

RX50 Conference Phone for Microsoft® Skype™ for Business

Version 3.4.2



Microsoft Partner

Gold Communications



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Related Documentation

Document Name
RX50 Conference Phone for Microsoft Skype for Business Release Notes
400HD Series IP Phones for Microsoft Skype for Business Administrator's Manual
RX50 Conference Phone for Microsoft Skype for Business Quick Guide
400HD Series IP Phones for Skype for Business Hosting Partner (LHPv2) Environment Configuration Note

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1 Introduction

The AudioCodes RX50 conference phone, developed in partnership with Dolby®, delivers a superior meeting room experience (RX) with outstanding audio quality in rooms of any shape or size.

Packaged in a sleek, modern design, the RX50 is impressively easy to use and manage. Leveraging advanced audio quality technology and dynamic leveling, the RX50 produces clear, natural-sounding audio regardless of acoustic challenges in the room. Quiet or distant voices are boosted, while unwanted noise is suppressed, to ensure everyone can be heard, regardless of room shape or size. The conference phone features a pickup range of 6m / 20ft.

Sharing the intuitive design principles used in AudioCodes IP phone devices, the RX50's touch screen user interface simplifies meeting and device management.

The RX50 is fully integrated with the AudioCodes Device Manager for centralized management and monitoring by the enterprise IT team.



Note: AudioCodes-certified Skype for Business Online devices are supported by Microsoft Teams and are therefore considered to be Teams compatible.

1.1 Differentiating RX50 from AudioCodes' Phone Models

The RX50 conference phone shares features with other AudioCodes phone models but is also unique in a number of respects.

Similarly to AudioCodes' Huddle Room Solution (HRS), the RX50 functions as a Common Area Device and consequently:

- Device Lock is disabled by default
- The User cannot sign out; only Admin can sign out
- The Call Forward feature is removed
- The Missed Calls notification is missing in the main screen though if an enterprise wants it, it can be configured as a Programmable Key in the idle screen, ongoing screen and new call screen.

The following features do not apply to the RX50 and are consequently not supported by the product:

- Boss-Admin
- VVM / Voice Mail
- Better Together over Ethernet (BToE)

1.2 About AudioCodes' 400HD Series of Skype for Business-Compatible IP Phones

AudioCodes' 400HD Series of Skype for Business-compatible IP phones offer enhanced voice quality and clarity for users of Microsoft Unified Communications. The conference phones' wide range of essential business features, reliability and certified interoperability make them the perfect choice for any Skype for Business deployment, from small businesses up to large multi-site enterprises.

AudioCodes is a leading Microsoft partner with a complete offering of voice-enabling solutions for the Microsoft Skype for Business Unified Communications market. In addition to IP phones, AudioCodes' portfolio for Microsoft Skype for Business includes Media Gateways, Survivable Branch Appliances (SBA), Enterprise Session Border Controllers (E-SBCs), and Call Recording.

1.3 Highlights

Highlighted features of the RX50 conference phone are:

- One line, up to eight calls
- 5-inch color capacitive 1280 x 720 high-resolution touch (TFT) screen
- Highly intuitive, touch-oriented user interface enabling extensive unified communications functionality
- Multi-lingual support
- Skype for Business certification (pending)
- Conferencing and multi-call management, contacts' photos display, and more
- High-definition call quality with multiple voice coder support
- Supported by AudioCodes' OVOC (Device Manager) management interface
- Gigabit Ethernet (GbE) interface supported (Fast Ethernet)

2 Setting up the RX50

For information related to the hardware of the RX50 conference phone including package contents, cabling and mounting, see the *Dolby® Conference Phone Quick Start Guide* shipped with the product.

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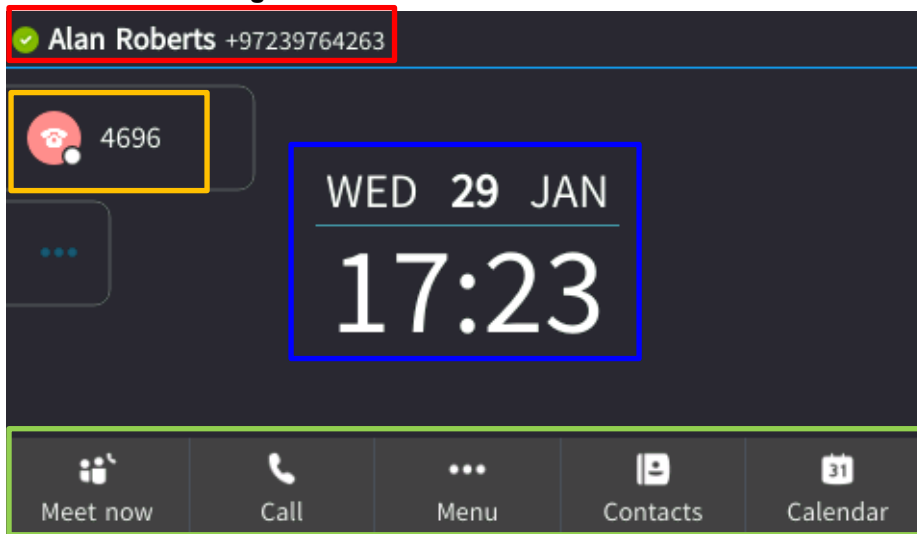
3 Getting Started

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

3.1 Getting Acquainted with the Conference Phone's Touch Screen

This section gets you acquainted with the conference phone's touch screen. The figure below shows the touch screen in idle state.

Figure 3-1: Touch Screen in Idle State



Use the table below as reference:

Table 3-1: Touch Screen in Idle State

Reference	Description
	Presence status: Available, Busy, In a call, Do not disturb, Away, or Be right back. User name and phone number, configured by the network administrator.
	Programmable Key. To program a key for a speed dial, key event, VocaNOM or discreet call, touch ...
	Day, Date and Month, automatically retrieved from the Network Time Protocol (NTP) server, enabled by the network administrator. Time, automatically retrieved from the Network Time Protocol (NTP) server, enabled by the network administrator.
	Softkeys: Meet now , Call , Menu , Contacts and Calendar



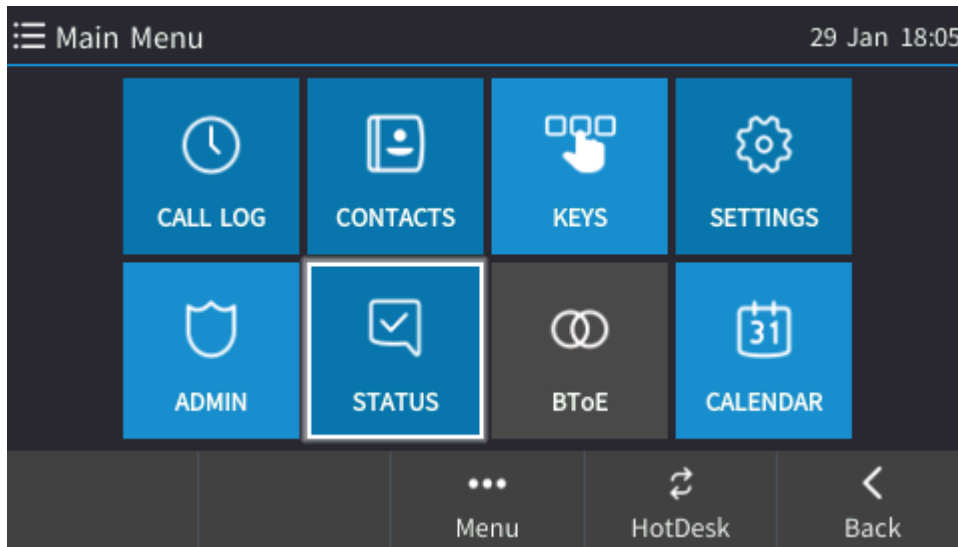
Note:

- When you're in a call, the self-presence icon in the screen's upper bar shows a notification indicating **In a call** status:
- Also, the remote party's screen displays this icon if your presence status is **In a call**.

3.2 Navigating the Conference Phone Menu

In the conference phone's idle screen, the **Menu** softkey lets you configure settings and access information.

Figure 3-2: Menu



Touch a menu to perform actions described in the table below (from left to right).

Table 3-2: Menu Descriptions

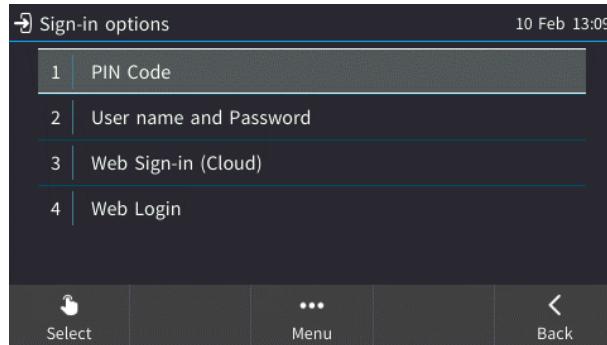
Menu	Description
CALL LOG	Accesses logged calls (All Calls, Missed Calls, Received Calls and Dialed Calls)
CONTACTS	Accesses the 'Favorites' directory.
KEYS	Accesses the Programmable Keys screen in which 1-6 keys for a Speed Dial, Key Event, VocaNOM and/or Discreet Call can be programmed.
SETTINGS	Used to customize the conference phone's settings and upload logs to Microsoft server.
ADMIN	Used to perform administrative tasks such as configure network settings, restore defaults and restart. Intended for network administrators only. It is password protected. See the <i>Administrator's Manual</i> for details.
STATUS	Used to obtain the device's network status, firmware version, release information and location information. Used also to perform a voice quality check, upload a log and for diagnostics.
CALENDAR	Used to view meetings scheduled in the calendar for that day (integrated with Skype for Business client).

3.3 Signing In

This section shows how to sign in.

➤ To sign in:

- In the Offline screen, touch the **Sign in** softkey.



- PIN code - see Section 3.3.1
- User name and Password - see Section 3.3.2
- Web Cloud (Office 365) - see Section 3.3.3
- Web Login – see Section 3.3.4



Note:

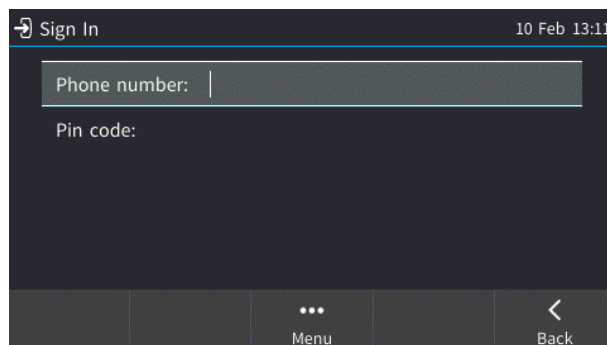
- After signing out, the next time you sign in the conference phone will present the option that was used to sign in before signing out.
- If a user signs out and another signs in, the conference phone presents empty Speed Dials and empty Call Logs to the newly signed-in user. The Speed Dials and Call Logs of the signed-out user are not saved on the conference phone.
- Sign-in can be cancelled during the signing in procedure. You can cancel signing in after starting the sign-in process.

3.3.1 Signing in with PIN Code

This section shows how to sign in with the PIN code and phone number. The PIN code is provided by your network administrator.

➤ To sign in with the PIN code:

1. In the 'Sign-in options' screen, select the **PIN Code** option.



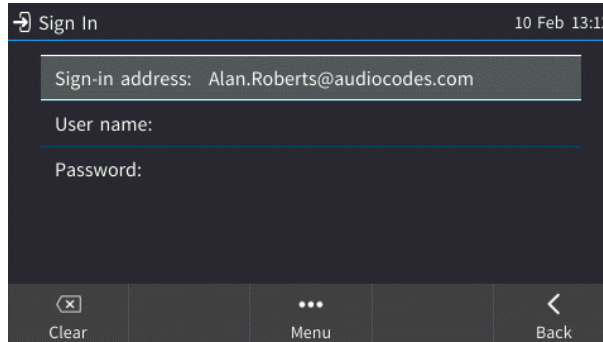
2. Touch the 'Phone number' field and on the virtual keypad, enter your phone number.
3. Touch the **Sign in** softkey.

3.3.2 Signing in with User Name and Password

This section shows how to sign in with User Name and Password.

➤ **To sign in with User Name and Password:**

1. In the 'Sign-in options' screen, select **User name and Password**.




Note: Signing in with a username that is a NetBIOS Domain Name, i.e., **domain\username**, or with the PIN Code, are *disallowed* for Skype for Business online sign-in. They are only allowed for *on-premises* sign-in. Online sign-in must be in the following format:

- Sign-in address, i.e., SIP URI.
- User name, in UPN (User Principal Name) format, i.e., the way the user's name appears in their e-mail address listed in the Active Directory: **username@domain.com**
- User's network IT password (the same password you use to access your PC)

2. Touch the **Sign in** softkey.

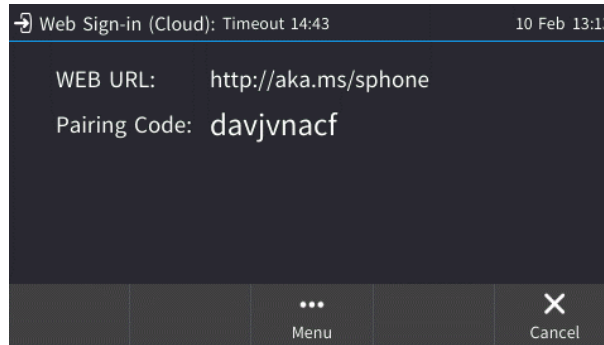


Note:  indicates you are using a username format that cannot access Microsoft Exchange, for example, **audiocodes/someone** instead of **someone@audiocodes.com**.

3.3.3 Signing in with the Web Sign-in (Cloud) Option

Signing in using the sign-in option 'Web Sign-in (Cloud)' enables connectivity to Microsoft's Cloud PBX, Microsoft's cloud-hosted version of enterprise voice. Also known as Device Pairing, signing in with this option only applies to Microsoft Cloud PBX users. The option exempts users from having to laboriously key in their user name and password using the conference phone keypad.

If this sign-in option is selected, a Web URL and a Pairing Code are displayed:



Point your browser to the URL and then enter the Pairing Code in the Microsoft web page. Sign-in to Microsoft's Cloud PBX is then performed.



Note:

- The name of this sign-in option was previously **Web sign-in**. The option's name was changed to **Web Sign-in (Cloud)** in line with Microsoft's recommendations, and to avoid confusion.
- Applies only to Microsoft Cloud PBX users.

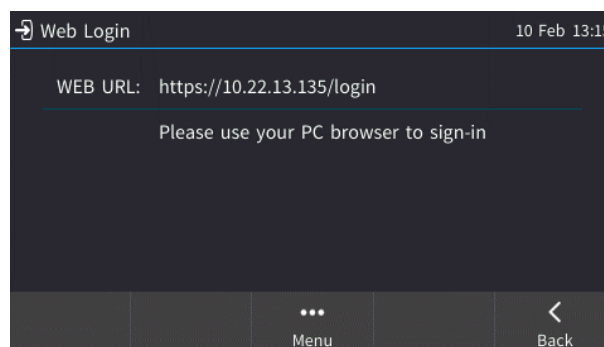
3.3.4 Signing in using the Web Login Option

Signing in using the sign-in option 'Web Login' enables users to sign-in to their phone from their browser using their PC keyboard to quickly enter sign-in credentials, rather than use the longer method on the conference phone's keypad which requires switching input from letters of the alphabet to numbers and vice versa. [Applies to Skype for Business online and on-premises].

The Web Login method of signing in to the conference phone features a secure HTTPS protocol between the web internet browser and the conference phone. The IP Phone Manager Pro/Express server *intermediates* between the browser and the conference phone.

➤ **To sign in using the Web Login option:**

1. When the conference phone is offline, touch the **Sign-in** softkey and then select **Web Login**.

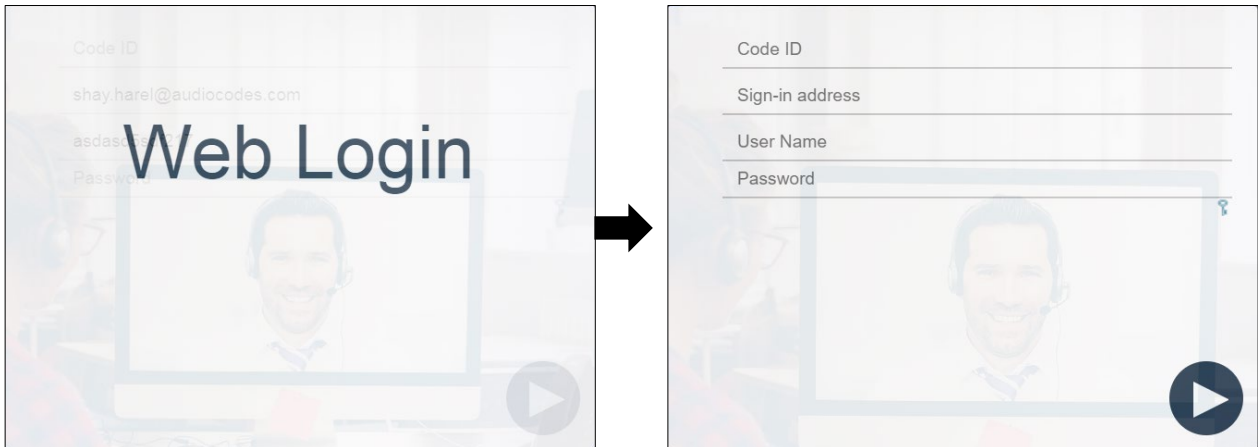


- Open your browser and in the browser's address field, enter the Web URL displayed in the conference phone screen. The example below is for illustrative purposes only.

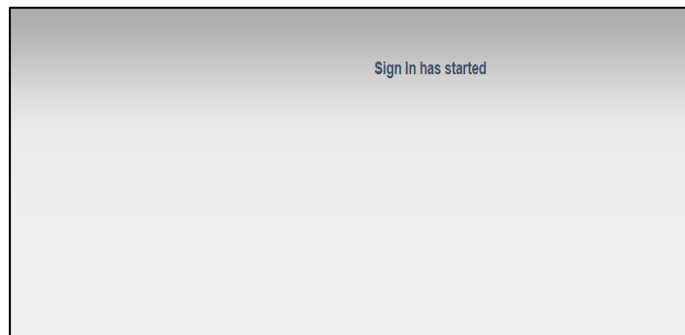
Figure 3-3: Enter the Web URL Displayed in the Conference Phone Screen



The Web Login screen opens. You've browsed over HTTPS to the IP Phone Manager Pro/Express server URL.



- Enter the Code ID. Get it from the conference phone screen prompt. This is the random 4-character string generated by the IP Phone Manager Pro/Express server. It's valid for 10 minutes. Use the pc keyboard to enter the Code ID and the user credentials.



The server then sends the credentials over HTTPS to the conference phone. If the conference phone screen indicates that the Web Login is unsuccessful, you can 'Start Again' and reenter your credentials.



Note: The feature applies to Skype for Business online and on-premises. Username and password sign-in as well as BToE sign-in are supported.

3.4 Signing Out

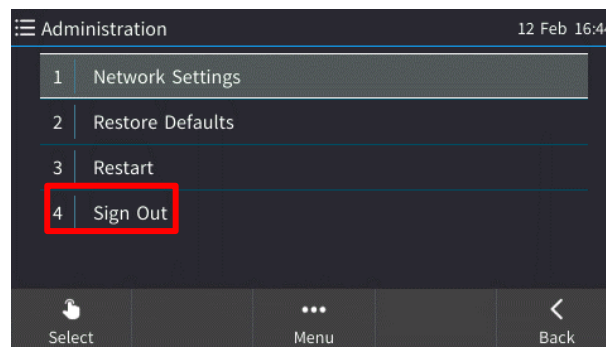
This section shows how to sign out.

➤ **To sign out:**



Note: With the RX50, signing out cannot be performed via the **Status** softkey. It can only be performed as an Administrator.

1. Touch the **Menu** softkey and then touch the **Admin** item.
2. Touch the Password field and in the virtual keypad that opens, enter the Admin code (Default: 1234) and then touch the enter key and **OK**.
3. Touch the **Sign out** option as shown in the figure below.



You're signed out and returned to the offline screen displaying the **Sign in** softkey.



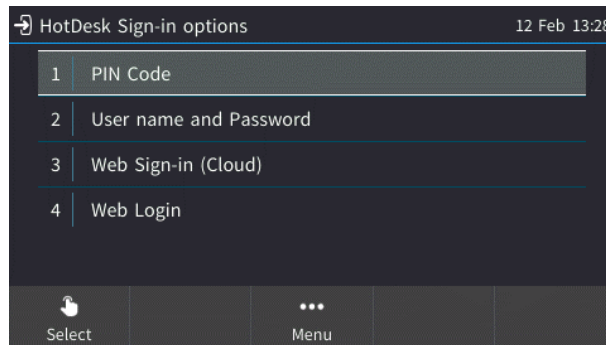
Note: If a user signs out and another signs in, the conference phone presents empty Speed Dials and empty Call Logs to the newly signed in user. The Speed Dials and Call Logs of the signed out user are not saved on the conference phone.

3.5 Hot Desking

Employees in enterprises that operate according to a 'touch-down desk' concept can use the conference phone's HotDesk feature. Employees in these enterprises typically travel frequently to remote branches, or work in shifts. They can sign in to a conference phone that is already signed in by another (CAP or regular) user without signing out the original user to whom the conference phone was assigned for primary use.

➤ **To use the HotDesk feature:**

1. Touch the **Menu** key in the conference phone's idle screen and then click the **HotDesk** softkey; the 'HotDesk Sign-in options' screen opens – identical to the regular sign-in screen.



2. Select **PIN code** -or- **Username and Password** -or- **Web Sign-in** (see under Section 3.5 for more information).



Note:

- If the conference phone is locked, a popup prompt is displayed after the HotDesk softkey is selected, prompting you to confirm your request for Hot Desking.
- If the feature isn't enabled on the server, the enterprise's network administrator must enable it for the feature to be available.
- When the HotDesk user signs out or if the conference phone stays in idle state longer than the HotDesk timeout defined on the server, the conference phone automatically returns to its original user and state; its configuration and data are preserved as they were before the conference phone was leased for HotDesk use. HotDesk users cannot perform all operations that the original (CAP or regular) user could perform, for example, change Language.

3.6 Viewing Process Messages Displayed in the Screen

Messages indicating processes in progress displayed in the screen 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 Skype for Business server
Signing in...Contacting time server	Get the time from the NTP server
Discovering SfB server	Auto discovering the Skype for Business server on the network
Registering	Registering to a Skype for Business server (after booting up the conference phone)
Downloading Firmware File	Downloading a firmware file
Upgrading Firmware	Upgrading the conference phone's firmware
Signing out	Signing out of the Skype for Business server

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4 Using the RX50's Automatic Lock Feature

The conference phone is capable of automatically locking after a configured period of time to secure it against unwanted (mis)use. If left untouched for 10 minutes (default), it automatically locks and is inaccessible to anyone who doesn't know its lock code.

4.1 Enabling the Feature

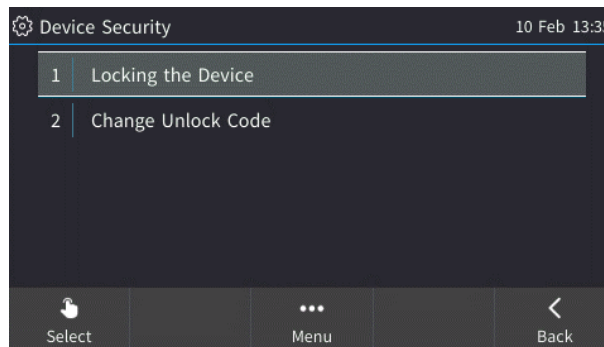


Note: For the automatic locking feature to be available, the network administrator must first enable it in the server and by configuration file. See the *Administrator's Manual* for details.

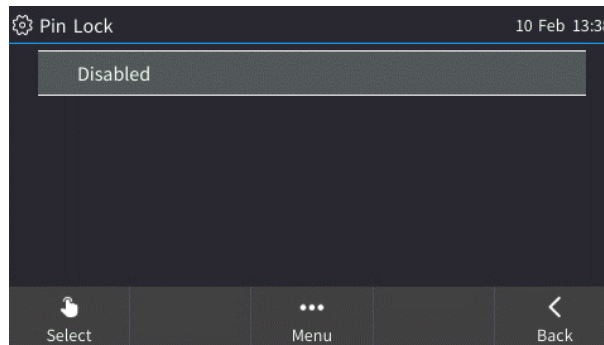
After the administrator enables the feature, you must enable it on the device if it isn't already.

➤ **To enable the lock feature on the conference phone:**

1. Touch the **Menu** softkey, touch the **Settings** item and scroll to and select **Device Security**.

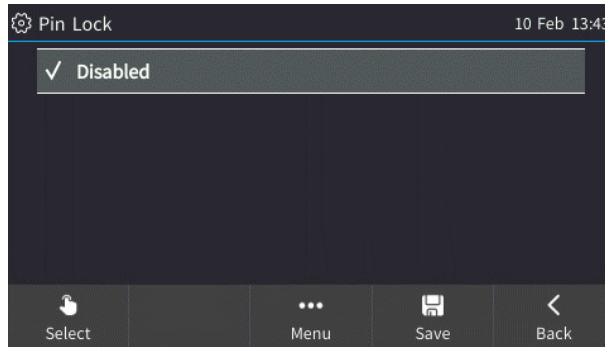


2. In the Device Security screen, select **Locking the Device**.
3. In the PIN Lock screen, touch **Disabled** (or touch the **Select** softkey); the field is unselected.



The feature is enabled.

- **To disable the feature on the conference phone:**
 - In the Pin Lock screen shown in the preceding figure, touch **Disabled** (or touch the **Select** softkey).



The feature is disabled.

4.2 Unlocking a Locked Phone

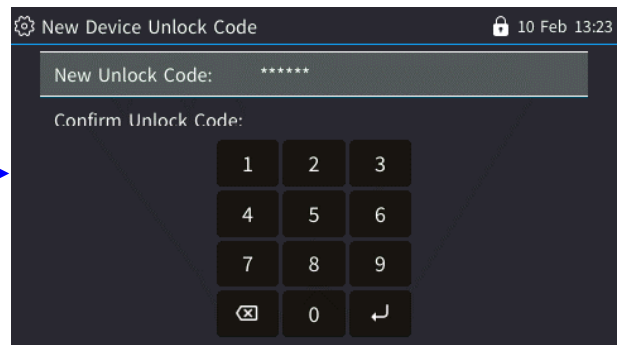
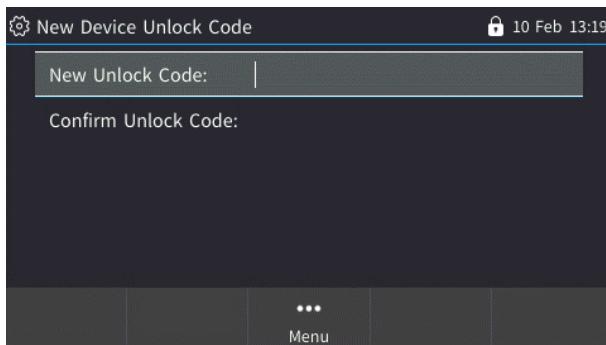
If the locking feature is enabled, the conference phone automatically locks after a configured period of time, securing it against unwanted (mis)use. If left untouched for 10 minutes (default), it automatically locks and is inaccessible to anyone who doesn't know its lock code. After a conference phone locks:

- Outgoing calls cannot be made
- Call Log, Calendar and Corporate Directory cannot be accessed

Your network administrator if necessary can allow making emergency calls and other capabilities even though the conference phone is locked. See the next section for more information.

- **To unlock a locked phone:**

1. When prompted for a lock code, touch the 'New Unlock Code' field.



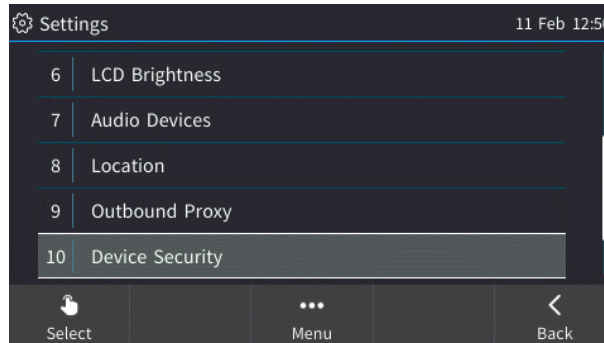
2. Use the virtual keypad that pops up to enter a code, e.g., **123456**.
3. Touch the 'Confirm Unlock Code' field, enter the code again and then press the enter key on the keypad.
4. Touch the **Save** softkey.

4.3 Manually Changing the Lock Code

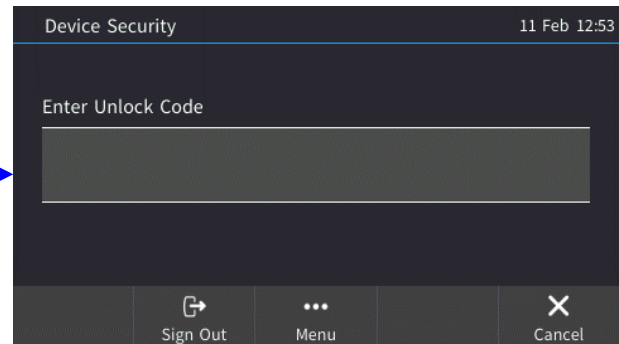
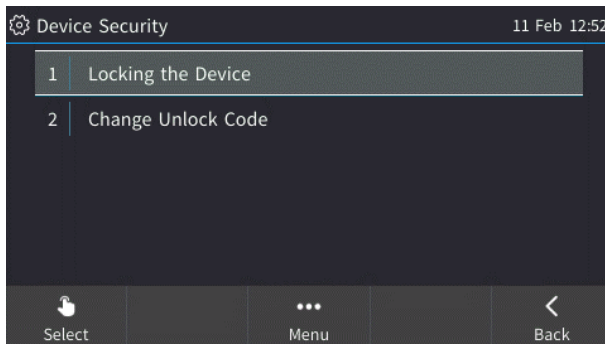
The lock code can manually be changed as an extra security measure.

➤ **To manually change the code:**

1. Touch the **Menu** softkey in the conference phone screen, select **Settings** and then scroll down to select **Device Security**.



2. Select **Change Unlock Code**; the 'Enter Unlock Code' field is displayed.



3. Touch the 'Enter Unlock Code' field, and in the virtual keypad that pops up, enter the new unlock code.
4. Touch the enter key in the virtual keypad, and then click **OK**.

4.4 Using Other Functionalities if the Conference Phone is Locked

Your network administrator can allow other capabilities even though your phone is locked, in compliance with Microsoft Skype for Business. Your network administrators can configure your phone to:

- Allow you to make outgoing calls even though the conference phone is locked
- Allow you to receive incoming calls even though the conference phone is locked



Note: Consult your network administrator if necessary. For more information, see the *Administrator's Manual*.

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5 Customizing the RX50

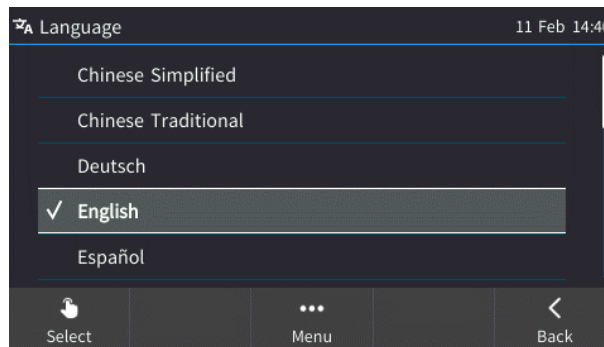
The conference phone can be customized to create a friendlier user experience.

5.1 Changing the Screen Language

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

➤ **To change the default:**

1. Open the **Languages** screen (**Menu** softkey > **Settings** > **Language**).
2. Navigate to the language you require.



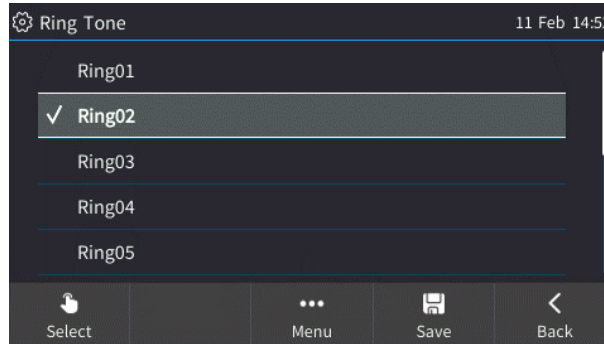
3. Touch the **Select** softkey to select it.
4. Touch the **Save** softkey to save the setting.

5.2 Selecting Ring Tone

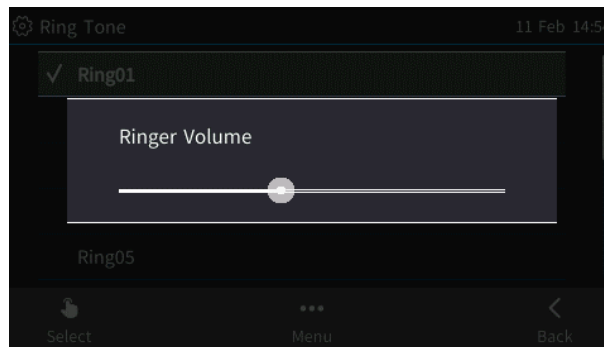
You can choose from a selection of ring tones to indicate incoming calls .

➤ **To select a ring tone:**

1. Open the **Ring Tone** screen (**Menu** softkey > **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 - or + on the device.



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

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

5.3 Displaying Contacts Pictures

Contact pictures are by default displayed in the conference phone screen after signing in with the User Name and Password method or with the PIN method. Contact pictures are displayed with:

- speed dials in the idle screen
- Favorites, Corporate Directory, Personal Directory, Outlook Contacts and other contact lists
- incoming calls
- outgoing calls
- conference calls
- call logs



Note: In the Skype for Business client (see the figure below), users can despite the default reserve their right to hide their pictures so that others won't be able to see it.



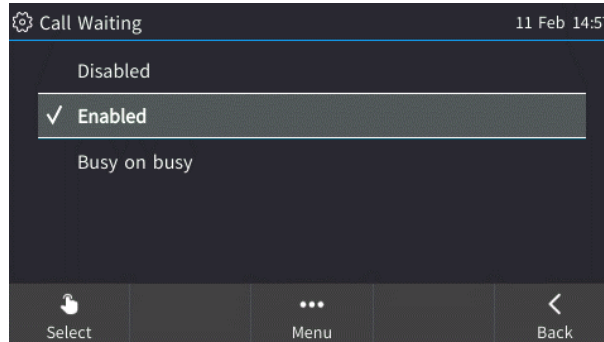
Note: If the conference phone does not find a contact's picture, the contact's initials [in color] are displayed instead of the contact's picture. Contacts' initials are also briefly displayed when opening (for example) the Calls Log before the conference phone finds and loads the contacts' pictures.

5.4 Enabling Call Waiting

You can enable or disable the call waiting feature.

➤ **To enable or disable call waiting:**

1. Open the **Call Waiting** screen (**Menu** softkey > **Settings** > **Call Waiting**).
2. Touch to select either:
 - **Disable** (disables call waiting) -OR-
 - **Enable** (enables call waiting) -OR-
 - **Busy on Busy** (see Section 5.5.1 below)



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

5.5 Managing Simultaneous Incoming Calls

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

When a call comes in, the device visually indicates it; the ring around the device's speaker flashes green.

5.5.1 Configuring Busy on Busy

If you're already in an active call on either the conference phone or Skype for Business client and a call comes in, the Busy on Busy feature rejects the coming call and plays a busy signal to the caller.

➤ **To configure Busy on Busy:**

1. Open the **Call Waiting** screen (**Menu** softkey > **Settings** > **Call Waiting**).
2. Scroll to and then select the **Busy on Busy** option.
3. Touch the **Save** softkey to save your settings.

5.6 Configuring Time and Date Settings

This section shows how to make sure the NTP server is enabled, configure enabling / disabling obtaining time zone from the DHCP server, configure the time format and configure the date format.

5.6.1 Making Sure the NTP Server is Enabled

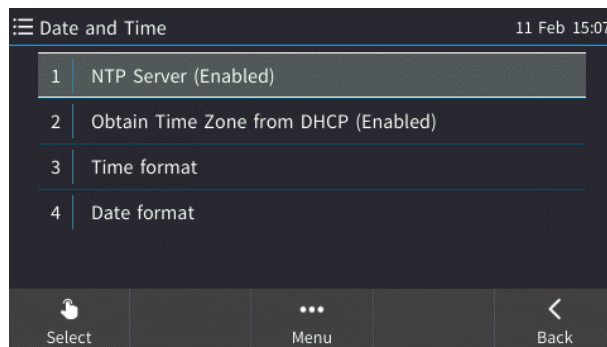
Date and time are automatically retrieved from the deployed Network Time Protocol (NTP) server.



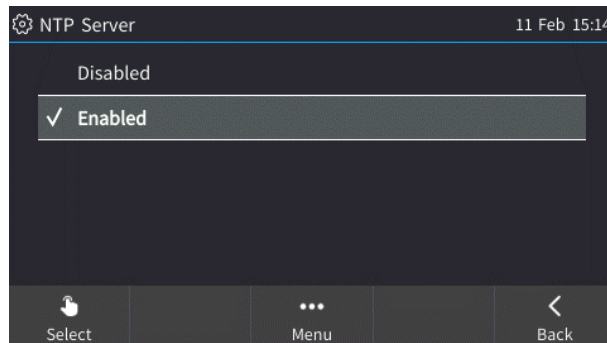
Note: If the conference phone's 'NTP server' setting is set to 'Disabled', inform the network administrator. Only the network administrator can change it. It must be set to 'Enabled' for date and time to be automatically retrieved from the NTP server.

➤ **To make sure the NTP server is enabled:**

1. Open the Date and Time screen (touch the **Menu** softkey, touch the **Settings** item and then touch the Date and Time option).



2. Select **NTP Server**.



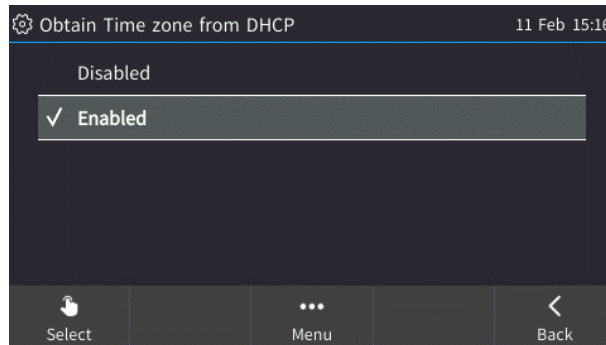
3. If not already 'Enabled', notify your network administrator.



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

➤ **To enable/disable obtaining time zone from the DHCP server:**

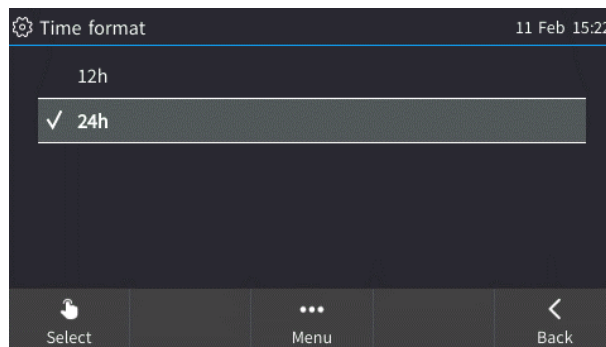
- In the Date and Time screen, select **Obtain Time Zone from DHCP**.



Note: If 'Obtain Time Zone from DHCP' is set to **Disabled**, inform the network administrator. Only the network administrator can change the setting on the conference phone because it is password secured.

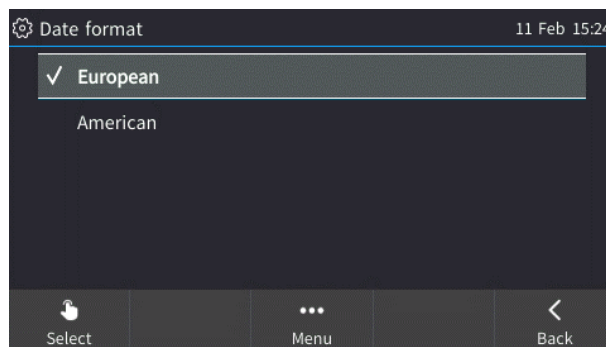
➤ **To configure the time format:**

- Navigate to and select the **Time format** option and then select the format of your choice.



➤ **To configure the date format:**

- Navigate to and select the **Date Format** option and select the format of your choice.

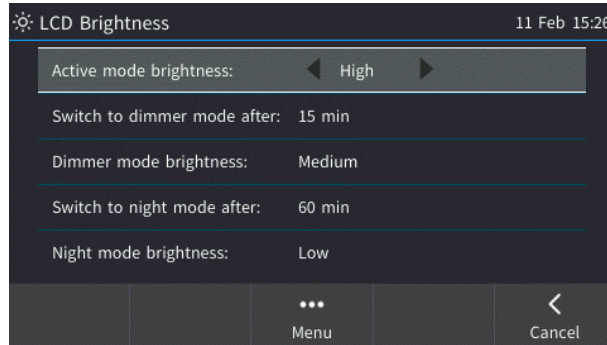


5.7 Configuring Screen Brightness

The conference phone's screen supports different brightness levels. You can choose the level that suits you best.

➤ **To configure screen brightness:**

1. Open the LCD Brightness screen (**Menu** softkey > **Settings** > **LCD Brightness**).



2. Touch an option and then touch < or > to navigate to the level that suits you best. Use the table below as reference.
3. Touch the **Save** softkey to apply the setting.

Table 5-1: Screen Brightness Options

LCD Brightness Option	Description
Active mode brightness	Configures the brightness of the screen when it's in 'active mode', which is - for example - after a calendar reminder pops up in your screen, or when a call comes in, or after you press a key on the dialpad, etc. <ul style="list-style-type: none"> • Low • Medium • High (default)
Switch to dimmer mode after	Defines the timeout of 'active mode', in minutes. If it expires, the screen changes to 'dimmer mode' (see the next description). Configure either 15 (default), 30, 45 or 60 minutes. <p>If your network administrator enabled Microsoft Skype for Business' online Power Save Mode feature, three Microsoft parameters apply:</p> <ul style="list-style-type: none"> • EnablePowerSaveMode • PowerSaveDuringOfficeHoursTimeoutMS • PowerSavePostOfficeHoursTimeoutMS <p>The second determines 'active mode' timeout if in working hours. The third determines 'active mode' timeout if in non-working hours. Consult your network administrator for more information.</p>

LCD Brightness Option	Description
Dimmer mode brightness	Configures the brightness of the screen when it's in 'dimmer mode'. The screen changes to 'dimmer' mode after the timeout configured for 'active mode' expires (see above). You can configure either: <ul style="list-style-type: none"> • Low • Medium (default) • High
Switch to night mode after	Defines the timeout of 'dimmer mode', in minutes. If it expires, the screen changes to 'night mode'. Configure either 30, 60 (default), 90 or 120 minutes. <p>If your network administrator enabled Microsoft Skype for Business' online Power Save Mode feature, three Microsoft parameters apply: (1) Enable/Disable (2) Timeout during work hours and (3) Timeout when out of the office. The third determines how much time in 'dimmer mode' must pass before the screen switches to 'night mode'. The screen never switches to 'night mode' when you are in the office. In the morning, when working hours start, the screen automatically switches from 'night mode' to 'dimmer mode'. The conference phone gets your work hours from Microsoft Exchange server, configured by your network administrator. Consult your network administrator for more information.</p>
Night mode brightness	Configures the brightness of the screen when it's in 'night mode'. The screen changes to 'night mode' after the timeout configured for 'dimmer mode' expires (see above). You can configure either: <ul style="list-style-type: none"> • Low (default) • Medium • High

5.8 Viewing your Location Information

The Location 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.



Note: If geographical location is not provisioned by the server, you're notified 'Location lookup failed. Please enter your address.'

- Either **Set** the location manually, **Skip** (the screen closes but opens every few hours), or **Dismiss** ('kills' the display).
- **To view your location information:**
- Open the Location screen (**Menu** softkey > **Settings** > **Location**).

5.9 Configuring an Outbound Proxy

Skype for Business Server Multitenant Hosting Pack is a Microsoft® Unified Communications (UC) hosting solution for telecommunications and hosting providers which enables hosting partners to deploy a single instance of the server software to securely and economically host multiple tenants with a rich, fully integrated UC solution. To connect the conference phone to a hosted Lync environment (LHP), you need 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 Skype for Business Hosting Partner (LHPv2) Environment Configuration Note*.

To configure a conference 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. Open the Outbound Proxy screen (**Menu** softkey > **Settings** > **Outbound Proxy**) and then set the 'Use Hosted Proxy' field to **Enabled**.
- 2. In the 'Address' field enter the hosted service provider's domain name (FQDN), configure the 'Port' field (default = **0**), and then touch the **Save** softkey.

5.10 Adjusting Volume

The conference phone allows you to adjust

- Ring volume
- Tones volume (e.g., dial tone)
- Speaker volume

5.10.1 Adjusting Ring Volume

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

➤ **To adjust ring volume:**

1. When the conference phone is in idle state, press the + or – bar on the device; the Ringer Volume bar is displayed on the screen.

After adjusting, the Ringer Volume level disappears from the screen.

5.10.2 Adjusting Tones Volume

The conference 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. Touch the **Call** softkey in the idle screen.
2. Press the + or – bar on the device; the Tones Volume bar is displayed on the screen.
3. After adjusting, the Tones Volume bar disappears from the screen.

5.10.3 Adjusting Speaker Volume

The volume of the conference phone's speaker can be adjusted to suit personal preference by pressing – or + located above the screen.

5.11 Managing Phone Directories

The conference phone supports a number of directories:

- Favorites (integrated with Skype for Business client)
- Corporate directory
- Personal directory
- Outlook Contacts
- Others



Note:

- You can add, edit and delete contacts in the Personal Directory. You *cannot* in the Corporate Directory.
- You can add a maximum of 1,000 contacts to your Personal Directory. After adding a contact, you can call the contact directly from the directory. If you receive an incoming call from a contact listed in the directory, the screen displays the name listed.
- The Personal Directory and Corporate Directory display the presence status of contacts if your network administrator set them up in the Microsoft Skype for Business server (see the *Administrator's Manual*).
- If you assign a speed dial key to the contact, you can press it to call them.

5.11.1 Accessing Directories

All directories can be accessed from the **Contacts** softkey in the conference phone's screen.

➤ To access the directories:

- Touch the **Contacts** softkey in the conference phone screen and in the Personal Directory screen that opens, touch the **Groups** softkey; select the directory of your choice from the 'Contact groups' screen.

You can also access your speed dials from this screen.

5.11.2 Adding a Contact to the Personal Directory

A contact including their home number, office number, mobile number and/or SIP URI can be added to the Personal Directory. After adding the contact, you can search for them in the group, dial them, edit their contact information or delete them.



Note: You can add a maximum of 1,000 contacts to your Personal Directory. After adding a contact, you can call the contact directly from the directory. If you receive an incoming call from a contact listed in the directory, the screen displays the name listed.

➤ **To add a contact to the Personal Directory:**

1. Open the Personal Directory (touch the **Contacts** softkey and then the **Groups** softkey and in the Personal Directory screen, select **+ New Contact**).
2. In the 'Add Contact' screen, touch the 'Name' field and use the virtual keypad that pops up to key in the contact's name.
3. Touch the enter key and then touch the 'Office' field; enter the contact's office number.
4. Optionally do the same with the 'Home', 'Mobile' and/or 'SIP/URI' fields. The contact's SIP URI, e.g.,mike.dubb@audiocodes.com can be useful if you don't know their phone number.
5. Touch the **Save** softkey; 'Contact Saved' is displayed. If you only define 'Name'and then touch **Save**, a popup message is displayed: *Please enter name and number*
6. View the contact's name displayed in the Personal Directory.

5.11.3 Editing Contact Information in the Personal Directory

This section shows how to edit contact information in the Personal Directory.

➤ **To edit contact information:**

1. Open the Personal Directory (touch the **Contacts** softkey and then the **Groups** softkey).
2. Touch the name of the contact to edit and then touch the **Edit** softkey.
3. Modify the contact's details and touch the **Save** softkey.



Note:

- The Corporate Directory cannot be modified.
- Only the Personal Directory can be modified.

5.11.4 Deleting a Contact from the Personal Directory

This section shows how to delete a contact from the Personal Directory.

➤ **To delete a contact from the Personal Directory:**

1. Open the Personal Directory (touch the **Contacts** softkey and then the **Groups** softkey).
2. Touch the name of the contact to delete and then touch the **Delete** softkey; a 'Delete current contact?' warning message appears.
3. Touch the **Yes** softkey to remove the contact from the conference phone directory or **No** if you want to keep the contact in the directory; the contact is removed from the directory.



Note:

- Corporate Directory contacts cannot be deleted.
- Only Personal Directory contacts can be deleted.

5.11.5 Adding a Person to Favorites after a Call with them is Logged

After a call with someone or after a call is missed (for example), you can open the Call Log and add that person to the Favorites directory from the log.



Note: A maximum of 1,000 people can be added to the Favorites directory.

➤ **To add a person to your Favorites directory from Call Log:**

1. Open the Call Log (touch the **Menu** softkey and then touch the **Call Log** softkey).
2. Select the call log (All Calls, Missed Calls, Received Calls or Dialed Calls), select the logged call and then touch the **Detail** softkey.
3. In the Call Details screen, touch the **Favorite** softkey; you're notified 'Successfully added to Favorites'. The person is added to your Favorites.



Note: You can also add a person to the Favorites directory from the Corporate Directory, Outlook Contacts, Personal Directory and (User) Groups, through the 'Contact details' screen's **Favorite** softkey.

5.11.6 Removing a Person from Favorites

You can remove a person from the Favorites directory.

➤ **To remove a person from the Favorites directory:**

1. Open the Favorites directory (touch the **Menu** softkey and then touch the **Favorites** softkey).
2. Touch the name of the person to remove; the Contact Details screen opens.
3. Touch the **Unfavorite** softkey; the person is removed from the Favorites directory.

5.11.7 Adding a Distribution Group to Favorites

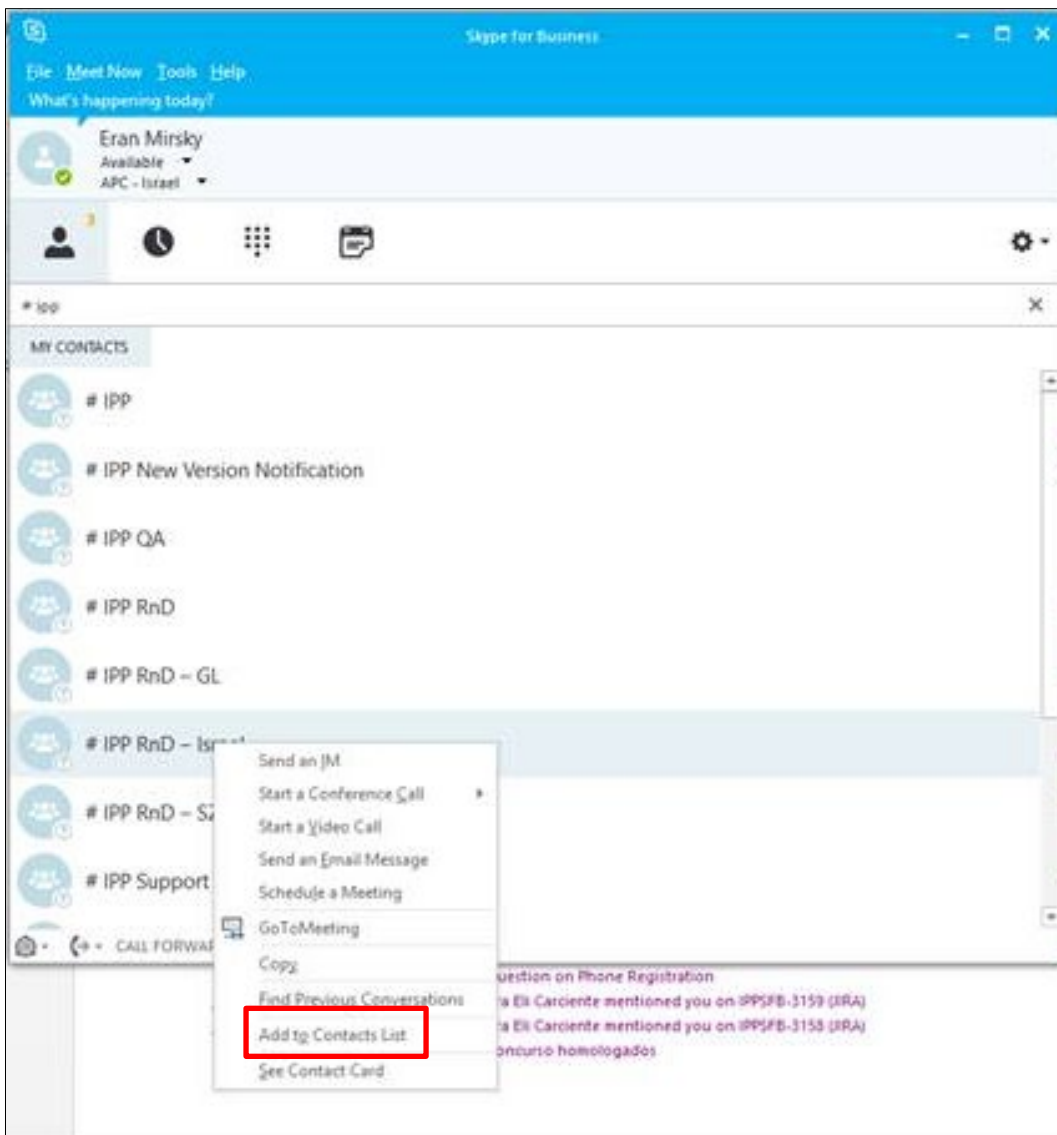
This feature allows you to view users who are members of Active Directory distribution groups (preconfigured as Favorites in the Skype for Business client) on the conference phone screen. With the feature, users from distribution groups can be called, invited to conference calls, etc.

From the Skype for Business client, add a Distribution Group to the Skype for Business client's Favorites directory, view the group in the conference phone screen, open it and navigate to a group member and call them.

The feature enhances Unified Communications between phone and pc (Skype for Business client).

➤ **To add a Distribution Group to the Favorites directory:**

1. From Skype for Business client, add a Distribution Group to your Favorites directory, right-click and from the popup menu choose **Add to Contact List**.



2. On the conference phone, open the Contact groups screen (**Contacts > Contact groups**) and make sure you can view this group, select it and view group members.



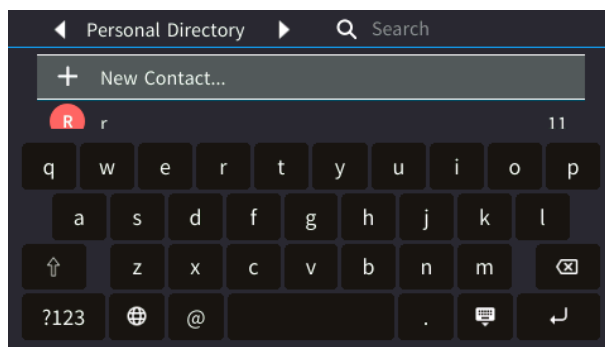
Note: A group of more than 100 members cannot be fully expanded.

5.11.8 Searching for a Contact in your Personal Directory

The search feature lets you quickly and easily locate a contact in the Personal Directory. The feature is especially useful if you have a long list of contacts.

➤ **To search for a contact in the Personal Directory:**

1. Open your Personal Directory (touch the **Contacts** softkey and then touch the **Groups** softkey and select the **Personal Directory** option).
2. Touch the 'Search' field; the QWERTY virtual keypad pops up.



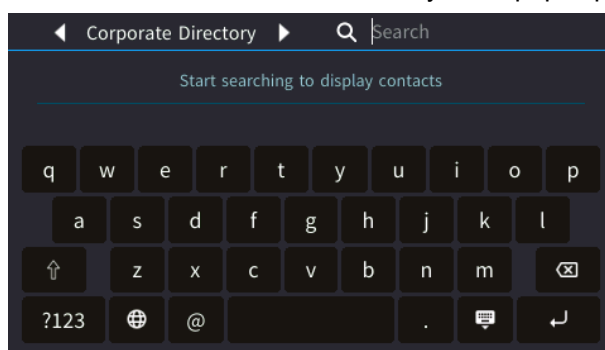
3. Type in the letters of the name of the contact you're searching for. If you don't know the spelling for example, type in the first letters in the name. If you only know it begins with 'J', for example, type in 'J'.
4. Touch the enter key on the virtual keypad; the name of the contact is displayed. If you typed in 'J', for example, then only names beginning with 'J' are displayed. If you know the second letter in the name you can type it in and touch the enter key again; the list of names will be narrowed.

5.11.9 Searching for a Contact in the Corporate Directory

You can search for a contact in the Corporate Directory.

➤ **To search for a contact in the Corporate Directory:**

1. Open the Corporate Directory (touch the **Contacts** softkey and then touch the **Corporate Directory**).
2. Touch the 'Search' field; the QWERTY virtual keyboard pops up.



3. Key in the first and second letter of the contact's name (for example) and then touch the enter key on the virtual keyboard; all names beginning with that first and second letter will be displayed.
4. You can narrow the list by entering the third letter in the contact's name. If you type in the contact's full name, only that contact will be displayed.

5.12 Configuring a Programmable Key for Speed Dialing

Any of the 2-6 Programmable Keys can be configured as a speed dial in the conference phone's idle screen.

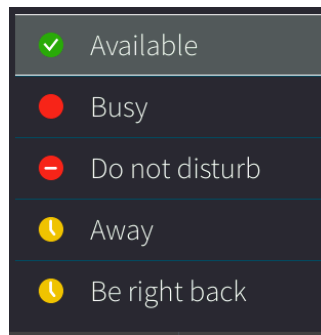
➤ **To configure a Programmable Key as a speed dial:**

1. In the conference phone's idle screen, touch the ... button.



Note: Alternatively you can touch the **Menu** softkey in the idle screen, touch the **Keys** item and then in the Programmable Keys screen that opens, select an 'Empty'.

2. Touch < or > to navigate to and select **Speed Dial**.
3. Configure the 'Number' and 'Key Label' fields. Touch the field. The virtual keypad opens. Touch **?123** to enter digits.
4. Alternatively navigate down to select the **Select from Directory** option.
5. Touch the **Save** softkey; the screen reverts to idle mode displaying the name of the contact you configured.
6. To determine presence status, refer to the figure below.



7. To speedily dial a call, touch the speed dial displayed in the idle screen; the number is dialed.

5.12.1 Configuring Pause Dialing for a Speed Dial to an Ext. behind an IVR

Your network administrator can configure pause dialing for a Speed Dial, in order to create a time break. This is typically required for a Speed Dial which dials a destination extension number that is behind an Interactive Voice Response (IVR) system.



Note: Consult your network administrator if you need a pause dialing configured for a Speed Dial. See the *Administrator's Manual* for more information.

5.12.2 Deleting a Speed Dial

➤ **To delete a speed dial:**

1. Open the Programmable Keys screen (touch the **Menu** softkey In the idle screen and then touch the **Keys** option).
2. Locate the listed speed dial to delete and then touch < to navigate to and select **Empty**.
3. Touch the Back softkey until you return to the idle screen and verify the speed dial is removed.

5.13 Configuring a Programmable Key as a Key Event

Any of the 2-6 Programmable Keys can be configured as a Key Event. After configuring a 'Calendar' Key Event, for example, touching its icon the idle screen opens the Calendar screen.



Note: For the calendar to be displayed, you need to have signed in with User Name and Password. If you haven't, you're notified 'Calendar is not available for PIN code login'.

Other Key Events you can configure:

- Missed Calls
- Received Calls
- Dialed Calls
- Contacts
- DnD All
- Forward All
- Hot Desking

➤ **To configure a Programmable Key as a Key Event:**

1. Open the Programmable Keys screen (touch the **Menu** softkey and then touch the **Keys** option).
2. Select an 'Empty' key and then in the Programmable Key field, touch < or > to navigate to and select **Key Event**.
3. In the Programmable Key screen, touch the 'Key Label' field; the virtual keypad pops up.
4. Type in an identifier that you'll easily identify in your idle screen and then touch the enter key on the virtual keypad.
5. Touch the 'Key Event' field and touch < or > to navigate to the Key Event you want (see above the list of possible Key Events you can configure).
6. Touch the **Save** softkey.
7. In the idle screen, view the icon of the Key Event you configured.

5.14 Configuring a Programmable Key for Direct Voice Dialing

The conference phone is directly integrated with AudioCodes' Voca services to allow voice dialing to any other user in same corporate directory.



Note: The network administrator must enable the feature and configure the VocaNOM IP address service on the conference phone for the Programmable Key to be activated. See the *Administrator's Manual* for more information.

VocaNOM allows voice-dialing colleagues by touching the VocaNOM key in the conference phone's idle screen or in the Expansion Unit screen. A beep is played and then a voice prompt requests first and last name or department. The caller articulates the first and last name and then at the prompt, articulates "Office" or "Mobile". The VocaNOM service then directly dials the requested party according to the instructions articulated by the user. When the service identifies the requested party, the conference phone dials their number just as it does in a regular call. The VocaNOM voice-dialing feature helps increase employee productivity.

➤ **To configure a Programmable Key for direct voice dialing:**

1. Open the Programmable Keys screen (touch the **Menu** softkey and then touch the **Keys** option).
2. Select an 'Empty' key and then in the Programmable Key field, touch < or > to navigate to and select **VocaNOM**.
3. After configuring the key, make sure it's displayed in the idle screen and that it is active. If it isn't, consult your network administrator.

5.15 Configuring a Programmable Key for Making a Discreet Call

This feature answers a requirement for more security measures in public institutions such as making a discreet call. If a call is made in discreet mode, it's a one-way call to a remote phone.



Note: Both caller and called party phones must be AudioCodes phones.

The caller's phone does not indicate audially that a call is in progress; it's silent. The screen remains in idle mode and the backlight is not activated. The only indication that a call is in progress is the presence status of the caller changes to red (busy).

It's recommended that the called party's phone be a dedicated phone to avoid the scenario of being on another call when needed for the discreet call; the conference phone automatically answers the discreet call; there is no need to pick up the handset. The called party then 'listens' to what's happening at the caller's end. When the called party ends the call, the call ends on both sides. The caller cannot end the call.

➤ **To configure the feature:**

1. Open the Programmable Keys screen (touch the **Menu** softkey and then touch the **Keys** option).
2. Select an 'Empty' key and then in the Programmable Key field, touch < or > to navigate to and select **Discreet Call**.
3. In the Programmable Key screen, touch the 'Number' field and in the virtual keyboard that pops up, type the conference phone number of the authority in the organization to whom the discreet call will be made in the event that the necessity arises. Touch the enter key on the virtual keyboard.
4. Configure a label for the key. Make it intuitive to facilitate quick action in an emergency. The label should differentiate Discreet Call functionality from other Speed Dials displayed, without compromising discretion. A label such as 'Emergency' would compromise discretion. The label is displayed in the conference phone's screen like a Speed Dial.
5. [Alternatively] Configure the preceding two parameters by 'Selecting (the destination phone) from Directory'.
6. Save the configuration by touching the **Save** softkey.
7. Make a discreet call as you'd make a call using a speed dial (see Section 7.4).



Note:

- Device Lock must be disabled on the called party's phone.
- The call runs via the Skype for Business server as a regular call when the conference phone tunes the behavior to match the required functionality.

5.16 Deleting a Programmable Key

A Programmable Key can be deleted after you configure it if you no longer find it useful (for example).

➤ **To delete a Programmable Key:**

1. Long-press the configured Programmable Key icon in the idle screen.
2. In the Programmable Key screen that opens, navigate to and select **Empty**; the Programmable Key is removed from the idle screen.

5.17 Viewing Microsoft Exchange Calendar in the Conference Phone Screen

You can view Microsoft Exchange Calendar items displayed in the conference phone's screen. Only items whose start date / time falls on the same day are displayed.



Note: For this feature to be available:

- It must be enabled by your network administrator if it isn't already (the default is enabled). For more information, see the *Administrator's Manual*.
- You need to sign in to the conference phone with Username and Password. If you signed in with PIN code, the feature will not be available and you'll receive an indication. Features activated from Microsoft's Exchange Server are only available after signing in with Username and Password.

➤ **To view the calendar:**

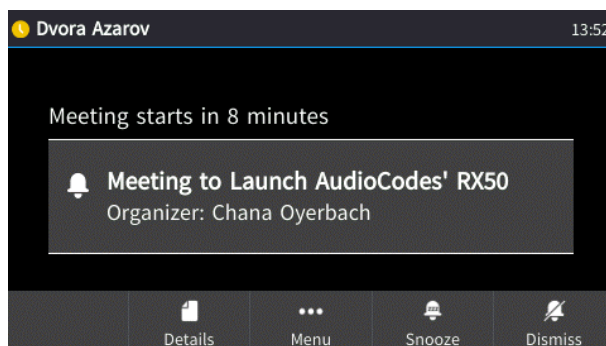
1. Touch the **Menu** key in the conference phone screen and in the Menu screen, select the **Calendar** option.
2. View meetings scheduled for that day. Scroll down to view meetings that are off screen.

5.18 Receiving Meeting Reminders

The conference phone automatically pops up meeting reminders for meetings defined as Skype for Business meetings. Meeting reminders pop up in the conference phone's idle screen at the time defined for them in the meeting invitation.



Note: If the feature is disabled, ask your network administrator to enable it. For more information, see the *Administrator's Manual*. You need to sign in to the conference phone with Username and Password for this feature to be available.



You can Snooze a Reminder, or Dismiss it. If you select Dismiss, the Reminder does not pop up again; you'll still be able to access Calendar items and view the meeting.

If you select Snooze, the Reminder pops up 10 minutes before the start of the meeting, five minutes before the start of the meeting, and when the meeting begins.

The feature therefore allows you to receive advance notice about meetings and to enjoy direct access to them by clicking **Join**.

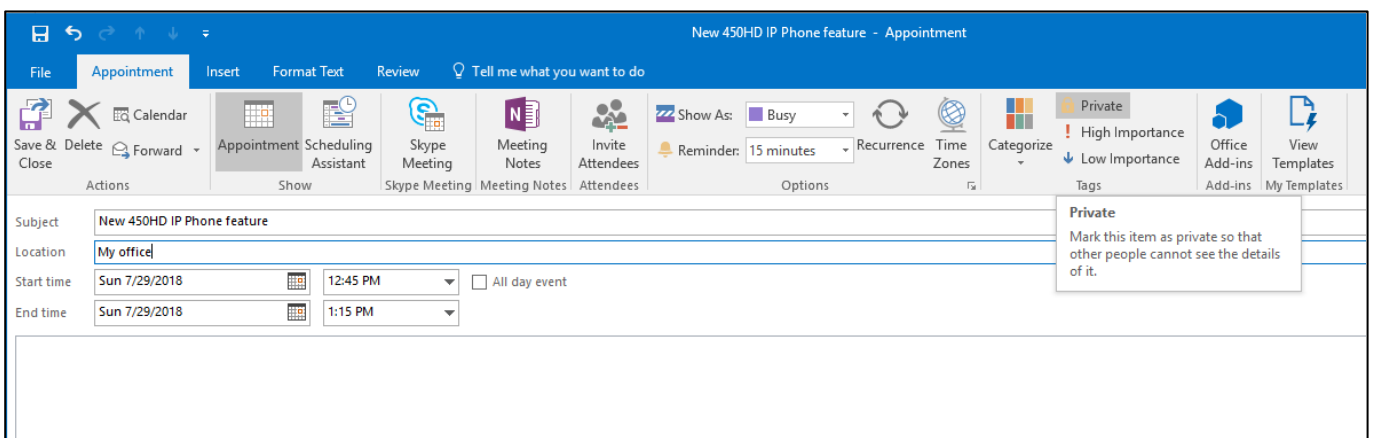
5.18.1 Displaying Calendar Meetings without Identifying Details

The conference phone can be configured to display Calendar meetings without displaying identifying details such as the subject of the meeting, to protect a user's privacy if required.

➤ **To do this:**

- When defining a new meeting in Microsoft Exchange, select the **Private** option as shown in the figure below.

Figure 5-1: Selecting the Private Option in Microsoft Exchange



The meeting prompt will be displayed on your phone without identifying details, and will be identified as **private**.

5.19 Determining Meeting Attendees' Presence Status

You can determine the presence status of meeting attendees.

➤ **To determine the presence status of meeting attendees:**

1. In the Meeting Reminder, touch the **Details** softkey.
2. If the meeting has already started, touch the **Menu** softkey in the conference phone's screen and touch the **Calendar** option. In the list of meetings that opens, navigate to the meeting whose attendees' presence statuses you want to determine and then touch the **Details** softkey.
3. Touch the **Attendees** softkey to view the presence status of the participants attending the meeting.
4. Determine the attendee presence status from the presence icons.
5. Optionally, navigate to an attendee and touch the **Dial** softkey to dial them.

6 Performing Basic Operations

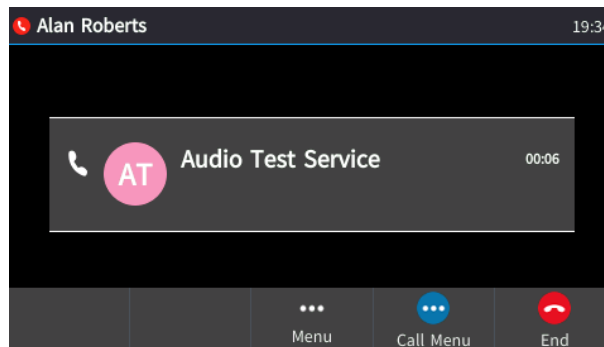
This section shows basic phone operations.

6.1 Checking Voice Quality

You can perform a voice quality check on the conference phone.

➤ **To perform a voice quality check:**

- Touch the **Menu** softkey in the conference phone screen, touch the **Status** menu option and select **Voice Quality Check**.




You're invited to "Record a short message after the tone then wait to hear how you sound".



Note: The feature must be enabled on the server by the network administrator for it to be available. See the *Administrator's Manual* for more information.

6.2 Making Calls

The conference phone offers multiple ways of making a call. After dialing, the screen displays:

- 
- the called party's presence status (Available, Busy, Do not disturb, Away, or Be right back)
- the called party's name if it's listed in the conference phone directory
- the number on which the called party is dialed

Screen indications:

The conference phone plays a ring-back tone

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

- Touch the **End** softkey.



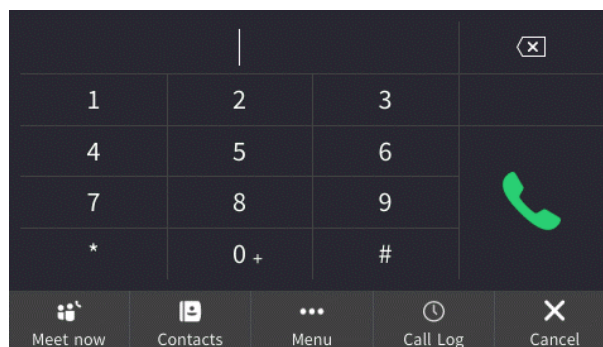
Note: To configure a Programmable Key for speed dialing, see Section 5.12.

6.2.1 Dialing

This section shows how to dial.

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

1. Touch the **Call** softkey in the conference phone's screen.



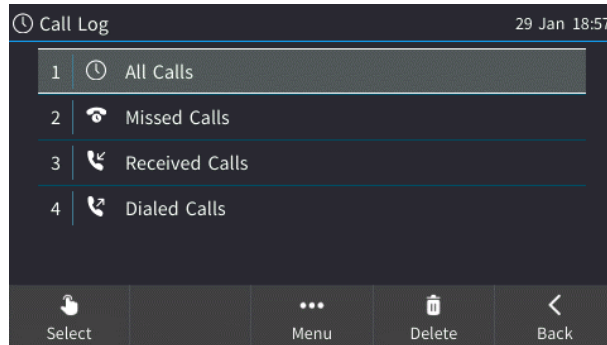
2. Using the virtual keypad that is displayed, enter the number and touch the handset icon (or wait until dialing is automatically performed).

6.2.2 Dialing a Missed Call

The conference phone logs all missed calls in a Call Log from which a call can be made.

➤ **To dial a missed call:**

1. Touch the **Menu** softkey and then touch the **Call Log** item.




2. Touch the **Missed Calls** log from which to make the call.
3. In the Missed Calls log, navigate to and touch the missed call.



Note: A call can be made in the same way from *any* of the Call Logs.

6.3 Answering Calls

The conference phone indicates an incoming call as follows:

- The screen displays  together with the caller's phone number (or contact name if listed in the conference phone directory).
 - The conference phone rings.
 - The ring around the speaker flashes green.
- **To answer:**
- Touch the **Accept** softkey (the speaker is automatically activated).
- When you answer, the screen displays a phone icon and the caller's details and call duration.



Note:

- **HD** in the screen indicates a high-definition call (using a wideband voice coder).
- When two incoming calls occur simultaneously, the names of the calling parties appear in the screen 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 in the screen and the adjacent incoming call icon flashes.

6.4 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:**
- Touch the **Reject** softkey.



Note:

- The **Reject** softkey will *not* be displayed if your network administrator configured voicemail on the conference phone.
- The **To Voice Mail** softkey will be displayed instead of the **Reject** softkey if your network administrator configured voicemail. You can press it to send an incoming call directly to voicemail. See below.

- **To send an incoming call to voicemail:**
- When the conference phone rings to alert to a call, touch the **To Voice Mail** softkey displayed.

6.5 Silencing Incoming Calls

You can silence an incoming call's ringing; the caller hears normal ringing but no answer.

- **To silence the ringing of an incoming call:**
- Touch the **Silent** softkey.
- Answer a silenced call by pressing the **Accept** softkey.

6.6 Ending an Established Call

You can end an established call.

➤ **To end an established call:**

- Touch the **End** softkey.

6.7 Viewing Missed, Received and Dialed Calls

The conference phone logs calls missed, received and dialed calls.



Note:

- The conference phone's Call Logs are synchronized with Microsoft's Exchange server. All lists in each device's Call Log are synchronized except the Missed Calls list. All devices that a user signs into are synchronized with the server. Each device reports every call from | to that user to the server. Each device then pulls the last 20 reported calls and performs synchronization.
- If the feature has been disabled, the network administrator must re-enable for synchronization to function. See the *Administrator's Manual* for more information.

The conference phone can be configured to display the number of missed, received and/or dialed calls (if any) in the idle screen. To implement this feature, a Programmable Key must be configured as a Key Event. See under Section 5.13 for information about how to do this.

➤ **To view missed calls (for example):**

- Touch the **Missed** softkey in the idle screen.



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. Open the Call Log screen (touch the **Menu** softkey and then touch the **Call Log** item).

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. Touch the Call Log you want to view; a list of the logged calls is displayed.
 - Touch a logged call to dial it.
 - Navigate to a logged call and then touch the **Save** softkey to save the related information about the entry in the Personal Directory (for adding a contact in the directory, see under Section 5.14).
 - Navigate to a logged call and then touch the **Detail** softkey; the Call Details screen opens displaying 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 (if answered)



Note:

- 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.

6.8 Reporting a Malicious Call

You can report a malicious call. If you receive a call and you want to report it as malicious, the conference phone allows you to send a report to the Skype for Business server.



Note: The feature must be enabled by the network administrator on the Skype for Business server for malicious call reporting to be allowed by the conference phone. See the *Administrator's Manual* for more information.

➤ **To report a malicious call:**

1. After receiving a call, touch the **Menu** softkey in the conference phone screen and touch the **Call Log** item.
2. Select the **Report a call** option; the conference phone reports the malicious call.

7 Performing Advanced Operations

This section shows how to perform advanced operations.

7.1 Answering a Waiting Call

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 X is in progress.
- b. A call comes in from Y.

➤ **To answer Y:**

1. Touch the **Accept** softkey; the waiting call from Y is answered; the previous call from X is put on hold.
2. To toggle between calls, touch the caller's name in the screen.



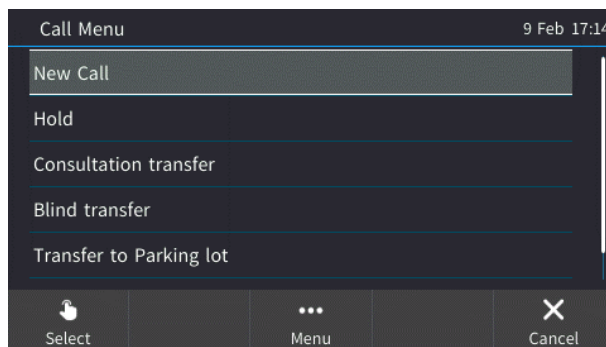
Note: To enable / disable the call waiting feature, see Section 5.4.

7.2 Placing a Call On Hold

You can place a call on hold in order to answer an incoming call (see xx Section 7.1) 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, touch the **Call Menu** softkey and then touch the **Hold** option.



➤ **To retrieve a call on hold:**

- Touch the **Resume** softkey.

7.3 Handling Multiple Incoming Calls

The conference phone is capable of handling up to eight calls. Multiple calls can be put on hold and you can switch between them. This feature is valuable for front desk personnel.

➤ **To manage multiple incoming calls:**

- If a call comes in from X and then after it, a call comes in from Y , when you answer Y, X is put on hold.
- If a third call comes in, this one from Z, and you answer it, X is also put on hold, so now both X (caller 1) and Y (caller 2) are on hold.

➤ **To toggle between callers:**

- Touch the caller's name in the screen.

7.4 Using a Speed Dial to Call a Contact

Speed dials are used to quickly place calls to contacts rather than laboriously look up their number in the directory every time you need to call them.







Note: Touching a speed dial dials the default option, namely, a Skype for Business call.

➤ **To place a call to a contact from a configured speed dial:**

1. Long-press the contact's speed dial displayed in the conference phone's idle screen.
2. In the popup menu that pops up, touch an item to directly activate its functionality. Use the table below as reference.

Table 7-1: Popup Menu Items – Touch to Activate

Popup Menu Item	Functionality
	Directly calls the Skype for Business phone of the contact to whom the speed dial is configured.
	Directly calls the office phone of the contact to whom the speed dial is configured.
	Directly calls the mobile phone of the contact to whom the speed dial is configured.
	Opens the Programmable Key settings for quick access to the configuration of the speed dial to the contact. To configure a Programmable Key for speed dialing, see Section 5.16.

7.5 Accessing a Speed Dial when in a Call

You can access your speed dials when in a call in order to (for example):

- transfer the call to a third party
- add a participant to a conference

➤ **To access your speed dials when in a call:**

1. When in a call, touch the **Call Menu** softkey and then touch the **Blind transfer** softkey (for example); the virtual keypad opens.
2. Touch the **Contacts** softkey and in the Personal Directory that opens, touch the speed dial of the contact to transfer the call to.
3. In the Contact Details screen that opens, touch the **Dial** softkey.

7.6 Making a Call in Discreet Mode

This feature answers a requirement for more security measures such as a silent mode call for public institutions. If a call is made in discreet mode, it's a one-way call to a remote phone. The caller's phone does not indicate audially that a call is in progress; the screen remains in idle mode and the backlight is not activated. The only indication that a call is in progress is the presence status of the caller changes to red (busy). The caller cannot end the call.

➤ **To configure the feature:**

- Configure a Programmable Key for making a discreet call as shown in Section 5.15.

It's recommended that the called party's phone be a dedicated phone to avoid the scenario of being on another call when needed for the discreet call; the conference phone automatically answers the discreet call; there is no need to pick up the handset. The called party then 'listens' to what's happening at the caller's end. When the called party ends the call, the call ends on both sides.



Note:

- Both caller and called party phones must be AudioCodes phones.
- Device Lock must be disabled on the called party's phone.
- The call runs via the server as a regular call when the conference phone tunes the behavior to match the required functionality.

7.7 Transferring Calls

You can transfer a call to another party using blind transfer (default) or consultation transfer.

Transfer	Description
Blind	Connects a call with a second party to a third party <i>before</i> the third party answers.
Consultation	Connects a call with a second party to a third party <i>after</i> the third party answers and agrees to be connected to the second party.

7.7.1 Performing a Blind Transfer

You can transfer a call to a destination party without consulting the destination party.

➤ **To perform a blind transfer:**

1. When in a call, X asks you – Y - to transfer them to Z.
2. Touch the **Call Menu** softkey and then touch the **Blind transfer** option; X is put on hold and the virtual keypad opens.
3. Enter Z's number (or if there's a speed dial configured for Z then touch the **Contacts** softkey and then touch the contact and in the Contact Details screen, touch the **Transfer** softkey); Z's phone rings.
4. When Z picks up, X is automatically transferred to Z and your call with X is disconnected.

7.7.2 Performing a Consultation Transfer

You can consult with a party before transferring a call to them.

➤ **To perform a consultation transfer:**

1. In a call with X, X asks you (Y) to transfer them to Z.
2. Touch the **Call Menu** softkey and in the Call Menu screen that opens, touch **Consultation transfer**; X is put on hold and the virtual keypad opens.
5. Enter Z's number (or if there's a speed dial configured for Z then touch the **Contacts** softkey and then touch the contact Z and in their Contact Details screen touch the **Dial** softkey); Z's phone rings.
3. When Z picks up, consult with them and then touch the **Transfer** softkey. Z is connected to X.

7.7.3 Merging Calls

You can merge two separate calls into one conference call if you're in a call and you want to add another participant to the established call.



Note: A regular call cannot be merged with an active conference call.

Merging is similar to adding a participant to a conference.

➤ **To merge calls:**

1. While in a call with X, you (Y) decide you want to add Z to the conversation. Touch the **Call Menu** softkey and then select **New Call**.
2. In the virtual keypad that opens, enter Z's number and touch the **Dial** softkey. (Alternatively, if there's a speed dial configured for Z, touch the **Contacts** softkey and then touch the contact Z and in their Contact Details screen, touch the **Dial** softkey).
3. When Z answers, touch the **Call Menu** softkey and then select **Merge Calls**; all three of you are now in the conversation.

7.8 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 Skype for Business server's parking lot parameter. Your network 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 Skype for Business server's parking lot parameter.

➤ **To park a call:**

1. When you're in a call, touch the **Call Menu** softkey and then select the **Transfer to Parking lot** option.
You're notified in the conference phone's screen of the number to dial (on another phone) to retrieve the call.
2. On another phone, dial the retrieval number; the call is pulled to that phone.
3. To pull the call back to the conference phone which it was originally on, touch the **Retrieve** softkey.

7.9 Configuring Group Call Pickup (GCP)

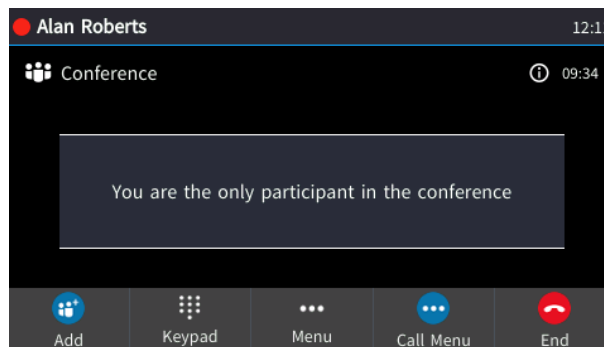
GCP capability lets an employee take a call coming in on a colleague's phone, on their phone. If an employee in an open space hears a colleague's phone ringing and knows that colleague is unavailable, instead of having the call go unanswered and routed to voicemail, the call can be redirected and answered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

7.10 Initiating a Multi-Party Skype for Business Remote Conference

A multi-party call conference based on the Skype for Business server (remote conference) can be initiated from the conference phone. The conference phone of the conference initiator uses CCCP (Centralized Conference Control Protocol) to establish the conference. The feature is integrated with Microsoft Exchange so in an email invitation to join a Skype for Business meeting, you can touch a **Join** link.

➤ **To initiate a conference:**

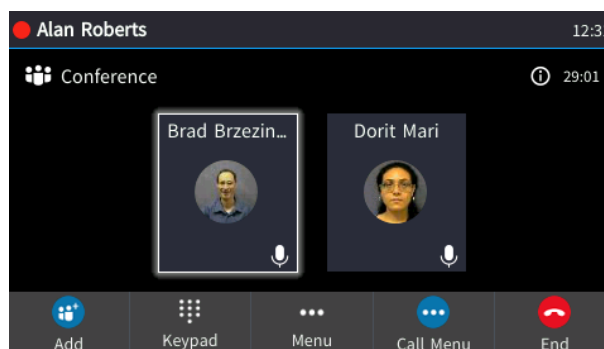
1. In the conference phone's idle screen, touch the **Meet Now** softkey; the Conference screen opens indicating **You are the only participant in the conference**.



3. Touch the **Add** softkey; the virtual keyboard opens.
4. Enter the participant's phone number. Either:
 - Touch the **Contact** softkey and navigate in the Personal Directory or Corporate Directory (touch the **Groups** softkey to access the) to find the contact to add. After finding them, touch the **Dial** softkey.
 - Touch the **Call Log** softkey and navigate to and select a Call Log from within which you can add a participant. After navigating to the participant to add, touch the **Dial** softkey (see Section 6.8 for more information about Call Logs).
5. Add and dial other participants to include in the conference.

➤ **To view conference participants:**

- In the conference phone's idle screen, touch the **Meet Now** softkey to open the Conference screen.



➤ **To disconnect a conference participant:**

1. In the Conference screen, touch the participant to disconnect.
2. Touch the **Call Menu** softkey and in the Conference Menu screen that opens, scroll down and select **Disconnect Brad Brzezinski**.

➤ **To change a participant's privileges:**



Note:

- A participant with 'host' privileges can perform every action: far mute, mute all, remove, etc.
- A participant with 'attendee' privileges can only add participants, no more.
- 'host' privileges is relevant only to Skype for Business users rather than - for example - to PSTN/mobile calls.

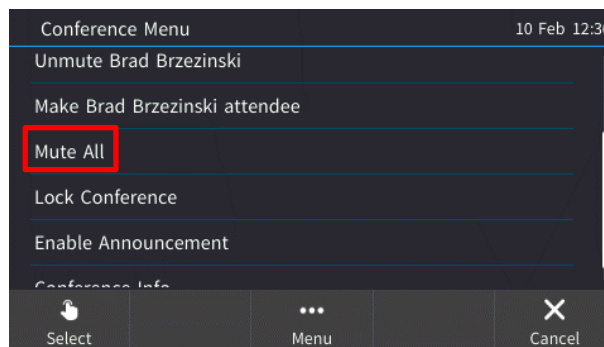
3. In the Conference screen, touch the participant whose privileges you want to change and then touch the **Call Menu** softkey.

4. In the Conference Menu screen that opens, navigate to and select the **Make Brad Brzezinski attendee** option.

The participant's privileges will change to 'attendee' privileges.

➤ **To mute all participants:**

- In the Conference screen, touch the **Mute All** softkey -or- touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select **Mute All**.

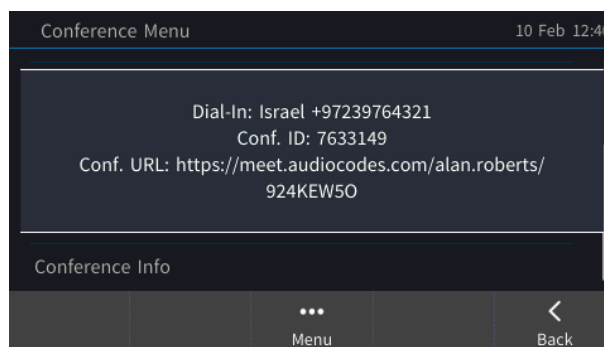


➤ **To lock a conference:**

- In the Conference screen, touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select the **Lock Conference** option.


➤ **To view conference information:**


- In the Conference screen, touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select the **Conference Info** option.



➤ **To mute a remote participant:**

- In the Conference screen, touch the participant to mute, touch the **Call Menu** softkey and then navigate down in the Call Menu that opens to select **Mute 'participant name'**.

After muting a participant, they're displayed in the Conference screen with a muted icon .


You can also touch an unmuted icon  in the Conference screen to mute a participant.



Note: If another participant mutes *you*, you'll view on your screen the message **A presenter has muted you**.

➤ **To unmute a remote participant:**

- In the Conference screen, touch the participant to unmute, touch the **Call Menu** softkey and then navigate down in the Call Menu that opens to select **Unmute 'participant name'**.

You can also touch a muted icon  in the Conference screen to unmute a participant




Note: If another participant unmutes you, you'll view on the screen the message **A presenter wants you to unmute yourself**. Press the mute key on the device to unmute yourself.

7.11 Muting Calls

You can mute the speaker 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 on the conference phone .
2. To unmute, press the mute key again and resume the conversation.

8 Troubleshooting

Read this section if a problem with a conference phone occurs. Contact your administrator if necessary.

Table 8-1: Troubleshooting

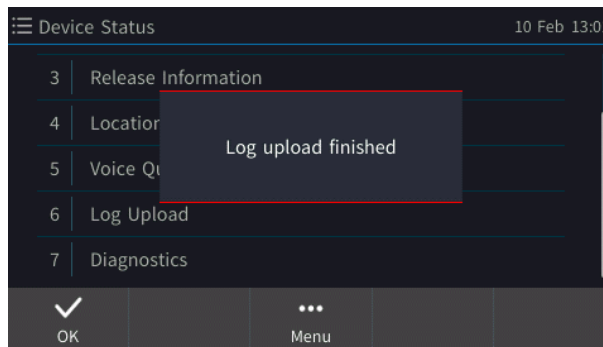
Symptom	Problem	Corrective Procedure
Phone is off (no touch screen displays)	Phone is not receiving power	<ul style="list-style-type: none"> Since you're using Power over Ethernet (PoE), contact your network administrator to check that the switch is powering the conference phone.
Phone is not ringing	Ring volume is set too low	<ul style="list-style-type: none"> Increase the volume
Touch screen display is poor	Touch screen settings	<ul style="list-style-type: none"> Adjust the conference phone's screen brightness
'Calendar is not available for PIN code login' message	Cannot access Microsoft Exchange Calendar	<ul style="list-style-type: none"> Log in again but do not log in using PIN code Log in using Username and Password
 displayed in the idle screen	Can't connect to Exchange	<ul style="list-style-type: none"> Change the username format from audiocodes/someone to someone@audiocodes.com to sign in to the conference phone.

8.1 Uploading Logs to Microsoft Server for Support Purposes

An integrated log upload feature allows network administrators to upload logs from the conference phone to the Microsoft server for troubleshooting/support purposes. If a user experiences an irregularity such as poor voice quality, they'll contact an AudioCodes Field Application Engineer (FAE) who will instruct them to upload and send the logs for analysis. The FAE then downloads the logs to their PC, performs the analysis, and provides a fix.

➤ **To upload logs:**

1. Touch the **Menu** softkey, touch the **Status** item and then scroll down to select **Log Upload**.



2. Touch **OK**.

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