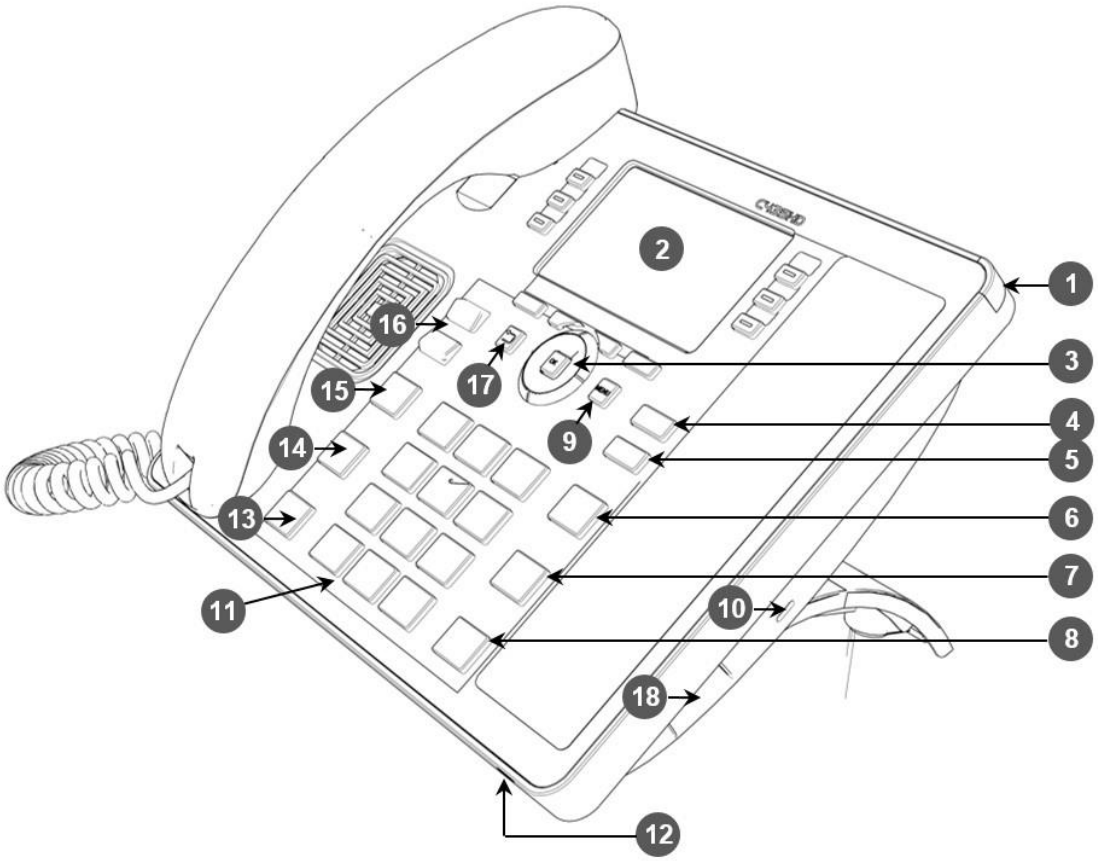
Microsoft Teams Calling
Quick Reference Guide –
AudioCodes C435HD Handset

UNSW SYDNEY

Contents

Getting Acquainted with the Phone Screen 4
Performing Teams Call Operations 5
Making a Call 5
Dialling a Missed Call 7
Select to Dial 7
Answering Calls 7
Ending an Established Call 7
Managing Calls 7
Transferring a Call to Frequent Contacts 8
Transferring a Call to Work Voicemail 8
Viewing and Playing Voicemail Messages 8
Rejecting an Incoming Call, Sending it Directly to Voicemail 9
Adjusting Volume 9
Adjusting Ring Volume 9
Adjusting Tones Volume 9
Adjusting Handset Volume 10
Adjusting Speaker Volume 10
Adjusting Headset Volume 10
Configuring Teams Application Settings 10
Using the People Screen 11
Using Audio Devices 12
Teams Calling Support 12

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

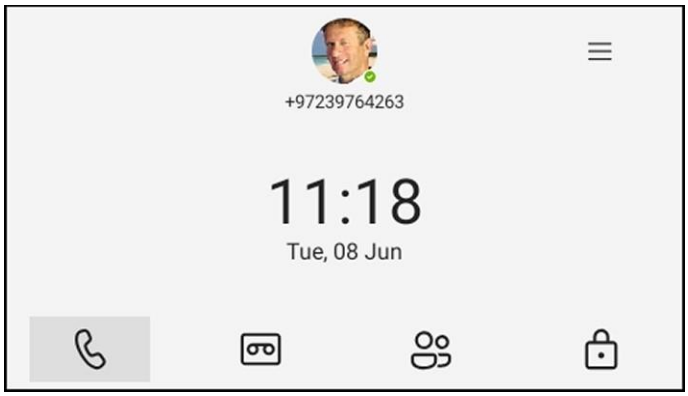


Item #	Label Name	Description
1	Ring LED	Indicates phone status: ■ Green: Idle state ■ Flashing red: Incoming call (ringing) ■ Red: Answered call
2	LCD screen	Liquid Crystal Display interactive screen which displays calling information.
3	Navigation Control / OK	■ Press the button's upper rim to scroll up menus / items. ■ Press the button's lower rim to scroll down. ■ Press the button's left or right rim to move the cursor left or right (when editing a contact number for example). ■ Press **OK** to select a menu/item/option.

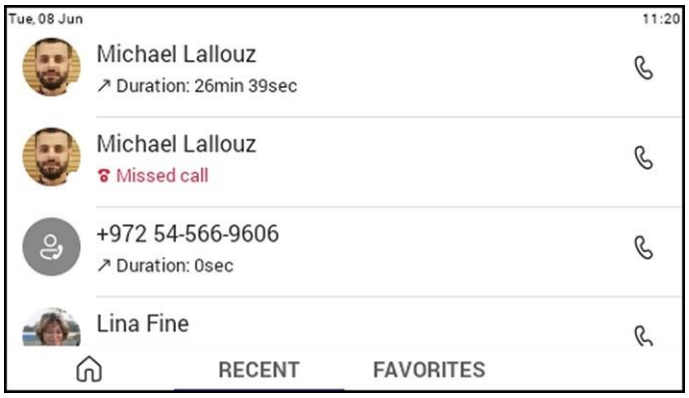
4	Voicemail	Retrieves voicemail messages.
5	CONTACTS	Accesses the People screen.
6		Returns you to the Teams home screen.
7	TRANSFER	Transfers a call to another party.
8	HOLD	Places an active call on hold.
9	MENU	Accesses the Settings screen.
10	Kensington lock	Allows locking the device.
11	Alphanumerical Keypad	Keys for entering numbers, alphabetical letters and symbols (e.g., colons)
12	Microphone	Allows talking and listening. The network administrator can disable it if necessary.
13	Speaker	Activates the speaker, allowing a hands-free conversation.
14	Headset	Activates a call using an external headset.
15	Mute	Mutes a call.
16	▲ VOL ▼ VOL	Increases or decreases the volume of the handset, headset, speaker, ring tone and call progress tones.
17	'Back' key	Returns you back to the previous screen.
18	USB port	For a USB headset. See also the note below.

Getting Acquainted with the Phone Screen

The following gets you acquainted with the phone's user interface. The figure below shows the phone's home screen, aka the phone's idle screen.



The following figure shows the phone's Calls screen.



The following table describes the phone's home screen.

Item	Description
Calls	Select the tab to open the Calls screen. The screen shown in the figure preceding this table opens.
People	Select the tab to open the People screen, which allows you to easily connect and collaborate with teammates, colleagues, friends and family. Through this screen, you can see all your contacts and create and manage contact groups to organize your contacts. The screen provides a simple user experience and aligns with the contacts on the Teams desktop client. If a contact has multiple numbers, the phone screen allows the user to select from a drop-down menu the intended contact method.
Calendar	Select to open the Calendar screen, shown under Setting up a Meeting opens.
Voicemail	Select the tab to open the Voicemail screen

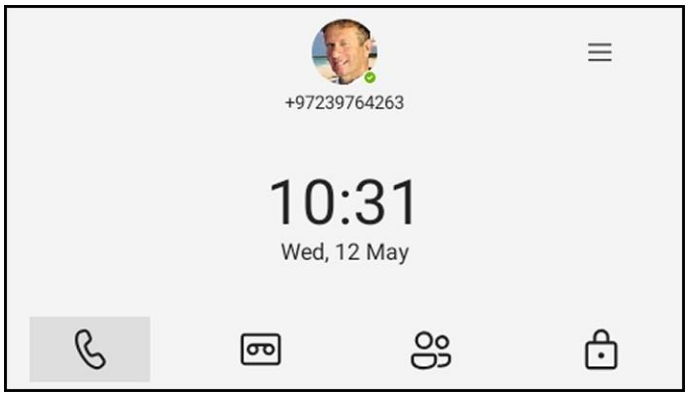
Performing Teams Call Operations

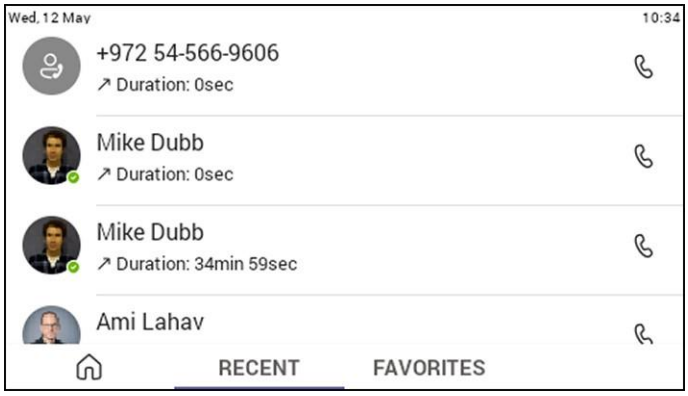
The following documentation shows how to perform basic operations with the phone.

Making a Call

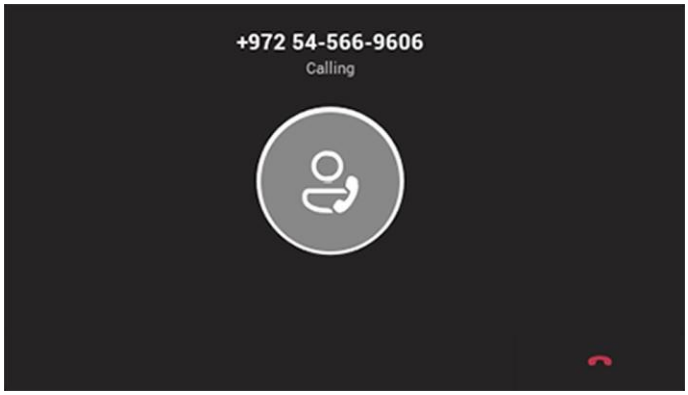
Calls can be made in multiple ways, for example, you can press the digit keys on the phone's dial pad to enter the phone number.

Alternatively, in the home screen you can press the softkey and in the RECENT screen that opens you can navigate to a recent call and then press the **OK** button.

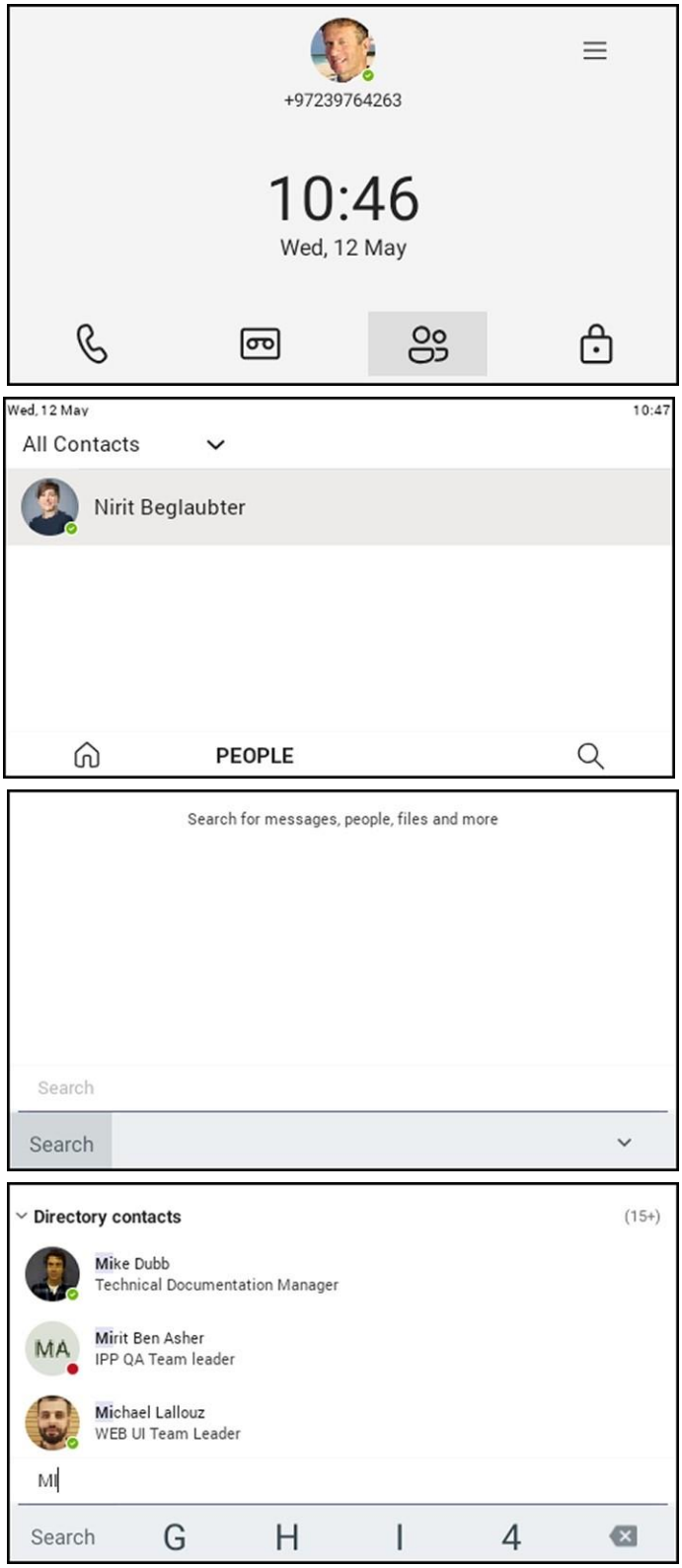




After dialling a destination number, the phone displays the Calling screen while playing a ringback tone.



You can alternatively make a call using a speed dial from the People screen or from the 'Search people' feature in the People screen.


+97239764263
10:46
Wed, 12 May
Wed, 12 May
10:47
All Contacts
Nirit Beglaubter
PEOPLE
Search for messages, people, files and more
Search
Search
Directory contacts
(15+)
Mike Dubb
Technical Documentation Manager
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Mirit Ben Asher
IPP QA Team leader
Michael Lallouz
WEB UI Team Leader
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Dialling a Missed Call

The phone logs all missed calls. The screen in idle state displays the number of missed calls adjacent to the Calls softkey.

➢ **To dial a missed call:**

- In the home screen, select the icon and then in the 'Recent' screen that opens navigate to and select the missed call.

Select to Dial

All phone numbers that are part of meeting invites or user contact cards can be dialed out directly by selecting them via the phone screen.

Answering Calls

The phone indicates an incoming call by ringing and displaying **Caller X is calling you**. The LED located in the upper right corner of the phone flashes red, alerting you to the incoming call.

➢ **To answer:**

- Pick up the handset -OR - activate the headset key on the phone (make sure the headset is connected to the phone) -OR- activate the speaker key on the phone -OR- select the **Accept** softkey (the speaker is automatically activated).

Ending an Established Call

You can end an established call in a few ways.

➢ **To end an established call:**

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

Managing Calls

You can view a history of missed, received and dialled calls.

Each device reports every call from | to that user to the server. All devices that a user signs into are synchronized with the server. The Calls screen is synchronized with the server.

➢ **To manage calls:**

1. Select **Calls** and in the Calls screen, select **Recent**.

- Calls are listed from newest to oldest.
- Missed call indicates a call that was not answered.
- Incoming and outgoing calls are differentiated by their icon.

2. Select a call in the list and then select to call someone back.

Transferring a Call to Frequent Contacts

To transfer your calls efficiently to frequent contacts, the phone presents frequent contacts in the transfer screen for a single operation transfer. Contacts not shown in the list can be searched for using the search bar.

Transferring a Call to Work Voicemail

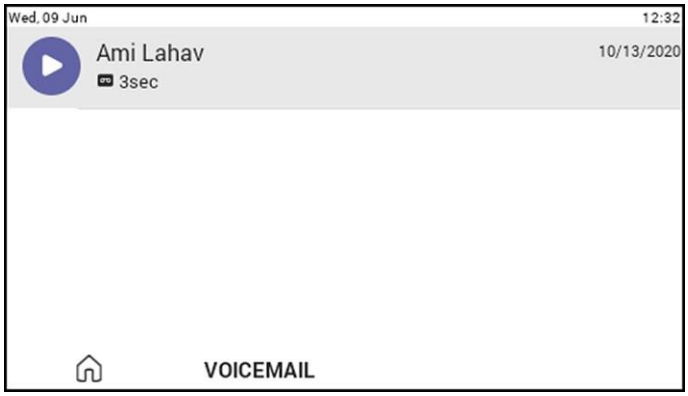
Users can directly transfer a call into someone's work voicemail without needing to ring the far end user. This allows them to discreetly leave voicemails for users without interrupting them.

Viewing and Playing Voicemail Messages

If you hear a stutter dial tone when you pick up the handset, new messages are in your voicemail box. The phone also provides a visual indication of voicemail messages.

➢ To view a list of your voicemail messages:

1. From the phone's home screen, select the voicemail icon and then select the message.



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

Rejecting an Incoming Call, Sending it Directly to Voicemail

You can send an incoming call directly to voicemail if time constraints (for example) prevent you from answering it. The caller hears a busy tone from your phone.

➢ **To send an incoming call directly to voicemail:**

- When the phone rings to alert to a call, select ; if you have voicemail, the call will go into voicemail; the Microsoft Teams server performs this functionality.

Adjusting Volume

The phone allows

- Adjusting Ring Volume below
- Adjusting Tones Volume below (e.g., dial tone)
- Adjusting Handset Volume on the next page
- Adjusting Speaker Volume on the next page
- Adjusting Headset Volume on the next page

Adjusting Ring Volume

The volume of the phone's ring alerting you to an incoming call can be adjusted to suit personal preference.

➢ **To adjust ring volume:**

1. When the phone is in idle state, select the VOL ▲ or VOL ▼ key on the phone.
2. After adjusting, the volume bar disappears from the screen.

Adjusting Tones Volume

The phone's tones, including dial tone, ring-back tone and all other call progress tones, can be adjusted to suit personal preference.

➢ **To adjust tones volume:**

1. Off-hook the phone (using handset, speaker or headset).
2. Select the VOL ▲ or VOL ▼ key to adjust the volume.
3. After adjusting, the volume bar disappears from the screen.

Adjusting Handset Volume

Handset volume can be adjusted to suit personal preference. The adjustment is performed during a call or when making a call. The newly adjusted level applies to all subsequent handset use.

➢ **To adjust handset volume:**

1. During a call or when making a call, make sure the handset is off the cradle.
2. Select the VOL ▲ or VOL ▼ key; the volume bar is displayed on the screen. After adjusting, the volume bar disappears from the screen.

Adjusting Speaker Volume

The volume of the speaker can be adjusted to suit personal preference. It can only be adjusted *during a call*.

➢ **To adjust the speaker volume:**

1. During a call, activate the speaker key on the phone.
2. Select the VOL ▲ or VOL ▼ key; the volume bar is displayed on the screen. After adjusting the volume, the volume bar disappears from the screen.

Adjusting Headset Volume

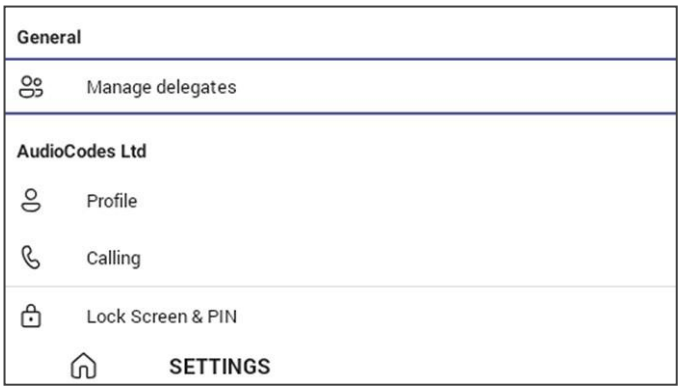
Headset volume can be adjusted *during a call* to suit personal preference.

➢ **To adjust the headset volume:**

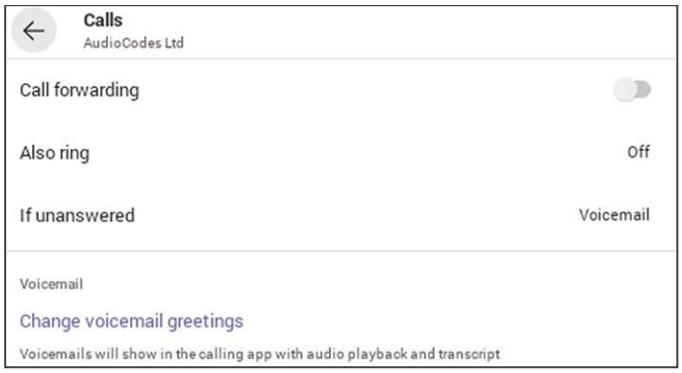
1. During a call, activate the headset key on the phone.
2. the volume bar is displayed on the screen.

Configuring Teams Application Settings

The following describes the Teams application's settings. In the home screen, select .



Use this table as reference:

Item	Description
Calling	 **Incoming Calls** ■ **Call forwarding**. Enables automatically redirecting an incoming call to another destination. ■ **Forward to**. Only displayed if the previous setting is enabled. Defines the destination to which to forward incoming calls. ■ **Also ring**. Only displayed if 'Call forwarding' is disabled. Select either **Off**, **Contact or number**, or **Call group**. ■ **If unanswered**. Only displayed if 'Call forwarding' is disabled. Defines the destination to which to forward unanswered incoming calls. Select either **Off**, **Voicemail**, **Contact or number**, or Call group. **Caller ID** ■ Hide your phone number when dialling people who are outside of Microsoft Teams **Block Calls** **Block calls with no caller ID**. Enables blocking calls that do not have a Caller ID.

Using the People Screen

The People screen allows users to easily connect and collaborate with teammates, colleagues, friends and family. Through the screen, users can see all their contacts and create and manage contact groups to organize their contacts. The screen provides a simple user experience and aligns with the contacts on the Teams desktop client. In addition to accessing the People screen from the menu, the screen can also be accessed from the hard CONTACTS button on the phone.

Using Audio Devices

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.

Teams Calling Support

Teams Calling issues or queries? Contact the IT Service Desk:

https://www.myit.unsw.edu.au/service-ticket

For urgent matters, call 02 9385 1333