



Speakerbus

User Guide **ZERO8**

2.901.1.0

Revision 9

Published Date: 31 March 2025
Doc Reference: UG708/R9

speakerbus.com

Printed in the UK 2025.

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Previous Revisions

Revision 1	October 2016
Revision 2	August 2017
Revision 3	14 June 2018
Revision 4	21 January 2020
Revision 5	11 February 2020
Revision 6	6 October 2022
Revision 7	15 December 2023
Revision 8	19 December 2024

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Introduction



ZERO8 (SE 708) is a versatile multi-channel speaker unit coupled with intercom and telephone capabilities housed in a single compact device.

Aimed at traders who require access to trader voice type services but who don't always need the capabilities of a full size traditional dealerboard, ZERO8 allows traders to communicate with counterparties over Private Wires (ARD and MRD), Intercom, Telephony and Hoot 'n' Holler type services on a device similar in size to a conventional telephone handset.

ZERO 8 supports 8 individual channels of 'always on' audio ensuring crystal clear delivery of morning briefings, TV audio, and breaking news announcements alongside collaborative group calls, point to point intercom, private wires and dial tone functionality.

Features

Colour Touchscreen

240 x 320 portrait display.

Eight Simultaneous Voice Services

Up to eight simultaneous hoot, MRD and ARD calls using SbRTP/DMVS protocols user selectable from the Voice Services directory and assignable to eight speaker keys.

Eight Configurable Speaker Keys

Eight speaker channels which can be assigned as push to talk, tap latch and latchable.

Speed Dial Pages

Up to four speed dial pages.

Physical Keys

- Numeric dialpad.
- Eight speaker channels / speed dial keys.
- Navigation pad.
- Eleven fixed function keys.

Individual and Master Volume Controls

Individually configurable volume controls for each speaker channel and for the master volume.

Speed Dial Keys / Speaker Keys

Configurable speed dial / speaker keys.

Voice Recording

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

Call Log

View placed, received and/or missed calls.

External Handset / Headset support

Support for an optional Speakerbus handset or a third-party headset.

Optional Speakerbus Gooseneck Microphone

An optional Speakerbus gooseneck microphone available.

Power

ZERO8 is powered by PoE (Power over Ethernet).

About this Guide

This guide describes how to operate the ZERO8 Deskstation. To check the firmware release of your system, contact your System Administrator. Before operating this deskstation, please read these instructions carefully.

Further Help

In all instances, first seek help from your Speakerbus Administrator. If necessary, your System Administrator can email the Speakerbus Global Helpdesk at customer.support@speakerbus.com.

Software Version

This document is written for ZERO8 version 2.901.1.0.

Compatibility







The ZERO8 Deskstation is compatible with:

- iCMS software version 4.400.4.0 and above

- iCS software version 3.400.3.0 and above

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 |

Getting Started

What's in the Box

- ZERO8 (SE 708)
- Safety Instructions
- Quick Start Guide

Optional Speakerbus Accessories

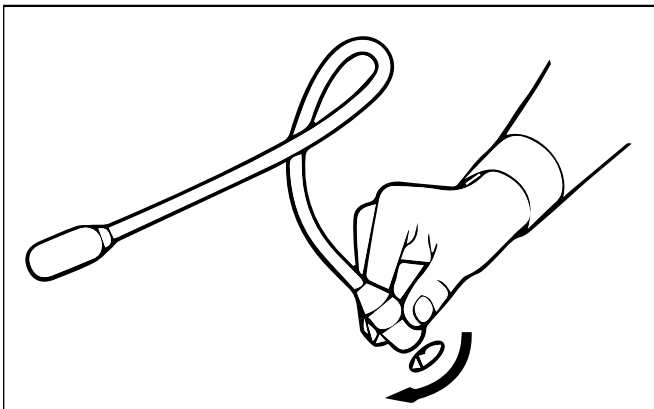
- Gooseneck Microphone 450mm x 8mm Close Talking (Sales Code: 52-09-003)
- Gooseneck Microphone 550mm x 8.5mm Close Talking (Sales Code: 52-09-021)
- Speakerbus Handset Dual Use (Sales Code: SE HSETD-C)
- Power over Ethernet (PoE) Injector (Sales Code: 14-00-098/iD POE)
- RJ45 to RJ45 3 Metre AT&T 26 AWG Cat5 Cable (Sales Code: 12-011-50)
- RJ11 to RJ22 Connector Adaptor Plastic (Sales Code: 10-04-087)

Gooseneck Microphone

Attaching the Microphone to the Microphone Socket

To attach the microphone to the microphone socket:

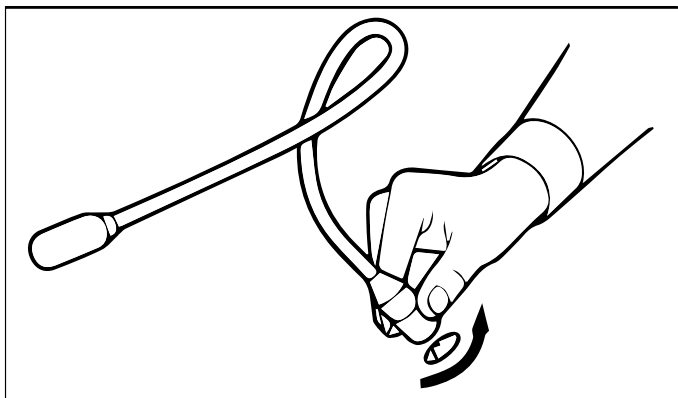
1. Align microphone pins with the microphone socket slots, and push the microphone gently into the socket until it is attached.
2. Screw the microphone collar to the socket until it is fully attached.



Removing the Microphone from the Microphone Socket

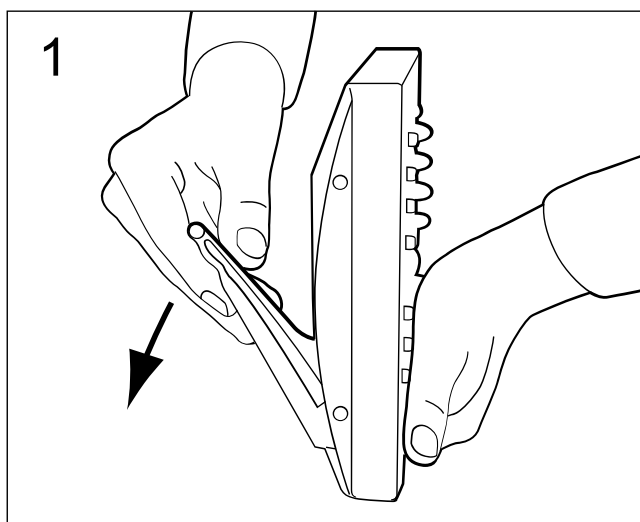
To remove the microphone from the microphone socket:

1. Unscrew the microphone collar from the microphone socket.
2. Gently remove the microphone from the microphone socket.

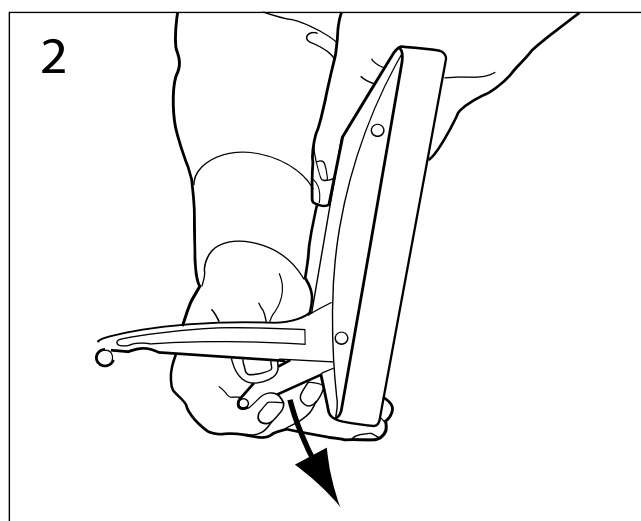


Stand Instructions

Extending Legs

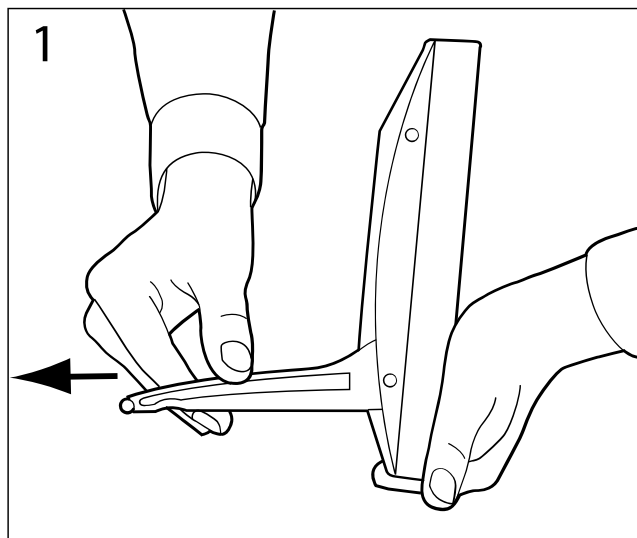


Un-fold legs to desired position. Ensure both legs are adjusted to the same height.

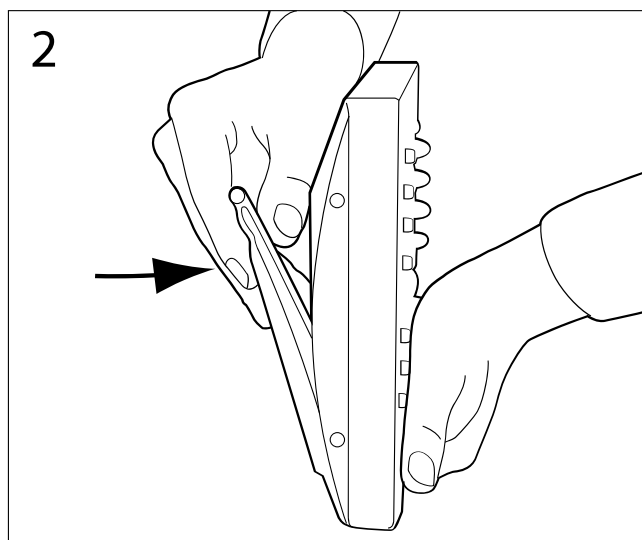


Please follow this step if you require the unit to be positioned behind a keyboard. Un-click leg lifters behind leg, and un-fold them until they click in latch. Ensure both leg lifters are adjusted to the same height.

Collapsing Legs



Pull leg outwards until it un-locks.



Collapse leg to folded position.

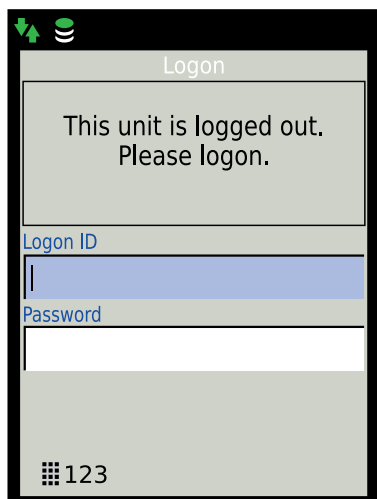
Logging On



To log on using Active Directory Credentials or Microsoft SSO, see *Seating Assistant* on page 18.

To log on:

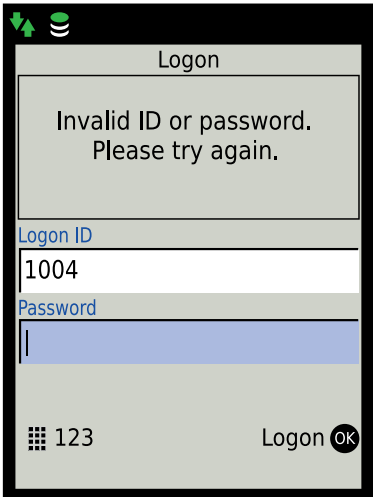
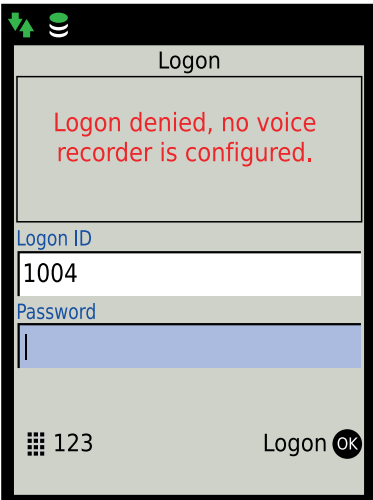
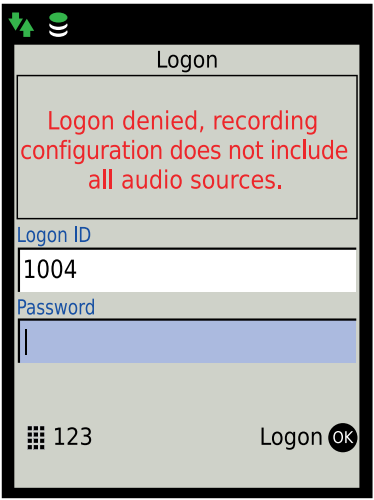
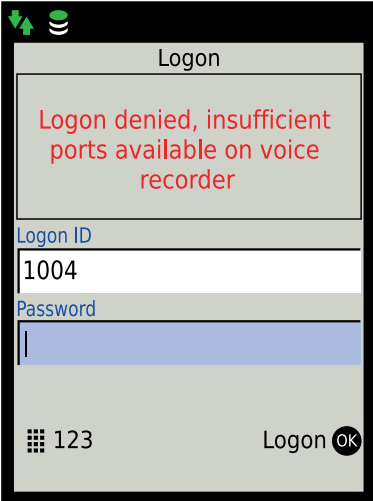
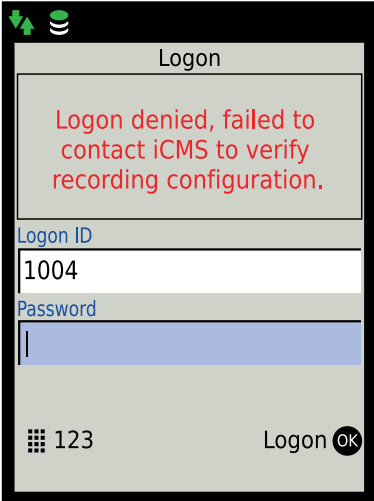
1. First ensure the 'Logon' screen is displayed.




2. Type your Logon ID and password in **Logon ID** and **Password** respectively.
If required contact your System Administrator to obtain your logon details.
 3. Press **OK**.
 4. If you have logged on successfully the home page (speed dial or speaker page) is displayed.
- For information about logging off, please see *Logout* on page 52.

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
	<p>The wrong username or password has been entered.</p> <p>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.</p>
 	<p>The device you are logging onto is not configured to work with your profile for voice recording.</p> <p>You will need to contact your System Administrator to configure or assign you another device.</p>
 	

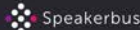
Seating Assistant



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.
















iCMS Seating Assistant



Identity
TECHDOC2022A\sbroadhurst

Speakerbus User
Stephen Broadhurst


 Search

Type	Name	Site	Location	
	AVAILABLE AMTT_3333	London Site	2nd Floor	 SEAT →
	AVAILABLE id704-00F88B	Paris Site	1st Floor	 SEAT →
	AVAILABLE id712-00502C	Paris Site	1st Floor	 SEAT →
	AVAILABLE id808-0019D0	London Site	2nd Floor	 SEAT →
	SEATED DEVICE id924-010A93	London Site	2nd Floor	 UNSEAT →  UNLOCK →
	AVAILABLE id924-010A97	London Site	2nd Floor	 SEAT →
	AVAILABLE se708-0027F2	London Site	3rd Floor	 SEAT →

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- **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.



SEATED DEVICE
id924-010A93

London Site

2nd Floor

 UNSEAT →

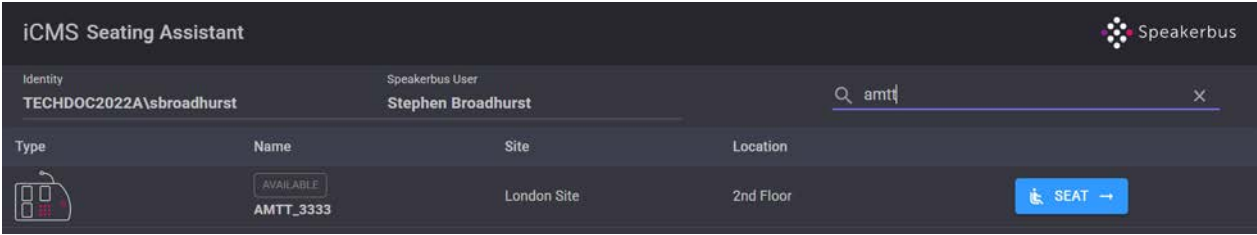
Search/Filter

 Search

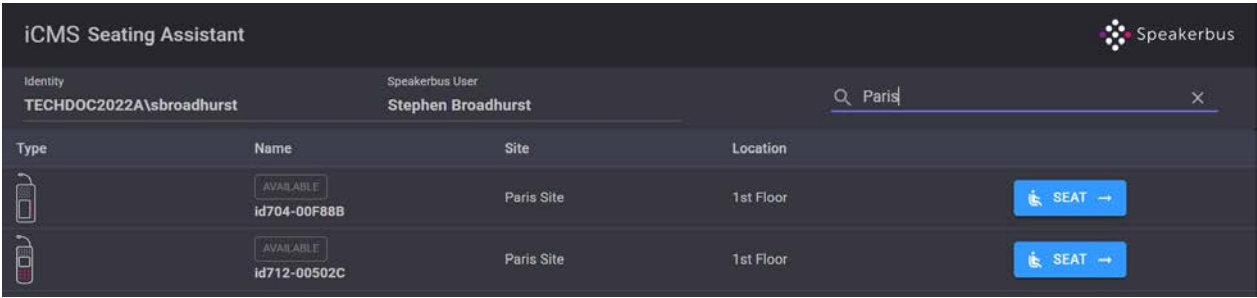
The **Search** text entry field is used to filter the listed devices. This field is case insensitive. Text entered is filtered by:

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

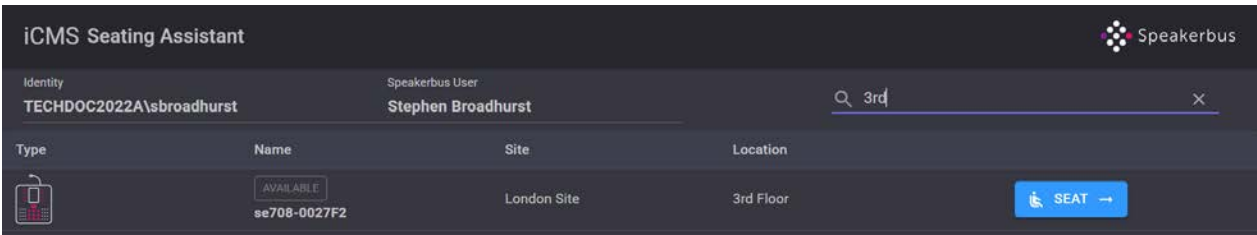
The example below shows the result of searching for a device labelled ‘amtt’. Only the deskstation with the site labelled as ‘AMTT_3333’ is displayed. However if multiple device names, sites or locations contain ‘amtt’ as part of their label, those deskstations would also be displayed.



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 Compliant Call Forwarding, see the *iTurret User Guide* and the *AYRE User Guide*.

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.

Type	↑ 1	Name	Site	Location
------	-----	------	------	----------

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**.

iCMS Seating Assistant					Speakerbus
Identity TECHDOC2022A\sbroadhurst		Speakerbus User Stephen Broadhurst		Q Search	
Type	Name	Site	↓ 1	Location	
▼ Site: Paris Site 2 Deskstations					
	AVAILABLE id704-00F88B	Paris Site		1st Floor	SEAT →
	AVAILABLE id712-00502C	Paris Site		1st Floor	SEAT →
▼ Site: London Site 5 Deskstations					
	AVAILABLE AMTT_3333	London Site		2nd Floor	SEAT →
	AVAILABLE id808-0019D0	London Site		2nd Floor	SEAT →
	SEATED DEVICE id924-010A93	London Site		2nd Floor	UNSEAT →
	AVAILABLE id924-010A97	London Site		2nd Floor	SEAT →
	AVAILABLE se708-0027F2	London Site		3rd Floor	SEAT →

After You have Logged On...



Please ensure your icons look identical to the icons displayed on the left hand side. If your icons are a different colour please contact your System Administrator. For more information on the status icons, please see *Status Icons* on page 27.



Please note that if your Deskstation is running on a non ICS hoot platform your icons will look identical to the icons displayed on the left. If your icons are a different colour please contact your System Administrator. For more information on the status icons, please see *Status Icons* on page 27.

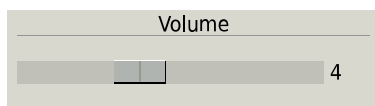
Adjust the Volume

To adjust the volume:

1. Turn the master rotary control when on Open Microphone/Gooseneck Microphone.

OR

Press the ◀ and ▶ navigation keys when handset mode is active.



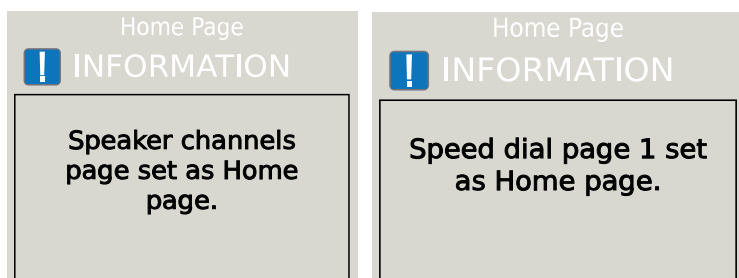
Home Page

Setting the Home Page

To set the Home Page:

1. Ensure the speed dials/speaker channels are displayed.
2. Press and hold down the **Home** key.

A message is displayed stating that the Speed Dials/Speaker page has been set as the home page.



Returning to the Home Page

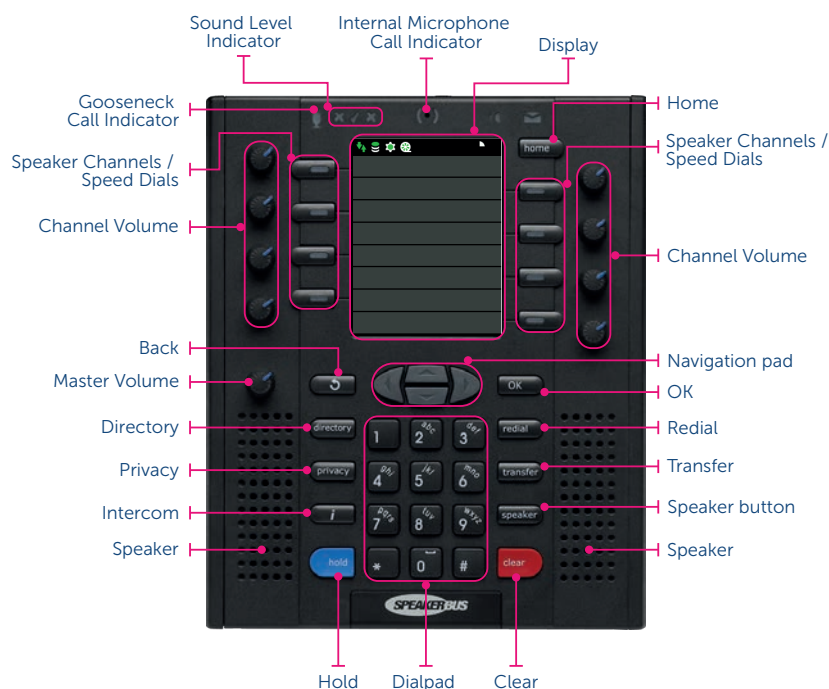
To return to the home screen:

1. Press the **Home** key.

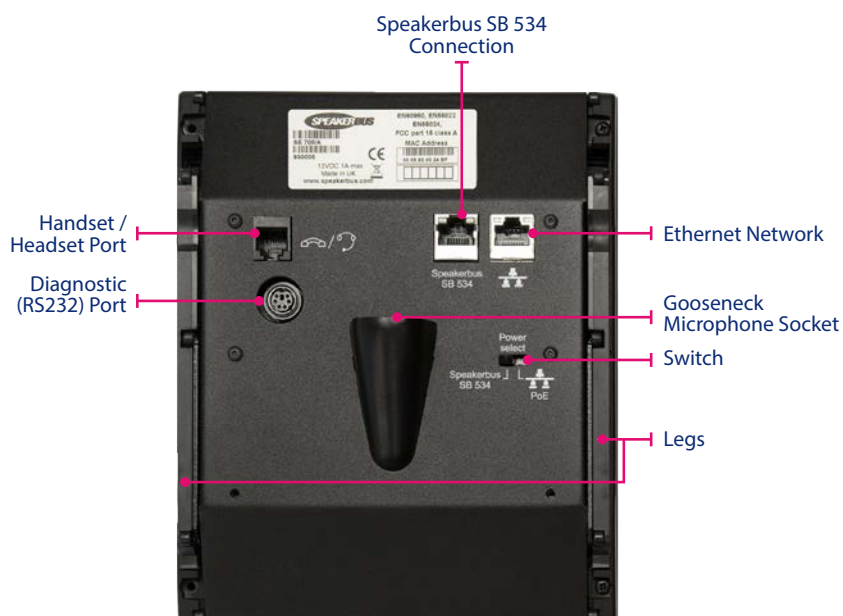
This displays your chosen home page.

ZERO8 Elements

Front View




Rear View



Key Actions










This section briefly describes the actions performed by keys and controls on the ZERO8 Deskstation.

Key	Action
Channel Volume Control	Rotary control used to adjust the channel volume level.
Speaker Channel/Speed Dial Keys	<ul style="list-style-type: none"> Enables/Disables transmitted audio on voice services (hoots, MRDs and ARDs). Mutes/Un-mutes handset microphone when call is on handset. Selects specific channels when used with hold, privacy, speaker and clear keys. Speed Dial - Dial a contact on speed dial.
Home	<ul style="list-style-type: none"> Displays the home page when pressed. A long press on the speed dial page sets the speed dial page as home. A long press on the speaker page sets the speaker page as home.
Master Volume Control	<ul style="list-style-type: none"> Rotary control used to adjust voice services (hoots, MRDs and ARDs) volume level.
↶ (Back)	<ul style="list-style-type: none"> Returns to the previous screen when Intercom screen is displayed. Displays previous menu screen or exits the menu system when in a menu. Backspace during text entry.
Navigation Pad	<ul style="list-style-type: none"> ▲ & ▼ Navigation Keys - Displays speed dial pages and speaker page. In menus highlights next selection and exits directory text search. ◀ & ▶ Navigation Keys - Increases/Decreases handset volume when handset is in use. Displays the Main, Program and Settings menus. Moves cursor in text entry boxes. Pressing ◀ or ▶ and an active ARD/MRD channel consecutively mutes the audio received to the channel. Repeat to unmute.
OK	<ul style="list-style-type: none"> Displays the 'Menu' when on the Speaker/Speed dial pages Selects menu items. Saves changes within settings screens. Confirms operation in confirmation screens.
Directory	<ul style="list-style-type: none"> Displays the chosen Favourite Directory. A long press on a highlighted directory option within the 'Directories' menu sets it as the Favourite Directory.
0 - 9 Number Keys	<ul style="list-style-type: none"> Dials point to point and group calls. Used for menu navigation shortcuts, see <i>Menu Shortcut Keys</i> on page 35 When dialpad is in letter mode, the 1 key cycles through the following 24 characters: . @ _ , ' ? ! - () / : ; + & % * = # \$ £ ¥ € 1 When dialpad is in letter mode 0 cycles through <SPACE> and 0
Redial	<ul style="list-style-type: none"> Redials the last connected point to point call or outgoing group calls.

Key	Action
Privacy	<ul style="list-style-type: none"> Sets and removes privacy on Intercom calls, MRD/ARD calls, calls on handsets and speaker channels.
Transfer	<ul style="list-style-type: none"> Reserved for future functionality.
i (Intercom)	<ul style="list-style-type: none"> If Intercom screen is not displayed - Displays the Intercom screen. If Intercom screen is displayed - Returns to the previous screen.
Speaker	<ul style="list-style-type: none"> Toggles the transmitted audio for open/internal microphone and handset. Long press mutes/un-mutes non handset microphone if microphone is active.
Hold	<ul style="list-style-type: none"> Places Intercom calls on hold (point to point and group calls) both hands free and on handsets/headsets and ARD calls on handsets/headset.
Clear	<ul style="list-style-type: none"> On Intercom Calls - Clears both connected point to point and group calls (unless the group call is locked). On ARD and MRD Calls - Clears ARD calls and talking on an MRD call on a speaker when its key is pressed. Long press opens 'Delete' page for both speed dials and voice services when on one of those screens. <hr/> <div>  <p>Long key presses on the Clear key is ignored on the Intercom screen when no calls are active.</p> </div> <hr/>
* (Star/asterisk) Key	<ul style="list-style-type: none"> Initiates menu shortcut entry, see <i>Menu Shortcut Keys</i> on page 35. Sends ringing to the far end on MRD calls on handset. Used to talk back when participating in group calls. Initiates answer back for Answerback calls. Switches between lower and uppercase character modes when dialpad is in letter mode in text entry boxes. When dialpad is in number mode, cycles through the following 7 characters: . * <SPACE> : @ + P
# Key	<ul style="list-style-type: none"> Switches the dialpad text entry mode between letter or number characters.

LEDs and Icons

Microphone and Audio Level LEDs

Number	Description	Extended Description
 	Gooseneck Microphone	<p>When the gooseneck microphone is operational the microphone LED is lit red when connected:</p> <ul style="list-style-type: none"> To a point to point call that has been muted, and To a audio feed hoot service or talk hoot service that is not transmitting audio. <p>The LED is green when connected:</p> <ul style="list-style-type: none"> To a point to point call, Transmitting audio (when the * (star) key is pressed) during a talk voice service.
 	Open Microphone	<p>When the open microphone is operational the open microphone LED is lit red when connected:</p> <ul style="list-style-type: none"> To a point to point call that has been muted, and To a audio feed hoot service or talk hoot service that is not transmitting audio. <p>The LED is green when connected:</p> <ul style="list-style-type: none"> To a point to point call, Transmitting audio (when the * key is pressed) during a talk voice service.
	Red LED (Left)	Lit when speaking too quietly.
	Green LED	Lit when talking into the microphone at the correct level.
	Red LED (Right)	Lit when speaking too loud.
	Hands Free	This option is reserved for future functionality.
	Voicemail	This option is reserved for future functionality.

Status Bar

The Status Bar is located on the top of the screen. It contains the status and notification icons as well as the speed dial page indicator. These show information such as your connection status' and help you to keep on top of all your messages and notifications. All the icons on the bar are explained in detail below.



Status Icons



The status icons from left to right are: Network Status, iCMS Status, iCS Status and Recording Configuration Status. Each icon can be in a number of states as described below.

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.
	Unknown	iCMS status is unknown.

SIP Registrar Status













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.








Live Update Icons







Live updates ensure changes made on a user profile which is seated on an ZERO8 Deskstation are automatically sent to the device. The changes are sent without having to re-synchronise the device. During the live update the iCMS status icon is displayed dynamically to give a visual indication of the update in progress. Depending on the iCMS's status the following icons are displayed one after the other.

				Icon progression for iCMS OK state.
				Icon progression for iCMS warning state.
				Icon progression for iCMS error state.

Intercom Icons




The table below details all possible Intercom icons.

State	State Description	Explanation
	Point To Point Privacy	Displayed when privacy mode is turned on.
	Privacy Missed Calls	Missed call registered. <ul style="list-style-type: none"> Privacy on and call not answered Point to point call established and incoming call unable to be connected.
	Call Forward	Displayed when call forward is enabled.
	Intercom Automatic Call-back	Displayed when feature is enabled and call is received whilst engaged on another call.
	Info	Logging is active.
	Speed Dial Page	Speed dial page numbers are indicated by quarters. One of the four icons below display one of the four speed dial pages. None of them displayed indicates the speed dial pages are not displayed. 

State	State Description	Explanation
	Point To Point/Group Call	Point to Point/Group call in progress on speaker key.
	Point To Point/Group Call	Point to Point/Group call in progress on speaker key with microphone muted.
	Point To Point/Group Call	Point to Point/Group call in progress on handset/headset.
	Point To Point/Group Call	Point to Point/Group call in progress on handset/headset with microphone muted.
	Point To Point/Group Call	Incoming Point to Point call with privacy enabled. Dynamic icon progression displaying the three icons below one after each other.
	Point To Point/Group Call	Point to Point/Group call on hold. The icon flashes at approximately 1Hz. It is only displayed if there is no other active intercom call.



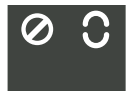

Call Register Icons





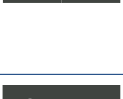








The table below details icons displayed within the Call Register. For more information on the call register, see *Call Register (Call logs)* on page 40.



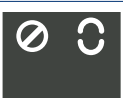




State	State Description	Explanation
	Incoming Call	Call received on deskstation.
	Outgoing Call	Call made on deskstation.
	Missed Call	Call not answered on deskstation when privacy is turned on.

Voice Service/Private Wire Icons

A voice service is a hoot, manual ring down (MRD) or automatic ring down (ARD). Private wires (also referred to as private lines) are MRDs and ARDs. This section describes the voice service icons, their states and LEDs.










Icon	Status	Speaker Key LED	
		Scheme 1	Scheme 2
	Inactive speaker key	Off	Off
	ARD call idle or no broadcast, MRD or ARD assigned	Off	Off
	ARD outgoing call (far end ringing and talking latched).	Off	Off
	ARD outgoing call (far end ringing). Listen only, i.e. talking not latched.	Off	Off










Icon	Status	Speaker Key LED	
		Scheme 1	Scheme 2
	ARD/MRD incoming call (far end ringing)	Red (slow flash)	Orange (slow flash)
	ARD call busy elsewhere	Off	Red
	MRD call busy elsewhere (note that listen is always active for MRD, i.e. monitor mode)	Off, or Red if voice activity detected	Off, or Orange if voice activity detected
	Broadcast in listen-only state, no talk permission.	Off, or Red if voice activity detected. Red/Green flashing if channel muted.	Off, or Orange if voice activity detected. Red/Green flashing if channel muted.
	Broadcast in listen-only state with no talk permission on handset.	Off, or Red if voice activity detected.	Off, or Orange if voice activity detected.
	ARD connected, in listen state.	Off, or Red if voice activity detected. Red/Green flashing if channel muted.	Off, or Orange if voice activity detected. Red/Green flashing if channel muted.
	Broadcast connected in listen state.	Off, or Red if voice activity detected. Red/Green flashing if channel muted.	Off, or Orange if voice activity detected. Red/Green flashing if channel muted.
	MRD connected, in Listen state (note that listen is always active for MRD, i.e. monitor mode).	Off, or Red if voice activity detected. Red/Green flashing if channel muted.	Off, or Orange if voice activity detected. Red/Green flashing if channel muted.
	ARD talk attempt. If a talk attempt is unsuccessful then the channel will remain in this state until it succeeds or the user abandons the attempt.	Off, or Red if voice activity detected.	Off, or Orange if voice activity detected.
	MRD or broadcast talk attempt. Note this differs from ARD in that no connecting icon is shown. If a talk attempt is unsuccessful then the channel will remain in this state until it succeeds or the user abandons the attempt.	Off, or Red if voice activity detected.	Off, or Orange if voice activity detected.
	ARD connected in talk state	Green, or Red if voice activity detected.	Green, or Orange if voice activity detected.
	MRD or broadcast connected, in talk state (including broadcast talk-only). Note this differs from ARD in that no connecting icon is shown.	Green, or Red if voice activity detected.	Green, or Orange if voice activity detected.
	ARD connected on handset	Orange, or Red if voice activity detected.	Green, or Orange if voice activity detected.

Icon	Status	Speaker Key LED	
		Scheme 1	Scheme 2
	MRD or broadcast connected on handset. Note this differs from ARD in that no connected icon is shown.	Orange, or Red if voice activity detected.	Green, or Orange if voice activity detected.
	Handset muted.	Orange	Green
	ARD talk attempt. If a talk attempt is unsuccessful then the channel will remain in this state until it succeeds or the user abandons the attempt. On handset (a talk attempt is automatically made when a speaker channel is placed on handset so this state can only exist following this transfer). This state is similar to the 'outgoing call connecting' state but here the call is already connected but with the talk attempt pending.	Off, or Red if voice activity detected.	Off, or Orange if voice activity detected.
	MRD or broadcast talk attempt; note this differs from ARD in that no connecting icon is shown. If a talk attempt is unsuccessful then the channel will remain in this state until it succeeds or the user abandons the attempt. On handset (a talk attempt is automatically made when a speaker channel is placed on handset so this state can only exist following this transfer).	Off, or Red if voice activity detected.	Off, or Orange if voice activity detected.
	ARD connected on hold.	Orange (fast flash)	Green (fast flash)
	ARD on hold elsewhere. Call can be picked up by this user.	Orange (Slow flash)	Red (fast flash)
	ARD call idle as a result of far end clearing. This is a transitory state to highlight to a user that a call has gone.	Off	Off

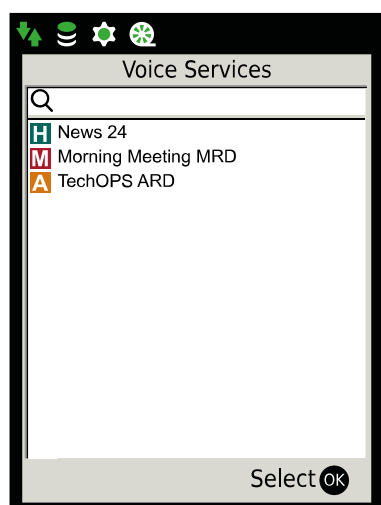
Call State Icons with Privacy

The table below illustrates call privacy states prior to when privacy is requested, when privacy is requested and lastly when privacy is achieved state.

Call State	No Privacy	Privacy Requested	Privacy Achieved
Idle - It is possible to request privacy from Idle to allow the channel to be marked as requiring privacy in advance of the connection being made on speaker.			
Connecting / Talk Attempt			
Connected			

Call State	No Privacy	Privacy Requested	Privacy Achieved
Busy elsewhere - Icon reflects privacy at remote site			
Held Here			
Held Elsewhere - Icon reflects privacy at remote site			

Voice Service Icons



- H** News 24
- M** Morning Meeting MRD
- A** TechOPS ARD

The letter next to the voice service description indicates the voice service type.

H - Hoot

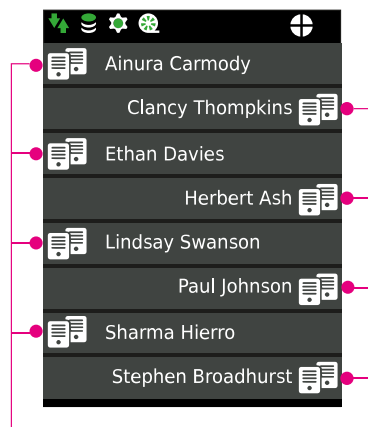
M - Manual Ringdown (MRD)

A - Automatic Ringdown (ARD)

ZERO8 Pages

The ZERO8 comprises of four pages: Speed Dials, Speaker Keys, Intercom and Menu system.

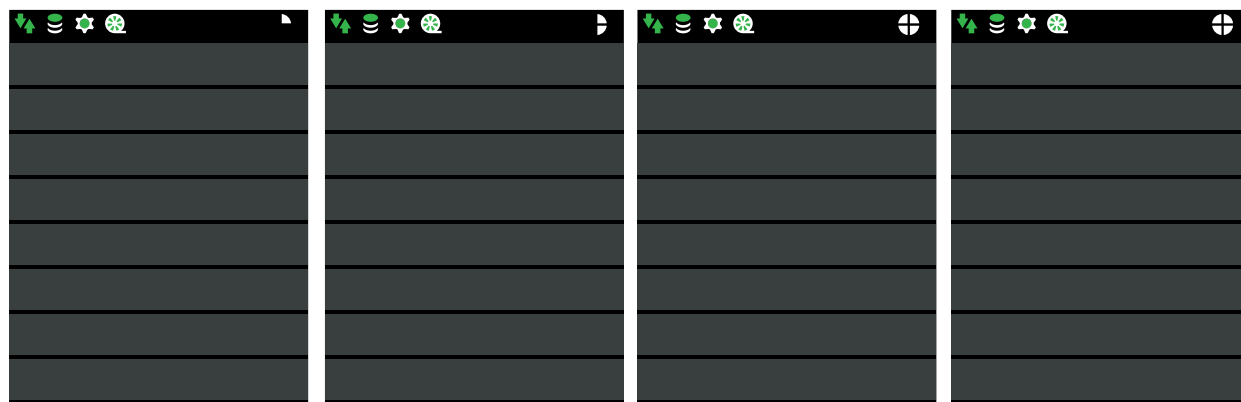
Speed Dials



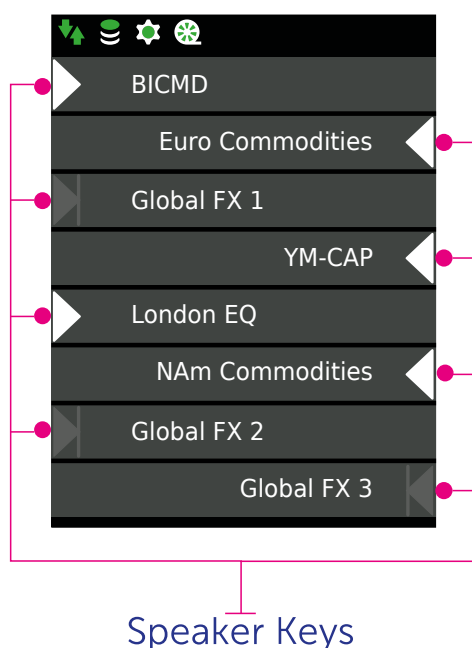
Speed Dial Keys

The ZERO8 Deskstation contains four speed dial pages. Each page can accommodate eight speed dials. A speed dial can be either a point to point or group call.

Speed dial page numbers are indicated by quarters. One white quarter indicates speed dial page one, two white quarters speed dial page two and so on.

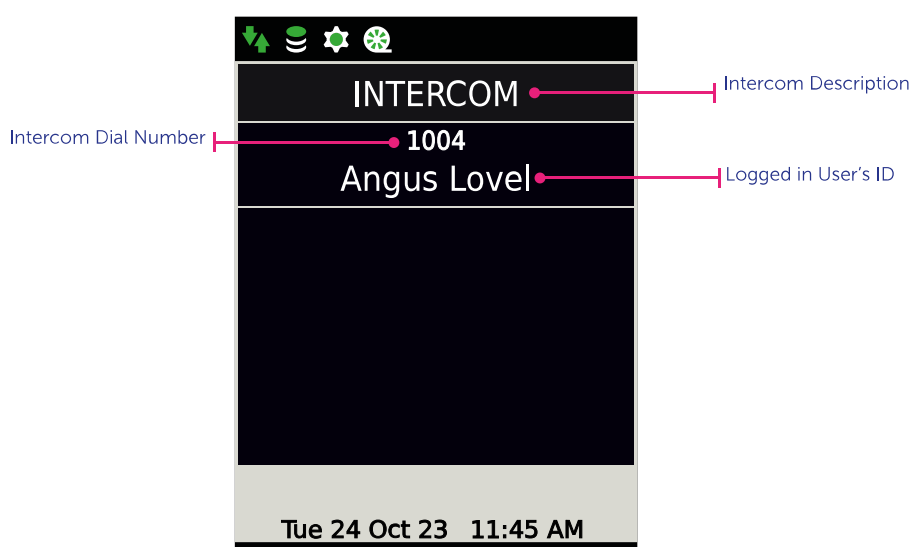


Speaker Keys



The Speaker page can accommodate a maximum of eight Speaker Keys. The keys can be in numerous states indicated by the icon displayed on the keys. For more information on Speaker Key icon states, see *Voice Service/Private Wire Icons* on page 29.

Intercom Screen

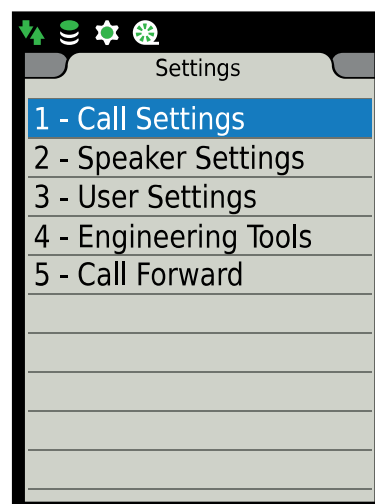
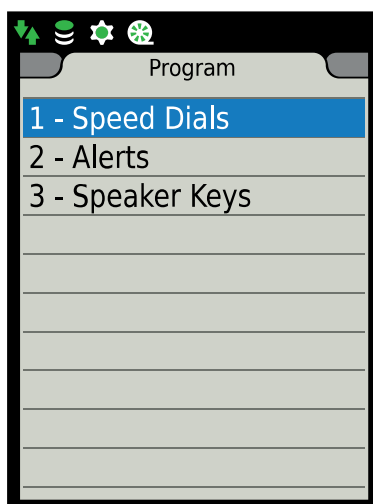
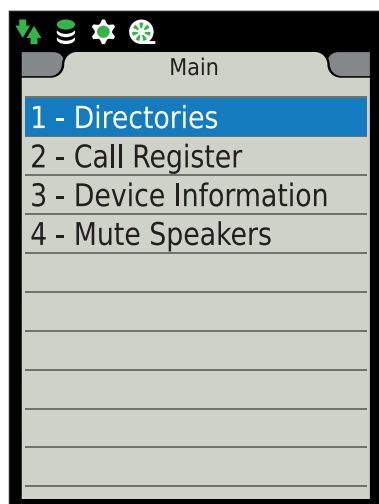


The Intercom screen contains details of the logged in intercom user and dial number.

Menu System

In idle mode the menu system is displayed by pressing **OK**. The ZERO8 consists of the following three main menus: Main, Program and Settings.

When the menu system is displayed, Main menu is the first menu displayed. The other two menus, Program and Settings, are displayed using ◀ and ▶.



See *Main Menu* on page 37, *Program Menu* on page 43 and *Settings Menu* on page 49.

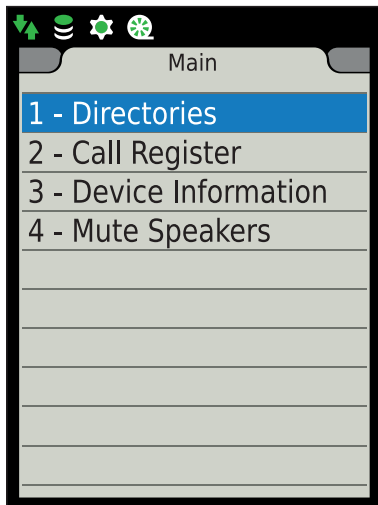
Menu Shortcut Keys

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	Settings	*3
Directories	*11	Speed Dials	*21	Call Settings	*31
Global	*111	Add	*211		
Personal	*112	Delete	*222		
Group	*113	Move	*223		
Location	*114				
Voice Service	*115				
Clear Favourite	*116				
Call Register	*12	Alerts	*22	Speaker Settings	*32
All Calls	*121				
Missed Calls	*122				
Received Calls	*123				
Placed Calls	*124				
Clear All Logs	*125				
Device Information	*13	Speaker Keys	*23	User Settings	*33
Show Version	*131	Add	*231	Logout	*331
Show Network	*132	Delete	*232	User Preferences	*332
Show iCMS	*133	Move	*233	Device Resync	*333
Show iCS Server	*134	Edit	*234	Engineering Tools	*34
Show Cisco Server	*135			Call Forward Settings	*35
Show Recording	*136				
Show Call Information	*137				
Mute Speakers	*14				

Main Menu

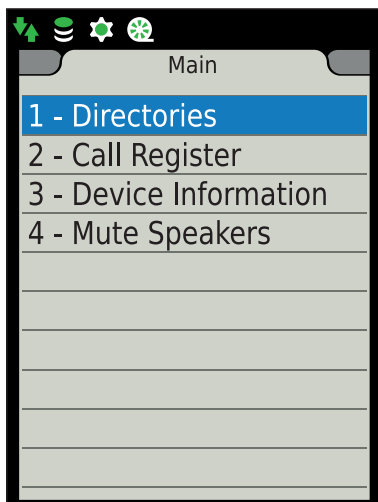
The 'Main' menu consists of the following options:



- **Directories.** Contains a list of directories for point to point calls, group calls, and voice services. For more information see *Directories* on page 37.
- **Call Register (Call Logs).** The call register contains a list of all point to point calls received, placed or missed to and from the intercom deskstation. It also includes group calls placed from the Intercom Deskstation. For more information see *Call Register (Call logs)* on page 40.
- **Device Information.** Device Information contains the following options: Show Version, Show Network, Show iCMS, Show iCS Server, Show Cisco Server, Show Recording and Show Call Information. For more information see *Device Information* on page 41.
- **Mute Speakers.** This option mutes an active hoot service or removes mute from an active hoot service. For more information see *Mute Speakers (Mute all)* on page 42 .

Directories

The 'Main' menu consists of the following options:



- **Directories.** Contains a list of directories for point to point calls, group calls, and voice services. For more information see *Directories* on page 37.

- **Call Register (Call Logs).** The call register contains a list of all point to point calls received, placed or missed to and from the intercom deskstation. It also includes group calls placed from the Intercom Deskstation. For more information see *Call Register Icons* on page 29.
- **Device Information.** Device Information contains the following options: Show Version, Show Network, Show iCMS, Show iCS Server, Show Cisco Server, Show Recording and Show Call Information. For more information see *Device Information* on page 41.
- **Mute Speakers.** This option mutes an active hoot service or removes mute from an active hoot service. For more information see *Speaker Settings* on page 50.
- **Group.** Contains a list of all group calls the user is a member of.
- **Location.** Contains a list of remote sites. Each site contains a list of seated users located at that site.
- **Voice Services.** Contains a list of voice services (hoots, manual ring downs and automatic ring downs) the user can use.
- **Clear Favourite.** Clears the favourite directory option.



Directory listings may contain more information than can fit on the screen. Use the ▲ and ▼ keys to go up and down the screen. Once the cursor reaches the last visible entry it will automatically begin scrolling.

Directory Search

Each directory within the 'Directories' menu has a search facility. This allows one to quickly locate a contact, remote site or voice service. To use it either press the ◀ key to move the cursor to the text box or start typing using the dialpad.

The illustration below is an example of the 'Global Directory' search facility.



Displaying a User's/Groups Dial Number

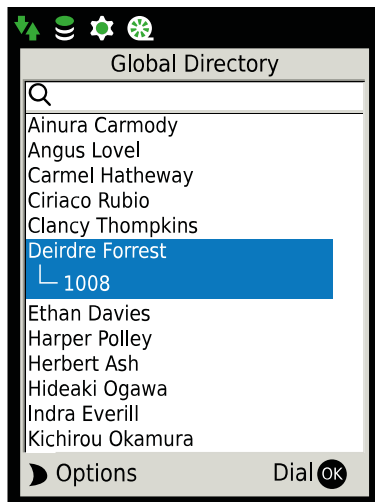
To display a user's/group's dial number:

1. Navigate to **Main > Directories > Global / Personal / Group / Location**

In the example screenshot below 'Global Directory' is used.

2. If 'Location Directory' is chosen, you need to select the desired site (location). If not, skip to step 3.
3. The contact list is shown. Highlight the desired contact.

When the user/group is highlighted the dial number is automatically displayed below the name.



Adding Contacts to Personal Directory

To add a contact to the personal directory:

1. Navigate to **Main > Directories > Global**.
2. Highlight the appropriate user and press ►.

This displays the 'Global Directory Options'.

3. Highlight **Add to Personal** and press **OK**.

A confirmation screen is displayed.

4. Press **OK** to confirm that you would like to add the contact to the personal directory.

Removing Contacts from Personal Directory

To remove a contact from the personal directory:

1. Navigate to **Main > Directories > Personal**.
- This displays the 'Personal - Intercom' directory.

2. Highlight the appropriate user and press ►.
- This displays the 'Personal Directory Options'.

3. Ensure **Delete** is highlighted and press **OK**.

A confirmation screen is displayed.

4. Press **OK** to confirm that you would like to delete the contact from the personal directory.

Setting the Favourite Directory

To set the Favourite Directory:

1. Navigate to **Main > Directories**.
2. Ensure the required directory is highlighted and press ►.

This displays a confirmation message stating to press **OK** to set the chosen directory as the favourite.

OR

Press and hold the **directory** key once the desired directory is highlighted. (This skips the confirmation dialogue. Skip step 3).

3. Press **OK** to confirm.
4. Ensure your preferred directory is displayed as the favourite by pressing the **directory** key.

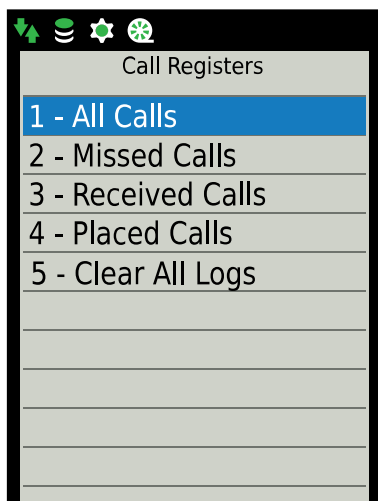
Deleting the Favourite Directory

To delete the Favourite Directory:

1. Navigate to **Main > Directories**.
2. Highlight **Clear Favourite**.

Call Register (Call logs)

The call register (Also known as Call Logs) contains a list of all point to point/group and ARD calls received, placed or missed to and from the Deskstation.



The call register contains the following options: All Calls, Missed Calls, Received Calls, Placed Calls and Clear All Logs.

Checking Missed Calls

The Missed Calls icon  displayed on the Status Bar indicates a call was unanswered.

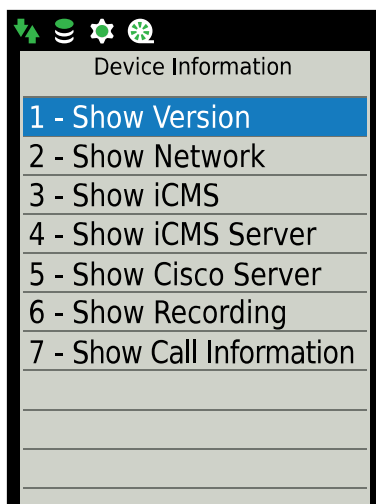
To check missed calls list:

1. Navigate to **Main > Call Register**.
This displays the 'Call Registers' page.
2. Highlight **Missed Calls** and press **OK**.
This displays the 'Missed Calls' list.



Icons are displayed next to the call record within the Missed Call list. For more information on these icons, see *Call Register Icons* on page 29.

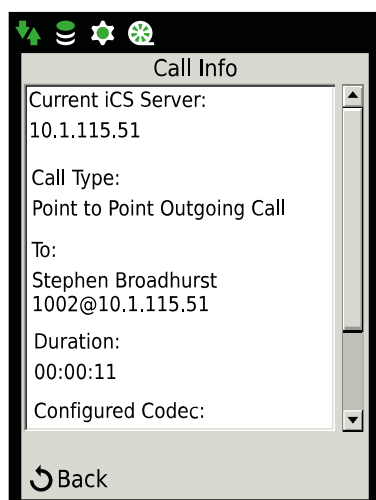
Device Information



The 'Device Information' options are described below:

- **Show Version.** This option displays the deskstation software versions.
- **Show Network.** This option displays the current network settings of the device. It will also display any error conditions relating to the network status.
- **Show iCMS.** This option displays the following information: iCMS primary IP address, iCMS secondary IP address, iCMS port address and iCMS status. It will also display any error conditions relating to the iCMS.
- **Show iCS Server.** This option displays the iCS server registration and Multicast Control Channel status.
- **Show Cisco Server.** This option displays the Cisco server registration if a Cisco appearance has been configured otherwise it is greyed out.
- **Show Recording.** This option displays the details of the Recording Configuration. This includes recording mode, primary/secondary voice recorder(s) and audio sources recording status.
- **Show Call Information.** This option displays call information such as call type, codec and packet size. For more information see Call Information below.

Call Information



The call information page provides the following details: **Current iCS Server**, **Call Type**, **To** (Called Party), **Duration** (only showed during active call), **Configured Codec**, **Configuration Packet Size** and **RTP link from**.

To show 'Call information':

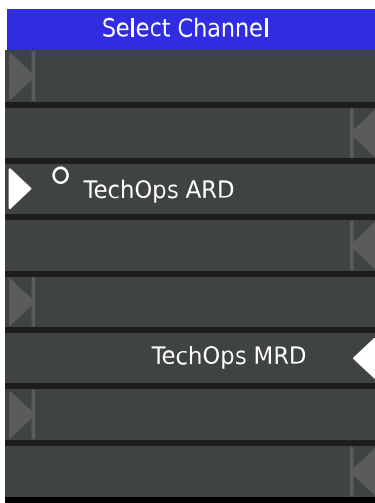
1. Navigate to **Main > Device Information > Show Call Information**.

If there is an active call:

The 'Call Info' Page will be displayed and showing the call information for the currently ongoing call (Ignore further steps).

If there is no active call:

The 'Select Channel' Page is displayed.



2. Select the desired speaker channel using the associated **Speaker Channel** key.

The 'Call Info' Page will be displayed showing the call information for the selected voice service.

Mute Speakers (Mute all)



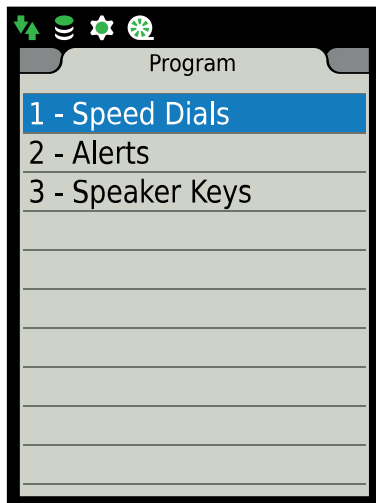
This muting method does not mute MRDs and ARDs.

To mute all speaker channels:

1. Navigate to 'Main' menu
2. Highlight **Mute Speakers** and press **OK**.

Program Menu

The 'Program' menu consists of the following options:



- **Speed Dials.** This option is used to program speed dials. For more information, see *Adding Speed Dials* on page 43.
- **Alerts.** This option is used to turn off/on the ringing tone for incoming calls. For more information, see *Alerts - Ring on Busy (MRD)* on page 45.
- **Speaker Keys.** This option is used to program speaker keys. For more information, see *Speaker Keys* on page 45.

Speed Dials

Adding Speed Dials

To add a speed dial:

1. Navigate to **Program > Speed Dials > Add**.

This displays the 'Directories' page.



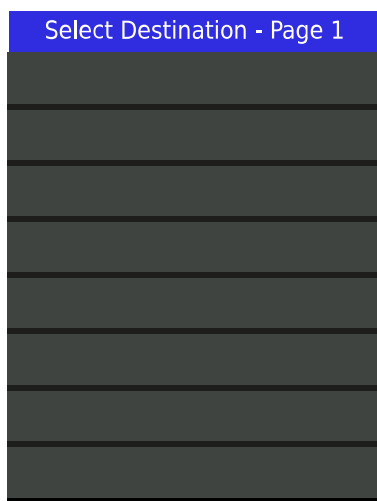
This can also be done directory from one the directory lists. By highlighting the desired contact and pressing ► to reveal the 'Global Directory Options'. Then select **Program Speed Dial** and continue from step 4.

2. Highlight the required directory and press **OK**.

If you selected the **Location** option you will also need to select a remote site (location).

3. Select the required name/group call and press **OK**.

This displays page one of the four speed dial pages.



4. Ensure the required speed dial page is displayed (use the ▲ and ▼ keys to change the page).
5. Choose where to place the speed dial by pressing the associated speed dial key.



Selecting a speed dial that is already occupied will overwrite the key.

Deleting Speed Dials

To delete a speed dial:

1. Navigate to **Program > Speed Dials > Delete**.

This displays page one of the four speed dial pages.

2. Ensure the required speed dial page is displayed (use the ▲ and ▼ keys to scroll through the pages).
3. Press the **Speed Dial** key that needs to be deleted.



Alternatively, this can be done by holding the **clear** key on one of the 'Speed Dial' pages, this displays the 'Delete Channel' page for about 3 seconds. From here follow step 3.

Moving Speed Dials

To move a speed dial:

1. Navigate to **Program > Speed Dials > Move**.

This displays page one of the four speed dial pages.

2. Ensure the required speed dial page is displayed (use the ▲ and ▼ keys to scroll through the pages).
3. Press the **Speed Dial** key that needs to be moved.
4. For the new speed dial location ensure the required speed dial page is displayed (use the ▲ and ▼ keys to scroll through the pages).
5. Choose where to place the speed dial by pressing the associated speed dial key.



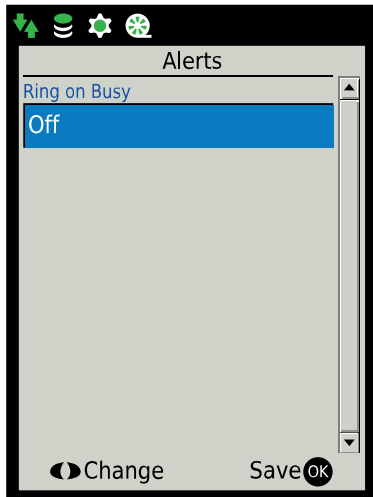
Selecting a speed dial that is already occupied will overwrite the key.

Alerts - Ring on Busy (MRD)

The **Ring on Busy** option is specific to MRDs and can be set to either **On** or **Off**. When set to **On**, it allows the far end to ring an MRD channel when the line is in use. When set to **Off** ringing will be muted on the MRD channel when in use.

To enable/disable the **Ring On Busy** feature:

1. Navigate to **Program > Alerts**.



2. Use the ◀ and ▶ keys to switch the setting between **On** or **Off**.
3. Press **OK** to save the change.

Speaker Keys

Adding Voice Services to Speaker Channels

To add a voice service to a speaker channel:

1. Navigate to **Program > Speaker Keys > Add**.
2. This displays a list of voice services.
3. Highlight the required voice service and press **OK**.
4. Choose where to place the voice service by pressing the associated **Voice Channel** key.



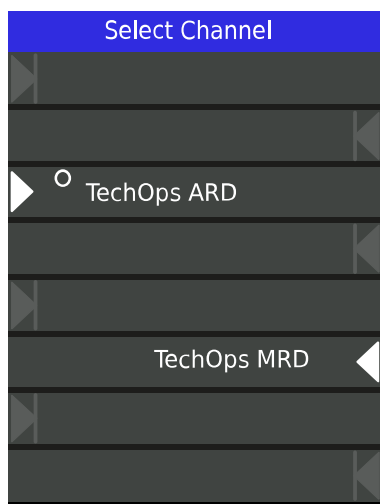
- Selecting a speaker key that is already occupied will overwrite the key.
- This can also be done directly within **Main > Directories > Voice Services**. Once there, follow the above steps starting from step 3.

Deleting Voice Services from Speaker Channels

To remove a voice service from a speaker channel:

1. Navigate to **Program > Speaker Keys > Delete**.

This displays the 'Select Channel' page.



2. Select the required speaker channel by pressing the associated **Speaker Channel** key to delete the voice service from the 'Speaker Channels' page.



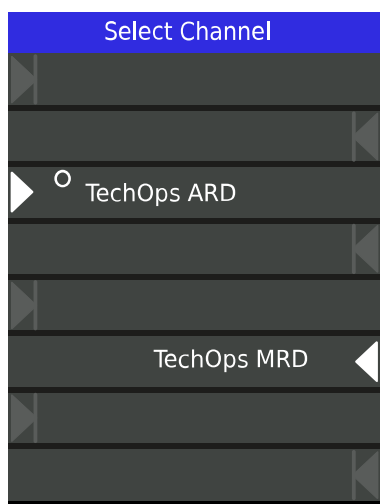
Alternatively, this can be done by holding the **clear** key on the Speaker Channel page which displays the 'Delete Channel' page for about 3 seconds. From here follow step 2.

Moving Speaker Channels

To move a speaker channel:

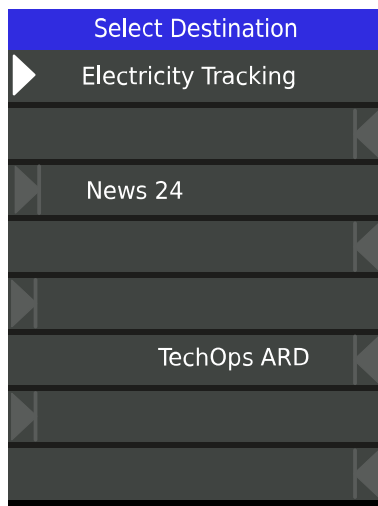
1. Navigate to **Program > Speaker Keys > Move**.

This displays the 'Select Channel' page.



2. Select the speaker key for the voice service that needs to be moved.

This displays the 'Select Destination' page.



3. Choose where to locate the voice service by pressing the appropriate speaker key.



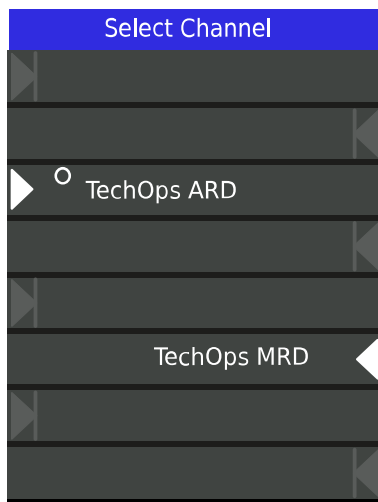
Selecting a speaker key that is already occupied will overwrite the key.

Editing Speaker Channels

To edit a speaker channel:

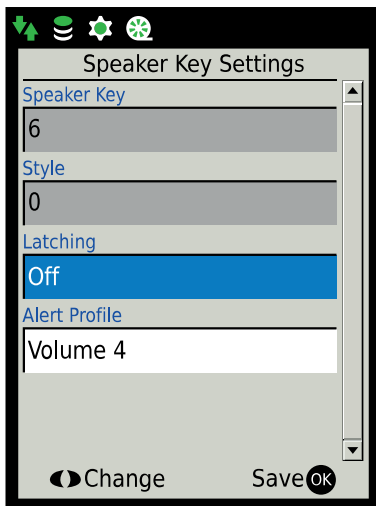
1. Navigate to **Program > Speaker Keys > Edit**.

This displays the 'Select Channel' page.



2. Select the required speaker channel by pressing the associated **Speaker Channel** key.

This displays the 'Speaker Key Settings' page. (Settings are described below).



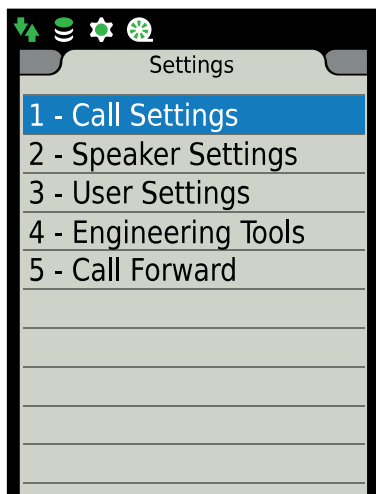
3. Use ◀ and ▶ to change the highlighted setting.
4. Press **OK** to save the changes.

Speaker Key Settings descriptions:

- **Speaker Key.** This option is read only and displays the speaker key's position on the page. The value can range from 1 (top of the page) to 8 (bottom of the page).
- **Style.** This option is reserved for future functionality.
- **Latching.** Enables/Disables latching. When set to **On** (latching) members will need to press and release the speaker key. This will open the voice path. Pressing and releasing the speaker key again will close the voice path. When set to **Off** (non latching - also known as Push-to-Talk) members will need to press and hold down the speaker key to talk.
- **Alert Profile.** Sets the volume level for incoming ARD and MRD alerts. The value range within the setting is 1 to 10 and **Ringling Off**. (Not available for all voice services)

Settings Menu

The 'Settings' menu consists of the following options:



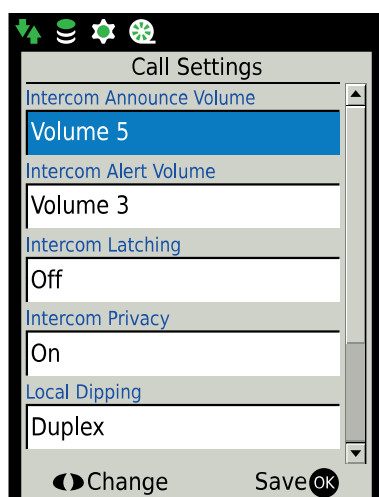
- **Call Settings.** This option is used to set a range of call settings. This includes intercom latching and privacy. For more information, see *Call Settings* on page 49.
- **Speaker Settings.** This option is used to set the latch mode, speaker source, enable/disable the master volume and quiet office mode. For more information, see *Speaker Settings* on page 50.
- **User Settings.** This option is used to: re-synchronise the deskstation, log out and set the user preferences, see *User Settings* on page 52.
- **Engineering Tools.** This option contains network configuration settings and diagnostic tools for engineers.
- **Call Forward.** This feature when enabled redirects a point to point call to another point to call destination. For more information, see *Call Forward* on page 55.

Call Settings

To change the 'Call Settings':

1. Navigate to **Settings > Call Settings**.

This displays the 'Call Settings' page. (Settings are described below).



2. Use ◀ and ▶ to change the highlighted setting.
3. Press **OK** to save the changes.

Call Settings descriptions:

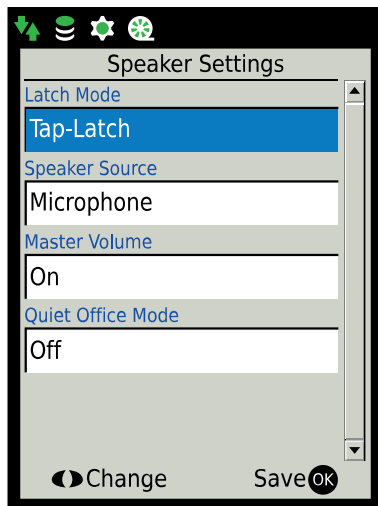
- **Intercom Announce Volume.** Sets the audible beep volume level that is played (providing privacy is disabled) at the beginning of an incoming point to point and group call. The value ranges from 1 (quietest) to 10 (loudest).
- **Intercom Alert Volume.** Sets the ringing volume level for incoming point to point calls when privacy is enabled. The value ranges from 1 (quietest) to 10 (loudest) and **Ringing Off**.
- **Intercom Latching** - Enables/Disables latching on group call conferences. When set to
 - **On** (latching). Members (not including the chairperson) within group call conferences will need to press and release the * (star) key. This will open the voice path. Pressing and releasing the * (star/asterisk) key again will close the voice path.
 - **Off** (non latching). Members (not including the chairperson) within group call conferences will need to press and hold down the * (star/asterisk) key to talk.
- **Intercom Privacy.** Enables privacy when set to **On** and disables privacy when set to **Off**.
- **Local Dipping.** Used to dip/reduce the volume level of the speaker channels. The dipping behaviour depends which option is chosen here. The options within this setting are:
 - **Duplex.** Used to dip the volume level of channels in monitor mode when another channel is set to talk mode.
 - **Simplex.** Used to dip the volume level of all audio channels regardless if their state is changed to talk. If local dipping is already set to Simplex, all channels are dipped.
- **Dipping Level Reduction.** Used to specify by how much the speaker volume will be dipped/reduced. The available options are **1/4**, **1/2**, **3/4** and **Mute**.
- **Audio Restore Delay.** The time delay for the audio to be restored to normal levels once audio ceases to be transmitted. The value set here is in seconds.
- **Automatic Call-back.** The Intercom Automatic Call-back feature, when enabled, automatically makes an ZERO8 call to the first intercom number it received when it is engaged on a call.

Speaker Settings

To change the Speaker Settings:

1. Navigate to **Settings > Speaker Settings**.

This displays the 'Call Settings' page. (Settings are described below)

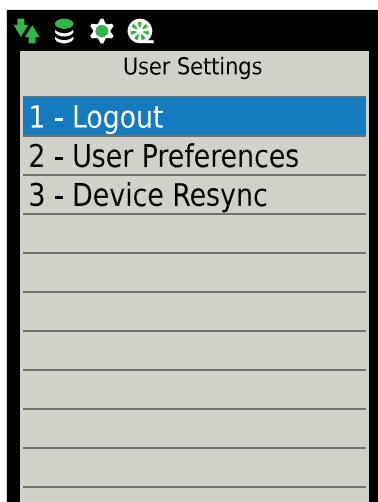


2. Use ◀ and ▶ to change the highlighted setting.
3. Press **OK** to save the changes.

Speaker Settings descriptions:

- **Latch Mode.** Switches between **Tap-Latch** and **Push-to-Latch**. When set to **Tap-Latch** (latching) members will need to press and release the speaker key to open the voice path. Pressing and releasing the speaker key again will close the voice path. When set to **Push-to-Latch** (non latching - also known as Push-to-Talk) members will need to press and hold down the speaker key to talk.
- **Speaker Source.** The speaker source option is used to set the audio source.
 - **Microphone.** This option refers to both the internal and gooseneck microphones. When this setting is selected audio is transmitted from the gooseneck microphone when one is attached or from the internal microphone when a gooseneck microphone is not attached.
 - **Handset.** This option refers to the handset port located at the back of the ZERO8. When this setting is selected and a handset is attached audio is transmitted and received through the port.
- **Master Volume.** Within the Speaker Settings the Master Volume can be **Enabled** or **Disabled**.
 - **Disabled.** The volume on each speaker key works independently of the master volume control.
 - **Enabled.** The master volume has overall control of the speaker key volume levels. For example, no audio will be heard when the master volume is turned down to the lowest level, even if individual channel volumes are turned up to their highest level.
- **Quiet Office Mode.** When set to **Enabled** sends all voice service audio to a handset/headset when one is attached.

User Settings

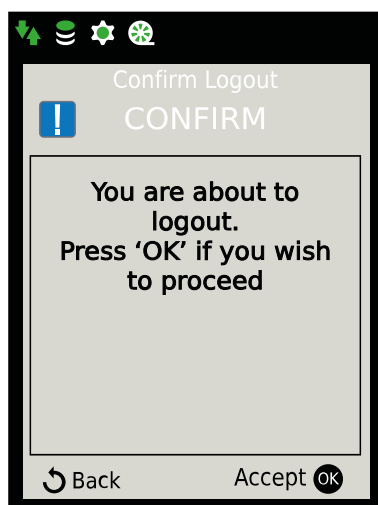


Logout

To log off:

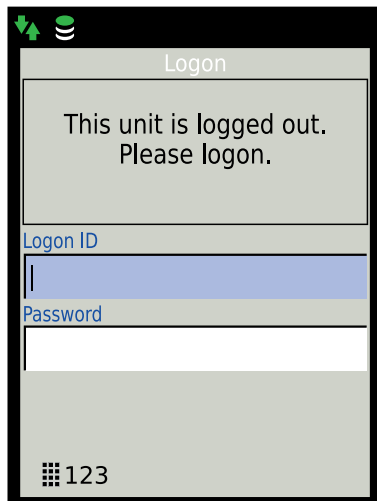
1. Navigate to **Settings > User Settings > Logout**.

This displays the Confirm screen.



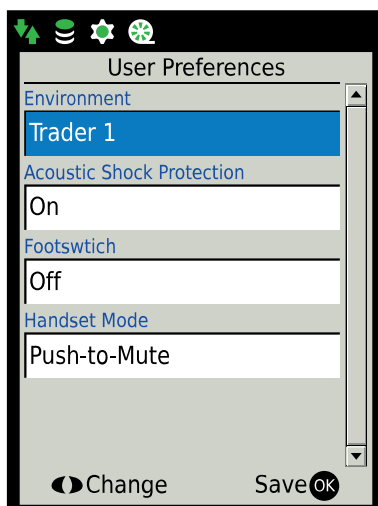
2. Press **OK** to confirm that you would like to log off.

The screen displays the Logon screen.



User Preferences

The 'User Preferences' settings are described below.



- **Environment.** These settings effect how the intercom deskstation is heard by the receiving party. They are described below.
 - **Trader 1.** This setting removes all background sound during a call at the far end when an ZERO8 caller is not talking. The far end caller hears silence when the ZERO8 caller stops speaking.
 - **Trader 2.** This setting does not remove background sound during a call at the far end when an ZERO8 caller is not talking. The far end caller will hear all the audio picked up by the microphone when the ZERO8 caller stops speaking.
 - **Office.** This setting is ideal for quiet office environments. It uses a facility called automatic gain control (AGC). If an ZERO8 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 ZERO8 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.
- **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 can be set to either **On** or **Off**.

- **Footswitch.** This setting enables the use of an external footswitch for push-to-talk on audio channel number 1.
- **Handset Mode.** This setting affect how the handset works during a call. It contains two settings. (This setting is unavailable when **Footswitch** is set to **On**).
 - **Push-to-Talk (un-latched).** When enabled the handset button needs to be pressed and held down to talk during a call.
 - **Push-to-Mute.** When enabled pressing and holding down the handset button mutes the handset microphone during a call.

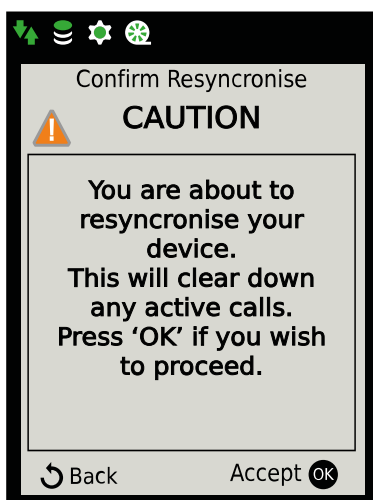
Resynchronising the ZERO8 Deskstation

There are occasions when the ZERO8 Deskstation needs to be resynchronised with the iCMS server. For example, to update changes made on the deskstation through the iManager application.

To re-synchronise the ZERO8 Deskstation:

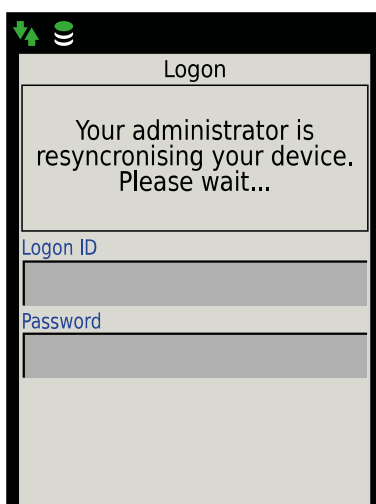
1. Navigate to **Settings > User Settings > Device Resync.**

This displays the 'Confirm Resynchronise' screen.



2. Press **OK** to confirm that you would like to resynchronise the ZERO8.

The screen below is displayed during the resynchronisation process.



The speaker or speed dial screen is displayed when the resynchronisation process has finished.

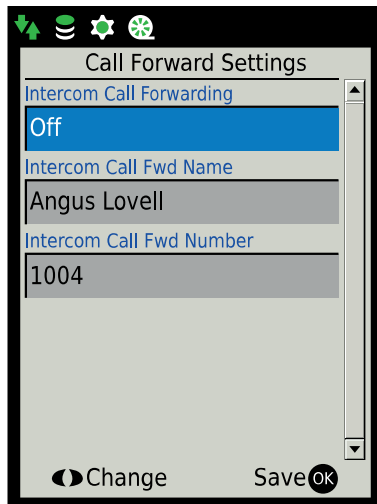
Call Forward

This feature when enabled redirects a point to point call to another point to call destination.

To set up call forward:

1. Navigate to **Settings > Call Forward**.

This displays the 'Call Forward Settings'.



2. When **Intercom Call Forwarding** is highlighted, pressing ◀ or ▶ scrolls between the available **Intercom Call Forwarding** options which are: **Off**, **On Busy** or **Always**.
3. Select the user to whom the call will forward to. To do this, highlight the **Intercom Call Fwd Name** option and pressing ◀ or ▶. This will display the list of users from the 'Global Directory'.



The call forward user can also be selected directly from one of the 'Directories'. To do this highlight the desired user within the directory list and press ▶ to show the options for that user. Select **Program Call Forward**. Confirm the configuration by pressing **OK**.

This only assigns the user to be the call forward contact and will not switch on call the **Intercom Call Forwarding** setting. The setting must be switched on via the 'Call Forward Settings' menu.

4. Highlight the required user and press **OK**. This will return you to the 'Intercom Forward Settings' screen.
5. Press **OK** to save the changes. This will display a blue arrow in the status icon area.



Basic Call Handling

Receiving a Call

A received group or point to point call is indicated by:

- An audible beep.
- The screen displaying a caller's/group name and dial number.

Talk when the call is connected. The voice path is automatically opened when the call is connected.

End Call

Intercom Call

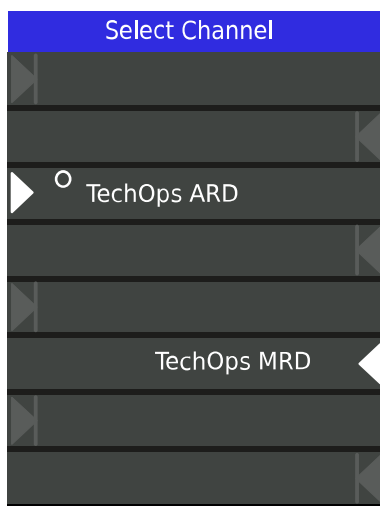
To end an intercom call:

1. Make sure that the 'Intercom' screen is displayed. This can be done by pressing the **i** key.
2. Press **clear**.

ARD Voice Service

1. Press **clear**.

The screen displays Select Channel for approximately 3 seconds.



2. Press the appropriate ARD voice service channel.

Redial Last Call

To redial the last connected call:

Press **redial**.

Mute Microphone During Call

To mute a microphone during a call:

1. Press and hold down **speaker** until the Gooseneck/Internal Microphone Call LED Indicator changes from solid green to solid red. If the call is on a speaker channel, a red dot is displayed on the speaker icon.



Press and hold down **speaker** again to remove mute.

The Gooseneck/Internal Microphone Call LED Indicator changes back from solid red to solid green. The red dot is no longer displayed on the speaker icon.



Privacy Mode

Activate Privacy Mode

To activate privacy mode:

1. Ensure the intercom screen is displayed. You may need to press **i** to display it.



2. Press **privacy**.

The privacy icon (highlighted in magenta below) is displayed on Status Bar.



Repeat above steps to turn off privacy.

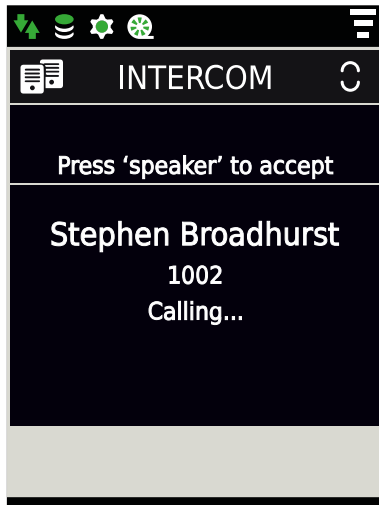


Privacy can also be set within the Call Settings properties. For more information, see *Call Settings* on page 49.

Accept Call in Privacy Mode

To accept a call when privacy mode is activate:

The screen displays the name and extension of the calling party (as illustrated in the example below).

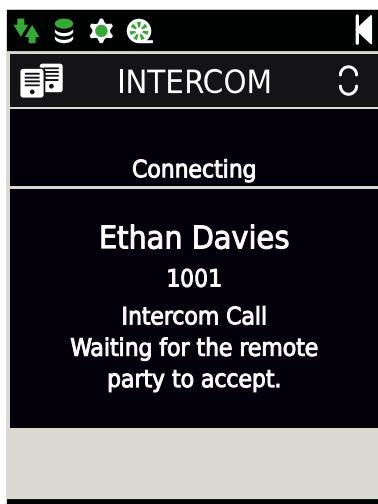


Press **speaker** to accept the incoming call.

Calling an Intercom that has Privacy Mode turned on

When calling a deskstation that has privacy mode turned on:

The calling deskstation screen displays: [call-receiver's name] [call-receiver's extension] Intercom Call Waiting for the remote party to accept.



The above illustration is used for example purposes only.

Wait for call to be answered by the call-receiver.

Making iCS Telephone Calls

To make an iCS call:

1. Ensure the speaker page (not the intercom screen) is displayed. This page contains eight speaker channels.
2. Type the appropriate dial number and wait for the call to be answered.

Hanging Up

To hang up a call:

Press the **clear** key.

Place a Call on Hold

To place a call on hold:

Press the **hold** key. Repeat this to remove from hold.

Redial Last Number

To redial the last number down:

Press **redial**.

Moving a Call From Handset to Microphone

To move a call from handset to microphone:

Press **speaker**. Repeat to return back to microphone/open microphone.

Point to Point Calls

Making a Point to Point Call

Making a call to another deskstation is known as a point to point call. A point to point call can be made using the key pad, speed dials or from the 'Directories' menu.



For information on talking using a handset, see *Handset* on page 73.

Making a Point to Point Call using the Key Pad

To make a Point to Point call using the key pad:

1. Ensure the intercom screen is displayed. You may need to press the *i* key to display it.
2. Dial the number using the key pad.
3. Talk when call is connected.

Making a Point to Point Call using Directories

Point to Point calls can be made using the 'Directories' menu option which contains the following: Global, Personal and Location.

To make a Point to Point call using the Global / Personal / Location Directory:

1. Navigate to **Main > Directories > Global / Personal / Location**.
1. For 'Global' and 'Personal' directories the contact list is shown. Highlight the desired contact and press **OK**.

The process is the same when making a call from the 'Location Directory' with the added step of selecting the desired site (location) before step 2.

2. Talk when call is connected.



The search facility enables one to find contacts a lot faster in long lists compared to using the navigation pad. For more information, see *Directory Search* on page 38.

Making a point to Point Call using Speed Dials



Before doing this, the desired speed dial key must be programmed. For more information please see *Adding Speed Dials* on page 43.

To make a point to point call using speed dials:

1. Ensure the appropriate speed dial page is displayed.
2. Press the appropriate speed dial.
3. Talk when call is connected

Making a Point to Point Call using the Call Register

To make a call using the call register:

1. Navigate to **Main > Call Register**.

2. Highlight the appropriate contact or number, and press **OK**.
3. Talk when 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.

Muting Microphone During Point to Point Call

To mute a microphone during a call:

1. Press and hold down **speaker** until the Gooseneck/Internal Microphone Call LED Indicator changes from solid green to solid red. If the call is on a speaker channel, a red dot is displayed on the speaker icon.



Press and hold down **speaker** again to remove mute.

The Gooseneck/Internal Microphone Call LED Indicator changes back from solid red to solid green. The red dot is no longer displayed on the speaker icon.



Receiving a Call when Intercom Automatic Call-back is enabled

When Intercom Call Automatic Call-back is enabled and a call is received when the ZERO8 is already engaged on a call, a notification is displayed on the screen for a few seconds. This notification states the name and dial number of the user attempting to call.

An orange arrow also appears in the Status Icon area of the screen. This notifies the user that their unit will automatically call the number that attempted to call. It will call when their current call is ended.



When the current call is ended, the unit will automatically attempt to dial the number that previously attempted to contact it. For information on how to enable the Intercom Automatic Call-back feature, see *Call Settings* on page 49.

Receiving a Call when Call Forward is enabled

When call forward is enabled on an ZERO8, calls made to it are sent to the number set in the call forward settings. For more information, see *Call Forward* on page 55.

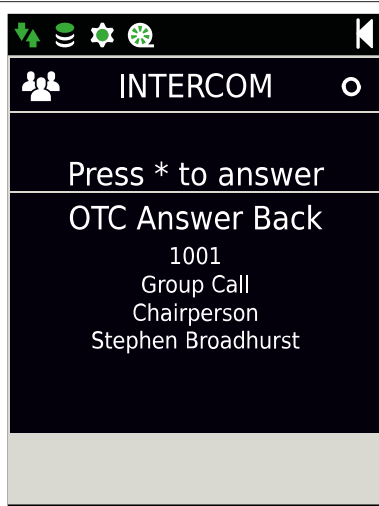
Group Calls

The ZERO8 supports the following types of group calls: Mixing Group Call, Standard Group Call, Answerback to Owner Group Call. A lock can be applied to each mentioned group call type.

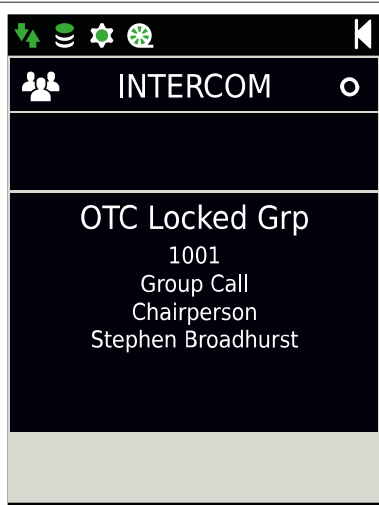
Standard Group Call. A standard group call is a call used to make announcements to members of the standard group call. The members receiving the announcement are unable to talk back to the group.



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 * (star) key. The remaining members need to press the * (star) key to talk. Other than the chairperson, the group call member's ZERO8 screens will display the name of the chairperson and that they need to press the * (star) key to talk. When the chairperson exits the group call (by pressing the **clear** key) the group call ends. When a member of the group, other than the chairperson, exits the conference the conference will continue with the remaining members and chairperson.



Answerback to Owner. An answer back to owner group call is one when a group member initiates an answer back to owner group call and makes a request for information or for a person. He/she then needs to press the * (star/asterisk) key when they have made the request and wait for a member of the group to respond. A group member needs to respond by pressing the * (star/asterisk) key on their deskstation. This results in a point to point call between the two group members. If no one responds to the request within twenty seconds the group call request is ended.



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.

For information on talking using a handset, see *Handset* on page 73.

Making Group Calls Using Key Pad

For all group calls:

1. Ensure the intercom screen is displayed. You may need to press **i** to display it.
2. Dial the group call dial number.

Then follow the steps under the *Once Connected...* below for your chosen group call type.

Making Group Calls Using Directories

For all group calls:

1. Navigate to **Main > Directories > Group**.
This displays the 'Group Directory' screen.

2. Highlight the appropriate group and press **OK**.

Then follow the steps under *Once connected...* below for your chosen group call type.

Making Group Calls Using Speed Dials

For all group calls:

1. Ensure the appropriate speed dial page is displayed.
2. Press the appropriate speed dial.

Then follow the steps under the *Once connected...* below for your chosen group call type.

Once connected...

For Standard Group Calls

1. Make an announcement.
2. Press **clear** to end the group call.

For Mixing Group Calls

1. Talk when group call is connected.
2. Press **clear** to end the group call.

For Answerback to Owner Group Calls

1. Make a request.
2. When finished press the * (star/asterisk) key and wait for an answer.

If no one responds to the request within twenty seconds the group call is ended.

Responding to the Initiator of an 'Answerback to Owner' Group Call

1. Press the * (star/asterisk) key.
This establishes a point to point connection.
2. Talk when call is connected.
3. Press **clear** to end the call.

Talking on a Group Call

To talk to on a group call:

Simply talk if you initiated the group call

OR

Press * (star/asterisk) (if applicable) and talk when the voice path is open.



Only the group call initiator (chairperson), not the remaining group call members, can talk on a locked group call. The remaining group call members can only listen in this call type.

End a Group Call

The chairperson (the person who initiates the group call) is the only member that can end a group call.

To end a group call:

Press **clear** (if applicable).

Rejoining a Group Call

To rejoin a group call either:

Dial the group call dial number.

OR

Within **Directories > Group**, elect the appropriate group call.

Muting Microphone During Group Call

To mute a microphone during a call:

1. Press and hold down **speaker** until the Gooseneck/Internal Microphone Call LED Indicator changes from solid green to solid red. If the call is on a speaker channel, a red dot is displayed on the speaker icon.



Press and hold down **speaker** again to remove mute.

The Gooseneck/Internal Microphone Call LED Indicator changes back from solid red to solid green. The red dot is no longer displayed on the speaker icon.



Voice Services

A voice service is a hoot (also known as a broadcast) or a private wire (also known as private lines). A private wire is a manual ringdown (MRD) or automatic ringdown (ARD).

The letter next to the voice service description indicates the voice service type.

For information about voice service icons, please see *Voice Service Icons* on page 32

As previously mentioned the ZERO8 Deskstation can run on a non iCS hoot platform. The following features and functions are prevented on this platform:

- The SIP registration icon is completely removed from the status icons.
- No dial number is displayed on the home screen.
- The 'Call Register', 'Intercom Privacy', 'Speed Dial' and 'Auto Announce Tone' menus are disabled. The **redial** and **transfer** keys are disabled.
- The directories menu navigates to voice services.
- The alpha numeric key pad is disabled.

Adding Voice Services to Speaker Channels

For information on programming voice services please see *Adding Voice Services to Speaker Channels* on page 69.

ARD Calls

Making an ARD Call



Please ensure the appropriate voice service is added to a speaker channel prior to attempting to listen to it. For more information, see *Adding Voice Services to Speaker Channels* on page 45.

To make an ARD call:

1. Ensure the Speaker page is displayed.
2. Locate and press the speaker channel which contains the ARD voice service.

The icons on the illustration below are displayed on the line key during the ringing/call connection stage.



3. When the call is answered at the far end the line key will look similar to the illustration below.



4. Talk when the call is connected.

Receiving and Accepting an ARD Call

The icons within the illustration below are displayed when receiving an ARD call.



Press the appropriate line key to accept the call.

When the call is answered the line key will look similar to the illustration below.



Talk when the call is connected.

Listening to Voice Services



Please ensure the appropriate voice service is added to a speaker channel prior to attempting to listen to it. For more information, see *Adding Voice Services to Speaker Channels* on page 45.

Listening to Hoot Voice Services

To listen a hoot voice service:

1. Ensure the Speaker page is displayed and locate the speaker channel with the required hoot voice service.

It should look similar to the illustration below (excluding the text).



2. Ensure the master and/or speaker channel volume are at the appropriate audio level.

Listening to MRD Voice Services

To listen an MRD voice service:

1. Ensure the Speaker page is displayed and locate the speaker channel with the required MRD voice service.

It should look similar to one of the illustrations below (excluding the text).



2. Ensure the master and/or speaker channel volume are at the appropriate audio level.

Talking back to Hoot/MRD Voice Services



- Requires talk permissions to talk back to voice services. For more information, please contact your System Administrator.
- 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.

To talk back to a Hoot/MRD voice service:

1. Ensure the Speaker page is displayed.
2. Press and hold down the appropriate speaker channel if the key is unlatched.

OR

Press and release the appropriate speaker channel if the key is latched.

Gooseneck/Internal Microphone LED is lit solid green when the above step is completed indicating the voice path is open.



3. Talk when the voice path is open.
4. When you have finished speaking:
Release the speaker channel if the key is unlatched

OR

Press and release the appropriate speaker channel if the key is latched.

Ring on Busy (MRD)

The **Ring on Busy** option is specific to MRDs and can be set to either **On** or **Off**. When set to **On** It allows the far end to ring an MRD channel when the line is in use. When set to **Off** ringing will be muted on the MRD channel when in use.

This setting can be found within **Program > Alerts**. For more information please see *Alerts - Ring on Busy (MRD)* on page 45.


Signal an MRD Voice Service

To signal an MRD Voice Service:

1. Press the **speaker key**.

The label 'Select Channel' is displayed on the screen for approximately three seconds.

2. Press the appropriate speaker channel key.

The selected speaker channel's state changes from speaker to handset mode. This is indicated by its icon changing from  to  or .

Press the speaker channel's associated soft key to remove/apply handset mute.

3. Press the * (star/asterisk) key to ring the MRD channel at the far end.

Muting all Speaker Channels



This muting method does not mute MRDs and ARDs.

To mute all speaker channels:

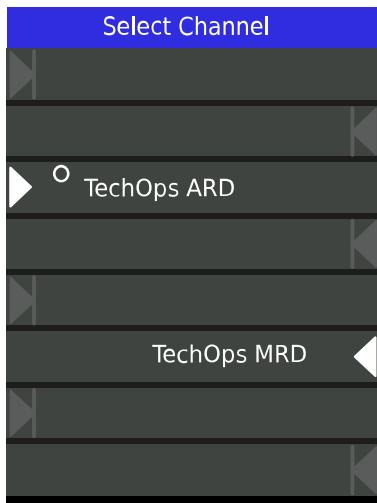
1. Navigate to 'Main' menu.
2. Highlight **Mute Speakers** and press **OK**.

Muting & Unmuting Individual Speaker Channels

To mute an individual speaker channel:

1. Ensure the 'Speaker' page is displayed.
2. Press ◀ or ▶ key.

The text 'Select Channel' is displayed at the top of the speaker page.



3. Press the appropriate speaker channel to mute it.

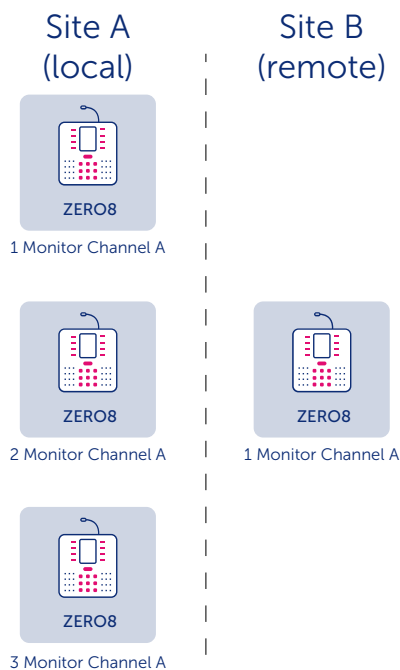
The LED associated with the speaker channel will flash red and green indicating it is muted.

4. Repeat the above steps to remove mute from an individual channel.

Removing Voice Services from Speaker Channel

For information on removing voice services from speaker channels, see *Deleting Voice Services from Speaker Channels* on page 45.

Global Muting



Global muting is a muting function applied on lines and can only be set through iManager. It is applicable to hoots and ARD and MRD calls. It is best described using an example. Take, for example, a speaker channel that is monitored by several local and remote ZERO8 units. If a local ZERO8 changes the channel state from monitor to talk the speaker channel is muted on the other local ZERO8s. Remote units are still able monitor the same speaker channel. The scenario illustration located on the left 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.



Contact your System Administrator for more information on Global Muting.

Microphones

Speakerbus supply the following types of microphones with this deskstation:

- **Close Talking Microphone.** This microphone requires you to talk in close proximity (within 2 inches) to the microphone.
- **Open Microphone.** This is in-built and part of the ZERO8 unit.



- Open Microphones are not suitable in all environments.
- For more information on microphones, please refer to *Optional Speakerbus Accessories* on page 13.

Handset

Handset Push to Talk

Please ensure the **Push To Talk** handset mode setting is enabled beforehand. For more information, see *User Preferences* on page 53.

To talk on a handset during a call:

1. First ensure the call is connected.
2. Press the **speaker** key to change deskstation state from microphone and speaker to handset / headset.

The handset icon with a red dot is displayed on the status bar. This indicates the handset is muted.



3. Press and hold the handset button to talk.

The red dot is removed from the handset icon when the handset button is pressed and held down. This indicates the voice path is opened.



Mute Handset

Please ensure the **Push To Mute** handset mode setting is enabled beforehand. For more information, see *User Preferences* on page 53.

To mute handset during a call:

1. First ensure the call is connected.
2. Press the **speaker** key to change deskstation state from microphone and speaker to handset / headset.

The icon is displayed on the status bar.



3. Press and hold the handset button to mute the handset microphone.

The handset icon with a red dot is displayed on the status bar when the handset button is

pressed and held down. This indicates the handset is muted.



Headset

Please ensure the **Push To Mute** handset mode setting is enabled beforehand. For more information, see *User Preferences* on page 53.

To talk on a headset.

1. First ensure the call is connected.
2. Press the **speaker** key to change deskstation state from microphone and speaker to handset / headset.

The icon is displayed on the status bar.



3. Talk.

Cable Requirements

Ethernet Interface

- Cable: Minimum Category 5e UTP. Maximum length 100m.
- Connector: RJ-45

System Management

System management through Speakerbus iManager software.

Recommended Input Devices

Handset

- Speakerbus momentary latching noise cancelling handset

Recommended Microphones

- Close Talking Noise Cancelling: 550 x 8.5 mm (52-09-021)
- Cardiod: 550 x 8.5 mm (52-09-022)

Dimensions

- Height: 200mm
- Width: 166mm
- Depth: 160mm
- Weight: 1.2kg

Power Requirements

- Typical: 6W
- Maximum: 12.95W

Environmental Performance

Operational Environment

- Temperature: 5°C – 35°C
- Relative Humidity: 10% - 85 % RH (non condensing)

Storage Environment

- Temperature 0°C – 60°C
- Humidity 10% - 85 % RH

Deskstation

In addition to the safety information contained in this section, please refer to the ZERO8 Safety Instructions (SAF708).

CE Mark

The “CE” mark affixed to this equipment means that the unit complies with relevant directives.

Class I Pluggable Equipment Type A



This section is applicable if the ZERO8 is provided with the optional Power over Ethernet AC adapter. Speakerbus Part Number - iD POE.

The ZERO8 has been certified to meet IEC 60950-1 and is provided with a Class 1 pluggable 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 “Laite on liitettävä suojakosketinpistorasiaan”

Norway “Apparaten må tilkoples jordat stikkontakt”

Sweden “Apparaten skall anslutas till jordat uttag”

Declaration of Conformity

This equipment conforms to the following directives: EN60950-1, 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.

Warnings

The Speakerbus ZERO8 intercom and broadcast station has been approved from an EMC and Product Safety perspective for use with Unshielded Twisted Pair (UTP) patch cables. Use of screened or shielded patch cables with the ZERO8 will invalidate important product approvals.



Speakerbus

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