

# Support

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## INQUIRIES

VSU Solutions Center  
[229-245-4357](tel:229-245-4357)

## SERVICE REQUESTS

Submit a ticket at  
[solutions.valdosta.edu](https://solutions.valdosta.edu)

## TRAINING REQUESTS

IT Communications & Support  
[ittraining@valdosta.edu](mailto:ittraining@valdosta.edu)  
[www.valdosta.edu/tc](http://www.valdosta.edu/tc)

## HOW-TO VIDEOS, TUTORIALS and ANSWERS

[www.valdosta.edu/teams-phone](http://www.valdosta.edu/teams-phone)

AudioCodes  
Model C455HD



# User Guide

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## Microsoft Teams Phone

- AudioCodes Phone
- Microsoft Teams Calls Application
- VSU-Issued Jabra Headset



VSU Division of Information Technology

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## Physical Phone Functions

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### SIGN-IN

1. On a separate device, go to <https://microsoft.com/devicelogin>
2. **Enter the code** displayed on the phone (refresh if needed)
3. **Select your account > Sign-in and MFA**
4. Close the “Microsoft Authentication Broker” window. *The phone will complete setup to display the Home screen.*

### MAKE A CALL

- Pick up handset and dial number
- Tap **Calls** and dial number  
-Long Distance: Dial area code/country code+number
- Press the **Contacts** button > Select a **Contact/Speed Dial** and tap **Call icon** or **Number**

### ANSWER A CALL

- Pick up the handset or press the **Speakerphone** button
- Tap **Accept** (or **Decline**) on the phone screen

### TRANSFER A CALL (Immediate or Consult)

1. In a call, tap **Transfer**
2. Tap **Transfer now** (immediate) or **Consult first**
3. **Search/Select a Contact** or tap the **Keypad icon** to use the hard keys to dial a number

### READ/LISTEN TO VOICEMAIL

1. Tap **Voicemail** on Home  
or Press the **Envelope** button
2. Select a message > tap the **Play** icon

### JOIN SCHEDULED MEETING

- Tap **Calendar** > tap **Join** for selected meeting



## Teams App Functions

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### SIGN-IN

1. Open the Teams app, sign-in using your **VSU email and password and authenticate**

### MAKE A CALL

1. Tap the **Calls** icon
2. Type a **name/number** or select a **Speed dial contact** [Long Distance: Dial area code/country code+number]
3. Tap the **Call** button

### ANSWER A CALL

1. Tap the **blue Answer** (red **Decline**) button
2. Use headset or device speaker and microphone

### TRANSFER A CALL (Immediate)

1. In a call, click the **Transfer** button
2. Click **Transfer** from the drop-down menu
3. **Type and select a name or number**
4. Click the **Transfer** button

### TRANSFER A CALL (Consult)

1. In a call, click the **Transfer** button
2. Click **Consult then transfer** from menu
3. **Type and select a name or number**
4. Click **Start a call** > select a **number option**, talk with recipient and then click **Transfer -OR-** click **Open chat** to type a conversation with recipient and then click **Transfer**

### READ/LISTEN TO VOICEMAIL

1. Tap **Voicemail** from the History section
2. Select a message > tap the **Play** icon

### JOIN SCHEDULED MEETING

- Tap **Calendar** > tap **Join** for selected meeting



## VSU-Issued Headset

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### CONNECT HEADSET TO DEVICE

- Plug into a USB-A or USB-C port
- Remove the in-line call controller and plug in the 3.5mm jack into a mobile device

### SET UP HEADSET

#### Within the Teams Desktop/Web App

1. Click the ... **3 dots** at the top of the screen
2. Click **Settings > Devices**
3. Under Audio Settings, select your Jabra headset from the **Speaker** and **Microphone** drop-down menu

### IN-LINE CONTROLLER

- Press the **Phone icon** to Answer/End calls
- Press the **+ / -** icon to Adjust Volume
- Press the **Microphone icon** to Mute/Unmute

## Settings and Notifications

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*Access Settings to modify options/notifications*

### PHYSICAL PHONE SETTINGS

- On Home screen, tap **Initials** or **Profile Image** > tap **Settings** (*app settings*)
- On Home screen, tap **Profile Image** > tap **Settings** > scroll down and tap **Device Settings -OR-** press the physical **Menu** button

### TEAMS DESKTOP/WEB APP SETTINGS

1. Click the ... **3 dots** at top of screen
2. Select **Settings**
  - Tap **Calls**
  - Tap **Notifications and activity**

### TEAMS MOBILE APP SETTINGS

1. Tap **Your Initials** or **Profile Image**
2. Tap **Settings**