






Question	Answer
GENERAL	
How to do I use the Intercom?	Under the 'AUDIO' panel, click on the <i>i</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 on macOS. Safari will not run ARIA.
How can I see what line a call came was on in the Call Log?	ARIA 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 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 logging off.






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I selected virtual device when logging 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 log 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 will call out on the virtual handset in focus.
Does ARIA show all my speed dials and lines?	Yes, all the speed dials and lines on your trading profile will be available when you login to ARIA with your credentials.
My Browser says "Your browser does not appear to support WebRTC", what should I do?	ARIA requires a WebRTC enabled browser. ARIA 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 client.	Click the 'MENU' icon (top right) then log out of ARIA and log back in.
Are ARIA 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 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.
My ARIA profile does not look like my turret profile, can I make them match?	The ARIA 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.




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Can I change my ringtone?	Contact your administrator as this cannot be modified within the ARIA client.
I have a warning about accepting a Certificate. What should I do?	ARIA 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 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 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 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'.
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 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 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.



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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 from the web browser and login. 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 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 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.
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.
How do I transfer a call?	Select the transfer  icon which is located in the 'DIAL PAD' panel. Enter the contact or number to transfer the call. Once call connected, select the transfer  icon again to complete transfer.
How do I mute a speaker channel?	Select the speaker channel's mute speaker icon. 



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How do I adjust the volume of a speaker channel?	Select the speaker channel's mute volume icon. 
How do I adjust the master volume?	Adjust the volume from your Windows/Mac/Android Audio settings.
If I mute a speaker channel, can I still be able to speak when selecting the speaker button?	Yes.
How do I know if I am transmitting audio or receiving audio in my speaker channel?	Two Voice Activity Detection (VAD) indicators are associated to the left of each handset and speaker channel appearance. Green indicates transmitting when speaking and red when receiving audio.