Huddle Room Solution

Version 3.0.4

Microsoft Partner
Gold Communications

Skype for Business

audiocodes

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Related Documentation

Document Name
400HD Series IP Phones for Microsoft Skype for Business Release Notes
400HD Series IP Phones for Microsoft Skype for Business Administrator's Manual
Huddle Room Solution (457 & 458) Quick Setup Guide and Regulatory Information
http://www.audiocodes.com/products/huddle-room-solution-hrs

# 1	Introduction

This document describes AudioCodes' Huddle Room Solution (HRS). Most business meetings in today's fast-paced world, where rapid and efficient collaboration between office and remote employees, suppliers and customers is key to success, take place in small areas or huddle rooms rather than in dedicated conference rooms. AudioCodes' HRS is designed to turn any space into a meeting room by delivering high quality audio in a powerful and cost-effective package that is simple to operate and manage.

With a highly intuitive user interface the HRS makes setting up a Skype for Business meeting, joining calls and managing participants straightforward, while advanced underlying voice technology ensures that local and remote call participants can benefit from high definition audio. Complete lifecycle management is provided through full integration with AudioCodes' One Voice Operations Center management platform.

## 1.1	Highlights

■ Features a phone (AC-HRS) and one HRS speaker (UC-HRS-457-SPK or UC-HRS-458-SPK)

■ Designed for:
  - Small-size huddle rooms and small group meeting spaces seating up to six participants with a distance of 2m/6ft from each participant to the 457 speaker (UC-HRS-457-SPK)
  - Larger-sized huddle rooms seating up to 15 participants with a distance of 5m/16ft from each participant to the 458 speaker (UC-HRS-458-SPK)

■ Audio-enables rooms and spaces with advanced capabilities

■ Powerful, yet simple and cost-effective package

■ Turns virtually any space into a meeting room

■ Centralized management helps lower operational costs

■ Fully integrated with Microsoft Skype for Business

■ USB audio connectivity.

■ Large, full-color touch screen for meeting control. Idle screen specially designed for conference rooms facilitates the simple addition of remote participants in a familiar Skype for Business meeting management experience.
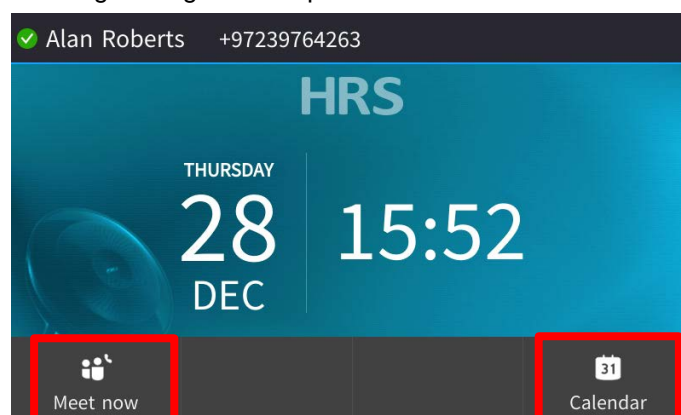
  - **Meet Now** softkey
  - **Calendar** softkey
  - Full management control over the speaker from the AC-HRS
  - Prompts in the AC-HRS screen alert to a disconnected speaker cable (for example)
  - Comprehensive HRS software upgrade can be performed via AudioCodes' Web interface or One Voice Operations Center (via the integrated IP Phone Manager Pro)

1.2   Management

AudioCodes' Web interface or One Voice Operations Center (via the integrated IP Phone Manager Pro) allow network administrators to deploy and monitor the HRS, identify problems and fix them rapidly and efficiently. When the speaker is disconnected:

- An alert is displayed on the AC-HRS screen to notify conference participants in the huddle room
- An alarm is sent to the IP Phone Manager Pro informing the remote network administrator that an issue related to speaker connectivity has occurred. (Calls can only be made using the handset; the AC-HRS's integral speaker is disabled).

The HRS provides the following feature-rich conferencing management capabilities:

- Initiate a conference and add a participant to a meeting through a **Meet Now** softkey in the idle screen.
- Mute all participants | Mute a single participant | Unmute a participant
- Change a participant's privileges: Attendee can add participants | Host can do everything
- Lock a conference
- View conference info
- Join a meeting through the integrated Exchange 'Calendar Reminder'
- Operate the speaker from the AC-HRS which features the speaker's functionalities (volume down, volume up, mute, answer call, end call, etc.). Every operation performed on the AC-HRS unit is automatically synced with the external speaker and vice versa. Participants can optionally operate the speaker locally.
- Viewing presence status when making an outgoing call. Allows participants to view the called party's presence status when making an outgoing call. In the screen below, for example, the caller can see that the presence status of the called party (Donald) is 'Be right back'. See Table 6-1.
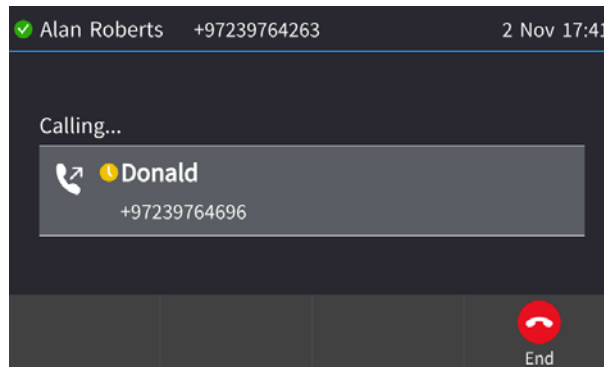
- Users can make new calls during incoming calls. Users can make a new call even though a call is coming in, typically necessary when it is more important and more pressing to make a new call than to accept the incoming call.

2   Setting up the HRS

2.1   Unpacking

When unpacking, make sure the following items are present and undamaged:
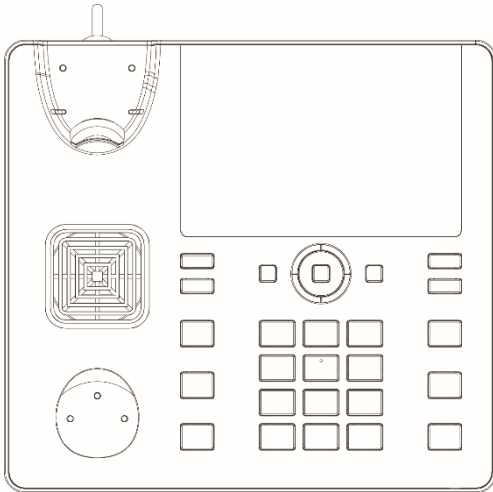
AC-HRS / Stand   **Handset / Cord**
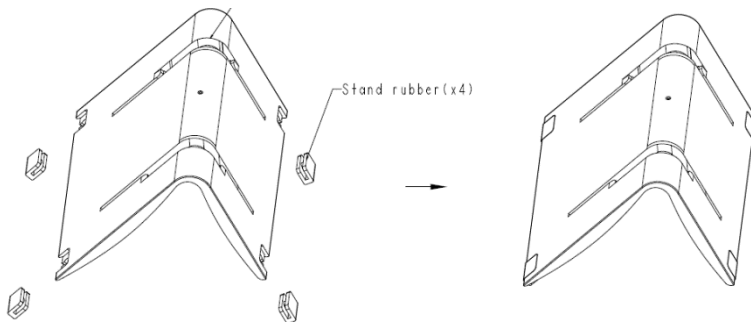
Cat 5e Ethernet Cable   **AC Power Adapter (Optional)**
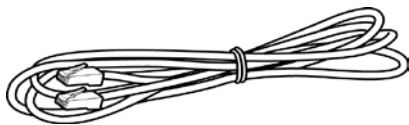
Speaker and integral USB cable

457   458

If anything appears to be missing or broken, contact the distributor from whom you purchased the AC-HRS for assistance.

2.2 AC-HRS Description

Use the graphics below to identify and familiarize yourself with the AC-HRS's hardware functions.

2.2.1 Front View

The front view of the AC-HRS is shown in Figure 2-1 and described in Table 2-1.

Figure 2-1: Front View
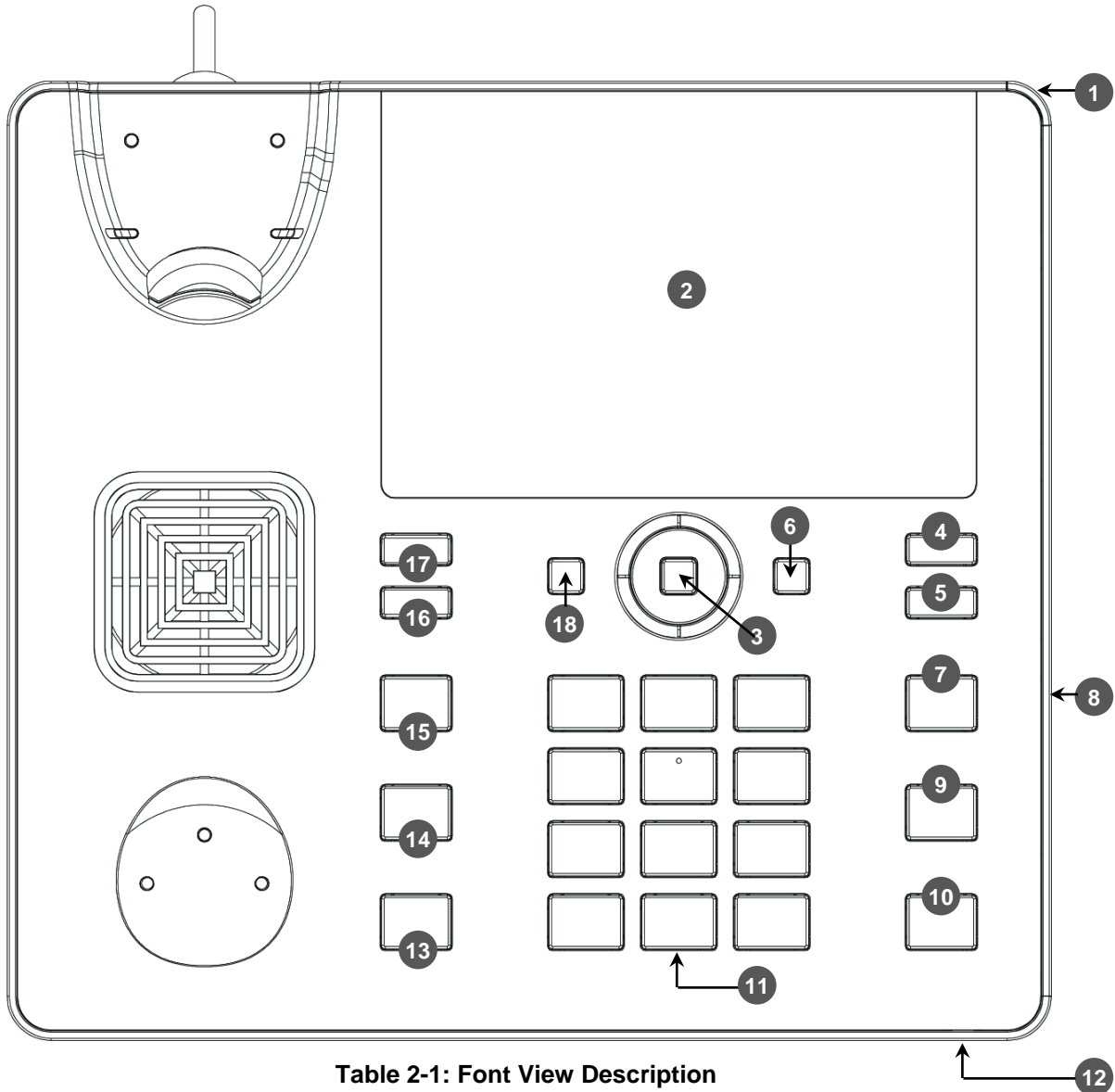
Table 2-1: Font View Description

Item #	Label/Name	Description
1	**Ring LED**	Indicates AC-HRS status: ▪ Green: Idle state ▪ Flashing blue: Incoming call (ringing) ▪ Red: Answered call
2	**TFT touch screen**	Thin Film Transistor touch screen, a type of LCD (Liquid Crystal Display) interactive screen which displays calling information and lets you configure AC-HRS features by touching the glass.
3	**Navigation**	▪ Press the button's upper rim to scroll up menus/items in the touch screen.

Item #	Label/Name	Description
	Control / OK	▪ Press the button's lower rim to scroll down. ▪ Press the button's left or right rim to move the cursor left or right (when editing a contact number for example). ▪ Press **OK** to select a menu/item/option.
4	**Voicemail**	Retrieves voicemail messages.
5	**CONTACTS**	Press to directly access the 'Favorites' directory. Other directories can be accessed from the 'Favorites' screen.
6	**MENU**	Accesses menus: ▪ Call Log ▪ Calendar ▪ Settings ▪ Device Status ▪ Administration ▪ Favorites
7	**REDIAL**	Accesses a list of recently dialed numbers; one can be selected to redial.
8	**Lock**	Allows locking the device.
9	**TRANSFER**	Transfers a call.
10	**HOLD**	Places an active call on hold.
11	**Alphanumerical Keypad**	Keys for entering numbers, alphabetical letters and symbols (e.g., colons)
12	**Microphone**	Allows talking. The network administrator can disable it if necessary.
13	**SPEAKER**	Activates the HRS speaker.
14	**HEADSET**	Activates the HRS speaker.
15	**MUTE**	Mutes the microphone.
16	**▲ VOL**	Increases or decreases the volume of the handset, speaker, ring tone and call progress tones.
17	**▼ VOL**	
18	**x**	Cancel an action, such as dialing a number, after beginning it.

2.2.2   Rear View

The rear view of the AC-HRS is shown in the figure below and described in the table below.
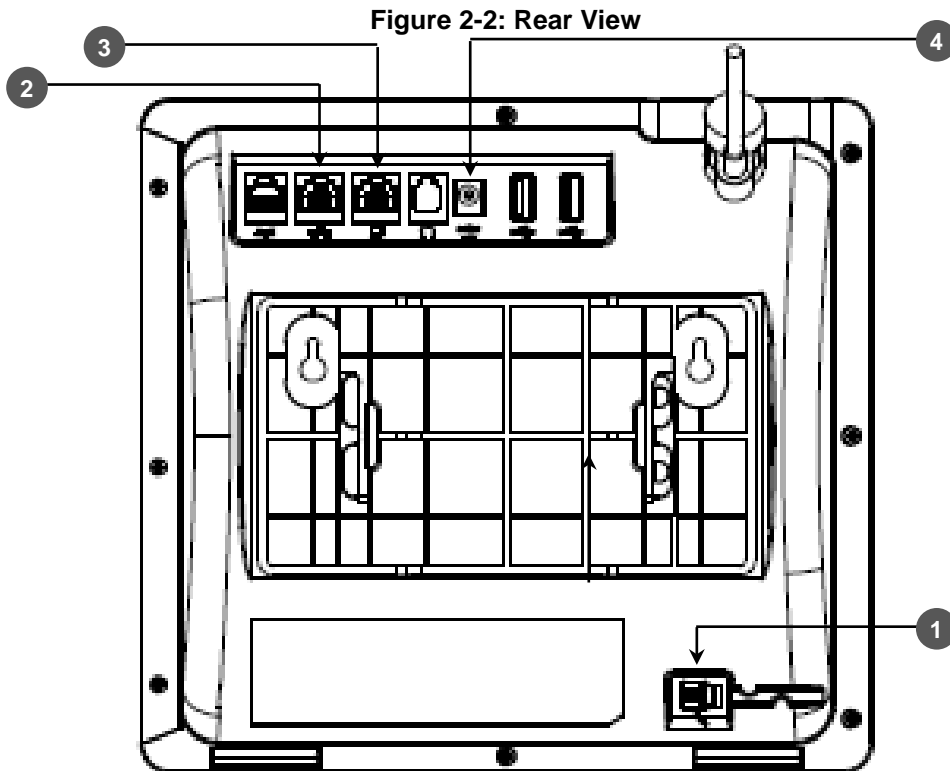
Figure 2-2: Rear View

Table 2-2: Rear View Description
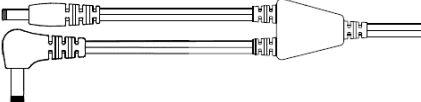
#	Label	Description
1	📞	Handset jack, i.e., port RJ-9, to connect the handset.
2	🖧	RJ-45 port to connect to the Ethernet LAN cable for the LAN connection (uplink - 10/100/1000 Mbps). If you're using Power over Ethernet (PoE), power to the AC-HRS is supplied from the Ethernet cable (draws power from either a spare line or a signal line).
3	🖥	RJ-45 port to connect the AC-HRS to a PC (10/100/1000 Mbps downlink).
4	⊖─●─⊕ DC12V	12V DC power jack that connects to the AC power adapter.

2.3   Cabling

This section covers how to cable your AC-HRS. Use the figure and table below as reference.

Figure 2-3: Cabling

Action	Description
	Connect the AC-HRS's RJ-9 port to the handset cord's *longer, straight end*. Connect the handset to the handset cord's *short, straight end*.
	Connect one of the two USB ports to the speaker.

	▪ UC-HRS-**457**
	  ✔ Connect the device's power port to the AC power adapter using the supplied cable and then connect the adapter directly to the electrical wall outlet
	▪ UC-HRS-**458**
	
	  ✔ Connect the device's power port to the AC power adapter using the supplied cable's *straight* connector
	  ✔ Connect the speaker to the adapter using the supplied cable's *right-angle* connector

	Not applicable [RJ-9 headset jack]
	Connect the RJ-45 PC port to a computer/laptop, using a CAT 5 / 5e straight-through Ethernet cable
	Connect the AC-HRS's RJ-45 LAN port to your LAN network (LAN port or LAN switch/router) using a CAT 5 / 5e Ethernet cable.
	Internal use only. FAEs use the port to debug and troubleshoot the AC-HRS - after

| Action	Description
	connecting the AUX (auxiliary) port to a terminal monitor with a serial cable.

> Prior to connecting power, refer to the Compliancy and Regulatory Information at www.audiocodes.com/library.

2.4   Mounting the AC-HRS on its Stand

This section shows how to mount the AC-HRS on its stand to better direct the audio.

➢ **To mount the AC-HRS on its stand:**

1. Off-hook the handset (if on-hook) and place the AC-HRS upside down, i.e., base-up, on the conference desk.
2. On the AC-HRS's stand, identify outer notches.
3. On the AC-HRS's base, identify outer rails.
4. Invert the stand and align its outer notches with the base's outer rails.
5. Insert the stand's outer notches into the base's outer rails and slide the notches along the rails until the stand click-locks into the base.
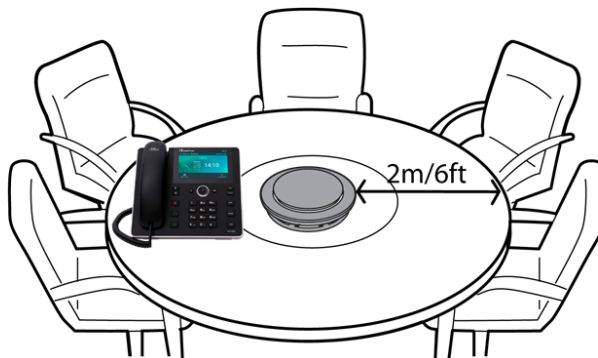6. Revert the AC-HRS and stand it on the conference desk.
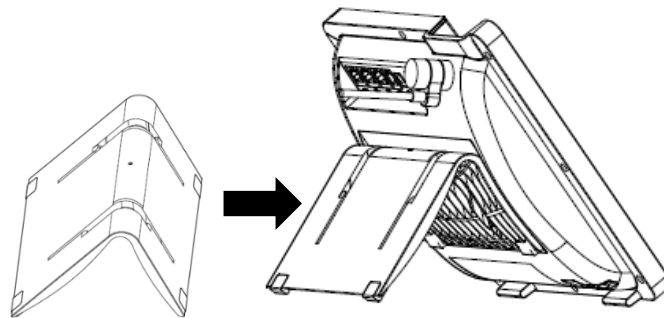
2.4.1   Routing the Handset Cable

The AC-HRS features a groove for routing the handset cable.

2.5   Positioning the HRS on the Conference Desk

UC-HRS-457 is ideal for up to 6 people. Position the speaker/microphone at the center of the conference desk, up to 2m/6ft from each participant for optimum performance:

3   Getting Started

This section gets you started with the HRS. The HRS features a touch screen, providing an intuitive, menu-driven user interface for configuring the device and viewing call information.

This section shows how to use the HRS touch screen but before using it, you must sign in.

3.1   Getting Acquainted with the HRS Touch Screen

This section gets you acquainted with the HRS touch screen.

The figure below shows the touch screen in idle state.

Figure 3-1: HRS Touch Screen in Idle State
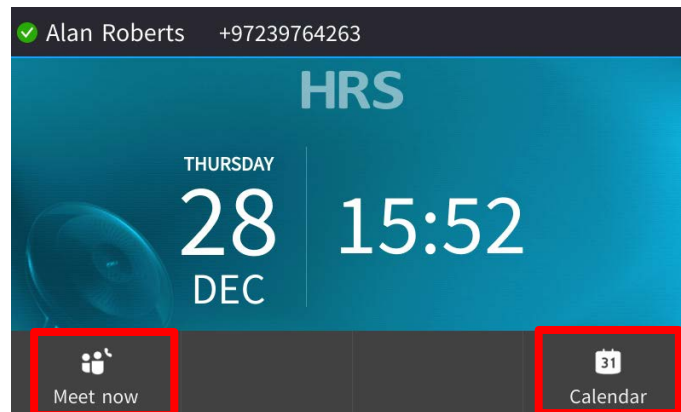
Use the table below as reference to the idle screen above.

Table 3-1: HRS Touch Screen in Idle State

Reference	Description
Top [left to right]	Presence status: Available, Busy or Away. See Table 6-1 for more information.
	User name and AC-HRS number, configured by your enterprise's network administrator.
Middle	Day, Date and Month, automatically retrieved from the Network Time Protocol (NTP) server, enabled by your enterprise's I network administrator.
	Time, automatically retrieved from the Network Time Protocol (NTP) server, enabled by your enterprise's network administrator.
Bottom	[Left] **Meet Now** softkey. See Table 3-2 for softkey descriptions. To activate, touch the softkey.
	[Right] **Calendar** softkey. See Table 3-2 for softkey descriptions. To activate, touch the softkey.

3.2 Softkeys

The table below describes the softkeys displayed in the touch screen. Touch a softkey to activate.

Table 3-2: Softkey Descriptions

Softkey	Description
Meet Now	Initiates a Skype for Business server based AC-HRS conference.
Directory	Displayed after lifting the handset (for example). Allows access to the Corporate or Personal Directory.
Call Log	Displayed after lifting the handset (for example). Allows access to the Call Logs.
Select	Identical to the hard OK key on the AC-HRS. Either can be used. Selects a menu or option.
A/a/1	Displayed to allow switching between abc, ABC, Abc, 123, or T9 when inputting.
Save	Saves settings.
Cancel	Cancels the currently initiated call or configuration.
Dial	Displayed after a number is keyed, a directory contact is selected, or a logged call is selected.
Clear	Displayed after entering a digit of an AC-HRS number (for example). Deletes from right to left.
Call Menu	Displayed after a number is dialed and answered on the other side, and after you answer a call. Displays the Call Menu.
Conference	Displayed (1) after a number is dialed and the call is answered on the other side and (2) after you answer a call. Touching the softkey opens the ADD PARTICIPANT screen.
BXfer	Displayed (1) after a number is dialed and the call is answered on the other side and (2) after a call is answered. Lets you transfer the call in a blind transfer.
URL	Displayed after lifting the handset (for example). Enables calling a URL.
Detail	Displayed after selecting a call log (for example). If selected, the details of a logged call are displayed (Time, Date, etc.).
Favorite	Displayed in the Call Details screen. Allows adding the person to the Favorites directory.
End	Displayed after pressing the **Dial** softkey (for example). Ends the call.
Back	Displayed after pressing the MENU hard key (for example). Returns to the previous screen.
Edit	Displayed after you select a contact to be edited (for example).
Delete	Displayed after pressing the MENU hard key on the AC-HRS and then selecting Call Log (for example).
Silent	Displayed when the AC-HRS rings on an incoming call. Lets you silence the ring.
Reject	Displayed when the AC-HRS rings, alerting to an incoming call. Lets you reject the call.
Accept	Displayed when the AC-HRS rings, alerting to an incoming call. Lets you accept the call.

3.3   Navigating the AC-HRS Menu

The MENU hard key on the AC-HRS lets you configure settings and access information.

Figure 3-2: Menu Screen
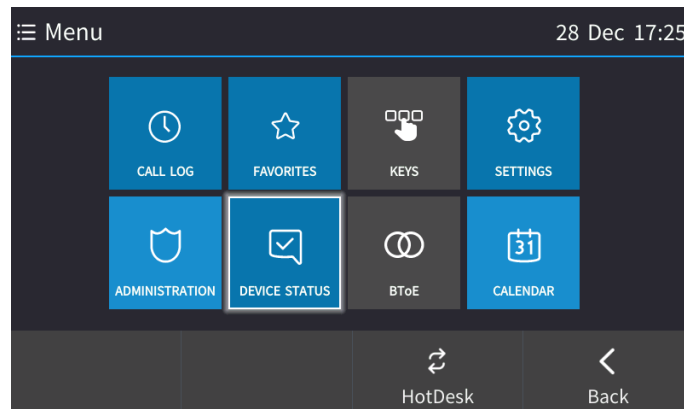
Touch a menu to perform actions described in the table below (from left to right).

Note: The **Keys** and **BToE** menus are disabled by default.

Table 3-3: Menu Descriptions

Menu	Description
Call Log	Accesses logged calls (All Calls, Missed Calls, Received Calls and Dialed Calls)
Favorites	Accesses the 'Favorites' directory.
Settings	Used to customize AC-HRS settings and upload logs to Microsoft server.
Administration	Used to perform administrative tasks such as configure network settings, restore defaults and restart.
Device Status	Used to obtain information about the device's network status, firmware version, release and location.
Calendar	Used to view meetings scheduled in the calendar for that day (integrated with Skype for Business client).

The figure below shows the AC-HRS's menus.

Figure 3-3: Menus

> ⚠ **Note: Administration** is intended for the enterprise's network administrator only. It is password protected. See the *Administrator's Manual* for details.

➢ **To navigate to a menu item:**

■ Press the navigation control button's upper, lower, left or right rim, or press the item's number, e.g., open the Settings menu and press **4** to navigate to **Forward Settings**.

➢ **To select a menu item:**

■ Press the navigation control's **OK** button or touch the item.

➢ **To cancel and move to a previous menu level:**
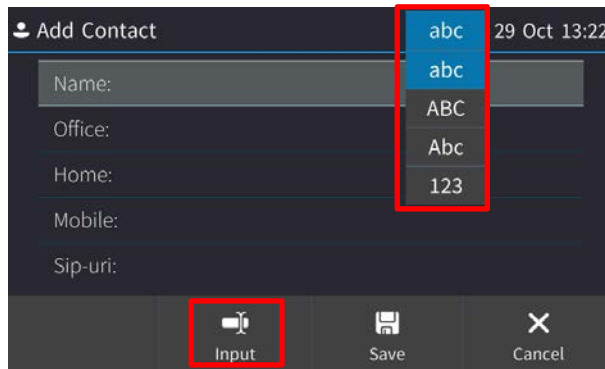
■ Touch the **Back** softkey.

3.4   Selecting an Alphanumerical Mode

The keypad lets you enter alphabetical letters, numbers or symbols, and to switch between them.

➢ **To select a number, letter or symbol (e.g., lower case letters):**

1. When configuring a contact, for example, touch the **A/a/1** softkey:

Figure 3-4: Alphanumerical Selection

You can also access the mode menu by pressing the **#** key on the keypad. Successively press the **#** key to navigate in the mode menu.

2. From the mode menu, navigate to and select:

- **abc** = lower case letters
- **ABC** = upper-case letters
- **Abc** = first-letter upper case, the rest lower case
- **123** = numerical mode (i.e., numbers)

3. Select **abc** (for example) and then on the keypad, press **2** (for example); **a** is entered. Successively press **5** three times; **l** is entered (pressing it once produces **j**, twice produces **k**). Similarly, enter **a** and finally **n**.
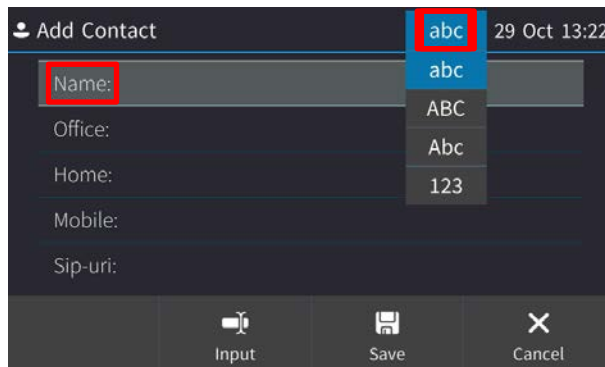
➢ **To enter a symbol (e.g., dot or @ or hyphen):**

1. Touch the **A/a/1** softkey and navigate to **abc** (mandatory).

2. Press the **1** key on the keypad; a period / full stop is entered. *Immediately* press the **1** key again; a backslash is entered.

3. Pressing successively produces the following symbols:

Symbol	Explanation	Symbol	Explanation
.	Dot	*	Star sign
\	Backslash	=	Equal sign
@	At	|	Separator
;	Semi-colon	(	Open parenthesis

Symbol	Explanation	Symbol	Explanation
:	Colon	)	Close parenthesis
#	Pound	{	Open parenthesis
$	Dollar	}	Close parenthesis
%	Percentage	[	Open square parenthesis
^	Caret	]	Close square parenthesis
&	Ampersand	"	Double quotation marks
!	Exclamation mark	'	Single quotation mark
?	Question mark	>	Greater than
+	Plus	<	Less than
-	Hyphen	,	Comma
_	Underscore	/	Forward slash
~	Approximates		

Note that the asterisk (*) symbol is entered directly using the star key.

Figure 3-5: Entering a Symbol (e.g., a dot)
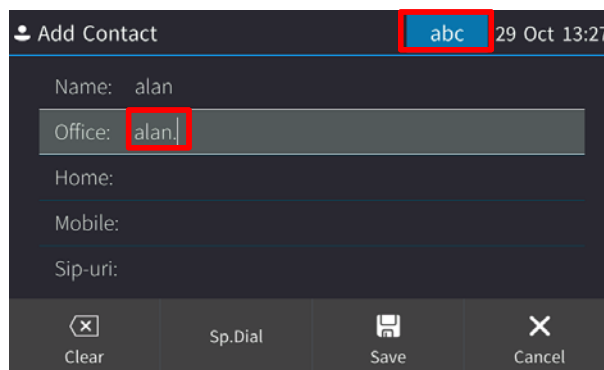
➢ **To revert to letters (e.g., abc):**

■ Make sure the AC-HRS is in **abc** mode and successively press the **PQRS** key three times to produce **r** (for example):

Figure 3-6: Reverting to Letters (e.g., abc)
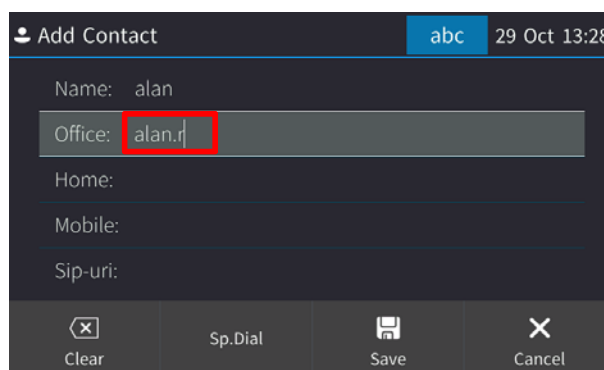
4   Unlocking a Locked AC-HRS

> ⚠️ **Note:** For the automatic locking feature to be available to users, the administrator must first enable it in the Skype for Business server and Web interface. See the *Administrator's Manual* for details*.*

The AC-HRS supports the capability to automatically lock after a configured period of time. The feature secures AC-HRSs against unwanted (mis)use. If left untouched for 10 minutes (default), the AC-HRS automatically locks and is inaccessible to anyone who doesn't know its lock code. After an AC-HRS locks:

- ■   Incoming calls are allowed, but outgoing calls need the lock code.
- ■   Without the lock code, users cannot access the Call Log, Calendar and Corporate Directory.

When signing in for the first time, the user is prompted for a lock code. After entering a code, e.g., **123456**, confirming it, and saving it, the AC-HRS goes into idle state, and after 10 minutes it is automatically locked.

➢   **To manually change the lock code:**

1.   Press the MENU hard key on the AC-HRS, select **Settings** and then scroll down to select **Device Security**.
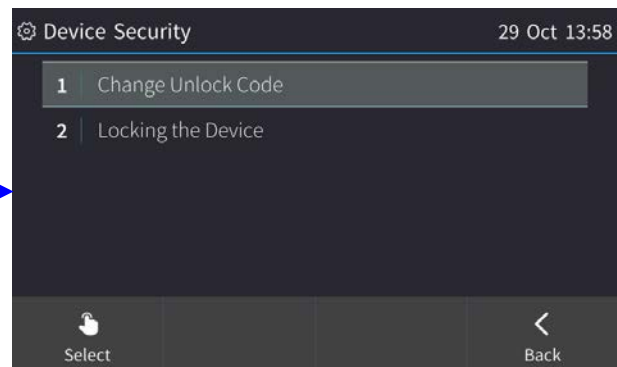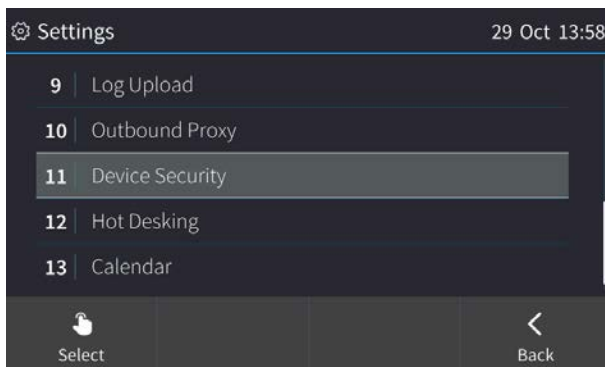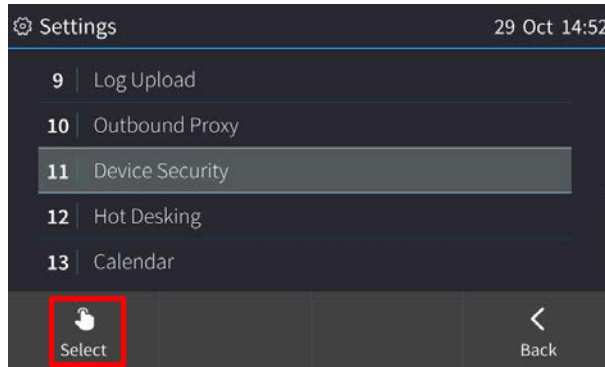

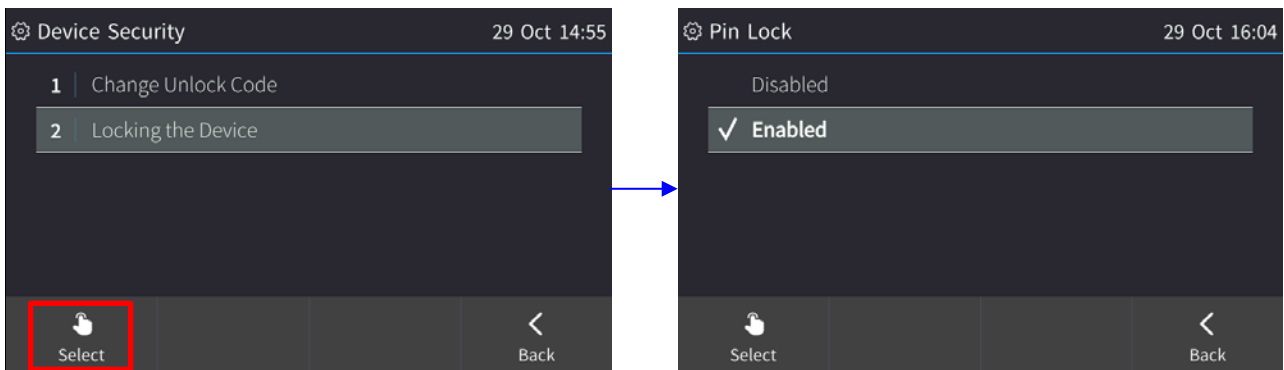**2.**   In the Device Security screen that opens, select **Change Lock Code**.
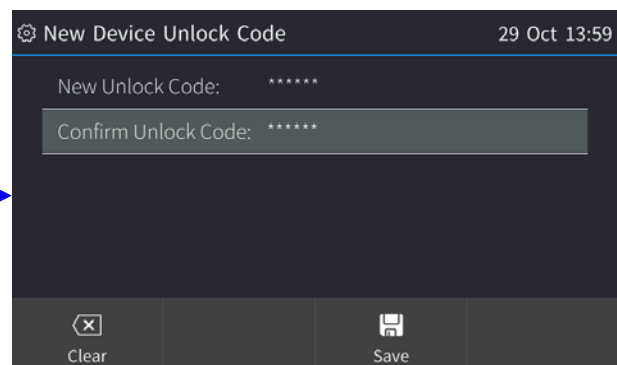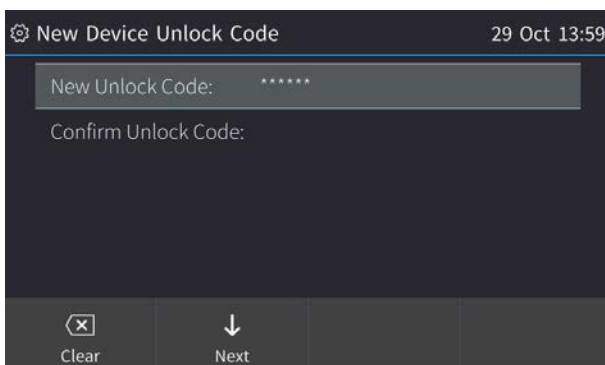
3.   Enter the new unlock code, scroll down and re-enter it, and then touch the **Save** softkey; if left inactive for 10 minutes (default) and if the lock feature is enabled (see below), the phone will automatically lock.

➢ **To enable the lock feature:**

1. Press the MENU hard key, touch the **Settings** item and scroll to | select **Device Security**.
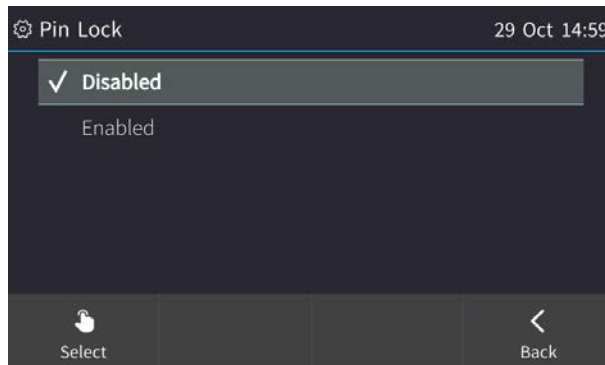

2. In the Device Security screen select **Locking the Device** and then select **Enabled**.

➢ **To disable the feature:**

You can disable the lock feature.

■ In the Device Security screen, select the **Locking the Device** option and then in the Pin Lock screen, select **Disabled**.
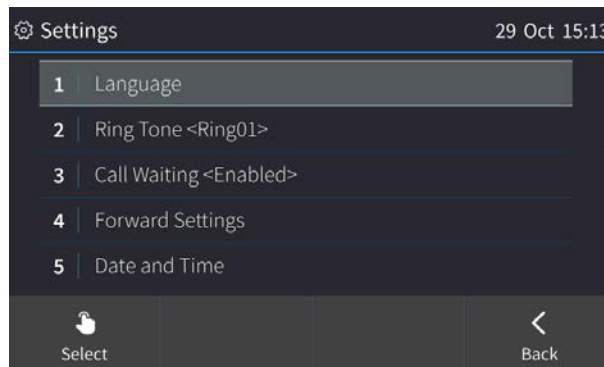
5   Customizing the AC-HRS

This section shows you how to customize the AC-HRS for enhanced usability.

5.1   Changing the Screen Language

The touch screen supports multiple languages. English is the default but you can change it to another.

➢ **To change the default:**

1.   Open the **Languages** screen (MENU hard key > **Settings** > **Language**).
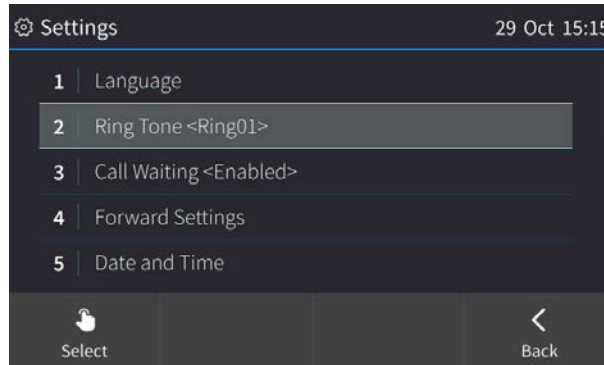

2.   Navigate to the language you require.
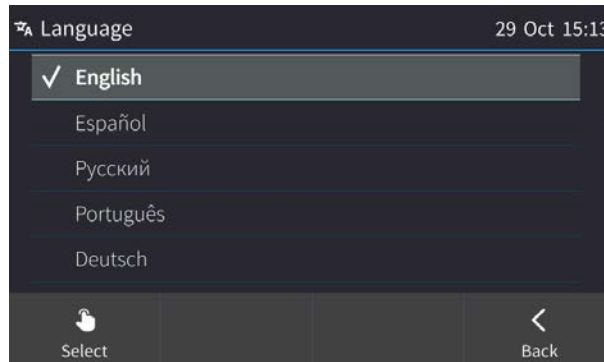
3.   Touch the **Select** softkey to select it.
4.   Touch the **Save** softkey to save the setting.

5.2   Selecting Ring Tone

You can choose from a selection of ring tones to indicate incoming calls   .

➢ **To select a ring tone:**

1. Open the **Ring Tone** screen (MENU hard key > **Settings** > **Ring Tone**).

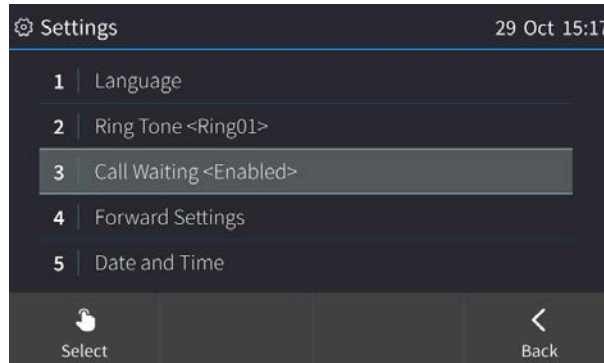2. Navigate to and select a ring tone. A sample of each ring tone is played as you navigate through the list.
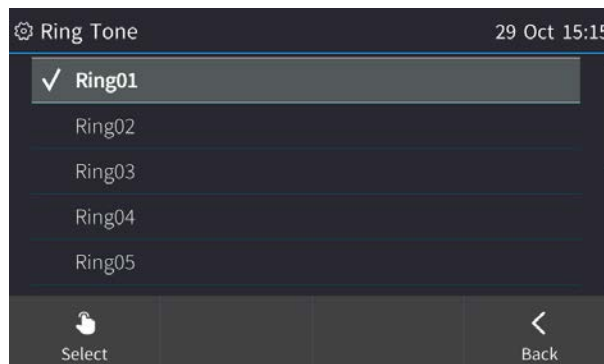
3. Touch the **Select** softkey to apply your settings.
4. Touch the **Save** softkey to save your settings.
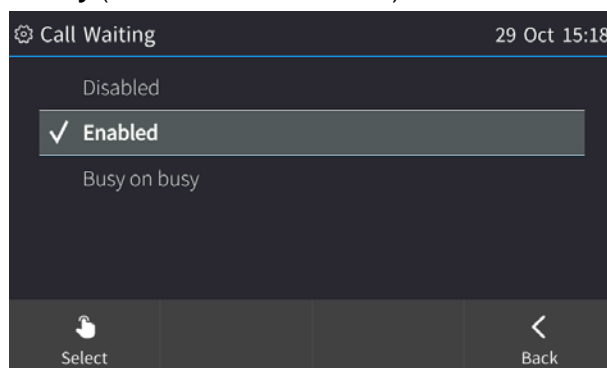
5.3   Enabling Call Waiting

You can enable or disable the call waiting feature.

➢   **To enable or disable call waiting:**

1.   Open the **Call Waiting** screen (MENU hard key > **Settings** > **Call Waiting**).

2.   Navigate to and select:
- **Disable** (disables call waiting) -OR-
- **Enable** (enables call waiting) -OR-
- **Busy on Busy** (see Section 5.4.1 below)

3.   Touch the **Select** softkey to apply your settings.
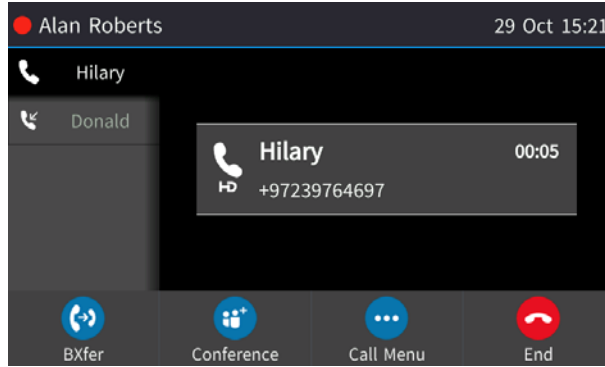**4.**   Touch the **Save** softkey to save your settings.

5.4   Managing Simultaneous Incoming Calls

If two calls simultaneously come in on an AC-HRS, or if a user is in a call and a third party calls, the AC-HRS's touch 0073creen displays them in a graphically user-friendly way.
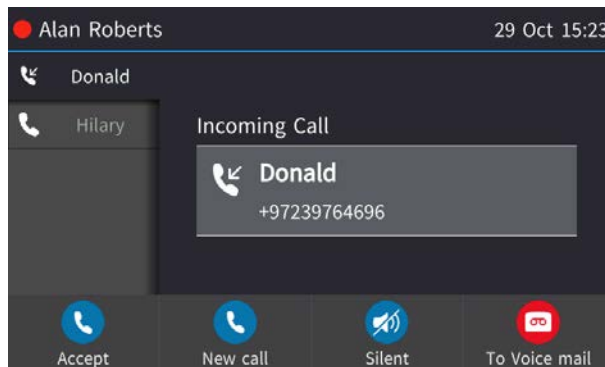
■   Simultaneous incoming calls:
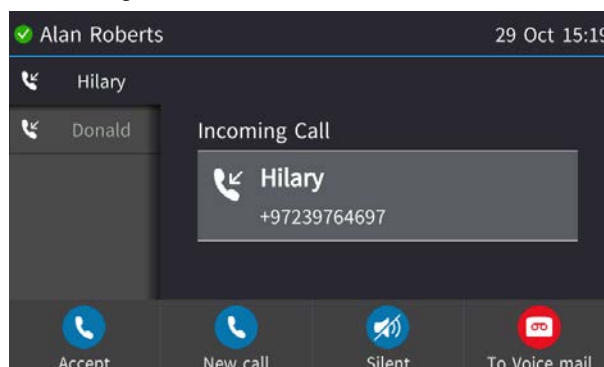
■ When one of the incoming calls is answered:

■ When an AC-HRS is in a call and another comes in:

Visual indication on the device when the call comes in:

■ The LED in the upper right corner of the device flashes blue.

5.4.1 Configuring Busy on Busy

If you're already in an active call on either the AC-HRS or Skype for Business client and a call comes in, the Busy on Busy feature rejects the coming call and plays a busy signal to the caller.

➢ **To configure Busy on Busy:**

1. Open the **Call Waiting** screen (MENU hard key > **Settings** > **Call Waiting**).
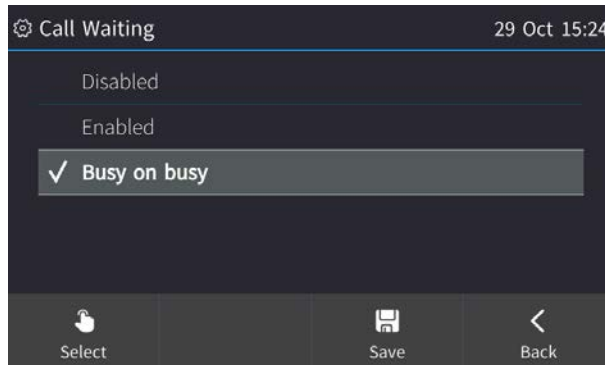
2. Scroll to and then select the **Busy on Busy** option.
3. Touch the **Save** softkey to save your settings.

5.5   Setting Date and Time

Date and time is automatically retrieved from the deployed Network Time Protocol (NTP) server, enabled by your administrator.

➢ **To enable the NTP server:**

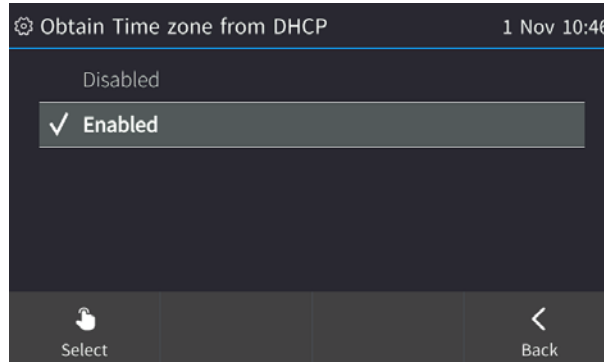**1.**   Open the **Date and Time** screen (MENU hard key > **Settings** > **Date and Time**).
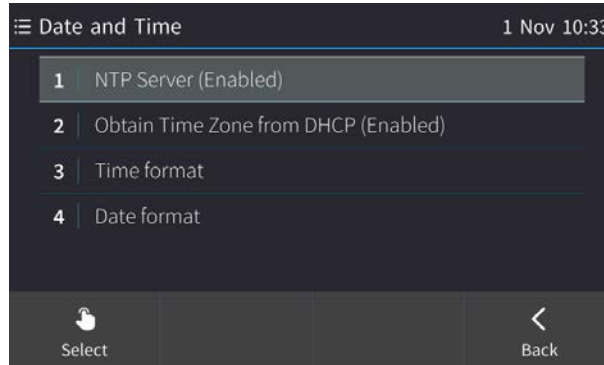
2.   If *not* already 'Enabled', notify your network administrator.

> **Note:** To configure the NTP server, see the *Administrator's Manual*.

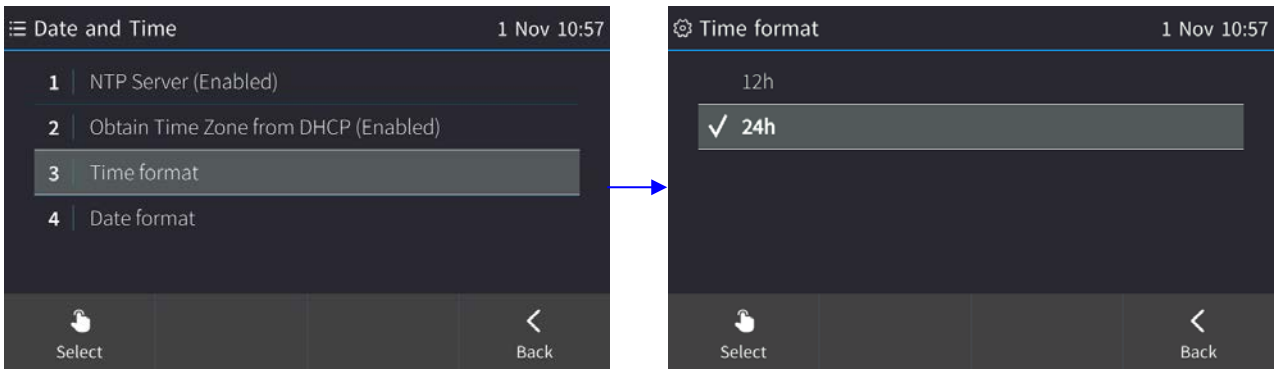➢ **To enable/disable obtaining time zone from the DHCP server:**

1.   In the **Date and Time** screen shown above, select **Obtain Time Zone from DHCP**.
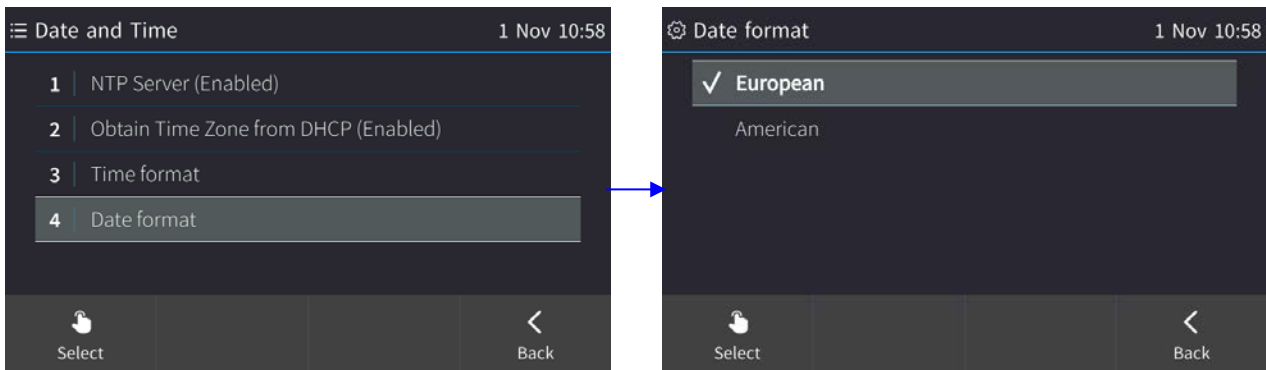

2.   Select **Enable** or **Disable**.

➢ **To configure the time format:**

■ Navigate to and select the **Time format** option and then select the format of your choice.

➢ **To configure the date format:**

■ Navigate to and select the **Date Format** option and select the format of your choice.

5.6   Configuring Screen Brightness

The AC-HRS's touch screen supports different brightness levels. You can choose the level that suits you best.

➤ **To configure screen brightness:**

1. Open the LCD Brightness screen (MENU hard key > **Settings** > **LCD Brightness**).

2. Touch an option and then press the navigation control's left or right rim to navigate to the brightness level that suits you best. Use the table below as reference.
3. Touch the **Save** softkey to apply the setting.

Table 5-1: Screen Brightness Options

LCD Brightness Option	Description
Active mode brightness	Configures the brightness of the screen when it's in 'active mode', which is - for example - after a calendar reminder pops up in your screen, or when a call comes in, or after you press a key on the dialpad, etc. • Low • Medium • High (default)
Switch to dimmer mode after	Defines the timeout of 'active mode', in minutes. If it expires, the screen changes to 'dimmer mode' (see the next description). Configure either 15 (default), 30, 45 or 60 minutes. If your network administrator enabled Microsoft Skype for Business' online Power Save Mode feature, three Microsoft parameters apply: • EnablePowerSaveMode • PowerSaveDuringOfficeHoursTimeoutMS • PowerSavePostOfficeHoursTimeoutMS The second determines 'active mode' timeout if in working hours. The third determines 'active mode' timeout if in non-working hours. Consult your network administrator for more information.

| LCD Brightness Option	Description
Dimmer mode brightness	Configures the brightness of the screen when it's in 'dimmer mode'. The screen changes to 'dimmer' mode after the timout configured for 'active mode' expires (see above). You can configure either: • Low • Medium (default) • High
Switch to night mode after	Defines the timeout of 'dimmer mode', in minutes. If it expires, the screen changes to 'night mode'. Configure either 30, 60 (default), 90 or 120 minutes. If your network administrator enabled Microsoft Skype for Business' online Power Save Mode feature, three Microsoft parameters apply: (1) Enable/Disable (2) Timeout during work hours and (3) Timeout when out of the office. The third determines how much time in 'dimmer mode' must pass before the screen switches to 'night mode' The screen never switches to 'night mode' when you are in the office. In the morning, when working hours start, the screen automatically switches from 'night mode' to 'dimmer mode'. The AC-HRS gets your work hours from Microsoft Exchange server, configured by your network administrator. Consult your network administrator for more information.
Night mode brightness	Configures the brightness of the screen when it's in 'night mode'. The screen changes to 'night mode' after the timeout configured for 'dimmer mode' expires (see above). You can configure either: • Low (default) • Medium • High

5.7   Viewing your Location Information

The Location feature enables a called party to identify the geographical location of the calling party. For example, if a caller in the U.S. makes an emergency call to E911, the feature extracts the caller's information for the police department to immediately identify the caller's location.

The network administrator configures geographical location for each subnet (see the *Administrator's Manual*). After you sign in, your geographical location is downloaded via inband provisioning.

Note: If geographical location is not provisioned by the server, the screen shown below opens allowing users to either **Set** the location manually, **Skip** (the screen closes but opens every few hours), or **Dismiss** ('kills' the display).
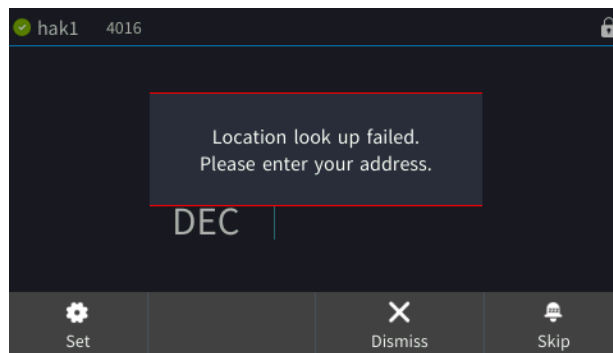
➢   **To view location information:**

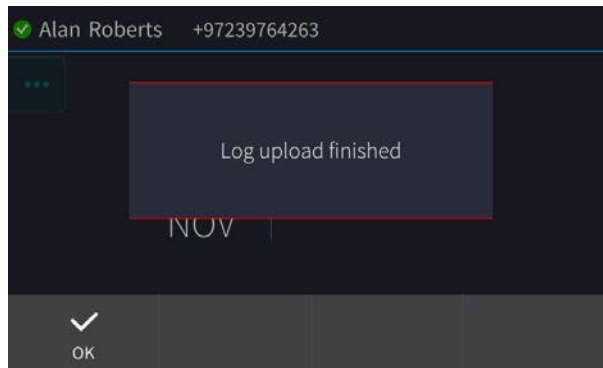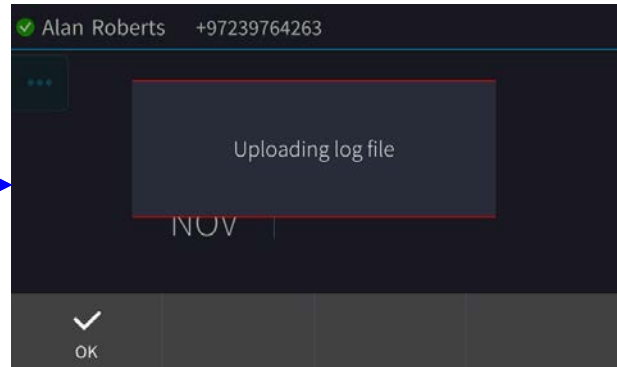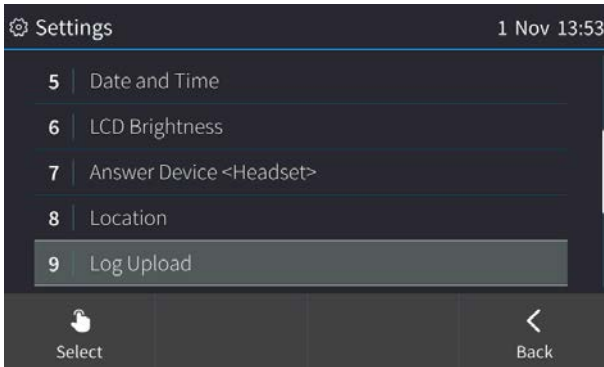■   Open the Location screen (MENU hard key > **Settings** > **Location**).
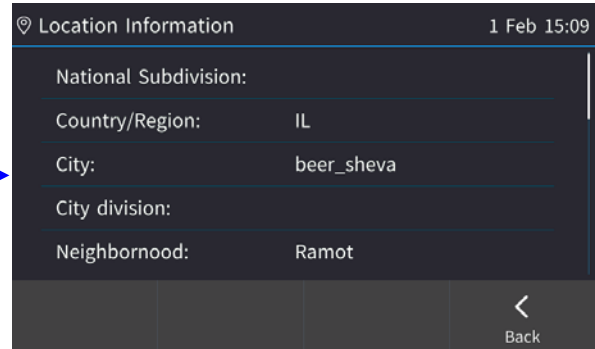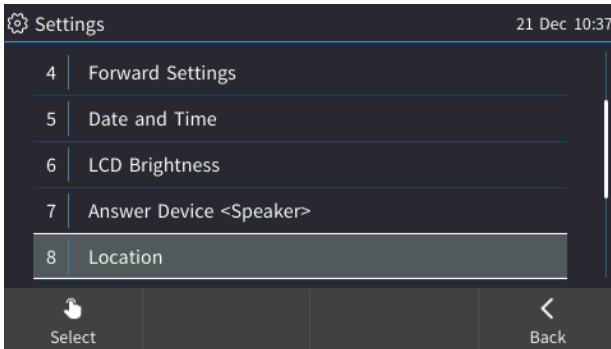
5.8   Uploading Logs to Microsoft Server

You can upload logs from the AC-HRS to Microsoft's Skype for Business server, for troubleshooting/support purposes.

➢ **To upload logs:**

1. In the Settings screen, select the **Log Upload** option (MENU hard key > **Settings** > **Log Upload**).

2. Touch the **OK** softkey.

5.9   Configuring an Outbound Proxy

Skype for Business Server Multitenant Hosting Pack is a Microsoft® Unified Communications (UC) hosting solution for telecommunications and hosting providers which enables hosting partners to deploy a single instance of the server software to securely and economically host multiple tenants with a rich, fully integrated UC solution. To connect the AC-HRS to a hosted Lync environment (LHP), you need to configure the hosted service provider's domain name (FQDN).

> **Note:** In hosted environments, it's common practice that this hosted domain name is different to the enterprise's domain name. Refer also to *400HD Series IP Phones for Skype for Business Hosting Partner (LHPv2) Environment Configuration Note.*

To configure an AC-HRS for an LHP environment, configure the address of the Outbound Proxy as the hosted service provider's domain name (FQDN).

➢ **To configure the address of the Outbound Proxy:**

1.   Open the Outbound Proxy screen (MENU hard key > **Settings** > **Outbound Proxy**) and set the 'Use Hosted Proxy' field to **Enabled**.

2.   In the 'Address' field enter the hosted service provider's domain name (FQDN), configure the 'Port' field (default = **0**), and then touch the **Save** softkey.

5.10 Adjusting Volume from the AC-HRS

From the AC-HRS or on the speaker, you can adjust the volume of the:

- Ring
- Tones (e.g., dial tone)
- Handset
- Speaker (HRS speaker)

5.10.1 Adjusting Ring Volume

You can adjust the volume of the ring indicating an incoming call.

➢ **To adjust the volume of the AC-HRS's ring from the AC-HRS:**

1. When the AC-HRS is in idle state (i.e., not in use), press the VOL ▲ or VOL ▼ key; the Ringer Volume bar is displayed on the screen:
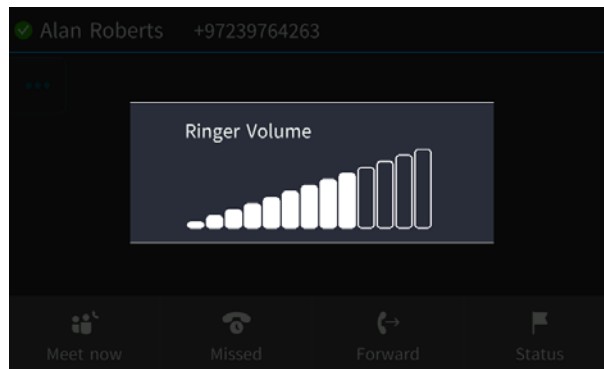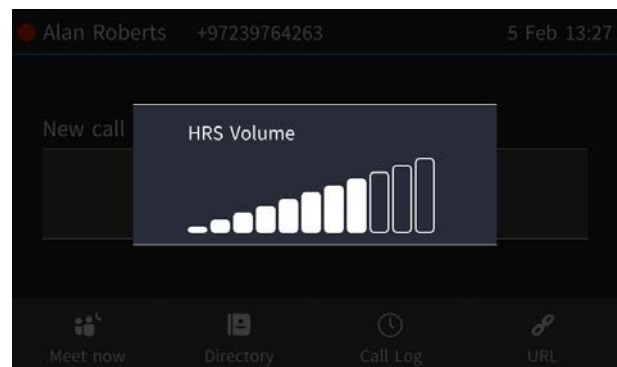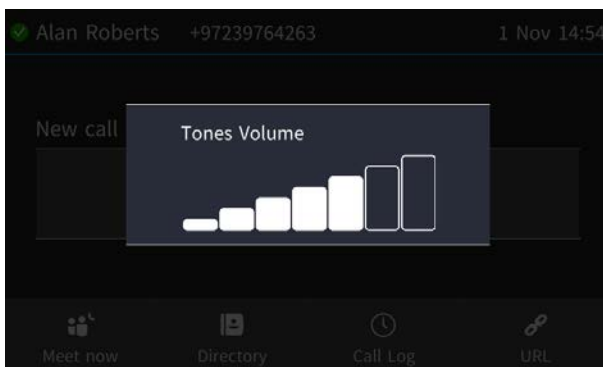

2. Press the VOL ▲ or VOL ▼ key on the keypad to adjust the volume. After adjusting, the Ringer Volume level disappears from the screen.

5.10.2 Adjusting Tones Volume

Tone volume can be adjusted, including dial tone, ringback tone and all other call progress tones.

➢ **To adjust the volume of the AC-HRS's tones from the AC-HRS:**

1. Off-hook the AC-HRS (using handset or speaker).
2. Press the VOL ▲ or VOL ▼ keyboard key; the Tones Volume bar displays on the screen if you off-hooked the handset; the HRS Volume bar displays on the screen if you pressed the speaker button.
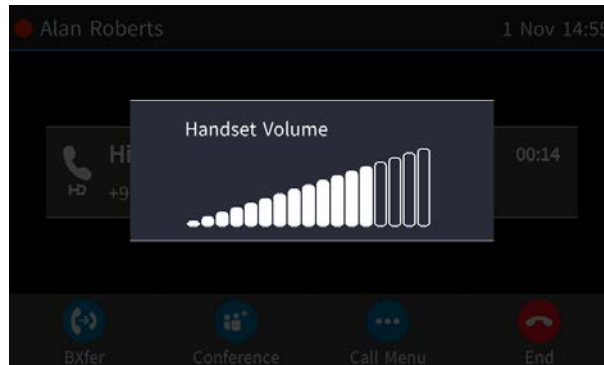

3. Press the VOL ▲ or VOL ▼ key to adjust the volume. After adjusting, the Tones Volume bar | HRS Volume bar disappears from the screen.

5.10.3 Adjusting Handset Volume

The volume of the handset can be adjusted during a call or when making a call. The newly adjusted level applies to all subsequent use.

➢ **To adjust the volume of the AC-HRS's handset from the AC-HRS:**

1. During a call or when making a call ensure that the handset is off the cradle.

2. Press the VOL ▲ or VOL ▼ key; the Handset Volume bar is displayed on the screen.

3. Press the VOL ▲ or VOL ▼ key on the keyboard. After adjusting, the Handset Volume bar disappears from the screen.

5.10.4 Adjusting HRS Speaker Volume

The volume of the HRS speaker can only be adjusted during a call.

➢ **To adjust the volume of the HRS speaker from the AC-HRS:**

1. During a call, press the speaker hard key on the AC-HRS.

2. Press the VOL ▲ or VOL ▼ key; the HRS Volume bar is displayed on the screen.
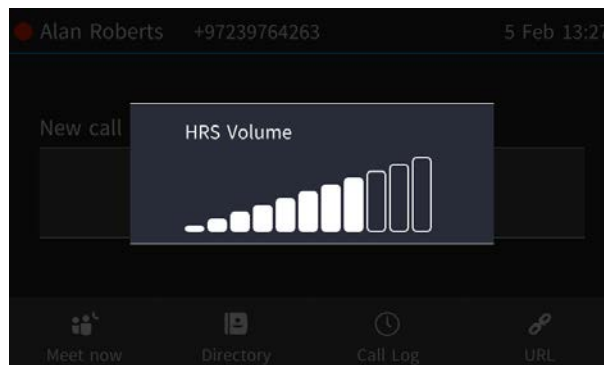
3. Adjust the volume using the VOL ▲ or VOL ▼ key. After you have completed adjusting the volume, the HRS Volume bar disappears from the screen.

5.11 Adjusting Volume on the Speaker

You can adjust volume *locally* on the speaker. Here's how to adjust the volume on the **UC-HRS-457-SPK**. Use the figure as reference.

Figure 5-1: Adjusting Volume Locally on the UC-HRS-457-SPK
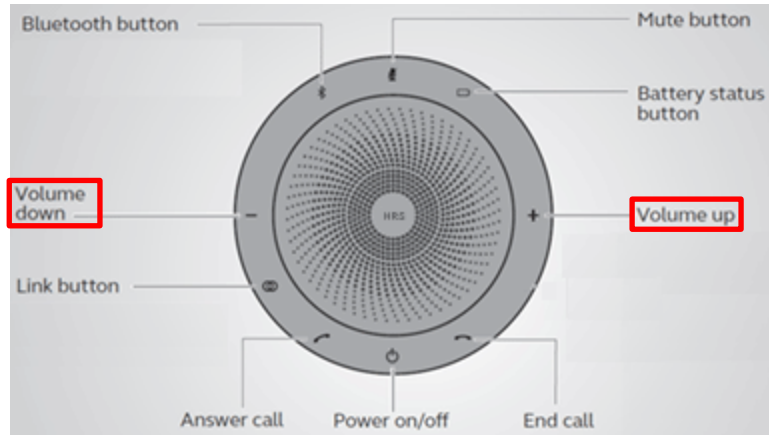
Here's how to adjust the volume on the UC-HRS-458-SPK. Use the figure as reference.

Figure 5-2: Adjusting Volume Locally on the UC-HRS-458-SPK

5.12   Managing AC-HRS Directories

The AC-HRS supports a

■   Corporate Directory

■   Personal Directory

Note:

- You can add, edit and delete contacts in the Personal Directory. You *cannot* in the Corporate Directory.

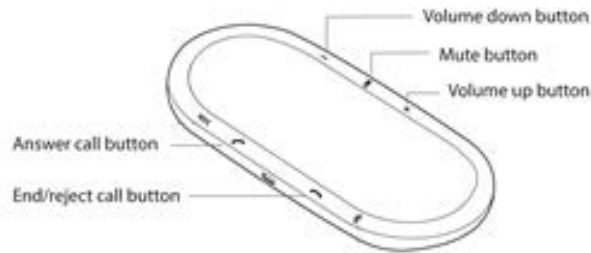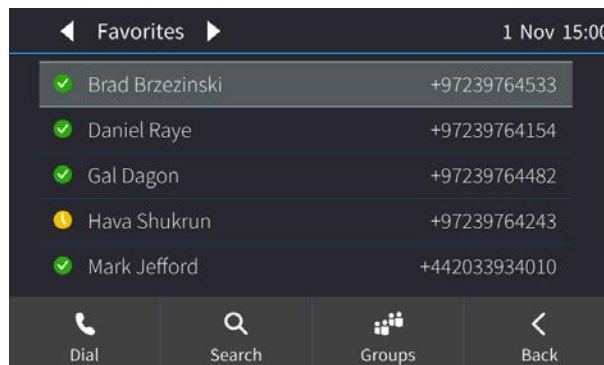- You can add a maximum of 1,000 contacts to your Personal Directory. After adding a contact, you can call the contact directly from the directory. If you receive an incoming call from a contact listed in the directory, the touch screen displays the name listed.

- The Personal Directory and Corporate Directory display the presence status of contacts if your network administrator set them up in the Microsoft Skype for Business server (see the *Administrator's Manual)*.

5.12.1   Accessing Directories
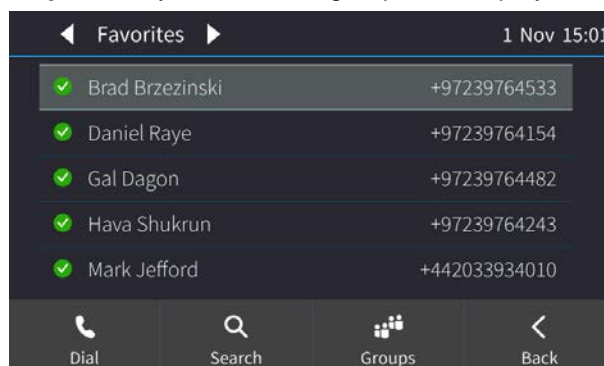
The directories are accessed from the CONTACTS hard key on the AC-HRS.

➢   **To access the directories:**

1.   Press the CONTACTS hard key on the AC-HRS; the Favorites directory opens.

2.   Touch the **Groups** softkey; the Contact groups are displayed.

3.   Select the **Corporate Directory**, **Personal Directory**, **Outlook Contacts**, **Favorites** or **Others**.

## 5.12.2 Adding a Contact to the Personal Directory

This section shows how to add a contact to the Personal Directory. You can enter the contact's home number, office number, mobile number, and/or SIP URI. After adding a contact, you can search for them and find them in the group, dial them, edit their contact information or delete them.

> **Note:** You can add a maximum of 1,000 contacts to your Personal Directory. After adding a contact, you can call the contact directly from the directory. If you receive an incoming call from a contact listed in the directory, the touch screen displays the name listed.

> ➢ **To add a contact to the Personal Directory:**

1. Open the Personal Directory (CONTACTS hard key > **Groups** softkey > **Personal Directory**).

2. Select **+ New contact**:
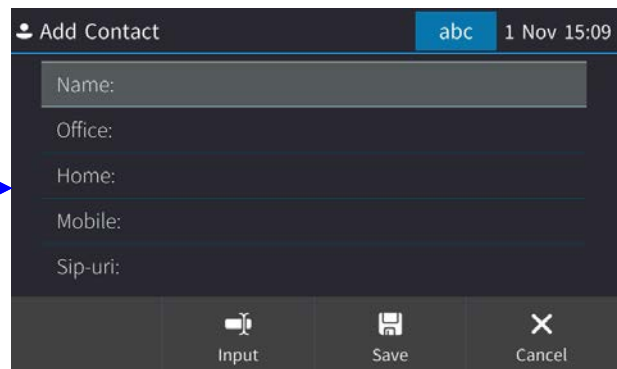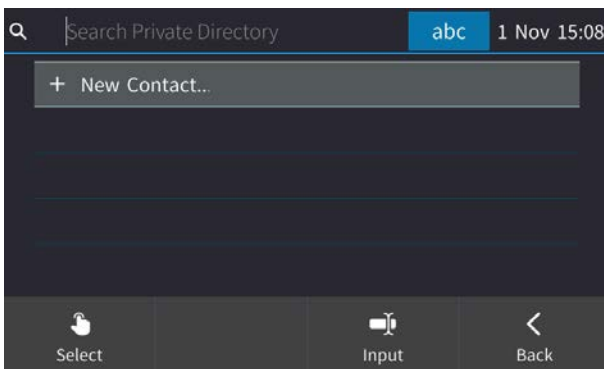
3. In the 'Modify Contact' screen, key in the 'Name' of the new contact (see Section 3.4 on page 21 for detailed instructions).

4. Navigate down and key in the new contact's office AC-HRS number (see Section 3.4 on page 21 for detailed instructions).

5. Optionally, navigate down and key in the new contact's home and mobile numbers as well.

6. Optionally, navigate down and enter the contact's SIP URI, e.g., mike.dubb@audiocodes.com. This option is useful if you don't know their AC-HRS number.

7. Touch the **Save** softkey; 'Contact Saved' is displayed.

5.12.3   Editing Contact Information in the Personal Directory

This section shows how to edit contact information in the Personal Directory.

➢   **To edit contact information:**

1.   Access the Personal Directory (CONTACTS hard key > **Groups** softkey > **Personal Directory**).

2.   Navigate to the name of the contact to edit:

3.   Touch the **Details** softkey:
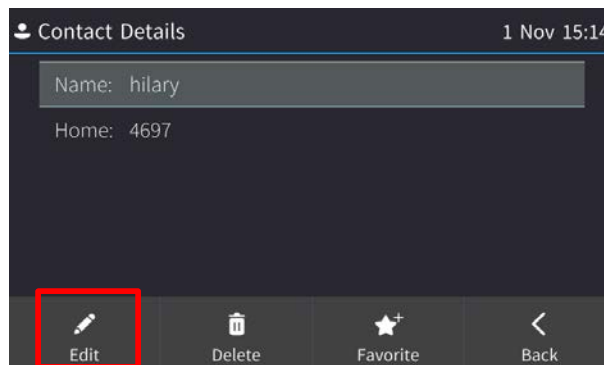
4.   Touch the **Edit** softkey:

5.   Modify the contact's details and touch the **Save** softkey.

> **Note:**
> • The Corporate Directory cannot be modified.
> • Only the Personal Directory can be modified.

5.12.4   Deleting a Contact from the Personal Directory

This section shows how to delete a contact from the Personal Directory.

➢ **To delete a contact from the Personal Directory:**

1. Access the Personal Directory (CONTACTS hard key > **Groups** softkey > **Personal Directory**).
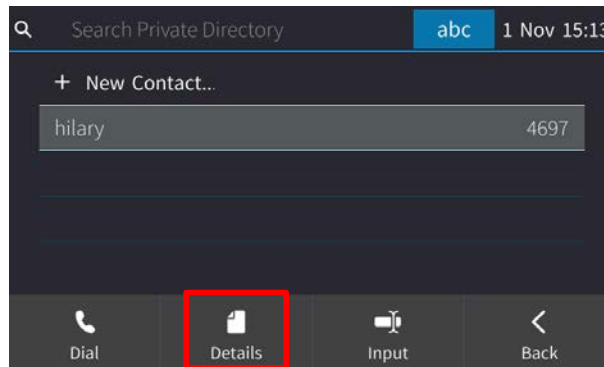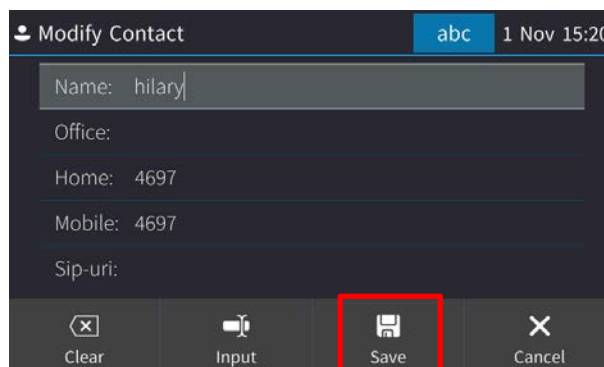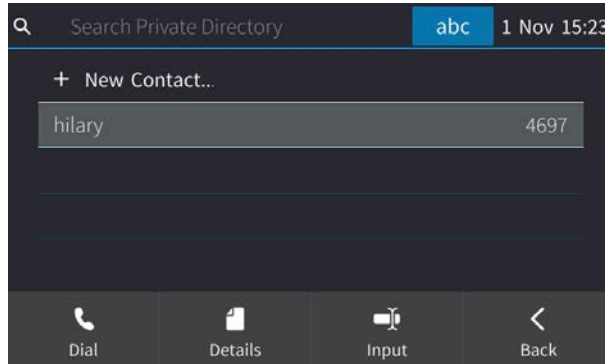2. Navigate to the contact to delete.

3. Touch the **Details** softkey; the contact details are shown.
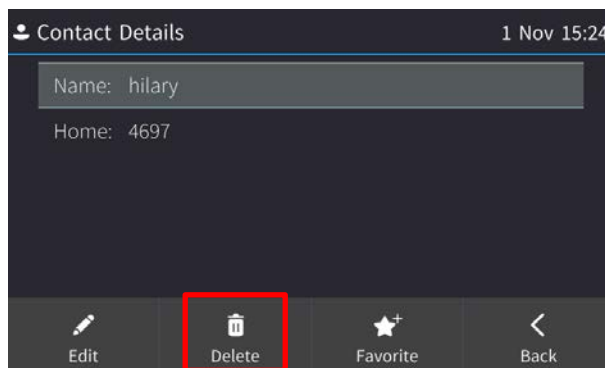
4. Touch the **Delete** softkey; a 'Delete current contact?' warning message appears.
5. Touch the **Yes** softkey to remove the contact from the AC-HRS directory or **No** if you want to keep the contact in the directory; the contact is removed from the directory.

⚠ **Note:**

• Corporate Directory contacts cannot be deleted.
• Only Personal Directory contacts can be deleted.

5.12.5 Adding a Person to Favorites after a Call with them is Logged

This section shows how to add a person to the Favorites directory after a call with them is logged.

> **Note:** A maximum of 1,000 people can be added to the Favorites directory.

➢ **To add a person to your Favorites directory:**

1. Open the Call Log (MENU key > **Call Log**).
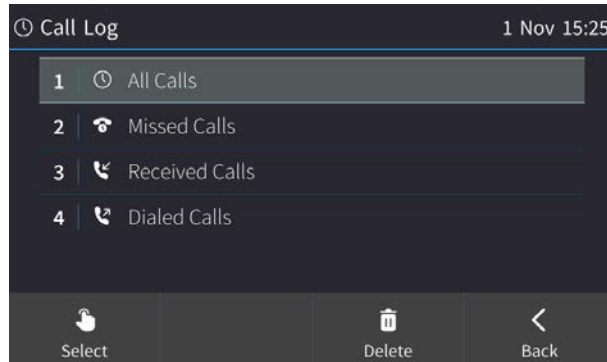
2. Select the call log:

3. Select the person with whom the call was made and then touch the **Detail** softkey.

4. In the Call Details screen, touch the **Favorite** softkey; the person is added to your Favorites.

> ⚠ **Note:** You can also add a person to the Favorites directory from the Corporate Directory, Outlook Contacts, Personal Directory and (User) Groups, through the 'Contact details' screen's **Favorite** softkey, shown below.
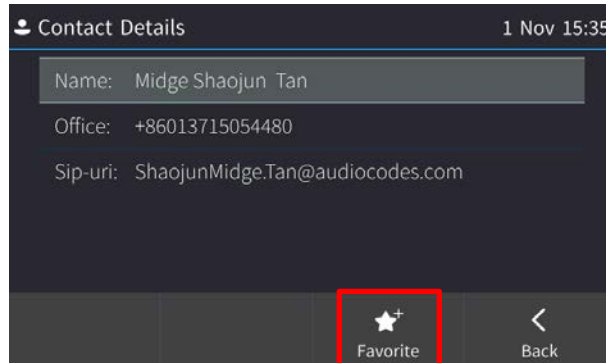
5.12.6 Removing a Person from Favorites
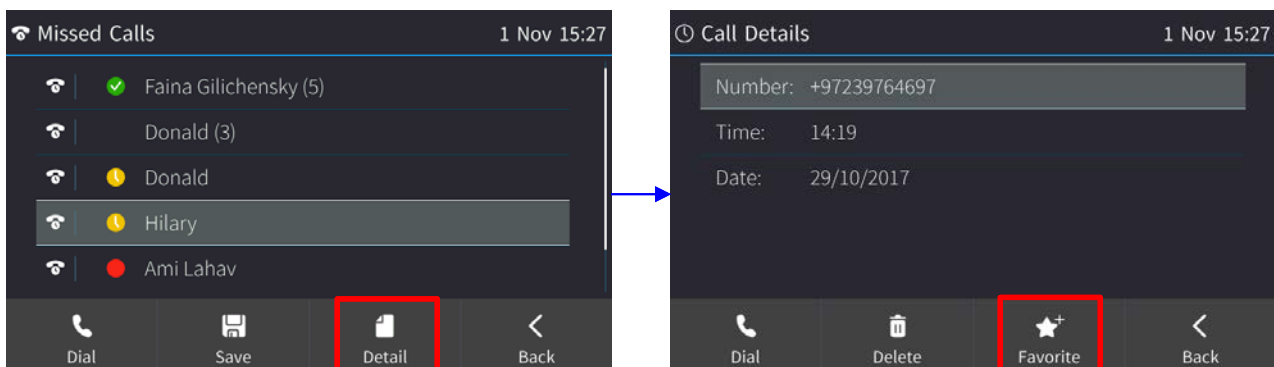
You can remove a person from the Favorites directory.

➢ **To remove a person from the Favorites directory:**

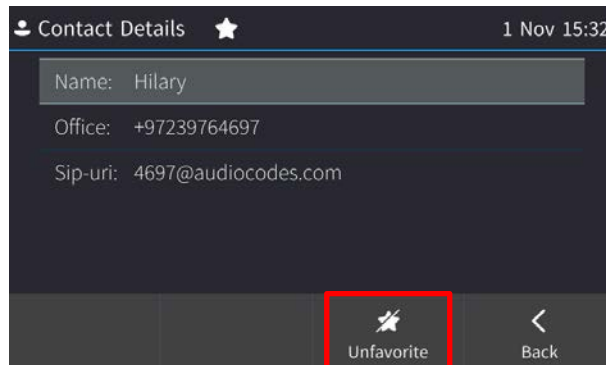1. Open the Favorites directory (MENU key > **Favorites**).

2. Navigate to the person to remove and press the **OK** navigation control; the Contact Details screen opens.

3. Press the **Unfavorite** softkey; the person is removed from the Favorites directory.

5.12.7 Searching for a Contact in a Directory

The search feature lets you quickly and easily locate a contact in a directory. The feature is especially useful if you have a long list of contacts.

> **Note:** When searching in the Corporate Directory, the T9 feature is available. See the next section for details.

➢ **To search for a contact:**

1. Access the AC-HRS directory.
2. Search for a contact:
   - Scroll down to the contact in the list
     -OR-
   - Key the first letter in the contact's name; the directory locates contacts whose names begin with that letter. For example, as you press the **J** key to search for contact **J**erry, the directory locates contacts whose names begin with **J**. As you key in the next letter, i.e., **e**, contacts whose names begin with **Je** appear, etc.
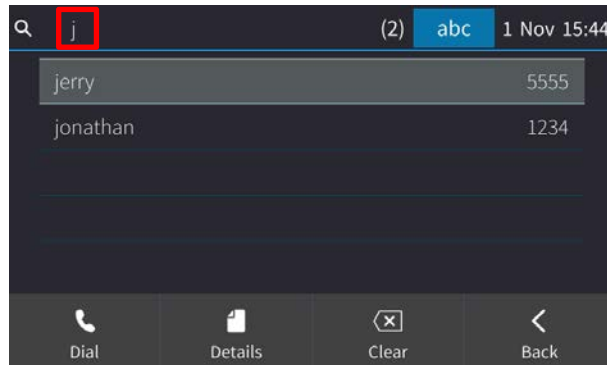
5.13   Searching for a Contact in the Corporate Directory using T9

> **Note:** Applies to searching for a contact in the Corporate Directory.

The T9 (Text on 9 keys) feature lets you press (once) the **1** key on the dialpad to input the letter **A** (for example). So to input **Alan** you can press **2526**. T9 supports predictive search so as letters are entered, possibilities are displayed before you finish entering the name. If the name **Alex** (for example) appears many times in the directory, users can enter **alex**, space (*), and then the first letter of the family name.

➢ **To access a contact in the Corporate Directory using T9:**

1. Open the Corporate Directory (press the CONTACTS hard key and select **Corporate Directory**).

2. **T9** is enabled by default. On the dialpad, press (once) the key containing the first letter in the contact's name, for example, **A**. Press (once) the key containing the second letter, for example, **L**. Press (once) the key containing the third letter, for example, **E**. If necessary, press (once) the key containing the fourth letter, for example, **X**.
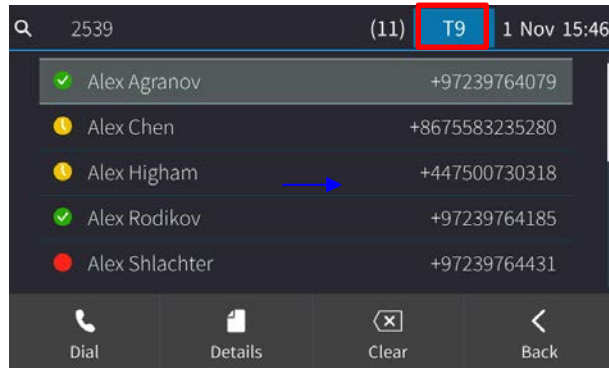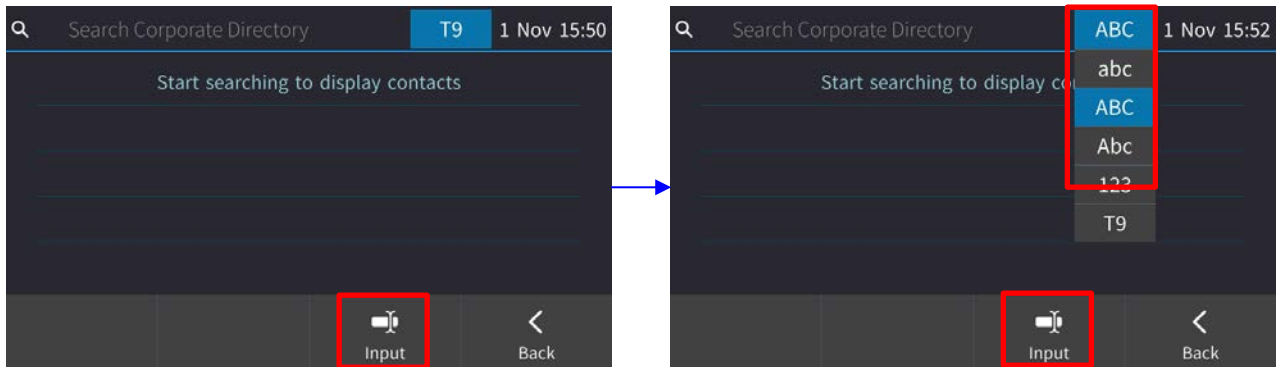

3. If you need to, press the * key on the dial pad to enter a space, and then enter the first letter of the family name.

## 5.13.1   Searching for a Contact Using A/a/1 Instead of T9

You can search for a contact in the Corporate Directory using A/a/1 instead of the default T9.

➢   **To change to A/a/1:**

1.   Open the Corporate Directory (press the CONTACTS hard key and select **Corporate Directory**).

2.   In the directory, touch the **Input** softkey.

3.   If you're searching for **Alex** (for example), on the dialpad press once the **2** key, press three times the **5** key, press twice the **3** key, and if necessary, press twice the **9** key.
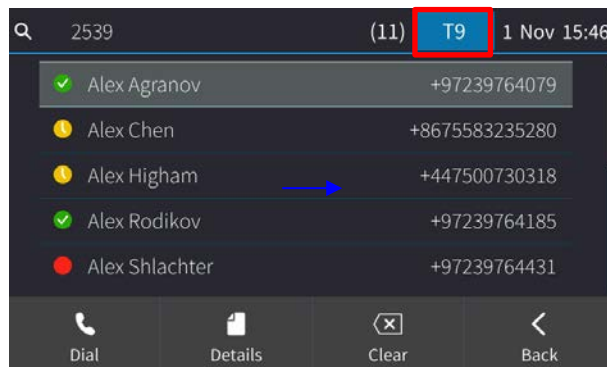
4.   If necessary, you can press the * key on the dial pad to enter a space, and then enter the first letter of the family name.

5.14 Viewing Microsoft Exchange Calendar in the AC-HRS's Touch Screen

You can view Microsoft Exchange Calendar items displayed in the AC-HRS's touch screen. Only items whose start date / time falls on the same day are displayed.

> **Note:** For this feature to be available:
>
> - It must be enabled by your network administrator if it isn't already (the default is enabled). For more information, see the *Administrator's Manual.*
>
> - You need to sign in to the AC-HRS with Username and Password. If you signed in with PIN code, the feature will not be available and you'll receive the message shown below. Features activated from Microsoft's Exchange Server are only available after signing in with Username and Password.
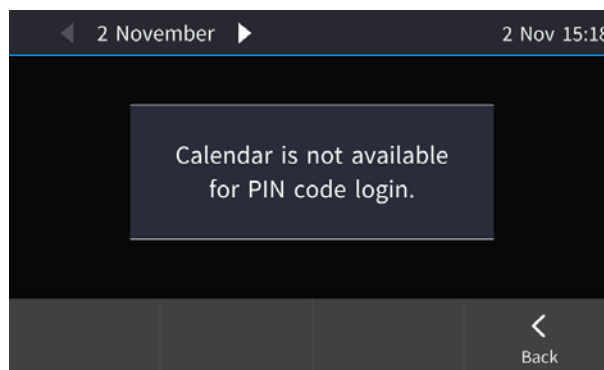
➢ **To view the calendar:**

1. Press the MENU key on the device and in the Menu screen, select the **Calendar** option.
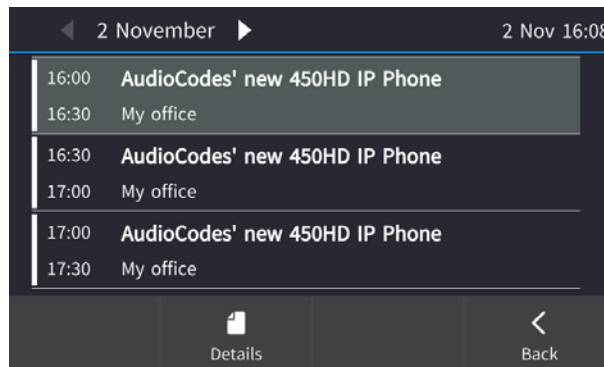
2. You can view other meetings scheduled for that day by scrolling down - or touch the **Back** softkey.

5.15   Receiving Meeting Reminders

The AC-HRS automatically pops up meeting reminders for meetings defined as Skype for Business meetings. Meeting reminders pop up in the AC-HRS's idle screen at the time defined for them in the meeting invitation.

> **Note:** If the feature is disabled, ask your network administrator to enable it. For more information, see the *Administrator's Manual.*
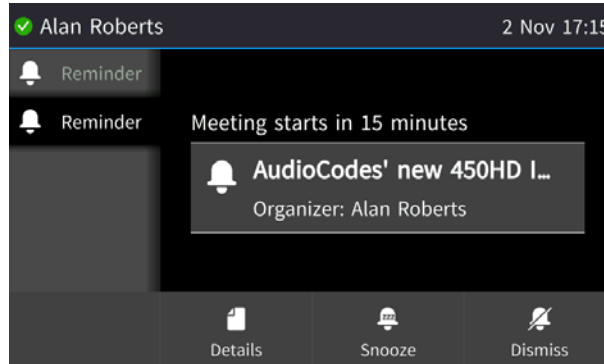

Table 5-2: Meeting Status [Applies to Non-Microsoft Theme Screen]

Icon	Description
	Meeting will be starting
	Meeting has started

You can Snooze a Reminder, or Dismiss it. If you select Dismiss, the Reminder does not pop up again; you'll still be able to access Calendar items and view the meeting.

If you select Snooze, the Reminder pops up 10 minutes before the start of the meeting, five minutes before the start of the meeting, and when the meeting begins.
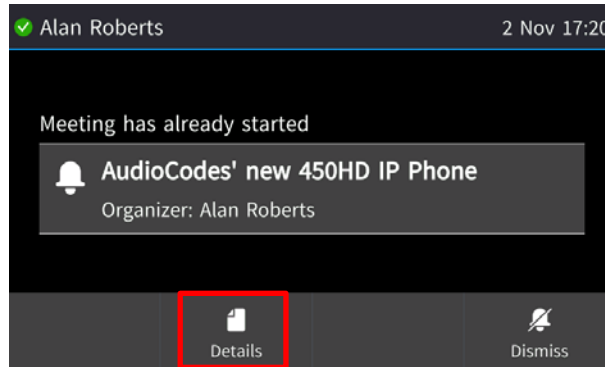
The feature therefore allows you to receive advance notice about meetings and to enjoy direct access to them by clicking **Join**.

## 5.16 Determining Meeting Attendees' Presence Status

You can determine the presence status of meeting attendees.

➢ **To determine the presence status of meeting attendees:**

1. In the Meeting Reminder, touch the **Details** softkey.

2. If the meeting has already started, press the MENU hard key on the AC-HRS and touch the **Calendar** option. In the list of meetings that opens, navigate to the meeting whose attendees' presence statuses you want to determine and then touch the **Details** softkey.
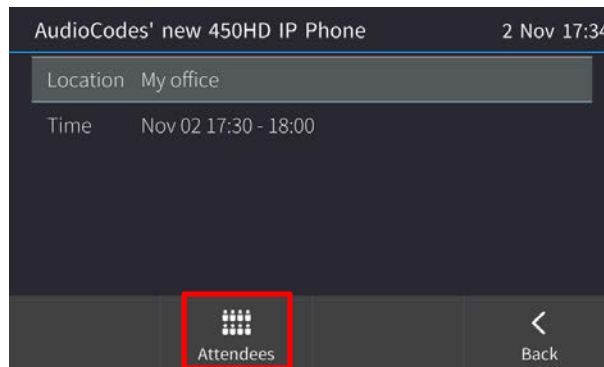
3. Touch the **Attendees** softkey to view the presence status of the participants attending the meeting.
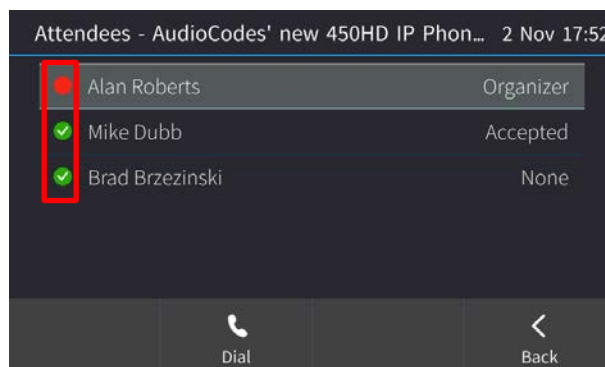
4. Determine the attendee presence status from the icons. See Table 6-1 for detailed information.

5. Optionally, navigate to an attendee and touch the **Dial** softkey to dial them.

6 Managing Conferencing

This section describes the HRS conferencing management capabilities.

6.1 Initiating a Conference | Adding Participants

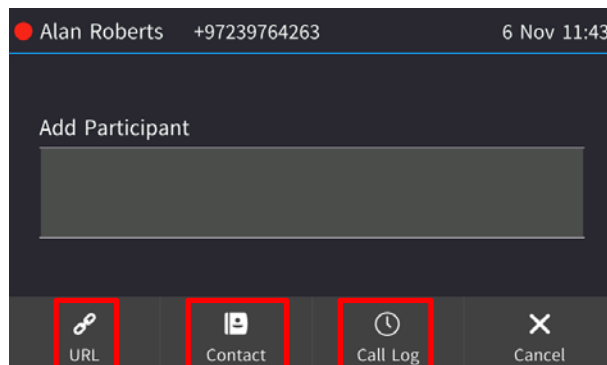You can initiate a conference and add participants to a meeting.

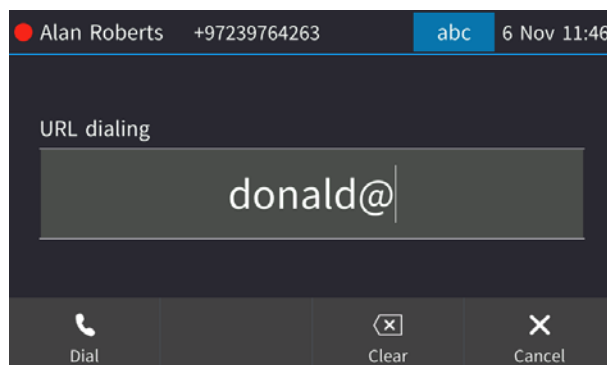➢ **To initiate a conference and add participants:**

1. In the idle screen, touch the **Meet Now** softkey; you're prompted **You are the only participant in the conference**.
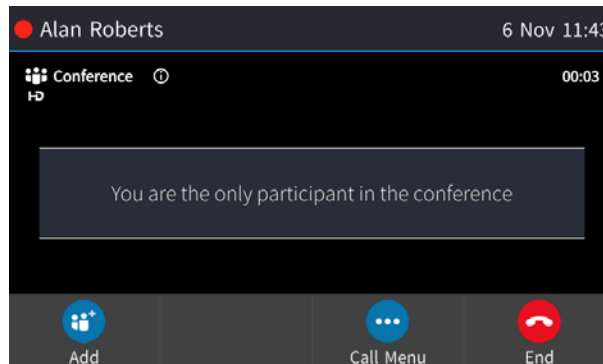
2. Touch **Add**.

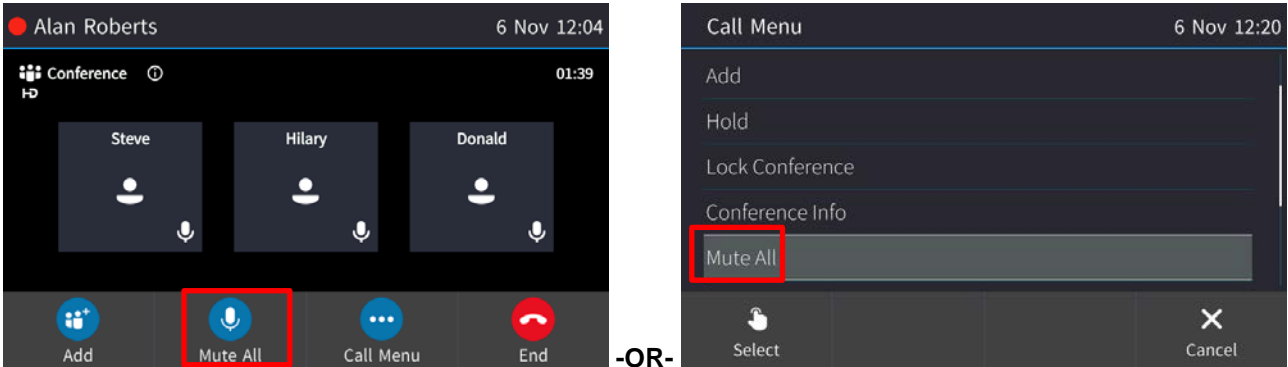3. Enter the participant's number and touch **Dial**.

4. Touch **Add** again to add another participant to the conference meeting, etc.

6.2   Muting Participants

In a conference, you can mute all participants or mute a single participant.

➢   **To mute all participants:**

■   Touch **Mute All** or touch **Call Menu** and then select **Mute All**.

 -OR-

➢   **To mute a single participant:**

■   In the Conference screen, touch their unmuted icon; it changes to muted.
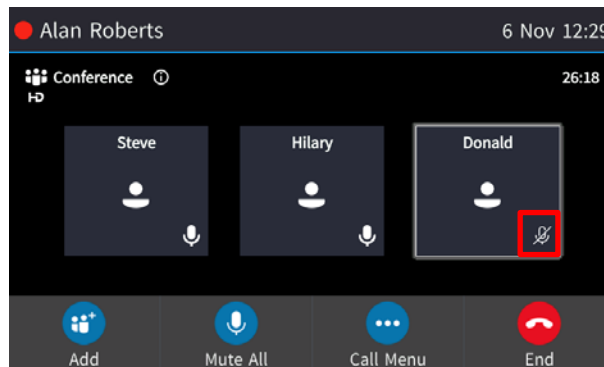
> **Note:** If another participant *mutes you*, you'll view in your screen **A presenter has muted you**. If another participant *unmutes you*, you'll view **A presenter wants you to unmute yourself**. Press the mute key on the AC-HRS, illuminated red, to unmute yourself.

6.3   Unmuting a Participant

You can unmute a participant who has been muted.

➢ **To unmute a participant who has been muted:**

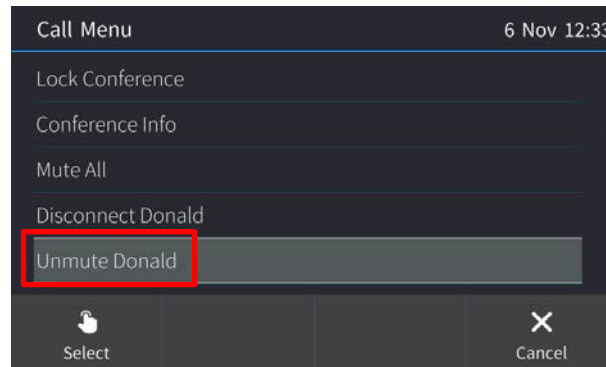■ In the Conference screen, touch **Call Menu** and then select **Unmute Donald** (as shown below) -or- in the Conference screen, touch their muted icon; it changes to unmuted.

6.4   Changing a Participant's Privileges

> **Note:**
> • **Attendee** can only add participants
> • **Host** can do everything

➢ **To change a participant's privileges:**

■ In the Conference screen, touch **Call Menu** and then **Make Hilary attendee** as shown below:
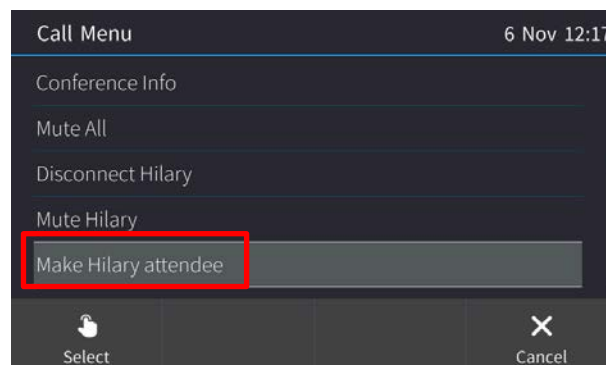
6.5   Locking a Conference

You can lock a conference so that only the participants that have been added to the conference can participate in it, and none others.

➢ **To lock a conference:**

■ In the Conference screen, touch **Call Menu** and select **Lock Conference**.

6.6 Viewing Conference Info

➢ **To view conference info:**

◼ In the Conference screen, touch **Call Menu** and select **Conference Info**.

6.7 Joining a Meeting through the Calendar Reminder

You can join a meeting through the integrated Microsoft Exchange 'Calendar Reminder'

➢ **To join a meeting:**

◼ In the integrated Exchange Calendar reminder that pops up in the AC-HRS screen, click **Join** (or **Snooze** or **Dismiss**).

6.8 Viewing a Called Party's Presence Status when Calling Them

You can viewing a called party's presence status when making an outgoing call. In the screen below, for example, you can see that the presence status of the called party (Donald) is 'Busy'.
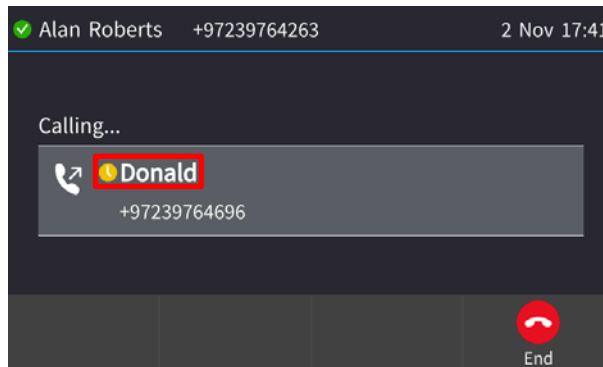

Table 6-1: Presence Statuses

Icon	Presence Status	Description
🔴	**Busy**	Busy and don't want to be interrupted.
✅	**Available**	Online and available for other contacts to call.
🟡	**Away**	It appears that the person is currently away.

6.9 Operating the Speaker from the AC-HRS

You can operate the speaker from the AC-HRS. Every operation performed on the AC-HRS unit is automatically synced with the external speaker, and vice versa. The AC-HRS features all the speaker's functionalities:

◼ volume down

◼ volume up

◼ mute

◼ answer call

◼ end call

◼ etc.

Participants can optionally operate the speaker locally.

6.10   Making a New Call Even Though a Call is Coming in

You can make a new call even though a call is coming in, typically necessary when it is more important and more pressing to make a new call than to accept the incoming call.

6.11   Troubleshooting

When connectivity issues occur, the HRS sends messages that allow the network administrator to deploy, monitor and manage the HRS efficiently.

When the speaker (for example) is disconnected:

■   An alarm is sent to the IP Phone Manager Pro informing the enterprise's network administrator that an issue related to speaker connectivity has occurred. (Calls can only be made using the handset; the AC-HRS's integral speaker is disabled).

■   An alarm is displayed on the AC-HRS screen notifying conference participants in the huddle room

Alarms help the network administrator identify problems and fix them rapidly.

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7 Performing Basic Operations

This section shows basic AC-HRS operations.

7.1 Using Audio Devices

You can use one of the following audio devices on the AC-HRS for speaking and listening:

■ **Handset**: To make a call or answer a call, lift the handset off the cradle.

■ **Speaker**. To activate the HRS speaker, press the speaker key during a call or when making a call. To deactivate it, press the speaker key again.

■ **Headset**. Pressing the headset key also activates the HRS speaker. To disable it, press it again.

You can easily change audio device during a call.

■ **To change from speaker to handset**: Activate speaker and pick up the handset; the speaker is automatically disabled.

■ **To change from handset to speaker**: Off-hook the handset and press the speaker key to activate the speaker. Return the handset to the cradle; the speaker remains activated.

7.2 Checking Voice Quality

You can perform a voice quality check on the phone.

➢ **To perform a voice quality check:**

■ Press the MENU hard key, touch the **Device Status** menu option and select **Voice Quality Check**.
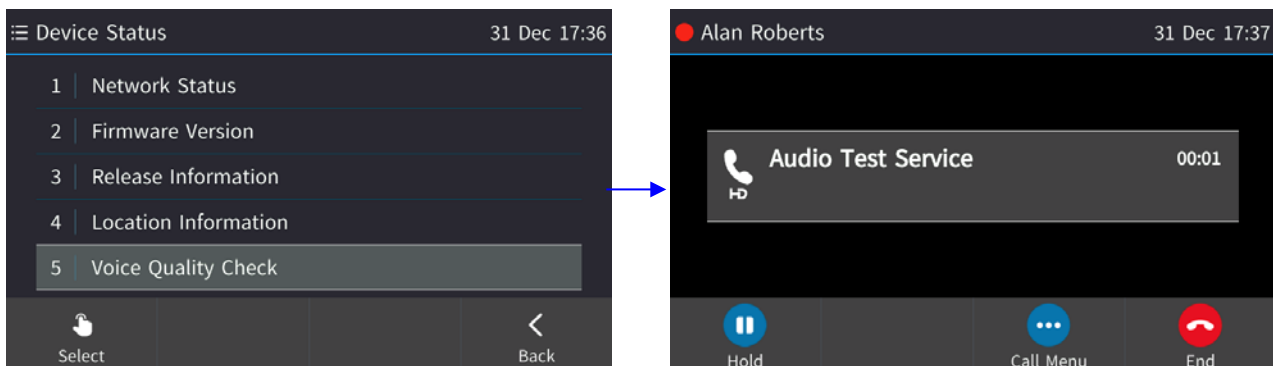
You're invited to "Record a short message after the tone then wait to hear how you sound".

Note: The feature must be enabled on the Skype for Business server by the network administrator for it to be available. See the *Administrator's Manual* for more information.

7.3   Making Calls

The AC-HRS offers multiple ways of making a call. After dialing, the touch screen displays:

- ■   [icon] and the called party's name if it's listed in the AC-HRS directory
- ■   the called party's presence status (in the screen below it's Away | Be Right Back)
- ■   the number on which the called party is dialed

Touch screen indications:
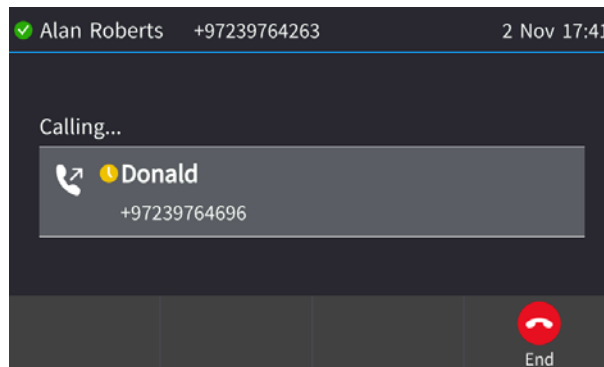
The AC-HRS plays a ring-back tone

➢   **To end dialing a call before it's answered:**

■   Touch the **End** softkey or the speaker key.

7.3.1   Dialing

This section shows how to dial. To dial, either (1) key-in the number on the keypad (2) press the speaker key and enter the number (3) press the speaker key or lift the handset and enter a URL address (e.g., host and domain name, or IP address) or alphabetical letters (e.g., tvservice).

➢ **To dial a regular-digits AC-HRS number:**

1. On the keypad, key the first digit of a regular AC-HRS number; the touch screen displays the digit in the New Call field; key in the remaining digits. To delete (from right to left) entered digits, touch the **Clear** softkey. To cancel the call, touch the **Cancel** softkey.
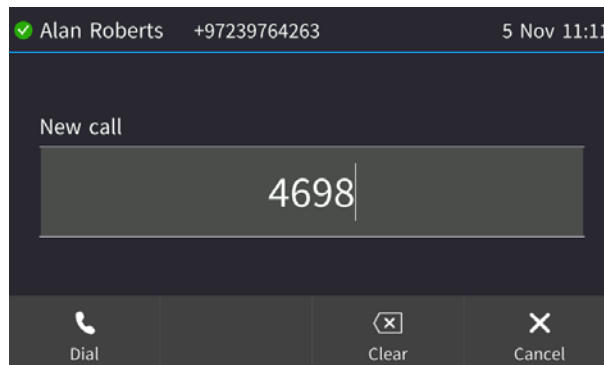

2. Do any of the following:
- Don't do anything; dialling is automatically performed after a few seconds.
- Touch the **Dial** softkey; dialing is performed.
- Pick up the receiver; dialing is performed.
- Press the **Speaker** key; dialing is performed.
- [If you switched on the speaker before keying in the number] Press the **#** hard key on the AC-HRS after keying in the number, to dial the number *immediately*.

➢ **To dial a URL:**

1. Press the speaker key or lift the handset; the touch screen displays the New Call field and the **URL** softkey:
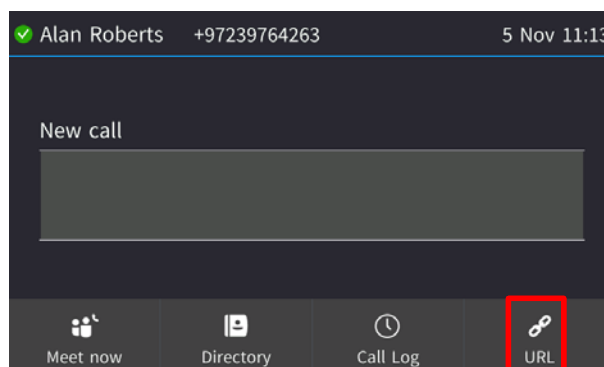
2. Touch the **URL** softkey and enter a URL address.
- See Section 3.4 for how to switch letters, numerals and symbols.
- To delete (from right to left) entered letters/numerals/symbols, touch the **Clear** softkey.
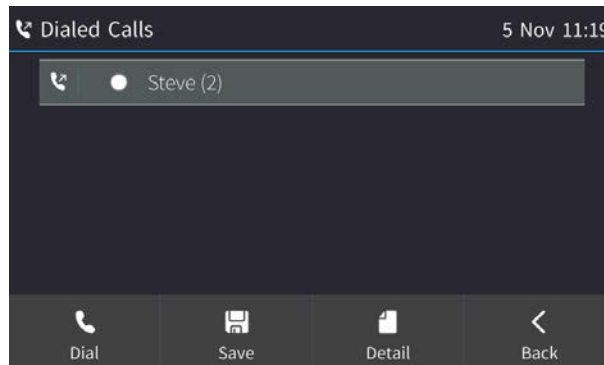- To cancel the call, touch the **Cancel** softkey.
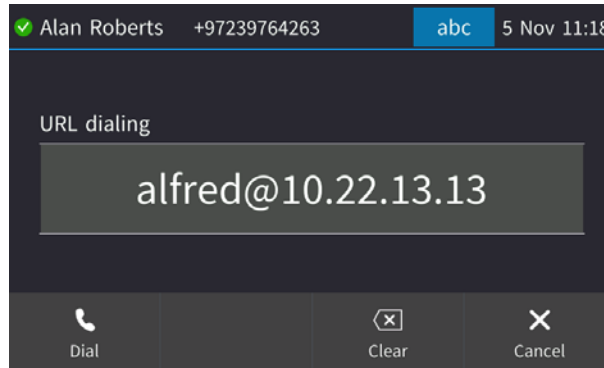
3. Touch the **Dial** softkey to call the URL.

7.3.2 Redialing

You can redial a number you previously dialed.

➢ **To redial:**

1. Press the REDIAL hard key on the AC-HRS; the Dialed Calls screen is displayed, listing in chronological order, recently dialed numbers:
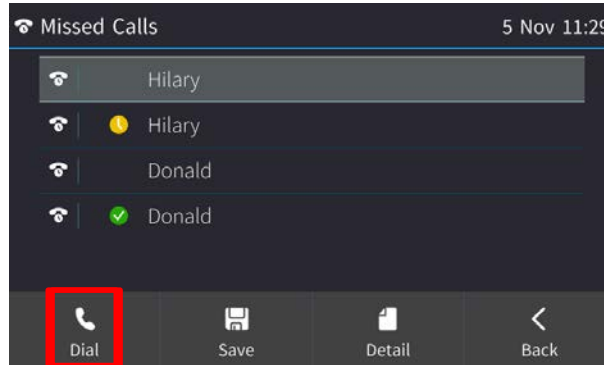

2. Navigate to the number to redial.

3. Touch the **Dial** softkey or press the **OK** key.

7.3.3   Dialing a Missed Call

The AC-HRS logs all missed calls.

➢   **To dial a missed call:**

1.   Open the Call Log (MENU hard key > **Call Log**) and select **Missed Calls**.

2.   Navigate to the missed call to dial if there are more than one listed.
3.   Touch the **Dial** softkey or press the **OK** hard key.

7.4   Answering Calls

The AC-HRS indicates an incoming call as follows:

■   Touch screen displays ![icon] together with the caller's AC-HRS number (or contact name if listed in the AC-HRS directory):
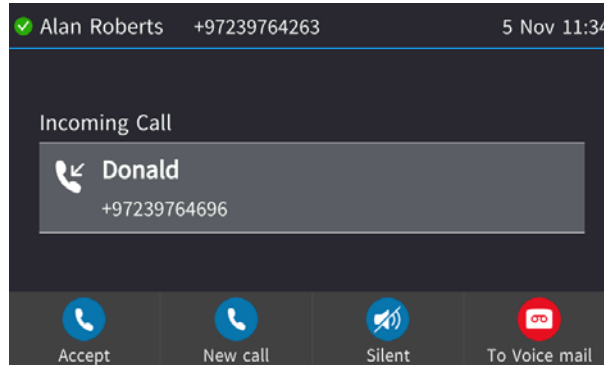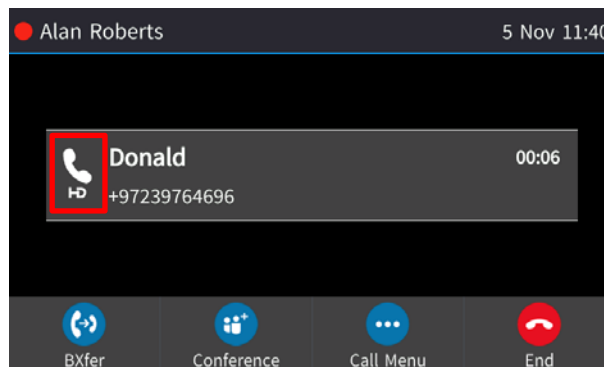

■   AC-HRS rings.
■   Ring LED flashes blue.

➢   **To answer:**

■   Pick up the handset -OR- press the speaker key -OR- touch the **Accept** softkey (the speaker is automatically activated).

When you answer, the touch screen displays the ![icon] icon and the caller's details and call duration:

Note:

- **HD** in the touch screen indicates a high-definition call (using a wideband voice coder).
- When two incoming calls occur simultaneously, the names of the calling parties appear in the touch screen and the adjacent incoming call icons flash. If a user is in a call and a third party calls, the name of the calling party appears in the touch screen and the adjacent incoming call icon flashes.
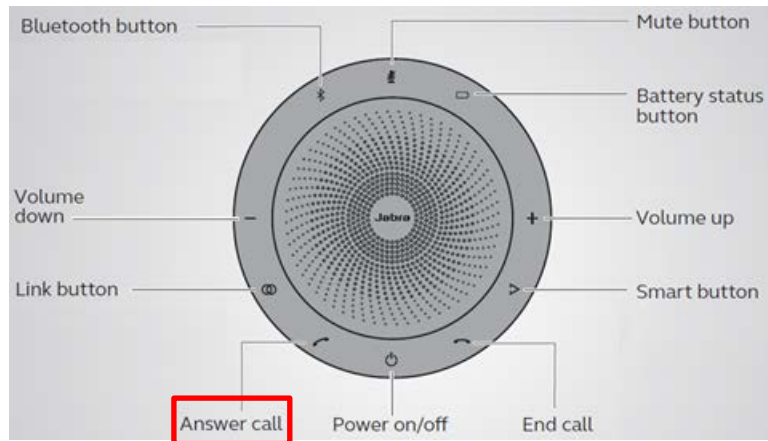
7.5   Answering a Call from the Speaker

You can answer a call from the speaker.

7.5.1   Answering a Call from the 457 Speaker (UC-HRS-457-SPK)
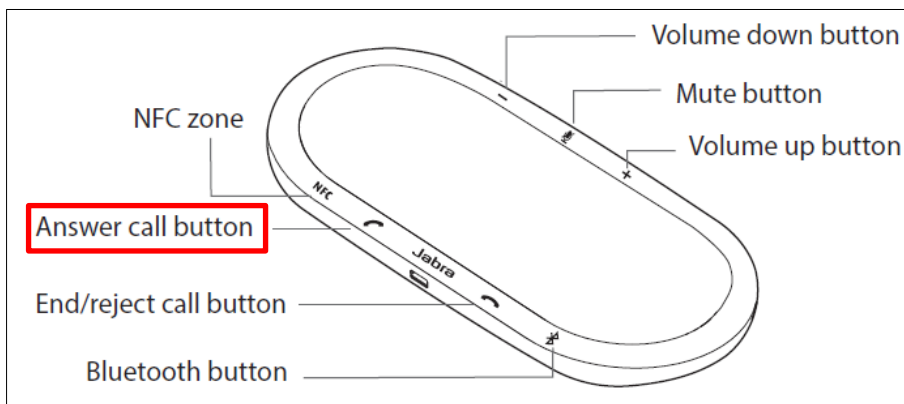
Use the figure below as reference.

Figure 7-1: Answering a Call from the 457 Speaker

7.5.2   Answering a Call from the 458 Speaker (UC-HRS-458-SPK)

Use the figure below as reference.

Figure 7-2: Answering a Call from the 458 Speaker

7.6 Rejecting Incoming Calls

You can reject an incoming call; the caller hears a busy tone from your AC-HRS if you do.

➢ **To reject an incoming call:**

■ Touch the **Reject** softkey.

> **Note:**
> - The **Reject** softkey will not be displayed if your network administrator configured voicemail on the AC-HRS.
> - The **To Voice Mail** softkey will be displayed instead of the **Reject** softkey if your network administrator configured voicemail. You can press it to send an incoming call directly to voicemail. See below.
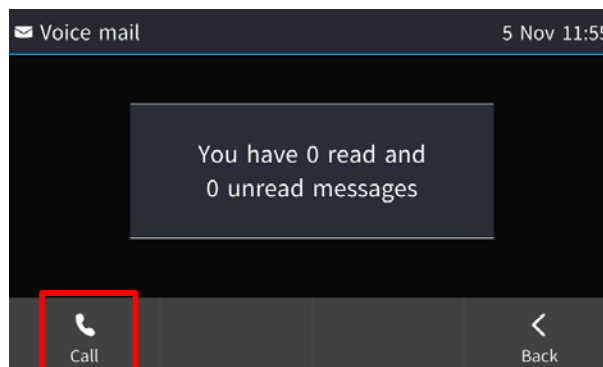
➢ **To send an incoming call to voicemail:**

■ When the AC-HRS rings to alert to a call, touch the **To Voice Mail** softkey displayed.
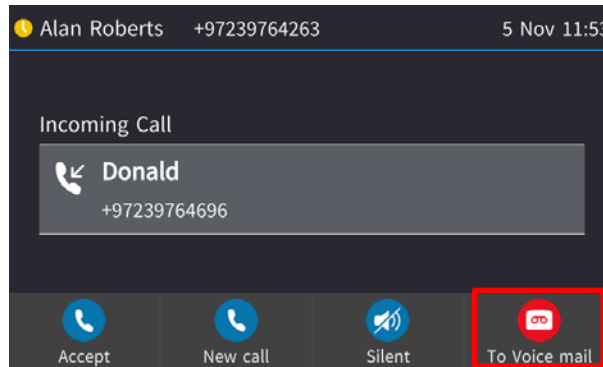
➢ **To view voicemail content:**

1. Press the voicemail key on the AC-HRS, indicated by an envelope icon which will be illuminated red if you have voicemail.
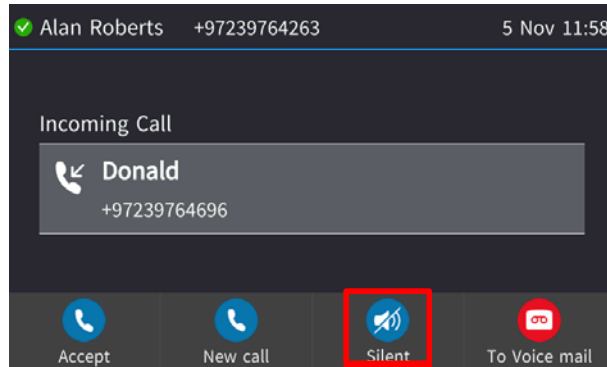

2. Touch the **Call** softkey
3. Listen to your messages played back to you and then (optionally) touch the **End** softkey.

7.7   Silencing Incoming Calls

You can silence an incoming call's ringing; the caller hears normal ringing but no answer.

➢ **To silence the ringing of an incoming call:**

■ Touch the **Silent** softkey.

Answer a silenced call by pressing the **Accept** softkey or picking up the handset.

7.8   Ending an Established Call

You can end an established call.

➢ **To end an established call:**

■ Return the handset to the AC-HRS cradle if it was used to take the call -or- press the speaker key -or- touch the **End** softkey.
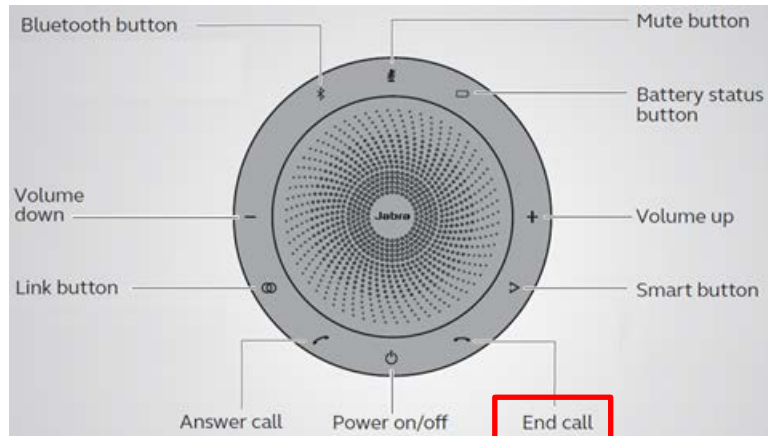
7.9 Ending a Call from the Speaker

You can end a call from the speaker.

7.9.1 Ending a Call from the 457 Speaker (UC-HRS-457-SPK)
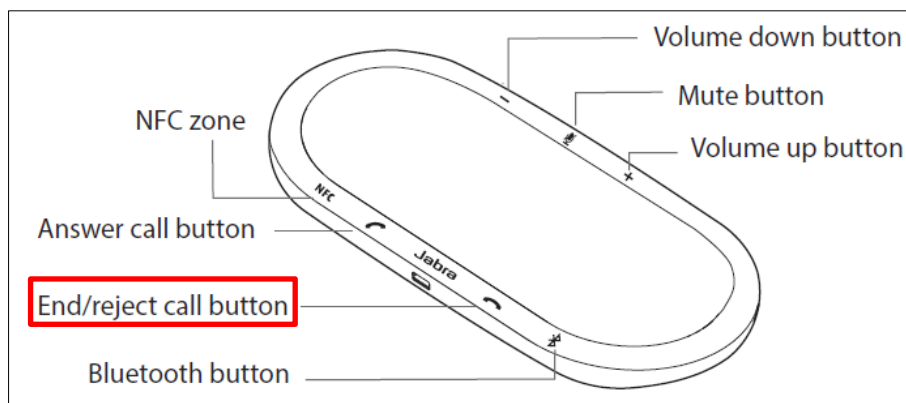
Use the figure below as reference.

Figure 7-3: Ending a Call from the 457 Speaker

7.9.2 Ending a Call from the 458 Speaker (UC-HRS-458-SPK)

Use the figure below as reference.

Figure 7-4: Ending a Call from the 458 Speaker

7.10   Viewing Missed, Received and Dialed Calls

The AC-HRS logs calls missed, received and dialed.

> **Note:**
>
> - The phone's Call Logs are synchronized with Microsoft's Exchange server. All lists in each device's Call Log are synchronized except the Missed Calls list. All devices that a user signs into are synchronized with the server. Each device reports every call from | to that user to the server. Each device then pulls the last 20 reported calls and performs synchronization.
> - If the feature has been disabled, the network administrator must re-enable for synchronization to function. See the *Administrator's Manual* for more information.

➢   **To view missed calls:**

1.   Open the Call Log (MENU hard key > **Call Log**) and select **Missed Calls** (for example).
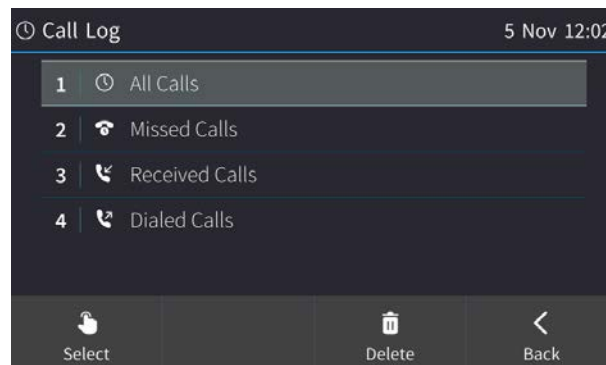

2.   Navigate to and select the call log you require.

- **All Calls** = calls that were missed, received and dialed
- **Missed Calls** = calls that were not answered
- **Received Calls** = the most recently answered numbers
- **Dialed Calls** = the most recently dialed numbers

3.   View the calls displayed, for example, All Calls:
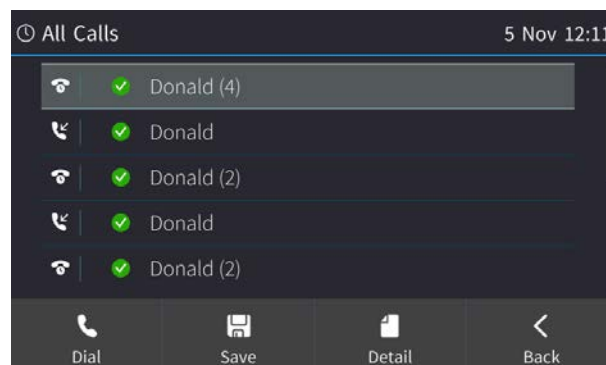
4.   Touch the softkey you need:

- **Dial** = dials the number of the selected logged entry.
- **Save** = saves the related information about the call entry in the Personal Directory (for adding a contact in the directory, see Section 5.12 on page 39).

• **Detail** = accesses the Call Details screen, which displays details of the call entry:
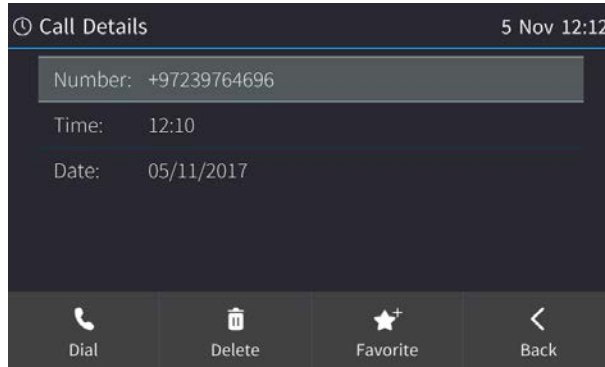
The Call Details screen displays the following logged call information:

• **Number** = AC-HRS number logged

• **Time** = the time the call was logged

• **Date** = the date on which the call was logged

• **Duration** = the duration of the call (if answered)

Notes:

• The call history lists are stored from the newest to oldest entries. The maximum number of entries for each call history type is 200. Once this maximum is attained, the oldest entry is deleted and replaced with the new entry.

• The call history lists are saved on a daily basis. In the case of a power outage, some of the received information may be lost.

• If you view missed calls by pressing the **Missed** softkey, the missed calls notification no longer appears on the screen and reappears the next missed call.

7.11   Reporting a Malicious Call

You can report a malicious call. If you receive a call and you want to report it as malicious, the phone allows you to send a report to the Skype for Business server.

Note: The feature must be enabled by the network administrator on the Skype for Business server for malicious call reporting to be allowed by the phone. See the *Administrator's Manual* for more information.

➢ **To report a malicious call:**

1. After receiving a call, press the MENU hard key and touch the Call Log item.

2. Select the **Report a call** option; the phone reports the malicious call.

8   Performing Advanced Operations

This section shows how to perform advanced operations.

8.1   Hot Desking

Employees in enterprises that operate according to a 'touch-down desk' concept can use the phone's HostDesk feature. Employees in these enterprises typically travel frequently to remote branches, or work in shifts. They can sign in to a phone that is already signed in by another (CAP or regular) user without signing out the original user to whom the phone was assigned for primary use.

➢ **To use the HotDesk feature:**

■ Press the MENU hard key on the phone and then click the **HotDesk** softkey.
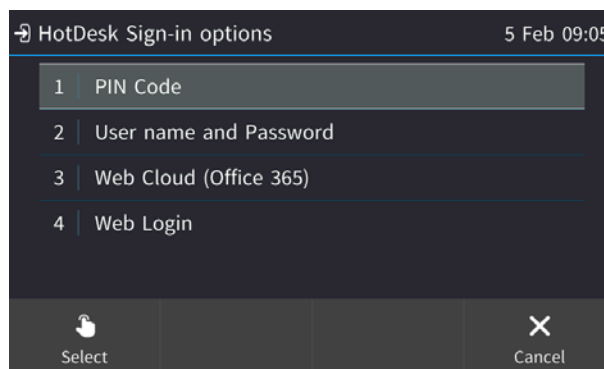
> **Note:**
>
> - If the feature isn't enabled on the server already, the enterprise's network administrator must enable it and then sign-in.
>
> - When the HotDesk user is signed out or if the phone stays in idle state longer than the HotDesk timeout defined on the server, the phone automatically returns to its original user and state; its configuration and data are preserved as they were before the phone was leased for HostDesk use. HotDesk users cannot perform all operations that the original (CAP or regular) user could perform, for example, change Language.
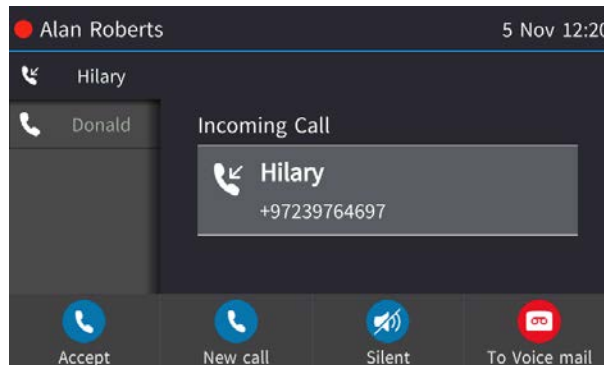
8.2   Answering Waiting Calls

You can accept a call on an extension on which there already is an active call.

➢ **To answer a waiting call:**
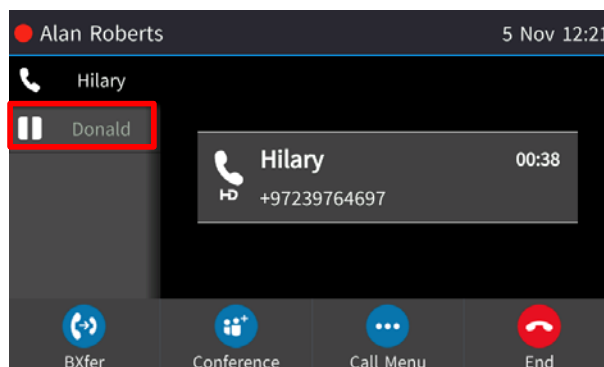
a. A call with Donald is in progress:
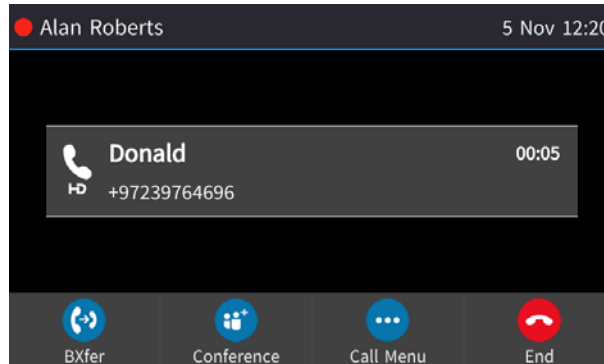
b. A call comes in from Hilary:

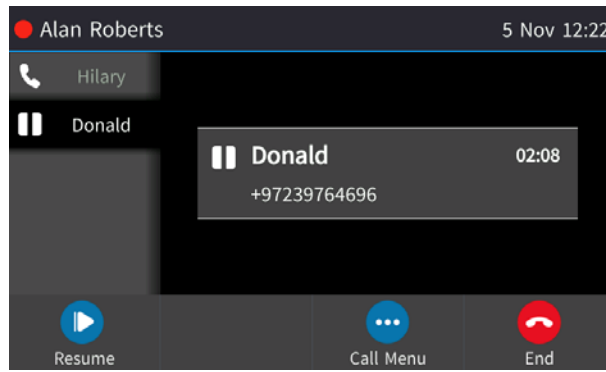➢ **To answer Hilary:**

1. Touch the **Accept** softkey; the waiting call from Hilary is answered; the previous call from Donald is put on hold:

2. To toggle between calls, press the navigation control's upper or lower rim, or just touch the caller's name in the screen.

⚠️ **Note:** To enable / disable the call waiting feature, see Section 5.3 on page 27.

8.3 Placing Calls On Hold

You can place a call on hold in order to answer an incoming call (see Section 8.1 on page 69) or to make another call. The party put on hold will hear music played (Music on Hold (MOH)).

➢ **To place a call on hold:**

■ Accept an incoming call and then press the HOLD hard key.
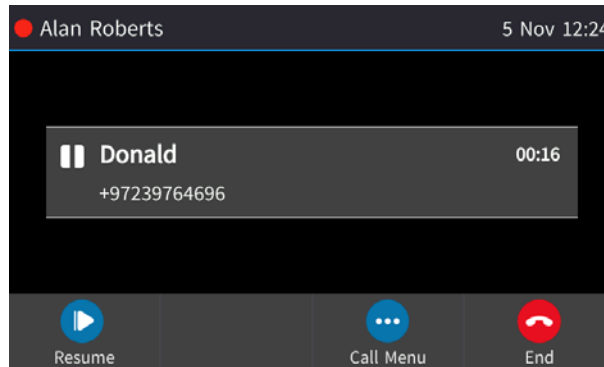
➢ **To retrieve a call on hold:**

■ Press the HOLD hard key again -OR- touch the **Resume** softkey.

> ⚠ **Note:** When using the handset in a call, if the handset is on-hooked after putting the call on hold, the call is *not* disconnected and the *audio is switched to the speaker*. For the call to be *disconnected*, as it was in earlier versions, refer to your network administrator.

8.4 Handling Multiple Incoming Calls

The AC-HRS is capable of handling up to eight concurrent calls per line. Multiple calls can be put on hold and you can switch between them. This feature is important for front desk personnel.

➢ **To manage multiple incoming calls:**

■ If a call comes in from Steve and then after it, a call comes in from Donald, when you answer Donald, Steve is put on hold.

■ If a third call comes in, this one from Hilary, and you answer it, Donald is also put on hold, so now both Steve (caller 1) and Donald (caller 2) are on hold.
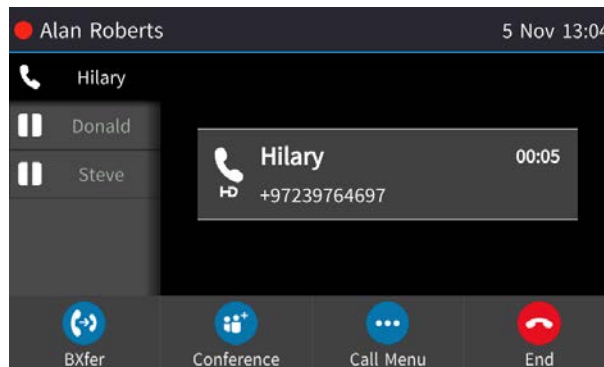
➢ **To toggle between callers:**

■ Press the upper or lower rim of the control button to navigate from one caller to another or just touch the caller's name in the screen.

8.5   Transferring Calls

You can transfer a call to another party using blind transfer (default) or consultative transfer.

| Transfer	Description
Blind	Connects another party to a third party *before* the third party answers.
Consultative	Connects another party to a third party *after* the third party answers and agrees to take the call from the second party.

> **Note:**
> - The hard TRANSFER key on the AC-HRS *by default* performs a *blind transfer*.
> - Your network administrator can change the key's functionality to *consultative transfer*. See the *Administrator's Manual* for more information.

8.5.1   Performing a Blind Transfer

You can transfer a call to a destination party without consulting them.

➢ **To perform a blind transfer:**

1. Steven asks you – Alan - to transfer him to Hilary. Press the TRANSFER hard key on the AC-HRS or touch the **BXfer** softkey, or touch the Call Menu softkey and then touch the menu option **Blind transfer**). Steven is put on hold.
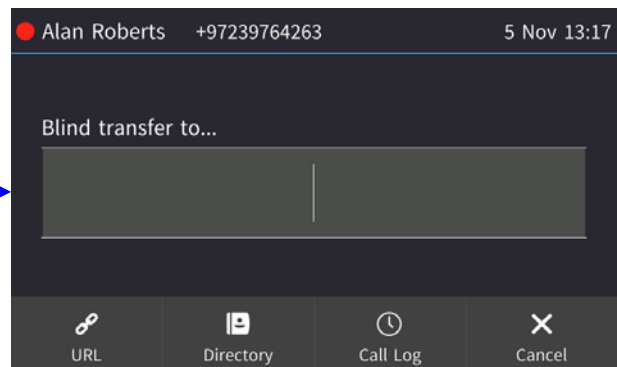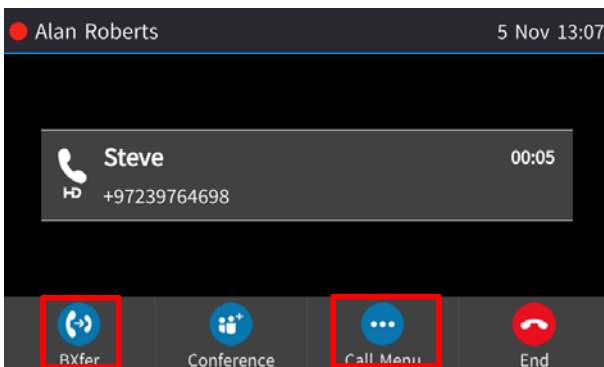
2. In the 'Blind transfer to' field, enter Hilary's number (4697) and then touch the **Transfer** softkey or wait; Hilary's AC-HRS rings.
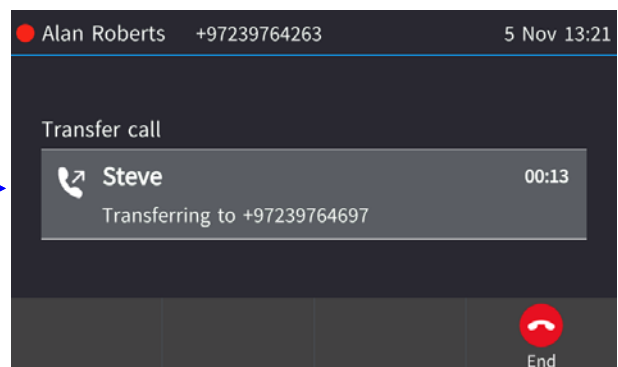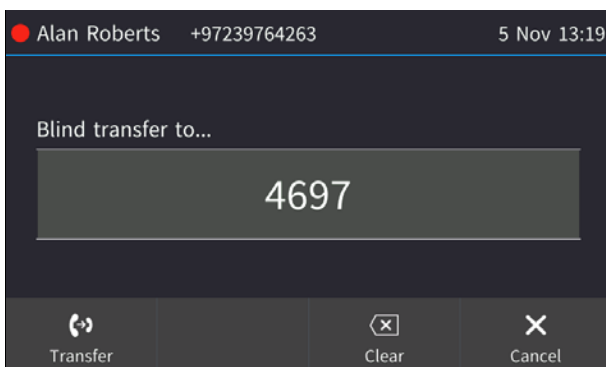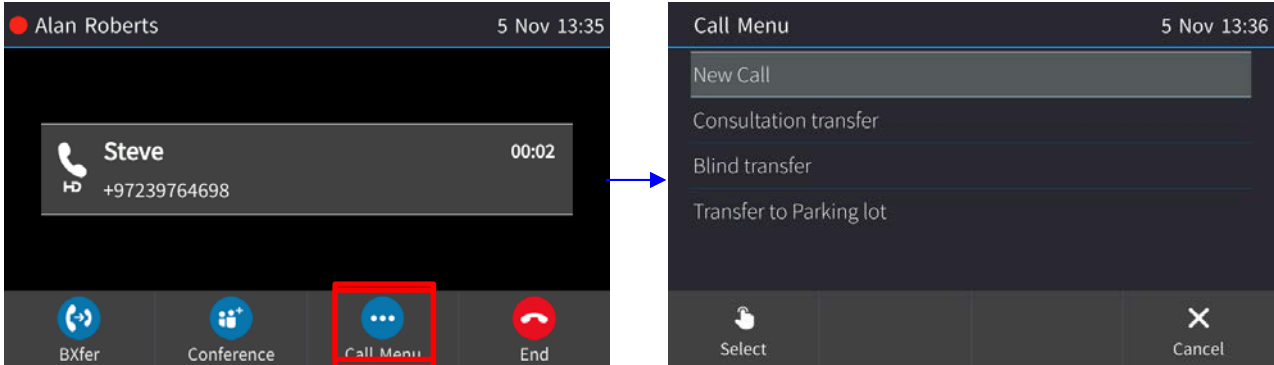

3. When Hilary picks up, Steve is automatically transferred to Hilary and your call with Steve is automatically disconnected..

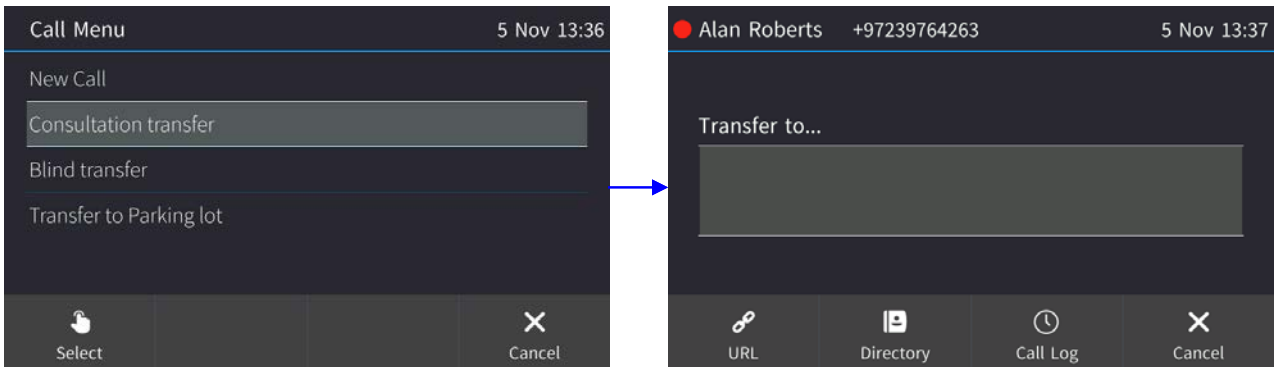## 8.5.2   Performing a Consultative Transfer

You can consult with a party before transferring the call to them.
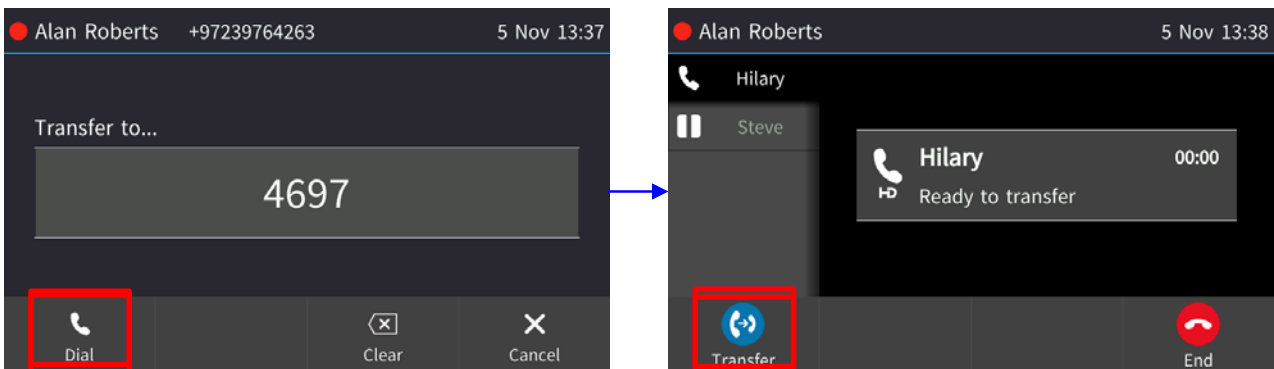
➢ **To perform a consultative transfer:**

1. In a call with Steve, he asks you (Alan) to transfer him to Hilary. Touch **Call Menu**.
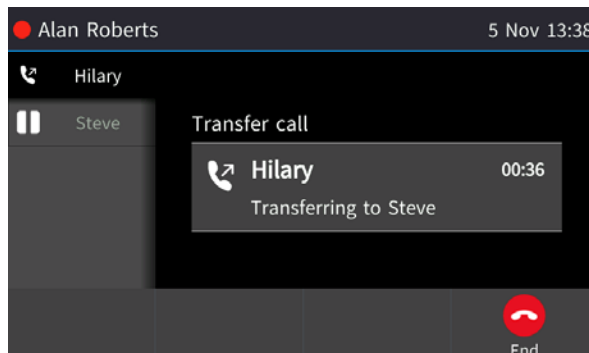

2. Scroll down in the Call Menu to select **Consultation transfer**.

3. In the TRANSFER TO field, enter Hilary's number (or select it from a Directory or Call Log) and touch the **Dial** softkey; Hilary's AC-HRS rings and Hilary answers:

4. Touch **Transfer** or press the TRANSFER key on the AC-HRS. Hilary is connected to Steve.

8.5.3   Performing a Semi-Consultative Transfer

Instead of consulting extensively with the destination party after they answer, you can transfer the call when they say hello. Semi-consultative transfer allows you to identify the voice of the destination party before transferring the call to them, without asking them whether they agree to take the call or not.

> **Note:** The feature is by default disabled. For the feature to be available, your enterprise network administrator must enable it on the AC-HRS. See the *Administrator's Manual* for details.

➢ **To perform a semi-consultative transfer:**

1. Donald asks you - Alan - to transfer him to Hilary. Touch the **Call Menu** softkey and select the menu option **Consultation transfer**. Donald is put on hold. MoH is played to him.

2. Enter Hilary's number and touch the now-enabled **Dial** softkey. Before you hear Hilary's voice, touch the **Transfer** softkey or press the TRANSFER hard key on the AC-HRS; Donald is connected to Hilary.

> **Note:** If your network administrator has not enabled the feature, the **Transfer** softkey will not be displayed.

8.5.4   Merging Calls

You can merge two separate calls into one conference call if you're in a call and you want to add another participant to the established call.

⚠️ **Note:** A regular call cannot be merged with an active conference call.

Merging therefore is in effect similar to adding a participant to a conference. It can be performed via the AC-HRS's menu softkey or via the Skype for Business client if the user is paired.
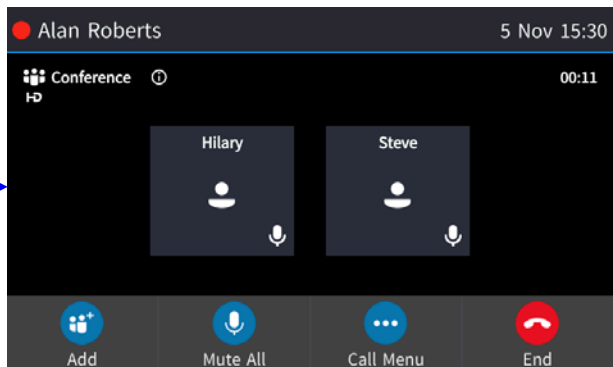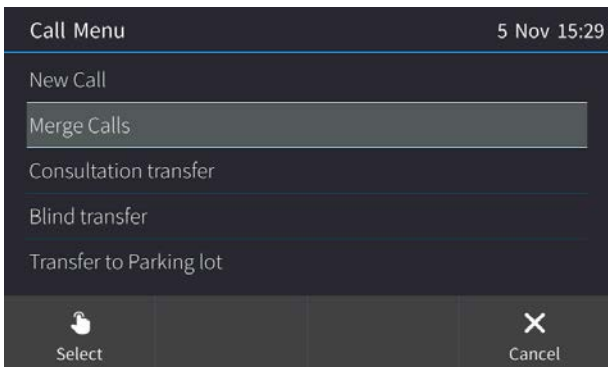
➢ **To merge calls:**

1. While in a call with Steve, you (Alan Roberts) decide you want to add Hilary to the conversation. Touch the **Call Menu** softkey and then select **New Call**.
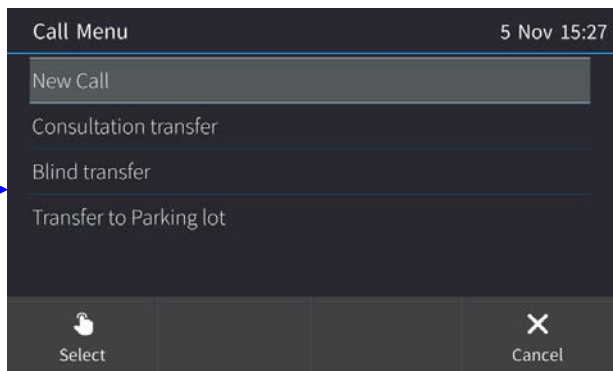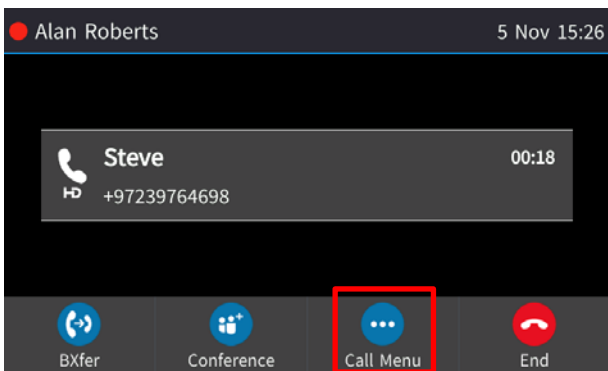
2. In the 'New Call' field, enter Hilary's number and touch the now-enabled **Dial** softkey.
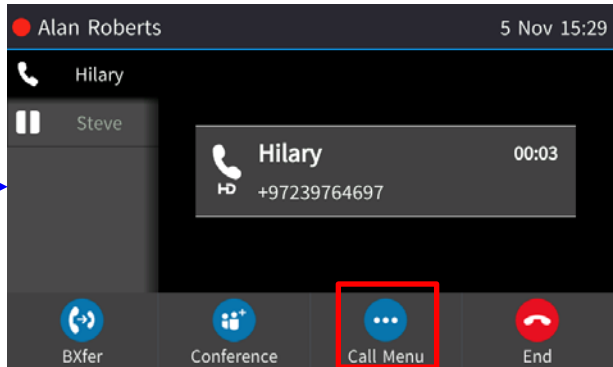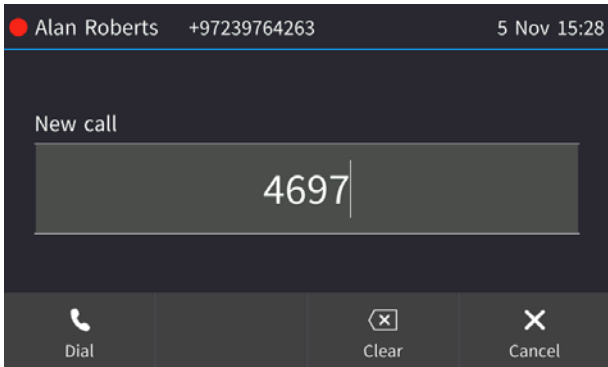
3. When Hilary answers, touch the **Call Menu** softkey and then select **Merge Calls**; all three of you are now in the conversation.

8.6   Parking a Call

You can park a call, i.e., you can transfer a call to a "parking lot" for it to be picked up on any other AC-HRS in the enterprise by a party who must dial a retrieval number in order to retrieve it on that AC-HRS. The retrieval number is configured in the Skype for Business server's parking lot parameter. Your network administrator can change the retrieval number if required.

> **Tip:** Don't park a call unless you know precisely who you want to answer it. If you park a call, it can be answered by anyone in the enterprise listed in the Skype for Business server's parking lot parameter.

> ➢   **To park a call:**

1.   When you're in the call, touch the **Call Menu** softkey and then navigate to and select the **Transfer to Parking Lot** option:
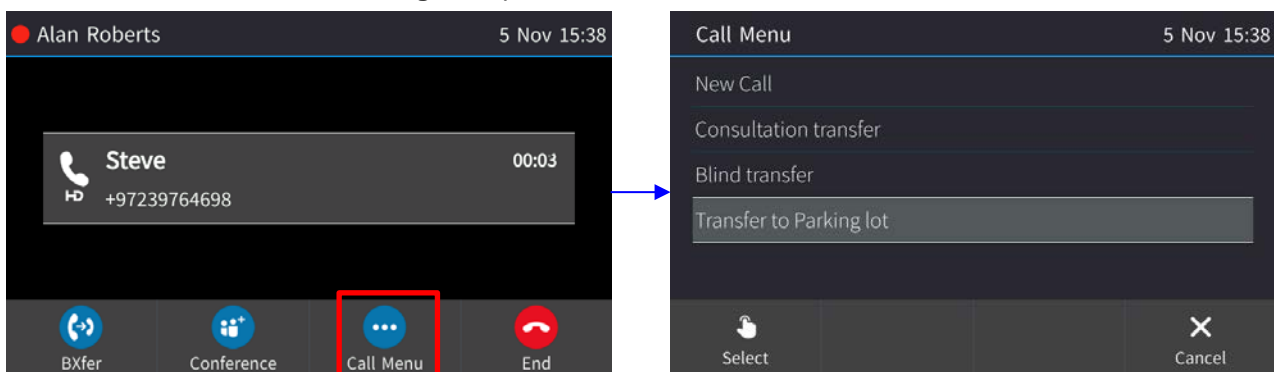
The screen notifies you of the number to dial on another AC-HRS to retrieve the call:
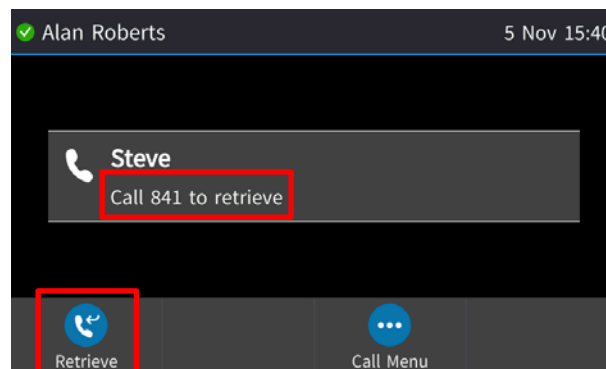
2.   On another device, dial the retrieval number (e.g., **843**); the call is pulled to that device.

3.   To pull the call back to the device which it originally was on, touch the **Retrieve** softkey.

8.7   Configuring Group Call Pickup (GCP)

GCP capability lets an employee take a call coming in on a colleague's AC-HRS, on their AC-HRS. If an employee in an open space hears a colleague's AC-HRS ringing and knows that colleague is unavailable, instead of having the call go unanswered and routed to voicemail, the call can be redirected and answered by the available employee. Only employees configured in the Skype for Business server's GCP parameter can pick up the call. Consult your network administrator if required.

8.8 Initiating a Multi-Party Skype for Business Remote Conference

A multi-party call conference based on the Skype for Business server (remote conference) can be initiated from the AC-HRS.

The AC-HRS of the conference initiator uses CCCP (Centralized Conference Control Protocol) to establish the conference. The feature is integrated with Microsoft Exchange so in an email invitation to join a Skype for Business meeting, you can touch a **Join** link.

➢ **To initiate a conference:**

1. In the AC-HRS's idle screen, touch the **Meet Now** softkey; the Conference screen opens indicating **You are the only participant in the conference**.
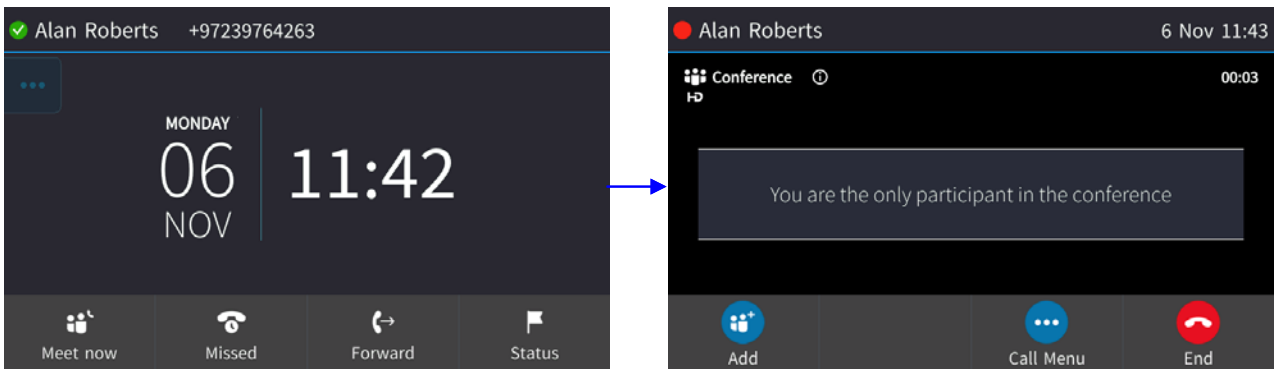

3. Touch the **Add** softkey; the Add Participant screen opens.
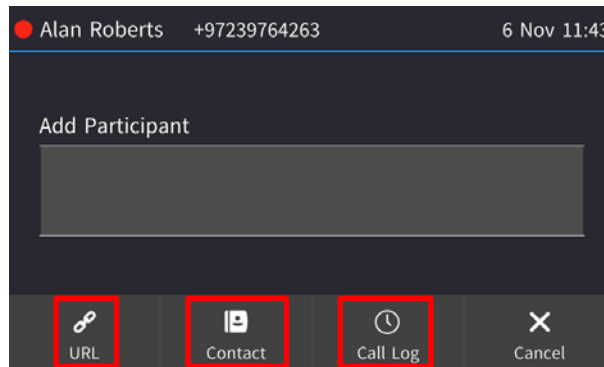
4. Enter the participant's AC-HRS number. Either:

    • Touch the **URL** softkey, use the alphanumerical selection displayed to enter the participant's URL (see Section 3.4 for more information), and then touch the **Dial** softkey.
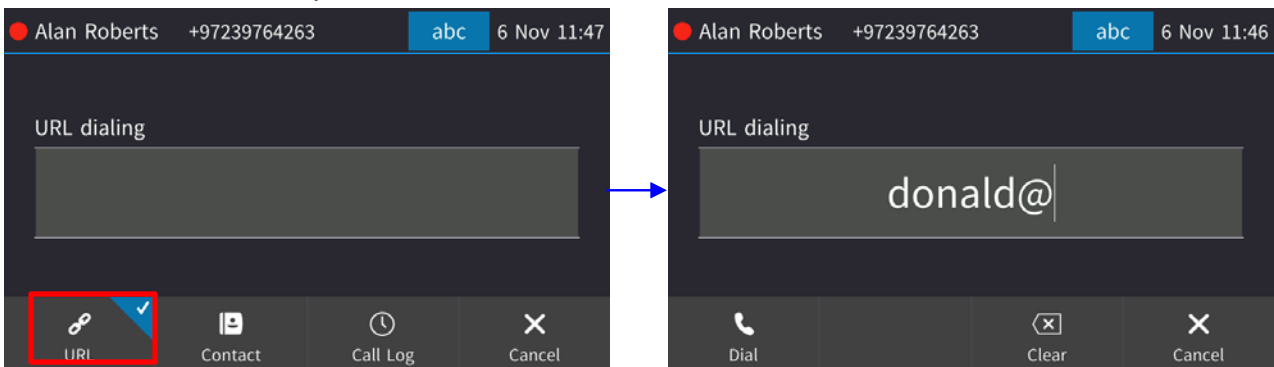
- Touch the **Directory** softkey and navigate in the Corporate or Personal Directory to find the contact to add (see Sections 5.12 and 5.13 for more information). After finding them, touch the **Dial** softkey.
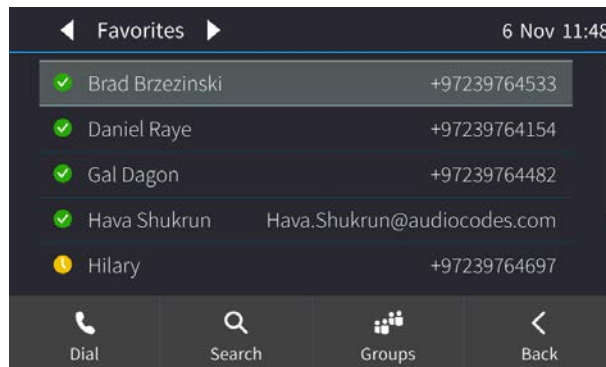

- Touch the **Call Log** softkey and navigate to and select a log from within which you can add a participant.
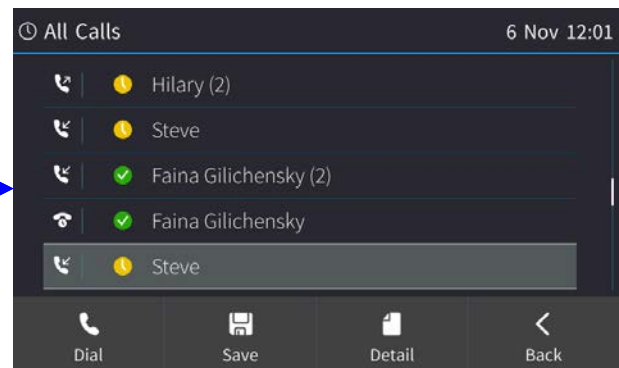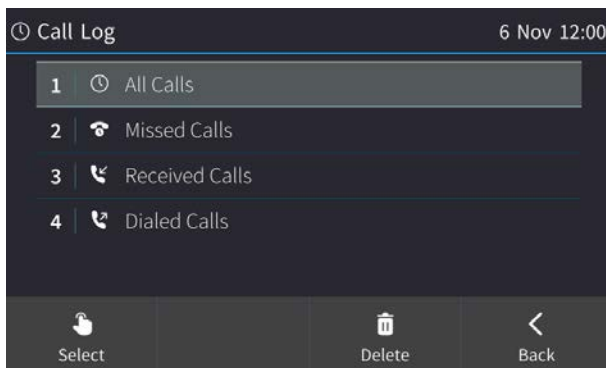
- After navigating to the participant to add, touch the **Dial** softkey (see Section 7.10 for more information about the Call Logs).

5. Add and dial other participants to include in the conference.

➤ **To view conference participants:**

■ In the AC-HRS's idle screen, touch the **Meet Now** softkey to open the Conference screen.
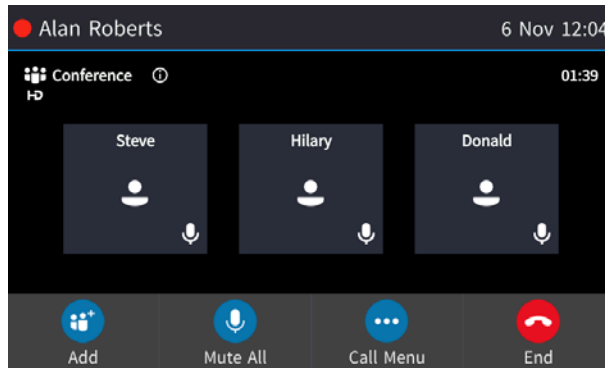
➤ **To disconnect a conference participant:**

■ In the Conference screen, touch the participant to disconnect, e.g., Hilary in the figure above, or navigate to them by pressing the left or right rim of the navigation control button.

■ Touch the **Call Menu** softkey; the Call Menu screen opens.

■ Press the lower rim of the navigation control button to scroll down to and select **Disconnect Hilary**.
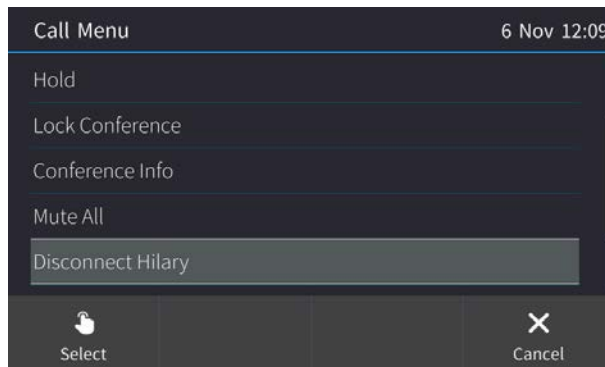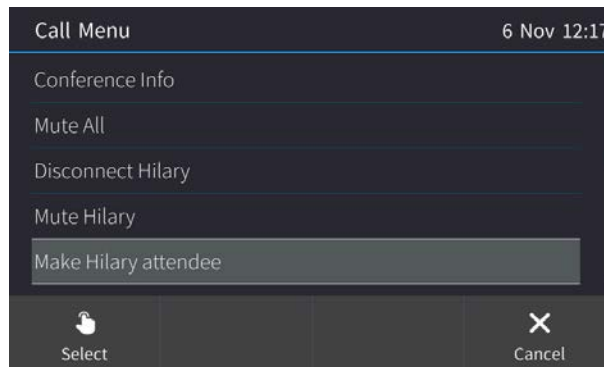
➢ **To change a participant's privileges:**

> **Note:**
> - A participant with 'host' privileges can perform every action: far mute, mute all, remove, etc.
> - A participant with 'attendee' privileges can only add participants, no more.
> - 'host' privileges is relevant only to Skype for Business users rather than - for example - to PSTN/mobile calls.
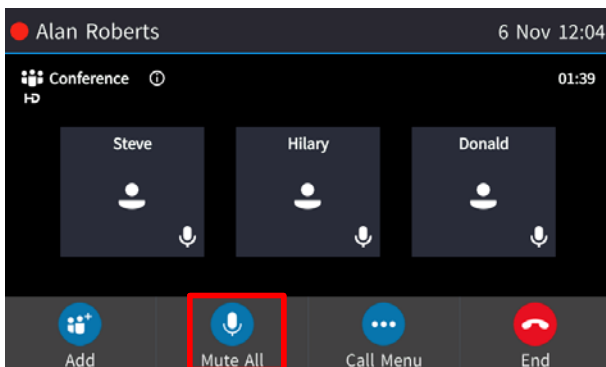
1. In the Conference screen, touch the participant whose privileges you want to change, e.g., Hilary, and then touch the **Call Menu** softkey.

2. In the Call Menu screen that opens, navigate to and select the **Make Hilary attendee** option.
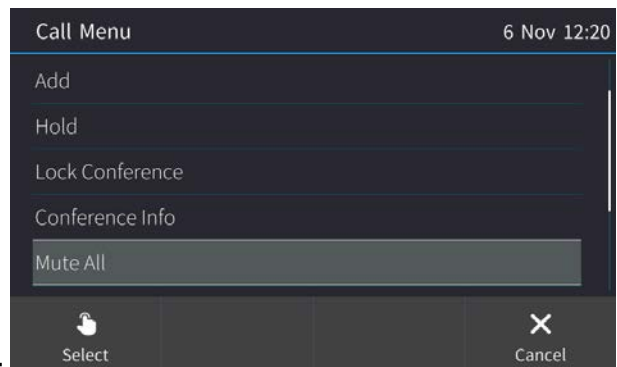

The participant's privileges will change to 'attendee' privileges.

➢ **To mute all participants:**

■ In the Conference screen, touch the **Mute All** softkey (or touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select **Mute All**.
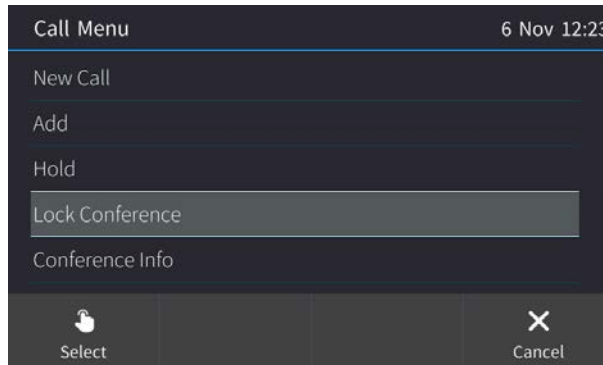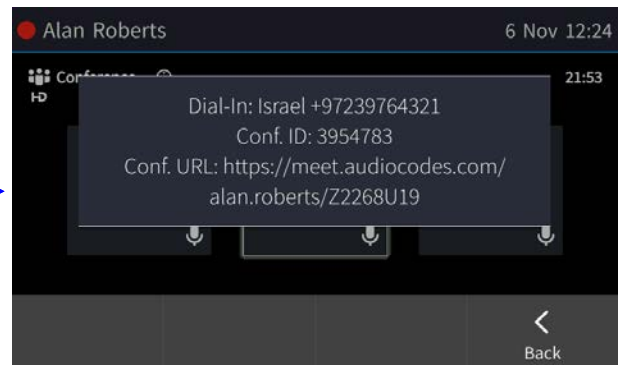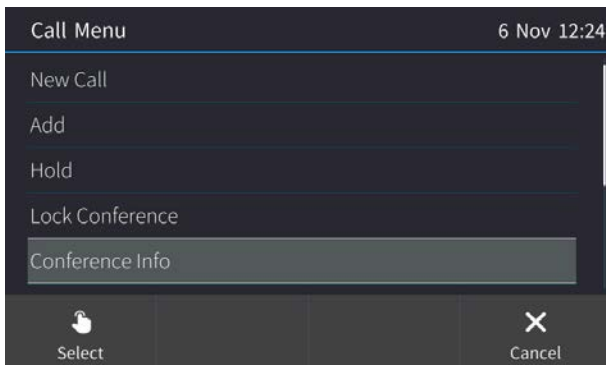
 -OR-

➢ **To lock a conference:**

■ In the Conference screen, touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select the **Lock Conference** option.


➢ **To view conference information:**

■ In the Conference screen, touch the **Call Menu** softkey and in the Call Menu screen that opens, navigate to and select the **Conference Info** option.

➢ **To mute a remote participant:**

■ In the Conference screen, touch the participant to mute, touch the **Call Menu** softkey and then navigate down in the Call Menu that opens to select **Mute Donald**, as shown below.
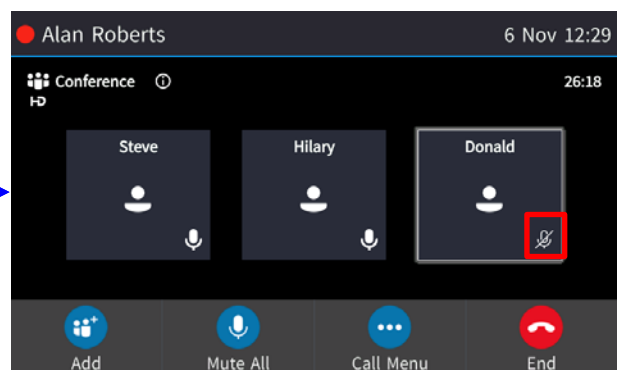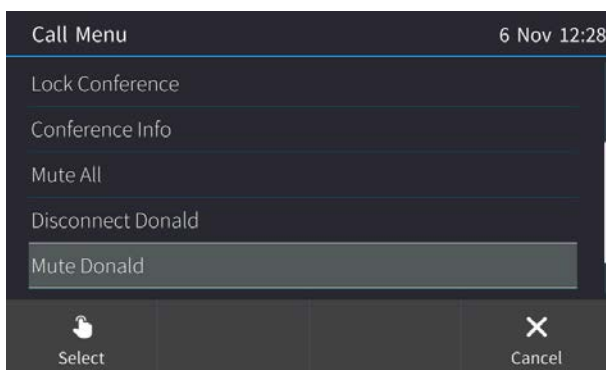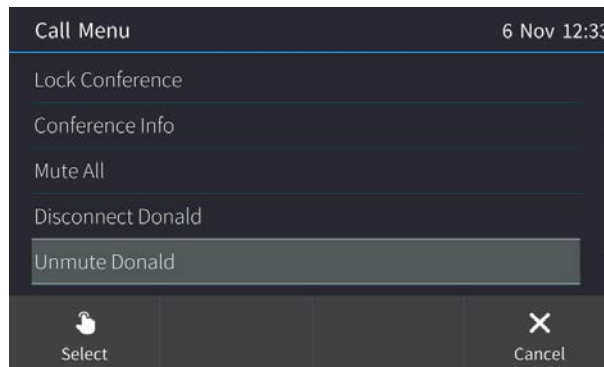

You can also touch an unmuted icon to mute a participant. After muting Donald, as shown in the example above, he is displayed with a muted icon.

⚠ **Note:** If another participant mutes *you*, you'll view on your screen the message **A presenter has muted you**.

➢ **To unmute a remote participant:**

■ In the Conference screen, touch the participant to unmute, e.g., Donald, touch the **Call Menu** softkey and then navigate down in the Call Menu that opens to select **Unmute Donald**.

You can also touch the muted icon to unmute a participant

> **Note:** If another participant unmutes you, you'll view on the screen the message **A presenter wants you to unmute yourself**. Press the illuminated (red) mute key on the AC-HRS to unmute yourself.

8.9   Muting Calls

You can mute the microphone of the handset or speaker during a call so that the other party cannot hear you. While the call is muted you can still hear the other party. Muting calls can also be used during conference calls, as described above.

➢ **To mute/unmute:**

1.   During a call, press the mute key on the AC-HRS

**2.**   To unmute, press the mute key again and resume the conversation.

8.10 Viewing and Playing Voicemail Messages

New messages will be in your voicemail box if:

- The voicemail key on the AC-HRS is illuminated red.
- The Ring LED on the AC-HRS is illuminated blue (see Figure 2-1, label 1)
- An envelope icon is displayed in the AC-HRS's screen.
- A stutter dial tone is heard when you pick up the handset.

➢ **To view a list of your voicemail messages:**

1. Press the voicemail key:
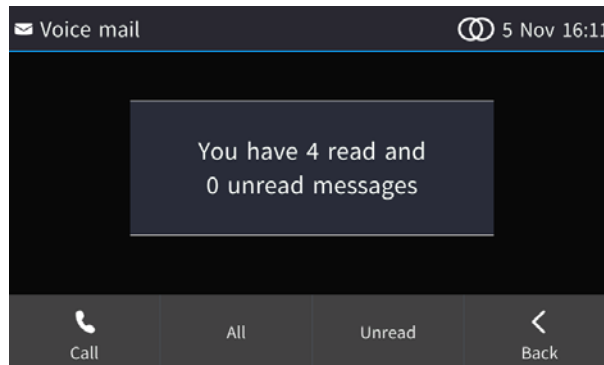
2. Touch the **Call** softkey and wait for the list to update.
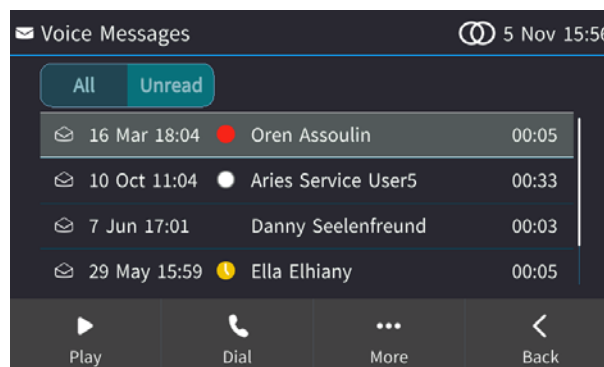
3. Scroll to select from the list which message to **Play**, **Call** or **Delete**.

⚠️

Note:

For this feature to function:

- Your network administrator must enable private voicemail for you.
  You must sign in to the AC-HRS with your username and password. If you signed in with your PIN code, voicemail will be unavailable and you'll see the message **Your account is not configured for Exchange Unified Messaging**.

- Features like this, activated from Microsoft's Exchange Server, are only available after signing in to the AC-HRS with Username and Password.

- By default, the AC-HRS skips PIN code authentication and allows users direct access to voicemail. The network administrators can secure user access to voicemail with PIN code authentication so that when the user presses the voicemail key, they're prompted to enter their PIN code. See the *Administrator's Manual* for details.
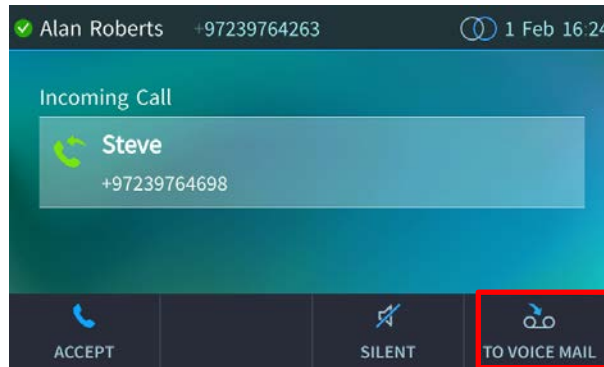

When you have at least **one new message** in your voicemail box, you can listen to it.

8.10.1   Sending an Incoming Call Directly to Voicemail

You can send an incoming call directly to voicemail if time constraints (for example) prevent you from answering it.

➢ **To send an incoming call directly to voicemail:**

■ Touch the **To Voice Mail** softkey displayed when the AC-HRS rings.

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9   Troubleshooting

Read this section if a problem with an AC-HRS occurs. Contact your administrator if necessary.

Table 9-1: Troubleshooting

Symptom	Problem	Corrective Procedure
AC-HRS is off (no touch screen displays and LEDs)	AC-HRS is not receiving power	▪ Make sure the AC/DC power adapter is attached firmly to the DC input on the rear of the AC-HRS. ▪ Make sure the AC/DC power adapter is plugged into the electrical outlet. ▪ Make sure the electrical outlet is functional. ▪ If using Power over Ethernet (PoE), contact your network administrator to check that the switch is powering the AC-HRS.
'LAN Link Failure' message displayed in the touch screen	No LAN connection	▪ Make sure the LAN cable is connected securely to the LAN port on the rear of the AC-HRS. ▪ Make sure the other end of the LAN cable is connected to the network (switch). If it's not, inform your network administrator.
AC-HRS is not ringing	Ring volume is set too low	▪ Increase the volume (see Section 5.10.1)
Touch screen display is poor	Touch screen settings	▪ Adjust the AC-HRS's screen brightness (see Section 5.6)

9.1 Uploading Logs to Microsoft Server for Support Purposes

An integrated log upload feature allows network administrators to upload logs from the AC-HRS to the Microsoft server for troubleshooting/support purposes. If a user experiences an irregularity such as poor voice quality, they'll contact an AudioCodes Field Application Engineer (FAE) who will instruct them to upload and send the logs for analysis. The FAE then downloads the logs to their PC, performs the analysis, and provides a fix.

➢ **To upload logs:**

■ Press the MENU hard key, touch the **Settings** item and scroll down to select **Log upload**.

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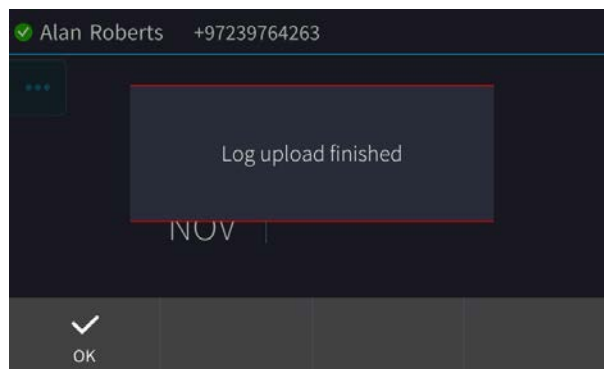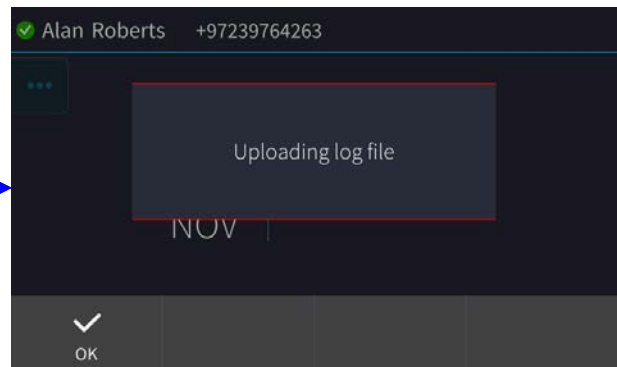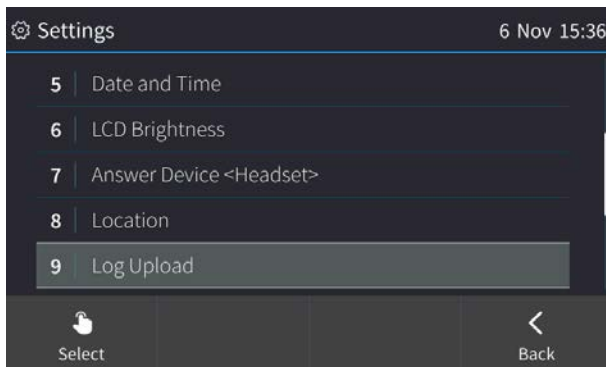
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International Headquarters

1 Hayarden Street,

Airport City

Lod 7019900, Israel

Tel: +972-3-976-4000

Fax: +972-3-976-4040

AudioCodes Inc.

27 World's Fair Drive,

Somerset, NJ 08873

Tel: +1-732-469-0880

Fax: +1-732-469-2298

Contact us: https://www.audiocodes.com/corporate/offices-worldwide

Website: https://www.audiocodes.com/

Document #: LTRT-12920

audiocodes