# AudioCodes 445HD IP Phone

# 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



Programmable Keys

Softkeys
Navigation Control

Volume Keys

Mute Key

Headset Key

Speaker Key

Alphanumerical Keypad

Screen

1-12 Function Keys / Speed Dial Buttons

Speed Dial Contacts

MENU Key

VOICEMAIL Key

CONTACTS Key

REDIAL Key

TRANSFER Key

HOLD Key

Microphone

## 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.
4. Connect the RJ-45 PC port to a computer with a CAT 5 / 5e straight-through Ethernet cable.
5. 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.
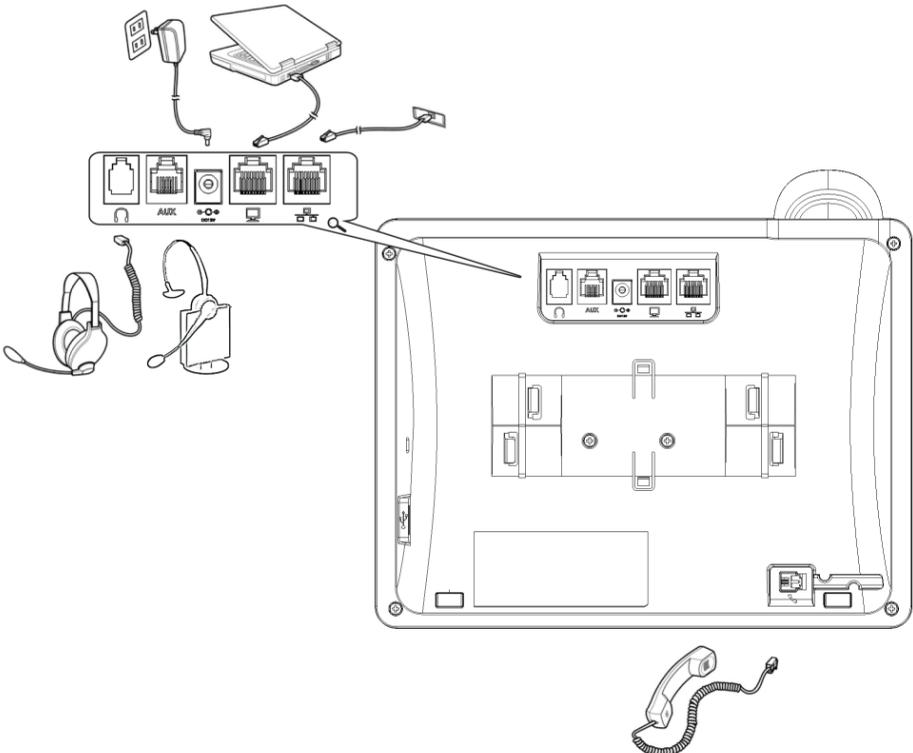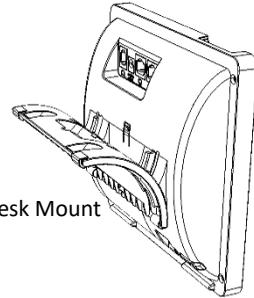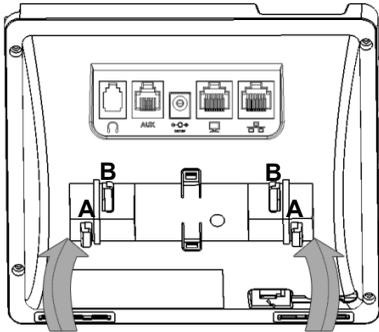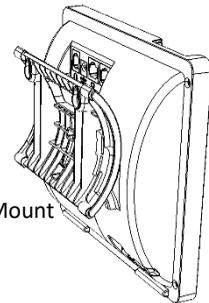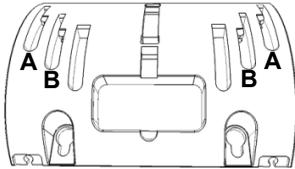
## 4. Mounting the Phone on a Desktop or Wall

For instructions on assembling the stand, scan the QR code or refer to
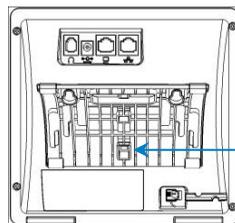https://www.youtube.com/watch?v=oGe9STB9lFE

- ✓ **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**).



Desk Mount



Wall Mount



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

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

☞ **To wall mount the phone:**

1. 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.
4. 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.
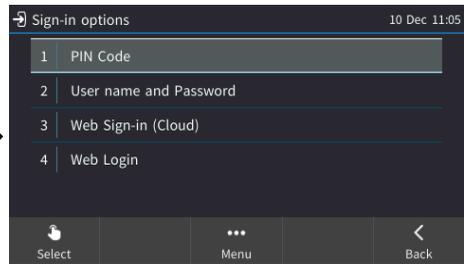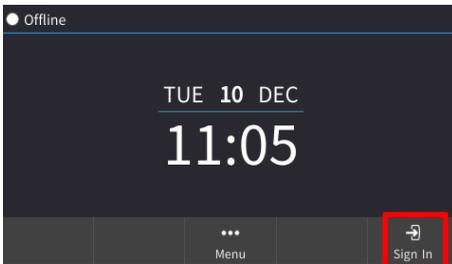
## 5. Signing In

| ⚠ | **Note:** This section is applicable only to Skype for Business/Teams Compatible. |
|---|---|

☞ **To sign in with the Skype for Business client:**
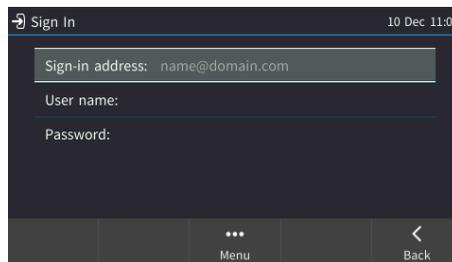   Refer to the 445HD IP Phone User's Manual.

☞ **To sign in with your PIN:**
1. In the Offline idle screen, touch **Sign In**, and then touch the **PIN Code** option.
2. Enter the phone number and PIN, and then touch **Select**.

● Offline

TUE **10** DEC

11:05

•••
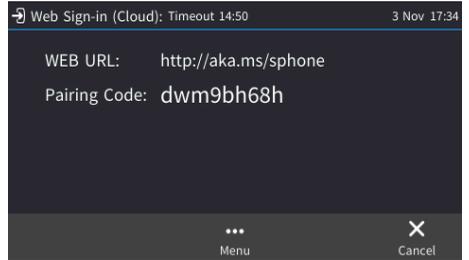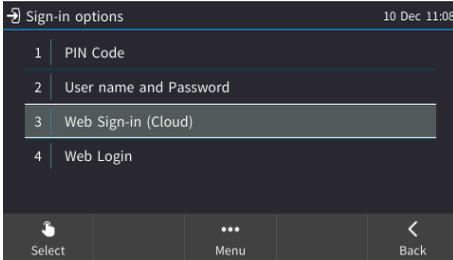Menu

→
Sign In

↗ Sign-in options                                    10 Dec 11:05

1   PIN Code
2   User name and Password
3   Web Sign-in (Cloud)
4   Web Login

☝ Select     ••• Menu     ‹ Back

☞ **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.

↗ Sign In                                          10 Dec 11:07

Sign-in address:   name@domain.com
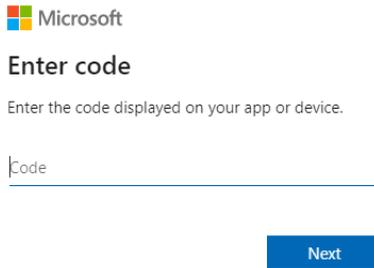User name:
Password:

••• Menu     ‹ Back

2. 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***):**
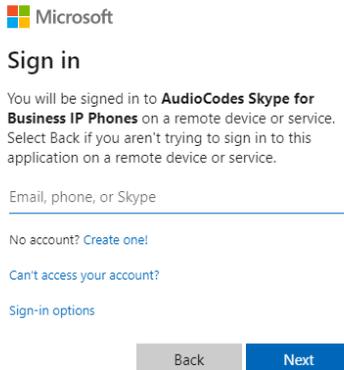
1. In the Offline idle screen, touch **Sign In**, and then select the **Web Sign-in (Cloud)** option.

| Sign-in options | 10 Dec 11:08 |
|---|---|
| 1 PIN Code | |
| 2 User name and Password | |
| 3 Web Sign-in (Cloud) | |
| 4 Web Login | |

Select   Menu   Back

➡

Web Sign-in (Cloud): Timeout 14:50     3 Nov 17:34

WEB URL:    http://aka.ms/sphone

Pairing Code:    dwm9bh68h

Menu   Cancel

2. 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**:

**Microsoft**

**Enter code**

Enter the code displayed on your app or device.

Code

Next

4. 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.

**Microsoft**

**Sign in**

You will be signed in to **AudioCodes Skype for Business IP Phones** on a remote device or service. Select Back if you aren't trying to sign in to this application on a remote device or service.

Email, phone, or Skype

No account? Create one!

Can't access your account?

Sign-in options

Back    Next

☞ **To sign in with Web Login:**
1. In the Offline idle screen, touch **Sign In**, and then touch the **Web Login** option.
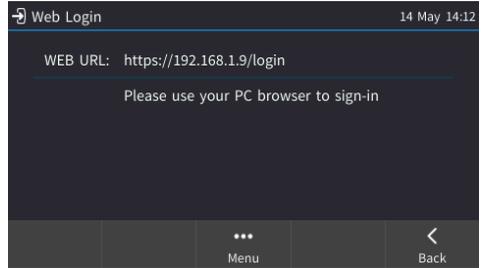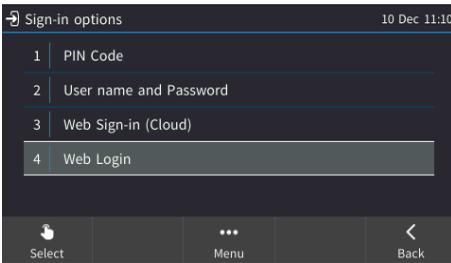


2. Using your web browser, navigate to the URL shown in the Web Login screen (above).
3. Enter the 'Sign-in address' (SIP address), 'User name' and 'Password', and then click **Sign in**.
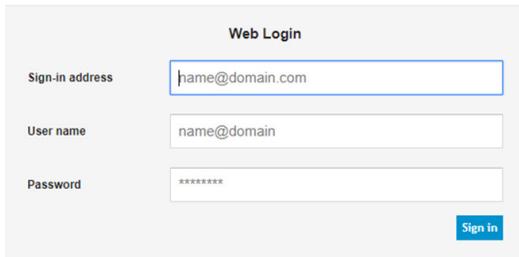


☞ **To sign in with the Device Manager:**
1. If the IP phone is managed by the Device Manager, web login is performed using a dedicated web login screen.
2. Using your web browser, navigate to the URL shown in the Web Login screen (below).
3. Enter the 'Code ID', 'Sign-in address' (SIP address) and 'User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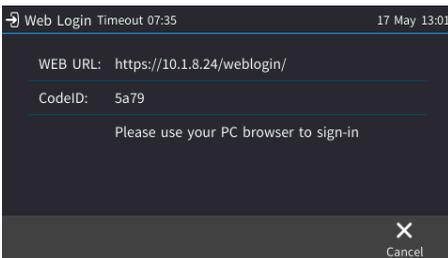


☞ **To sign out:** Touch the **Status** softkey when the screen is in idle mode, and then touch **Sign out**.

## 6. Changing your Presence Status

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

Presence ⟶

☞ **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:**

1. When the phone is idle, touch the **Forward** softkey, scroll down, and then select **Forward to a Number**.

2. 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:**
1. Using the left and right rim of the navigation button on the phone, select **Enabled** (Wi-Fi is disabled by default):
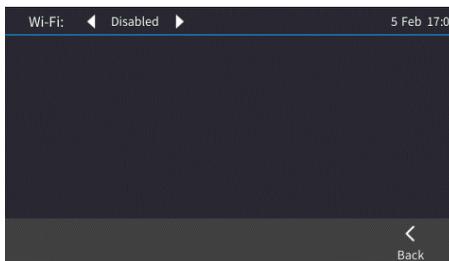
2. After enabling Wi-Fi, "Searching for networks…" is displayed. The phone then displays the available Wi-Fi Access Points. Touch the **Refresh** softkey to display more networks. Select the desired Wi-Fi Access Point (network):
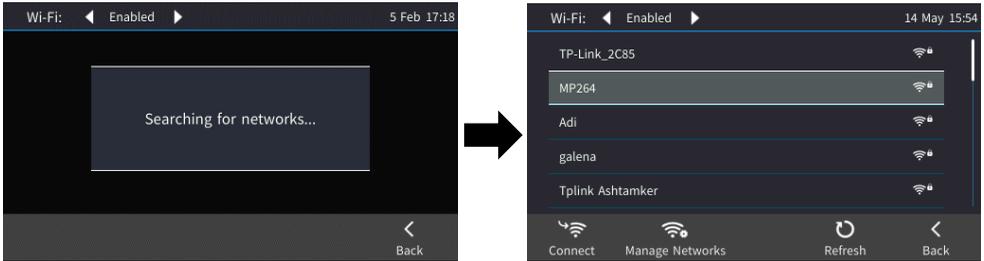


3. Enter the Wi-Fi password if needed, and then touch the **Connect** softkey:
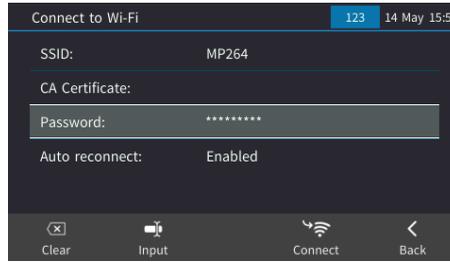


4. When connected to the Access Point, "Connected" is displayed:
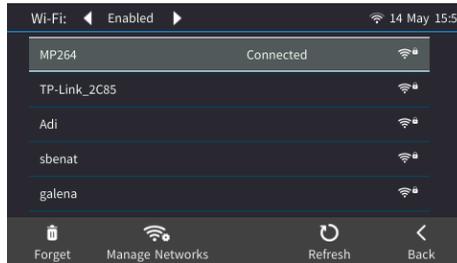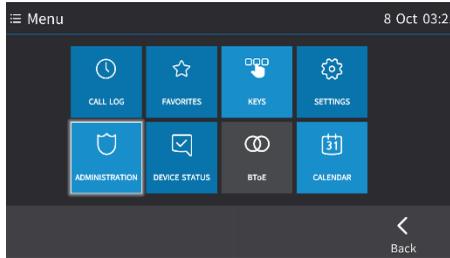


## 10. Configuring Bluetooth

⚠️ **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.



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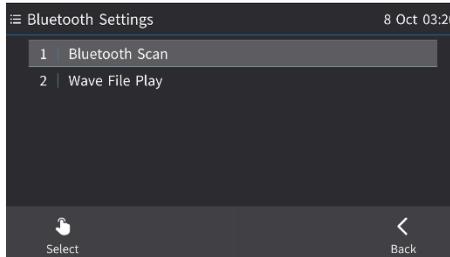


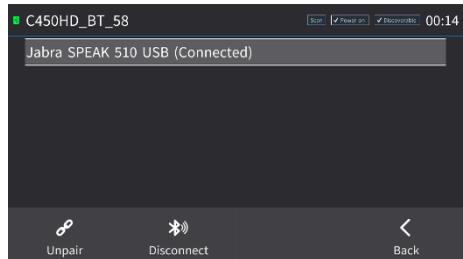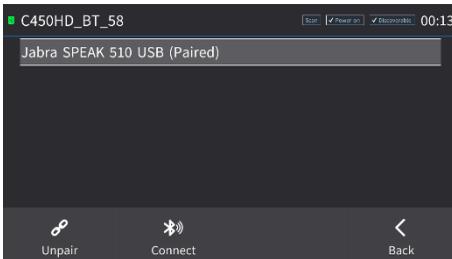The phone starts scanning for Bluetooth devices if there are devices that are not paired:
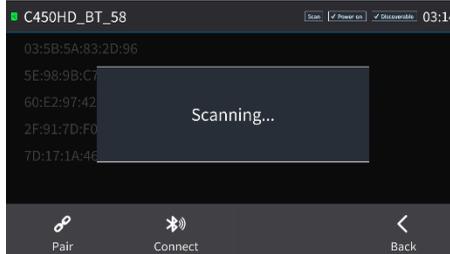


3. When the scan finishes, the "Scan finished!!" message is displayed.

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:
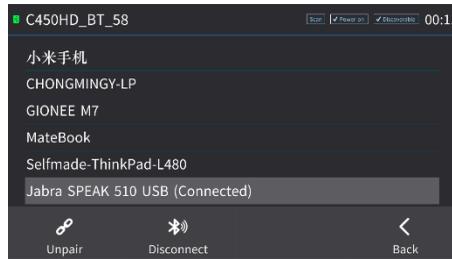


> ⚠️ **Note:** The system does not start scanning automatically if there are paired devices in the list; to scan 'manually', touch the **Scan** key in the top-right corner of the screen.