

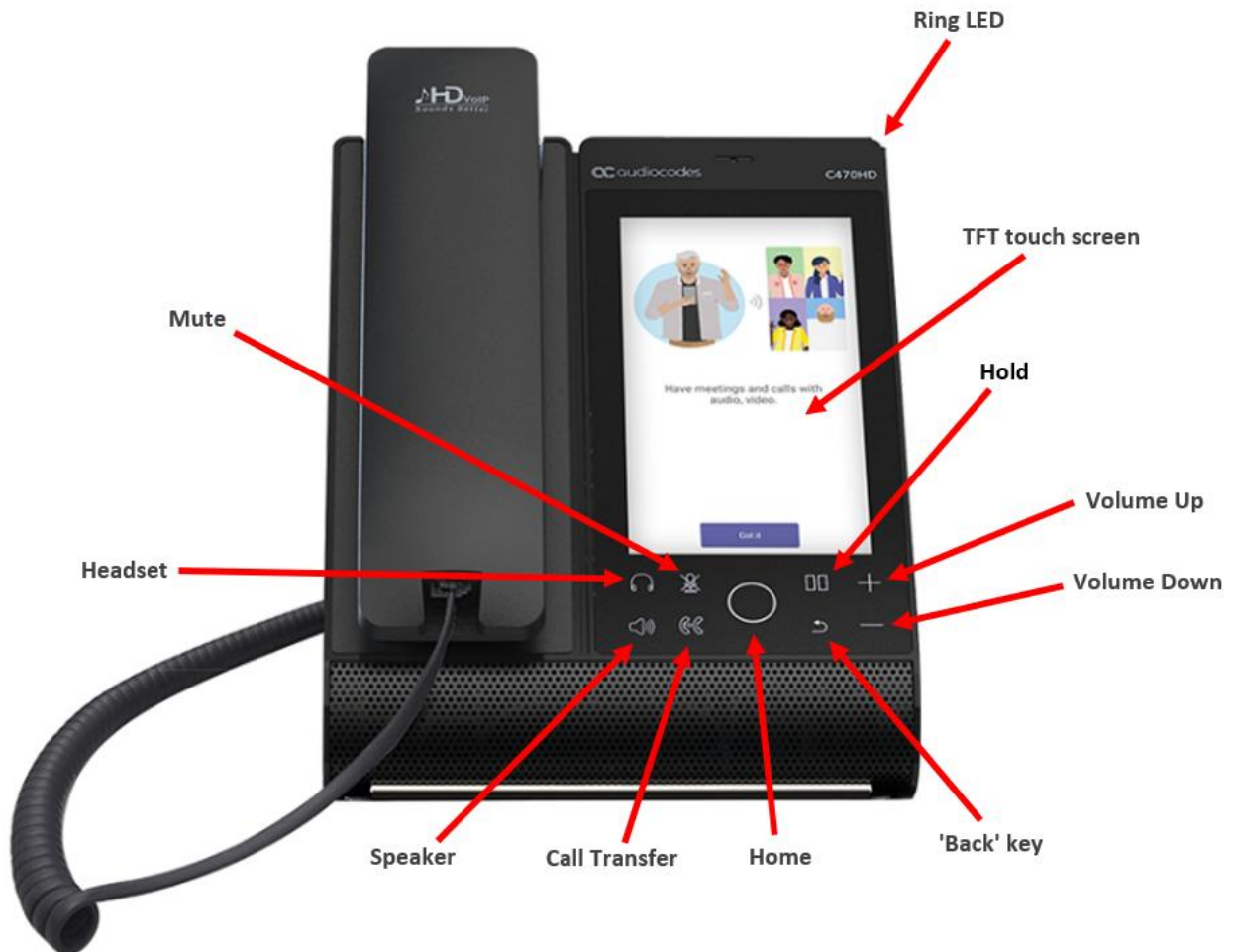
Using the AudioCodes C470HD

Table of Contents

The Phone Face	3
Signing into the Phone	4
Navigating your Phone	8
Accessing the Menus	8
Make a Call	14
Put a Call on Hold.....	15
Transferring a Call	18
Transfer a Call Using Blind Transfer	18
Transfer a Call Using Consultative Transfer	21
Join Scheduled Meetings.....	24
Start a Conference Call	25
Setting up Call Forwarding	29
Listen to Voicemail	36
Managing Contacts.....	38
View the Contact Directory	38
Creating a Group with Favorite Contacts.....	42
To Add a favorite contact to a Group.....	48
To Remove a favorite contact	52
Set Your Status	55

The Phone Face

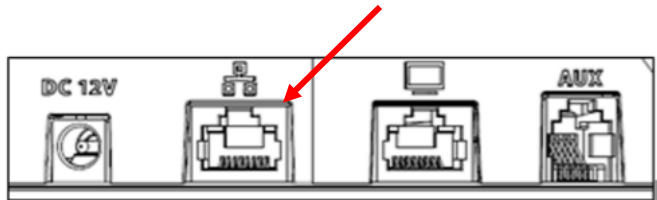
Your AudioCodes C470HD provides the same functionality as your existing telephone and more.



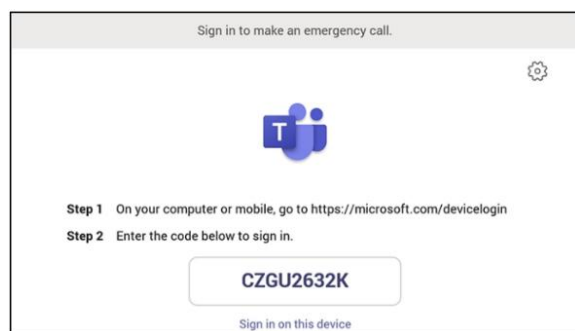
Signing into the Phone

To sign in:

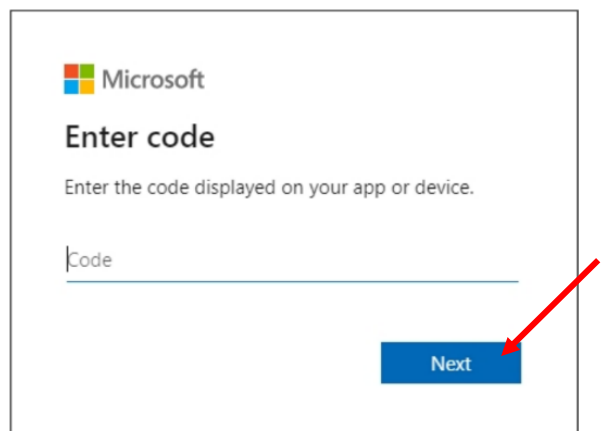
1. Connect the **device** to the network.



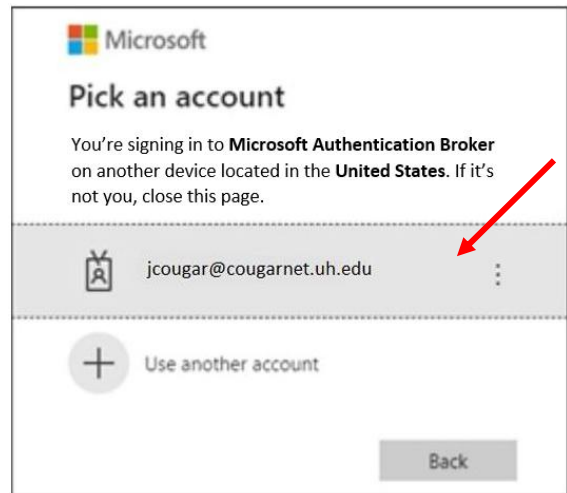
Note: This screen is then displayed:



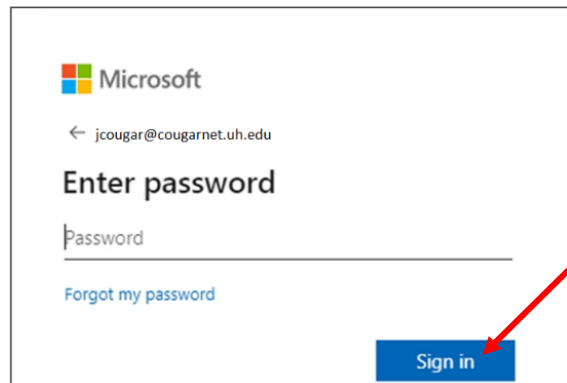
2. Open your browser and point it to **https://microsoft.com/devicelogin** as instructed in the preceding screen.
3. Enter the **code** and then click **Next**.



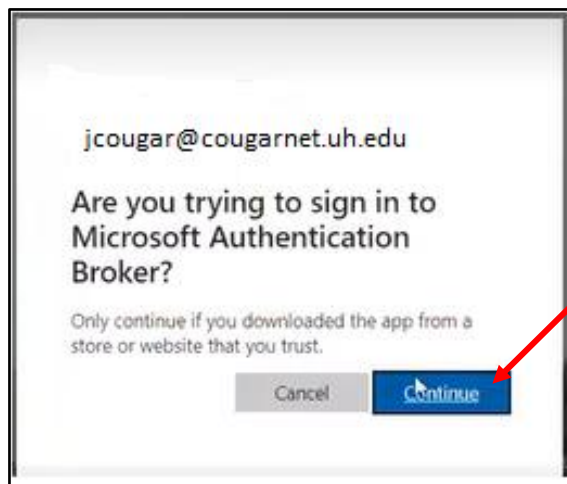
4. Select the **account**.



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



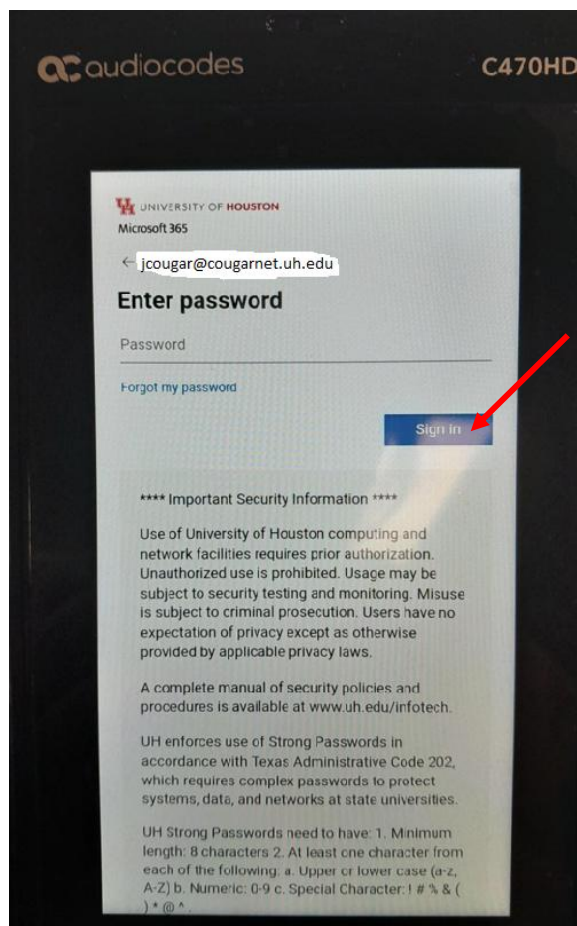
6. Click **Continue**.



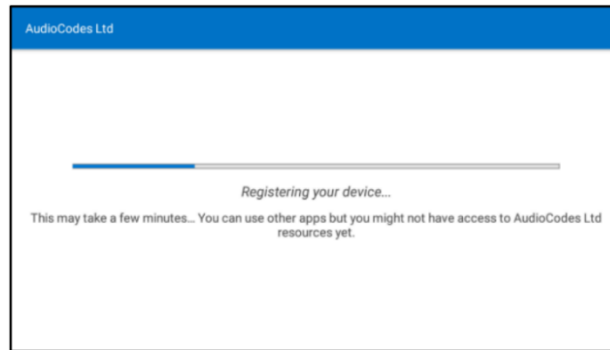
Note: This is the screen that confirms your code authentication.



7. On the **C470HD** handset phone, enter your **CougarNet password** and then click **Sign in**.



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



Note: The C470HD phone might restart once you sign in. If it does that, unplug the ethernet cable and plug it back in. Hold the pause button until you see the word **erasing** on the screen, then sign in again.

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

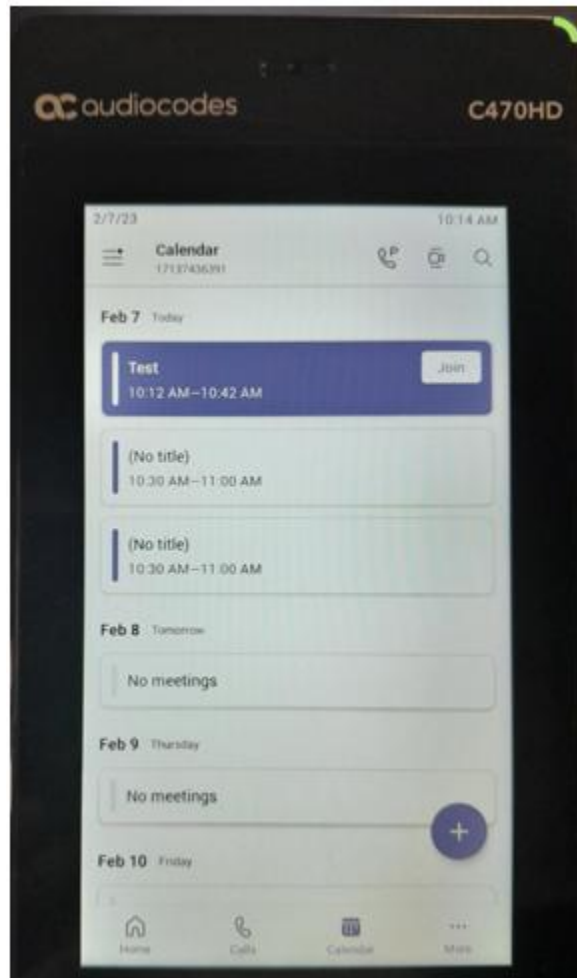
Home Screen

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



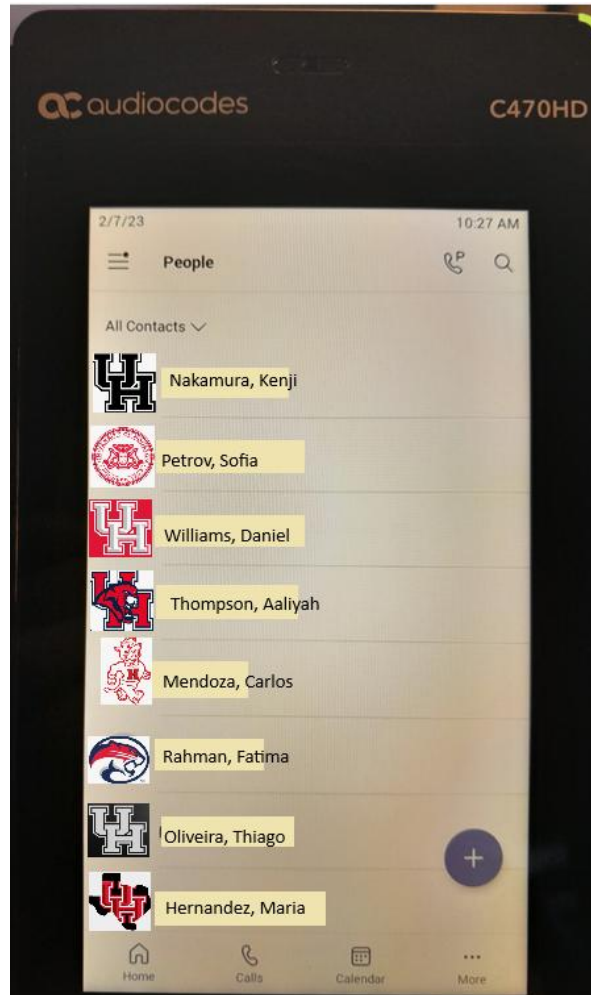
Calendar Screen

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



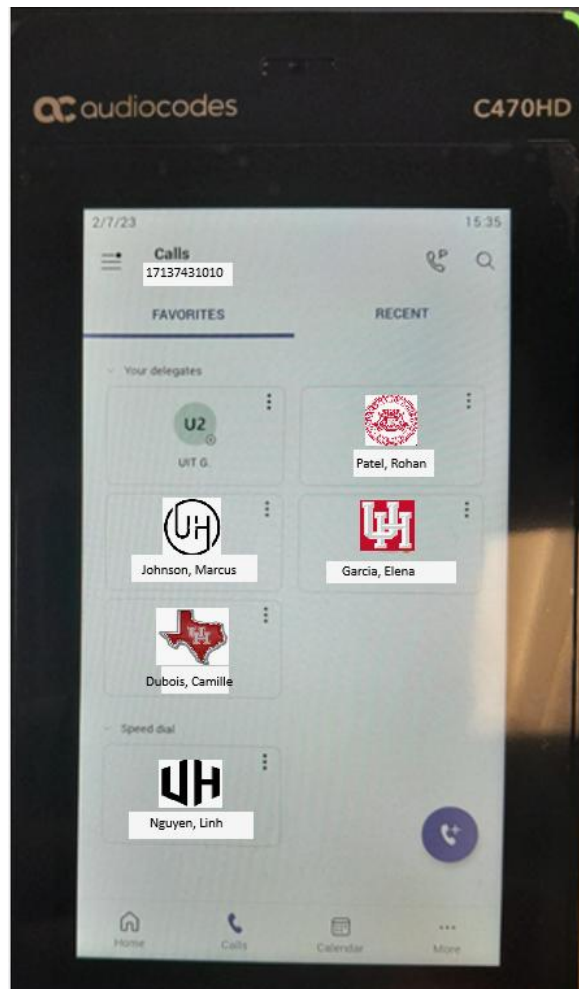
People Screen

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



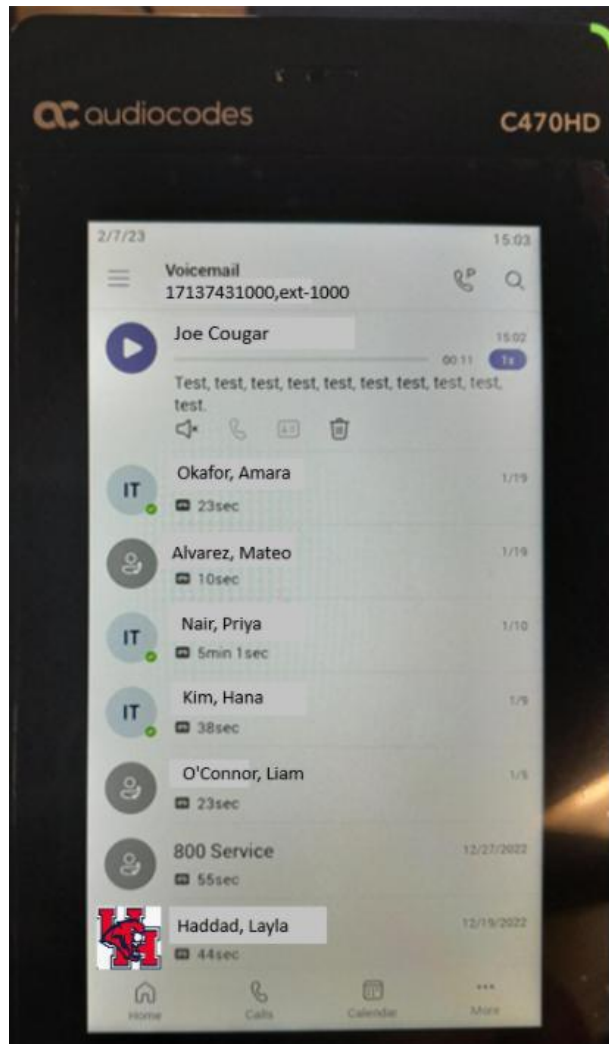
Calls Screen

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



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:

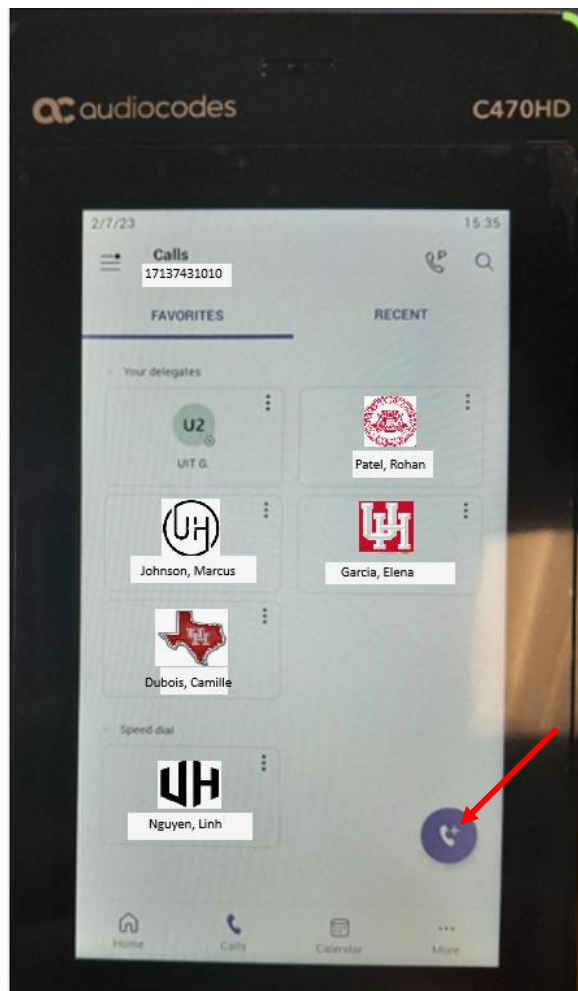
- Pick up the **Handset**.
- Tap the **Speakerphone** icon.
- Tap the **Headset** icon.
- Tap **Accept** on the phone screen.



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.



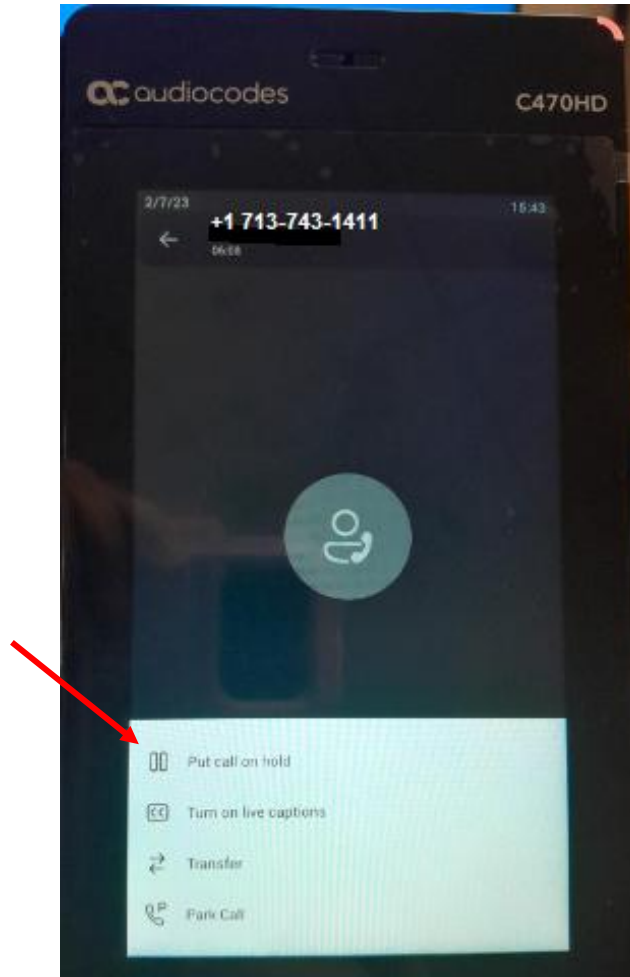
Put a Call on Hold

To put a call on hold:

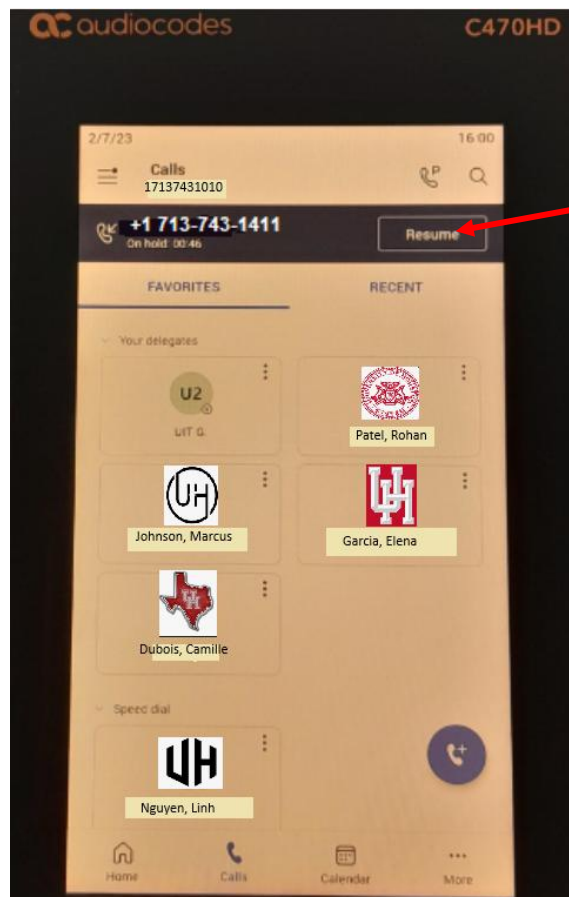
1. During an active call, tap the **three dots**.



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



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



Transferring a Call

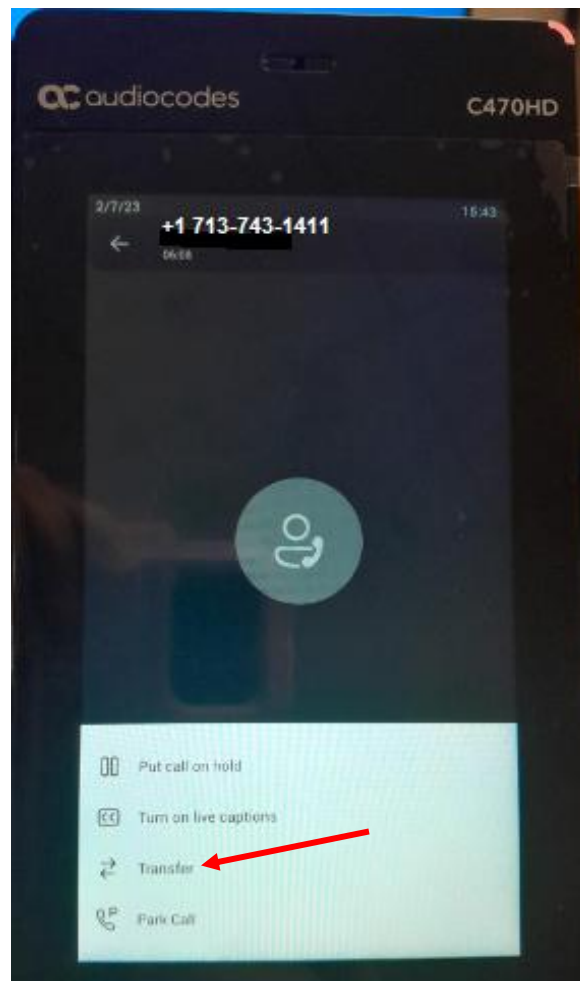
Transfer a Call Using Blind Transfer

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

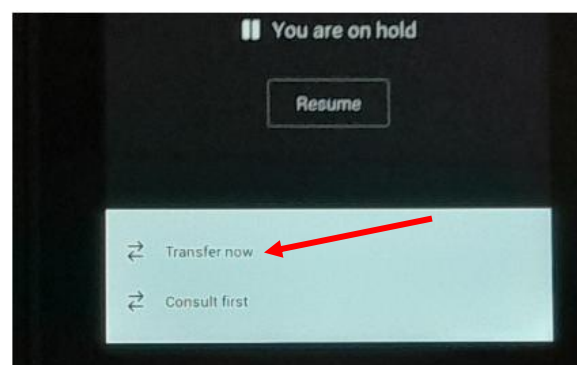
1. During an active call, tap the **three dots**.



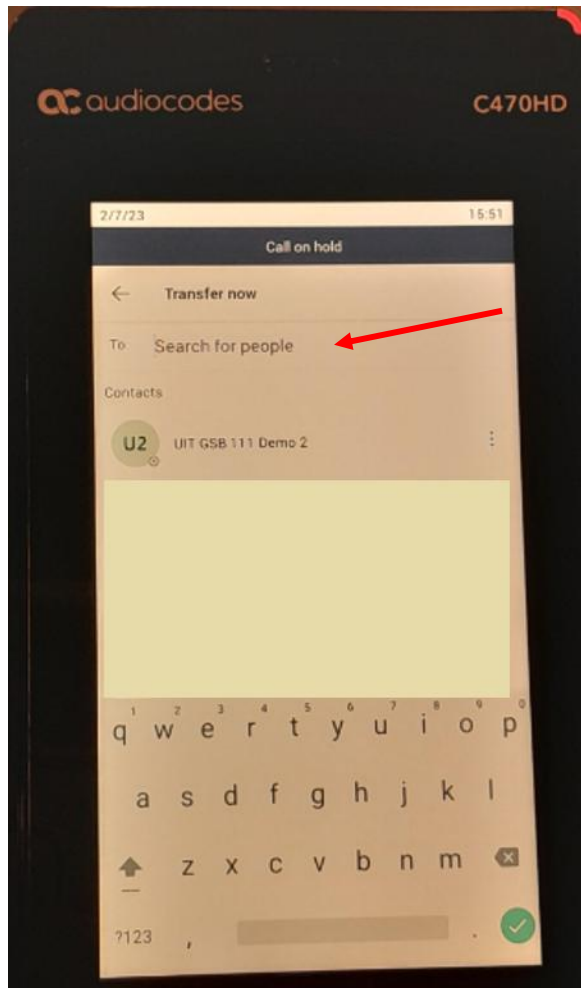
2. Tap **Transfer**.



3. Tap **Transfer now**.



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



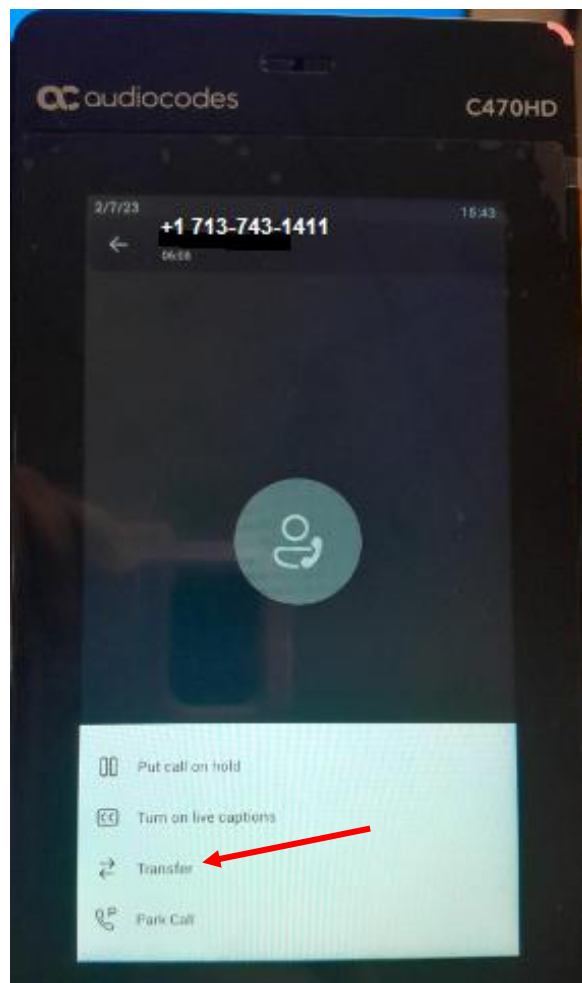
Transfer a Call Using Consultative Transfer

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

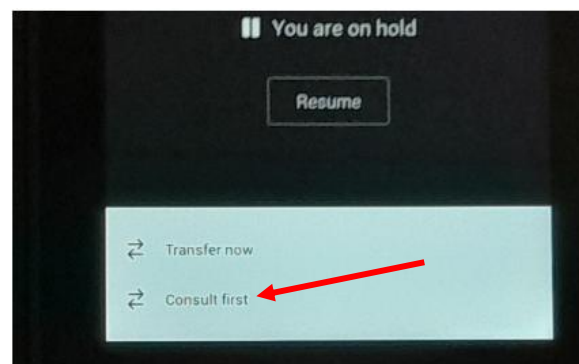
1. During an active call, tap the **three dots**.



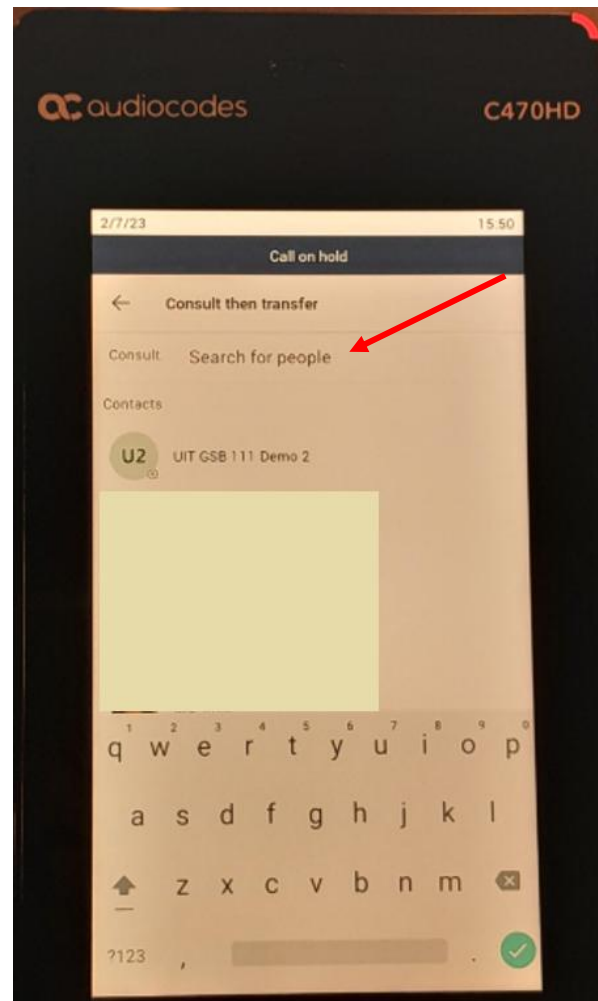
2. Tap **Transfer**.



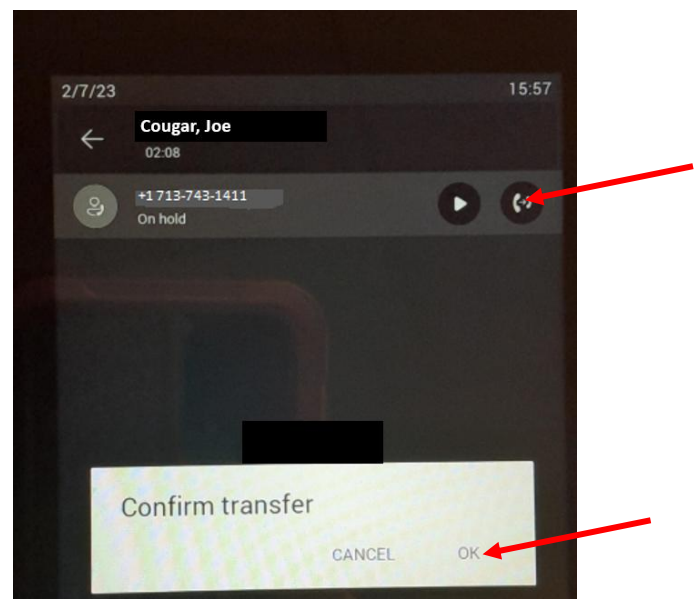
3. Tap **Consult first**.



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



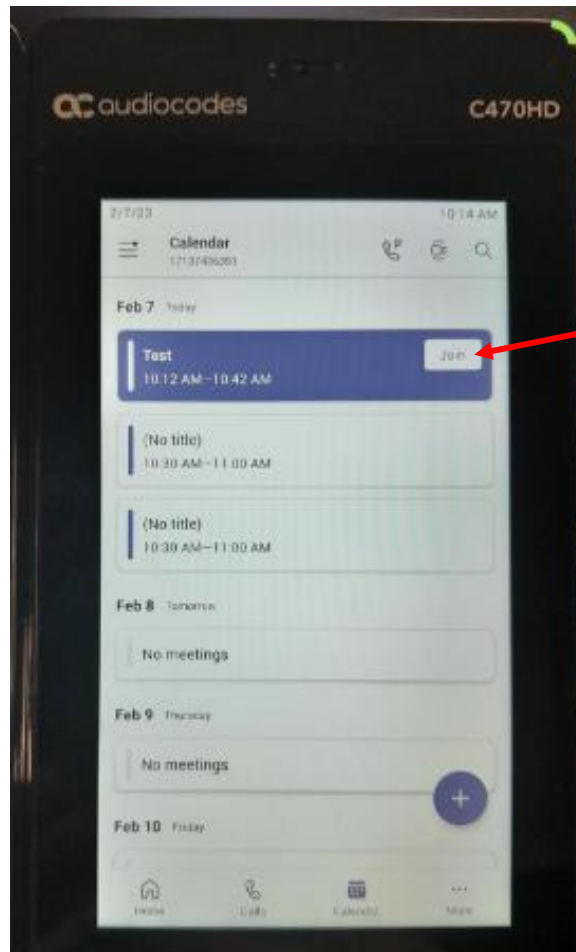
5. **Consult** with the contact and then tap the **phone** icon.
6. Tap **OK** to confirm transfer.



Join Scheduled Meetings

Join a Teams meeting from the Calendar screen.

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



Start a Conference Call

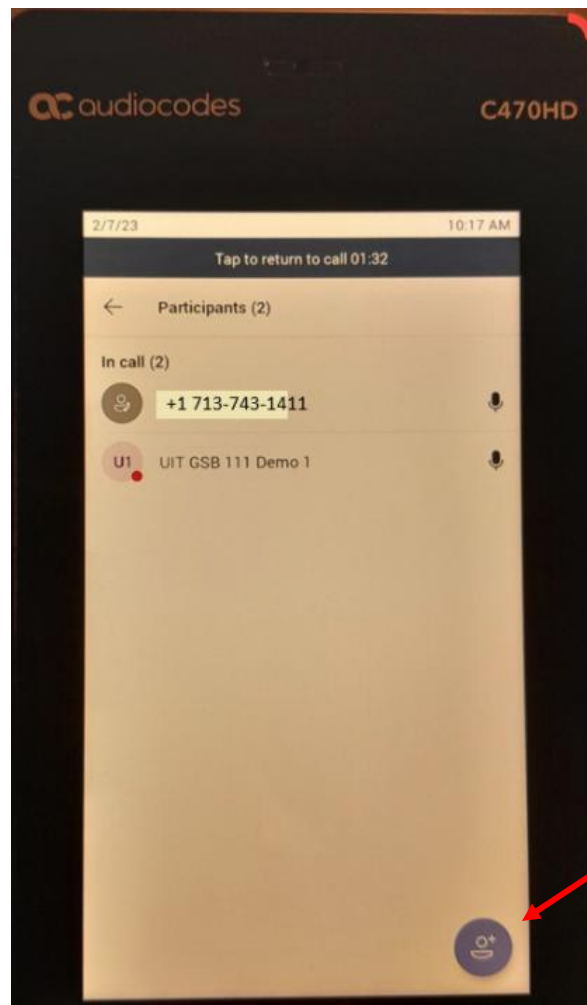
You can initiate a conference call while on a current call.

Start a Conference Call

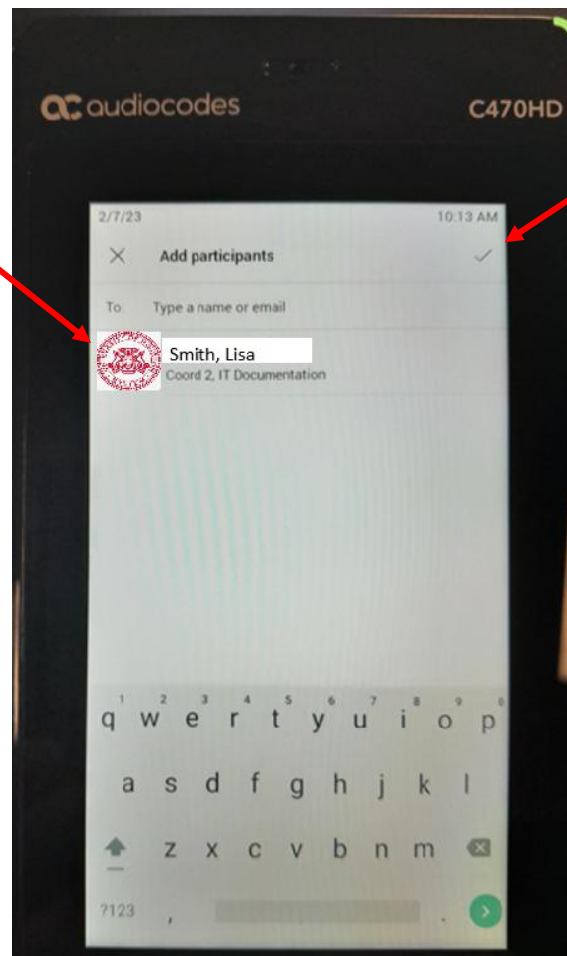
1. Call a **contact**.
2. Tap the **People** icon.



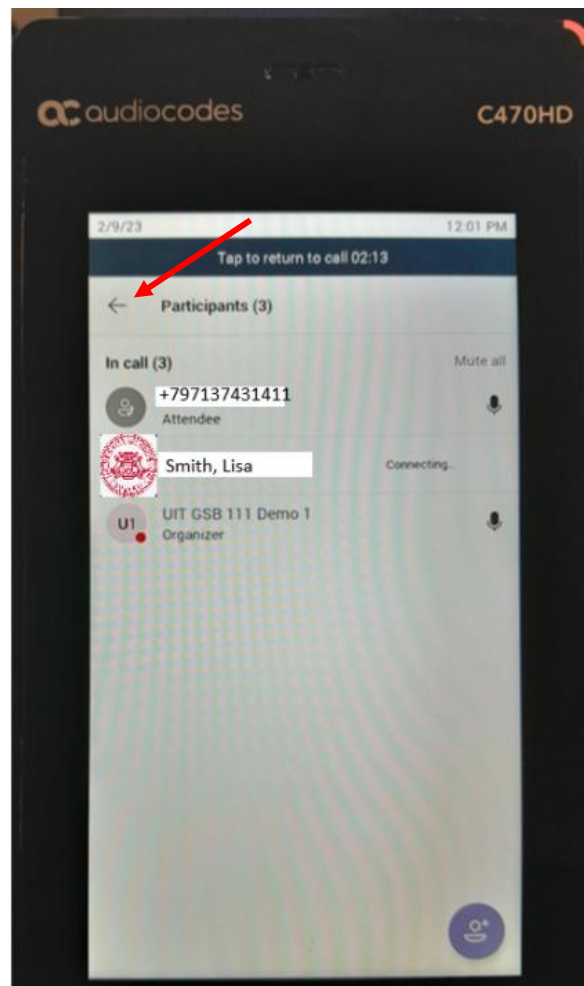
3. Tap **Add people**.



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



6. Tap the **arrow**.



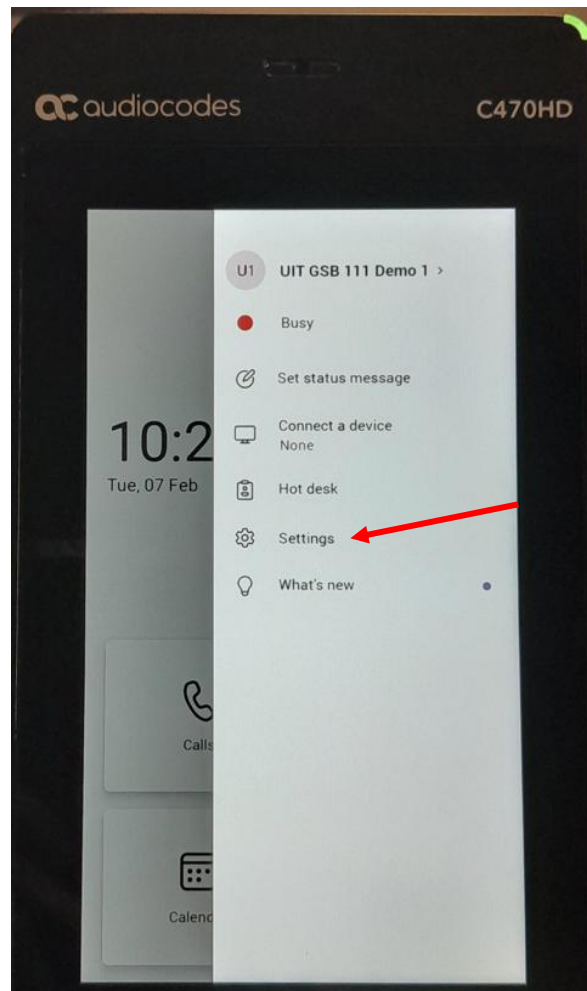
Setting up Call Forwarding

Forwarding Calls to a Contact

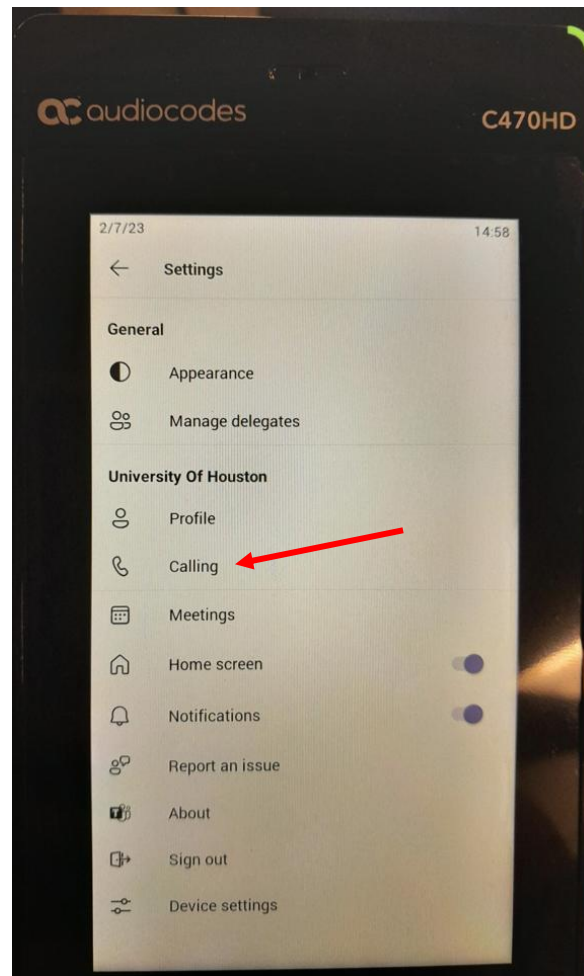
1. On the Home screen, tap **Your profile pic.**



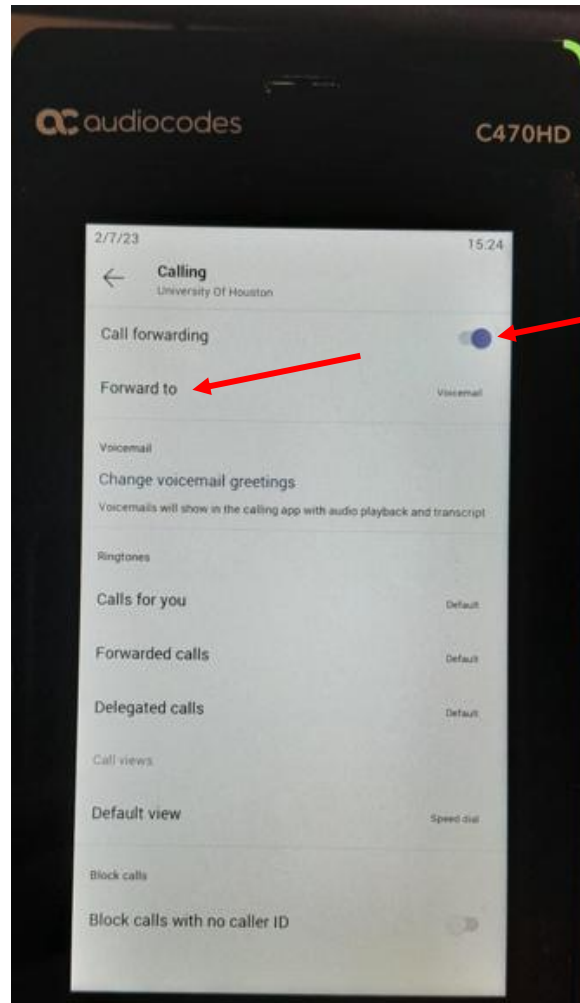
2. Tap **Settings**.



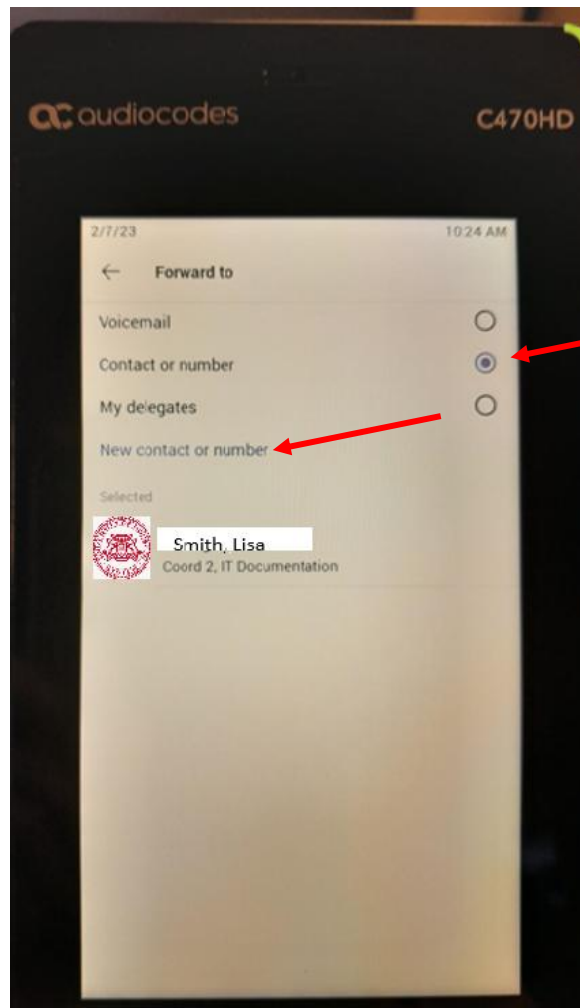
3. Tap **Calling**.



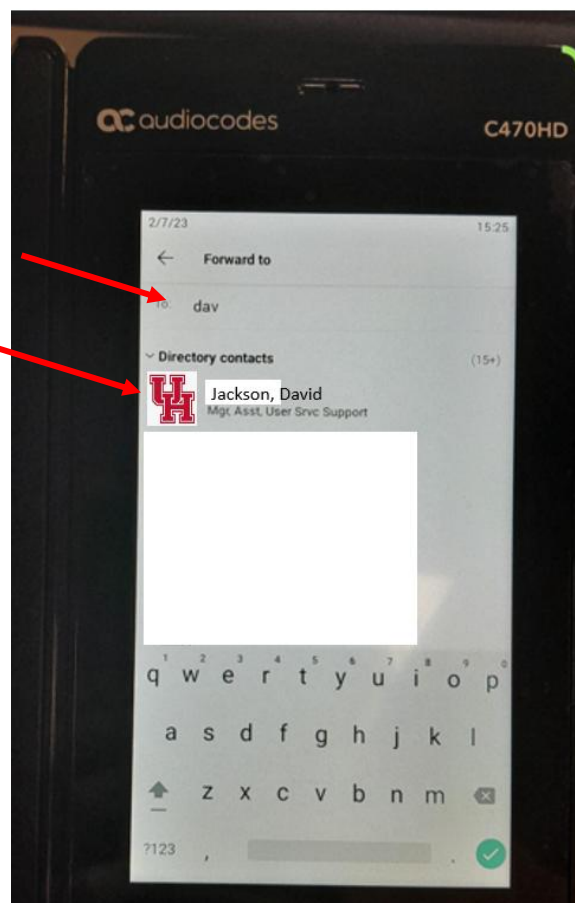
4. Tap **Call forwarding**.
5. Tap **Forward to**.



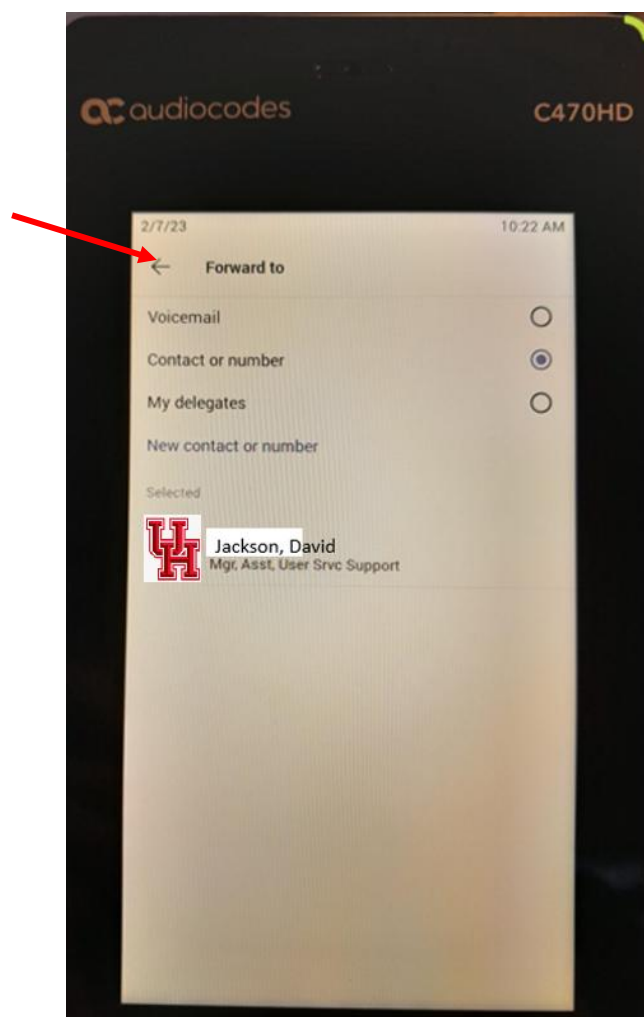
6. Tap **Contact or number**.
7. Tap **New contact or number**.



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



9. Tap the **Forward to** arrow.

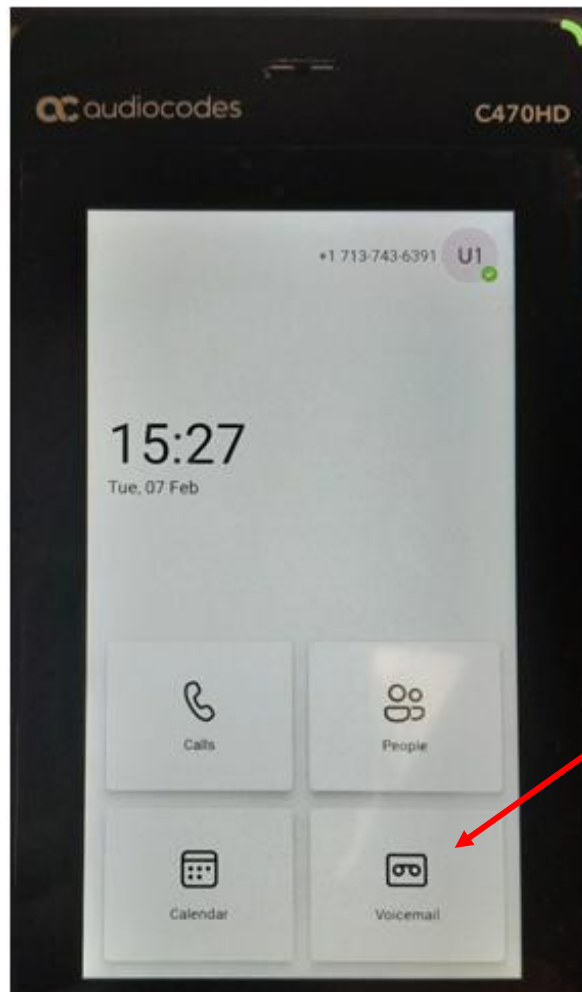


Listen to Voicemail

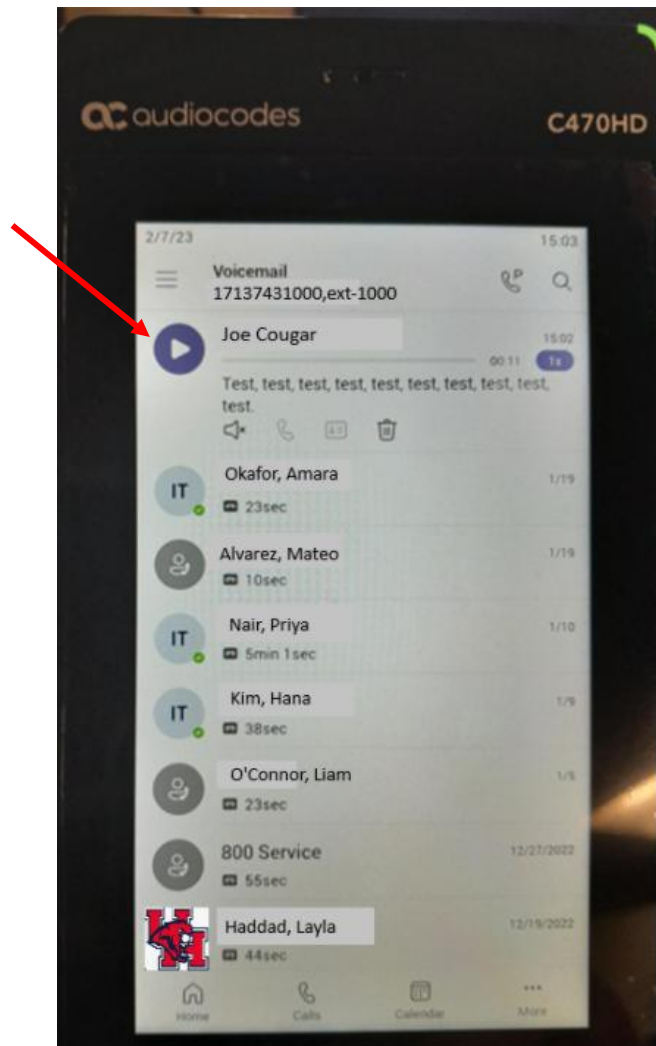
The Messages icon displays when new voicemail messages are available.

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.

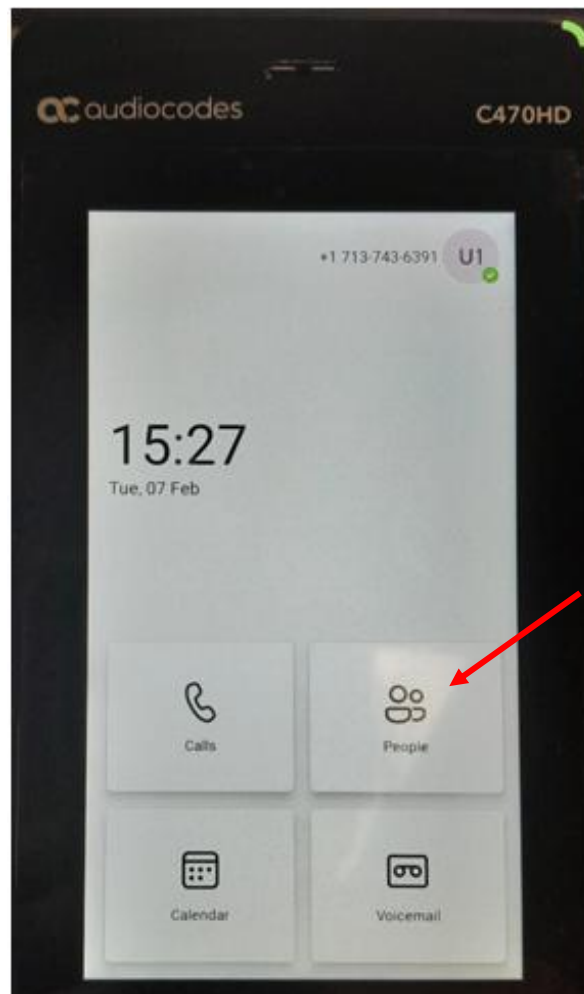


Managing Contacts

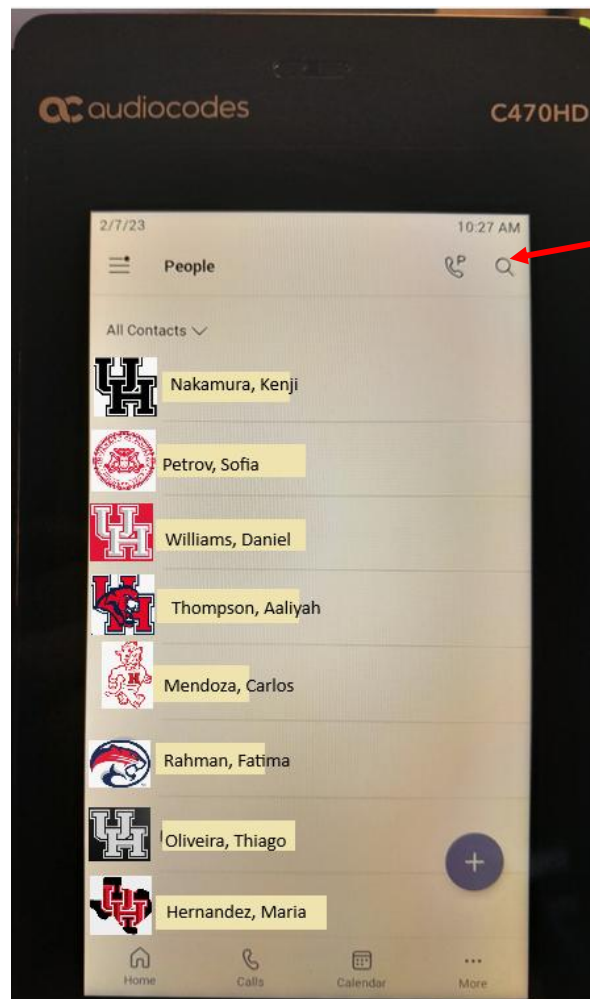
View and add contacts to the phone's contact directory.

View the Contact Directory

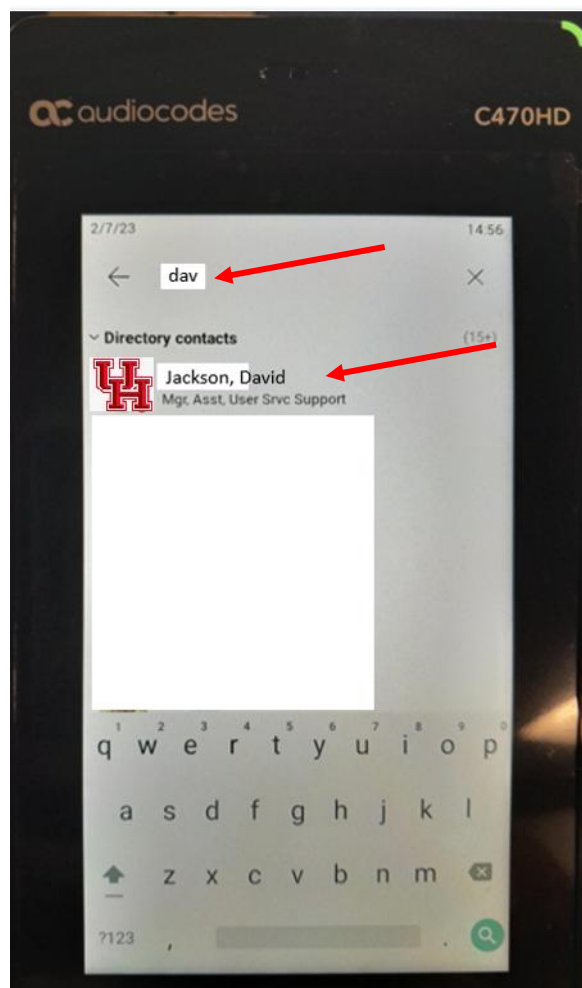
1. Tap **People** from the Home screen.



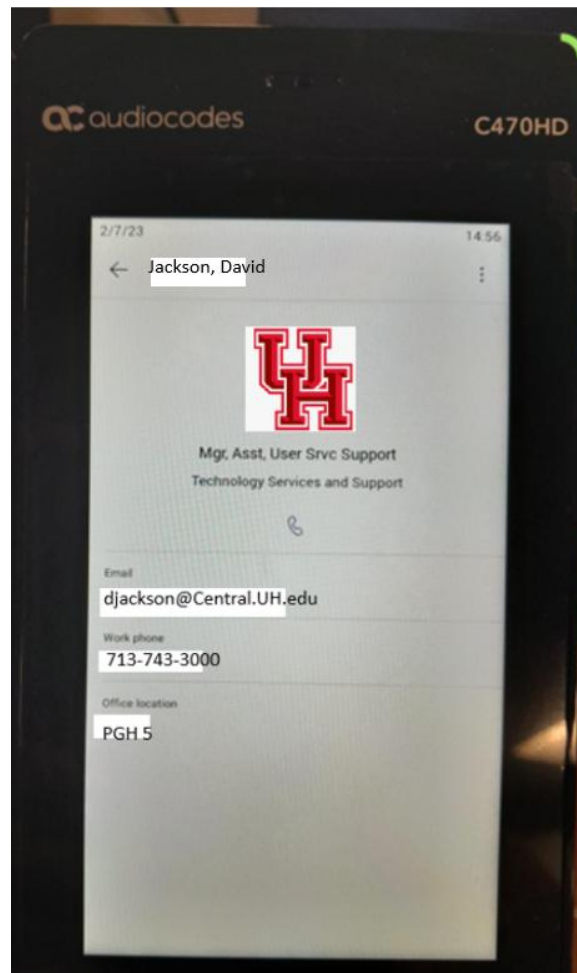
2. Tap the **magnifying glass**.



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

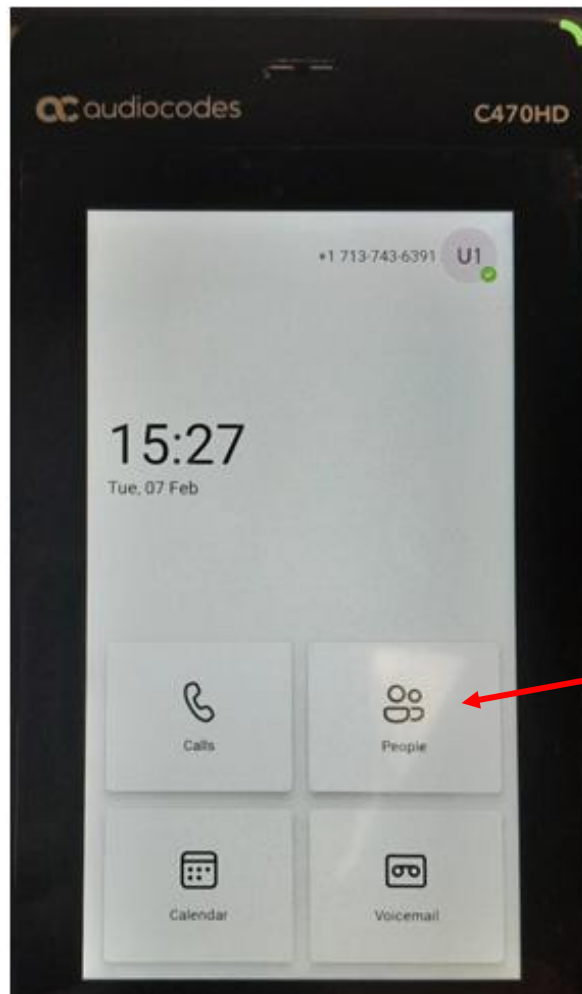


Note: This is the contact details screen.

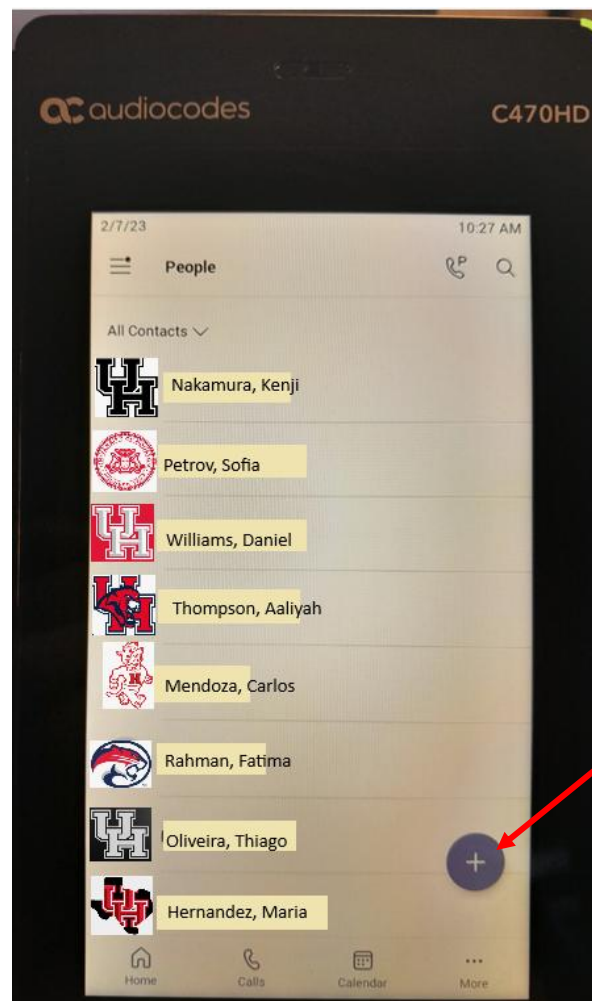


Creating a Group with Favorite Contacts

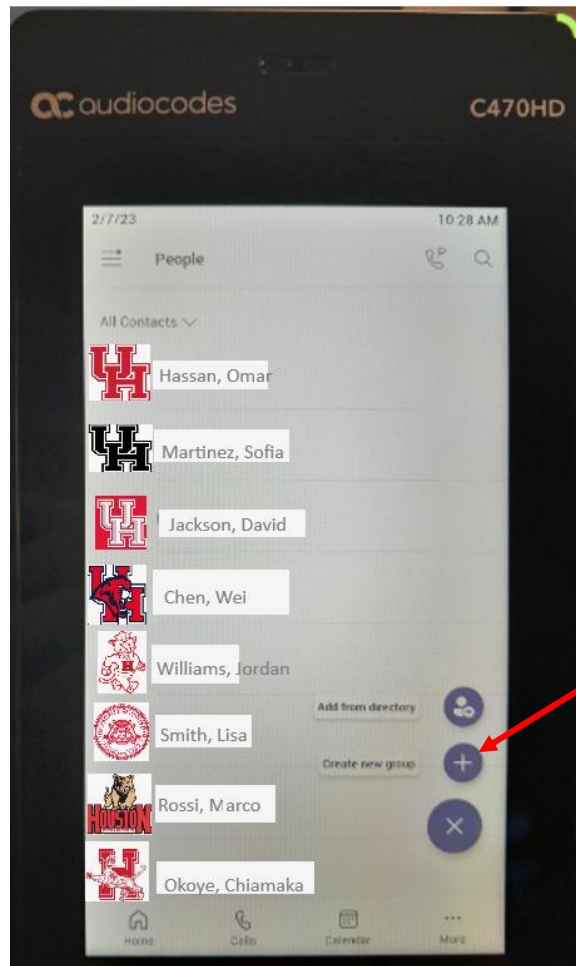
1. In the Home screen tap **People**.



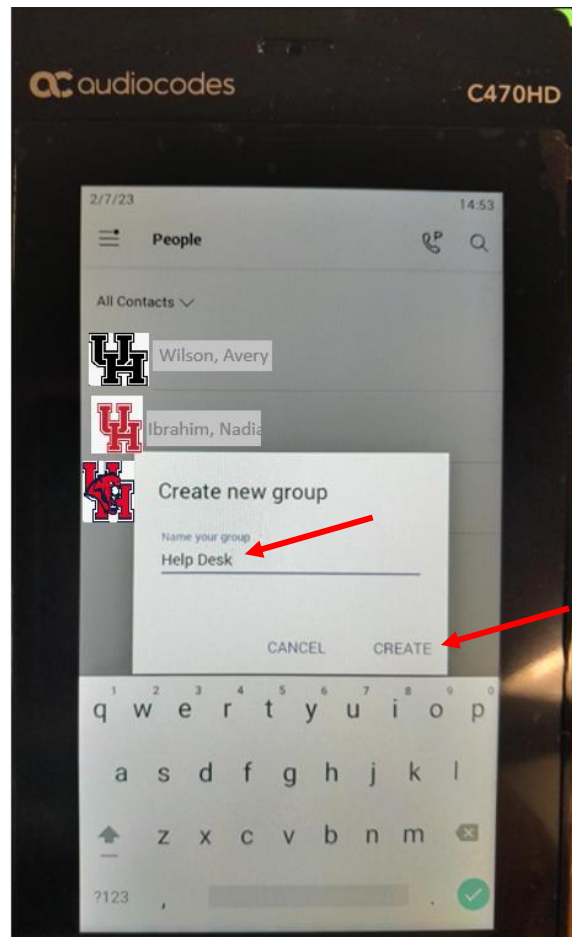
2. Tap the **Plus (+)** symbol.



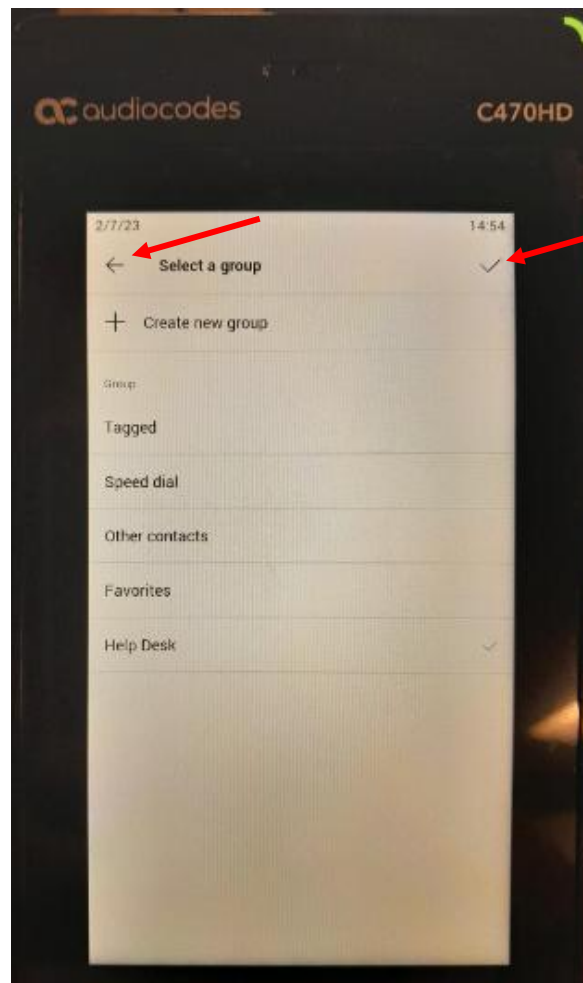
3. Tap **Create new group**.



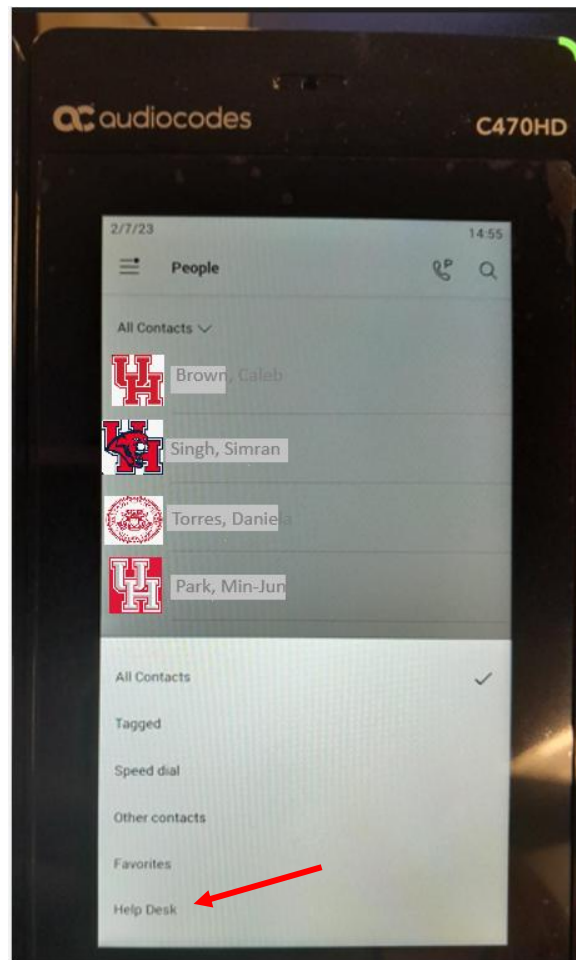
4. Enter a group **name**.
5. Tap **Create**.



6. Tap the **checkmark**.
7. Tap the **arrow**.

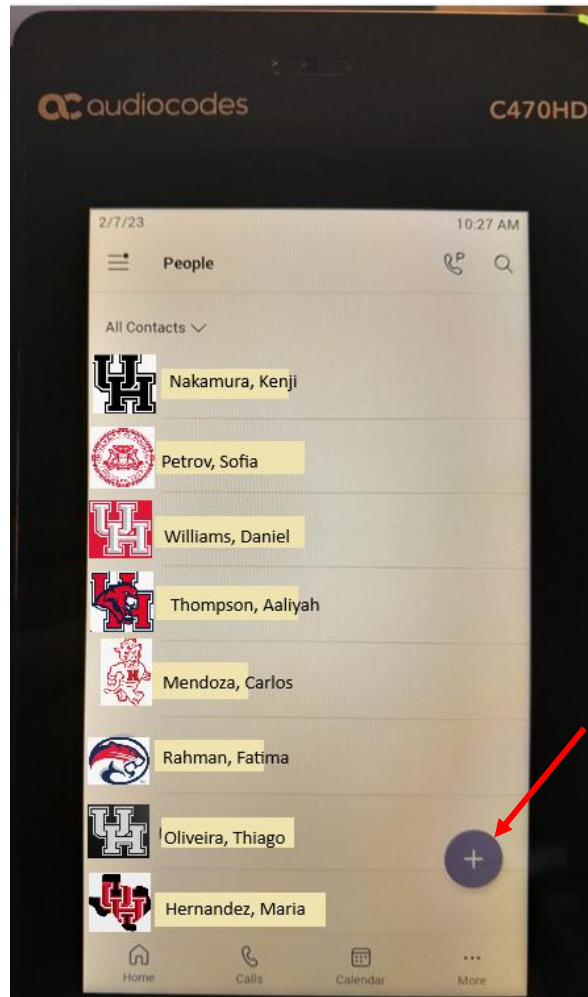


Note: The new group is now listed below.

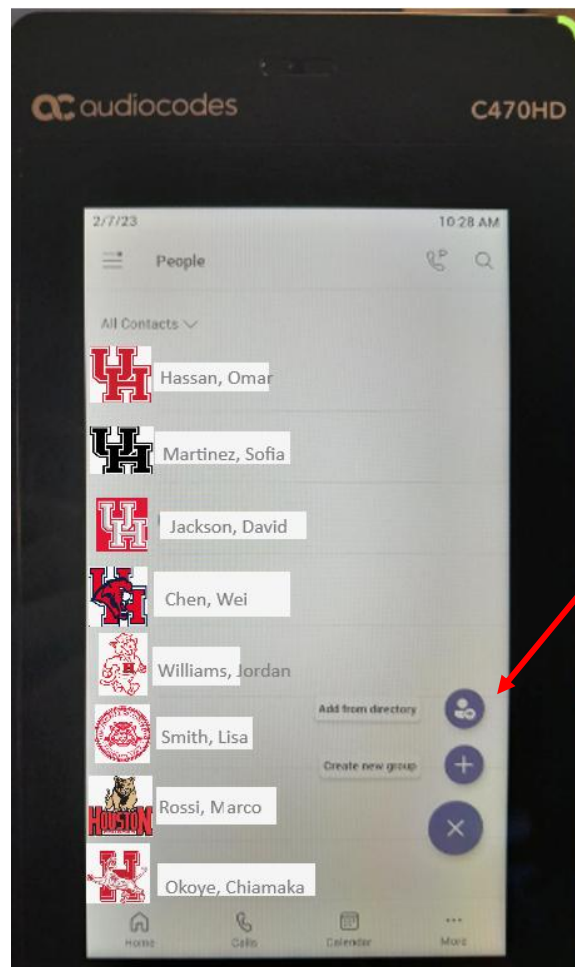


To Add a favorite contact to a Group

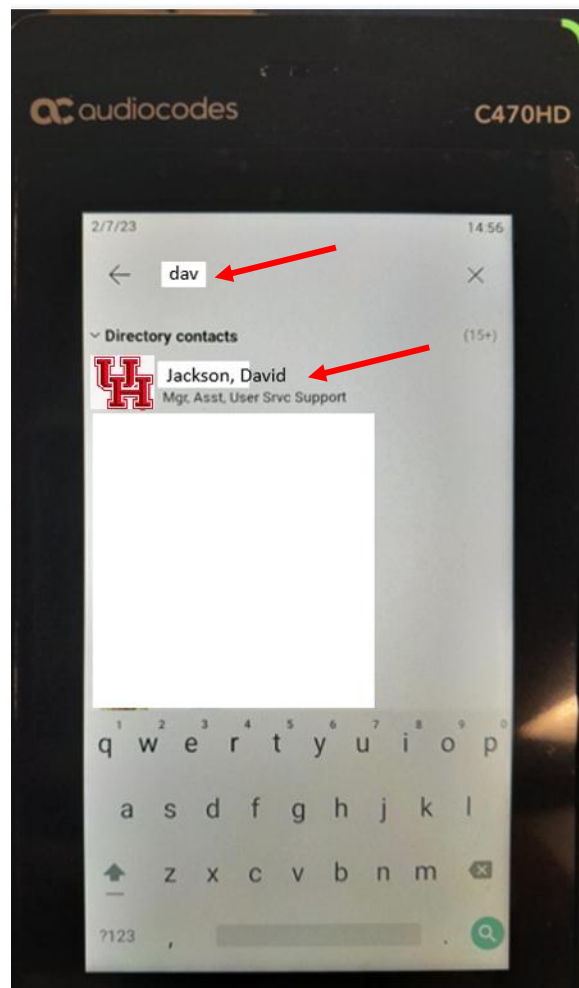
1. In the People screen tap the **Plus (+)** symbol.



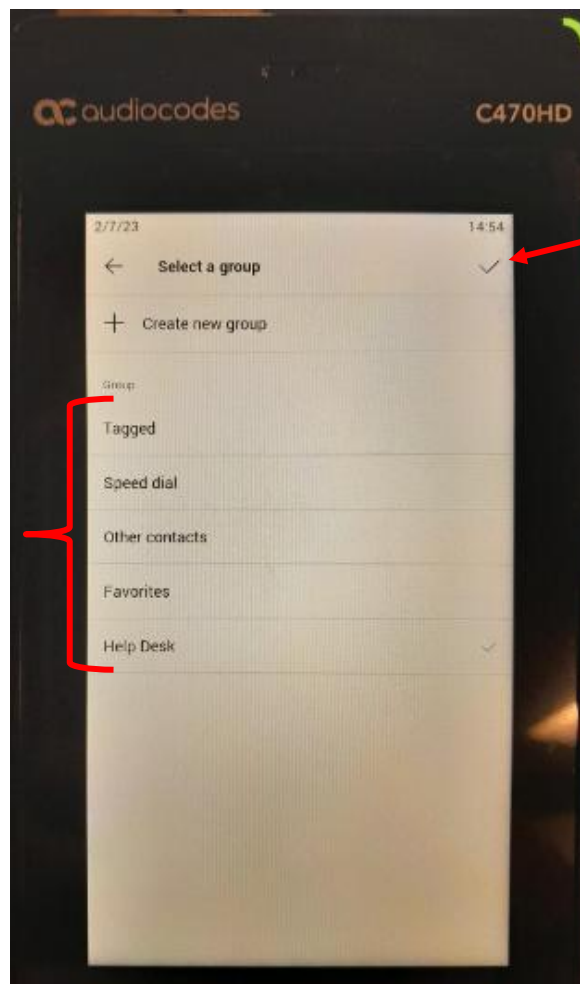
2. Tap **Add from directory**.



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



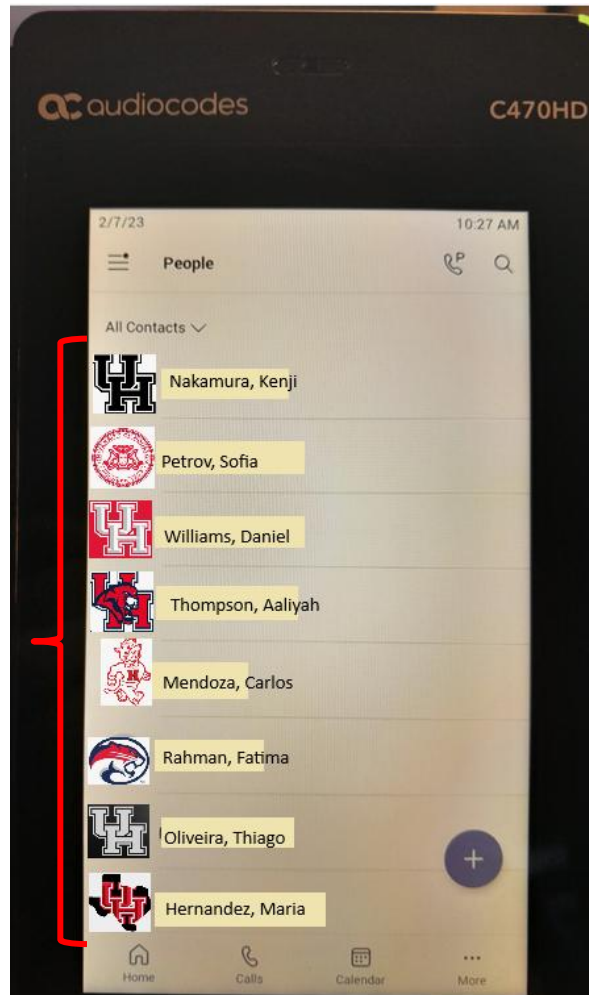
4. Tap the group you want the person added to.
5. Tap the **checkmark**.



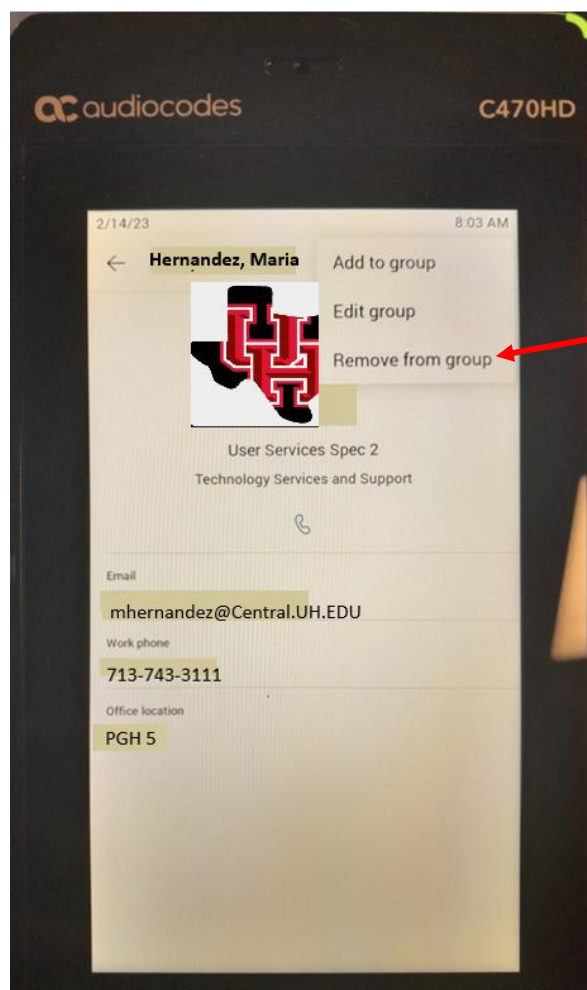
Note: A confirmation message will appear soon after the contact has been successfully added.

To Remove a favorite contact

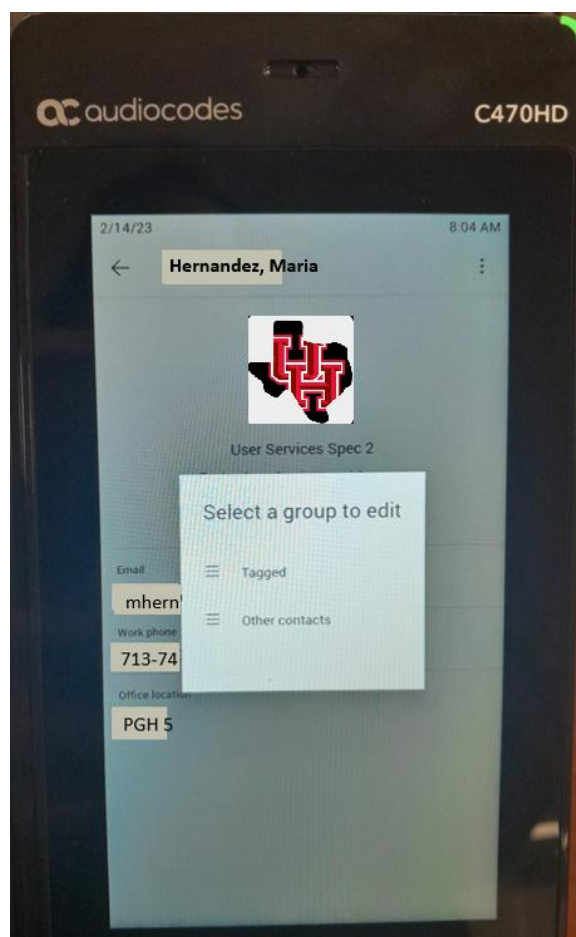
1. Tap **People** from the Home screen.
2. Select a **Contact**.



3. Tap **Remove from group**.



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



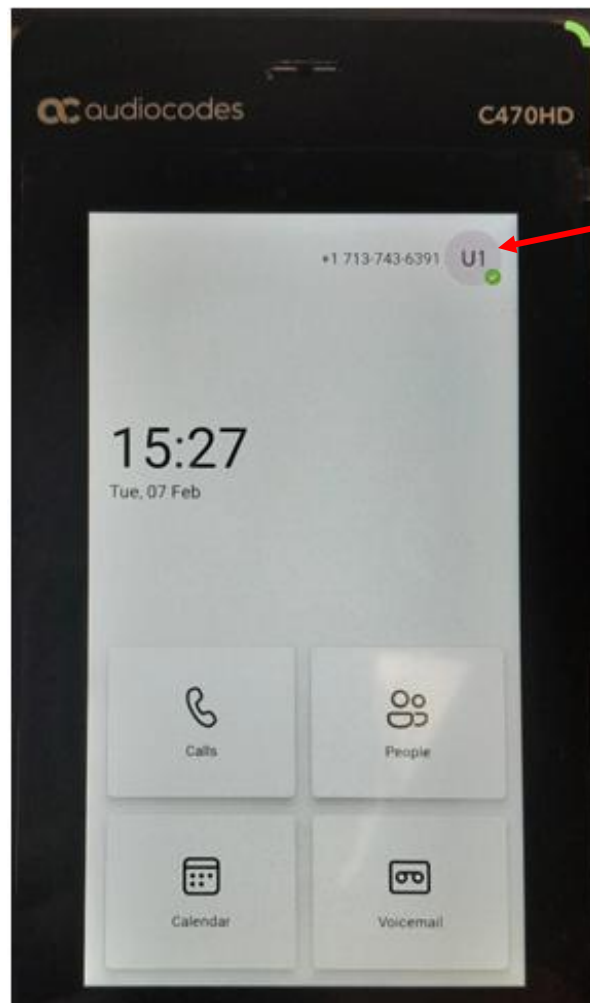
Note: A message confirmation appears once the contact is removed.

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**.

