

# Support

---

## 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](https://www.valdosta.edu/tc)

## HOW-TO

**VIDEOS, TUTORIALS and  
ANSWERS**

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



DIVISION of  
INFORMATION  
TECHNOLOGY  
VALDOSTA STATE UNIVERSITY

AudioCodes  
Model C430HD



# User Guide

---

## Microsoft Teams Phone

- C430HD Phone (Student Employees/ Common Areas)
- Microsoft Teams Calls Application
- VSU-Issued Jabra Headset



VSU Division of Information Technology

---



## Physical Phone Functions

---

### PHONE NAVIGATION CONTROL

- When using the phone, press the buttons that correspond to the options shown on the screen
- Use the **navigation keys** to move through the options and press the checkmark ✓ to select

### MAKE A CALL

- Pick up handset and dial number  
-Long Distance: Dial area code+number if outside the 229-area code; Include country code when dialing international
- Press the **Contacts** button > Select a **Contact/Speed Dial** and press **Call icon** or select **Number**

### ANSWER A CALL

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

### PLACE AN ACTIVE CALL ON HOLD

1. Press the **HOLD hard key** to place call on hold
2. To retrieve call, press the **HOLD hard key** again

### TRANSFER A CALL (Immediate or Consult)

1. In a call, Press the **Transfer** button
2. Press **Transfer now** (immediate) or Press **Consult first**
3. Press the **Keypad icon** to dial a number

### READ/LISTEN TO VOICEMAIL

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



## Teams App Functions

---

### 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

---

### 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

---

*Access Settings to modify options/notifications*

### PHYSICAL PHONE SETTINGS

- On Home screen, press ≡ (*app settings*)

### 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**