

NEW PHONES: TIME – SAVING & LESSOR KNOWN FEATURES

Simple and Intuitive Call Features

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Agenda

- Welcome/Introductions
- Today's Objectives
 - Overview of AudioCodes HD 445 IP Telephone (hardware)
 - Overview of Call Features
 - Overview of Key Time Saving Features
 - Programming Speed Dial Buttons on Sidecar
 - Managing Multiple Calls
 - Conference Call – “Meet Now”
 - IT Technical Service –Telephone and Desktop Support

AudioCodes 445HD IP Telephone for Microsoft Skype for Business



Figure 2-1: Front View

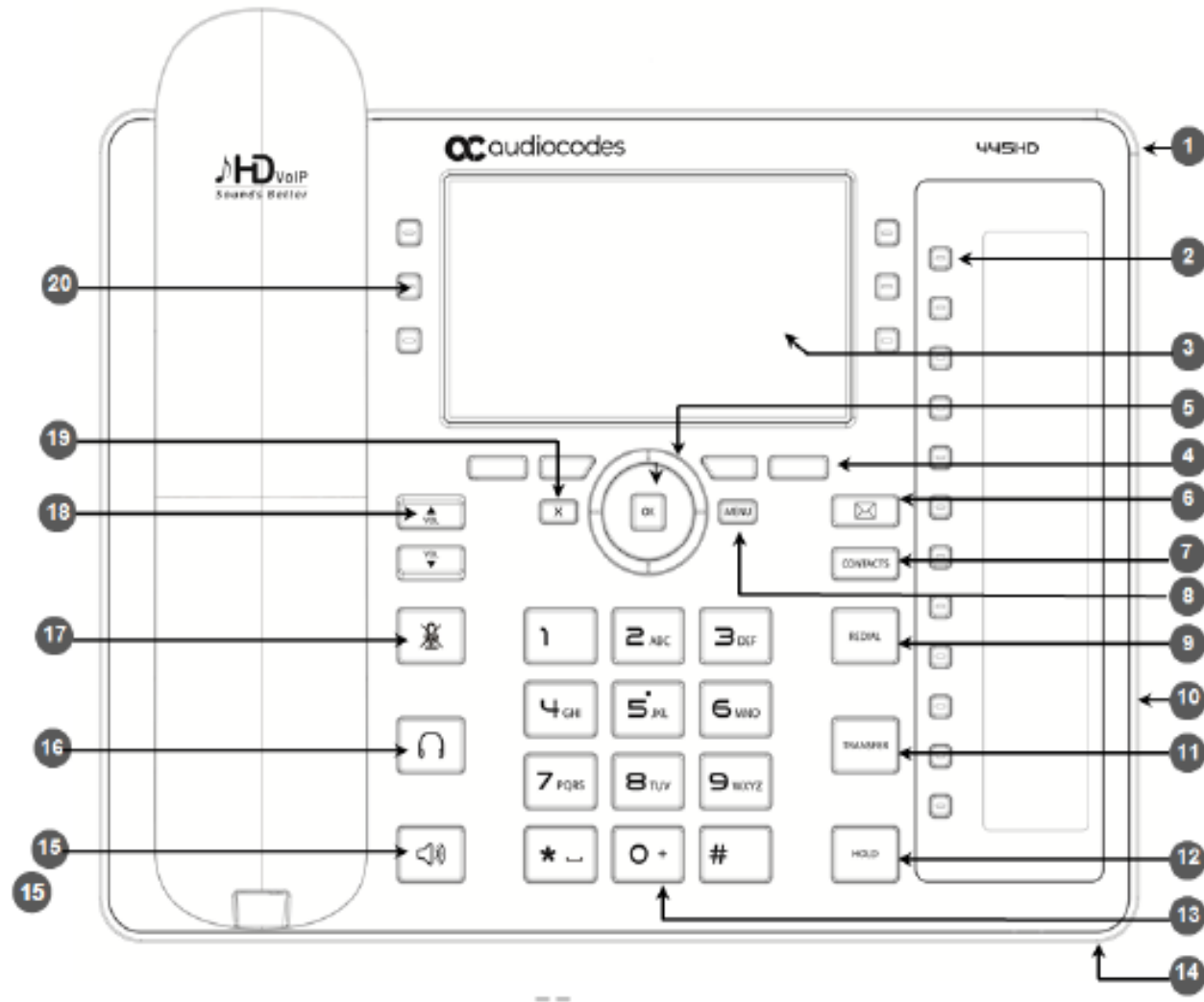


Table 2-1: Font View Description

Item #	Label/Name	Description
1	Ring LED	Flashing blue light visually indicates an incoming call.
2	Speed Dial & BLF	Twelve speed dial buttons to quickly call the contact whose name is displayed adjacent to it. You can configure these speed dial buttons with Busy Lamp Field (BLF) functionality. On the 440HD phone, a dedicated electronic screen displays contacts' names. On the 430HD phone, you can attach to a paper strip handwritten contacts' names.
3	Screen	Interactive screen displaying calling information and letting you configure phone features.
4	Softkeys	See Section 3.2 for details on the four softkeys and the available functions they offer.
5	Navigation Control / OK	Press the upper rim to scroll up menus/items in the screen. Press the lower rim to scroll down. Press the left or right rim to move the cursor left or right (when editing a contact number for example). Press the OK button to select a menu/item/option.
6	Voicemail	Retrieves voicemail messages.
7	CONTACTS	Press to open the 'Favorites' directory. Other directories can be accessed from the 'Favorites' screen.
8	MENU	Accesses menus: (1) Call Log (2) Calendar (3) Keys Configuration (4) Settings (5) Device Status (6) Administration (7) Favorites (8) Log upload.
9	REDIAL	Accesses a list of recently dialed numbers; one can be selected to redial.

Item #	Label/Name	Description
10	Kensington lock	Allows locking the device.
11	TRANSFER	Transfers a call.
12	HOLD	Places an active call on hold.
13	Alphanumerical Keypad	Keys for entering numbers, alphabetical letters and symbols (e.g., colons)
14	Microphone	Allows talking and listening. Network administrators can disable it if required.
15	SPEAKER	Activates the phone's speaker, allowing a hands-free conversation.
16	HEADSET	Activates a call using an external headset.
17	MUTE	Mutes a call.
18	▲ VOL	Increases or decreases the volume of the handset, headset, speaker, ring tone and call progress tones.
	▼ VOL	
19	x	Cancel an action, such as dialing a number, after beginning it.
20	---	Programmable keys, located on each side of the screen, to which you can assign functions.

Transferring Calls

- Blind Call Transfer
- Consult Call Transfer
- Transfer Directly to Voicemail

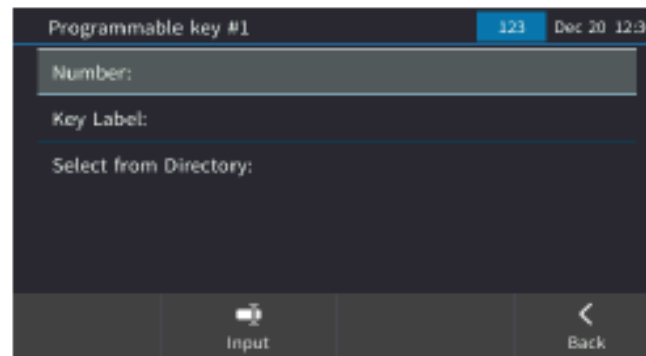
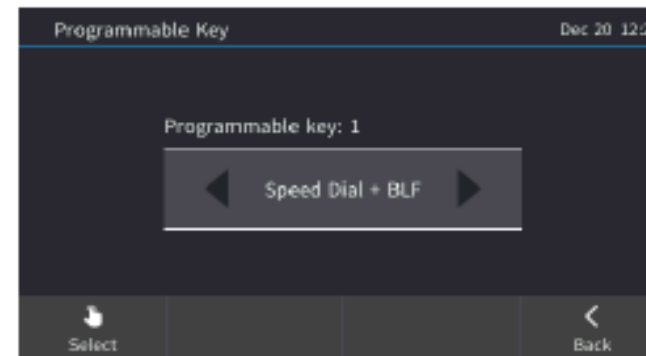
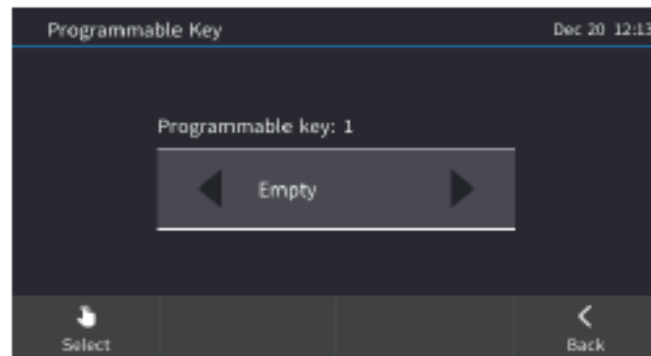
Note: see <http://um.losrios.edu/guides/>

- ✓ AudioCodes Phone Basic Guide
- ✓ Skype Step-by-Step Introduction

TIP: Create/use Contact List in Skype for Business

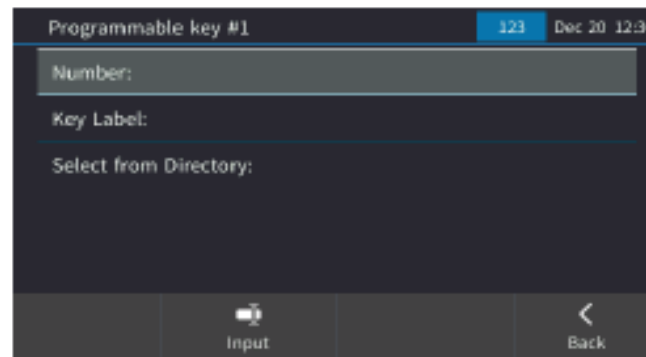
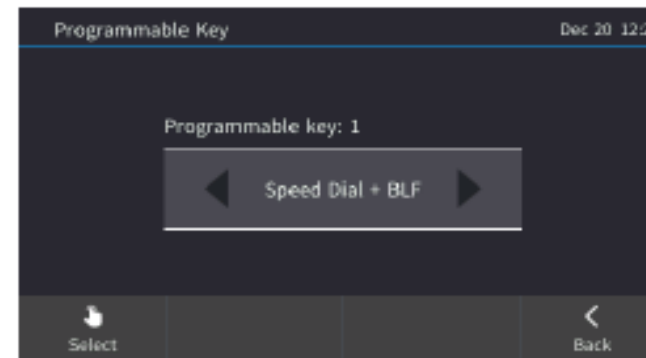
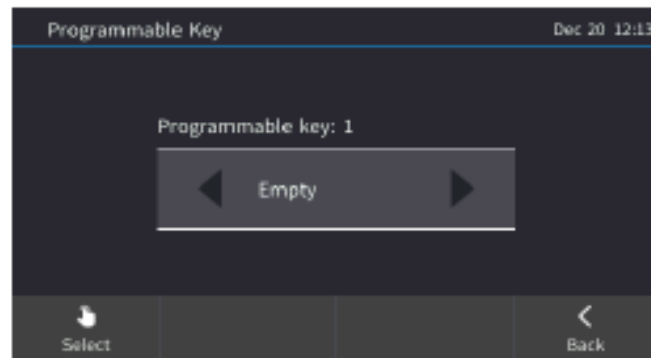
Programming Speed-Dial Buttons

1. Long-press one of the 12 programmable keys then navigate select **Speed Dial**



Programming Speed-Dial Buttons

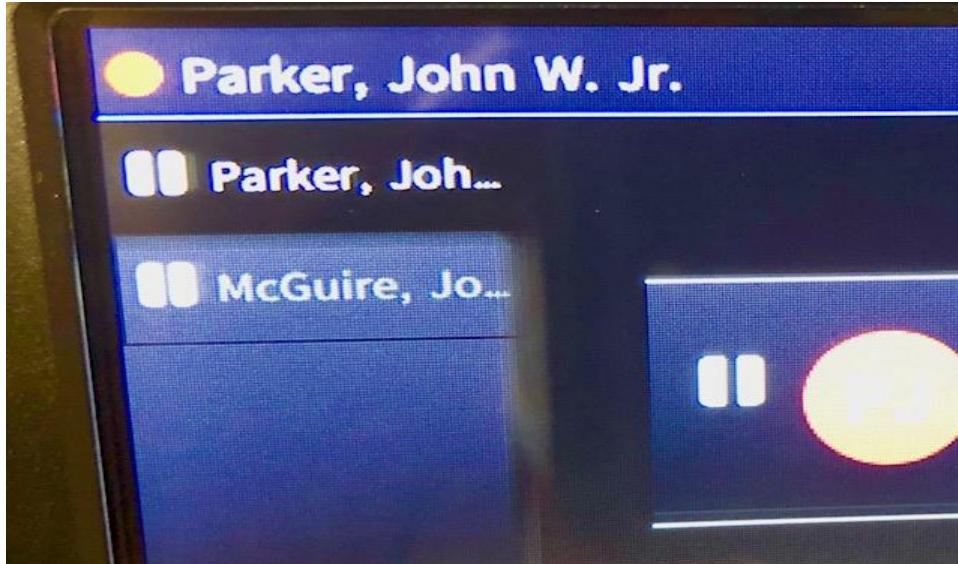
2. Configure the "Number and Key Label" or navigate down to Select from Directory and then save



Handling Multiple Incoming Calls

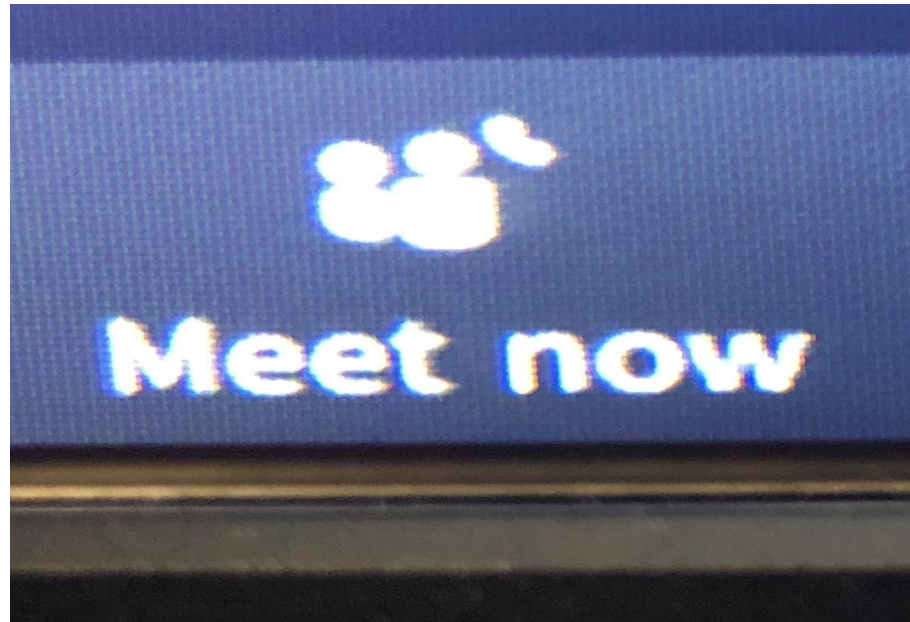
Handle up to eight concurrent calls per line. Multiple calls can be put on hold and you can switch between them:

- If a call comes in from McGuire and then after it, a call comes in from JP, when you answer JP, McGuire is put on hold.



Conference Calls – “Meet Now”

- Press the “Meet now” soft key to start a call when phone is idle

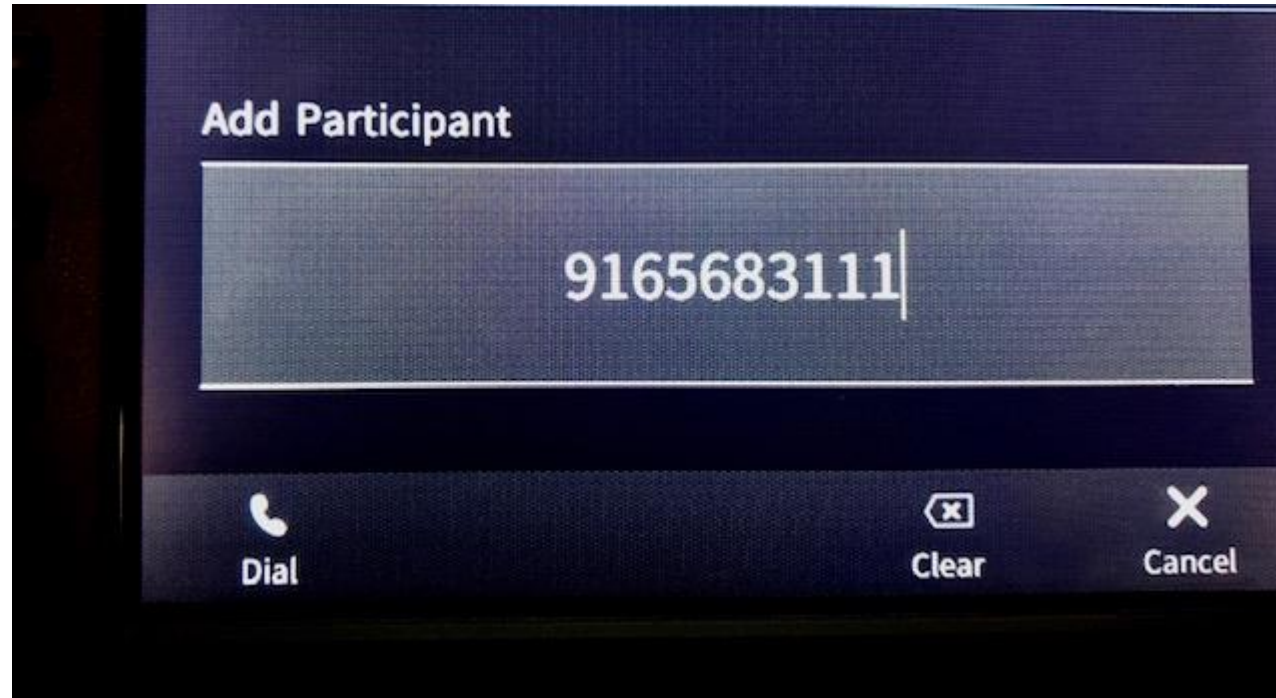


Conference Calls – “Meet Now”



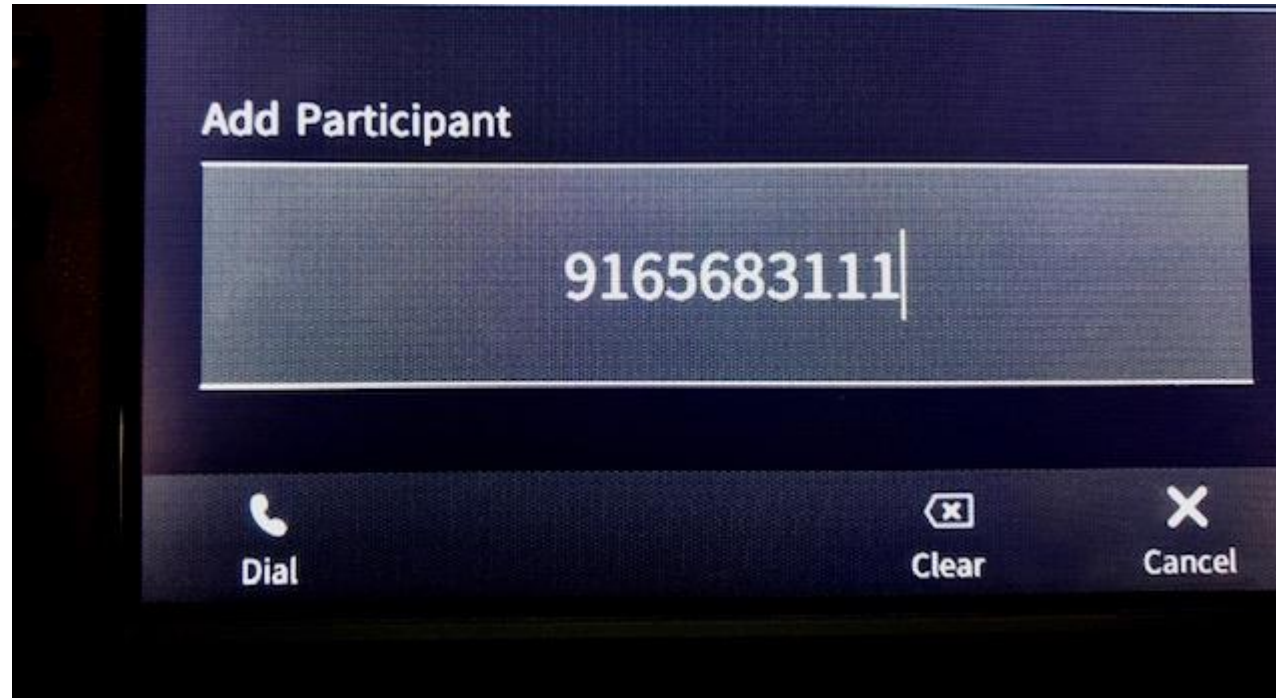
Press the “Add” key

Conference Calls – “Meet Now”



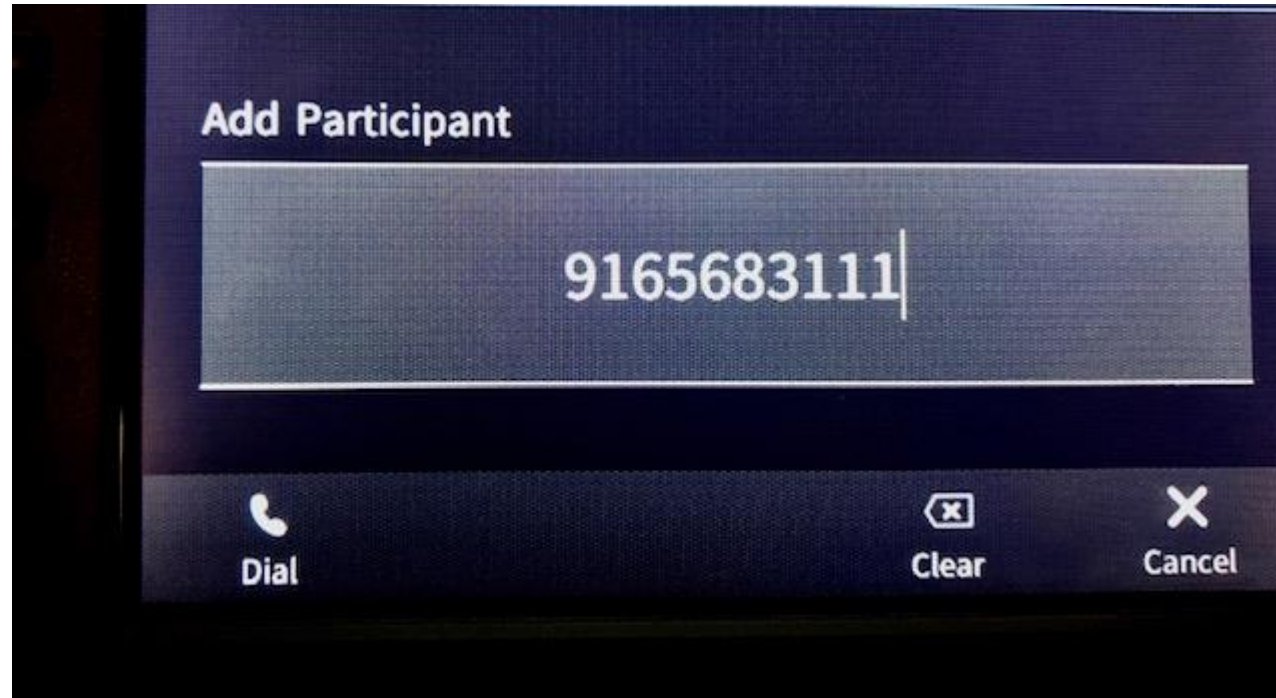
Enter 4-digit or 10-digit # - Press Dial Soft Key
*Repeat for each participant

Conference Calls – “Meet Now”



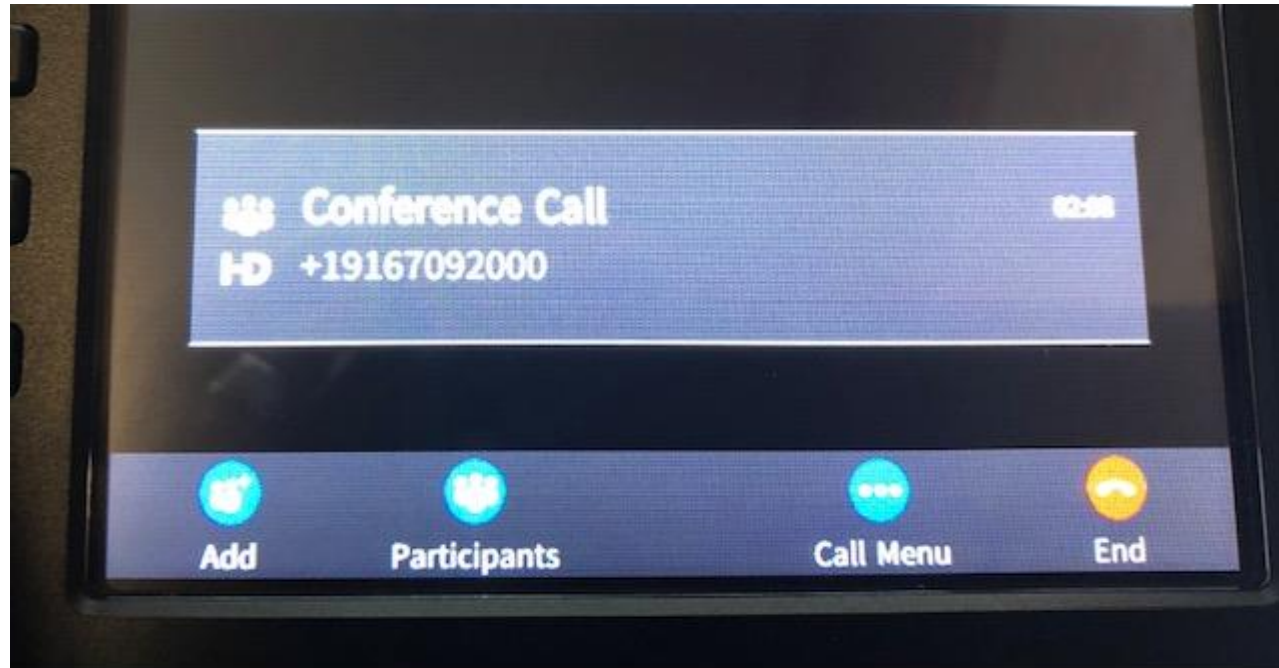
Enter 4-digit or 10-digit # - Press Dial Soft Key
*Repeat for each participant

Conference Calls – Add Participant



Enter 4-digit or 10-digit # - Press Dial Soft Key
*Repeat for each participant

Conference Call – Press “End” key to leave conference



Thank you





