

# Using the AudioCodes C455HD

# Table of Contents

The Phone Face .....	3
Navigating your Phone .....	4
Accessing the Menus .....	4
Answer a Call .....	9
Make a Call .....	10
Dialing a domestic or international long-distance number: .....	10
Put a Call on Hold.....	11
Transferring a Call .....	13
Transfer a Call Using Blind Transfer .....	13
Transfer a Call Using Consultative Transfer .....	15
Join Scheduled Meetings.....	17
Start a Conference Call .....	18
Forwarding Calls.....	20
Listen to Voicemail .....	23
Managing Contacts.....	24
View the Contact Directory.....	24
Creating a Group with Favorite Contacts.....	26
To Add a favorite contact to a Group.....	29
To Remove a favorite contact .....	31
Set Your Status .....	33

# The Phone Face

---

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



## Navigating your Phone

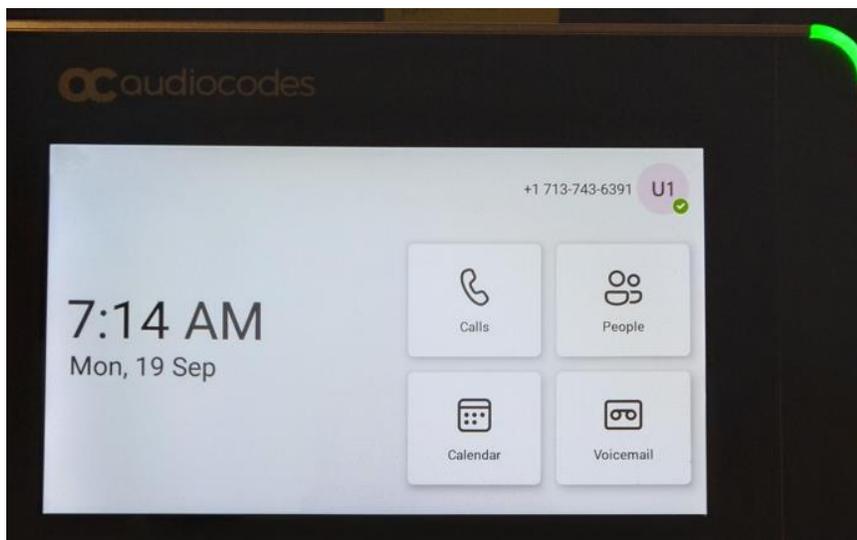
---

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

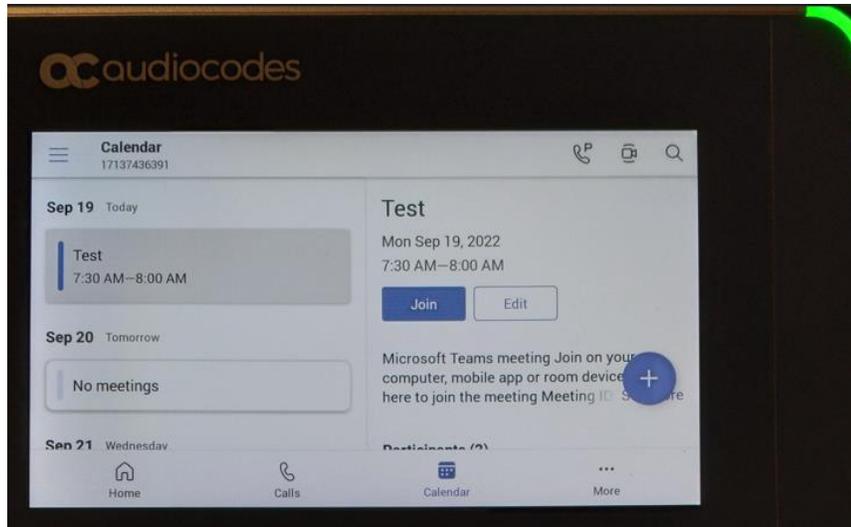
#### Home Screen

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



## Calendar Screen

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



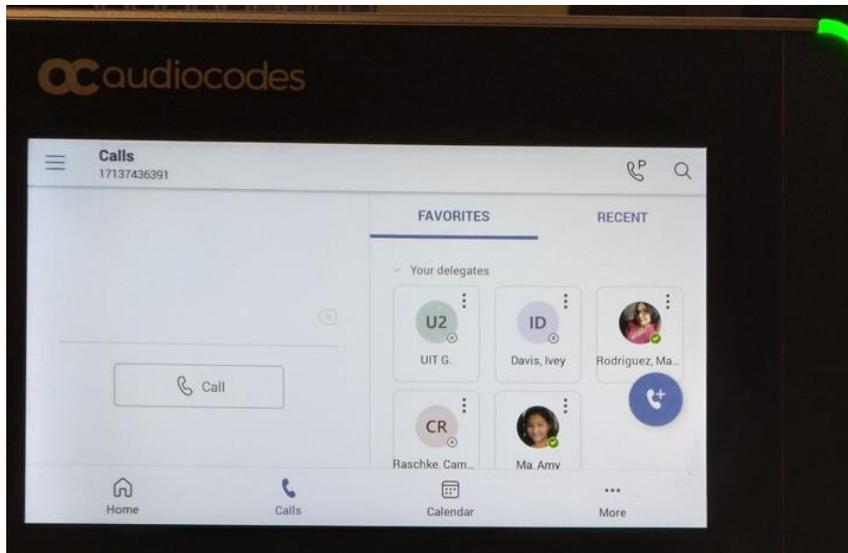
## People Screen

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.



## Vicemail Screen

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



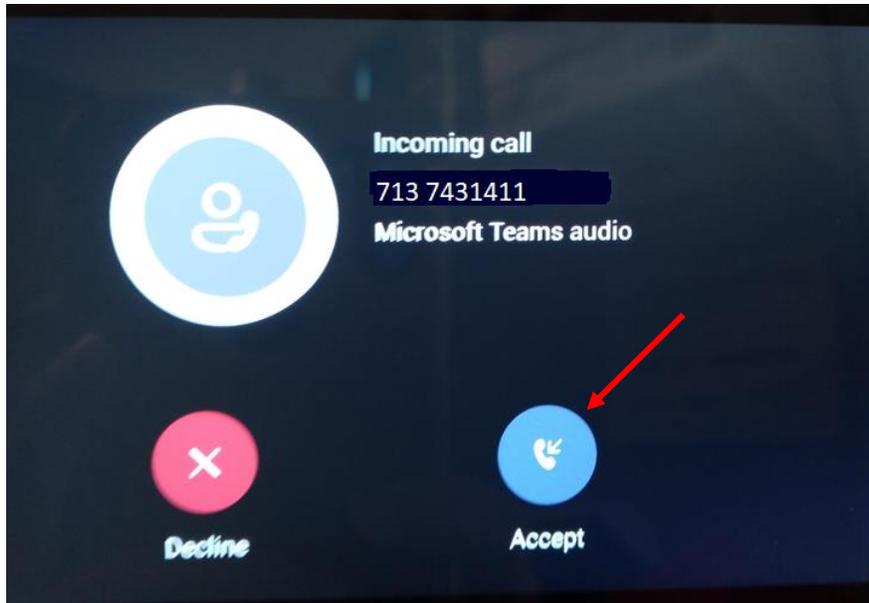
**Note:** Press the Home icon to return to the main menu.

## 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.

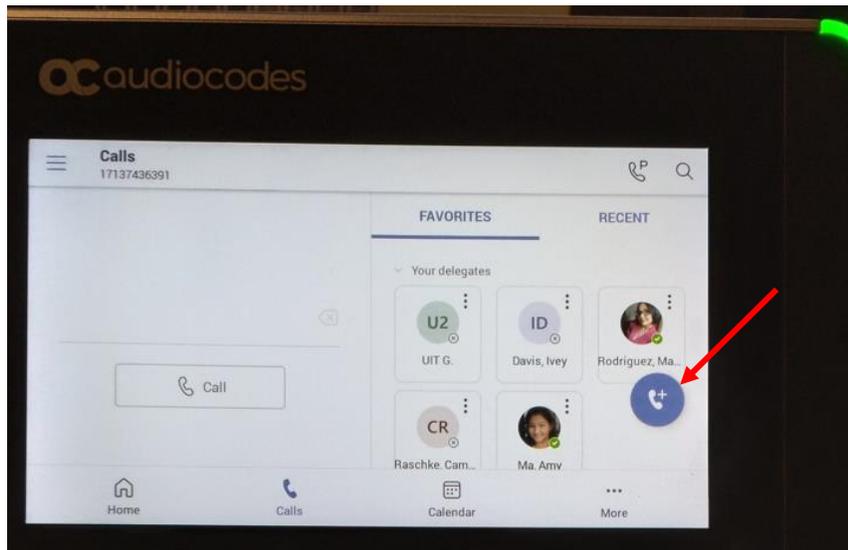


## Make a Call

---

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.



### 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.

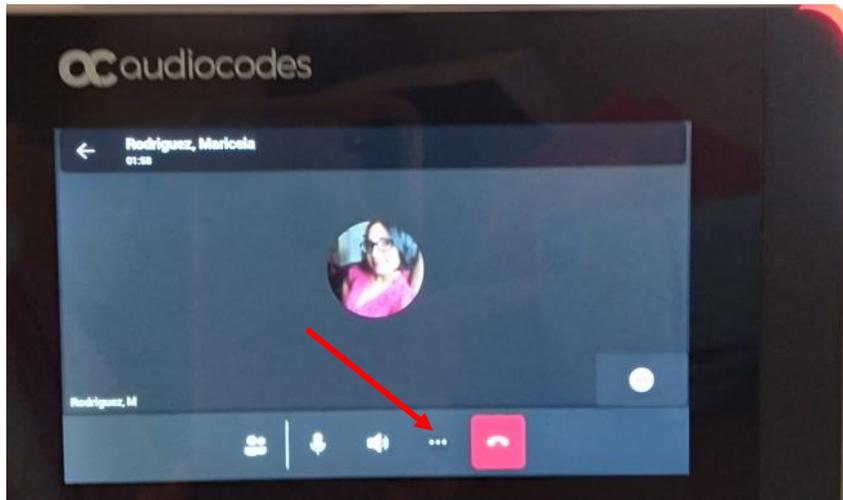
**Note:** You no longer need to use a 9 to dial off-campus.

## Put a Call on Hold

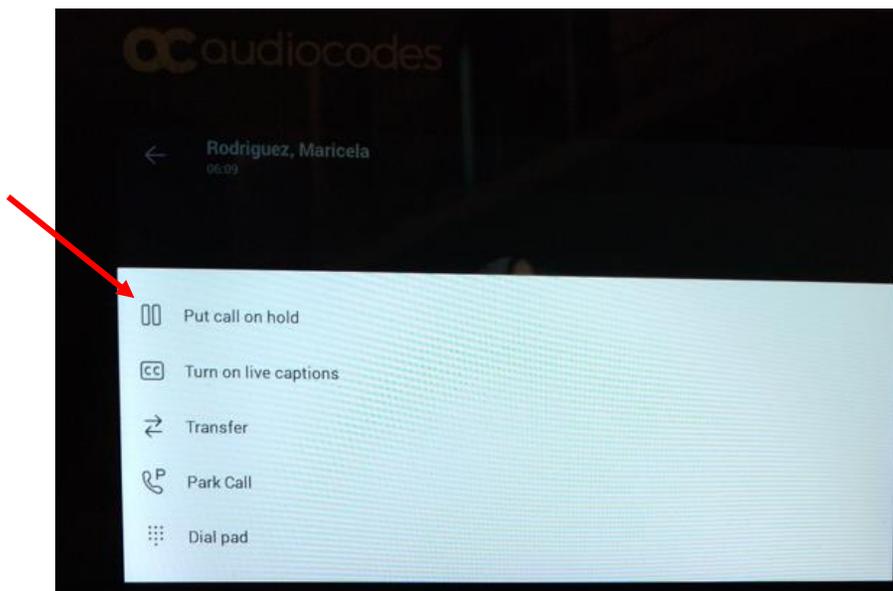
---

To put a call on hold:

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.



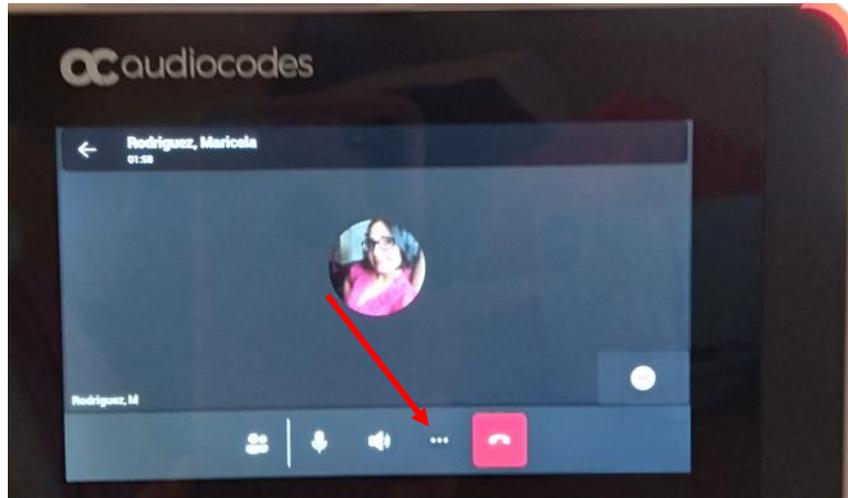
# Transferring a Call

---

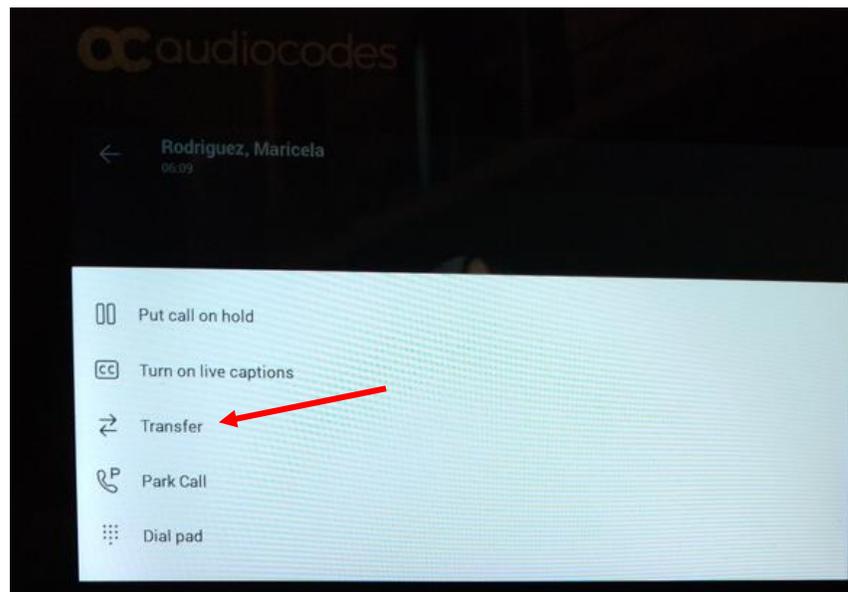
## Transfer a Call Using Blind Transfer

When you use Blind call transfers, calls transfer as soon as the recipient's line connects.

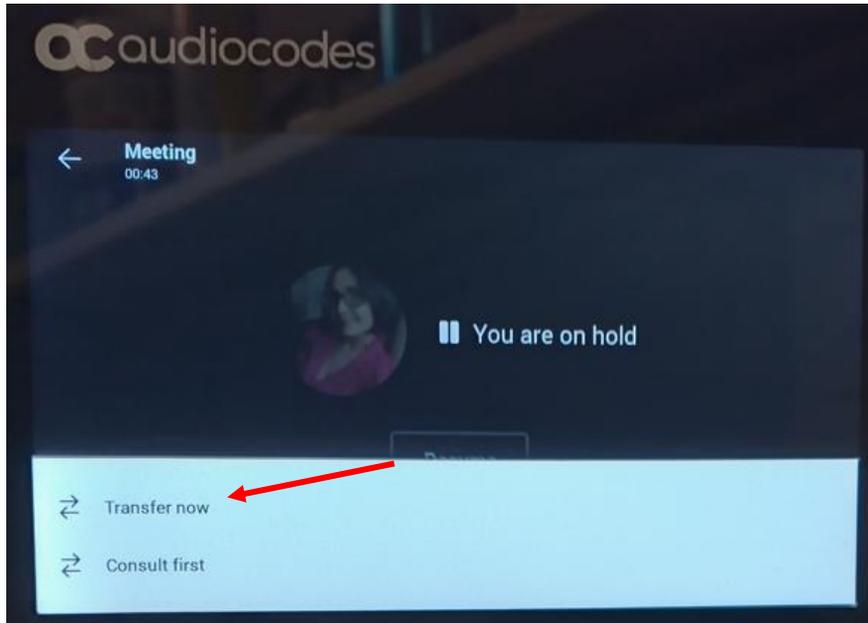
1. During an active call, tap the **three dots**.



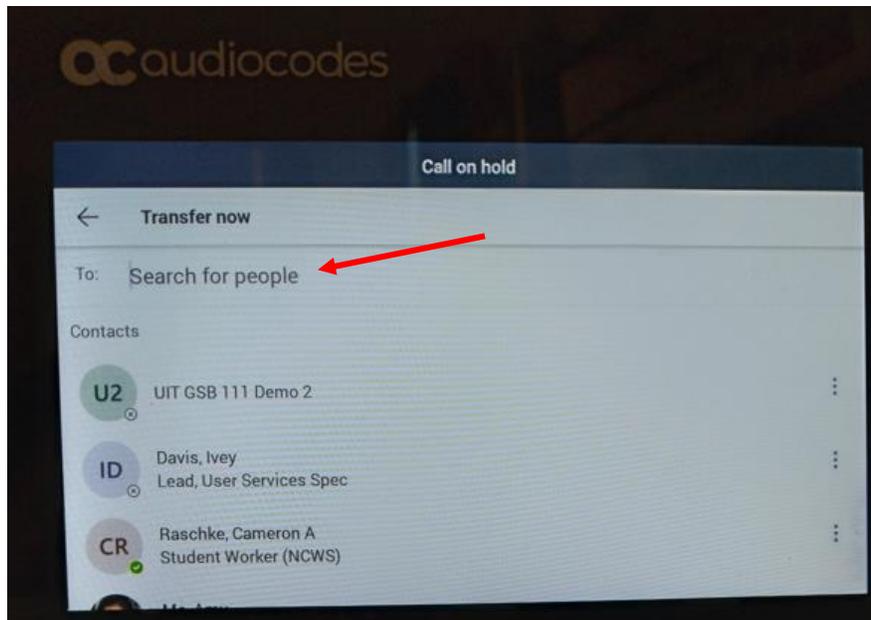
2. Tap **Transfer**.



3. Tap **Transfer now**.



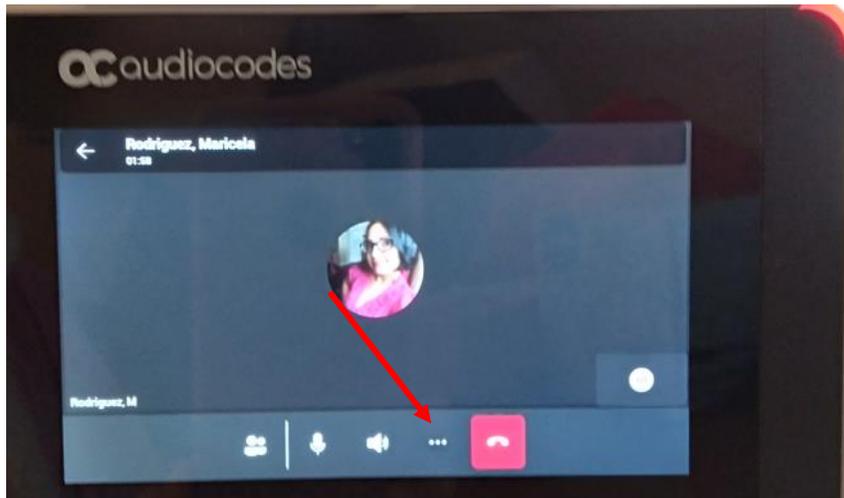
4. Search for a **contact** and tap the **name**.



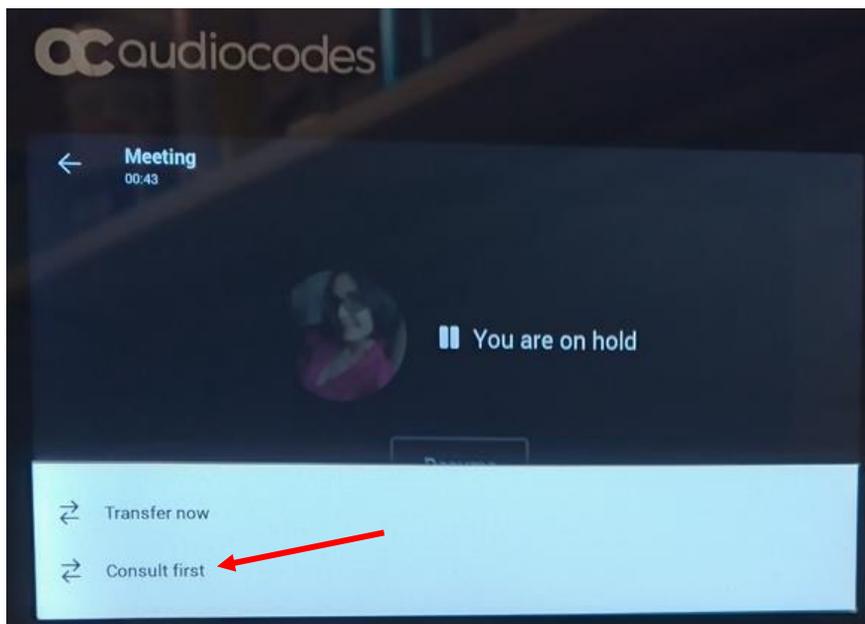
## Transfer a Call Using Consultative Transfer

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

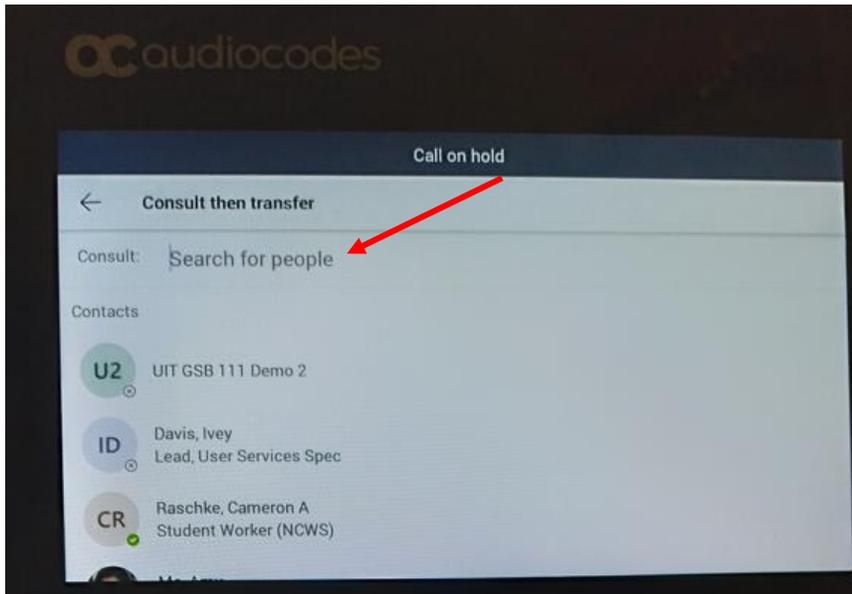
1. During an active call, tap the **three dots**.



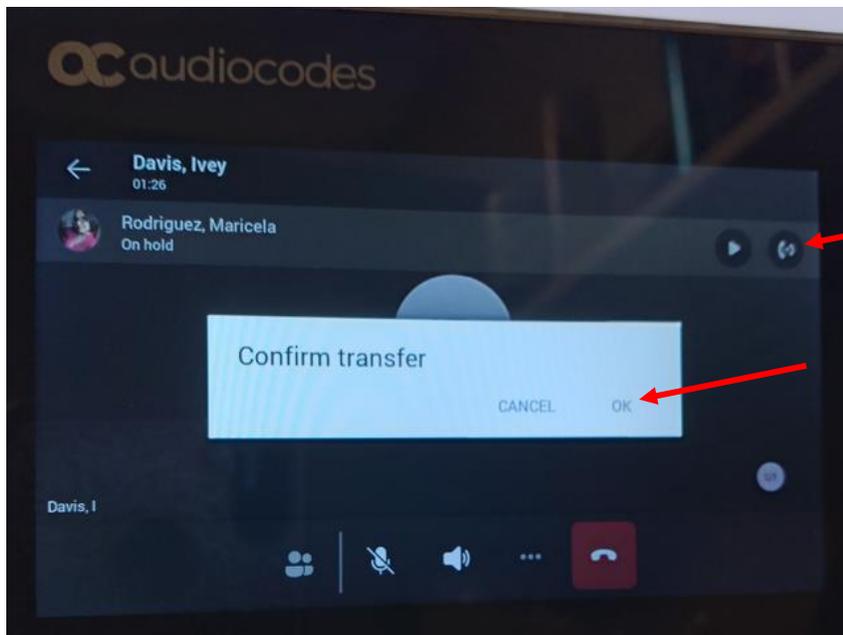
2. Tap **Consult first**.



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.

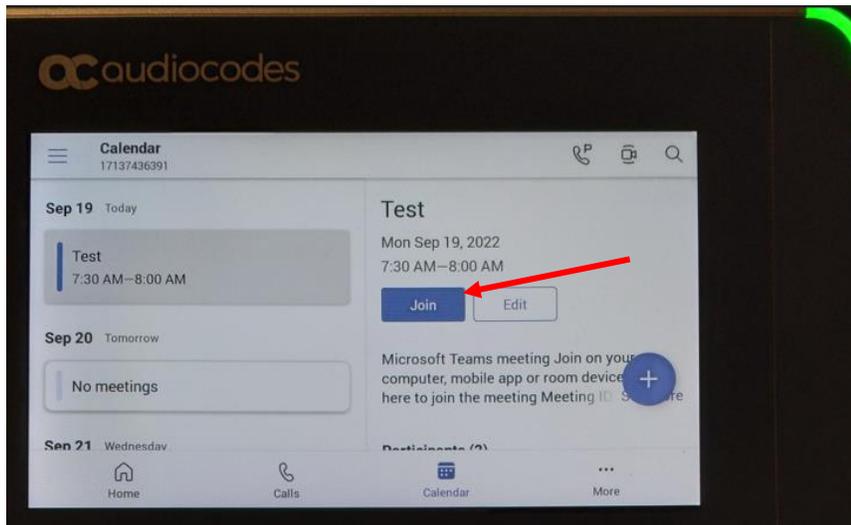


## Join Scheduled Meetings

---

Join a Teams meeting from the Calendar screen.

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



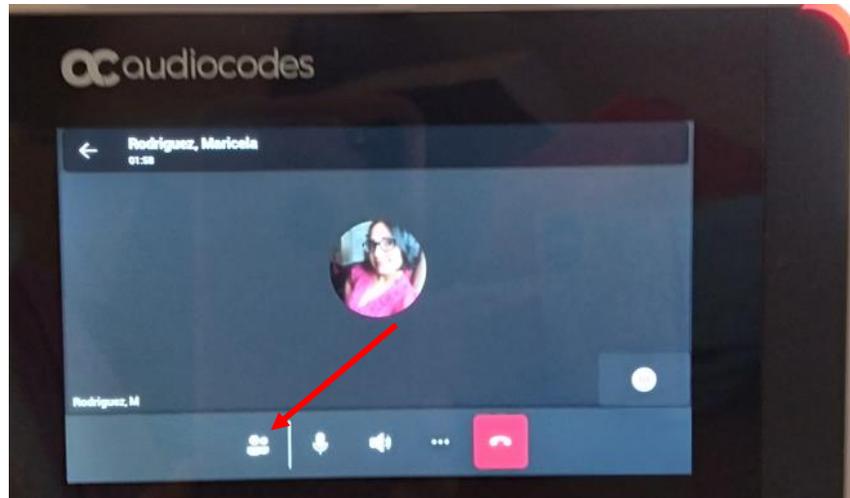
## Start a Conference Call

---

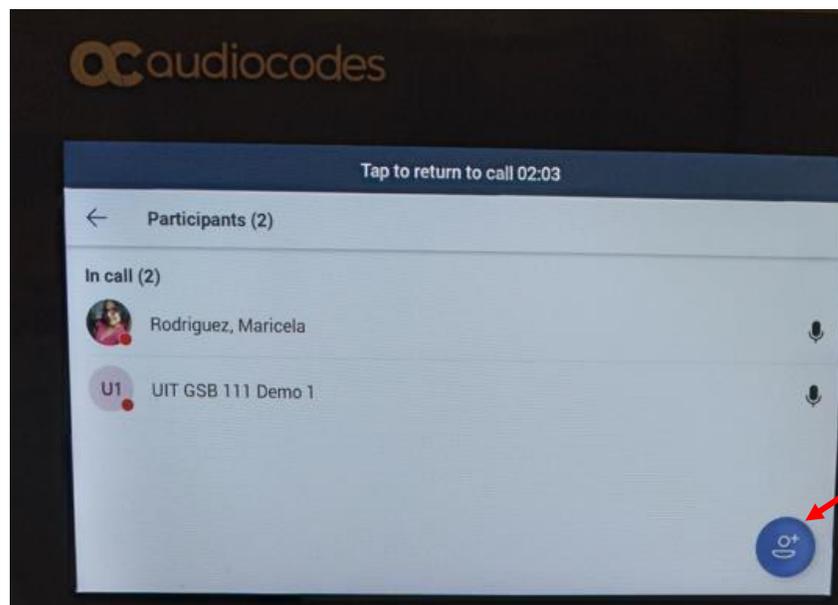
You can initiate a conference call while on a current call.

Start a Conference Call

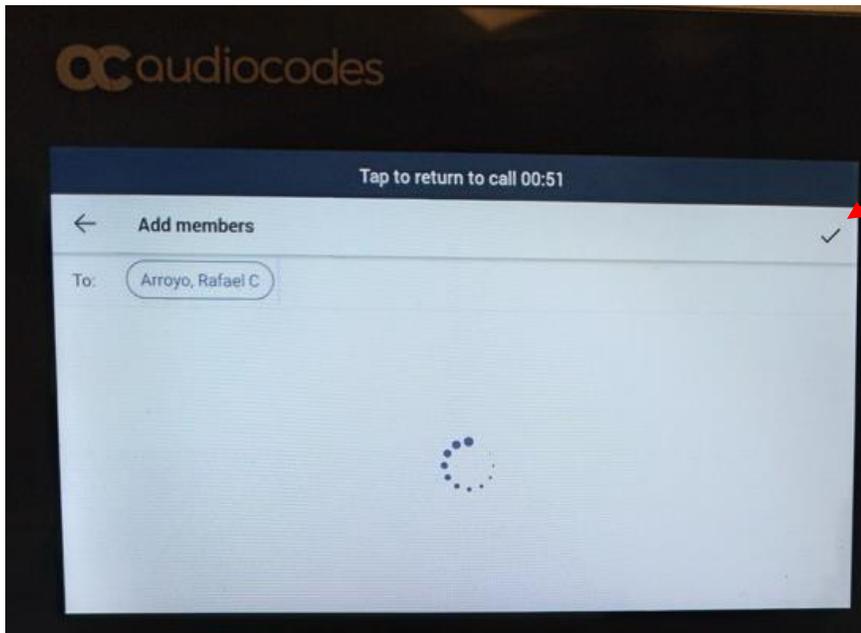
1. Call a **contact**.
2. Tap the **People** icon.



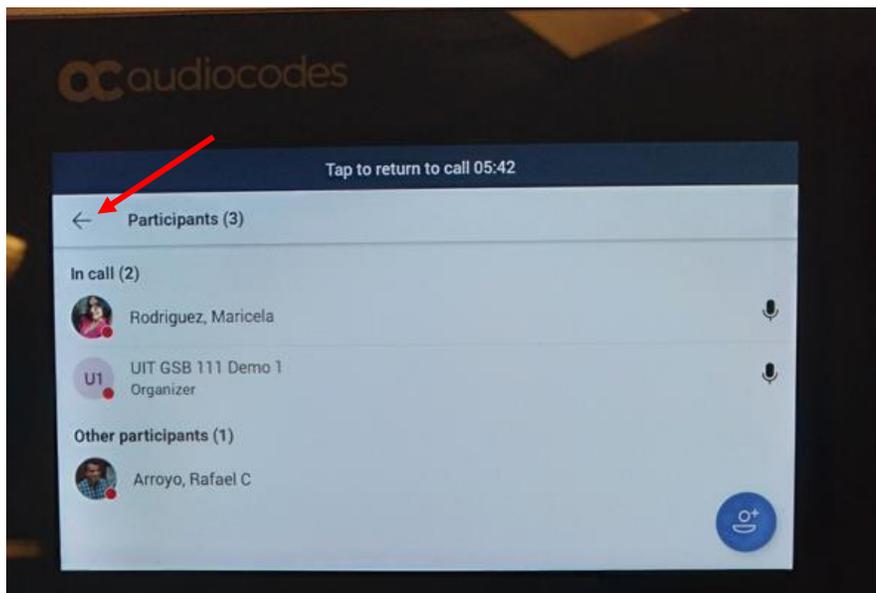
3. Tap **Add people**.



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



6. Tap the **arrow**.

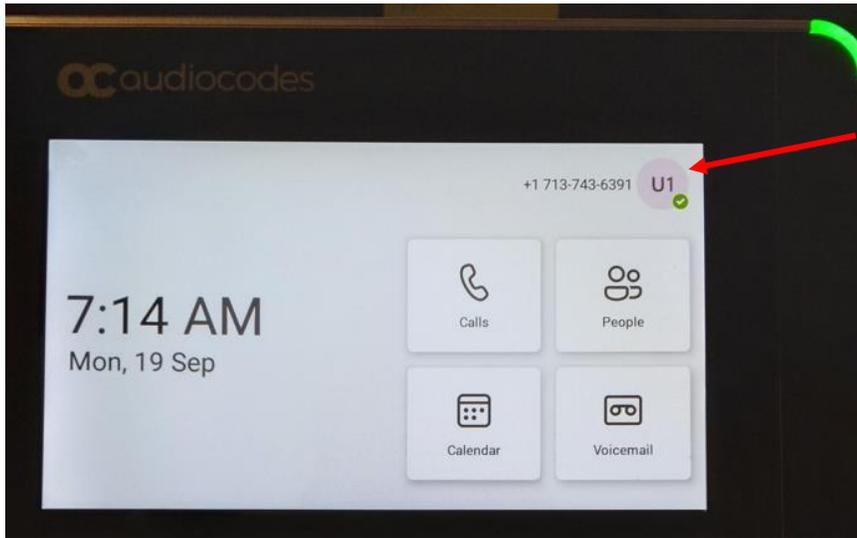


# Forwarding Calls

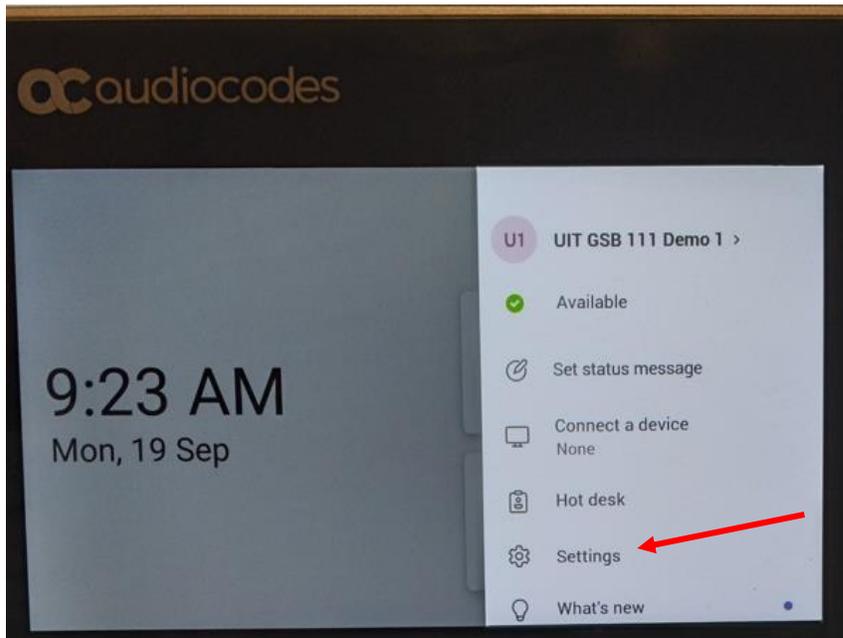
---

## Forwarding Calls to a Contact

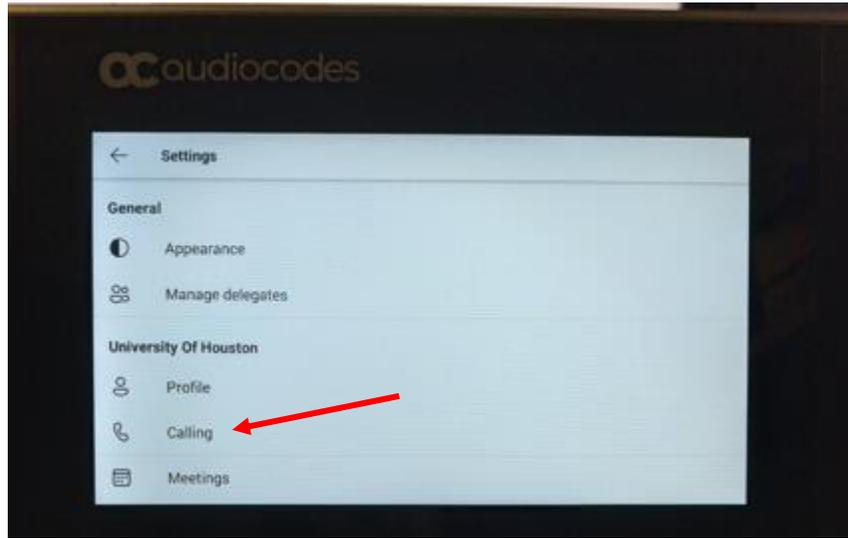
1. On the Home screen, tap **Your profile pic**.



2. Tap **Settings**.

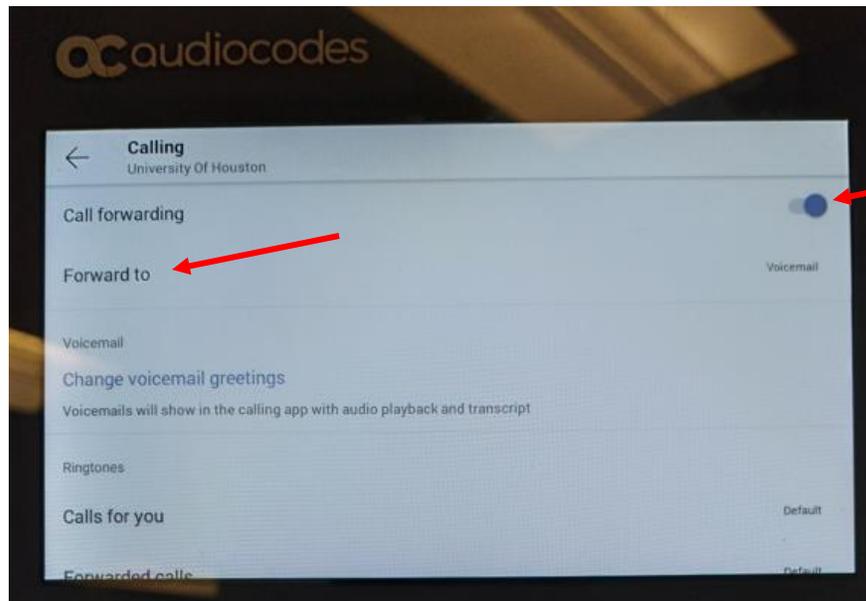


3. Tap **Calling**.

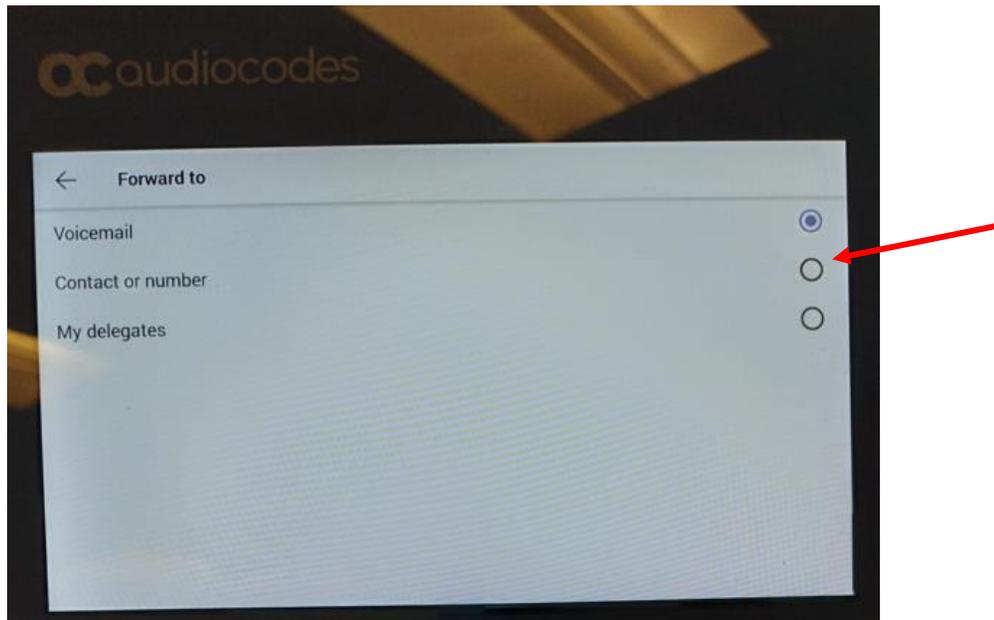


4. Tap **Call forwarding**.

5. Tap **Forward to**.

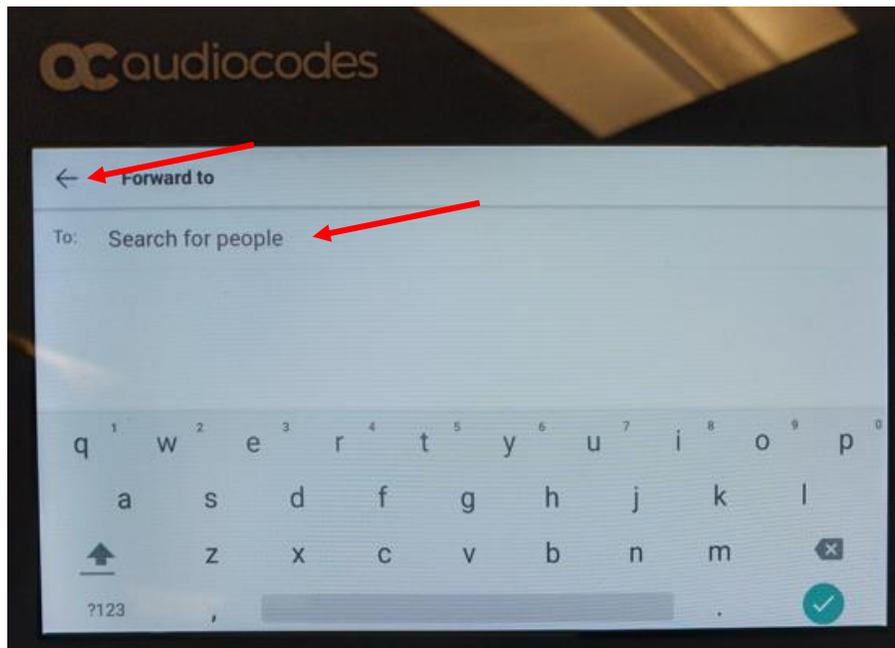


6. Tap **Contact or number**.



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

8. Tap the **Forward to** arrow.



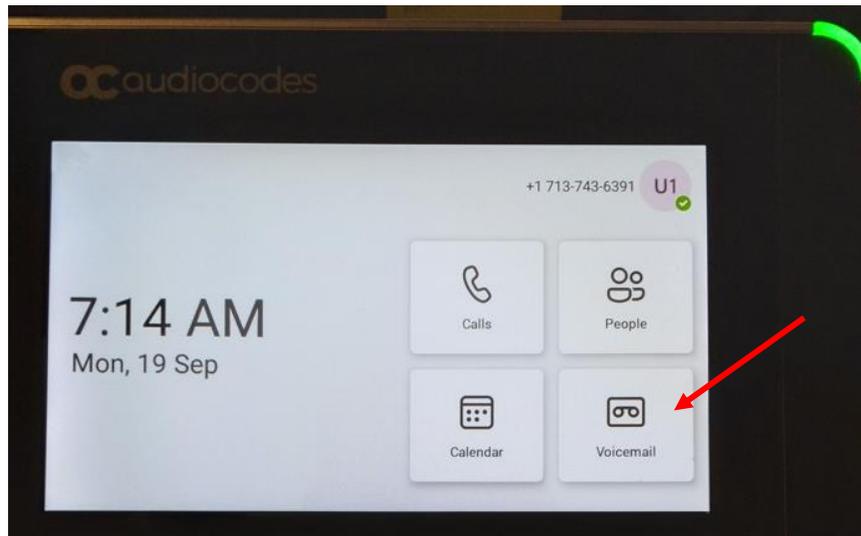
## Listen to Voicemail

---

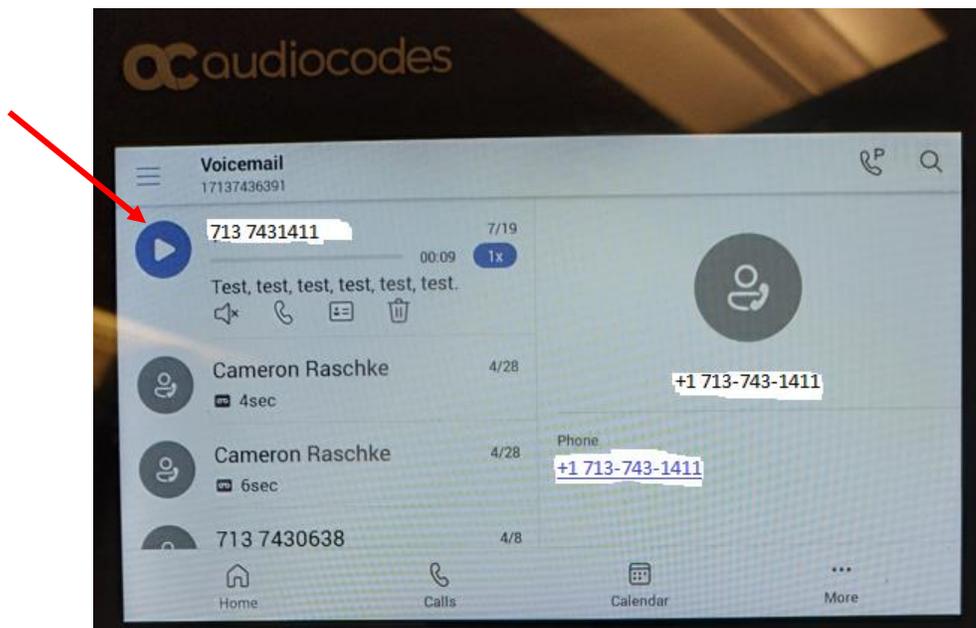
The Messages icon displays when new voicemail messages are available.

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.



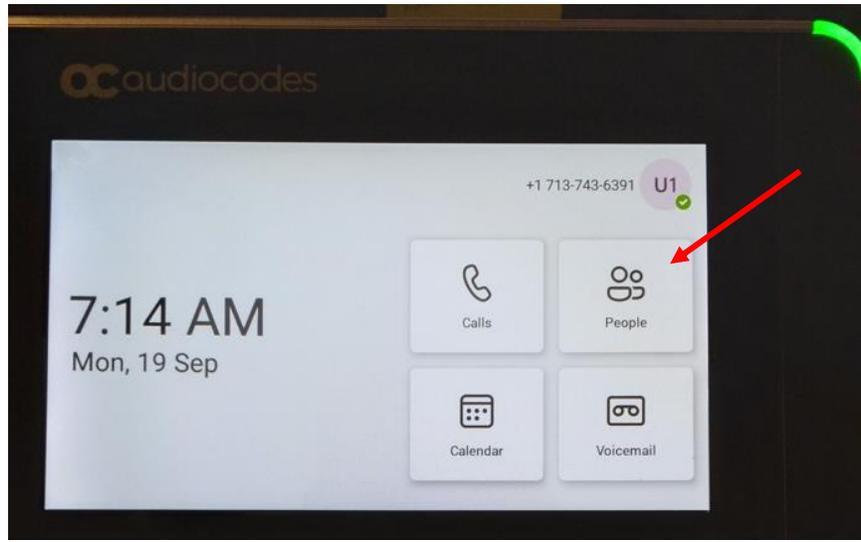
# Managing Contacts

---

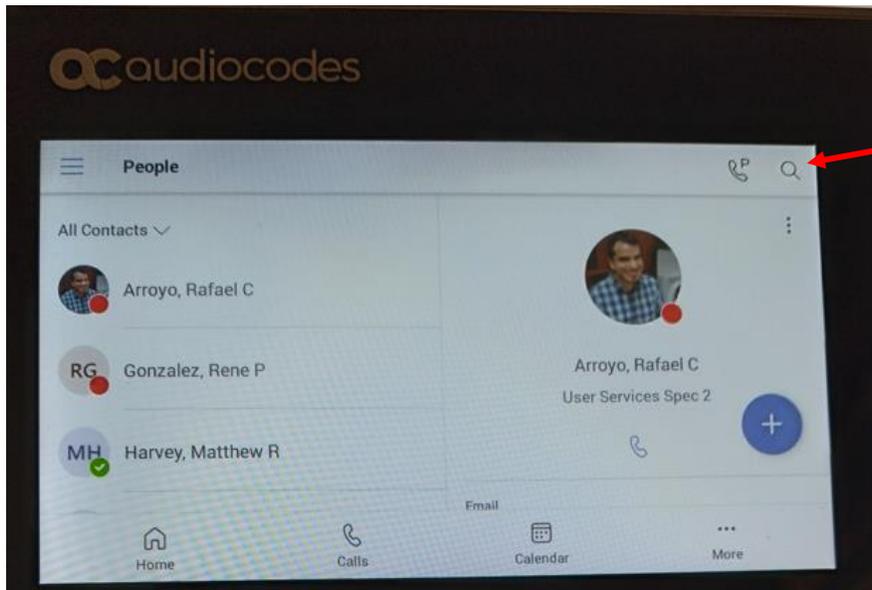
View and add contacts to the phone's contact directory.

## View the Contact Directory

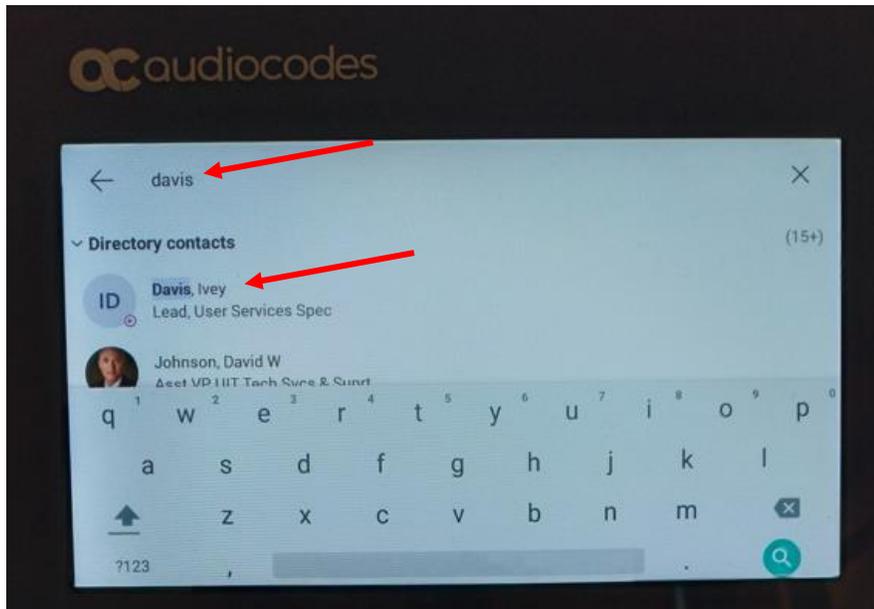
1. Tap **People** from the Home screen.



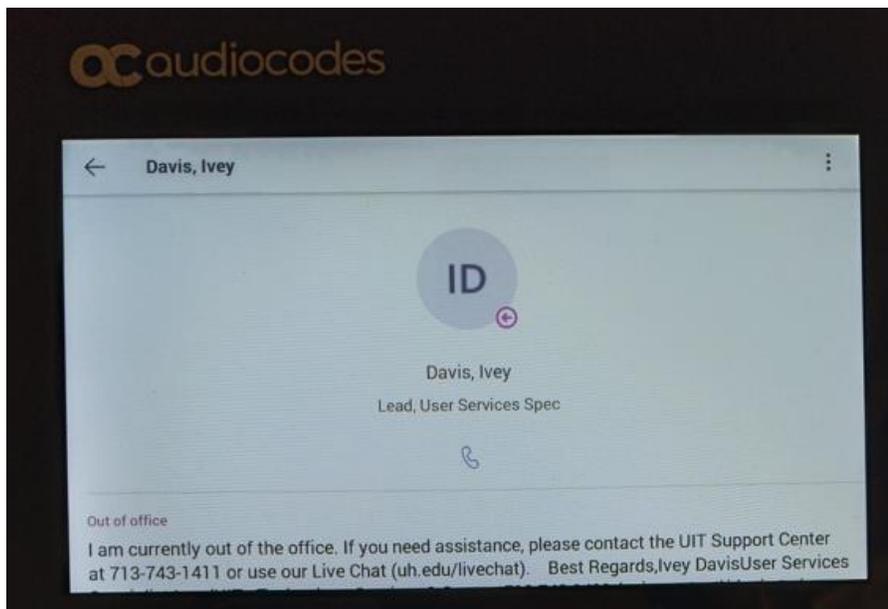
2. Tap the **magnifying glass**.



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

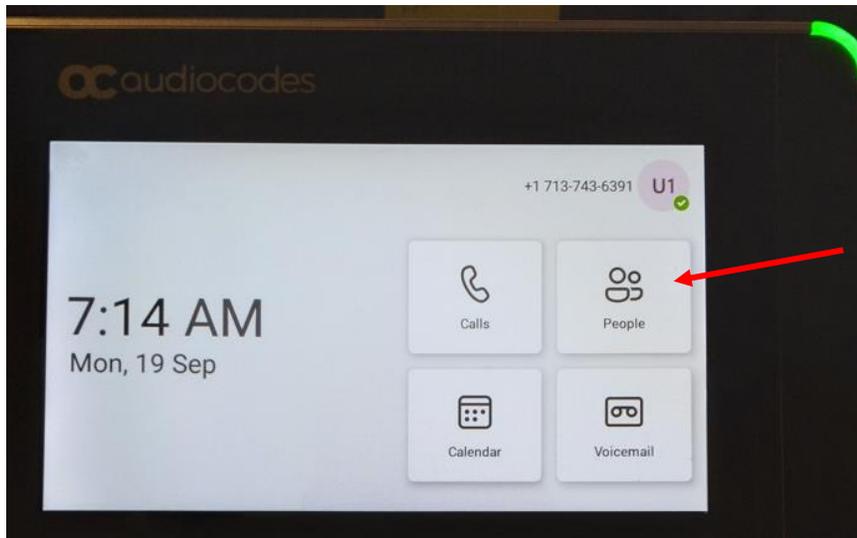


**Note:** This is the contact details screen.

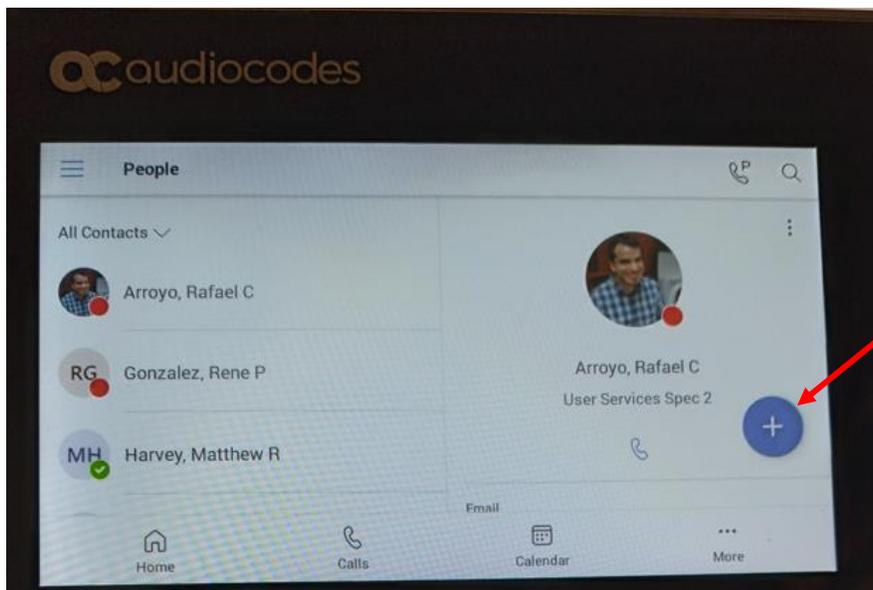


## Creating a Group with Favorite Contacts

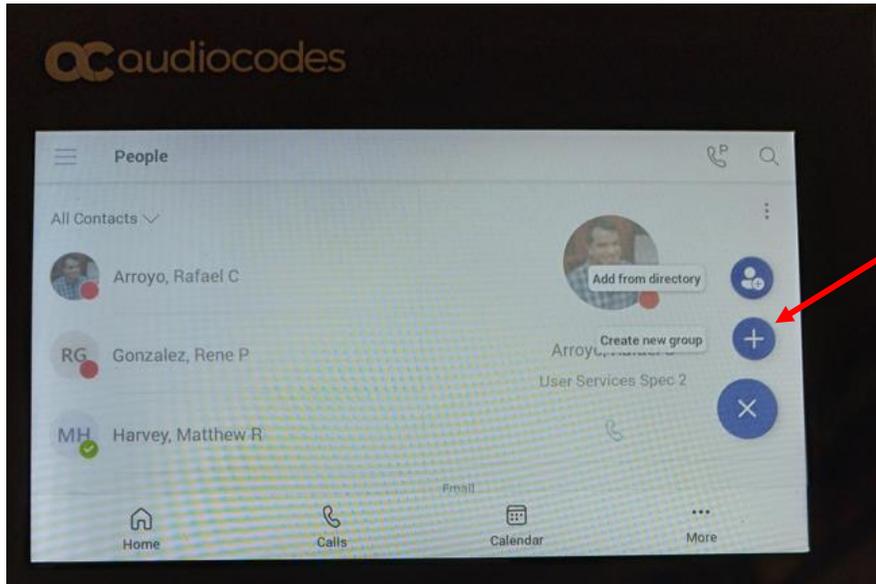
1. In the Home screen tap **People**.



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

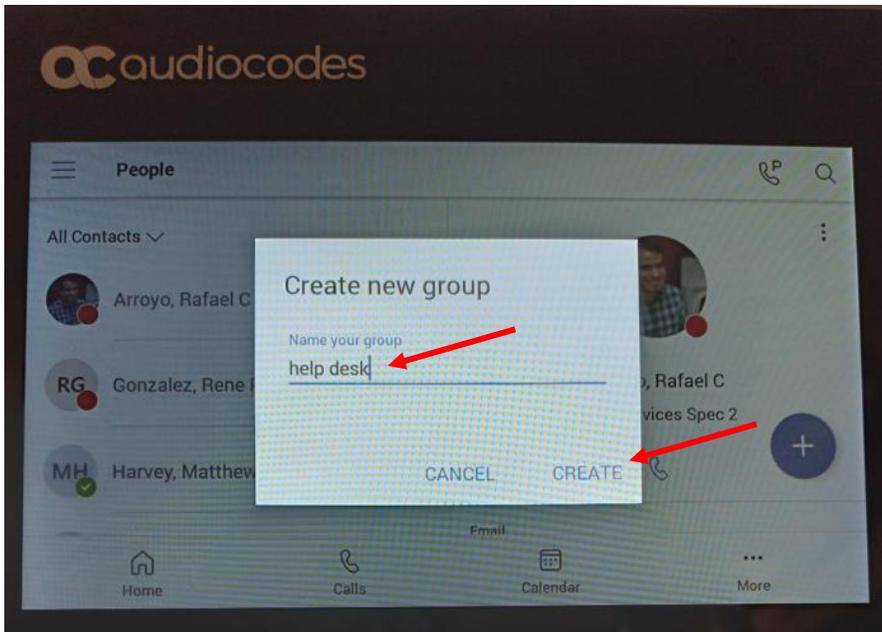


3. Tap **Create new group**.

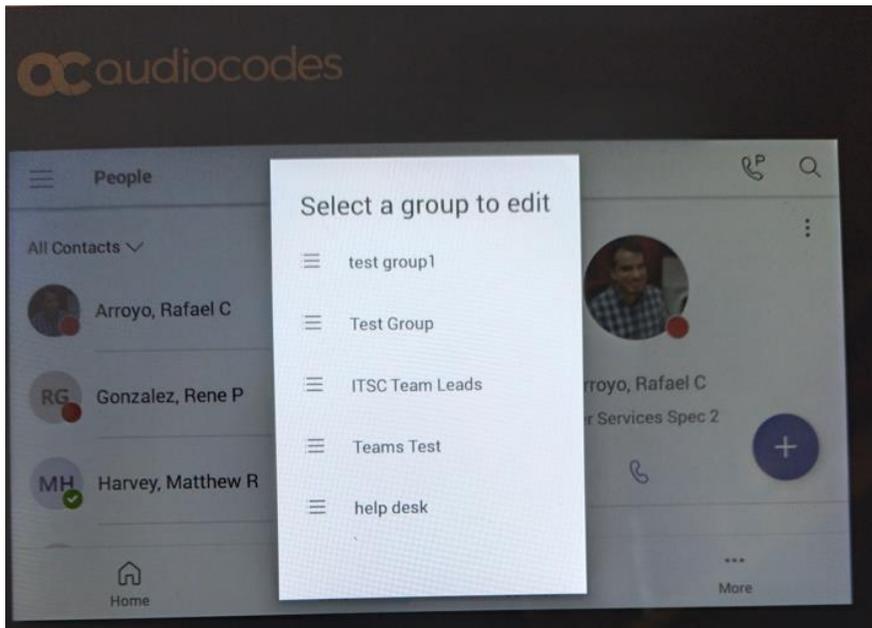


4. Enter a group **name**.

5. Tap **Create**.

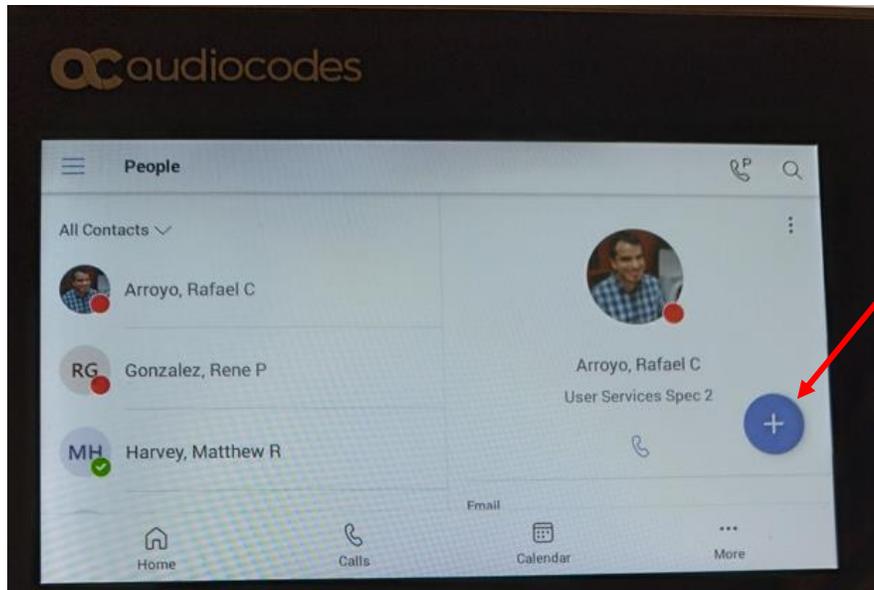


**Note:** The new group is now listed below.

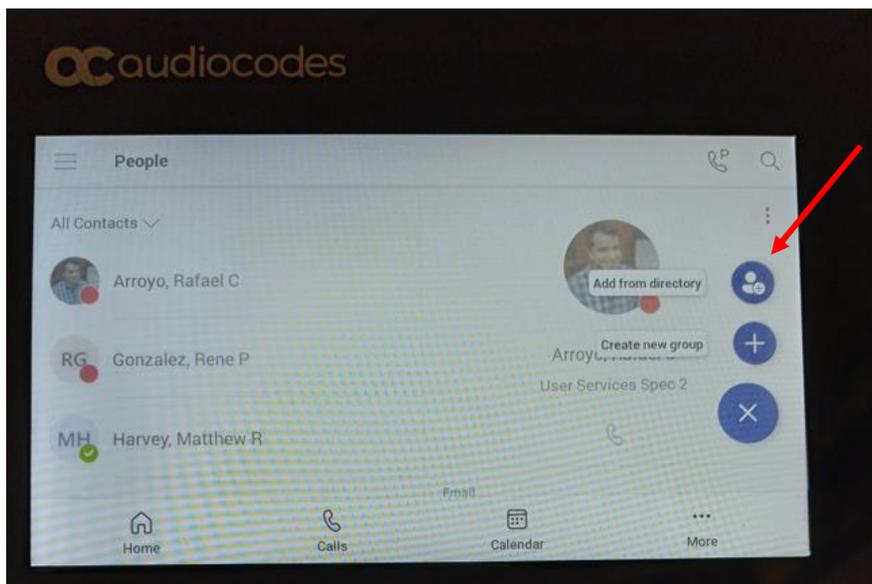


## To Add a favorite contact to a Group

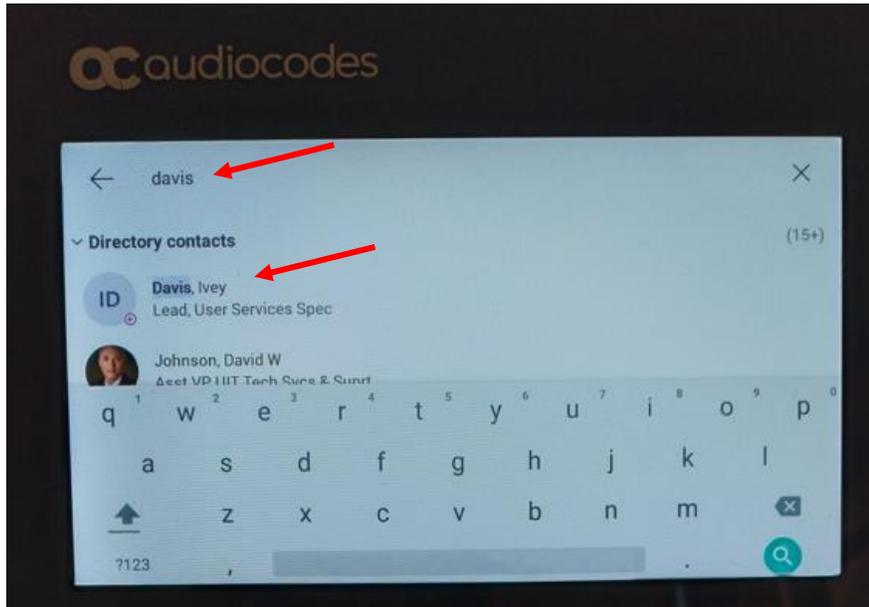
1. In the People screen tap the **Plus (+)** symbol.



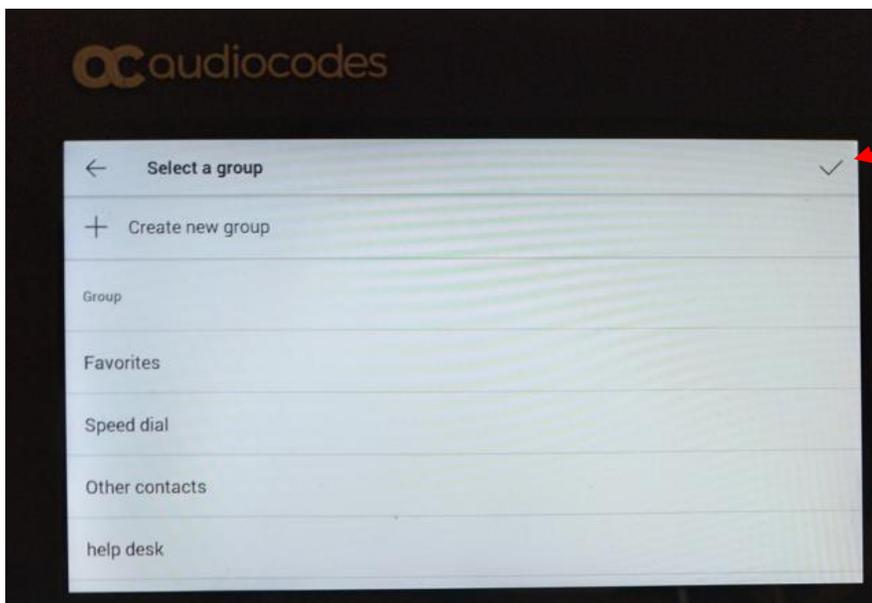
2. Tap **Add from directory**.



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



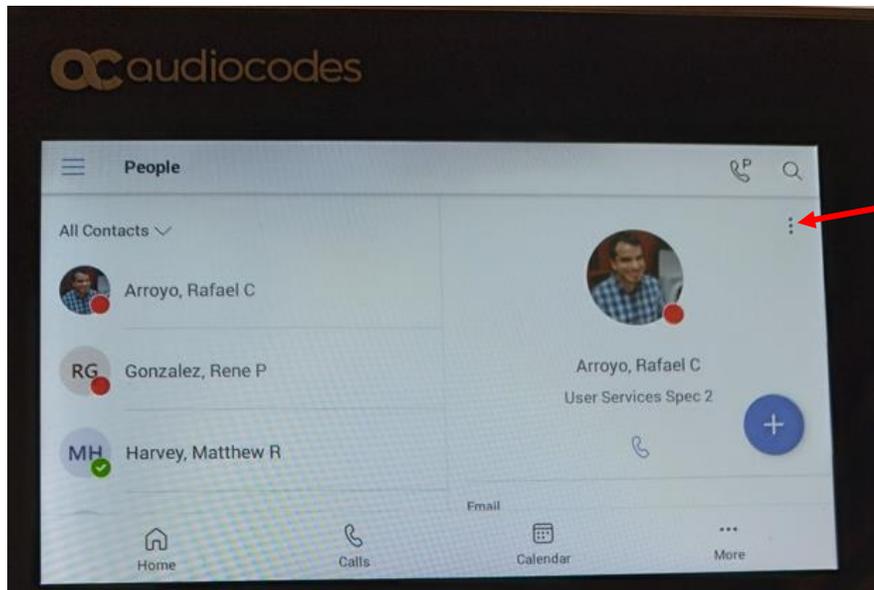
4. Tap the group you want the person added to.
5. Tap the **checkmark**.



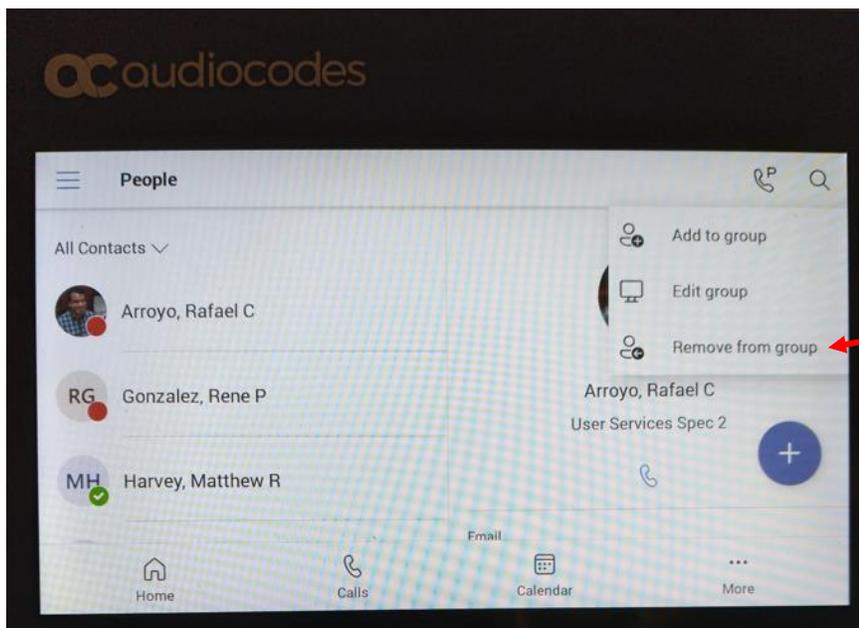
**Note:** A confirmation message will appear soon after the contact has been successfully added.

## To Remove a favorite contact

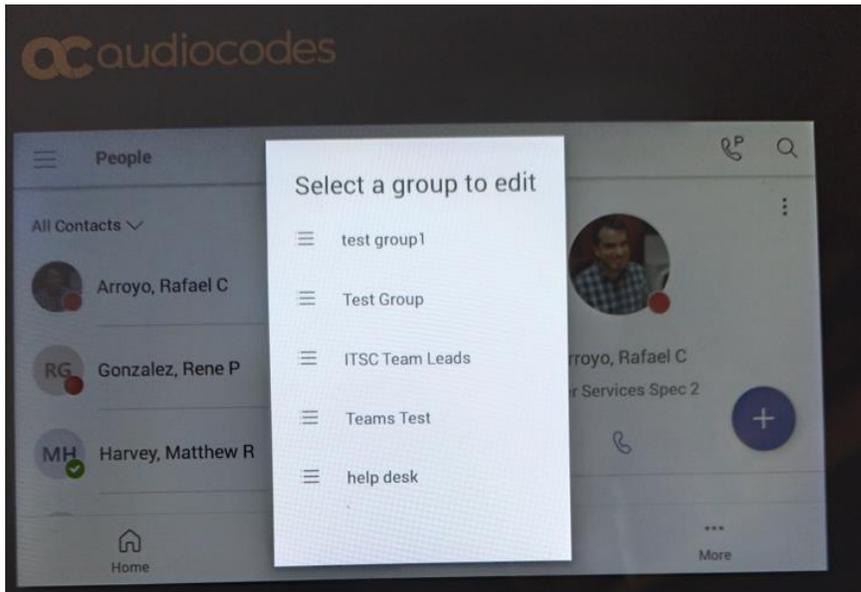
1. Tap **People** from the Home screen.
2. Select a **Contact**.
3. Tap the **three dots**.



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.

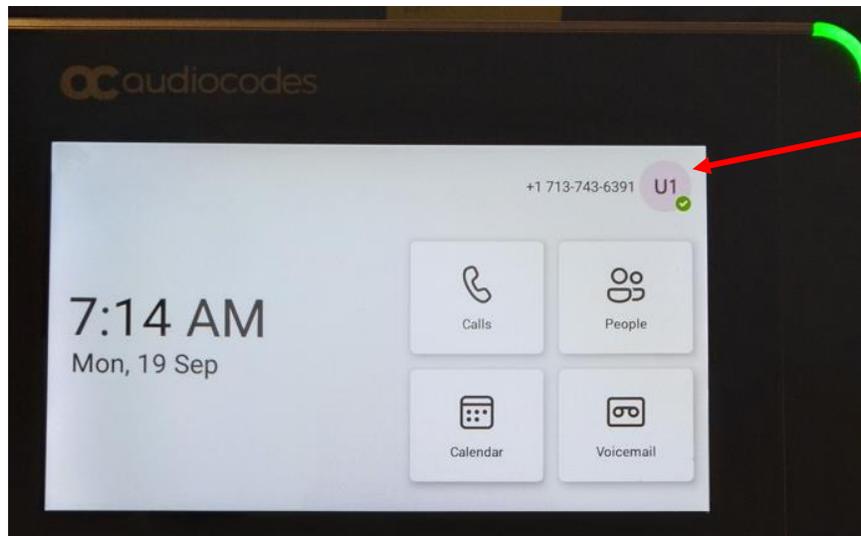
## Set Your Status

---

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**.

