

CloudBond™ 365 & User Management Pack™ 365

Version 7.6



Table of Contents

1	Introduction	7
1.1	Items Released	7
1.1.1	Software.....	7
1.1.2	Third-Party Software.....	8
1.1.3	Hardware	8
1.1.4	AudioCodes Gateway, SBC and IP Phones.....	8
1.1.5	Localization	8
2	New Features	9
2.1	Other Features and Improvements in this Release	9
3	Downloading the New Version	11
4	CloudBond Management Suite Upgrade.....	13
4.1	EMS Agent	13
5	Converting to a New CloudBond 365 License	21
6	CloudBond Virtual Machine Resource Allocation.....	23
6.1	CloudBond 365 Pro Box Edition	23
6.2	CloudBond 365 Enterprise Box Edition.....	23
7	Resolved Constraints	25
8	Known Constraints	27

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
CloudBond 365 and User Management Pack 365 Administration Guide
CloudBond 365 and User Management Pack 365 Installation Manual
IP Phone Manager Express Administrator's Manual
One Voice Operations Center User's Manual Ver. 7.4

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1 Introduction

This document describes the new features and infrastructure changes of the CloudBond 365 editions – Standard/Standard+ Box, Pro Box, Enterprise Box and Virtualized Editions and the User Management Pack 365 solution.

The User Management Pack 365 is a software application for managing Skype for Business users on premises or in Cloud PBX environment and is also part of the CloudBond 365 solution, applicable to all CloudBond 365 editions.

1.1 Items Released

The following components are included in this version:

1.1.1 Software

Product	Version
CloudBond 365 Universal Installer	7.6.000.418
User Management Pack 365 Installer	7.6.000.137
SysAdmin portal	7.6.000.2374
SelfService portal	7.6.000.2374
ACSUserReplication	7.6.000.2374
ACSGroupReplication	7.6.000.2374
SysAdmin Remoting Service	7.6.000.2374
UCMAWebService	7.6.000.2374
O365Sync	7.6.000.2374
IP Phone Manager	7.2.10
EMS.Installer.exe (in ISO)	7.6.000.128
EmsClientAgent.msi	7.4.13
EmsMainAgent.msi	7.4.14

1.1.2 Third-Party Software

Product	Version
Windows Azure Active Directory Module for Windows PowerShell	{885AA6BD-F29C-4E57-A688-738E41102ED4}
Microsoft Skype Online PowerShell Module	6.0.9276.0
Microsoft ASP.NET MVC3 Update	3.0.20105.0
Microsoft Online Services Sign-in Assistant	{83FF5AC9-B079-47E3-869F-BE6109D96239}
SkypeServerUpdateInstaller.exe	6.0.9319.281 (May 2017 CU5)

1.1.3 Hardware



Note: This is only applicable to CloudBond 365.

Product	Version
CloudBond 365 Pro Box Edition	BIOS: 6010AT00
CloudBond 365 Enterprise Box Edition	BIOS: 6010AT00

1.1.4 AudioCodes Gateway, SBC and IP Phones

Product	Version
CloudBond 365 Pro / Enterprise Edition – Software SBC	7.20A.100.025
CloudBond 365 Standard / Standard + Edition – Gateway/SBC	7.20A.100.025
AudioCodes IP Phones	UC_2.0.13.121

1.1.5 Localization

CloudBond 365 Management supported language:

- English United States (ENU)

2 New Features

The following new features have been added in this release:

- Use of lifecycle management to automatically assign telephone numbers based on customer Active Directory attributes or a Skype for Business "Unassigned number range" (SYS-520)
- Management of the PrivateLineUri from the "Create User" and "Edit User" Dialogs (SYS-521)
- Assignment of the following additional policies in Lifecycle management, Bulk Edit and individual user edit (SYS-537):
 - client policy
 - mobility policy
- Option to install User Management Pack (UMP) for Cloud PBX users running CCE devices to connect on-premises PSTN with Microsoft Office365. As Microsoft does not support CCE together with on-premises deployments, this UMP version is limited to CCE only.
- Support for HP Gen 9 server editions (CIN-222).

2.1 Other Features and Improvements in this Release

Issue ID	Description
UIN-53	The CCE version of UMP has been added to the installer
UIN-50	A validation rule for the network layer has been added.
UIN-49	The Central Management Store to FrontEnd Pool in the UMP installation wizard has been added.
UIN-48	The SSLv2 and SSLv3 has been disabled due to security vulnerabilities.
UIN-44	The contents of the utils folder is now copied during upgrade.
SYS-548	Groupreplication template -use email - An option to override sipdomain of emailaddress to domainname set in application.config OverrideSipdomain-key has been added.
SYS-539	Distribution list replication now allows multiple Distribution Lists to be selected at once.
SYS-538	The registrar pool has been added to Bulk Edit and Lifecycle management which enables the bulk moving of users to Office 365 and vice-versa.
SYS-530	The membership requirement for acs-admin and super-admin has been removed. Consequently, reliance should only be made on the new membership rights as defined in .NET SQL Authorization manager, such as membership of acs-fullaccess.
SYS-283	If an invalid file is uploaded on the ViewStartTrial page, an error message is now displayed.
SYS-219	The latest available version in ACS sysadmin is now suppressed.
SYS-182	A column for register pool in sysadmin users list has been added.
CIN-226	Installation ISO's are now unmounted from virtual machines when setup has completed.
CIN-223	SQL memory usage has been limited to 2GB for the Reporting and monitoring server.

Issue ID	Description
CIN-221	When installing CloudBond as a Virtual edition, the Management server stops at the stage “Step-Import-TrustedCertificates waiting for the other servers”, without any indication that the setup should be started on FE and Edge components.
CIN-220	Create and share a folder in case ACSRecovery does not exist in the VirtualEdition.
CIN-219	Limit SQL server on the UC-MGR server to use a maximum of 2GB RAM.
CIN-216	Add the virtual machine startup delay to the vmconfiguration.xml file.
-	In the EMS MainAgent, the severity for Component Unreachable (acCbManEnvUnreachableAlarm) may be configured in new JSON files called AlarmsDefs.json . Default severity: “Major”. This feature is designated for FAEs and Professional Services.

For detailed feature descriptions and settings instructions, refer to the latest *CloudBond documents* (see “Related Documentation” above).

3 Downloading the New Version

The CloudBond 365 version 7.6 software is released with all new CloudBond 365 hardware orders.

For customers who have already purchased the CloudBond 365 product with an older software version, please use the online links to download the new software release with instructions on how to upgrade existing servers.

Click the following link to download the latest version of CloudBond 365 software for the USB:

http://downloads-audiocodes.s3.amazonaws.com/Download/CB365_IW.html

Click the following link to download the latest version of User Management Pack 365:

http://downloads-audiocodes.s3.amazonaws.com/Download/UMP365_IW.html

(Use the UMP 365 installer for CloudBond 365 version upgrades.)



Note:

- To install the new version on a CloudBond 365 Standard Edition, the Mediant 800 OSN must have the a correct BIOS version, For more detailed instructions on the minimum BIOS version and instructions how to upgrade to the latest BIOS, refer to *0282 Product Notice - AudioCodes CloudBond 365 Standard Box Edition BIOS Update*.
- For customers who have already installed or use an older version of CloudBond 365, there is no need to re-install the entire server. Just follow the CloudBond 365 Management Suite upgrade procedure.

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4 CloudBond Management Suite Upgrade

The CloudBond 365 Management Suite (or SysAdmin) upgrade procedure allows existing customers with an older CloudBond version installation to upgrade to the latest CloudBond 365 version.

The upgrade program installs the latest CloudBond 365 components such as SysAdmin, AC Connectors, Office365 Connector and IP Phone Manager.



Note: The upgrade installer does not upgrade any of the Skype for Business components. For customers that wish to upgrade the existing CloudBond 365 system installed with Lync 2013 to Skype for Business, please use the existing Upgrade procedure (refer to *CloudBond 365 Upgrade from Lync to Skype for Business Configuration Note*).

For upgrading your CloudBond 365 version, download the latest User Management Pack 365 (UMP365) and run the UMP365 Install Wizard on the CloudBond 365 management Server. For detailed instructions, refer to the *AudioCodes User Management Pack 365 Software Installation Configuration Note*.

4.1 EMS Agent

In case your existing CloudBond 365 system needs to be managed by the AudioCodes One Voice Operations Center (previously known as Element Management System (EMS), you must do the following (in order of processing):

1. Install an EMS agent on all deployed CloudBond 365 server components in the network.
2. Run User Management Pack upgrade using CloudBond Universal Installer wizard on the Management Server.



Note: The steps below to install the EMS Agent are required only if your upgraded system version is prior to 7.4.0.



Important: During setup, reboots are required and network outages will occur, so it is important to perform this upgrade directly on the physical machines and not through a remote desktop connection maintenance window which may disrupt the service of the platform.



Note: This release requires updates to the Mediant 800B / (virtual) Session Border Controller software to fully support the EMS Integration (see Section 1.1.4).

The Mediant 800B / virtual SBC ini system parameter should be set as follows:

```
[SYSTEM Params]
OSNInternalVLAN=1
```

The EMS agent installation requires administrator privileges to run the EMS.Installer.exe application on each of the server components that are part of the existing CloudBond 365 deployment.

The EMS.Installer.exe file is located in the root directory of the UMP ISO.

The below procedure describes how to install both the EMS agent and run the User Management Pack upgrade using CloudBond Universal Installer wizard. This procedure is run simultaneously on several server components in the network in the following order of processing:

1. Start installation on the Hyper-V host server.
2. Start installation on the Management server.
3. Complete installation on the Hyper-V host server.
4. Complete installation on the following servers (depending on whether these components are installed in your network):
 - Edge
 - Front-End
 - Reverse Proxy
5. Complete installation on the Management server.
6. Run the User Management Pack upgrade using CloudBond Universal Installer on the Management Server.

➤ **To install the EMS agent and upgrade the CloudBond Management Suite:**

1. Upgrade all servers in the CloudBond 365 environment with Windows Update **Windows8.1-KB2919355-x64.msu** which can be found in the **\ThirdParty\SkypeUpdates** directory on the installation media.
2. Upgrade all servers in the CloudBond365 environment with the .NET 4.6.2 framework by running the **NDP462-KB3151800-x86-x64-AILOS-ENU.exe** application from the **\ThirdParty\EMS** directory on the installation media.
3. Change the share permissions for the **ACSRecovery**-share (which can be found on the Hyper-V host server in the installation) from “Read” to “Full Control for Everyone”.
4. If installing on the CloudBond 365 Pro or Enterprise edition platforms, perform the following steps:
 - a. On the Hyper-V host server, verify that the IP address for the UMP management server can be resolved by its FQDN, either by setting a proper DNS server in the network settings or by changing the local C:\Windows\System32\drivers\etc\hosts file.
 - b. Rename the Virtual Machine named “Controller” to “Management” as shown below:

Figure 4-1: Hyper-V Manager - Controller

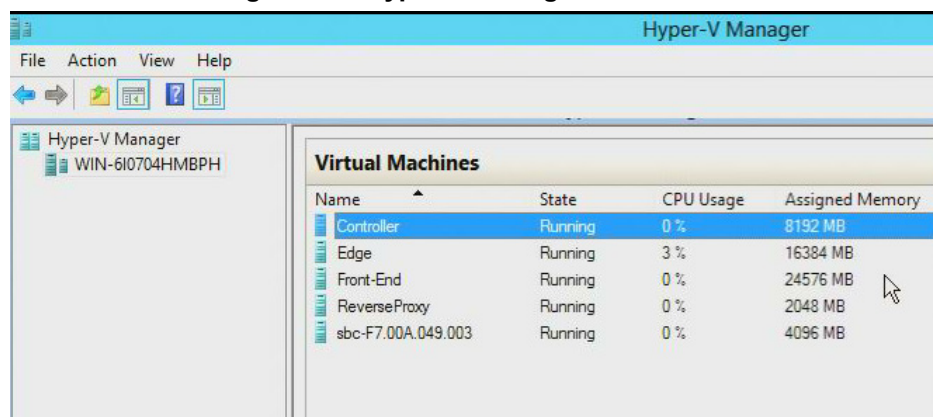
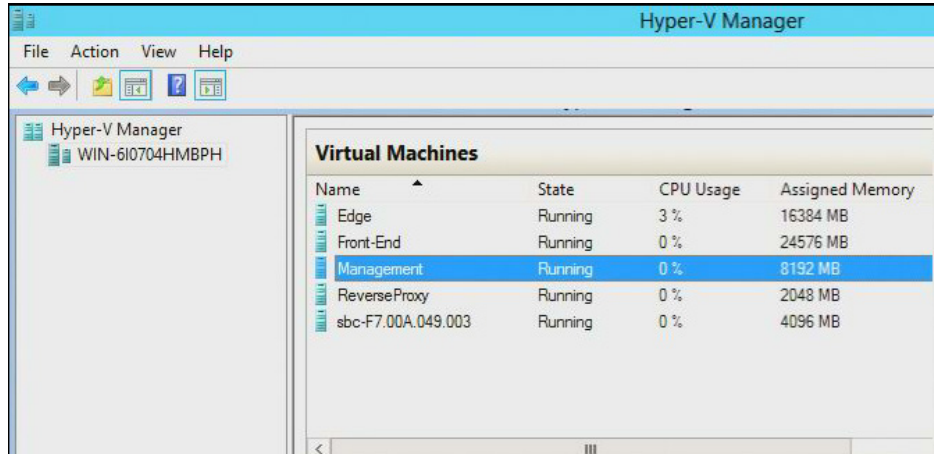


Figure 4-2: Hyper-V Manager - Management



5. On the **Hyper-V host server**, start the **EMS.Installer.exe** application from the root location on the installation media by entering the following command:

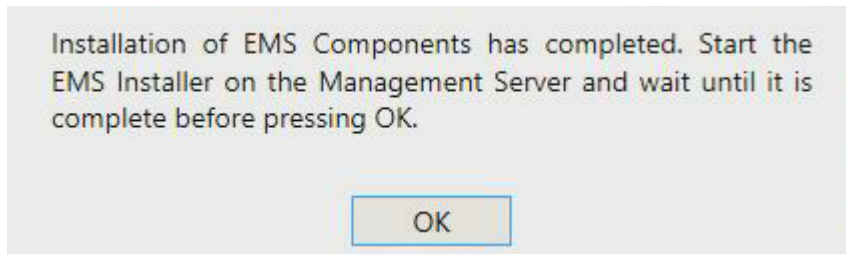
```
-f <Management server FQDN>
```

Where <Management server FQDN> is the fully qualified domain name for the Management server. For example:

```
EMS.Installer.exe -f UC-MGR.cloudbond365.com
```

The following message is displayed to indicate that the first part of the installation on the Hyper-V host server has completed:

Figure 4-3: Hyper-V Host Server Installation Confirm



Note: Do not click **OK** until you complete the installation on the Management server as described in the step below.

6. On the **Management server**, start the **EMS.Installer.exe** application from the root location on the installation media by entering the following command:

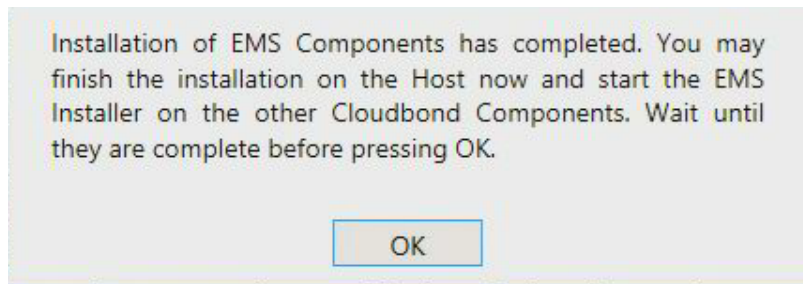
```
-f <Management server FQDN>
```

Where <Management server FQDN> is the fully qualified domain name for the Management server. For example:

```
EMS.Installer.exe -f UC-MGR.cloudbond365.com
```

The following message is displayed to indicate that the first part of the installation on the Management server has completed:

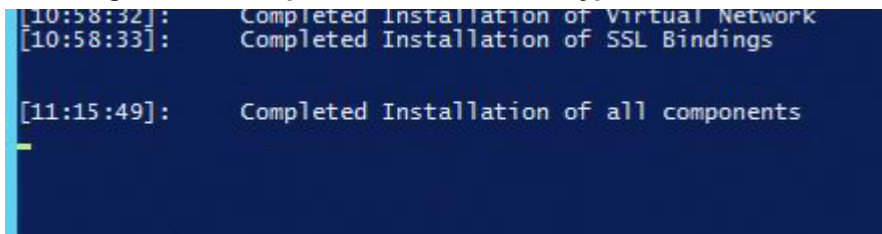
Figure 4-4: Management Server Installation Confirm



Note: Do not click **OK** until you complete the installation on the other server components as described in step 9.

7. On the Hyper-V Host server, click **OK** (see Step 5) to complete the installation. The following screen is displayed to confirm the completion of the installation:

Figure 4-5: Completed Installation on Hyper-V Host server



8. On each of the other CloudBond 365 virtual servers deployed in your network (Edge server, Front-End server or Reverse Proxy server), start the **EMS.Installer.exe** application from the root location on the installation media by entering the following command:

```
-f <Management server FQDN>
```

Where <Management server FQDN> is the fully qualified domain name for the management server. For example:

```
EMS.Installer.exe -f UC-MGR.cloudbond365.com
```

The following message is displayed to indicate that the installation on this server has completed:



Note: Make sure these servers can resolve the Management Server FQDN and Host server machine name to their IP addresses.

When you have completed the installation on these servers, the following confirmation screen is displayed:

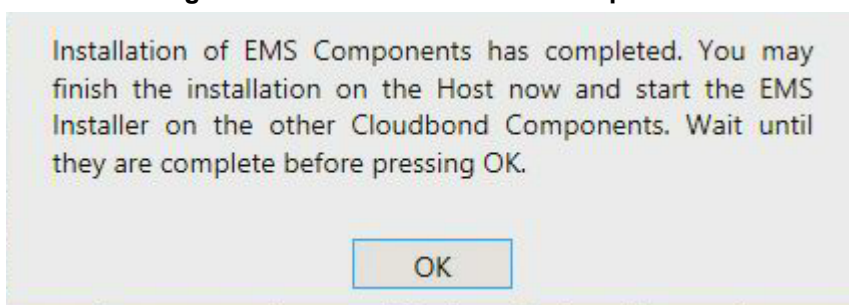
Figure 4-6: Completed Installation on Other Servers

```
[11:46:42]: Created Firewall Rule:[EMS-MainAgent-Requests-In]
[11:46:42]: Created Firewall Rule:[EMS-MainAgent-Events-Out]
[11:46:47]: Completed Installation of Firewall Rules
[11:47:01]: Certificate Hash:[3753BFCBB1D380392027634E03E599949C1E42D6]
[11:47:01]: Completed Installation of Certificates
[11:47:01]: Starting Installation of SSL Bindings
[11:47:02]: Completed Installation of SSL Bindings

[11:47:02]: Completed Installation of all components
```

9. On the Management server, click **OK** (see step 6) to complete the installation.

Figure 4-7: Installation of EMS Components



The following screen is displayed indicating that the installation has completed:

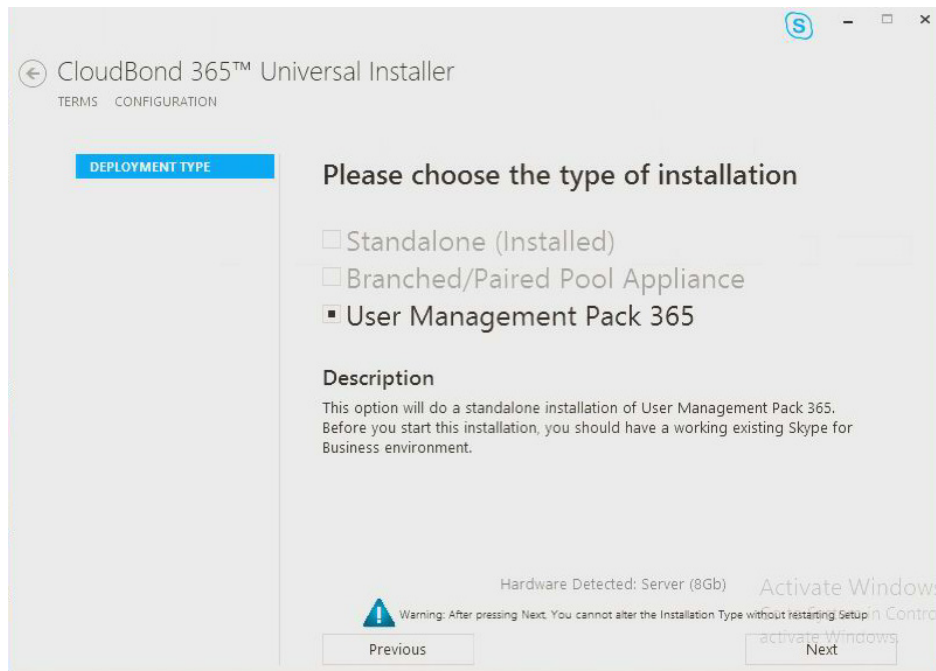
Figure 4-8: Completed Installation on Management Server

```
[11:11:44]: Completed Installation of Certificates
[11:11:44]: Starting Installation of SSL Bindings
[11:11:46]: Completed Installation of Virtual Network
[11:11:47]: Completed Installation of SSL Bindings

[11:49:31]: Completed Installation of all components
```

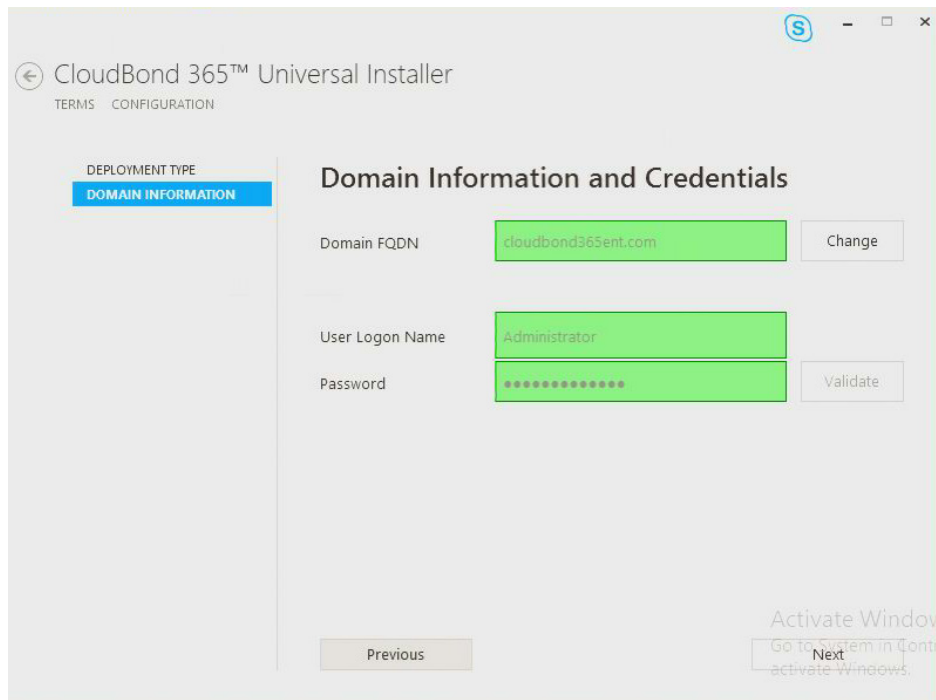
10. On the Management server, run the upgrade of the UMP by running **setup.exe** and selecting **User Management Pack 365** as shown in the figure below.

Figure 4-9: Installation Type



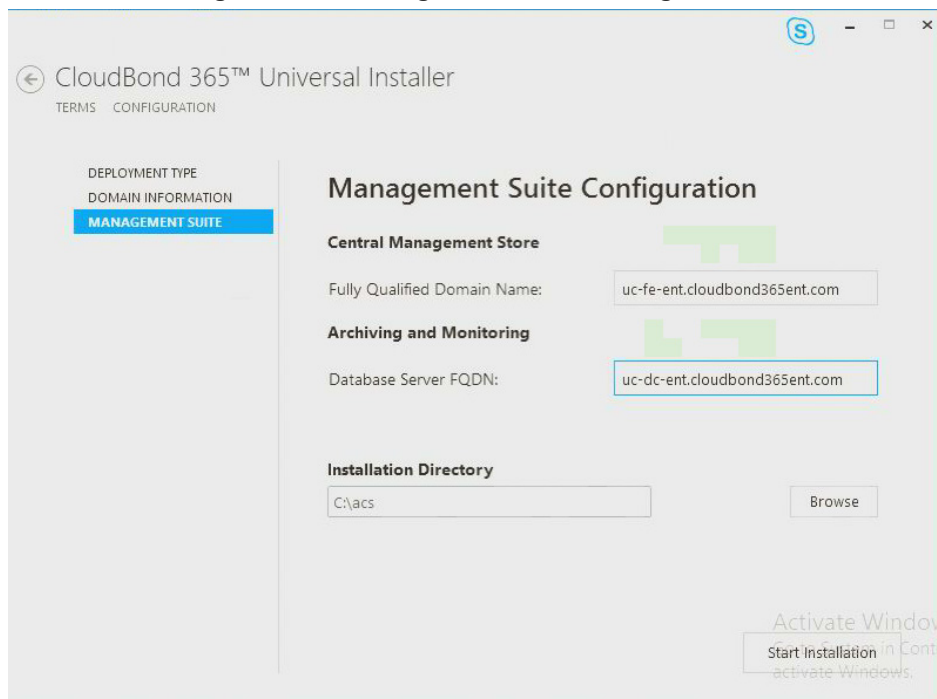
11. Select **Next** to continue and validate the domain and credentials for the installation.

Figure 4-10: Domain Information and Credentials

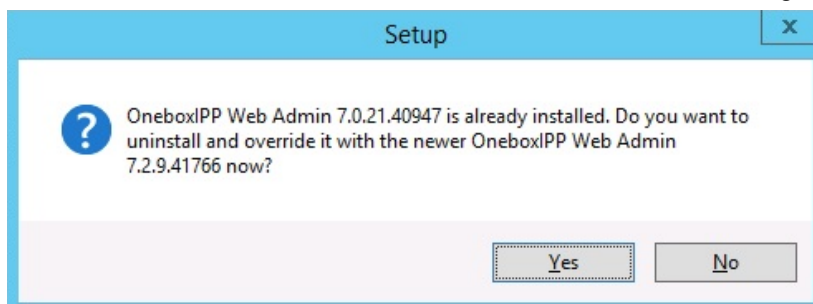


12. Click **Next** and complete the information for the Front End server and Monitoring Database Server.

Figure 4-11: Management Suite Configuration

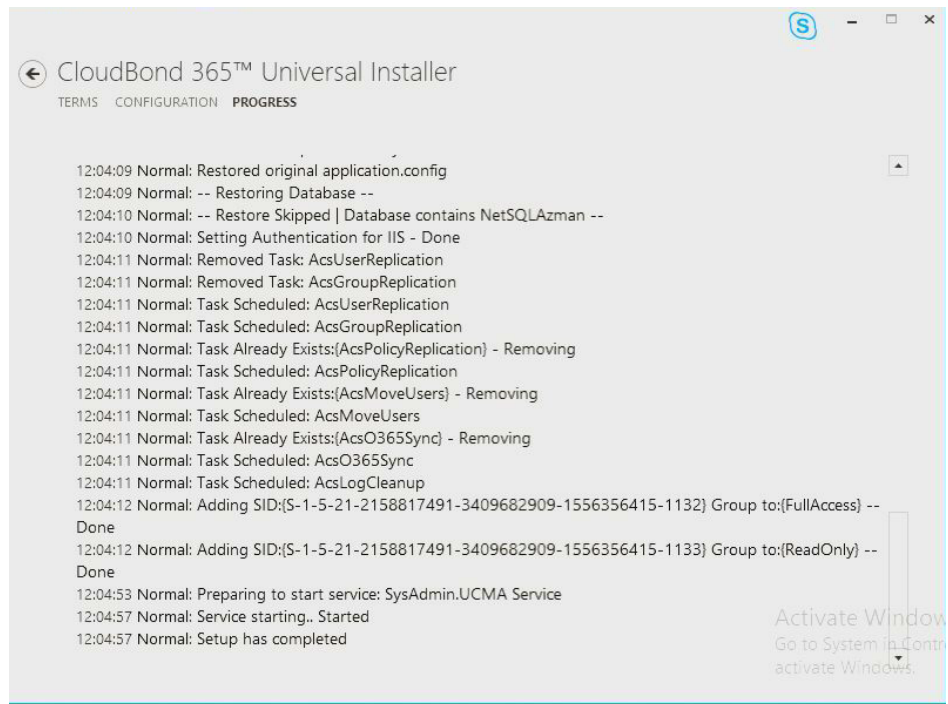


13. Click **Start Installation** to upgrade the previous version to release **version 7.4**.
14. At this stage the installer may indicate that a newer IP Phone Manger should be installed, Press the Yes button to install the latest IP Phone manager.



The following screen indicates that the setup has completed. This window can be closed by clicking the X in the right upper hand corner of the screen.

Figure 4-12: Installation Progress



5 Converting to a New CloudBond 365 License

As of Version 7.2, the CloudBond 365 license mechanism has changed from a single license per CloudBond 365 server (based on MAC address) to an Enterprise License.

In the Enterprise License, there is a single CloudBond 365 license for one or more CloudBond 365 servers that are installed on the same company domain and share the same Active Directory (AD). The Enterprise License will store the total number of users of all CloudBond 365 servers.

Enterprise License is based on a unique "System ID" (e.g., Fingerprint) which is based on an AD contact field.

The CloudBond 365 upgrade procedure will automatically create a new Enterprise License based on the existing old license.



Note: The self-created Enterprise License is good only for the continuance of the system operation. If you need future system capacity upgrades (e.g., purchasing additional user licenses) you will need to get an official Enterprise License from your AudioCodes representative and upload it to the system.

It is recommended that after you successfully upgrade all your CloudBond 365 systems to the new version, you ask for the official Enterprise License from your AudioCodes representative and replace it with the self-created license.

When requesting the new license, please provide the following:

- Original AudioCodes Sales Order number of all installed CloudBond 365 systems.
- Original CloudBond 365 license files or MAC Address that the license was created for.
- The new installed "System ID" (e.g., Fingerprint) taken from the CloudBond 365 License Information page.

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6 CloudBond Virtual Machine Resource Allocation

The CloudBond 365 Pro and Enterprise Box Editions are based on the **Hyper-V Host with Virtual Machines** deployment model. The new CloudBond version was tested and fine-tuned to provide the best Virtual Machine resource (VM core, Memory, Storage) allocation. If you are using an older version of the CloudBond Pro/Enterprise Box Editions, it is recommended that you check your current virtual machine resource allocation and change it according to the following optimized resource allocation.

6.1 CloudBond 365 Pro Box Edition

Machine	Cores	Memory	Storage
Domain Controller	2	4G	80G
Edge	2	8G	50G
Front End	3	10G	80G
Reverse Proxy	2	2G	30G
SBC	1* (100% reserve)	2G	3G

*For SBC transcoding capabilities additional cores are required

6.2 CloudBond 365 Enterprise Box Edition

Machine	Cores	Memory	Storage
Domain Controller	2	8G	80G
Edge	3	16G	50G
Front End	8	24G	80G
Reverse Proxy	2	2G	30G
SBC	1* (100% reserve)	4G	3G

*For SBC transcoding capabilities additional cores are required



Note: For the CloudBond 365 Enterprise Edition deployment with more than 2500 users it is recommended to enable "Media By Pass" on the Skype for Business server.

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7 Resolved Constraints

The following constraints from previous versions have been resolved in this version:

Issue ID	Discovered in Release	Description
UIN-51	7.4	When upgrading from older versions, configuration changes in all scheduled task configuration files are restored. s.
SYS-557	7.4	The Office 365 Online Edge FQDN w HostingProviderProxyFqdn was hardcoded to sipfed.online.lync.com.is. It is now configurable for partner hosted Office 365 environments.
SYS-551	7.4	If Office 365 integration is not used for Hybrid configurations, however only for Office 365 UM, an error occurs due to missing parameters.
SYS-545	7.4	GroupReplication in LocalDomain results in the deleting of AD users when Enable-CsUser fails.
SYS-543	7.4	Distribution (DL) displayName attribute is not set when a new DL group is added to DL replication.
SYS-541	7.4	Email top level domain max length is set to char (63).
SYS-540	7.4	pdb files are erroneously included as part of the release
SYS-503	7.4	A page crash occurs when selecting the option to manage the SBC in the EMS Settings screen.
SYS-498	7.4	When installing the Edge Server in BPA mode, the 'Clear grid' should not contain users.
SYS-485	7.4	The Help page is missing the 'Close' or 'Back' key to return to the Web interface.
SYS-408	7.4	Edit callpickup group generates an internal server error, however the value is saved.
SYS-369	6.6	The UCMA Service only tries to use the first certificate found.
SYS-358	7.4	An error message is generated when creating a user when no license in OVOC needs to be changed.
CIN-227	7.4	The installation in BPA mode with an Edge server causes the Edge installation step to fail to recognize the Edge server.
CIN-224	7.4	When installing a Pro or Enterprise server as a BPA, where the Reverse Proxy and SBC are selected, the Installer never enables the next button on the Topology page.
VI-147389	7.4	The EMS MainAgent - DB does not install cleanly.
VI-148003	7.4	The EMS MainAgent - LDAP Connection Password should be decrypted.
VI-148108	7.4	The EMS MainAgent - MainAgent doesn't retrieve disk space and certificate alarms.

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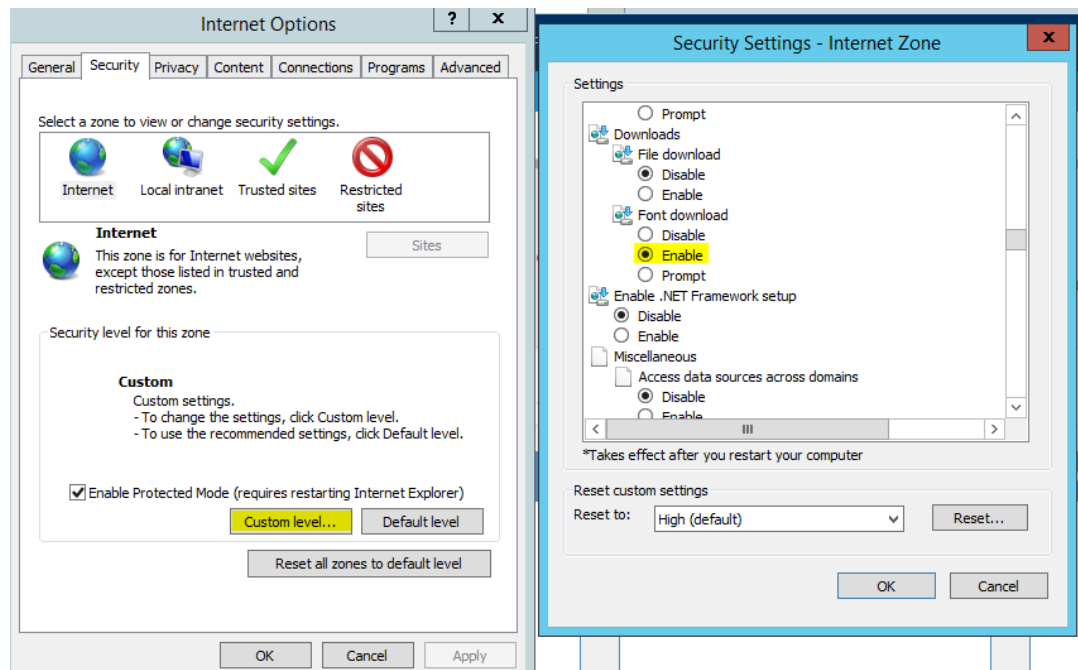
8 Known Constraints

The following are known constraints with the new version:

- IP Phone Manager does not display icons.

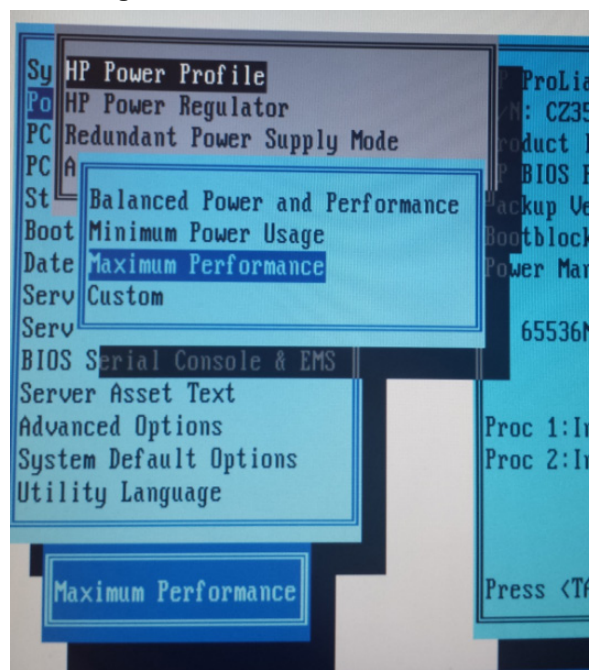
Workaround: Enable the Download fonts option on the Internet Explorer option security configuration.

Figure 8-1: Enabling Download Fonts



- If CloudBond 365 Pro/Enterprise Box Editions experience performance issues, check that the HP server BIOS option is set for “Maximum Performance” and validate that the VM is set with the correct setting memory and VCPU.

Figure 8-2: Maximum Performance



- Error when upload a music on hold file:
"Directory not found to store MOH-file"
Workaround: Create the directory manually. Refer to the *AudioCodes CloudBond 365 Administration Guide*.
- Installation Wizard fails if network NIC name has been changed.
Workaround: change the network NIC names after the installation has finished.
- Install button is disabled on the last page of the Installation Wizard.
Workaround: Delete c:\acs directory, reset the server and run installation again.
- In an Office 365 Hybrid configuration, when deleting a user account from the local Active directory without properly cleaning the Enterprise AD msRTCSIP attributes, may result in Office 365 still assuming that the user is homed on premise, thereby preventing the creation of a new Skype for Business account. (sys-373).
Workaround: remove the account from the Enterprise Active Directory.
- EMS Monitoring - In some cases two CloudBond 365 servers may acquire the same EMS serial number. This may affect the ability of the EMS to connect to both devices.
Workaround: change one of the devices serial numbers manually as follows:
 1. Stop the EMS Main Agent service.
 2. Go to C:\Program Files\Audiocodes\MainAgent.
 3. Copy the file MainAgent.db to your computer.
 4. Using SQLite database tool, open the database.
 5. Go to the 'Settings' table.
 6. Change the value of 'SerialNumber' (Value should not exceed 2147483647)
 7. Save the value and close the database.
 8. Copy the MainAgent.db back to 'C:\Program Files\Audiocodes\MainAgent'
 9. Start 'EMS Main Agent' service.

- EMS Monitoring – restarting the EMS agent on a CloudBond 365 Virtual Machine restart causes a Virtual Machine failure alarm to be raised in the EMS although the Virtual Machine was not really restarted.
- EMS Monitoring – In case EMS monitoring is disabled on CloudBond 365, manually inform all monitoring agents to stop monitoring events and services as follows:

1. Stop the EMS Alarms Agent.
2. Open the properties of the EMS Alarms Agent.
3. Change the 'Startup Type' to disable.

On the Management server machine (Host machine for Standard/Standard Plus, Domain Controller for Enterprise/Pro) apply steps 1-3 on the EMS Main Agent as well.

- In case the EMS destination IP address is changed after the system has already connected to EMS, restart the EMS main agent.

- EMS Monitoring - in case the SBC is monitored by the EMS agent, the SNMP configuration must be identical on both the CloudBond EMS Agent and the SBC.

In case the SBC is upgraded to a newer version, update the alarms/MIB definition of the SBC for the CloudBond 365 system as follows:

1. Retrieve the associate MIB definition of the SBC from the MIBS.zip file
2. From the zip file copy the following files to the machine where the Management Server located to the folder (C:\Program Files\AudioCodes\MainAgent\Mibs):
 - ◆ AC-ALARM-MIB.my
 - ◆ AC-FAULT-TC.my
 - ◆ AC-SYSTEM-MIB.my
 - ◆ AC-TYPES.my
 - ◆ AcBoard.my
 - ◆ ALARM-MIB.my
3. Restart the EMS Main agent on the Management server.

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