

Using the C455HD Teams Phone

Step 1: Open the box and remove equipment.



- ✓ C455HD IP Phone
- ✓ AC power adapter (optional)
- ✓ Cat 5e Ethernet cable
- ✓ Handset
- ✓ Handset cord
- ✓ Desktop stand
- ✓ Wall mount



Step 3: Plug in the power adapter into the base using the cables. The yellow plug is your connection to power the phone and connect to the network. J1 connects to Data & Power.

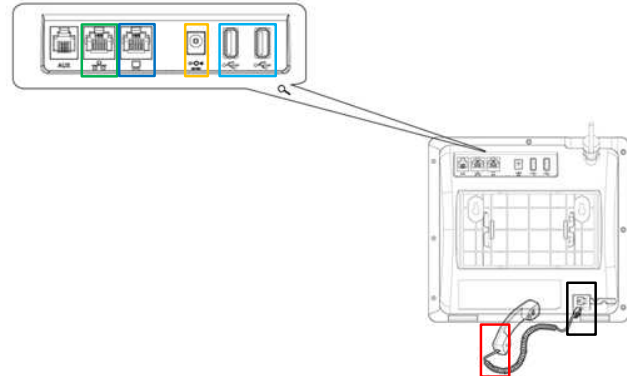
Note: You will have a 5ft and 10 ft cable to attach to the power adapter.



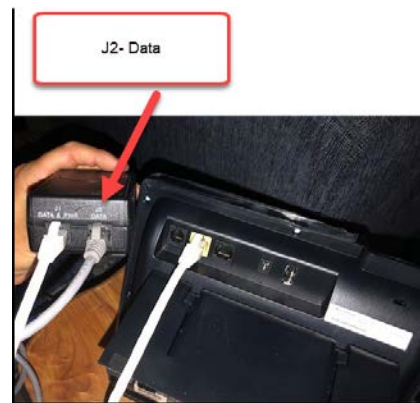
Step 2: For viewing network and power locations, see listing below.

To cable the phone:

1. [Refer to the illustration below] Connect the **short, straight end** of the phone cord to the handset and the **longer straight end** of the cord to the handset jack on the phone.
2. (Optional) Connect a USB headset to one of the two **USB ports**.
3. Connect the **RJ-45 LAN port** to your LAN network (LAN port or LAN switch/router) with a CAT5 / 5e Ethernet cable.
4. Connect the **RJ-45 PC port** to a computer with a CAT5 / 5e straight-through Ethernet cable.
5. Connect the connector tip of the AC power adapter to the phone's **DC 12V power socket** and connect the two-prong AC adapter directly to the electrical wall outlet. When the phone powers up, all the LEDs momentarily light up.



Step 4: Use the other cable to plug the J2-Data into your network.



Optional: There is one USB connection that you can use to plug in a headset.

Once you are connected, you will see the Touch Screen to login to your Microsoft Teams account and view your settings.

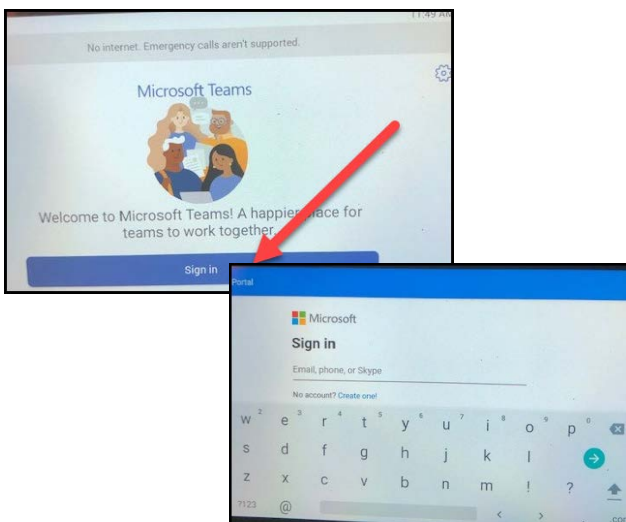


Setting up Your Phone with Teams

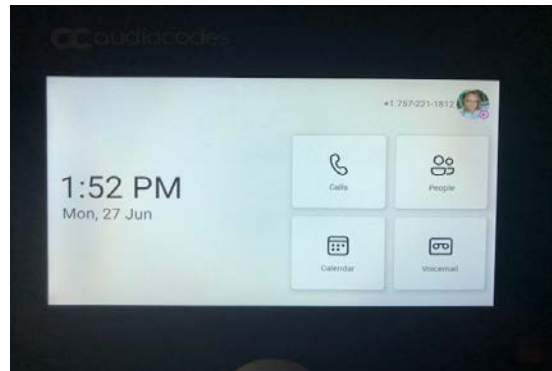
Step 1: Once you have connected the phone, you will see that touch screen starting Teams Phone.



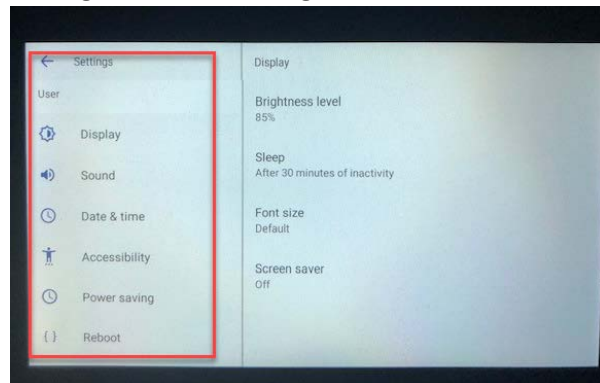
Step 2: Sign-in to your Teams account from the touch screen.



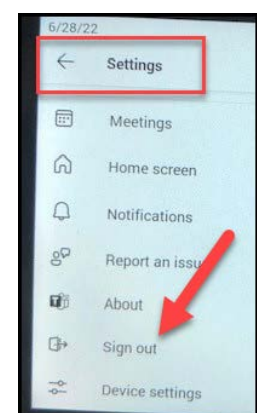
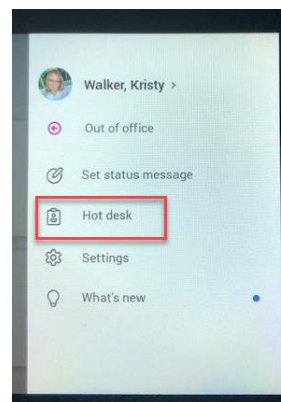
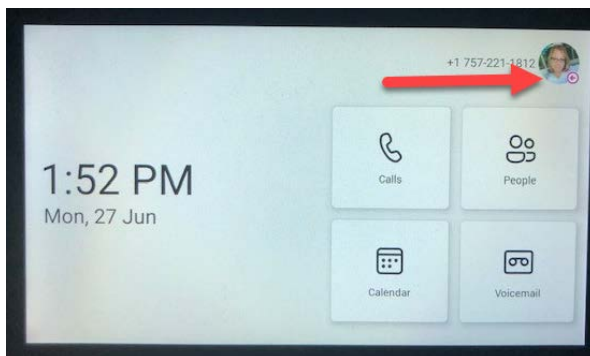
Step 3: After signing into your Teams account, you will see the Home Screen. To view the phone settings you can click on the Menu button on the phone.



Step 4: Under the Menu button, you will see the settings and can choose to set-up the Date and Time, Display brightness, Sound ring volume and Accessibility.



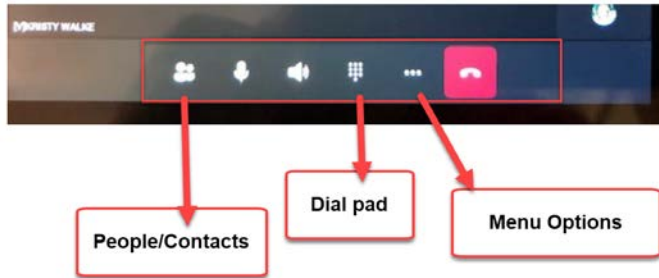
To access your Teams Settings and Status click on your initials or image in the top right hand corner of the home screen on the touch screen. You will see the same settings that you have on your desktop application on the computer. To make calls or access voicemail, use the touch screen to locate those areas. You can also pick up the phone and dial the number. The touch screen functions are similar to what you see on your desktop application within Calls.



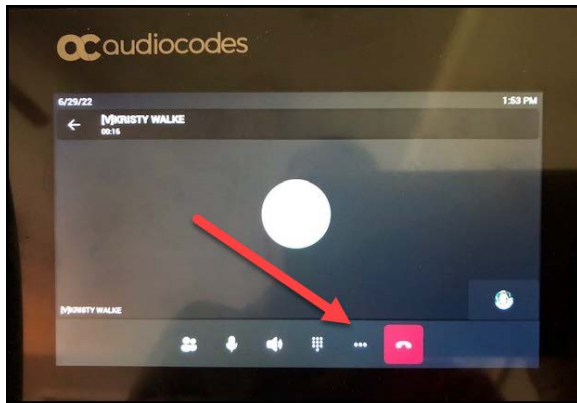
Notice: Under your settings, you will see an area that says Hot desk. This feature allow a user to sign in to a phone that is already signed in by another user without signing out of the original user to whom the phone is assigned. This would allow other users to sign-in to access their calls, meetings and calendars from the same phone. To sign-out go to Settings and click on sign out.

Using the Touch Screen Panel When in a Call

The menu for call options are located at the bottom of the touch screen.



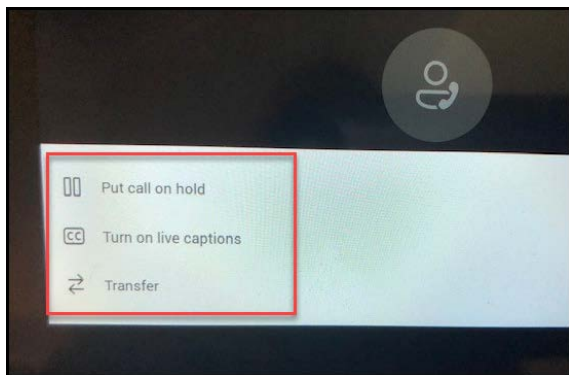
Click on the three dots to access the Menu



You will notice you have three options:

1. Put call on hold
2. Turn on live captions
3. Transfer a call

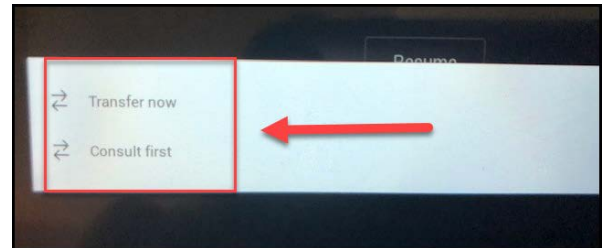
To activate each section click on the text on the touch screen panel.



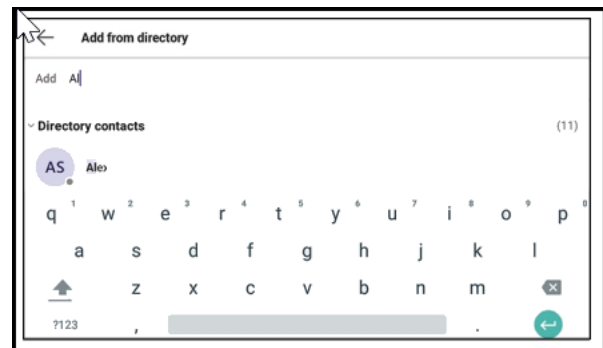
Transfer a Call

While in the call click on the transfer button on the phone or select the transfer option from the menu at the bottom of the touch screen by clicking the three dots and clicking on transfer.

You can then choose how to transfer the call. Select transfer now or consult first.

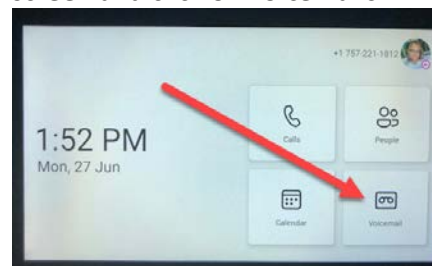


After clicking on the area you can search your contacts or type in the number to transfer.



Voicemail Messages

Click on the mail button on the phone or go to the home screen and click on voicemails.



Scroll down to select from the list of messages (if there are voicemail messages in your box) which message to Play, Call or Delete.

Reminder that voicemails are also sent to your W&M outlook email.

For more information on functions and resources, visit the C455HD IP Phone manual at <https://www.audiocodes.com/media/isyfu1bv/c455hd-ip-phone-for-microsoft-teams-user-s-and-administrator-s-manual-ver-1-15.pdf>