Question	Answer
GENERAL	
How do I adjust the stand angle?	Use the stand release mechanism (push to release) button on the rear. Stand Release Mechanism (push to release)
My AYRE is connected by Ethernet but the device will not sign in?	Confirm you are using the correct username and password. Password's are case sensitive. Check AYRE's status; there should be two green icons top right of the screen. If either icons are not green, touch to display the Health Status. Report the listed error(s) to your System Administrator.
How do I sign into AYRE?	Enter the username and password into the **User ID** and **Password** text boxes respectively. Ensure the correct **CloudBase** is selected. Touch SIGN IN.
How do I use the Intercom?	Touch the **Intercom** softkey. Enter a contact in the search field or a number on the dial pad. Touch to place call.
How do I put a line on a speaker?	Drag the line appearance tile to an available speaker tile.
How can I see what line a call came in on when looking at the Call Log?	Touch the **Call Log** softkey. Inbound calls and lines are displayed in green, example below. Inbound call from Deirdre Forrest (1008) to line 1002. 1002 Deirdre Forrest (1008) 18 Apr 2023,
I am in a meeting and don't want to be disturbed. How do I stop incoming alerts?	Touch the **Do Not Disturb** softkey. Repeat to deactivate.
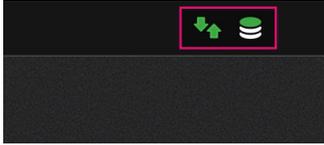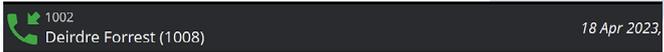
Question	Answer
I need to forward calls to my other phone?	Touch the **Call Forwarding** softkey. Enter a forwarding number into the ADDRESS textbox and select the required type(s) of call forwarding. Contact your system administrator if call forwarding cannot be activated as you may not have permission to forward calls.
Can my calls still be recorded when I forward calls to another phone?	Yes, when the COMPLIANT CALL FORWARD option is activated. To activate, touch the **Call Forwarding** softkey. Enter a forwarding number into the ADDRESS textbox and select COMPLIANT CALL FORWARD. Contact your system administrator if this function cannot be activated as you may not have permission to use compliant call forwarding.
Intercom calls don't ring, they auto answer. How can I stop this?	Touch the **Intercom** softkey. Touch the **Intercom Privacy** softkey. Repeat to deactivate.
I missed a call. How do I call the counterparty back?	Touch the **Call Log** softkey - red indicates missed call(s). Missed calls are displayed in red, example below. Example shows a missed call from Kurtis Johnson. **Stephen Broadhurst** **Kurtis Johnson** (6112) *Today, 13:52* Touch to call the counterparty back.
Does AYRE show all my speed dials and lines?	Yes, the speed dials and lines are assigned to tile pages on your AYRE. To rotate through tile pages to view your speed dials and lines, press the round black Page Back or Page Forward key. Page Back Key 8 x Contextual Keys Page Forward Key

Question	Answer
Are AYRE sessions recorded?	This depends on your organisation's compliance policy. The recording configuration status is displayed on the notification toolbar, top right.

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

Question	Answer
How do I view the call log?	Touch the **Call Log** softkey.
How do I view call activity?	Call activity is displayed on the notification toolbar, top left.
What are Voice Services?	Voice Services is a collective term for Hoot and Private Wires (Private Lines / Private Circuits).
Can I change my ringtone?	Contact your administrator as this cannot be modified within AYRE.
I have a warning about accepting a Certificate. What should I do?	AYRE is configured to use a certificate for security. You should check the validity of this certificate and then accept this certificate if valid otherwise AYRE will not work. If in doubt contact your administrator.

Question	Answer
How do I talk and mute a hoot?	You can speak on a speaker channel using either push to talk (PTT) or touch to latch (TTL). Push to talk is only available on speaker channel tiles associated with a blue physical tile key. PTT: Press and hold down the associated speaker physical contextual key. Talk whilst holding down the key. TTL: Touch the associated speaker channel tile. Talk. Touch again once finished talking. To mute a hoot assigned to a speaker channel, touch the speaker channel's call state icon as outlined in the example below. Touch the mute speaker softkey as outlined below.
How can I prevent others from barging into my call?	Whilst in the call, touch the **Privacy** softkey on the active handset, example shown below. Repeat to deactivate. When the call is ended privacy is automatically deactivated. To set privacy as always activated, touch the **Menu** softkey followed by **Preferences** and activate **HANDSET PRIVACY DEFAULT**..
Is there a quick link to navigate back to my "home" page?	Touch the **Home** softkey (located top left) to return to the "home" page.
AUDIO	
Why am I getting feedback / echo?	Echo is the result of the received audio entering the transmit path via the microphone and feeding round in a loop. You may consider reducing the speaker volume to counter this effect.

Question	Answer
How do I get my headset working?	Connect the headset to the headset socket on the rear of AYRE. Touch the **Menu** ☰ softkey followed by **Preferences** and activate **HEADSET MICROPHONE PREFERRED**.
What is the difference between a handset and speaker channel?	AYRE has two handset tiles to allow calls on one physical handset per tile. A maximum of two physical handsets can be plugged into AYRE. Alternatively, one handset tile can be configured to use a headset rather than a handset. Speaker Channel tiles allow the appearance of a line to be heard in loudspeaker mode.
How do I assign a call or voice service to speaker channel?	Drag the handset / voice service appearance tile to an available speaker channel tile.
Can I customise my AYRE layout?	Touch the **Menu** ☰ softkey followed by **Program**. In the program menu, you can set the following: 1. **Alert Profiles**. 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. 2. **Group Talk**. Used to talk on multiple speaker channels at once. 3. **Personal Directory**. Used to add, edit and delete personal directory entries. New entries can also be created from the Call Log Dashboard. 4. **Tile Layout**. Used to add, edit and delete line appearance tiles, speed dial tiles, call activity tiles and group talk tiles. 5. **Page Titles**. Used to edit page titles. 6. **Speaker Page Titles**. Used to edit speaker page titles.

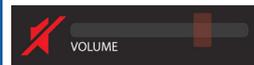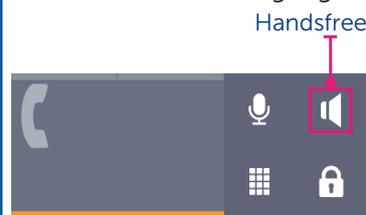| Question	Answer
I can't hear audio out of the speakers, why not?	Volume could be muted / low or you could have no voice services assigned to speakers. The example below shows three voice services assigned to the left speaker and four assigned to the right speaker. When the Volume softkey is red , indicates volume master is muted. Or when orange , indicates one or more speaker channels/handsets are muted. Touch the **Volume** softkey. To unmute all speaker channels touch the **SPEAKER CHANNELS** softkey. To unmute the master speaker touch the mute **MASTER** volume softkey. Alternatively, if external speakers are attached, turn the blue round physical volume controls clockwise to increase volume.
How do I speak hands free rather than by headset / handset?	Before or during a call, touch the **Handsfree** softkey on the handset as highlighted below. Repeat to deactivate.

Question	Answer
How do I transfer a call?	Touch the **Transfer** softkey. Select person to transfer call to.
How do I mute a speaker channel?	Touch the **Volume** softkey. Individual speakers, handsets and master volume can be muted by touching the appropriate **Mute** softkey.
How do I adjust the volume of a speaker channel?	Touch the **Volume** softkey. Touch and hold the appropriate blue bar, dragging it either left to decrease the volume, or right to increase the volume.
How do I adjust the master volume?	Touch the **Volume** softkey. Touch and hold the red bar for master volume.
If I mute a speaker channel, am I still able to speak when selecting the speaker button?	Yes, providing you have talk permission for the appearance assigned to the speaker channel.
What are Speaker pages?	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.
My speakers are quiet even with maximum volume. Is there a way to give them an extra boost?	If you have attached speakers, touch the **Menu** softkey followed by **Preferences** and activate **MONO SPEAKER MODE**.
How do I disable one handset if I am not using it as there are two handsets?	Unplug the handset from the rear of AYRE.
How do I clean my AYRE turret screen as there are multiple finger prints?	Sign out of AYRE to avoid accidentally placing calls during cleaning. To sign out touch the **Menu** softkey followed by **Sign Out**. Clean with the provided Speakerbus branded microfibre cloth (alternatively use a third party microfibre lint free cloth). Do not use any cleaning solutions as this could damage the screen.

Question	Answer
Can I lock my AYRE turret to avoid other people using it for compliance reason?	Touch the **Menu** ☰ softkey followed by **Lock**.
Can I use my Handset to answer my speaker calls?	Drag the voice service to a handset. Alternatively, for iWS 3.210+, double tap the speaker channel tile to assign to a handset tile.
HANDSETS/HEADSETS	
How do I assign a voice service on a speaker channel to a handset?	Drag the voice service to a handset. Alternatively, for iWS 3.210+, double tap the speaker channel tile to assign to a handset tile.
How do I assign a voice service / call on a handset to an available speaker channel?	Drag the voice service / call from the handset tile to an available speaker channel tile. Alternatively, for iWS 3.210+, single tap the handset tile to assign to the next available speaker channel tile.
How do I set my speaker source to using my handset?	Touch the **Menu** ☰ softkey followed by **Preferences** and select 'Gooseneck' from HANDSFREE MICROPHONE.
How do I stop my device from selecting the other handset when I answer a call?	Touch the **Menu** ☰ softkey followed by **Preferences** and set the default handset from DEFAULT HANDSET.
GOOSENECK MICROPHONE	
How do I configure AYRE to use the gooseneck microphone?	Touch the **Menu** ☰ softkey followed by **Preferences** and select the required handset from SPEAKER SOURCE.
What does the blue LED halo light on my gooseneck microphone indicate?	The blue LED halo indicates that the gooseneck microphone is activated.
I am talking on my gooseneck microphone but my colleagues cannot hear me?	There should be an active blue LED halo on the gooseneck microphone. If there is no blue halo, the gooseneck microphone has not been configured as the primary microphone.
CONFIGURATION	
How do I access the programming configuration menu?	Touch the **Menu** ☰ softkey followed by **Program**.
How do I add a Hoot/ARD/MRD to a speaker channel?	Drag the Hoot/ARD/MRD appearance to an available speaker channel tile.
How do I move a Hoot/ARD/MRD on an active speaker channel to another one?	Drag the Hoot/ARD/MRD from it's current speaker channel to an available speaker channel tile.

Question	Answer
How do I set up group talk; being able to talk on multiple speaker channels at once?	Touch the **Menu** ☰ softkey followed by **Program**. Touch **Group Talk**. Edit the Group Talk name, then select **PROGRAM** to select the speaker channels to add to the group talk.
How do I configure group latching?	Touch the **Menu** ☰ softkey followed by **Program**. Touch **Group Talk**. Activate **Latched**.
How do I set latching for a speaker channel?	Setting latching is not yet supported on AYRE. Contact your System Administrator to configure latching through iManager.
How do I set tap-latching for a speaker channel?	Tap-latching is not yet supported on AYRE.
How do I set Quiet Office?	Quiet office is not yet supported on AYRE.
If I mute a speaker channel, am I still able to speak when selecting the speaker button?	Yes, providing you have talk permission for the appearance assigned to the speaker channel.
How do I know if I am transmitting or receiving audio on my speaker channel?	Two Voice Activity Detection (VAD) indicators are associated with each handset and speaker channel tile. Red indicates receiving whilst green indicates transmitting. Example of VAD indicators on a right-hand side speaker channel is displayed below. BToll FMG In addition, a physical LED speaker channel activity indicator is associated with each speaker channel aligned to the outer tiles.
How do I power off my AYRE as I need to move desk?	Sign Out of AYRE. Unplug the Ethernet cable at rear of AYRE. Unplug AYRE's mains power from the wall socket.