AudioCodes High Definition IP Phones Series

445HD IP Phone
for Microsoft® Skype™ for Business

Version 3.0.40

Microsoft Partner
Gold Communications

Ⓢ Skype for Business

audiocodes

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Notice

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Abbreviations and Conventions

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

Related Documentation

Document Name
405HD IP Phone User's Manual
430HD and 440HD IP Phone User's Manual
445HD IP Phone User's Manual
400HD Series IP Phone Administrator's Manual
405HD IP Phone Quick Guide
430HD IP Phone Quick Guide
440HD IP Phone Quick Guide
445HD IP Phone Quick Guide
450HD IP Phone Quick Guide
400HD Series IP Phones for Lync Hosting Partner (LHPv2) Environment Configuration Note
One Voice Operations Center User's Manual
IP Phone Manager Pro Administrator's Manual
IP Phone Manager Express Administrator's Manual

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1   Introduction

This document describes the new features and known constraints of AudioCodes' 445HD IP Phone for Microsoft Skype for Business Version 3.0.40.

The 445HD IP Phone is based on AudioCodes High Definition voice technology, providing clarity and a rich audio experience in Voice-over-IP (VoIP) calls.

> **Note:** Microsoft rebranded *Lync* as *Skype for Business* so whenever the term *Skype for Business* appears in this document, it applies also to Lync.

The 445HD is an advanced high-end business phone with a large 4.3" color multi-language graphic Liquid Crystal Display (LCD) screen and an integrated 376x60 sidecar with 12 programmable speed dial keys for presence monitoring (BLF).

The phone is a fully-featured premium model that provides voice communication over an IP network, allowing users to place and receive phone calls, put calls on hold, transfer calls, make conference calls, etc.

AudioCodes IP phones can be offered as part of AudioCodes' Managed IP Phones solution which defines the phone as an IT-managed entity and delivers unique and complete lifecycle management of end-user desktop devices.

1.1   Specifications

The table below summarizes the software specifications of AudioCodes' 445HD IP Phone for Microsoft Skype for Business.

Table 1-1: 445HD IP Phone for Microsoft Skype for Business Software Specifications

Feature	Details
VoIP Signaling Protocols	▪ SIP: RFC 3261, RFC 2327 (SDP)
Data Protocols	▪ IPv4, TCP, UDP, ICMP, ARP, DNS and DNS SRV for SIP Signaling ▪ SIP over TLS (SIPS) ▪ 802.1x ▪ 802.1p/Q for Traffic Priority and QoS ▪ VLAN Discovery Mechanism (CDP, LLDP) ▪ ToS (Type of Service) field, indicating desired QoS DHCP Client ▪ NTP Client ▪ Microsoft Skype for Business (previously Microsoft Lync) ▪ MS-ICE2 ▪ SHA2 - Open SSL 1.0.1 integrated with TLS 1.2, supporting SHA256, replaced the previous OpenSSL 0.9.8 and TLS 1.0 stacks to comply with Microsoft Skype for Business security requirements ▪ OpenSSL 1.0.1m, supporting SHA2 algorithms ▪ OVR (One Voice Resiliency)
Media Processing	▪ Voice Coders: G.711, G.729A/B, G.722 8000 / G.722 16000), SILK 8000/SILK 16000 (roadmap), LN. ▪ Acoustic Echo Cancelation: G.168-2004 compliant, 64-msec tail length ▪ Adaptive Jitter Buffer 300 msec ▪ Voice Activity Detection ▪ Comfort Noise Generation

Feature	Details
	• Packet Lost Concealment • RTP/RTCP Packetization (RFC 3550, RFC 3551), SRTP (RFC 3711) • DTMF Relay (RFC 2833)

Telephony Features	• BLF presence on buttons; capability for 18 Multiple Points of Presence (MPOPs), including Skype for Business clients.
	• Busy on Busy
	• Call Park (phone can park up to 5 calls to a parking lot)
	• Group Call Pickup
	• Call Hold / Un-Hold
	• Call Transfer; the hard TRANSFER key's default functionality (Blind Transfer) can be changed to Consultative Transfer.
	• Multi-Party Skype for Business Remote Conferencing utilizing CCCP (Centralized Conference Control Protocol)
	• Redial
	• Caller ID Notification
	• Call Waiting Indication, including Caller ID
	• Message Waiting Indication (including MWI LED)
	• Local and Corporate Directories
	• T9 predictive text for Corporate Directory search
	• Automatic Answering (Alert-Info header and "talk" event)
	• Automatic On-hook Dialing
	• Call Logs: Missed/Received Calls and Dialed Numbers
	• Speed Dials
	• URL Dialing
	• Call Forward (Do not forward, Forward to voice mail, Forward to a number)
	• Dial plan (supports normalization rules downloaded from the Skype for Business server via in-band provisioning)
	• Better Together over Ethernet (BToE) compatible with Microsoft Skype for Business.
	  ✓ Automatically pairing the phone with the PC/laptop based Skype for Business client.
	  ✓ Video calls: Voice routed to phone; phone performs as a USB device.
	  ✓ Switching audio devices (when automatic pairing).
	• Voicemail (including capability to secure user access with PIN code)
	• Visual Voice Mail
	• Integration with Microsoft Exchange Server (Calendar), including meeting reminders.
	• Automatic device lock
	• Handles up to 8 concurrent calls (450HD)
	• Merge option: Two separate calls can be merged into one conference
	• Integrated Skype for Business 'Favorites'
	• Location service
	• Emergency dial (911 service, etc.)
	• HotDesk
	• Call Log is synchronized
	• Power Saving mode (450HD) Backlight Timeout (all other phones when online)
	• Malicious call tracing

Feature	Details
	▪ Voice Quality Check ▪ Screen themes (450HD)
Configuration / Management	▪ Device update: Skype for Business server updates the phone's firmware version if different ▪ Quality of Experience (QoE) reports sent to Microsoft's SQL server ▪ Phone User Interface Language Support (Various Languages) ▪ Web-based Management (HTTP/HTTPS) with fully integrated login ▪ One Voice Operations Center (OVOC) module IP Phone Manager Pro v7.4 | IP Phone Manager Express v7.4 ▪ Auto-Provisioning (via TFTP, FTP, HTTP, and HTTPS) for firmware and proprietary configuration file upgrade ▪ In-Band Provisioning ▪ DHCP options (66, 67, and 160) for auto-provisioning ▪ DHCP options (120, 60, and 77) for device information ▪ DHCP option (42 or 4) for the NTP server ▪ DHCP option (43) for the URL of the Certificate Provisioning service ▪ DHCP option (2) for the Time Zone Offset ▪ Skype for Business Contacts ▪ LDAP (Lightweight Directory Access Protocol) ▪ Private Labeling Mechanism ▪ Configuration file encryption (Entire file and individual parameters)
Debugging Tools	▪ System Logging (Syslog) ▪ Monitoring (Ping and Traceroute) ▪ DSP Recording ▪ Crash Dump ▪ Port Mirroring ▪ Tracing ▪ Core Dump ▪ Log upload to Microsoft server (certification for 3rd party Skype for Business clients)
Supported Languages	▪ English ▪ Spanish ▪ Russian ▪ German ▪ Ukrainian ▪ French ▪ Italian ▪ Hebrew ▪ Polish ▪ Portuguese (displayed only if included in your Feature Key) ▪ Korean ▪ Finnish ▪ Simplified Chinese ▪ Traditional Chinese ▪ Hungarian ▪ Japanese ▪ Slovak ▪ Czech ▪ Latvian (contact person information)

| Feature	Details
Hardware	▪ **Color Screen** 4.3": Graphic, 480x272 resolution ▪ **Integrated sidecar** 376x60 resolution featuring 12 programmable speed dial keys with presence monitoring (BLF) ▪ Connectors interfaces: ✔ 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN (GbE support) ✔ RJ-9 port (jack) for headset ✔ RJ-9 port (jack) for handset ✔ USB interface for USB headset support ✔ RJ-11 interface for DHSG ▪ Mounting: ✔ Wall and desktop mounting options ✔ One angle for desktop mount, another angle for wall mount ▪ Power: ✔ DC jack adapter 12V ✔ Power supply AC 100 ~ 240V ✔ PoE Class 2: IEEE802.3af (optional) ▪ Keys: ✔ 4 softkeys and 6 multifunction hard keys ✔ VOICE MAIL message hotkey (including LED) ✔ 4-way navigation button with OK key ✔ MENU ✔ REDIAL ✔ HOLD ✔ MUTE (including LED) ✔ TRANSFER ✔ VOLUME control key ✔ HEADSET (including LED) ▪ SPEAKER (including LED)
Headset Compatibility	▪ For a comprehensive list of supported Jabra headsets, see the Jabra Headset Compatibility Guide ▪ For a comprehensive list of supported Plantronics headsets headsets see http://www.plantronics.com/us/compatibility-guide/#/search/ ▪ For a comprehensive list of supported VXi products, see http://www.vxicorp.com/compatibility_guide/ ▪ Also the following which aren't documented online yet: ✔ Jabra UC-150 ✔ Jabra Speak 510+ ✔ Jabra Speak 410 ✔ Jabra MOTION OFFICE ✔ Jabra PRO 9470 ✔ Jabra Evolve Series 20, 30, 40, 75, 80 ✔ Microsoft LX-3000 ✔ Plantronics C-310M ✔ Plantronics C-320M ✔ Plantronics HW720 ✔ Plantronics Blackwire Series 300, 325, 510, 520, 710 ✔ Jabra UC-550 ✔ Jabra Pro 920 EHS wireless headset ✔ Jabra Pro 9450 EHS wireless headset

2   Version 3.0.40

⚠️ **Note:** Version 3.0.40 includes firmware build **3.0.40.484**

2.1   What's New in Version 3.0.4.40.484

■ **Signing in using the sign-in option 'Web Cloud (Office 365)'**. Allows connectivity to Microsoft's Cloud PBX, Microsoft's cloud-hosted version of enterprise voice. Also known as Device Pairing, signing in with this option only applies to Microsoft Cloud PBX users.
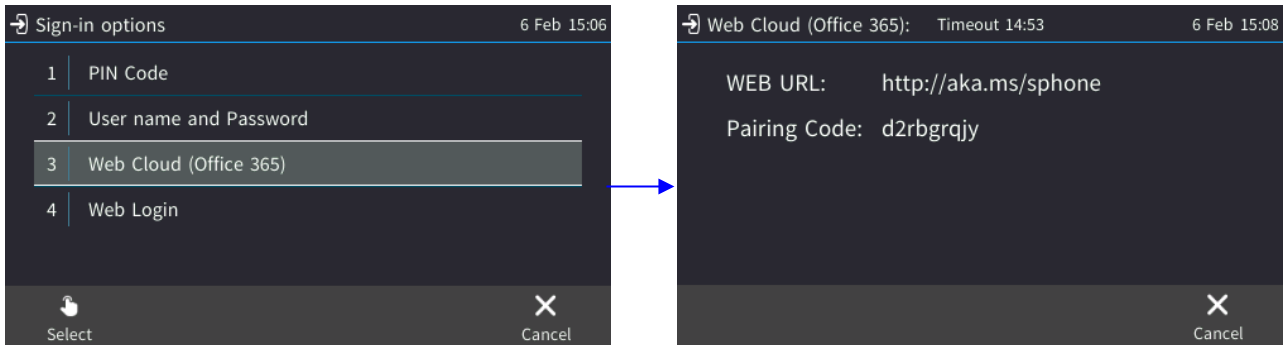
■ **Signing in using the sign-in option 'Web Login'**. Users can sign-in to their phone *from their browser using their PC keyboard to quickly enter sign-in credentials* rather than use the longer method on the phone's keypad which requires switching input from letters of the alphabet to numbers and vice versa. [Applies to Skype for Business online and on-premises].
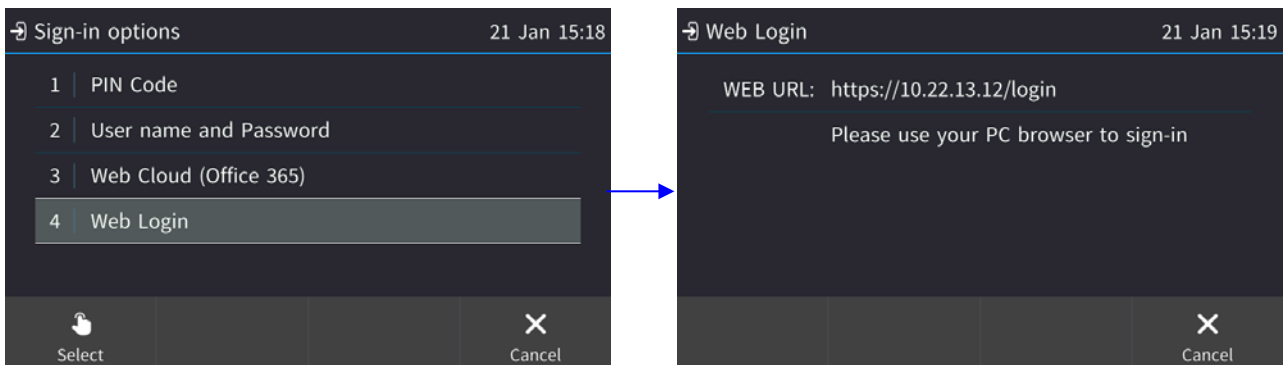
In the browser's address field, the user enters the displayed Web URL **<phone IP address>/login** and then in the Web Login page that opens, they enter their username and password to sign in, as shown on the next page.

Web Login

Sign-in address	10.22.13.12
User name	admin
Password	••••

Sign in

Note:

- If CAP is enabled, the sign-in option **CAP Provisioning** replaces the sign-in option **Web Cloud (Office 365)**.
- If the BToE PC application is *automatically* paired with the phone (when the phone's PC port is directly connected to the PC), the sign-in option **BToE** replaces the sign-in option **Web Login**.
- If the BToE PC application is *manually* paired with the phone, the **Web Login** sign-in option is presented rather than the **BToE** option.

■ **Enhanced Phone Lock**. New options have been added to allow new capabilities to users whose phones are in lock state, in compliance with Microsoft Skype for Business.

Network administrators can configure parameters to:

- *Allow users to make outgoing calls* even though the phone is locked
- *Allow users to receive incoming calls* even though the phone is locked
- *Allow users to answer Delegate calls* even though the phone is locked
- *Allow users to use the phone's handset* even though the phone is locked

    ♦ **New inband provisioning parameter 'DisableHandsetOnLockedMachine'**

    [**0**] Allows incoming and outgoing calls when the phone is in locked state

    [**1**] Allows only incoming calls when the phone is in locked state

    [**2**] Disallows incoming and outgoing calls when the phone is in locked state

    If the parameter is not provisioned, the phone functions as if the parameter is set to [**1**] [only incoming calls are allowed when the phone is in locked state].

    ♦ **New local phone parameter 'AllowCallsInLockState'**

    [**GET_FROM_INBAND**] Phone's capabilities when locked are set by inband provisioning parameter (default)

    [**ALLOW_BOTH**] Allows users to make and receive calls when the phone is in locked state

    [**ALLOW_INCOMING_ONLY**] Allows users only to receive incoming calls when the phone is in locked state

    [**DENY_BOTH**] Disallows users from making calls and receiving incoming calls when the phone is in locked state

    If set to **ALLOW_BOTH** or **ALLOW_INCOMING_ONLY** or **DENY_BOTH**, this parameter overrides the 'DisableHandsetOnLockedMachine' inband provisioning parameter.

    ♦ **New local parameter 'AnswerDelegateIncomingCalls'** has been added to allow users to answer second-hand (Share Line Appearance and Delegation) incoming calls in when the phone is in lock state. This parameter is applicable only if the phone is allowed to answer incoming calls when in locked state.

    [**0**] Users cannot answer incoming Delegate calls when the phone is in locked state

[**1**] Users can answer incoming Delegate calls when the phone is in locked state (default)

■ **Media bypass for Cloud Deployment**. Allows a phone to send media directly to the SBC or PSTN gateway, eliminating when possible the Cloud Connector Edition (CCE) from the media path, thereby reducing latency, the possibility of packet loss and the number of points of potential failure, and thus improving voice quality. Only applicable to an online hybrid Skype for Business deployment.

■ **New screen theme reflects Skype for Business 2016 client look & feel | New softkeys match the de facto Skype for Business standard.** This new feature ensures uniformity across all devices used by the same user, for Unified Communications.

Here's the new-theme idle screen:
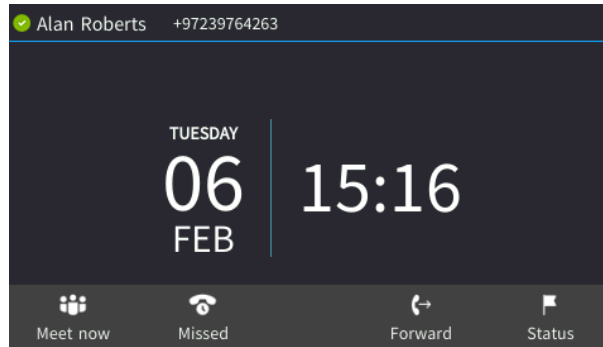
Here're the new-theme softkeys displayed in the phone's idle screen:

New Softkey	Name
	Meet Now
	Missed
	Forward
	Status

Network administrators can opt to switch from the default theme back to the legacy theme by changing the setting of the new configuration file parameter *personal_settings/ui_theme* from MSFT_THEME to AUDIOCODES_THEME.

■ **Power Saving mode**. When a phone enters Power Saving mode, the screen's brightness is reduced, lowering power consumption. The phone enters the mode after being inactive for a configured period (timeout). Any user activity returns the phone to regular Active mode.
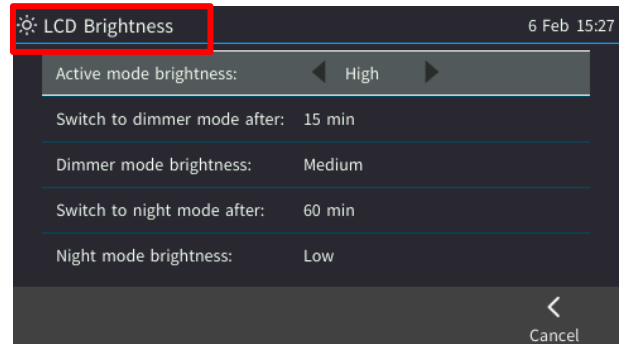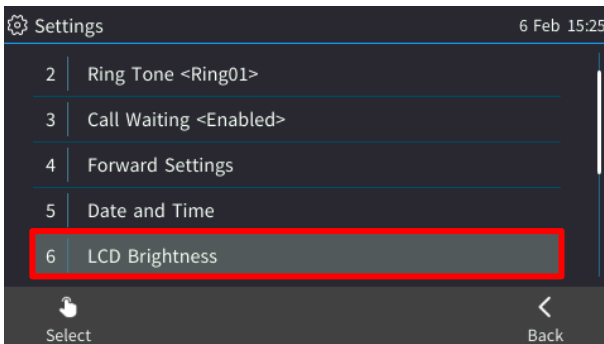
Users can configure a brightness level of High, Medium or Low for Active mode, Dimmer mode and Night mode. By default, the phone enters Dimmer mode after 15 minutes of inactivity; by default, the phone enters Night mode after *another* 60 minutes of inactivity. If the capability to determine

working hours is configured, the phone only enters Night mode *during non-working hours.*

Dimmer mode is less bright than Active mode. Night mode is lowest. When a phone enters Dimmer mode, *LCD_Dimmer_mode_timeout* starts. When it expires, the phone switches to Night mode (which is allowed only during non-working hours if working hours are available). Any phone operation such as an incoming call or touching the screen causes the phone to exit Power Saving mode and revert to the regular screen brightness level.

In Skype for Business online, three new inband configuration parameters control Power Saving mode:

- *EnablePowerSaveMode* [True]
- *PowerSaveDuringOfficeHoursTimeoutMS* [15 minutes]
- *PowerSavePostOfficeHoursTimeoutMS* [5 minutes]

> **Note:** These parameters do not apply to Skype for Business on premises.

- **HotDesk feature for enterprises that operate according to the 'touch-down desk' concept**. Employees in these enterprises typically travel frequently to remote branches, or work in shifts. They can now 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.
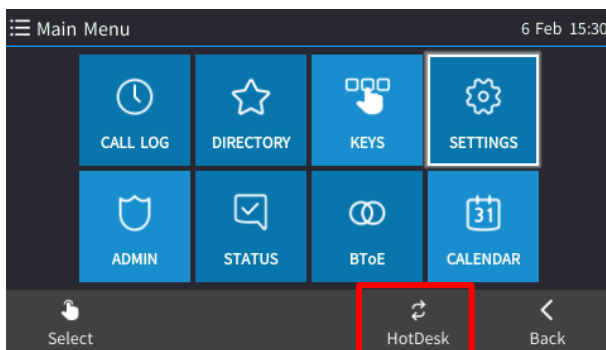
The feature must be enabled on the server by setting parameter *EnableHotDesking* to 'True'. When the HotDesk user signs out or if the phone stays in idle state longer than the HotDesk timeout defined on the server, the phone automatically returns to its original user and state; its configuration and data are preserved as they were before the phone was leased for HotDesk use. HotDesk users cannot perform all operations that the original (CAP or regular) user could perform, for example, change Language.

- **Support for Lync AutoDiscover Web Service Protocol [MS-OCDISCWS]**. This feature improves discovery of the phone's SIP home server after signing in. Using the AutoDiscover procedure the phone can find its home server URL for a specific Skype for Business account, based on user credentials. It is especially efficient for Skype for Business online and hybrid environments, when phones must sign in to a different Skype for Business server according to the user's account. Previously, the home server was found using DNS SRV records based only on a SIP account domain [MS-CONMGMT]. If AutoDiscover is unsuccessful, the phone falls back to SRV DNS.

- **The phone's Call Log is synchronized with Microsoft's Exchange server**. All devices that a user signs into are fully 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. All lists in each device's Call Log except the Missed Calls list are synchronized.

  - **To disable the Call Log synchronization -** Network administrators can now disable the Call Log synchronization feature by setting new configuration file parameter *lync/callLog/sync/enabled* to 0. Call Log synchronization is by default enabled (1).

- **Power Saving mode**. Three new inband configuration parameters control the 'Backlight Timeout' feature from the Skype for Business online server (applies to all phones except 450HD but only if the phone is configured on the server):

- EnablePowerSaveMode [True]
- PowerSaveDuringOfficeHoursTimeoutMS [15 minutes]
- PowerSavePostOfficeHoursTimeoutMS [5 minutes]

> **Note:** These parameters do not apply to Skype for Business *on premises*.

During office hours, phones enter power saving mode after 15 minutes of inactivity by default.

After office hours, phones enter power saving mode after 5 minutes of inactivity by default.

After entering power saving mode, screen brightness is reduced, lowering power consumption. Any user activity returns the phone to regular active mode.

■ **Dial Plan Normalization**. Network administrators can enable and configure dial plans on the Microsoft Skype for Business server. Normalization rules can be downloaded from the server via in-band provisioning. The feature was fully certified and tested with Microsoft in this version. It was supported in previous versions, but without Microsoft certification.

■ **Multiple Emergency Numbers**. A caller can select an emergency number from a list of emergency destinations. A dedicated number for the police, ambulance service, fire fighting service, etc., can be selected from a list of options, for example:
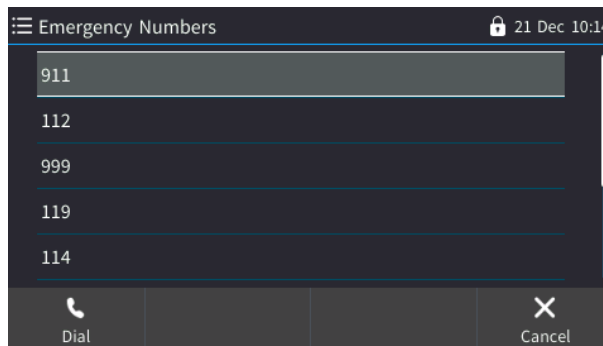

If the phone locks, emergency numbers will still be available and dialable via a new **Emergency** softkey that is displayed after the lock takes effect.
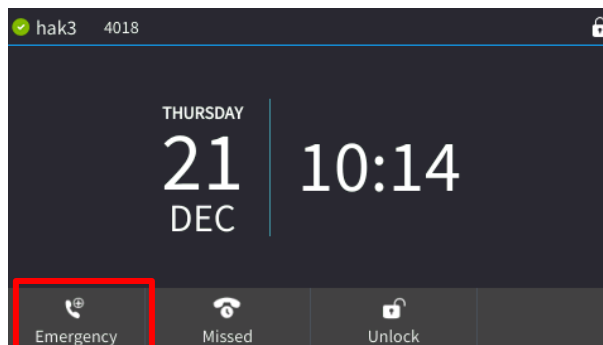
■ **Save/restore personal settings via IP Phone Manager Pro version 7.4** [Phase 1]. The phone automatically saves personal configuration performed by the user, on the IP Phone Manager Pro. In this release [Phase 1], only settings performed on the Function Keys, such as Speed Dials, or any other function defined by the user, such as Calendar, Voca, etc., are saved. These keys are now always available to the user who defined them, even if the user signs out and then signs in on another phone (of the same model). The keys are therefore saved *per user* rather than *per phone*. This enhancement is useful for Hot Desking mode where users sign-in to different phones according to desk availability, or for when phones are replaced due to a hardware issue.

■ **Malicious call tracing**. Users can report a malicious call. If a user gets a call and wants to report it as malicious, the phone allows them to send a report to the Skype for Business server. To allow

malicious call reporting by the phone, the feature must be enabled by the network administrator on the Skype for Business server (the option 'Enable malicious call tracing' must be selected).

- **Sign-in can be cancelled during the signing in procedure**. Users can cancel signing in after starting the sign-in process.
- **Voice Quality Check**. A new option to check IP phone voice quality has been added to the phone's Device Status menu.
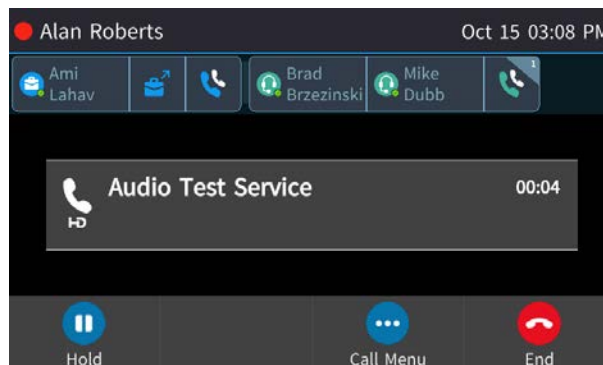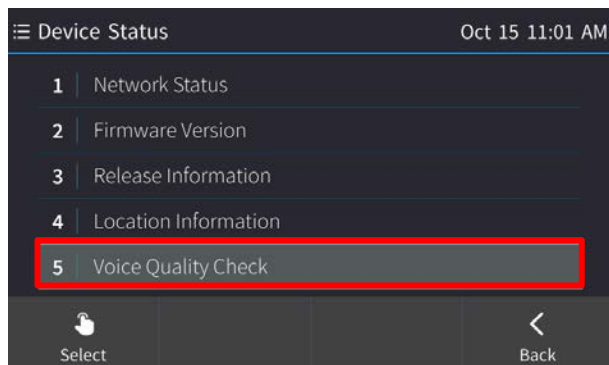

If selected, the user is invited to "Record a short message after the tone then wait to hear how you sound".

To enable the feature, the network administrator must enter the following command on the Skype for Business server:

```
set-CsAudioTestServiceApplication -Enabled $True
```

Additionally, the 'Identity' parameter must be configured with the the SIP address of the audio test service contact to be modified. For example:
<sip:RtcApplication-bc516080-3233-42f2-a732-826dd6f99702@audio-codes.info>

- **'Off Work' user presence status**. A new user presence status 'Off Work' was added to the list of possible user presence statuses. Users can select it before (for example) going on vacation.
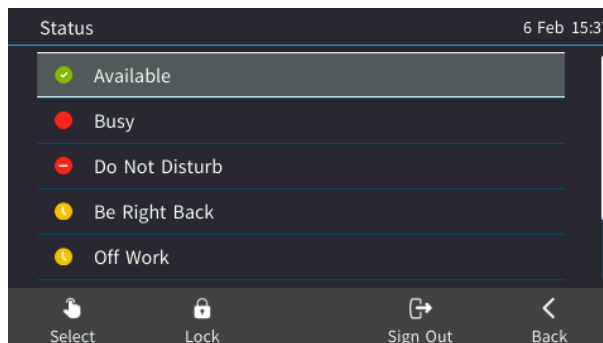

- Blind Transfer places the remote party on hold while the transfer is performed.
- **Common Area Phone (CAP) online support**. Phones can now be defined as CAPs when using a cloud PBX. Defined *per physical phone* rather than *per user*, a CAP requires a special sign-in method called 'CAP provisioning', exclusive to cloud PBX. Before signing in, users must enable the phone as a CAP and then sign in using this special 'CAP provisioning' method. CAPs in server mode are unchanged. The change applies only to cloud PBX.
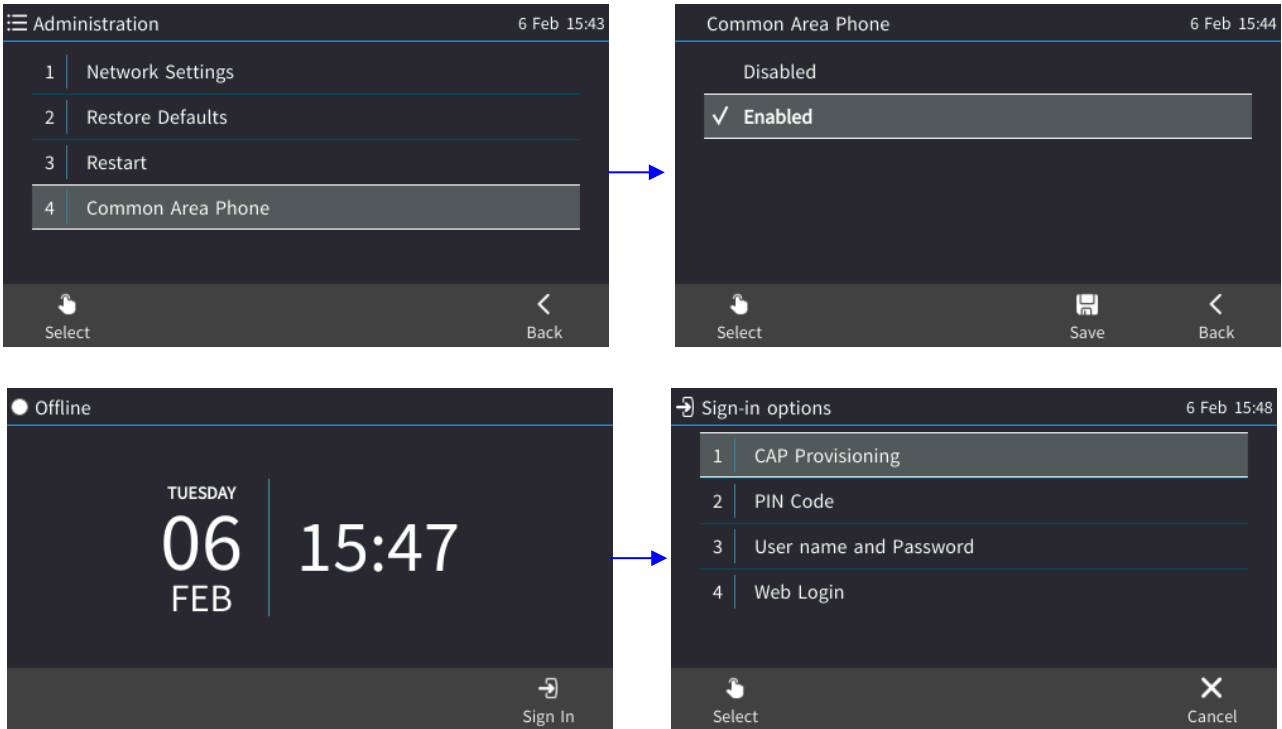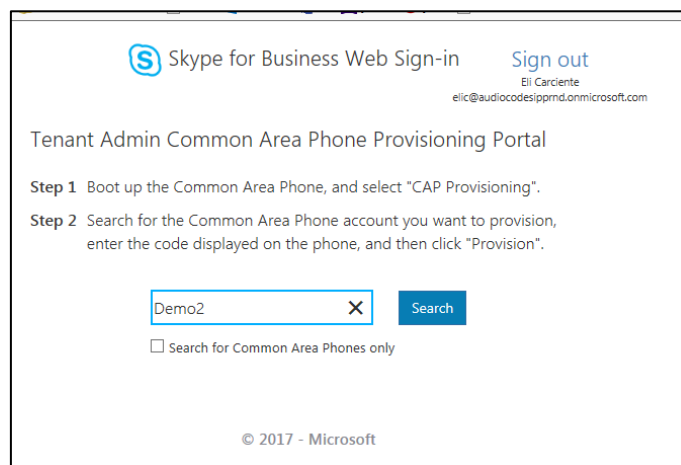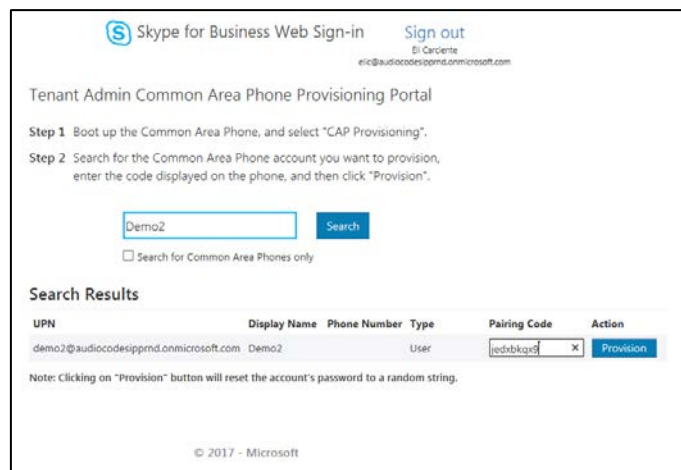
A URL and Pairing Code are displayed:
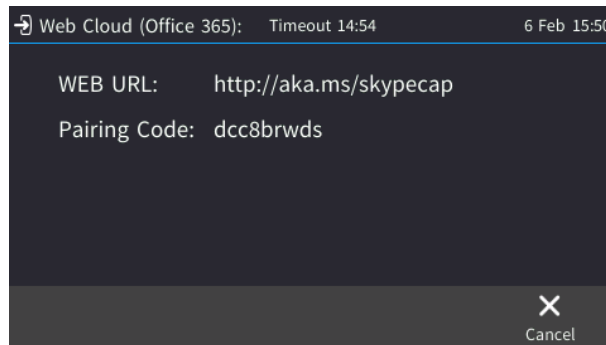
The administrator points the browser to the URL, signs in to Office 365 and locates the phone.
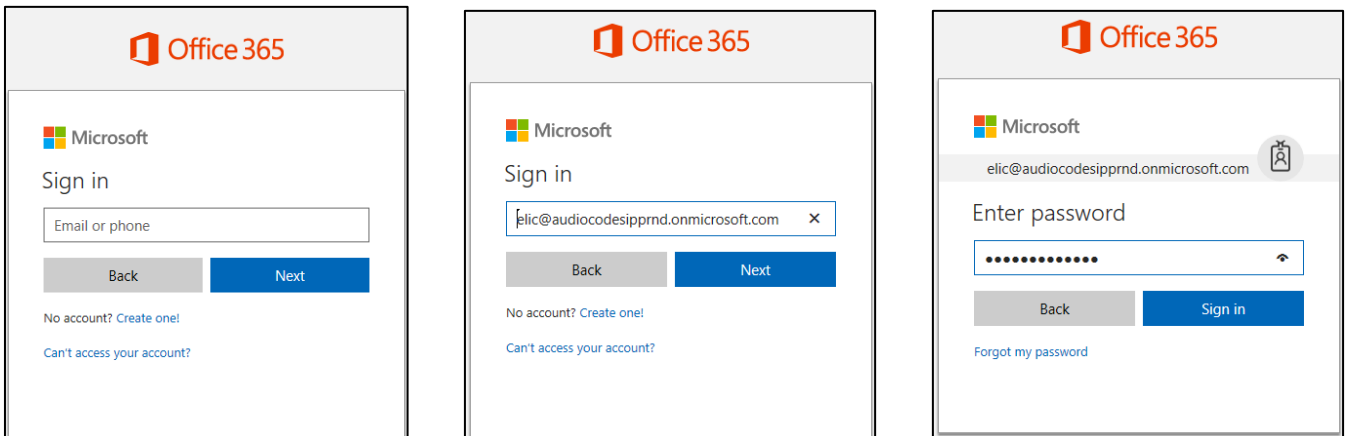
The administrator enters the Pairing Code in the Microsoft web page and clicks **Provision**.

Sign-in to Microsoft's Cloud PBX is then performed.

■ **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'.
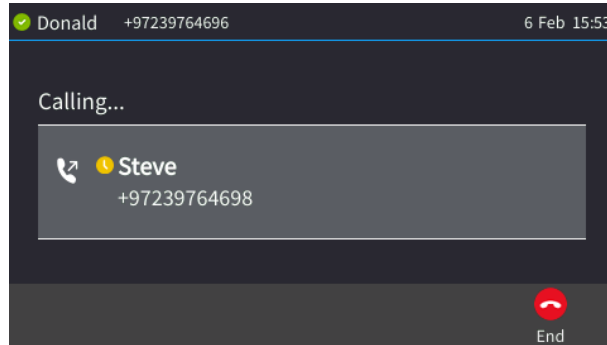
2.2 Known Constraints in Version 3.0.40

Here are the constraints known to exist in Version 3.0.40.

Table 2-1: Known Constraints in Version 3.0.40

Incident	Description
-	[445HD] Boss Admin is unsupported in this version.
-	[445HD] SILK vocoder is unsupported in this version.
IPPSFB-3495	[445HD] [USB headset] Bluetooth headsets are unsupported in this version.
IPPSFB-3235	[445HD] Paging is unsupported in this version.
IPPSFB-3058	[445HD] [USB headset] Putting a call on hold and then unholding it may result in no voice.
IPPSFB-3515	[445HD] When the VLAN discovery mechanism LLDP is not in use, the phone sends a BOOTP DHCP Discover message without Options 12 and 77.
105852	[BToE] In the scenarios listed below, the phone performs as a PC playback device and not as a standalone phone. Some call management capabilities consequently go missing, e.g., hold, transfer, conference roster screen. In these scenarios, a regular call may start similarly to a video call, i.e., the phone is used as the PC playback device. Example scenarios: ▪ RGS/Delegate call made on behalf from the PC client ▪ Call from IM (Instance Message) that was opened before the phone was paired. This is aligned with Microsoft's BToE implementation.
104326	[Skype for Business 'Favorites'] The phone does not retrieve Outlook contacts from on-premises Exchange servers.
103639	[Multi-Party Skype for Business Remote Conferencing] When a conference is locked, the phone cannot add a user (Skype for Business client or other certified phone) if not admitted within 15 seconds.
103927	Sometimes, the user is unable to join a Skype for Business meeting whose configured 'End time' has passed.
-	[BToE] BToE does not function if PC users are switched without logging off first.
-	[BToE - PC application] Windows 10 users who have the BToE PC application already installed on their PCs must uninstall it before installing the new version of the application.
104040	[BToE] When a paired user answers an incoming team-call, the phone does not present the call as a team-call.
104039	[BToE] When a paired user answers a delegated call, the phone does not show that it's a delegated call.
103961	[BToE video] A paired user cannot answer a second incoming call via the Skype for Business client when having an active video call.
103827	[BToE - video] On a PC with low CPU resources, interference in the voice of a video call might be experienced.
104904	[BToE] Call Transfer from the Skype for Business client to another user can be performed from the phone but not from the client.
103651	Provisioning by the Redirect Server doesn't function if the phone receives any provisioning of configuration URL via DHCP options.
93495	The Web interface displays some screens that are inapplicable to Skype for Business.

Incident	Description
-	Call Log information is saved to the phone file system once every 6 hours. Consequently, Call Log information such as missed, received and outgoing calls may not be saved after restarting. [Only relevant if Exchange isn't used, i.e., if a user performs a PIN sign-in or if a user is without Exchange].
-	Voicemail is supported for Microsoft Exchange Server 2010 and later. A version supporting Voicemail for Microsoft Exchange Server 2007 will be provided if specifically requested.
96709	DHCP Option 160 does not read correctly if there is no forward slash (/) at the end of the sent path.
101269	The Chrome browser cannot be used to manually update the phone's firmware through the Web interface over HTTPS. Internet Explorer can be used instead.
105213	[Voicemail] If the user calls their voicemail and then gets an incoming call, the call with the voicemail is ended rather than put on hold.
107516	[USB headset] Plantronics C320: Using the 'Mute' key from the USB headset is not recommended since the headset may lose synchronization with the phone. It's preferable to use the phone's mute key instead.
107485	[USB headset] Jabra HSC016: Using the volume keys on this headset is not recommended as they send an unexpected unmute command. It's advisable to use the phone's mute key and volume up/down keys instead.
-	[USB headset] [Jabra Evolve 65] The headset hook key cannot be used to accept an incoming call. Instead, the incoming call can be answered from the phone.
108485	[USB headset] Trying to disconnect/reconnect the USB headset several times may result in the phone becoming 'stuck and may require a reboot.*
108960	If a Skype for Business user moves from pool A to pool B during a call, the call may be dropped after 15 minutes.
109220	If a muted call is put on hold, the mute stops functioning. This behavior is not incorrect but it's different compared to the phone's behavior in version 3.0.1, hence indicated here.

*   A fix for this issue will be available in the next release.

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