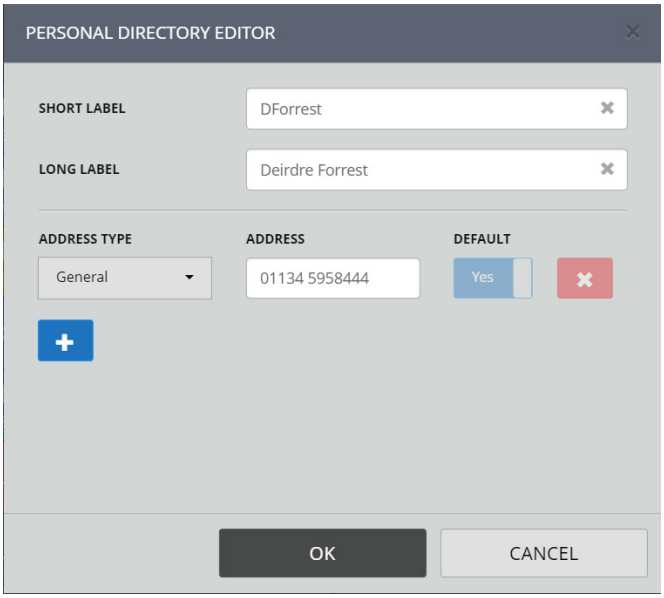
1. Enter at least two characters of the entry in the **search** text box.



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



3. Edit the entry.

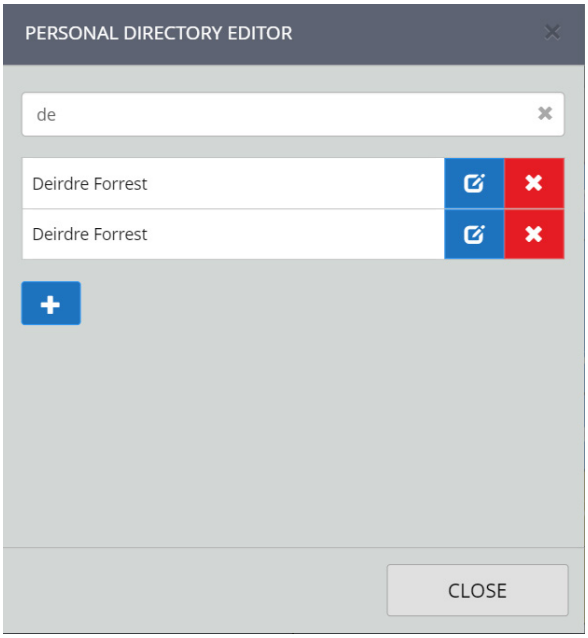


4. Touch **OK** to confirm entry edits.

Deleting a personal directory entry

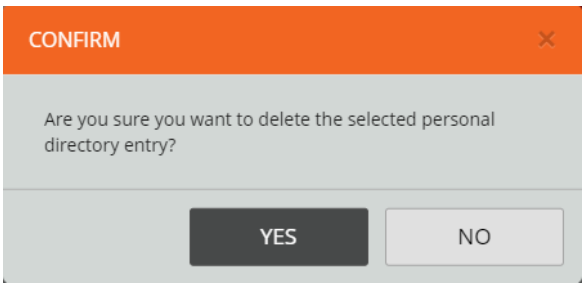
To delete a personal directory entry:

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



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.

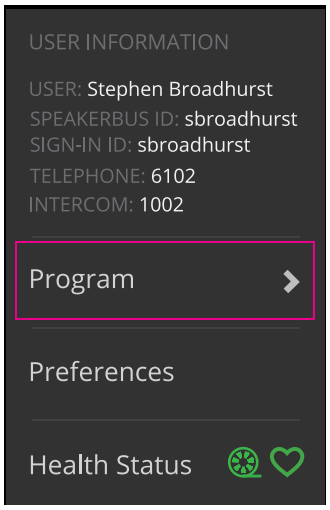
To assign an appearance onto a speaker tile, see *Speaker Channels* on page *89*.

Add/Edit a Tile

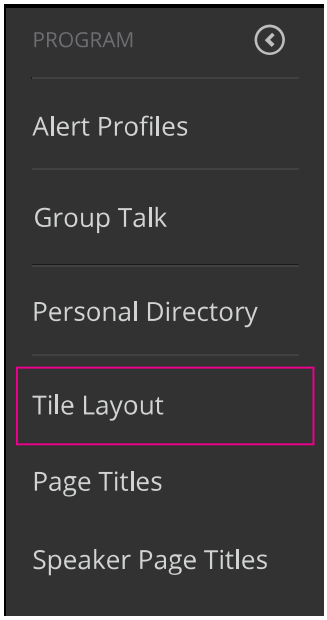
To add/edit a tile:

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

2. Touch **Program**.



3. Touch **Tile Layout**.



4. Use the **Page Back** and **Page Forward** keys to select the page of the line tile you want to add/edit.

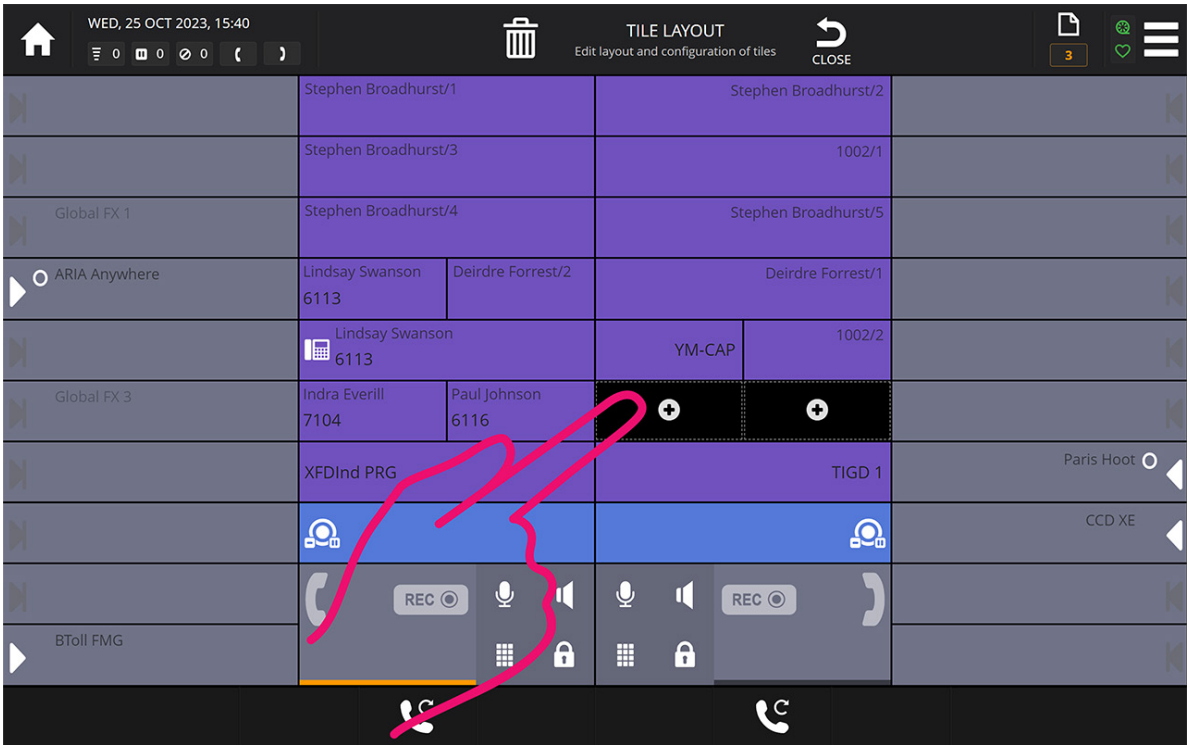
OR

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.

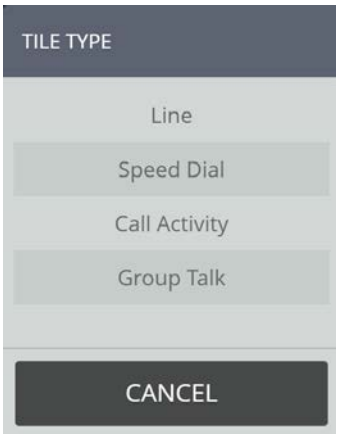
5. Select the tile to add/edit.

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.

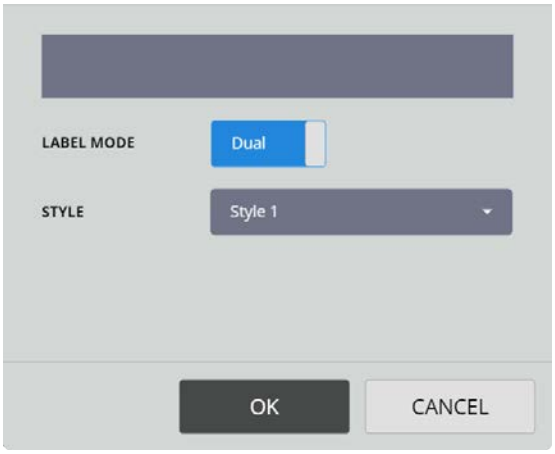
   For new tiles the following is displayed:



7. Touch the **Tile Type** of choice.
8. Complete/edit the tile's properties (see *Tile Properties* on page *115*), then select **OK**.

Tile Properties

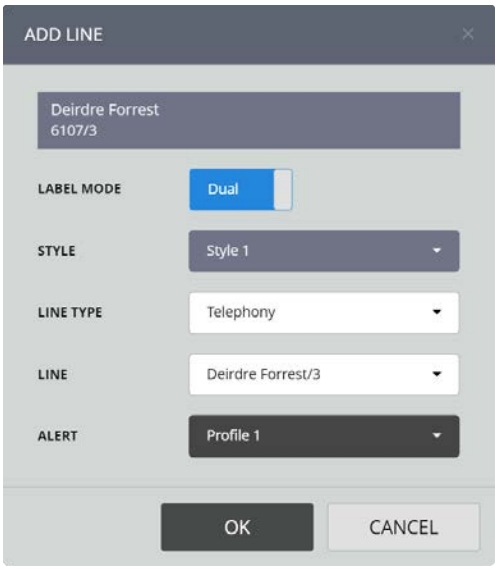
The following are common to all tiles regardless of their type. The illustration below shows the common items that are seen when tiles are added or edited.



- 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:



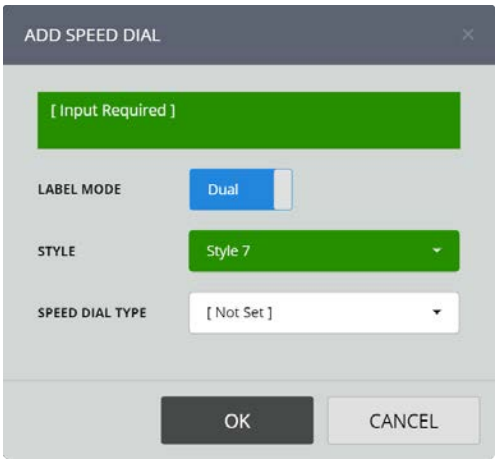
- LINE TYPE. This option is used to select either a telephony, intercom or voice service appearance.
- LINE. This option is used to select an appearance on the line tile. If you require a line that is not listed, contact your System Administrator.
- ALERT. This option is used to set an alert profile 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 *103*.

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 *108*.
- **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.

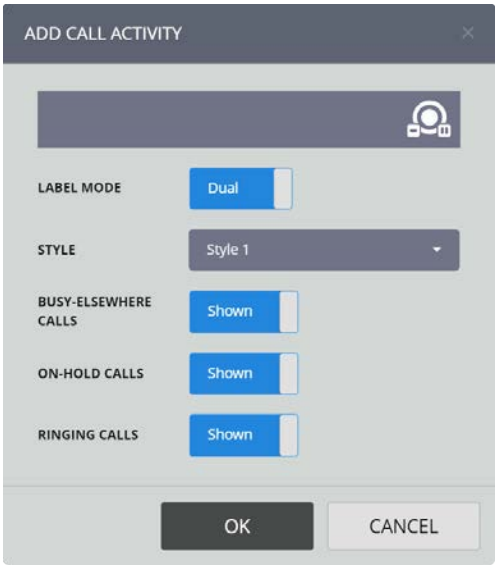
If either 'Corporate Directory' or 'Personal Directory' were selected for **SPEED DIAL TYPE**, the following options additional are displayed:

- **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

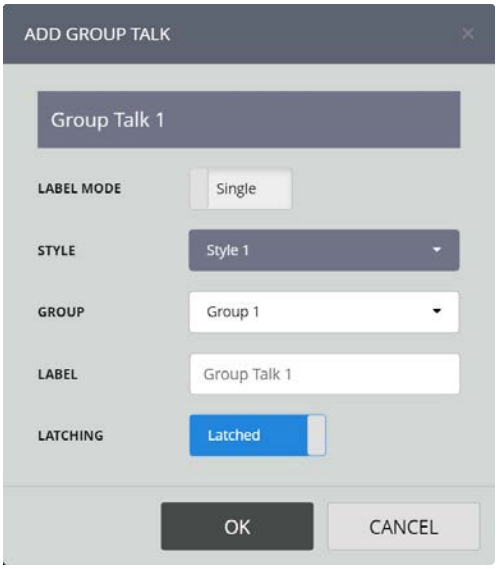
The ADD/EDIT CALL ACTIVITY dialogs contain the following options:



- **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 *105*.

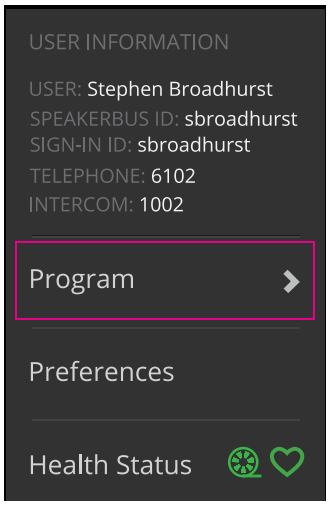
- **LABEL**. This option is used to name the label to display for the group talk tile.
- **LATCHING**. This option enables latching. If latching is set to 'Off' the tile works in a touch to talk manner. If set to Yes the latching feature is enabled.

Page Titles

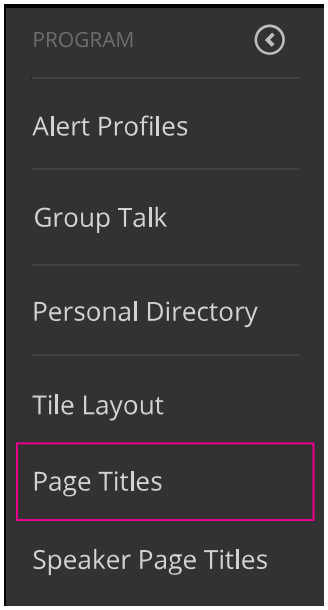
To edit page titles:

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

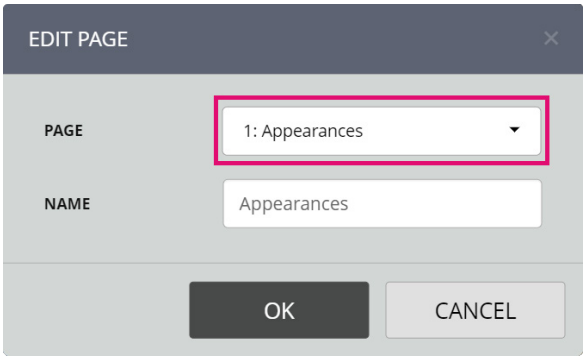
2. Touch **Program**.



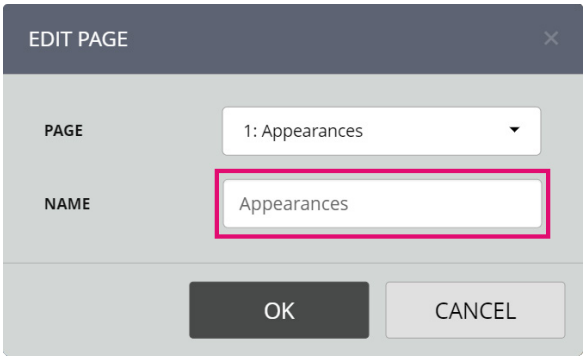
3. Touch **Page Titles**.



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



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

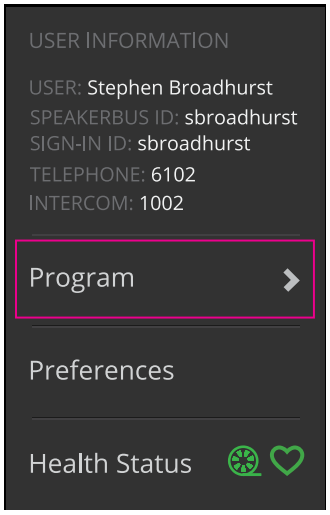


Speaker Page Titles

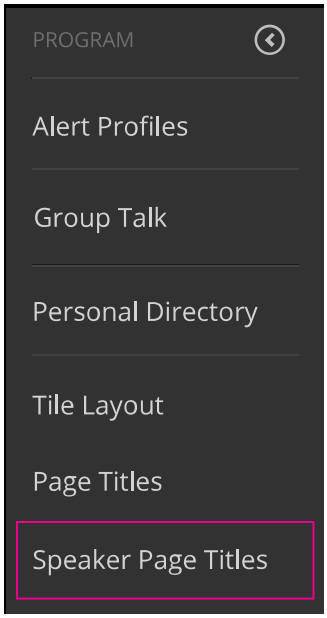
To edit speaker page titles:

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

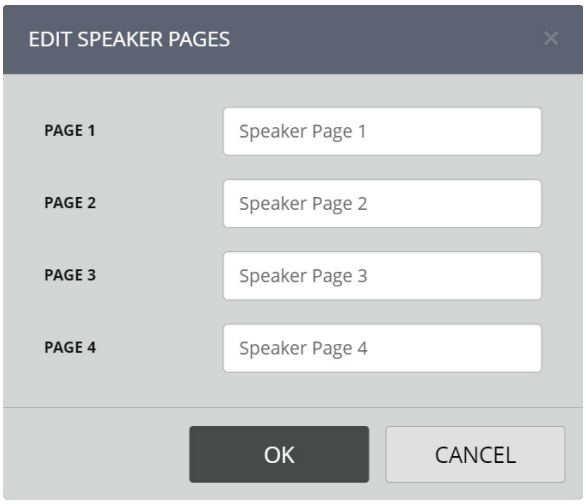
2. Touch **Program**.



3. Touch **Speaker Page Titles**.



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



Appendix A - Specifications

Touchscreen Display

- LCD touch screen display providing softkey and single touch gesture control.
- 1280 x 800 pixels (164 PPI) 3.5 landscape

Speaker Channels

- Up to 24 simultaneous audio streams

Call Types

- Telephony
- Intercom
- Group Calls
- Hoot 'n' Holler
- Private Line Automatic Ring Down (ARD)
- Private Line Manual Ring Down (MRD)

Recording

- Seven IP recording streams
- Seven Resiliency IP recording streams
- Call Data Records (CDR) output

VoIP Media

- SIP (using standards-based RFC's)
- RTP supported codecs:
  - G.711 PCM (3.4KHZ) A-law/U-law
  - G.722
  - G.729
- SbRTP
- DMVS (7kHz)

System Management

- iCMS
- SNMP status monitoring

Interfaces

- 2 network interfaces 10/100/1000BASE-T Ethernet auto sensing (RJ45 Socket)
- 2 handset interface ports (RJ12 Socket)
- Headset interface port (RJ9 4P4C Socket)
- Power socket
- 6 Pin mini DIN serial port (reserved for use by Speakerbus)
- 2 USB 2.0 sockets (reserved for use by Speakerbus)

Input / Output Devices

- Standard:
  - 1280 x 800 pixels (150 PPI) 10.1 in landscape LCD colour touchscreen
  - 20 Channel / Speed Dial keys
  - 8 Contextual Keys
  - Page Back and Page Forward Keys
  - Built-in open microphone
  - 2 Built-in speakers
- Optional:
  - Speakerbus pluggable gooseneck microphone with LED (52-09-034). Close talking, noise cancelling
  - Dimensions: 550 x 8.5mm (21.6 x 0.33 in)
  - Speakerbus handset, noise cancelling (SE HSETM-D)
  - Third party handset / headset Support

Voice Characteristics

- Voice Frequency Range 50Hz - 7KHZ
- Microphone Sensitivity 63 ± or 3dB
- Loudspeaker Output 2W RMS

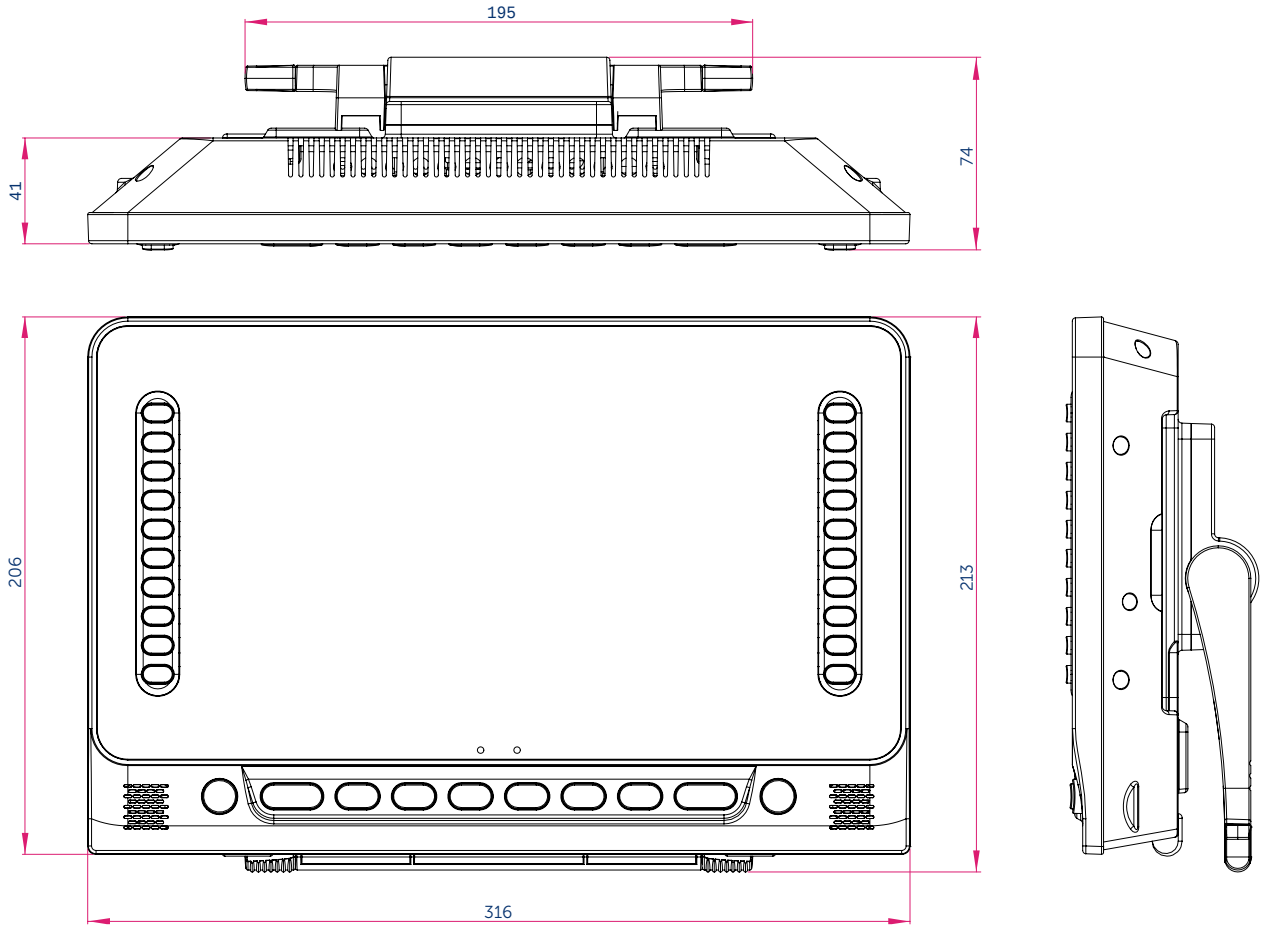
Housing

- Plastic FR ABS

Dimensions / Weight

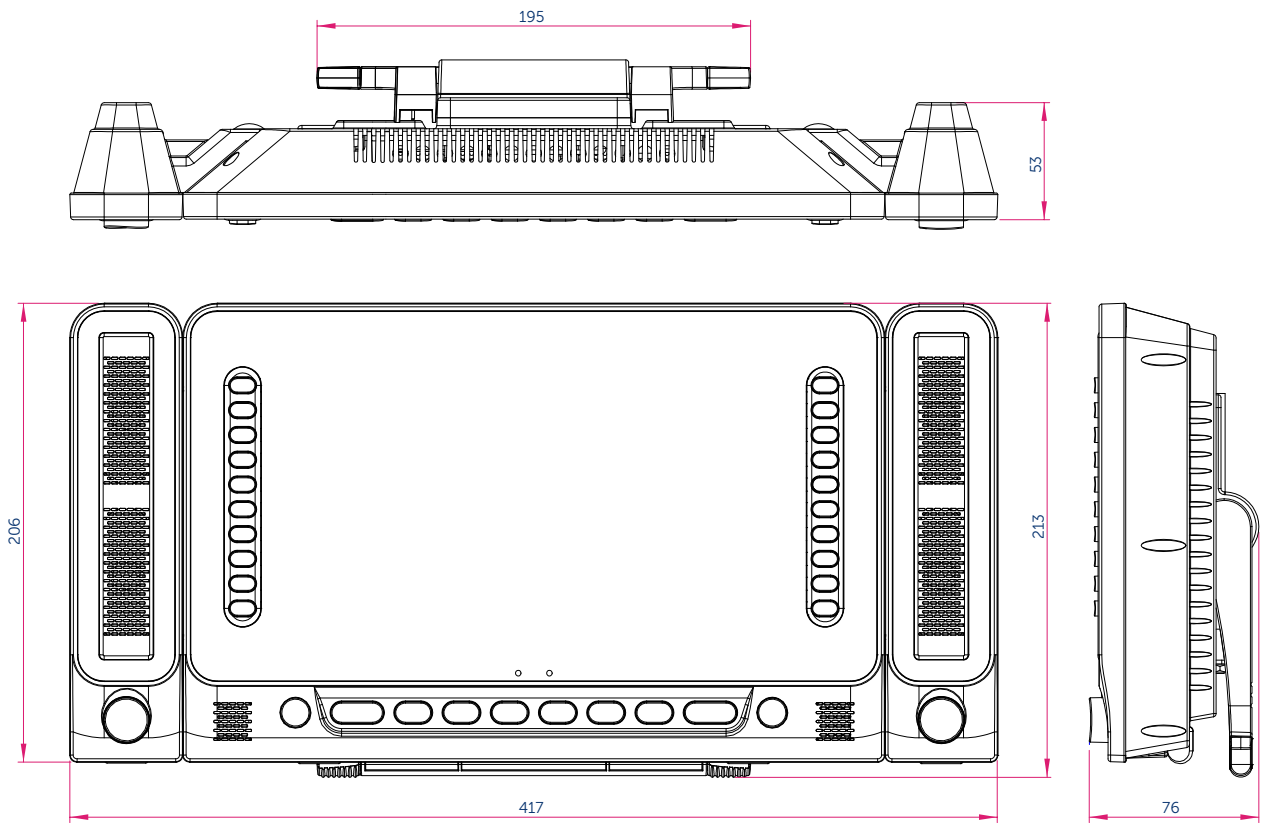
Base unit only

- Width: 316mm
- Stand Width: 195mm
- Height: 206mm
- Depth: 74mm
- Stand Depth: 33mm
- Weight: 1708g

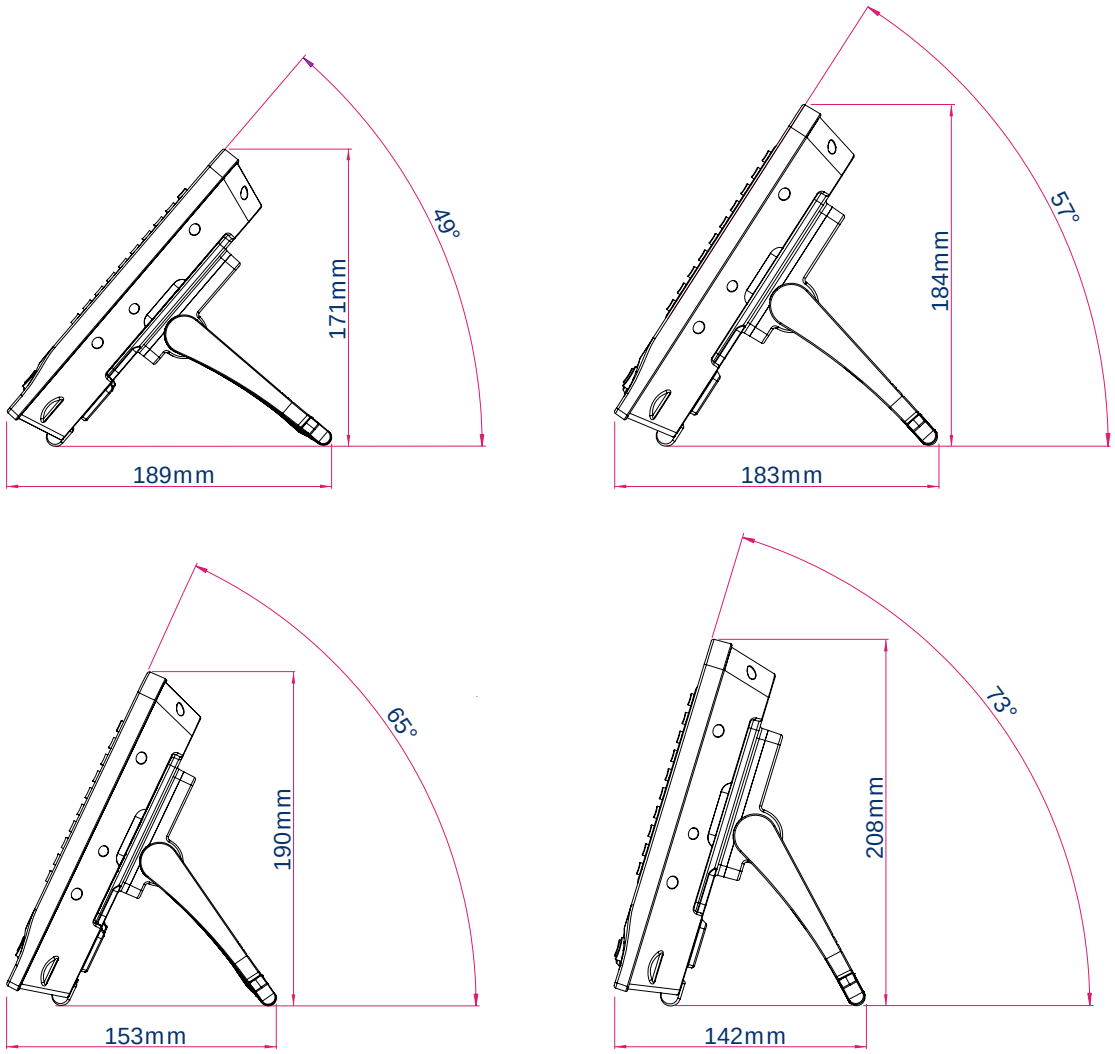


Base unit with external speakers

- Width: 417mm
- Stand Width: 195mm
- Height: 206mm
- Depth: 76mm
- Stand Depth: 33mm
- Weight: 2210g



Stand angle dimensions



Power Requirements

- Maximum: 12.95 watts required (AYRE without attached iE901 external speakers)
- Powered by a Speakerbus 60 watts mains power adapter

Environmental

- Operating temperature 0°C – 35°C (32°F- 95°F)
- Relative humidity 10% - 95% RH, non-condensing
- Storage environment Temperature 0°C – 60°C (32°F - 140°F), Humidity 10% – 85% RH

Declaration of Conformity

- IEC62368-1 (Safety), EN55032 (EMC Emissions) and EN55035 (EMC Immunity)
- + Others country specific (t.b.c)

Speakerbus

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