AudioCodes High Definition IP Phones Series

400HD Series IP Phones for Microsoft Skype for Business

Version 3.0.4

Microsoft Partner
Gold Communications
Ⓢ Skype for Business

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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
400HD Series IP Phone Administrator's Manual
405HD IP Phone Quick Guide
430HD IP Phone Quick Guide
440HD IP Phone Quick Guide
450HD IP Phone Quick Guide
Huddle Room Solution Quick Setup Guide - 457
Huddle Room Solution Quick Setup Guide - 458
http://www.audiocodes.com/products/huddle-room-solution-hrs
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' 400HD Series IP Phones for Skype for Business Version 3.0.4.

1.1   Overview

AudioCodes' 400HD Series of Skype for Business-compatible IP phones offer enhanced voice quality and clarity for users of Microsoft Unified Communications. The phones' wide range of essential business features, reliability and certified interoperability make them the perfect choice for any Skype for Business deployment, from small businesses up to large multi-site enterprises.

AudioCodes' 450HD IP Phone is the high-end, executive phone model in the 400HD IP Phones Series, delivering high-definition enterprise voice within Skype for Business unified communications environments. The main feature differentiating this model from the other IP phone models in the series is its large (800 x 480), graphical, high-resolution, 5-inch color touch (TFT) screen with an intuitive touch-oriented user interface design. This touch screen user interface enables up to eight Programmable Keys with multi-lingual support. The phone supports Gigabit Ethernet (GbE or 1 GigE). The phone also features support for two USB headsets and an expansion module is in the roadmap.

AudioCodes is a leading Microsoft partner with a complete offering of voice-enabling solutions for the Microsoft Skype for Business Unified Communications market. In addition to IP phones, AudioCodes' portfolio for Microsoft Skype for Business includes Media Gateways, Survivable Branch Appliances (SBA), Enterprise Session Border Controllers (E-SBCs), and Call Recording.

1.2   Specifications

The table below summarizes the software specifications of AudioCodes' 400HD Series IP Phones for Microsoft Skype for Business.

Table 1-1: 400HD Series IP Phones 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.723.1, G.729A/B, G.722 8000 / G.722 16000), SILK 8000/SILK 16000 (405HD GbE / 430HD GbE /440HD/450HD only), LN. ▪ Acoustic Echo Cancelation: G.168-2004 compliant, 64-msec tail length ▪ Adaptive Jitter Buffer 300 msec

Feature	Details
	▪ Voice Activity Detection ▪ Comfort Noise Generation ▪ 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 ▪ Boss Admin (not supported on HRS) ▪ 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) ▪ Paging w/without Barge-in. Configurability of special keys as paging group dials. (Not supported on HRS). ▪ Better Together over Ethernet (BToE) compatible with Microsoft Skype for Business. (Not supported on HRS). ✓ 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.)

Feature	Details
	▪ HotDesk ▪ Call Log is synchronized ▪ Power Saving mode (450HD) Backlight Timeout (all other phones when online) ▪ Malicious call tracing ▪ 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

Feature	Details
	• Traditional Chinese • Hungarian • Japanese • Slovak • Czech • Latvian (contact person information)

405HD Hardware	• **LCD screen:** Graphic LCD (128 X 48)
	• Connectors interfaces:
	  ✔ 2 x RJ-45 ports (10/100/1000 BaseT Ethernet) for WAN and LAN
	  ✔ RJ-9 port (jack) for headset
	  ✔ RJ-9 port (jack) for handset
	• 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 1: IEEE802.3af (optional)
	• Keys:
	  ✔ 4 x softkeys
	  ✔ VOICE MAIL message hotkey
	  ✔ 4-way navigation button with OK key
	  ✔ MENU
	  ✔ REDIAL
	  ✔ HOLD
	  ✔ MUTE
	  ✔ VOLUME control key
	  ✔ HEADSET
	• SPEAKER

405HD 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/
	• These include:
	  ✔ 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 Pro 920 EHS wireless headset
	  ✔ Jabra Pro 9450 EHS wireless headset

430HD and 440HD Hardware	• **LCD screen:** Graphic LCD (132x64) monochrome (a 440HD phone hardware revision featuring an LCD resolution of 256x128 is supported from v2.0.13; a 430HD phone hardware revision featuring an LCD resolution of 256x128 is supported from 3.0.1) • **BLF screen:** Graphic LCD (60x376) monochrome (applies only to the 440HD model)

Feature	Details
	▪ Connectors interfaces:
	✔ 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN
	✔ 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 x softkeys
	✔ 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)
430HD and 440HD 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
450HD Hardware	▪ Large (800 x 480), graphical, high-resolution, 5-inch color touch (TFT) screen with an intuitive touch-oriented user interface design.
	▪ Connectors interfaces:
	✔ 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN
	✔ RJ-9 port (jack) for headset
	✔ RJ-9 port (jack) for handset
	✔ USB interface for USB headset support
	✔ RJ-11 interface for DHSG

Feature	Details

	▪ 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 3: IEEE802.3af (optional)
	▪ Keys:
	  ✔ 8 x softkeys
	  ✔ 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)

450HD 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

HRS Hardware	▪ Large (800 x 480), graphical, high-resolution, 5-inch color touch (TFT) screen with an intuitive touch-oriented user interface design.
	▪ Connectors interfaces:
	  ✔ 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN
	  ✔ RJ-9 port (jack) for speaker
	  ✔ RJ-9 port (jack) for handset
	  ✔ USB interface for USB speaker 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

Feature	Details

	✓ PoE Class 2: IEEE802.3af (optional)
	▪ Keys:
	   ✓ 8 x softkeys
	   ✓ 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)
	▪ HRS speaker / speakers, according to the selected configuration: UC-HRS-457 or UC-HRS-458

1.3   Supported Models

The table below shows the supported AudioCodes 400HD Series IP phone models.

Table 1-2: Supported 400HD Series IP Phone Models

Part Number	Product Description
UC405HDEG	Skype for Business 405HD IP Phone PoE GbE Black 2 Ethernet 10/100/1000 ports, 4 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC405HDEPSG	Skype for Business 405HD IP Phone PoE GbE and external power supply Black 2 Ethernet 10/100/1000 ports, 4 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC430HDE	Skype for Business 430HD IP Phone PoE Black 2 Ethernet 10/100 ports, 18 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC430HDEG	Skype for Business 430HD IP Phone PoE GbE Black 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC430HDEW	Skype for Business 430HD IP Phone PoE White 2 Ethernet 10/100 ports, 18 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC430HDEPS	Skype for Business 430HD IP Phone PoE and external power supply Black 2 Ethernet 10/100 ports, 18 Programmable keys, 132x64 Graphic LCD and Power over Ethernet (PoE)
UC430HDEPSW	Skype for Business 430HD IP Phone PoE and external power supply White 2 Ethernet 10/100 ports, 18 Programmable keys, 256x128 Graphic LCD and Power over Ethernet (PoE)
UC430HDEPSG	Skype for Business 430HD IP Phone PoE GbE and external power supply Black 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 256x128 Graphic LCD and Power over Ethernet (PoE)
UC440HDEG	Skype for Business 440HD IP Phone PoE GbE Black 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 256x128 Graphic LCD, 376x60 BLF LCD and Power over Ethernet (PoE)
UC440HDEWG	Skype for Business 440HD IP Phone PoE GbE White 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 256x128 Graphic LCD, 376x60 BLF LCD and Power over Ethernet (PoE)
UC450HDEG	Skype for Business 450HD IP Phone PoE GbE Black 2 Ethernet 10/100/1000 ports, 800x480 5" Color Touch LCD and Power over Ethernet (PoE)
UC440HDEPSG	Skype for Business 440HD IP Phone PoE GbE and external power supply Black 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 256x128 Graphic LCD, 376x60 BLF LCD and Power over Ethernet (PoE)
UC440HDEPSWG	Skype for Business 440HD IP Phone PoE GbE and external power supply White 2 Ethernet 10/100/1000 ports, 18 Programmable keys, 256x128 Graphic LCD, 376x60 BLF LCD and Power over Ethernet (PoE)
UC450HDEPSG	Skype for Business 450HD IP Phone PoE GbE and external power supply Black 2 Ethernet 10/100/1000 ports, 800x480 5" Color Touch LCD and Power over Ethernet (PoE)
UC-HRS-457	SfB 457 Huddle Room Solution (HRS) IP Phone including one external mid-size speaker and external power supply
UC-HRS-458	SfB 458 Huddle Room Solution (HRS) IP Phone including one external large-size speaker and external power supply

2   Version 3.0.4

⚠️ **Note:** Version 3.0.4 includes firmware build **3.0.4.1264** for the 405HD, 430HD, 440HD and 450HD phone models, and the Huddle Room Solution (HRS).

2.1   What's New in 3.0.4.1264

■ This version introduces a **new sidecar option** for the 450HD phone. With the sidecar, users can enjoy many more speed dials + BLFs. The 450HD can be ordered with or without the sidecar. Main features include:

- Full touch
- High-resolution color screen
- Up to 22 configurable speed dials / BLFs (on top of the eight supported in the phone screen)

■ **New voice dialing capabilities from the phone to any user in the corporate directory**. AudioCodes' 400HD Series of IP Phones is now directly integrated with AudioCodes' Voca services to allow voice dialing to any other user in same corporate directory. To enable the service, the user must add a VocaNOM key, and IT must configure the VocaNOM IP address service on the phone. The caller hears a voice prompt requesting the callee's first and last name. When the service identifies the callee, the phone dials the callee's number just as it does in a regular call. Later, the user can press the REDIAL hard key on the phone and view the call logged in the phone's 'Dialed Calls' just like with any other call. The service is currently available in English and German only.

2.2   Resolved Constraints in Version 3.0.4

Here are the constraints that are resolved in version 3.0.4.

Table 2-1: Resolved Constraints in Version 3.0.4

Incident	Description
109111*	[405/430/440] If a call comes in from the mobile/home phone of a user who is part of the enterprise and that user's mobile/home phone is listed in the organisation's Active Directory, returning a call to them from the Call Log goes to their Skype for Business client rather than to their mobile/home phone.
IPPSFB-2169	[Pool failover] When the primary Front End server is unexpectedly shut down (due to a network issue or power outage), the phone may not sign in to the backup server, or it might take a long time to sign in. When the shut down is performed for maintenance (i.e., software shut down), the phone successfully signs in to the backup server. Furthermore, in all cases, when the primary Front End server is restored, the phone always signs back in.
IPPSFB-3287	[450HD, HRS] If the speaker hard key or the headset hard key is pressed for too long when answering an incoming call, the call may drop.
-	The default dialing option which the phone uses for outgoing calls is the *office number*. If the user selects a contact and then presses the 'Dial' softkey, the phone calls the *office number* found in the contact card. Using the office number rather than "sip:uri" as the default destination when making a call compromises call routing when making calls to (for example) users in Skype for Business federated organizations.
IPPSFB-2759	[450HD] In Boss-Admin handoff scenarios, the OK hard key on the phone does not perform the same functionality as the **Select** softkey.
IPPSFB-3189	[450HD] The 'Location Information' screen under the Device Status menu displays 'Neighbourhood' incorrectly spelled.
IPPSFB-2855	CAP online users encounter an issue related to failover scenarius in Skype for Business environments. The issue occurs when the CAP online user is switched to limited mode.
IPPSFB-3159, IPPSFB-1082	[440HD] In some scenarios, the phone fails to merge PSTN calls in a cloud environment.
IPPSFB-2704	[450HD] In some environments, a phone paired with the BToE application drops the connection and, as a result, BToE is deactivated for few seconds and automatically activated immediately afterwards.
IPPSFB-341	There is no configuration option for a dialing timeout in the Dialing Plan, forcing the user to wait what some consider an unnecessarily long duration (five seconds) for the phone to normalize the destination number after keying the number in and not pressing the **Dial** softkey.
IPPSFB-3287	[450HD, HRS] If the speaker hard key or the headset hard key is pressed for too long when answering an incoming call, the call may drop.
IPPSFB-3503	A conference call from the phone may be dropped when adding a participant if AudioCodes' SmartTAP is enabled.
IPPSFB-2304	The phone cannot dial users who have "-" or "." in the number.
IPPSFB-2992	[440HD/430HD/405HD] The Web Cloud (Office 365) sign-in timeout is incompletely displayed in the phone's screen.
IPPSFB-2576	[Call Log] The phone displays an outgoing call in URI format when making the call from the Call Log using a phone number.
IPPSFB-2968	[CCCP] Muting or unmuting another participant by an online user during a conference call results in incorrect information being displayed on the phone's screen.

Incident	Description
IPPSFB-2961	[IP Phone Manager Pro] The phone rejects REST API messages if the IP Phone Manager Pro username differs in upper or lower case from the phone's local parameter.
IPPSFB-2980	The phone's VoIP application may be reloaded on rare occasions (usually related to the network) due to errors from the DSP module.
IPPSFB-3411	[IP Phone Manager Pro] On rare occasions, phones may be presented in the IP Phone Manager Pro as disconnected.
IPPSFB-2854	[450HD Hot Desking] When reverting from Hot Desking to the host user, a Hot Desking timeout reminder is (unnecessarily) triggered.
IPPSFB-3144	[Skype for Business meeting] The phone does not present the Dial-in number for a scheduled Skype for Business meeting if the number includes spaces.
IPPSFB-157	[Provisioning] During the provisioning process (DHCP Option 160), the phone doesn't flawlessly handle a URL that includes the protocol type (HTTPS, FTP, TFTP, HTTP) in capital letters.
IPPSFB-854	Improvements to the Dutch language interface
IPPSFB-2893	Improvements to the German language interface
IPPSFB-2941	Improvements to the Czech language interface
IPPSFB-935	Improvements to the Japanese language interface
IPPSFB-1071	Improvements to the Portuguese language interface
IPPSFB-2514	Improvements to the Hungarian language interface
IPPSFB-2215	Improvements to the Chinese language interface

2.3   Known Constraints in Version 3.0.4

Here are the constraints known to exist in Version 3.0.4.

Table 2-2: Known Constraints in Version 3.0.4

Incident	Description
-	420HD phone model isn't supported in this version but support is planned for future version releases.
-	HRS does not support Boss-Admin, Better Together over Ethernet (BToE) and Multicast Paging.
106161	[Boss-Admin] A Skype for Business user whose name starts with a small letter and who is configured as Admin, is displayed on the Boss' phone as a URI address rather than with the display name.
106517	[New 440HD Boss-Admin] When there is a crossed delegation, i.e., when Admin 1 is Boss of Admin 2 and Admin 2 is Boss of Admin 1), the Boss doesn't see the call when Admin answers the call.
106254	[New 440HD Boss-Admin] Retrieving a parked call on behalf doesn't appear on the sidecar. If the call is not parked, there is no issue.
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.
106432	[BToE with Delegation] When a video call comes in to the Boss, a paired Admin phone will not ring but can accept the call. This is aligned with Microsoft's BToE implementation of video calls.

Incident	Description
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.
97206	[Boss Admin] When Boss performs a handoff to Admin, Admin cannot transfer the call back to Boss with a single-step Handoff softkey. Call Transfer is possible using the Transfer options.
100827	[Boss Admin] Response Group: A call initiated by Admin on Boss' behalf to Response Group cannot be picked up by Boss.
103573	[Boss-Admin in a conference scenario] The Rosters screen does not indicate if a participant is 'On behalf '.
103572	[Boss-Admin in a conference scenario] Admin can't set up a meeting on behalf of Boss.
101198	[405HD model phone] The Ringtones list in the phone's Web interface is incorrect.
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.
-	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.
-	[440HD Delegated Line Feature] The phone is capable of presenting up to 12 incoming calls on the phone's sidecar. Calls over and above the 13th call will not be managed on the sidecar. They will not be displayed nor will they be capable of being picked up. Even if an index on the sidecar will free up, the call will not occupy the free index. A newly free index will be occupied by the next incoming call.

Incident	Description
-	[440HD Delegated Line Feature] The phone is currently capable of simultaneously handling up to eight calls per line (configured with the 'number_of_calls_per_line' parameter). If eight calls are concurrently managed on the phone, attempting to pick up an additional call will fail. Other phones in the group can still pick up the call.
-	[440HD phone's 'Delegated Line' feature] Simultaneous configuration of this feature (the 440HD phone's 'Delegated Line' feature) and the phone's BToE feature is not supported.
-	[440HD Delegated Line Feature] Accepting, rejecting and resuming calls must be performed using the softkeys or by picking up the handset. They cannot be performed from the audio device keys – speaker/headset.
-	[440HD Delegated Line Feature] On rare occasions, switching between calls displayed in the phone's sidecar, i.e., picking up calls in succession, one after the other, may cause the phone to handle some pickups incorrectly; best practice is therefore to wait five seconds between each pickup to allow the previous action to finish.
-	[440HD Delegated Line Feature] On rare occasions, ending several calls too fast may cause unexpected behavior; best practice therefore is to have a 5-second delay between actions.
-	[440HD Delegated Line Feature] If two phones simultaneously try to pick up two calls held by a certain phone, one of the pickups may fail. Re-attempting to pick up will be successful.
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.
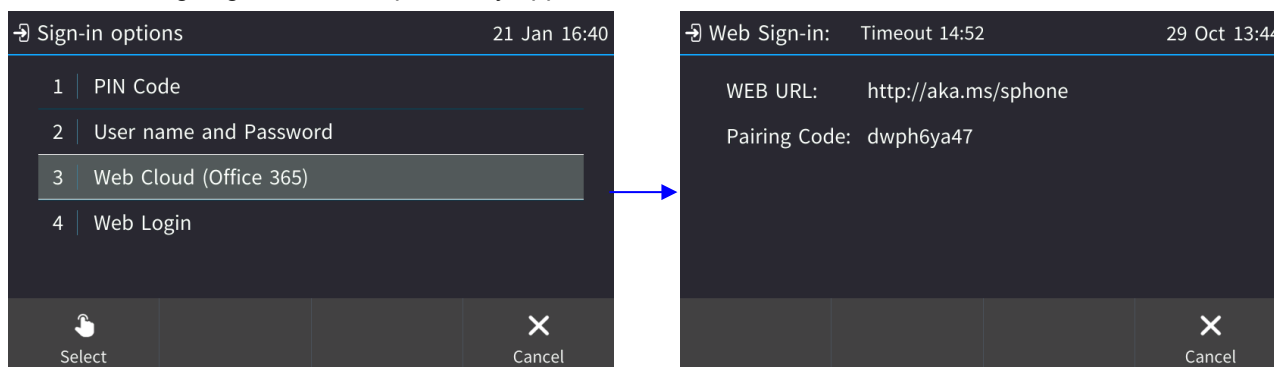
This page is intentionally left blank.

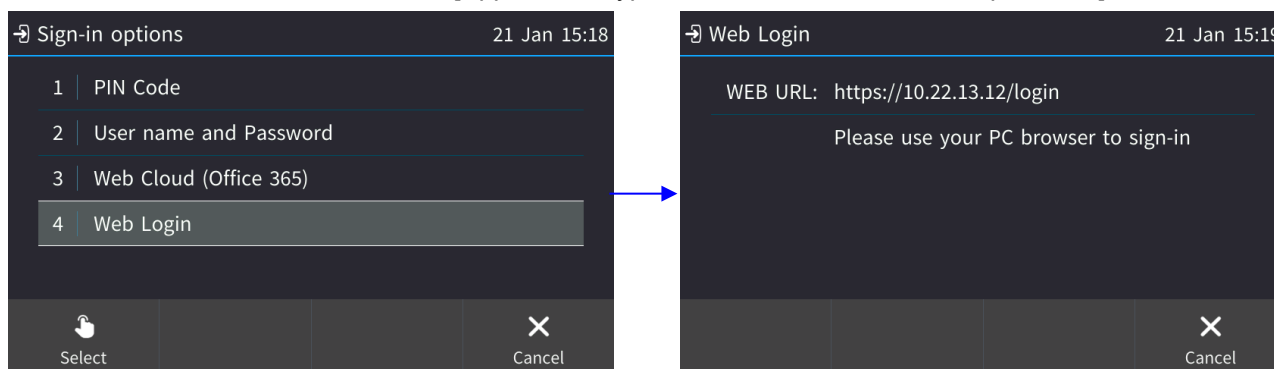# 3 Previous Releases

3.1 What's New in Version 3.0.4

> ⚠ **Note:** Version 3.0.4 includes firmware build **3.0.4.1192** for the 405HD, 430HD and 440HD phone models and firmware build **3.0.4.1192.3** for the 450HD phone model and the Huddle Room Solution (HRS).

■ **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.

Sign-in options	21 Jan 16:40
1 PIN Code	
2 User name and Password	
3 Web Cloud (Office 365)	
4 Web Login	
Select	Cancel

Web Sign-in: Timeout 14:52	29 Oct 13:44
WEB URL: http://aka.ms/sphone	
Pairing Code: dwph6ya47	
	Cancel

> ⚠ **Note:** The name of this sign-in option was previously **Web sign-in**. The option's name was changed to **Web Cloud (Office 365)** in line with Microsoft's recommendations, and to avoid confusion.

■ **Signing in using a new 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].

Sign-in options	21 Jan 15:18
1 PIN Code	
2 User name and Password	
3 Web Cloud (Office 365)	
4 Web Login	
Select	Cancel

Web Login	21 Jan 15:19
WEB URL: https://10.22.13.12/login	
Please use your PC browser to sign-in	
	Cancel

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.

3.1.1   450HD Phone

◼ **Boss-Admin (Delegated Line)**

- Allows a relationship to be established between a boss' phone and an administrative secretary's phone, to streamline office workflow and enhance efficiency.

- Each phone can support up to five Bosses or Admins. One Boss can have up to five Admins. One Admin can have up to five Bosses. A many-to-many configuration is also supported.
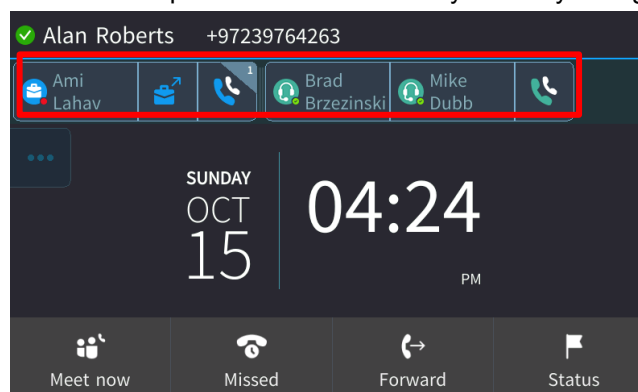
Boss-Admin Icons	Description
	Boss is [L-R] Online | Offline | Busy | Away | Do not Disturb
	Allows Admin to view Boss' calls.
	Admin is [L-R] Online | Offline | Busy | Away | Do not Disturb
	Allows Boss to view calls answered by Admins
	Allows Admin to call on behalf of Boss

- Delegation must be allowed for the user in the environment else configuration will not work. All users must be allowed to configure all users as delegates.

- Call Pick-up:

  ♦ Boss can monitor Admin when Admin is in a call on Boss' behalf

  ♦ Boss can pick up a call from Admin when Admin is in a call on Boss' behalf and has put the call on hold

  ♦ Admin can pick up a call from Boss if Boss puts the call on hold

  ♦ Admin 1 can pick up a call from Admin 2 (if Admin 2 is in the call on Boss' behalf and then puts the call on hold)

  ♦ Admin can forward to Boss' voicemail without picking up Boss' line

■ **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:
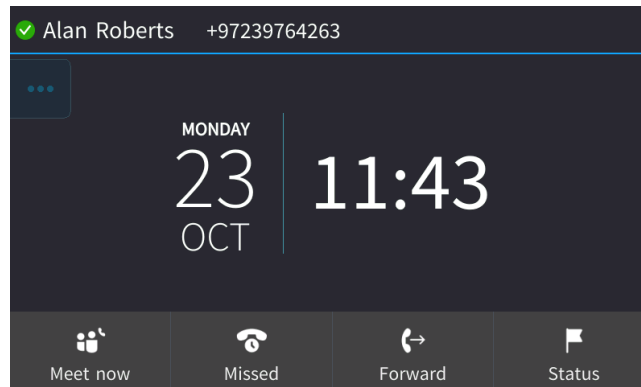
Here're the new-theme softkeys that are displayed in the phone's idle screen:

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.
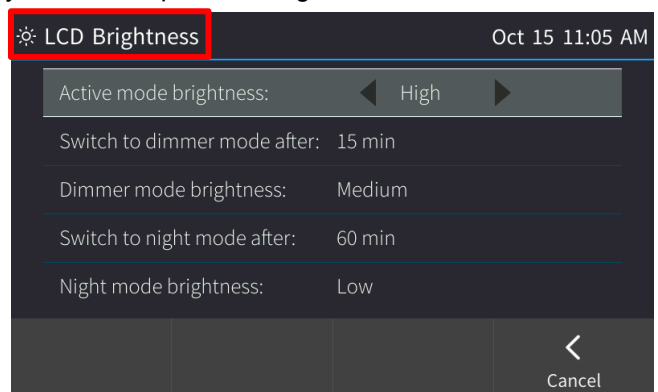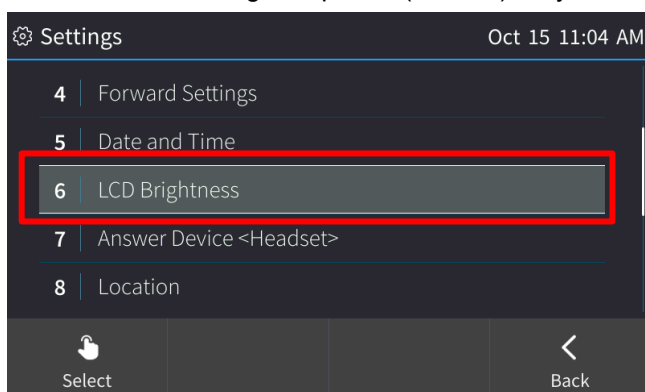
Users can configure a brightness level of High, Medium or Low for Active mode, Dimmer mode and Night mode. By default, the phone enters Dimmer mode after 15 minutes of inactivity; by default, the phone enters Night mode after *another* 60 minutes of inactivity. If the capability to determine working 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.
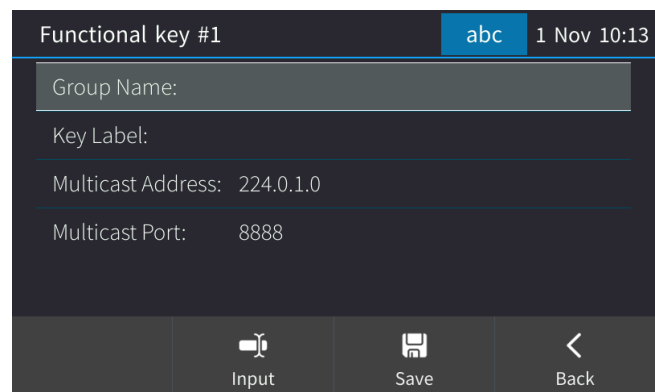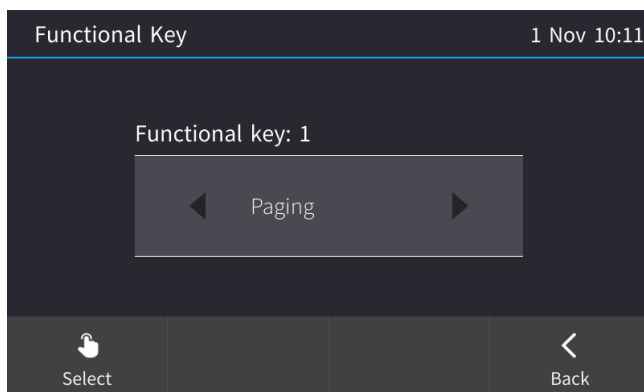
In Skype for Business online, three new inband configuration parameters control Power Saving mode:

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

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

- **Multicast Paging, including Barge-in**. Allows live announcements to be made (paged) from a phone to a group of phones, to notify a team (for example) that a meeting is about to commence at a certain venue. The paged announcement is multicast via a designated group IP address, in real time, on all idle phones in the group, without requiring listeners to pick up their receivers. The name of the group is displayed on phone screens when the paging call comes in. The feature must first be enabled by the network administrator in the phone's Web interface before users can configure a Functional Key for paging on the phone.

Functional Key	1 Nov 10:11
Functional key: 1	
◀ Paging ▶	
Select	Back

Functional key #1	abc 1 Nov 10:13
Group Name:	
Key Label:	
Multicast Address:	224.0.1.0
Multicast Port:	8888
Input	Save	Back

- **Barge-in**. Allows paging calls to interrupt (barge in on) phone conversations that are in progress, without prompting recipients with an option to accept or reject the paging call. When disabled (default), those who are in regular calls when a paging call comes in are prompted in their phones' screens to choose whether or not to accept or reject the paging call. If it's accepted, the regular call is put on hold and the paging call is heard. The feature must first be enabled by the network administrator in the phone's Web interface before users can use it.

3.1.2   All Phones

■ **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.
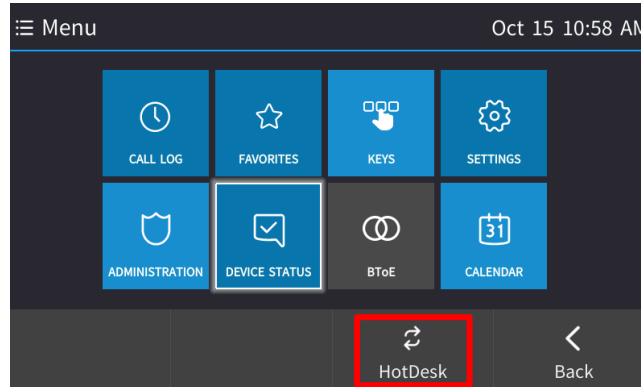
The feature must be enabled on the server by setting parameter *EnableHotDesking* to 'True'. When the HotDesk user signs out or if the phone stays in idle state longer than the HotDesk timeout defined on the server, the phone automatically returns to its original user and state; its configuration and 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 is capable of finding its home server URL for a specific Skype for Business account, based on user credentials. It is specially 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:
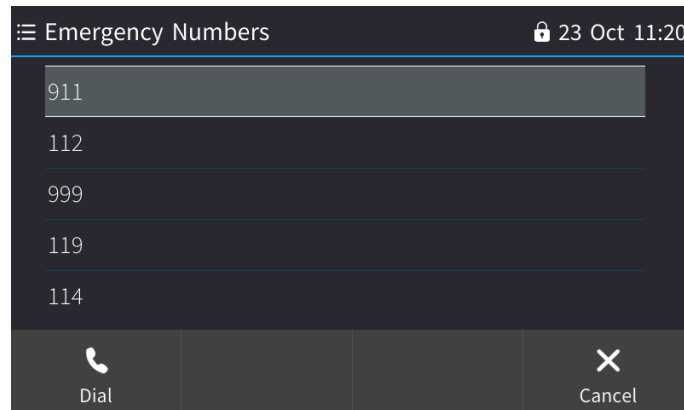
If the phone locks, emergency numbers will still be available and dialable via a new **Emergency** softkey that is displayed after the lock takes effect.
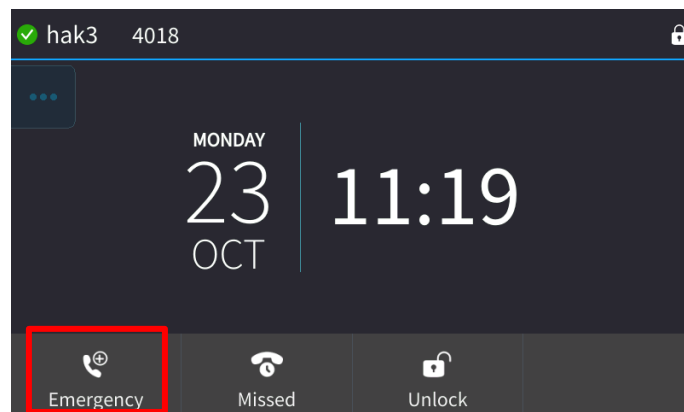
■ **Save/restore personal settings via IP Phone Manager Pro version 7.4** [Phase 1]. The phone automatically saves personal configuration performed by the user, on the IP Phone Manager Pro. In this release [Phase 1], only settings performed on the Function Keys, such as Speed Dials, or any other function 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.
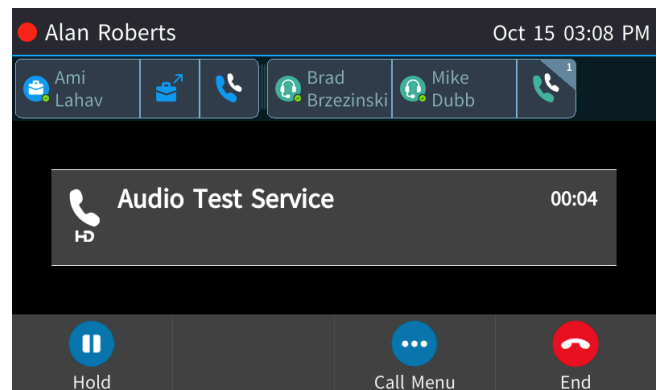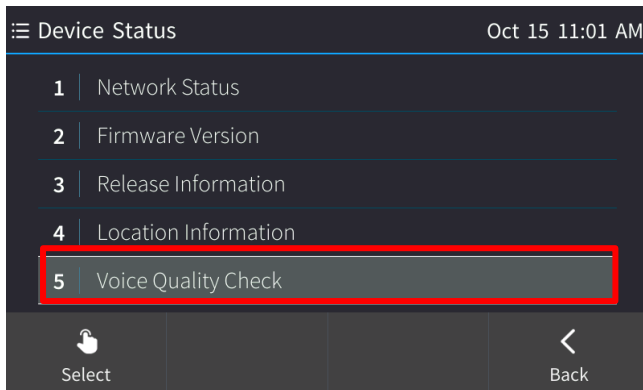
If selected, the user is invited to "Record a short message after the tone then wait to hear how you sound".

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.
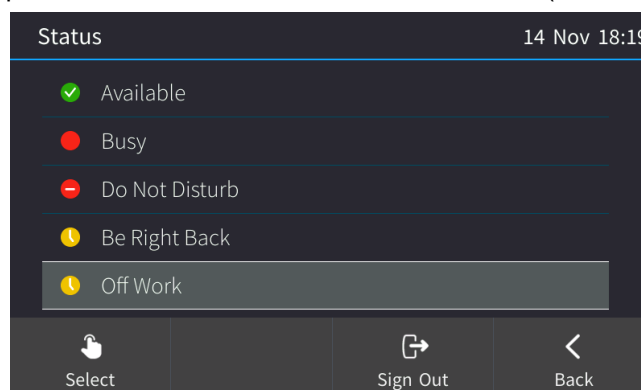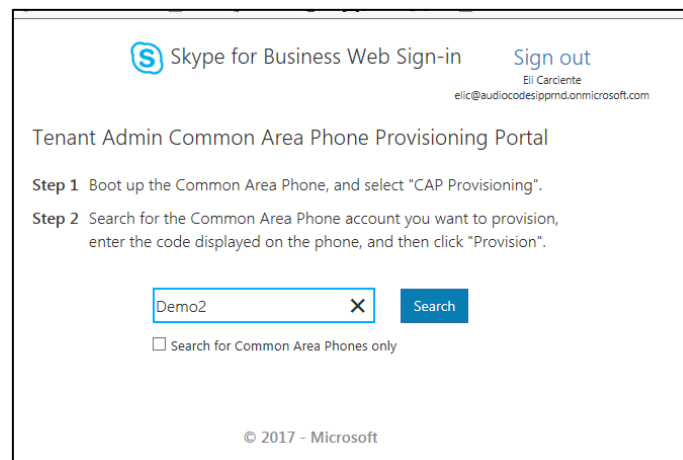

- Blind Transfer places the remote party on hold while the transfer is performed.
- **Common Area Phone (CAP) online support**. Phones can now be defined as CAPs when using a cloud PBX. Defined *per physical phone* rather than *per user*, a CAP requires a special sign-in method called 'CAP provisioning',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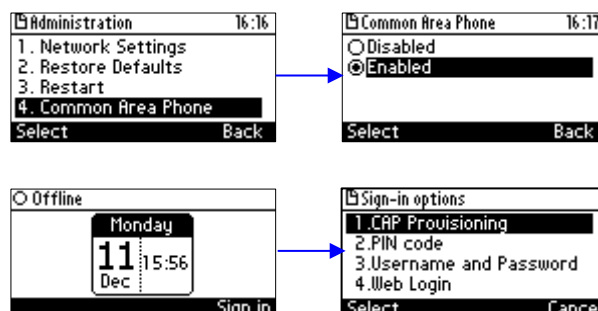
A URL and Pairing Code are displayed:
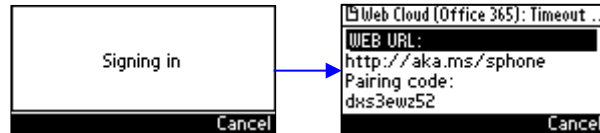
The administrator points the browser to the URL, signs in to Office 365 and locates the phone.
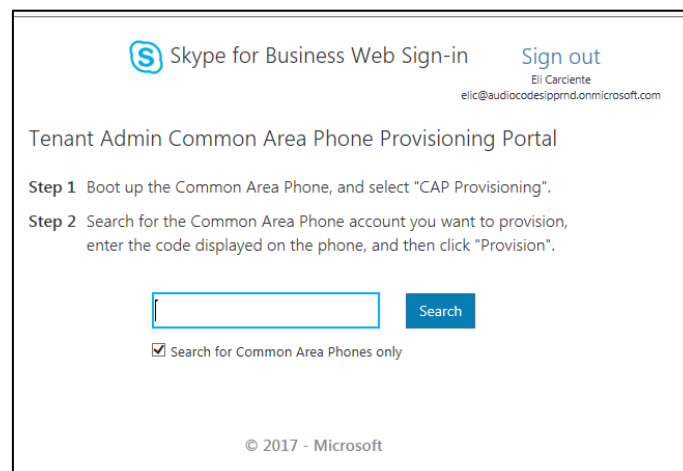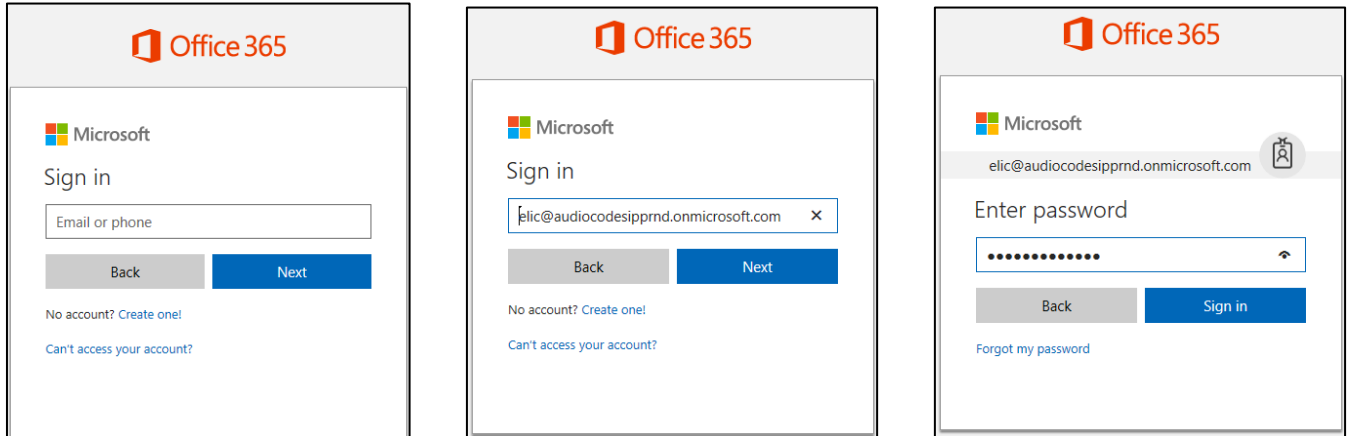
The administrator enters the Pairing Code in the Microsoft web page and clicks **Provision**.

Sign-in to Microsoft's Cloud PBX is performed.
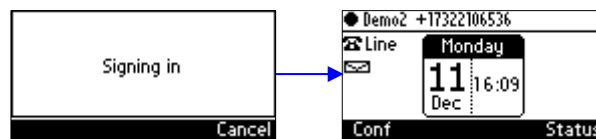
- ■ **Viewing presence status when making an outgoing call**. Allows participants to view the called party's presence status when making an outgoing call. In the screen below, for example, the caller can see that the presence status of the called party (Donald) is 'Be right back'.
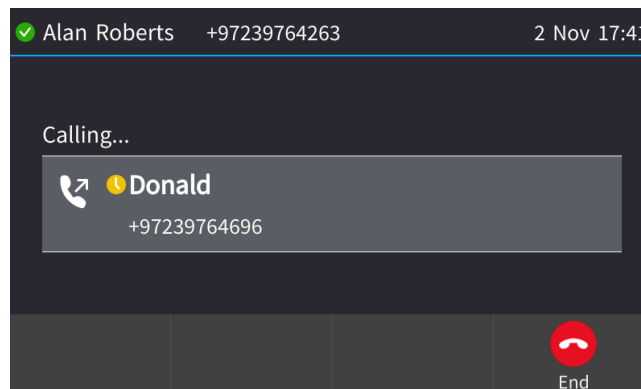
- ■ **AudioCodes Huddle Room Solution (HRS)** turns virtually any space into a meeting room. Designed to audio-enable huddle rooms and small group meeting spaces with advanced capabilities in a powerful, yet simple and cost-effective package. Centralized management helps lower operational costs. Scalability: Six to up to 15 users. Fully integrated with Microsoft Skype for Business.

  - • Two available product flavors:
    - ♦ UC-HRS-**457**: AC-HRS main control unit with one 457 HRS speaker designed for smaller-sized huddle rooms seating up to six participants (2m/6ft distance from each participant to the 457 speaker). USB audio connectivity.
    - ♦ UC-HRS-**458**: AC-HRS main control with one 458 HRS speaker designed for larger-sized huddle rooms seating up to 15 participants (5m/16ft distance from each participant to the 458 speaker). USB audio connectivity.

  The HRS's default audio device is the external speaker/s connected to the phone. The phone unit's speaker hard key is disabled. The phone's integral speaker is consequently disabled. Only the external speaker and the handset provide audio capability in the HRS.

  - • Large, full-color touch screen for meeting control
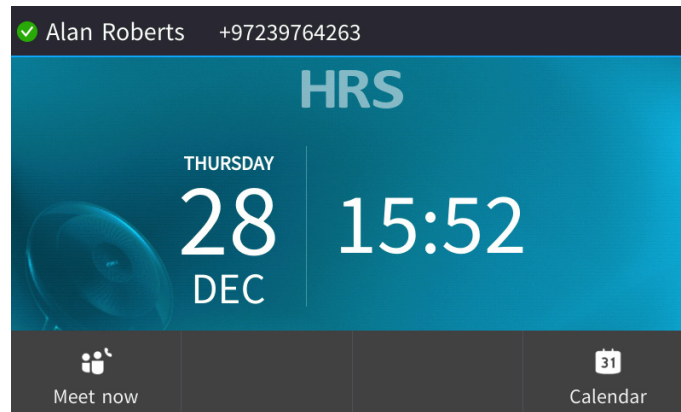
♦ Idle screen specially designed for conference rooms facilitates the simple addition of remote participants in a familiar Skype for Business meeting management experience.

Meet Now softkey

Calendar softkey

The solution provides **full management control over the speaker**

Prompts in the phone screen alert to a disconnected speaker cable (for example)

Comprehensive **HRS software upgrade** can be performed via the Web interface or EMS

- Feature-rich conferencing management:
  ♦ **Initiate a conference and add a participant to a meeting** through the 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 phone** which features the speaker's functionalities (volume down, volume up, mute, answer call, end call, etc.). Every operation performed on the phone unit is automatically synced with the external speaker and vice versa. Participants can optionally operate the speaker locally.

- **Full HRS management capability through AudioCodes' management utilities** (**Web interface**, **IP Phone Manager**) which enable 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 phone screen to notify conference participants in the huddle room
  ♦ An alarm is sent to the IP Phone Manager informing the remote network administrator that an issue related to speaker connectivity has occurred. (Calls can only be made using the handset; the phone's integral speaker is disabled).

- **Power Saving mode**. Identical to the Power Saving mode on the 450HD phone. See here for detailed information.

3.2   Resolved Constraints in Version 3.0.4

Here are the constraints that are resolved in version 3.0.4.

Table 3-1: Resolved Constraints in Version 3.0.4

Incident	Description
105106	[Web Sign-in] When using the phone's Web interface to perform Web sign-in, cancelling the operation via the Web is not reflected correctly on the phone's screen.
106716	[Voice Mail] The LED lights up to present a new voice message, but it may take few minutes for the envelope icon to be displayed on the phone's screen.
101224	Accessing the phone's Web interface with HTTPS via Internet Explorer requires TLS 1.2 support. TLS 1.2 can be set in Internet Explorer via Tools > Internet Options > Security tab. If TLS 1.2 cannot be supported, the Chrome browser can be used instead of Internet Explorer.
107433	System/password is not saved when set via provisioning.
105845	The phone doesn't use the minimum and maximum media ports given by the Skype for Business server.
105058	The phone keeps displaying the Time Zone screen regardless of the GMT offset setting given by the DHCP server.
101944	The phone's tone level parameter is set to its maximum value when the phone is restored to its default settings.
101158	[IP Phone Manager Pro] When the phone performs sign-out, the phone's status in IP Phone Manager Pro is not updated.
106747	The phone will not display the *time_zone* popup after it is restored to default settings if DHCP Option 2 (Time Offset) is not configured.
103775	Even though parameter *headset_only* is enabled, incoming calls can be answered with the speaker.
106622	[Device Lock] [405HD]: The phone plays a long keypad tone when pressing on a digit in a call while the phone is in locked state.
106324	[Visual Voice Mail] VVM cannot be played when the phone is in an active call.
105640	The display name in the upper left corner of the phone screen sometimes disappears.
105106	[Web Sign-in] Canceling Web Sign-in via the phone's Web interface does not reflect correctly on the phone's screen.
105064	[Web Sign-in] A dark line appears in the phone's Web sign-in pair code screen.
104218	Consultative Transfer is unsuccessful when the phone is occupied with eight calls.
104213	CDP packets are sent even though 'LLDP Only' mode is configured.
105575	Russian language: The 'Emergency numbers' string is too long; it eclipses other fields.
108839	[Web Sign-in] The sign-in process may take more than 10 minutes.
108773	[IP Phone Manager Pro] The phone may be shown as disconnected from the server due to a short timeout of the REST_API keepalive waiting response.
108764	[IP Phone Manager Pro] The phone may be shown as disconnected from the server since the REST_API keepalive is sometimes not sent by the phone.
108660	The network shuts down for several hours causing phones that were signed in using PIN and Extension Number, to be signed out, since they stop retrying to sign in.

Incident	Description
107478	[IP Phone Manager Pro] The phone fails to create a REST_API connection to IP Phone Manager Pro via HTTPS.
107227	The phone reboots to start an unnecessary provisioning process, even though it doesn't get a cfg or image file from a provisioning server.
108381	When using Boss Admin, performing a Transfer using a Speed Dial does not function.
107669	Call duration on the phone screen continues counting up after the phone sends a BYE, due to a missing ACK from One Voice 365.
107271	Calling an IVR in order to access a colleague's voice account fails because DTMF detection is not working.
108454	[405HD] Redialing to a "NON DID" number (number with a different extension) from the Call Log list fails.
108465	[405HD] Ring volume cannot be reduced to Mute.
108450	[405HD] The mute icon is not displayed in the phone screen if the mute hard key on the phone is pressed during a conference call.
108768	[440HD] The phone cannot dial users whose phone numbers contain "-" or ".".
108638	[440HD/405HD] [Canceling sign-in] The phone returns to the incorrect screen (sometimes displaying DnD) after sign-in is canceled.
106703	[400HD Series except 450HD] Japanese language improvements
108305	[HRS] The LED in the upper right corner of the phone lights up blue and stays lit blue after disconnecting and then reconnecting the HRS speaker.
108524, 108734	A call is sometimes disconnected and the phone gets stuck when accepting a call from an Auto Attendant environment.
108580	The phone may accept incoming non-TLS calls.
108597	[Resiliency] Calls are disconnected when performing a server shutdown.
108380	The normalization rules buffer cannot accept a string larger than 4096 bytes.
108145	User credential passwords longer than 32 characters are not supported.
108689	A voice delay of up to five seconds may occur when answering a PSTN call, when the first media packet is a Comfort Noise packet.
108945	[450HD] DTMF "bar" is located on top of the screen instead of on top of the softkeys.
108667	[450HD] [Call Log synchronization]: Presence status is not displayed when making an outgoing call.
106462	[450HD] An incorrect name is displayed on the screen when making/receiving Federate calls.
106383	[450HD] Semi Attendant transfer fails when at least one additional phone (besides the 450HD) is signed in with the same username.
108511	[450HD] Call Forward to a number does not succeed when a stored contact number has an extension.
108523	[450HD] Call Log synchronization: The phone cannot successfully redial a Federate call from the phone's Call Log.
108677	[450HD] The phone's Call Log synchronization feature cannot be disabled (it's required for backward compatibility purposes).
108360	[450HD] A search for a contact results in a double line if the OK softkey is touched during the search process.

Incident	Description
108366	[450HD] A phone that is signed in with a CAP on-premises user may reboot after touching the HotDesk softkey and as a result, the HotDesk user will be signed out.
108265	[450HD Visual Voicemail] The phone displays an incorrect number of read messages after indicating messages as read or unread.
IPPSFB-3287	[450HD, HRS] A call may drop if the speaker hard key or headset hard key is pressed for too long when answering an incoming call.
108787	The user is sometimes not notified when they add or remove another user to a Favorites list from the Call Log.
105076	An incorrect name is displayed in the Call Log when the call was forwarded to voicemail.
106618	The Hold softkey is missing when the phone is in held state.
108463	Busy on Busy: Junk characters are added to the New Call screen when the phone gets an incoming call while it's in a call.
108520	Call admission control (CAC) does not function well (the re-route to the PSTN does not work).
108980	The length of the Call Log (Redial, Received Calls and Missed Calls) is limited to 20 entries.
108651	[IP Phone Manager Pro] REST API Keep Alive fails when using HTTPS and as a result, the phones are not displayed in the IP Phone Manager Pro.
108211	BLF presence is sometimes not updated.
108769	[Device Lock] The phone cannot transfer a call via the Contacts directory if it receives the incoming call after it locks.
106602	[450HD] Phone A doesn't return to idle when Phone B ends the call in a Federation station.
109107, 108543	[450HD] [BToE video] Incoming video continues being displayed on the phone screen and requires a reboot to remove it.
109168, 108897	[HRS] The HRS sometimes does not configure the voice VLAN correctly.
109208	[USB headset] The mute button doesn't work with the Plantronics Voyager Legend Bluetooth headset.
108764	[IP Phone Manager Pro] In some cases, if the network goes down for a while, the phone does not send a REST API Keep Alive and the IP Phone Manager Pro reports that phone's state is 'Disconnected'.
100828	[Boss Admin] Response Group: An incoming call from Admin (on behalf of Boss) appears in Response Group agent's phone screen as a regular call and not as a Response Group call.
106815	[Boss-Admin] A second pickup is sometimes unsuccessful, i.e., if Admin picks up a Boss call and then Boss tries to pick up the call back.
107455	To successfully upload the configuration file manually via the Web interface, the user must first delete the line *system/type=HRS*.
109390	'Missed call' is translated incorrectly into Japanese.
107407	[440HD/405HD] [**Viewing presence status when making an outgoing call**] User presence for a second outgoing call is not displayed.
107330	In some cases, when a phone recovers from a network failure, the phone's BLF displays only extension numbers and not usernames-presence statuses.
109318	[450HD] In some cases, when phone recovers from a network failure, it connects the Exchange but cannot find the Calendar and then displays the message 'No Calendar found'.

Incident	Description
109149	[Boss-Admin] When Boss picks up a call held by Admin, they see an incorrect message: 'On behalf of: Boss'
109036	Hungarian language improvements.
107949	German language improvements.
107703	Chinese language improvements.
108989	A call may result in one-way voice if the first received media packet from the remote party is a Comfort Noise packet.
109154	[405HD/430HD/440HD] The 'Hold' softkey is not displayed when the phone is busy with two or more calls and is then put on hold by one of the remote phones.
109391	[450HD] The configuration file can be updated through auto provisioning but not through the Web interface.
103574	Electronic Hook Switch (EHS) headset is currently not supported on the HRS phone.
109021	[USB headset] Sometimes, noises may be heard during a call through the USB headset.
108888	[Conference Call] If a user holds a muted call and then resumes with the conference, the mute LED on the phone does not show the correct state but the call remains muted as it should be.
109574	A phone configured in a Response Group Service (RGS) demonstrates constraints when issuing a 'new call' while an incoming call is answered by another phone in this RGS.
109507	[450HD] The **Transfer** hard key cannot be configured for Consultation Transfer. The phone reverts to the default Blind Transfer.
106944	[450HD] [Common Area User] The voicemail LED on the phone is illuminated red after a CAP user signs in.
109502	BToE conference fails if a call is made to a PSTN user from the PC client and then after that an attempt is made to establish a conference via the phone with this PSTN user and another local user.
109480	[450HD] [Boss-Admin] The phone displays incorrect information when Admin answers a call on behalf of Boss.
109291	[450HD] A call may unexpectedly be ended.
109283	[450HD] On rare occasions, the phone re-initiates its VoIP application.

3.3 Known Constraints in Version 3.0.4

Here are the constraints known to exist in Version 3.0.4.

Table 3-2: Known Constraints in Version 3.0.4

Incident	Description
-	420HD phone model isn't supported in this version but support is planned for future version releases.
-	HRS does not support Boss-Admin, Better Together over Ethernet (BToE) and Multicast Paging.
106161	[Boss-Admin] A Skype for Business user whose name starts with a small letter and who is configured as Admin, is displayed on the Boss' phone as a URI address rather than with the display name.
106517	[New 440HD Boss-Admin] When there is a crossed delegation, i.e., when Admin 1 is Boss of Admin 2 and Admin 2 is Boss of Admin 1), the Boss doesn't see the call when Admin answers the call.
106254	[New 440HD Boss-Admin] Retrieving a parked call on behalf doesn't appear on the sidecar. If the call is not parked, there is no issue.
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.
106432	[BToE with Delegation] When a video call comes in to the Boss, a paired Admin phone will not ring but can accept the call. This is aligned with Microsoft's BToE implementation of video calls.
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.
97206	[Boss Admin] When Boss performs a handoff to Admin, Admin cannot transfer the call back to Boss with a single-step Handoff softkey. Call Transfer is possible using the Transfer options.

Incident	Description
100827	[Boss Admin] Response Group: A call initiated by Admin on Boss' behalf to Response Group cannot be picked up by Boss.
103573	[Boss-Admin in a conference scenario] The Rosters screen does not indicate if a participant is 'On behalf '.
103572	[Boss-Admin in a conference scenario] Admin can't set up a meeting on behalf of Boss.
101198	[405HD model phone] The Ringtones list in the phone's Web interface is incorrect.
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.
-	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.
-	[440HD Delegated Line Feature] The phone is capable of presenting up to 12 incoming calls on the phone's sidecar. Calls over and above the 13th call will not be managed on the sidecar. They will not be displayed nor will they be capable of being picked up. Even if an index on the sidecar will free up, the call will not occupy the free index. A newly free index will be occupied by the next incoming call.
-	[440HD Delegated Line Feature] The phone is currently capable of simultaneously handling up to eight calls per line (configured with the 'number_of_calls_per_line' parameter). If eight calls are concurrently managed on the phone, attempting to pick up an additional call will fail. Other phones in the group can still pick up the call.
-	[440HD phone's 'Delegated Line' feature] Simultaneous configuration of this feature (the 440HD phone's 'Delegated Line' feature) and the phone's BToE feature is not supported.
-	[440HD Delegated Line Feature] Accepting, rejecting and resuming calls must be performed using the softkeys or by picking up the handset. They cannot be performed from the audio device keys – speaker/headset.
-	[440HD Delegated Line Feature] On rare occasions, switching between calls displayed in the phone's sidecar, i.e., picking up calls in succession, one after the other, may cause the phone to handle some pickups incorrectly; best practice is therefore to wait five seconds between each pickup to allow the previous action to finish.
-	[440HD Delegated Line Feature] On rare occasions, ending several calls too fast may cause unexpected behavior; best practice therefore is to have a 5-second delay between actions.
-	[440HD Delegated Line Feature] If two phones simultaneously try to pick up two calls held by a certain phone, one of the pickups may fail. Re-attempting to pick up will be successful.
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.

Incident	Description
-	[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.
109111*	[405/430/440] If a call comes in from the mobile/home phone of a user who is part of the enterprise and that user's mobile/home phone is listed in the organisation's Active Directory, returning a call to them from the Call Log goes to their Skype for Business client rather than to their mobile/home phone.
IPPSFB-2169	[Pool failover] When the primary Front End server is unexpectedly shut down (due to a network issue or power outage), the phone may not sign in to the backup server, or it might take a long time to sign in. When the shut down is performed for maintenance (i.e., software shut down), the phone successfully signs in to the backup server. Furthermore, in all cases, when the primary Front End server is restored, the phone always signs back in.*

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

3.4 Version 3.0.1

> **Note:** Version 3.0.1 includes the following firmware builds:
> - **3.0.1.322** (all 400HD Series IP Phones except the 450HD phone)
> - **3.0.1.89.392** (only the 450HD phone)

3.4.1 What's New in Version 3.0.1

- **Cloud PBX Web Sign-in, a.k.a. Device Pairing - connectivity to Microsoft's Cloud PBX**, Microsoft's cloud-hosted version of enterprise voice. AudioCodes' IP phone features a sign-in option allowing users to connect to Microsoft's Cloud PBX: **Web Sign-in**.
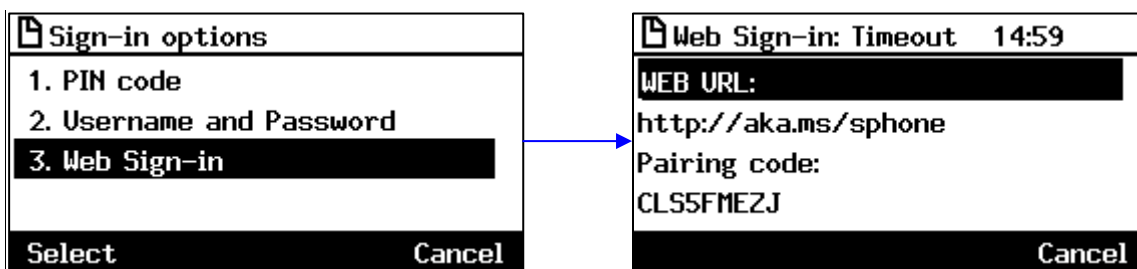
> **Note:** This sign-in option applies only to Microsoft Cloud PBX users

  The option exempts users from having to laboriously key in their user name and password using the phone keypad in order to sign in. If the option is selected, a URL and a Pairing Code are displayed, as shown in the figure above. Users must then point their browser to the URL and enter the Pairing Code in the Microsoft web page. Sign-in to Microsoft's Cloud PBX is then performed.

- **Capability to add and delete contacts to/from Skype for Business 'Favorites'**. Users can add a person to the Favorites group after (for example) a call with the person is logged. A maximum of 1,000 people can be added. Users can delete the added person if necessary.

- **Join Meeting Enhancement**. With this version, users can enjoy a 'join' option for online meetings even if the TNEF option is disabled on Exchange; Exchange enables sharing information between federated parties; by default, the sharing option is disabled (TNEF = disabled); the phone relies on the Join Skype Meeting link in the calendar meeting request. The join link is usually found in the body of a meeting request. However, the phone depends on this link to be present in the MAPI properties of the message. When this meeting request is sent to remote organizations (Skype for Business federated partners), the remote organization's phone by default will not show the meeting join link in the calendar because Outlook and Microsoft Exchange do not use Transport Neutral Encapsulation Format (TNEF) to package information for sending messages across the Internet. TNEF, which encapsulates MAPI message properties, is by default disabled for messages sent externally from an Exchange organization.

■ **Secured connection to IP Phone Manager**. The connection between the phone and the IP Phone Manager can now be fully secured using HTTPS.

> ⚠️ **Note:** To increase the security level, it's advisable to block any HTTP connection using the configuration file parameter *security/web/https_only*.

■ **New Boss-Admin experience exclusive to 440HD**. Boss and Admin can utilize the 440HD sidecar to present active and held calls in the queue.

- Admin can see each Boss queue on the sidecar
- Boss can see all Boss calls in the queue on the sidecar
- A mix of Admin and Boss can be also used in this mode
- Users can still use the sidecar for Speed Dial/BLF. The upper sidecar key allows users to switch between BLF and Boss/Admin queues.

■ **Boss Privacy mode**. Conceals a remote caller's ID from the Admin's (delegate's) phone in order to protect their Boss's privacy. The feature is disabled by default; the network administrator can enable it. The feature applies to the phone's sidecar and to the Call List in the phone's screen.

■ **BToE default pairing mode** is now automatic. As of this version, the default BToE pairing mode is *automatic*. Using the *manual* pairing option requires changing the phone's configuration. The new default pairing mode allows users to derive maximum benefit from the BToE feature.

> ⚠️ **Note:** As a result of this change (BToE default pairing mode now Automatic), the **BToE** softkey is no longer displayed after pressing the MENU hard key.

■ 450HD phone's idle screen now displays both Function Keys (i.e., Speed Dial/BLF) and Delegates (i.e., delegated users):
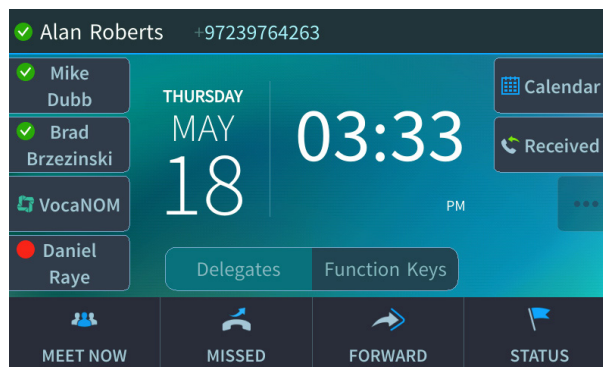
■ **Pause dialing**[1]. Pause dialing can be configured for a Speed Dial in order to create a time break, typically needed when configuring a Speed Dial to dial a destination extension number that is behind an Interactive Voice Response (IVR) system.

■ **Enhanced Visual Voicemail (VVM)**. The phone updates the MWI LED and the number of messages even if the configuration between Exchange and Skype Online has not been performed correctly. This is relevant to users whose Skype or Exchange is online.

■ **Users can make new calls during incoming calls**[1]. This feature is now supported on all phone models.

■ **Headset ringer activated on incoming calls**[1]. The headset plays a ringer when calls come in, in addition to the phone's ring.

■ **New language support**. Korean is now supported on the 405HD phone.

■ **Improved debugging**[1]. DSP Packet Recording can be enabled on the fly, without requiring the network administrator to reset the phone.

- **Ability to change the DTMF level**. Network administrators can now change the DTMF level with a new configuration file parameter *voip/audio/gain/dtmf_tone_signal_level*.

- **Improved Common Area phone**. The DND (Do not Disturb) key and the Call Forward key were removed from the Common Area phone's menus to prevent Common Area phone users from making the phone 'unavailable'.
  For **backward compatibility**, a new 'voip/common_area/enhanced_mode' parameter can be set to **0** to allow Common Area phone users to be able to view the Call Forward key if necessary.

- **Improvement to the 'Locking / unlocking a paired phone' feature**. Starting from this release, **a paired phone is automatically locked 10 seconds after the PC with which it is paired, is locked**. If the user continues using the phone within 10 seconds after the PC is locked, the phone is locked 10 seconds after being in idle state. In version 3.0, when the user locked the paired PC, the phone was locked after a timeout preconfigured in the Skype for Business server lapsed. If the user's phone was automatically paired (by connecting its PC port to the PC/laptop 'behind' it) and if the PC/laptop was active (not locked), the phone could not be manually locked. The user could manually lock it only after locking the PC/laptop.

- The phone in a Response Group plays a beep shortly after the agent answers, indicating that the call has been connected, that the agent can start talking and that the other side will hear the agent. Until the beep is played, a fleeting delay may occur during which the other side won't hear the agent.

- The Calendar can now be enabled or disabled from the phone's screen via Menu > Settings > Calendar.

3.4.2   Resolved Constraints in Version 3.0.1

The table below shows the constraints that were known to exist in previous releases but which are now resolved in Version 3.0.1.

Table 3-3: Resolved Constraints in Version 3.0.1

Incident	Description
105871	[USB headset] Sometimes there is a voice delay on the second call.
105922	Delegate settings are removed from the Skype user if Call Forward is disabled from the phone.
104727	ToS (Type of Service) default value was set to 0xA0.
99962	[Presence] The phone sometimes shows status as 'Away' when the user is in fact available.
106086	[Multi-Party Skype for Business Remote Conferencing] Meet Now/Join does not function with extensions that are not in E164 format.
104851	[Multi-Party Skype for Business Remote Conferencing] The participant can unmute themselves when the conference host presses Mute All when the participant's status is 'Mute'.
103803	[Multi-Party Skype for Business Remote Conferencing] Phones added to the conference fail to mute themselves.
105796	The phone's user interface occasionally gets stuck on the registration message and cannot recover after pool failover. Occurs only to users who are signed in with extension number and PIN code.
102259	[EHS] No audio on Electronic Hook Switch (EHS) can be heard when answering an incoming call using the headset key.
106031	[Response Group] Attended transfer to Response Group fails.
106155	[Device Lock] 440HD phone's sidecar keys can be configured when the phone is locked.
104733	The phone doesn't support DHCP Option 42 and Option 4 (Time server) which is set with hostname. When DHCP is set with IP address, the phone successfully acquires its IP address from DHCP).

Incident	Description
103541	The phone displays an incorrect time format when the time format is set to **12h** and the date format is set to **American**.
104465	[Transfer] Semi-attendant transfer fails when pressing the TRANSFER hard key on the phone instead of the **Dial** softkey.
104147, 104580	[Transfer] The **Transfer** softkey is missing when the phone is configured for semi-attendant transfer.
104672	[Transfer] Semi-attendant transfer cannot be performed with the 'New Call' option.
104927	[USB headset] Voice may not be heard when switching audio device from headset to speaker.
104469	[Boss-Admin] Admin can't make a blind transfer to the Boss from Admin's own directory.
104992	The phone removes the held far-end user from other AudioCodes phone during a call shuffle (when switching between two calls).
103883	The handset/speaker/headset volume is not saved after restarting the phone.
104728	Users who sign in with PIN code cannot perform a search for a contact in the Corporate Directory.
104539	[Paging] A paged call can be ended only by pressing the **End** softkey or by on-hooking the handset. Pressing the speaker hard key does not end the paged call.
103640	In a conference call, when the phone performs a far mute, an unmute, and then a far mute, the popup message 'A presenter has muted you' is not displayed on the far phone.
103995	[405HD model phone] Korean Language is not yet supported in this version release.
100705	[USB headset] Occasionally, the phone's user interface performs slowly.
107004	[USB headset] Incorrect volume scale for some USB headset types.
107101	[USB headset] The Plantronics headset becomes unresponsive after several clicks on the new **Call/Disconnect** button.
107100	[USB headset] The Plantronics headset does not receive a dial tone the first time a new call is initiated from the headset controller.

3.4.3   Known Constraints in Version 3.0.1

The table below shows the constraints known to exist in Version 3.0.1.

Table 3-4: Known Constraints in Version 3.0.1

Incident	Description
-	420HD IP phone does not support: ▪ Exchange integration (Calendar) ▪ Visual Voice Mail ▪ Outlook contacts and Skype for Business 'Favorites' contacts
-	450HD IP phone does not support: ▪ Boss-Admin ▪ Multicast Paging Support for these is planned for forthcoming 450HD releases.
106815	[Boss-Admin] Second pickup sometimes fails, i.e., if Admin picks up a Boss call and then Boss tries to pick up the call back).
106161	[Boss-Admin] Skype user whose name starts with a small letter and configured as Admin, it's displayed on the Boss phone as a URI address rather than with the display name.
106517	[New 440HD Boss-Admin] When there is a crossed delegation, i.e., when Admin 1 is Boss of Admin 2 and Admin 2 is Boss of Admin 1), the Boss doesn't see the call when Admin answers the call.
106254	[New 440HD Boss-Admin] Retrieving a parked call on behalf doesn't appear on the sidecar. If the call is not parked, there is no issue.
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.
106432	[BToE with Delegation] When a video call comes in to the Boss, a paired Admin phone will not ring but can accept the call. This is aligned with Microsoft's BToE implementation of video calls.
105172	[Skype for Business 'Favorites'] Only the SIP URL is added to 'Favorites' when adding a contact from the Personal Directory or from Outlook.
104326	[Skype for Business 'Favorites'] The phone does not retrieve Outlook contacts from On Premises Exchange servers.
105106	[Web Sign-in] When using the phone's Web interface to perform Web sign-in, cancelling the operation via the Web is not reflected correctly on the phone's screen.
106716	[Voice Mail] On the 405HD model phone, the LED lights up to present a new voice message, but it may take few minutes for the envelope icon to be displayed on the phone's LCD screen.
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.

Incident	Description
-	[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 this is 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.
96650	[Boss Admin] When the Boss configures an Admin user, the phone's LCD displays the Admin's username instead of the Admin's regular name.
97206	[Boss Admin] When Boss performs a handoff to Admin, Admin cannot transfer the call back to Boss with a single-step Handoff softkey. Call Transfer is possible using the Transfer options.
100454	[Boss Admin] The list in the Dialed Calls screen, shown after pressing the REDIAL key, is incorrect after a call to Boss is made and the call is answered by Admin. When the caller presses REDIAL, they see Admin's phone number instead of Boss'.
100827	[Boss Admin] Response Group - A call initiated by Admin on Boss' behalf to Response Group cannot be picked up by Boss.
100828	[Boss Admin] Response Group - Incoming call from Admin (on behalf of Boss) appears in Response Group agent's phone LCD as a regular call and not as a Response Group call.
103573	[Boss-Admin in a conference scenario] The Rosters screen does not indicate if a participant is 'On-behalf '.
103572	[Boss-Admin in a conference scenario] Admin can't set up a meeting on-behalf of Boss.
101198	[405HD model phone] The Ringtones list in the phone's Web interface is incorrect.
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.
-	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.
-	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.
96728	When performing a Consultative Transfer, the prompt 'Press **Trans** to transfer' is displayed too briefly.
96709	DHCP Option 160 does not read correctly if there is no forward slash (/) at the end of the sent path.
100478	[420HD phone] Configured Function Keys do not function after the phone parks a call.
101224	Accessing the phone's Web interface with HTTPS via Internet Explorer requires TLS 1.2 support. TLS 1.2 can be set in Internet Explorer via Tools > Internet Options > Security tab. If TLS 1.2 cannot be supported, the Chrome browser can be used instead of Internet Explorer.
101269	The Chrome browser cannot be used to manually update the phone's firmware through the Web interface over HTTPS protocol. Internet Explorer can be used instead.

Incident	Description
-	[440HD Delegated Line Feature] The phone is capable of presenting up to 12 incoming calls on the phone's sidecar. Calls over and above the 13th call will not be managed on the sidecar. They will not be displayed nor will they be capable of being picked up. Even if an index on the sidecar will free up, the call will not occupy the free index. A newly free index will be occupied by the next incoming call.
-	[440HD Delegated Line Feature] The phone is currently capable of simultaneously handling up to eight calls per line (configured with the 'number_of_calls_per_line' parameter). If eight calls are concurrently managed on the phone, attempting to pick up an additional call will fail. Other phones in the group can still pick up the call.
-	[440HD phone's 'Delegated Line' feature] Simultaneous configuration of this feature (the 440HD phone's 'Delegated Line' feature) *and* the phone's BToE feature is not supported.
-	[440HD Delegated Line Feature] Accepting, rejecting and resuming calls must be performed using the softkeys or by picking up the handset. They cannot be performed from the audio device keys – speaker/headset.
-	[440HD Delegated Line Feature] On rare occasions, switching between calls displayed in the phone's sidecar, i.e., picking up calls in succession, one after the other, may cause the phone to handle some pickups incorrectly; best practice is therefore to wait five seconds between each pickup to allow the previous action to finish.
-	[440HD Delegated Line Feature] On rare occasions, ending several calls too fast may cause unexpected behavior; best practice therefore is to have a 5-second delay between actions.
-	[440HD Delegated Line Feature] If two phones simultaneously try to pick up two calls held by a certain phone, one of the pickups may fail. Re-attempting to pick up will be successful.
105213	[Voice Mail] If the user calls their Voice Mail and then gets an incoming call, the call with the Voice Mail 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 is 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 is advisable to use the phone's mute key and volume up/down keys instead.
107517	[USB headset] On some Jabra USB headset models (the Evolve series, Bizz2400, though other models may also be applicable), the remote party may complain that the volume is too low. In the next release, the gains will be tuned per model. In this release, the gain can be increased, if necessary, in order to set the volume to a higher level. The following parameters must be configured via the IP Phone Manager: **voip/audio/gain/NB/headset_digital_input_gain**=10 (Default: 0) **voip/audio/gain/WB/headset_digital_input_gain**=10 (Default: 0)
107760, 107694	[Calendar - Join URL] The phone responds to Google Calendar meeting invitations with accepted/tentative/decline messages. **
107605	[BToE] Pairing is sometimes deactivated and then activated again during normal use. **
107353	OnPrem users fail to log in using PIN Authentication when OAuth is configured on the server. **
107626	[CCCP] The remote phone can get stuck - its screen displaying 'Connecting' - when another phone admits the remote phone to the call, while conference is locked. **
107825	[CCCP] When the Meet Now feature is used, the first attempt to add a user by dialing their URL fails; the second attempt to dial their URL succeeds. **
107692	[USB headset] The user may experience a short disconnection from audio (up to 8 seconds) during long calls with Jabra Evolve. **

Incident	Description
107439	[USB headset] Disconnecting/connecting the USB headset from the phone during a call several times may cause the phone to malfunction. **
107439	[USB headset] After three Hold/Resume actions or three toggles between several existing calls, the USB headset is disconnected for up to 8 seconds. **
105881, 105954	The phone does not publish Quality of Experience reports via the QoE server if a call was a Media Bypass call. **
107305	DTMF may not function during the early media stage; DTMF is sometimes needed in order to input digits into an IVR system. **
107433	System/password is not saved when set via provisioning. **
107034	The phone gets stuck on 'Acquiring IP' if it receives a DHCP Option message which is longer than 308 chars. **

** An existing fix for this constraint can be provided on demand.

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