

Getting Started with Audio codes C470HD IP Phone

Audio Codes C470HD IP Phone



The C470HD IP phone is a feature-rich, executive high-end business phone with a 5.5" colour touch screen IP Phone which is Wi-fi and Bluetooth compatible.

You must 'Sign In' to a Microsoft account to use the phone.

Sign in

1. Tap **Sign in**.
2. Enter your username and password.
3. Tap **Sign in**.

Or select **Sign in from another device:**

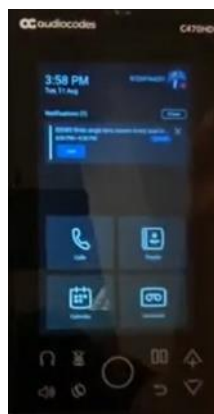
1. open a Web Browser, enter the provided URL
2. enter the code provided
3. sign into your Microsoft account.

Sign out

1. Tap the **Menu** option.
2. Tap **Settings**.
3. tap **Sign out**.

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

Screen display – quick touch menu options



One touch **Join** to calendar invites for high quality audio or combine with your PC Teams app for video and full conference functionality.

Use the quick touch menus to access **Calls, People, Calendar, and Voicemail** menus.

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

Call handling

Using your Teams profile, you can place calls using the on-screen keypad, your contacts, favourites, and call history logs.

Making calls from the phone

1. Lift the **Handset**, or
2. Use the **Headset** or **Speakerphone** buttons below the screen display.

Dial a phone number

1. Enter the number using the screen keypad.
2. Press the **Call** icon.

Ending a call

1. Press the **End Call** icon on screen.
2. Replace the **Handset**.
3. Press the **Headset/Speakerphone** if active.

Using the Teams icons

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

1. search for a contact in your directory
2. use the number search to input a number
3. use your favourites list
4. use your recent list.
5. select the **Call** icon next to their name.

Select the **People** icon on screen:

1. search for a stored contact.

Answering a call

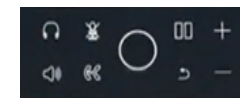
You'll get a notification that asks you to accept or decline a call:

1. tap the **Accept** icon on the screen to answer in speakerphone
2. lift the **Handset** or Press the **Headset** key as preferred
3. tap the **Decline call** to send the call to Voicemail.

While on an active call

Use the 'In Call' options on screen, or the fixed keys on the phone for call handling features:

Headset / Mute
Speaker / Transfer



Hold / Volume
Lock



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Put a call on hold

1. Press the **Hold** button on the phone.
2. Press **Hold** button again to return to the call.

Transfer a call (Unannounced)

1. Press the **Transfer** button on the phone.
2. Type a number or the name of the person you want to transfer to and select the name to initiate the call.
3. You will be disconnected once the call is answered or tap the **End Call** icon to drop while ringing.

Consult then transfer (Announce Transfer)

1. Tap **More** options.
2. Tap **Transfer > Consult first**.
3. Type the name or number of the person you are transferring to, select the name to initiate the call.
4. Once the colleague has answered the call, and you consulted with them, tap Transfer icon.
5. Tap **OK** to complete the transfer.

Conference Calls

You can use your Teams Profile 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
5. repeat steps 1 to 4 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.

- Touch '**Join**' to join a scheduled meeting with audio.
- Tap '**New Event**' icon to create or schedule a new meeting event.
- Tap **Add Participants** to search for users.
- 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:**
 - tap Voicemail to send all calls to your mailbox
 - search for a contact from your directory list
 - type an alternative number
 - select a **Call Group** (If programmed).

Voicemail

1. Tap the **Voicemail** Screen icon
2. New Voicemails will be displayed
3. Tap the message and choose to:
 - **Play** – to listen to message
 - **Delete** – to delete the message
 - **Details** – view more call details.

People and contact lists

1. Tap the **People Menu**
2. Tap the **Arrow** key
3. To add a new contact:
 - tap **Add New** icon
 - search for a user in your directory
 - select the group to add to
 - **Save** the Change.

Presence / Status

1. Select your profile icon from the home screen, or the **Menu** icon from other pages.
2. Tap on your current status.
3. Chose a new status from the list.
4. Select '**Set Status Message**' to add a personal status while you are away.

Phone lock

Use the **Phone Lock** option to secure your phone when you are away from your desk:

1. press and hold the fixed **Lock Key** for 3 seconds
2. unlock screen – swipe the **Unlock** icon on the screen display
3. type your PIN code to unlock.

Emergency calling

You can make emergency calls when the phone is locked:

1. tap **Emergency** from the locked screen
2. dial the local emergency services number e.g. 911 or 999
3. select **Place Call**.

