## AudioCodes TEAMS-C435HD-R

# AudioCodes C435HD IP Phone User Manual
### MODEL: TEAMS-C435HD-R

## 1. Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your AudioCodes C435HD IP Phone. Designed for seamless integration with Microsoft Teams, this corded VoIP phone offers high-definition audio and a comprehensive set of features for efficient communication in professional environments. Please read this manual thoroughly before using your device.

## 2. Package Contents

Verify that all items are present in your product package. If any items are missing or damaged, please contact your vendor immediately.

- AudioCodes C435HD IP Phone Base Unit
- Handset
- Handset Cord
- Ethernet Cable
- Desk Stand
- Quick Start Guide (not included in this digital manual)
- Power Adapter (optional, if not using Power over Ethernet - PoE)

## 3. Physical Description

Familiarize yourself with the components of your AudioCodes C435HD IP Phone.

**Figure 3.1:** AudioCodes C435HD IP Phone. This image displays the complete phone unit, including the handset resting on the cradle, the main base unit with its color display, the numeric keypad, function buttons, and the integrated desk stand. The AudioCodes logo is visible on the phone's body.

## 3.1 Front Panel

- **Display Screen:** Color LCD for call information, menus, and Microsoft Teams interface.
- **Function Keys:** Context-sensitive buttons located around the display.
- **Navigation Cluster:** Up, Down, Left, Right arrows and OK button for menu navigation.
- **Keypad:** Standard 0-9, *, # keys for dialing.
- **Dedicated Buttons:** Hold, Transfer, Mute, Speaker, Headset, Volume control, and Microsoft Teams button.

## 3.2 Rear Panel and Ports

- **Handset Port:** RJ-9 connector for the handset.
- **Headset Port:** RJ-9 or 3.5mm jack for connecting a headset.
- **LAN Port (PoE):** RJ-45 port for network connection and Power over Ethernet.
- **PC Port:** RJ-45 port for connecting a computer to the phone's network pass-through.
- **Power Port:** For connecting an optional AC power adapter if PoE is not used.

# 4. Setup

## 4.1 Assembling the Phone

1. **Attach the Desk Stand:** Align the tabs on the desk stand with the slots on the back of the phone base unit

and push firmly until it clicks into place.

2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone base unit.

## 4.2 Connecting to the Network and Power

The C435HD supports Power over Ethernet (PoE) or an optional AC power adapter.

1. **For PoE (Recommended):** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
2. **Using AC Power Adapter (Optional):** If PoE is not available, connect the AC power adapter (sold separately) to the power port on the phone and plug it into a wall outlet. Then, connect one end of the Ethernet cable to the LAN port on the phone and the other end to your network switch or router.
3. **Connecting a PC (Optional):** If desired, connect an Ethernet cable from your computer to the PC port on the phone. This allows your computer to share the phone's network connection.

## 4.3 Wall Mounting

The AudioCodes C435HD IP Phone can be wall-mounted. Specific wall mounting kits and instructions are typically provided separately or can be found on the AudioCodes support website. Ensure the mounting surface is secure and use appropriate fasteners.

# 5. Operating Instructions

This section covers basic call handling and feature usage.

## 5.1 Basic Call Functions

- **Making a Call:**

  a. Pick up the handset, press the Speaker button, or press the Headset button.
  b. Dial the desired number using the keypad.
  c. Press the **Call** soft key or wait for the call to connect automatically.

- **Answering a Call:**

  a. When the phone rings, pick up the handset, press the **Answer** soft key, or press the Speaker/Headset button.

- **Ending a Call:**

  a. Hang up the handset, or press the **End Call** soft key.

## 5.2 In-Call Features

- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Hold:** Press the **Hold** soft key or dedicated button to put a call on hold. Press the **Resume** soft key to retrieve the call.
- **Transfer:** During an active call, press the **Transfer** soft key or dedicated button. Dial the number to transfer to, then press the **Transfer** soft key again.
- **Volume Control:** Use the **Volume** buttons to adjust the handset, headset, or speaker volume during a call.

## 5.3 Microsoft Teams Integration

The C435HD is optimized for Microsoft Teams. The dedicated Teams button provides quick access to your Teams interface, including:

- **Calls:** Access your call history, contacts, and voicemail.
- **Calendar:** View and join scheduled meetings.
- **Contacts:** Manage your personal and corporate contacts.
- **Presence:** View and set your presence status.

Navigate the Teams interface using the display screen and navigation cluster.

# 6. Maintenance

Proper care ensures the longevity of your AudioCodes IP Phone.

- **Cleaning:** Use a soft, dry, or slightly damp cloth to clean the phone's surface. Do not use abrasive cleaners, waxes, or solvents.
- **Avoid Liquids:** Keep the phone away from water and other liquids. Do not immerse any part of the phone in liquid.
- **Temperature:** Operate the phone within recommended temperature ranges. Avoid extreme heat or cold.
- **Handling:** Handle the phone with care. Avoid dropping or subjecting it to strong impacts.

# 7. Troubleshooting

This section addresses common issues you might encounter.

| Problem | Possible Cause | Solution |
|---|---|---|
| Phone does not power on. | No power from PoE switch or power adapter not connected. | Ensure Ethernet cable is securely connected to a PoE-enabled port, or verify AC power adapter is properly connected and plugged into a working outlet. |
| No dial tone. | Network connection issue; phone not registered with VoIP service. | Check Ethernet cable connection. Verify network status on the phone's display. Contact your IT administrator or service provider to confirm registration status. |
| Cannot hear caller / Caller cannot hear me. | Volume too low; Mute activated; faulty handset/headset. | Adjust volume using the volume buttons. Ensure Mute button is not active. Test with speakerphone or another handset/headset if available. |
| Display is blank or frozen. | Software glitch; power issue. | Perform a power cycle: Disconnect the power/Ethernet cable, wait 10 seconds, then reconnect. If the issue persists, contact support. |

# 8. Specifications

Key technical specifications for the AudioCodes C435HD IP Phone.

- **Model Number:** TEAMS-C435HD-R
- **Product Dimensions (L x W x H):** 8 x 9 x 7 inches
- **Item Weight:** 8.8 pounds (approximately 4 Kilograms)
- **Color:** Black
- **Telephone Type:** Corded

- **Material:** Plastic

- **Power Source:** Corded Electric (PoE or optional AC adapter)

- **Dialer Type:** Single Keypad

- **Answering System Type:** Digital

- **Compatible Devices:** Microsoft Teams, VoIP services, PSTN, ISDN

- **Manufacturer:** AudioCodes
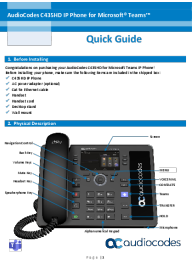
- **First Available:** December 5, 2023
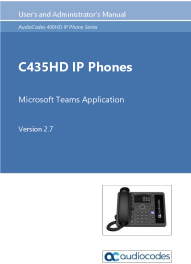
## 9. Warranty and Support

For warranty information, please refer to the documentation provided by your reseller or the official AudioCodes website. Warranty terms and conditions may vary by region and vendor.
For technical support, product updates, and additional resources, please visit the official AudioCodes support portal or contact your authorized AudioCodes partner.

## Related Documents - TEAMS-C435HD-R

| | |
|---|---|
|  | [AudioCodes C435HD IP Phone for Microsoft Teams Quick Guide](#)<br>A quick guide for setting up and using the AudioCodes C435HD IP Phone for Microsoft Teams, covering installation, cabling, mounting, signing in, and presence status. |
|  | [AudioCodes C455HD IP Phone for Microsoft Teams Release Notes Version 1.15](#)<br>Release notes for the AudioCodes C455HD IP Phone for Microsoft Teams, version 1.15, detailing new features, resolved limitations, and known issues for various software versions. |
|  | [AudioCodes C435HD IP Phone for Microsoft Teams Quick Guide](#)<br>A quick guide to installing, cabling, mounting, and signing in to the AudioCodes C435HD IP Phone for Microsoft Teams. Learn basic operations and presence status management. |

[AudioCodes C455HD IP Phone for Microsoft Teams Release Notes Version 1.15](#)
This document provides release notes for the AudioCodes C455HD IP Phone for Microsoft Teams, covering versions 1.15.289, 1.15.271, and 1.15.172. It details new features, resolved limitations, and known issues for each version, along with product specifications.

[AudioCodes C435HD IP Phone for Microsoft Teams: User and Administrator Manual](#)
Comprehensive user and administrator manual for the AudioCodes C435HD IP Phone series, detailing setup, configuration, features, and troubleshooting for Microsoft Teams integration. Learn to manage calls, settings, and device administration for enhanced collaboration.

[AudioCodes C470HD, C450HD, C448HD, C435HD IP Phones for Microsoft Teams Release Notes Version 1.14](#)
Detailed release notes for AudioCodes C470HD, C450HD, C448HD, and C435HD IP Phones for Microsoft Teams. This document covers version 1.14 and previous releases, outlining new features, resolved limitations, and known issues for enterprise communication.