Using the
AudioCodes C450HDBW

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The Phone Face

Your AudioCodes C450HDBW provides the same functionality as your existing telephone and more.

Navigating your Phone

Your phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.
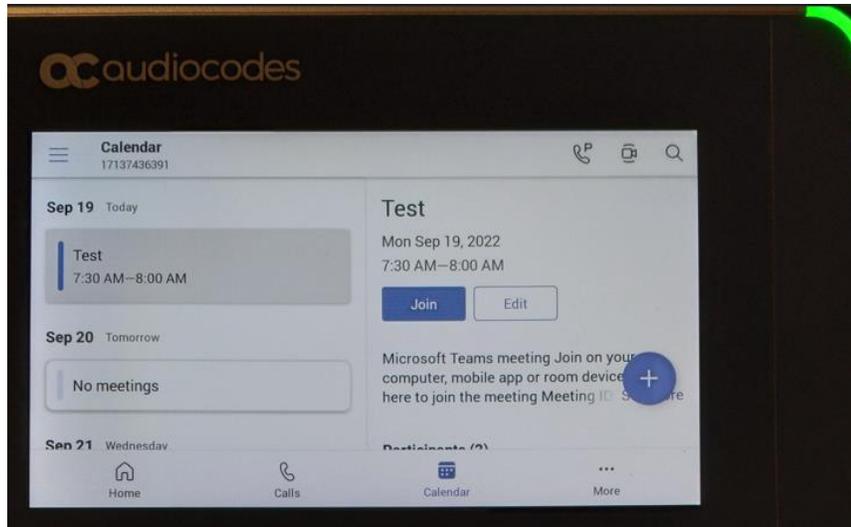
Accessing the Menus

Home Screen

The **Home** screen allows you to access other Teams screens and view notifications for meetings, missed calls, and voicemail messages.

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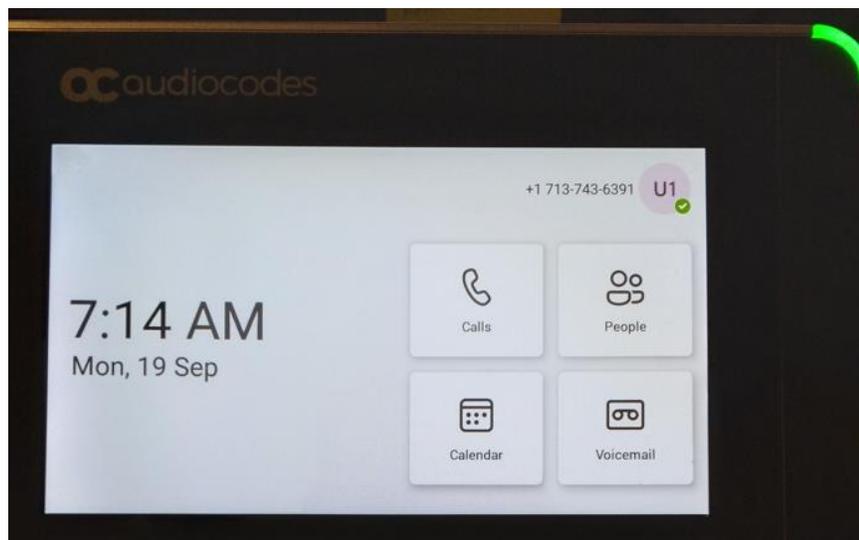
Calendar Screen

The **Calendar** view displays scheduled meetings for the current day. To view meeting details, select a meeting.

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People Screen

The **People** view displays contact details and the ability to search the company directory.

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Calls Screen

The **Calls** screen provides access to the phone dialer, your calls logs, and delegates.

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Voicemail Screen

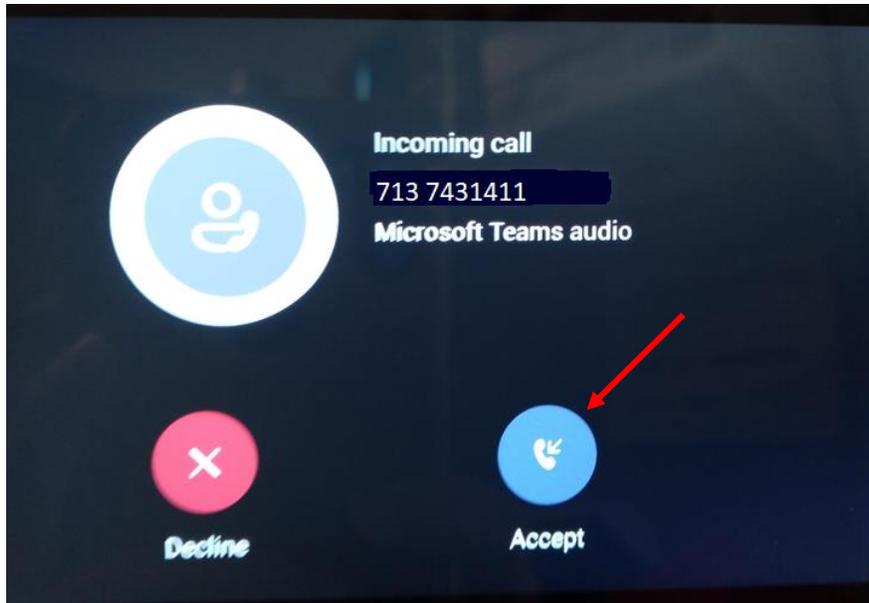The **Voicemail** screen provides access to voice messages.

Note: Press the Home icon to return to the main menu.

# Answer a Call

To answer a call, choose one of the following:

- Pick up the **Handset**.
- Tap the **Speakerphone** icon.
- Tap the **Headset** icon.
- Tap **Accept** on the phone screen.

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Make a Call

Place a Call using the dial pad or by selecting a contact.

1. On the **Calls** screen, select the blue **phone** icon.
2. Do one of the following:
   - Enter a **number** on the dial pad and select the **Call** icon.
   - Select **People**, search for a **contact**, and select the **Call** icon next to the contact's name.
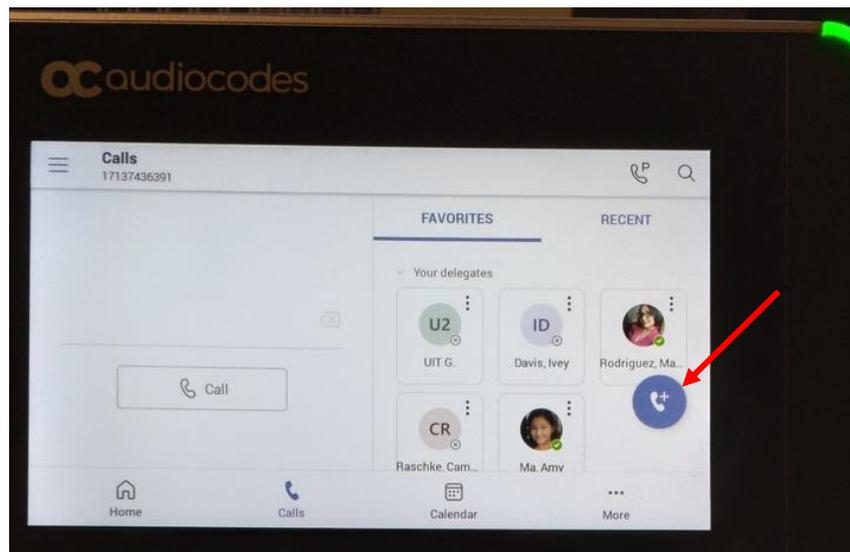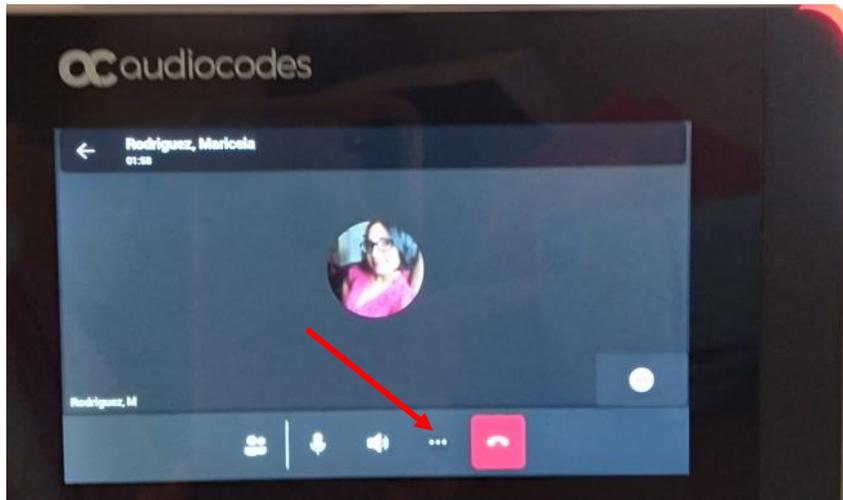
Important:
- You no longer need to use a 9 to dial off-campus.
- Long distance call: a domestic number + your long-distance code.
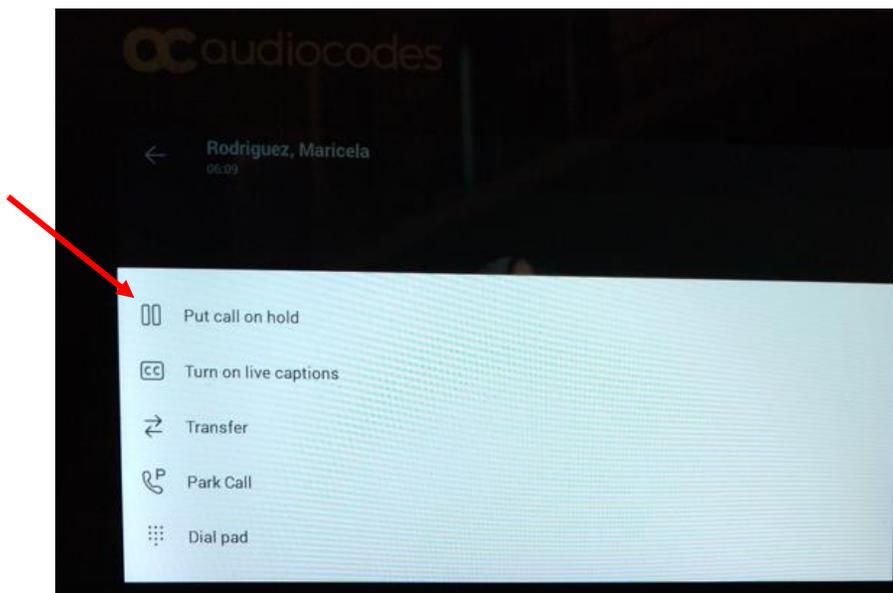- International call: 011 + an international number + your long-distance code.

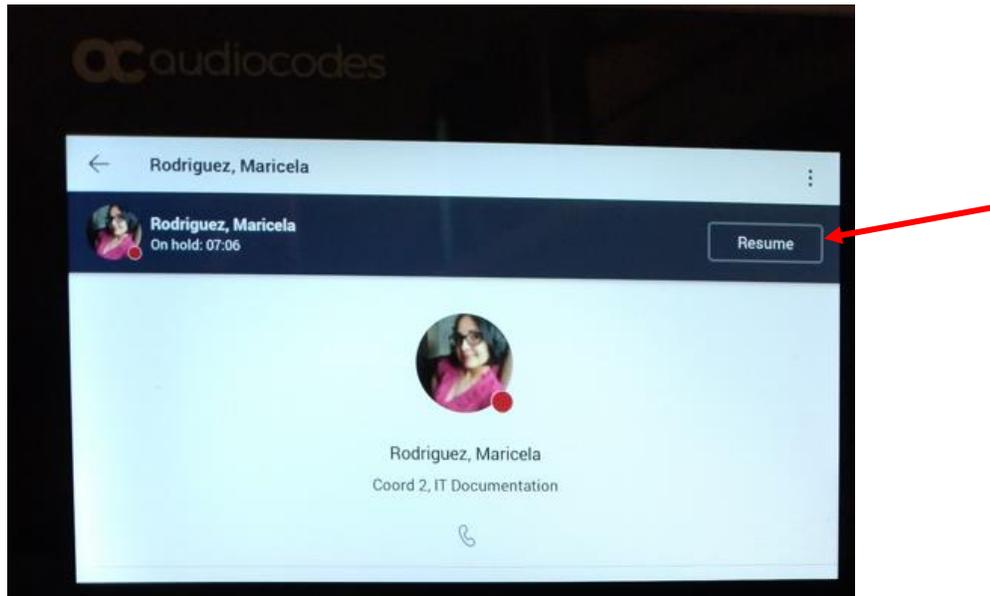Using the AudioCodes C450HDBW

Put a Call on Hold

To put a call on hold:

1. During an active call, tap the **three dots**.

2. Tap **Put call on hold**.

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To retrieve a call from hold, tap **Resume** from the Calls screen.
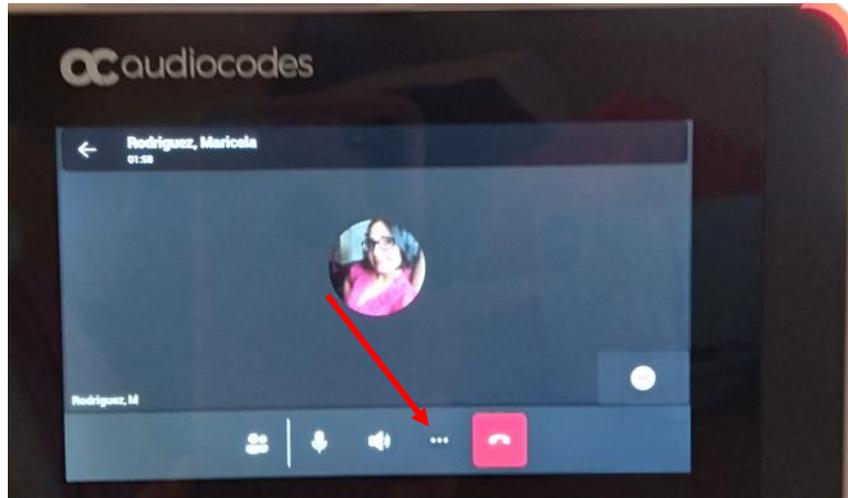

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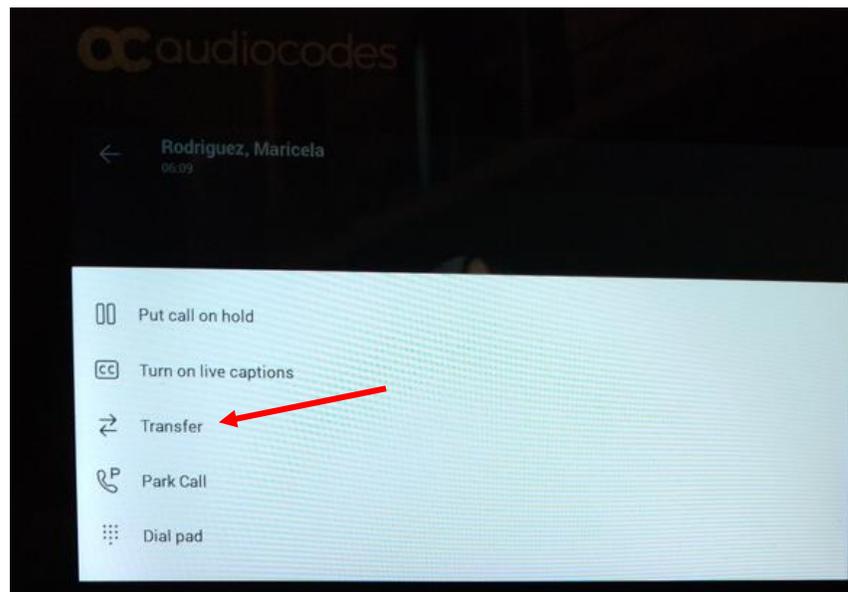
Transferring a Call

Transfer a Call Using Blind Transfer

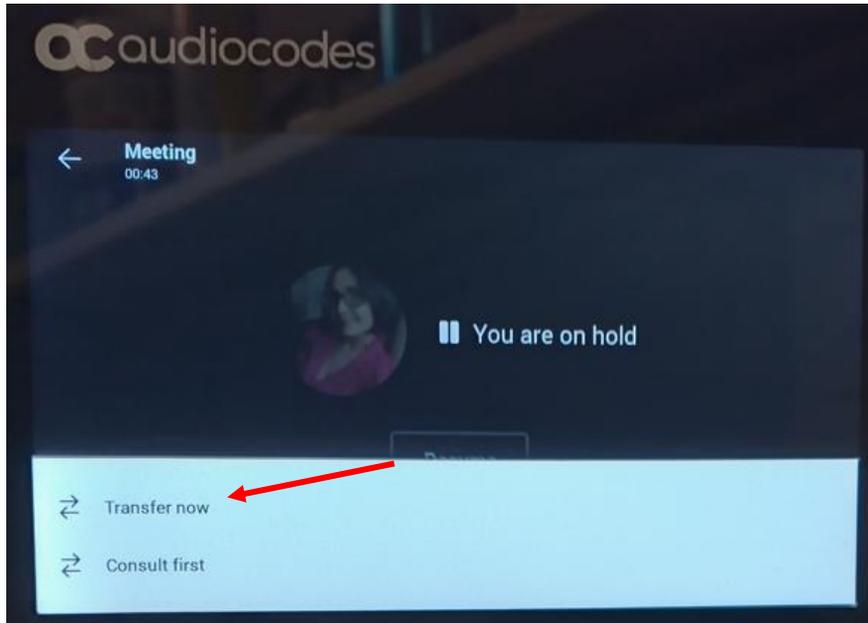When you use Blind call transfers, calls transfer as soon as the recipient's line connects.
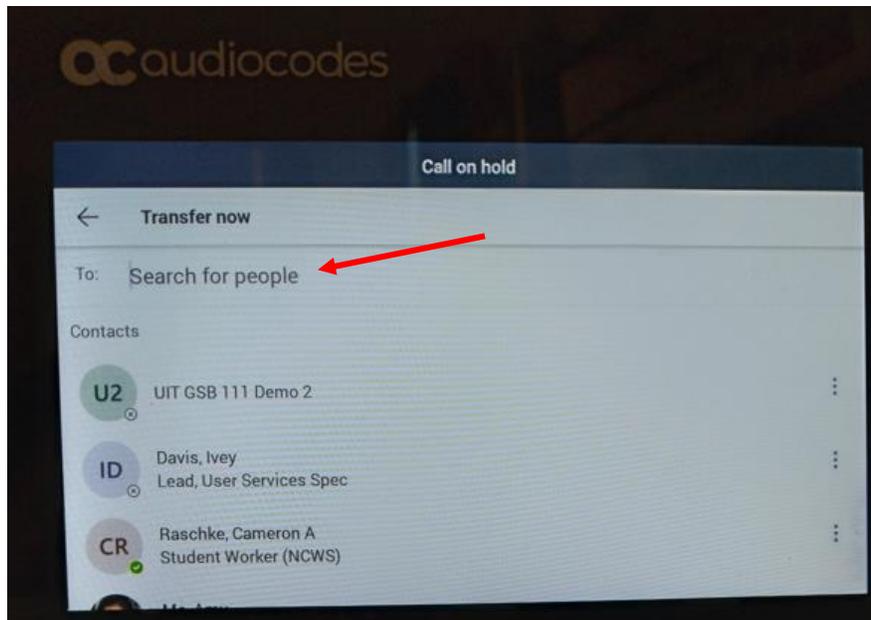
1. During an active call, tap the **three dots**.

2. Tap **Transfer**.

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3. Tap **Transfer now**.

4. Search for a **contact** and tap the **name**.
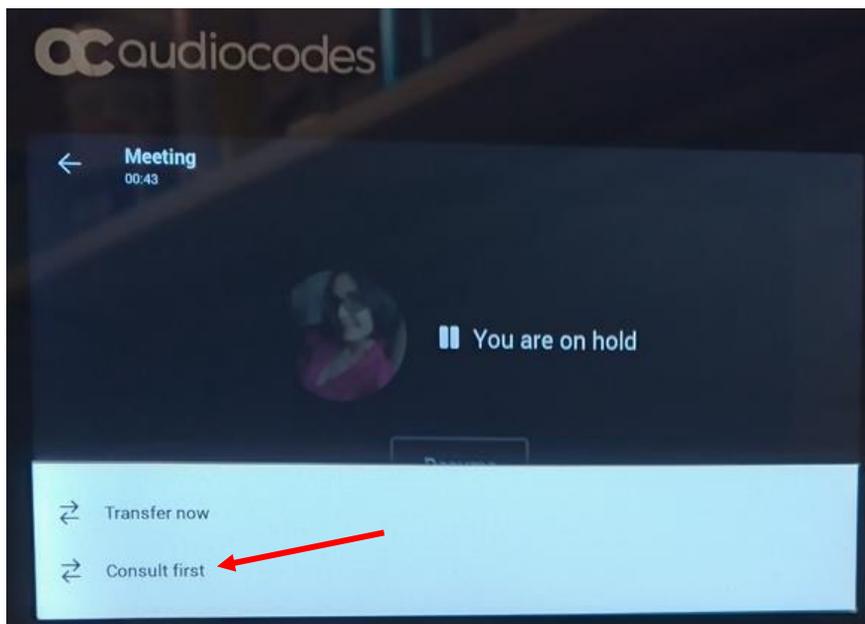

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Transfer a Call Using Consultative Transfer

When you use consultative call transfers, you can speak with the recipient and then manually complete the transfer.
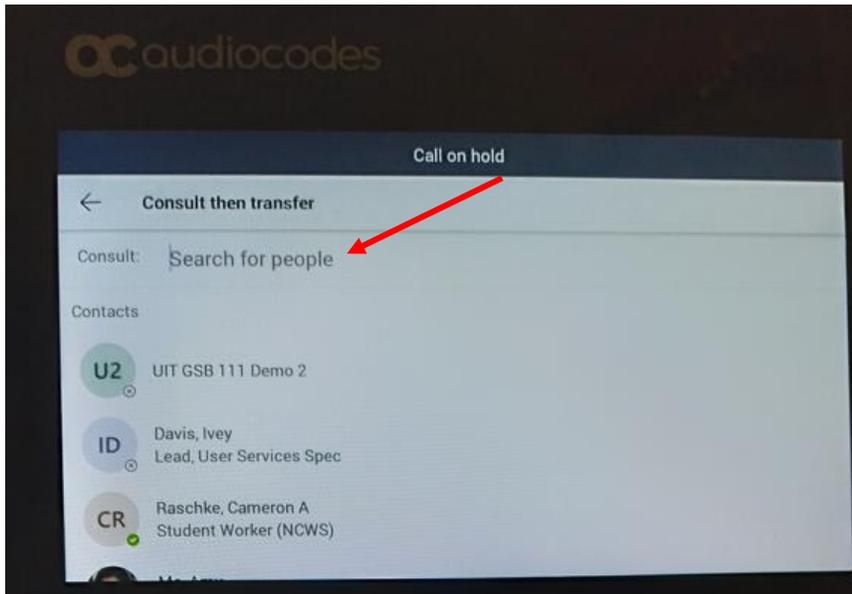
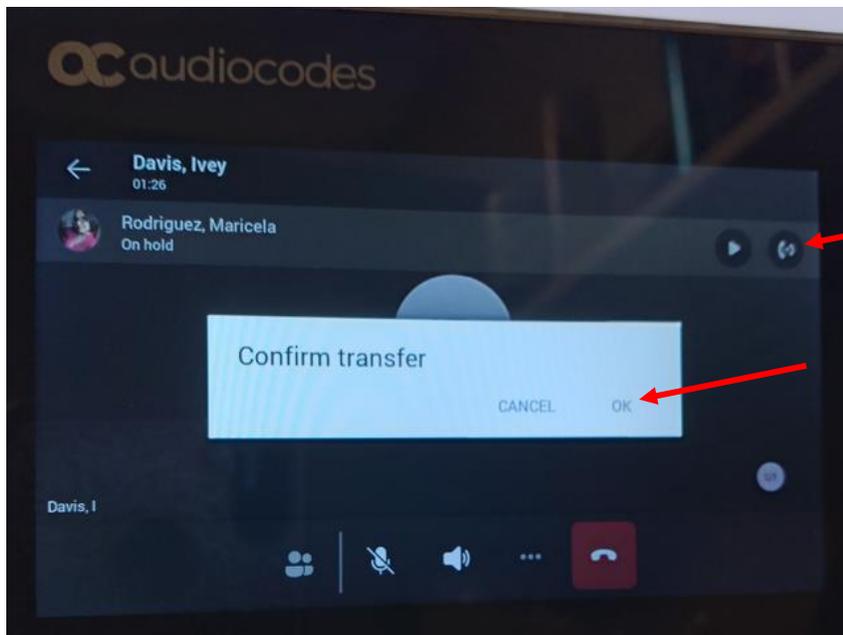1. During an active call, tap the **three dots**.

2. Tap **Consult first**.

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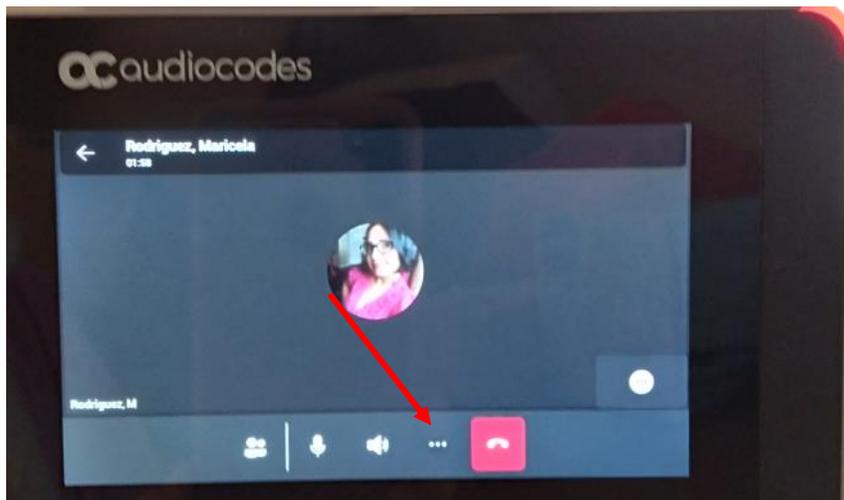
3. Search for a **contact** and tap the **name**.

4. **Consult** with the contact and then tap the **phone** icon.
5. Tap **OK** to confirm transfer.

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Join Scheduled Meetings

Join a Teams meeting from the Calendar screen.

- To the right of the meeting title, select **Join**.

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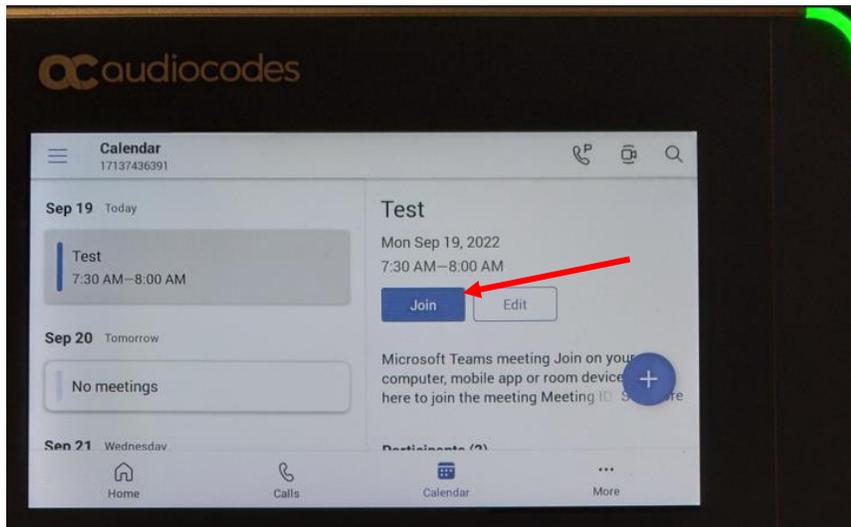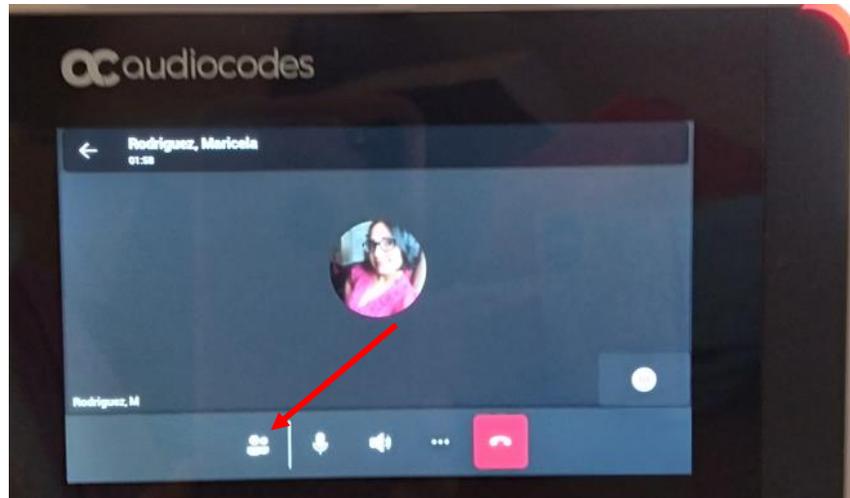
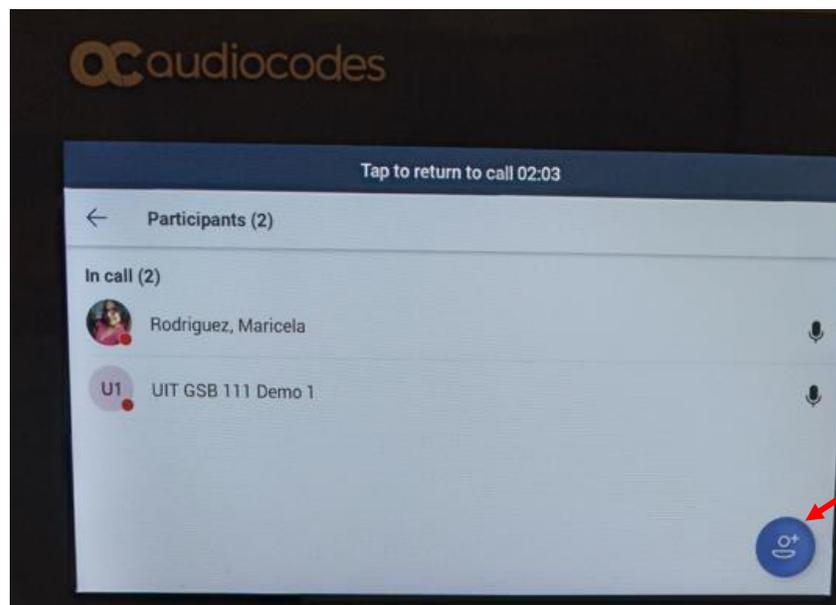# Start a Conference Call

You can initiate a conference call while on a current call.
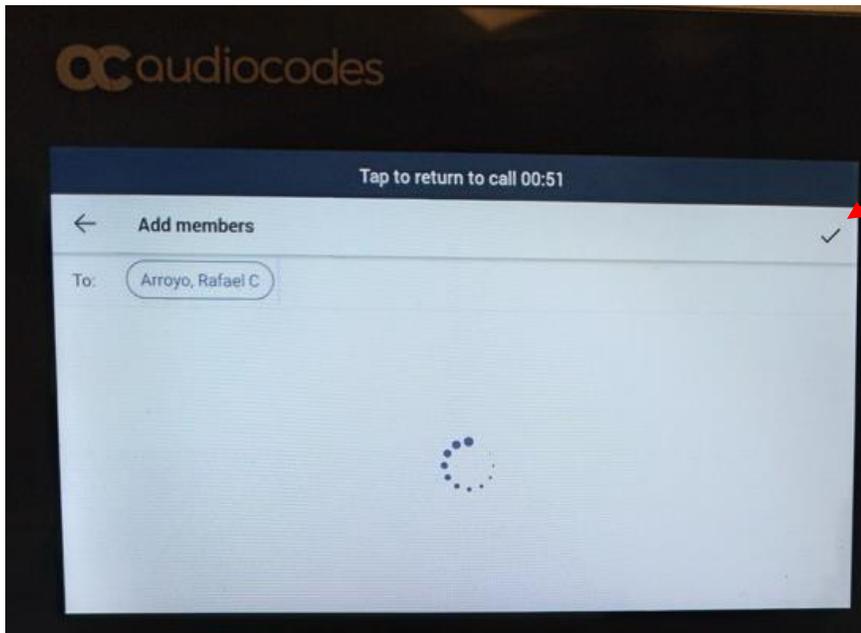
Start a Conference Call

1. Call a **contact**.
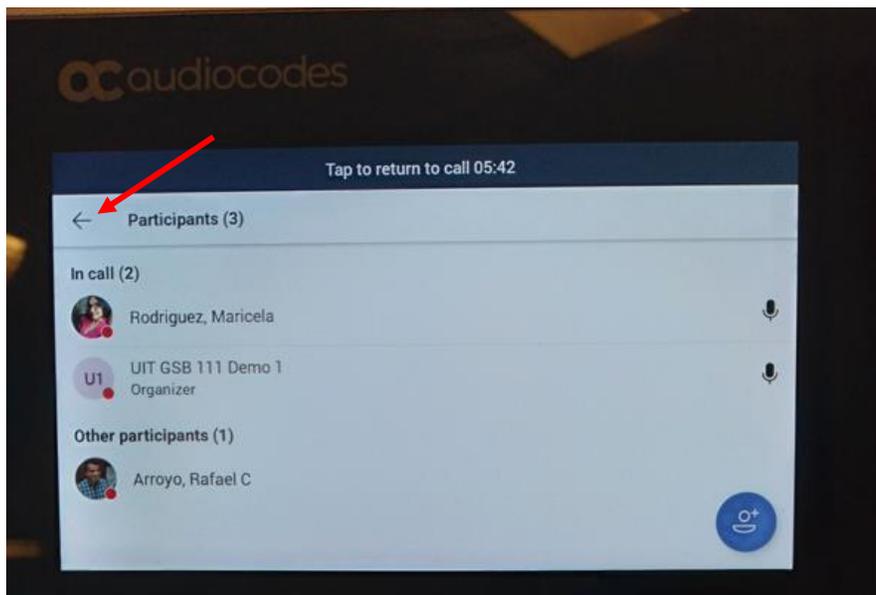2. Tap the **People** icon.

3. Tap **Add people**.

4. Search for the **contact** and tap the **name** when it appears.
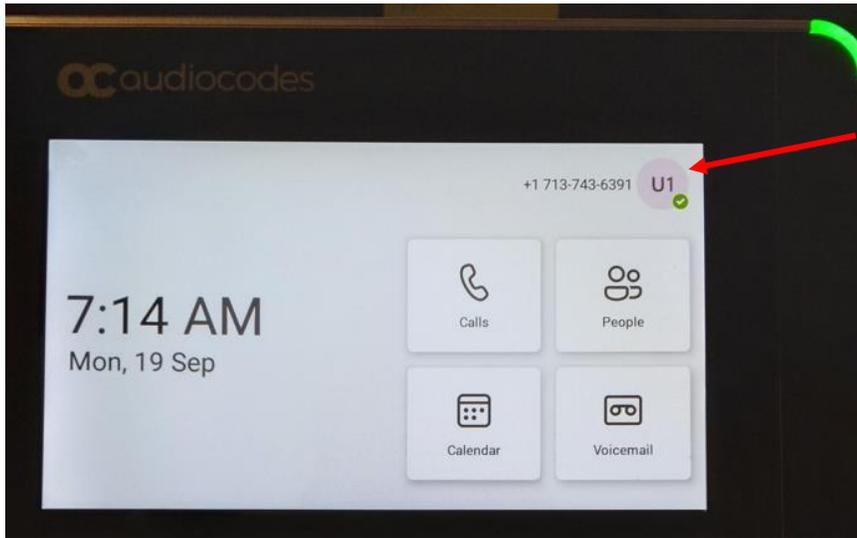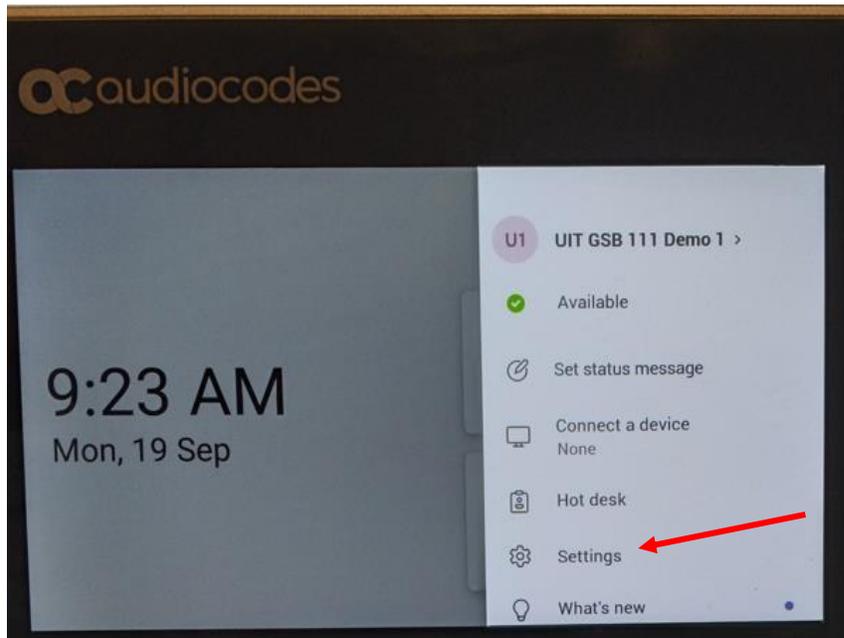5. Tap the **checkmark**.

6. Tap the **arrow**.

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Forwarding Calls

Forwarding Calls to a Contact

1. On the Home screen, tap **Your profile pic**.

2. Tap **Settings**.

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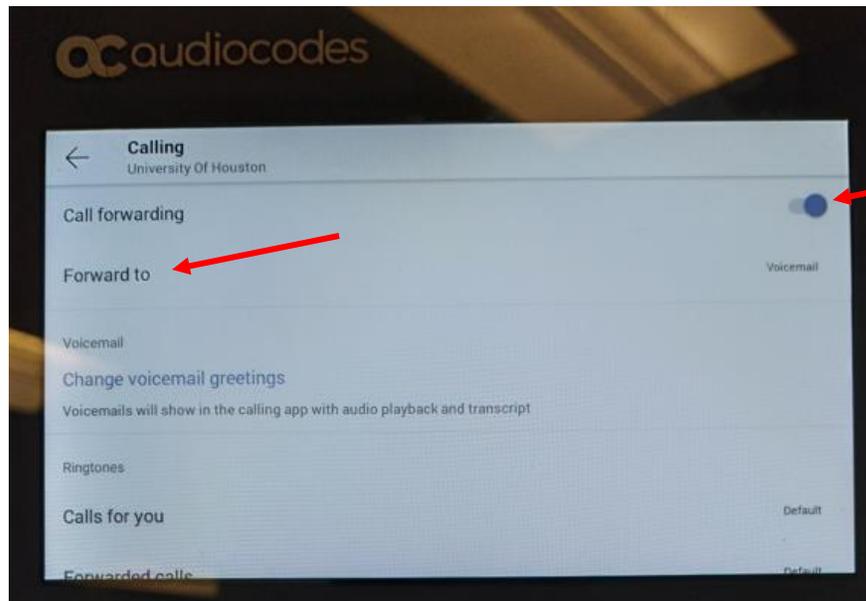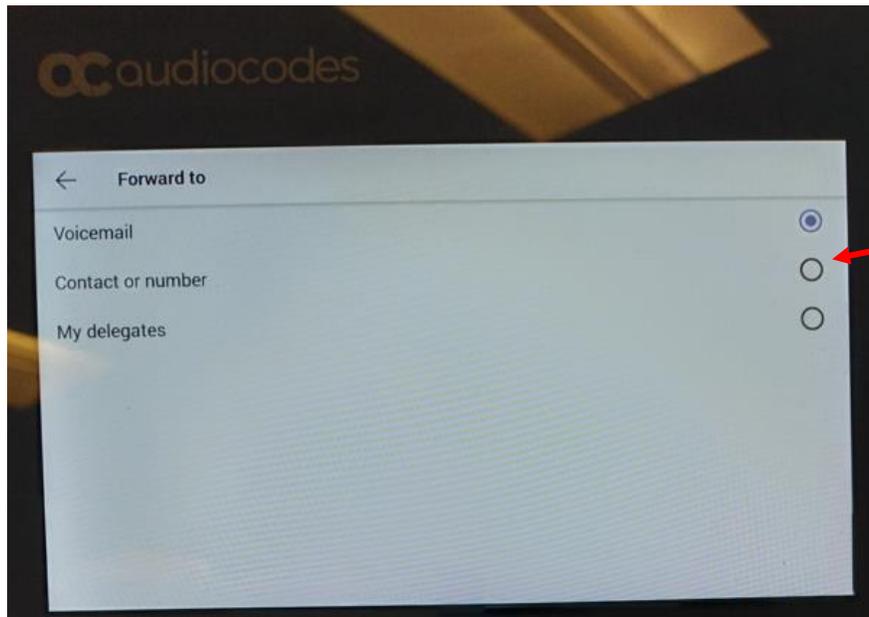
3. Tap **Calling**.
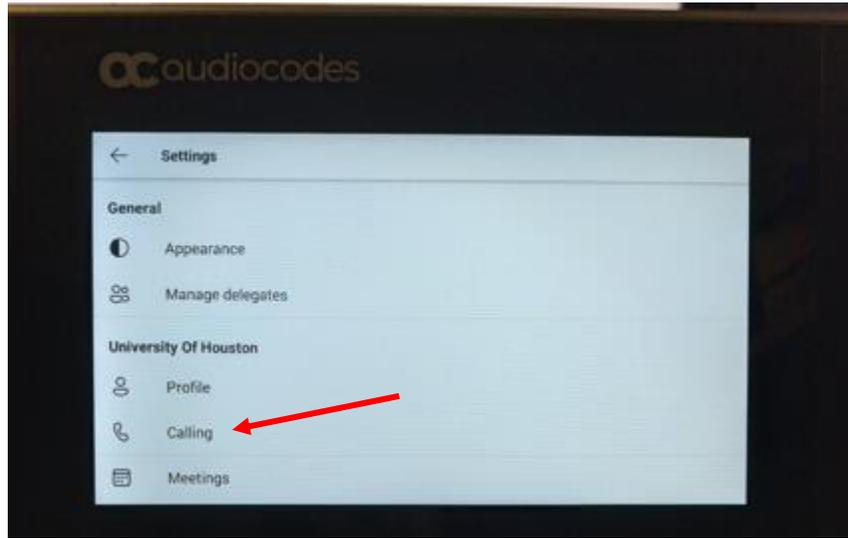
4. Tap **Call forwarding**.
5. Tap **Forward to**.

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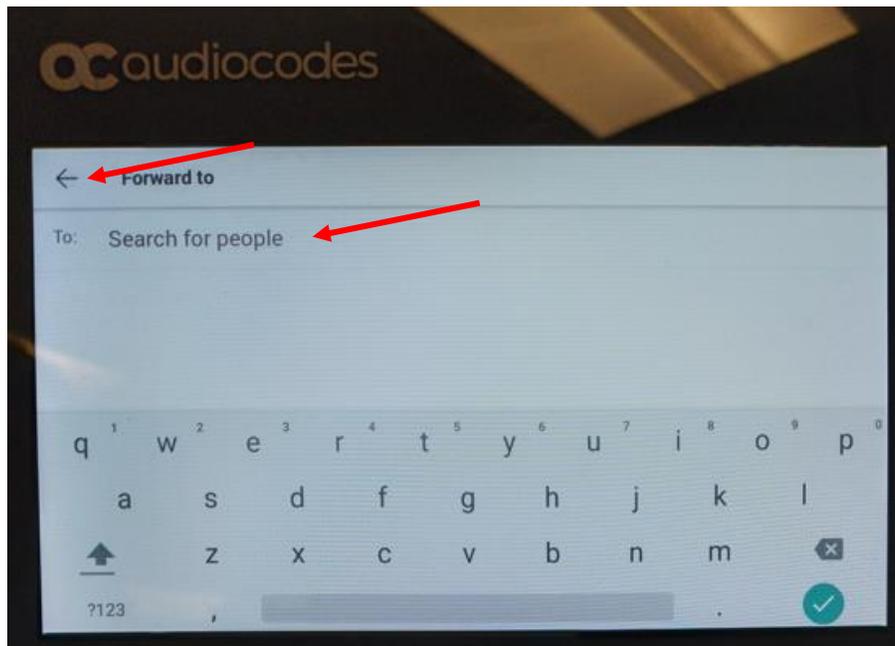6. Tap **Contact or number**.

7. Search for a **contact** and tap the **name**.
8. Tap the **Forward to** arrow.
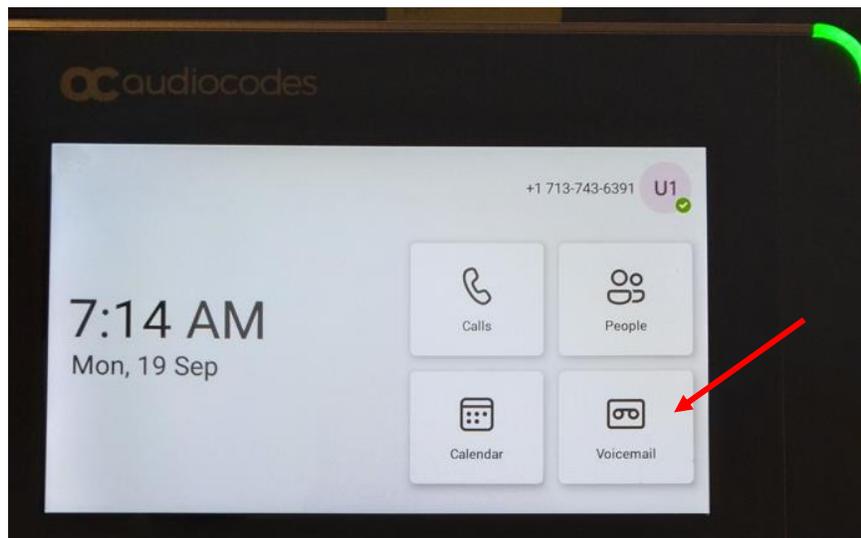

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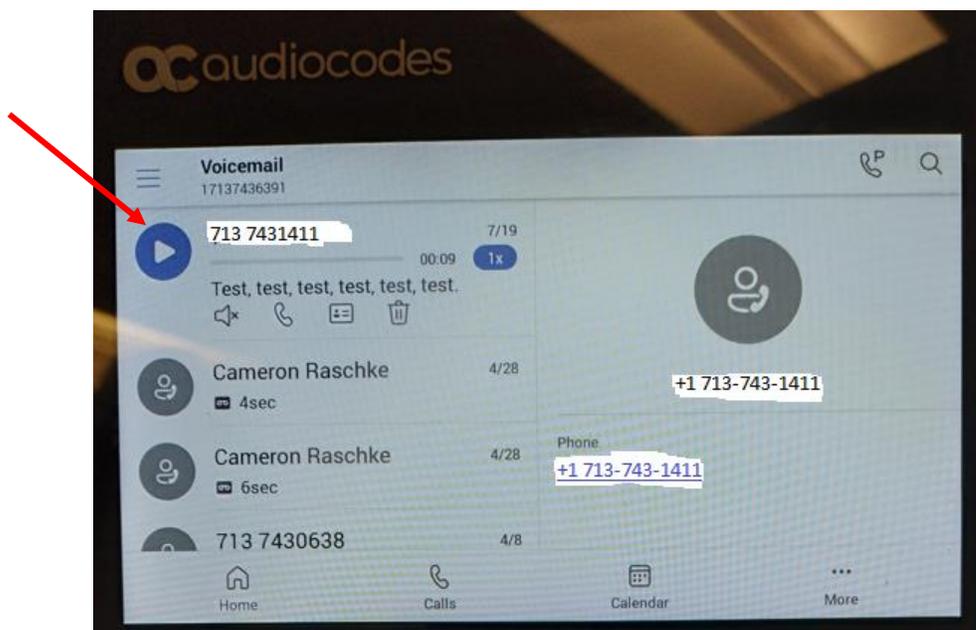
Listen to Voicemail

The Messages icon displays when new voicemail messages are available.

To listen to a voice mail message:

1. On the **Home** screen, tap **Voicemail**.

2. Tap the **Voicemail** you want to hear.
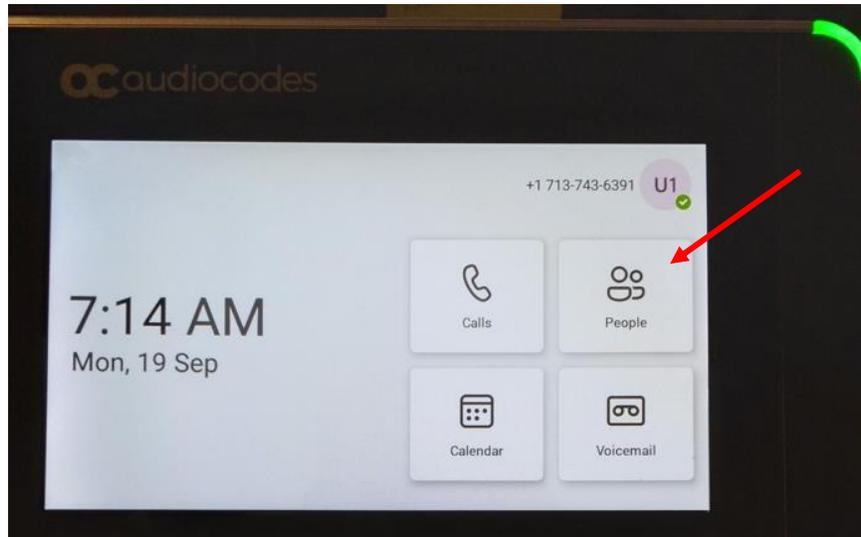3. Tap the blue **play** button to hear the voicemail.

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Managing Contacts

View and add contacts to the phone's contact directory.

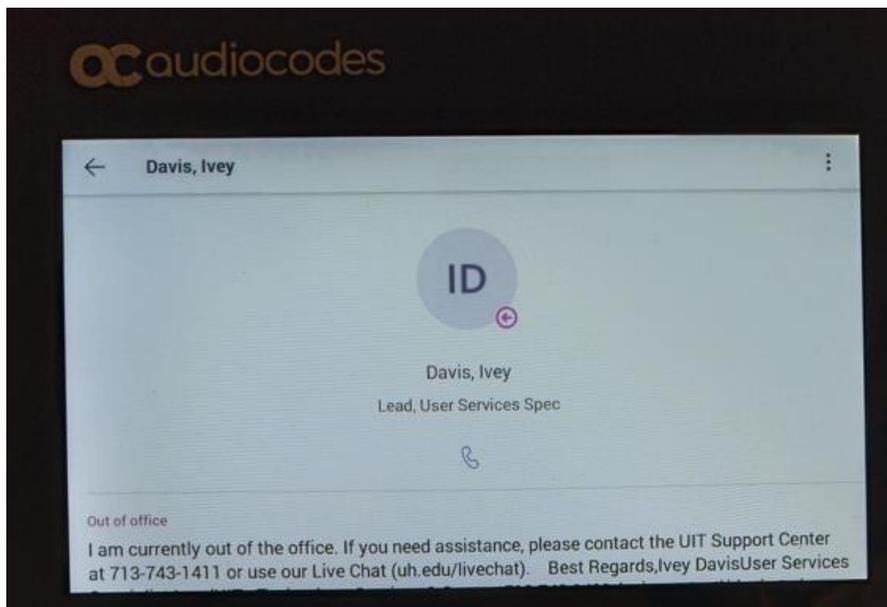## View the Contact Directory

1. Tap **People** from the Home screen.

2. Tap the **magnifying glass**.

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3. Type a **contact name** and tap the **name**.
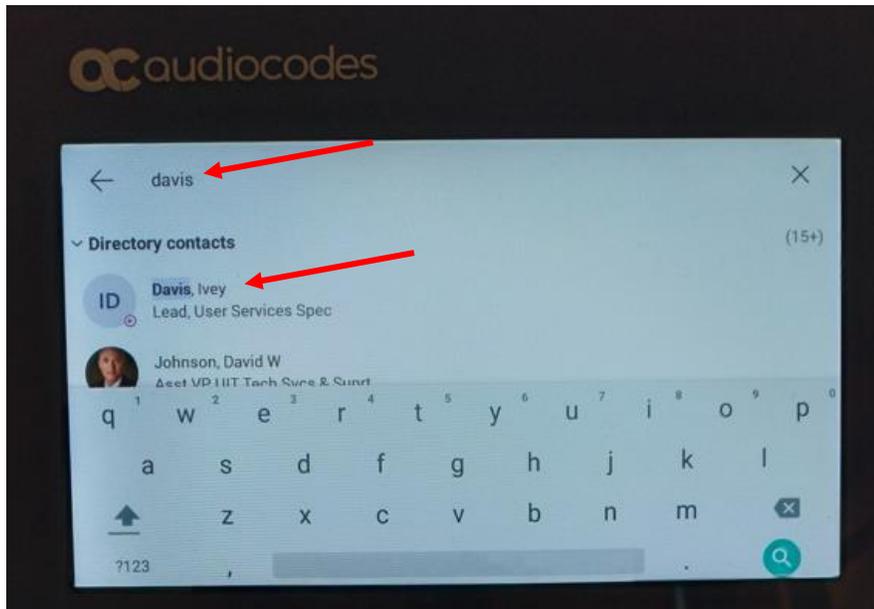
Note: This is the contact details screen.
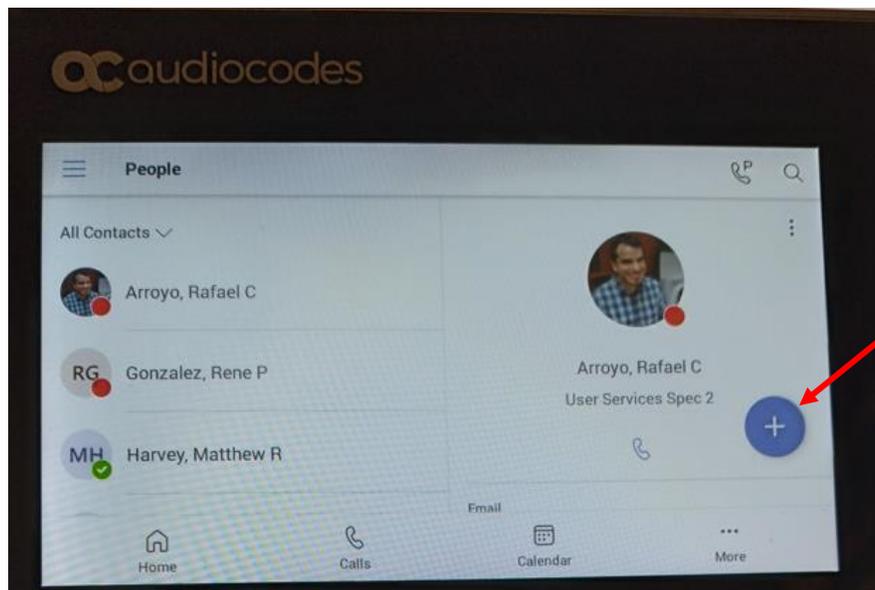

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Creating a Group with Favorite Contacts

1. In the Home screen tap **People**.

2. Tap the **Plus (+)** symbol.

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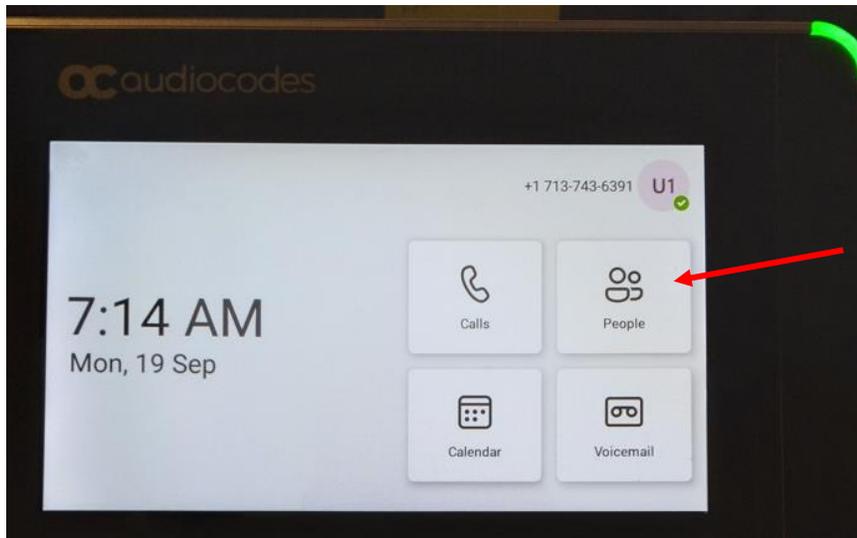
3. Tap **Create new group**.
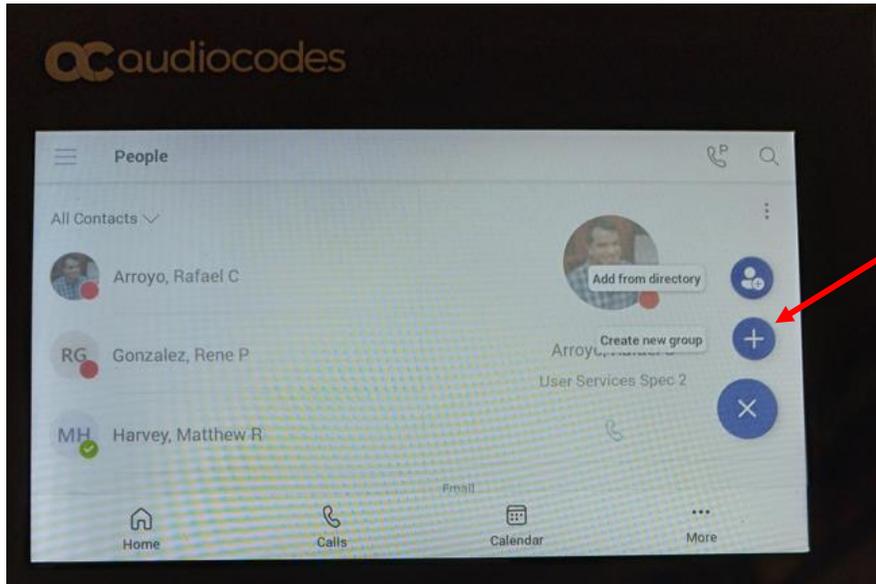
4. Enter a group **name**.
5. Tap **Create**.

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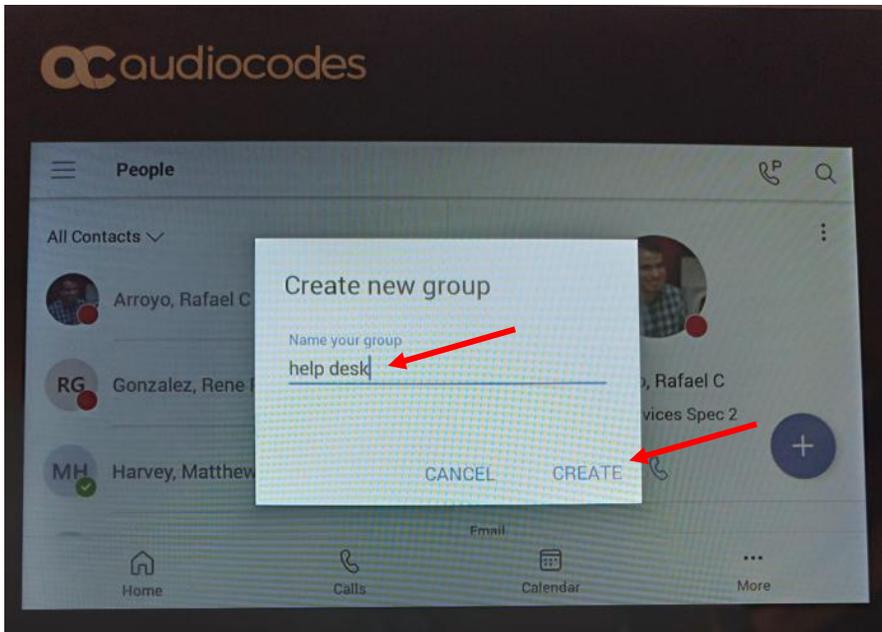
Note: The new group is now listed below.

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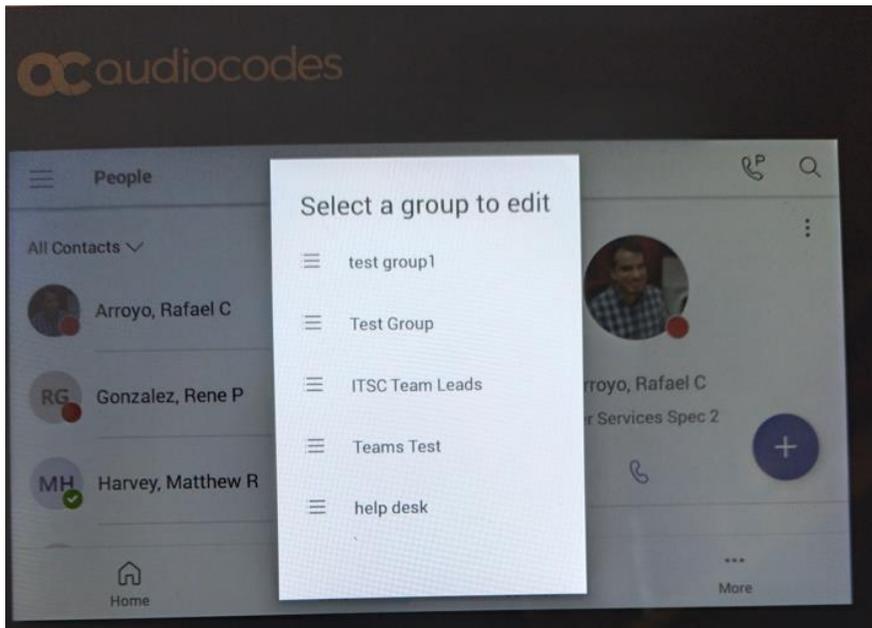
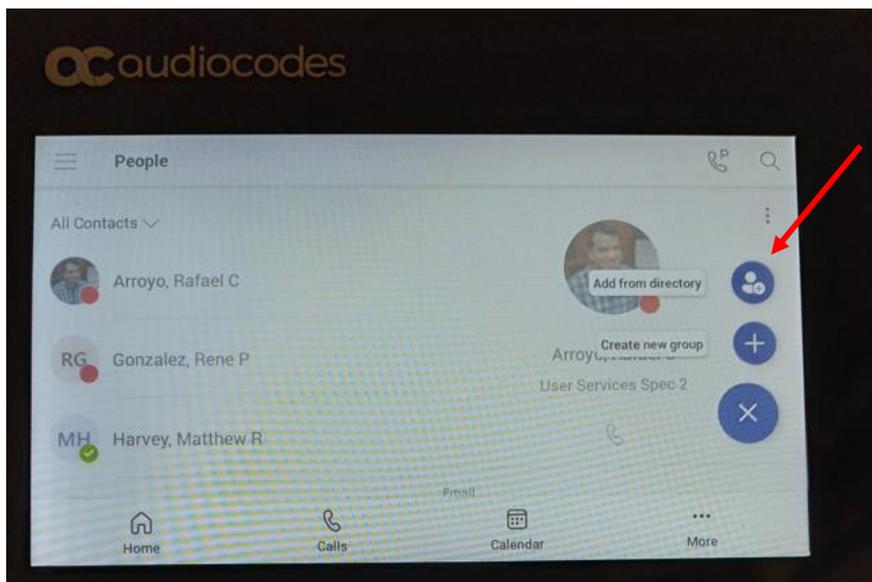**To Add a favorite contact to a Group**

1. In the People screen tap the **Plus (+)** symbol.
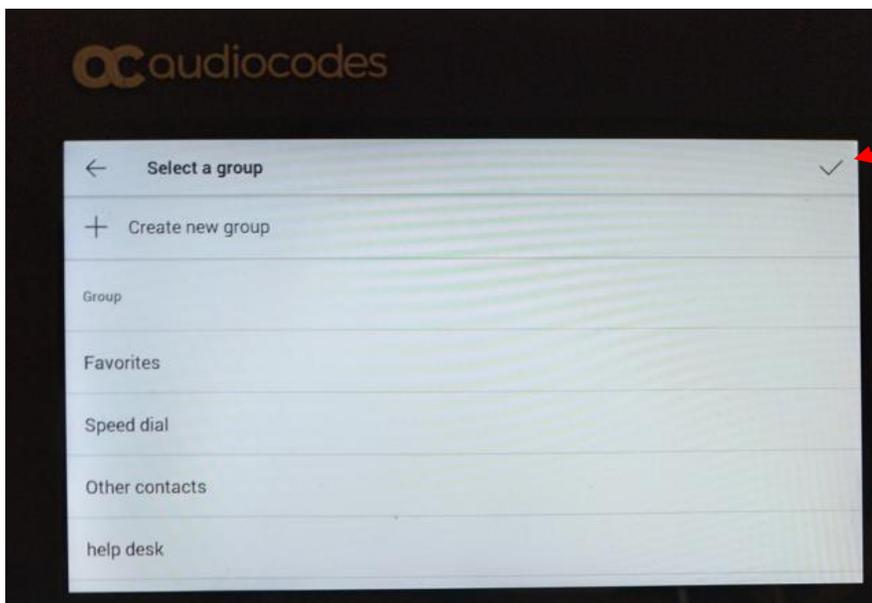

2. Tap **Add from directory**.

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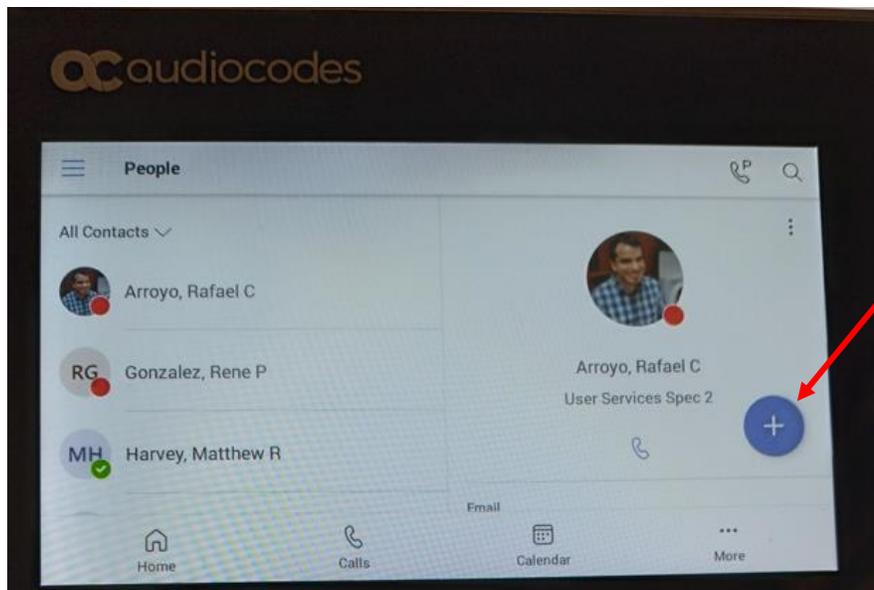
3. Search for a **contact** and tap the **name**.
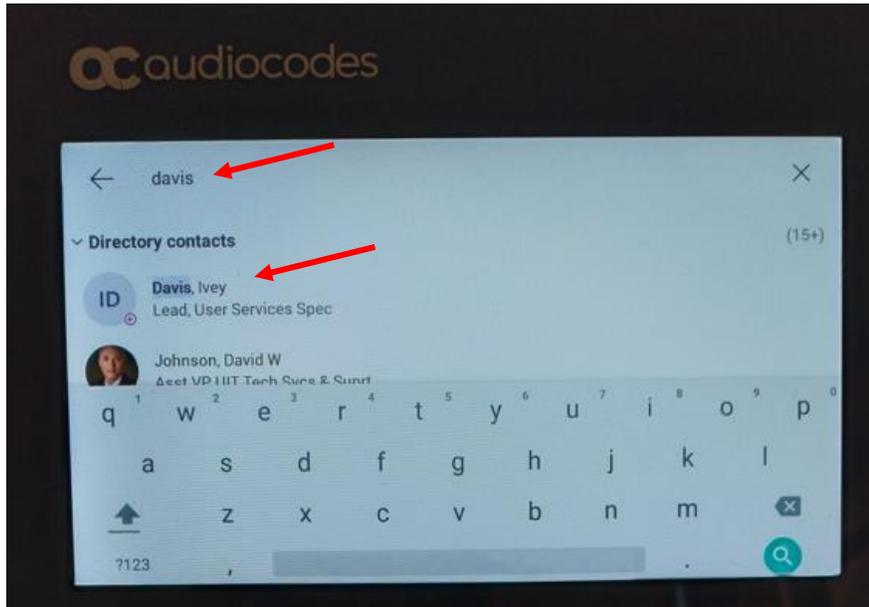
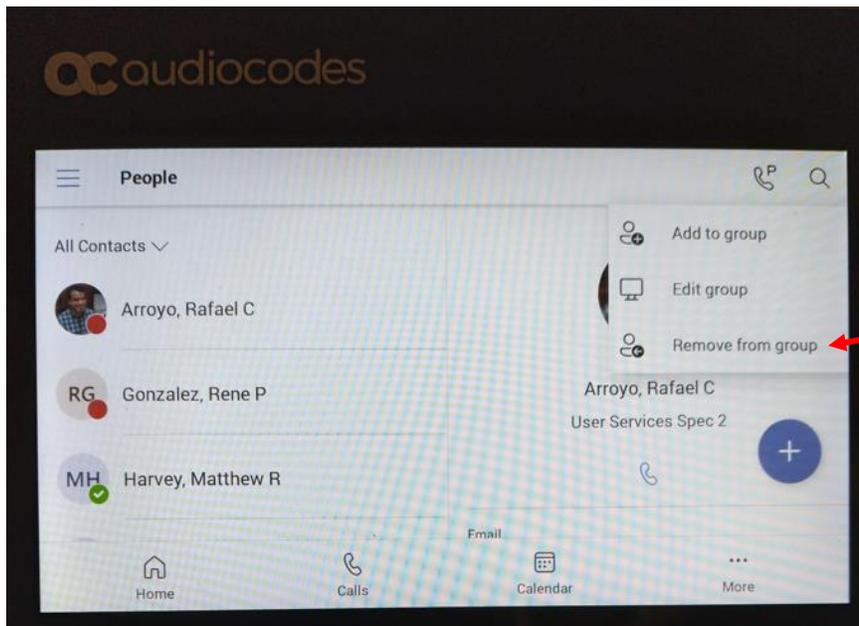4. Tap the group you want the person added to.
5. Tap the **checkmark**.

Note: A confirmation message will appear soon after the contact has been successfully added.

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To Remove a favorite contact

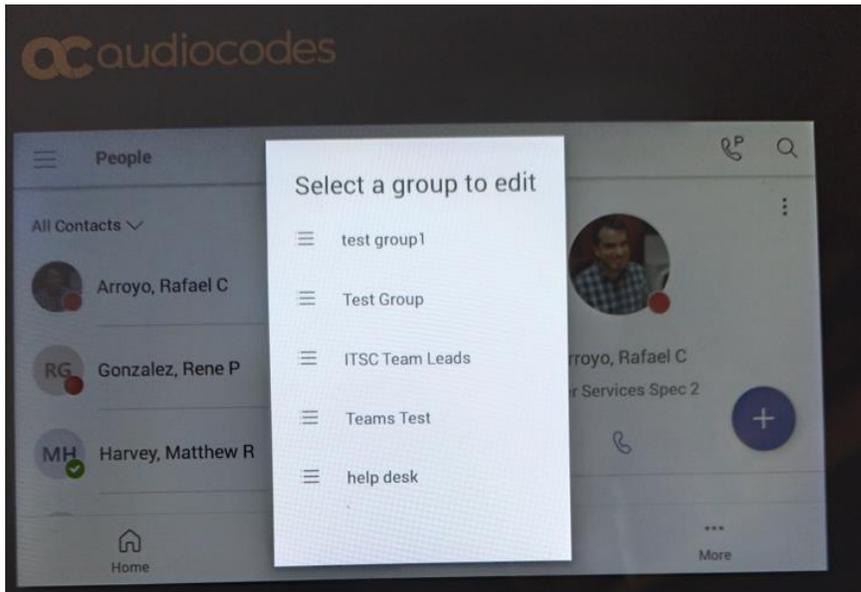1. Tap **People** from the Home screen.
2. Select a **Contact**.
3. Tap the **three dots**.

4. Tap **Remove from group**.

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5. Tap the **group** you want to remove the contact from.

Note: A message confirmation appears once the contact is removed.

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Set Your Status

You can change your status from **Available** to **Busy**, **Do not disturb**, **Be right back**, or **Away**. Do Not Disturb is the only status condition that prevents the app from ringing your phone.

To change your status

1. Tap **Your profile pic**.
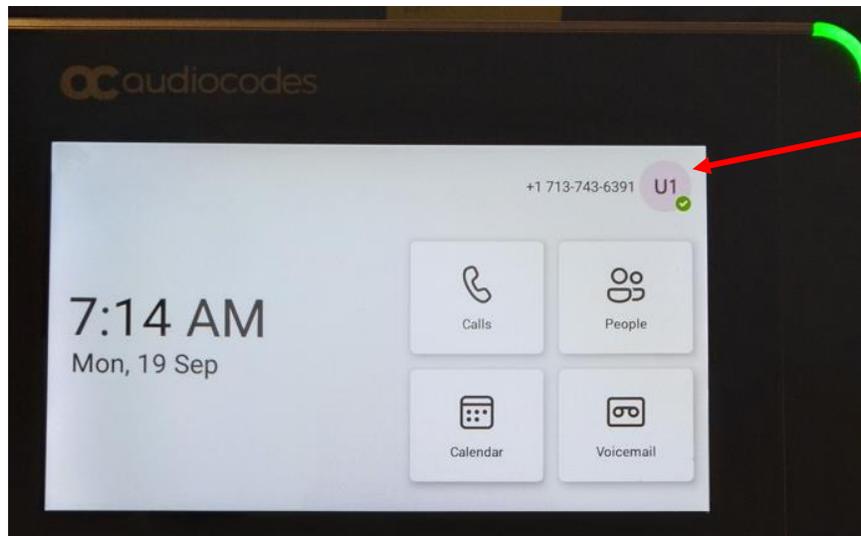
2. Tap the current **Status** to view more options.
3. Select the **desired status**.

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