Getting Started with AudioCodes C435 IP Phone

AudioCodes C435HD IP Phone

The C435HD IP phone is a Microsoft Teams-native entry level/common area phone with a colour LCD screen, integrated for native Microsoft Teams calling.

Note: The screen is not touchscreen enabled. use the fixed buttons and navigation wheel to scroll up/down, left/right in a menu, press the center OK button to select/confirm.

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

Initial network sign in – use a PC web browser
1. Open a Web browser, enter the provided URL.
2. Enter the code provided.
3. Sign in, to your own Microsoft account.

Device sign in
1. Select **Sign in on this device**.
2. Select e-mail, phone or username, use the keypad pop-up.
3. Select **Sign in**.

Sign out
1. Select the fixed **Menu** button.
2. Select **Settings**.
3. Scroll, Select **Sign Out**.

For all additional Phone or Teams customisation, please refer to the 'Settings' Menu available.

Screen display – Softkey button menu options
Use the fixed softkey buttons below the screen display icons to access the menus - recent call list, voicemail, people/directory, phone lock menu.

Call handling
You can use the standard phone features or use your Teams profile to place calls using the contacts and call history logs.

Making calls from the phone
1. Lift the **Handset**, or
2. Press the **Headset** or **Speakerphone** buttons.

Dial a number
1. Enter the number using the phone keypad.
2. Press the **Call** icon.

The ringing call will now be visible on the screen.

Ending a call
1. Select the **End Call** softkey.
2. Replace the **Handset**, or
3. Press the **Headset/Speakerphone** if active.

Using the Teams icons
Select the **Calls** menu softkey:
1. scroll to highlight the user from your recent list or favourites list
2. press OK to dial the user.

Select the **People** icon on screen:
1. search for a contact in your directory
2. highlight the user, press **OK** to dial.

Answering a call
A flashing LED and the screen display will notify you to accept or decline the call:
1. select the **Accept** softkey to answer in speakerphone, or
2. lift the Handset or Press the Headset key as preferred
3. select the **Decline soft key** to send the call to Voicemail.

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Use the fixed keys on the phone for call handling features.

Put a call on hold

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

Transfer a call

1. Press the fixed **Transfer** button.
2. Type a number or the name of the person, select the name to initiate the call.
3. You will be disconnected once the call is answered or press the **End Call** softkey to drop while ringing.

Consult then transfer (Announce Transfer)

To talk to a colleague prior to transferring the call:

1. press **Transfer > Consult first**
2. type the name or number of the person you are transferring to, select the **Name** to initiate the call
3. press the **Transfer** button or tap **OK** to complete the transfer once the colleague has answered the call.

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 all calls to your mailbox

5. search for a **Contact** from your directory list
6. type an alternative number
7. select a **Call Group** (if programmed).

Voicemail

1. Press the **Voicemail** softkey, or fixed phone button.
2. New Voicemails will be displayed.
3. Scroll and select the message you want to listen to.
4. Use the softkeys to:
   - **Play**
   - **Delete**
   - **Call –** call the user back.

Presence / Status

To show if you are available or not for calls, from the home screen:

1. select the menu icon or the menu button
2. select your current status
3. the drop-down status list will appear
4. scroll/select a new status from the list
5. press **OK**.

Phone lock

Use the phone lock option to secure your phone when you are away from your desk.

- **Phone lock** - press the **Lock** key or set a timeout lock timer from the settings.
- **Unlock screen** – press the **Unlock** key, type your PIN code using the phone keypad to unlock.
- **Settings** – add or change your **PIN** number and set the screen **Timeout** duration from the settings menu.

Emergency calling

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

1. press the **Emergency** softkey,
2. dial your local emergency services number
3. lift the handset or press the headset key as appropriate.

Homepage

Use the **Teams Button** to return to the home screen from any other menu selected.