



Speakerbus

User Guide ARIA Click

Revision 5

Published Date: 23 February 2022

Guide Reference: UGARIA/R5

speakerbus.com

All rights reserved © Copyright 2022, Speakerbus Technology

Printed in the UK 2022.

Speakerbus Technology Limited reserves the right to make changes to the information in this document at any time without notice. Information published in this document is believed to be reliable. However, Speakerbus Technology Limited assumes no liabilities for inaccuracies or omissions in this document, or liability arising from the use of such information.

Speakerbus Technology Limited assumes no liability for the infringement of patents or other intellectual property rights owned by third parties which may result from the application of this information.

No part of this document may be reproduced or transmitted in any form or by any means electronic or mechanical, for any purposes, without the written permission of Speakerbus Technology Limited.

Trademarks

Speakerbus Technology company logo is a registered trademark of Speakerbus Technology Limited. Speakerbus is a trademark of Speakerbus Technology Limited.

Statement of Conditions

Speakerbus reserves the right to make changes to the products described in this document without notice.

Speakerbus Technology Limited does not assume any liability that may occur due to the use or application of the product(s) describes herein.

Revision History

Revision 1	August 2020
Revision 2	October 2020
Revision 3	December 2021
Revision 4	December 2021

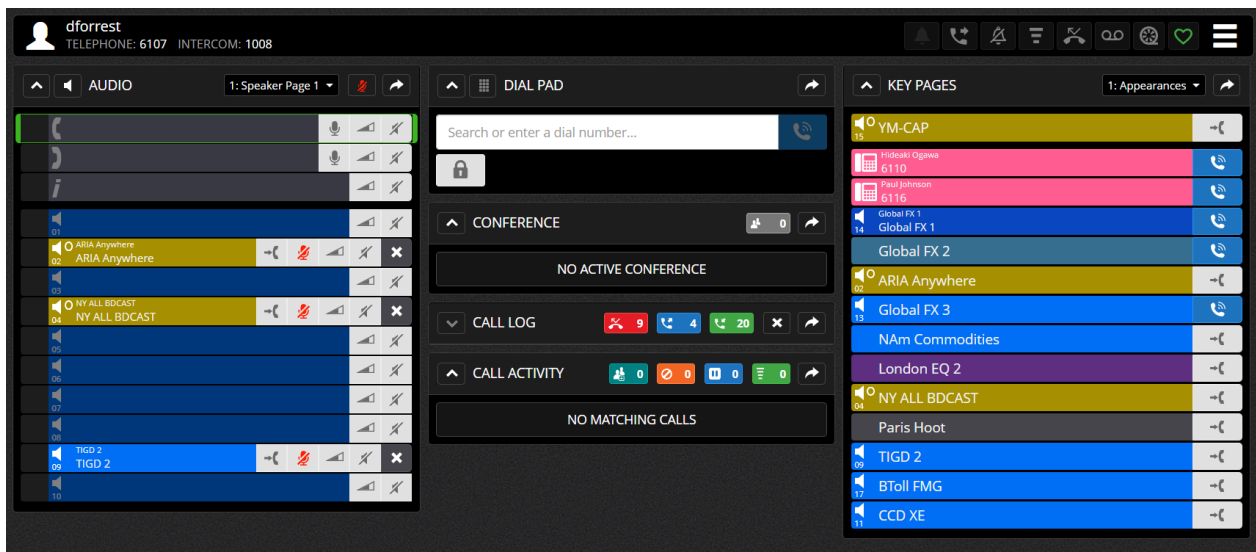
Contents

Introduction.....	7
End user features	8
About this guide	8
Further help.....	8
Version.....	9
Compatibility.....	9
Getting Started.....	11
Prerequisites.....	11
Hardware / software requirements	11
Virtual desktop support.....	11
Sign in	11
Sign in invalid / denied.....	14
Sign out.....	14
ARIA Click Elements.....	17
Default layout view	17
Notification Toolbar.....	18
Recording Configuration Status.....	19
Health Status	20
User Menu.....	20
Edit Alert Profiles.....	21
Edit Personal Directory	22
Adding a Personal Directory Entry	22
Editing a Personal Directory Entry	24
Deleting a Personal Directory Entry	25
Preferences	26
Audio Settings.....	27
Alert Override	28
Call Forwarding.....	28
Do Not Disturb.....	29
Intercom Privacy.....	29
Missed Calls	30
Voicemail.....	30
System Menu.....	30
Reset.....	31
Debug Logging 1/2	31
Download Logs.....	31
Device Info.....	31
About.....	32
Panels	32
Undocking and Docking a Panel.....	32

Collapsing or Expanding a Panel	32
Audio Panel.....	33
Handsets.....	34
Dial Pad Panel	35
Conference Panel.....	36
Call Log Panel	36
Single Line Simple Mode.....	36
Dual Line Detailed Mode.....	37
Actions	37
Auto Collapse	37
Filters	38
Call Activity Panel.....	38
Key Pages Panel.....	38
Editing line keys.....	39
Speaker and handset call state indicators	40
VAD Indicators.....	40
Key page appearances.....	41
Speed Dial	41
PBX (Dial Tone).....	42
Voice Service	42
Virtual Private Wires	42
Call Activity	42
Intercom.....	43
Speaker Channel.....	43
Speaker call state icons	43
Handset call state icons	44
Call Handling.....	45
Making a call using the dial pad panel.....	46
Making a call using a speed dial.....	47
Making a call using the call log panel.....	48
Making a call using private wires	48
Making an automatic ringdown (ARD) call	48
Making a manual ringdown (MRD) call.....	49
Signalling on a manual ringdown (MRD).....	49
Making a call whilst on an existing call	49
Making a call using redial	50
Making a call private.....	50
Barging in	51
Answering calls.....	51
Answering multiple calls.....	52
Placing a call on hold.....	52
Retrieving a call on hold.....	52
Transferring a call.....	52

Cancel call transfer.....	53
Immediate transfer speed dial.....	53
Call forwarding	54
Moving a call between handsets	55
Moving a call to a speaker channel.....	56
Clearing a call	57
Missed calls	57
Conferencing	59
Standard conference.....	59
Creating an ARIA Click (Local) Conference	59
Removing a Conference Participant	60
Ending an ARIA Click (Local) Conference	60
Fast conference.....	61
Speaker Channels.....	65
Assigning an appearance to a non-paging speaker channel	65
Assigning an appearance to a paging speaker channel.....	66
Moving an appearance on a speaker channel to a handset	67
Talking on a speaker channel	67
Click to Latch	67
Push to Talk.....	67
Wiping an appearance from a speaker channel.....	68
Muting a speaker channel.....	68
Intercom.....	69
Intercom and group calls.....	69
Intercom.....	69
Group calls.....	70
Making an intercom call	70
Answering an intercom call	71
Clearing an intercom call.....	71
Missed intercom calls.....	71
Making a group call	71
Talking on a mixing group call	72
Talking on an answerback group call	72
Remote Desktop Access.....	73
Configuring Citrix Virtual Desktop	73
Configuring Windows Remote Desktop	73
Frequently Asked Questions	75

Introduction



ARIA Click is Speakerbus' virtual endpoint that provides the same global hoot, advanced telephony and private line functionality as available on the iTurret. Trader voice capabilities are accessible from a compatible browser and can be used on most modern Windows audio capable devices.

With up to 100 fully customisable pages, enhanced directory search and simple page navigation, ARIA Click puts you in complete control of how you communicate.

ARIA Click runs on iCS, Speakerbus' secure, scalable, high-availability collaboration software platform, which can be deployed in the cloud or on-premise and integrates seamlessly with leading unified communications platforms as well as with leading voice recording solutions ensuring all conversations can be captured, archived and audited in accordance with regulatory and compliance requirements.

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

End user features

- Call Types:
 - Telephony
 - Intercom
 - Group Calls
 - Hoot 'n' Holler
 - Private Wires - ARD (Automatic Ring Down) and MRD (Manual Ring Down)
- Browser based HTML5 compliant application
- Supports multiple audio devices
- Supports 11 Party conferencing (no additional conference equipment required) and fast conferencing
- One click show/hide individual panels
- Dock/undock individual panels
- Seated user and device status information
- Advanced logging
- Incoming call notification
- Persistent user preferences between iD808 and web browser interface
- Browser closure notification
- Customisable user interface
- Corporate or personal telephony directory access
- Dial pad for telephony calls
- Combined corporate/personal/voice service search
- Choice of host device:
- Remote use of iD808 Trading Turret or iManager Deskstation Unified Communications Virtual Endpoint (iDUCX)

About this guide

This guide explains how to use ARIA Click's user interface for private wires (ARD / MRD / Hoot), intercom (point to point / group calls), telephony (placing and answering calls / call forwarding / conferencing) and assigning these to speaker channels and virtual headsets.

Further help

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

Version

This document is written for ARIA Click version 2.400

For more information on the version, see *Device info.* on page 31.

Compatibility

ARIA Click version 2.400 is compatible with iManager Centralised Management System (iCMS) version 3.950.2.0 or higher.

Getting Started

Prerequisites

Hardware / software requirements

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

- Android® / Windows® / macOS® device
- A WebRTC compatible browser such as Google Chrome® v54+ and Mozilla Firefox® v50+ browser
- A display resolution of 1376 x 768 pixels minimum (1920 x 1080 pixels recommended).
- A microphone and speaker; up to three microphones /speakers for multiple streams
- Wired or wireless connection

Virtual desktop support

- Citrix® Virtual Desktop is supported, see *Configuring Citrix Virtual Desktop* on page 73.
- Windows® Remote Desktop Protocol (RDP) is supported, see *Configuring Windows Remote Desktop* on page 73.

Sign in

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

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

To sign in to ARIA Click:

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

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

SIGN IN WITH SPEAKERBUS

User ID

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

Sign in with only Speakerbus Credentials

SIGN IN WITH SPEAKERBUS

User ID

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

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

SIGN IN WITH MICROSOFT ACTIVE DIRECTORY

ACL

Password

SIGN IN

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

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

3. Type the user name and password into the **User ID** and **Password** text boxes respectively.
4. If offered sign in with solely Speakerbus Credentials (left image shown above), go to Step 7.
5. If offered sign in with Speakerbus/Active Directory Credentials, select and select authentication type, **Speakerbus** or **Microsoft Active Directory**.

SIGN IN WITH SPEAKERBUS

AUTHENTICATION TYPE

Speakerbus

Microsoft Active Directory

CANCEL

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

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

SIGN IN WITH MICROSOFT ACTIVE DIRECTORY

MICROSOFT ACTIVE DIRECTORY DOMAIN

ACL

DFR

FGR

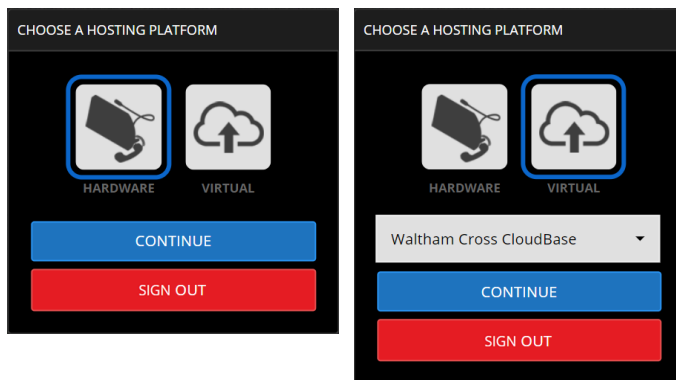
CANCEL

ARIA SHOULD NOT BE USED FOR EMERGENCY CALLS, THE LOCATION MAY BE INCORRECTLY REPORTED TO THE OPERATOR.

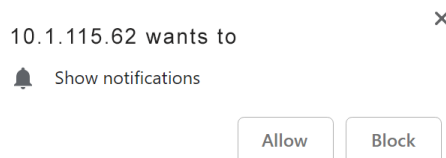
7. Select **SIGN IN**. If sign in fails see *Sign in invalid / denied* on page 14.
8. The **CHOOSE A HOSTING PLATFORM** screen will be displayed (see below). Select either **HARDWARE** or **VIRTUAL** (options displayed are dependant on your organisations' configuration).



If **HARDWARE** or **VIRTUAL** is the only available option, you will be automatically signed in after three seconds..

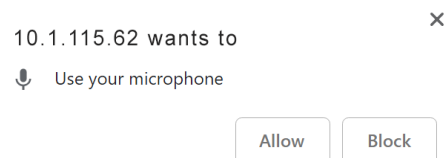


9. If selecting **VIRTUAL**, choose the CloudBase Collection from the dropdown list as instructed by your Administrator. Lastly, select **CONTINUE**.
10. A pop up message asking if you would like to share notifications from this site will be displayed (see below). Select the **Allow** option.



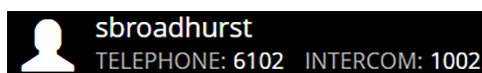
Blocking notifications prevents activity alerts from being displayed when ARIA Click is minimised.

11. The next pop up message will ask if you would like to share your microphone with the soft client host. Select the **Allow** option.



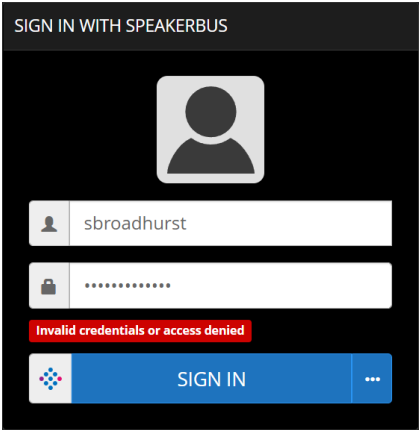
ARIA Click will not start without access to a microphone.

12. When you have signed in successfully your user name, dial number and intercom number (if configured) will be displayed at the top left of the screen.




If sign in fails then please contact your System Administrator or see *Frequently Asked Questions* on page 75.

Sign in invalid / denied



Check your **User ID** is correctly entered and re-enter the **Password**, see *Sign in* on page 11. To sign in select **SIGN IN**.

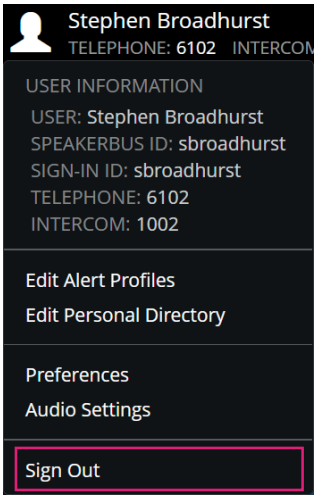
- 
- If sign in is denied then please contact your System Administrator.
 - If you do not know your **User ID** and/or **Password** contact your System Administrator.

Sign out

To sign out of ARIA:

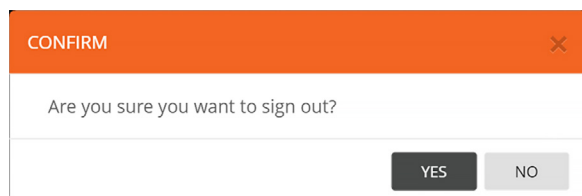
1. Select the **User Information** icon  located at the top left of the selectscreen.

This displays several menu options including **Sign Out** highlighted below.



2. Select **Sign Out**.

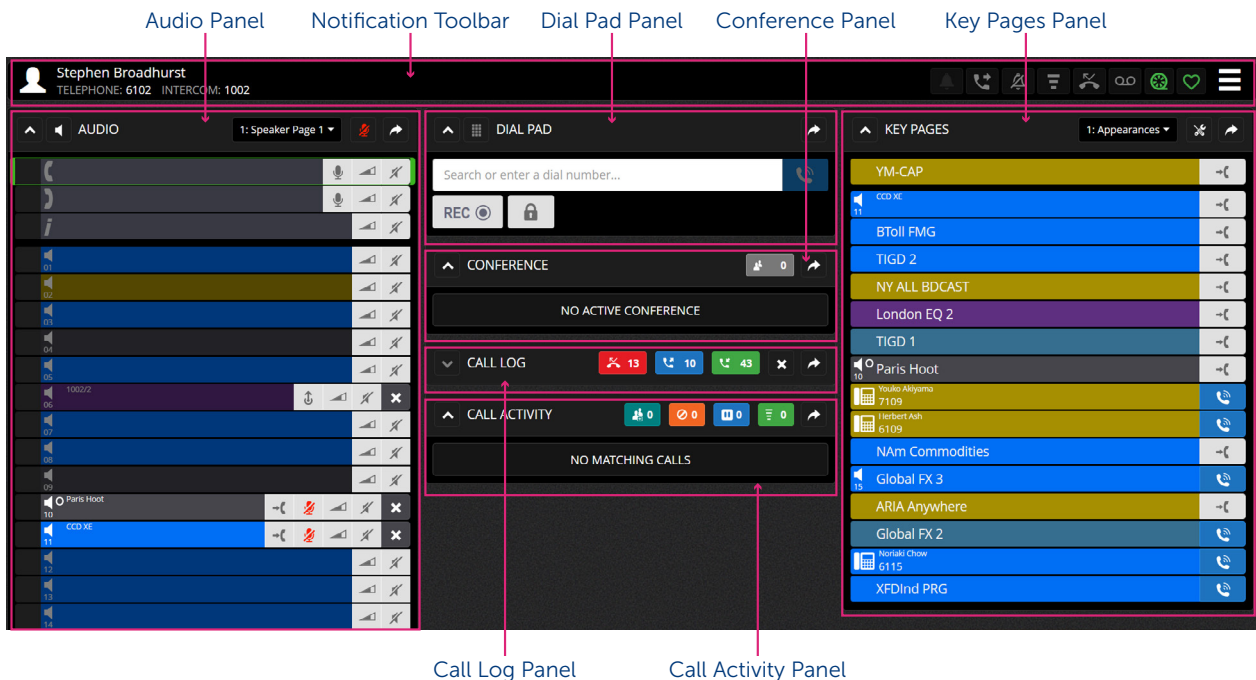
This will display a CONFIRM sign out dialog.



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

ARIA Click Elements

Default layout view



ARIA Click consists of three columns, a notification toolbar and six panels. The default panel layout is shown in the image above. Panels can be repositioned or undocked, see *Panels* on page 32.

ARIA Click default layout:

- Notification Toolbar (see page 18) includes
 - User Menu
 - Alert muting
 - Call forwarding
 - Do not disturb
 - Intercom Privacy
 - Missed calls
 - Voicemail
 - Recording configuration status
 - Health Status
 - System Menu
- Audio Panel displays the list of handsets, intercom and configured speakers. For more information, see *Audio Panel* on page 33.
- Dial Pad Panel includes the dialling facility for placing outbound calls, in-call DTMF and less frequently used in-call actions e.g. privacy, transfer. For more information, see *Dial Pad Panel* on page 35.

- Conference Panel displays the list of participants in a conference, see *Conference Panel* on page 36.
- Call Log Panel includes:
 - Missed calls
 - Placed calls
 - Received calls

For more information, see *Call Log Panel* on page 36.

- Call Activity Panel includes:
 - Eligible calls to add to conference
 - Ringing calls
 - On hold here calls
 - On hold elsewhere calls
 - Busy elsewhere calls

For more information, see *Call Activity Panel* on page 38.




- Key Pages Panel, filtered by turret page, includes:
 - Speed dials
 - Virtual Private Wires
 - PBX appearances
 - Intercom appearances
 - Voice service appearances

For more information, see *Key Pages Panel* on page 38.









Notification Toolbar



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





 sbroadhurst TELEPHONE: 6102 INTERCOM: 1002	Current Seated User.
	Recording Configuration Status, see page 19.
	Health Status, see page 20.

The notification toolbar also provides access to:

	User Menu, see page 20.
	Alert Override, see page 28.
	Call Forwarding, see page 28.
	Do Not Disturb, see page 29.
	Intercom Privacy, see page 29.
	Missed Calls, see page 30.
	Voicemail, see page 30.
	System Menu, see page 30.

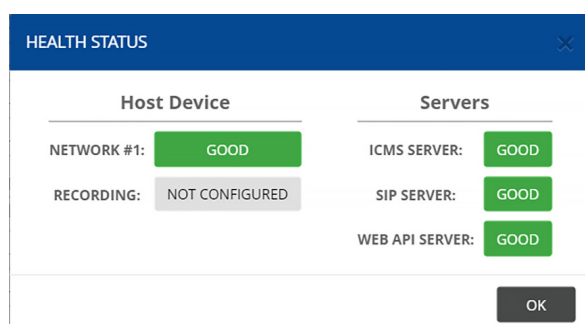
Recording Configuration Status



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

To view details of ARIA Click's recording configuration status:

1. Select the **Recording Configuration Status** icon, as highlighted above.



Health Status


sbroadhurst
 TELEPHONE: 6102 INTERCOM: 1002














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

To view details of ARIA Click's health status:

1. Select the **Health Status** icon, as highlighted above.

HEALTH STATUS 

Host Device

Servers

NETWORK #1: GOOD
 RECORDING: NOT CONFIGURED

ICMS SERVER: GOOD
 SIP SERVER: GOOD
 WEB API SERVER: GOOD

OK

If any errors are shown, select the indicator for more information and report to your System Administrator. To perform a reset, see *Reset* on page 31.

User Menu


sbroadhurst
 TELEPHONE: 6102 INTERCOM: 1002





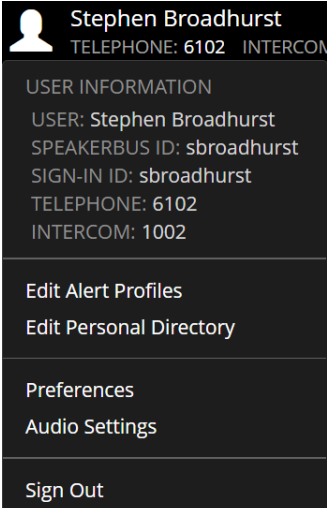






Select the **user menu** icon to display the following user information/menu options:

- **User.** This is the username.
- **Speakerbus ID.** This is the signed in user Speakerbus identification.
- **Sign In ID.** This is the signed in Active Directory user identification.
- **Telephone.** This is the default PBX appearance assigned by your System Administrator. It is the default appearance used when making telephony calls, see *PBX Appearances* on page 42.
- **Intercom.** This is the intercom number assigned to the signed in user.
- **Edit Alert Profiles.** Select to edit alert profiles, see page 21.
- **Edit Personal Directory.** Select to edit personal directory, see page 22.
- **Preferences.** Select to configure user preferences, see page 26.
- **Audio Settings.** Select to configure user preferences, see page 27.
- **Sign Out.** Select to sign out, see page 14.



Stephen Broadhurst
TELEPHONE: 6102 INTERCOM: 1002

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

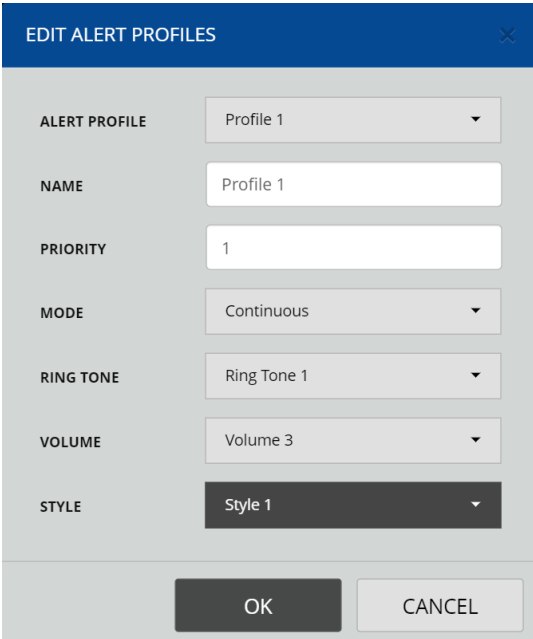
Edit Alert Profiles
Edit Personal Directory

Preferences
Audio Settings

Sign Out

Edit Alert Profiles

Select the **Edit Alert Profiles** option to display the following options:



EDIT ALERT PROFILES

ALERT PROFILE: Profile 1

NAME: Profile 1

PRIORITY: 1

MODE: Continuous

RING TONE: Ring Tone 1

VOLUME: Volume 3

STYLE: Style 1

OK CANCEL

Edit Alert Profiles:

- **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 PBX, voice services and intercom appearances as well as virtual private wires. A maximum of 32 profiles can be set.
- **NAME.** This option is used to edit the profile name.
- **PRIORITY.** This option determines which alert profile has priority when several incoming calls are received at the same time. It contains 32 priority levels.

For example, if two incoming calls are received and the profile priority on Call A is set to 2, and Call B is set to 1 and ringtones are enabled on both calls, Call B will ring. When Call B is answered Call A will start to ring.

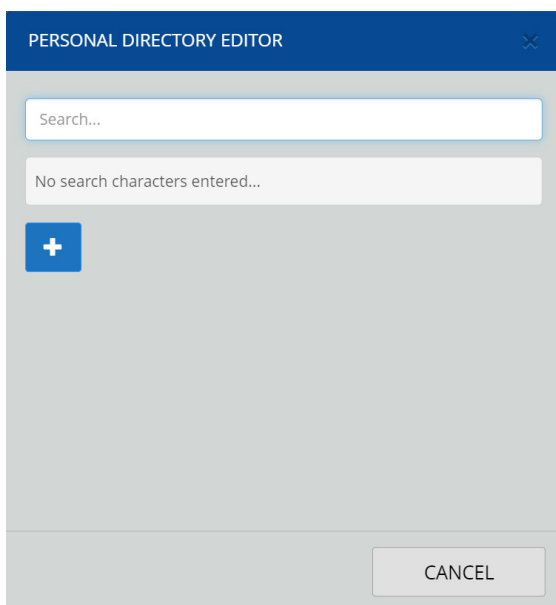
- **MODE.** This option is used to set the ring duration or when a ringtone starts ringing. It


contains the following options:

- Off
- Continuous
- Ring Once
- Ring and Mute
- Play after 1 second - Play after 14 seconds
- **RING TONE.** This option contains 16 different ringtones.
- **VOLUME.** This option contains 17 settings; [Silent], 1 being the quietest and 16 being the loudest.
- **STYLE.** The alert style used for ringing incoming calls. For example, if this option is set to 1 ringing incoming calls ring with a grey alerting background on the call activity tile.

Edit Personal Directory


Select the **Edit Personal Directory** option to display the following options:

A screenshot of a dialog box titled "PERSONAL DIRECTORY EDITOR" with a close button (X) in the top right corner. Inside the dialog, there is a search input field with the placeholder text "Search...". Below the input field, a message states "No search characters entered...". A blue square button with a white plus sign (+) is located on the left side of the dialog. At the bottom right, there is a "CANCEL" button.

- **Search....** Search for an existing personal directory entry.
- . Add a personal directory entry.

Adding a Personal Directory Entry

To add a personal directory entry:

1. Select the **add personal directory entry**  icon.
2. This will display the following dialog:

PERSONAL DIRECTORY EDITOR

SHORT LABEL

LONG LABEL

ADDRESS TYPE: General

ADDRESS:

DEFAULT: Yes

3. Enter a **short label** and **long label**, an example is displayed below:

PERSONAL DIRECTORY EDITOR

SHORT LABEL: DForrest

LONG LABEL: Deirdre Forrest

ADDRESS TYPE: General

ADDRESS:

DEFAULT: Yes

4. Select an **address type** from the choices General, Main Office, DDI, Mobile, Home, Intercom, Group Call or Tone to Line.
5. Enter an **address**.
6. To add an additional address for an entry select the **add entry** icon and repeat steps 3-4.
7. Select **OK** to confirm entry.

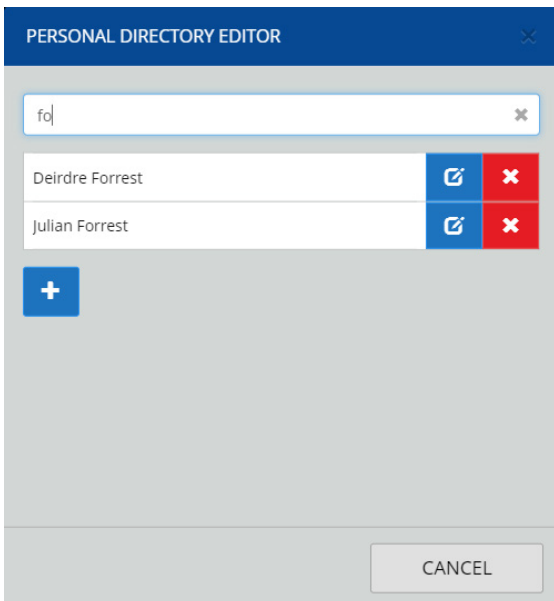


When adding more than one address to an entry, set **DEFAULT** to 'Yes' for the default address you want to use..

Editing a Personal Directory Entry

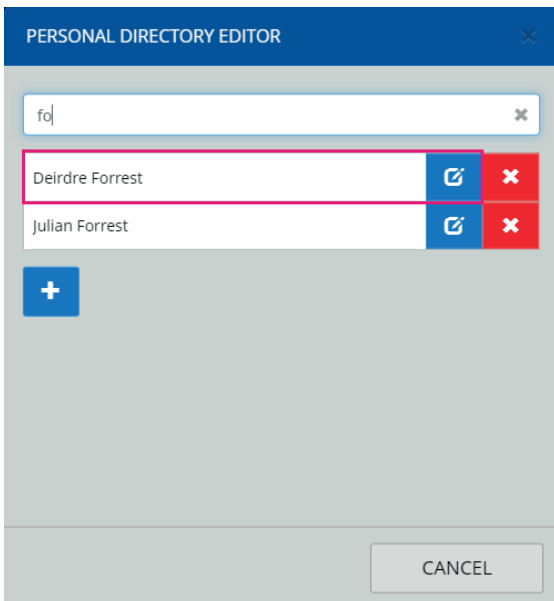
To edit a personal directory entry:

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



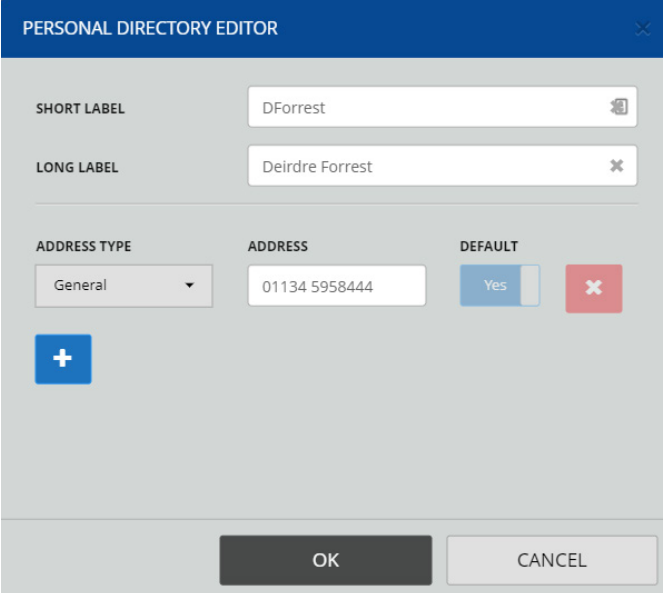
The screenshot shows a dialog box titled "PERSONAL DIRECTORY EDITOR" with a close button (X) in the top right corner. Below the title bar is a search text box containing the text "fo". Below the search box is a list of two entries: "Deirdre Forrest" and "Julian Forrest". Each entry has a blue edit icon (pencil) and a red delete icon (X) to its right. Below the list is a blue button with a white plus sign (+). At the bottom right of the dialog box is a "CANCEL" button.

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



The screenshot shows the same "PERSONAL DIRECTORY EDITOR" dialog box. The search text box still contains "fo". The entry "Deirdre Forrest" is now highlighted with a pink border, indicating it is selected. The "Julian Forrest" entry remains below it. The edit and delete icons are still present next to each entry. The blue plus button and the "CANCEL" button are also visible.

3. Edit the entry.



The screenshot shows a dialog box titled "PERSONAL DIRECTORY EDITOR" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

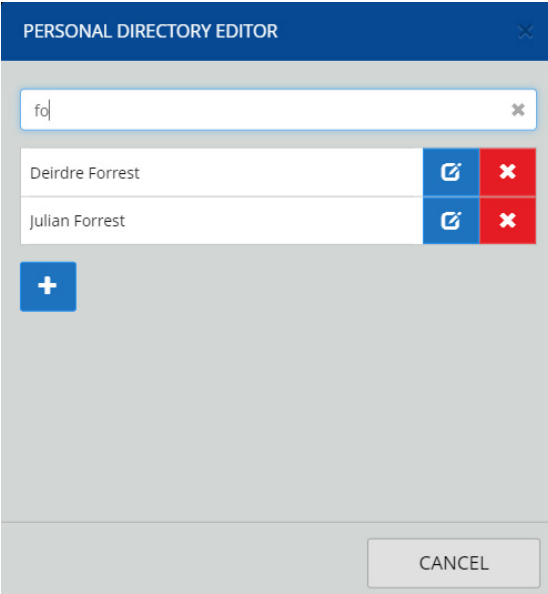
- SHORT LABEL:** A text input field containing "DForrest" and a small icon button on the right.
- LONG LABEL:** A text input field containing "Deirdre Forrest" and a small 'X' icon button on the right.
- ADDRESS TYPE:** A dropdown menu currently set to "General".
- ADDRESS:** A text input field containing "01134 5958444".
- DEFAULT:** A toggle switch currently set to "Yes" (blue), with a red 'X' icon button next to it.
- A blue square button with a white "+" sign is located below the address fields.
- At the bottom, there are two buttons: "OK" (dark grey) and "CANCEL" (light grey).

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

Deleting a Personal Directory Entry


To delete a personal directory entry:

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

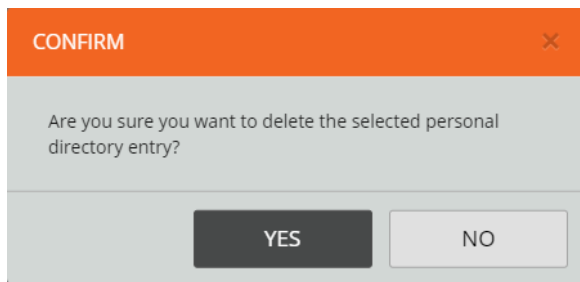


The screenshot shows the same "PERSONAL DIRECTORY EDITOR" dialog box, but in a different state:

- The top search text box now contains the text "fo".
- Below the search box, a list of entries is displayed. Each entry has a blue edit icon (pencil) and a red delete icon (X) to its right.
- The list contains two entries: "Deirdre Forrest" and "Julian Forrest".
- The blue "+" button is still present below the list.
- The "OK" button is no longer visible; only the "CANCEL" button is shown at the bottom right.

2. Select  next to the entry to be deleted.

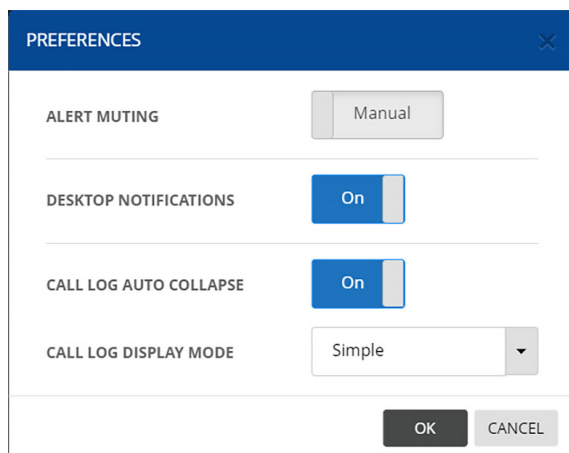
This will display a **CONFIRM** delete selected personal directory entry dialog.



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

Preferences

Select the **Preferences** option to display the following options:

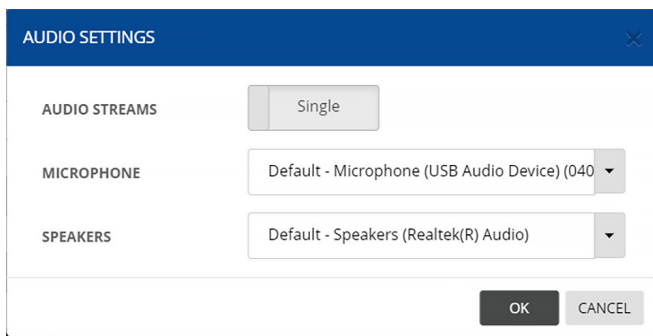


Preferences:

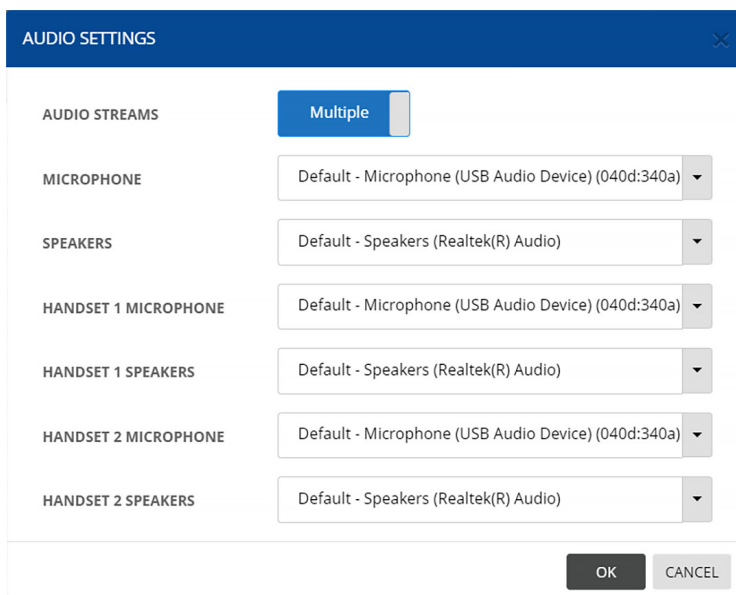
- **Alert muting.** This option when set to 'Automatic' suppresses incoming ringing alerts when in a call. Default is set to 'Manual'. To activate Alert Override when Alert muting is set to 'Manual', see *Alert Override* on page 28.
- **Desktop Notifications.** This option when active displays desktop notifications of incoming calls. Default is set to 'ON'.
- **Call Log Auto Collapse.** This option when active automatically collapses the call log panel when the user clicks off it. Default is set to 'ON'.
- **Call Log Display Mode.** This is the setting for the display of entries shown in the Call Log Panel. 'Detailed' displays more details about the log entry and is displayed in two lines and a smaller font. 'Simple' displays one line with less details. Default is set to 'Detailed', see *Call Log Panel* on page 36.

Audio Settings

Select the **Audio Settings** option to display the following options:



A screenshot of the 'AUDIO SETTINGS' dialog box. The title bar is blue with a close button. The dialog has three sections: 'AUDIO STREAMS' with a 'Single' button, 'MICROPHONE' with a dropdown menu showing 'Default - Microphone (USB Audio Device) (040', and 'SPEAKERS' with a dropdown menu showing 'Default - Speakers (Realtek(R) Audio)'. At the bottom are 'OK' and 'CANCEL' buttons.



A screenshot of the 'AUDIO SETTINGS' dialog box. The title bar is blue with a close button. The dialog has seven sections: 'AUDIO STREAMS' with a 'Multiple' button, 'MICROPHONE' with a dropdown menu showing 'Default - Microphone (USB Audio Device) (040d:340a)', 'SPEAKERS' with a dropdown menu showing 'Default - Speakers (Realtek(R) Audio)', 'HANDSET 1 MICROPHONE' with a dropdown menu showing 'Default - Microphone (USB Audio Device) (040d:340a)', 'HANDSET 1 SPEAKERS' with a dropdown menu showing 'Default - Speakers (Realtek(R) Audio)', 'HANDSET 2 MICROPHONE' with a dropdown menu showing 'Default - Microphone (USB Audio Device) (040d:340a)', and 'HANDSET 2 SPEAKERS' with a dropdown menu showing 'Default - Speakers (Realtek(R) Audio)'. At the bottom are 'OK' and 'CANCEL' buttons.

Audio Settings:

- **Audio Streams.** When set to 'Multiple' up to three audio streams can be selected providing there are sufficient handsets/headsets/audio cards available. This feature is not currently supported on Firefox and is hidden when Firefox is used. Multiple Audio streams are not supported when using Microsoft Remote Desktop or Citrix, see *Remote Desktop Access* on page 73.
- **Microphone.** This is the setting for the audio input device used on the ARIA Click audio stream. Changing this value requires a restart of the audio session. A warning is displayed when a restart is required.
- **Speakers.** This is the setting for the audio output device used on the ARIA Click audio stream. Changing this value changes the output on the audio session when pressing **OK** on the preferences dialog. This feature is not currently supported on Firefox and is hidden when Firefox is used.

Alert Override



The **alert override** icon suppresses incoming ringing alerts when in a call. Select the **alert override** icon to activate when in a call. This can be set to always suppress incoming ringing alerts when in a call, see *Preferences* on page 26. When the call is finished alert override returns to deactivated.

To activate, when in a call, select the **alert override**  icon.


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


Call Forwarding



The **call forwarding** icon is used to configure the feature and subsequently changes colour to indicate whether call forwarding is activated/deactivated.

To activate call forwarding:



1. Select the **call forwarding**  icon.
2. This will display the call forwarding dialog.

3. Enter a forwarding number into the **address** textbox.
4. Select the required type(s) of call forwarding:
 - **Always.** Calls are always forwarded to the call forward address.
 - **On No Answer.** Calls are forwarded to the call forward address when the called ARIA Click is not answered after ten seconds.
 - **On Busy.** Calls are forwarded if all call appearances are busy.
5. Select **OK** to confirm settings.
6. This displays the alert override icon as  indicating that call forwarding has been activated.



- Call forwarding functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.
- Call forwarding applies to your default line.

To deactivate call forwarding :

1. Select the **call forwarding**  icon.
2. Deselect the type(s) of call forwarding:
 - Always
 - On No Answer
 - On Busy
3. Select **OK** to confirm settings.
4. This displays the **alert override** icon as  indicating that call forwarding has been deactivated.

Do Not Disturb



The **do not disturb** icon indicates whether audible alerts (for incoming calls) are activated/deactivated.

To activate, select the **do not disturb**  icon.


This displays the **do not disturb** icon as . Repeat to deactivate do not disturb.



- Stays active until deactivated.
- Does not prevent intercom calls being auto answered. To prevent intercom calls being auto answered, see *Intercom Privacy* on page 29.
- Do Not Disturb functionality may not be available due to your user privileges. If unavailable, contact your System Administrator.

Intercom Privacy



The **intercom privacy** icon indicates whether personal intercom calls are suppressed. When activated you hear ringing for incoming intercom calls and will need to select the  icon to answer the call.

To activate, select the **intercom privacy**  icon.

This displays the **intercom privacy** icon as . Repeat to deactivate intercom privacy.

 Intercom Privacy does not prevent group calls from being auto answered.

Missed Calls





The **missed calls** icon, when red, indicates whether at least one missed call is available.

Select the **missed calls** red  icon to display missed calls within the Call Log panel.

For more information, see Call Log Panel on page 36.

Voicemail



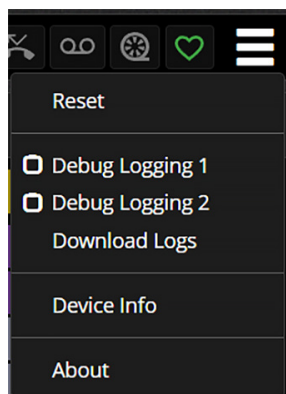
The **voicemail**  icon when red indicates there is unread voicemail. Select the **voicemail**  icon to listen to voicemail.

System Menu



Select the **system menu** icon to display the following menu options:

- **Reset.** Select to reset the current logged in session, see page 31.
- **Debug Logging 1/2.** For use when requested by your System Administrator, see page 31.
- **Download Logs.** For use when requested by your System Administrator, see page 31.
- **Device Info.** Select to view device information, see page 31.
- **About.** Select to view ARIA Click version details, see page 32.



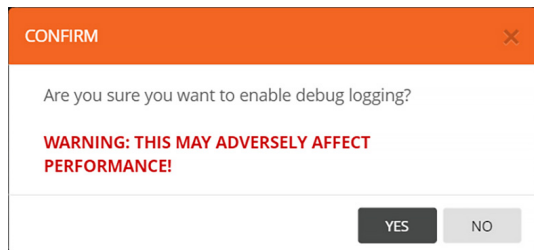
Reset

If prompted after making changes to your Audio Preferences (see *Audio Settings* on page 27) or requested by your Administrator you can reset the ARIA Click session by selecting **Reset** from the System Menu.

Debug Logging 1/2

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

When selected this will display a 'CONFIRM' dialog.



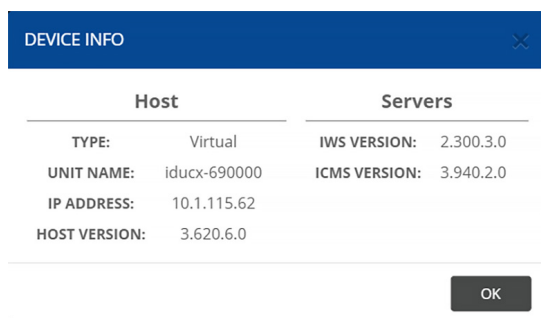
Select **YES** to confirm debug logging.

Download Logs

This is for Administrative use only. Only select this if requested by an Administrator. When selected you will be prompted to download a file in the format of 'softclient_XXXXXXX_XXXXXX.log'.

Device Info

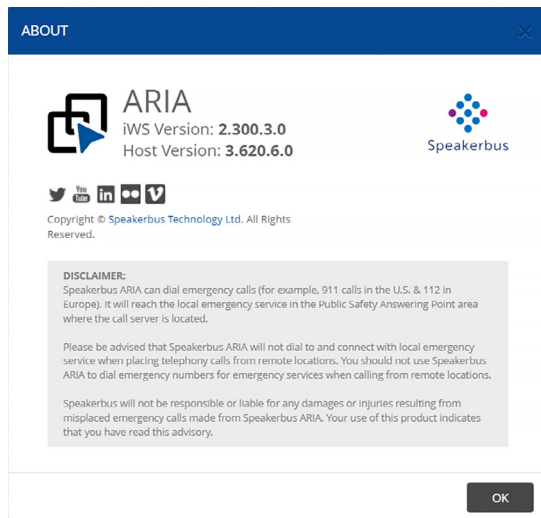
Select the **Device Info** option to display ARIA Click's host, device and server information.



Select **OK** to close the "DEVICE INFO" dialog.

About


Select the **About** option to display ARIA Click's "ABOUT" dialog.



Select **OK** to close the "ABOUT" dialog.

Panels

Undocking and Docking a Panel

Each of the five panels can be undocked into a separate window. To undock a panel select the popout button  on the right of the panel.



Closing an undocked panel automatically redocks it to its previous location in the main application window.

When logging back into ARIA, after logging out, panels that were previously undocked will be restored as undocked.



If panels are not restored as undocked after logging out and logging back in, check whether your browser has "Pop-ups and redirects" set to "blocked" in the options settings. Blocking pop-ups prevents panels being restored as undocked. Most browsers support setting which sites are allowed pop-ups. Contact your System Administrator for further help.

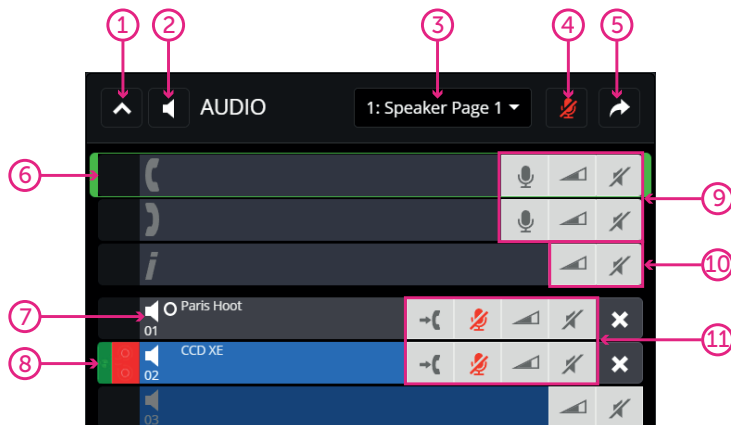
Collapsing or Expanding a Panel

A selectable icon on each panel allows for the panel to be collapsed temporarily to hide the contents of the panel  or to be expanded . Speakers can be collapsed separately without collapsing handsets within the audio panel.

The Call Log panel can be set to auto collapse or auto expand, see *Preferences* on page 26.

Audio Panel

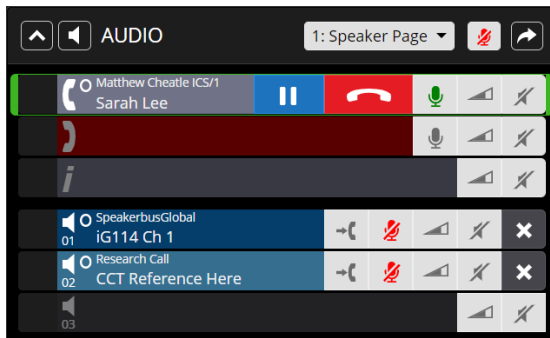
The audio panel shows a list of handsets, intercom and speakers configured on ARIA Click and provides facilities to perform various actions on those items, e.g. clear.



1. Collapse/expand panel, see *Collapsing or Expanding a Panel* on page 32.
2. Hide/show speakers. When the speakers are collapsed only the handset activity and actions are accessible, but speaker audio will still be audible. Any speaker that is currently latched on to talk will be unlatched and the ability to talk on all speakers will cease.
3. **Speaker page selector.** This is a dropdown list containing the four speaker page numbers and titles. It is used to select which speaker page is currently shown. Changing the page selection requests a new list of speakers from the turret and when the response is received from the turret the speakers list is updated with the corresponding speakers for that page. This dropdown list is shown even if the speakers section is collapsed.
4. Active/mute microphone on all speakers.
5. Undock the audio panel to a separate window, see *Undocking and Docking a Panel* on page 32.
6. Selected handset/intercom indicator.
7. Speaker activity.
8. Voice activity indicators (red indicates inbound voice activity, green indicates outbound voice activity).
9. Handset icons including:
 - Mute microphone
 - Volume level control
 - Mute handset speaker
 See *Handsets* on page 34.
10. Intercom icons including:
 - Volume level control
 - Mute intercom speaker
11. Speaker icons including:
 - Assign to handset

- Mute speaker
- Volume level control
- Unmute microphone (icon in red)

Handsets



The handsets defined on the turret layout for the logged in user are listed first in the audio panel.

Each handset is selectable and there is an indication of which handset is selected. The dial pad panel updates appropriately according to which handset is selected and one handset will be selected at all times, see *Dial Pad Panel* on page 35.

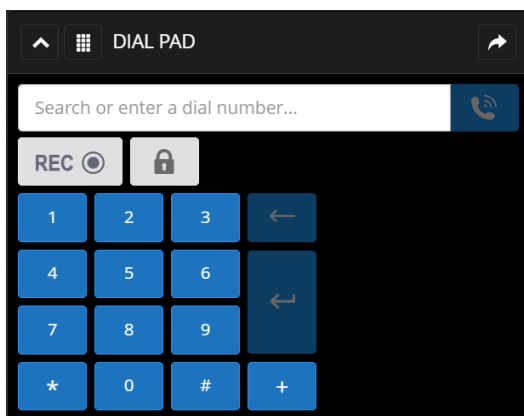
The colour of the handset is the colour of the appearance or voice service assigned to that handset. If the handset is idle, then the colour of the defined handset is used.

Each handset appearance displays the following:

- **Audio detection.** The red light indicates voice activity on the handset. This lights up immediately when audio activity is detected but fades out when audio activity ceases.
- **Selected handset.** The green outline indicates which handset is currently selected.
- **Status icon.** This icon indicates the status of the handset and the appearance/voice service that is active on the handset, e.g. connected and private will have a circle and a padlock as shown above. These icons indicate the status and represent the states of the handset. They update appropriately when the call state changes.
- **Labels display for the active call.** This displays either a one-line and two-line display mode for the configured handset. In two-line mode, the label for the appearance is displayed in a smaller font than the label for the target/destination/far-end. If the handset is idle, then no label is displayed.
- **Action buttons:**
 - **Mute microphone.** This button mutes the microphone for the selected handset when clicked. The icon button changes its colour to indicate muting is on or off. This action button is always shown regardless of the handset call status.
 - **Change volume.** Selecting this button replaces all the other action buttons on the handset with a volume slider control that controls the volume of the handset. The slider uses the range 1-10 in increments of 1. The volume changes as the slider moves. The volume control automatically closes after three seconds of inactivity, but a small close button next to the slider allows the control to be closed sooner. The volume button icon displays the volume set graphically as a filled percentage of the button icon (as well as having the volume displayed in a tooltip). This action button is shown at all times except when the speaker has been muted. The user needs to unmute the speaker before being able to change the volume.

- **Mute handset speaker.** This button mutes the selected handset's speaker when clicked. The icon button changes its colour to indicate speaker muting is on or off. This action button is always shown regardless of the handset call status.

Dial Pad Panel



The dial pad has the following icons:

- A record on demand icon. Select to record selected handset's audio. This will turn red when recording. Select again to stop recording the selected handset's audio.
- A privacy icon to make the line private, see *Making a line private* on page 50.



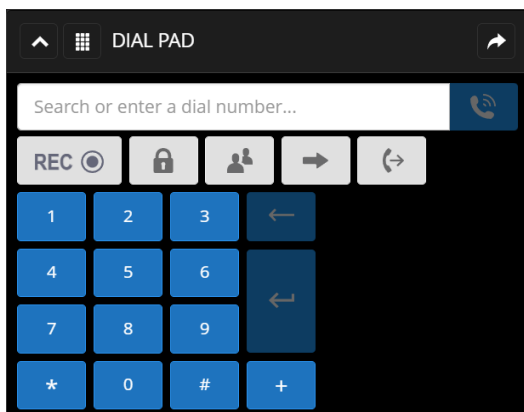
Record on demand is only available/visible if configured by your System Administrator in alignment with your organisation's compliance policy.




Select  to hide/show the collapsible keypad.

The dial pad panel's collapsible keypad has the following icons:

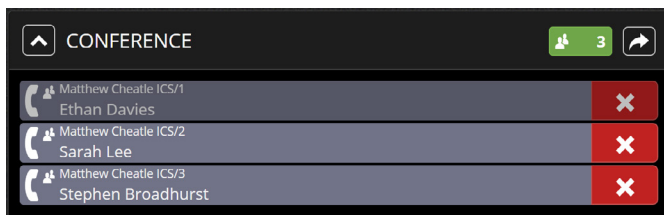
- 0-9, *, #, + to enter a dial number. 0-9, *, # also send DTMF tones.
- A backspace icon to provide a way for users to remove the last digit entered on the keypad.
- An enter icon to provide a way to call/dial the number in the outbound dialler from the keypad.

Three additional icons are displayed when in a call:




- **A conference icon.** When this icon  is clicked a conference is initiated, see *Conferencing* on page 59.
- **An assign to audio device icon.** When this icon  is clicked a dropdown list is displayed with handsets and speakers that the call can be assigned to, see page 65.
- **A transfer icon.** When this icon  is clicked the current call can be transferred, see *Transferring a call* on page 52.

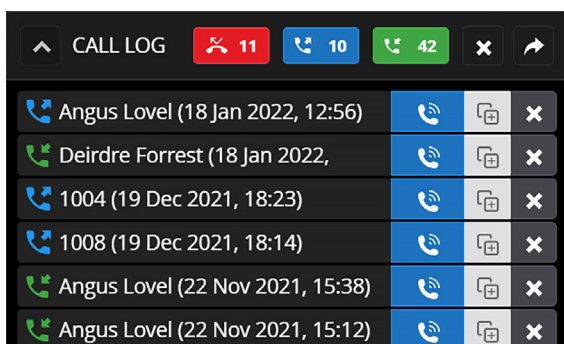
Conference Panel



The conferencing panel is used for displaying all participants in a conference, see *Conferencing* on page 59.

When in a conference the green conference status  displays the number of conference participants.

Call Log Panel



The call log panel is used for displaying the call log. This displays a combined list of placed, received and missed calls.

Missed, received and placed call log entries are displayed in a similar manner. Each type is displayed with a different icon in the colour that matches the filter colour.

Missed call log entries are "unread" until the read. The text of unread missed call log entries is displayed in bold. Entries are displayed in chronological order with the newest at the top.

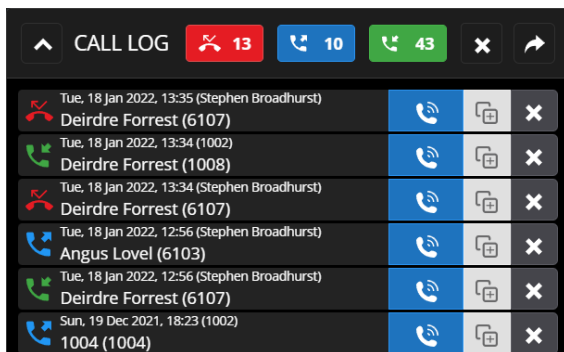
Single Line Simple Mode

Entries are, by default, displayed in single line simple mode for a more compact view, see *Preferences* on page 26. Entries in single line simple mode include the following information:

- **Missed/received calls.** Displays a short date and time of the entry and, in brackets, the label for the sender.

- **Placed calls.** Displays a short date and time of the entry and, in brackets, the label for the recipient.

Dual Line Detailed Mode






Dual line detailed mode can be enabled to display the following more detailed information:

- **Line one.** Displays the full date and time of the entry and in brackets the name of the appearance.
- **Line two (missed/received calls).** Displays the label for the sender and, in brackets, the dial number.
- **Line two (placed calls).** Displays the label for the recipient and, in brackets, the dial number.

Actions

Each entry has the following action buttons:

- **Make call** . This makes a call, on the currently selected handset, on the default appearance (or on the seized line, if there is one) to the dial number recorded with the call log entry.
- **Copy to personal directory** . This copies the call log entry to the personal directory, see *Edit Personal Directory* on page 22.
- **Delete entry** . This deletes the individual call log entry from the call log.
- **Mark as read (missed call entries only).** This marks the individual missed call log entry as read.

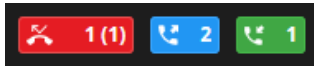
You can click on the whole of each call log entry rather than just the make call button of the call log entry. Clicking on the entry performs the same action as the make call button does.

Auto Collapse

The panel, by default, automatically collapses when anywhere outside of the panel is selected. This prevents it taking up display space when not in use. The Call log auto collapse can be disabled, see *Preferences* on page 26.

Filters

You can filter the call log entry list to include/exclude any of the three types of entry (missed, received or placed). This is done using filter buttons in the panel header.





Each filter button displays the number of calls in that category (even when filtered out). For the missed calls category, the number of unread missed calls are displayed in brackets next to the number of missed calls.


Call Activity Panel


The call activity panel displays a list of eligible calls to add to conferences, ringing, on-hold calls, busy elsewhere calls and ring-down voice services.



When in a conference, and the add to conferences filter  is enabled, the number of eligible calls that can be added to the conference is displayed.


When the busy elsewhere calls filter  is enabled, and there are busy elsewhere calls displayed in the call activity panel, the busy elsewhere calls filter icon is animated.

When the on-hold here calls filter  is enabled, and there are on-hold here calls displayed in the call activity panel, the on-hold calls filter icon is animated.

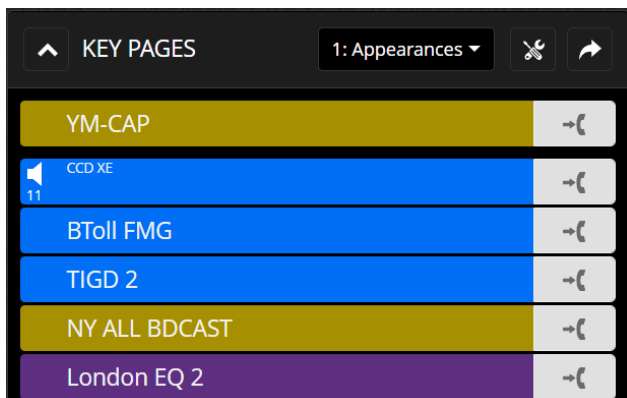
When the ringing calls filter  is enabled, and there are ringing calls displayed in the call activity panel, the ringing calls filter icon is animated.

Key Pages Panel


The Key Page panel includes speed dial keys, PBX appearance keys and voice service appearance keys.

The page selection dropdown list in the panel header includes pages with any of the above key types. To edit line keys , see *Editing line keys* on page 39.

Any keys defined as "fixed keys" will always remain at the top of the list regardless of the page selected. There is a slight gap visually between fixed and paged key entries.



Each key displayed contains the following:

- **Audio device.** If the appearance is currently assigned to an audio device then an icon for that audio device is displayed on the appearance key. For speakers, this indicates the speaker number. For handsets, the icon reflects which handset it is when you hover the mouse over the key. When no audio device is associated, there is a blank space where the audio device icon would be. For speed dial keys, an icon representing the type of speed dial is displayed, e.g. Group Call, office or home.
- **Call status.** If the appearance is currently being used on a call then the call status is shown with the relevant icon.
- **Appearance text.** The appropriate one or two lines of text to show for the appearance or speed dial.
- **Answer call button.** If there is a call on the appearance and it is alerting then the answer call button is shown. Clicking it answers the call on the selected handset.
- **Off hold button.** If there is a call on the appearance and it's on hold here then the call off-hold button is shown. Clicking it takes the call off-hold and back onto the selected handset.
- **Retrieve button.** If there is a call on the appearance and it's busy elsewhere then the retrieve call button is shown. Clicking it attempts to barge into the call and put it on the selected handset.
- **Seize line button.** If there is no call on the appearance (and it's of the appropriate type, e.g. call appearance) a seize line button will be shown. Clicking it will attempt to seize the line onto the selected handset. Once seized, dialling out from the dial pad will use that line instead of the default line.
- **Make call button.** For speed dials and VPW or ARD appearances in the right call state where the 'make call'  button is shown. Clicking it attempts to make a call for the speed dial, VPW or ARD call.
- **Assign to handset button.** For voice services in the right call state the assign to handset button is shown. Clicking it attempts to assign the voice service to the selected handset.

Editing line keys

The Edit line dialog contains the following options:

- **LINE MODE.** This option contains two settings:
 - **SINGLE.** Displays the tile label in large text.
 - **DUAL.** Displays the tile label in small text.





- **STYLE.** This option contains sixteen different colours for the line tile.
- **ALERT.** This option is used to set an alert profile. In total there are 32 profiles. Each profile can be customised in the Editing alert profiles dialog. Settings such as the ringtone can be set for each profile.

It is essential that the alert profile is customised as all of the profiles are set to the same ringtone/tile style by default. For more information on editing alerts, see *Editing alert profiles* on page 21.

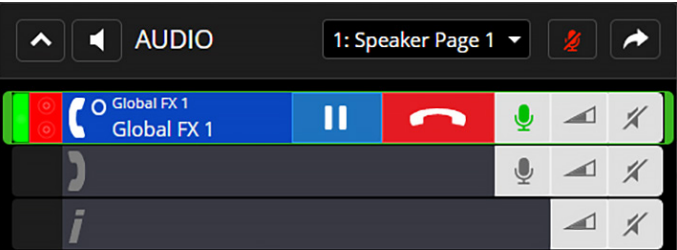
Speaker and handset call state indicators

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

VAD Indicators

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

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



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



Key page appearances

There are eight types of appearances.

The eight appearance types are:

- **Speed Dial**, see page 41.
- **PBX (Dial Tone)**, see page 42.
- **Voice Service**, see page 42.
- **Virtual Private Wires**, see page 42.
- **Call Activity**, see page 42.
- **Intercom**, see page 43.
- **Speaker Channel**, see page 43.
- **Handset**, see page 44.







For the explanation of call state icons that can appear on PBX appearance, voice service appearance, virtual private wire, call activity, speaker channel and handset tiles, see *Speaker call state icons* on page 43 and *Handset call state icons* on page 44.

Speed Dial

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

Speed dials display an address type speed dial icon only when set as dual line as shown below.



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

PBX (Dial Tone)

PBX (Dial Tone) appearances provide access to dial tone lines configured on the local telephone system (PBX) to make & receive calls.



Voice Service

Voice service appearances provide access to direct lines (hoots and ring downs). These IP services are configured as voice services by your System Administrator. A voice service appearance assigned to speaker channel 1 is shown below.



A voice service appearance not assigned to a speaker channel is shown below.



To assign a voice service to a speaker, see page 66.

Virtual Private Wires

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

Call Activity

Call activity appearances are located under the Audio Panel providing visual alerts of incoming calls and other call activity. Answering an incoming call on a call activity tile will move the call to the handset.

These appearances show ringing calls, calls on hold and calls that are busy elsewhere or any combination. An example of a call activity appearance is shown below.



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

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

For further information, see *Call Activity Panel* on page 38.

Intercom

Intercom appearances provide a way of making and receiving intercom calls, see *Intercom* on page 69.



Speaker Channel

Speaker Channels are located under the Audio Panel allowing the appearance of a line to be heard in loudspeaker mode. Speaker Channels are defined by the system administrator after which users can move lines onto them. Up to 24 speaker channels may be defined. Lines may be assigned by the user to any free speaker channel for loudspeaker listening.

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



PBX appearances, voice service appearances, intercom appearances and virtual private wires can be assigned to speaker channels, see page 66.

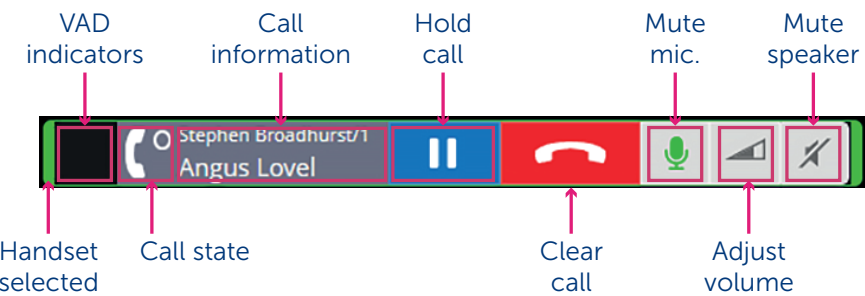
Speaker call state icons

Common call state line icons for speaker channels.

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

Handset



Handset appearances display the call information on the selected handset. ARIA Click has two handset appearances.



- **Handset selected.** Displayed as a green outline when handset is selected.
- **VAD indicators.** Displayed when in a call, see page 40.
- **Call state.** Displays the handset call state icons, see page 44.
- **Call information.** Displays current call information.
- **Hold call.** Select to put call on hold, see page 52.
- **Mute microphone.** Select to mute/unmute microphone during a call.
- **Adjust speaker volume.** Select to adjust speaker volume.
- **Mute speaker.** Select to mute/unmute speaker during a call.
- **Clear call.** Select to clear call.

Handset call state icons

The following are common call state icons for handset appearances.

Icon	Explanation
	Handset call connected.
	Handset call connected, privacy enabled.

Call Handling

This section explains the following:

- Making a call using the dial pad panel, see page 46.
- Making a call using a speed dial, see page 47.
- Making a call using the call log panel, see page 48.
- Making a call using private wires, see page 48.
- Making a call whilst on an existing call, see page 49.
- Making a call using redial, see page 50.
- Making a call private, see page 50.
- Barging in, see page 51.
- Answering calls, see page 51.
- Answering multiple calls, see page 52.
- Placing a call on hold, see page 52.
- Retrieving a call on hold, see page 52.
- Transferring a call, see page 52.
- Cancel call transfer, see page 53.
- Immediate transfer speed dial, see page 53.
- Call forwarding, see page 54.
- Moving a call between handsets, see page 55.
- Moving a call to a speaker channel, see page 56.
- Clearing a call, see page 57.
- Missed calls, see page 57.

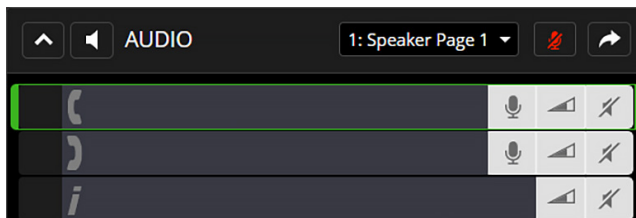
Making a call using the dial pad panel





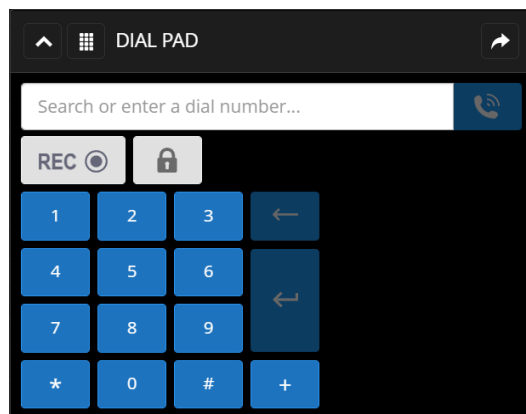
Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.

The search entry box can be used to input either a number to dial or to search for a contact to call. To make a call using the dial pad:


1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. Enter the dial number using PC/laptop keyboard in the dial pad panel search entry box and select the  icon to make the call. You may need to select the  icon to display the dial pad.

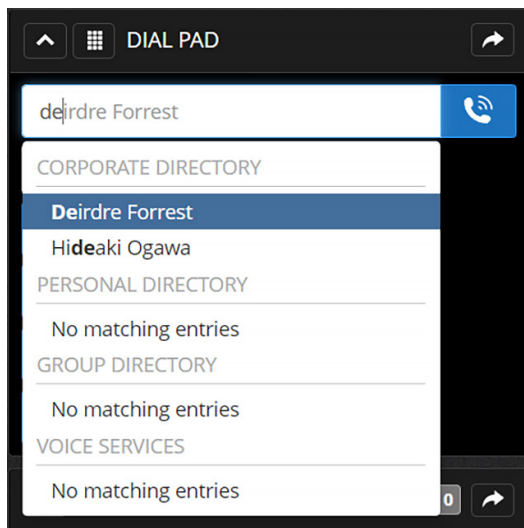


OR

Select the appropriate numbers using the dial pad and select the  or  icon. Talk when call is connected.

OR

Type the first few letters of the contact's name. From the dropdown list, select a contact to call. From the list, select the number to dial.



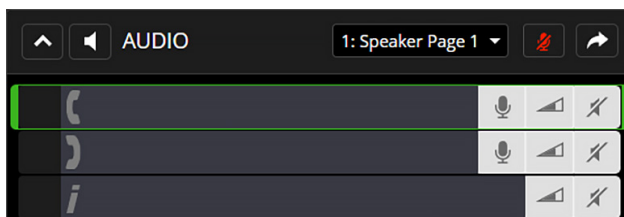
Making a call using a speed dial



Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.

To make a call using a speed dial:

1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. Select a speed dial from the key pages panel.



3. Talk when the call is connected.

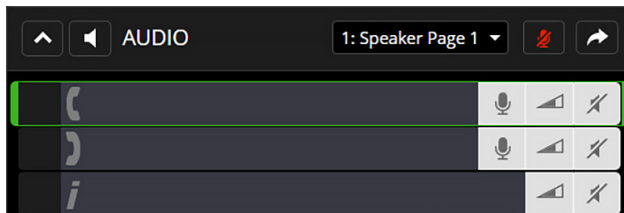
Making a call using the call log panel



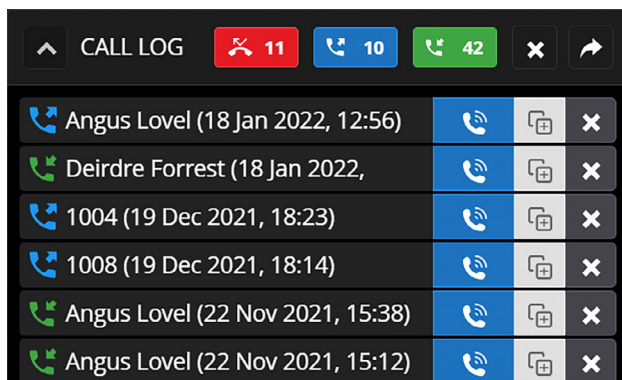
- Telephony calls use the default line appearance. To use another line appearance, select the line appearance before using the dial pad.
- It is possible to have two simultaneous calls in progress and switch between them as required.

To make a call using a speed dial:

1. Ensure the preferred handset appearance is selected. If it is not, select the associated handset appearance from the audio panel. Handset 1 appearance is shown selected below.



2. From the call log panel list, select an entry to call.



You may need to select the **expand panel**  icon to display the call log PANEL list.


3. Talk when the call is connected.

Making a call using private wires

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

Making an automatic ringdown (ARD) call

To make a call using an ARD appearance:


1. Select the ARD appearance from the key pages panel to assign to a handset.
2. To end the call select the **clear call**  icon.



If the ARD appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an ARD appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 68.

Making a manual ringdown (MRD) call

To make a call using a MRD appearance:

1. Select the MRD appearance from the key pages panel to assign to a handset.
2. To end the call select the **clear call**  icon.



- If the MRD appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove a MRD appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 68.
- It may be necessary to send a ringing signal to alert the far end party of a new call. In which case, select the MRD signal icon in the dial pad panel, see below.

Signalling on a manual ringdown (MRD)

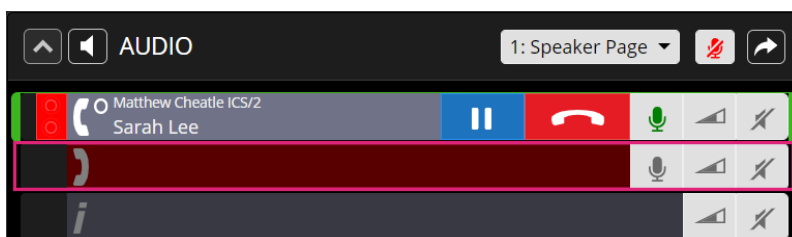
To signal a manual ringdown on a handset:

Select the **MRD signal**  icon in the dial pad panel.

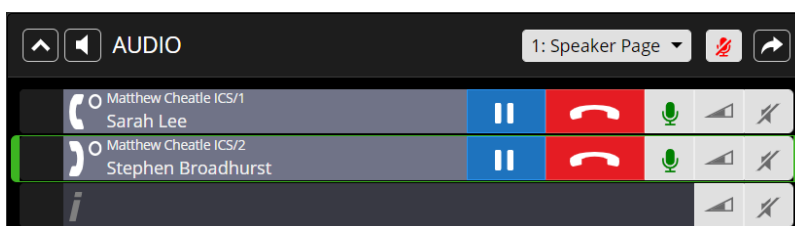
Making a call whilst on an existing call

To make a call whilst on an existing one:


1. If required select an outgoing line appearance otherwise one will be selected automatically..



2. Make call. Both handsets are now in use. Talk when the call is connected.



OR

1. Put the currently connected call on hold by pressing the appropriate  icon, to make the handset available.
2. If required press an outgoing line otherwise one will be selected automatically.
3. Make call.
4. Talk when the call is connected.



- Select a free handset if you want to seize a line first, otherwise ARIA Click will automatically make a new call on the next available handset.
- For more information on the hold icon, see *Placing a call on hold* on page 52.

Making a call using redial

To redial the last telephony/intercom call made:

Select the last number called from the Call log panel, see *Making a call using the call log panel* on page 48.

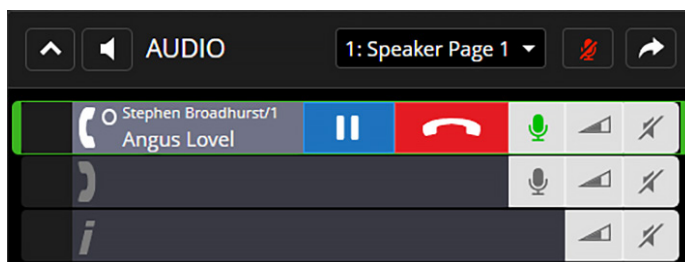
Making a call private

A telephony, manual ringdown (MRD) or automatic ring down (ARD) call can be made private when two parties are engaged on a call. When activated no other party can join the call. If a call was made between two parties and a third party barges into the call, it will not be possible to activate the privacy function.

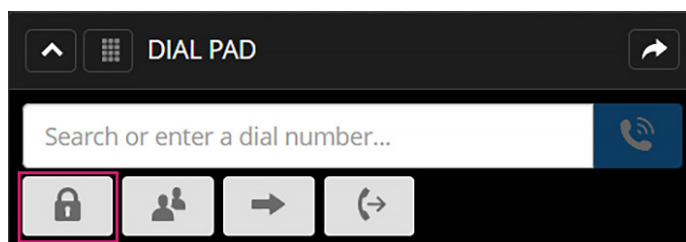
A line can be made private both before and during a call. Privacy is cleared at the end of the call.

To make a call private:

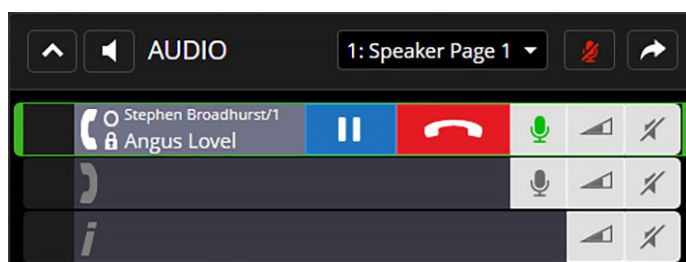
1. Ensure the appropriate handset is selected by selecting the required handset appearance.



2. Select the privacy  icon located in the dial pad panel.



The call is now made private.



3. To remove privacy select the **privacy**  icon located in the dial pad panel.

Barging in

It is possible to barge in to a busy line providing privacy is not enabled on it. A busy line is displayed on the line appearance in the key pages panel and in the call activity panel as shown below.



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

When privacy is enabled, barge in is not possible.

If you have successfully barged into a line, privacy cannot be activated.

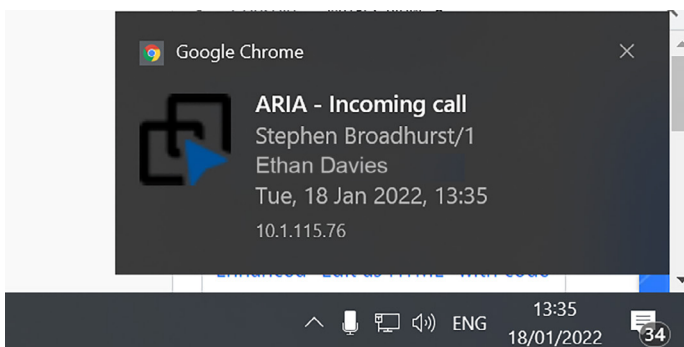
Only the call initiator and called party can enable line privacy, see *Making a call private* on page 50.

Answering calls

ARIA Click announces an incoming call with a ring alert, animated key page appearance and an animated call activity appearance.



Also a pop-up notification is displayed above the Windows system tray if configured, see *Preferences* on page 22.



To answer a call select the  icon.


Answering multiple calls

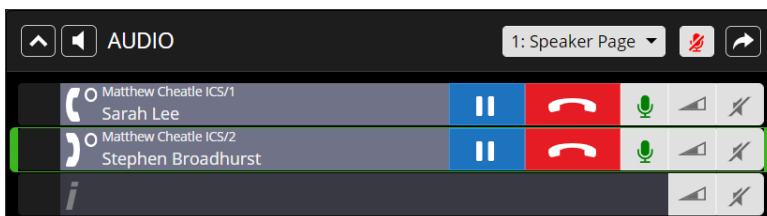
To answer an incoming call whilst on an existing call, select either the animated key page appearance or the animated call activity appearance. This will place the call onto an available handset.



If both handset appearances are connected to calls whilst receiving an incoming one, you will need to put one of calls on hold to make a handset available, see *Placing a call on hold* on page 52.

Placing a call on hold

To put a call on hold select the appropriate handset  icon in the Audio Panel. Calls placed in hold will be moved to the Call Activity pane and display a flashing icon.



Retrieving a call on hold

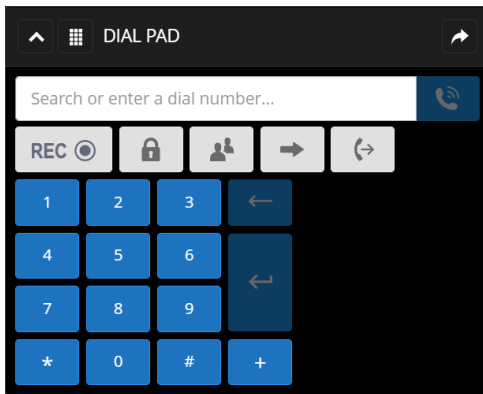
To remove a call on hold select the on hold call in the Call Activity Panel.





When retrieving a call on hold, the call is placed onto the first available handset (if any).

Transferring a call




There are two types of call transfer, announced when the person transferring the call consults with the party prior to transferring the call. The other type of call transfer is unannounced when the person transferring the call transfers the call without speaking to the called party.



To transfer a call:

1. Select the **transfer call**  icon which is located above the dial number entry.
2. Type the dial number to transfer the call to using the PC/laptop keyboard in the dial number entry and select the  icon.

OR



Select the appropriate numbers using the dial pad and select the  or  icon. You may need to select the  icon to display the dial pad.

OR


Type the first few letters of the contact's name. From the list, select a contact to call. From the list, select a number to dial.

OR

Select Speed Dial.

3. To transfer the call immediately (unannounced) select  or speak to recipient (announced) before selecting .

Cancel call transfer


To cancel a call transfer select the **cancel transfer call**  icon. This takes the calling party off hold.

Speak to the calling party, then clear the call.



If the call appearance is assigned to a speaker channel, the call will go to the speaker channel after clearing. To remove an appearance from a speaker channel, see *Wiping an appearance from a speaker channel* on page 68.

Immediate transfer speed dial

An Immediate Transfer Speed Dial  when selected performs 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 an unattended transfer is performed. An Immediate Transfer Speed Dial will function as a standard speed dial when selected if the selected

handset is idle (not connected to a call).


Below is an illustration of an Immediate Transfer Speed Dial.

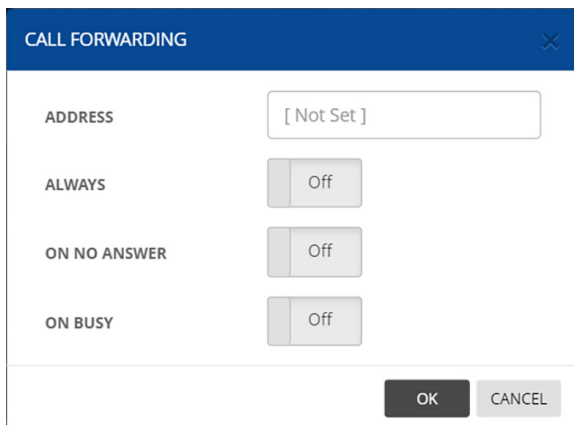



Call forwarding


Please note that this feature may be disabled by your organisation. Call forwarding is applied to the default extension number.


To enable telephony call forwarding:

1. Select the call forwarding  icon.
2. This will display the call forwarding dialog.



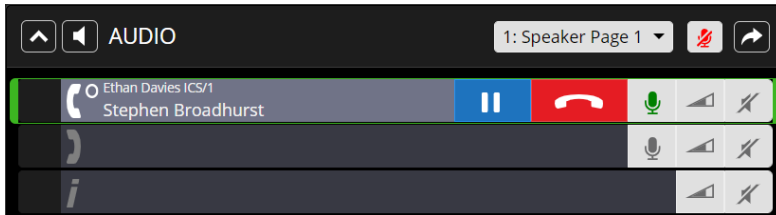
3. Enter a forwarding number into the address textbox.
4. Select the type(s) of call forwarding:
 - Always
 - On No Answer
 - On Busy
5. Select **OK** to confirm settings.
6. The call forwarding icon will change to blue  indicating that call forwarding has been enabled.

To disable call forwarding select the call forwarding  icon. Then deselect the type(s) of call forwarding:

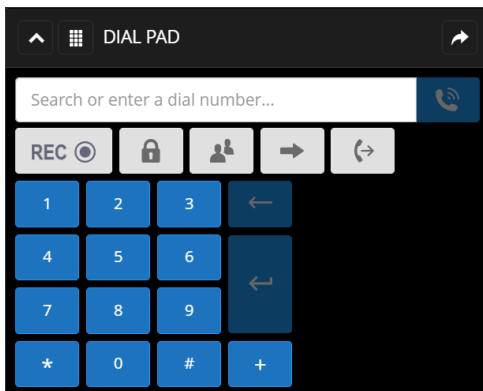
- Always
 - On No Answer
 - On Busy
7. Select **OK** to confirm settings. The call forwarding icon will change to grey  indicating that call forwarding has been disabled.

Moving a call between handsets

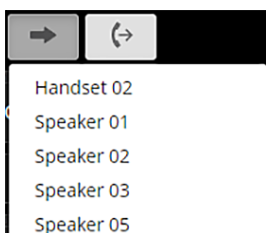
To move an active call from one handset to the other handset:



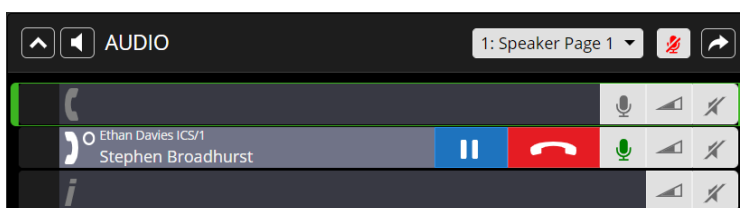
1. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



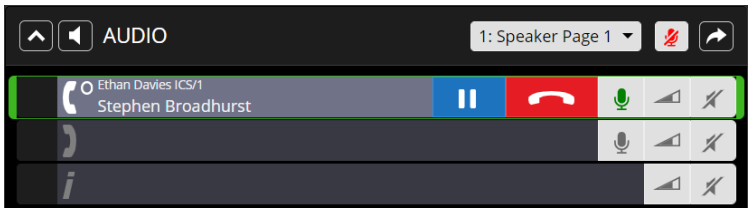
2. Select the available idle handset from the dropdown list. The call will be moved to the selected handset.



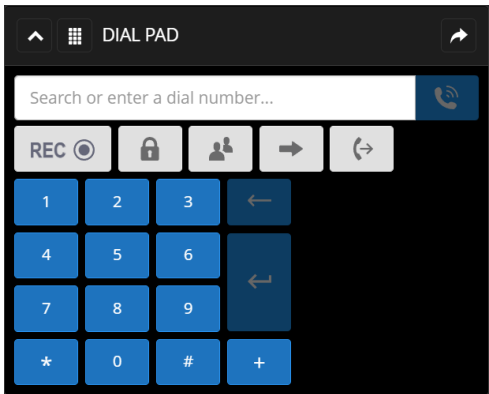
A handset can only be moved to an idle handset. If two handsets are in use then calls cannot be moved between handsets.

Moving a call to a speaker channel

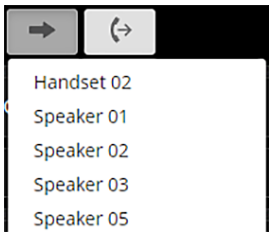
To move an active call to a speaker channel:



- 1. Select the  icon which is located above the dial pad.




This will display a dropdown list similar to the illustration below:



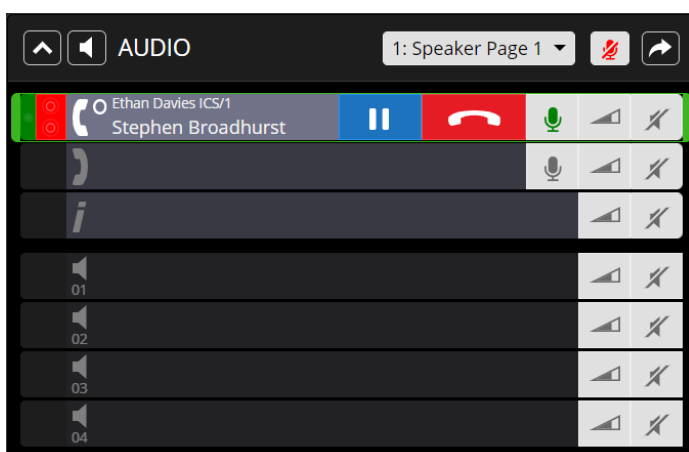
The list only displays free handsets and speaker channels.


- 2. Select the speaker from the dropdown list. The call will be moved to the speaker.




A handset can only be moved to an idle handset. If two handsets are in use then calls cannot be moved between handsets.

Clearing a call



The Audio Panel displays current calls. To clear a call select the **clear call**  icon as shown above.

Missed calls

1. Select the missed calls  icon.
2. This will display the expanded call log which contains the call history, see *Call Log Panel* on page 36.

Conferencing


ARIA Click (local) Conferences support the hosting of up to 11 users (10 participants plus the initiator of the conference). Intercom, telephony, Hoot, ARDs and MRDs can participate in an ARIA Click Conference as participants. *Standard Conference* is explained below and *Fast Conference*, on page 61.

Standard conference

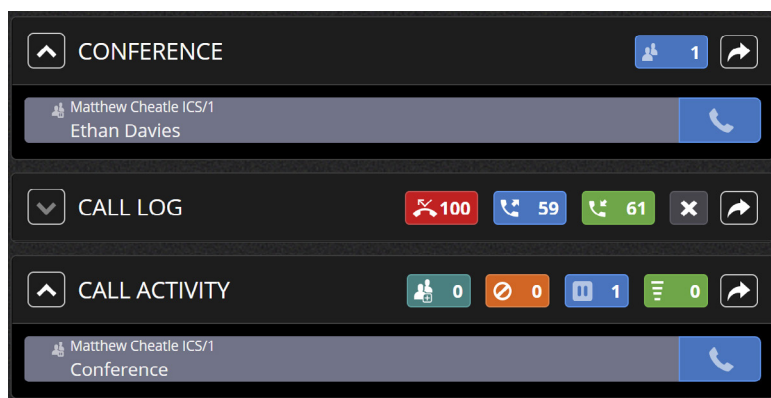
ARIA Click (local) Standard Conferences are hosted locally on either an iD808 (hardware) or an iDUCX (virtual).

Creating an ARIA Click (Local) Conference

To create a conference:

1. Call the first conference participant. For more information on how to make calls, see *Making a call* on page 46.
2. Once the call is connected click on  which is located in the Dial Pad Panel.

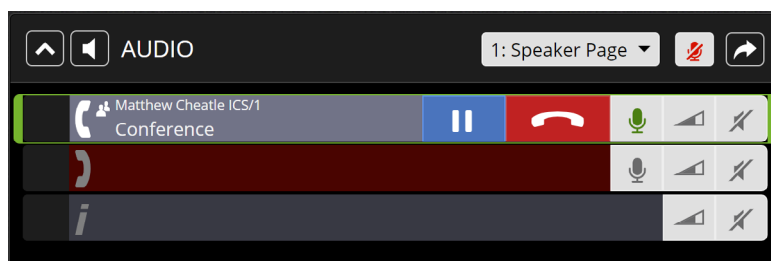
The first conference participant is added to the Conference and Call Activity Panels.



The first conference participant is also placed on hold.

3. Call the second conference participant. Once the call is connected click on  which is located in the Dial Pad Panel.


The conference is now active as indicated in the Audio Panel.




The conference participants are displayed in the Conference Panel.

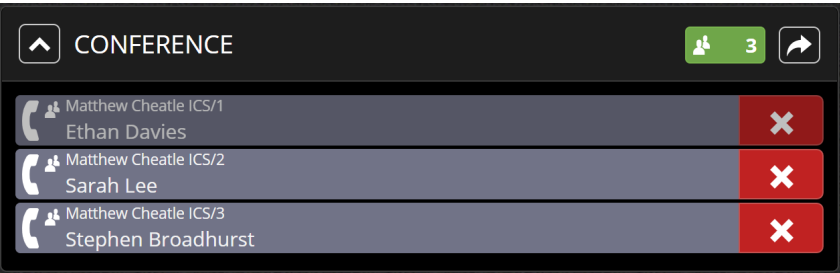


4. Repeat the above steps to add more participants.

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

Removing a Conference Participant

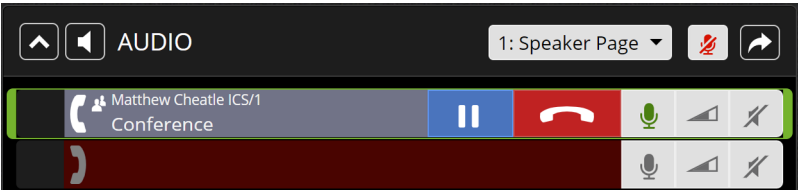
To remove a user from a conference click  next to the participant’s name listed in the Conferencing Panel.




Ending an ARIA Click (Local) Conference

To end a conference:

1. To end a call / hang up click the clear  icon as shown below.

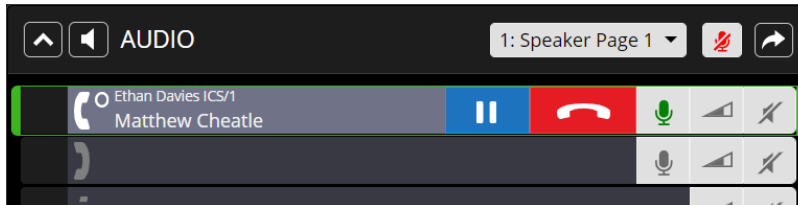



- 
- Only the person who created the conference can end it, i.e. when the initiator leaves the call, the call is ended.

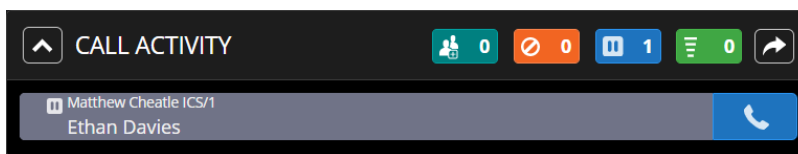
Fast conference

Fast Conference is a conference type that allows active appearances and appearances in a busy elsewhere or on hold state to be brought together to form a single conference.

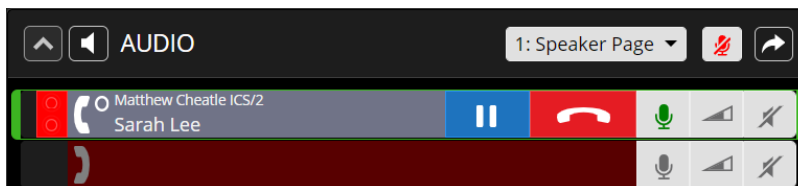
1. Call the first participant. In the example below the called participant is 'Ethan Davis'.



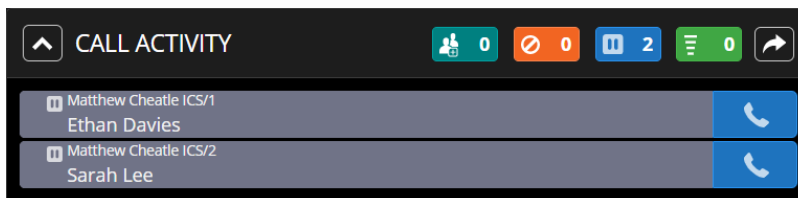
2. Place the first participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.



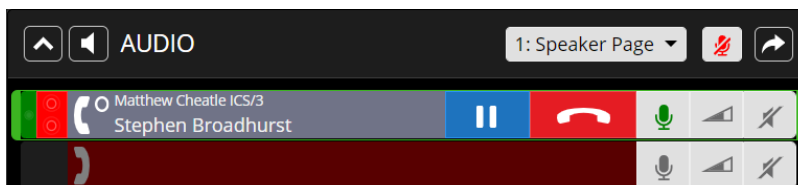
3. Call the second participant. In the example below the called participant is 'Sarah Lee'.




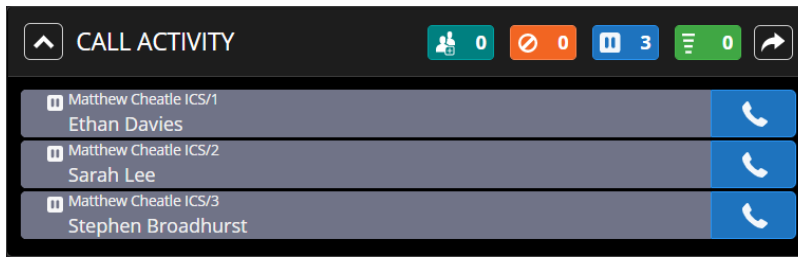
4. Place the second participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.



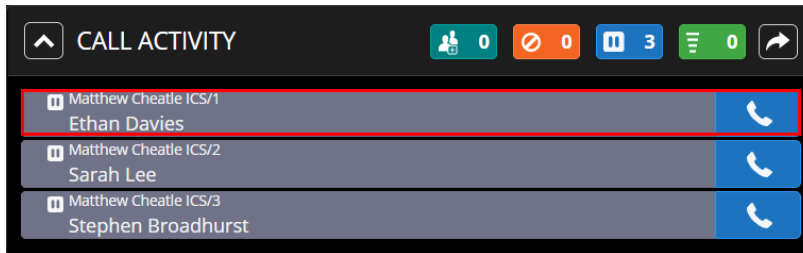
5. Call the third participant. In the example below the called participant is 'Stephen Broadhurst'.



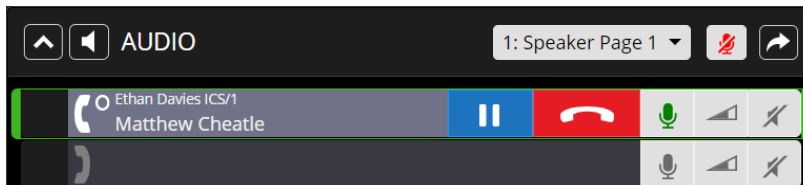
6. Place the third participant on hold by clicking the  icon for the appropriate handset which moves the participant from the handset to the call activity panel.




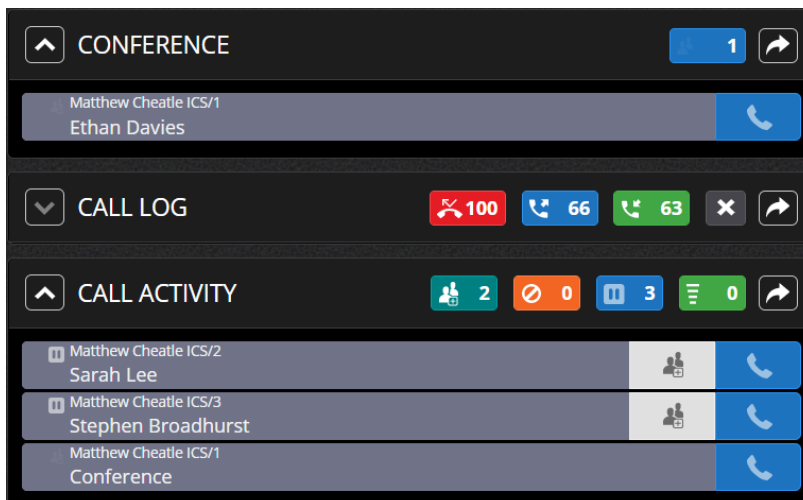
7. Take a participant off hold. In the example below 'Ethan Davies' is taken off hold by clicking his appearance in the call activity panel as outlined in red below.





8. The participant 'Ethan Davies' is returned to the audio panel.

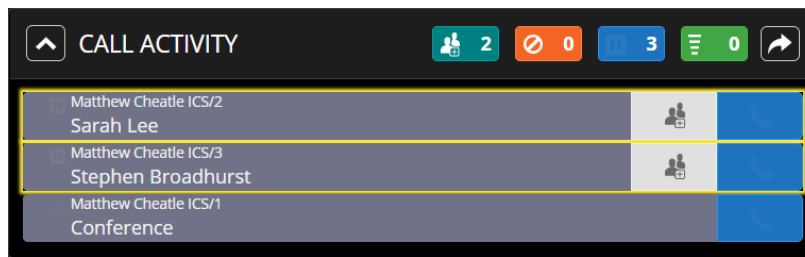



9. Click on  which is located in the Dial Pad Panel.
10. Conferencing is initiated with 'Ethan Davies' displayed in the conferencing panel as the sole participant.

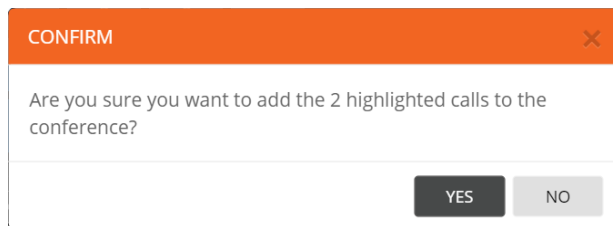


11. Add the second and third participants to the conference by clicking the add to conference  icon next to their names in the call activity panel.

Alternatively, to add all eligible on-hold participants to the conference, move your mouse cursor over the conference  icon in the dial pad panel. Eligible participants will be outlined in yellow.



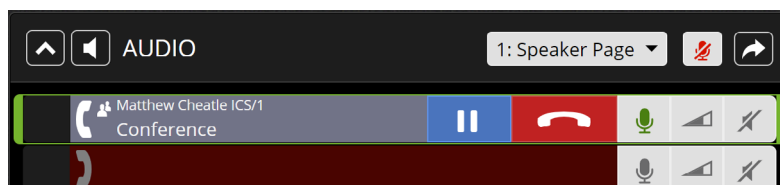
12. Click the add all eligible on-hold calls to conference  icon in the dial pad panel.
13. Select **YES** on the **CONFIRM** pop up message.



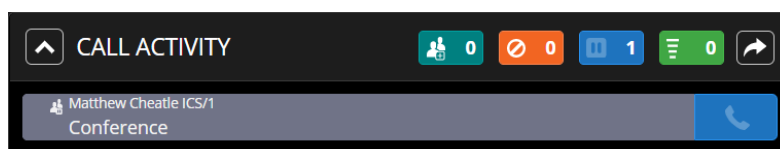
All participants are now in the conference.



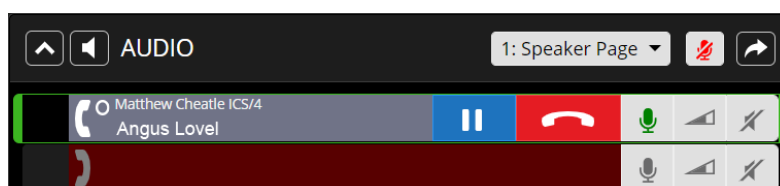
14. To add a fourth person to the conference click the  icon on the handset in the audio panel.





The Conference is removed from the handset appearance to the call activity panel.

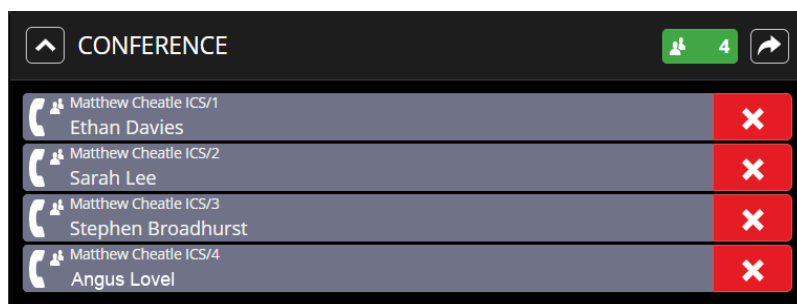


15. Call the fourth participant. In our example the fourth participant is FixedAngus Lovel'.



16. Ensure when Angus Lovel answers the call the appearance is active on one of the handsets (as shown in the illustration above) then either click the add to conference  icon in the dial pad panel or the add to conference  icon next to Angus Lovel's appearance in the call activity panel.

17. Angus Lovel is now added to the conference.



18. To remove a conference participant or to end a conference, see *Standard Conference* on page 59.

Speaker Channels

This section explains the following:

- Assigning an appearance to a non-paging speaker channel, see page 65.
- Assigning an appearance to a paging speaker channel, see page 66.
- Moving an appearance on a speaker channel to a handset, see page 67.
- Talking on a speaker channel, see page 67.
- Wiping an appearance from a speaker channel, see page 68.
- Muting a speaker channel, see page 68.

Up to twenty-four Speaker Channels can be assigned to your profile by your System Administrator. Once set, lines are allocated to individual speaker channels from the ARIA Click interface.

Speaker Channels can be non-paginating (a single line is static on the speaker until changed by the user) or paginated (speaker channels are grouped together using speaker pages (up to 4). With a speaker page selected, lines are added to channels and will remain active until a different speaker page is selected or reconfigured by the user)

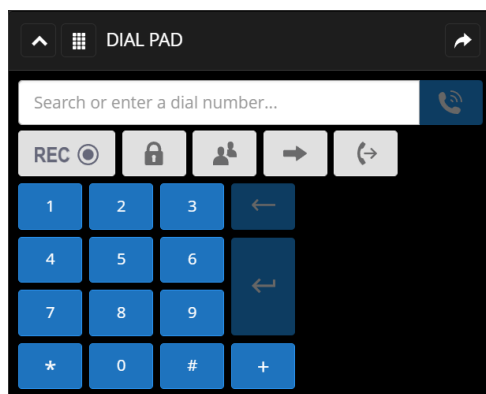
It is possible for a profile to contain a mix of paginated and non-paginated speaker channels.

Assigning an appearance to a non-paging speaker channel

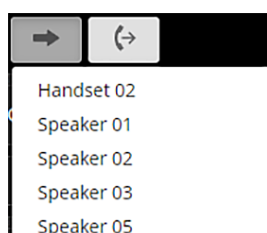
An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.

To assign an appearance to a speaker channel from a handset/intercom appearance:

1. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



2. Select the speaker from the dropdown list. The call will be moved to the speaker.



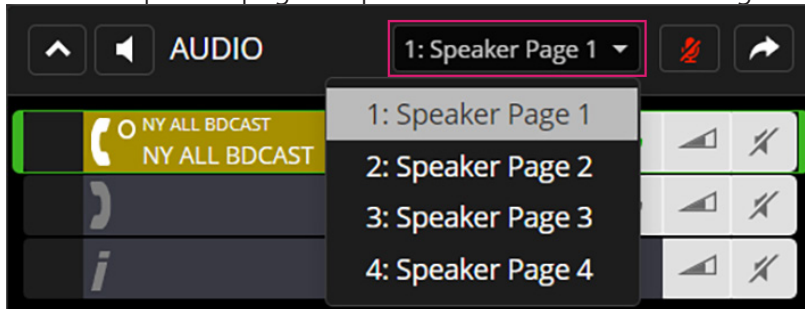
Active appearances on speaker channel appearances cannot be moved.

Assigning an appearance to a paging speaker channel

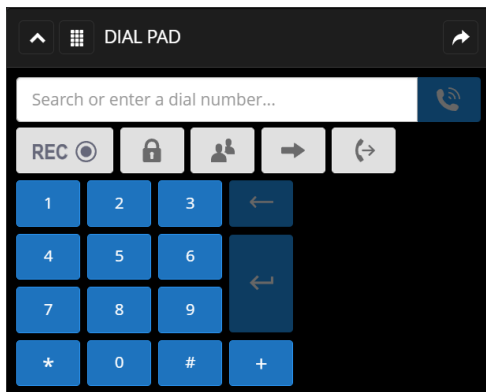
An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.

To assign an appearance to a speaker channel from a handset/intercom appearance:

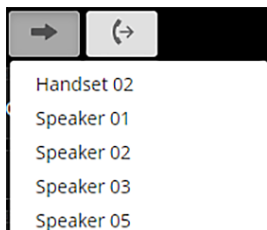
1. If assigning to a speaker page other than the page currently displayed, select the speaker page from the speaker page dropdown list as outlined in magenta below.



2. Select the  icon which is located above the dial pad.



This will display a dropdown list similar to the illustration below:



3. Select the speaker from the dropdown list. The call will be moved to the speaker.




- Speaker channel paging is configured by your System Administrator. If speaker paging is not enabled on a speaker channel appearance, selecting a speaker page will have no affect.
- Lines are assigned from a handset/intercom appearance to paginating speaker channels and apply only to the active speaker page.

Moving an appearance on a speaker channel to a handset

An appearance can be one of the following: Telephony, Hoot, MRD, ARD, VPW and Intercom.




To move an active appearance to a handset:

Select the  icon on the speaker appearance.

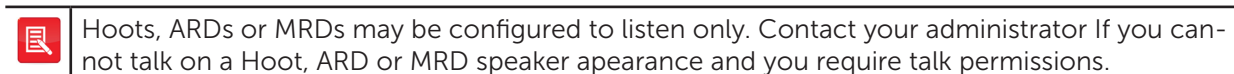
The speaker appearance is now shown on a handset appearance.




To remove the speaker from the handset appearance select the clear  icon.

Talking on a speaker channel

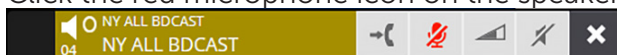
There are two methods to talk on a speaker channel, Click to Latch and Push to Talk. You can talk on Hoots, ARDs, MRDs, telephony and intercom calls assigned to a speaker channel.



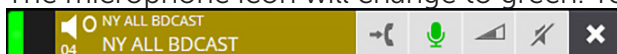
The following scenarios demonstrate Click to Latch and Push to Talk using a Hoot appearance on a speaker channel. Intercom and telephony calls have an additional clear  icon when on a speaker channel.

Click to Latch

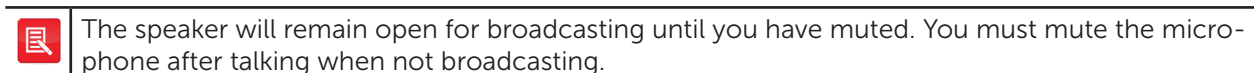
1. Click the red microphone icon on the speaker appearance to talk.



2. The microphone icon will change to green. You can now talk.

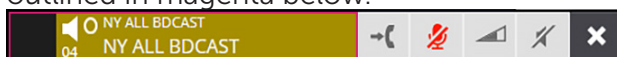


3. To mute the microphone after talking, click on the green microphone icon. The icon will turn red to indicate that talking is muted.



Push to Talk

1. To talk on a speaker appearance, click and hold down the speaker label whilst talking as outlined in magenta below.



2. The microphone icon will turn green. You can now talk.




- Once finished talking, stop holding down the speaker label. The microphone icon will turn red to indicate that talking on the speaker is muted.

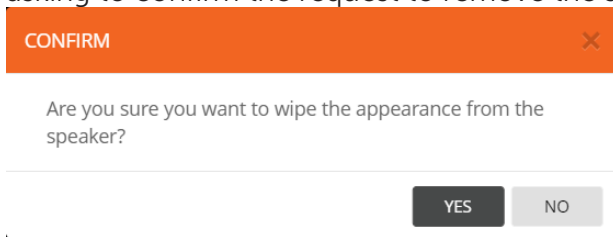


Wiping an appearance from a speaker channel

To remove an appearance from a speaker:



- Select the **remove**  icon on the speaker.
- This will display a CONFIRM wipe appearance dialog. This displays a confirmation message asking to confirm the request to remove the speaker appearance.



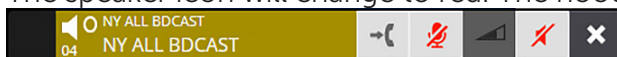
- Select **Yes**.

Muting a speaker channel

- To mute a speaker, select on the greyed-out speaker icon as indicated below.



- The speaker icon will change to red. The hoot speaker is now muted.



- To unmute the hoot speaker, select the red speaker icon.

This section explains the following:

- Intercom and group calls, see page 69.
- Making an intercom call, see page 70.
- Answering an intercom call, see page 71.
- Clearing an intercom call, see page 71.
- Making a group call, see page 72.
- Talking on a mixing group call, see page 72.
- Talking on an answerback call, see page 72.

To activate intercom privacy, see *Intercom Privacy* on page 29.

To view missed intercom calls, see *Call Log Panel* on page 36.

Intercom and group calls

Intercom

Intercom is a fast connect, auto-answer method of making calls to other end users on the same system. Any end user with an assigned intercom extension can place and receive an intercom call.

Intercom calls can be placed using the directory, call history, programmed speed dial buttons or by dialling the intercom extension as an intercom call, see *Making an intercom call* on page 70.

- Intercom calls can be placed or received using hands-free speaker mode or a handset.
- Only one intercom call can be active at a time.
- Intercom calls cannot be transferred.
- Intercom calls can be put on hold, see page 52.
- Intercom calls can be added into conferences but only with other non-intercom lines, see *Conferencing* on page 59.
- Setting **Do Not Disturb** does not prevent intercom calls being auto answered, see page 29.
- Setting **Intercom Privacy** turns off auto-answer and requires incoming intercom calls to be manually answered, see *Intercom Privacy* on page 29 and *Answering an intercom call* on page 71.

Group calls

An intercom group call connects all available members of a predefined internal user group simultaneously.

There are three types of group calls:

- **Standard Group Call.** A call used to make announcements to members of the group call. Members receiving the announcement are unable to talk back to the group.

See *Making a group call* on page 72.

- **Mixing Group Call.** A call used to make announcements to members of the group call. Members, who have talk permission, can talk within the group call.

See *Making a group call* on page 71 and *Talking on a mixing group call* on page 72.

- **Answerback to Owner Group Call.** A call comprising a group of users in which only the call initiator can talk to the group. The call initiator can request that another member of the group responds to the call.

If another member of the group responds, the group call is dropped and a point-to-point call is established between the initiator and the responding member. Any member who receives the call may respond to the initiator.

See *Making a group call* on page 71 and *Talking on an answerback call* on page 72.

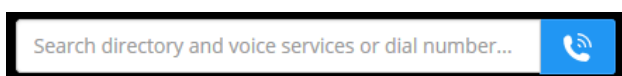
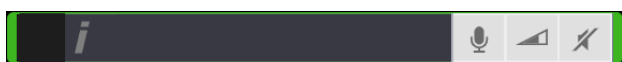



Talk permission is required to initiate a group call, to talk on a mixing group call and to respond to an answerback group call.

Making an intercom call




Under the 'AUDIO' section, select on the 'i' bar which will become highlighted in green.

If an intercom call is selected from the directory or a speed dial then there is no need to select the intercom appearance under the 'AUDIO' section as these intercom calls will default to the intercom appearance. Intercom calls can also be made from handsets.



1. Enter the dial number using PC/laptop keyboard in the dial number entry and select the  icon.

OR

Select the appropriate numbers using the dial pad and select the  or  icon. You may need to select the  icon to display the dial pad.

OR

Type the first few letters of the contact's name. From the list, select a contact to call. From the list, select a number to dial.

OR

- Select a Speed Dial.
- Talk when call is connected.

Answering an intercom call

This only applies if Intercom Privacy is enabled, see *Intercom privacy* on page 29.




Select the  icon.

Clearing an intercom call



Select the clear  icon.

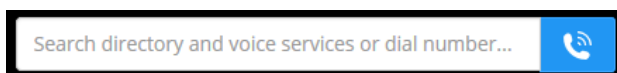
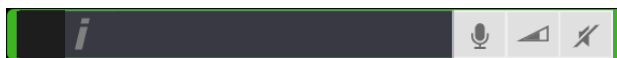
Missed intercom calls

- Select the missed calls  icon.
- This will display the call log which contains the call history.

Making a group call




- Under the **AUDIO** section, select the 'i' bar it will become highlighted in green.

If an intercom call is selected from the directory or a speed dial then there is no need to select the intercom appearance under the 'AUDIO' section as these intercom calls will default to the intercom appearance. Intercom calls can also be made from handsets.



- Enter the dial number using PC/laptop keyboard in the dial number entry and select the  icon.

OR


Select the appropriate numbers using the dial pad and select the  or  icon. You may need to select the  icon to display the dial pad.

OR

Type the first few letters of the group call's name. From the list, select the group call.

OR

Select a Speed Dial.

3. Talk when group call is connected.
4. If making an answerback group, press the initiate answerback button  on the intercom appearance:





Talking on a mixing group call

Simply talk if you initiated the mixing group call

OR

Select the **open microphone**  icon.

Talking on an answerback group call

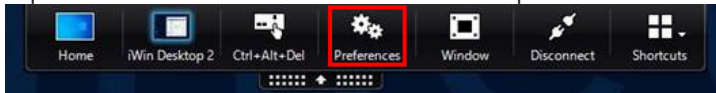
1. Select the open microphone button .
2. To end the call select the **clear**  icon.

Remote Desktop Access

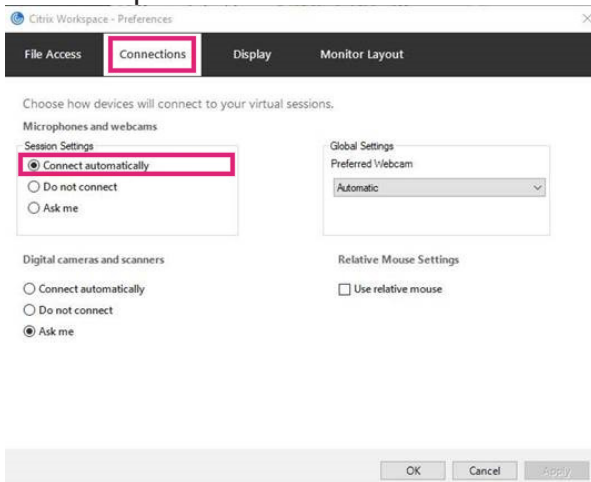
Configuring Citrix Virtual Desktop

ARIA Click requires a microphone and speaker connected to the local machine you are connecting from. Please note that multiple streams are not supported, see *Preferences* on page 26. To configure Citrix® Virtual Desktop:

1. Open the session controls from the top of the screen and select **Preferences**.



2. Select the **Connections** tab.
3. Set **Microphones and webcams Session Settings** to 'Connect Automatically'.

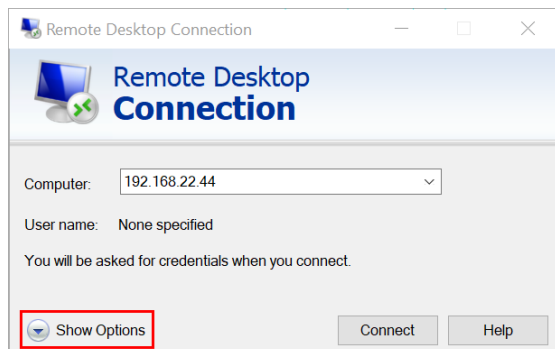


4. Select **OK**.

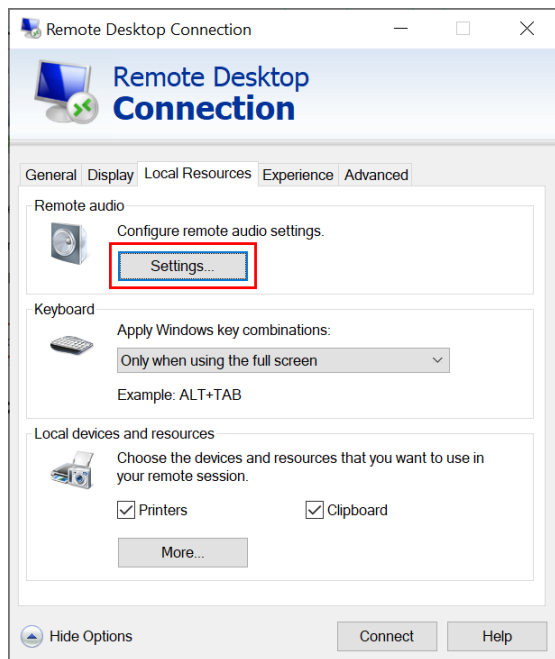
Configuring Windows Remote Desktop

ARIA Click requires a microphone and speaker connected to the local machine you are connecting from. Please note that multiple streams are not supported, see *Preferences* on page 26. To configure Windows® Remote Desktop (RDP):

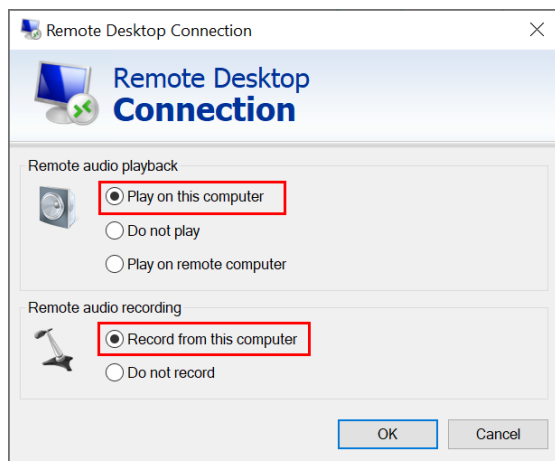
1. Open Windows Remote Desktop and select **Show Options**.






2. Select **Local Resources** tab and **Configure remote audio Settings**.



3. Select **Play on this computer** for Remote audio playback and **Record from this computer** for Remote audio recording. Then select **OK**.



Frequently Asked Questions

Question	Answer
GENERAL	
How do I use the Intercom?	Under the 'AUDIO' panel, click on the i bar it will become highlighted in green. Move to the 'DIAL PAD' panel and enter the user's intercom extension number or search the corporate directory for counterparties name. Press the blue handset button or press return on your keyboard.
How do I put a line on a speaker?	Once in a call select the  icon which is located in the 'DIAL PAD' panel and select the speaker/handset to assign from the drop-down list.
Can I use my iPad/iPhone?	Currently iOS is not supported so you cannot use your iPad / iPhone. However, many Android based devices are supported.
Can I use my Mac computer?	Google Chrome or Firefox (with limitations around multiple audio streams) will run ARIA Click on macOS. Safari will not run ARIA.
How can I see what line a call came was on in the Call Log?	ARIA Click supports both a simple or detailed Call Log. To turn on the detailed mode and see each call's incoming line information click the 'MENU' icon (top right) then select 'Preferences'. Set 'Call Log Display Mode' to 'Detailed'. Click 'OK' to complete configuring the call log.
I am in a meeting and don't want to be disturbed. How do I stop incoming alerts?	Click the Bell icon at the top of the status bar. When it is active, i.e. shown in colour, ARIA Click will suppress ringing tones on telephone calls. When greyed out this option is turned off and calls will audibly ring on the Headset or Speakers.
I need to forward calls to my other phone?	Call Forwarding is turned on by clicking the icon showing a handset and arrow on the status bar. When clicked, the 'CALL FORWARDING' menu is displayed. Enter the phone number with any outbound prefixes such as 0 or 9 in the 'ADDRESS' text-box. Then select when the call forwarding should occur. There are 3 options: 'Always', 'On No Answer' and 'On Busy'. Click 'OK' to complete the call forwarding. When Call Forward is active, the icon will show up in the status bar in colour. Please note that Call Forwarding can be restricted in some trading groups due to compliance regulations and may not be available for your trading profile. Also note that if seated at a Virtual Device Call Forward will be disabled when signing out.
I selected virtual device when signing in and I get the error "not enough devices available". What do I do?	Contact your administrator because the system has reached its capacity and cannot allocate your session enough resources to start. If you have a hardware option (an iTurret iD808) you may want to sign in again and select 'HARDWARE' as opposed to 'VIRTUAL' when asked to 'CHOOSE A HOSTING PLATFORM'. Contact your administrator if you continue to have issues connecting.
Intercom calls don't ring, they auto answer. How can I stop this?	Intercom Privacy, once turned on, will suppress personal intercom calls. To activate, click the icon in the status bar  (3 lines in a triangle pattern). When it's blue, it is active, and the user will hear a ringing for incoming intercom calls.
I missed a call. How do I call the counterparty back?	Expand the 'CALL LOG' panel, using the arrow icon next to the call log heading. To the right of each call there is a blue icon showing a handset. Click this icon (or the call label itself) and ARIA Click will call out on the virtual handset in focus.
Does ARIA Click show all my speed dials and lines?	Yes, all the speed dials and lines on your trading profile will be available when you sign in to ARIA Click with your credentials.
My Browser says "Your browser does not appear to support WebRTC", what should I do?	ARIA Click requires a WebRTC enabled browser. ARIA Click is compatible with Google Chrome or Mozilla Firefox (with limitations around multiple audio streams). If you do not have either of these browsers, please contact your administrator.
An Administrator amended my user profile but I'm not seeing the changes in my ARIA Click client.	Click the 'MENU' icon (top right) then sign out of ARIA Click and sign back in.
Are ARIA Click sessions recorded?	Yes, if your administrator has configured voice recording for your user profile.
How do I view the call log and call activity?	The panels can be expanded by clicking the dropdown button on the left of each panel.
Can I customise my ARIA Click layout?	Panels can be repositioned by dragging and undocked clicking the pop out button  on the right of each panel.
How do I redock a panel?	Closing the undocked panel automatically redocks it to its previous location in the main application window.

Question	Answer
My ARIA Click profile does not look like my turret profile, can I make them match?	The ARIA Click profile should look like your turret profile other than the keys that are not needed, e.g. dynamic keys, shortcut keys, menu shortcuts, etc.
What are Voice Services?	This is a collective term for ARD (Automatic Ring Down), MRD (Manual Ring Down) and Hoot (also known as Broadcasts). These services are also commonly known as Private Wire, Private Lines, Trader Voice and Direct Line. It is not a term for telephony or intercom.
Can I change my ringtone?	Contact your administrator as this cannot be modified within the ARIA Click client.
I have a warning about accepting a Certificate. What should I do?	ARIA Click is configured to use a certificate for security. You should check the validity of this certificate and then accept this certificate if valid otherwise ARIA Click will not work. If in doubt contact your administrator.
Why am I seeing "Failed to authorise with the iGS"?	Please contact your administrator as the ARIA Click servers may need their time synchronised.
How do I talk and mute a hoot?	To talk on a hoot click the red microphone icon on the hoot speaker appearance to talk and click again once finished talking. To mute a hoot click the greyed-out speaker icon on the hoot speaker appearance; the icon will then turn red. Click again to unmute the hoot.
How do I connect to ARIA Click from my Citrix remote desktop?	You must have a microphone connected the machine you are connecting from (home PC or laptop) and then check your Citrix session preferences. Open the session controls from the top of the screen and click 'Preferences'. Then on select the 'Connections' tab make sure you have the option Microphones and webcams set to 'Connect Automatically', see <i>Configuring Citrix</i> on page 73.
AUDIO	
Why am I getting feedback / echo?	Your microphone maybe picking up your speaker. Try muting your microphones in turn to determine the source of the pickup. Also try lowering the volume of any loudspeaker as this maybe being picked up by an open microphone. Also, ask any counterparty to try muting their microphone as they maybe the source.
Can you use multiple talk paths?	You can configure multiple audio streams on ARIA Click if your Administrator has enabled the feature and your device has more than one audio device attached. Click the 'MENU' icon (top right) then select 'Preferences'. Set 'Multiple Audio Streams' to 'On'. Then choose which sources you want for each media, e.g. intercom default, handset 1 and handset 2. Once you have selected the desired audio sources, click 'OK'. Any changes made to audio settings require an ARIA Click reset. Click the 'MENU' icon (top right) then select 'Reset' and select 'YES' to confirm the reset. Your new audio preferences will now take effect.
How do I get my headset working?	Connect your USB headset to your device. If this is a new headset, wait for the operating system to install the required drivers. Once done, open ARIA Click from the web browser and sign in. Click the 'MENU' icon (top right) then select 'Preferences'. Select your headset from the 'Microphone' dropdown list. Click 'OK'. To apply the new setting click the 'MENU' icon (top right) then select 'Reset' and select 'YES' to confirm the reset. If this does not work then sign out of ARIA, close and relaunch your browser.
How do I assign different speaker/microphone sources?	You can configure multiple audio streams on ARIA Click if your Administrator has enabled the feature. Click the 'MENU' icon (top right) then select 'Preferences'. Set 'Multiple Audio Streams' to 'On'. Then choose which sources you want for each media, e.g. intercom default, handset 1 and handset 2. Once you have selected the desired audio sources, click 'OK'. Any changes made to audio settings require an ARIA Click reset. Click the 'MENU' icon (top right) then select 'Reset' and select 'YES' to confirm the reset. Your new audio preferences will now take effect.
My Android tablet/phone doesn't allow multiple speaker sources?	Your version of Android or browser may not support this. Please update you Android version or try Google Chrome. At this time Firefox only partially supports multiple sources. Also confirm with your Administrator that this feature has been enabled.
I have got a headset plugged in, but the audio is still coming out of my speakers. How do I rectify this?	Click the 'MENU' icon (top right) then select 'Preferences'. Select your headset from the 'Microphone' dropdown list. Click 'OK'.
What is the difference between a handset and speaker channel?	An active speaker channel is always on. This is useful for monitoring hoots and private wires/lines. The virtual handset offers enhanced privacy.

Question	Answer
How do I assign a call or voice service to speaker channel?	For calls on the handset, click the assign button in the dial pad panel to select a different handset or speaker destination to send the call. For calls on a speaker, click the assign button on the speaker to assign the call on the speaker to the selected handset.
I can't hear my audio, why not?	Your speaker or handset could be muted (check that the audio device microphone mute icon is not red). Additionally click the 'MENU' icon (top right) then select 'Preferences' to check your audio settings.



Speakerbus

© Speakerbus Technology Limited 2022

Registered Office: Ground Floor, Hanover House,
Britannia Road, Queens Gate, Waltham Cross,
Hertfordshire, EN8 7TF

Registered in England No: 4415859

