

AudioCodes

400HD Series of High Definition IP Phones

HD VoIP

430HD and 440HD IP Phones

User's Manual

430HD and 440HD IP Phones with Microsoft® Lync™

Version 2.0.11



Microsoft Partner

Gold Communications



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Notice

This document shows how to use the AudioCodes 430HD and 440HD IP Phone with Microsoft Lync.

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

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Related Documentation

Document Name
400HD Series IP Phone with Microsoft Lync Release Notes
400HD Series IP Phone with Microsoft Lync Administrator's Manual
430HD IP Phone with Microsoft Lync Quick Guide
440HD IP Phone with Microsoft Lync Quick Guide
400HD Series IP Phones for Lync Hosting Partner (LHPv2) Environment Configuration Note

1 Introducing the 430HD and 440HD IP Phone

AudioCodes 430HD and 440HD IP Phone is based on AudioCodes High Definition voice technology, providing clarity and a rich audio experience in Voice-over-IP (VoIP) calls. The phone is a 1-line, 2 concurrent calls per line, premium model which includes a large monochrome multi-language graphic liquid crystal display (LCD).

The phone is a fully-featured telephone that provides voice communication over an IP network, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, etc.

Read this User's Manual carefully to learn how to operate this product and take advantage of its multiple features.

1.1 About AudioCodes' Series of High Definition IP Phones

AudioCodes Series of High Definition IP Phones offers a new dimension of voice call quality and clarity for the IP Telephony market. This new series of IP Phones further expands AudioCodes' VoIP product offering for the service providers' hosted services, Enterprise IP telephony and Enterprise contact centers markets. As a natural addition to the AudioCodes Mobile Clients, Media Gateway, Media Server & Multi-Service Business Gateway products, the AudioCodes Series of High Definition IP Phones enable Systems Integrators and end-customers to build end-to-end solutions that rely on AudioCodes' technological advantage and proven track record in providing state-of-the-art products. The AudioCodes Series of High Definition IP Phones meet a growing demand for High Definition VoIP solutions in end-user phones and terminals, improving the productivity and efficiency of business communications with new quality standards set by the High Definition voice technology.

1.2 Cutting Edge Voice Quality & HD VoIP

Based on AudioCodes' advanced, robust and field-proven VoIPerfectHD™ software, AudioCodes' IP Phones are designed to utilize wideband coders. The phones feature enhanced proprietary capabilities such as packet loss concealment, high quality wideband acoustic echo canceler, and low-delay adaptive jitter buffers to enrich the HDVoIP experience.

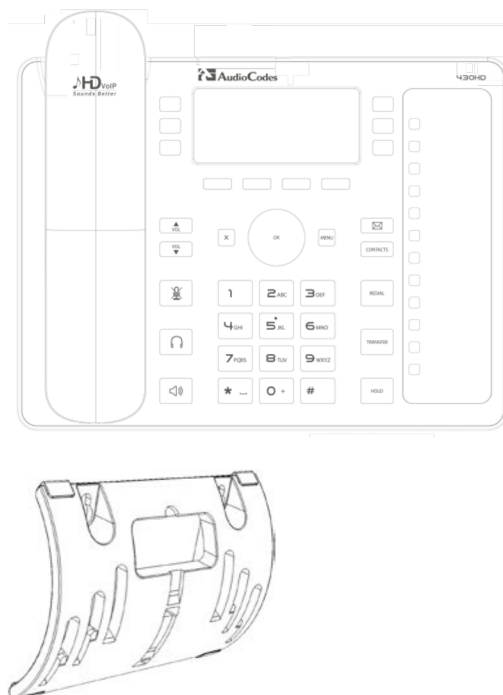
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2 Setting up the Phone

2.1 Unpacking

When unpacking, ensure that the following items are present and undamaged:

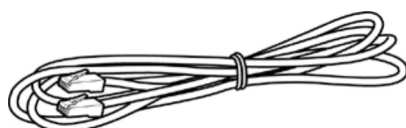
IP Phone / Stand



Handset / Cord



Cat 5e Ethernet Cable



AC Power Adapter (Optional)



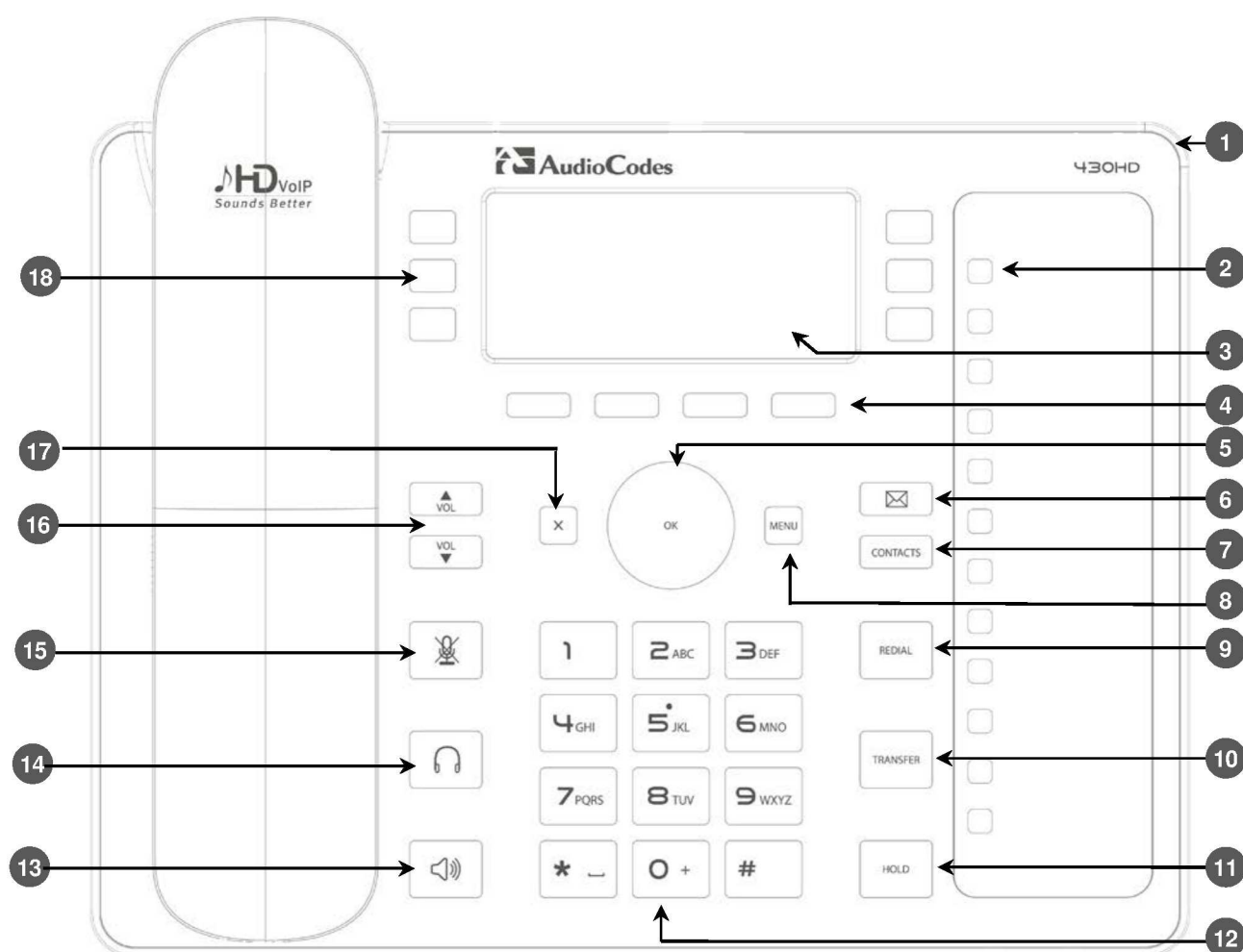
If anything appears to be missing or broken, contact the distributor from whom you purchased the phone for assistance.

2.2 Device Description

Use the graphics below to identify and familiarize yourself with the device's hardware functions.

2.2.1 Front View

The front view of the phone is shown in [Figure 2-1](#) and described in [Table 2-1](#).

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	LCD	Liquid Crystal Display. Interactive screen displaying calling information, letting you to configure phone features.
4	Softkeys	See Section 3.2 on page 18 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 LCD display screen. Press its lower rim to scroll down. Press its 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	VOICE MAIL	Retrieves voice mail messages.
7	CONTACTS	Press to directly access the Personal directory and Corporate directory.
8	MENU	Accesses menus (1) Call Log (2) Directory (3) Speed Dial (4) Settings (5) Status (6) Administration.

Item #	Label/Name	Description
9	REDIAL	Accesses a list of recently dialed numbers; one can be selected to redial.
10	TRANSFER	Transfers a call.
11	HOLD	Places an active call on hold.
12	Alphanumerical Keypad	Keys for entering numbers, alphabetical letters and symbols (e.g., colons)
13	SPEAKER	Activates the speakerphone, allowing a hands-free conversation.
14	HEADSET	Activates a call using an external headset.
15	MUTE	Mutes a call.
16	▲ VOL	Increases or decreases the volume of the handset, headset, speakerphone, ring tone and call progress tones.
	VOL ▼	
17	x	Cancel an action, such as dialing a number, after beginning it.
18	---	Programmable keys, located on each side of the LCD, to which you can assign functions.

2.2.2 Rear View

The rear view of the phone is shown in the figure below and described in the table below.

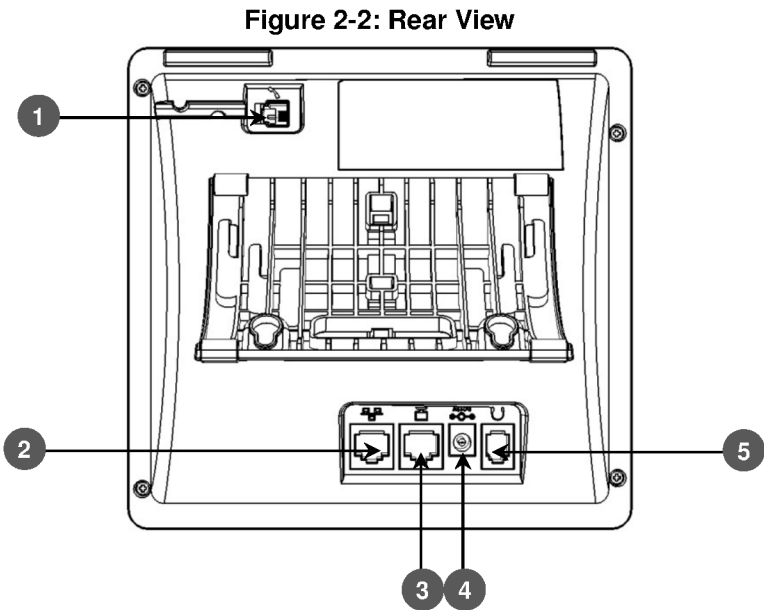







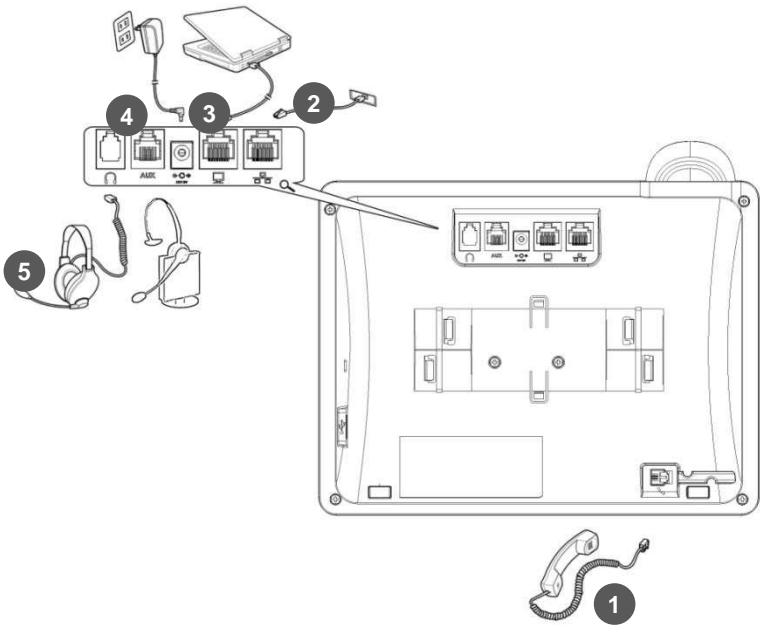
Table 2-2: Rear View Description

#	Label	Description
1		Handset jack, i.e., RJ-9 port, to connect the handset.
2		RJ-45 port to connect to the Ethernet LAN cable for the LAN connection (uplink - 10/100/1000 Mbps). If you're using Power over Ethernet (PoE), power to the phone is supplied from the Ethernet cable (draws power from either a spare line or signal line).
3		RJ-45 port to connect the phone to a PC (10/100/1000 Mbps downlink).
4	 DC12V	12V DC power jack that connects to the AC power adapter.
5		Headset jack, i.e., RJ-9 port that connects to an external headset.

2.3 Cabling

This section shows how to cable your phone.

Figure 2-3: Cabling



Action	Description
1	Connect the <i>short, straight end of the cord</i> to the handset. Connect the <i>longer, straight end</i> to the jack (RJ-9 port, for the handset) on the phone.
2	Connect the RJ-45 LAN port to your LAN network (LAN port or LAN switch/router), using a CAT 5 / 5e Ethernet cable
3	Connect the RJ-45 PC port to a computer, using a CAT 5 / 5e straight-through Ethernet cable
4	Connect the connector tip of the AC power adapter to the phone's power socket (labelled DC 12V). Connect the two-prong AC adapter directly to the electrical wall outlet. When the phone powers up, all the LEDs momentarily light up
5	Connect the RJ-9 headset jack to a headset (optional)



Note: If the LAN to which the phone is connected supports Power over Ethernet (PoE), no AC adapter is required; the phone receives power from the Ethernet network.



Prior to connecting power, refer to the Compliancy and Regulatory Information at www.audiocodes.com/library.

2.4 Mounting the Phone

The phone can be mounted on a:

- Desk (see Section 2.4.1 below)
- Wall (see Section 2.4.2 on page 15)

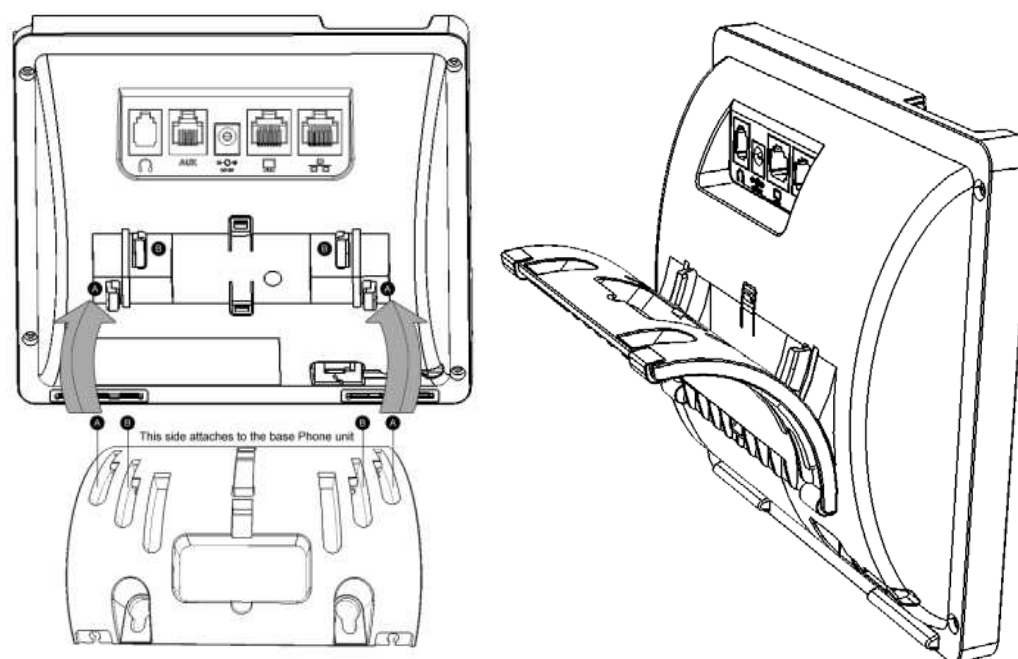
See also <https://www.youtube.com/watch?v=oGe9STB9IFE> to assemble the base stand.

2.4.1 Desktop Mounting

This section shows how to place the phone on a desk or flat surface.

➤ **To mount the phone on a desk or flat surface:**

1. Off-hook the handset (if on-hook) and place the phone upside down, i.e., base-up, on your desktop.
2. On the phone's base, identify outer rails.
3. On the phone's stand, identify outer notches.
4. Invert the stand and align its outer notches with the base's outer rails.
5. Insert the stand's outer notches into the base's outer rails and slide the notches along the rails until the stand click-locks into the base.
6. Revert the phone and stand it on the desktop.



2.4.1.1 Routing the Handset Cable

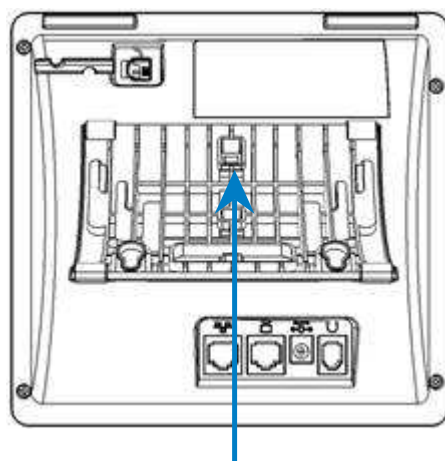
The phone features a groove for routing the handset cable.

2.4.2 Wall Mounting

This section shows how to mount the phone on a wall.

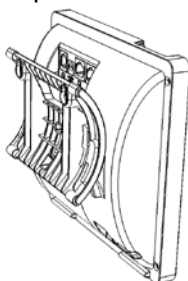
➤ **To mount the phone on a wall:**

1. Attach the stand of the phone for the purpose of a wall mounting:
 - a. Detach the base.



To detach the phone's stand, push this button

- b. Attach it again as you did for a desktop mounting (see Section 2.4.1 on page 15) only now make sure that it's flatly aligned to lie flush against the wall, i.e., slide the *inner rails* of the phone stand onto the phone base's inner notches.



2. Connect the AC power adapter, LAN and PC cords.
3. In the wall, drill two horizontal holes at a distance of 3 15/16 inches (100 mm) from one another, in line with the template.
4. Insert two masonry anchors into the holes if necessary.
5. Thread two screws (not supplied) into the two masonry anchors; ensure that the heads extend sufficiently (about 3/16 inch or 5 mm from the wall) for the phone stand's keyhole slots to hang on.
6. Hang the phone stand's keyhole slots on these screws.

3 Getting Started

This section gets you started with the phone. The phone features an LCD, providing an intuitive, menu-driven user interface for configuring the device and viewing call information. This section shows how to use the phone's LCD but before using the LCD, you must sign in.

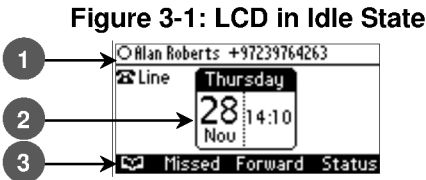
3.1 Getting Acquainted with the LCD

This section gets you acquainted with the LCD.



- Note:**
- Screenshots of the 440HD LCD are shown in this manual.
 - 430HD LCD screens are identical unless indicated otherwise.

The figure below shows the phone's LCD in idle state.



Reference:




Table 3-1: LCD in Idle State

Reference	Description
1	Presence status (Available, Busy, Do not disturb, Away, or Be right back). See Section 4.19 on page 49 for details.
	User name, configured by your system administrator using the Web interface, and phone number.
2	Day, Date and Month (automatically retrieved from the Network Time Protocol (NTP) server, enabled by your system administrator).
	Time (automatically retrieved from the Network Time Protocol (NTP) server, enabled by your system administrator).
3	Softkeys; to activate a softkey, press the key on the device, below the LCD, corresponding to the softkey. See Table 3-2 for softkey descriptions.

3.2 Softkeys

The table below describes softkeys displayed in the LCD according to *menu level* currently accessed. To use a softkey, press the key located on the device directly below it.

Table 3-2: Softkeys

Softkey	Description
Missed	Displays missed calls.
Forward	Defines and activates call forwarding.
Status	Displayed in idle state. Activates presence status (Available, Busy, Do not disturb, Away, Be right back, Reset).
Sign in / Sign out	The 'Sign in' softkey is only displayed in the idle screen if you haven't signed in yet. The 'Sign out' softkey is only displayed after pressing the 'Status' softkey after signing in.
	Opens the phone's Directory. Lets you select a contact in the Corporate directory or Personal directory . Displayed in idle state. Also displayed (for example) after lifting the handset and after selecting := > New Call / Trans , or Conf (see below).
Select	Selects a menu or menu option. Identical to the OK key (either can be used).
BToE	Generates a pairing code to use when setting up Better Together over Ethernet.
A/a/1	Enables switching between input modes: abc, ABC, Abc, or numbers.
Save	Saves settings.
Cancel	Cancels the currently initiated call or configuration.
Dial	Displayed after a number is keyed, a directory contact is selected, or a logged call is selected. Dials the phone number / directory contact / logged call.
Clear	Displayed (for example) after entering a digit of a phone number. Deletes from right to left.
:=	Displayed after a number is dialed and the call is answered on the other side. Also shown after you answer a call. Accesses the New Call / Transf screen in which you can key a number or URL.
Conf	Displayed after a number is dialed and the call is answered on the other side. Also shown after you answer a call. Accesses the NEW CALL screen in which you can key a number or URL.
Transf.	Displayed after a number is dialed and the call is answered on the other side. Also shown after a call is answered. Enables keying a number or URL to transfer the call to.
URL	Displayed after lifting the handset, after pressing := and selecting New Call / Trans , after pressing Conf , and after keying the  key. Enables calling a URL.
	Displayed after lifting the handset. Also displayed after New Call / Trans or Conf is selected. Presents menu items All Calls , Missed Calls , Received Calls , Dialed Calls .
Detail	Displayed (for example) after selecting a Call Log submenu: All Calls , Missed Calls , Received Calls or Dialed Calls . Displays the submenu's details (Time, Date, etc.).
End	Displayed for example after pressing the Dial softkey and when the called party lifts the handset/accepts the call. Also displayed after accepting an incoming call or lifting the handset to answer. Ends the call.
Back	Displayed for example after pressing the MENU key as well as after selecting any of the submenu's under it. Returns you to the previous screen state or menu level.
Start	Displayed after pressing Forward > selecting an extension line to which to forward. Activates call forwarding.
Edit	Displayed after you select a contact (for example) to be edited.
Delete	Displayed after pressing the MENU key > selecting Call Log softkey > selecting submenu All Calls , Missed Calls , Received Calls or Dialed Calls > pressing the Detail softkey. Before deleting a call item, a warning prompt is displayed.

3.3 Navigating to Menu Items

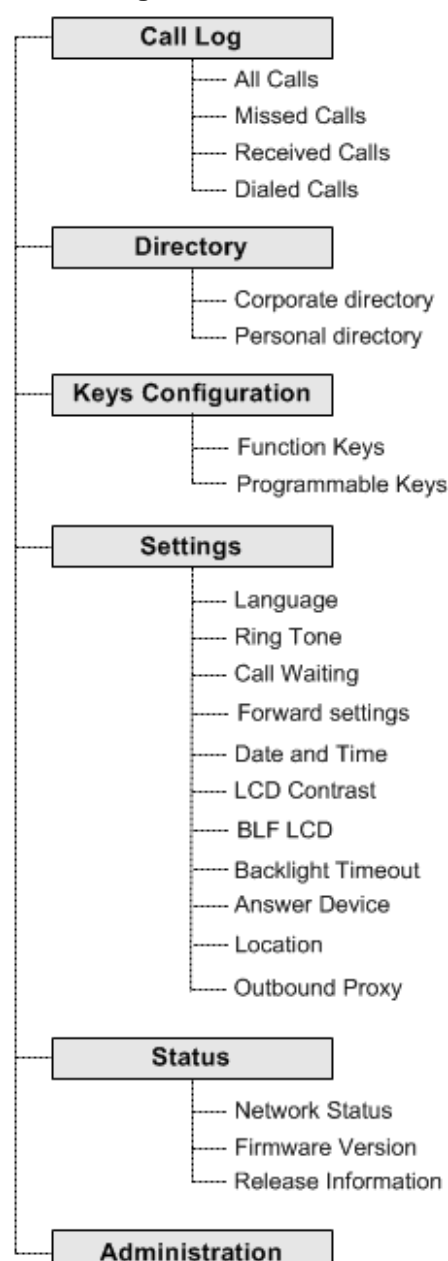
Menus are used to access information and to configure the phone.

For example, select the:

- **Personal directory** item under the **Directory** menu to add contacts
- **Missed Calls** item under the **Call Log** menu to view missed calls and to reply to them
- **Network Status** item under the **Status** menu to view the phone's IP address.

The figure below shows the phone's menus and submenus.

Figure 3-2: Menus



Note: The **Administration** menu is intended for system administrators only. It is password protected. See the *Administrator's Manual* for details.

➤ **To access the menus:**

- Press the MENU key located on the device.

➤ **To navigate to menu items:**

- Press the navigation control's lower rim -OR- press the menu item's number, e.g., press 3 to navigate to Speed Dial.

➤ **To select a menu or menu item:**

- Press the **Select** softkey or press the navigation control's **OK** button.

➤ **To cancel and move to a previous menu level:**

- Press the **Back** softkey.

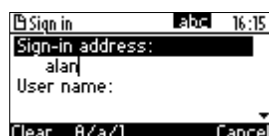
3.4 Entering Numbers, Alphabetical Letters and Symbols

The phone's keypad allows you to enter alphabetical letters, numbers and symbols, and to switch from one mode to another.

➤ **To select a mode (e.g., lower case letters):**

1. When signing in, for example, press the **A/a/1** softkey and navigate in the mode menu to:
 - **abc** = lower case letters -OR-
 - **ABC** = upper-case letters -OR-
 - **Abc** = first-letter upper case, the rest lower case -OR-
 - **123** = numerical mode (i.e., numbers)

Figure 3-3: Alphanumeric Selection



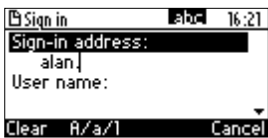
2. Select **abc**; the selection is displayed (see the figure above). Press the **MNO** key (for example) on the keypad; **m** is entered. Press the **GHI** key three successive times (pressing it once produces **g**, twice produces **h**); **i** is entered (see the figure above). Enter **k** and **e**.

- **To enter a symbol (e.g., dot or @ or hyphen):**
- 1. If you're not in lower case alphabetical mode, press the **A/a/1** softkey and navigate to **abc** (mandatory). You can also access the mode menu by pressing the **#** key on the keypad – press the **#** key successively to navigate in the menu.
 - 2. Press the **1** key on the keypad; a period / full stop is entered. *Immediately* press the **1** key again; a backslash is entered. Pressing successively produces:

Symbol	Explanation	Symbol	Explanation
.	Dot	*	Star sign
\	Backslash	=	Equal sign
@	At		Separator
;	Semi-colon	(Open parenthesis
:	Colon)	Close parenthesis
#	Pound	{	Open parenthesis
\$	Dollar	}	Close parenthesis
%	Percentage	[Open square parenthesis
^	Caret]	Close square parenthesis
&	Ampersand	"	Double quotation marks
!	Exclamation mark	'	Single quotation mark
?	Question mark	>	Greater than
+	Plus	<	Less than
-	Hyphen	,	Comma
_	Underscore	/	Forward slash
~	Approximates		

Note that the asterisk (*) symbol is entered directly using the star key.

Figure 3-4: Entering a Symbol (e.g., a dot)



- **To revert to letters (e.g., abc):**
- Press the **A/a/1** softkey (or the **#** key on the keypad) and navigate to **abc** mode.

Figure 3-5: Reverting to Letters (e.g., abc)



3.5 Signing In

This section shows how to sign in.

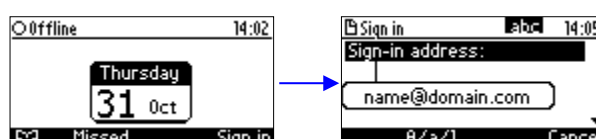
- To sign in with your user password (default sign-in method):



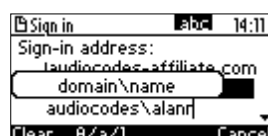
Note:

- You can sign in with your user password (default sign-in method) or with your PIN code provided by your IT administrator.
- If you select the PIN code method and then sign out, PIN code will be presented the next time you sign in, in which case you can switch back to the password method if you need to.

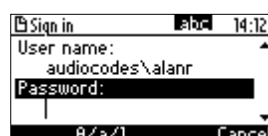
1. In the idle screen, press the **Sign in** softkey on the device; the LCD displays the Sign in screen:



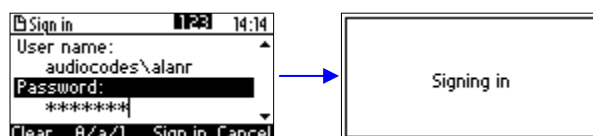
2. Enter your SIP URI. To switch from lower case alphabetical letters to numbers and symbols, see Section 3.4 on page 20.
3. Navigate down to the User name screen and enter your domain name, backslash, and User Name:



4. Navigate down to the Password screen:



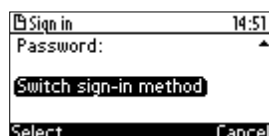
5. Enter your Password (the same password you use to access your PC). For information on switching from lower case alphabetical letters to numbers and symbols, see Section 3.4 on page 20. Press the **Sign in** softkey that's displayed.



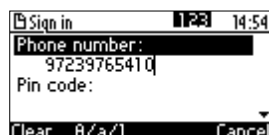
You're now signed in.

➤ **To sign in with your PIN code:**

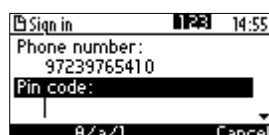
1. In step 4 of the previous method, instead of entering your Password, navigate down to the Switch sign-in method screen:



2. Press the **Select** softkey; the sign in method switches to signing in via PIN code. Enter the phone number:



3. Navigate down to the PIN code screen:



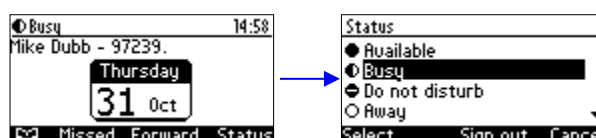
4. Enter the PIN (obtain it from your system administrator) and press the **Sign in** softkey that's enabled after entering the first character of the PIN; you'll then be signed in:

3.6 Signing Out

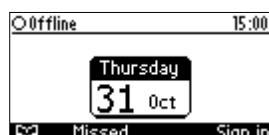
This section shows how to sign out.

➤ **To sign out:**

1. In the idle screen, press the **Status** softkey.
2. In the Status screen press the **Sign out** softkey.



You're now signed out. You're returned to the idle screen displaying the **Sign in** softkey.



Note: If a user signs out and another signs in, the phone presents empty Speed Dials and empty Call Logs to the newly signed in user. The Speed Dials and Call Logs of the signed out user are not saved on the phone.

3.7 Displayed Messages

Messages indicating processes in progress, displayed in the LCD, include:

Table 3-3: Displayed Messages Indicating Processes In Progress

Message	Description
Initializing	Initializing
Discovering LLDP	Discovering VLAN using Link Layer Discovery Protocol (LLDP)
Discovering CDP	Discovering VLAN using Cisco Discovery Protocol (CDP))
Acquiring IP	Acquiring an IP address from a DHCP server
Initializing Network	Initializing the network
Signing in	Signing in to the Lync server
Signing in...Contacting time server	Get the time from the NTP server
Discovering Lync server	Auto discovering the Lync server on the network
Registering	Registering to a SIP proxy server (after booting up the phone)
Downloading Firmware File	Downloading a firmware file
Upgrading Firmware	Upgrading the phone's firmware
Signing out	Signing out of the Lync server

4 Customizing Your Phone

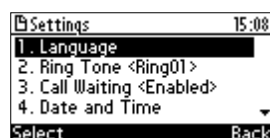
This section shows you how to customize your phone for enhanced usability.

4.1 Changing the LCD Language

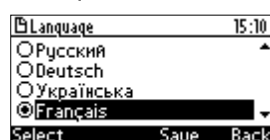
The LCD supports multiple languages. English is the default but you can change it to another.

➤ **To change the default:**

1. Access the **Languages** screen (MENU key > **Settings** > **Language**).



2. Navigate to the language you require.



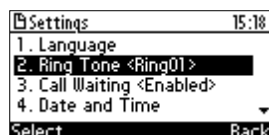
3. Press the **Select** softkey to select it.
4. Press the **Save** softkey to save the setting.

4.2 Selecting Ring Tone

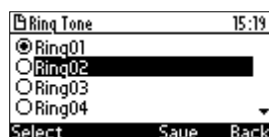
You can choose from a selection of ring tones to indicate incoming calls .

➤ **To select a ring tone:**

1. Access the **Ring Tone** screen (MENU key > **Settings** > **Ring Tone**).



2. Navigate to and select a ring tone. A sample of each ring tone is played as you navigate through the list.



3. Set ring tone volume by pressing the VOL  or VOL  key:



A few seconds after adjusting the volume level the Ringer Volume indication is hidden.

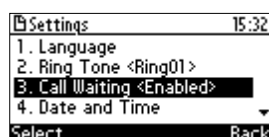
4. Press the **Select** softkey to apply your settings.
5. Press the **Save** softkey to save your settings.

4.3 Enabling Call Waiting

You can enable or disable the call waiting feature.

➤ To enable or disable call waiting:

1. Access the **Call Waiting** screen (MENU key > **Settings** > **Call Waiting**).



2. Navigate to and select:
 - **Disable** (disables call waiting)
 - OR-
 - **Enable** (enables call waiting)
 - OR-
 - **Busy on Busy** (see Section 4.4.1 below)



3. Press the **Select** softkey to apply your settings.
4. Press the **Save** softkey to save your settings.

4.4 Managing Simultaneous Incoming Calls

If two calls simultaneously come in on a phone, or if a user is in a call and a third party calls, the phone's LCD displays them in a graphically user-friendly way.

- Simultaneous incoming calls; both calling parties flash:



- When one of the incoming calls is answered:



- When a phone is in a call and another comes in:

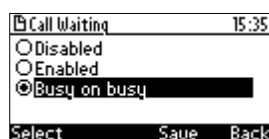


Additional visual indications on the device:

- The red Programmable Key LED flashes adjacent to the incoming call displayed in the LCD
- The blue Ring LED in the uppermost right corner of the device flashes

4.4.1 Configuring Busy on Busy

This feature rejects an coming call if you're already in an active call on either the IP phone or Lync client. It plays a busy signal to the caller.

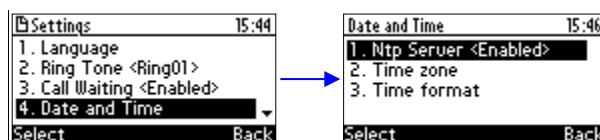


4.5 Setting Date and Time

Date and time is automatically retrieved from the deployed Network Time Protocol (NTP) server, enabled by your administrator.

➤ To enable the NTP server:

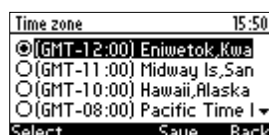
1. Access the **Date and Time** screen (MENU key > **Settings** > **Date and Time**).



2. If *not* already 'Enabled', notify your network administrator.

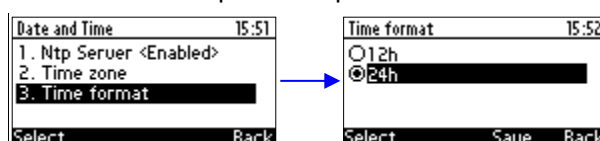
➤ To configure the Time Zone:

1. Navigate to the **Time zone** option and press the **Select** softkey.
2. Navigate to and select the time zone relevant to your geographical location. See [Table 4-1](#) below for a list of all Time Zone options.



➤ To configure the time format:

1. Navigate to the **Time format** option and press the **Select** softkey.



2. Navigate to the format of your choice and press the **Select** softkey.



Note: To configure the NTP server, see the *Administrator's Manual*.

Table 4-1: Time Zones

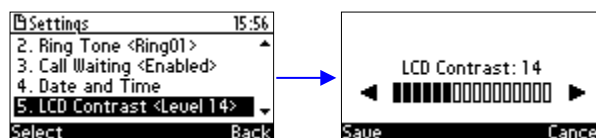
Time Zone	Place
(GMT-12:00)	Eniwetok, Kwajalein
(GMT-11:00)	Midway Is, Samoa
(GMT-10:00)	Hawaii, Alaska
(GMT-08:00)	Pacific Time (US & Canada)
(GMT-07:00)	Chihuahua, Mazatlan, Mountain Time (US & Canada)
(GMT-06:00)	Central Time (US & Canada)
(GMT-05:00)	Eastern Time (US & Canada)
(GMT-04:00)	Atlantic Time (Canada)
(GMT-03:30)	Newfoundland, Buenos Aires, Georgetown, Brasilia, Greenland
(GMT-03:00)	Buenos Aires, Georgetown, Brasilia, Greenland
(GMT-02:00)	Mid-Atlantic
(GMT-01:00)	Azores, Cape Verde Is
(GMT 00:00)	Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London, Casablanca, Monrovia
(GMT+01:00)	Amsterdam, West Central Africa, Madrid, Paris, Vilnius, Berlin, Bern, Rome, Vienna, Prague
(GMT+02:00)	Cairo, Jerusalem, Bucharest, Helsinki, Riga, Tallinn, Athens, Istanbul, Minsk, Harare, Pretoria
(GMT+03:00)	Kuwait, Riyadh, Nairobi, Baghdad, Moscow, St. Petersburg, Volgograd
(GMT+03:30)	Tehran
(GMT+04:00)	Abu Dhabi, Muscat, Baku, Tbilisi, Kabul
(GMT+05:00)	Islamabad, Karachi, Tashkent, Yekaterinburg
(GMT+05:30)	Bombay, Calcutta, Madras, New Delhi
(GMT+05:45)	Kathmandu
(GMT+06:00)	Almaty, Dhaka, Colombo, Almaty, Novosibirsk
(GMT+06:30)	Rangoon
(GMT+07:00)	Bangkok, Hanoi, Jakarta, Krasnoyarsk
(GMT+08:00)	Beijing, Chongqing, Hong Kong, Urumqi, Perth, Singapore, Taipei, Irkutsk, Ulaan Bataar
(GMT+09:00)	Osaka, Sapporo, Tokyo, Seoul, Yakutsk
(GMT+09:30)	Darwin, Adelaide
(GMT+10:00)	Canberra, Melbourne, Sydney, Brisbane, Guam, Port Moresby, Hobart, Vladivostok
(GMT+11:00)	Magadan, Solomon Is, New Caledonia
(GMT+12:00)	Fiji, Kamchatka, Marshall Is, Auckland, Wellington
(GMT+13:00)	Nuku'alofa

4.6 Changing LCD Contrast Level

The phone's LCD supports 36 different contrast levels. The range is 0-35. The default is 14. You can choose the level that suits you best.

➤ **To define the LCD's contrast level:**

1. Access the **LCD Contrast** submenu (MENU key > **Settings** > **LCD Contrast**).



2. Press the navigation control's left or right rim to navigate to the contrast level that suits you best.
3. Press the **Save** softkey to apply your settings.

4.7 Defining BLF LCD Contrast

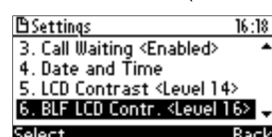


Note: Applies only to the 440HD IP Phone.

The BLF LCD supports 40 different contrast levels. The range is 0-39. The default is 16. You can choose the level that suits you best.

➤ **To define the BLF LCD's contrast level:**

1. Access the **BLF LCD Contrast** submenu (MENU key > **Settings** > **BLF LCD Contr.**).



2. Press the navigation control's left or right rim to navigate to the contrast level that suits you best.



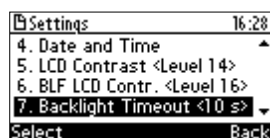
3. Press the **Save** softkey to apply your settings.

4.8 Defining LCD Backlight Timeout

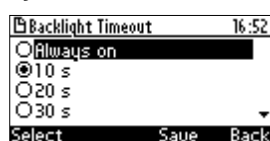
You can define how long the phone's backlight will stay on when the phone is idle. When this duration times out, the backlight switches off. For the backlight to never time out, you can select the **Always on** option. The default is 10 seconds.

➤ **To define LCD backlight timeout:**

1. Access the **Backlight Timeout** screen (MENU key > **Settings** > **Backlight Timeout**).



2. Navigate to and select **Always on** or **10 / 20 / 30 / 40 / 50 / 60 seconds**).



3. Press the **Select** softkey to apply your settings.
4. Press the **Save** softkey to save your settings.

4.9 Selecting an Answering Device

You can select which audio device (speaker or headset) is activated when you answer calls (by pressing the **Accept** softkey or lifting the handset) or when you dial calls (by pressing the number keys on the keypad and then pressing the **Dial** softkey).

The default device is the speaker.

➤ **To select the answering device:**

1. Access the **Answer Device** screen (MENU key > **Settings** > **Answer Device**).



2. Navigate to and select the device (Speaker or Headset) and press the **Select** softkey.

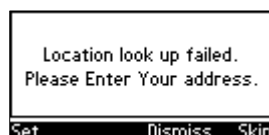


3. Press the **Save** softkey.

4.10 Defining Location

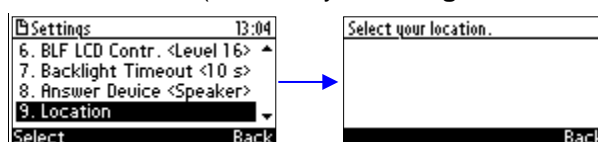
This feature enables the called party to identify the geographical location of the calling party. For example, if a caller in the U.S. makes an emergency call to E911, the feature extracts the caller's information for the police department to immediately identify the caller's location.

The network administrator configures geographical location for each subnet (see the *Administrator's Manual*). After you sign in, your geographical location is downloaded via inband provisioning. If geographical location is not provisioned by the server, a popup opens in the phone's LCD enabling users to either **Set** the location manually, **Skip** (the popup closes but pops up every few hours), or **Dismiss** ('kills' the popup).



➤ To manually set location:

- Access the **Location** screen (MENU key > **Settings** > **Location**).



4.11 Defining an Outbound Proxy

Lync Server Multitenant Hosting Pack is a Microsoft® Unified Communications (UC) hosting solution for telecommunications and hosting providers. The solution enables Microsoft hosting partners to deploy a single instance of the Lync Server software to securely and economically host multiple tenants with a rich, fully integrated UC solution.

To connect the AudioCodes Lync-compatible phone to a hosted Lync environment (LHP), a dedicated 'Outbound Proxy' parameter is available which is used to configure the hosted service provider's domain name (FQDN).



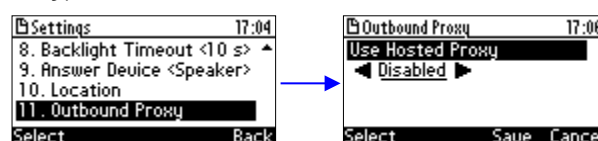
Note:

- In hosted environments, it's common practice that this hosted domain name is different to the enterprise's domain name.
- Refer also to 400HD Series IP Phones for Lync Hosting Partner (LHPv2) Environment Configuration Note.

To configure a phone for an LHP environment, configure the address of the Outbound Proxy as the hosted service provider's domain name (FQDN).

➤ To configure the address of the Outbound Proxy:

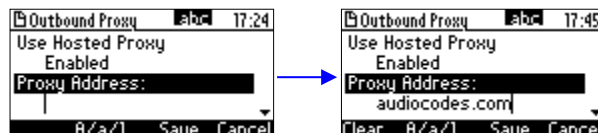
1. In the phone's LCD, access the **Outbound Proxy** screen (MENU key > **Settings** > **Outbound Proxy**).



2. Press the right rim of the navigation control to set the 'Use Hosted Proxy' field to **Enabled**.



3. In the 'Proxy Address' field enter the hosted service provider's domain name (FQDN).



4. Navigate down to the 'Port' field, configure the port (default = 0), and then press the **Save** softkey.



4.12 Adjusting Volume

You can adjust the volume of the phone's:

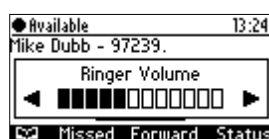
- Ring
- Tones (e.g., dial tone)
- Handset
- Speakerphone
- Headset

4.12.1 Adjusting Ring Volume

You can adjust the volume of the ring indicating an incoming call.

➤ To adjust ring volume:

1. When the phone is in idle state (i.e., not in use), press the VOL or VOL key; the Ringer Volume bar is displayed on the screen:



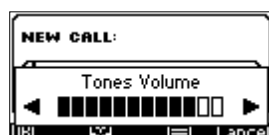
2. Press the VOL or VOL key on the keypad to adjust the volume. After adjusting, the Ringer Volume level disappears from the screen.



4.12.2 Adjusting Tones Volume

You can adjust the phone tones, including dial tone, ring-back tone and all other call progress tones.

➤ To adjust tones volume:

1. Off-hook the phone (using handset, speaker or headset).
2. Press the VOL or VOL keyboard key; the Tones Volume bar displays on the screen:





3. Press the VOL  or VOL  key to adjust the volume. After adjusting, the Tones Volume bar disappears from the screen.



4.12.3 Adjusting Handset Volume

The volume of the handset can be adjusted during a call or when making a call. After changing the volume, the newly adjusted level applies to all subsequent handset use.

➤ **To adjust handset volume:**

1. During a call or when making a call ensure that the handset is off the cradle.
2. Press the VOL  or VOL  key; the Handset Volume bar is displayed on the screen.





3. Press the VOL  or VOL  key on the keyboard. After adjusting, the Handset Volume bar disappears from the screen.

4.12.4 Adjusting Speaker Volume

The volume of the speakerphone can only be adjusted during a call. After changing the volume, it applies to all subsequent speakerphone use.

➤ **To adjust the speakerphone volume:**

1. During a call, press the SPEAKER key.
2. Press the VOL  or VOL  key; the Speaker Volume bar is displayed on the screen.





3. Adjust the volume using the VOL  or VOL  key. After you have completed adjusting the volume, the Speaker Volume bar disappears from the screen.



4.12.5 Adjusting Headset Volume

The volume of the headset can only be adjusted during a call. Once you have changed the volume level, the volume applies to all subsequent headset use.

➤ **To adjust the headset volume:**

1. During a call, press the HEADSET key.
2. Press the VOL  or VOL  key; the Headset Volume bar is displayed on the screen.



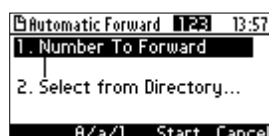
3. Adjust the volume using the VOL  or VOL  key. After adjusting the volume, the Headset Volume bar disappears from the screen.

4.13 Defining Call Forwarding

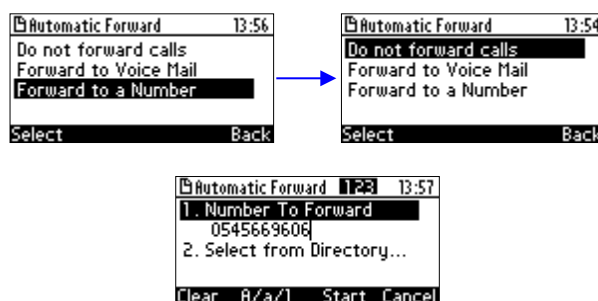
This feature enables you to automatically redirect an incoming call to another phone number if a user-defined condition is met, e.g., if the line is busy.

➤ To define call forwarding:

1. Access the **Automatic Forward** screen (MENU key > **Settings** > **Forward settings** -or- press the **Forward** softkey when the LCD is in idle state):



2. To forward to voice mail: In the Automatic Forward screen, navigate to **Forward to Voice Mail** and press the **Select** softkey; you're returned to the idle screen; calls will be automatically forwarded to your Voice Mail.
3. To forward to a number: In the Automatic Forward screen, navigate to **Forward to a Number** and press the **Select** softkey:



4. Enter the number and press the **Start** softkey; you're returned to the idle screen; calls will be automatically forwarded to the number.

➤ To deactivate call forwarding:

When the LCD is in idle state press the **Forward** softkey and in the Automatic Forward screen, select **Do not forward calls**.

4.14 Managing Your Personal Directory

You can add contacts to the Personal Directory and edit and delete them if necessary. After adding a contact, you can call the contact directly from the directory (see Section 6.3 on page 58). If you receive an incoming call from a contact listed in the directory, the LCD displays the name listed. If you assign a speed dial key to the contact, you can press it to call them.




Note:

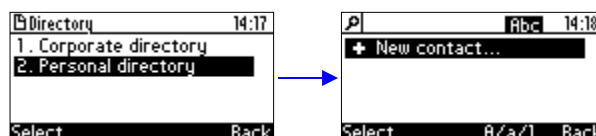
- You can add a maximum of 1,000 contacts to your Personal Directory.
- Your phone also features a Corporate Directory set up by your system administrator in the Microsoft Lync Server (see the *Administrator's Manual*).
- The Personal Directory and the Corporate Directory display the presence status of contacts if your system administrator set them up in the Microsoft Lync Server (see the *Administrator's Manual*).
- Corporate Directory contacts in your phone cannot be edited or deleted.

4.14.1 Accessing the Directory

Accessing the directory is necessary to perform the management operations subsequently described.

➤ To access:

1. Press the **CONTACTS** key on the keypad -OR- press the  softkey when the LCD is in idle state -OR- press the MENU key on the keypad, select **Directory**, and then select **Personal directory**.



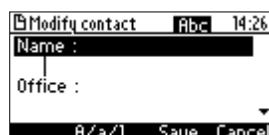
2. Add a contact, search for a contact, dial a contact, edit contact information or delete a contact (see below).

4.14.2 Adding Contacts to the Personal Directory

This section shows how to add a contact to the Personal Directory. You can enter the contact's home number, office number, mobile number, and/or SIP URI. You can also define a Speed Dial to place calls quickly to the contact (see Section 4.16 on page 43).

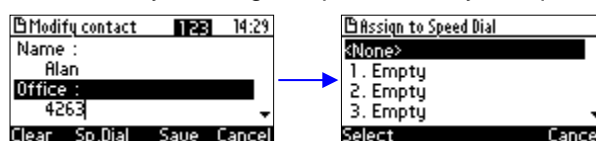
➤ To add a contact to the phone directory:

1. Access the **Personal directory**.
2. Select **+ New contact** (press the **Select** softkey):

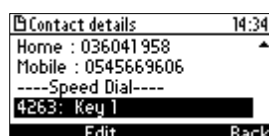


3. In the 'Modify contact' screen, key in the 'Name' of the new contact (see Section 3.4 on page 20 for detailed instructions).
4. Navigate down and key in the new contact's office phone number (see Section 3.4 on page 20 for detailed instructions).
5. Optionally, navigate down and key in the new contact's home and mobile numbers as well.

6. Optionally, navigate down and enter the contact's SIP URI, e.g., mike.dubb@audiocodes.com. You may find this option useful if you don't know their phone number.
7. Press the **Sp. Dial** softkey to assign a speed dial key if required:



8. Navigate to the first Empty speed dial and press the **Select** softkey, a speed dial key is assigned to the contact.
9. Press the **Save** softkey; 'Contact Saved' is displayed.
10. To view the assigned speed dial, navigate down to the contact's name and press 'Detail'; navigate down to this screen:

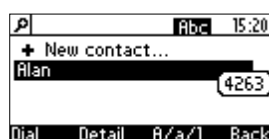


4.14.3 Editing Contact Information

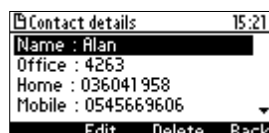
This section shows how to edit contact information.

➤ **To edit:**

1. Access the **Personal directory** and navigate to the name of the contact to edit:



2. Press the **Detail** softkey:



3. Press the **Edit** softkey:



4. Modify the contact's details and press the **Save** softkey.



Note: The Corporate directory cannot be modified.

4.14.4 Deleting a Contact

This section shows how to delete a contact from the directory.

➤ **To delete a contact:**

1. Access the **Personal directory** and navigate to the contact to delete:



2. Press the **Detail** softkey; the contact details are shown.
3. Press the **Delete** softkey; a 'Delete current contact?' warning message appears:



4. Press the **Yes** softkey to remove the contact from the phone directory or **No** if you want to keep the contact in the directory; the contact is removed from the directory.



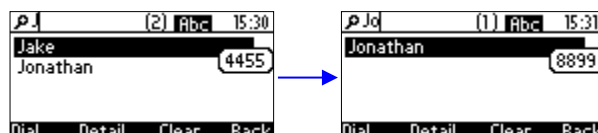
Note: Contacts in the **Corporate directory** cannot be deleted.

4.14.5 Searching for a Contact

The search feature enables you to quickly and easily locate a contact in the directory. The feature is especially useful if you have a long list of contacts.

➤ To search for a contact:

1. Access the phone directory.
2. Search for a contact:
 - Navigate to the contact in the list
-OR-
 - Key the first letter in the contact's name; the directory locates contacts whose names begin with that letter. For example, as you press the 'j' key to search for contact Jonathan, the directory locates contacts whose names begin with 'j'. As you key in the next letter, i.e., 'o', contacts whose names begin with 'jo' appear, etc.



4.15 Searching for a Contact in the Corporate Directory using T9




Note: The T9 feature only applies to searching for a contact in the **Corporate directory**.

The T9 (Text on 9 keys) feature (enabled by default) lets you press the **2** key, for example, on the dial pad to input the letter **C**. You only need to press it once. So to input **Charles**, you can press **2427537**.

T9 supports predictive search, so as letters are entered, T9 displays possibilities before you finish entering the name. If the name Alex, for example, appears multiple times in the corporate directory, users can enter **ALEX**, space (*), and then the first letter of the family name – or the first letter of the middle name, if there is one.

➤ To access a contact in the Corporate Directory using T9:

1. Open the Corporate Directory (press the CONTACTS hard key - or - in the idle screen, press the  soft key - or – press the MENU hard key > **Directory** > **Corporate directory**).



2. Note that **T9** is enabled by default. On the dial pad, press the key containing the first letter in the contact's name, for example, **A**. You only need to press it once. Then press the key containing the second letter, for example, **L**. You only need to press it once.



3. Optionally, press the **OK** softkey, or press the key containing the third letter, for example, **E**.




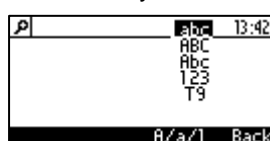
4. Use the * key on the dial pad to enter a space, and then enter the first letter of the family name, if necessary.

4.15.1 Changing from T9 to A/a/1

You can search for a contact in the Corporate directory using T9 (default) or A/a/1.

➤ To change from the default to A/a/1:

1. Open the Corporate Directory (press the CONTACTS hard key - or - in the idle screen, press the  soft key - or – press the MENU hard key > **Directory** > **Corporate directory**).
2. In the directory, press the **A/a/1** softkey and choose your preference:



4.16 Defining a Function Key as a Speed Dial

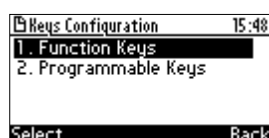
This section shows how to set up placing a call to a contact by pressing a Function Key defined as a Speed Dial. You can define each of the 12 Function Keys on the phone's BLF sidecar as a Speed Dial. Speed Dials for 12 contacts can therefore be defined. An additional five can be defined using the Programmable Keys – see Section 4.18 on page 47).



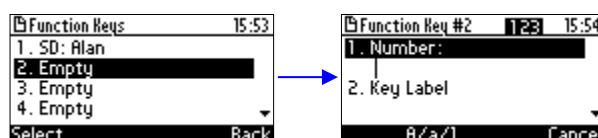
Note: These are your own private Speed Dials. They are preserved even if you sign out of the phone, sign in with another user, sign out as that user, and then sign in again as your own user. The Speed Dials are preserved irrespective of whether configured on the BLF sidecar or on the Programmable Keys adjacent to the LCD.

➤ To define a Function Key as a Speed Dial:

1. Access the **Function Keys** screen (MENU key > **Keys Configuration** > **Function Keys**):



2. Navigate to and select an empty (undefined) Function Key; the selected Function Key is displayed (#2, in this example):



Note:

- **Function Key #1** is the topmost of the 12. **Function Key #2** is second from the top. **Function Key #12** is the lowermost.
- You can also access a **Function Key #** screen by long-pressing one of the twelve Function Keys.

3. In the 'Number' field, enter the contact's phone number:



- Navigate down to the 'Key Label' field and enter the contact's name to be displayed:



-OR-

- Skip the 'Number' and 'Key Label' fields and navigate down to and select **Select from Directory** > **Personal Directory** -or- **Corporate Directory** > the contact to whom to assign the Speed Dial:



- Navigate down to 'Call Type' field:



- Navigate to and select **Speed Dial** or **Speed Dial+BLF** (if you're unsure whether or not the contact is a Lync contact, it's advisable to leave this parameter's default value unchanged).
4. Press the **Save** softkey; the SD is created; it is displayed in the BLF LCD (440HD phone only) and listed in the Function Keys screen (both phone models). The BLF will turn on if it's a Lync contact.

4.16.1 Editing a Speed Dial

You can edit a Speed Dial.

➤ To edit a Speed Dial:

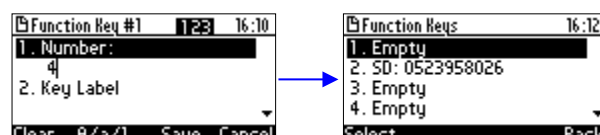
1. Long-press the Function Key defined as a Speed Dial; the Function Key# screen is displayed.
2. In the 'Number' field, edit by pressing the **Clear** softkey to delete digits.
3. Navigate down to the 'Key Label' field. Edit by pressing the **Clear** softkey to delete letters.
4. Navigate down and select **Select from Directory** and then **Personal directory**. Navigate to and select a contact.
5. Navigate down to the 'Call Type' field and press the navigation control's left or right rim to navigate to and select either **Speed Dial** or **Speed Dial+BLF**.
6. Press the **Save** softkey to save the edit.

4.16.2 Deleting the Speed Dial

You can delete the Speed Dial.

➤ To delete a Speed Dial:

1. Access the Function Key # screen (MENU key > **Keys Configuration** > **Function Keys**).
2. Navigate to and select the Speed Dial to delete (#1 in the example below).
3. In the 'Number' field, delete the entire number using the **Clear** softkey.
4. Press the **Save** softkey; the Speed Dial is now listed as 'Empty' in the Function Keys screen:



4.17 Defining a Programmable Key as a Speed Dial

Three Programmable Keys are located on either side of the LCD, making six in total.



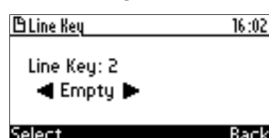
Note: The left uppermost key opposite the LCD is the preprogrammed Line. It cannot be defined as a Speed Dial.

You can define the other five keys as Speed Dials, just as you defined the 12 Function Keys as Speed Dials as shown in Section 4.16 on page 43.

You can therefore define a total of 17 Speed Dials on a phone.

➤ To define a Programmable Key as a Speed Dial:

1. Long-press a Programmable Key (that hasn't been defined) or press **MENU > Keys Configuration > Programmable Keys** and select an 'Empty'; this screen is displayed:



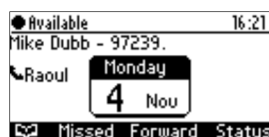
2. Press the navigation control's left or right rim to navigate to and select either **Speed Dial** or **Speed Dial+BLF**:



3. Press the **Select** softkey; this screen opens:



4. Define the 'Number' and 'Key Label' field – or navigate down to select the **Select from Directory** option - as you did when defining a Function Key as Speed Dial (see Section 4.16 on page 43) and press the **Save** softkey; the LCD reverts to idle mode displaying the Speed Key icon next to the name of the contact you defined ('Raoul', in this example):



5. To quickly place a call, press the key on the phone opposite 'Raoul'; the number is dialed.

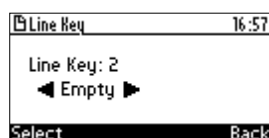
4.17.1 Deleting the Speed Dial

➤ To delete a Speed Dial:

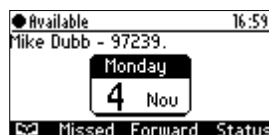
1. Long-press the key opposite the Speed Dial displayed in the LCD ('Raoul', in the previous example); this screen is displayed:



2. Press the navigation control's left or right rim to navigate to and select **Empty**:

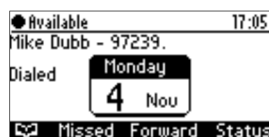


3. You're returned to the idle LCD; the Speed Dial is removed:



4.18 Defining a Programmable Key as a Key Event

You can alternatively define the five Programmable Keys as Key Events. For example, in the figure below, a Programmable Key has been defined as a 'Dialed' Key Event. Pressing the key opposite 'Dialed' opens the Dialed Calls screen:



Note: The left uppermost key opposite the LCD is the preprogrammed Phone Line. It cannot be defined as a Key Event.

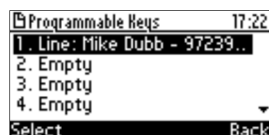
Other Key Events you can define in addition to 'Dialed Calls' are:

- Missed Calls
- Received Calls
- Directory
- DnD All
- Forward All

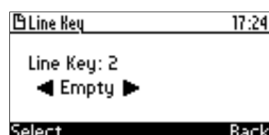
The section below shows how to define a Programmable Key as a Key Event.

➤ To define a Programmable Key as a Key Event:

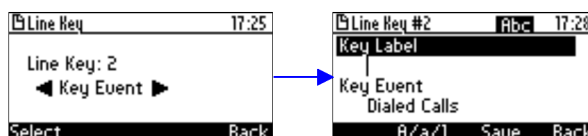
1. Access the Programmable Keys screen (MENU key > **Keys Configuration** > **Programmable Keys**):



2. Navigate down to an Empty key and select it:



3. Press the navigation control's left or right rim to navigate to and select **Key Event**:



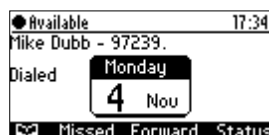
4. In the 'Key Label' field, define an identifier that you'll easily identify in the LCD, e.g., 'Dialed':



5. Navigate down to the 'Key Event' field and then press the navigation control's left or right rim to navigate to and select the Key Event you want to define, for example, 'Dialed Calls':



6. Press the **Save** softkey; the LCD reverts to idle mode displaying the 'Dialed' Key Event you defined ('Dialed', in this example):



4.18.1 Deleting the Key Event

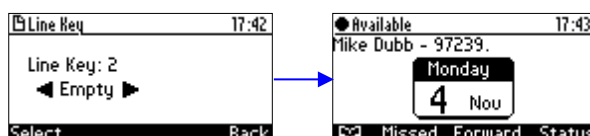
This section shows how to delete a Programmable Key defined as a Key Event.

- **To delete a Programmable Key defined as a Key Event:**

1. Long-press the Programmable Key until this screen is displayed:



2. Press the navigation control's left or right rim to navigate to and select **Empty**; you're returned to the idle LCD; the Programmable Key is removed.



4.19 Changing your Presence Status

You can assign a presence status to control whether you want people to contact you or not, and if so, how. By default, your status is based on your Lync client.

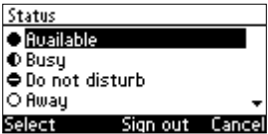


Note:

- Presence status can be changed by your Lync client running on your computer. This status is reflected on the phone's LCD.
- After *n* minutes (configured in the Lync server by your administrator), presence status automatically changes to 'Inactive'.
- *n* minutes after this (also configured in the Lync server by your administrator), presence status automatically changes to 'Away'; all calls are then automatically forwarded to the RGS (Response Group Service) if it is configured.

➤ **To set/change presence status:**

1. In the idle screen, press the **Status** softkey:

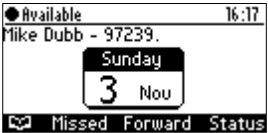


2. Navigate to a presence status:

Table 4-2: Presence Statuses

Presence Status	Description
Available	You're online and available for other contacts to call.
Busy	You're busy and don't want to be interrupted.
Do not disturb	You don't want to be disturbed. Stops the phone from ringing when others call you. If DnD is activated, callers hear a tone indicating that your phone is busy; the call is blocked and your LCD's idle screen indicates 'Missed Calls'.
Away	You want to hide your status and appear to others you're currently away.
Be right back	You' are away briefly and will return shortly.
Reset	Automatically updates your status received from the Lync 2010 server.

3. Press the **Select** softkey; the status you selected is displayed in the idle screen:



4. To reset your presence status, navigate to **Reset** in the Status screen and press the **Select** softkey; your status is received from the Lync 2010 server and automatically updated.



Note: If a contact listed in your phone's BLF list is in a call, the red BLF LED on your phone flashes on and off to indicate it.

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5 Performing Basic Operations

This section shows basic phone operations.

5.1 Using Audio Devices

You can use one of the following audio devices on the phone for speaking and listening:


- **Handset:** To make a call or answer a call, lift the handset off the cradle.
- **Speaker** (hands-free mode). To activate it, press the speaker key during a call or when making a call. To deactivate it, press the speaker key again.
- **Headset** (hands-free mode). When talking on the phone, you can relay audio to a connected headset. To enable it, press the headset key. To disable it, press it again.

You can easily change audio device during a call.

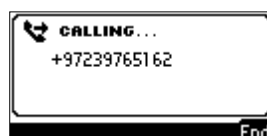
- **To change from speaker/headset to handset:** Activate speaker/headset and pick up the handset; the speaker/headset is automatically disabled.
- **To change from handset to speaker/headset:** Off-hook the handset and press the speaker/headset key to activate the speaker/headset. Return the handset to the cradle; the speaker/headset remains activated.

5.2 Making Calls

The phone offers multiple ways of making a call. After dialing a number:

- LCD displays  and the called party's phone number or contact name if it's listed in the phone directory
- LCD displays the line extension number on which the called party is dialed
- The phone plays a ring-back tone

LCD indications:



➤ **To end dialing a call before it's answered:**

- Press the **End** softkey or the speaker key.



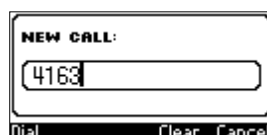
Note: For advanced dialing using the phone directory, see Section 4.14 on page 39.
For defining a Speed Dial key, see Section 4.16 on page 43.

5.2.1 Dialing

This section shows how to dial. To dial, either (1) key-in the number on the keypad (2) press the speaker key and enter the number (3) press the speaker key or lift the handset and enter a URL address (e.g., host and domain name, or IP address) or alphabetical letters (e.g., tvservice).

➤ **To dial a regular-digits phone number:**

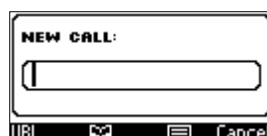
1. On the keypad, key the first digit of a regular phone number; the LCD displays the digit in the NEW CALL field; key in the remaining digits. To delete (from right to left) entered digits, press the **Clear** softkey. To cancel the call, press the **Cancel** softkey.



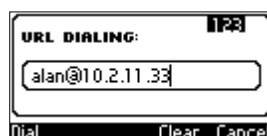
2. Do any of the following:
 - Don't do anything; dialing is automatically performed after a few seconds.
 - Press the **Dial** softkey; dialing is performed.
 - Pick up the receiver; dialing is performed.
 - Press the **Speaker** button; dialing is performed.
 - Press **#** (if you switched on speaker/handset/headset before keying in the digits of the phone number); dialing is performed.

➤ **To dial a URL:**

1. Press the speaker key or lift the handset; the LCD displays the NEW CALL field and the **URL** softkey:



2. Press the **URL** softkey and enter a URL address (see Section 3.4 for switching letters, numerals and symbols). To delete (from right to left) entered letters/numerals/symbols, press the **Clear** softkey. To cancel the call, press the **Cancel** softkey.



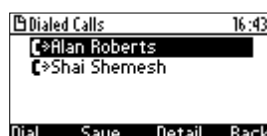
3. Press the **Dial** softkey.

5.2.2 Redialing

You can redial a number previously dialed.

➤ **To redial:**

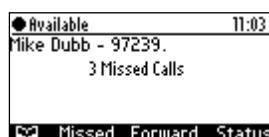
1. Press the REDIAL key; the Dialed Calls screen is displayed, listing in chronological order, recently dialed numbers:



2. Navigate to and select the number to redial.
3. Press the **Dial** softkey or press the **OK** key.

5.2.3 Dialing a Missed Call

The phone logs all missed calls. The LCD in idle state displays the number of missed calls.



➤ **To dial a missed call:**


1. Press the **Missed** softkey; the Missed Calls screen is displayed:



2. Navigate to the missed call to dial if there are more than one listed.
3. Press the **Dial** softkey or press the **OK** key.

5.3 Answering Calls

The phone indicates an incoming call as follows:

- LCD displays  together with the caller's phone number (or contact name if listed in the phone directory):



- Phone rings.
- Ring LED flashes blue.

➤ **To answer:**

- Pick up the handset-OR- press the headset key (ensure that the headset is connected to the phone) -OR- press the speaker key -OR- press the **Accept** softkey (the speaker is automatically activated)

When you answer, the LCD displays the  icon and the caller's details and call duration:



Note:

- **HD** in the LCD indicates a high-definition call (using a wideband voice coder).
- If a contact is in a call and they're listed in your phone's BLF list, the red BLF LED flashes on and off to indicate that the contact is in a call. If that contact is in a call with another contact listed in your phone's BLF list, the red BLF LEDs of both the calling contact and the called contact flash on and off on your phone.
- When two incoming calls occur simultaneously, the names of the calling parties appear on the LCD and the adjacent incoming call icons flash. If a user is in a call and a third party calls, the name of the calling party appears on the LCD and the adjacent incoming call icon flashes.



5.4 Rejecting Incoming Calls

You can reject an incoming call; the caller hears a busy tone from your phone if you do.

➤ **To reject an incoming call:**

- Press the **Reject** softkey.



5.5 Silencing Incoming Calls

You can silence an incoming call's ringing. When you do, the caller hears normal ringing but no answer.

➤ **To silence the ringing of an incoming call:**

- Press the **Silent** softkey.



Answer a silenced call by pressing the **Accept** softkey or picking up the handset.

5.6 Ending an Established Call

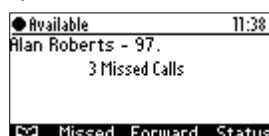
You can end an established call.

➤ **To end an established call:**

- Return the handset to the phone cradle if it was used to take the call -or-
- Press the headset key -or-
- Press the speaker key -or-
- Press the **End** softkey

5.7 Viewing Missed, Received and Dialed Calls

Your phone logs missed, received and dialed calls. In idle state, the LCD displays the number of missed calls (if any). In the example below, 3 missed calls are indicated.



➤ **To view missed calls:**

- Press the **Missed** softkey.



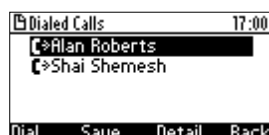
Note: After viewing, the indication disappears from the screen. The next time a call is missed, the indication will reappear.

➤ **To view call history:**

1. Access the Call Log screen (MENU key > **Call Log**).
2. In the Call Log screen, navigate to and select the call log you require.

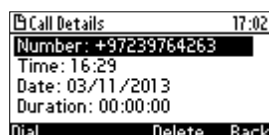


- **All Calls** = calls that were missed, received and dialed
 - **Missed Calls** = calls that were not answered
 - **Received Calls** = the most recently answered numbers
 - **Dialed Calls** = the most recently dialed numbers
3. Navigate to the option you want and press the **Select** softkey; a list of the logged calls is displayed, for example, Dialed Calls:



4. Press the softkey you need:

- **Dial** = dials the number of the selected logged entry.
- **Save** = saves the related information about the call entry in the personal directory (for adding a contact in the directory, see Section 4.14 on page 39).
- **Detail** = accesses the Call Details screen, which displays details of the call entry:



The Call Details screen displays the following logged call information:

- **Number** = phone number logged
- **Time** = the time the call was logged
- **Date** = the date on which the call was logged
- **Duration** = the duration of the call



Notes:

- The call history lists are stored from the newest to oldest entries. The maximum number of entries for each call history type is 200. Once this maximum is attained, the oldest entry is deleted and replaced with the new entry.
- The call history lists are saved on a daily basis. In the case of a power outage, some of the received information may be lost.
- If you view missed calls by pressing the **Missed** softkey, the missed calls notification no longer appears on the screen and reappears the next missed call.

6 Performing Advanced Operations

This section shows how to perform advanced operations.

6.1 Answering Waiting Calls

You can accept a call on an extension on which there already is an active call.

➤ **To answer a waiting call:**

a. A call with Mike Dubb is in progress



b. A call comes in from Tomer Keshet



 = call waiting

➤ **To answer Tomer Keshet:**

1. Press the **Accept** softkey; the waiting call from Tomer Keshet is answered; the previous call from Mike Dubb is put on hold:



2. To toggle between calls, press the navigation control's upper or lower rim.



Note: To enable / disable the call waiting feature, see Section 4.3 on page 27.

6.2 Placing Calls On Hold

You can place a call on hold in order to answer an incoming call (see Section 6.1 on page 57) or to make another call. The party put on hold will hear music played (Music on Hold (MOH)).

➤ **To place a call on hold:**

- Accept an incoming call and then press the HOLD key on the keyboard or press the **Hold** softkey; the call is put on hold:



➤ **To retrieve a call on hold:**

- Press the **HOLD** key again -OR- press the **Resume** softkey.



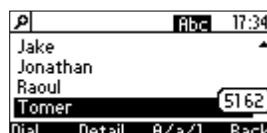
Note: When using the handset in a call, if the handset is on-hooked after putting the call on hold, the call is *not* disconnected and the *audio is switched to the speaker*. For the call to be *disconnected*, as it was in earlier versions, refer to your network administrator.

6.3 Calling a Contact Listed in the Directory

This section shows how to call a contact listed in your directory.

➤ **To call:**

1. Press the CONTACTS key on the keyboard, navigate to **Personal directory**, and press the **Select** softkey to access it.
2. Navigate to a contact to call (see also Section 4.14.5 on page 41).



3. Press the **Dial** softkey or the **OK** key.

6.4 Using a Speed Dial to Place a Call

You can press a Function Key or a Programmable Key, that you defined as a Speed Dial, to quickly place a call. To define a Function Key as a Speed Dial, see Section 4.16. To define a Programmable Key as a Speed Dial, see Section 4.17.

➤ **To place a call using a Speed Dial:**

- Press a Function Key (1-12 on the right side of the phone) that you defined as a Speed Dial; the phone dials the defined contact's number -OR-
- Press a Programmable Key (the six flanking the LCD with the exception of the uppermost left key) that you defined as a Speed Dial; the phone dials the defined contact's number.



Note: If you haven't defined Function Key #8 (for example) as a Speed Dial and you press it, the LCD displays the Function Key #8 screen enabling definition. If you haven't defined a Programmable Key and you long-press it, the Line Key screen is displayed enabling definition. See Section 4.16 and Section 4.17.

6.5 Transferring Calls

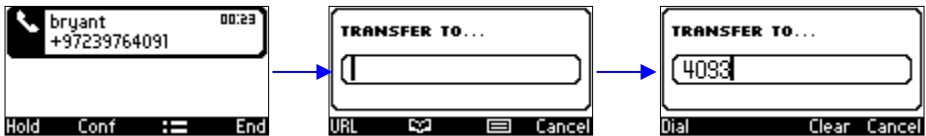
You can transfer a call to another party. You can perform a consultative or a blind transfer.

Transfer Method	When
Consultative	Connect a second party to a third party <i>after</i> the third party answers and agrees to take the call from the second party.
Blind	Connect a second party to a third party <i>before</i> the third party answers.

6.5.1 Performing a Consultative Transfer

You can perform a consultative transfer using the TRANSFER key on the phone.

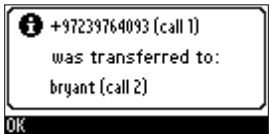
- **To perform a consultative transfer:**
1. In a call with Bryant, he asks you (James) to transfer him to Jordan. Press the TRANSFER key on the phone; James is put on hold and Music on Hold is played to him. You hear a dial tone and the TRANSFER TO field opens.



2. Enter Jordan's number as shown above and press the **Dial** softkey; Jordan's phone rings and Jordan answers:



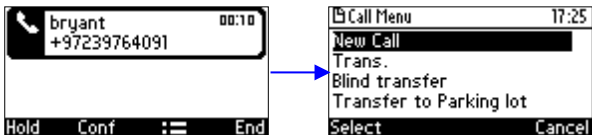
3. *Consult with Jordan* and then press the **Trans.** softkey; Jordan is transferred to Bryant.



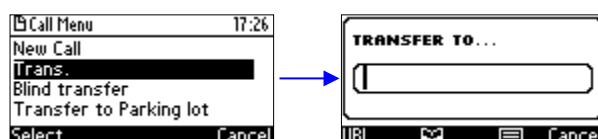
6.5.1.1 Performing a Consultative Transfer using Softkeys Only

You can perform a consultative transfer using only softkeys.

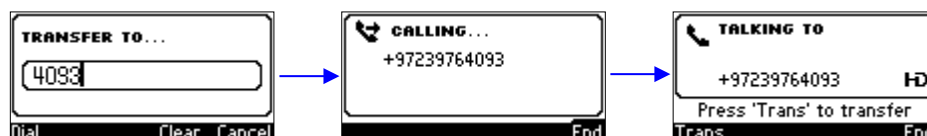
- **To perform a consultative transfer using only softkeys:**
1. In a call with Bryant, he asks you (James) to transfer him to Jordan. Press the **Trans.** softkey; the Call Menu screen opens:



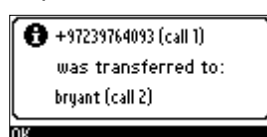
2. Select **Trans**; ; James is put on hold and Music on Hold is played to him. You hear a dial tone and the TRANSFER TO screen opens:



3. Enter Jordan's number as shown below and press the **Dial** softkey; Jordan's phone rings and Jordan answers:



4. Consult with Jordan and then press the **Trans.** Softkey; Jordan is transferred to Bryant.

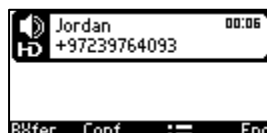


6.5.2 Performing a Blind Transfer

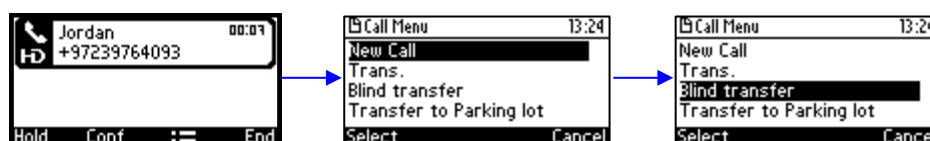
You can perform a blind transfer.

➤ To perform a blind transfer:

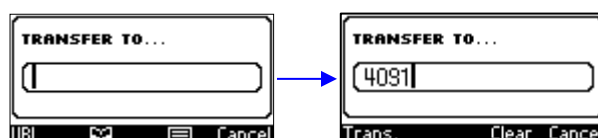
1. Jordan asks you (James) to transfer him to Bryant.
 - a. If the blind transfer softkey **BXfer** is configured on the phone, press it. To configure it, consult your network administrator. See the *Administrator's Manual*.



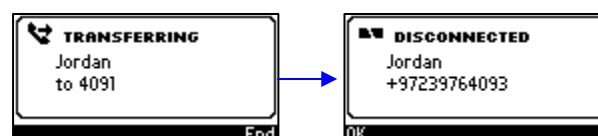
- b. If the blind transfer softkey **BXfer** is *not* configured on the phone, press the **≡** softkey and in the Call Menu that opens, navigate down to and select the **Blind transfer** option:



2. In the TRANSFER TO screen that opens, enter Bryant's number (4091) and then press the **Trans** softkey.



3. Bryant's phone rings and he's transferred to Jordan; your phone (James) is disconnected:



6.6 Parking a Call

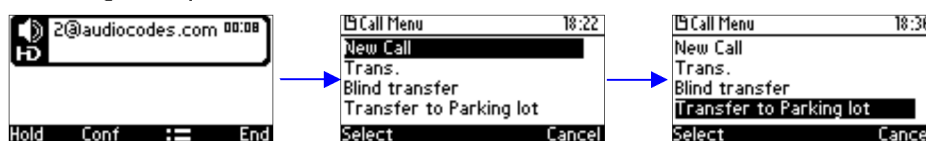
You can park a call, i.e., you can transfer a call to a "parking lot" for it to be picked up on any other phone in the enterprise by a party who must dial a retrieval number in order to retrieve it on that phone. The retrieval number is configured in the Lync server's parking lot parameter. Your system administrator can change the retrieval number if required.



Tip: Don't park a call unless you know precisely who you want to answer it. If you park a call, it can be answered by anyone in the enterprise listed in the Lync server's parking lot parameter.

➤ To park a call:

1. When you're in the call, press the **:=** softkey and then navigate to and select the **Transfer to Parking Lot** option:



The LCD notifies you of the retrieval number to dial to retrieve the call on another phone:



2. On another phone, dial the retrieval number (**878** in the example above); the call is pulled to that phone.
3. You can pull the call back to the phone which it originally was on by pressing the **Retrieve** softkey.

6.7 Configuring Group Call Pickup (GCP)

GCP capability lets an employee take a call coming in on a colleague's phone, on their phone. If an employee in an open space hears a colleague's phone ringing and knows that colleague is unavailable, instead of having the call go unanswered and routed to Voice Mail, the call can be redirected and answered by the available employee. Only employees configured in the Lync server's GCP parameter can pick up the call. Consult your system administrator if required.

6.8 Hosting 3-Way Conference Calls

You can establish a 3-way conference call with two other parties.



Note:

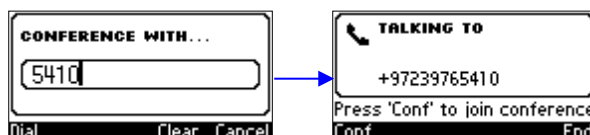
- This section describes 3-way conferencing when Better Together over Ethernet (BToE) is *not installed*.
- For details on 3-way conferencing when BTOE is installed, see Section [6.10.3](#).

➤ **To establish a 3-way conference call:**

1. Call participant 1 (Tomer) and press the **Conf** softkey; the CONFERENCE WITH screen is displayed:



2. Enter the number of participant 2 (Mike) and press the **Dial** softkey that's enabled after entering the first digit; Mike's phone rings and then Mike answers:



3. Press the **Conf** softkey; a 3-way conference call is established and the numbers (or names) of all participants are displayed on the screen:




4. To end the conference call, hang up the phone or press the **End** softkey.

6.9 Muting Calls

You can mute the microphone of the handset, headset, or speakerphone during a call so that the other party cannot hear you. While the call is muted you can still hear the other party. Muting calls can also be used during conference calls.

➤ **To mute/unmute:**

1. During a call, press the mute key: 
2. To unmute, press the mute key again and resume the conversation.

6.10 Using BToE Functions

This section shows how to use your IP phone as an extension of your Lync client, and how to use your Lync client as an extension of your IP phone, for enhanced unified communications and optimized efficiency.

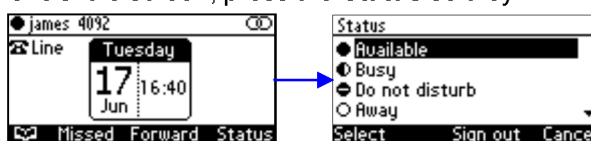
Before using BToE functions, you need to install BToE. See the *Administrator's Manual* for detailed information on installing BToE. Before using BToE functions, make sure in Lync client that the 'Primary Device' selected is **Handset AudioCodes BToE**.

6.10.1 Signing In

You can sign in to the IP phone from the Lync client.

➤ **To sign in to the phone from the Lync PC client:**

1. Sign out from the IP phone.
 - a. In the phone's idle screen, press the **Status** softkey:



- b. In the Status screen, press the **Sign out** softkey; the phone goes offline and the Lync client on the PC prompts you for Logon information:



2. In the Lync client Logon information prompt, enter the same Password you use to access your PC, and then click **OK**; the IP phone's user interface displays the registration process, the phone is signed in and after a few seconds the two interlocked rings are displayed indicating that the IP phone is paired with the PC BToE application.



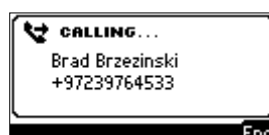
Note that the phone's IP address may change during the registration process.

6.10.2 Making a Call (Click-to-Dial)

You can make a call from the PC Lync client or from the IP phone; in both cases, the one operation mirrors the other, providing an enhanced unified communications experience and optimizing enterprise efficiency.

➤ **To make a call:**

1. In the PC Lync client, click the digit keys of the person's number to call. Alternatively, you can call them from Outlook; the IP phone's user interface displays the **CALLING** screen (shown below) while the PC Lync client simultaneously displays the conversation screen.



2. When the called party answers, you can use either your IP phone or PC Lync client to talk, whichever is more convenient for you at the time. You can use the IP phone's speakerphone, handset or headphones.

6.10.3 Making a Conference Call



Note:

- After installing BTOE, use your Lync client to make conference calls. The IP phone no longer displays the **Conf** softkey.
- You can invite an unlimited number of participants to join in the conference.
- When a user, whose phone is connected to BToE, joins a Lync meeting, the phone is muted and the red **MUTE** button is lit. The user can unmute using the phone's **MUTE** button or using the Lync client.

➤ **To make a conference call:**

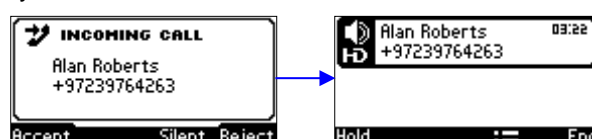
1. In the Lync client, make a call and then invite others; the IP phone's user interface mirrors the PC Lync client. You can add an unlimited number of participants to the call.
2. You can use the IP phone's speakerphone, handset or headphones to continue the conference.
3. You can end the call from the IP phone by pressing the **End** softkey.

6.10.4 Answering a Call

You can answer an incoming call on the Lync client or IP phone, whichever is more convenient for you at the time, providing an enhanced unified communications experience and optimizing enterprise efficiency. When answering an incoming *video call* with a paired phone, the call is established. The default device is the PC speaker/microphone rather than the phone. Subsequent audio calls will be unaffected; the paired phone will still be the default device.

➤ **To answer a call on the IP phone:**

1. When the **INCOMING CALL** screen is displayed in the IP phone's user interface, press the **Accept** softkey; the call is answered.



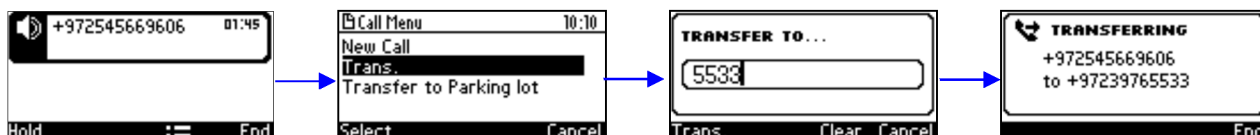
2. You can end the call by pressing the **End** softkey.

6.10.5 Transferring a Call

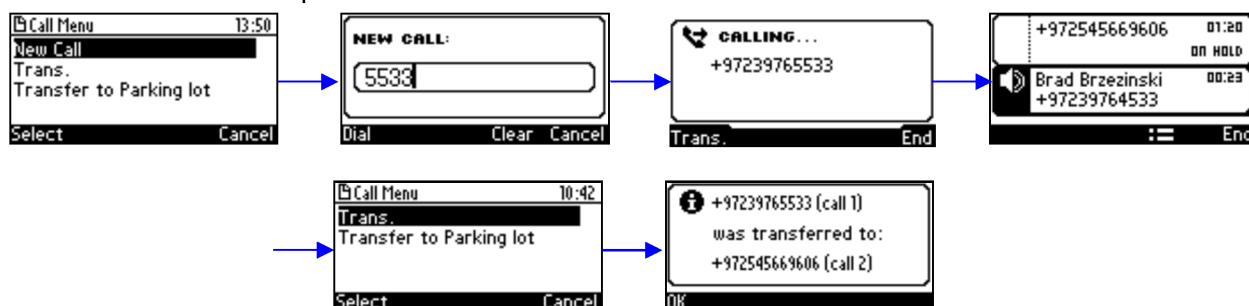
You can transfer a call to another party either from your PC Lync client or IP phone, whichever is more convenient for you at the time, for an enhanced unified communications experience.

➤ To transfer a call:

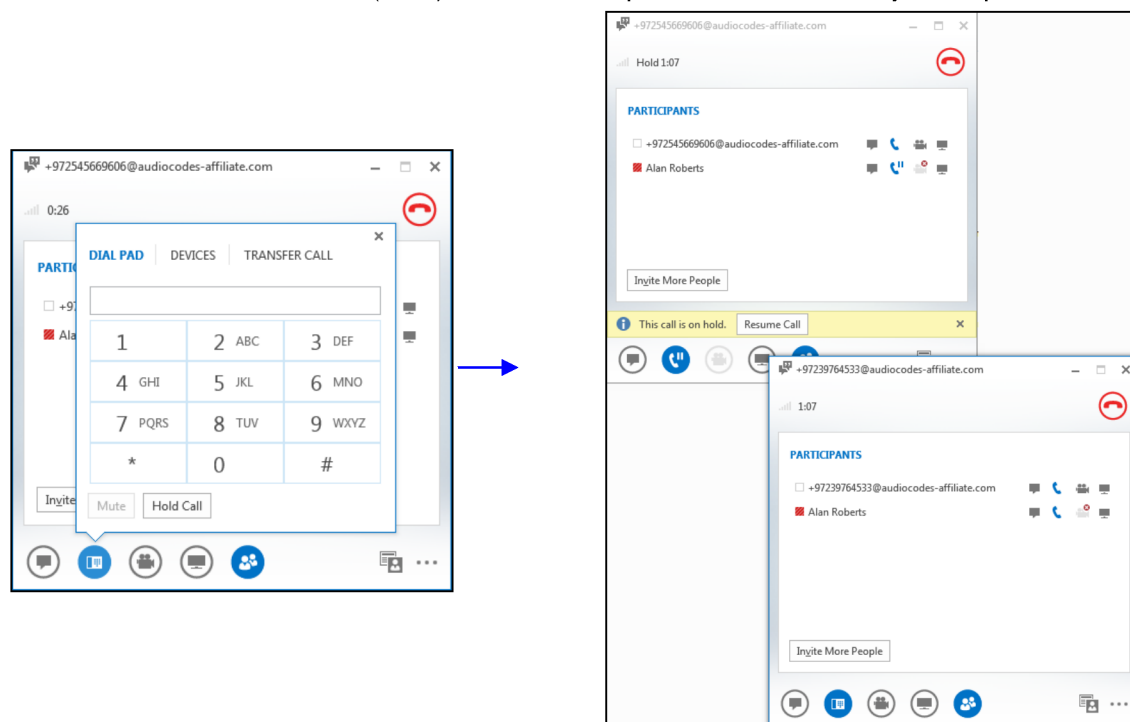
1. From your PC Lync client or IP phone, make a call; calling is indicated on both PC Lync client and IP phone.
2. When the called party answers, you can perform either a consultative transfer or non-consultative (blind) transfer.
 - From your IP phone user interface, press the **≡** softkey and perform a non-consultative transfer as follows:



-OR- perform a consultative transfer as follows:



- From your PC Lync client you can also perform a consultative transfer or non-consultative (blind) transfer. The operation is mirrored in your IP phone.



6.11 Using the Boss Admin Feature

This section shows how to use the Boss Admin feature. The feature allows a relationship to be established between a boss's phone and an administrative secretary's phone. The feature streamlines office workflow and enhances efficiency.



Note:

- Each phone can support up to five Bosses or Admins.
- For setup information, see the *Administrator's Manual*.
- To remove an Admin, the Boss must remove the Admin in the 'Call Forwarding – Delegates' screen (open the Lync client > click **Call Forward Settings** > click **Edit my delegate members** > select the Admin > click **Remove**). It's not enough to turn off call forwarding.

6.11.1 Viewing who the Bosses are on the Admin's Phone

After the Boss Admin feature is configured, you can view who the bosses are. This can be useful for an administrative secretary replacing another during a lunch break.

In the admin phone's idle screen, the boss (alan) line is indicated like this:

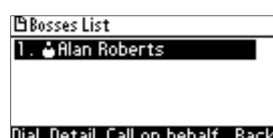


➤ To alternatively view who the bosses are:

1. Press the **MENU** key on the administrative secretary's phone and navigate down in the Menu screen to select the **Directory** option; the Directory screen opens.



2. Navigate to and select the Bosses List and view the boss / bosses displayed:



3. Select a boss and press the **Dial** softkey to dial, or press the **Call on behalf** softkey to dial a destination number on behalf of the boss. You can also dial a boss or dial on behalf of a boss from the idle screen, using their line key.

6.11.2 Viewing who the Admins are on the Boss's Phone

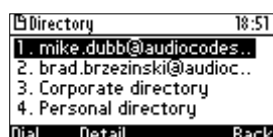
After the Boss Admin feature is configured, you can view on the boss's phone who the admins are.

In the boss's phone's idle screen, the admin (mike) line is indicated like this:



➤ To alternatively view on the boss's phone who the admins are:

- Access the Directory screen as shown in the previous section:



You can see that two admins are configured in this instance: **mike.dubb** and **brad.brzezinski**

6.11.3 Viewing Bosses and Admins

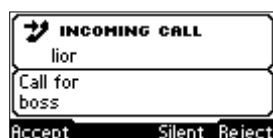
You can *be* a boss but you can also *have* a boss. You can be an admin in charge of the other admins in the office, i.e., you can be their boss, but you can also report to a boss above you. You can therefore have two lists displayed in your IP phone: bosses *and* admins. To view them, access the Directory screen as described in the previous sections.

6.11.4 Handling an Incoming Call for the Boss

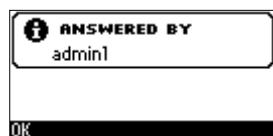
The administrative secretary can handle an incoming call for the boss.

➤ **To handle an incoming call for the boss:**

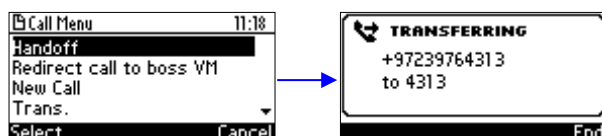
1. Your phone rings simultaneously with the boss's phone when the call comes in:



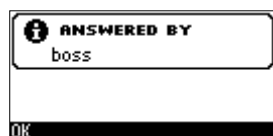
2. Press the **Accept** softkey; this screen is displayed on the boss's phone.



3. Press the **OK** softkey. Press the **MENU** key on the device and from the Call Menu screen that opens, select the **Handoff** option; the call is transferred to the boss.



4. When the boss answers, you'll view this screen:



6.11.5 Calling on Behalf of the Boss

The administrative secretary can make a call on behalf of the boss. The admin can press the boss's line key or, optionally, press the digit keys of the destination number.

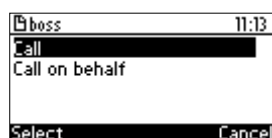
6.11.5.1 Using the Boss's Line Key

You can make a call on behalf of the boss by pressing the boss's line key in the administrative secretary's phone's idle screen.

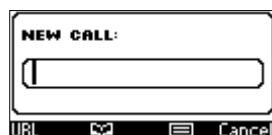
➤ **To make a call on behalf of the boss:**

1. In the administrative secretary's phone's idle screen, press the boss's line key; this screen

opens:



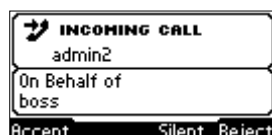
2. Navigate down and select the **Call on behalf** option; the NEW CALL screen opens.



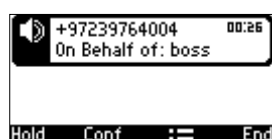
3. Enter the number of the destination to call and press the enabled **Dial** softkey; the number is dialed; the other end rings.



4. The called party views an incoming call from admin on behalf of boss.



5. The called party answers; the phone displays this screen:

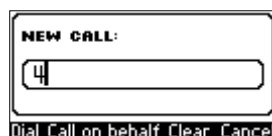


6.11.5.2 Using the Destination Phone Number's Keys

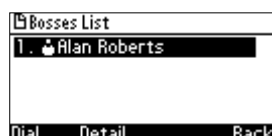
You can make a call on behalf of the boss by pressing the destination phone number's keys.

➤ **To make a call on behalf of the boss:**

1. On the phone's dial pad, press the first digit key of the destination number; the NEW CALL screen opens displaying the **Call on behalf** softkey:



2. Enter the rest of the destination number and then press the **Call on behalf** softkey; the Bosses List screen opens:



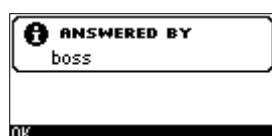
3. Navigate to the boss on behalf of whom to call (the screen above shows only one configured boss, **Alan Roberts**, as an example), and then press the **Dial** softkey; the called party's phone shows an INCOMING CALL on behalf of Alan Roberts.

6.11.6 Answering a Call on the Boss's Phone

When a call comes in, the boss's phone and the admin phone/s ring simultaneously. The boss can answer the call independently of the admin/s.

➤ **To answer a call on the boss's phone:**

1. When the boss's phone rings, the boss will view INCOMING CALL.
2. Press the **Accept** softkey; this screen is displayed on the admin's phone.

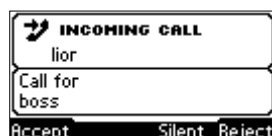


3. Click the **OK** softkey.

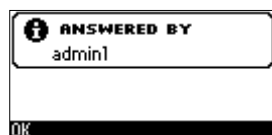
6.11.7 Forwarding to the Boss's Voicemail

Send to voicemail is performed on an active call when the admin decides to route the caller directly into the boss' voicemail.

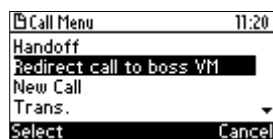
1. Your phone rings simultaneously with the boss's phone when the call comes in.



2. Press the **Accept** softkey or lift the receiver to take the call:



3. Press the **OK** softkey. Press the **MENU** key on the device and from the Call Menu screen that opens, select the **Redirect call to boss VM** option; the call is forwarded to the boss's voicemail.



6.12 Retrieving Voice Mail Messages

New messages are in your Voice Mail if:

- The Ring LED on the front of the phone is permanently lit blue (see [Figure 2-1](#), label 1).
- An envelope icon is displayed in the phone's LCD.
- A stutter dial tone is heard when you pick up the handset.
- The voice mail key on the phone is illuminated red

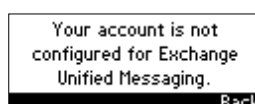
When you have at least **one new message** in your voice mail box, you can listen to it.

➤ **To listen:**

- Press the VOICE MAIL key; the phone dials your voice mail box. Follow the instructions of your voice mail provider as required.



If you're prompted with the message below, contact IT in order to configure/enable your private voice mail.



Note: If the voice mail box phone number has not been configured by your system administrator, then after pressing the VOICE MAIL key, enter the mail box phone number and then press the **Save** softkey. Press the VOICE MAIL key again to listen to voice messages.

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7 Troubleshooting

Use this section if a problem with your phone occurs. If this section does not facilitate resolving the issue, contact your system administrator.

Table 7-1: Troubleshooting

Symptom	Problem	Corrective Procedure
Phone is off (no LCD displays and LEDs)	Phone is not receiving power	<ul style="list-style-type: none">▪ Verify that the AC/DC power adapter is attached firmly to the DC input on the rear of the phone.▪ Verify that the AC/DC power adapter is plugged into the electrical outlet.▪ Verify that the electrical outlet is functional.▪ If using Power over Ethernet (PoE), contact your system administrator to check that the switch is supplying power to the phone.
'LAN Link Failure' message displayed on LCD screen	No LAN connection	<ul style="list-style-type: none">▪ Verify that the LAN cable is connected securely to the LAN port on the rear of the phone.▪ Verify that the other end of the LAN cable is connected to the network (switch). If it's not, inform your system administrator.
Phone is not ringing	Ring volume is set too low	<ul style="list-style-type: none">▪ Increase the volume (see Section 4.12.1)
LCD display is poor	LCD settings	<ul style="list-style-type: none">▪ Adjust the phone's screen contrast level (see Section 4.6)▪ Adjust the screen's backlight timeout (see Section 4.7)
Headset has no audio	Headset not connected properly	<ul style="list-style-type: none">▪ Verify that your headset is securely plugged into the headset port located on the side of the phone.▪ Verify that the headset volume level is adjusted adequately (see Section 4.12.5).

AudioCodes

400HD Series of High Definition IP Phones

HD VoIP

430HD and 440HD IP Phones

User's Manual

430HD and 440HD IP Phones with Microsoft Lync

Version 2.0.11



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