Speakerbus

User Guide
iTurret (iD808)

4.520.5.0

Revision 32

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Previous Revisions

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Revision 30   15 December 2023

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Thank you for choosing the iTurret turret, also known as iTurret dealerboard, running the industry standard session initiation protocol (SIP) on IP based platforms. This unit provides business telephony features and functions such as call hold, conference, transfer and multiple call appearances. It also provides trader voice functions such as Hoot and private lines (also known as private wires). This guide describes how to operate the iTurret. Before operating the iTurret, please ensure you read:

- iTurret (iD808) Safety Instructions sheet

- The Out of the Box and Safety sections in this guide

- iTurret (iD808) Stand Instructions sheet

- iTurret (iD808) Quick Start Guide sheet

> Before you operate the iTurret, please ensure you read the Safety Instructions sheet and Safety section within this guide. For more information on safety, see Safety and Compliance on page *243*.

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.

Related Documents

This document needs to be used in association with the following documents:

- iTurret (iD808) Quick Start Guide

- iTurret (iD808) Stand Instructions

- iTurret (iD808) Safety Instructions

- iE801 User Guide

- iE801 Quick Start Guide

Software Version

This document is written for iTurret (iD808) software version 4.520.5.0

For more information on the software version, see Checking the Software Versions on page *45*.

Compatibility

iTurret (iD808) software version 4.520.5.0 is compatible with iManager Centralised Management System (iCMS) version 4.400.4.0.

Instruction Symbols

The following symbols appear in this user guide:

OK	Press the OK navigation key.
↺	Press the back/cancel navigation key.
▲	Press the up navigation key.
▼	Press the down navigation key.
►	Press the right navigation key.
◄	Press the left navigation key.
📑	Note/Tip

What's in the Box

- iTurret (iD808)

- Safety Instructions

- Quick Start Guide

- Stand Instructions

Optional Speakerbus Accessories

- Gooseneck Microphone 450mm x 8mm Close Talking (Sales Code: 52-09-003)

- Gooseneck Microphone 550mm x 8.5mm Close Talking (Sales Code: 52-09-021)

- Speakerbus Handset Dual Use (Sales Code: SE HSETD-C)

- iD 808 PSU- IEC Cordset not included (Sales Code: iD 808 PSU)

- RJ45 to RJ45 3 Metre AT&T 26 AWG Cat5 Cable (Sales Code: 12-011-50)

- IEC Cordset (UK) 2 Metre (Sales Code: 12-00-006)

Introduction

Speakerbus' iTurret is the next generation of IP Trader voice appliances, merging telephony with hoot and private wires. The iTurret uses a host IP-PBX to reduce cost and back room infrastructure compared to traditional voice trading platforms.

In addition to the above the iTurret includes IP intercom used to make and receive point to point and group calls.

Features

Colour schemes

There are 16 different colour schemes that can be used for line labels. Different key types can be distinguished from one another using different colours. For example, you may set your speed dials to be blue, dynamic keys red and so on.

Flexible incoming call alerts

The iTurret contains 16 different ring tones. Different ring tones can be set on different keys. Additionally, the unit accommodates visual ring alerts on the screens.

Temporary mute alert

The temporary mute alert feature mutes incoming call alerts whilst on an active call. This feature is only available whilst on an active call.

Flexible key positioning

Keys can be defined on any soft key. For example, speed dials defined on soft keys located on the top left screen, can easily be moved to soft keys on the bottom left screen.

Call register

The call register is a call history system that allows previous calls to be retrieved or called. It comprises of: missed calls, received calls and placed calls. The records can also be saved to the personal directory.

The call register also includes a clear log feature allowing missed, received and placed call logs to be cleared.

Speaker channels

Calls on handsets/headsets or in hands-free mode can be moved to speaker channels.

Personal directory

This option allows contacts to be saved in a directory called the *personal directory*. Contacts can also be saved from the corporate directory (company wide directory) to the personal directory.

Shortcut to page

The shortcut to page feature navigates to specific pages instantly without scrolling through pages.

Shortcut to menu

The shortcut to menu feature navigates to specific menus instantly without scrolling through menus. The shortcut to menu options are: Directories Menu, Call Register, Call Forward Menu and Speaker Page Menu.

Call info

Call info provides call information during a call. The information provided includes: call type, calling party, called line and registrar.

Expansion module

An expansion module (iE816) can be attached to the iTurret to provide additional screens and keys. A maximum of two expansion modules can be attached to the iTurret unit.

Speaker module

A speaker module (iE801) can be attached to the iTurret to provide additional speaker channels.

IP Intercom Functionality

In addition to the Telephony the iTurret can be used to make and receive intercom point to point and group calls.

iTurret Elements

Front View

Soft Keys   Screen 2   Soft Keys   Soft Keys   Screen 1

Voice Message
Waiting Indicator

Softkeys

Internal
Microphone

Gooseneck
Microphone
Active Indicator

Gooseneck
Microphone
Indicators

Navigation Keys

Speaker

Master Rotary
Volume Control

Page Key   Screen 3   Individual
Volume
Rotary Controls   Alphanumeric
Keypad   Hands Free
Speaker
Indicator

Fixed Function Keys   Hands Free
Speaker Key

Fixed Function Keys

Fixed Function key consist of: Assign key, Privacy key, Intercom key, Redial key, Transfer key, Conference key and Intercom key.
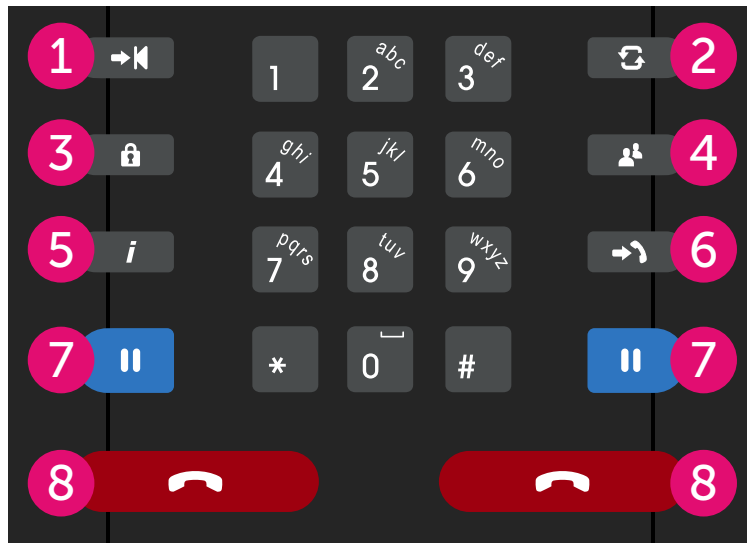
These keys are described in the table on the following page.

Key Number	Key	Key Description
1		Assign
2		Redial
3		Privacy
4		Conference
5		Intercom
6		Transfer
7		Hold
8		Clear

Rear View
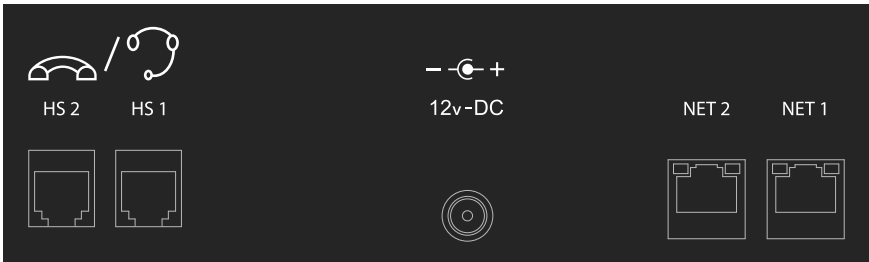
	The above is for illustration purposes only.

Navigation Keys

OK	Go to the main menu or to select highlighted items.
▲ ▼ ◄ ►	Scroll through the menus, pages and sub-pages. For more information on scrolling, see *Scrolling through Directory Lists* on page *45*.
↺	Press once to go back one level in the menu system or press and hold to return to main screen.

LEDs and Icons
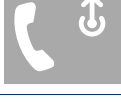
Microphone and Audio Level LEDs

	On when gooseneck microphone is operational.
(top)	On when talking into microphone too loudly.
	On when talking into the microphone at the correct level.
(bottom)	On when talking into the microphone too quietly.
	On when voice message is available.
	On to indicate missed calls (configurable feature, contact your System Administrator).
	On in hands free mode.

Keys

Soft Keys	Used to activate/select a finger.*
Handset Soft Keys	Used to activate the handsets.
Page Keys	Used to moves through pages.
Speaker Key	On when in hands-free mode. Off when in handset mode.

	For more information on the term, finger, see *Finger* on page *46*.

Line Key LEDs and Icons

Flash Rate	Colour	State	Icon		
			Normal	Requesting Private	Private
SOLID	GREEN	Connected			
SOLID	GREEN	Connected Conference			
SOLID	GREEN	Line Seized			
SOLID	RED	Busy Elsewhere			

½ Hz	ORANGE	Held Here			
½ Hz	ORANGE	Held Here Conference			
SOLID	ORANGE	Held Elsewhere			
1 Hz	RED	Incoming Call (animated icon)		N/A	N/A
OFF	OFF	Idle			
SOLID	GREEN	Entering Digits			
SOLID	GREEN	Entering Alphanumeric Characters			
SOLID	GREEN	Disconnected			

Privacy modes do not affect LEDs.

Handset Fixed Function Key Icons

The handset keys share the following common icons. Note, these are reversed for handset 2 if used.
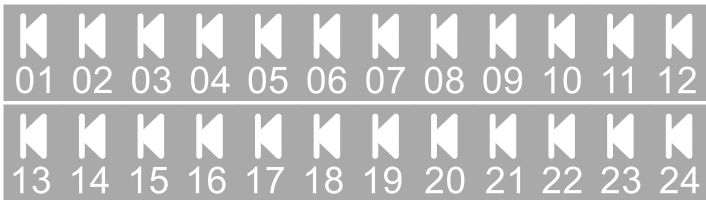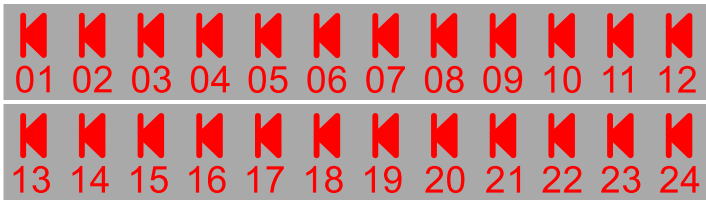
	Normal Variant	Microphone/Handset Mute Variant
Handset active and in focus		
Handset active and not in focus		
Hands-free speaker active and in focus		
Hands-free speaker active and not in focus		

Handset Key LEDs

Flash Rate	Colour	State
SOLID	Amber	Normal Selected
SOLID	Red	Muted Selected
OFF	OFF	Not Selected

Speaker Icons
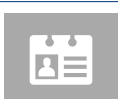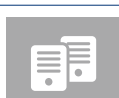
When a line is placed on a speaker channel the audio device icon changes.

Flash Rate	Colour	State	Icon		
			Normal	Requesting Private	Private
SOLID	GREEN	Connected			
Speaker Channel Icons, Active		 Represents active speaker channels 1 to 24.			
Speaker Channel Icons, Inactive		 Represents inactive speaker channels 1 to 24.			

Soft Key Icons

The soft keys on the iTurret are buttons, located alongside the finger displays, which performs a function dependent on the text/icon shown on the finger at that moment on the display.

Description	Icon	Description	Icon
Private Wire ARD Line Appearance Key	 (Active) (Inactive)	Private Wire MRD Line Appearance Key	 (Active) (Inactive)

Description	Icon	Description	Icon
Hoot Line Appearance Key	(Active) (Inactive)	Call Appearance Key	(Active) (Inactive)
Bridge Call Appearance Key	(Active) (Inactive)	Anonymous Call Appearance Key	(Active) (Inactive)
Intercom Appearance Key	(Active) (Inactive)	Dynamic Key: Ringing Only	
Dynamic Key: On-Hold Only		Dynamic Key: Busy Elsewhere Only	
Dynamic Key: Busy, On-Hold and Ringing		Dynamic Key: Busy Elsewhere and On-Hold	
Dynamic Key: Ringing and On-Hold		Dynamic Key: Busy Elsewhere and Ringing	
Dynamic Key: Call Pickup		Speed Dial: Home	
Speed Dial: Main Office		Speed Dial: DDI	
Speed Dial: General		Speed Dial: Mobile	
Speed Dial: Group Call Number		Speed Dial: Intercom Number	

Description	Icon	Description	Icon
Immediate Transfer Speed Dial: Home		Immediate Transfer Speed Dial: Main Office	
Immediate Transfer Speed Dial: DDI		Immediate Transfer Speed Dial: Mobile	
Immediate Transfer Speed Dial: General			
Voice Message		Blank	
MRD Ring Key		Temporary Mute Alarm	
Tone to Line Key		Volume	
Do Not Disturb		Enabled Do Not Disturb	
		Disabled Do Not Disturb	
Group Talk		Empty Float Key	

Directory Icons

This section describes the directory icons located in both the Corporate and Personal Directories which are used to differentiate a contact's numbers.

Description	Icon	Description	Icon
Home Number		Business Number	
Mobile Number		Intercom Number (for Point-to-Point Calls).	
Extension Number		Group Call Number	
General Number		Tone To Line - DTMF	

LED Indicator Schemes

The table below details two LED indicator schemes present on the iTurret. The default scheme is scheme 1. The LED scheme is changed using iManager (please refer to the *iCMS Administrator's Guide*).

Description	Scheme 1	Scheme 2
SPEAKER CHANNEL KEY LEDS		
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).	Alternating (fast) Orange & Red	Alternating (fast) Green & Red
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 (fast) Orange & Red	Alternating (fast) Green & Red
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	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).	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)
Busy-here	Green	Green
Busy-elsewhere	Red	Red
HANDSET KEYS		
Not selected (Muted or Not Muted)	Off	Off
Selected – Not Muted	Orange	Orange
Selected – Muted	Red	Red
Selected – Intercom line seized on speaker channel	Orange (fast flash)	Orange (fast flash)
Selected – Fast conferencing mode in use	Green (fast flash)	Green (fast flash)

> • Handset LED is always orange if in focus or red if muted.
> • Contact your System Administrator if you require your scheme to be changed.

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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.

Dynamic Speaker Channel Key Icons

Icon	Status	Icon	Status
	Idle		Seized Connecting
	Gooseneck Talk		Speaker Channel on Handset 1
	Speaker Channel on Handset 2		Talk and Listen Speaker Channel with non Active Microphone
	Failed Call		Listen Only Speaker Channel

For more information on how to move a call to a speaker key, see *Assigning an Appearance to a Speaker Channel* on page *77*.

Status Icons

Status icons are located at the top of the right hand screen. The icons from left to right are: Network status, iCMS status, SIP registrar, Recording Configuration status, Intercom Privacy, Alert Override Forced On, Hidden/Locked Menu, Do Not Disturb, Call Forward and Missed Calls.

Network status

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

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

Icon	State	Explanation
	Unknown	iCMS status is unknown.

SIP registrar

Icon	State	Explanation
	Good	All call/line appearances are connected to the SIP registrar.
	Warning	Not all call/line appearances are connected to the SIP registrar.
	Bad	No call/line appearances are connected to the SIP registrar.
	Unknown	SIP registrar status is unknown.

Recording Configuration status

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

Phone status

Icon	State	Explanation
	Intercom Privacy	*Indicates that the user needs to press the appropriate intercom key in order to answer an intercom call as opposed to being automatically answered.*
	Alert Override Forced On	Indicates incoming ringing is heard regardless if a ring tone is not set in the alert profile.
	Hidden/Locked Menu	Indicates menu is hidden. For example, the *Key Finder* menu is hidden when OK is pressed.
	Do Not Disturb	Indicates audible alerts (for incoming calls) are disabled. For more information, see *Call Preferences* on page *180*.
	Call Forward	Indicates calls will be redirected. For more information, see *Call Forward* on page *178*.
	Missed Calls	Indicates at least one missed call is available. For more information, see *Checking Missed Calls* on page *190*.

Main Menu

In idle mode the menu system is displayed by pressing OK. The iTurret consists of the following three main menus: Main, Program and Preferences & Tools.

When the menu system is displayed, *Main* menu is the first menu displayed. The other two menus, *Program* and *Preferences & Tools*, are displayed using ◄ and ► .

The *Main* menu consists of the following options:

- Directories
- Call Register
- Speaker Actions
- Voice Mail
- Device Info
- Send Logs
- On-line Help

```
                Main
1 - Directories
2 - Call Register
3 - Speaker Actions
4 - Voice Mail
5 - Device Info
6 - Send Logs


9 - On-line Help
0 - More
```
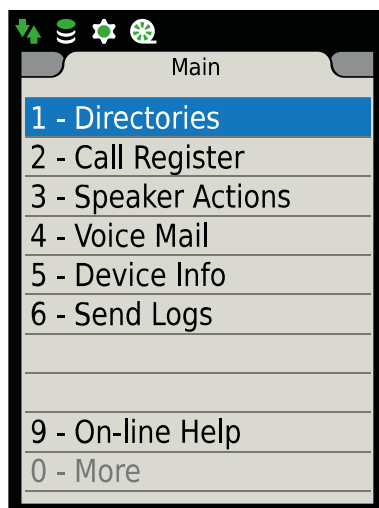
Program Menu

The *Program* menu consists of the following options:

- Lines
- Speed Dials
- Speakers
- Alerts
- Virtual Private Wire
- Special Keys
- Page Titles
- Swap Keys
- On-line Help

```
                Program
1 - Lines
2 - Speed Dials
3 - Speakers
4 - Alerts
5 - Virtual Private Wires
6 - Special Keys
7 - Page Titles
8 - Swap Keys
9 - On-line Help
0 - More
```
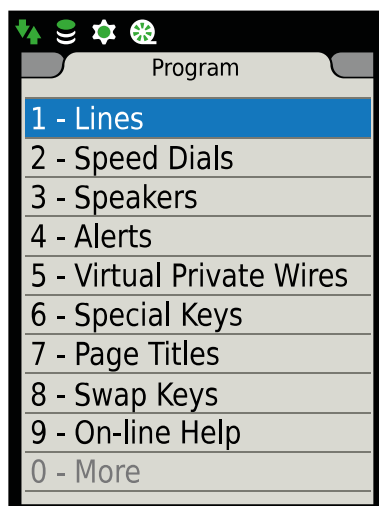
Preferences and Tools Menu

The *Preferences & Tools* menu consists of the following options:

- User Settings

- Call Settings

- Configure Network

- Security Setting

- Engineering Tools

- On-line Help

```
            Preferences & Tools

1 - User Settings
2 - Call Settings
3 - Configure Network
4 - Security Settings
5 - Engineering Tools



9 - On-line Help
0 - More
```
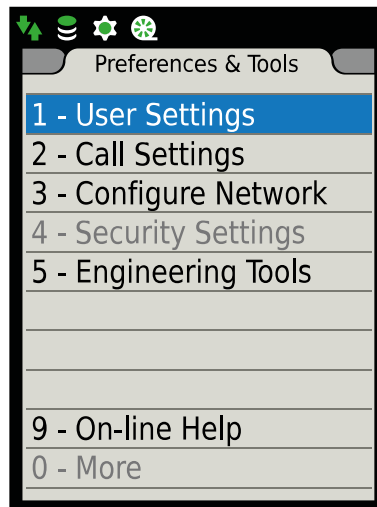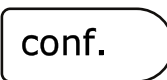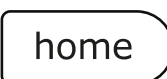
Menu Short Cut Keys

Short cut keys provide an alternative method for accessing the menu system. The table below displays a list of menu short cut keys. The keys required for menu short cuts are the star (*) and numerical keys. These keys are located on the dial pad. Please ensure the idle screen is displayed on screen 1 before using menu short cuts. For more information on screens, see *iTurret Elements* on page *21.* The menu key sequence begins with the star (*) key and ends with a numerical key. For example, to access the *Directories* menu option, press the star (*) key, followed by pressing number 1 key twice.

Please use the list below to get you started using the menu short cut keys.

Main Menu		Program Menu		Preferences & Tools Menu	
Menu Name	Action	Menu Name	Action	Menu Name	Action
Main	*1	Program	*2	Preferences & Tools	*3
Directories	*11	Lines	*21	User Settings	*31
Call Register	*12	Speed Dials	*22	Call Settings	*32
Speaker Actions	*13	Speakers	*23	Configure Network	*33
Voice Mail	*14	Alerts	*24	Security Settings	*34
Device Info	*15	Virtual Private Wires	*25	Engineering Tools	*35
Send Logs	*16	Special Keys	*26	On-line Help	*39
On-line Help	*19	Page Titles	*27		
		Swap Keys	*28		
		On-line Help	*29		

Fixed Function Keys

There are two fixed function key styles. One is a text description on the key and the other a graphical representation. This document mainly refers to the text description style. The table below displays both text description and corresponding graphical style:

Key Name	Text Description on Key	Image on Key
Clear	CLEAR	☎
Hold	hold hold	❚❚ ❚❚
Assign	assign	➡◀
Privacy	privacy	🔒
Intercom	*i*	*i*
Redial	redial	🔁
Conference	conf.	👥
Transfer	transfer	➡📞
Page	page	≣
Home (on iE 816 Deskstations)	home	🏠

Getting Started

Assembly
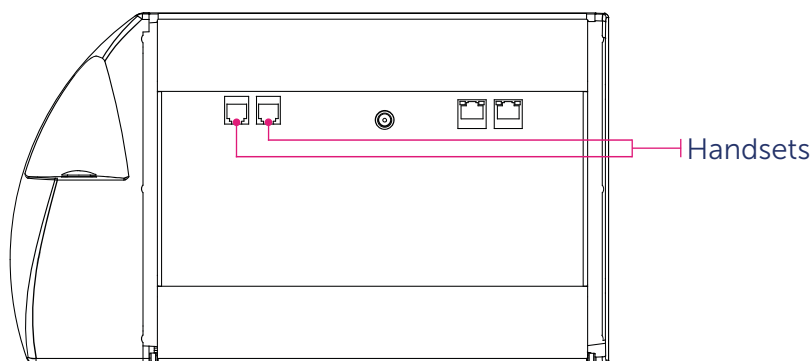
Handsets

1. Insert the handset lead connectors into the ports labelled **HS2** and **HS1**, located at the rear of the unit.

R22
Adapter
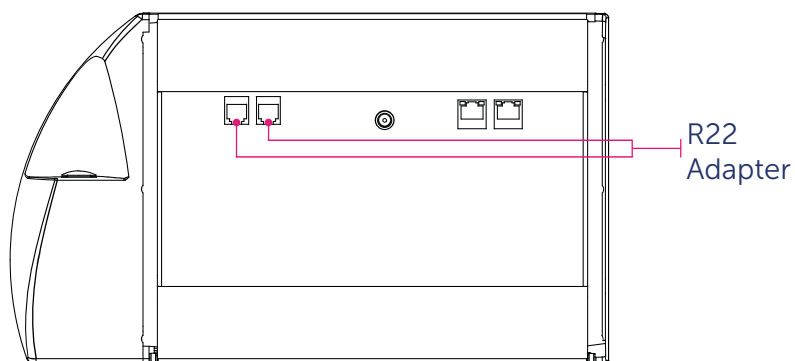
2. If you require a headset instead of a handset, insert the RJ22 adapter into the port labelled **HS2** or **HS1**, located at the rear of the unit.
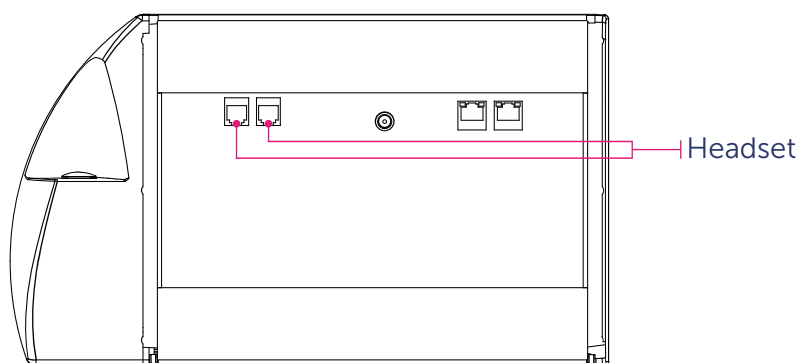
Headset

3. Insert the headset lead connector into the RJ22 adapter occupying the **HS2** or **HS1** port, located at the rear of the unit.

Gooseneck
Microphone
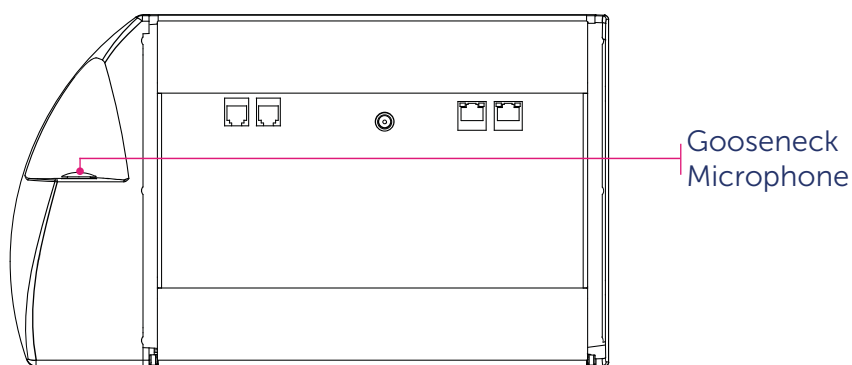
4. Insert and screw the microphone into the microphone port.

Nearest
Network Port
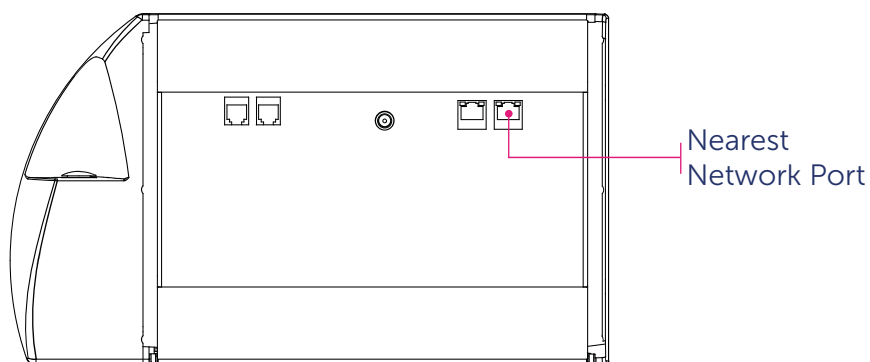
5. Insert one end of the network lead connector into the port labelled **NET 1**, located at the rear of the unit. Insert the other end into the main network.
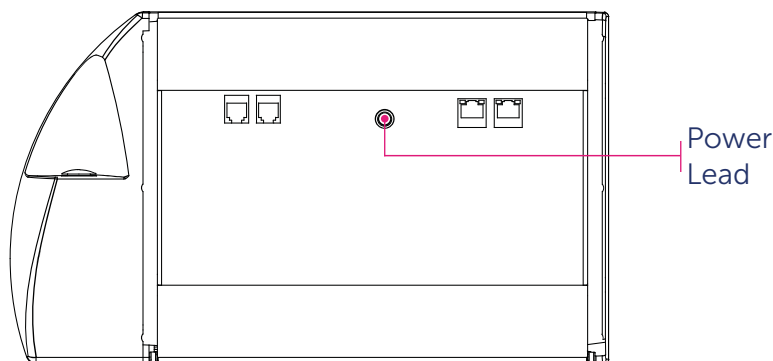
Power
Lead

6. Insert the power lead into the power socket port, labelled **12v -DC**, located at the rear of the unit.

Turning on your iTurret

Your iTurret is turned on when it is plugged into the mains supply. A loading screen is displayed on the unit for approximately 90 seconds before it is fully turned on.

> Before you turn on your iTurret ensure all the steps in the *Assembly* section are undertaken. For more information, see *Assembly* on page *35*.

Logging On
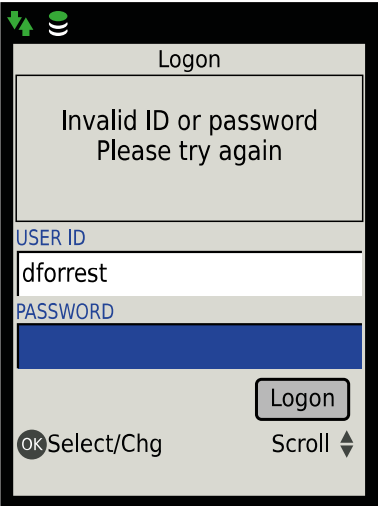
📑	• If logon is denied then please report the logon denied message to your System Administrator, see *Logon Denied* on page *37*.
	• If you do not know your user identification and password contact your System Administrator.
	• If the wrong password is typed five times in succession the unit will lock. You will need to contact your System Administrator to un-lock the unit.
	• To log on using Active Directory Credentials or Microsoft SSO, see *Seating Assistant* on page *39*.
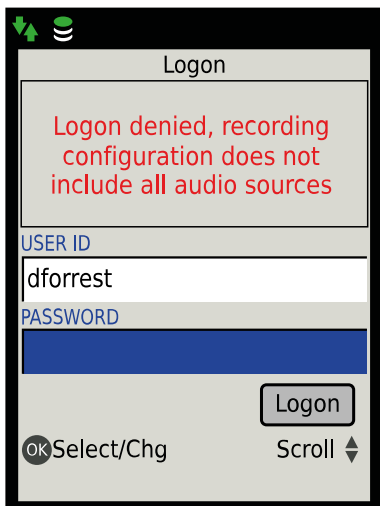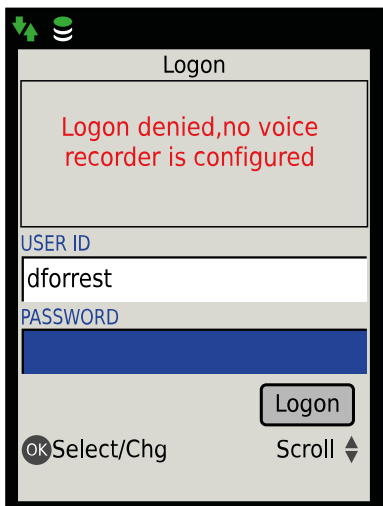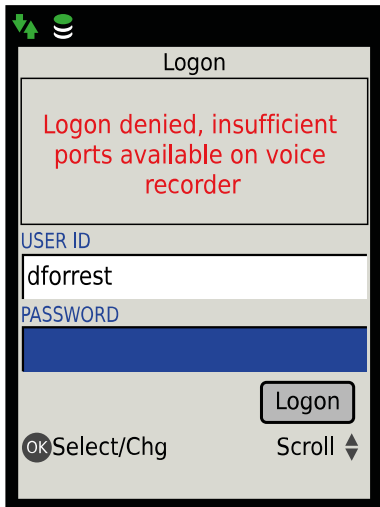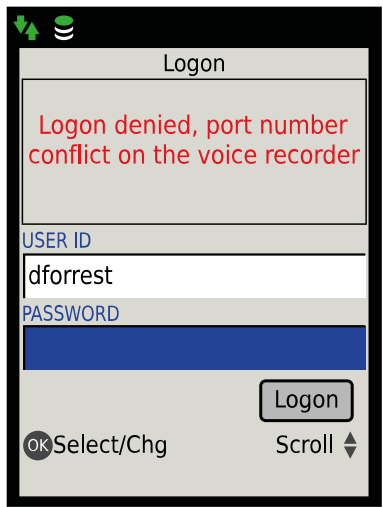
To logon to your iTurret:

1. Ensure *User ID* is highlighted on the *Logon* screen and press **OK** to activate the text box.

2. Type your user identification in *USER ID* using the alpha numeric keys and press **OK** to de-activate *USER ID*, see Entering Letters and Numbers on page *47*.

3. Press ▼ to highlight *PASSWORD* and press **OK** to activate the text box.

4. Type your password in *PASSWORD* and press **OK** to de-activate the text box, see Entering Letters and Numbers on page *47*.

5. Press ▼ to highlight *Logon* and press **OK**.

6. This sends your user identification and password log-on credentials for validation.

Logon Denied

If you are denied logging on please report the logon denied message to your System Administrator. The table below displays logon denied messages and their corresponding descriptions:

Logon Denied message	Description of Logon Denied Message
	The wrong username or password has been entered. Please note the password is case sensitive, see Entering Letters and Numbers on page *47*. *If the wrong password is typed five times in succession the unit will lock. You will need to contact your System Administrator to un-lock the unit.*
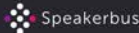
Logon Denied message	Description of Logon Denied Message	
Logon Logon denied, recording configuration does not include all audio sources USER ID dforrest PASSWORD Logon OK Select/Chg Scroll	**Logon** Logon denied,no voice recorder is configured USER ID dforrest PASSWORD Logon OK Select/Chg Scroll	The device you are logging onto is not configured to work with your profile for voice recording. *You will need to contact your System Administrator to configure or assign you another device.*
Logon Logon denied, insufficient ports available on voice recorder USER ID dforrest PASSWORD Logon OK Select/Chg Scroll	**Logon** Logon denied, port number conflict on the voice recorder USER ID dforrest PASSWORD Logon OK Select/Chg Scroll	

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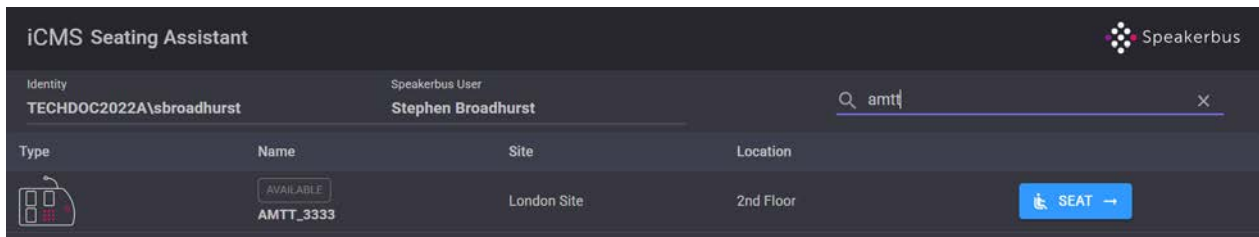
The example below shows the result of searching for a site labelled 'Paris'. Only deskstations with the site labelled as 'Paris Site' are displayed. However if multiple device names, sites or locations contain 'Paris' as part of their label, those deskstations would also be displayed.
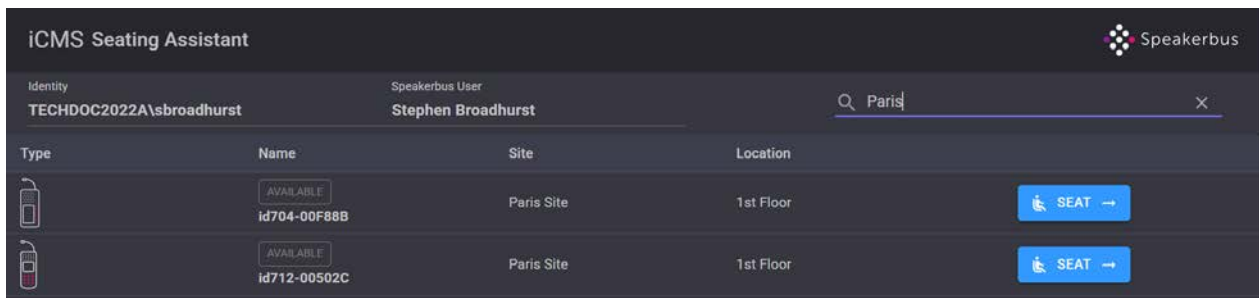
The example below shows the result of searching for a location labelled '3rd Floor'. Only deskstations with the location labelled as '3rd Floor' are displayed. However if multiple device names, sites or locations contain '3rd' as part of their label, those deskstations would also be displayed.
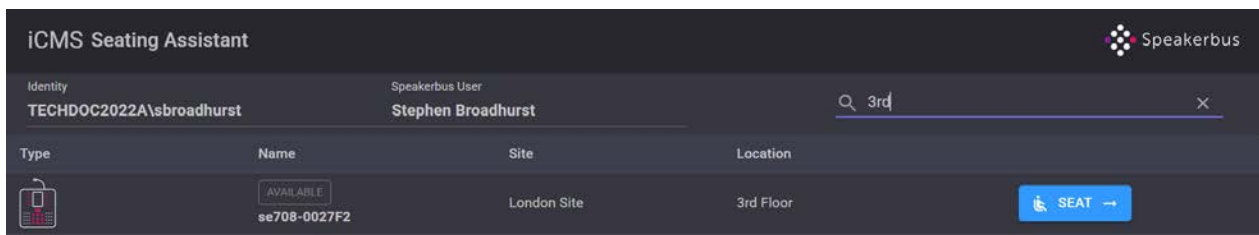
Clear Search/Filter

Select 'x' to clear the search filter.

Seat a Deskstation
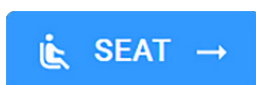
Select to seat (sign in) to a deskstation.

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 iTurret Compliant Call Forwarding, see *Call Forward* on page *178*.

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**.

Help in your iTurret

The right hand iTurret screen provides a help option in each menu. It is called *On-line Help* and provides hints appropriate to the active menu option.

Handsets

Ensure the correct handset/headset is active prior to making and receiving calls. The active handset/headset is identified by the orange lamp soft key. To make a handset/headset active, press its soft key.

Making Calls

To make a call using the dial pad:

1. Ensure the preferred handset is selected. If it is not, press the associated soft key to select it.

2. Enter the telephone number, SIP URL (e.g. joe@speakerbus.com, joe@213.175.1.1) or IP address (10.9.9.1) using the dial pad.

   The default or selected outgoing line is used as soon as you start dialling.

   If the dial string entered matches your company's dial plan, the unit will start dialling, if not, you will need to press **OK**, **#**, **redial** or wait for the Inter-Digit Timeout to expire.

3. Talk when the call is connected.

📕	• The above is one of many methods used for making a call. For more information on making calls, see *Making and Answering Calls* on page *51*.
	• When using the **#** key as an alternative method to initiate a call please note that the dial string needs to be a minimum of two digits.
	• If the time between pressing dial number keys to make a call exceeds the Inter-Digit Timeout set in the management application, the call will be automatically initiated using the dial string entered. The call will be initiated even if the dial string is incomplete. Please contact your System Administrator for more information.

Answering Calls

The iTurret announces an incoming call with a ring, illuminating soft key and animated icon on the appearance finger. To answer a call:

1. Press the appropriate illuminating soft key.

   The call will be answered on the currently selected handset.

2. Talk when call is connected.

📕	If a handset is being used and the Handset Mode is set to *Push-to-answer* (for more information, see *Handset Mode Settings* on page *165*), the handset button can be used to answer calls.

Ending Calls

To end a call:

1. Press the appropriate ⌒ key (which is located near the dial pad) on the unit.

   This will clear the call on the handset finger in focus.

   > 📑 If a handset is being used and the Handset Mode is set to *Push-to-answer* (for more information, see *Handset Mode Settings* on page *165*), the handset button can be used to clear calls.

Preliminary Features and Functions

Checking the Software Versions

To check the unit software version:

1. Press **OK** to display *Main* menu.

2. Using ▲ or ▼ highlight *Device Info*, and press **OK**.

    This displays *Device Info*.

3. Using ▲ or ▼ highlight *Show Versions*, and press **OK**.

Scrolling through Directory Lists

The ▲ or ▼ navigation keys are used to scroll through directory lists (both corporate or personal). There are two scroll methods which are described below.

*   Single presses of the ▲ or ▼ navigation keys scrolls through each record within the directory list.

*   Pressing and holding down the ▲ or ▼ navigation keys scrolls through directory lists on a page by page basis.

Moving through Key Pages and Sub-Pages

Pages

You can move through each page using the page key, ◄ or ► navigation keys and page shortcut key.

*   **Page key.** The page key is located in the bottom left hand corner of the iTurret. If for example you are viewing *Page 1*, pressing the page key displays *Page 2*. You can also move through each page using the ◄ or ► navigation keys. If the iTurret is attached to an iE816 Expansion Module, the page keys on the iE816 work an identical manner to the iTurret. The keys paginate from left to right. The page key will only move through pages with configured fingers, and not empty pages. For more information on fingers, see *Finger* on page *46.*

*   **Left and right navigation keys.** The left and right navigation keys move back and forward through pages. If for example you are viewing *Page 1*, pressing ► displays *Page 2*. Similarly, if you are viewing *Page 2*, pressing ◄ displays *Page 1*. The left and right navigation keys will only move through pages with configured fingers, and not empty pages. For more information on fingers, see *Finger* on page *46*.

*   **Page shortcut keys.** Page shortcut keys navigate you directly to specific pages. This can prove to be quick when accessing frequently used pages compared to using the page key and ◄ or ► navigation keys. For example, pressing the *Commodities* page 1 page shortcut key displays the *Commodities* page 1 instantly. For more information on the page shortcuts, see *Shortcut to Page* on page *239*.

Sub-pages

Sub-pages are pages within pages. If for example, the keys on *Commodities page 1* could not all fit on one page, the remaining keys will paginate onto sub-page 2 whilst still being on *Commodities page 1*. Therefore, the keys on the first page are displayed on sub-page 1. The format for page 1, sub-page 1 is: Page Name 1 [1]. The number '1' outside the square brackets is the page number, and the '1' in the square brackets is the sub-page number. Therefore the format for page 1, sub-page 2 is: Page Name 1 [2].

You can move through sub-pages using the ▲ or ▼ navigation keys. If when pressing the ▼ navigation key the screen changes from one page to another page, not from one page to a sub-page, it means there are no sub-pages.

Stepping back through Menus

To go back one level in the menus:

1. Press ↺.

To go back to idle mode:

1. Press and hold ↺.

Finger

The term *finger* is used to describe individual sections on the display screens. The screen illustration on the right displays eight fingers.
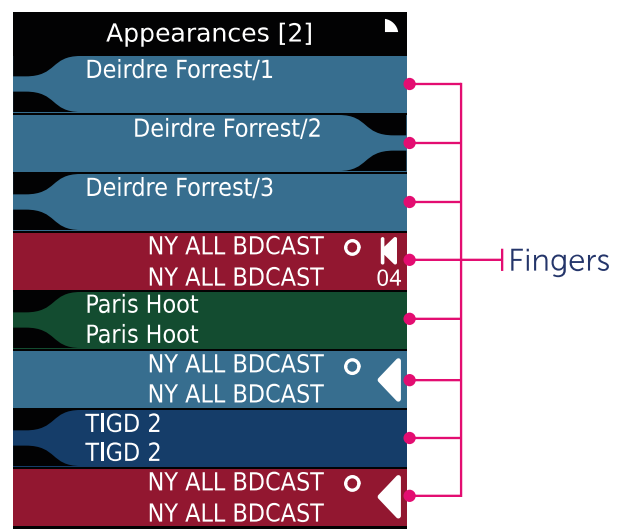
Address

What is an Address?

An address can be one of the following: telephone number (e.g. 020 7577 8533), IP address (e.g. 10.10. 10.10) or SIP (session initiation protocol) URL (uniform resource locator) (e.g. john@ company.com, john@10.10.10.10).

Default Number

The default number is the first number highlighted in both the *Personal Directory Details* and *Corporate Directory Details* for call purposes. This is shown below:

Personal Directory Details	Corporate Directory Details
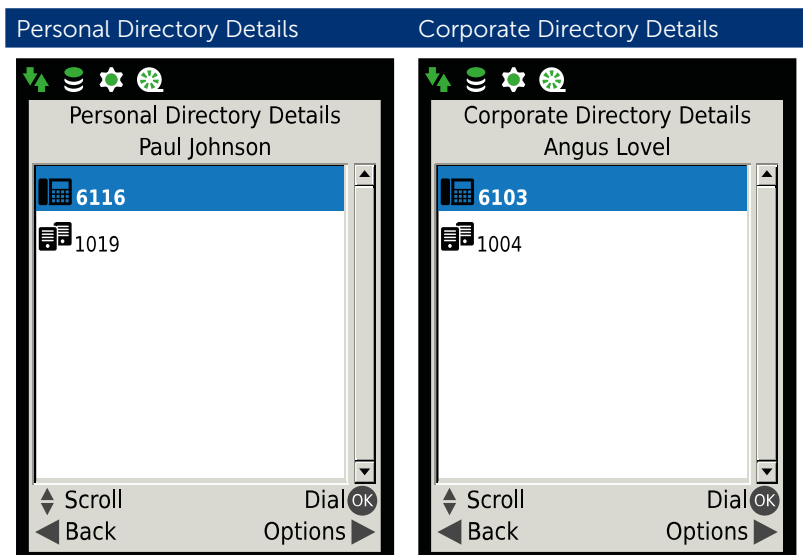
Setting the Default Number

To set a default address:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

    This displays a list of names and numbers in the *Personal Directory List*.

4. Using ▲ or ▼ highlight the appropriate contact, and press **OK**.

    This displays the contacts' *Personal Directory Details*.

5. Highlight the number, IP address or SIP URL you would like to set as the default, and press ► .

    This displays *Personal Details Options*.

6. Highlight *Set As Default*, and press **OK**. For more information on default numbers, see *Default Number* of page *46.*

    The selected number, IP address or SIP URL will appear at the top of the list within *Personal Directory Details*.

Entering Letters and Numbers

Where it is possible to enter letters (for example when adding speed dials), a multi-tap text input method is used. This input method is common in mobile/cell phones.

To enter letters:

1. Ensure the dial pad is set to letters. If it is set to letters, the bottom of the right hand screen displays, 'ABC'. If it is set to numbers (indicated by '123' in the bottom right hand of the screen), press and hold the # key on the dial pad to select letters.

2. Press numbers **2** - **9** repeatedly until the required character appears.

3. Press *****(which is located on the dial pad) to shift between capital and lower-case letters.

> 🗏 Press and hold down keys 0 - 9 to enter numbers.

4. Press **1** for a full stop.

5. Press ↻ to delete letters or numbers.

6. Press **0** once to add a space.

To enter numbers:

1. Ensure the dial pad is set to numbers. If it is set to numbers, the bottom of the right hand screen displays, '123'. If it is set to letters (indicated by 'ABC' in the bottom right hand of the screen), press and hold the **#** key on the dial pad to select numbers.

2. Press the required numbers on the dial pad

3. Press **1** for a full stop.

4. Press ↻ to delete letters or numbers.

5. Press 0 once to add a space.

Entering Symbols

Before entering symbols, the characters need to be set from numbers mode (123) to letters (ABC, abc). This is undertaken by pressing and holding the **#** key (on the dial pad) whilst the input screen is set to numbers.

Where it is possible to enter symbols (for example when making a call using the dial pad), the *1* key needs to be pressed repeatedly until the desired symbol is displayed. For example, the *1* key needs to be pressed twice to display the @ (at) symbol and six times for the ? (question mark) symbol. Below displays all possible symbols:

*	_	"	;	>	/
.	,	-	&	#	
:	'	(	%	$	
@	?	)	=	£	
+	!	/	<	€	

Press ↻ to delete symbols. Press **0** once to add a space.

Changing Text Box Options

The most straight forward method used when changing text box options, is to highlight the text box and use the ▲ or ▼ navigation keys. For example, pressing the ◄ and ► navigation keys on the *Lines edit LABEL MODE* option will change *Two line* to *One line*.

```
Line Edit
Deirdre Forrest
6107/1
LABEL MODE
Two line
STYLE
1
LINE ID
Deirdre Forrest
6107/1
    Save     Cancel     Help
OK Select/Chg                    Back ↺
   Scroll                      Toggle ◄►
```
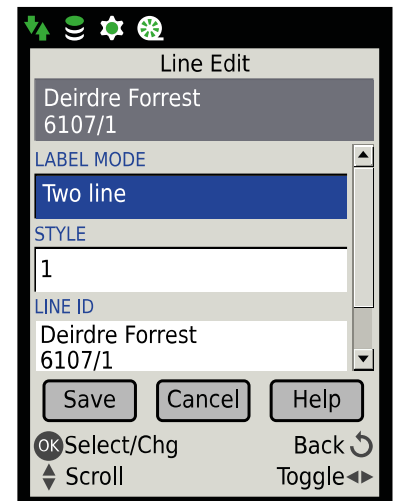
Adjusting the Volume

Adjusting the Master Rotary Volume Control

To adjust the master rotary volume control during a call:

1. Adjust the master volume rotary control.

Adjusting Individual Rotary Volume Controls

To adjust an individual rotary volume control during a call:

1. Adjust both the master and individual volume rotary controls.

> The master rotary volume control combines with the individual volume controls. If either volume control is turned to the minimum, the speaker will be silent.

Adjusting the Volume Control during a Call

To adjust the volume during a call:

1. Press the soft key associated with volume icon.

   ◢   Volume

This displays the volume slider bar.

```
        Volume
|           [ I ]      | 8
```
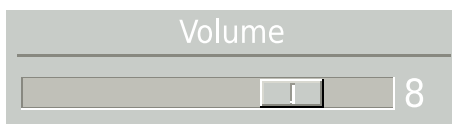
2. Use ◄ and ► to increase or decrease the volume.

3. Press ↺ to remove the slider bar.

Adjust the Handset/Headset Volume Controls through User Preferences

To change the handset/headset volume settings:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ and ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight User Settings and press **OK**.

    This displays *User Settings*.

4. Highlight User Preferences and press **OK**.

    This displays *User Preferences*.

5. Highlight *H-SET 1/H-SET 2* and set the level using ► .

6. Highlight Save and press **OK**.

Making and Answering Calls

Calls can be made using one of the following methods:

- Dial pad

- Speed dial

- Private line

- Redial

- Directories

- Call register

Dial Pad

To make a call using the dial pad:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Enter the telephone number, SIP URL (e.g. joe@speakerbus.com, joe@213.175.1.1) or IP address (e.g. 10.9.9.1) using the dial pad.

```
Handset 1
Line: Deirdre Forrest
OUTBOUND
901992706500

OK Dial              Delete/Back
   Enter                    123
```
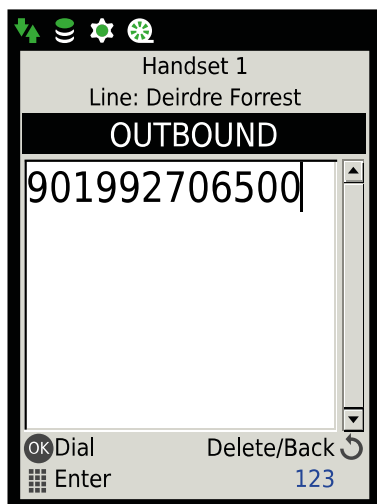
The default or selected outgoing line is used as soon as you start dialling.

If the dial string entered matches your company's dial plan, the unit will start dialling, if not, you will need to press OK, # or redial.

The illustration below on the left is an example of what is displayed on the handset key finger whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

```
6102
```

3. Talk when call is connected.

   OR

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press an outgoing line. If you do not have any lines set up you will need to create some. For

more information on creating lines, see *Adding Lines* on page *118*.

3. Enter the telephone number, SIP URL (e.g. joe@speakerbus.com, joe@213.175.1.1) or IP address (e.g. 10.9.9.1) using the dial pad.

    The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line when the call is connected.

    📞 ↻ 6102

4. Talk when call is connected.

📕 • Pressing a handset button when the iTurret is idle activates and displays the default line on the selected handset key. This happens when the handset mode in user preferences is set to either **Push-to-answer** or **Toggle-to-answer**. Pressing the handset button a second time deactivates and removes the default line from the handset key.

• If the time between pressing dial number keys to make a call exceeds the Inter-Digit Timeout set in the management application, the call will be automatically initiated using the dial string entered. The call will be initiated even if the dial string is incomplete. Please contact your System Administrator for more information.

• When using the **#** key as an alternative method to initiate a call please note that the dial string needs to be a minimum of two digits.

Speed Dial

A speed dial needs to be set up prior to using it for call purposes. For more information, see *Adding Speed Dials* on page *110.*

To make a call using speed dials:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. If required, locate the page of the speed dial using ▲ ,▼ ,◄ and ► navigation keys, or page shortcut keys.

3. Press the appropriate speed dial.

    An outgoing line will be selected as soon as you start dialling.

    The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

    📞 ↻ 6102

4. Talk when call is connected.

    OR
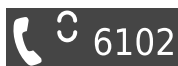
1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. If required, locate the page of the speed dial using ▲ ,▼ ,◄ and ► navigation keys, or page shortcut keys.

3. Press an outgoing line.

4. Press the appropriate speed dial.

The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

📞 ↻ 6102

5. Talk when call is connected.

Private Line

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

Make Call using ARD Call

To make a call using an ARD appearance:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Press the appropriate ARD appearance soft key.

GLOBAL FX 1 ARD

3. Speak when call is connected.

Make Call using MRD

To make an MRD call from an MRD appearance:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Press the appropriate MRD appearance soft key.

BToll FMG MRD

3. Speak when call is connected.

> 📑 For information on how to ring a connected MRD channel, see *Ringing an MRD Channel* in the section below.

Ringing an MRD Channel

To ring an MRD Channel connected to a handset:

1. Press the *Signal* soft key. The Signal key will appear as the first available soft key.

➡🔔 Signal

> 📑 A call on an MRD speaker key needs to be assigned to a handset prior to ringing the channel.

To ring an MRD Channel connected to a speaker key:

1. Press **assign** located near the dial pad.

2. Press the appropriate MRD speaker key.

BToll FMG MRD

The MRD call is moved from the speaker key to the selected handset.

3. Press the Signal key. The Signal key will appear as the first available soft key.

➜🔔 Signal

Redialling the Last Number

To re-dial the last number:

1. Press the **redial** key twice.

Redial

The *Redial Menu* stores the last twenty dialled numbers. It is displayed by pressing the redial key. The unit chooses the default appearance to send the call out on.

To make a call using redial:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press the **redial** key which is located near the dial pad to display *Redial Menu*.

3. Using the ▲ or ▼ navigation keys, select the appropriate number or name from the list, and press **OK**.

   The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

📞 ↻ 6102

4. Talk when call is connected.

> 📋 When using the redial key to redial one of the last twenty dialled numbers, the call is sent out on the default appearance.

Directories

Directories contains three options: *Corporate Directory*, *Personal Directory* and *Group Directory*. Corporate directory contains all users within the system. Personal directory is used to store internal and external contacts. It can store a maximum of 1000 contacts. Internal contacts are derived from the Corporate directory. External contacts are personal contacts outside the system. For information on how to add contacts to your Personal directory, see *Adding Contacts to Personal Directory* on page *91*. Group Directory is used for intercom group calls. For more information, see *Making a Group Call using the Directories* on page *226*.

Make Call using Corporate Directory

To make a call using the Corporate Directory:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

    The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Corporate Directory* and press **OK**.

    The screen displays a list of all users.

5. Locate the appropriate name, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate name.

    The screen displays the selected user's number(s).

6. Ensure the appropriate number is highlighted, and press **OK** to dial.

    The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

    📞 ↻ 6102

7. Talk when the call is connected.

    | 📕 | It is possible to dial the default number. |

Make Call to Default Number using Corporate Directory

To make a call to default number using the Corporate Directory:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

    The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Corporate Directory* and press **OK**.

    The screen displays a list of all users.

5. Locate the appropriate name, highlight it and press the **redial** key (which is located near the dial pad), to dial the default number. For more information on default numbers, see *Default Numbers* on page *46*.

    The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

    📞 ↻ 6102

6. Talk when the call is connected.

Making Call using Personal Directory

To make a call using the Personal Directory:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

   The screen should display a list of personal contacts.

   If there are no contacts in the *Personal Directory List* you will need to add them. For more information, see *Adding Contacts to Personal Directory* on page *91*.

5. Locate the appropriate name, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate name.

   The screen displays the selected user's number(s).

6. Ensure the appropriate number is highlighted, and press **OK** to dial.

   The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

   📞 ↻ 6102

7. Talk when the call is connected.

Making Call to Default Number using Personal Directory

To make a call to default number using the Personal Directory:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

   The screen should display a list of personal contacts.

   If there are no contacts in the *Personal Directory List* you will need to add them. For more information, see *Adding Contacts to Personal Directory* on page *91*.

   The screen displays a list of all users.

5. Locate the appropriate name, highlight it and press the **redial** key (which is located near the dial pad), to dial the default number. For more information on default numbers, see *Default Numbers* on page *46*.

The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

📞 ↻ 6102

6. Talk when the call is connected.

Call Register

The call register directory stores: missed calls, received calls and placed calls.

To make a call using the call register:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

3. Using ▲ or ▼ highlight *Call Register* and press **OK**.

    The screen displays *Call Register*.

4. Using ▲ or ▼ highlight either *Missed Calls*, *Received Calls* or *Placed Calls*, and press **OK**.

    This displays the call list.

5. Using ▲ or ▼ highlight the appropriate name or number from the call list and press **OK**.

    The illustration below on the left is an example of what is displayed on the handset key whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

📞 ↻ 6102
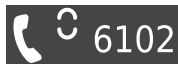
6. Talk when the call is connected.

> 📕 It is not be possible to select any of the call register options if they appear greyed out. They may appear greyed out if no missed or incoming calls have been received, or no outgoing calls have been made. The call register also appears greyed out when one logs off the iTurret unit, and then logs back on. This action clears all the records within the call register.

SIP URL

To make a call using a SIP URL:

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Type the SIP URL using the dial pad (e.g. 01992706999@speakerbus.com, 01992706999@12.10.10.1, john@speakerbus.com, john@12.10.10.1). For information on how to enter letters, numbers and symbols, see *Entering Letters and Numbers* on page *47* and *Entering Symbols* on page *48*.

    An outgoing line will be selected as soon as you start dialling.

    The illustration below on the left is an example of what is displayed on the handset key finger whilst the call attempts to connect. This is also displayed on the outgoing line whilst the call attempts to connect.

📞 ↻ 6102

3. Talk when call is connected.

   OR

1. Ensure the preferred handset is selected. If it is not press the associated soft key to select it.

2. Press an outgoing line. If you do not have any lines set up you will need to create some. For more information on creating lines, see *Adding Lines* on page *118*.

3. Type the SIP URL using the dial pad (e.g. 01992706999@speakerbus.com, 01992706999@12.10.10.1, john@speakerbus.com, john@12.10.10.1). For information on how to enter letters, numbers and symbols, see *Entering Letters and Numbers* on page *47* and *Entering Symbols* on page *48*.

📞 ↻ 6102

4. Talk when call is connected.

Answering Calls

The iTurret announces an incoming call with a ring, illuminating soft key and animated icon on the finger. To answer a call:

Deirde Forrest/1
S Broadhurst

To answer an incoming appearance call:

1. Press the appropriate illuminating soft key.

2. Talk when call is connected.

Ending Calls

To end a call:

1. Press the appropriate ☎ key (which is located near the dial pad) on the unit.

   This will clear the call on the handset finger in focus.

Outbound Call Restrictions

Outbound Call Restriction can prohibit outgoing calls and the use of transferring calls. The outbound call restriction options are set using iManager and include the settings *None* and *Allow Transfer Only*. These settings are described below.

- **None**. If the outbound call setting in iManager is set to *None* on a line used by an iTurret Deskstation it will not be possible to make outbound calls. It will also not be possible to transfer received calls. When attempting to make outbound calls or transfer received calls the message *Outbound calls restricted* is displayed on the Deskstation screen.

> Call Error
> ⚠ CAUTION
>
> Outbound calls restricted
>
> ↻ Cancel
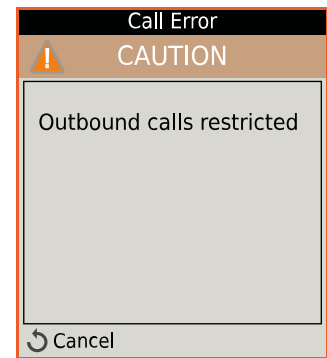
- **Allow Transfer Only**. If the outbound call setting in iManager is set to *Allow Transfers Only* on a line used by an iTurret Deskstation it will not be possible to make outbound calls. It will be possible to transfer received calls. When attempting to make outbound calls the message *Outbound calls restricted* is displayed on the Deskstation screen.

> Call Error
> ⚠ CAUTION
>
> Outbound calls restricted
>
> ↻ Cancel
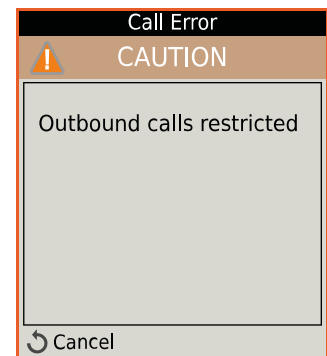
> 📑 Outbound call restriction is set using both iManager. For more information, see the *iCMS iManager Administrator's Guide*.

When Call Pickup is enabled, answering calls on an Avaya line appearance on a dynamic key or using the push-to-answer feature will pickup the call on the user's master/default appearance instead of answering the call on the ringing line appearance. This is only available for line appearances configured on an Avaya PBX.

For example, if a user answers a call from a line appearance on a dynamic key or using push to answer, the call is answered on the default call appearance, not the line appearance

> 📑 Call pickup is set using both iManager and Avaya Communication Manager. For more information, see the *iCMS iManager Administrator's Guide* and *Avaya Communication Manager and iTurret Configuration Guide*.

Dynamic Keys Auto-Refresh

Dynamic Key Auto Refresh is an option set in iManager. When it is enabled, dynamic keys will automatically be refreshed whenever any change occurs to any of the calls displayed on the dynamic keys. For example, if a second incoming call is ringing and has a higher priority than the first incoming ringing call, the first incoming call is removed from the dynamic key and replaced with the second incoming call. When it is disabled, dynamic keys will only be refreshed when the page is changed. For example, if a second incoming call is ringing and has a higher priority than the first incoming ringing call, a second incoming ringing call is only displayed on the dynamic key when the page is changed.

> 📑 Dynamic Key Auto Refresh is set using iManager. For more information, see the *iCMS iManager Administrator's Guide*.

Screen Saver

The iTurret Screen Saver Auto-Exit feature is controlled in iManager. When it is enabled the screen saver is active after the time set in the Screen Saver Timeout option (for example, after 10 minutes). Additionally, the iTurret will automatically exit the screen saver when an incoming call rings or is auto-answered. When it is disabled the screen saver is active after four hours of inactivity. The iTurret will remain in screen saver mode until a key is pressed.

The time, in seconds, (1, 2, 3 or 4 seconds) to remove the screen saver when it auto-exits when an incoming call rings or is auto-answered is also set in iManager .

Call Handling

Making a Call while on an existing call

To make a call whilst on an existing one:

1. Select a handset currently not in use by pressing the associated soft key.

2. If required press an outgoing line otherwise one will be selected automatically.

3. Make call. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

    Both handsets are now in use.

4. Talk when the call is connected.

    OR

1. Put the currently connected call on hold by pressing the appropriate *hold* key, to make the handset available.

2. If required press an outgoing line otherwise one will be selected automatically.

3. Make call. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

4. Talk when the call is connected.

> For more information on the hold key, see *Placing a Call on Hold* on page *74*.

Answering Multiple Calls

To answer an incoming whilst on an existing one, select the handset not in call mode by pressing the associated soft key and answer the call. If both handsets are connected to calls whilst receiving an incoming one, you will need to put one of calls on hold to make a handset available. However, this will not be necessary if auto hold is enabled. Once a handset is available, it needs to be selected by pressing the associated soft key. As soon as it is selected an incoming call can be answered.

> *   For more information on the hold key, see *Placing a Call on Hold* on page *74*.
> *   For more information on auto hold, see *Call Preferences* on page *180*.

Conferences

The iTurret supports two conference types: Standard Conference and Fast Conference. Standard Conference is explained below and Fast Conference, on page *65*.

Standard Conference

Standard Conference comprises of the following conference types:

*   iTurret (Client Side) Conferences - (page *62*)

*   Meet Me Conference - page *63*)

*   Cisco (Server Side) Conferences - (page *63*)

- Mixing Cisco (Server Side) and iTurret (Client Side) Conferences - (page *64*)

iTurret (Client Side) Conferences

iTurret (Client Side) Conferences are hosted locally on the iTurret Deskstation.

Creating an iTurret (Client Side) Conference

To create a conference:

1. Call the first conference participant. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

2. Press **conf.** which is located near the dial pad when the call is connected.

   A conference call information box is displayed for a few seconds, stating the call has been added to a conference. The first conference participant is also placed on hold. This is indicated by the soft key associated with the participant's appearance, flashing orange. The appearance also has a white conference icon displayed.

    Conference

3. Call the second conference participant, and press **conf.** once the call is connected.

   A conference call information box is displayed for a few seconds, stating that the call has been added to a conference.

   The conference icon is also displayed on the handset finger.
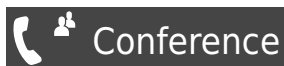
    Conference

   The conference participant's presence in the conference is further displayed by conference appearances.

    Conference
   Conference
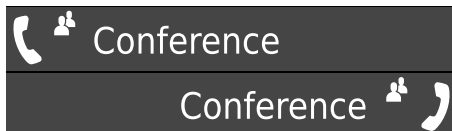
   The above conference appearances are used for example purposes only.

4. To add a third participant, press **conf.** and call the next participant. When the participant answers, press **conf.**.

5. Repeat the above step to add more participants.

📑	• The conference creator is the only person able to add participants to the conference.
	• An iTurret (Client Side) conference can accommodate a maximum of eleven members including the conference initiator.
	• iTurret (Client Side) Conferences allows Hoots, manual ring downs and automatic ring downs to be conference participants.

Ending an iTurret (Client Side) Conference

To end a conference:

1. Press the appropriate ⌒ key which is located near the dial pad.

> 📑 Only the person who created the conference can end it.

Meet Me Conference

Meet Me Conferences only work with a Cisco Unified Call Manager (CUCM). They can easily accommodate in excess of six conference members. An up and running Meet Me Conference can only end when the last conference member leaves the conference.

Setting up a Meet Me Conference

To set up a Meet Me Conference:

1. Ensure a general soft key is available. For more information on *General Soft Keys,* contact your System Administrator.

2. Assign a PBX Appearance to handset one or two.

    A general soft key will display either *Meet Me* or *Meet Me Conference system soft key*.

    Meet Me 💬

3. Press the Meet Me soft key and dial the conference number.

    Once connected to the conference other users can also join the conference by dialling the conference number.

Joining a Meet Me Conference

You can only join a Meet Me Conference after it has been set up. For more information on setting up a Meet Me Conference, see *Setting up a Meet Me Conference* in previous section.

To join a Meet Me Conference:

1. Dial the conference number.

Ending a Meet Me Conference

To end a Meet Me Conference:

1. Hang up.

    The Meet Me Conference is completely ended when the last member leaves the conference.

Cisco (Server Side) Conferences

Cisco (Server Side) Conferences are conferences hosted on a CUCM.

Creating a Cisco (Server Side) Conference

To set up a Cisco Conference:

1. If a outgoing Cisco line appearance is the default line, call the first conference participant. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

    OR

    If an outgoing Cisco line appearance is not the default line, press its associated soft key and call the first conference participant.

2. Press **conf.** which is located near the dial pad when the call is connected.

A conference call information box is displayed for a few seconds, stating the call has been added to a conference. The first conference participant is also placed on hold. This is indicated by the soft key, associated with the participant's appearance, flashing orange. The appearance also has a white conference icon displayed.

> Conference

3. Call the second conference participant, and press **conf.** once the call is connected.

   The conference icon is displayed showing that the first and second conference participants have been added to the conference.

> Conference

4. To add a third participant, press **conf.** and call the next participant. When the participant answers, press **conf.**.

5. Repeat the above step to add more participants.

> • Depending on the DSP (digital signal processing) resource, you can add as many potential participants to this conference type.
> • Unlike iTurret (Client Side) Conferences, when the conference creator leaves the conference by hanging up the conference does not end.

Mixing Cisco (Server Side) and iTurret (Client Side) Conferences

This conference type is used when there is a requirement for Hoot, MRD and ARD participants to be part of a Cisco conference.

To mix a Cisco conference with an iTurret conference:

1. If a outgoing Cisco line appearance is the default line, call the first conference participant. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

   OR

   If an outgoing Cisco line appearance is not the default line, press its associated soft key and call the first conference participant.

2. Press **conf.** which is located near the dial pad when the call is connected.

   A conference call information box is displayed for a few seconds, stating the call has been added to a conference. The first conference participant is also placed on hold. This is indicated by the soft key, associated with the participant's appearance, flashing orange. The appearance also has a white conference icon displayed.

> Conference

3. Call the second conference participant, and press **conf.** once the call is connected.

   The conference icon is displayed showing that the first and second conference participants have been added to the conference.

> Conference

4. To add a third participant, press **conf.** and call the next participant (including Hoot, MRD and ARD participants). When the participant answers, press ▢.

5. Repeat the above step to add more participants.

6. To add a conference participant hosted on the iTurret (not including a Hoot, MRD or ARD participant), press [icon] to place the conference on hold. Display the outbound screen on Screen One, and dial the next conference participant's number/extension inserting a forward slash (/) in front of the number. Use the * key on the dial pad to insert the front slash (/). When the participant answers, press **conf.**.

7. Repeat the above step to add more participants (hosted on the iTurret) to the mixed conference.

[icon] • Hoot, MRD and MRD conference participants are hosted locally on the iTurret.

•   When the conference creator leaves the conference by hanging up the call, conference participants hosted on the iTurret are automatically removed from the conference. Conference participants hosted on the CUCM will remain in the conference.

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.

To fully explain how Fast Conferencing works a scenario will be used. This scenario will first include conferencing together four participants (including the caller 'Deirdre Forrest'). Three of the participants will be in an on hold state prior to joining the conference. When the three participant have joined the conference, an additional participant will be called (acting as the active appearance) and added to the conference.

1. Call the first participant. In our example below the called participant is 'Stephen Broadhurst'. The illustrations below display both Stephen Broadhurst's handset and line appearance keys.

> 📞 ○ Stephen Broadhurst

2. Place the first participant on hold by pressing the [icon] key for the appropriate handset. In our example 'Stephen Broadhurst' is placed on hold.

    In our example Stephen Broadhurst's appearance is removed from the handset appearance to an on hold Dynamic key. This is shown in the illustration below. The on hold Dynamic key's soft key LED will also flash orange to indicate the call is on hold. The line appearance's visual status also changes from the state shown in step 1 to indicate the line is in an on hold state. This is shown in the illustration below. The line appearance's soft key LED's will also flashes orange.

> ❚❚ Stephen Broadhurst

3. Call the second participant. In our example below the called participant is 'Ethan Davies'.

> 📞 ○ Ethan Davies

4. Place the second participant on hold by pressing the **hold** key for the appropriate handset. In our example 'Ethan Davies' is placed on hold.

> Ethan Davies ❚❚

Line appearance

5. Call the third participant. In our example below the called participant is 'Kurtis Johnson'.

> 📞 ° **Kurtis Johnson**

Handset appearance

6. Place the third participant on hold by pressing the **hold** key for the appropriate handset. In our example 'Roger Federer' is placed on hold.

> ⏸ **Kurtis Johnson**

Line appearance

7. Press **conf.**.

   The selected handset's soft key LED will flash green. This indicates the Deskstation is ready to receive conference participants.

8. Press one the line appearances that is in a hold state to join it to the conference. In our example Stephen Broadhurst's line appearance was selected. The handset appearance will display the text 'Conference' to indicate the participant, (in our example, Stephen Broadhurst) has been added to the conference. The line appearance's state also changes to indicate the line has been joined to the conference as shown in the illustration below. Lastly, the line appearance's soft key LED's state changes from flashing orange to solid green.

> 📞 👥 **Conference**

Handset appearance

> 📞 👥 **Conference**
>
>   **Ethan Davies** ⏸➜
>
> ⏸ **Kurtis Johnson**

Line appearances

9. Add the second and third participants to the conference by simply pressing their line appearances' soft key. In our example Ethan Davies and Kurtis Johnson's soft keys are pressed.

> 📞 👥 **Conference**
>
>   **Conference** 👥📞
>
> 📞 👥 **Conference**

Line appearances

10. When you have finished adding the participants to the conference press **conf.**.

    The handset's soft key LED will change from flashing green to solid orange indicating that all participants including the caller can all talk and listen in the conference.

11. To add a fourth person to the conference press the ⏸ key.

    The Conference is removed from the handset appearance to an on hold Dynamic key if one has been set up. The Dynamic soft key's LED will also flash orange to indicate it is in an on hold state.

> 👥 **Kurtis Johnson**

Dynamic key appearance

👥 Conference

Conference 👥

👥 Conference

Line appearances

12. Call the fourth participant. In our example the fourth participant is 'Angus Lovell'.

📞 ○ Angus Lovell

Handset appearance

📞 ○ Angus Lovell

Line appearance

13. Ensure when Angus Lovell answers the call and the appearance is active on one of the handsets (as shown in the illustration above) press **conf.**.

A message is displayed on screen one for a very short time stating that the appearance on the handset has been added to the conference. The handset's state will also change from displaying Angus Lovell to the Conference appearance which was previously in an on hold state. All participants can now talk and listen in the conference.

📞 👥 Conference

Handset appearance

📞 👥 Conference

Conference 👥 📞

📞 👥 Conference

Conference 👥 📞

Line appearances

Ad-Hoc Conferencing (Avaya)

Ad-Hoc Conferencing is a conference type specific to Avaya PBXs. An Ad-Hoc Conference is not ended until the last member leaves the conference.

> 📑
> • Two call appearances are required to perform an ad-hoc conference.
> • Ad-Hoc Conferencing is set using both iManager and Avaya Communication Manager. For more information, see the *iCMS iManager Administrator's Guide* and *Avaya Communication Manager and iTurret Configuration Guide*.

Creating an Ad-Hoc Conference

To create an Ad-Hoc Conference:

1. Call the first conference participant. For more information on how to make calls, see *Making and Answering Calls* on page *51*.

2. Press **conf.** which is located near the dial pad when the call is connected.

A conference call information box is displayed for a few seconds, stating the call has been added to a conference. The conference participant is also placed on hold. This is indicated by the Dynamic appearance soft key LED flashing orange. The call appearance soft key LED will also flash orange.

> 👥 Deirdre Forrest/1
> Conference

Dynamic appearance

> 👥 Deirdre Forrest/1
> Conference

Call appearance

3. Call the second conference participant, and press **conf.** once the call is connected.

    The participants and caller initiator are now in an ad-hoc conference.

> 📞 👤 Deirdre Forrest/2
> Conference

Handset appearance

> 📞 👤 Deirdre Forrest/2
> Conference

Call appearance

4. To add a third participant, press **conf.** and call the next participant. When the participant answers, press **conf.**.

5. Repeat the above step to add more participants.

Ending an Ad-Hoc Conference

To end an ad-hoc conference:

Press the appropriate ⌒ key which is located near the dial pad.

The Conference is only ended when the last participant leaves the conference.

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Call Information Details

The *Call Information* option is located in the *Device Info* menu option, (whilst the *Device Info* menu option is located within the *Main* menu) and becomes active during a call. Highlighting *Call Information* and pressing OK opens the *Call Info* screen. The *Call Info* screen provides the following call information: Audio Channel, Call Type, Calling Party, Called Line, Domain, Time of Call, Duration, Codecs in Use, Packet Size, Destination Address, Source Address, Packets Received, Lost Packets and Jitter.
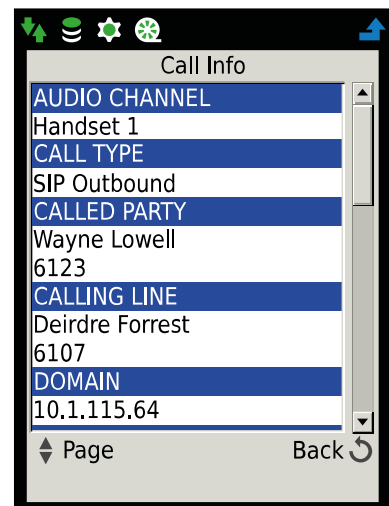
Record on Demand

Calls on a handset can be recorded on demand if configured by your Administrator. Speaker channels or intercom handsfree calls cannot be recorded on demand. The 'Enable Recording/Disable Recording' toggle applies to the selected handset and may not be visible, if not configured by your Administrator.

To record before/during an active call, turn on *Enable Recording* on the device.
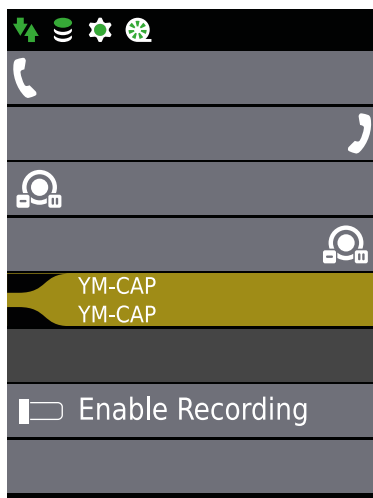
To de-activate the call recording, press *Disable Recording*.
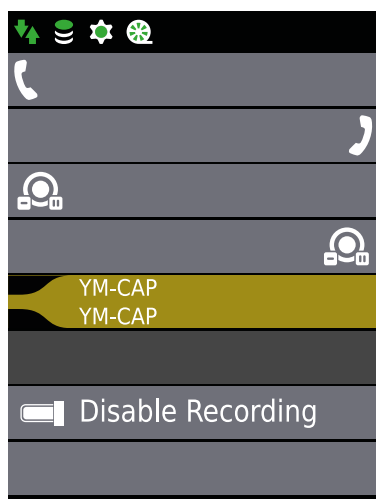
	Recording is configured within iManager. For more information, see the *iCMS iManager Administrator's Guide or contact your System Administrator*.

Transferring Calls

Announced call transfers are when the person transferring the call consults with the party prior to transferring the call. Unannounced call transfers are when the person transferring the call transfers the call without speaking to the called party.

To transfer a call:

1. Press the ⟶↘ which is located near the dial pad.

   The line status changes to an on hold state. The screen also displays *Transfer*.
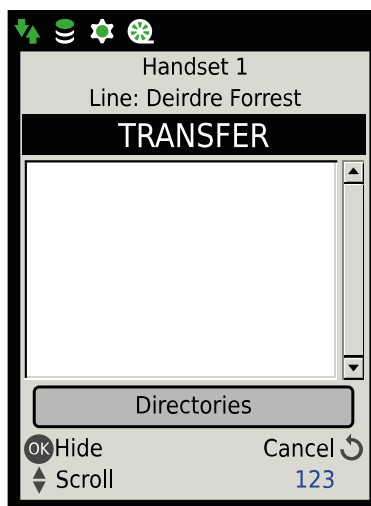
State: On Hold   State: Transfer

2. Do one of the following:

   - Dial the required address using the dial pad.

   - Locate and press the required speed dial.

   - Press ▼ to highlight **Directories** in the right hand screen

   - Press OK to enter the *Directories*. For more information on Directories, refer to *Directories and Contacts* on page *91*)

- Find and select the required contact.

- Locate and select the required address or contact using the call register (press ↺ followed by OK to access the menu system option 2-Call Register).

3. Announced call transfers - Wait for the call to be answered. If it is okay to transfer the call, press **transfer** key (which is located near the dial pad). If call is not answered, press the ⬭ key (which is located near the dial pad). If call is answered but it is not okay to transfer call, press ⬭.

   OR

   Unannounced call transfers - Press the transfer key (which is located near the dial pad) immediately (even if you hear ringing or call is diverted to voicemail).

   OR

   To transfer to a conference (please refer to *Transfer to Conference* on page *71*).

> 📓 A call transfer may be cancelled during establishment by pressing the appropriate ⬭ key (which is located near the dial pad).

Immediate Transfer Speed Dials

An Immediate Transfer Speed Dial when pressed allows one to perform an unattended call transfer during a call. The call is transferred to the destination mapped on the Immediate Transfer Speed Dial. By simply pressing an Immediate Transfer Speed Dial's soft key performs an unattended transfer. An Immediate Transfer Speed Dial will function as a standard speed dial when its soft key is pressed if the selected handset is idle (not connected to a call). Below is an illustration of an Immediate Transfer Speed Dial.

> 📞💼 Angus Lovel

The above illustration is an example of one of five Immediate Transfer Speed Dials. All possible Immediate Transfer Speed Dial icons are displayed below.

Immediate Transfer Speed Dial: Main Office	📞💼	Immediate Transfer Speed Dial: DDI	📞🔢
Immediate Transfer Speed Dial: Mobile	📞📱	Immediate Transfer Speed Dial: General	📞📇
Immediate Transfer Speed Dial: Home	📞🏠		

Transfer to Conference

Transfer to Conference is a feature that is enabled when Ad-Hoc Conferencing is turned on. It allows an attended transfer action to be converted to a conference. For more information on Ad-Hoc Conferencing, see *Ad-Hoc Conferencing (Avaya)* on page *67*.

To transfer a call and convert it into a conference:

1. Press the ⬭ which is located near the dial pad.

The caller previously connected is placed on hold.

2. Call the required number and wait for it to be answered.

3. When the call is answered and if it is OK with the call receiver press **conf.**.

All callers are now in an ad-hoc conference.

Muting a Call

To mute a call:

1. Press the appropriate handset soft key once on the unit or press the button on the appropriate handset (if enabled).

A red circle is displayed on the selected handset icon.

Handset mute - in hands-free mode   Speaker mute

2. Repeat the above to remove call mute.

Clearing a Call Log

To clear a call log:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Call Register* and press **OK**.

This displays *Call Register*.

3. Using the ▲ or ▼ highlight *Missed Calls, Received Calls* or *Placed Calls,* and press **OK**.

This displays the call list.

4. Highlight the appropriate call list record and press ▶ to display *Call Register Options*.

5. Highlight *Clear Log* and press **OK**.

6. On the confirmation page ensure *Yes* is highlighted and press **OK**.

Clearing all Call Logs

To clear call logs:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Call Register* and press **OK**.

This displays *Call Register*.

3. Using ▲ or ▼ highlight *Clear All Logs* and press **OK**.

4. On the confirmation page ensure *Yes* is highlighted and press **OK**.

Privacy

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.

Making a Line Private

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 line private:

1. Ensure the appropriate handset is selected by pressing the required handset soft key.

2. Press the ⬚ key which is located near the dial pad.

   A padlock icon is displayed next to the phone/speaker icon.

Turning off Line Privacy

To turn off line privacy:

1. Ensure the appropriate handset is selected by pressing the required handset soft key.

2. Press the ⬚ key which is located near the dial pad, to turn off privacy.

   The padlock icon is removed from the phone/speaker icon.

Barging In

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

> 📕 One can only barge into a line if authorised through the PBX. Contact your System Administrator for more information.

To barge in simply press the soft key associated with the finger, the above icon is displayed on. If the icon below is displayed whilst attempting to barge in, it means the line has privacy enabled. You will therefore not be able to barge into the line. The icon below is only displayed for a few

seconds.

Similarly if you have successfully barged into a line, you will be dropped from it as soon as the line is made private.

Only the call initiator and called party can enable line privacy. If line privacy is attempted by a barged in user the message, *Privacy Call is not available*, is displayed.

	It is not possible to use the line privacy feature on calls moved to speaker channels.

The icon below is displayed on a line when a call is on hold elsewhere. It is possible for a user, other than the call initiator or called party, to pick up the call by pressing the soft key associated with the finger the icon below is displayed on.

This removes the on hold status and connects the user to either the call initiator or called party originally on hold. It also drops the user who originally placed the call on hold from the call altogether. If on the other hand on hold has privacy enabled as shown in the icon below, it will not be possible for anyone, other than the user who placed the call, to remove the on hold status.

If a local party hangs up a call whilst barged in local users are present, the call will continue between the external call initiator and barged in local user(s). Anyone locally can hang up and the call will continue until all local parties hang up or the external party hangs up. If, on the other hand, the external call initiator hangs up the whole call is ended.

Hold

Placing a Call on Hold

To put a call on hold:

1. Press the appropriate key (which is located near the dial pad).

    The outgoing line illuminated soft key will flash either orange, green and /or red. For more information, see *LED Indicator Schemes*, on page *28*. The hold icon is also displayed on the finger.

Removing a Call on Hold

To remove a call on hold:

1. Ensure the appropriate handset is selected.

2. Press the illuminating soft key associated with the call on hold.

Moving Calls Between Handsets

> To successfully perform this function, please ensure the *Move To Idle Handset* option (within *Call Preferences*) is set to *Move Call*. For more information see, *Call Preferences* on page *180*.

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

1. Firstly ensure the call is present on one of the two handset appearances. Secondly, ensure the handset's soft key LED is solid orange. In the illustration below a call is present on the left handset (indicated by the left handset appearance).

    Stephen Broadhurst

2. Press the idle handset's soft key twice.

    OR
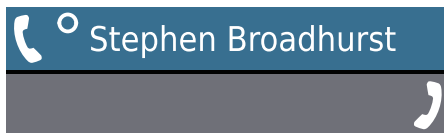
    Press the idle handset soft key followed by pressing the active appearance key.

    The call will move from one handset appearance to the alternative handset appearance. In the illustration below the call is now present on the right handset (indicated by the right handset appearance).

    Stephen Broadhurst

Placing the same call on two handsets

> To successfully perform this function, please ensure the *Move To Idle Handset* option (within *Call Preferences*) is set to *Bridge Handset*. For more information see, *Call Preferences* on page *180*.

To move an active call to both handsets:

1. Firstly ensure the call is present on one of the two handset appearances. Secondly, ensure the handset's soft key LED is solid orange. In the illustration below a call is present on the left handset (indicated by the left handset appearance).

    Stephen Broadhurst

2. Press the idle handset's soft key twice.

    OR
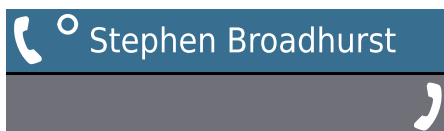
    Press the idle handset soft key followed by pressing the active appearance key.

    The call will now be present on both handsets. In the illustration on the following page the call is present on both handset appearances.

📞 ○ Stephen Broadhurst

Stephen Broadhurst ○ 📞
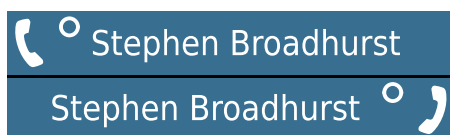
Speakers

Open Speaker Channel

Open speaker allows you to listen to calls in a hands-free manner. It can be activated both during a call and in idle mode.

Turning on Open Speaker

To turn on open speaker:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Press the *Speaker* key.

   The phone icon is replaced with a speaker.

Open Speaker - Active

Open Speaker - Idle

Turning off Open Speaker

To turn on open speaker:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Press the *Speaker* key.

   The speaker icon is replaced with a phone.

Handset - Active

Handset - Idle

> Please note there is a loud listen feature that uses the open speaker facility. For more information see, *Loud Listen* on page *172*.

Assigning an Appearance to a Speaker Channel

An an appearance can be one of the following: Call/Line, Hoot, MRD, ARD, VPW and Intercom.

If the screen below is displayed on your unit when attempting to assign an appearance to a speaker channel, it means the speaker channel has been set to read only. Contact your System Administrator for more information.
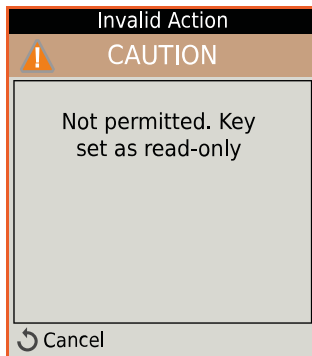
Assigning a Call/Line, ARD, VPW or Intercom Appearance to a Speaker Channel

To assign a call/line, ARD, VPW or Intercom Appearance to a speaker channel key:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Locate either an available speaker channel or an idle occupied speaker channel, and press its associated soft key. An available speaker channel contains the icon below.

An occupied speaker channel is a channel that has an (a) idle call/line, ARD, VPW or Intercom appearance, or (b) MRD or Hoot attached to it. With the exception of MRDs and Hoots, an occupied idle speaker channel will be over written and lost when a new call/line, ARD, MRD, Hoot, VPW or Intercom is assigned to it.

As soon as the call/line, ARD, VPW or Intercom Appearance is moved from the handset or hands-free to a dynamic speaker channel, the icon below is displayed.

Please note the appearance name, *Deirdre Forrest/1*, in the illustration above is used for example purposes only.

Assigning an MRD to a Speaker Channel

To assign an MRD to a speaker channel key:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Locate either an available speaker channel or an idle occupied speaker channel, and press its associated soft key. An available speaker channel contains the icon below.

An occupied speaker channel has an (a) idle call/line, ARD, VPW or Intercom appearance, or (b) MRD or Hoot attached to it. With the exception of MRDs and Hoots, an occupied idle speaker channel will be over written and lost when a new call/line, ARD, MRD, Hoot, VPW or Intercom is assigned to it.

As soon as the MRD is moved from the handset or hands-free to a dynamic speaker channel, the icon below is displayed.

TIGD 2 MRD

Please note the appearance name, *TIGD 2 MRD*, in the illustration below is used for example purposes only.

Assigning a Hoot to a Speaker Channel

To assign a Hoot to a speaker channel key:

1. Ensure the appropriate handset is selected by pressing the left or right handset soft key.

2. Locate either an available speaker channel or an idle occupied speaker channel, and press its associated soft key. An available speaker channel contains the icon below.

> An occupied speaker channel has an (a) idle call/line, ARD, VPW or Intercom appearance, or (b) MRD or Hoot attached to it. With the exception of MRDs and Hoots, an occupied idle speaker channel will be over written and lost when a new call/line, ARD, MRD, Hoot, VPW or Intercom is assigned to it.

As soon as the Hoot is moved from the handset or hands-free to a dynamic speaker channel, the icon below is displayed.

NY ALL BDCAST
NY ALL BDCAST

Please note the appearance name, *NY ALL BDCAST*, in the illustration above is used for example purposes only.

Moving an Active Appearance to a Handset/Main Speaker

To move an appearance (call/line, ARD, MRD, VPW, Hoot or Intercom) from a speaker channel to handset/main speaker.

1. Press the appropriate speaker channel's soft key twice in quick succession.

   OR

   Press the assign key which is located near the dial pad, followed by pressing the associated speaker's soft key.

> Please note your Deskstation is set to move an appearance from a speaker channel to a handset using one of the two above mentioned methods. The method it will use depends on which method is enabled. The default method is pressing the appropriate speaker channels soft key twice in quick succession. For more information, contact your System Administrator.

Speaking on Speaker Channels

One can speak on a speaker channel using either the latched or push to talk method. Latching needs to be enabled on the speaker channel in order for the latching to work. For more information, see *Editing Speaker Channels* on page *126*. There are also two latching types: Push-to-Latch and Tap-Latch.

Push-to-Latch

> 📑
> - Please ensure latching is enabled on the speaker channel. For more information, see *Editing Speaker Channels* on page *126*.
> - Please ensure Push-to-Latch is set within the Speaker Settings menu. For more information, see *Latch Mode* on page *183*.
> - Before talking on a speaker channel, please ensure the appearance is on the speaker channel.
> - 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.

Call/Line, ARD, VPW and Intercom Appearances

To speak on a speaker channel using push-to-latch on a call/line, ARD, VPW or Intercom appearance:

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *Deirdre Forrest/1*, in the illustration below is used for example purposes only.

The above illustration indicates the microphone is muted.

2. Press and hold down the soft key associated with the speaker channel. The icon in the above illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Release the associated soft key when finished talking. The speaker channel's state changes back from active to mute.

Hoot/MRD Appearances

To speak on a speaker channel using push-to-latch on a Hoot/MRD appearance:

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *NY ALL BDCAST*, in the illustration below is used for example purposes only.

2. Press and hold down the soft key associated with the speaker channel. The icon in the above illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to

be heard clearly.

4. Release the associated soft key when finished talking. The speaker channel's state changes back from active to monitor mode.

> NY ALL BDCAST   ○ ◀
> NY ALL BDCAST

Tap-Latch

> • Please ensure latching is enabled on the speaker channel. For more information, see *Editing Speaker Channels* on page *126*.
>
> • Please ensure Push-to-Latch is set within the Speaker Settings menu. For more information, see *Latch Mode* on page *183*.
>
> • Before talking on a speaker channel, please ensure the appearance is on the speaker channel.
>
> • 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.

Call/Line, ARD, VPW and Intercom Appearances

To speak on a speaker channel using tap-latch on a call/line, ARD, VPW or Intercom appearance:

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *Deirdre Forrest/1*, in the illustration below is used for example purposes only.

> Deirde Forrest/1   ○ ◀
> Wayne Lowell

The above illustration indicates the microphone is muted.

2. Press and release the soft key associated with the speaker channel The icon in the above illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

> Deirde Forrest/1   ○ ▌
> Wayne Lowell

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Press and release the associated soft key when finished talking. The speaker channel's state changes back from active to mute.

> Deirde Forrest/1   ○ ◀
> Wayne Lowell

Hoot/MRD Appearances

To speak on a speaker channel using tap-latch on a Hoot/MRD appearance:

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *NY ALL BDCAST*, in the illustration below is used for example purposes only.

> NY ALL BDCAST   ○ ◀
> NY ALL BDCAST

2. Press and release the soft key associated with the speaker channel. The icon in the above

illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

> NY ALL BDCAST
> NY ALL BDCAST

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Press and release the associated soft key when finished talking. The speaker channel's state changes back from active to monitor mode.

> NY ALL BDCAST
> NY ALL BDCAST

Push to Talk

Call/Line, ARD, VPW and Intercom Appearances

> Please ensure latching is turned off, on the speaker channel. For more information, see *Editing Speaker Channels* on page *126*.

To speak on a speaker channel using push to talk on a call/line, ARD or VPW or Intercom appearance:

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *Deirdre forrest/1*, in the illustration below is used for example purposes only.

> Deirde Forrest/1
> Wayne Lowell

The icon in the above illustration indicates the microphone is muted.

2. Press and hold down the soft key associated with the speaker channel. The icon in the above illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

> Deirde Forrest/1
> Wayne Lowell

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Release the associated soft key when finished talking. The speaker channel's state changes back from active to mute.

> Deirde Forrest/1
> Wayne Lowell

Hoot/MRD Appearances

> Please ensure latching is turned off, on the speaker channel. For more information, see *Editing Speaker Channels* on page *126*.

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

1. Locate the appropriate speaker channel. The speaker channel will contain the icon displayed below. Please note the appearance name, *NY ALL BDCAST,* in the illustration below is used for example purposes only.

```
 ┌──────────────────────────────┐
 │  NY ALL BDCAST  ○  ◀         │
 │  NY ALL BDCAST               │
 └──────────────────────────────┘
```

2. Press and hold down the soft key associated with the speaker channel. The icon in the above illustration changes to the icon displayed in the illustration below, indicating the microphone is now active.

```
 ┌──────────────────────────────┐
 │  NY ALL BDCAST  ○  ◖         │
 │  NY ALL BDCAST               │
 └──────────────────────────────┘
```

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Release the associated soft key when finished talking. The speaker channel's state changes back from active to monitor mode.

```
 ┌──────────────────────────────┐
 │  NY ALL BDCAST  ○  ◀         │
 │  NY ALL BDCAST               │
 └──────────────────────────────┘
```

Ending an Active Appearance (Call/Line, VPW, ARD or Intercom) on a Speaker Channel

> 📄 This section is not applicable for Hoot and MRD appearances. Please refer to the next section, *Clearing an Appearance off a Speaker Channel*.

To end a call on a speaker channel:

1. Press the **assign** key (which is located near the dial pad) twice.

   Screen one displays the following text: **CLEAR SPEAKER Press to select the desired key**.

```
 ┌──────────────────────────────┐
 │ ↓⤴ ⬒ ✿ ❀                    │
 │ ┌──────────────────────────┐ │
 │        Clear Speaker         │
 │ ┌──────────────────────────┐ │
 │ │      CLEAR SPEAKER        │ │
 │ │    Press to select the    │ │
 │ │       desired key.        │ │
 │ │                           │ │
 │ │                           │ │
 │ │                           │ │
 │ │                           │ │
 │ └──────────────────────────┘ │
 │                    Back ↺     │
 └──────────────────────────────┘
```
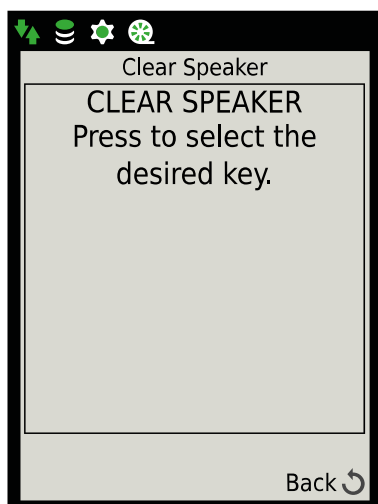
2. Press the speakers associated soft key to end the call.

> 📄 • This leaves the call appearance on the speaker channel after the call has ended.
>
>   • Using Clear Speaker will wipe an appearance off a speaker channel if the appearance is idle.

Wiping an Appearance of a Speaker Channel

The last appearance assigned to a speaker channel is left on the channel after a call has ended. The appearance will still remain on the speaker channel after:

- The deskstation is turned off and then turned back on.

- One logs off the unit and then logs back on.

- The iCMS (the platform the iTurret performs on) is updated.

> 📑 The method explained in this section is also required for clearing MRD and Hoot appearances off speaker channels.

To clear an appearance on a speaker channel:

Method One

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

    This displays the *Speaker Actions* menu.

3. Using ▲ or ▼ highlight *Wipe* and press **OK**.

    Screen one displays the following text: **WIPE SPEAKER Press to select the desired key**.
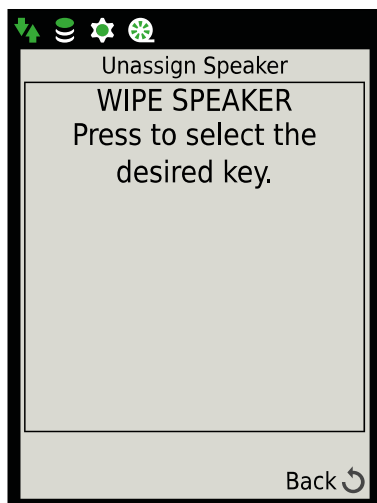
4. Press the speakers associated soft key to remove the appearance.

    OR

Method Two

> 📑 The method assumes call/line, VPW or ARD appearances are idle prior to being cleared off speaker channels.

1. Press **assign** twice.

    Screen one displays the following text: **CLEAR SPEAKER Press to select the desired key**.
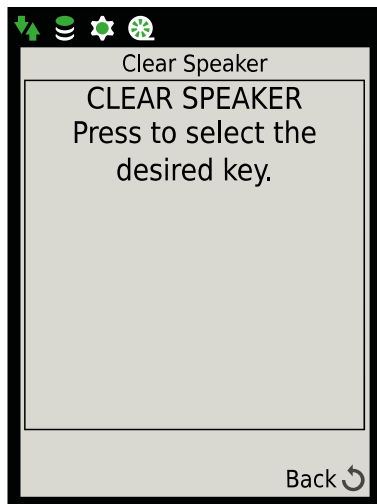
2.   Press the speakers associated soft key to remove the appearance.

Persistence of Speaker Channels

The term persistence is used for speaker channel appearances. A call appearance can be one of the following: call/line, ARD and VPW. A non call appearance is either a Hoot or MRD. An appearance moved to a speaker channel, will remain on that channel even when the call has ended, in the case of calls/lines, ARDs and VPWs. Appearances remain on speakers channels after an iTurret Deskstation is re-powered, iCMS server update and when one logs off and then logs back onto an iTurret.

Persistent speaker channel appearances save time when one locates frequently used appearances. Rather than searching for particular appearances using the paging method (described in the *iTurret Deskstation User Guide)*, one can access appearances very quickly if they are assigned to speaker channels.

For more information on how to remove an appearance from a speaker channel, see *Clearing an Appearance off a Speaker Channel* on page *84*.

Speaking on a Group Talk Key

A group talk key is used to link one or more speaker channels. When it is pressed all linked speaker channels become active. Group talk keys allow one to press a single button to talk to several speaker channels simultaneously. The alternative to using group talk keys is for one to press several speaker channels simultaneously to make all speaker channels active at the same time. Although this provides an equivalent action to group talk keys, it can prove to be cumbersome. This is particularly the case if one is required to talk to five speaker channels at the same time. Bearing this in mind, there is a clear advantage to using group talk keys when one is required to talk to several speaker channels simultaneously.

If when pressing a group talk key the message, Key not programmed, is displayed it means no speaker channels are linked to the group talk key.

Group talk keys will not originate or answer PBX appearances (for example calls/lines), VPWs and ARDs. They need to be answered before one can use the group talk function. They need to already be established before one can use the group talk function.

> • This section assumes group talk keys have already been set up. For more information on setting up group talk keys, see *Group Talk Keys* on page *239*.
>
> • Ensure *Speaker Source* is set to anything other than *Default Handset*. Group talk will not work if *Speaker Source* is set to *Default Handset*. For more information on speaker source, see *Speaker Source* on page *186*.
>
> • If when pressing the group talk soft key the message, *Key not programmed*, is displayed add speaker channels to the group key. For more information, see *Adding Speaker Channels to a Group Talk Key* on page *239*.
>
> • Ensure an appearance is present on attached speaker channels before using the group talk key.
>
> • The group talk function will only work with call/line, ARD, VPW and Intercom appearances on the speaker channels when in a connected call state.
>
> • Please note that when an active speaker channel, that is also part of a group membership, is moved from speaker channel to handset, all speaker channels in the group are muted when the group talk key is pressed. The LED on the muted speaker channels will also flash orange or green depending on which LED scheme the system is on. If you require the speaker channels within the group to be active at the same time as the active appearance, which is also part of the group, please see *Ignore Handset Status* on page *88*.

Tap-Latch

To speak using a group talk key:

1. Locate the appropriate group talk key. The group talk key will contain the icon displayed below.

2. Press and release the soft key associated with the group talk key. The icon changes as shown in the illustrations below, indicating the microphone is now active. Please note the appearance name, *Deirdre Forrest/1*, in the illustration below is used for example purposes only.

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Press and release the group talk's associated soft key when finished talking. The speaker channel's state changes back from active to mute (in the case of calls/lines, ARDs,VPWs and Intercoms) or from active to idle (in the case of MRDs and Hoots).

Deirde Forrest/1
Wayne Lowell

Status: Mute

Status: Idle

Push-To-Latch

To speak using a group talk key:

1. Locate the appropriate group talk key. The group talk key will contain the icon displayed below.

2. Press and hold down the soft key associated with the group talk key. The icon changes as shown in the illustrations below, indicating the microphone is now active. Please note the appearance name, *Deirdre Forrest/1*, in the illustration below is used for example purposes only.

    Deirde Forrest/1
    Wayne Lowell

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Release the group talk's associated soft key when finished talking. The speaker channel's state changes back from active to mute (in the case of calls/lines, ARDs, VPWs and Intercoms) or from active to idle (in the case of MRDs and Hoots).

    Deirde Forrest/1
    Wayne Lowell

    Status: Mute

    Status: Idle

Push-To-Talk

To talk using a group talk key:

1. Locate the appropriate group talk key. The group talk key will contain the icon displayed below.

2. Press and hold down the soft key associated with the group talk key. The icon changes as shown in the illustrations below, indicating the microphone is now active. Please note the appearance name, *Deirdre Forrest/1*, in the illustration below is used for example purposes only.

> **Deirde Forrest/1** ○
>   Wayne Lowell

3. Talk into microphone. Remember that you have to be in close proximity to the microphone to be heard clearly.

4. Release the group talk's associated soft key when finished talking. The speaker channel's state changes back from active to mute (in the case of calls/lines, ARDs and VPWs) or from active to idle (in the case of MRDs and Hoots).

> **Deirde Forrest/1** ○
>   Wayne Lowell

Status: Mute

Status: Idle

Ignore Handset Status

When an active speaker channel, that is also part of a group membership, is moved from speaker channel to handset, all speaker channels in the group are muted when the group talk key is pressed. The LED on the muted speaker channels will also flash orange or green depending on which LED scheme the system is on. If you require the speaker channels within the group to be active at the same time as the active appearance, which is also part of the group, the setting *Ignore Handset Status* within *Group Preference* needs to enabled. To do this:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

   This displays the *Speaker Actions* menu.

3. Using ▲ or ▼ highlight *Group Talk Settings* and press **OK**.

   This displays the *Group Talk Settings* menu.

4. Using ▲ or ▼ highlight *Group Preferences* and press **OK**.

   This displays the *Group Preferences* settings menu.

5. Set the *IGNORE HANDSET STATUS* option to *On*.
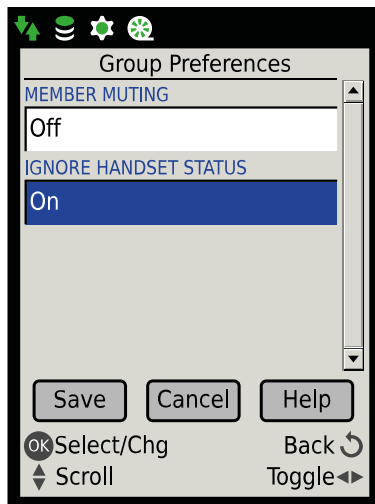
6. Highlight *Save* and press **OK**.

Speaker Channel Auto Answer

The Speaker Channel Auto Answer feature allows appearances on speaker channels to be automatically answered, when an incoming call is received. This is providing the appearance is a call/line appearance, automatic ringdown (ARD) or virtual private wire (VPW). Hoots or manual ringdowns (MRDs) on this speaker channel will not be automatically answered.

Similarly, calls that are set to *Do Not Disturb* will not be automatically answered on speaker channel appearances. The auto answer feature is set using iManager. To enable or disable this feature, please contact your System Administrator.

A call that is auto answered will not generate an alert unless the *Auto Speaker Announce* feature is set to *On*. For more information on Auto Speaker Announce, see *Call Preferences* on page *180*. The tone that is heard on the speaker channel appearance depends on whether the alert profile setting on the appearance is set to *On* or *Off*.

If it is set to *Off* the default alert profile is heard, and if set to *On* the appearance alert profile is heard. If the volume is set to *0* on either the default or appearance alert profile, the alert is heard at volume level 1. This ensures the alert is never muted.

Directories and Contacts

The Directories menu is displayed from the *Main* menu. It consists of the: Corporate Directory, Personal Directory and Group Directory. The Corporate directory is a company wide directory that is read only. The Personal directory is used to store and manage personal contacts. Contacts can be copied from the Corporate directory to the Personal directory. It can store a maximum of 1000 entries. Once in the Personal directory the contact can be edited (e.g. name change, number change and so forth).

Contacts in both the Corporate and Personal directories can be added to speed dial keys providing a key is available. When editing a speed dial contact from the Corporate directory it is not possible to change the *address*, *long label* and *short label* options.

When a Personal directory contact is edited the change is also reflected in all linked keys. For example, if you change Personal directory contact *Sarah Brown* to *Sarah Smith* the linked speed dial or virtual private wire key, if one is assigned, is automatically updated from *Sarah Brown* to *Sarah Smith*.

The Group directory contains a list of intercom Group calls. For more information on group call functionality, see *Group Calls* on page *225*.

	It is important to read the above before continuing with this section.

Adding Contacts to Personal Directory

To add a contact to your personal directory:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

    This displays *Personal Directory List*.

4. Press ▶ to display *Personal Directory Options*.

5. Using ▲ or ▼ highlight *Add* and press **OK**.

    This displays *Add Personal Entry*.

	The *Edit*, *Add*, *Delete* and *Copy* options in the *Personal Directory Options* are greyed out when the *Allow Personal Directory Editing* option in iManager (the management application used to manage iTurret Deskstations) is not selected. Please contact your System Administrator for more information.

Change the settings as required. For more information on the settings, see the next section *Personal Directories Properties*.

When you have finished highlight *Save* and press OK.

> Please note there is a loud listen feature that uses the open speaker facility. For more information see, *Loud Listen* on page *172*.

Personal Directory Properties

Below is an illustrative example image of the *Add Personal Entry* screen with descriptions and explanations of the settings.

- **Short Label.** This option allows one 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 *One line*, the *SHORT LABEL* text is displayed on the speed dial key.

- **Long Label.** This option allows one 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 *Two line*, the *LONG LABEL* text is displayed on the speed dial key.

- **Address.** This option allows entry of a telephone number, IP address or SIP URL which is used to dial the called party. When personal directory records are added to speed dials with LABEL

MODE set to *Two line*, the *ADDRESS* text is displayed on the speed dial key.

- **Type.** This option is used to described the address option and contains the following: General, Main Office, DDI, Mobile, Home, Tone to Line, Intercom and Group.

Adding Corporate Directory Users/Group Calls to Personal Directory

To add a corporate directory user/group call to your personal directory:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Corporate Directory/Group Directory* and press **OK**.

    This displays a list of names contained in the *Corporate Directory List/Group Directory List*.

4. Using ▲ or ▼ highlight the appropriate name/group and press ► .

    OR

    For quickness, use the alphanumeric dial pad to locate the appropriate name. Ensure the name/group is highlighted, and press ► .

5. Using ▲ or ▼ highlight *Copy* and press **OK**.

6. On the *Confirm entry copy* screen ensure the correct contact/group is visible.

7. Ensure *Yes* is highlighted on the screen and press **OK**.

    The screen displays the *Personal Directory List* with the added contact/group.

🗒	• It is also possible to copy just the address to the personal directory. For more information, see *Copying an Address to Personal Directory* on page *94*. • The *Copy* option in the *Corporate Directory Options* are greyed out when the *Allow Personal Directory Editing* option in iManager (the management application used to manage iTurret Deskstations) is not selected. Please contact your System Administrator for more information.

Adding Call Lost Numbers to Personal Directory

A call list number is a number available from the call register. The call register consists of missed, received and placed calls.

To add a call list number to your personal directory:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Call Register* and press **OK**.

    This displays *Call Register*.

3. Using ▲ or ▼ highlight either *Missed Calls, Received Calls* or *Placed Calls*, and press **OK**.

4. Highlight the appropriate number or name in the call list and press ► .

This displays *Call Register Options*.

5. Highlight *Copy* and press **OK**.

6. On the confirmation screen ensure the correct number is visible.

7. Ensure *Yes* is highlighted on the screen and press **OK**.

    The screen displays the *Personal Directory List* with the added number. You will now need to edit the newly created contact as it does not include any name details. For more information refer to *Editing Personal Directory Contacts* on page *95*.

> 📑 The *Copy* option in the *Call Register Options* is greyed out when the *Allow Personal Directory Editing* option in iManager (the management application used to manage iTurret Deskstations) is not selected. Please contact your System Administrator for more information.

Copying an Address to Personal Directory

It is possible to copy an address from an existing contact located in the personal directory. The copied address is associated with the existing contact creating a second entry in the personal directory.

To copy an address to the personal directory:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

    This displays a list of names and numbers in the *Personal Directory List*.

4. Using ▲ or ▼ highlight the appropriate contact, and press **OK**.

    This displays the contacts *Personal Directory Details*.

5. Highlight the address to be copied and press ▶ .

    This displays *Personal Details Options*.

6. Highlight *Copy* and press **OK**.

    This displays *Confirm address copy*.

7. Confirm you want to copy the selected address to the personal directory by pressing **OK** to select *Yes*.

> 📑 The *Copy* option in the *Personal Directory Options* are greyed out when the *Allow Personal Directory Editing* option in iManager (the management application used to manage iTurret Deskstations) is not selected. Please contact your System Administrator for more information.

Editing Personal Directory Contacts

To edit a personal directory contact:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

    This displays a list of names and numbers in the *Personal Directory List*.

4. Using ▲ or ▼ highlight the appropriate name or number, and press ► .

    This displays *Personal Directory Options*.

5. Highlight *Edit* and press **OK** to display the *Edit Personal Entry* screen.

6. Highlight the appropriate option(s), press **OK** and make the necessary changes. For information on how to enter letters and characters, see *Entering Letters and Numbers* on page *47* and *Entering Symbols* on page *48*.

7. When you have made the required changes highlight *Save* using ▲ or ▼ , and press **OK**.

```
 ↓↑ ≥ ✿ ✇
       Edit Personal Entry
  SHORT LABEL
  | Paul J                              |
  LONG LABEL
  | Paul Johnson                        |
  ADDRESS
  | 6116                                |
  TYPE
  | DDI                                 |
     [ Save ]  [ Cancel ]  [ Help ]
  OK Select/Chg            Back ↺
  ⬍ Scroll
```

Removing Personal Directory Contacts

To remove a contact from your personal directory:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* and press **OK**.

    This displays a list of contacts in the *Personal Directory List*.

4. Using ▲ or ▼ highlight the appropriate name or number, and press ► .

This displays the *Personal Directory Options*.

5. Using ▲ or ▼ highlight *Delete.*

    This displays the *Confirm Entry Delete*.

6. Confirm you want to delete the selected speed dial by pressing **OK** to select *Yes.*

The *Delete* option in the *Personal Directory Options* is greyed out when the *Allow Personal Directory Editing* option in iManager (the management application used to manage iTurret Deskstations) is not selected. Please contact your System Administrator for more information.

Programming

This section describes how to create, edit, view and delete keys on the iTurret Deskstation. It firstly describes common key properties and items for all key types in the section below.

Key Properties

This section describes the properties and items that are common to all keys regardless of their type. The illustration below shows these common items that are seen when keys are created and edited. The properties and items are also described in the key section.
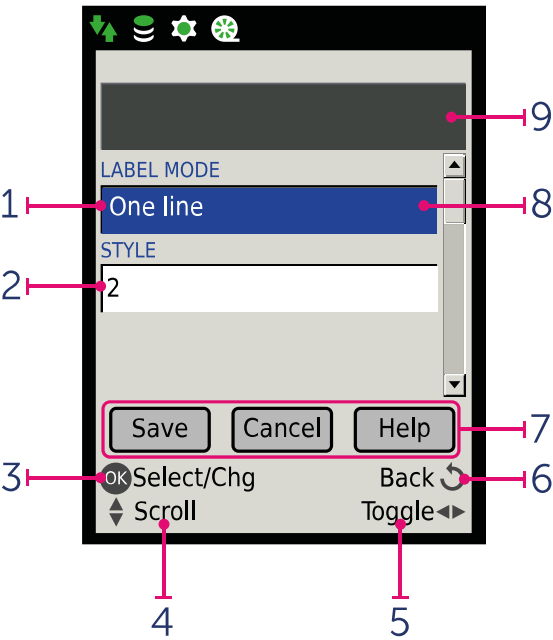
Key		
1	LABEL MODE	Sets how text is displayed on the key. Text is displayed in either one or two line format.
2	Style	Sets the colour of the key and contains sixteen options.
3	**OK** Select/Chg	Selects items or changes settings when highlighted.
4	Scroll	Moves the dark blue highlighter through the screen options.
5	Toggle	Changes settings when highlighted.
6	Back	Displays the previous screen.
7	Save, Cancel & Help	Saves or cancels the currently displayed settings.
8	Highlight	The dark blue background shows when an item is highlighted.
9	Colour	Previews the colour of the key.

Paginating and Non-Paginating Keys

A non paginating key has a fixed location and is always visible regardless of what page is displayed. A non pagination key is added when a pagination key is deleted.

Adding a Pagination Key

To add a pagination key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**.

    This displays *Add Key*.

5. Highlight *Paginating Key* and press **OK**.

    This displays *Key Finder*.

6. Locate an available key (highlighted in light blue), and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

7. If you need to add more paginating keys locate an available key, and press its associated soft key. When you have added the required number of paginating keys press and hold the back ↺ key until screen one returns to an idle state.

Deleting a Pagination Key

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

    This displays *Delete Key*.

5. Highlight *Paginating Key* and press **OK**.

    This displays *Key Finder*.

6. Locate the required key (highlighted in purple), and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

7. If you need to delete more paginating keys locate the required key, and press its associated soft key. When you have deleted the required number of paginating keys press and hold the back ↺ key until screen one returns to an idle state.

Key Alias

The key alias feature is used to copy paginating appearance keys (Intercom, Telephony, ARD, MRD, Hoot, VPW). Multiple aliases of a key can be created but only one alias per key per page.

A key alias may have its appearance and alerting style edited. Deleting a key alias does not affect the source key. Similarly, deleting a source key does not affect a key alias.

If your permission for appearance is revoked by your Administrator, then all key aliases of the source appearance key as well as the source key will be removed from your iTurret.

Creating an Alias Line Key

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

4. Using ▲ or ▼ highlight *Alias* and press **OK**.

    This displays the *Alias Line Key* key finder.

```
          Program Options
1 - Add
2 - Delete
3 - Edit
4 - View
5 - Move
6 - Insert
7 - Alias

9 - On-line Help
0 - More
```

```
              Key Finder
ALIAS LINE KEY - SELECT
         SOURCE
   Use the navigation,
   page, or shortcut to
  page buttons to find the
  desired key and press to
           select.



  ▲ Sub-page          Page ◄►
  OK Hide             Back ↺
```
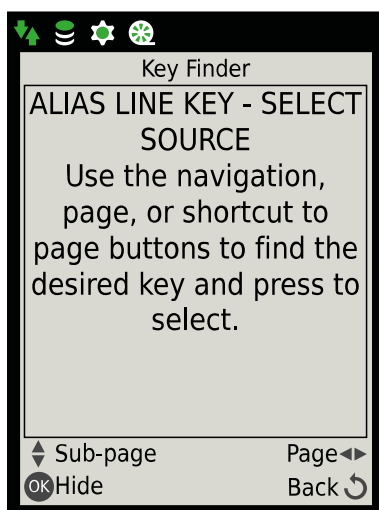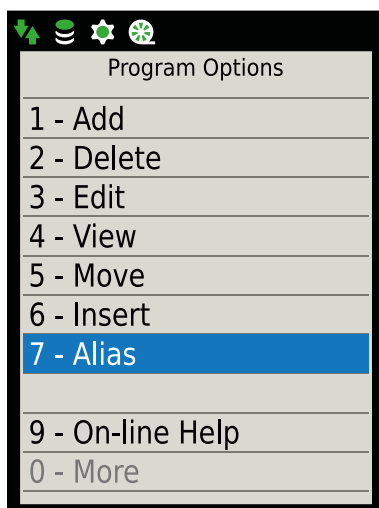
5. Locate the line key to be aliased and press its associated key. If required use the navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages.

This displays the keys that can be aliased.
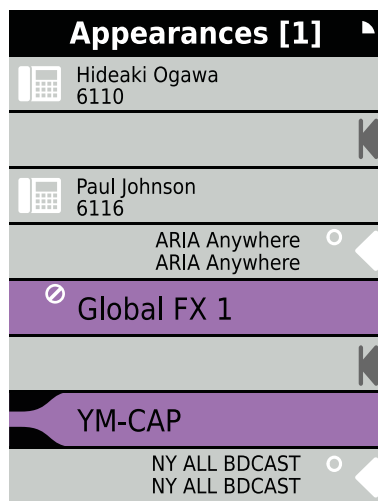
> 🔖 Please note if the keys are greyed then they cannot be aliased. Keys highlighted in purple are able to be aliased.

6. Locate the key position to place the aliased key. If required use the navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages.

7. An aliased key has now been created.

8. Exit the Alias Key screen by holding the back ↻ key until screen one returns to an idle state.

Dynamic Keys

Dynamic keys visually alert you of incoming calls, a call in a hold state and/or shared lines that are busy elsewhere. They can be placed on either paginating or non paginating keys. For more information on paginating and non paginating keys, see *Pagination and Non Pagination Keys* on page *97*.

Dynamic keys are created by the System Administrator. Existing dynamic keys can be edited or moved from one location to another. If you require more dynamic keys than currently set up on your unit, contact your System Administrator.

Dynamic Key Properties

Below is an illustrative example image of the Dynamic Key screen with descriptions and explanations of the settings.
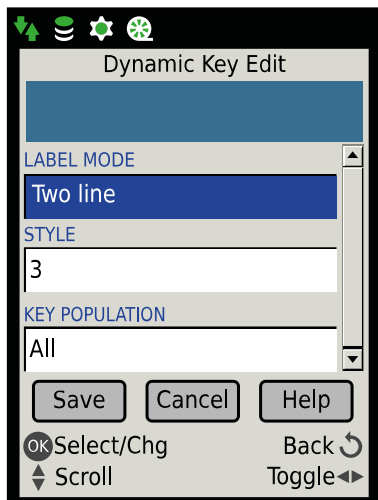
- **LABEL MODE.** This option contains two settings:

    - **One Line.** This option displays the text label in small text.

    - **Two Line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the dynamic key.

- **Key Population.** There are seven different types of dynamic keys:

    - **Ringing & on-hold.** Displays both incoming call alerts and calls in an on-hold state (including calls on-hold elsewhere for bridged call appearances) on a dynamic key.

    - **Ringing only.** Displays incoming call alerts on a dynamic key.

    - **On-hold only.** Displays calls in an on-hold state (including calls on-hold elsewhere) on a dynamic key.

    - **Busy-elsewhere only.** Displays a shared line that is busy elsewhere on a dynamic key.

    - **Busy-elsewhere & on-hold.** Displays both a shared line that is busy elsewhere and calls in an on hold state on a dynamic key.

    - **Busy-elsewhere & ringing.** Displays both a shared line that is busy elsewhere and incoming call alerts on a dynamic key.

- **All.** Displays a shared line that is busy elsewhere, calls in an on-hold state (including calls on-hold elsewhere) and incoming call alerts on a dynamic key.

> Please note dynamic keys will not ring and visually alert when an incoming call is present when alerts are disabled on line keys. For more information, see alerts in the *Line Key Properties* section on page *119*.

Moving a Dynamic Key

To move a dynamic key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Move* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be moved, and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. If you need to move more dynamic keys locate the required dynamic key, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of dynamic keys press and hold the back ↺ key until screen one returns to an idle state.

> If the key you want to move is not highlighted, it means the key has been protected by the System Administrator.

Editing a Dynamic Key

To edit a dynamic key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be edited, and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

> If the key you want to move is not highlighted, it means the key has been protected by the System Administrator.

The screen displays *Dynamic key Edit*.
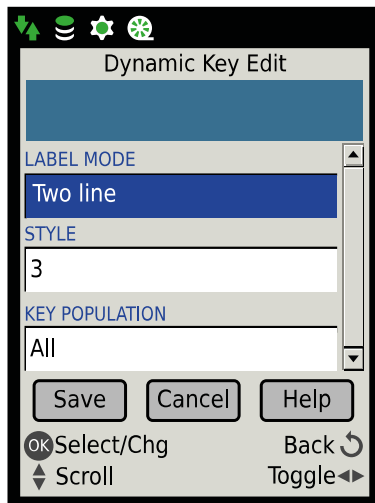
6. Change the settings as required. For more information on the settings, see *Dynamic Keys Properties* on page *101*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to edit more dynamic keys locate the required dynamic key, and press its associated soft key. When you have edited the required number of dynamic keys press and hold the back ↺ key until screen one returns to an idle state.

Viewing a Dynamic Key

To view a dynamic key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *view* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    The screen displays *Dynamic key View*.
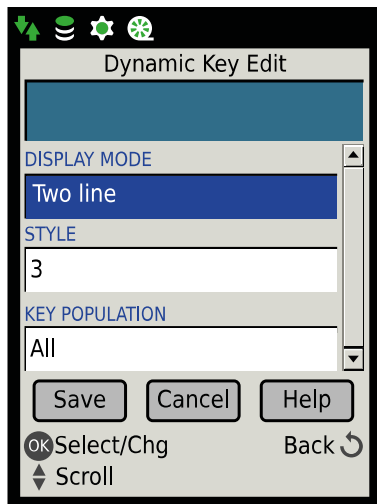
6. To view another dynamic key press the back ↺ key to display *Key Finder.* Then press the required dynamic key's associated soft key.

7. When you have finished viewing press and hold the back ↺ key until screen one returns back to idle.

Alerts

Alerts are used to indicate incoming calls through ring tones and visual alarms. The iTurret contains 16 different ring tones. Different ring tones can be set on different keys. Additionally, the unit accommodates visual ring alerts on the screens.

Alert Settings

Accessing Alert Settings

To access alert settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Alerts* and press **OK**.

4. Using ▲ or ▼ highlight *Alert Settings* and press **OK**.

   This displays *Alert settings*. For information on the alerts settings properties, see *Alert Settings Properties* on page *105*.
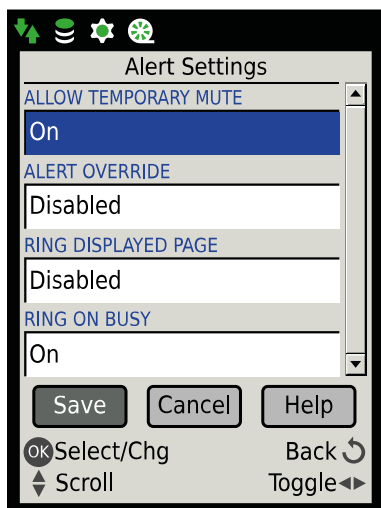
Alert Settings Properties

The alert settings, when set, are applied globally to all iTurret pages. They consist of the following:

- **Allow temporary mute.** When this option is set to *On, Mute Alerts Now system soft key* appears on the *Softkeys* page when in call mode. When selected all incoming ringing is muted during calls. When set to *Off*, *Mute Alerts Now system soft key* does not appear on the *Softkeys* page during calls.

- **Alert override.** When this option is set to *Force off*, incoming ringing is not heard regardless if ringing is set in the profile. When set to *Force on*, incoming ringing is heard regardless if it is not set in the profile. The default alert profile and priority is used when the appearance has alerting turned off. When set to *Disabled*, nothing happens. For more information on alert profiles and status, see *Editing an Alert Profile* on page *106* and *Alert status* on page *30*.

- **Displayed.** This option does not affect appearances which have alerts set. If this option is set to *On*, and the appearance is visible, an incoming call will ring. If the appearance is not visible, there is no ringing. If, on the other hand, the option is set to *Off*, there is no affect on any appearances.

- **Ring on busy.** When this option is set to *On*, the unit rings during calls. When set to *Off* the unit does not ring during calls.

Setting the Default Alert Profile

> It is advisable to set the alert profiles prior to this stage. For more information, see *Editing an Alert Profile* on page *106*.

To set the default alert profile:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Alerts* and press **OK**.

4. Using ▲ or ▼ highlight *Default Alert Profile* and press **OK**.

This displays *Select Default Alert Profile*.

5. Highlight a profile from the list and press **OK**.

Editing an Alert Profile

To access the *Edit alert profile* screen:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Alerts* and press **OK**.

4. Using ▲ or ▼ highlight *Edit Alert Profile* and press **OK**.

    This displays *Edit Alert Profile*.
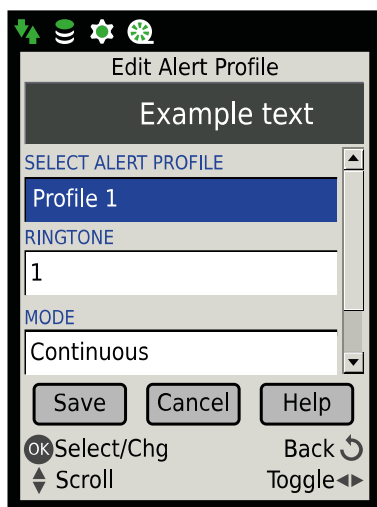
The *Edit Alert Profile* screen contains the following options:

- **Select Alert Profile.** Profiles are used to distinguish incoming alerts from one another. Profiles make it possible for a virtual private wires, for example, to ring with one ringtone and another with a different tone. They are assigned to: lines and virtual private wires. A maximum of 32 profiles can be set.

- **Ringtone.** This option contains 16 different ringtones.

- **Mode.** This option is used to set the ring duration or when a ringtone starts ringing. It contains the following options:

  - Ring and mute

  - Ring once

  - Off

  - Continuous

  - Plays after 1 second - Plays after 14 seconds

- **Use Key Style.** Setting this option to *On* causes the call / line appearances using this alert profile to ignore the alert style set in *STYLE*. Instead the key style used on the call / line appearance is used for ringing incoming calls on the appearance and dynamic key. If set to

Off the alert style set in *STYLE* is used for ringing incoming calls.

- **Style**. The alert style used for ringing incoming calls. For example, if this option is set to 1 ringing incoming calls ring with a grey alerting background on the dynamic key.

- **Volume**. This option contains 16 different volume levels, with 15 being the loudest and 0 being silent.

- **Priority**. This option determines which alert profile has priority when several incoming calls are received at the same time. It contains 32 priority levels. Take 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. If ringtones are enabled on both calls, *Call B* will ring. When *Call B* is answered *Call A* will start ringing.

- **Name**. This option is used to edit the profile name.

📝	• When the above properties are set as desired, highlight *Save* and press **OK**. • The *Edit Alert Profile* menu option within the *Program Alerts* menu is greyed out when the *Allow Alert Profile Editing* privilege is not selected within iManager. For more information, please contact your System Administrator.

Alert Page

The Alert page is used to turn on/off the ringtones on all profiles.

Accessing the Alerts Page

To access the Alert page screen:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight and press **OK**.

4. Using ▲ or ▼ highlight *Alert Page* and press **OK**.

   This displays *Alert Page*. For information on the alerts page properties, see *Alerts Page Properties* on page *107.*
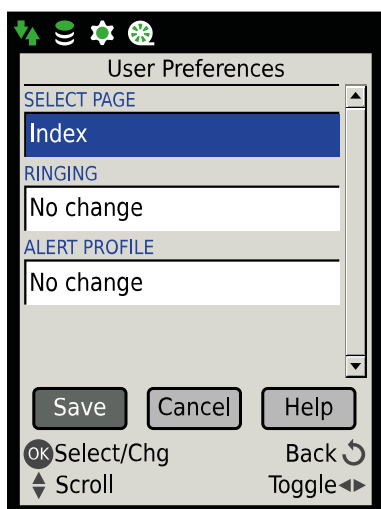
5. Using ◄ or ► scroll to the page you want to globally set the alerts on.

Alerts Page Properties

The alerts page contains the following properties:

- **Ringing.** This option contains 3 options: No change, All on and All off.

- **Alert profile.** This option allows you to select the required profile or No change.

📑	• When the above properties are set as desired, highlight *Save* and press **OK**.
	• The *Alert Page* menu option within the *Program Alerts* menu is greyed out when the *Alert Profile Editing* privilege is not selected within iManager. For more information, please contact your System Administrator.

Setting an Alert Key

An alert key allows you to assign a profile to a soft key. To set an alert key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Alerts* and press and press **OK**.

4. Using ▲ or ▼ highlight *Alert Key* and press **OK**.

   This displays *Alert Finder*.

5. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   This displays *Alert Key* screen.

6. Set the *Ringing* option to *Off* for no ringing, *On* for ringing or *No change*. Refer to the table at the end of this section to determine how the iTurret works, when the *Ringing* option is set with the *Alert Profile Settings*.

7. Set the *Alert Profile* option to one of the 32 profile options. For more information on profiles, see *Editing an Alert Profile* on page *106*.

📑	• When the above properties are set as desired, highlight *Save* and press **OK**.
	• The *Alert Key* menu option within the *Program Alerts* menu is greyed out when the *Allow Alert Profile Editing* privilege is not selected within iManager. For more information, please contact your System Administrator.

Possible Alert Key Settings		
(The settings below assume profile 1 is the default alert profile)		
Ringing Setting	Alert Profile Setting	Outcome
On	Profile 2	Unit rings with profile two's profile settings
Off	Profile 2	No ringtone generated, visual alert generated
No Change	Profile 2	No ringtone generated, visual alert generated
On	No Change	Uses default alert profile
Off	No Change	Uses default alert profile

Speed Dials

A speed dial allows one to make a call by simply pressing a single soft key which is associated with the speed dial appearance. This facility is particularly useful for iTurret users who dial certain numbers on a regular basis. In most circumstances, users store regularly used numbers/contacts in the their Personal Directory. Alternatively, users may access regularly used internal contacts by using the Corporate Directory. Associating a regularly used contact/number with a speed dial saves time and effort as the contact/number is called by simply pressing the soft key associated with the speed dial appearance. This is in contrast to trolling through the Personal or Corporate Directory to access contacts/numbers which can prove to be time consuming when compared to using speed dials. For more information on Personal and Corporate Directories, see *Directories and Contacts* on page *91.*

The iTurret can accommodate a maximum of 600 speed dials. When a speed dial is added to a soft key, the finger has the following representation (if the LABEL MODE is set to two line).

Speed Dial Icon   Label

Angus Lovel
093423436103

Address
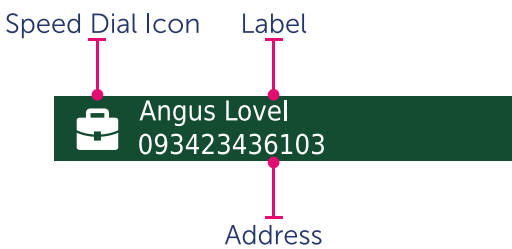
Please note that the icon in the above illustration is one of seven speed dial icons. All speed dial icons and their descriptions are listed in the *Speed Dial Types* section below.

For more information on LABEL MODEs, see *Adding Speed Dials* on page *110*.

The *Address* is used to call the called unit. It can take the format of a phone number, IP address or SIP URL.

Contacts in both the Corporate and Personal directories can also be added to speed dials providing a key is available. When editing a speed dial contact from the Corporate directory it is not possible to change the *address*, *long label* and *short label* options as the Corporate directory is read only. Items such as address, long label and short label will are described in the *Speed Dial Key Properties* section on page *113*.
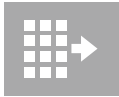
When a Personal directory contact is edited the change is also reflected in all linked keys. For example, if you change personal directory contact *Sarah Brown* to *Sarah Smith* the linked speed dial or virtual private wire key, if one is assigned, is automatically updated from *Sarah Brown* to *Sarah Smith*.

Similarly, if a personal directory contact is assigned to a speed dial and later deleted from the personal directory, the contact is also removed from the speed dial.

Speed Dial Types

The iTurret supports several speed dial types. The different speed dials and their icons are listed and briefly described below.

Speed Dial: General		Speed Dial: Mobile	

Speed Dial: Group Call Number		Speed Dial: Intercom Number	
Speed Dial: Home		Speed Dial: Main Office	
Speed Dial: DDI		Tone To Line	

Adding Speed Dials

Adding Speed Dials through the Speed Dial Menu

To add a speed dial using the *Speed Dial* menu:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speed Dials* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**.

    This displays *Key Finder*.

5. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Speed Dial Edit*.

6. Change the settings as required. For more information on the settings, see *Speed Dial Key Properties* on page *113*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to add more speed dials locate an available key, and press its associated soft key.

When you have added the required number of speed dials press and hold the back ↻ key until screen one returns to an idle state.

Adding Corporate Directory Contacts to Speed Dials

To add a corporate directory contact to a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Highlight *Corporate Directory* and press **OK**.

    This displays *Corporate Directory List*.

4. Highlight the appropriate contact from the list and press ▶ .

    This displays *Corporate Directory Options*.

5. Highlight *Program Speed Dial* and press **OK**.

    This displays *Program Speed Dial*.

6. Highlight *Key Finder* and press **OK**.

    This displays *Key Finder*.

7. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Speed dial Edit*.

8. Change the settings as required. For more information on the settings, see *Speed Dial Key Properties* on page *113*.

9. When you have finished highlight *Save*, and press **OK**.

Adding Personal Directory Contacts to Speed Dials

To add a personal directory contact to a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Highlight *Personal Directory* and press **OK**.

    This displays *Personal Directory List*.

4. Highlight the appropriate contact from the list and press ▶ .

    This displays *Personal Directory Options*.

5. Highlight *Program Speed Dial* and press **OK**.

    This displays *Program Speed Dial*.

6. Highlight *Key Finder* and press **OK**.

    This displays *Key Finder*.

7. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Speed dial Edit*.

8. Change the settings as required. For more information on the settings, see *Speed Dial Key Properties* on page *113*.

9. When you have finished highlight *Save*, and press **OK**.

Speed Dial Key Properties

Below is an illustrative example image of the Speed Dial Key screen with descriptions and explanations of the settings.
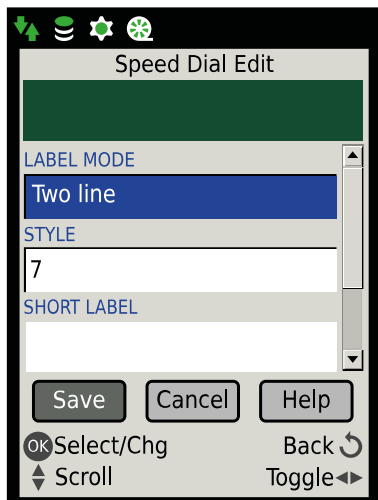
- **LABEL MODE.** This option contains two settings:

  - **One line.** This option displays the text label in small text.

  - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the speed dial key.

- **Short Label.** This option allows one to type a short description (for example, name initials or first name only) to identify the speed dial key. *SHORT LABEL* works in association with the *One line* option described above. The text on the *SHORT LABEL* is displayed on the speed dial key when *LABEL MODE* is set to *One line*.

- **Long Label.** This option allows one to type a long description (for example, first and last name) to identify the speed dial key. *LONG LABEL* works in association with the *Two line* option described above. The text on both the *LONG LABEL* and *ADDRESS* are displayed on the speed dial key when *LABEL MODE* is set to *Two line*.

- **Address.** This option allows entry of a telephone number, IP address or SIP URL which is used to dial the called party. *ADDRESS* works in association with the *Two line* option described above. The text on both the *ADDRESS* and *LONG LABEL* are displayed on the speed dial key when *LABEL MODE* is set to *Two line*.

- **Call Type.** This option is used to set the speed dial type and contains the following: General, Main Office, DDI, Mobile, Home, Tone To Line, Intercom and Group.

  > When the *Tone to Line* Call Type is selected the speed dial is used during an active call the address configured will be played to the line as DTMF tones. If there is no active call the address will be dialled as a standard speed dial.

- **Outbound ID.** This displays a list of numbers that can be used as the outgoing line. The number selected is displayed on the called party's device if caller display is available.

  > If you require an outbound ID that is not displayed, contact your System Administrator.

- **Immediate Transfer.** This option is used to enable/disable the Immediate Transfer feature. An Immediate Transfer Speed Dial when pressed allows one to perform an unattended call transfer during a call. For more information on Immediate Transfer, see *Immediate Transfer*

Speed Dial on page *71.* The Immediate Transfer feature is not available when *CALL TYPE* is set to *Intercom* or *Group*.

- **Presence**. This option is reserved for future functionality.

Editing Speed Dials

To edit a speed dial:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ locate *Program* menu.

3. Using ▲ or ▼ highlight *Speed Dials* and press **OK**.

   This displays *Program Options*.

4. Highlight *Edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the speed dial that needs to be edited and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ ,▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

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   This displays *Speed dial Edit*. Please note that the speed dial icon in the above illustration is one of seven speed dial icons. Please refer to the *Soft Key Icons* section on page *25* for more information on all the speed dial icons.

   This displays *Speed dial Edit*.

   Speed Dial Edit

   LABEL MODE
   Two line
   STYLE
   7
   SHORT LABEL

   Save   Cancel   Help

   OK Select/Chg   Back ↻
   ▲ Scroll   Toggle ◄►

6. Change the settings as required. For more information on the settings, see *Speed Dial Key Properties* on page *113*.

7. When you have finished highlight *Save,* and press **OK**.

8. If you need to edit more speed dials locate the required speed dial, and press its associated soft key. When you have edited the required number of speed dials press and hold the back ↻

key until screen one returns to an idle state.

Viewing Speed Dials

To view a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ locate *Program* menu.

3. Using ▲ or ▼ highlight *Speed Dials* and press **OK**.

    This displays *Program Options*.

4. Highlight *View* and press **OK**.

    This displays *Key Finder*.

5. Locate the speed dial that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    > Angus Lovel
    > 093423436103

    This displays *Speed dial View*. Please note that the speed dial icon in the above illustration is one of seven speed dial icons. Please refer to the *Soft Key Icons* section on page *25* for more information on all the speed dial icons.
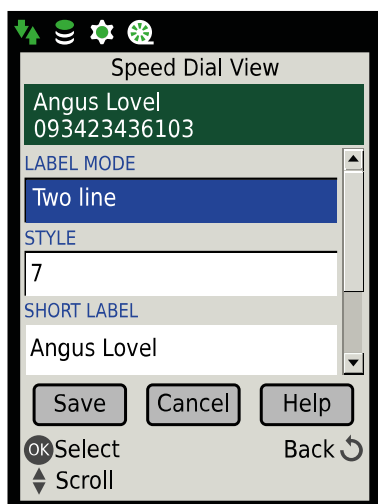
6. Use ▲ or ▼ to view the speed dial options.

7. To view another speed dial press the back ↻ key to display *Key Finder.* Then press the required speed dial's associated soft key.

8. When you have finished viewing press and hold the back ↻ key until screen one returns back to idle.

Moving Speed Dials

To move a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2.   Using ▲ or ▼ locate *Program* menu.

3. Using ▲ or ▼ highlight *Speed Dials* and press **OK**.

    This displays *Program Options*.

4. Highlight *Move* and press **OK**.

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```

    This displays *Key Finder*. Please note that the speed dial icon in the above illustration is one of seven speed dial icons. Please refer to the *Soft Key Icons* section on page *25* for more information on all the speed dial icons.

5. Locate the speed dial that needs to be moved and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a new key and press the associated soft key.

7. If you need to move more speed dials locate the required speed dial, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of speed dials press and hold the back ↺ key until screen one returns to an idle state.

Inserting Speed Dials

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using the ◄ or ► locate the *Program* menu.

3. Using the ▲ or ▼ highlight *Speed Dials* and press **OK**.

    This displays the *Program Options* menu options.

4. Highlight *Insert* and press **OK**.

    This displays *Key Finder*.

5. Select the key position for the key that will be inserted.

    This displays *Speed Dial Edit*.
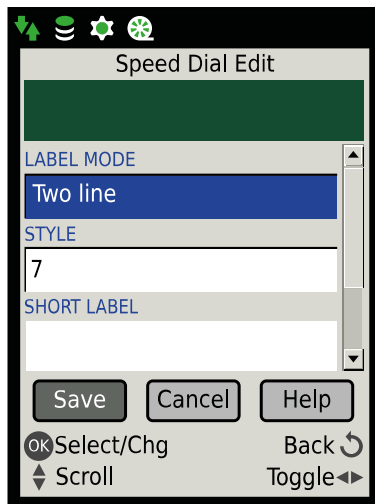
6. Change the settings as required. For more information on the settings, see *Speed Dial Key Properties* on page *113*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to insert more speed dials locate the required speed dial, and press its associated soft key. When you have inserted the required number of speed dials press and hold the back ↺ key until screen one returns to an idle state.

Deleting Speed Dials

To delete a speed dial:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using the ◀ or ▶ locate the *Program* menu.

3. Using the ▲ or ▼ highlight *Speed Dials* and press **OK**.

    This displays the *Program Options* menu options.

4. Highlight *Delete* and press **OK**.

    This displays *Key Finder*. Please note that the speed dial icon in the above illustration is one of seven speed dial icons. Please refer to the *Soft Key Icons* section on page *25* for more information on all the speed dial icons.

5. Locate the speed dial that needs to be deleted and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays the *Confirm Key Finder Action*.

6. Confirm you want to delete the selected speed dial by pressing **OK** to select *Yes*.

7. If you need to delete more speed dials locate the required speed dial, and press its associated soft key. When you have deleted the required number of speed dials press and hold the back

↺ key until screen one returns to an idle state.

Pause Feature

The Pause feature enables faster access to voicemail, auto attendants, Interactive Voice Responses (IVRs) or conference applications. The use of Pauses with dial strings enables automatic access to voice applications. This removes the need for manual dialling and pausing whilst waiting for automatic prompts from voice applications. For example, it is possible to access your voice messages in one step using a single speed dial entry.

The *Address* text option within speed dials will need to contain the following information:

0000PP1111#P2222#P2#

The important thing to notice in the above are the 'P' characters which represent the pauses. Please note two 'P' characters are inserted between the voicemail and extension numbers. The remaining pauses require one 'P' character. With this added to a speed dial voice messages can be automatically reached without using the voicemail voice prompts. For information on how to use speed dials, see *Speed Dials* on page *109*.

Lines

Line Types

The lines menu option is used to define the following: line appearance, bridge line appearance, call line appearance, ARD appearance, MRD appearance, Hoot appearance and Intercom appearance.

Icon	Line name	Description
(Active) (Inactive)	Call appearance	This is an appearance equivalent to ones personal extension or telephone number.
	Bridge call appearance	This is an appearance of someone else's personal extension. This enables the user to make and receive calls from the personal extension that is bridged.
	Line appearance	The line appearance is equivalent to the main switchboard telephone number. For example, this maybe the presentation of an incoming sales line.
	ARD appearance	This is a automatic ring-down appearance.
	MRD appearance	This is a manual ring-down appearance.
	Hoot appearance	This is a Hoot appearance.
	Intercom Appearance	This is an Intercom Appearance.

Adding Lines

To add a line key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**.

> If *Add* is greyed out it means there are no available lines. Contact your System Administrator.

This displays *Key Finder*.

5. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

This displays *Line Edit*.
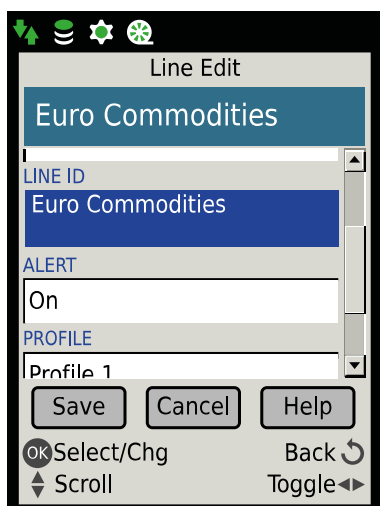
6. Change the settings as required. For more information on the settings, see the next section, *Line Key Properties*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to add more lines locate an available line key, and press its associated soft key. When you have added the required number of lines press and hold the back ↺ key until screen one returns to an idle state.

Line Key Properties

Below is an illustrative example image of the *Line Key* screen with descriptions and explanations of the settings.
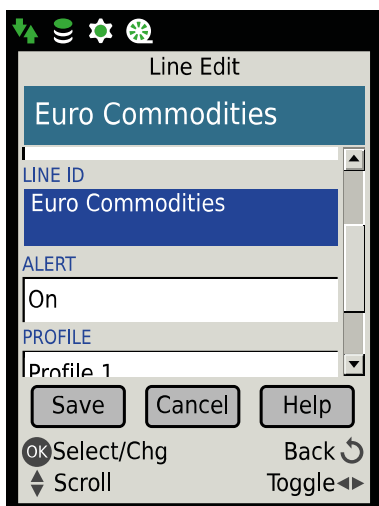
- **LABEL MODE.** This option contains two settings:

- **One line.** This option displays the text label in small text.

- **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the line key.

- **Line ID.** This option is used to select an appearance on the line key. If you require a line ID that is not displayed contact your System Administrator.

- **Alert.** This option is used to enable/disable alerts. Setting it to *Off* disables the ringtone for incoming calls. The line key will only visually alert when an incoming call is present when set to *Off*. Ringing and visual alerts are also disabled on dynamic keys. For more information on dynamic keys, see *Dynamic Keys* on page *100*.

- **Profile.** This option is used to set an alert profile. In total there are thirty two profiles. Each profile can be customised in the *Edit Alert Profile* screen. 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 by default. For more information on the Edit Alerts, see *Editing an Alert Profile* on page *106*.

- **Presence.** This option has been reserved for future functionality.

Editing Lines

To edit a line key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

   This displays *Program Options*.
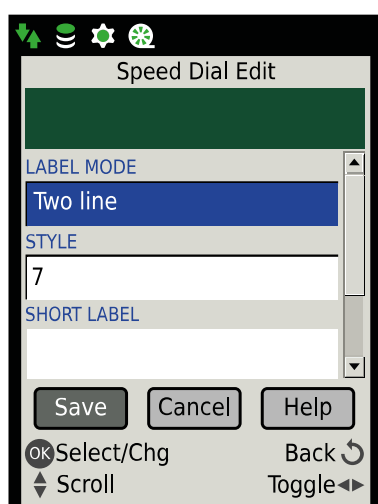
4. Highlight *Edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be edited and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   Euro Commodities

   This displays *Line Edit*.

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6. Change the settings as required. For more information on the settings, see the previous section, *Line Key Properties*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to edit more lines locate the required line, and press its associated soft key. When you have edited the required number of lines press and hold the back ↺ key until screen one returns to an idle state.

Viewing Lines

To view a line key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

   This displays *Program Options*.

4. Highlight *View* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   Euro Commodities

   This displays *Line View*.

6. To view another line press the back ↺ key to display *Key Finder.* Then press the required line key's associated soft key.

7. When you have finished viewing press and hold the back ↺ key until screen one returns back to idle.

Moving Lines

To move a line key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

    This displays *Program Options*.

4. Highlight *Move* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a new key and press the associated soft key.

7. If you need to move more lines locate the required line, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of lines press and hold the back ↺ key until screen one returns to an idle state.

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Inserting Lines

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a line key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

   This displays *Program Options*.

4. Highlight *Insert* and press **OK**.

   This displays *Key Finder*.

5. Select the key position for the key that will be inserted.

   This displays *Line Edit*.
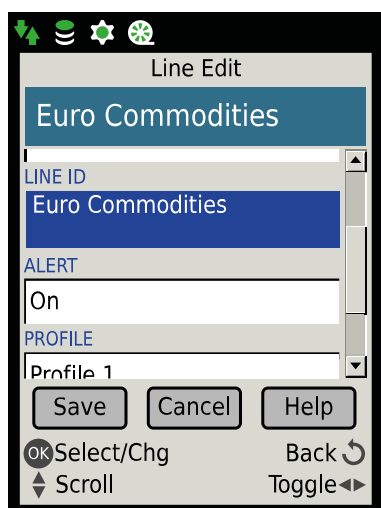
6. Change the settings as required. For more information on the settings, see *Line Key Properties* on page *119*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to insert more lines locate the required line, and press its associated soft key. When you have inserted the required number of lines press and hold the back ↺ key until screen one returns to an idle state.

Deleting Lines

To delete a line key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Lines* and press **OK**.

    This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    ◣ Euro Commodities

    This displays the *Confirm Key Finder Action* screen.

6. Confirm you want to delete the selected line key by selecting *Yes*.

7. If you need to delete more lines locate the required line, and press its associated soft key. When you have deleted the required number of lines press and hold the back ↺ key until screen one returns to an idle state.

Speaker Channels

Adding Speaker Channels

It is possible to define eight of the sixteen channels as speaker channels on iTurret screens two and three (four channels on each screen). For more information on screen numbers, see *iTurret Elements* on page *21*. Speaker channels can only be created on non paginating keys. Please ensure these key types are available beforehand. For more information, please refer to *Pagination and Non Paginating Keys* on page *97*.

To add a speaker channel key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speakers* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**. It will not be possible to select the *Add* key if there are no available non paginating keys. For more information, please refer to *Pagination and Non Paginating Keys* on page *97*.

    This displays *Key Finder*.

5. Locate an available key and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Speaker Edit*.
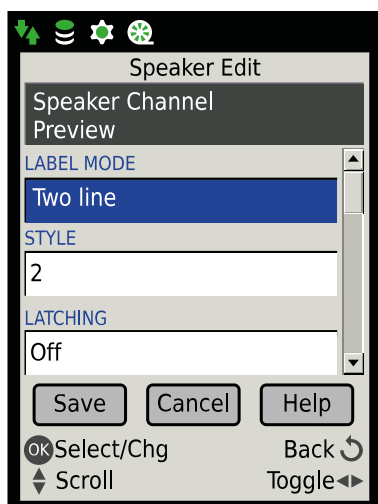
6. Change the settings as required. For more information on the settings, see the next section, *Speaker Channel Key Properties*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to add more speaker channels locate an available key, and press its associated soft key. When you have added the required number of speaker channels press and hold the back ↺ key until screen one returns to an idle state.

The *Add* option for speakers are greyed out when the *Allow Fixed Key Editing* privilege in iManager is not selected. For more information, contact your System Administrator.

Speaker Channel Key Properties

Below is an illustrative example image of the *Speaker Channel Key* screen with descriptions and explanations of the settings.
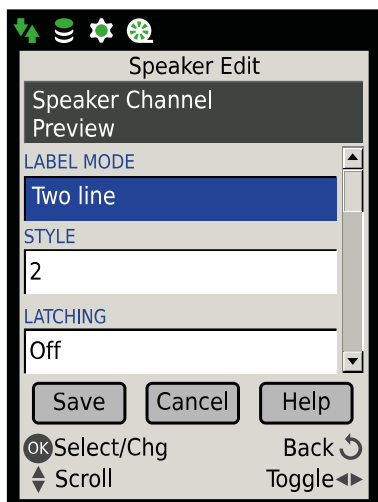
- **LABEL MODE.** This option contains two settings:

    - **One line.** This option displays the text label in small text.

    - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the line key.

- **Latching.** The available latching settings in this option in this setting are *Off* and *Yes*. If latching is set to *Off* the key works in a push to talk manner. If it is set to *Yes* the latching feature is

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enabled using either tap-latch or push-to-latch. For more information on tap-latch and push-to-latch, see *Latch Mode* on page *183*.

- **Auto Answer.** The Speaker Channel Auto Answer feature allows appearances on speaker channels to be automatically answered, when an incoming call is received. This is providing the appearance is a call/line appearance, automatic ringdown (ARD) or virtual private wire (VPW). Hoots or manual ringdowns (MRDs) on this speaker channel will not be automatically answered. Similarly, calls that are set to *Do Not Disturb* will not be automatically answered on speaker channel appearances. The auto answer feature is set using iManager. To enable or disable this feature, please contact your System Administrator.

- A call that is auto answered will not generate an alert unless the *Auto Speaker Announce* feature is set to *On*. For more information on Auto Speaker Announce, see *Call Preferences* on page *180*. The tone that is heard on the speaker channel appearance depends on whether the alert profile setting on the appearance is set to *On* or *Off*. If it is set to *Off* the default alert profile is heard, and if set to *On* the appearance alert profile is heard. If the volume is set to *0* on either the default or appearance alert profile, the alert is heard at volume level 1. This ensures the alert is never muted.

- **Speaker Paging.** The available option in this setting is *Off* and *Yes*. Selecting *Yes* enables the speaker paging facility. For more information on speaker paging, see *Speaker Page* on page *186.*

- **Priority (Page X).** This option contains the values 1 to 4. 1 is the highest priority, and 4 is the lowest. The same priority level can also be set for different channels, for example, channels one and two can be both set to priority level 1. You may be required to set priority levels for other pages if the speaker paging option is enabled. For more information on automatic level reduction levels, see *Speaker Page* on page *186.*

- **Auto Level Reduction (PG X).** Automatic level reduction is used to set the automatic audio reduction level when audio is present on another channel with a higher priority level. For example, if channel 1 is set to priority 2, and channel 2 is set to priority 1 the audio is automatically reduced on channel 1 when audio is present on channel 2. The available options are: Off, 1/4, 1/2, 3/4 and Mute. You may be required to set automatic level reduction levels for other pages if the speaker paging option is enabled.

Editing Speaker Channels

To edit a speaker channel key:
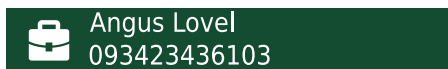
1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speakers* and press **OK**.

   This displays *Program Options*.

4. Highlight *Edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that requires editing and press its associated soft key.

   This displays *Speaker Edit*.
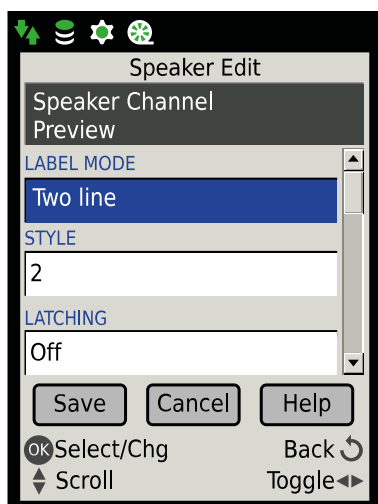
Change the settings as required. For more information on the settings, see the previous section, *Speaker Channels Key Properties*.

6. Highlight *Save* and press **OK**.

7. If you need to edit more speaker channels locate the required speaker channel, and press its associated soft key. When you have edited the required number of speaker channels press and hold the back ↻ key until screen one returns to an idle state.

> The *Edit* option for speakers are greyed out when the *Allow Fixed Key Editing* privilege in iManager is not selected. For more information, contact your System Administrator.

Moving Speaker Channels

To move a speaker channel key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speakers* and press **OK**.

    This displays *Program Options*.

4. Highlight *Move* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a new key and press the associated soft key.

7. If you need to move more speaker channels locate the required speaker channel, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of speaker channels press and hold the back ↻ key until screen one returns to an idle state.

> 📑 The *Move* option for speakers are greyed out when the *Allow Fixed Key Editing* privilege in iManager is not selected. For more information, contact your System Administrator.

Viewing Speaker Channels

To view a speaker channel key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speakers* and press **OK**.

   This displays *Program Options*.

4. Highlight *View* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   This displays *Speaker View*.
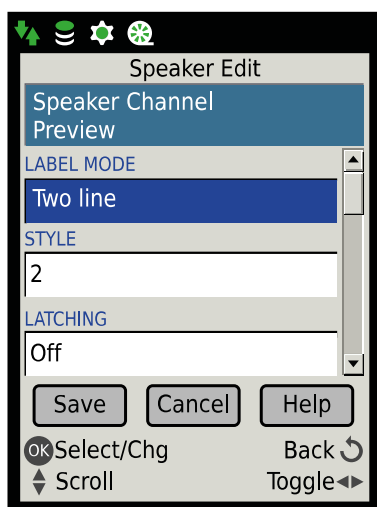
6. To view another speaker channel press the back ↺ key to display *Key Finder.* Then press the required speaker channel's associated soft key.

7. When you have finished viewing press and hold the back ↺ key until screen one returns back to idle.

> 📑 The *View* option for speakers are greyed out when the *Allow Fixed Key Editing* privilege in iManager is not selected. For more information, contact your System Administrator.

Deleting Speaker Channels

To delete a speaker channel key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Speakers* and press **OK**.

   This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

   This displays *Key Finder*.

5. Locate the key to be deleted and press its associated soft key. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   This displays the *Confirm Key Finder Action* screen.

6. Confirm you want to delete the selected speaker channel by selecting *Yes*.

7. If you need to delete more speaker channels locate the required speaker channel, and press its associated soft key. When you have deleted the required number of speaker channels press and hold the back ↺ key until screen one returns to an idle state.

📰	The *Delete* option for speakers are greyed out when the *Allow Fixed Key Editing* privilege in iManager is not selected. For more information, contact your System Administrator.

Virtual Private Wires

📰	Please note that Virtual Private Wires cannot be added, deleted or inserted.

Virtual Private Wires Properties

Below is an illustrative example image of the Virtual Private Wire Key screen with descriptions and explanations of the settings.

- **LABEL MODE.** This option contains two settings:

    - **One line.** This option displays the text label in small text.

    - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the virtual private wire key.

- **Short Label.** This is a read only label originally set in iManager the application used to manage iTurret Deskstations.

- **Alert.** This setting contains the options *On* and *Off*. Alerts provide audio and visual alarms when incoming calls are received. Alerts need to be set beforehand in the *Alerts* menu. For more information, see *Alerts* on page *104*.

- **Profile.** Profiles work in association with alerts and need to be set beforehand in the *Alerts* menu. For more information, see *Alerts* on page *104*. Profiles also work in association with the alert setting described in the above bullet point when set to *On*.

- **Presence.** This option is reserved for future functionality.

Moving Virtual Private Wires

To move a virtual private key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Virtual Private Wires* and press **OK**.
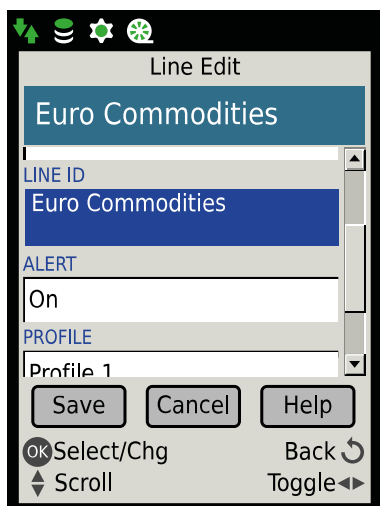
   This displays *Program Options*.

4. Highlight *Move* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   EXLT VPW

6. Locate a new key and press the associated soft key.

7. If you need to move more virtual private wires locate the required virtual private wire, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of virtual private wires press and hold the back ↺ key until screen one returns to an idle state.

Editing Virtual Private Wires

To edit a virtual private wire:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Virtual Private Wires* and press **OK**.

   This displays *Program Options*.

4. Highlight *Edit* and press **OK**.

This displays *Key Finder*.

5. Locate the key that requires editing and press its associated soft key. The key will have the icon displayed below in the finger. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

EXLT VPW

This displays *VPW Edit*.

```
VPW Edit
EXLT VPW
LABEL MODE
One line
STYLE
10
SHORT LABEL
EXLT
    Save      Cancel      Help
OK Select/Chg              Back ↺
  Scroll               Toggle ◄►
```

6. Change the settings as required. For more information on the settings, see *Function Key Properties* on page *129*.

7. Highlight *Save* and press **OK**.

8. If you need to edit more virtual private wires locate the required virtual private wire, and press its associated soft key. When you have edited the required number of virtual private wires press and hold the back ↺ key until screen one returns to an idle state.

Viewing Virtual Private Wires

To view a virtual private wire:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Virtual Private Wires* and press **OK**.
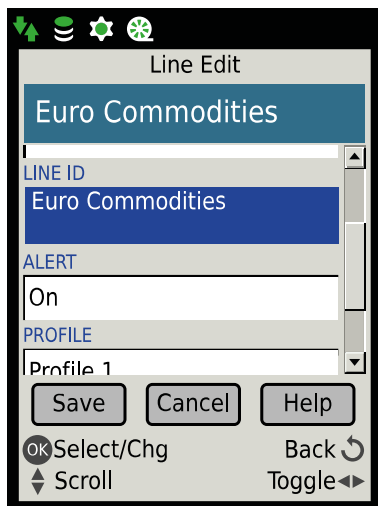
    This displays *Program Options*.

4. Highlight *View* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on

page *21*) whilst *Key Finder* is displayed, press **OK**.

This displays *VPW View*.

6.   Use the ▲ or ▼ navigation keys to view the options.

7.   To view another virtual private wire press the back ↻ key to display *Key Finder.* Then press the required virtual private wire's associated soft key.

8.   When you have finished viewing press and hold the back ↻ key until screen one returns back to idle.

Shortcut to Menu

Shortcut to menu keys navigate you directly to specific menus. The possible shortcut to menu keys are: Directories Menu, Call Register, Call Forward Menu, Speaker Page Menu and Missed Calls.

Adding a Shortcut to Menu Key

To add a shortcut to menu key:

1.   Press **OK** to display *Main* menu.

     The right hand screen displays *Main* menu.

2.   Using ◄ or ► locate *Program* menu.

3.   Using ▲ or ▼ highlight *Special Keys* and press **OK**.

     This displays *Program Options*.

4.   Highlight *Add* and press **OK**.

     This displays *Add Key*.

5.   Highlight *Shortcut to Menu* and press **OK**.

     This displays *Key Finder*.

6.   Locate a key and press its associated soft key. If required use the *Page* key (located in the

bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

This displays *Menu Shortcut Edit*.

7. Change the settings as required. For more information on the settings, see the next section, *Shortcut to Menu Properties*.

8. Highlight *Save* and press **OK**.

9. If you need to add more shortcut to menu keys locate an available key, and press its associated soft key. When you have added the required number of shortcut to menu keys press and hold the back ↺ key until screen one returns to an idle state.

> If the message, '**Action not possible**', is displayed when using a Call Forward Menu key, it means the call forward feature is disabled. For more information, contact your System Administrator.

Shortcut to Menu Properties

Below is an illustrative example image of the Shortcut to Menu Key screen with descriptions and explanations of the settings.
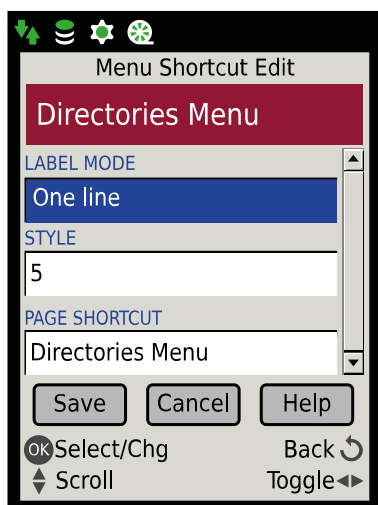
- LABEL MODE. This option contains two settings:

    - **One line.** This option displays the text label in small text.

- **Two line**. This option displays the text label in large text.

- **Style**. This option contains sixteen different colours for the shortcut to menu key.

- **Menu Shortcut**. Contains the following menus and allows one to be selected as the shortcut: Directories Menu, Call Register, Call Forward Menu, Speaker Page Menu and Missed Calls.

Editing a Shortcut to Menu Key

To edit a shortcut to menu key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that requires editing and press its associated soft key. The key will have one of the five icons displayed below on the finger. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

☰ Directories Menu	☰ Call Register
☰ Call Forward Menu	☰ Speaker Page Menu
☰ Missed Calls	

This displays *Menu Shortcut Edit*.

6. Change the settings as required. For more information on the settings, see the above section, *Shortcut to Menu Properties*.

7. Highlight *Save* and press **OK**.

8. If you need to edit more shortcut to menu keys locate the required key, and press its associated soft key. When you have edited the required number of shortcut to menu keys press and hold the back ↺ key until screen one returns to an idle state.

Moving a Shortcut to Menu Key

To move a shortcut to menu key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Move* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. The key will have one of the five icons displayed below on the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

☰ Directories Menu	☰ Call Register
☰ Call Forward Menu	☰ Speaker Page Menu
☰ Missed Calls	

6. Locate a new key and press the associated soft key.

7. If you need to move more shortcut to menu keys locate the required shortcut to menu key, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of shortcut to menu keys press and hold the back ↺ key until screen one returns to an idle state.

Inserting a Shortcut to Menu Key

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a shortcut to menu key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

This displays *Program Options*.

4. Highlight *Insert* and press **OK**.

    This displays *Insert Key*.

5. Highlight *Shortcut to Menu* and press **OK**.

    This displays *Key Finder*.

6. Select the key position for the key that will be inserted.

    This displays *Menu Shortcut Edit*.

7. Change the settings as required. For more information on the settings, see *Shortcut to Menu Properties* on page *133*.

8. Highlight *Save* and press **OK**.

9. If you need to insert more shortcut to menu keys locate the required shortcut to menu key, and press its associated soft key. Locate a new key and press the associated soft key. When you have inserted the required number of shortcut to menu keys press and hold the back ↺ key until screen one returns to an idle state.

Viewing a Shortcut to Menu Key

To view a shortcut to menu key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *View* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have one of the five icons displayed below on the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To

access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

☰ Directories Menu	☰ Call Register
☰ Call Forward Menu	☰ Speaker Page Menu
☰ Missed Calls	

This displays *Menu Shortcut View*.

```
Menu Shortcut View
Directories Menu

LABEL MODE
One line

STYLE
5

PAGE SHORTCUT
Directories Menu

  Save    Cancel    Help
OK Select/Chg        Back ↺
  Scroll
```

6. Use the ▲ or ▼ navigation keys to view the options.

7. To view another shortcut to menu key press the back ↺ key to display *Key Finder.* Then press the required shortcut to menu's associated soft key.

8. When you have finished viewing press and hold the back ↺ key until screen one returns back to idle.

Deleting a Shortcut to Menu Key

To delete a shortcut to menu key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

   This displays *Delete Key*.

5. Highlight *Shortcut to Menu* and press **OK**.

   This displays *Key Finder*.

6. Locate the key that needs to be deleted and press the associated soft key. The key will have

one of the five icons displayed below on the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

≡ Directories Menu	≡ Call Register
≡ Call Forward Menu	≡ Speaker Page Menu
≡ Missed Calls	

This displays the *Confirm Key Finder Action* screen.

7. Confirm you want to delete the selected speed dial by selecting *Yes*.

8. If you need to delete more shortcut to menu keys locate the shortcut to menu key, and press its associated soft key. When you have deleted the required number of shortcut to menu keys press and hold the back ↺ key until screen one returns to an idle state.

Shortcut to Page

Shortcut to page keys navigate you directly to specific pages.

Adding a Shortcut to Page Key

To add a shortcut to page key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**.

    This displays *Add Key*.

5. Highlight *Shortcut to Page* and press **OK**.

    This displays *Key Finder*.

6. Locate a key and press the associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Page shortcut edit*.

7. Change the settings as required. For more information on the settings, see the next section, *Shortcut to Page Key Properties*.

8. Highlight *Save* and press **OK**.

9. If you need to add more shortcut to page keys locate an available key, and press its associated soft key. When you have added the required number of shortcut to page keys press and hold the back ↺ key until screen one returns to an idle state.

Shortcut to Page Key Properties

Below is an illustrative example image of the Shortcut to Page Key screen with descriptions and explanations of the settings.
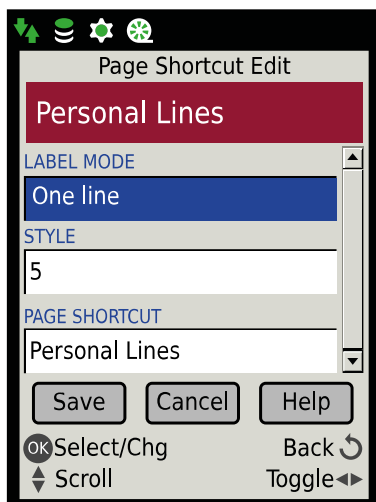
- **LABEL MODE.** This option contains two settings:

    - **One line.** This option displays the text label in small text.

    - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the shortcut to page key.

- **Page Shortcut.** Contains all the pages on the deskstation and allows one to be selected as the shortcut.

Editing a Shortcut to Page Key

To edit a shortcut to page key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Edit* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that requires editing and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   ≡ Speed Dials

   This displays *Page Shortcut Edit*.

6. Change the settings as required. For more information on the settings, see the previous section, *Shortcut to Page Key Properties*.

7. Highlight *Save* and press **OK**.

8. If you need to edit more shortcut to page keys locate the required key, and press its associated soft key. When you have edited the required number of shortcut to page keys press and hold the back ↺ key until screen one returns to an idle state.

Moving a Shortcut to Page Key

To move a shortcut page key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Move* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

☰ Speed Dials

6. Locate a new key and press the associated soft key.

7. If you need to move more shortcut to page keys locate the required shortcut to page key, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of shortcut to page keys press and hold the back ↺ key until screen one returns to an idle state.

Inserting a Shortcut to Page Key

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a shortcut to page key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.
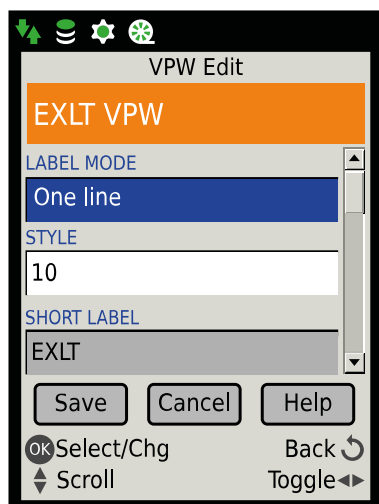
   This displays *Program Options*.

4. Highlight *Insert* and press **OK**.

   This displays *Insert Key*.

5. Highlight *Shortcut to Page* and press **OK**.

   This displays *Key Finder*.

6. Select the key position for the key that will be inserted.

   This displays *Page shortcut edit*.

7. Change the settings as required. For more information on the settings, see *Shortcut to Page Key Properties* on page *139*

8. Highlight *Save* and press **OK**.

9. If you need to insert more shortcut to page keys locate the required shortcut to page key, and press its associated soft key. Locate a new key and press the associated soft key. When you have inserted the required number of shortcut to page keys press and hold the back ↻ key until screen one returns to an idle state.

Viewing a Shortcut to Page Key

To view a shortcut page key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *View* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be viewed and press its associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    ☰   Speed Dials

    This displays *Page Shortcut View*.

6. Use the ▲ or ▼ navigation keys to view the options.

7. To view another shortcut to page key press the back ↺ key to display *Key Finder.* Then press the required shortcut to page key's associated soft key.

8. When you have finished viewing press and hold the back ↺ key until screen one returns back to idle.

Deleting a Shortcut to Page Key

To delete a shortcut page key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.
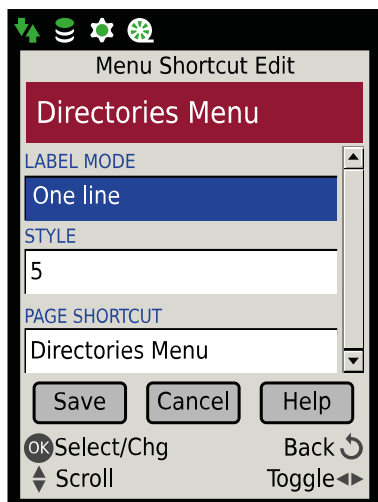
   This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

   This displays *Delete Key*.

5. Highlight *Shortcut to Page* and press **OK**.

   This displays *Key Finder*.

6. Locate the key that needs to be deleted and press the associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

   This displays the *Confirm Key Finder Action* screen.

7. Confirm you want to delete the selected speed dial by selecting *Yes*.

8. If you need to delete more shortcut to page keys locate the required shortcut to page key, and press its associated soft key. When you have deleted the required number of shortcut to page keys press and hold the back ↺ key until screen one returns to an idle state.

Float Keys

When the iE816 Expansion Module is detached from the iTurret Deskstation, float keys act as place holders, and relocate non paginating keys that were present on the iE816 Expansion Module. The following key types can be float keys:

- Soft function keys

- Speed dial key

- Appearance key

- Voice service key

- VPW key

- Shortcut to menu key

- Shortcut to page key

Float keys can only be defined on paginating keys, not non paginating keys. For more information on paginating keys and non paginating keys see *Paginating and Non Paginating Keys* on pages *97*.

If a non paginating key cannot be relocated from the iE816 Expansion Module to iTurret Deskstation (for example, due to there not being enough float keys), a yellow status icon is displayed on the iTurret screen. For more information on status icons, see *Status Icons* on page *29*.

📑	• Speakerbus advise not to define dynamic and handset keys as float keys on an iE816 Expansion Module.
	• A Dynamic Non Paginating Key cannot be relocated from an iE816 Expansion Module to a Float Key on the iTurret, when the Expansion Module is detached from the iTurret.

Adding Float Keys

To add a float key:

1. Press **OK** to display *Main* menu.
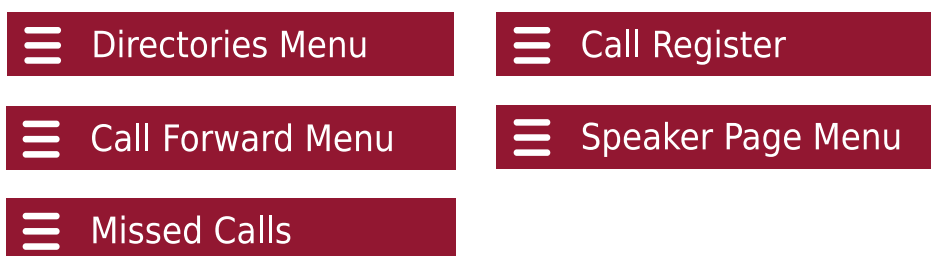
   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.
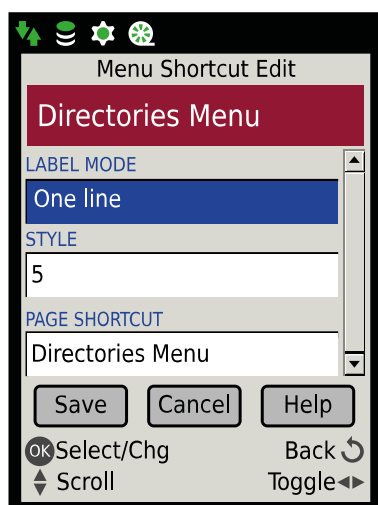
   This displays *Program Options*.

4. Highlight *Add* and press **OK**.

   This displays *Add Key*.

5. Highlight *Float Key* and press **OK**.

   This displays *Key Finder*.

6. Locate a key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

The float key is added once the key's associated soft key is pressed.

7. If you need to add more float keys locate an available key, and press its associated soft key. When you have added the required number of float keys press and hold the back ↺ key until screen one returns to an idle state.

Inserting Float Keys

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a float key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Insert* and press **OK**.

    This displays *Insert Key*.

5. Highlight *Float Key* and press **OK**.

    This displays *Key Finder*.

6. Select the key position for the key that will be inserted.

7. If you need to insert more float keys locate an available key, and press its associated soft key. When you have inserted the required number of float keys press and hold the back ↺ key until screen one returns to an idle state.

Deleting Float Keys

To delete a float key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.
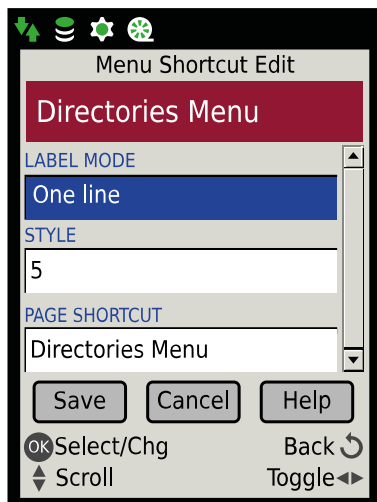
4. Highlight *Delete* and press **OK**.

    This displays *Delete Key*.

5. Highlight *Float Key* and press **OK**.

    This displays *Key Finder*.

6.   Locate the key that needs to be deleted and press the associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press OK.

This displays the *Confirm Key Finder action* screen.

7.   Confirm you want to delete the selected speed dial by selecting *Yes*.

8.   If you need to delete more float keys locate the required float key, and press its associated soft key. When you have deleted the required number of float keys press and hold the back ↺ key until screen one returns to an idle state.

Group Talk Keys

A group talk key is used to link one or more speaker channels. When it is pressed all linked speaker channels become active. Group talk keys allow one to press a single button to talk to several speaker channels simultaneously. The alternative to using group talk keys is for one to press several speaker channels simultaneously to make all speaker channels active at the same time. Although this provides an equivalent action to group talk keys, it can prove to be cumbersome. This is particularly the case if one is required to talk to five speaker channels at the same time. Bearing this in mind, there is a clear advantage to using group talk keys when one is required to talk to several speaker channels simultaneously.

If when pressing a group talk key the message, Key not programmed, is displayed it means no speaker channels are linked to the group talk key.

Group talk keys will not answer PBX appearances (for example calls/lines), VPWs and ARDs. They need to be answered before one can use the group talk function.

> 📄 Ensure *Speaker Source* is set to anything other than *Default Handset*. Group talk will not work if *Speaker Source* is set to *Default Handset*. For more information on speaker source, see *Speaker Source* on page *186*.

Adding a Group Talk Key

To add a group talk key:

1.   Press OK to display *Main* menu.

The right hand screen displays *Main* menu.

2.   Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

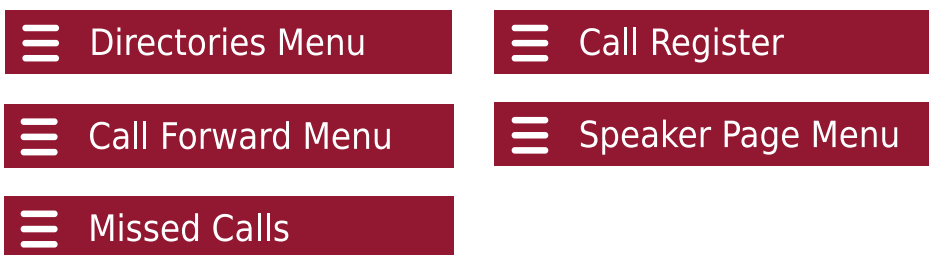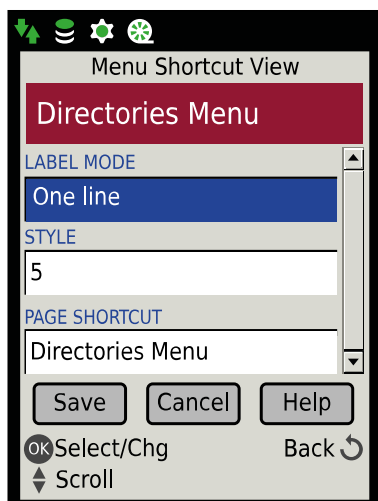   This displays *Program Options*.

4. Highlight *Add* and press **OK**.

    This displays *Add Key*.

5. Using ▲ or ▼ highlight *Group Talk Key* and press **OK**.

    This displays *Key Finder*.

6. Locate a key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Group Talk Key Edit*.

7. Change the settings as required. For more information on the settings, see the next section, *Group Talk Key Properties*.

8. When you have finished highlight *Save*, and press **OK**.

9. If you need to add more group talk keys locate an available key, and press its associated soft key. When you have added the required number of group talk keys press and hold the back ↺ key until screen one returns to an idle state.

Group Talk Key Properties

Below is an illustrative example image of the Group Talk Key screen with descriptions and explanations of the settings.
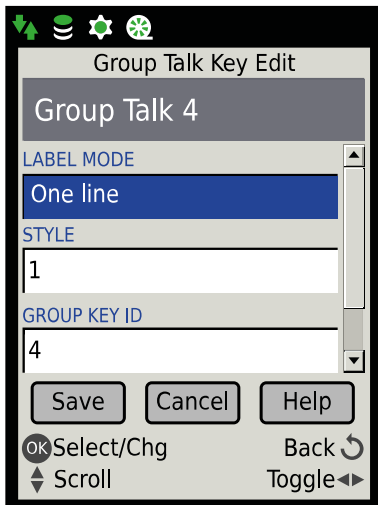
- **LABEL MODE.** This option contains two settings:

    - **One line.** This option displays the text label in small text.

    - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the group talk key.

- **Group Key ID.** The possible values in this setting are numbers 1 to 4. The values are used to distinguish one group key from another. However, it is possible to define several group keys with the same group key ID. Group talk keys with the same group key ID will perform in an identical manner.

- **Latching.** The available latching settings in this option in this setting are *Off* and *Yes*. If latching is set to *Off* the key works in a push to talk manner. If it is set to *Yes* the latching feature is enabled using either tap-latch or push-to-latch. For more information on tap-latch and push-to-latch, see *Latch Mode* on page *183*.

Editing a Group Talk Key

To edit a group talk key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

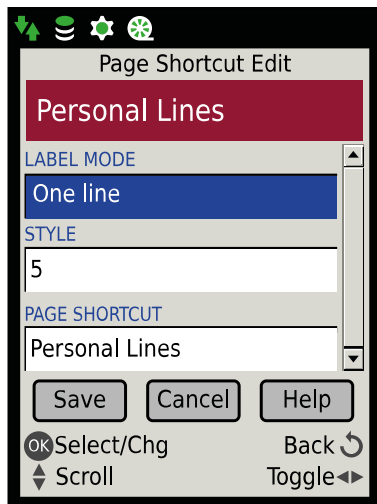4. Highlight *Edit* and press **OK**.

    This displays *Key Finder*.

5. Locate a key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ ,▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed,

press **OK**.

This displays *Group Talk Key Edit*.

6. Change the settings as required. For more information on the settings, see the previous section, *Group Talk Key Properties*.

7. When you have finished highlight *Save*, and press **OK**.

8. If you need to edit more group talk keys locate the required key, and press its associated soft key. When you have edited the required number of group talk keys press and hold the back ↺ key until screen one returns to an idle state.

Viewing a Group Talk Key

To view a group talk key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.
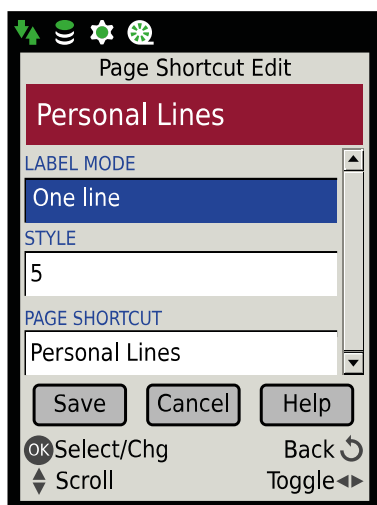
   This displays *Program Options*.

4. Highlight *View* and press **OK**.

   This displays *Key Finder*.

5. Locate a key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

This displays *Group Talk Key View*.

```
Group Talk Key Edit
Group Talk 4

LABEL MODE
One line

STYLE
1

GROUP KEY ID
4

  Save      Cancel      Help

OK Select/Chg              Back ↻
   Scroll               Toggle ◄►
```

6. Use the ▲ or ▼ keys to view the options.

7. To view another group talk key press the back ↻ key to display *Key Finder.* Then press the required group talk key's associated soft key.

8. When you have finished viewing press and hold the back ↻ key until screen one returns back to idle.

Moving a Group Talk Key

To move a group talk key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Move* and press **OK**.

    This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. The key will have the icon displayed below in the finger. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a new key and press the associated soft key.

7. If you need to move more group talk keys locate the required group talk key, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of group talk keys press and hold the back ↻ key until screen one returns to an idle state.

Inserting a Group Talk Key

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a group talk key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.
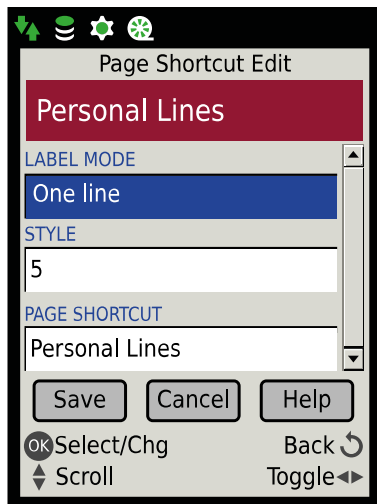
4. Highlight *Insert* and press **OK**.

    This displays *Insert Key*.

5. Highlight *Group Talk Key menu* and press **OK**.

    This displays *Key Finder*.

6. Select the key position for the key that will be inserted.

    This displays *Group Talk Key Edit*.

7. Change the settings as required. For more information on the settings, see *Group Talk Key Properties* on *148*.

8. When you have finished highlight *Save,* and press **OK**.

9. If you need to insert more group talk keys locate the required key, and press its associated soft key. When you have inserted the required number of group talk keys press and hold the back ↺ key until screen one returns to an idle state.
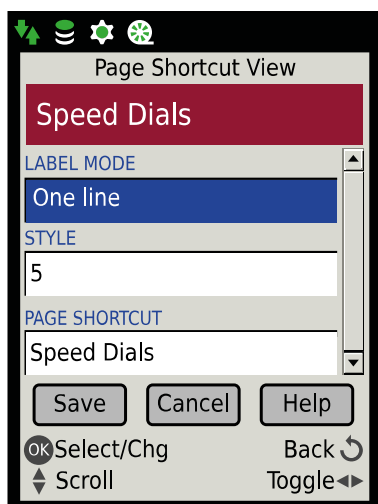
Deleting a Group Talk Key

To delete a group talk key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Delete* and press **OK**.

    This displays *Delete Key*.

5. Highlight *Group Talk Key menu* and press **OK**.

    This displays *Key Finder*.

6. Locate the key that needs to be deleted and press the associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays the *Confirm Key Finder Action* screen.

7. Confirm you want to delete the selected speed dial by selecting *Yes*.

8. If you need to delete more group talk keys locate the required group talk key, and press its associated soft key. When you have deleted the required number of group talk keys press and hold the back ↻ key until screen one returns to an idle state.

Adding Speaker Channels to a Group Talk Key

To add a speaker channel to a group talk key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

    This displays *Speaker Actions*.

3. Highlight *Group Talk Settings* and press **OK**.

    This displays *Group Talk Settings*.

4. Highlight *Program Group* and press **OK**.

> The *Program Group* menu is disabled when an iE801 Speaker Module is attached to the iTurret Deskstation. In these circumstances speaker channels on the iTurret need to be programmed using the *F2* key on the iE801. For more information, see the *iE801 User Guide*.

    This displays *Key Finder*.

5. Locate a group talk key and press its associated soft key. If required use the *Page* key (located

in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a speaker channel and press its associated soft key. The soft key LED is turned on when the speaker channel soft key is pressed.

7. Repeat the previous step to add more speaker channels to the group talk key.

8. Press **OK** to finish when you have added the required number of speaker channels to the group talk key.

Removing Speaker Channels from a Group Key

To remove a speaker channel from a group talk key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

   This displays *Speaker Actions*.

3. Highlight *Program Group* and press **OK**.

   > The *Program Group* menu is disabled when an iE801 Speaker Module is attached to the iTurret Deskstation. In these circumstances speaker channels on the iTurret need to be programmed using the *F2* key on the iE801. For more information, see the *iE801 User Guide*.

   This displays *Key Finder*.

4. Locate a group talk key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

5. Locate a speaker channel and press its associated soft key. The soft key LED is turned off when the speaker channel soft key is pressed.

6. Repeat the previous step to remove more speaker channels from the group talk key.

7. Press **OK** to finish when you have removed the required number of speaker channels from the group talk key.

Setting Group Talk Keys on iTurret when iE801 is attached

This section describes how to set group talk keys on the actual iTurret Deskstation (not the iE801) when an iE801 Module is attached.

First change the F2 key's function from Program to Speaker Page. To do this:

1. Press **OK** to display *Main* menu.

2. Highlight and select **Speaker Actions**.

    This displays the Speaker Actions menu.

3. Highlight and select **Speaker Settings**.

    This displays the *Speaker Settings* menu.

4. Highlight and select **iE801#1 Settings**.

    This displays the *iE801#1 Settings* options.

5. On the *FUNCTION KEY 2* option, change the setting from **Program** to **Speaker Page**.

6. Save the settings.

Now when you press the **F2** key it will display Speaker Page 1, Speaker Page 2, Speaker Page 3 or Speaker Page 4 depending on how many times it is pressed.

Now create a Group Talk key. To do this:

1. Press **OK** to display *Main* menu.

2. Using the left or right buttons, go to the *Program* menu.

3. Highlight and select **Special Keys**.

    This displays the *Program Options* menu.

4. Highlight and select **Add**.

    This displays the *Add Key* menu.

5. Highlight and select **Group Talk Key**.

6. Add the group talk key on the appropriate page and line. Save the configuration. When you have done this you will need to press the back ↺ key several times to get back to the idle screen.

You will now need to add speaker keys to the group talk key. To do this:

1. Press **OK** to display *Main* menu.

2. Highlight and select **Speaker Actions**.

    This displays the *Speaker Actions* menu.

3. Highlight and select **Group Talk Settings**.

    This displays the *Group Talk Settings* menu.

4. Highlight and select **Program Group**.

5. Press the group talk key created in the previous sub section. One of the two LED lights, lit in red, on the iE801 will be on.

6. Press the required speaker channels keys on the iE801 that will be added to the group talk key. When a speaker channel is added, it will be lit in orange. To remove a key, press the speaker channel again. You will know it has been removed as its LED will be off.

7. When you have added the appropriate keys press **OK** to save the changes.

8. Now when a calls or hoots are added to the speaker channels (added earlier to the group talk key), you can press the group talk key created earlier to talk back to all the speaker channels. You can even press either of the two keys between f1 and f2 on the iE801 to talk back to all the speaker channels.

Function Keys

Function Keys are used to enable the following features: Intercom Privacy, Do Not Disturb and Recording Tone. They provide a quicker method to turning on/off the above mentioned features when compared to changing them through the *Call Preferences* menu.

Adding Functions Keys

To add a function key:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

    This displays *Program Options*.

4. Highlight *Add* and press **OK**.

    This displays *Add Key*.

5. Highlight *Function Key* and press **OK**.

    This displays *Key Finder*.

6. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays *Function Edit*.

7. Change the settings as required. For more information on the settings, see the next section, *Function Key Properties*.

8. When you have finished highlight *Save*, and press **OK**.

9. If you need to add more function keys locate an available key, and press its associated soft key. When you have added the required number of function keys press and hold the back ↺ key until screen one returns to an idle state.

Function Key Properties

Below is an illustrative example image of the Function Key screen with descriptions and explanations of the settings.

- **LABEL MODE.** This option contains two settings:

  - **One line.** This option displays the text label in small text.

  - **Two line.** This option displays the text label in large text.

- **Style.** This option contains sixteen different colours for the function key.

- **Function type.** This option contains three settings:

  - **Intercom Privacy.** This option when enabled displays a visually alert of incoming intercom calls. In normal circumstances incoming intercom calls are automatically answered with an audible beep. In contrast when intercom privacy is enabled the user needs to press the

appropriate intercom key in order to answer the call.

| ⬛ Intercom Privacy | Intercom Privacy Disabled |
| ⬛ Intercom Privacy | Intercom Privacy Enabled |

- **Do Not Disturb.** This option when enabled displays a visual alert of incoming telephony calls with the alert tone muted.

| ⬛ Do Not Disturb | Do Not Disturb Disabled |
| ⬛ Do Not Disturb | Do Not Disturb Enabled |

- **Recording Tone.** This option, when enabled transmits an audible recording warning tone for all outgoing and incoming SIP telephony calls (includes automatic ringdowns (ARDs) and virtual private wires (VPWs)). This is providing the voice recording hardware and iManager software have been correctly set up. The tone is heard approximately every fifteen seconds during a call. The tone is not heard for hoots and manual ringdowns (MRDs).

| ⬛ Recording Tone | Recording Tone Disabled |
| ⬛ Recording Tone | Recording Tone Enabled |

- **Loud Listen.** Loud Listen allows received audio transmitted from a calling party to be heard on both the handset/headset and open speaker simultaneously. The calling party is completely oblivious to the audio heard on the open speaker. This allows another party (other than the party on the handset/headset) to hear the received audio discreetly.

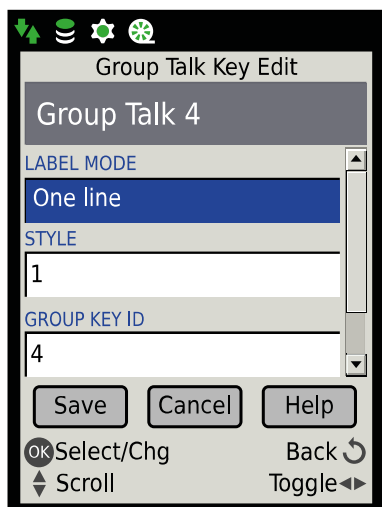| ⬛ Loud Listen | Loud Listen Disabled |
| ⬛ Loud Listen | Loud Listen Enabled |

Editing Function Keys

To edit a function key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Add* and press **OK**.

   This displays *Edit Key*.

5. Highlight *Function Key* and press **OK**.

   This displays *Key Finder*.

6. Locate an available key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◀ and/or ▶) for alternative pages.

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To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

This displays *Function Edit*.
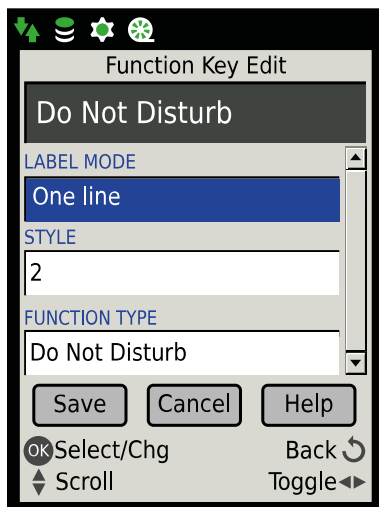
7. Change the settings as required. For more information on the settings, see the previous section, *Function Key Properties*.

8. When you have finished highlight *Save*, and press **OK**.

9. If you need to edit more function keys locate an available key, and press its associated soft key. When you have edited the required number of function keys press and hold the back ↺ key until screen one returns to an idle state.

Moving Function Keys

To move a function key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.

4. Highlight *Move* and press **OK**.

   This displays *Key Finder*.

5. Locate the key that needs to be moved and press its associated soft key. The key will have the icon displayed below in the finger. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

6. Locate a new key and press the associated soft key.

7. If you need to move more function keys locate the required group talk key, and press its associated soft key. Locate a new key and press the associated soft key. When you have moved the required number of function keys press and hold the back ↺ key until screen one returns to an idle state.

Inserting Function Keys

The *Insert* key feature is used to insert a newly created key in the key position of an existing key. The existing key will be moved to the first available paged key. The feature is only available for paged key entries.

To insert a group talk key:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press **OK**.

   This displays *Program Options*.
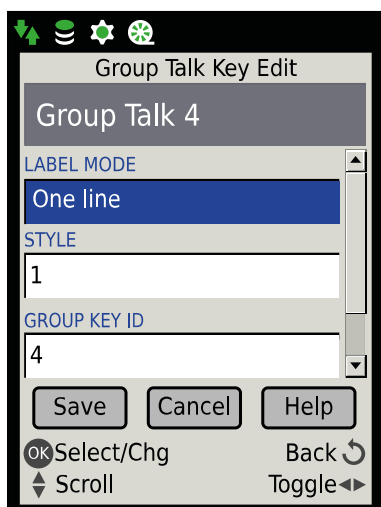
4. Highlight *Insert* and press **OK**.

   This displays *Insert Key*.

5. Highlight *Function Key menu* and press **OK**.

   This displays *Key Finder*.

6. Select the key position for the key that will be inserted.

   This displays *Function Key Edit*.

7. Change the settings as required. For more information on the settings, see *Function Key Properties* on page *159*.

8. When you have finished highlight *Save,* and press **OK**.

9. If you need to insert more function keys locate an available key, and press its associated soft key. When you have inserted the required number of function keys press and hold the back ↺ key until screen one returns to an idle state.

Viewing Function Keys

To view a function key:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press OK.

   This displays *Program Options*.

4. Highlight *View* and press OK.

   This displays *Key Finder*.

5. Locate a key and press its associated soft key. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press OK.

   This displays *Function Key View*.
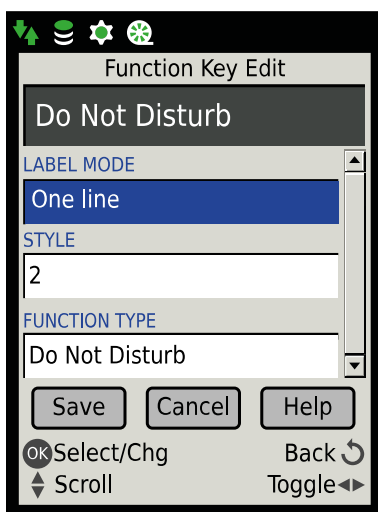
6. Use the ▲ or ▼ keys to view the options.

7. To view another group talk key press the back ↻ key to display *Key Finder.* Then press the required function talk key's associated soft key.

8. When you have finished viewing press and hold the back ↻ key until screen one returns back to idle.

Deleting Function Keys

To delete a function key:

1. Press OK to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Special Keys* and press OK.

   This displays *Program Options*.

4. Highlight *Delete* and press OK.

   This displays *Delete Key*.

5. Highlight *Function Key menu* and press OK.

This displays *Key Finder*.

6. Locate the key that needs to be deleted and press the associated soft key. The key will have the icon displayed below in the finger. If required use the *Page* key (located in the bottom left corner of unit) or navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages. To access keys on screen one (see *iTurret Elements* on page *21*) whilst *Key Finder* is displayed, press **OK**.

    This displays the *Confirm Key Finder Action* screen.

7. Confirm you want to delete the selected speed dial by selecting *Yes*.

8. If you need to delete more function keys locate the required function key, and press its associated soft key. When you have deleted the required number of function keys press and hold the back ↺ key until screen one returns to an idle state.

Swap Keys

Swap Keys allows the user to swap any two paginating keys with each other. All types of keys apart from speaker channels and handset keys can be swapped.

To swap keys:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Program* menu.

3. Using ▲ or ▼ highlight *Swap Keys* and press **OK**.

    This displays *Swap Key*.

4. Locate the primary key that needs to be swapped and press its associated key. If required use the navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages.

5. Locate the secondary key that needs to be swapped with the primary key and press its associated key. If required use the navigation keys (▲ , ▼ , ◄ and/or ►) for alternative pages.

6. Keys will now swap positions.

7. Exit the Swap Key screen by holding the back ↺ key until screen one returns to an idle state.

📑 If the key pages which contain the keys you want t o move are not available, the key pages have been protected by the System Administrator and keys from that page cannot be swapped.

Preferences

Views

The details contained in the Directories and Call Register menu options, can be change visually. There are three settings: *Big Text*, *Small Text* and *Detail View*.

- **Big Text.** This view setting displays user names in large text. The images below display examples of both the directory view (left) and the call register view (right).
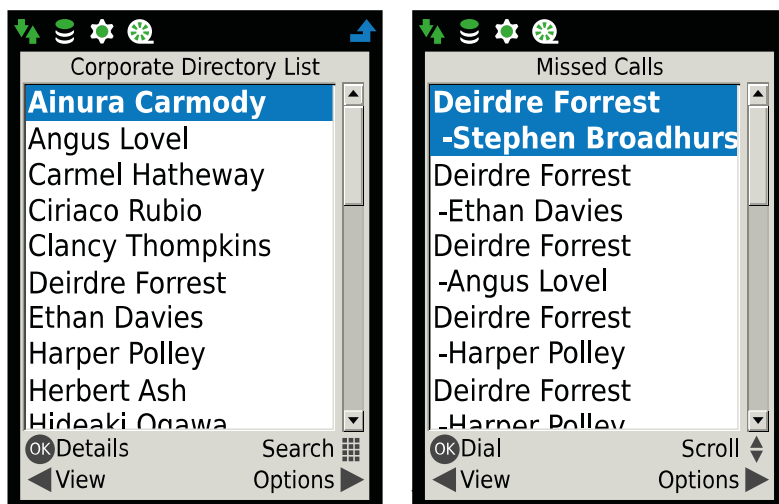
- **Small Text.** This view setting displays user names in small text. The images below display examples of both the directory view (left) and the call register view (right).
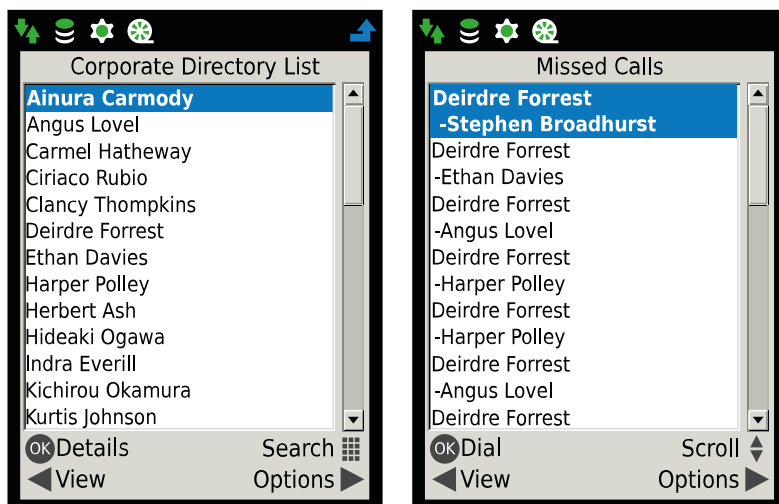
- **Detail View.** This view setting displays both the user's name and number in the directory view. In the call register it displays the far end user's name and number, call/line appearance used and date and time of the call. The images below display examples of both the directory view (left) and the call register view (right).

Corporate Directory List	Missed Calls
Ainura Carmody	**Deirdre Forrest**
7103	**-6107**
Angus Lovel	**-Stephen Broadhurst**
6103	**-Mon 04 Sep 23 3:19pm**
Carmel Hatheway	Deirdre Forrest
6104	-6107
Ciriaco Rubio	-Ethan Davies
6105	-Mon 04 Sep 23 3:18pm
Clancy Thompkins	Deirdre Forrest
6106	-6107
Deirdre Forrest	-Stephen Broadhurst
6107	-Mon 04 Sep 23 3:15pm
Ethan Davies	Deirdre Forrest
OK Details　　　　Search	OK Dial　　　　Scroll
◀ View　　　　Options ▶	◀ View　　　　Options ▶
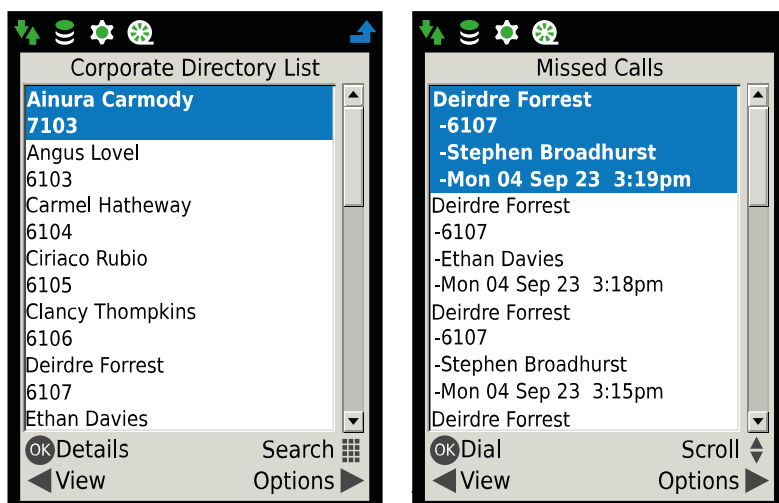
Changing the View

To change the view:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Directories* and press **OK**.

    This displays *Directories*.

3. Using ▲ or ▼ highlight *Personal Directory* or *Corporate Directory,* and press **OK**.

    This displays a list of names and numbers in the *Personal* or *Corporate Directory* List.

    This displays the user name list. For directories, the following will be displayed at the bottom of the screen: *Details*, *View*, *Search* and *Options*.

    OK Details　　　　Search
    ◀ View　　　　Options ▶

    For call registers, the following will be displayed at the bottom of the screen: *Dial*, *View*, *Scroll* and *Options*.

    OK Dial　　　　Scroll
    ◀ View　　　　Options ▶

4. As indicated above, press ◀ navigation key.

    This displays *Set Views* menu.

5. Using the ▲ or ▼ select one of the options and press **OK**.

    OR

    Press one of the corresponding numbers on the dial pad, for example, press *1* for *Big Text* or *2* for *Small Text*.

Press Key Tones

To turn on key press tones:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

   This displays *User Preferences*.

5. Highlight *KEY-PRESS TONES* and ensure it is set to *On* using ► .

6. Highlight *Save* and press **OK**.

   Repeat step *5* to turn off key press tones.

Handset Mode

The handset mode can be set to push to talk, push to mute and push to answer.

To set the handset to push to talk or push to mute:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

   This displays *User Preferences*.

5. Highlight *HANDSET MODE* and set it to *Push-to-mute*, *Push-to-talk*, *Push-to-answer* or *Toggle-to-answer* using ► .

6. Highlight *Save* and press **OK**.

Handset Mode Settings

This section describes each handset mode:

- **Push-to-mute.** When this option is enabled the handset button needs to be pressed and held down to mute the handset. The handsets are also immediately placed in an un-muted state when this option is set.

- **Push-to-talk.** When this option is enabled the handset button needs to be pressed and held down to open the handset voice path. The handsets are also immediately placed in a mute state when this option is set.

- **Push-to-answer.** When this option is enabled the handset button can both answer and clear calls. It is not possible to mute a handset appearance when it is idle, only when it is active.

- **Toggle-to-answer.** When this option is enabled the handset button can answer calls (when appearances are alerting or ringing) and clear calls. Pressing the handset button when the iTurret is idle activates and displays the default line on the selected handset key. Pressing the handset button a second time deactivates and removes the default line from the handset key.

Handset/Headset Volume

To change the handset/headset volume settings:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

    This displays *User Preferences*.

5. Highlight *H-SET 1/ H-SET 2* and set the level using ► .

6. Highlight *Save* and press **OK**.

Auto Hide

The auto hide feature hides the menu when an incoming alert is present on Screen 1 (for more information on screen numbers see *iTurret Elements* on page *21*). The hidden / locked menu icon is also displayed on the status bar.

Hidden / locked menu icon

The auto hide feature can be temporarily disabled by pressing OK when an incoming alert is present. When pressed the screen will change from displaying the incoming alert back to showing the previously displayed menu.

> A menu is not automatically hidden even when the auto hide feature is enabled in the following screens: transfer, outbound dialling and key finder.

It can also be temporarily disabled when the deskstation is idle by pressing and holding down the OK button.

When *Screen 1* is in an idle state (as shown in the above illustration), and the OK button is pressed and held, the screen changes to display the *Main* menu along with the hidden / locked icon (as shown in the illustration below).
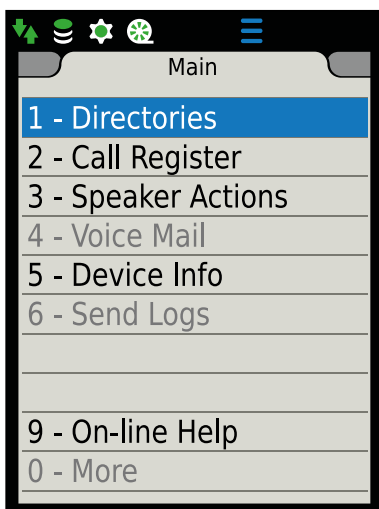
You will need to press the back ↺ key once to reinstate the auto hide feature.

Turning on/off Auto Hide

To turn on/off auto hide:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

   This displays *User Preferences*.

5. Highlight *AUTO HIDE* and select *On / Off* using ► .

6. Highlight *Save* and press **OK**.

Do Not Disturb

The Do Not Disturb feature when enabled displays a visually alert of incoming telephony calls with the alert tone muted.

Activate Do Not Disturb

Method 1

To activate the do not disturb feature:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

   This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

   This displays *Call Preferences*.

5. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

6. Using ▲ or ▼ highlight *Do Not Disturb* and press the ► key until *On* is displayed.
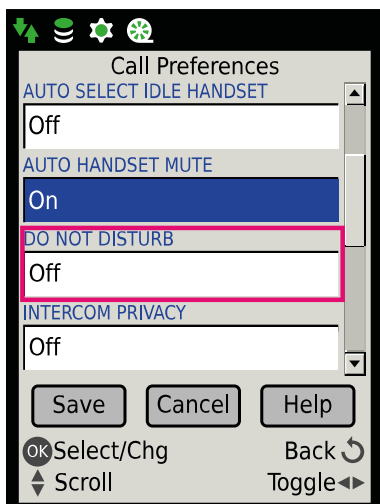
7. Highlight *Save* and press **OK**.

> 📑 If the *Do not disturb* option is read only this means the setting has been disabled. Please contact your System Administrator to enable it.

Method 2

To activate the do not disturb feature:

1. Press the Do Not Disturb soft key. For more information on creating a do not disturb soft keys, see *Function Keys* on page *155*.

    ◻ Do Not Disturb

    The intercom privacy soft key icon changes from red to green.

    ◻ Do Not Disturb

    The do not disturb icon is also displayed near the status icons.

    Repeat step 1 to turn off do not disturb.

> 📑 If the message, *Action not possible*, is displayed when attempting to set do not disturb this means the option has been disabled. Please contact your System Administrator to enable it.

Recording Warning Tone

The Recording Warning Tone feature when enabled transmits an audible recording warning tone for all outgoing and incoming SIP telephony calls (includes automatic ringdowns (ARDs) and virtual private wires (VPWs)). This is providing the voice recording hardware and iManager software have been correctly set up. The tone is heard approximately every fifteen seconds during a call. The tone is not heard for hoots and manual ringdowns (MRDs).

Activate Recording Warning Tone

Method 1

To activate the recording warning tone:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

    This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

    This displays *Call Preferences*.

5. Using ▲ or ▼ highlight *RECORDING WARNING TONE* and press the ► key until *On* is displayed.

6. Using ▲ or ▼ highlight *Save* and press **OK**.

Method 2

To activate the recording warning tone:

1. Press the Recording Tone soft key. For more information on creating a recording warning tone soft keys, see *Function Keys* on page *155*.

The recording tone soft key icon changes from red to green.

Repeat step 1 to turn off the recording warning tone.

Handset Privacy Default

The Handset Privacy Default feature when enabled prevents other users from barging in on calls unannounced.

To activate the handset privacy:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

    This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

    This displays *Call Preferences*.

5. Using ▲ or ▼ highlight *HANDSET PRIVACY DEFAULT*

Call Preferences

AUTO HANDSET MUTE

On

HANDSET PRIVACY DEFAULT

Off

DEFAULT HANDSET

Selected Handset

DO NOT DISTURB

Off

Save   Cancel   Help

OK Select/Chg   Back ↺
↕ Scroll   Toggle ◀▶

6. Using ◀ or ▶ select *ON* or *OFF* and press **OK**.

Default Handset

The Default Handset option determines which handset is the first choice handset when selecting a line appearance, making a call and answering a call. 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.

To the default handset:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

   This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

   This displays *Call Preferences*.

5. Using ▲ or ▼ highlight *DEFAULT HANDSET* and press the ▶ key until either Selected Handset, Handset 1 or Handset 2 is displayed.

6. Using ▲ or ▼ highlight *Save* and press **OK**.

Quiet Office

Quiet Office when enabled sends all speaker audio to a chosen handset. Handsfree, loud listen and intercom handsfree operations are also not allowed. Pressing hands free key is also rejected ('Action not possible' is displayed on the screen).

When Quiet Office is enabled and set to either handset 1 or 2, incoming intercom calls will ring if the selected handset is busy. Intercom calls will ring until the selected handset is free.

To set Quiet Office:

1. Press **OK** to display *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

    This displays *Speaker Actions*.

3. Using ▲ or ▼ highlight *Speaker Settings* and press **OK**.

    This displays *Speaker Settings*.

4. Using ▲ or ▼ highlight *Quiet Office* and press **OK**.

    This displays *Select Quiet* options.

5. Using ▲ or ▼ highlight *Disabled, Handset 1* or *Handset 2* and press **OK**.

Loud Listen

Loud Listen allows received audio transmitted from a calling party to be heard on both the handset/headset and open speaker simultaneously. The calling party is completely oblivious to the audio heard on the open speaker. This allows another party (other than the party on the handset/headset) to hear the received audio discreetly.

Activate Loud Listen

Method 1

To activate loud listen:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

    This displays *User Preferences*.

5. Using ▲ or ▼ highlight *LOUD LISTEN* and press the ► key until *On* is displayed.

6. Using ▲ or ▼ highlight *Save* and press **OK**.

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Method 2

To activate loud listen:

1. Press the *Loud Listen* soft key. For more information on creating a loud listen soft keys, see *Function Keys* on page *155*.

> 🔲 Loud Listen

The loud listen soft key icon changes from red to green.

> 🔲 Loud Listen

Repeat step 1 to turn off loud listen.

Audio Device

This option sets the audio ports to either handset or headset.

To set the audio ports:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

   This displays *User Preferences*.

5. Highlight *AUDIO DEVICE 1 / AUDIO DEVICE 2,* and select *Handset* or *Headset* using ► .

6. Highlight *Save* and press **OK**.

Intercom Talk Latching

Other than the Chairperson, Intercom Talk Latching determines whether or not one needs to be press and hold down the * key to talk during mixing group calls (for more information on mixing group calls, see *Group Calls* on page *225*).

When Intercom Talk Latching is set to *Off* (non-latching) one will need to press and hold the * key and then talk during a mixing group call. Setting the option to *On* enables the latching feature.

The latching type imposed depends on what is set in the *Speaker Settings* menu (see *Speaker Settings* on page *183* for more information). As mentioned in the *Speaker Settings* section, the *Speaker Settings* menu contains two settings: Push-to-Latch and Tap-Latch.

When Push-to-Latch is set you will need to press and release the * key during a mixing group call. This action changes the microphone's state from mute to active. Pressing and releasing the * key again changes the microphone's state back from active to mute.

When Tap-Latch is used two operational functions are available during mixing group calls. Similar to Push-to-Talk, Tap-Latch requires one to press and release the * key during a group call. This

action changes the microphone's state from mute to active. Pressing and releasing the * key again changes the microphone's state back from active to mute. The second Tap-Latch operation function works differently. When the microphone is in a muted state, it is possible to press and hold the * key during mixing group calls. This changes the microphone's state from mute to active. As soon as the * key is released, the microphone's state changes back from active to mute.

To turn on/off Intercom Talk Latching:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

    This displays *User Preferences*.

5. Highlight *INTERCOM TALK LATCHING,* and select *Of* (for non-latching) or *On* using ► .

6. Highlight *Save* and press **OK**.

📇 | If Intercom Talk latching is enabled, see *Speaker Settings* on page *183* to set the latching to either Push-to-Talk or Tap-Latch depending on your preference.

Hands Free Microphone

Hands-Free Microphone is a setting contained within the *User Preferences* menu. It contains three options which affect the operation of the internal and gooseneck microphone. These three options are Internal, Gooseneck and Gooseneck Exclusive.

*   **Internal.** This option when active forces intercom and hands-free calls to use the internal microphone.

*   **Gooseneck.** This option when active allows multiple calls to reside on the gooseneck microphone. For example, if a call is active on a speaker channel and an intercom call is made from the same unit, the message *Multiple calls on gooseneck* is displayed when the intercom call connects. Similarly, if a call is active on a speaker channel and one moves a call from handset/headset to hands-free, the message *Multiple calls on gooseneck* is displayed.

*   **Gooseneck Exclusive.** This option permits only one call at any one time to be present on the gooseneck microphone. For example, if one attempts to make an intercom call and presses the *i* key, the message *hands-free busy* is displayed when a hands-free call is already present on the gooseneck microphone. Similarly, if one attempts to move a call from handset/headset to hands-free when an intercom call is active on the gooseneck microphone the message *hands-free busy* is displayed.

Environment

To set the environment in which the unit will be used in:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

    This displays *User Preferences*.

5. Highlight *ENVIRONMENT* and select an option using ► . For a description of each setting, please refer to *Environment Settings* below.

6. Highlight *Save* and press **OK**.

Environment Settings

The environment settings contains three settings. These settings are described below.

*   **Trader 1.** This setting removes all background sound during a call at the far end when an iTurret caller is not talking. The far end caller hears silence when the iTurret caller stops speaking.

*   **Trader 2.** This setting does not remove background sound during a call at the far end when an iTurret caller is not talking. The far end caller will hear all background noise when the iTurret caller stops talking.

*   **Office.** This setting is ideal for quiet office environments. It uses a facility called automatic gain control (AGC). If an iTurret caller talks loud whilst this option is set, the sound level heard at the far end is gradually reduced by the AGC to an acceptable level. Similarly, if an iTurret caller talks quietly, the sound level heard at the far end is gradually increased to an acceptable level. In both mentioned circumstances the AGC attempts to keep the speech at a constant sound level.

Engineering Tools

Before certain features can be viewed or altered within the iTurret, one needs to log into the Engineering Tools. Below details how to log into and out of the Engineering Tools.

> If the message, 'This page is locked Please contact the administrator', is displayed when accessing the *Configure Network* and *Engineering Tools* menu options it means an administrative password has not been set on the device within iManager. Contact your System Administrator to resolve this issue.

Logging into the Engineering Tools

To log into the Engineering Tools:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**.

    This displays the *Logon* screen.
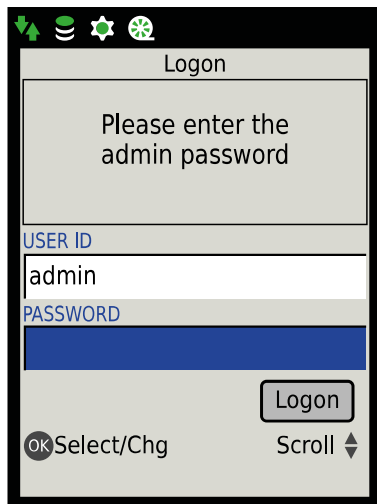
4. Type the engineering password in *PASSWORD*.

5. Highlight *Logon* and press **OK**.

Logging out of the Engineering Tools

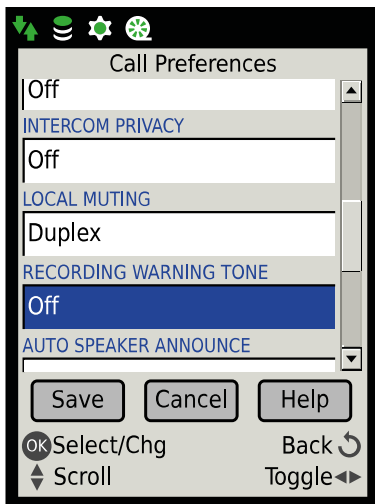To log out the Engineering Tools:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**.

    This displays *Engineering Tools*.

4. Highlight Log out and press **OK**.

Acoustic Shock Protection

The acoustic shock protection setting must always be turned on, in order to comply with standard BS6317 for Speakerbus approved handsets/headsets. The setting is turned on by default, and therefore, should not require one to alter it. To ensure the acoustic shock protection setting is turned on:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    This displays *User Settings*.

4. Highlight *User Preferences* and press **OK**.

    This displays the *User Preferences* settings.
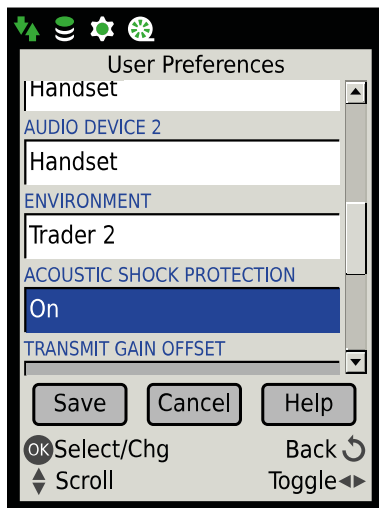
5. If the acoustic shock protection is not set to *On*, highlight *ACOUSTIC SHOCK PROTECTION,* and select *On* using ▶ .

6. Highlight *Save* and press **OK**.

Transmit Gain Offset

The transmit gain offset feature is used to set the audio level heard at the far end during a call. When the level is adjusted on the local unit during a call, the transmitted audio heard at the far end is also altered.

To adjust the Transmit Gain Offset:

1. First ensure the unit is logged into the Engineering Tools. For more information, see *Logging into the Engineering Tools* on page *175*.

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Using ◀ or ▶ locate *Preferences & Tools* menu.

4. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

5. Using ▲ or ▼ highlight *User Preferences* and press **OK**.

   This displays *User Preferences*.
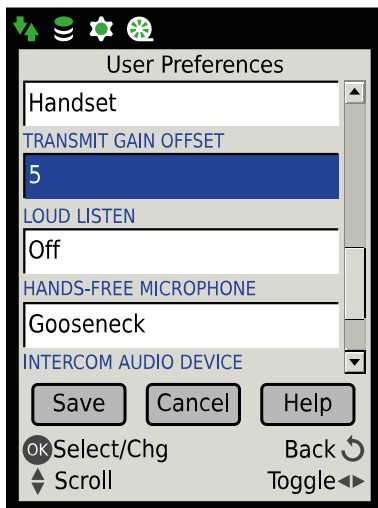
6. Highlight *TRANSMIT GAIN OFFSET* and alter the levels using ◀ or ▶. The level range is -5 to 5.

7. Highlight *Save* and press **OK**.

Call Forward

To access call forward settings:

1. Press **OK** to display *Main* menu.

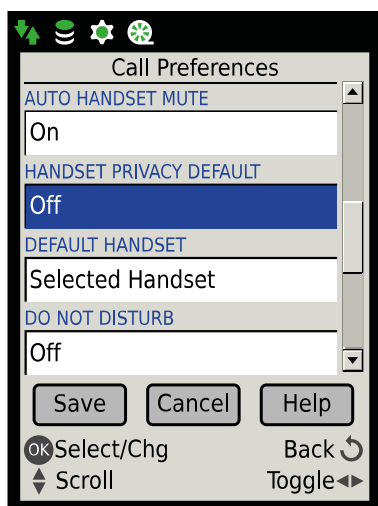   The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

   This displays *Call Settings*.

4. Highlight *Call Forward* and press **OK**. If the *Call Forward* menu is unavailable contact your System Administrator to enable the feature and menu.

   This displays *Call Forward*.
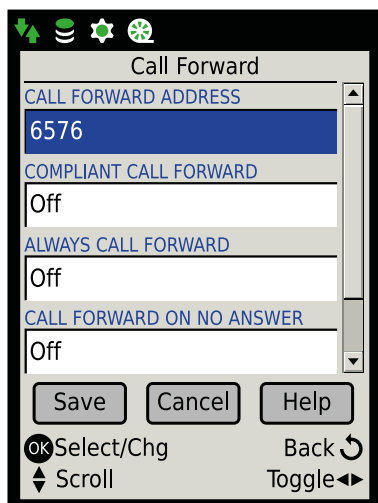
The number of rings it takes before a call forwards, depends on the timeout set on the PBX. The *Call forward* screen contains the following settings:

- **Call forward address.** This option requires you to type a number, IP address or SIP URL for call

forwarding purposes. The option is highlighted in red when left blank.

- **Compliant call forward**. This option can be set to *On* or *Off*. When enabled it allows calls to be diverted to another number but retain the iTurret in the call as part of a conference ensuring voice recording is captured on the original iTurret.

  Whilst *Compliant Call Forward* is switched on, the iTurret is locked preventing a user from interrupting recording.

- **Always call forward.** This option can be set to *On* or *Off*. If *Always Call Forward* is enabled with a valid *Call Forward Address* set, calls are always forwarded to the call forward address.

- **Call forward on no answer.** This option can be set to *On* or *Off*. If *Call Forward on No Answer* is enabled with a valid *Call Forward Address* set, calls are forwarded to the call forward address when the called unit is not answered. iCS calls are forwarded to the call forward address when the called unit is not answered after ten seconds.

- **Call forward on busy.** An iTurret is busy when all the appearances are in use. The option can be set to *On* or *Off*.

- When the above properties are set as desired, highlight *Save* and press **OK**.

- When the *Call Forwarding* and the *Compliant Call Forward* Privilege options are not selected in iManager (the management software used to set and maintain iTurret Deskstations), the *Call Forward* feature on the iTurret Deskstation is disabled. For more information, contact your System Administrator.

- When the *Compliant Call Forward* Privilege option is not selected in iManager (the management software used to set and maintain iTurret Deskstations), the *Compliant Call Forward* feature on the iTurret Deskstation is disabled. For more information, contact your System Administrator.

- "Call forward on no answer" will work as follows when connected to an Avaya PBX:

  - When an iTurret calls a unit set to either "always call forward" or "call forward on busy", the iTurret displays the forwarded number. In contrast, when an iTurret calls a unit set to "call forward on no answer", the iTurret always displays the called unit's number despite it being forwarded to another number.

  - Bridge call appearances of a call appearance that has been "call forwarded on no answer" will not alert.

- When using the Cisco Unified Call Manager (UCM) if all lines are busy for a given directory number the Cisco UCM will forward the call to voicemail or another number (depending on Cisco UCM configuration). Because of this Cisco UCM functionality the Call Forward on Busy and Do Not Disturb features of the iTurret must be used together. They will operate as described below:

  - If *Call Forward on Busy* is disabled and *Do Not Disturb* is disabled calls will be forwarded depending on the configuration of the Cisco UCM (typically to voicemail) and not to the *Call Forward Address*.

  - If *Call Forward on Busy* is disabled, a*nd Do Not Disturb* is enabled alerts will be muted. When a unit is busy calls will be forwarded depending on the configuration of the Cisco UCM (typically to voicemail) and not to the *Call Forward Address.*

  - If *Call Forward on Busy* is enabled with a valid *Call Forward Address'* set, and *Do Not Disturb* is also enabled, calls are forwarded to the *Call Forward Address*.

Call Preferences

To access call preferences settings:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.
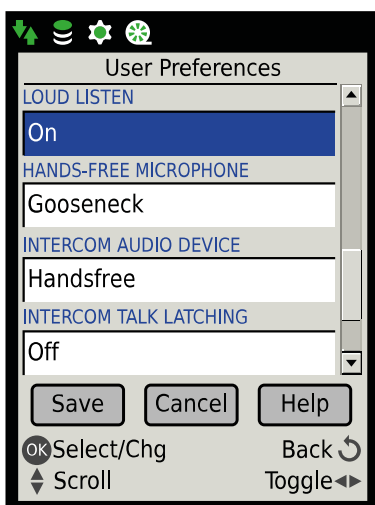
2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

    This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

    This displays *Call Preferences*.
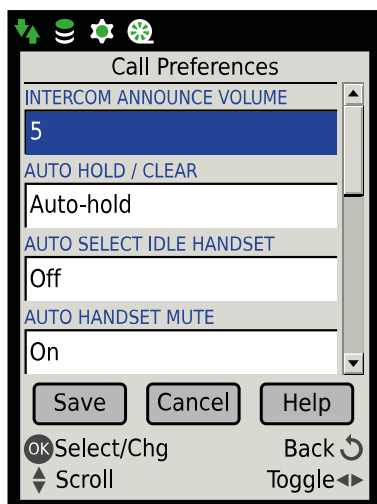
The Call preferences screen contains the following settings:

*   **Intercom Announcement Volume.** This option refers to the volume level for announcement tones that are heard when a unit automatically answers a point to point call or automatically joins a group call. The volume level range is 1 to 16 with 1 being the quietest level and 16 being the loudest. The default level is 5.

*   **Auto hold / Clear.** This option can be set to *Auto-hold, Auto-clear* or *Off*. When set to *Auto-hold*, an active call is automatically placed on hold when another call is made or answered on the same handset. When set to *Auto-clear*, an active call is automatically ended when another call is made or answered on the same handset.

*   **Auto Select Idle Handset.** This option can be set to *On* or *Off*. When set to *On* the idle handset will automatically be selected when the other handset is busy. For example, for an answered incoming call or outgoing call attempt. When set to *Off* a call is disconnected (cleared) or placed on auto hold if an additional call is answered.

*   **Auto Handset Mute.** This option can be set to *On* or *Off*. When set to *On*, an active call is automatically muted when another call is made or answered on the other handset.

*   **Do Not Disturb.** This option when enabled displays a visually alert of incoming telephony calls with the alert tone muted. It can be set to *On* or *Off*.

*   **Local Dipping.** This option can be set to *Duplex* or *Simplex*. For more information, see *Local Dipping and Global Muting* on page *181*.

- Local Dipping Level Reduction. This option is only available if Local Dipping is enabled. The volume dipping level options are 1/4 (-9 dB), 1/2 (-15 dB), 3/4 (-21 dB) and Mute.

- Audio Restore Delay. This option is only available if Local Dipping is enabled. This sets the duration (in seconds) that local dipping remains active for after the user stops talking on a speaker channel.

- **Recording Warning Tone.** This option, when set to *On*, transmits an audible recording warning tone for all outgoing and incoming SIP telephony calls (includes automatic ringdowns (ARDs) and virtual private wires (VPWs)). This is providing the voice recording hardware and iManager software have been correctly set up. The tone is heard approximately every fifteen seconds during a call. The tone is not heard for hoots and manual ringdowns (MRDs).

- **Auto Speaker Announce.** This option is used to either turn on or off an alert for the auto answer speaker feature. It contains the following settings: On and Off. The alert that is heard will either be the default alert profile or appearance alert profile. For more information, see *Speaker Channel Auto Answer* on page *89*.

- **Move To Idle Handset.** This option contains two settings: Move Call and Bridge Handset. Move Call allows a call to be moved from one handset appearance to the second handset appearance. Bridge Handset allows a call to appear on the two handset appearances simultaneously. For more information on moving calls, see *Moving Calls Between Handsets* on page *75*. For more information on bridge handset, see *Placing a Call on Two Handsets* on page *75*.

📑	• When the above properties are set as desired, highlight *Save* and press **OK**.
	• If the *Do not disturb* option is read only it means the setting has been disabled. Please contact your System Administrator to enable it.
	• If *Do not disturb* is set to *On*, on Avaya PBXs, audible alerts for incoming calls are silenced. Visual alerts, on the other hand, are still visible on the fingers.
	• If *Do not disturb* is set to *On*, on non Avaya PBXs, incoming calls are rejected.

Local Dipping and Global Muting

Local Dipping

Local dipping reduces the volume level of the speaker channels. The local dipping settings are located in the *Call Preferences* menu (see *Call Preferences* on page *180*), and comprise of two options: Duplex and Simplex.

Duplex

Duplex dipping is used to dip the volume level of iTurret channels in monitor mode when another channel is set to talk mode. Take for example the scenario below which illustrates three channels on an iTurret in monitor mode.
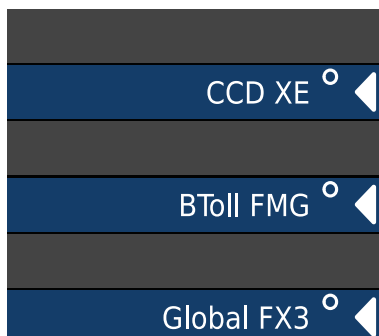
If one of the channels' state is changed from monitor mode to talk (as illustrated by the channel labelled CCD XE), the remaining channels in monitor mode are dipped.

CCD XE ° ◀|

BToll FMG ° ◀

Global FX3 ° ◀
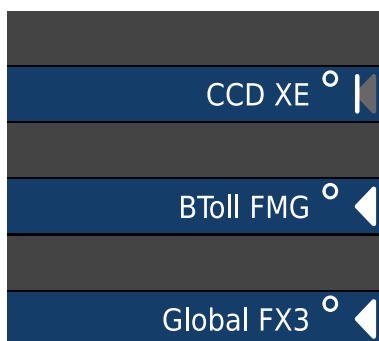
If a second channel is changed to talk mode (as indicated below), the two channels remain in talk mode whilst the remaining one in monitor mode is dipped.

CCD XE ° ◀|

BToll FMG ° ◀|
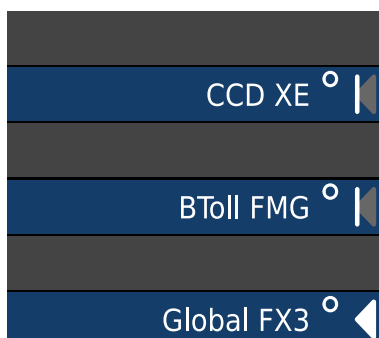
Global FX3 ° ◀

Simplex

Simplex dipping is used to dip the volume level of all channels regardless if their state is changed to talk. Take for example the scenario below which illustrates a channel labelled Global FX3 in talk mode, and the remaining ones are in monitor mode.

CCD XE ° ◀

BToll FMG ° ◀

Global FX3 ° ◀|
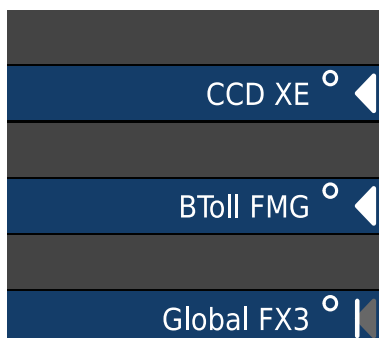
If local dipping is already set to Simplex all channels are dipped.

Global Muting

Global muting is a muting function applied on lines and can only be set through iManager. It is applicable to hoots, ARD / MRD calls and Speakerbus iCS conference calls. It is best described using an example. Take, for example, a speaker channel that is monitored by several local and remote iTurret units. If a local iTurret changes the channel state from monitor to talk the speaker channel is muted on the other local iTurrets. Remote units are still able monitor the same speaker channel. The scenario illustration located on the right helps to make this clearer. The illustration shows two sites monitoring Channel A. Site A is the local site, and Site B the remote site.

Site A (local)	Site B (remote)
iTurret	
1 Monitor Channel A	
iTurret	iTurret
2 Monitor Channel A	1 Monitor Channel A
iTurret	
3 Monitor Channel A	
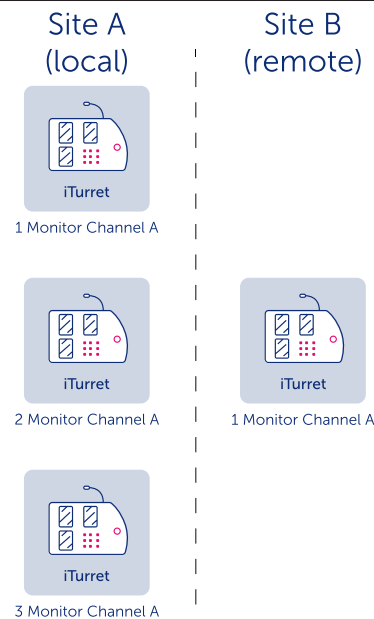
Contact your System Administrator for more information on Global Muting.

Speaker Settings

The *Speaker Settings* menu contains options to set the latching type and speaker source. It is located within the *Speaker Actions* menu. The *Speaker Actions* menu is located within the *Main* menu.

Latch Mode

A speaker channel is latched when the latch setting on the speaker channel key is set to *On*. For more information on how to turn off/on the latch setting on speaker channels, see *Editing Speaker Channels* on page *126*. The microphone during a mixing group call (see *Group Calls* on page *225*) is latched when the Intercom Talk Latching setting (see *Intercom Talk Latching* on page *173*) is set to *On*. Speaker channels and the Intercom Talk Latching setting both support two latching methods. These are *Tap-Latch* and *Push-to-Latch*. These options are contained in the *Speaker Settings* menu, and the speaker settings menu is located in the *Preference and Tools* menu.

To access the latch menu option:

1. Press **OK** to display *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

   This displays *Speaker Actions*.

3. Using ▲ or ▼ highlight *Speaker Settings* and press **OK**.

4. Using ▲ or ▼ highlight *Latch Mode* and press **OK**.

5. Select either *Push-to-Latch* or *Tap-Latch* and press **OK**.

Push-to-Latch and Tap-Latch

- **Push-to-Latch.** Push-to-latch requires one to press and release the soft key associated with the speaker channel. This action changes the microphone status from mute to active. Pressing and releasing the associated soft key again changes the microphone status back from active to mute.

- **Tap-Latch.** Tap-Latch has two operational functions. (1) Like push-to-latch, tap-latch requires one to press and release the soft key associated with the speaker channel. This action changes the microphone status from mute to active. Pressing the associated soft key again changes the microphone status back from active to mute. (2) Whilst the speaker channel is in a muted state, it is possible to press and hold the associated soft key. This changes the microphone state from mute to active. As soon as the associated soft key is released, the microphone's state changes back from active to mute.

iE801#1/(2) Settings

The iE801#1 and iE801#2 menu options can be used when two iE801 Speaker Modules are attached to the iTurret Deskstation. The iE801#1 menu refers to the iE801 directly connected the iTurret, and the iE801#2 menu, the iE801 attached to the iTurret through another iE801. These menu options cannot be used when no iE801 is connected to the iTurret. For more information on these menu options please refer to the *iE801 User Guide*.

Accessing the iE801#1/(2) Settings

To access the iE801#1/2 Settings:

1. Press **OK** to display *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

   This displays *Speaker Actions*.

3. Using ▲ or ▼ highlight *Speaker Settings* and press **OK**.

4. Using ▲ or ▼ highlight *iE801#1 Settings* or *iE801#2 Settings* press **OK**.

   This displays the *iE801#1/2 Settings*.
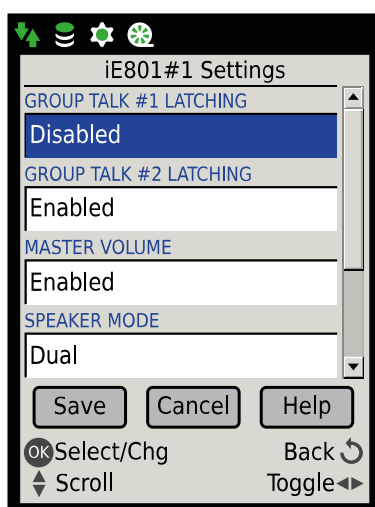
Please note the illustration above is for the iE801#1 Settings.

iE801#1/2 Settings Properties

The iE801#1/2 Settings consists of the following options:

- **Group Talk #1 Latching.** This option is used to turn on or off latching group talk key G1 on the first/second iE801. If this option is set to *Enabled* refer to *Latch Mode* on page *183* to also set the latching type.

- **Group Talk #2 Latching.** This option is used to turn on or off latching group talk key G2 on the first/second iE801. If this option is set to *Enabled* refer to *Latch Mode* on page *183* to also set the latching type.

- **Master Volume.** When this option is set to *Enabled* the speaker channel's audio level is controlled by both the individual channel and master volume (on the iTurret Deskstation) control.

- **Speaker Mode.** This option contains two settings: Dual and Split.

  - **Dual.** When this option is set audio for the speaker channels on the right hand side are sounded through both the right speaker and left speaker (refer to the illustration on opposite page). Audio for the speaker channels on the left hand side are also sounded through both the left and right speaker (refer to illustration on the opposite page).

  - **Split.** When this option is set audio for the speaker channels on the right hand side are sounded through the right speaker (refer to the illustration on this page). Audio for speaker channels on the left hand side are sounded through the left speaker (refer to illustration on this page).
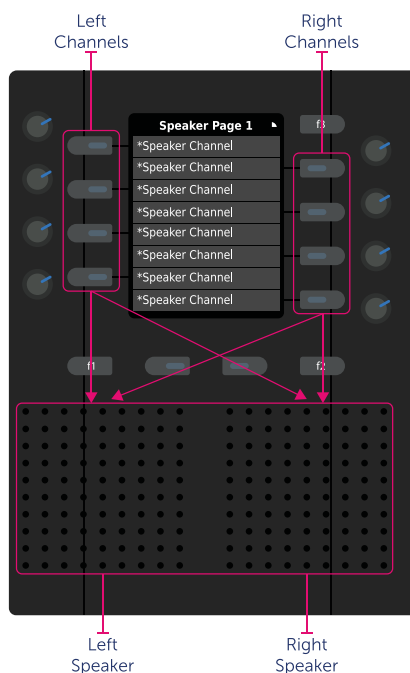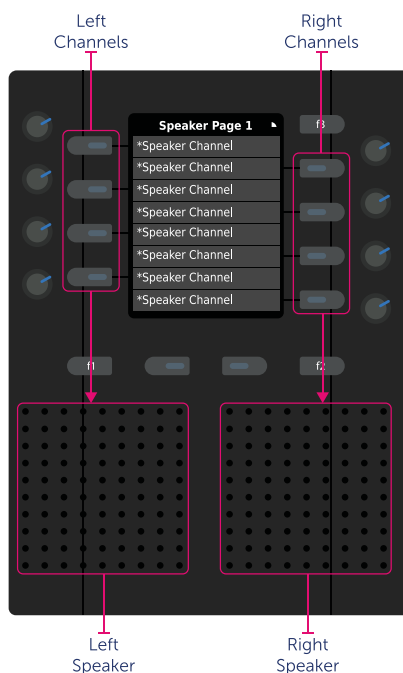
Dual Speaker Mode   *Split Speaker Mode*

- **Function Key 1.** This option is used to set the function on the F1 key. It can be set to one of the following options: Signal, Clear and Wipe.

  - **Clear.** Changes an active appearance's state on a speaker channel from active to idle and removes a Hoot/MRD appearance from a speaker channel.

  - **Wipe.** Removes appearances from speaker channels.

  - **Signal.** Rings manual ring down channels.

Speaker Source

The speaker source option is used to set the transmitting audio source (i.e. gooseneck microphone / handset) for speaker channels. To access the speaker source menu:

1. Press **OK** to display *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

    This displays *Speaker Actions*.

3. Using ▲ or ▼ highlight *Speaker Settings* and press **OK**.

4. Using ▲ or ▼ highlight *Speaker Source* and press **OK**.

The speaker source options are:

*   **Gooseneck.** This option refers to a gooseneck microphone. When it is selected audio is transmitted from the gooseneck microphone.

*   **Handset 1.** This option refers to port *HS1* which is located at the back of the iTurret. When its is selected audio is transmitted and received on port *HS1*.

*   **Handset 2.** This option refers to port *HS2* which is located at the back of the iTurret. When its is selected audio is transmitted and received on port *HS2*.

*   **Default Handset.** This option refers to ports *HS1* and *HS2*. Audio is transmitted and received on the selected handset.

Speaker Page

The speaker page menu option is used to select one of four speaker pages. It is possible to define eight of the sixteen channels as speaker channels on iTurret screens two and three (four channels on each screen). For more information on screen numbers, see *iTurret Elements* on page *21*.

Speaker paging provides an ideal solution for traders operating in different time zones, within a 'follow-the-sun' trading environment. One can easily change from one speaker page to another with each page representing a different time zone. This is explained using the scenario below.
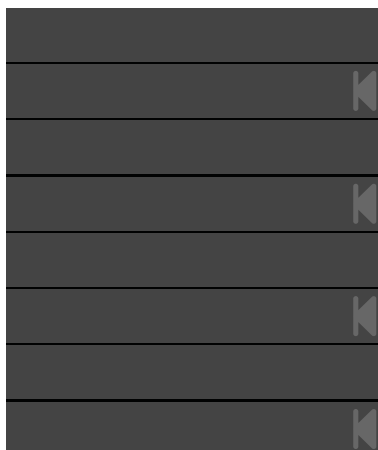
Fig. 1, Four speaker channels (with no appearances assigned to their speakers) with speaker paging enabled on each channel.

Fig. 2, Speaker Page 1

| Global FX 3 ⚬ ◀ |
| BICMD ⚬ ◀ |
| Euro Commodities ⚬ ◀ |
| London MX ⚬ ◀ |

| Singapore EQ 2 ⚬ ◀ |
| YM-CAP ⚬ ◀ |
| YM-CAP 2 ⚬ ◀ |
| TIGD 2 ⚬ ◀ |
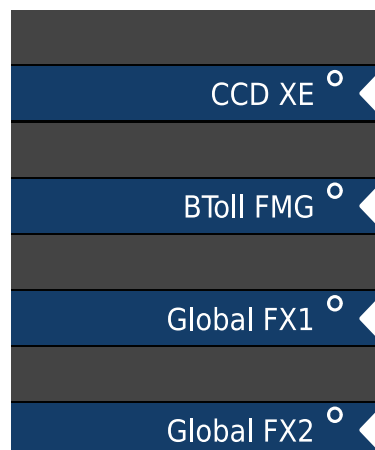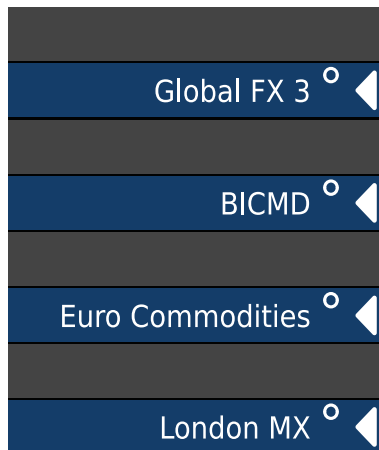
Fig. 3, Speaker Page 2   Fig. 4, Speaker Page 3

The illustration on the previous page represents an iTurret screen.

Fig. 1 represents four speaker channels with speaker paging enabled on each channel. For more information on, turning on the speaker paging feature, see *Editing Speaker* Channels on page *126*.

Fig. 2 represents speaker page 1. Each speaker channel has an appearance assigned to it. Each appearance represent clients based in London UK. It illustrates one working with his/her clients in a London UK time zone.

Fig. 3 represents speaker page 2. Each speaker channel has an appearance assigned to it. Each appearance represent clients based in New York America. It illustrates one (who previously worked with clients in a London UK time zone), now working with his/her clients in a New York America time zone. This is achieved by changing the speaker page from *Speaker Page 1* to *Speaker Page 2*.

Fig. 4 represents speaker page 3. Each speaker channel has an appearance assigned to it. Each appearance represent clients based in Hong Kong China. It illustrates one (who previously worked with clients in a New York America time zone), now working with his/her clients in a Hong Kong China time zone. This is achieved by changing the speaker page from *Speaker Page 2* to *Speaker Page 3*.

Changing a Speaker Page

To change a speaker page:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Speaker Actions* and press **OK**.

    This displays *Speaker Actions*.

3. Using ▲ or ▼ highlight *Speaker Page* and press **OK**.
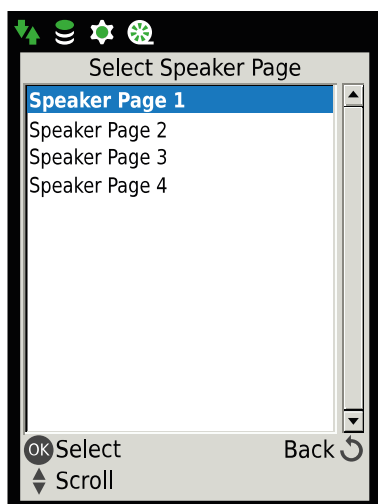
4. Using ▲ or ▼ highlight one of the four speaker pages and press **OK**.

📕	If speaker paging is not enabled on a speaker channel, selecting a speaker page through the *Speaker Page* menu option has no affect. For more information on, turning on the speaker paging feature, see *Editing Speaker* Channels on page *126*.

Using Other Features

Speaker Playback

Speaker Playback allows received heard audio from speaker channels to be played back instantly on either an iTurret handset or open speaker. The audio duration played back depends on the number of seconds set in the **Speaker Playback Duration** option in iManager (please refer to the *iManager Administrator's Guide*). If, for example, 10 seconds is selected the last ten seconds of received heard audio on the iTurret speaker channel(s) will be played back. The possible playback duration times range from five to thirty seconds.

When the Playback feature is enabled in iManager a Playback soft function key is displayed on the iTurret Deskstation screen. This is providing there is an unoccupied soft function key. If the Playback soft function key is not visible on your iTurret Deskstation contact your System Administrator.

Playback ▶

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**.

Playback Mode
⚠ CAUTION

No audio to playback

↺ Cancel
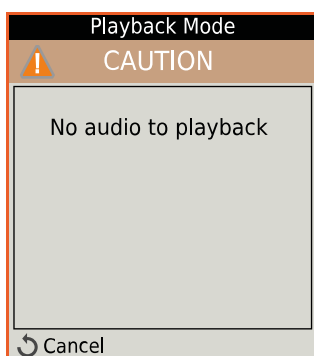
To use Speaker Playback:

1. Press the **Playback** key.

Playback ▶

This will display the Playback screen.

▶ PLAYBACK

Elapsed Time: 00:05
Audio Device: Handset 1

↺ Cancel   Replay ✳
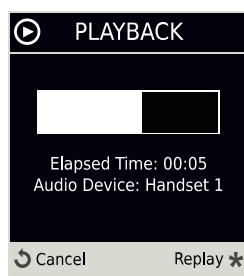
The audio is played back on the handset by default. It can also be played back on the speaker by pressing the *Hands Free* key.

2. Press the star (*) key to repeat the playback. As long as the Playback screen is displayed the playback can be repeated.

3. The volume can be adjusted during the playback using the master volume control when on the speaker or the volume soft function key for the handset. Please note the **OK** key can be pressed to see where the volume soft function key is located. This will hide the Playback screen. Press the **OK** key again to re-display the Playback screen.

Call Register

The iTurret contains a call register to record Missed Calls, Received Calls and Placed Calls. Pressing the redial key when the deskstation is idle displays a list of placed calls or a warning if no calls have been dialled. Each log can contain a maximum of 100 entries with the oldest entry being removed if a new one is added.

Call List Record Details

Before you can find out more details on a call list record, the view needs to be changed to *Detail View*. For more information on how to change the view, see *Changing the View* on page.

To display more details on a call list record:

1. Press **OK** to display *Main* menu.

   This displays *Main* menu.

2. Using ▲ or ▼ highlight *Call Register* and press **OK**.

   The screen displays *Call Register*.

3. Using ▲ or ▼ highlight *Missed Calls*, *Received Calls* or *Placed Calls*, and press **OK**.

   If the view is set to *Detailed view*, each record in the list displays the name/number, day, date

   ```
   Deirdre Forrest
   -6107
   -Stephen Broadhurst
   -Mon 04 Sep 23  3:19pm
   ```

Checking Missed Calls

To check missed calls:

1. Press **OK**, to display *Main*.

   This displays *Main* menu.

2. Using ▲ or ▼ highlight *Call Register* and press **OK**.

   This displays *Call Register*.

3. Using ▲ or ▼ highlight *Missed Calls*, and press **OK**.

   This displays the *Missed Calls* list.

📑 | Calls for a shared or bridged line that is answered elsewhere will not appear in the call register.

Logging On/Off

Logging On

To logon to your iTurret:

1. Ensure *User ID* is highlighted on the *Logon* screen and press **OK** to activate the text box.

2. Type your user identification in *USER ID* using the alpha numeric keys and press **OK** to de-activate *USER ID*, see Entering Letters and Numbers on page *47.*

3. Press ▼ to highlight *PASSWORD* and press **OK** to activate the text box.

4. Type your password in *PASSWORD* and press **OK** to de-activate the text box, see Entering Letters and Numbers on page *47.*

5. Press ▼ to highlight *Logon* and press **OK**.

   This sends your user identification and password log-on credentials for validation.

	•	If logon is denied then please report the logon denied message to your System Administrator, see *Logon Denied* on page *37*
	•	If you do not know your user identification and password contact your System Administrator.
	•	If the wrong password is typed five times in succession the unit will lock. You will need to contact your System Administrator to un-lock the unit.

Logging Out

To logout of your iTurret:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Highlight *Logout* and press **OK**.

5. Confirm you want to logout of your unit by selecting *Yes*.

Voicemail

Listen to Waiting Voice Message

Waiting voice messages are indicated by the *Voice Message Waiting Indicator*. *MSG Waiting* is also displayed on one of the fingers.

To listen to voice messages:

1. Press the soft key associated with the key labelled *MSG Waiting*.

   ✉ MSG Waiting

2. Using the dial pad, follow the voice prompts when connected to the voicemail system.

Access Voicemail System through Menu

To access the voicemail system:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ highlight *Voice Mail* and press **OK**.

3. Using the dial pad, follow the voice prompts when connected to the voicemail system.

Device Resync

Device synchronisation is normally required when changes are made on a device profile. The process sends an entire device profile from the iCMS server to the deskstation. The iCMS server logs the device off the network and re-logs it on the network to force the profile to be re-loaded back on to the device with the changes. The Synchronisation function will normally not be required in most circumstances if live updates on the iCMS server is enabled. Live updates ensure a device profile is automatically sent to a deskstation when device changes occur through the iCMS server. However, there may be occasions when a device's profile is unable to reached a deskstation even when live updates is turned on (for example, network issues between the iCMS server and deskstation or deskstation is in an un-powered state).

> Device synchronisation is normally undertaken by the system administrator. For this reason Speakerbus recommends only using this option when instructed by a system administrator.

Resync Device

To resync device:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

   This displays *User Settings*.

4. Using ▲ or ▼ highlight *Resync Device* and press **OK**.

   This displays *Confirm Resynchronise*.

5. Ensure *Yes* is selected and press **OK**.

   Your device will be in a resychronised state for a short time.

Device IP Address

Accessing the Device IP Address Settings

To access the device IP address settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

   This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

   This displays *Configure Network*.

5. Highlight *Device IP Address* and press **OK**.

   This displays *Device IP Address* Settings. For more information on the actual settings, see *Device IP Address Settings* in the section below.

Device IP Address Settings

The device IP address settings consists of the following:

- **Enable DHCP**. This option can be set to either *On* or *Off*. When set to *On* the following options will not be active: IP address, Netmask, Gateway, DNS server IP address, Local host name and Local domain name.

- **DHCP Timeout**. This option allows you to set when the DHCP will timeout. The option is active when *Enable DHCP* is set to *On*.

- **Domain name from DHCP**. This option can be set to either *On* or *Off*. The option is active when *Enable DHCP* is set to *On*.

- **IP address.** This option allows you to set an IP address. The option is active when *Enable DHCP* is set to *Off*.

- **Netmask**. This option allows you to set a netmask address. The option is active when *Enable DHCP* is set to *Off*.

- **Gateway**. This option allows you to set a gateway address. The option is active when *Enable DHCP* is set to *Off*.

- **DNS server IP address**. This option allows you to set a DNS server IP address. The option is active when *Enable DHCP* is set to *Off*.

- **Secondary DNS IP Address**. This option allows you to set a backup DNS server IP address. It is used when the primary DNS server is unavailable. The option is active when *Enable DHCP* is set to *Off*.

- **Local host name**. This option allows you to set a local host name. The option is active when *Enable DHCP* is set to *Off*.

- **Local domain name**. This option allows you to set a local domain name. The option is active when *Enable DHCP* is set to *Off*.

> When the above properties are set as desired, highlight *Save* and press **OK**.

iCMS Server Settings

Accessing the iCMS Server Settings

To access the iCMS server settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

   This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

   This displays *Configure Network*.

5. Highlight iCMS s*erver* and press **OK**.

   This displays the *iCMS server* settings. For more information on the actual settings, see *iCMS Server Settings* in the section below.

iCMS Server Settings

The iCMS server settings consists of the following:

- **Auto Locate iCMS**. This option can be set to either *On* or *Off*. When set to *On* the following options will not be active: Primary IP address, Backup IP address and Port address. Please refer to the *iManager Administrator's Guide* for more information on this setting.

- **Primary IP address**. This option allows you to set the primary IP address.

- **Backup IP address**. This option allows you to set the backup IP address.

- **Port address**. This option allows you to set the port address.

> When the above properties are set as desired, highlight *Save* and press **OK**.

Network Settings

Accessing the Network Settings

To access the network settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

   This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

    This displays *Configure Network*.

5. Highlight *Network Settings* and press **OK**.

    This displays *Network settings*. For more information on the actual settings, see *Network Properties* in the section below.

Network Properties

The network properties consists of the following:

- **SNMP mode**. This option can be set to either *On* or *Off*. When set to *On* the following options will not be active: SNMP mode, SNMP IP address, SNMP community string and auto-negotiate.

- **SNMP IP address**. This option allows you to set the SNMP IP address.

- **SNMP community string**. This option allows you to set the SNMP community text string.

> When the above properties are set as desired, highlight *Save* and press **OK**.

Device Ethernet

Accessing the Device Ethernet Settings

To access the device ethernet settings:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◀ or ▶ locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

    This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

    This displays *Configure Network*.

5. Highlight *Device Ethernet* and press **OK**.

    The displays *Device Ethernet settings*. For more information on the actual settings, see *Device Ethernet Properties* in the section below.

Device Ethernet Properties

The ethernet properties refer to the network ports located at the back of the iTurret Deskstation. The options described below beginning with *Net 1 ...* refer to network port *NET 1*, and *Net 2 ...*, network port *NET 2*.

The device ethernet properties consists of the following:

- **Net 1 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

- **Net 1 Speed**. This option is read only if the *Net 1 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 1 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

- **Net 1 Mode**. This option is read only if the *Net 1 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 1 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

- **Net 2 Function**. This option contains the following settings: Redundancy with STP, Redundancy without STP, Loop-through and Off.

  - **Redundancy with STP**. Redundancy (with STP enabled) provides a backup facility for network port *NET 1* (located at the back of the iTurret deskstation). The STP detects the ethernet port failure. If, for example network port *NET 1* is disconnected from the network, network port *NET 2* attempts to connect to the network resulting in minimal network disruption. If a network switch has STP enabled, it is likely to block traffic for approximately 30 seconds after the iTurret's ethernet port one interface becomes connected. This will cause a traffic break for approximately 29 seconds after the iTurret switches to using ethernet port *NET 1*.

  - **Redundancy without STP**. Redundancy (with STP disabled) provides a backup facility for network port *NET 1* (located at the back of the iTurret Deskstation). The iTurret itself detects the ethernet port failure. If, for example network port *NET 1* is disconnected from the network, network port *NET 2* attempts to connect to the network resulting in minimal network disruption. With both Ethernet ports connected to a network switch, the iTurret will use port *NET 1* as its primary network interface. If the iTurret detects a failure on the primary interface (for example disconnecting the Ethernet cable connected to port *NET 1*), it will wait one second and then failover to the secondary port *NET 2*. Once the primary cable is re-inserted, the iTurret will need one second before automatically returning to the primary connection on port *NET 1*. If the Ethernet cable is then disconnected from port *NET 2* an interruption will not be seen because the iTurret will already be using the port on *NET1*.

  - **Loop-through**. This option allows a laptop or PC to be looped through onto the main ethernet network using network port *NET 2*.

  - **Off**. This option disables network port *NET 2* which is located at the back of the iTurret deskstation.

> When the **Net 2 Function** option is set to **Loop-through** mode the iTurret must **never** be connected to two switches at the same time as this will cause a network loop.

- **Net 2 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

- **Net 2 Speed**. This option is read only if the *Net 2 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 2 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

- **Net 2 Mode**. This option is read only if the *Net 2 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 2 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iTurret is connecting to.

iE801#1 Ethernet

Accessing the iE801#1 Ethernet Settings

To access the iE801#1 Ethernet settings:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

    This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

    This displays *Configure Network*.

5. Highlight *iE801#1 Ethernet* and press **OK**. The *iE801#1 Ethernet* option will not be available if an iE801 Speaker Module is not attached to the iTurret.

    This displays *iE801#1 Ethernet* settings. For more information on the actual settings, see *iE801#1 Ethernet Settings* below.

The iE801#1 Ethernet Settings

The iE801#1 ethernet properties refer to the network ports located at the back of the first iE801 Speaker Module. The first iE801 is the unit located closest to the iTurret Deskstation when looking at the units from the front. The options described below beginning with *Net 3 ...* refer to network port *NET 1*, and *Net 4 ...*, network port *NET 2*.

The device ethernet properties consists of the following:

*   **Net 3 Enable**. When this option is set to *Off* the *Net 3 Auto-Negotiate* option is set to read only. When set to *On*, the iE801 can accommodate load balancing as the capacity for *Sb*RTP calls is increased. It can handle an additional 200 S*b*RTP calls per attached iE801.

*   **Net 3 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). This option is read only when *Net 3 Enable* is set to *Off*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

*   **Net 3 Speed**. This option is read only if the *Net 3 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 3 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

*   **Net 3 Mode**. This option is read only if the *Net 3 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 3 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

*   **Net 4 Enable**. When this option is set Off, redundancy is turned off, and when set to On redundancy is turned on. Redundancy provides a backup facility for network port *NET 3* (located at the back of the iE801). If, for example network port *NET 3* is disconnected from the network, network port *NET 4* attempts to connect to the network resulting in minimal network disruption. When this option is also set to *Off* the *Net 3 Auto-Negotiate* option is read

only.

- **Net 4 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). This option is read only when *Net 4 Enable* is set to *Off*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 4 Speed**. This option is read only if the *Net 4 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 4 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 4 Mode**. This option is read only if the *Net 4 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 4 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

iE801#2 Ethernet

Accessing the iE801#2 Ethernet Settings

To access the iE801#2 Ethernet settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

   This displays the *Logon* screen.

4. Enter the password in *PASSWORD*, and select *Logon*.

   This displays *Configure Network*.

5. Highlight *iE801#2 Ethernet* and press **OK**. The *iE801#2 Ethernet* option will not be available if a second iE801 Speaker Module is not attached to the iTurret.

   This displays *iE801#2 Ethernet* settings. For more information on the actual settings, see *iE801#2 Ethernet Settings* below.

The iE801#2 Ethernet Settings

The iE801#1 ethernet properties refer to the network ports located at the back of the first iE801 Speaker Module. The first iE801 is the unit located closest to the iTurret Deskstation when looking at the units from the front. The options described below beginning with *Net 5* ... refer to network port *NET 1*, and *Net 6* ..., network port *NET 2*.

The device ethernet properties consists of the following:

- **Net 5 Enable**. When this option is set to *Off* the *Net 5 Auto-Negotiate* option is set to read only. When set to *On*, the iE801 can accommodate load balancing as the capacity for *SbRTP* calls is increased. It can handle an additional 200 SbRTP calls per attached iE801.

- **Net 5 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). This option is read only when *Net 3 Enable* is set to *Off*. It is essential that this setting matches the setting used on the network equipment the iE801 is

connecting to.

- **Net 5 Speed**. This option is read only if the *Net 5 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 5 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 5 Mode**. This option is read only if the *Net 5 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 5 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 6 Enable**. When this option is set Off, redundancy is turned off, and when set to On redundancy is turned on. Redundancy provides a backup facility for network port *NET 5* (located at the back of the iE801). If, for example network port *NET 5* is disconnected from the network, network port *NET 6* attempts to connect to the network resulting in minimal network disruption. When this option is also set to *Off* the *Net 5 Auto-Negotiate* option is read only.

- **Net 6 Auto-Negotiate**. This option can be set to either *YES* (to turn on auto-negotiate), or *NO* (to turn off auto-negotiate). This option is read only when *Net 6 Enable* is set to *Off*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 6 Speed**. This option is read only if the *Net 6 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 6 Auto-Negotiate* is set to *OFF*. The available settings are *100M* or *10M*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

- **Net 6 Mode**. This option is read only if the *Net 6 Auto-Negotiate* option is set to *ON*. The option can be changed if *Net 6 Auto-Negotiate* is set to *OFF*. The available settings are *Full Duplex* or *Half Duplex*. It is essential that this setting matches the setting used on the network equipment the iE801 is connecting to.

VLANs

A VLAN is a logical local area network used to logically group *i* turret deskstations. They are used to segment and organise *i* turret deskstations within a network. For example, in an organisation with three departments (e.g. Marketing, Sales and Accounts), three VLANs (one for each department) can be used to segment the network. A major benefit in doing this is that more addresses are created within the network. If no VLANs were used, the maximum number of addresses accommodated by the network is typically 254. By using VLANs, each VLAN typically accommodates a maximum of 254 addresses. In the case of this example the total number of addresses accommodated using three VLANs are 762.

> If you set the VLAN settings from the iTurret deskstation, please ensure it matches the settings on the network switch. Failure to do this results in the deskstation not working.

Accessing the VLAN Settings

To access the VLAN settings:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Configure Network* and press **OK**.

    This displays *Configure Network* menu options.

4. Using ▲ or ▼ highlight *VLAN Settings* and press **OK**.

    This displays the *VLAN Settings*.

VLAN Properties

The VLAN properties consists of the following:

* **VLAN Enable**. This option can be set to *ON* or *OFF*. When set to *OFF* the remaining VLAN options are read only. When set to *ON* the remaining VLAN options can be changed.

* **VLAN ID (1-4094)**. This option allows you to enter a number between 1 and 4094. This number does not need to be unique from other VLAN records.

* **VLAN Voice Priority (0-7)**. This option controls voice priority. The lower the number selected the greater priority given.

* **VLAN Data Priority (0-7)**. This option controls data priority. The lower the number selected the greater priority given.

Ping Tool

The Ping tool is used to test whether an IP address or fully qualified domain name can be reached over the network.

When accessing the engineering tools menu for the first time, an authorisation screen is displayed. You will be required to type the administration password before proceeding any further.

To perform a Ping test:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**.

    This displays *Engineering Tools*.

4. Highlight *Ping* and press **OK**.

    This displays *Ping test*.

5. Press **OK** to activate the top text box, type either an IP address or a recognised domain name, and press **OK**. For more information, contact your System Administrator. If there is an IP address or domain name already present in the text box press ↻, and enter your preferred IP address or domain name. For information on how to enter letters and symbols, see *Entering Letters and Numbers* on page *47*, and *Entering Symbols* on page *48*.
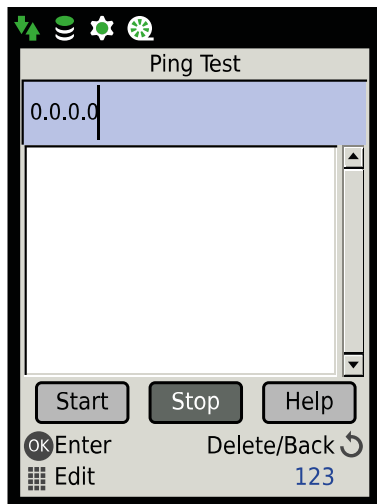
6. Highlight *Start*, and press **OK**.

> 📄 If at this point the screen displays, Unknown host, it means you have entered either an incorrect IP address or domain name.

The main text box will start to display data.

7. After a moment highlight *Stop*, press **OK**, and examine the on screen data using ▲ or ▼.

Send Logs

The *Send Logs* option sends a zipped file of all log and status information to a TFTP server. It is used for diagnostic purposes. The TFTP server IP address is set in the *TFTP SERVER IP ADDRESS* text box within *Send Logs*.
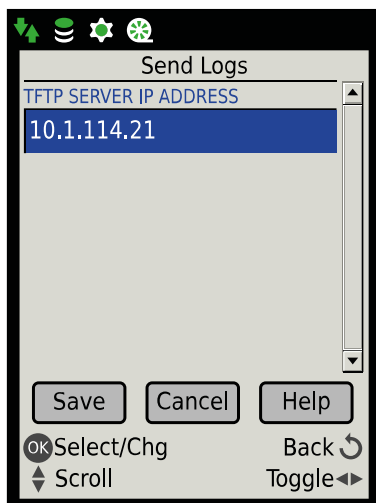
The information sent to the TFTP server is dependent on the options chosen in the *Advanced Settings* menu. For more information see *Advanced Settings* on page *204.*

The *Send* button is unavailable when the TFTP Server IP address is set to

0.0.0.0. This indicates the TFTP server IP address is not set. For more information, see *Setting the Send Logs TFTP Server IP Address* on page *203*.

Sending Logs to a TFTP Server

Method 1

To send logs to a TFTP server:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ *Send Logs* and press **OK**.

   > The *Send Logs* menu option is unavailable when a TFTP server (for diagnostic purposes) has not been set. For more information on getting this set, contact your System Administrator.

3. Using ▲ or ▼ highlight *Send Logs* and press **OK**.

   An information box will state it is creating and sending logs to an IP address (the TFTP Server).
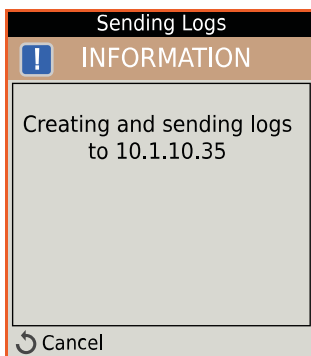
   After approximately thirty seconds a second information box is displayed stating the logs were sent successfully.
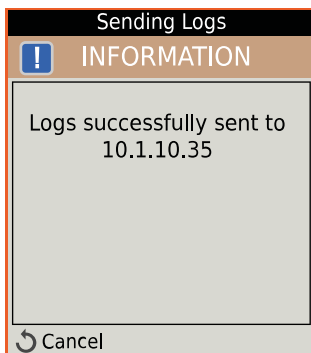
Method 2

To send logs to a TFTP server:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**. The Engineering Tools menu.

   This displays *Engineering Tools* menu options.

4. Using ▲ or ▼ highlight *Send Logs* and press **OK**.

This displays *Send Logs*.

5. Highlight the *Send* button and select **OK**.

    An information box will state it is creating and sending logs to an IP address (the TFTP Server).

Setting the Send Logs TFTP Server IP Address

To set the TFTP server for Send Logs:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**. The Engineering Tools menu.

    This displays *Engineering Tools* menu options.

4. Using ▲ or ▼ highlight *Send Logs* and press **OK**.

    This displays *Send Logs*.
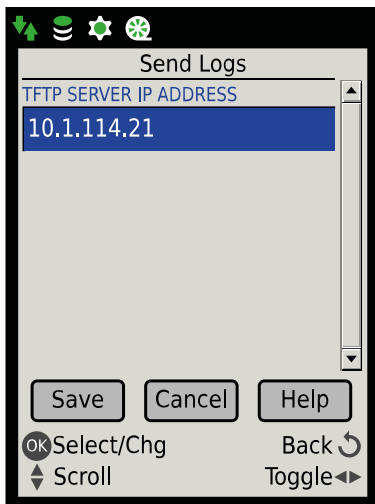
5. Ensure the TFTP SEVER IP ADDRESS text box is highlighted and press **OK**.

    The text box can now be edited.

6. Set the IP address and select press **OK**.

Advanced Settings

This option contains various log settings for diagnostic purposes. The logs are sent to a TFTP server when the *Send Logs* option is used. For more information on send logs, see *Send Logs* on page *201*. The log options are described below:

*   **UI Logs #1/ UI Logs #2/ UI Logs #3**. This changes the logging level of the UI sub-system so that events are logged to the messages file as well as the normal error messages.

*   **SIP Logs**. This enables logging of SIP events by the SIP stack.

*   **Other Logs**. This changes the logging level of all other sub-systems so that events are logged in addition to the normal error messages.

*   **Key Press Recording**. This option is reserved for engineering and automated testing functions.

*   **Auto Answer**. This option is reserved for engineering and automated testing functions.

When one of the above logging options are enabled, the time and date in the clock footer is replaced by a flashing "LOGGING ACTIVE" message.

> The logging options can slow down the responsiveness of the deskstation. They should only be turned on when investigating issues.

Log Settings Networks Trace

The log settings network trace enables IP packet capture on the device generating a file that will be sent in the Send Logs file. It can be read by the Wireshark application. The packets are captured at the PowerPC processor. It does not include any packets that have been filtered out by the Blackfin DSPs. This means it does not include any of the RTP or S*b*RTP streams. For more information on Send Logs, see *Send Logs* on page *201*.

To turn on the network trace:

1. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**. The Engineering Tools menu.

    This displays *Engineering Tools* menu options.

4. Using ▲ or ▼ highlight *Log Settings* and press **OK**.

    This displays *Log Settings*.
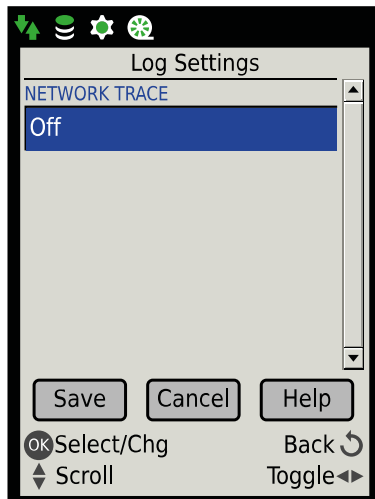
5. If the *NETWORK TRACE ROUTE* text box is set to *Off*, ensure it is highlighted and press the ► key to change its status from *Off* to *On*.

6. Highlight *Save* and press **OK**.

Trace Route

Trace Route is a network diagnostic tool for displaying the route (path) and measuring transit delays of packets across an Internet Protocol (IP) network. It is particularly useful for working out the route (number of hops) to iG330 Gateways. Knowing the route will allow one to set the correct time to live value (TTL).

To perform a Trace Route test:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Engineering Tools* and press **OK**. The Engineering Tools menu.
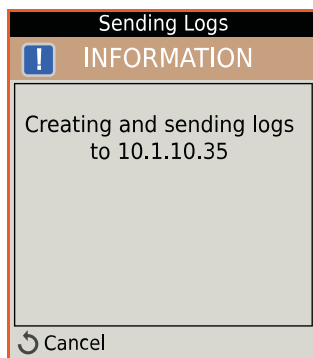
    This displays *Engineering Tools* menu options.

4. Using ▲ or ▼ highlight *Trace Route* and press **OK**.

    This displays *Trace Route*.
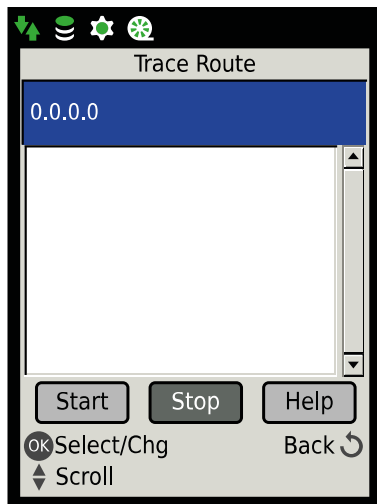
5. Press **OK**, set the IP address, and press **OK** again.

6. Highlight, and press *Start* to perform the *Trace Route*.

On-line Help

Each menu contains an *On-line Help* option. It's aim is to provide context-sensitive help. For example, if the on-line help option is selected on the *Main* menu, the *Main menu help* is displayed. *Main menu help* displays help on all *Main menu* options.
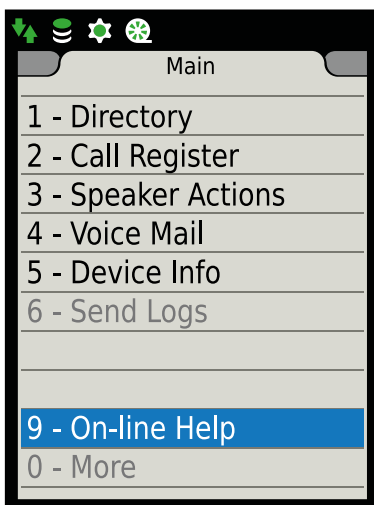
Device Info

The *Device Info* menu is one of the *Main* menu options and provides information on the following: Key Definitions, Show Versions, Show Network, Show iCMS, Show SIP Server, Show Recording and Call Information. These options are briefly described below.

- **Key Definitions**. Contains descriptions for the iTurret keys.

- **Show Versions**. Displays current version information for the iTurret, Auto Discovery and iManager (the software tool used to configure and manage iTurret).

- **Show Network.** Displays the current status of the network and contains the device IP. It also shows the MAC address for all Ethernet ports (NET 1 to NET 6) that are enabled on the deskstation, except NET 2. Each MAC address is the displayed in the following format: MAC:

00:00:00:00:00:00.

- **Show iCMS.** Displays the status of iCMS server. It contains the IP address (both primary and secondary (if available), and port address.

- **Show SIP Server**. Displays the status of the SIP Server.

- **Show Recording**. Displays the details of the Recording Configuration. This includes recording mode, primary/secondary voice recorder(s), Ports (Primary and Secondary) Streams 1 - 7 and audio sources recording status.

- **Call Information**. Displays the detailed call information for voice services and telephony calls. This is greyed out unless a call is in progress.

Date and Time

The date and time are displayed on the footer text on screen three (refer to *iTurret Elements* on page *21* to distinguish between each screen). The time can be displayed in either 12 or 24 hour format. Contact your System Administrator to change the format.

Wed 20 Sep 23   2:26pm

Wed 20 Sep 23   14:26

Future Functionality

The following menu options have been reserved for future functionality and will appear greyed out:

- Security Settings (available in *Preferences & Tools* menu).

- Change Password (available in *User Settings*, in the *Preferences & Tools* menu).

- Presence (available in *User Settings* in the *Preferences & Tools* menu).

- Customer Help (available in *Help Topics*, in the *Main* menu).

Speaker and Expansion Modules

iE816 Expansion Modules and/or iE801 Speaker Modules can be attached to an iTurret to provide additional screens, speakers channels and keys.

A maximum of three units can be attached to the iTurret Deskstation. This is providing no more than two of the attached units are of the same type. The order of the attached units does not matter. For example, the unit positions listed below are all valid.

- iE816 iE801 iTurret

- iE801 iE816 iTurret

- iE816 iE801 iE816 iTurret

- iE801 iE816 iE801 iTurret

When the iE816 is detached from the iTurret, float keys act as place holders, and relocate non paginating keys that were present on the iE816 Expansion Module. For more information, see *Float Keys* on page *144*. For more information on attaching iE816 Expansion Modules and/or iE801 Speaker Modules to an iTurret, please refer to the *iE816 Expansion/iE801 Speaker Module Quick Installation Guide*.

Automatic Ringdown Tone Generation

When an automatic ringdown (ARD) line is called a ring tone is generated locally. This tone is generated by either the Deskstation itself or by an iG330 Gateway. The setting to select if the tone is generated either by the Deskstation or iG330 Gateway is in iCMS.

When the ARD ring tone is generated from the Deskstation the ARD tone is heard on both the handset or in hands-free. It is not heard if the ARD is on a speaker channel.

When the ARD ring tone is generated from the Gateway a ring tone is sent from the iG330 Gateway to the Deskstation. The tone is heard on handsets, hands-free and speaker channels.

If communication is lost between the local iG330 Gateway and the far end ARD an out of service tone is generated on the local Deskstation when one attempts to call the far end ARD. The purpose of this is to notify one that communication is lost between the local iG330 Gateway and the far end ARD.

> For more information on configuring the iG330 Gateway for automatic ringdown tone generation, refer to the *iG330 Gateway Administrator's Guide*.

PBX Failover

PBX Failover is when the iTurret Deskstation loses network connection to the primary PBX server. The iTurret will then attempt to re-register itself with a backup PBX server.

When network connection is lost between the iTurret Deskstation and primary PBX server, the SIP status icon changes from green to yellow and then from yellow to red. For more information on the status icons, see *Status Icons* on page *29*.

The text footer, which normally displays the time and date, will display the text, *Connecting to backup server*. The text indicates that the iTurret is attempting to re-register itself to the backup PBX server.

Connecting to backup server

The iTurret attempts to connect to the Secondary or Tertiary PBX server for both Cisco and Avaya PBXs.

When the iTurret has re-registered itself with the SIP registrar (which is indicated by the text, *Connecting to backup server,* being replaced with the time and date), the SIP icon will changed from red to yellow. The yellow icon indicates the iTurret is connected to a non primary PBX server.

If an iTurret is unable to connect to a Secondary or Tertiary PBX server (for Cisco PBXs), it will attempt to connect to a Survival Remote Site Telephony (SRST) Switch as a last resort. When connected to the SRST switch only call appearances will function allowing calls to be both made and received. Shared and bridge line appearances, however, will not work during this state. Shared and bridge line appearances will also be highlighted in a red background during this state. The illustration below displays a Cisco shared line appearance that is connected to an SRST switch.

Bank TQC (London)

For more information, refer to the *Avaya Communication Manager and iTurret Configuration Guide* and *Cisco Unified Communications Manager and iTurret Configuration Guide*.

iTurret Intercom

The iTurret has been enhanced to support intercom functionality. It provides features and functions typically seen in Speakerbus' intercom deskstation range. Such features include point to point and group calls. The intercom functionality provided by the iTurret has also been enhanced beyond Speakerbus' intercom deskstation range. For example, it is possible to place a call on hold and move active calls from hands free to a handset / headset.

General Features

Intercom Appearances

An intercom appearance is required to make both point-to-point and group calls. The iTurret can support up to two intercom appearances. If only one intercom appearance is set up, the iTurret will only support one active or on hold intercom call (either a point to point or group call). With two intercom appearances, the iTurret will support up to two simultaneous calls. The two calls need to be a combination of a single point to point and group call. Therefore, when a point to point or group call is active, an attempt to dial a second intercom call will fail if it is of the same type as the first.

It is not possible to make intercom calls if no appearances have been defined on the iTurret. When one attempts to make an intercom call, for example by pressing the *i* key, the key press is rejected with the 'No lines available', message displayed.

Intercom appearances are created as lines. For more information on creating lines, see *Lines* on page *118*.

Below is an illustration of the two intercom appearances. The number after the slash (/) also identifies the appearance number. The four digit number before the slash is the intercom extension.

1008/1
1008/2
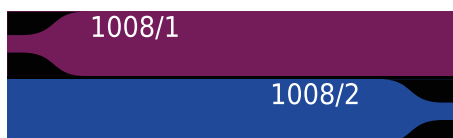
> 📕 Please note that the intercom extension above is used for illustrative purposes only.

Receiving a Call

A received group or point to point call is indicated by an audible beep with the screen displaying the caller's name and dial number.
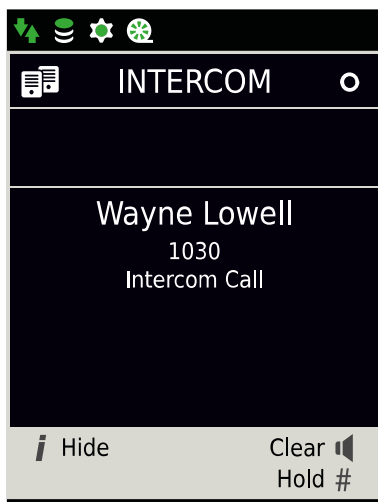
One simply needs to talk when the call is connected. Please note that the voice path is automatically open when the call is connected.

User Busy

The message "User Busy" and "Call Failed" is displayed on an intercom screen, when the party it is attempting to connect to is engaged on another call.
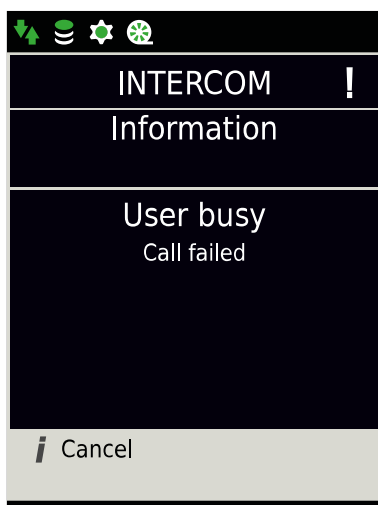
Mute

Mute During Call in Hands Free

To mute call in hands free:

1. Press and hold the hands free key.

    The hands free LED indicator changes for green to red.

Mute Handset / Headset During Call

To mute call on handset / headset:

1. Press the handset / headset soft key.

    The soft key LED indicator changes from orange to red.

    A red circle is also displayed on the selected handset / headset icon.

    Repeat step one to remove call mute.

Adjust Volume

Adjust Volume (Hands Free)

To adjust the volume in hands free:

1. Turn rotary control (located by the hands free key) to the right to increase the volume or to the left to lower it.

Adjust Volume (Handset \ Headset)

To adjust the volume in handset / headset mode:

1. Press the soft key associated with the volume icon.

    This displays the volume slider bar.
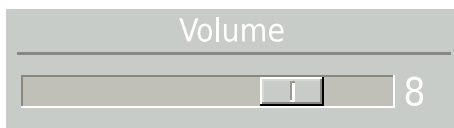
2. Use the ◄ or ► keys to increase or decrease the volume.

Ending Calls

Ending Call on Handset / Headset

To end a point to point / group call on handset / headset:

1. Press the ⌢ key.

Ending Call on Hands Free

To end a point to point / group call in hands free:

1. Press the hands free key.

Redial Last Call

To redial the last call:

1. Press the ↺ key twice.

2. If the last call was an intercom call, talk when it connects.

> 📑 Please note that the re-dialled intercom call will connected to the handset / headset.

Privacy Mode

Privacy mode when enabled displays a visually alert of incoming intercom calls. In normal circumstances incoming intercom calls are automatically answered with an audible beep. In contrast when intercom privacy is enabled the user needs to press the appropriate intercom key in order to answer the call.

Activate Privacy Mode

Method 1

To activate privacy:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ◄ or ► locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *Call Settings* and press **OK**.

    This displays *Call Settings*.

4. Highlight *Call Preferences* and press **OK**.

    This displays *Call Preferences*.

5. Using ▲ or ▼ highlight *Intercom Privacy* and press the ► key until *On* is displayed.
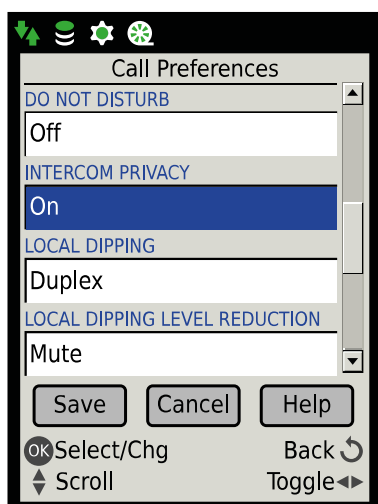
6. Using ▲ or ▼ highlight *Save* and press **OK**.

    The privacy icon is displayed near the status icons.

Method 2

To activate privacy mode:

1. Press the Intercom Privacy soft key. For more information on creating an intercom privacy soft key, see *Function Keys* on page *155*.

Intercom Privacy

The intercom privacy soft key icon changes.

Intercom Privacy

The privacy icon is also displayed near the status icons.

Repeat step 1 to turn off privacy.

Accept Call in Privacy Mode

To accept a call whilst privacy mode is activated:

A screen similar to the one below is displayed when an iTurret in intercom mode receives an inbound intercom call when privacy is turned on.
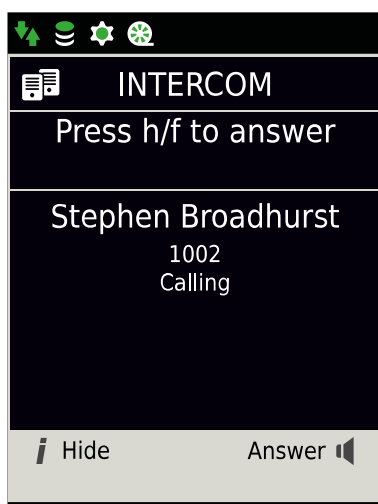
Press the hands free key to accept the incoming call.

ALSO

The name and extension of the calling party is displayed on the intercom appearance (as illustrated in the example below).
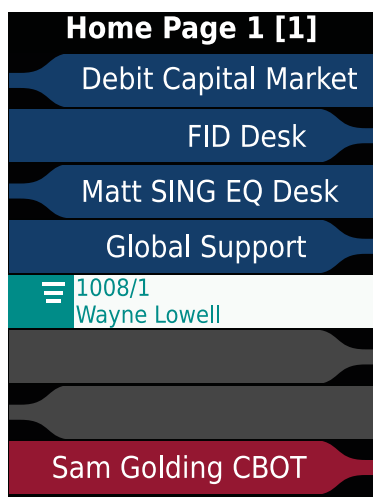
Press the appropriate intercom appearance soft key to accept the incoming call.

Calling an Intercom that has Privacy Mode turned on

A screen similar to the one below is displayed when an iTurret in intercom mode attempts to call another Speakerbus intercom that has privacy turned on.

Hiding the Intercom Screen

To hide the intercom screen in idle mode or during an intercom call.

1. Press the **i** key.

2. Repeat above to un-hide the intercom screen.

Point to Point

Making Point to Point Calls

Key Pad

Handset / Headset

To make a call using the key pad

1. Press the soft key associated with the intercom appearance. The intercom appearance will look similar to the illustration below.

```
1008/1
```

2. Dial the number using the key pad.

3. Talk when the call is connected.

Hands Free (Main Speaker)

To make a hands-free intercom call:

1. Press the **i** key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

```
           ⌂          INTERCOM
                        1008
                   Deirdre Forrest
                      Line 1
                  Hands-free selected




        i  Cancel
```
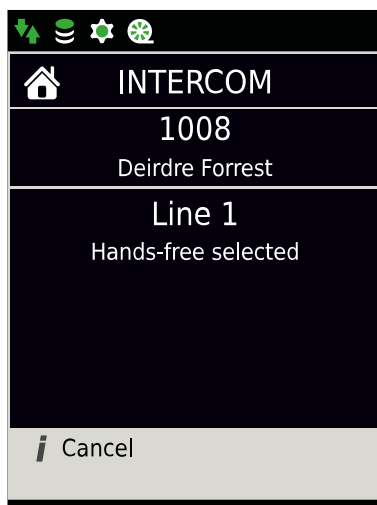
2. Dial the number using the key pad.

3. Talk when the call is connected.

Directory

Handset / Headset

To make a handset / headset intercom call:

1. Press the soft key associated with the intercom appearance. The intercom appearance will look similar to the illustration below.

```
1008/1
```

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Corporate Directory* and press **OK**.

   The screen displays a list of all users.

5. Locate the appropriate name, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the

dial pad to quickly locate the appropriate name.

The screen displays the selected user's number(s).

6. Ensure the appropriate number with this symbol ▣ is highlighted, and press **OK**.

7. Talk when the call is connected.

Hands Free (Main Speaker)

To make a hands free intercom call:

1. Press the hands free key.

   The hands free LED is lit solid orange.

2. Press the **i** key to change the deskstation handset / headset to hands-free mode.

3. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

4. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

5. Using ▲ or ▼ highlight *Corporate Directory* and press **OK**.

   The screen displays a list of all users.

6. Locate the appropriate name, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate name.

   The screen displays the selected user's number(s).

7. Ensure the appropriate number with this symbol ▣ is highlighted, and press **OK**.
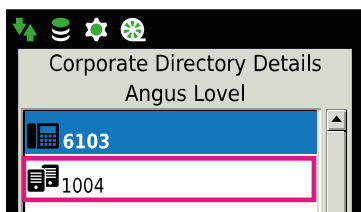
8. Talk when the call is connected.

Using a Speed Dial

A speed dial needs to be set up prior to using it for call purposes. For more information, see *Adding Speed Dials* on page *110.*

Handset / Headset

To make a point to point call using speed dials:

1. Locate an intercom appearance key and press its associated soft key. If the key is on a page

not currently displayed, use the ▲ , ▼ ,◄ and ► navigation keys to locate it. The intercom appearance will look similar to the illustration below.

```
1008/1
```

2. Locate the required point to point speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The point to point speed dial key will look similar to the illustration below.

```
Angus Lovell
```

3. Talk when call is connected.

Hands Free

To make a point to point call using speed dials:

1. Locate the required point to point speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The point to point speed dial key will look similar to the illustration below.

```
Angus Lovell
```

A screen similar to the illustration below is displayed when the call is connected.

```
INTERCOM          O

Angus Lovell
1004
Intercom Call

i  Hide              Clear 📢
                    Hold  #
```

2.   Talk when call is connected.

Placing a Point to Point / Group Call on Hold

Handset / Headset

To place a handset / headset point to point / group call on hold:

1. Press the appropriate ⏸ key.

    The on hold dynamic key's LED will flash orange indicating the intercom call is on hold.

```
⏸ 1008/1
  Angus Lovell
```

2. Press the Dynamic Key's soft key to remove hold.

Hands Free

To place a hands free point to point / group call on hold:

1. Press the **#** key.

   The on hold dynamic key's LED will flash orange indicating the intercom call is on hold.

   ```
   ▯  1008/1
      Angus Lovell
   ```

2. Press the Dynamic Key's soft key to remove hold.

3. You will also need to press the hands free key to put the intercom call back in a hands free state.

Moving a Point to Point / Group Call from Main Speaker to Handset / Headset

To move a call from main speaker to handset / headset:

1. Press one of the two handset / headset soft keys.

   The call is moved from hands free to handset / headset.

Moving Call from Handset / Headset to Hands Free

To move a call from handset / headset to hands free:

1. Press the hands free key.

   The call is moved from the handset / headset to hands free. This is indicated by the hands free LED being lit solid green. Screen one is also changed from displaying handsets to displaying the intercom screen.

   ```
   ⬆  ⬡  ⚙  ❄
   ▤▦   INTERCOM      ○



            Angus Lovell
               1004
            Intercom Call




    i  Hide              Clear ◀
                          Hold #
   ```

Moving a Call from Main Speaker / Headset / Handset to a Speaker Channel

Please refer to *Assigning an Appearance to a Speaker Channel* on page *77*.

Moving a Call from Speaker Channel to Main Speaker / Headset / Handset

Please refer to *Moving an active Appearance from Speaker Channel to Handset / Main Speaker* on page *79*.

Group Calls

There are three types of group calls: Standard Group Call, Mixing Group Call and Answerback to Owner Group Call. A lock can be applied to each mentioned group call type (using iManager portal). Initiating a group call which is locked is no different to the above mentioned group call types. The only difference is that other than the group call initiator, members cannot adjust their deskstation volume during the group call and are unable to leave the call.

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

- **Answerback To Owner** - In an answerback to owner group call a member of the group initiates the group call. When the group call is connected the group call initiator makes a request which is heard by all members of the group. The initiator then needs to press the * (star) key and wait for a member of the group to answer back. Other than the initiator the group member's screens will display information almost identical to what is displayed in the illustration located on the right hand side. When a member of the group (not the call initiator) presses the * (star) key a point to point call is established between both members. When either member exits the call the point to point call is ended.

- **Mixing Group Call** - In a mixing group call both the chairperson (the person who initiates the group call) and remaining members can talk within the conference. The chairperson can talk without having to press the ***** key. The remaining members need to press the ***** key to talk. Other than the chairperson, the group call member's screens will display the name of the chairperson and that they need to press the ***** key to talk. When the chairperson exits the group call the group call is ended. When a member of the group, other than the chairperson, exits the conference the conference will continue with the remaining members and chairperson.
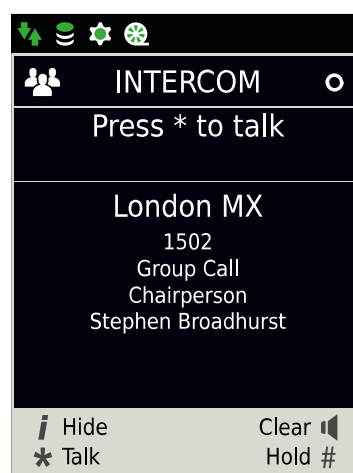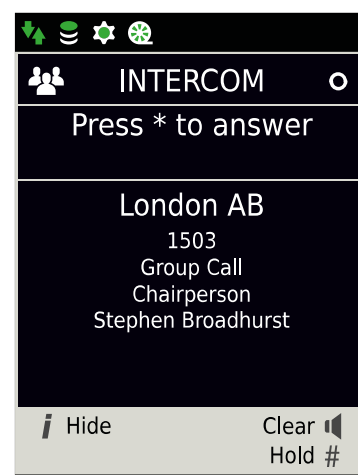
- **Locked Group Call** - Initiating a group call which is locked is no different to making a standard, mixing or answerback to owner group call. The only difference is that other than the group call initiator, members cannot adjust their deskstation volume during the group call and are unable to leave the call.

INTERCOM

London
1501
Locked Group Call
Chairperson
Stephen Broadhurst

i Hide
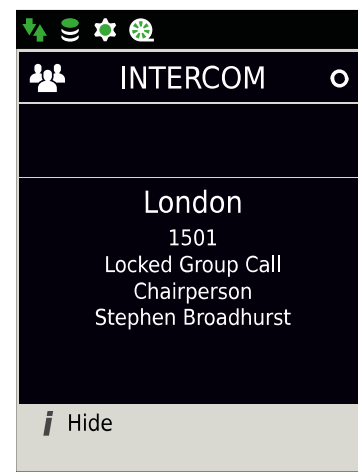
Standard Group Call

Making a Standard Group Call using the Key Pad

Handset / Headset

To make a Standard Group Call using the key pad:

1. Press the appropriate intercom appearance soft key and ensure its LED is lit green.

2. Dial the appropriate standard group number using the key pad.

3. Make an announcement when group call is connected.

4. When finished press the hands free key to end the group call.

Hands Free (Main Speaker)

To make a Standard Group Call using the key pad:

1. Press the **i** key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

2. Dial the appropriate standard group number using the key pad.

3. Make an announcement when group call is connected.

4. When finished press the hands free key to end the group

Making a Standard Group Call using the Directories

Handset / Headset

To make a Standard Group Call using the directories:

1. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

2. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

3. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

   The screen displays a list of all groups.

4. Locate the appropriate group, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate name.

   The screen displays the selected group's number.

5. Ensure the group number is highlighted and press **OK**.

Hands Free (Main Speaker)

To make a Standard Group Call using the directories:

1. Press the **i** key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Using ▲ or ▼ ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

   The screen displays a list of all groups.

5. Locate the appropriate group, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate name.

   The screen displays the selected group's number.

6. Ensure the group number is highlighted and press **OK**.

Making a Standard Group Call using Speed Dials

A speed dial needs to be set up prior to using it for call purposes. For more information, see *Adding Speed Dials* on page *110.*

Handset / Headset

To make a standard group call using speed dials:

1. Locate an intercom appearance key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

   1008/1

2. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

   TFG Mixing Grp

3. Make an announcement when group call is connected.

4. When finished press the hands free key to end the group call.

Hands Free (Main Speaker)

To make a hands-free standard group call using speed dials:

1. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲, ▼, ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

👥 TFG Mixing Grp

2. Make an announcement when group call is connected.

3. When finished press the hands free key to end the group call.

Answerback to Owner

Making an Answerback to Owner Group Call using the Key Pad

Handset / Headset

To make an answerback to owner group call using the key pad

1. Press the soft key associated with the intercom appearance. The intercom appearance will look similar to the illustration below.

1008/1

2. Dial the number using the key pad.

The screen similar to the illustration below is displayed when the call is connected.

```
          Intercom
    [!]  INFORMATION

    Answerback group call on
            Handset 1
    Press * to wait for answer




    ↺ Cancel
```

3. Make request when the group call has connected.

4. Press the * (star) key when finished making request and wait for answer.

```
          Intercom
    [!]  INFORMATION

    Answerback group call on
            Handset 1
         Wait for answer




    ↺ Cancel
```

Hands Free (Main Speaker)

To make a hands-free answerback to owner group call:

1. Press the **i** key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

2. Dial the number using the key pad.

   The screen similar to the illustration below is displayed when the call is connected.

```
┌─────────────────────────┐
│ ⬇ ⬒ ⚙ ❀               │
│ ┌─────────────────────┐ │
│ │ 👥   INTERCOM    ○  │ │
│ │   Press * then wait │ │
│ │                     │ │
│ │      London AB      │ │
│ │        1503         │ │
│ │      Group Call     │ │
│ │       Sites: 2      │ │
│ │                     │ │
│ │ i Hide      Clear ◀ │ │
│ │             Hold #  │ │
│ └─────────────────────┘ │
└─────────────────────────┘
```

3. Make request when the group call has connected.

4. Press the * (star) key when finished making request and wait for answer.

```
┌─────────────────────────┐
│ ⬇ ⬒ ⚙ ❀               │
│ ┌─────────────────────┐ │
│ │ 👥   INTERCOM    ○  │ │
│ │   Wait for answer   │ │
│ │                     │ │
│ │      London AB      │ │
│ │        1503         │ │
│ │      Group Call     │ │
│ │       Sites: 2      │ │
│ │                     │ │
│ │ i Hide      Clear ◀ │ │
│ │             Hold #  │ │
│ └─────────────────────┘ │
└─────────────────────────┘
```

Making an Answerback to Owner Group Call using the Directories
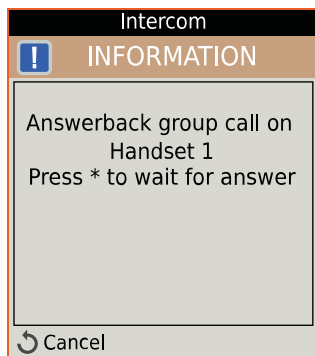
Handset / Headset

To make an answerback to owner group call using Directories:

1. Press the soft key associated with the intercom appearance. The intercom appearance will look similar to the illustration below.
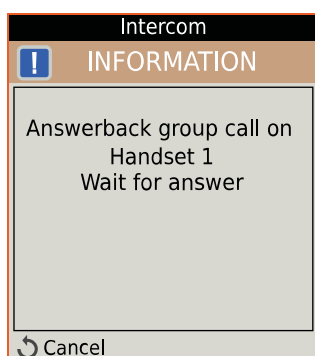
```
  1008/1
```

2. Press **OK** to display *Main* menu.

The right hand screen displays *Main* menu.

3. Ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

   The screen displays a list of all group calls.

5. Locate the appropriate group call name, highlight it and press **OK**. Use either ▲ or ▼ or the alpha keys on the dial pad to quickly locate the appropriate name.

   The screen displays and highlights the selected group's number.

6. Press **OK**.

   The screen similar to the illustration below is displayed when the call is connected.

To make a hands-free mixing group call:

1. Press the ⬭ *i* key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

2. Dial the number using the key pad.

   The screen similar to the illustration below is displayed when the call is connected.
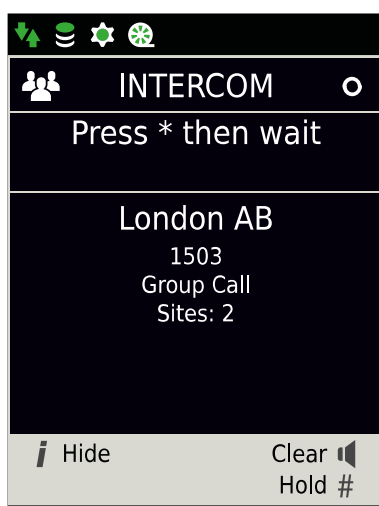
3. Talk when the call is connected.
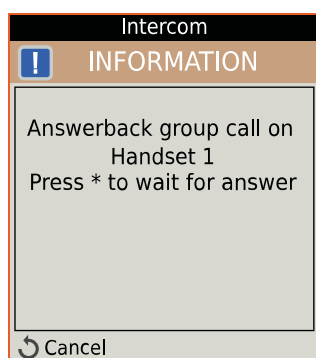
4. Make request when the group call has connected.

5. Press the * (star) key when finished making request and wait for answer.
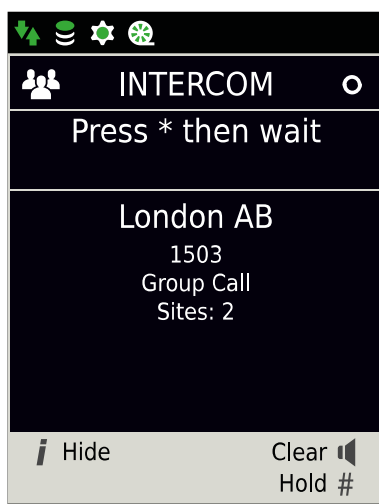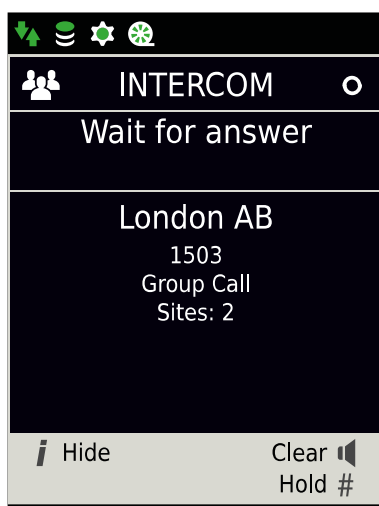
```
            Intercom
  [!]      INFORMATION

       Answerback group call on
             Handset 1
           Wait for answer




  ↺ Cancel
```

Hands Free (Main Speaker)

To make an answerback to owner group using Directories:

1. Press the hands free key.

    The hands free LED is lit solid orange.

2. Press the **i** key to change the deskstation handset / headset to hands-free mode.

    The intercom hands-free screen is displayed.

3. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

4. Ensure *Directories* is highlighted on the screen and press **OK**.

    The screen displays *Directories*.

5. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

    The screen displays a list of groups.

6. Locate the appropriate group, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate group.

    The screen displays and highlights the selected group's number.

7. Press **OK**.

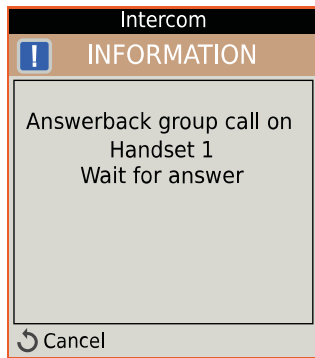   The screen similar to the illustration below is displayed when the call is connected.

```
  ↳ ⬓ ✿ ✵

  👥    INTERCOM    ○
      Press * then wait


         London AB
             1503
          Group Call
           Sites: 2




  i Hide            Clear ◀
                     Hold #
```
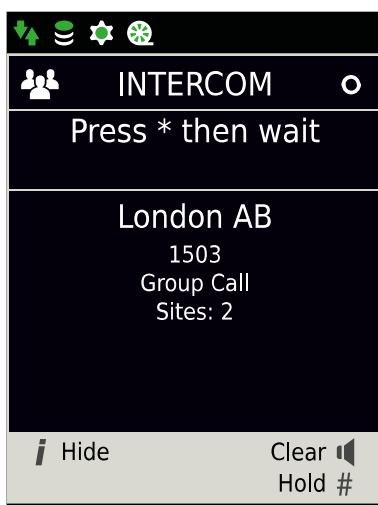
8. Make request when the group call has connected.

9. Press the * (star) key when finished making request and wait for answer.

```
 ↓↑  ≋  ✿  ❀

 👥   INTERCOM    ○
      Wait for answer


      London AB
         1503
       Group Call
        Sites: 2



 ℹ Hide           Clear 📢
                  Hold #
```

Making an Answerback to Owner Group Call using Speed Dials

A speed dial needs to be set up prior to using it for call purposes. For more information, see *Adding Speed Dials* on page *110.*

Handset / Headset

To make an answerback to owner group call using speed dials:

1. Locate an intercom appearance key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

```
◥    1008/1
```

2. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

```
👥   London AB
```

The screen similar to the illustration below is displayed when the call is connected.

```
        Intercom
 ❗  INFORMATION

  Answerback group call on
         Handset 1
  Press * to wait for answer




 ↺ Cancel
```

3. Make request when the group call has connected.

4. Press the * (star) key when finished making request and wait for answer.

Hands Free (Main Speaker)

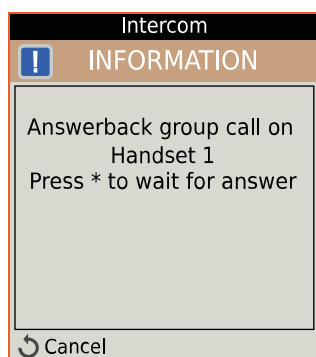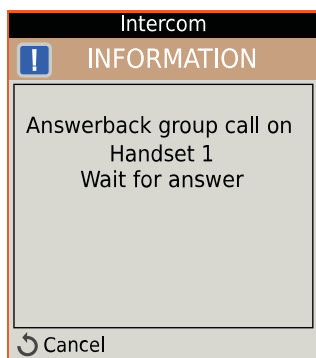To make an answerback to owner group call using speed dials:

1. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

The screen similar to the illustration below is displayed when the call is connected.

2. Make request when the group call has connected.

3. Press the * (star) key when finished making request and wait for answer.
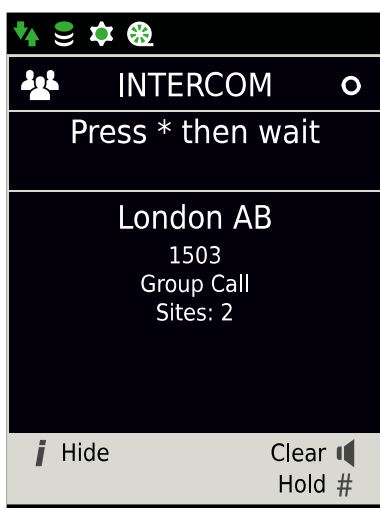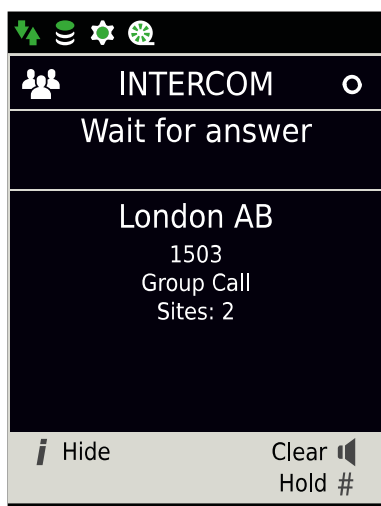
Respond to Group Call Initiator

To respond to a group call initiator:

1. Press the * key to establish point to point connection.
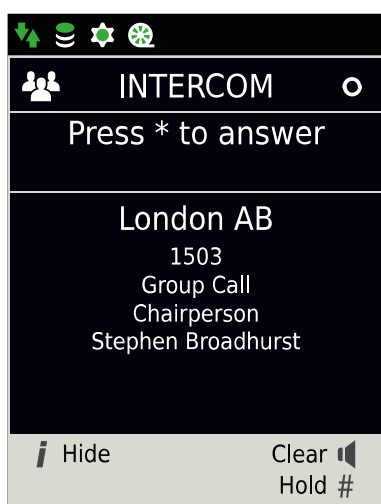
2. Talk when call is connected.

3. Press ⌢ to end the call when finished.

Mixing Group Call (Conference)

Making a Mixing Group Call using the Key Pad

Handset / Headset

To make a mixing group call using the key pad

1. Press the soft key associated with the intercom appearance. The intercom appearance will
    look similar to the illustration below.

1008/1

2. Dial the number using the key pad.

3. Talk when the call is connected.

Hands Free (Main Speaker)

To make a hands-free mixing group call:

1. Press the ⌒ key to change the deskstation from handset to hands-free mode.

   The intercom hands-free screen is displayed.

2. Dial the number using the key pad.

   The screen similar to the illustration below is displayed when the call is connected.

```
INTERCOM            ○

        London MX
          1502
        Group Call
         Sites: 2



 i  Hide            Clear ◀
                    Hold #
```

3. Talk when the call is connected.

Making a Mixing Group Call using the Directories

Handset / Headset

To make a handset / headset mixing group call:

1. Locate an intercom appearance key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

```
1008/1
```

2. Press **OK** to display *Main* menu.

   The right hand screen displays *Main* menu.

3. Ensure *Directories* is highlighted on the screen and press **OK**.

   The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

   The screen displays a list of group calls.

5. Locate the appropriate group, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate group.

   The screen displays and highlights the selected group's number.

6. Press **OK**.

7. Talk when the call is connected.

Hands Free (Main Speaker)

To make a hands free mixing group call:

1. Press the ⌷i⌷ key to change the deskstation handset / headset to hands-free mode.

    The intercom hands-free screen is displayed.

2. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

3. Ensure *Directories* is highlighted on the screen and press **OK**.

    The screen displays *Directories*.

4. Using ▲ or ▼ highlight *Group Directory* and press **OK**.

    The screen displays a list of group calls.

5. Locate the appropriate group, highlight it and press **OK**. Use either ▲ or ▼ or alpha keys on the dial pad to quickly locate the appropriate group.

    The screen displays and highlights the selected group's number.

6. Press **OK**.

    The screen similar to the illustration below is displayed when the call is connected.

7. Talk when the call is connected.

Making a Mixing Group Call using Speed Dials

A speed dial needs to be set up prior to using it for call purposes. For more information, see *Adding Speed Dials* on page *110*.

Handset / Headset

To make a mixing group call using speed dials:

1. Locate an intercom appearance key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

> 1008/1

2. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

> 👥 TFG Mixing Grp

3. Talk when call is connected.

Hands Free (Main Speaker)

To make a mixing group call using speed dials:

1. Locate the required group speed dial key and press its associated soft key. If the key is on a page not currently displayed, use the ▲ , ▼ , ◄ and ► navigation keys to locate it. The group call speed dial key will look similar to the illustration below.

> 👥 TFG Mixing Grp

The screen similar to the illustration below is displayed when the call is connected.


```
👥        INTERCOM          ○


              London MX
                 1502
               Group Call
                Sites: 2




 i  Hide                 Clear 🔊
                          Hold #
```

2. Talk when call is connected.

Talking on a Group Call

To talk to on a group call:

1. Simply talk if you initiated the group call

   OR

   Press and hold down the * key if set for non latching and talk.

   OR

   Press the * key once to (latch the key and microphone) and talk.

📄 • For more information on latching and non latching, see *Intercom Talk Latching* on page *173*.

End a Group Call

The chairperson (the person who initiated the group call) is the only member that can end a group call.

To end a group call:

1. Press hands free key if in hands free mode.

   OR

   Press the ⌒ key if in handset / headset mode.

Intercom Handset/Handsfree

This section explains how to set the option required to make intercom calls on either the handset/headset or handsfree from the redial list, call register lists (missed, received and placed) and directories (corporate, personal and group).

To set intercom calls for handset/handsfree:

1. Press **OK** to display *Main* menu.

    The right hand screen displays *Main* menu.

2. Using ▲ or ▼ locate *Preferences & Tools* menu.

3. Using ▲ or ▼ highlight *User Settings* and press **OK**.

    The screen displays user settings.

4. Using ▲ or ▼ highlight *User Preferences* and press **OK**.

    The screen displays user preferences settings.

5. Highlight **Intercom Audio Device** and press ▶ to display **Handset** or **Handsfree**.

6. Highlight *Save* and press **OK**.

Default Styles for Keys

When adding keys using the Deskstation the default key style is key dependent. For example, the default style and LABEL MODE are *1* and *Dual* respectively. The table below displays the default style and LABEL MODE for each key type.

Key Type	Default Style	Default LABEL MODE
Line appearance	1	Dual
Call appearance	1	Dual
Bridged call appearance	1	Dual
Anonymous appearance	1	Dual
Hoot/Audio feed appearance	3	Single
ARD appearance	3	Single
MRD appearance	3	Single
Intercom appearance	14	Dual
Speed dial	7	Dual
Speaker	2	Dual
Shortcut to menu	5	Single
Shortcut to page	5	Single
Group talk key	1	Single
Function key	2	Single

Technical Specifications

Dimensions 241

- Height: 200mm

- Width: 340mm

- Depth: 50mm

- Weight: 2kg

Environmental Performance

Operational Environmental

- Temperature: 0ºC – 35ºC

- Humidity: 10% - 90 % RH (non condensing)

Storage Environmental

- Temperature: 0ºC – 60ºC

- Humidity: 10% - 90 % RH

Safety and Compliance

General

In addition to the safety information contained in this section, please refer to the iTurret Safety Instructions (SAF808).

CE Mark

The "CE" mark affixed to this equipment means the unit complies with directives LVD-73/23/EEC-EN60950.

Class I Pluggable Equipment Type A

The iTurret has been certified to meet IEC 60950-1 and is provided with a Class 1 pluggable desk top PSU as part of this approval. This type of PSU requires an earthed mains socket-outlet.

This equipment must be connected to an earthed mains socket-outlet.

Finland	Tämä laite on oltava kytkettynä maadoitettuun liittimeen.
Norway	Apparatet må tilkoples jordet stikkontakt.
Sweden	Apparaten skall anslutas till jordat uttag.

Declaration of Conformity

This equipment conforms to the following directives: EN60950, EN55022 and EN55024.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A device, pursuant to Part 15 of the FCC Rules.

Speakerbus