

# **Using the AudioCodes C455HD**

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## The Phone Face

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Your AudioCodes C455HD provides the same functionality as your existing telephone and more.

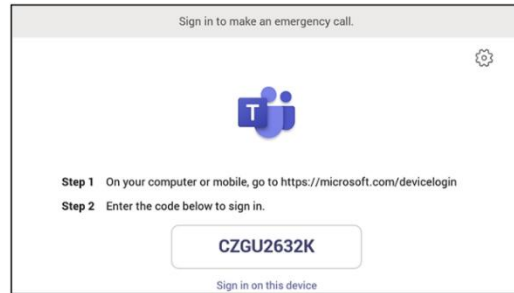


## Signing into the Phone

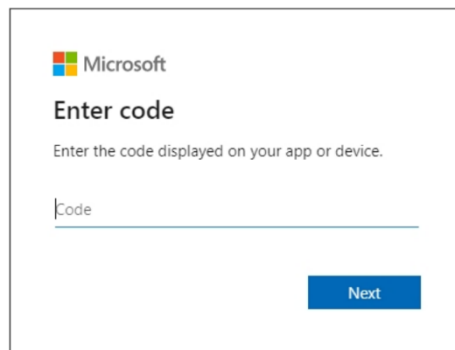
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To sign in:

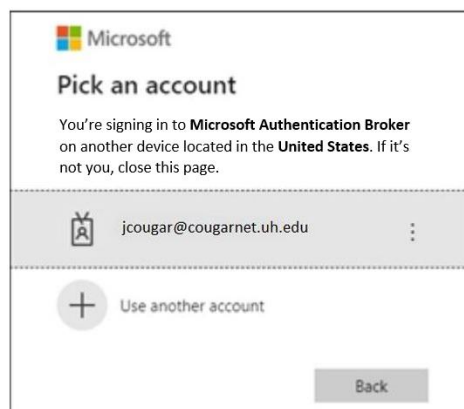
1. Connect the **device** to the network; this screen is then displayed:



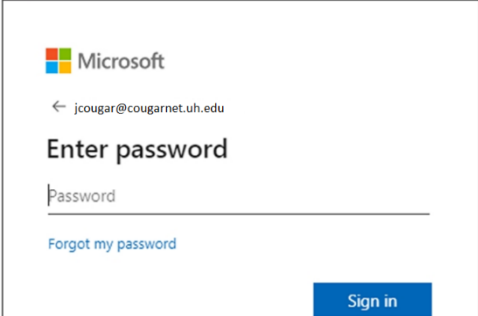
2. Open your browser and point it to **https://microsoft.com/devicelogin** as instructed in the preceding screen.
3. Enter the **code** and then click **Next**.



4. Click the **account**.



5. Enter your **CougarNet password** and then click **Sign in**.



Microsoft

← jcougar@cougarnet.uh.edu

**Enter password**

Password

[Forgot my password](#)

**Sign in**

6. Click **Continue**.



jcougar@cougarnet.uh.edu

**Are you trying to sign in to Microsoft Authentication Broker?**

Only continue if you downloaded the app from a store or website that you trust.

**Cancel** **Continue**

**Note:** This is the screen that confirms your code authentication.

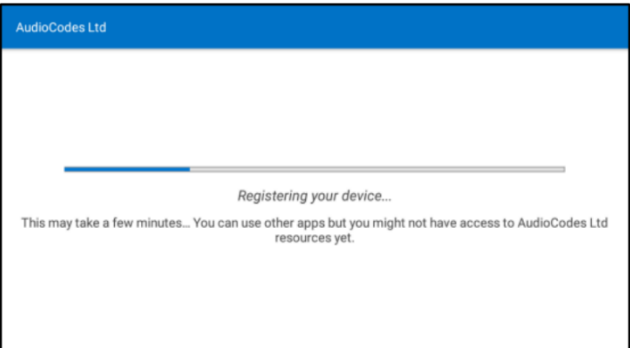


Microsoft

**Microsoft Authentication Broker**

You have signed in to the Microsoft Authentication Broker application on your device. You may now close this window.

View the home screen; you've successfully signed in.



AudioCodes Ltd

Registering your device...

This may take a few minutes... You can use other apps but you might not have access to AudioCodes Ltd resources yet.

## Navigating your Phone

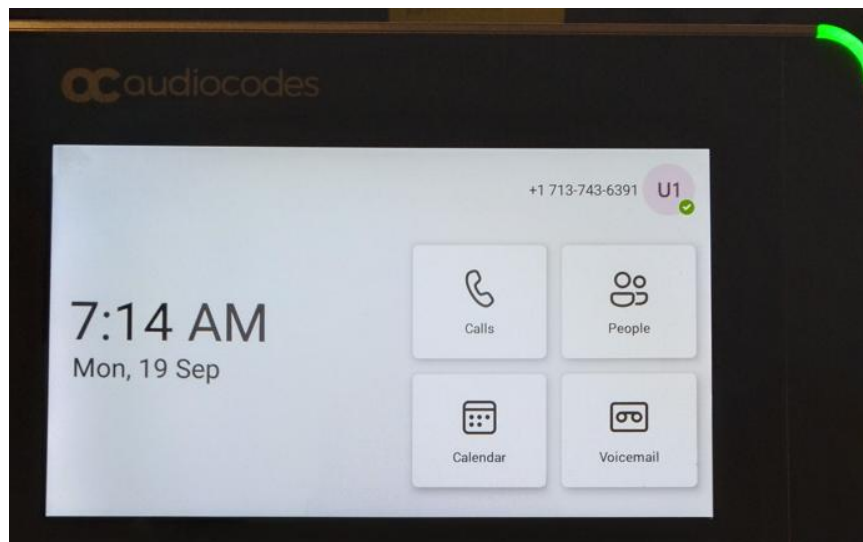
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Your phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

### Accessing the Menus

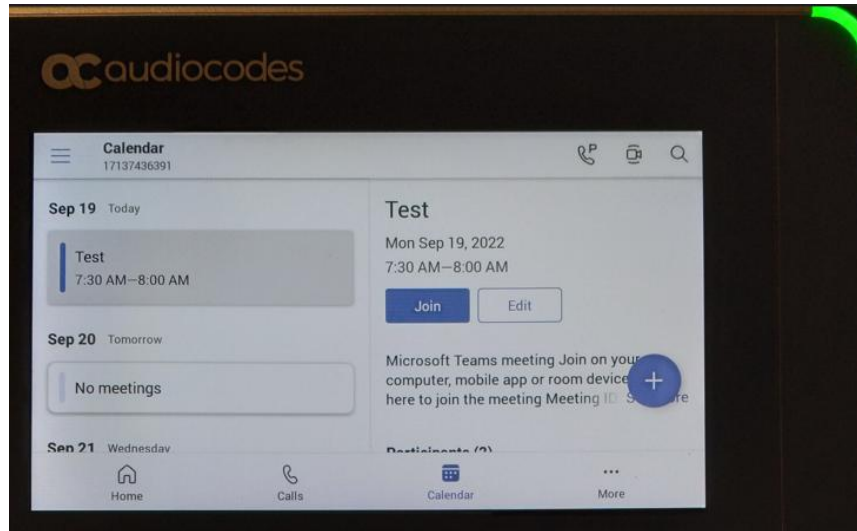
#### Home Screen

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



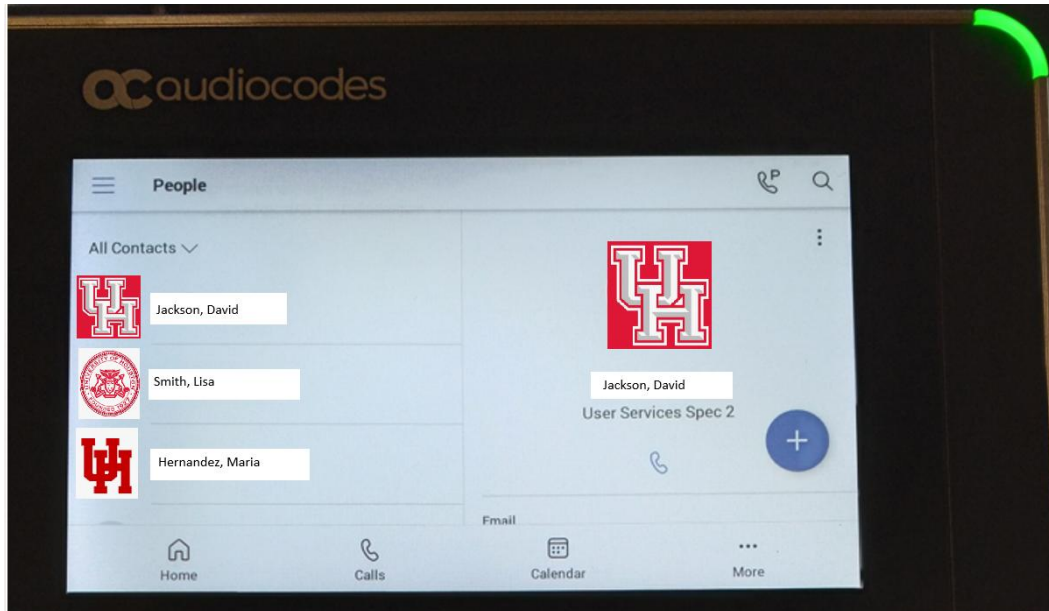
## Calendar Screen

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



## People Screen

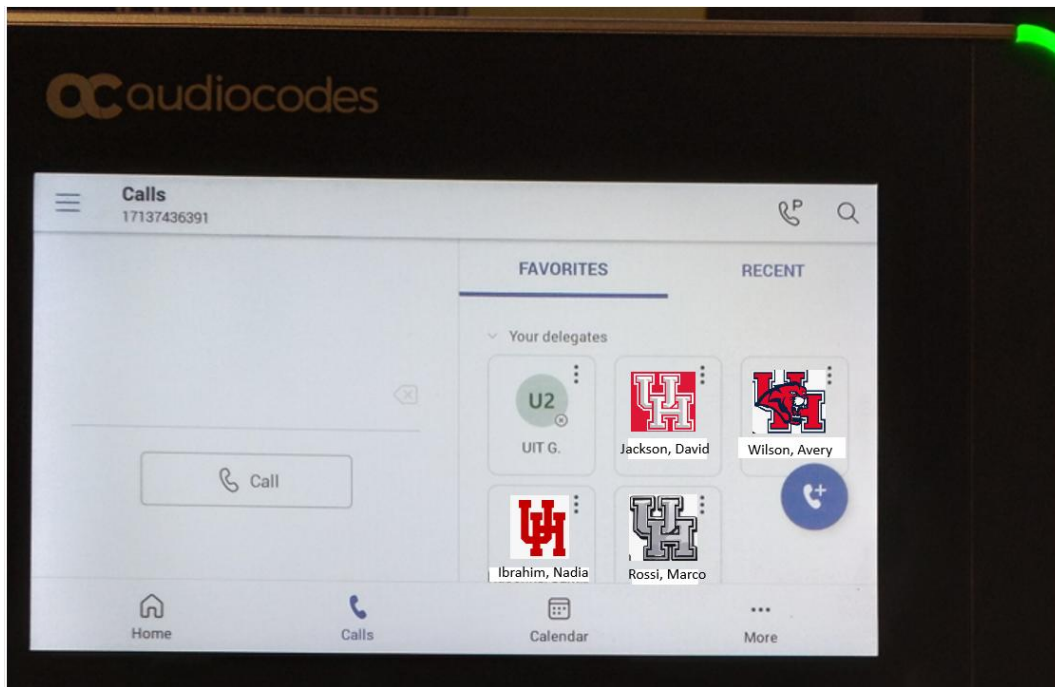
The **People** view displays contact details and the ability to search the company directory.





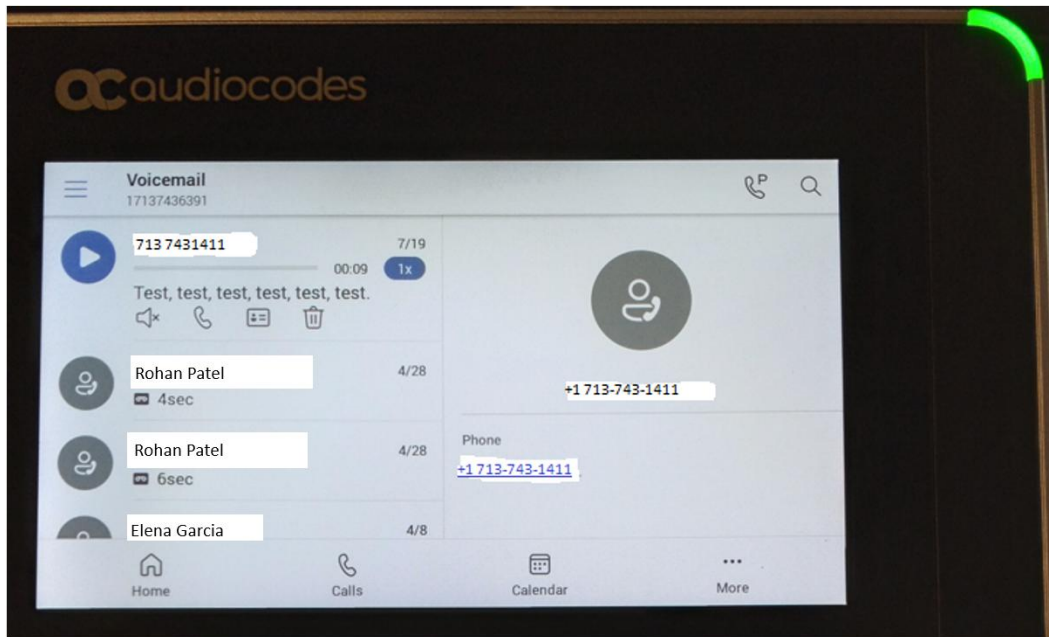
## Calls Screen

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



## **Voicemail Screen**

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



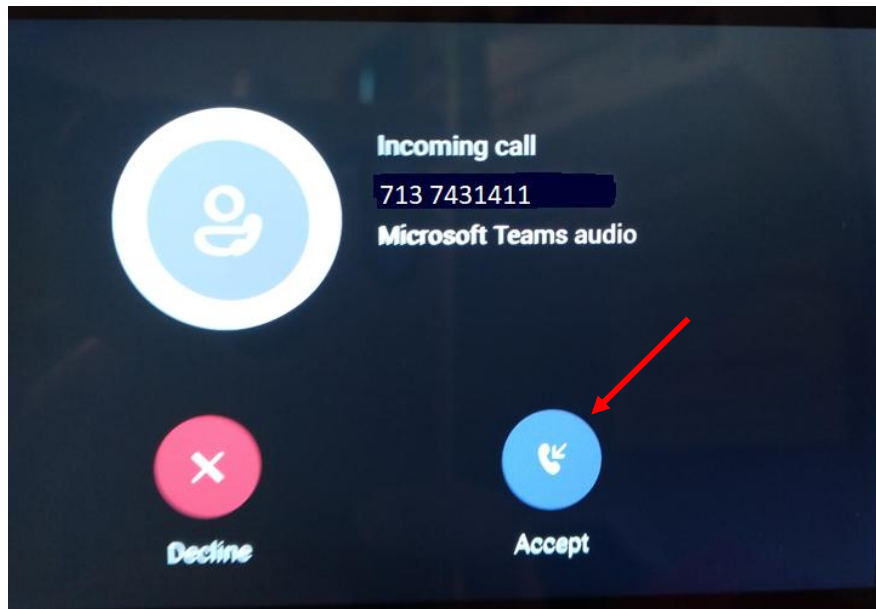
**Note:** Press the Home icon to return to the main menu.

## Answer a Call

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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.

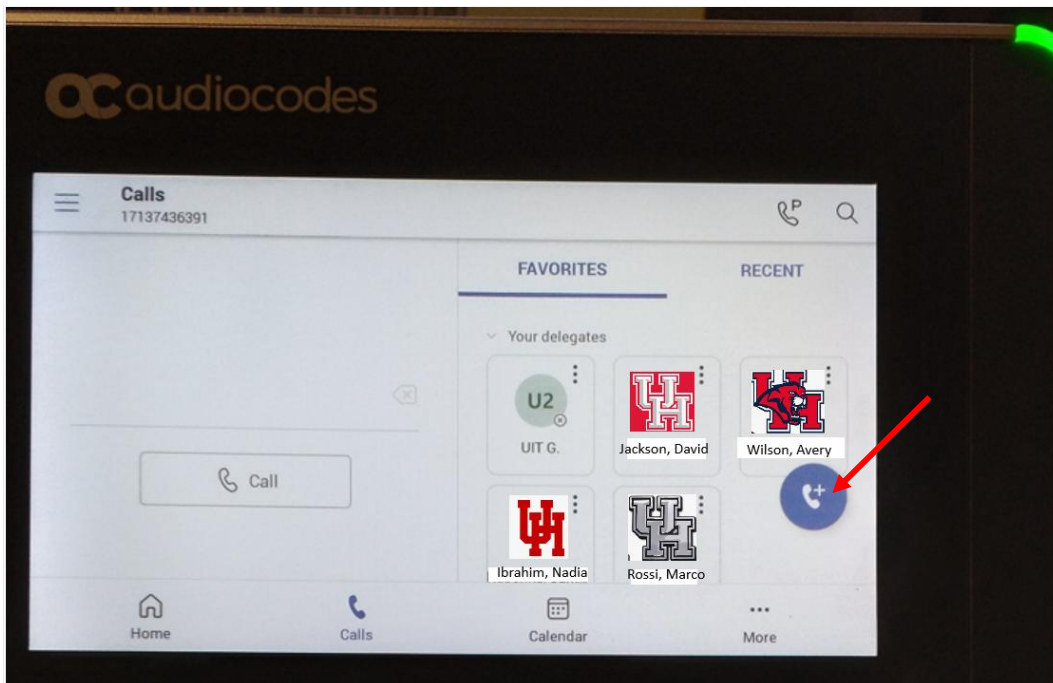


## Make a Call

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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.

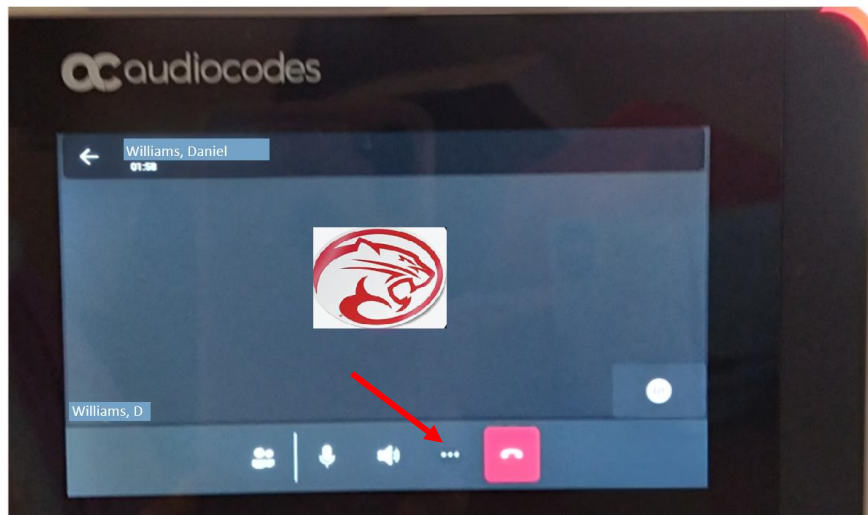


## Put a Call on Hold

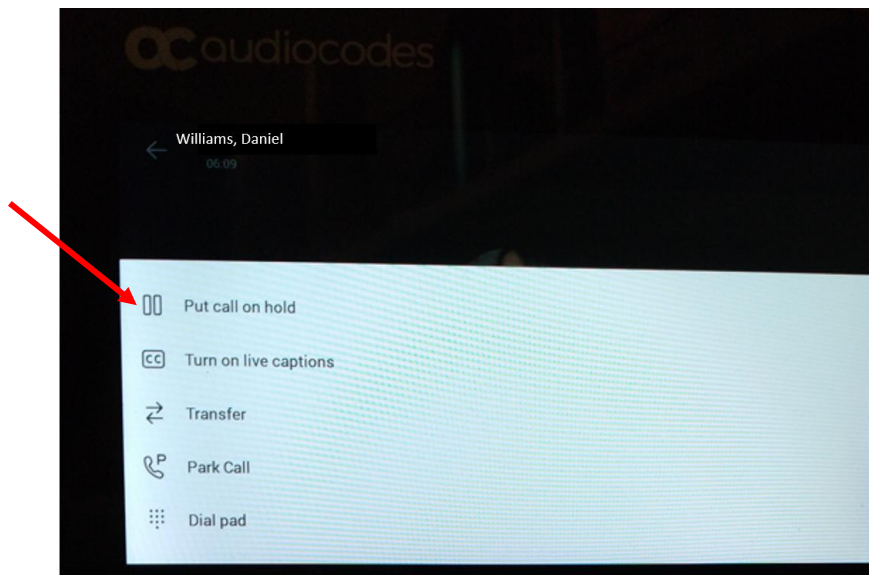
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To put a call on hold:

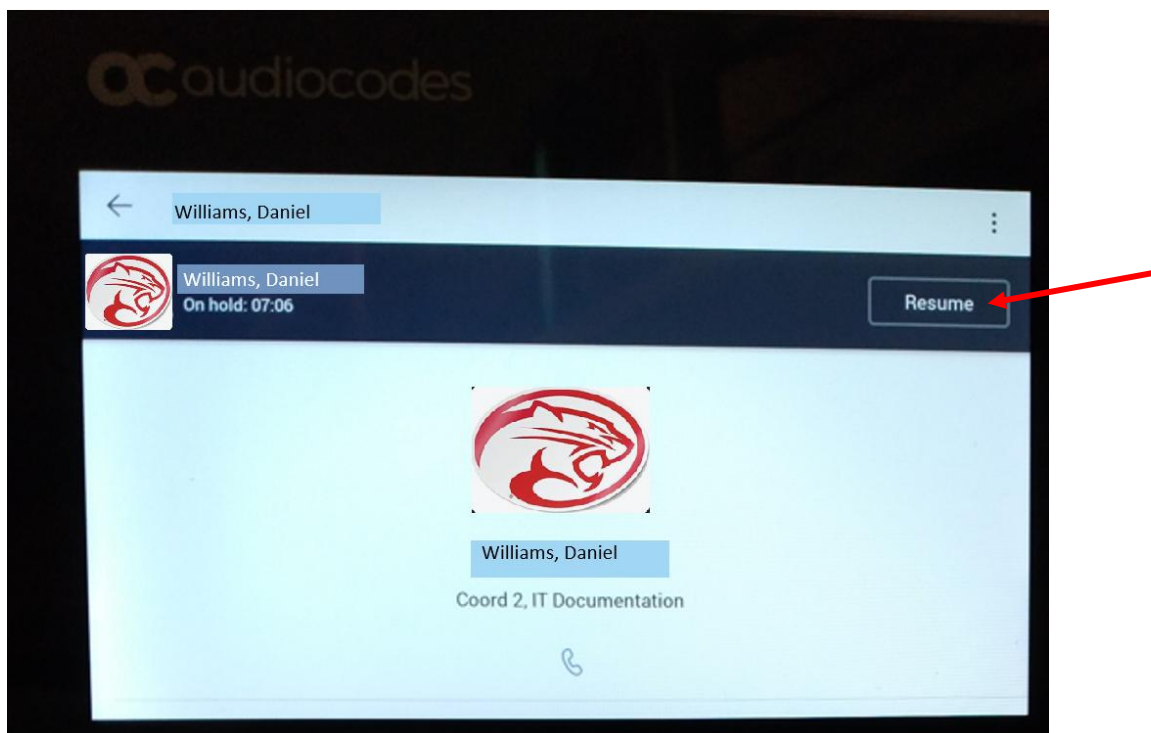
1. During an active call, tap the **three dots**.



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



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



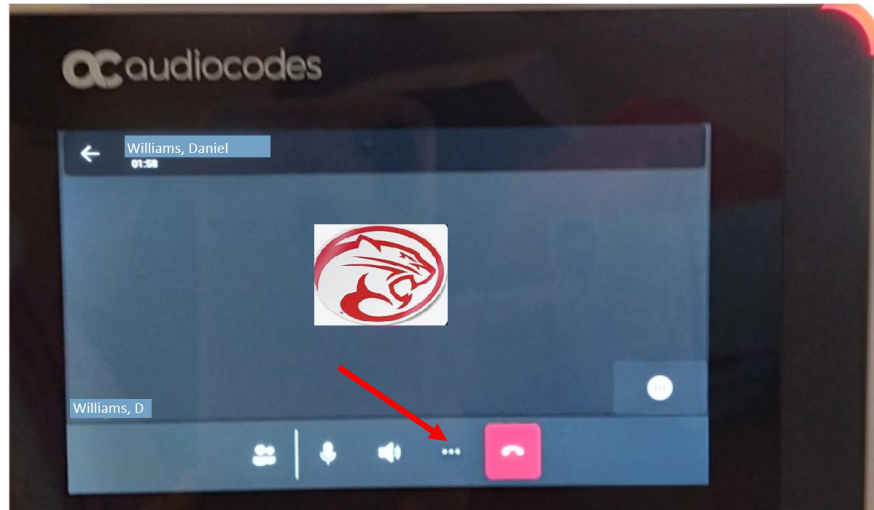
## Transferring a Call

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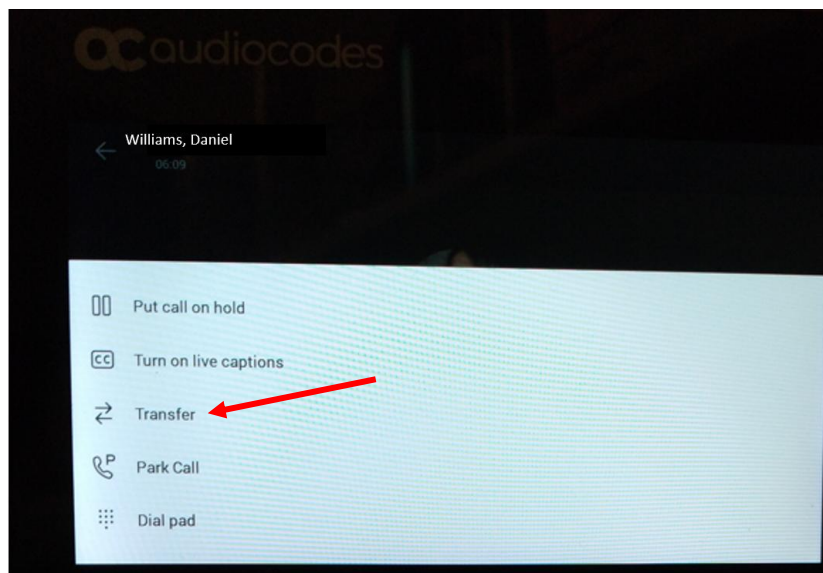
### Transfer a Call Using Blind Transfer

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**.

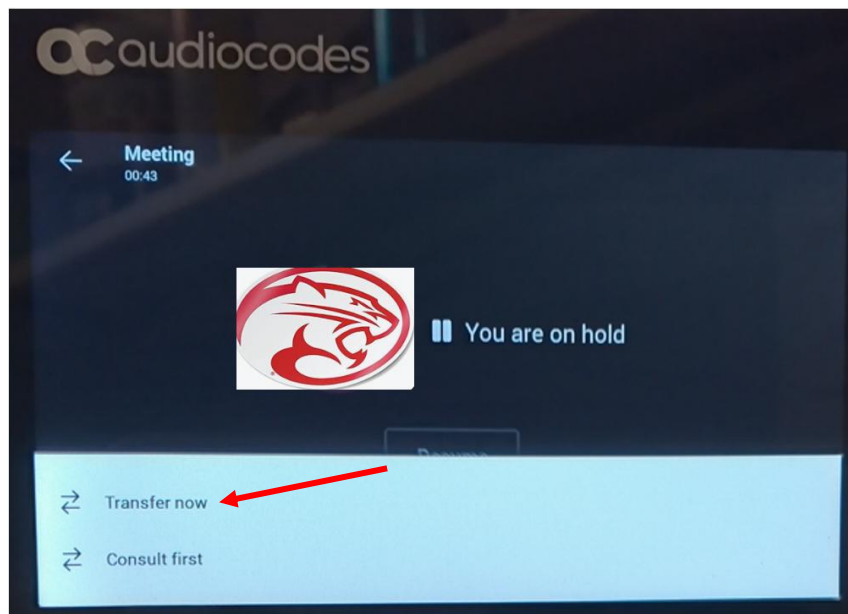


2. Tap **Transfer**.

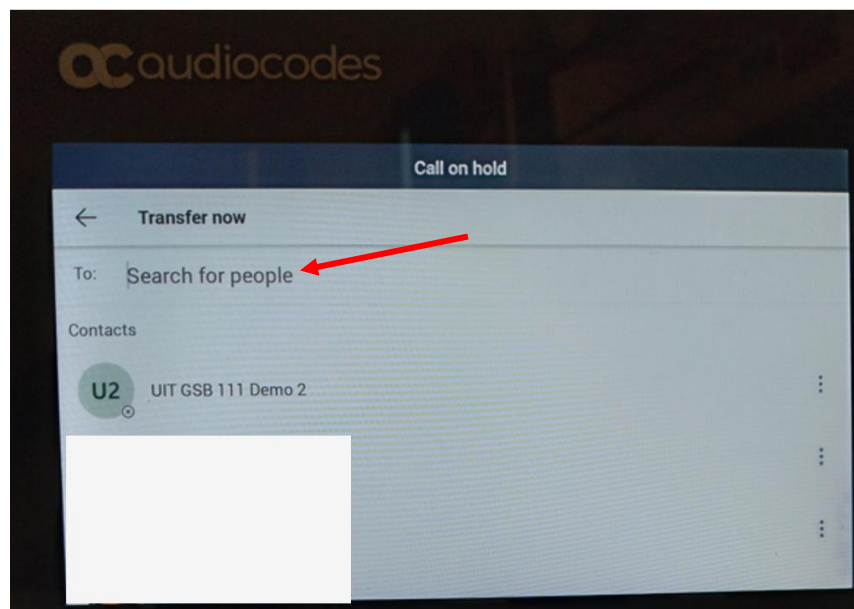




3. Tap **Transfer now**.



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

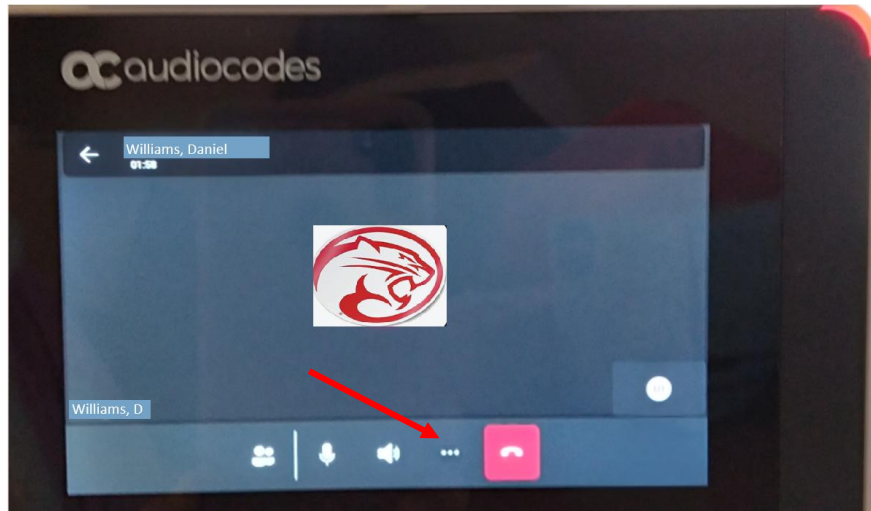




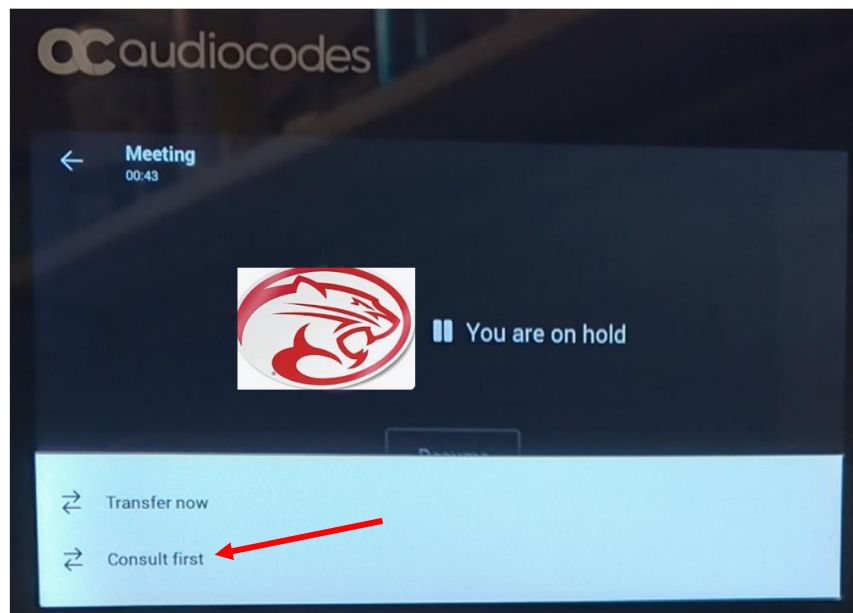
## Transfer a Call Using Consultative Transfer

When you use consultative call transfers, you can speak with the recipient and then manually complete the transfer.

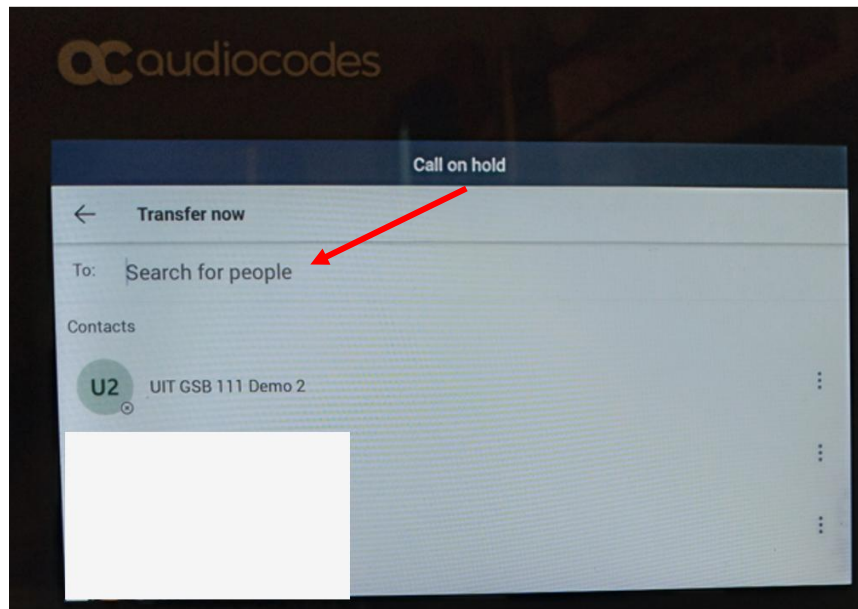
1. During an active call, tap the **three dots**.



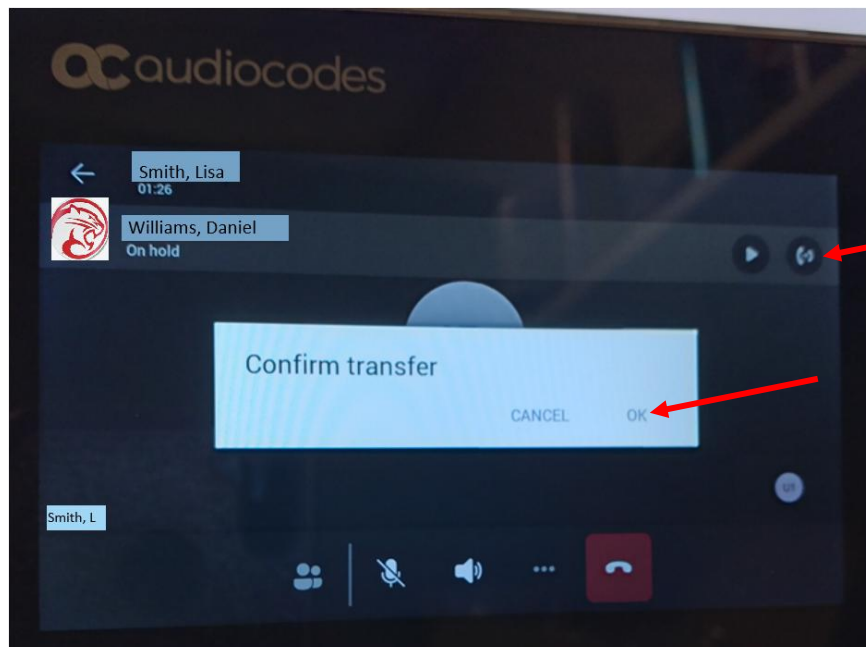
2. Tap **Consult first**.



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.

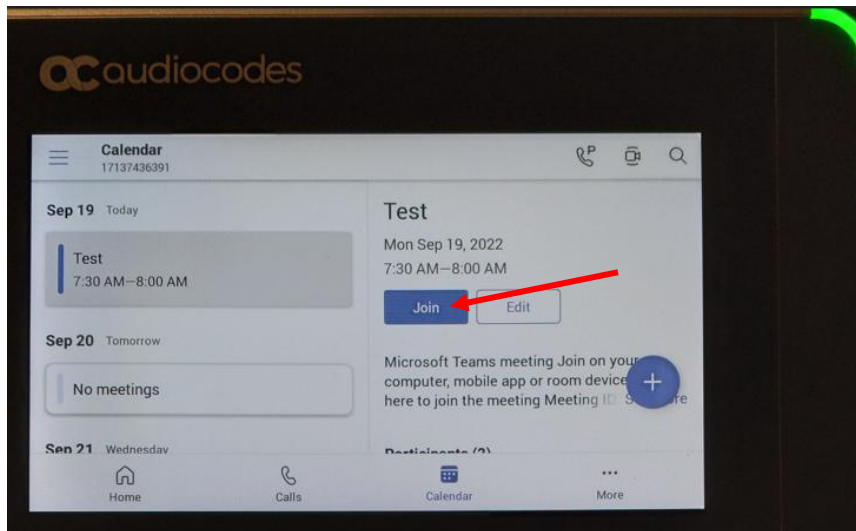


## Join Scheduled Meetings

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Join a Teams meeting from the Calendar screen.

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



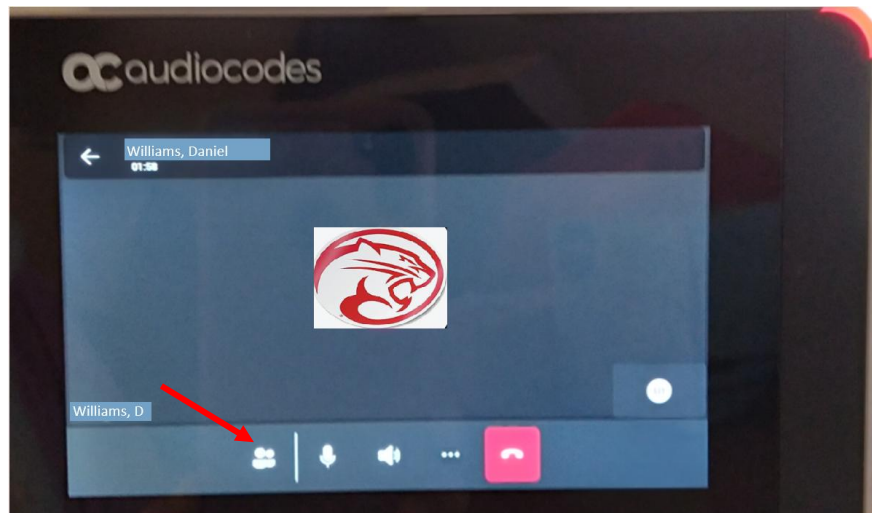
## Start a Conference Call

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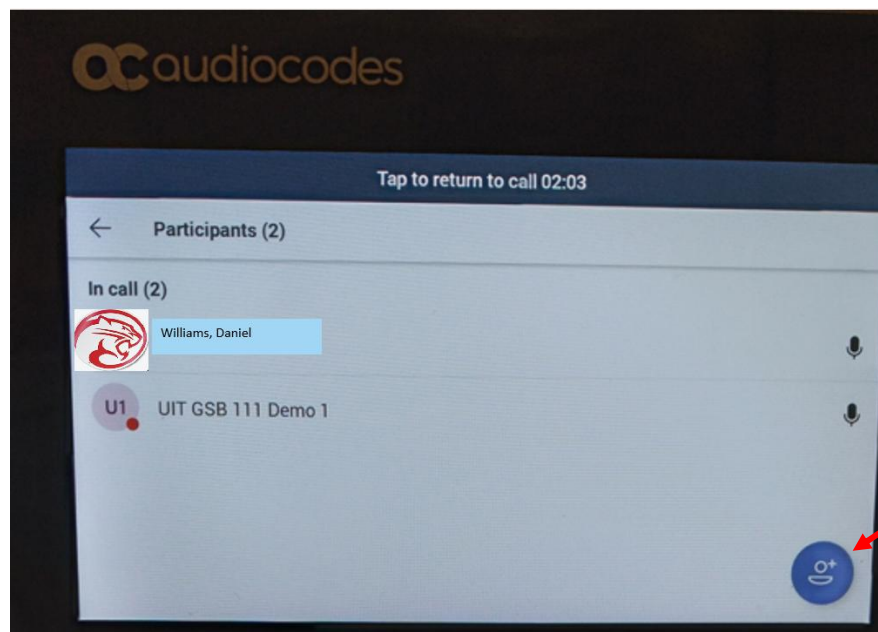
You can initiate a conference call while on a current call.

Start a Conference Call

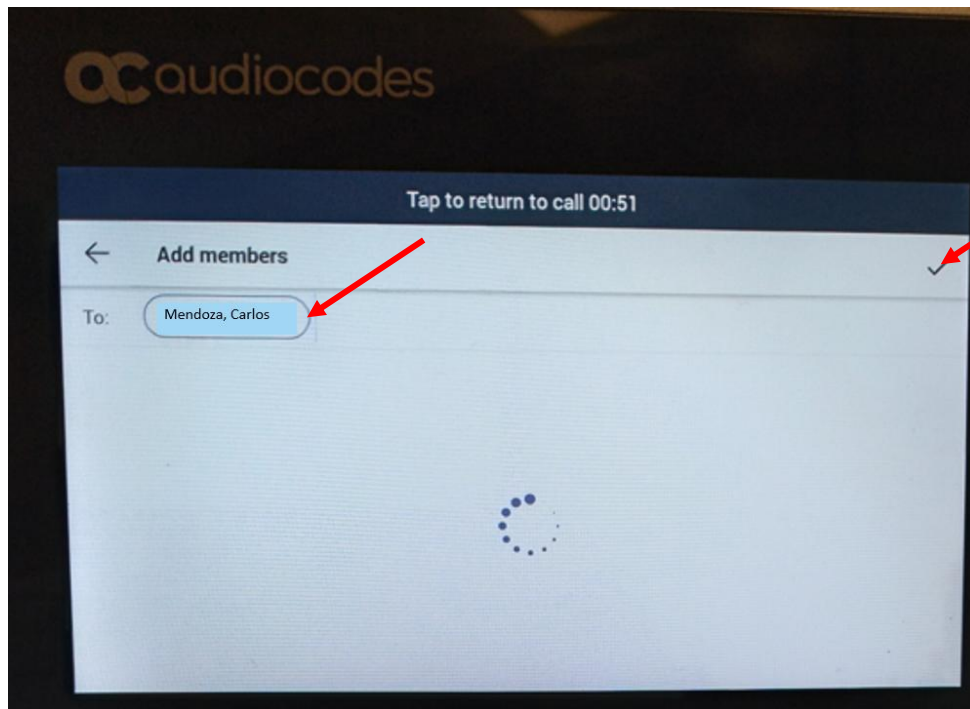
1. Call a **contact**.
2. Tap the **People** icon.



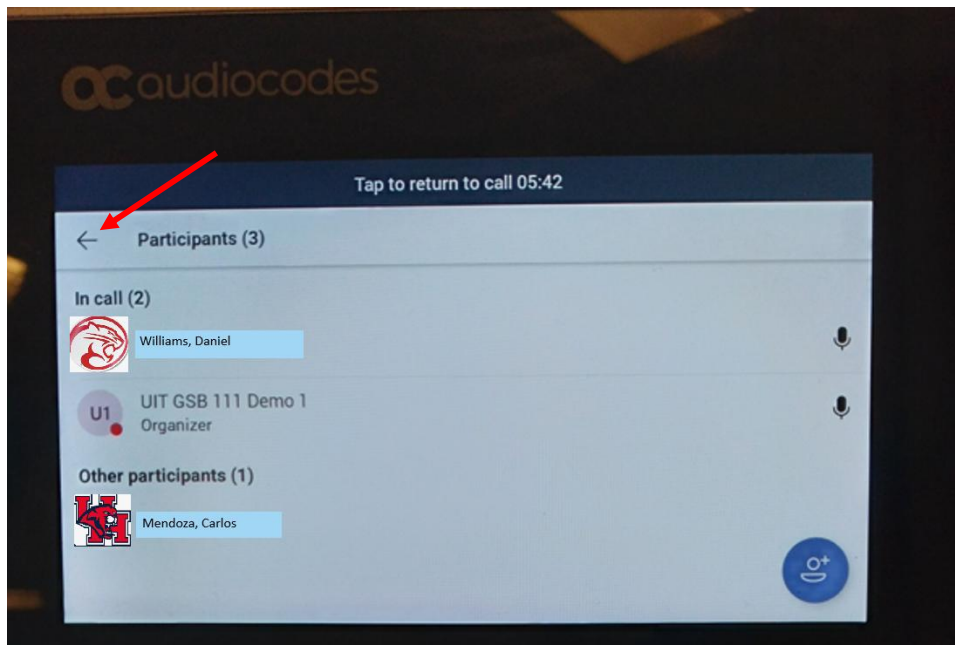
3. Tap **Add people**.



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



6. Tap the **arrow**.

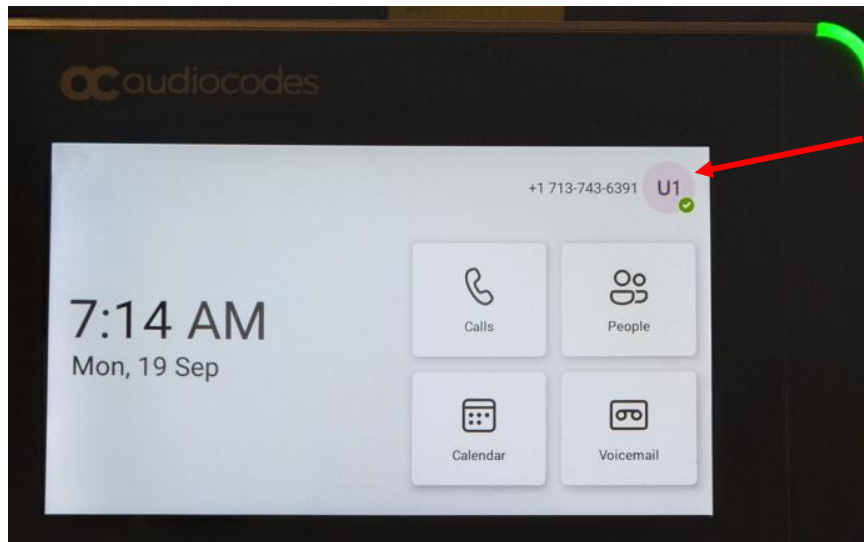


## Forwarding Calls

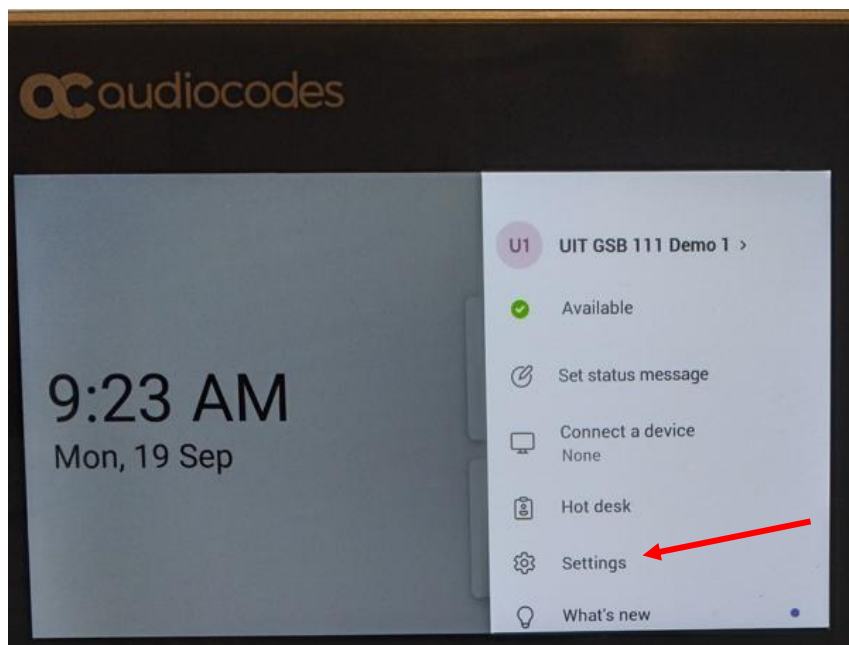
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### Forwarding Calls to a Contact

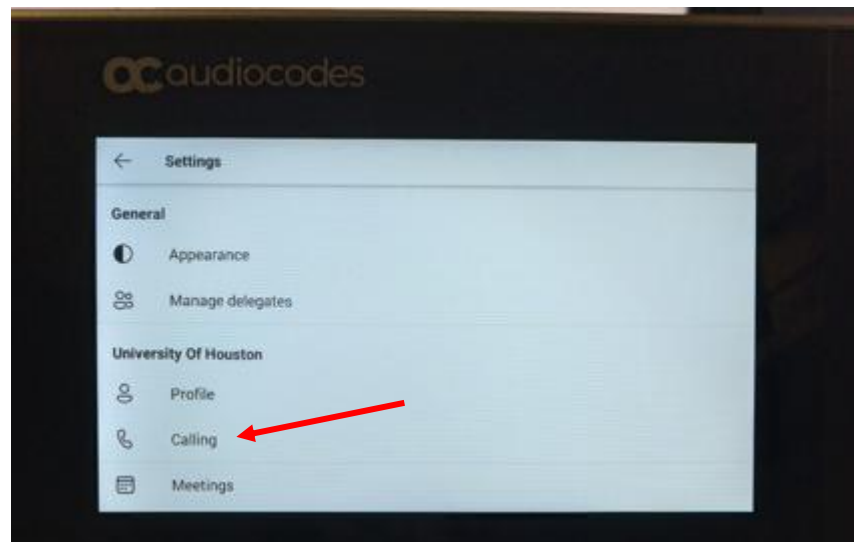
1. On the Home screen, tap **Your profile pic**.



2. Tap **Settings**.

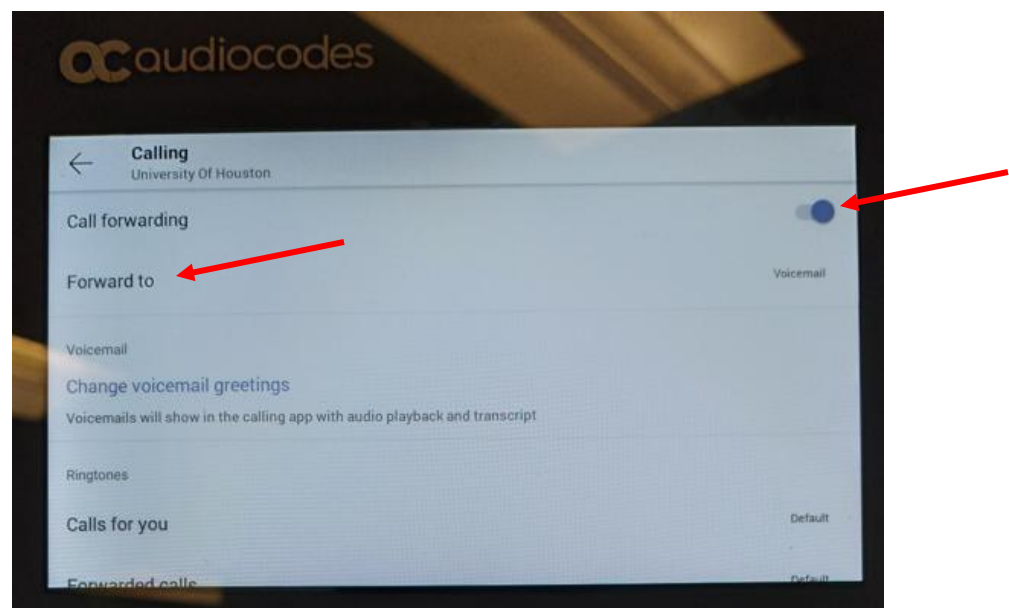


3. Tap **Calling**.



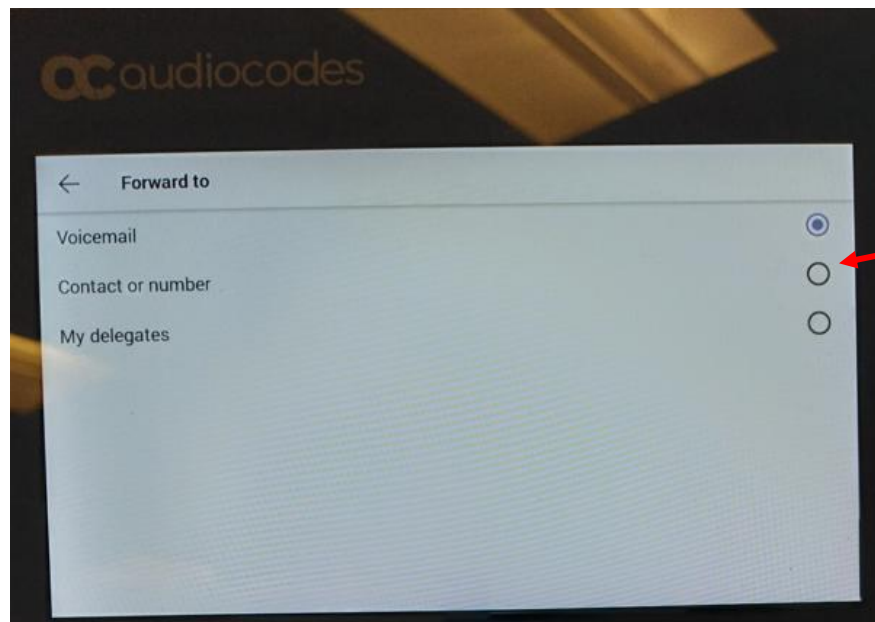
4. Tap **Call forwarding**.

5. Tap **Forward to**.

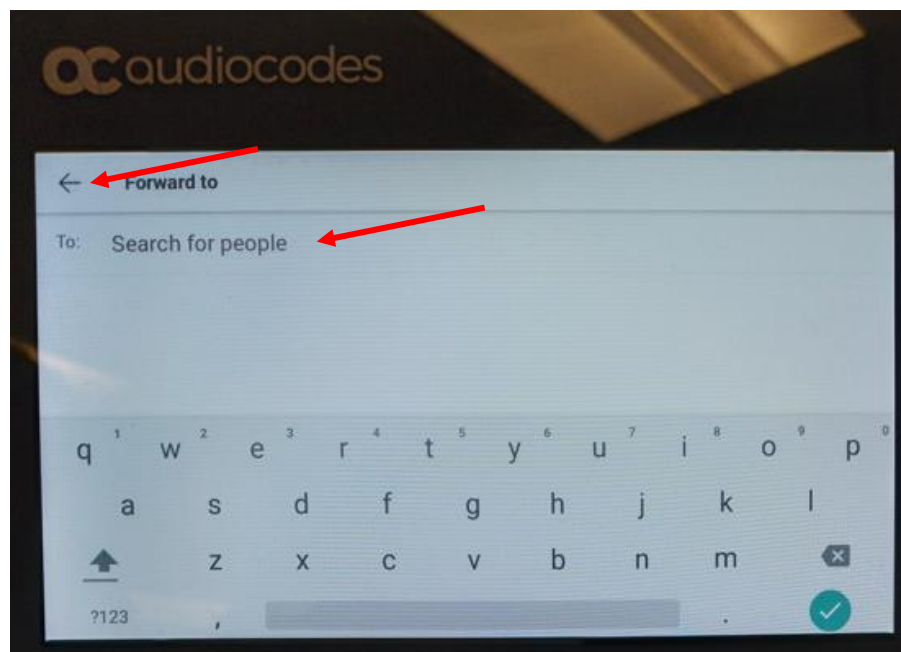




6. Tap **Contact or number**.



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





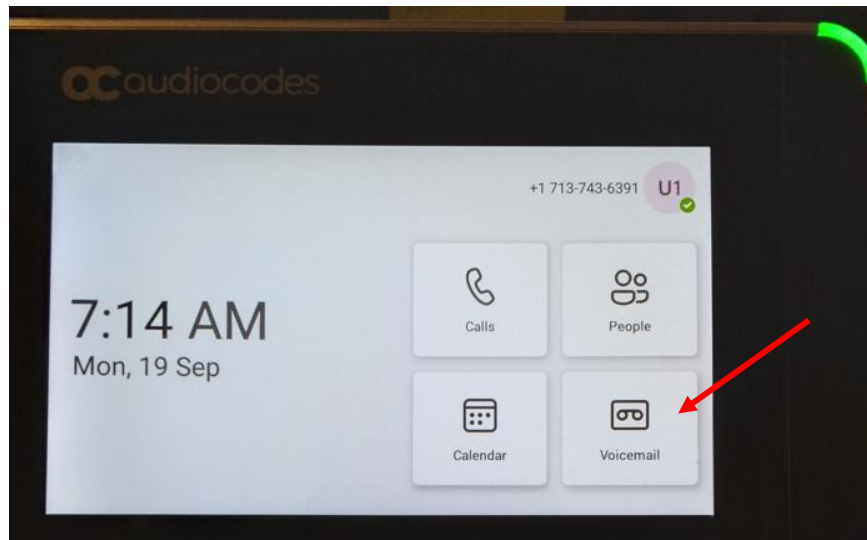
## Listen to Voicemail

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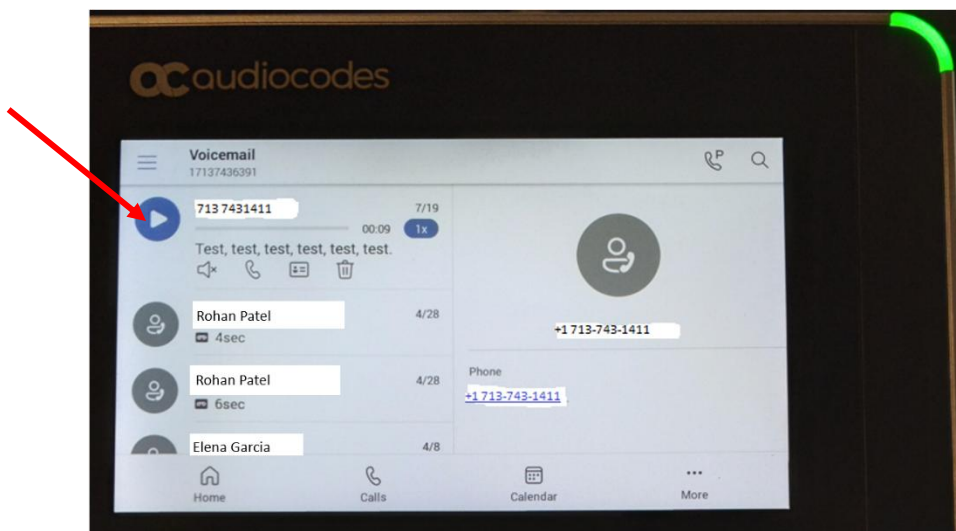
The Messages icon displays when new voicemail messages are available.

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.



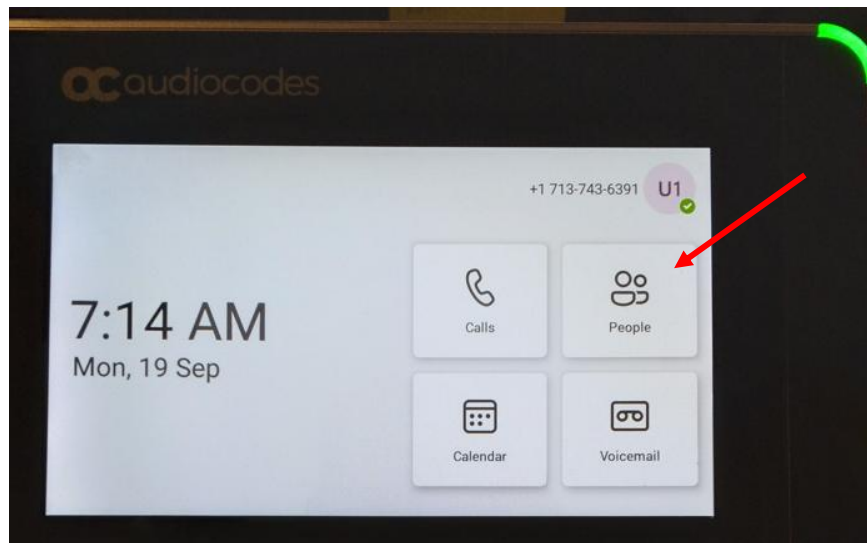
## Managing Contacts

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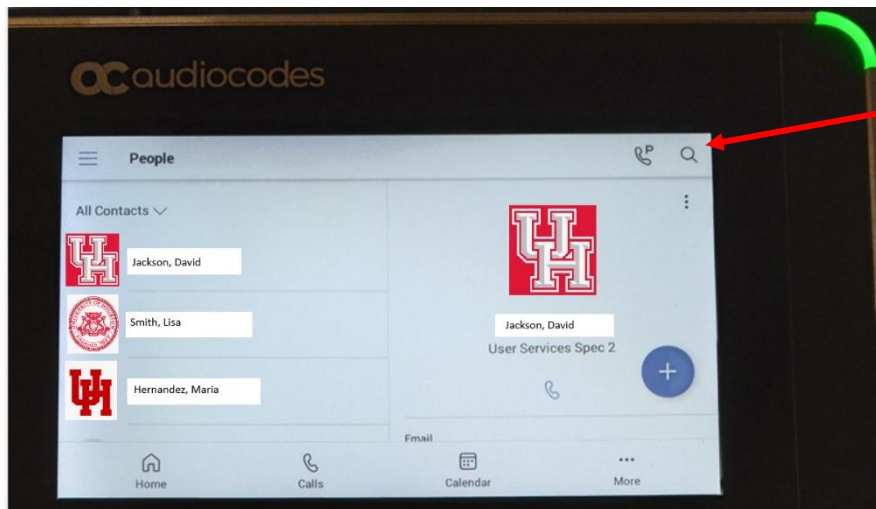
View and add contacts to the phone's contact directory.

### View the Contact Directory

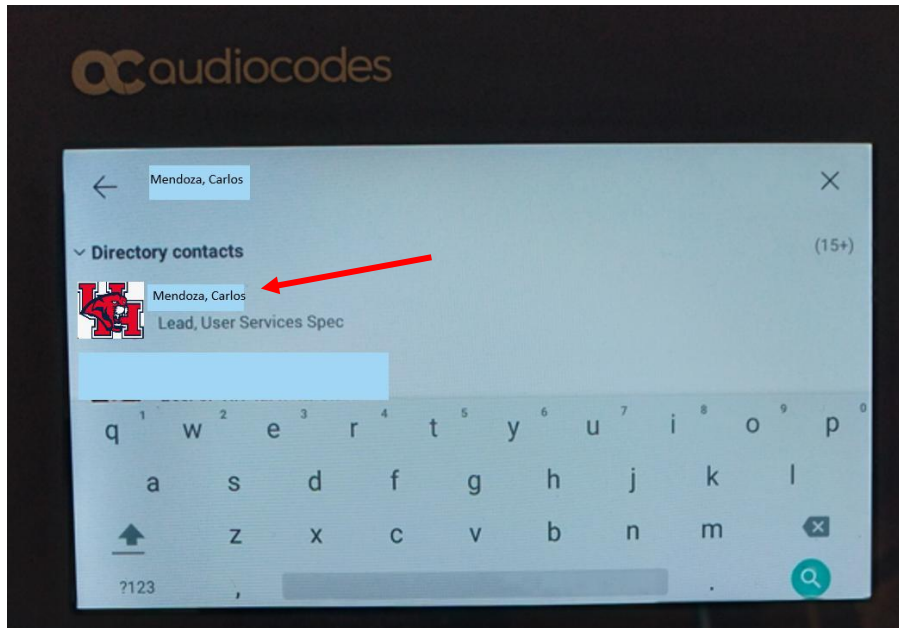
1. Tap **People** from the Home screen.



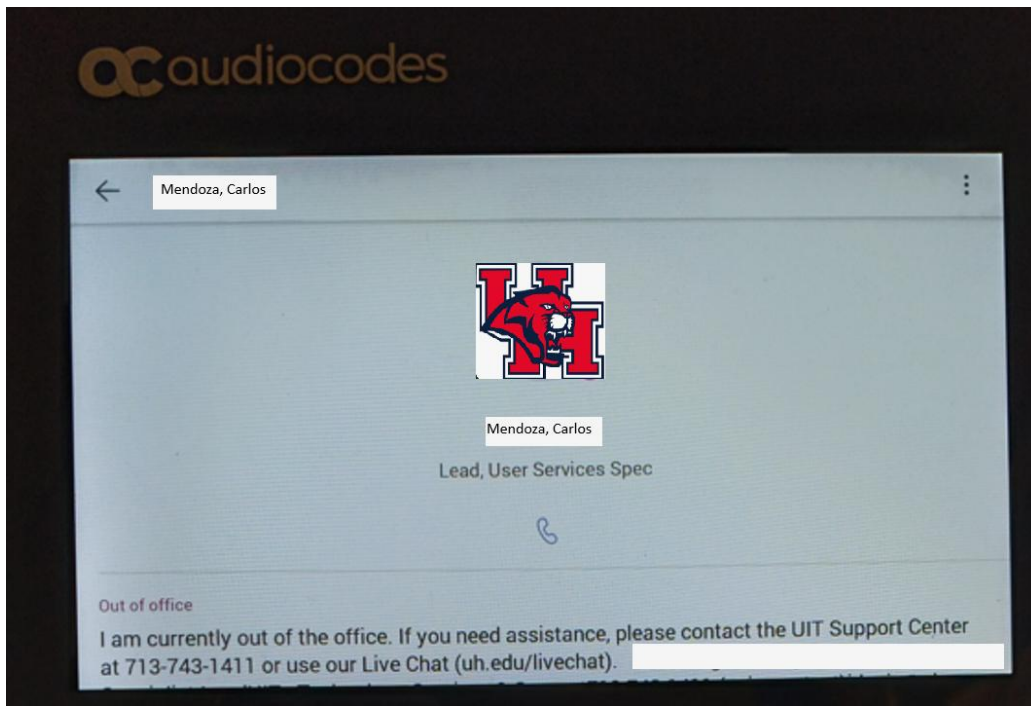
2. Tap the **magnifying glass**.



3. Type a **contact name** and tap the **name**.

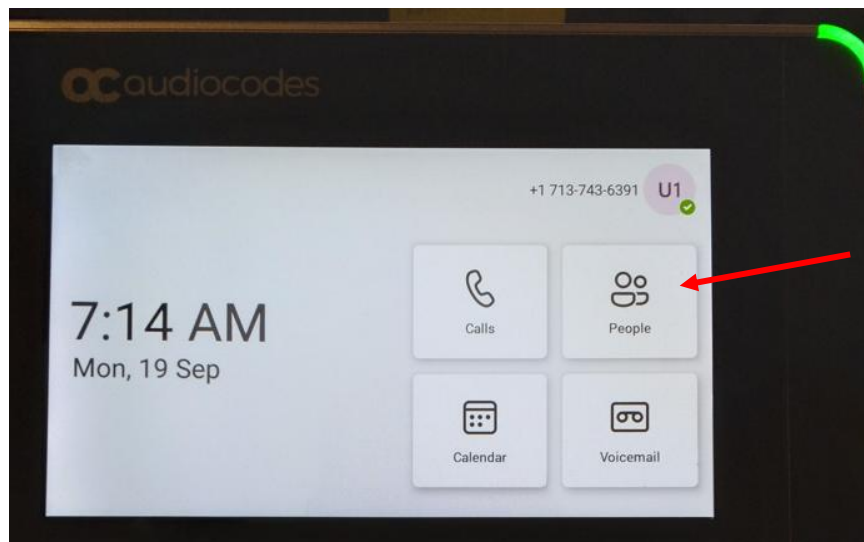


**Note:** This is the contact details screen.

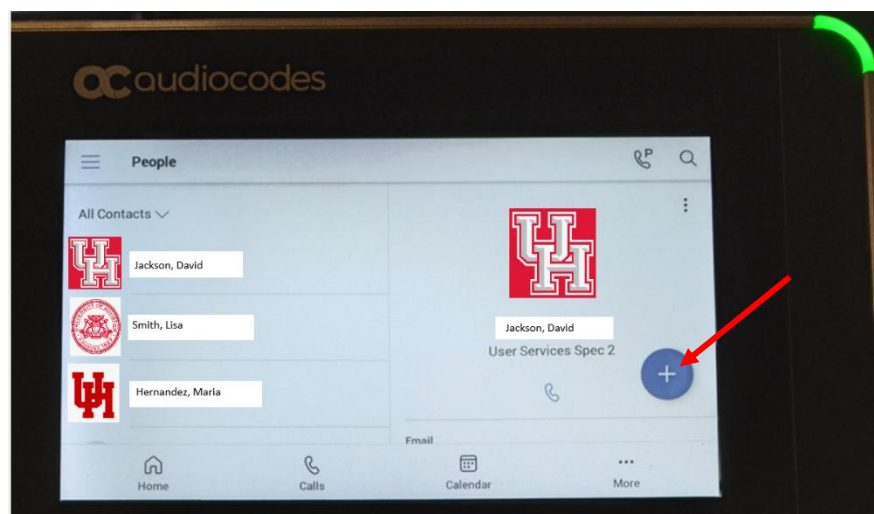


## Creating a Group with Favorite Contacts

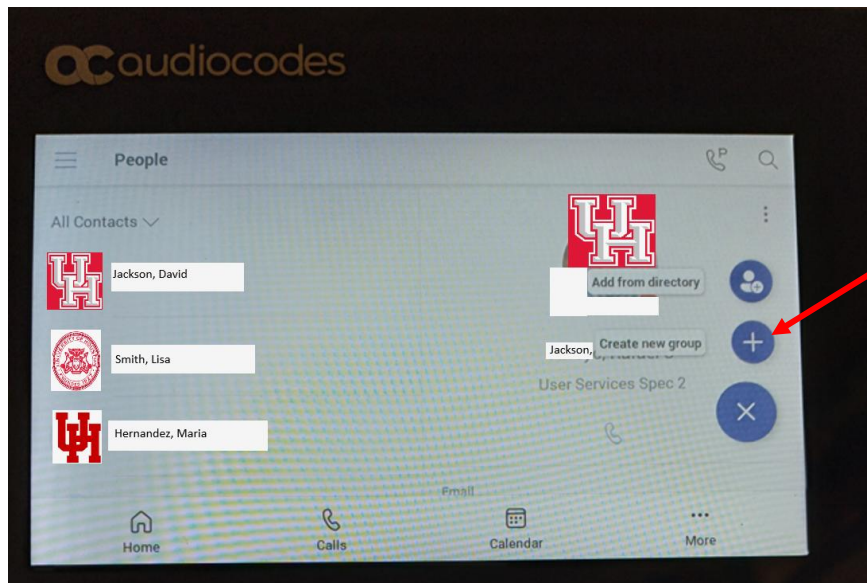
1. In the Home screen tap **People**.



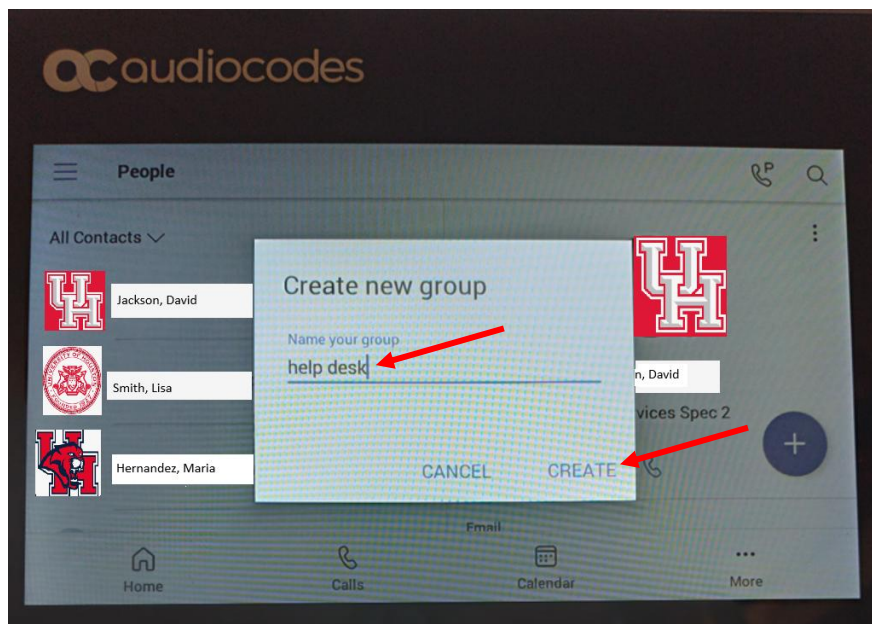
2. Tap the **Plus (+)** symbol.



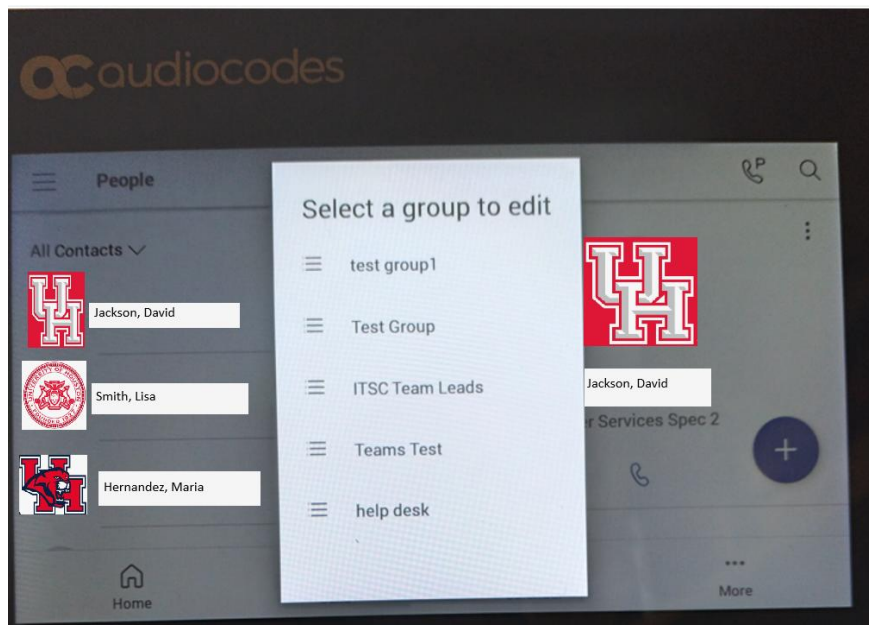
3. Tap **Create new group**.



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



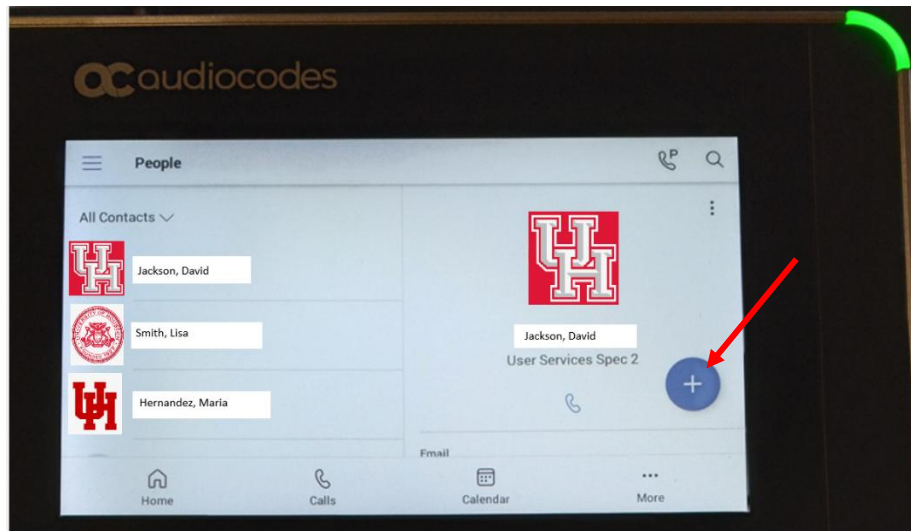
**Note:** The new group is now listed below.



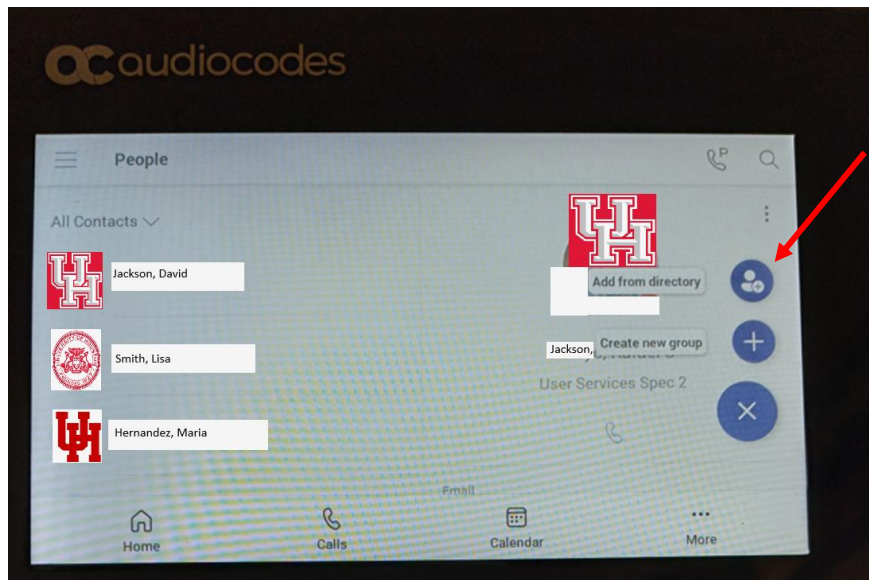


## To Add a favorite contact to a Group

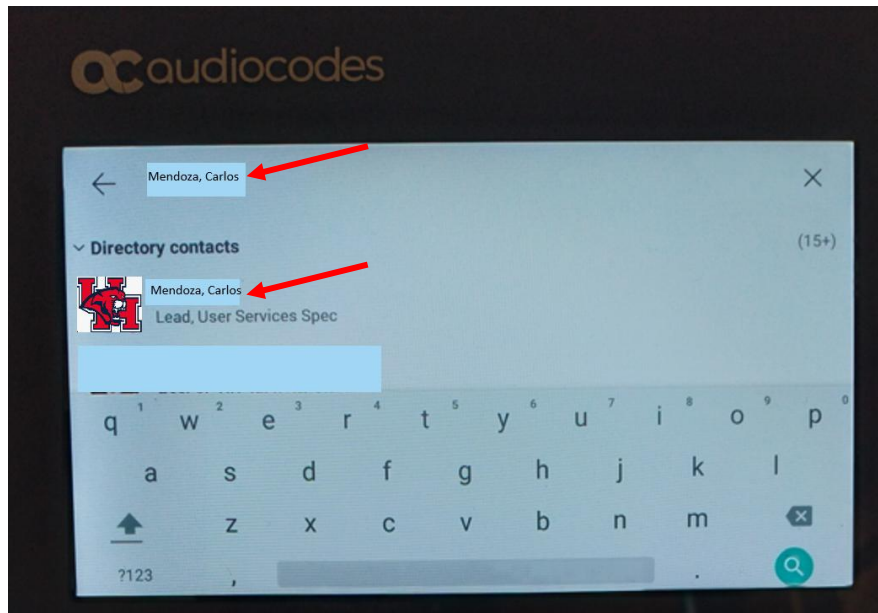
1. In the People screen tap the **Plus (+)** symbol.



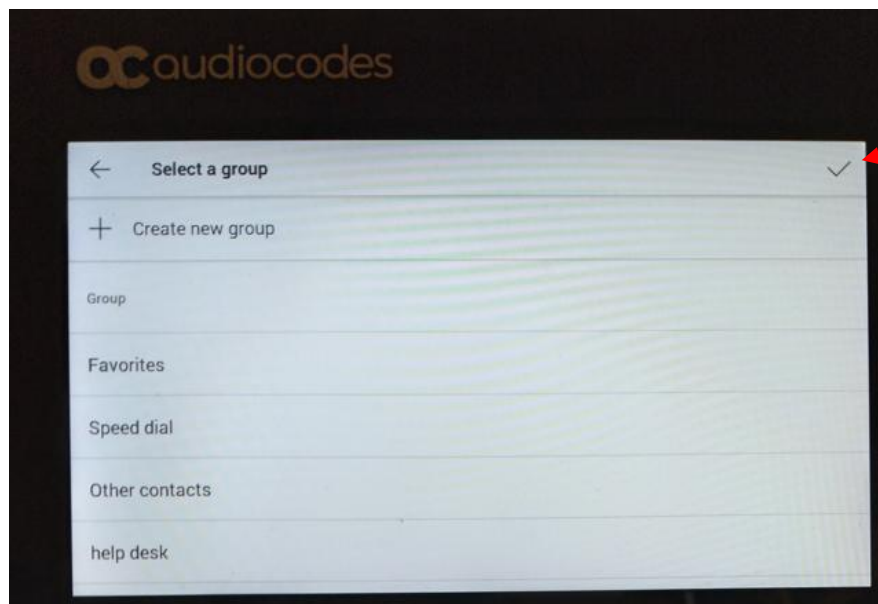
2. Tap **Add from directory**.



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



4. Tap the group you want the person added to.
5. Tap the **checkmark**.

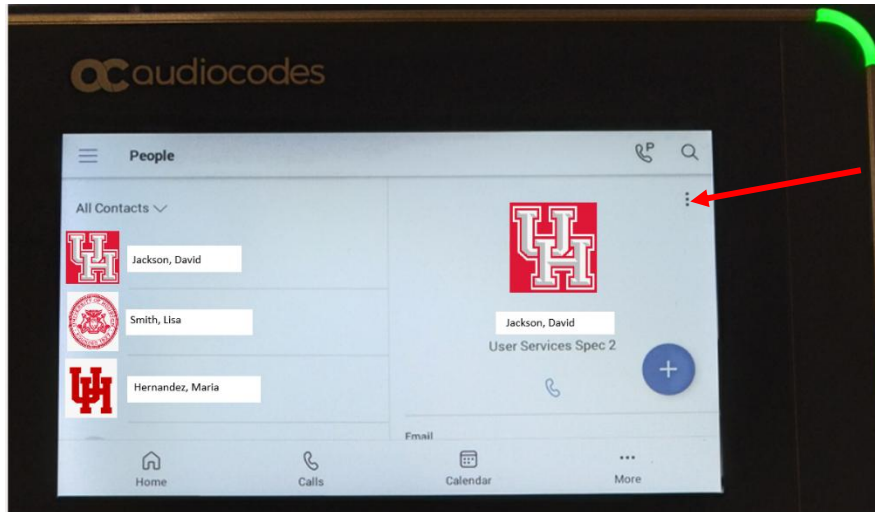


**Note:** A confirmation message will appear soon after the contact has been successfully added.

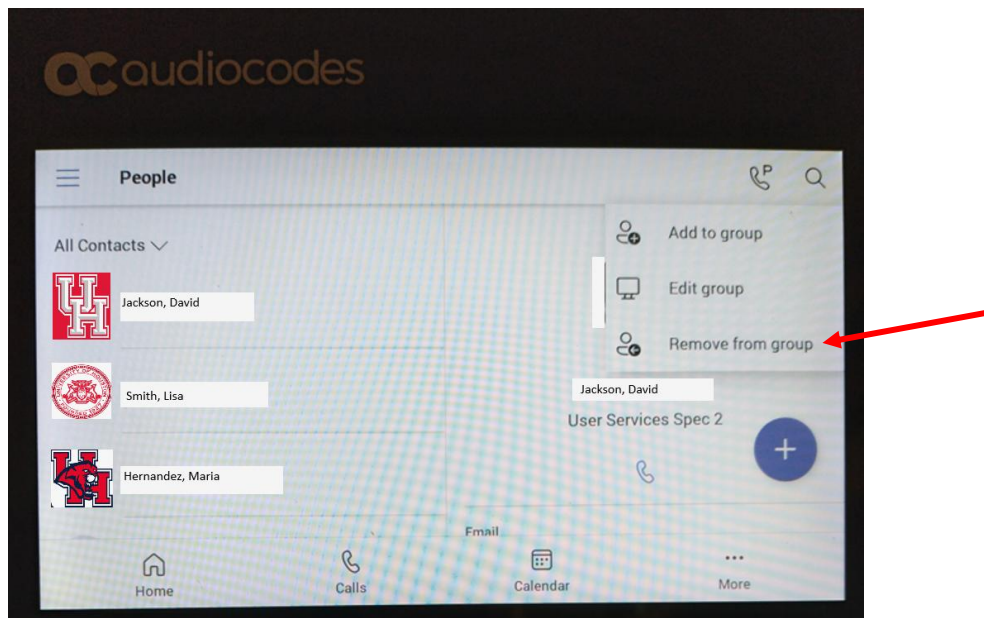


## To Remove a favorite contact

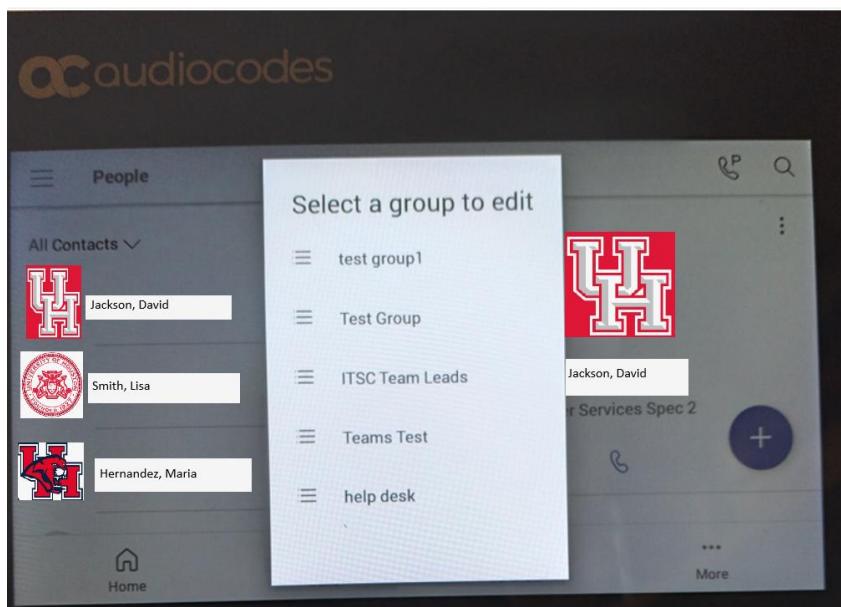
1. Tap **People** from the Home screen.
2. Select a **Contact**.
3. Tap the **three dots**.



4. Tap **Remove from group**.



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



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

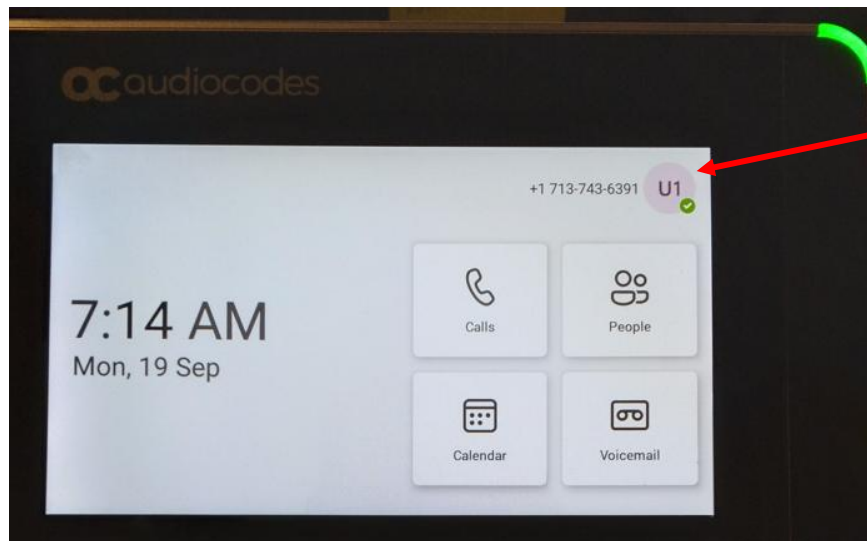
## Set Your Status

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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**.

