



Speakerbus

# Quick Start Guide ARIA Touch

Revision 7

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For the ARIA Touch user guide please visit [www.speakerbus/userguides](http://www.speakerbus/userguides) or scan the QR link.




[speakerbus.com](http://speakerbus.com)

## SIGNING IN

There are three ways to sign into ARIA Touch depending on the authentication configuration set by your organisation:

- Speakerbus credentials
- Active Directory credentials
- Microsoft credentials

To sign into ARIA Touch:

1. Before signing in for the first time, you will be prompted to select your preferred language.
2. Touch  to select the authentication type.
3. Enter user name and password into **User ID** and **Password**.
4. Ensure the correct **CloudBase** is selected.
5. Lastly, touch **SIGN IN**.

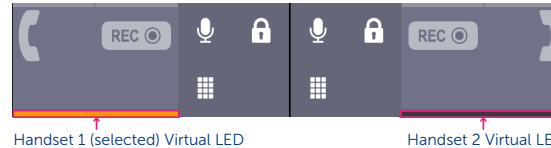
## SIGNING OUT

To sign out of ARIA Touch:

1. Touch the  softkey.
2. Touch **Sign Out**.
3. Touch **YES** on the **CONFIRM** pop up message.

## SELECT HANDSET/HEADSET

Ensure the appropriate handset tile is active prior to making and receiving calls. The active handset/headset is identified by the orange virtual LED.



Handset 1 (selected) Virtual LED


Handset 2 Virtual LED

To make a handset/headset active, touch the handset's tile.


## MAKING A CALL

### MAKING A CALL USING DIRECTORY SEARCH

1. Touch the selected handset tile.
2. Type the first few letters of the user or group call name. Touch a contact to call. From the option list provided, touch a number to dial.
3. Talk when call is connected.

 Search or enter a dial number...

### MAKING A CALL USING THE DIALPAD

1. If the user or group call number using the dialpad  and touch DIAL.
2. Talk when call is connected.

### MAKING A CALL USING A SPEED DIAL

1. Press a Speed Dial.
2. Talk when call is connected.

## ANSWERING A CALL

Touch either the bottom left (handset 1) or bottom right (handset 2) softkey.



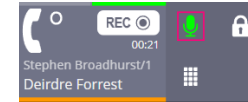
## CLEARING A CALL

Touch the **clear call** softkey.

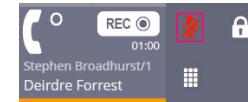


## MUTING/UNMUTING ACTIVE CALLS

To mute an active call, touch the appropriate handset green **microphone** softkey.



The **microphone** softkey will turn red.



To unmute the handset, touch the red **microphone** softkey which will return to green.


## DO NOT DISTURB

Touch the  softkey.


This displays the softkey as . Repeat to deactivate do not disturb.

Inbound calls will continue to flash but will not sound until do not disturb is deactivated

## MISSED CALLS

Touch the **missed calls**  softkey. This will display the call log which contains the call history.

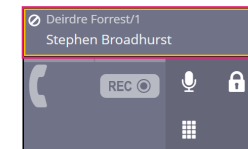
## VOICE MAIL

1. Access the Voicemail system by touching the  softkey. The softkey changes to red when there are new messages.
2. Using the dial pad, follow the voice prompts when connected to the voicemail system.

## BARGE IN / JOINING A LINE

To join a busy line:

Touch the associated **call activity** tile as shown in example below:



This will barge-in to a busy line unless the line has been made private.

LAYOUT VIEW



NOTIFICATION TOOLBAR



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

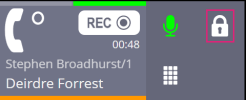
	Call Activity Status
	Recording Configuration Status
	Health Status

The notification toolbar also provides access to:

	Menu		Conferencing Dashboard
	Alert Override		Call Log Dashboard
	Call Forwarding		Tile Pages
	Do Not Disturb		Volume Control Dashboard
	Voicemail		
	Intercom Dashboard		

MAKING A LINE PRIVATE

To make a line private, touch the appropriate handset **privacy** softkey.



Touch the appropriate handset **privacy** softkey again to turn off line privacy.

TRANSFERRING CALLS

1. Touch the **transfer** softkey.  
  
2. Enter the number to dial or type the first few letters of a contact's name. From the list, touch a contact to call. From the list, touch a number to dial.
3. To transfer the call immediately touch the **transfer** softkey.  
OR  
Speak to recipient before touching the **transfer** softkey.  
OR

To cancel the transfer touch the **cancel transfer** softkey.

CONFERENCE CALLS

For more detailed conferencing options, please refer to the main user guide.

To initiate a conference call:

1. Call the first conference participant.
2. Touch the **conference** softkey when the call is connected.
3. Call the second conference participant, touch the **add conference participant** softkey when the call is connected.
4. The **conference participants** softkey is displayed at the top of the screen displaying the number of participants in conference.
5. To add further participants, touch the **conference on-hold** softkey and repeat step 3 until the maximum has been reached.

CALL FORWARDING

Please note that this feature may be disabled by your organisation.

To enable telephony call forwarding:

1. Select the **call forwarding** softkey.
2. Enter a forwarding number into the address textbox.
3. Select the appropriate options.
4. When finished touch **OK**. The call forwarding softkey will change to blue indicating that call forwarding has been enabled.

ASSIGNING SPEAKER CHANNELS

Any line can be moved to a speaker by dragging the tile onto a spare speaker channel.

Speaker lines can be moved to other speaker channels using drag and drop, but only when they are idle.

Active calls on the handset can be moved to a spare speaker channel using drag and drop.

To assign to a speaker channel:

1. Ensure the appropriate handset tile is active with a call present.
2. Using your finger, drag the handset tile onto the empty speaker channel tile.

WIPING SPEAKER CHANNELS

To wipe a line from a Speaker Channel:

1. Touch the **user menu** softkey.
2. Select **Wipe Speaker**.
3. Touch the tile to wipe.
4. Touch YES on the **CONFIRM** pop up message.

INTERCOM

MAKING A CALL

1. Touch the **intercom** softkey to display the intercom screen.
2. Enter the point to point or group call number on the virtual keypad. Touch the **DIAL** softkey to place the intercom call.  
OR  
Type the first few letters of the point to point or group call's name into the search textbox. From the list, touch a point to point or group call to place the intercom call.  
  
3. Talk when call is connected.

CLEARING A CALL

Touch the **clear call** softkey.