

Getting Started with AudioCodes C455HD IP Phone

AudioCodes C455HD IP Phone



The C455HD IP phone is a feature-rich, executive high-end business phone with a 5" colour **touch screen** that is Wi-fi and Bluetooth compatible.

You can 'Sign In' to a Microsoft account to use the phone with your own personal profile.

Sign in

From the phone:

1. tap **Sign in** on the screen
2. follow the screen prompts to enter your username and password
3. tap **Sign in**.

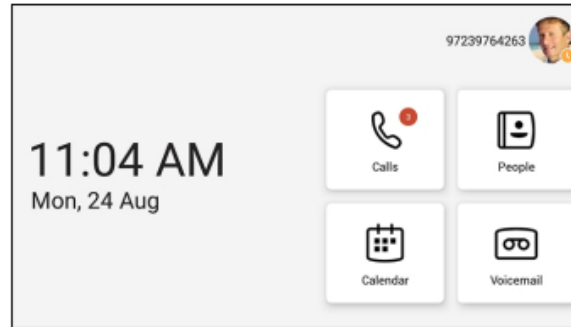
From a web browser:

1. select **Sign in from another device**
2. open a Web Browser, enter the URL displayed on the phone screen
3. enter the code on the phone screen
4. follow the sign in prompts, enter your username and password
5. select **Sign in**

6. the phone will refresh to display your Teams profile.

Screen display – quick touch menu options

Use the quick touch menus to access your Teams profile for calls, people, calendar, and voicemail menus.



Use one touch '**Join**' on calendar invites for high quality audio or combine with your laptop Teams app for video and full conference functionality.

Use the fixed phone keys below the display for additional call handling features.

*For additional Phone or Teams customisation, please refer to the '**Settings**' menu available.*

Call handling

Use the phone keypad and fixed keys as a standard phone or combine with your Teams profile to use the on-screen options utilising your contacts, favourites, and call history logs.

Making calls from the phone

1. Lift the **Handset**.

2. Use the **Headset** or **Speakerphone** buttons on the left side of the phone keypad.

Dial a phone number

1. Enter the number using the phone keypad.
2. Tap the **Call** Icon or soft key.

Ending a call

- Press the **End Call** icon on screen, or
- Replace the **Handset**, or
- Press the **Headset/Speakerphone** if active.

Using the Teams icons

Select the **Calls** menu icon and then the **Make Call** icon.

Search for a contact in your directory:

- use the number search to input a number
- use your favourites list
- use your recent list.

Select the **Call** icon next to their name.

Use the **People** icon on screen to search from your stored contact list. Select the **Call** icon next to their name to place the call.

Answering a call

You'll get a notification that asks you to accept or decline a call:

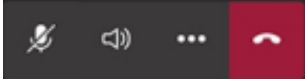
- lift the **Handset**, or
- tap the **Accept** icon on the screen to answer in speakerphone, or
- press the fixed Headset key if using a headset.

Tap the on-screen **Decline call** to send the call to voicemail or alternative number if set.

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While on an active call

Use the standard Teams 'In call' options on screen.



Or use the fixed keys on the phone for additional call handling features:

- **Headset** – press to enable if using a headset
- **Mute** – press to mute or unmute
- **Hold** – place call on hold or to resume
- **Volume adjust + / -** – to adjust call volumes
- **Speaker** – to switch between handset and handsfree
- **Transfer** – to transfer a call
- **Back/Lock** – go back a menu or hold for 3 seconds to lock (see settings below to set up lock)
- **Navigation/OK** – use the centre button to scroll up/down in menu options, select using the **OK** button
- **Menu** – to manage settings and other configuration options.

Put a call on hold

1. Tap the **More** in call options ●●●
2. Tap **Hold** on screen or press the fixed **Hold** button on the phone. The caller will receive music.
3. Tap the on-screen **Resume** icon press the fixed **Hold** button again to return to the call.

Transfer a call – Unannounced

1. Tap the **More** in call options.
2. Tap **Transfer** on screen or press the fixed **Transfer** button on the phone.

3. Type a number or the name of the person you want to transfer to.
4. Tap the name to initiate the call.
5. You will be disconnected once the call is answered or tap the **End Call** icon to drop while ringing.

Consult then transfer (Announce Transfer)

To talk to a colleague prior to transferring the call:

1. tap **More** in call options
2. tap **Transfer > Consult first**
3. type the name or number of the person you are transferring to
4. tap the Name to initiate the call
5. once the colleague has answered the call, tap the **Transfer** Icon
6. tap **OK** to complete the transfer.

Conference calls

You can use Teams to manage, add and join conferences via your calendar, or use the '**Join Now**' feature.

Ad-hoc conferences can be carried out from the telephone, while active on a call:

1. tap **Add People**
2. tap **Add User**
3. search for the user to add.
4. tap the **Tick** option to initiate.

Repeat to add more participants.

Use the **Conference Key** to:

- view participant list, mute, remove and re-invite participants
- tap **End Call** to leave the conference. The other participants will still be connected.

Calendar and meetings

Join, schedule and view information for meetings via the **Calendar Menu**.

Tap '**Join**' to join a scheduled meeting with audio.

Tap the '**New Event**' icon to create or schedule a new meeting event.

Tap **Add Participants** to search for users. Tap user, tap the green arrow to add and tap the tick icon to create.

Call forwarding settings

You can choose what happens to your calls when you are not available:

1. tap **Menu > Settings > Calling**
2. tap **Incoming Calls**
3. select **Ring Also / If Unanswered / Forward To**.
4. tap **Voicemail** to send calls to your mailbox, or search for a contact from your directory list to redirect to a colleague
5. type an alternative number
6. Select a **Call Group** (if programmed).

Call forwarding settings can also be managed from the desktop application.

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Voicemail

1. Tap the **Voicemail** icon.
2. New voicemails will be displayed
 - **Play** – to listen to message
 - **Delete** – to delete the message
 - **Details** - view more call details.

People and contact lists

Tap the **People Menu** and then the arrow key.
Select a group to view all users in that group.

To **Add a new contact**:

1. tap **Add New** icon
2. search for a user in your directory
3. select the group to add to
4. **Save** the change.

Presence / Status

To show if you are available or not for calls:

1. select your profile icon from the home screen, or the **Menu** icon from other pages
2. tap on your current status and choose a new status from the list
3. select '**Set Status Message**' to add a personal message while you are away.

Phone lock

Use the **Phone Lock** option to secure your phone when you are away from your desk or set a timed lock duration.

- **To lock** - Press and hold the Back/Lock Key for 3 seconds.
- **To unlock** – Swipe the unlock icon on the screen display, type your PIN code to unlock.

- **To set a PIN** code from the **Settings** menu:
 1. scroll to security
 2. select **Screen Lock** – tap to enable
 3. set a new 6-digit **PIN**
 4. set a duration for the idle screen timer.

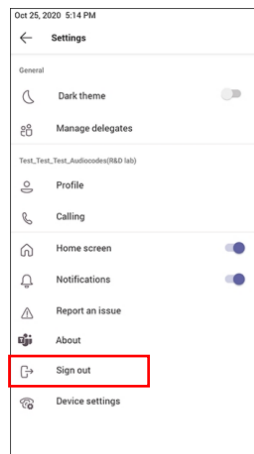
Emergency calling

You can make emergency calls when the phone is locked or in the idle screen:

1. tap '**Emergency**' from the locked screen
2. dial your local emergency services number e.g., 112, 911, 999 etc
3. select **Place Call**.

Sign out

1. Tap your profile picture, or
2. Tap the **Menu** icon.
3. Tap **Settings**.
4. Tap **Sign Out**.



The phone will reset to the sign in screen.