Quick Guide

1. Before Installing

Congratulations on purchasing your AudioCodes 445HD IP Phone!

Before installing your phone, make sure the following items are included in the shipped box:

- √ 445HD IP Phone
- ✓ AC power adapter (optional)
- Cat 5e Ethernet cable
- ✓ Phone base stand
- ✓ Handset
- ✓ Handset cord
- ✓ Wall-mounting screws



Note: Sidecar and Busy Lamp Fields (BLF) with 12 Speed Dials are not supported on 445HD-R models.

2. Physical Description





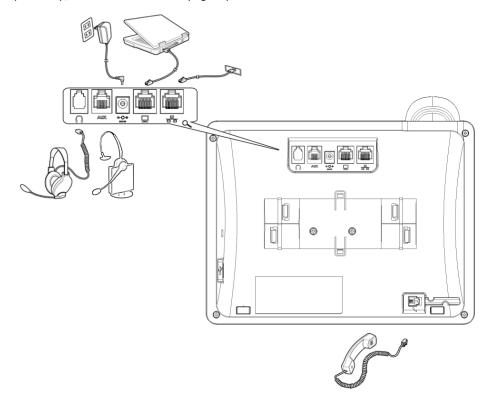
3. Cabling the Phone



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

To cable the phone:

- 1. Connect the short, straight end of the phone cord to the handset, and the longer straight end of the cord, to the handset jack on the phone.
- 2. (Optional) Connect the RJ-9 headset jack to a headset.
- 3. Connect the RJ-45 LAN port to your LAN network (LAN port or LAN switch/router) with a CAT 5 / 5e Ethernet cable. This port supports Power over Ethernet (PoE), allowing you to power the phone from the Ethernet cable instead of the power adapter.
- 4. Connect the RJ-45 PC port to a computer with a CAT 5 / 5e straight-through Ethernet cable.
- (Optional) Connect the connector tip of the AC power adapter to the phone's DC 12V power socket, and then connect the two-prong AC adapter directly to the electrical wall outlet. When the phone powers up, all the LEDs momentarily light up.

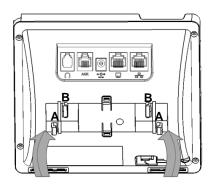


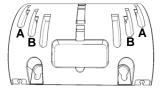
4. Mounting the Phone on a Desktop or Wall

For instructions on assembling the stand, scan the QR code or refer to https://www.youtube.com/watch?v=oGe9STB9IFE

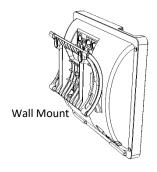


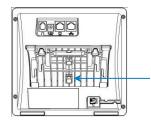
- ✓ Desktop mounting: Slide stand's outer rails (A) onto phone's outer notches (A).
- ✓ Wall mounting: Slide stand's middle rails (B) onto phone's inner notches (B).











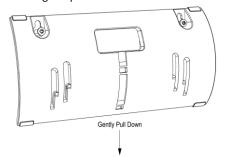
To detach stand from phone, push this button with a pointed object

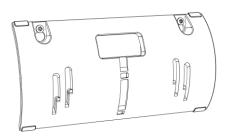


Note: See the *Regulatory Information* before operating the device.

To wall mount the phone:

- Using the mounting plate's two screw holes as a template, mark the locations on the wall where
 you want to mount the phone. The horizontal distance between the screw holes is 5.39 inches
 (137 mm).
- 2. Drill a hole in the wall at the two marked locations.
- 3. Insert an anchor (not supplied) in each hole for the 3.9mm screws.
- Insert two screws (not supplied) into the two masonary anchors. It's recommended to use tapp 3.9 x 32mm (DIN 7981 C) self-tapping pan Phillips-head screws.
- 5. Leave about 3/16 inch or 5 mm between the screw head and the wall.
- 6. On the rear of the phone, detach the base used for desktop mounting.
- 7. Hang the plate on the screws.





8. Attach the phone to the plate.





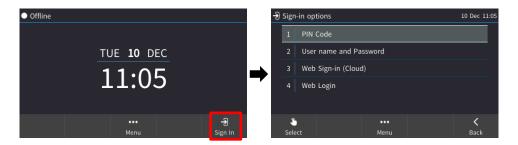
Note: Wall mounting is not supported when the Expansion Module is attached to the IP Phone.

5. Signing In



Note: This section is applicable only to Skype for Business/Teams Compatible.

- To sign in with the Skype for Business client: Refer to the 445HD IP Phone User's Manual.
- To sign in with your PIN:
- 1. In the Offline idle screen, touch **Sign In**, and then touch the **PIN Code** option.
- Enter the phone number and PIN, and then touch Select.



To sign in with a username and password:

1. In the Offline idle screen, touch **Sign In**, and then touch the **User name and Password** option.

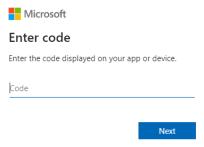


- Enter the 'Sign-in address' (SIP address), (e.g., john.doe@enterprise.com) and 'User name', (e.g., johnd@enterprise.com), and then enter the password. Get it from the network administrator (it's the same as the Windows credentials).
- 3. Touch the Select softkey.

- To sign in with Web Sign-in (Cloud) (applies only to Microsoft Cloud PBX users):
- 1. In the Offline idle screen, touch Sign In, and then select the Web Sign-in (Cloud) option.



- Using your web browser, navigate to the URL (Microsoft's Cloud PBX login page) shown in the Web Sign-in (Cloud) screen (above).
- 3. Enter the pairing code, and then click Next:



Enter the 'Sign-in address' (SIP address), (e.g., john.doe@enterprise.com) and 'User name', (e.g., johnd@enterprise.com), and then enter the password.



To sign in with Web Login:

1. In the Offline idle screen, touch Sign In, and then touch the Web Login option.



- 2. Using your web browser, navigate to the URL shown in the Web Login screen (above).
- 3. Enter the 'Sign-in address' (SIP address), 'User name' and 'Password', and then click Sign in.



To sign in with the Device Manager:

- If the IP phone is managed by the Device Manager, web login is performed using a dedicated web login screen.
- 2. Using your web browser, navigate to the URL shown in the Web Login screen (below).
- 3. Enter the 'Code ID', 'Sign-in address' (SIP address) and 'User Name', and then enter the 'Password'.



To sign out: Touch the Status softkey when the screen is in idle mode, and then touch Sign out.

6. Changing your Presence Status



Note: This section is applicable only to Skype for Business/Teams Compatible.

- To change your presence: Touch the Status softkey (idle screen mode), scroll down to the required presence, and then touch the Select softkey.
- To set Skype for Business server to automatically update presence: Touch the Status softkey (idle screen mode), and then select Reset.



7. Basic Phone Operation

- To make a call: Enter a phone number, and then touch the Dial softkey.
- To call a contact: Press the CONTACTS hard key, and then find the contact under Favorites or in one of the Groups.
- To redial a number: Press the REDIAL key, select a dialed number, and then touch the Dial softkey.
- To answer a call: Pick up the handset, or press the speaker or headset key.
- To place a call on hold and make another call: Press the HOLD hard key and from the Call Menu select New Call. Enter the phone number, and then touch the Dial softkey. To return to the held call, navigate to it using the control button and then touch the Resume softkey.
- To mute yourself: Press the Mute key. To unmute yourself, press the Mute key again.
- To transfer a call: During a call, press the **TRANSFER** key on the phone, enter the phone number to which to transfer the call, and then touch the **Transfer** softkey.
- To forward incoming calls to another phone:
- When the phone is idle, touch the Forward softkey, scroll down, and then select Forward to a Number.
- Enter the number to which you want to forward the calls, and then press the Start softkey. To deactivate call forwarding, touch the Forward softkey and then select Do not forward calls.
- To define a Speed Dial: Long-press any of the 1-12 Function Keys until the Function Key #n screen opens, use the navigation button to scroll to, and then select Speed Dial+BLF. Enter the phone # and label (or select from a directory), and then Save.

8. Connecting to a Router via Wi-Fi



Note: This section is applicable only to models with Wi-Fi functionality.

The phone can connect to an Access Point via Wi-Fi. The Wi-Fi interface can be used to make VoIP calls over Wi-Fi, when the phone is installed in an environment free of LAN/cables.

If an Ethernet cable does not connect the phone to a LAN port, the phone displays a "LAN Link Failure" message and a **Networks** softkey.



You can connect to Wi-Fi by:

- ✓ Touching the Networks softkey in the phone's main menu -or-
- ✓ Navigating **to** the 'Settings' menu, and then selecting the **Wi-Fi** option.

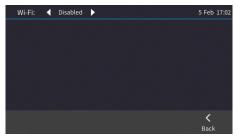
9. Enabling or Disabling Wi-Fi



Note: This section is applicable only to models with Wi-Fi functionality.

To enable Wi-Fi:

 Using the left and right rim of the navigation button on the phone, select Enabled (Wi-Fi is disabled by default):



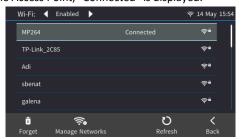
 After enabling Wi-Fi, "Searching for networks..." is displayed. The phone then displays the available Wi-Fi Access Points. Touch the Refresh softkey to display more networks. Select the desired Wi-Fi Access Point (network):



3. Enter the Wi-Fi password if needed, and then touch the **Connect** softkey:



4. When connected to the Access Point, "Connected" is displayed:



10. Configuring Bluetooth



Note: This section is applicable only to models with Bluetooth functionality.

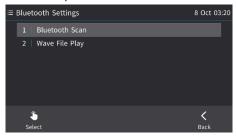
The Bluetooth interface is used to connect the phone to a wireless headset or speaker.

To pair and connect a remote Bluetooth device:

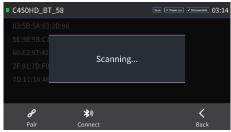
1. Press the phone's **MENU** hard key, and then select the **Settings** option.



In the Settings screen, select the Bluetooth Settings option, and then in the Bluetooth Settings screen, select the Bluetooth Scan option.



The phone starts scanning for Bluetooth devices if there are devices that are not paired:



- 3. When the scan finishes, the "Scan finished!!" message is displayed.
- 4. Select one of the Bluetooth devices listed, let it enter 'pair mode', and then click the **Pair** softkey.



5. Once paired successfully, touch the Connect softkey to connect the remote device; "Connected" is displayed alongside the device:





Note: The system does not start scanning automatically if there are paired devices in the list; to scan 'manually', touch the **Scan** key in the top-right corner of the screen.





Notice Information

Information contained in this document is believed to be accurate and reliable at the time of publishing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from https://www.audiocodes.com/library/technical-documents.

This document is subject to change without notice.

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