Using the AudioCodes C435HD

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The Phone Face

Your AudioCodes C435HD provides the same functionality as your existing telephone and more.
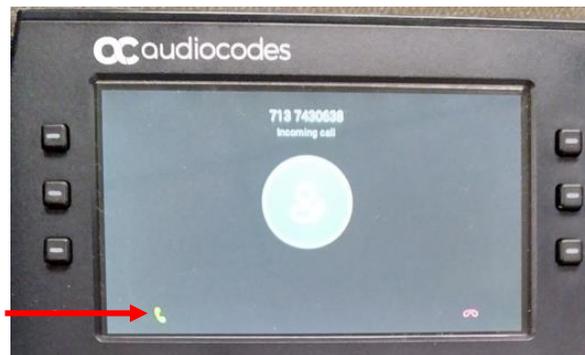

The Home screen:

Answer a Call

To answer a call, choose one of the following:

- Lift the **Handset**.
- Press the **Accept** softkey.
- Press the **Speakerphone** key.
- Press the **Headset** key (ensure that the headset is connected to the phone).
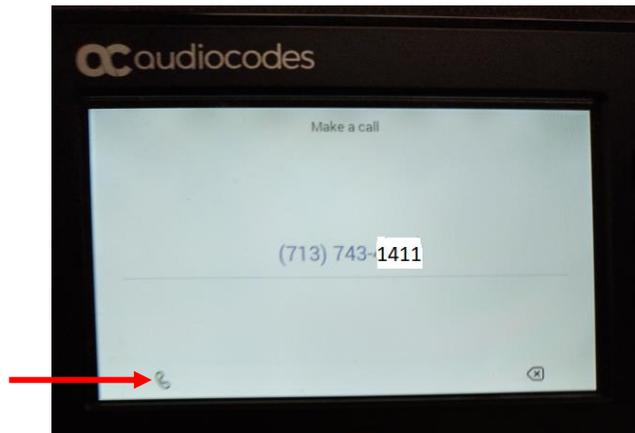
Make a Call

To make a call, choose one of the following:

- Enter a **phone** number and either press the **Dial** softkey or don't do anything and dialing will be automatically performed.
- To call a contact: Press the **CONTACTS** hard key, search and select a contact to call, press **OK**.

Dialing a domestic or international long-distance number:

1. Dial a **long-distance number** or select a long-distance **Contact**.
   - **Long distance call**: a domestic number [wait for the beep] + your long-distance code.
   - **International call**: 011 + an international number [wait for the beep] + your long-distance code.
2. Wait for the beep and then enter your **long-distance code**.

If you enter your long-distance code too soon, the call will fail.

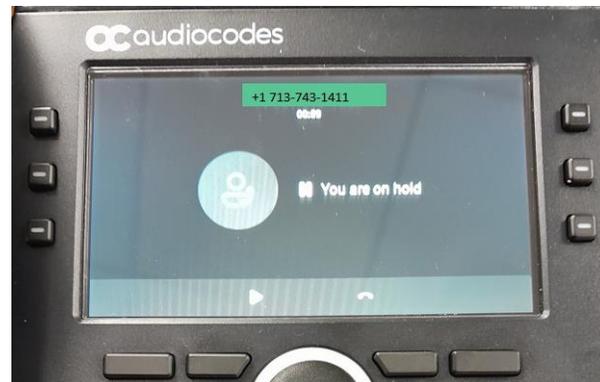**Note:** You no longer need to use a 9 to dial off-campus.

Put a Call on Hold

To put a call on hold:
- Accept an incoming call and then press the **HOLD** hard key; the call is put on hold.

To retrieve a call from hold:
- Press the **HOLD** hard key again to resume the call.
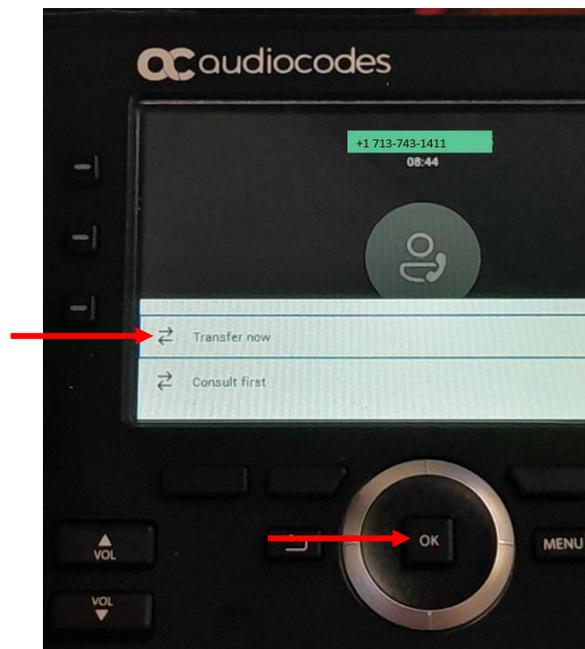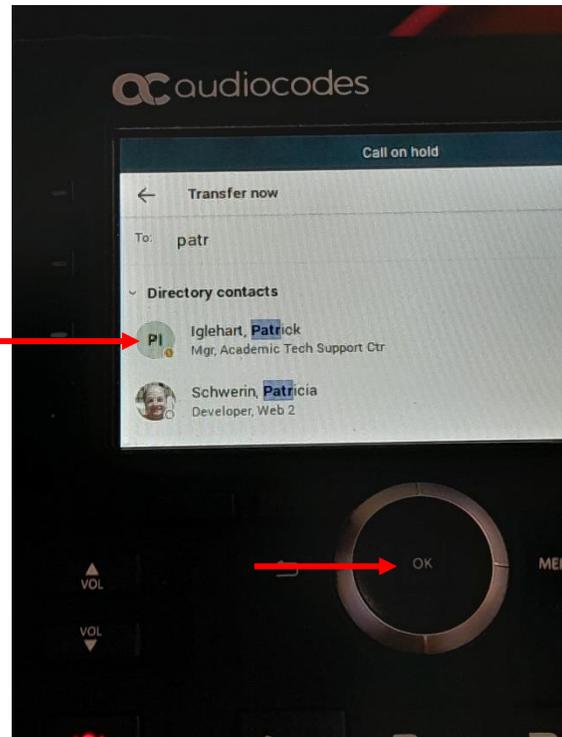
Transferring Calls

Blind Transfer:

1. During a call, press the **Transfer** softkey.
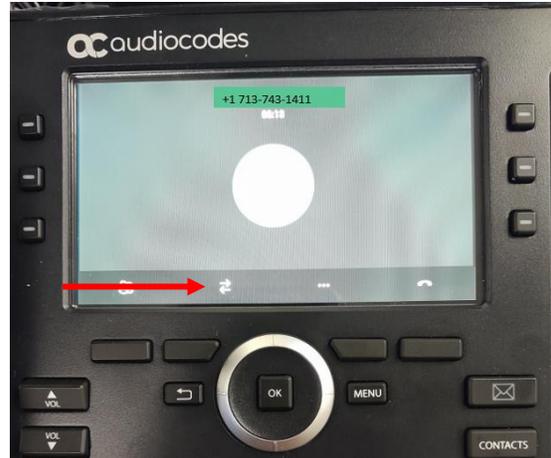

2. Select **Transfer now**.
3. Press **OK**.

4. Search and select a **contact**.
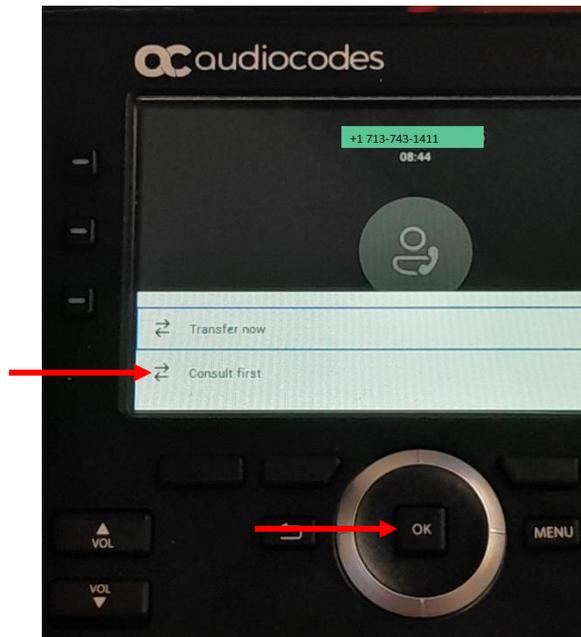5. Press **OK**.

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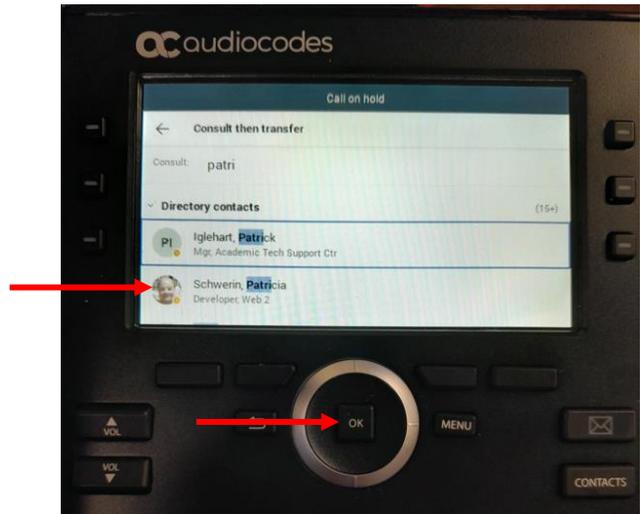
Consult Transfer

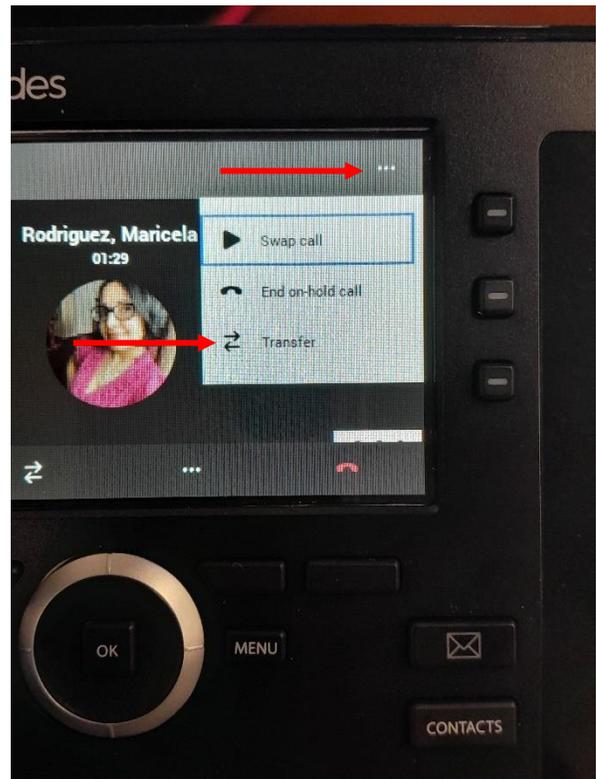1. During a call, press the **Transfer** softkey.

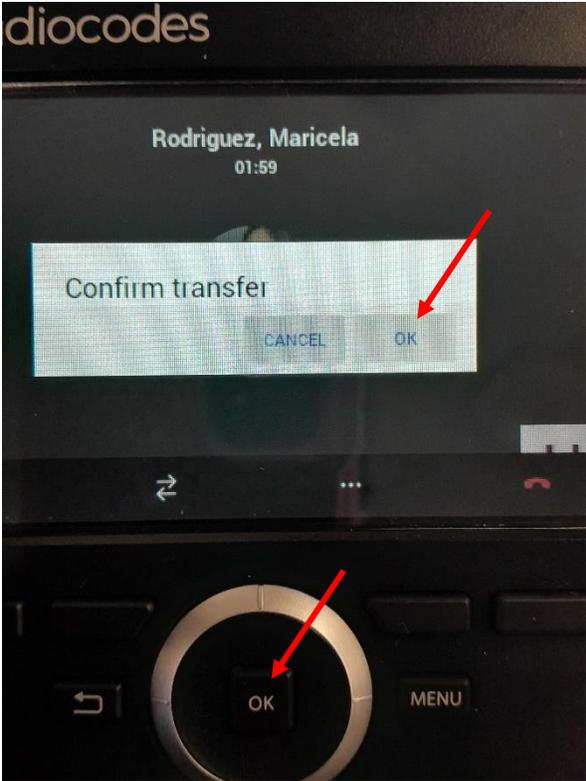2. Select **Consult first**.
3. Press **OK**.

4. Search and select a **contact**.
5. Press **OK**.

6. Consult with the **contact**.
7. Use the Navigation Control to open the **consult transfer** menu (the three dots).
8. Select **Transfer**.
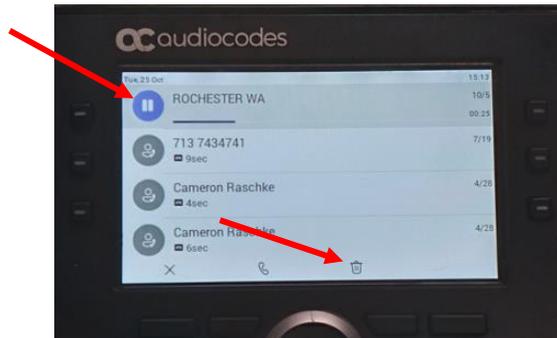
9. Select and Press **OK** twice.

Viewing and Checking Your Voicemail Messages

1. Press the **Voicemail** softkey.

2. Search for a **Voicemail** to listen to.
3. Press the **Play** softkey.
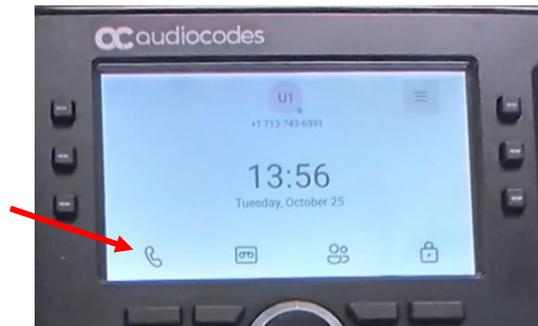4. To **delete** press the **Trash can** softkey.

View Call Log

You can view a history of All Calls, Missed Calls, Received Calls, and Dialed Calls.

To view your call log:

- On the Home screen, select the **Call** softkey.

Redial a Previous Call

To redial a previous call:

1. Press the **Call** softkey.
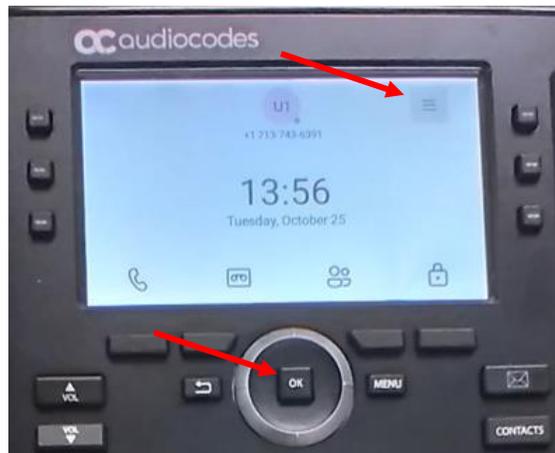2. Select a **contact or number** to call.
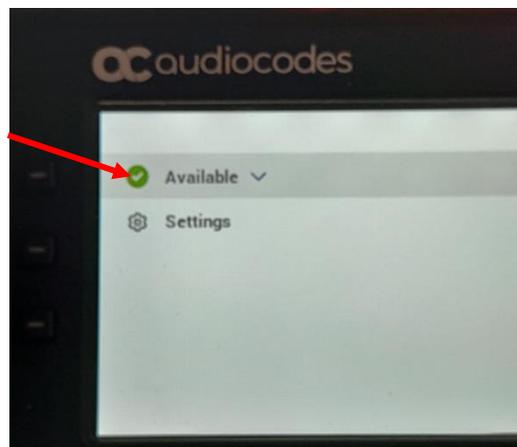3. Press **OK**.

To Change your Presence
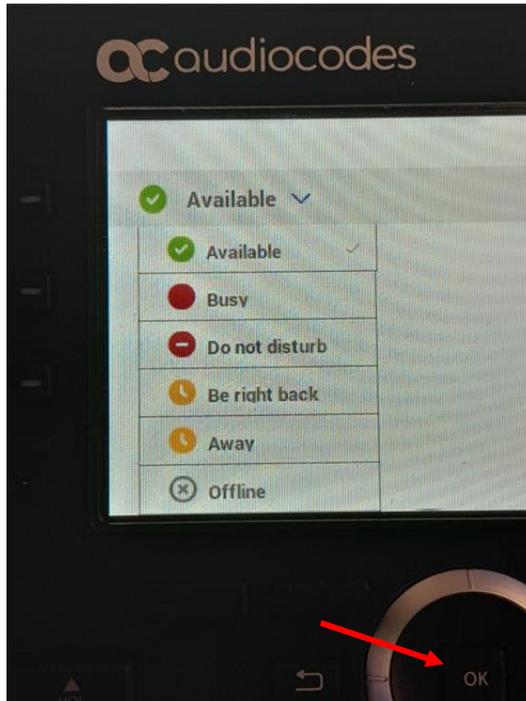
To change your Presence:

1. Use the Navigation Control to select the **three** lines.
2. Press **OK**.

3. Select the **presence** status drop-down list.
4. Press **OK**.

5. Select the desired **presence** status.
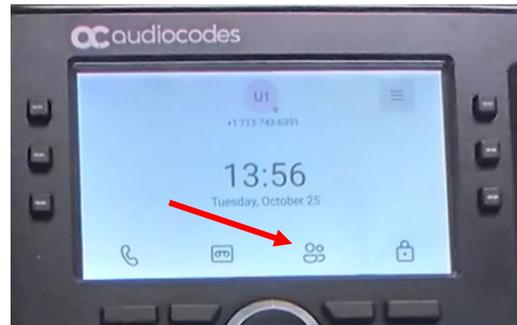6. Press **OK**.
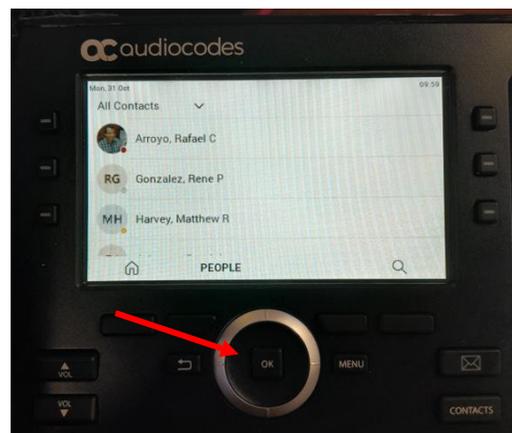

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To Search for a Contact

To search for a contact, choose one of the following:

1. Press the **People** softkey.

2. Select a **contact**.
3. Press **OK**.

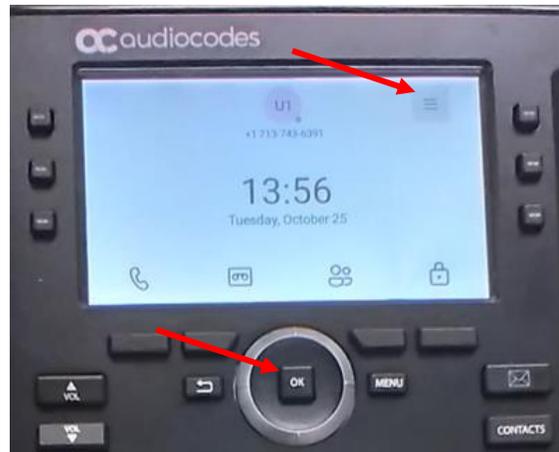Using the CONTACTS Key:

- Press the **CONTACTS** hard key.
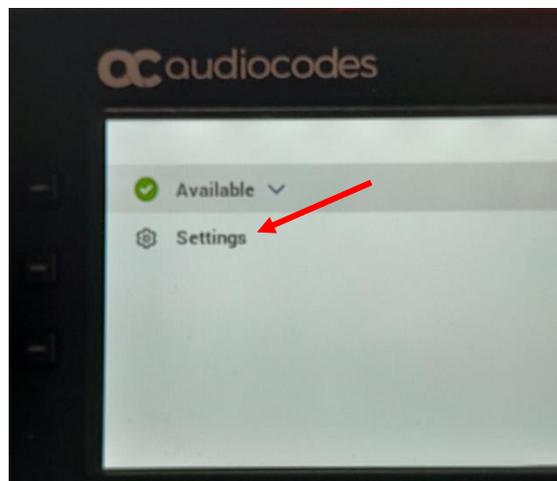
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Forwarding Calls
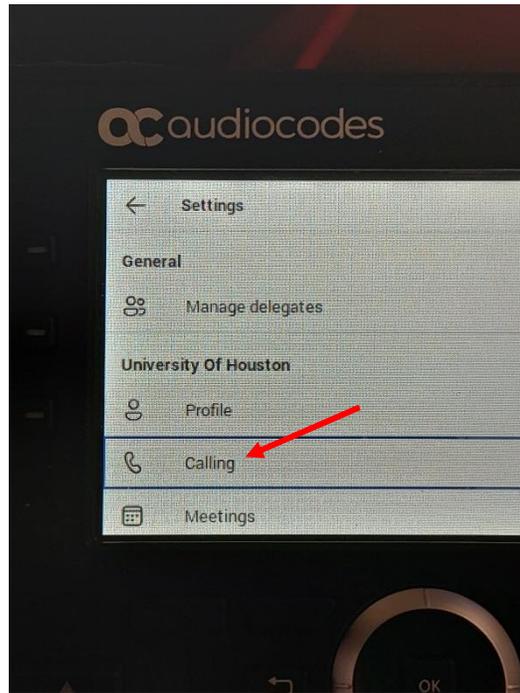
To forward calls:

1. Use the Navigation Control to select the **three** lines.
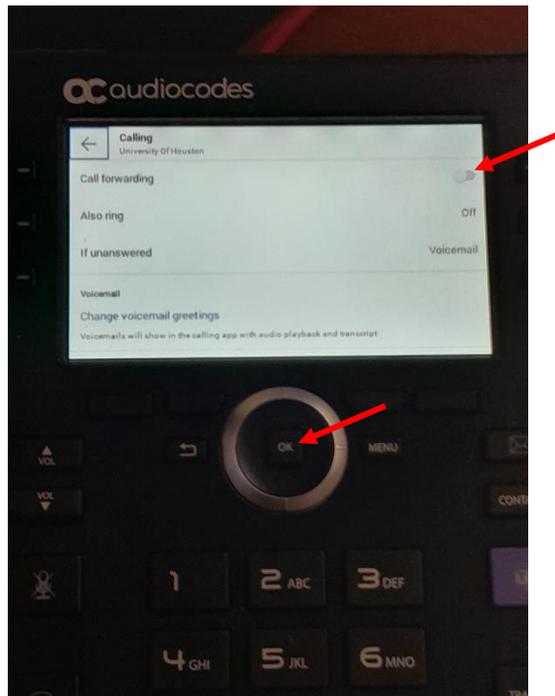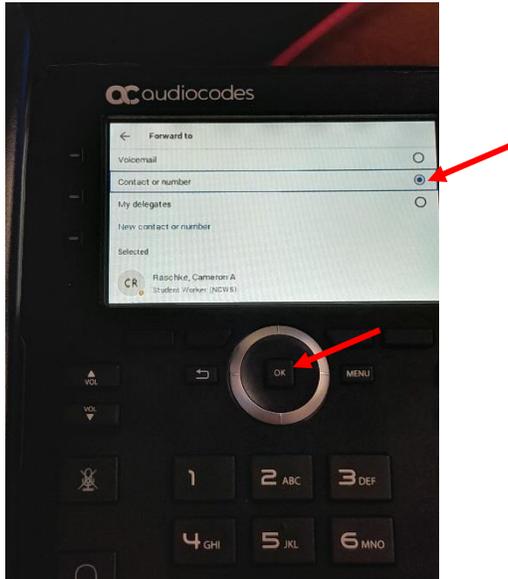2. Press **OK**.

3. Select **Settings**.
4. Press **OK**.
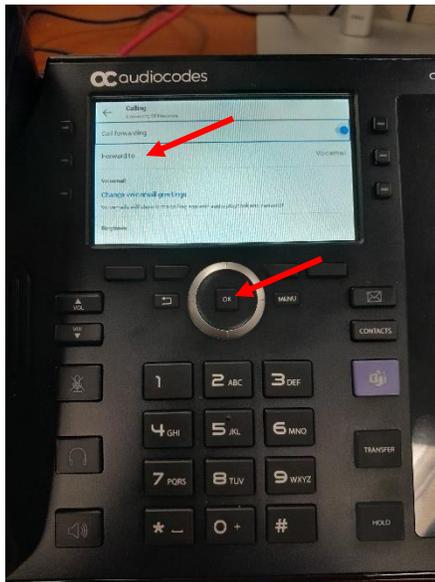
5. Select **Calling**.
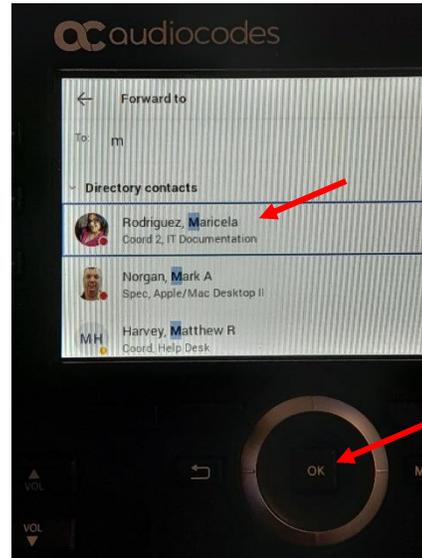6. Press **OK**.

7. Select **Call forwarding**.
8. Press **OK**.
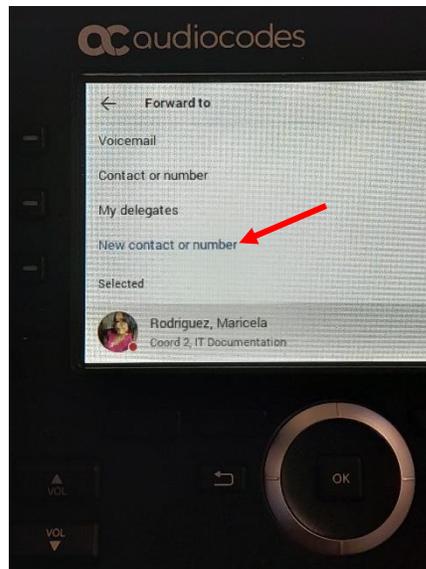
9. Select **Contact or number**.
10. Press **OK**.

11. Select **Forward to**.
12. Press **OK**.

13. Find a **contact**.
14. Press **OK**.

Note: The contact is now set to receive all forwarding calls. To update the contact, select **New contact or number**.

Deactivate Call Forwarding

1. To deactivate call forwarding, select **Call forwarding**.
2. Press **OK**.

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