

# AudioCodes Global Services

*The Voice Experts @ Your Service*

## Services Portal User's Guide



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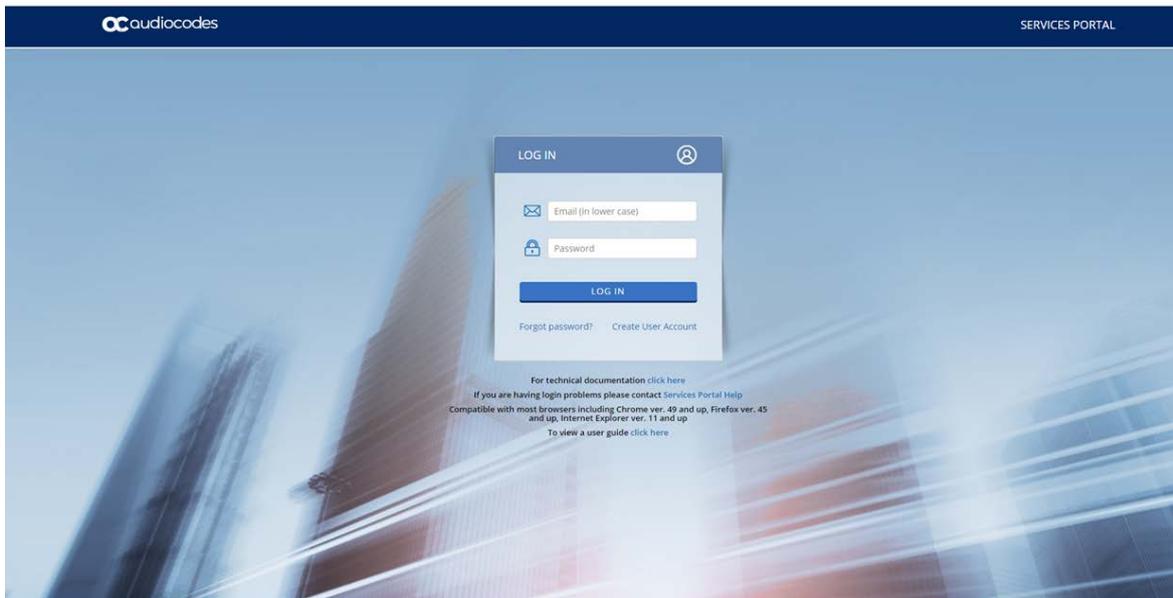
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# 1 Logging in to the Services Portal

The AudioCodes website to log in to the Services Portal is located at <https://services.audiocodes.com/>.

Enter your username and password.

Log in Screen



If you forgot your password, click the **Forgot Password?** link and a new password will be sent to your email address.

If you are a new user, click on the **Create User Account** link. This will open an email application to send a request to [support@audiocodes.com](mailto:support@audiocodes.com). Please provide your Company Name, Contact Name, Phone Number and Email address along with the Serial Number of a device currently under support.



**Note:** This portal is compatible with most browsers including Chrome Version 49 and later, Firefox Version 45 and later and Internet Explorer Version 11 and later.

## 2 Viewing the Services Portal Home Page

The Services Portal Home page provides the following accessible tabs on the top toolbar as seen in the figure below.

**Technical Services Portal Home Page Screen**

| Ticket#       | Customer       | Type                 | Subject   | Priority | Status              | Assignee    | Updated     |
|---------------|----------------|----------------------|---|----------|---------------------|-------------|-------------|
| 170222-000006 | Audiocodes TSP | Technical Assistance | Issue with MP-202 and transfers                           | Low      | Updated by Customer |             | Yesterday   |
| 170221-000006 | Audiocodes TSP | Technical Assistance | Calls Failed on MK4 with new sip trunk                    | High     | Restored            | Keith Dolby | Yesterday   |
| 170220-000000 | Audiocodes TSP | Repair (RMA)         | M2K Power Supply Failure                                  | Medium   | Closed              | Keith Dolby | 21-Feb-2017 |
| 170220-000001 | Audiocodes TSP | Technical Assistance | M4K capacity question of media channels versus DSP        | Medium   | In Process          | Keith Dolby | 20-Feb-2017 |
| 170213-000040 | Audiocodes TSP | Technical Assistance | What is the maximum software version the MP-114 supports? | Medium   | New                 |             | 20-Feb-2017 |
| 170213-000041 | Audiocodes TSP | Technical Assistance | M3K is not in HA  | Medium   | In Process          | Keith Dolby | 20-Feb-2017 |

### 2.1 Ticket History

Upon login, the Home page appears on the screen. All open and closed tickets are listed and can be sorted and searched.

### 2.2 New Ticket

Select this tab to create a new ticket.

### 2.3 Tools

Select this tab to access self-service tools like:

- Getting Serial Number entitlement checks
- Getting a copy of your Support Service certificate
- Verifying Contract Details
- Re-generating Feature Keys
- Requesting transfer of Feature Keys

### 2.4 Software Downloads

Select this tab to display the Software Downloads page of the Services Portal, where you are able to search for specific software versions by products.

## 2.5 Technical Documentation

Select this tab to view the Technical Documentation page on the AudioCodes website. You will need separate login credentials to access the documentation.

## 2.6 User Profile

Select this tab to view your profile which includes information that can be modified.

### 3 Viewing Ticket History

| Ticket#       | Customer       | Type                 | Subject  | Priority | Status              | Assignee    | Updated     |
|---------------|----------------|----------------------|--|----------|---------------------|-------------|-------------|
| 170222-000006 | Audiocodes TSP | Technical Assistance | Issue with MP-202 and transmitters                       | Low      | Updated by Customer |             | Yesterday   |
| 170221-000006 | Audiocodes TSP | Technical Assistance | Calls Failed on M4K with new sip trunk                   | High     | Restored            | Keith Dolby | Yesterday   |
| 170220-000000 | Audiocodes TSP | Repair (RMA)         | M2K Power Supply Failure                                 | Medium   | Closed              | Keith Dolby | 21-Feb-2017 |
| 170220-000001 | Audiocodes TSP | Technical Assistance | M4K capacity question of media channels versus DSP       | Medium   | In Process          | Keith Dolby | 20-Feb-2017 |
| 170213-000040 | Audiocodes TSP | Technical Assistance | What is the maximum software version the MP-114 supports | Medium   | New                 |             | 20-Feb-2017 |
| 170213-000041 | Audiocodes TSP | Technical Assistance | M3K is not in HA   | Medium   | In Process          | Keith Dolby | 20-Feb-2017 |

The Ticket History page provides a list of all the tickets opened by your organization as shown in the figure above. You can sort the tickets by specific fields:

- **Ticket number** ( yymmdd-xxxxxx) (*sortable field*)
- **Customer** - Typically identifies the name of your organization. If you are a Channel Partner or Service Provider, you may see tickets for all customers with whom you are affiliated with and provide support to.
- **Type** – Identifies the type of ticket:
  - Technical Assistance
  - Remote Monitor
  - Repair (RMA)
  - Advanced Hardware Replacement (AHR)
  - Dead on Arrival(DOA)
  - Managed Spares(MGSP)
  - On Site Spare Unit(OSSU)
- **Subject** – Provides a short description of the reported issue
- **Priority** – Indicates the priority of the issue
- **Status** – Identifies the current status of the ticket. *Some of the most commonly used statuses are listed below:*
  - **Awaiting Customer Info:** Additional information is required from you to advance to the next level of troubleshooting.
  - **Waiting for Fixed Version:** A solution has been identified and a software release is in process.
  - **Closed:** The issue has been fully resolved and the ticket is closed.

- **In Process:** The AudioCodes support engineer assigned to the ticket is reviewing the details of the ticket.
  - **In Process\_v:** The ticket has been sent to R&D for further evaluation.
  - **Patch in QA:** R&D has fixed the issue and a patch will be released upon completion of successful QA testing.
  - **Restored:** Ticket state for Urgent tickets that specify when service has been restored.
  - **Updated by Customer:** Status following a ticket update from you through the service portal or email.
  - **Updated by Support Engineer:** Status following a ticket update from the AudioCodes Support Engineer via email.
  - **Awaiting Customer Approval:** A solution/response has been reached and the ticket can be closed.
- **Assignee:** Identifies the assigned AudioCodes engineer for this ticket.
  - **Updated:** Identifies the date the ticket was last updated.

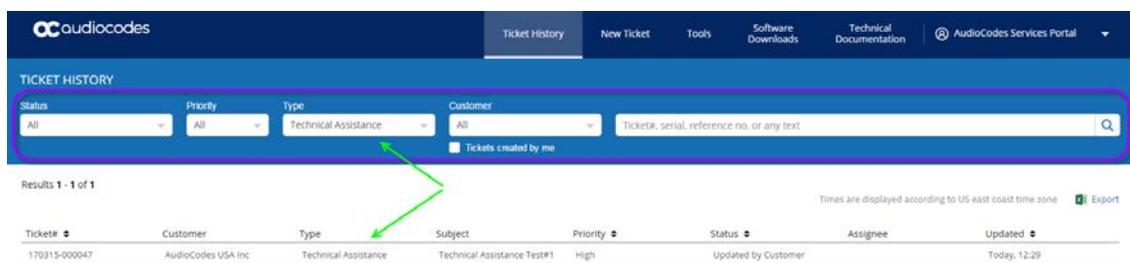


**Note:** Please be advised that all times are displayed in US Eastern Time. Currently we do not have an option to display the time according to the various global time zones.

The following features are also available on the Ticket History page:

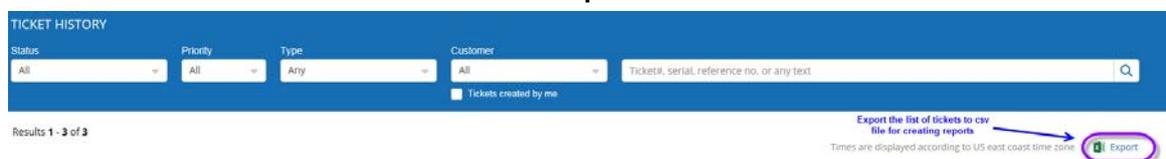
- **Search:** Ticket History can be searched by Keyword, Status, Customer, Priority, and Type, in order to find specific tickets for customers that have extensive ticket history. You can also search for the tickets that you have created.

### Search Bar



- **Export:** The displayed ticket history can be exported into a comma-separated (CSV) file spreadsheet for further customer exploration and reports.

### Export



## 4 Creating New Tickets – Technical Assistance

Create a **Technical Assistance** ticket for device operation, troubleshooting and software related questions and issues.

To create a new ticket, click on the **New Ticket** tab from the Home page; the following page appears.

**New Ticket**

### 4.1 New Technical Assistance Ticket Details

The following fields appear on the New Ticket page.

- **Category:** From the drop-down list, select **Technical Assistance**.

- **Subject:** Enter a short description of the reported issue.
- **Description:** Use this field to accurately describe the problem summary.

Provide Call Flows, other devices, and all relevant information to help the assigned engineer understand the issue and assist with resolving the issue.

- **Priority:** Choose from the following priorities.
  - **Urgent:**
    - ◆ System is down
    - ◆ Service is unavailable or severely degraded
    - ◆ No work around exists
  - **High:**
    - ◆ Service is affected
    - ◆ Partial outage
    - ◆ Ability to administer the product is lost
    - ◆ No workaround exists
  - **Medium:**
    - ◆ Calls are processing but there is an issue with a specific feature or function
    - ◆ Ability to administer the product is affected
    - ◆ Intermittent issue
    - ◆ Workaround exists
  - **Low**
    - ◆ Service and/or performance is unaffected
    - ◆ General question, information, documentation, or firmware request

## 4.2 Product Details

You can either enter the Serial Number or select the Product Name from the list.

- By Serial Number:** Provide the Serial Number/Machine ID for your device when opening the ticket as shown in the figure below. This enables us to validate your support entitlement for this device. The support coverage for the specific Serial Number will also be displayed on screen.

### Serial Number

**Product Details**

By serial number / product key (recommended)
  By product name

Serial Number / Product Key:  x
VALIDATE

Product: 
Software Version:

- By Product Name:** Use this option if you do not know the Serial Number of the device. Without the Serial Number or Service Contract number, support may be limited, but please provide the product details as shown in the figure below. You will be able to submit a ticket without entering the **Service Contract Number** if you do not have the Service Order number available at the time of submitting the ticket.

### Product Name

**Product Details**

By serial number / product key (recommended)
  By product name

Serial Number / Product Key:  VALIDATE

Product \*: 
Software Version \*: 
Service Contract no.:  x

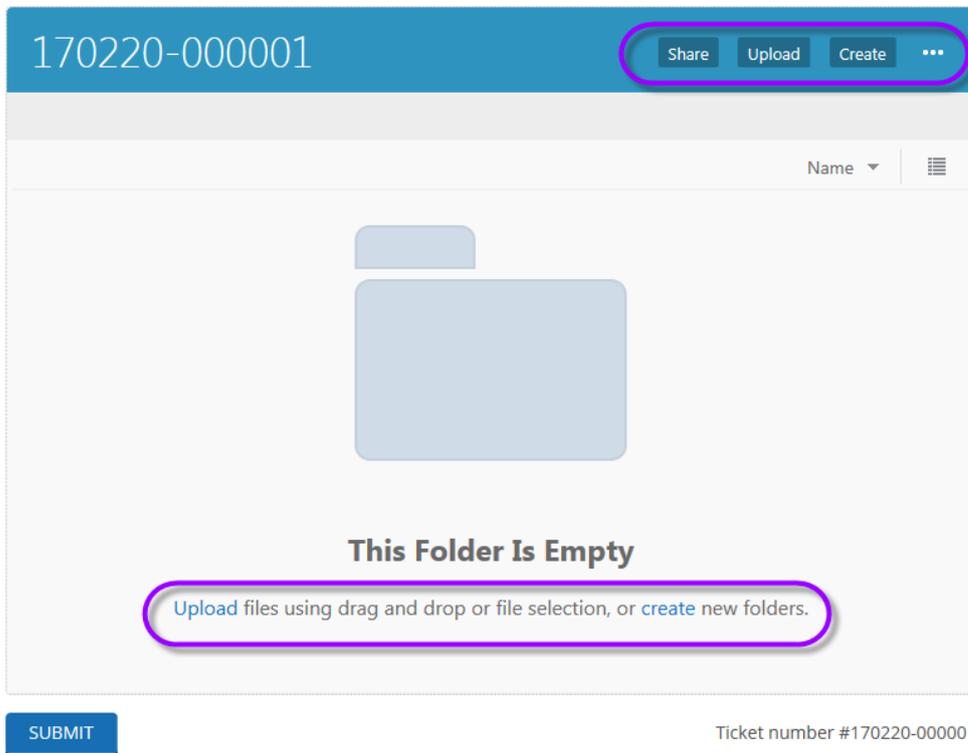


## 4.4 Attachments

The Attachments screen will appear as shown in the figure below.

**Attachments - 1**

Adding the **syslog file** or a **network diagram** can help us solve the problem faster



■ **Files and Folder Operation**

- **Share:** Creates a public link so public network users can see the file.
- **Upload:** You can browse a folder and select files to be uploaded.
- **Create:** You can create subfolders to help isolate new captures in new folders for different dates.
- **Drag and Drop:** You can drag and drop from an existing window into this space to bring files in (.exe files will not be loaded, nor will they be accepted if nested in known file types such as .zip/.rar/and .iso).

**Attachments - 2**

Adding the **syslog file** or a **network diagram** can help us solve the problem faster

170220-000001

Share Upload Create ...

Select All Name ▾

|                          |  |   |  |
|--------------------------|--|---|--|
| <input type="checkbox"/> |  | Traces from Nov 27<br>Updated just now by you                 |  |
| <input type="checkbox"/> |  | New_Select_Category.PNG 23 KB<br>Created 2 minutes ago by you |  |
| <input type="checkbox"/> |  | Splash.PNG 205 KB<br>Created 2 minutes ago by you             |  |

**SUBMIT**

Ticket number #170220-000001

- **Submit:** This will end the new ticket creation process and place all applicable files in the ticket. An email will be sent to all contacts on the ticket with the Ticket Number. The current ticket status can be monitored under the Ticket History/default screen.

## 5 Creating New Tickets – Hardware Service

Create a **Hardware Service** ticket for suspected hardware faults.

From the Home page, click on the New Ticket tab and then Select the relevant Hardware Service ticket you want to create.

### 5.1 New Hardware Service Ticket Details

The following fields appear on the New Ticket page.

- **Category:** From the drop-down list, select **Hardware Service**.

The screenshot shows the 'NEW TICKET' page in the AudioCodes system. The navigation bar includes 'Ticket History', 'New Ticket', 'Tools', and 'Software Downloads'. Below the navigation bar, there is a blue header with the text 'NEW TICKET' and a sub-header 'Services will be provided per your purchased contract entitlements. For additional services, charges may apply.' The main content area is titled 'Ticket Details' and contains a form with the following fields:

- Category \***: A dropdown menu with 'Hardware Service' selected. The menu options are: All Categories, Technical Assistance, Hardware Service (selected), Repair (RMA), Advanced Replacement (AHR), and Dead on Arrival (DOA). A red note next to the field says 'Please select an item under Hardware Service'.
- Subject \***: A text input field.
- Description: \***: A text area with a rich text editor toolbar.

Enter the relevant sub-level:

- **Repair (RMA):** Devices that need to be returned to AudioCodes for repair and then returned back to customer after repair. No replacement.
  - **Advanced Hardware Replacement (AHR):** Devices that have a contract for replacement prior to return.
  - **Dead On Arrival (DOA):** New devices that arrived on the site unworkable and need replacement.
  - **Managed Spares (MGSP):** Devices that have managed spares services requiring replacement on site.
  - **On Site Spare Unit (OSSU):** Devices that must be replaced as a spare after the main device has had a failure.
- **Subject:** Short description of the reported issue.
  - **Description:** Use this field to accurately describe the type of Hardware failure. Provide details on the LED status, symptoms of HW failure and all relevant information to help the assigned engineer understand the issue and assist with processing the hardware service.

- **Priority:** Choose from the following priorities.
  - **Urgent:**
    - ◆ System is down
    - ◆ Service is unavailable or severely degraded
    - ◆ No work around exists
  - **High:**
    - ◆ Service is affected
    - ◆ Partial outage
    - ◆ Ability to administer the product is lost
    - ◆ No workaround exists
  - **Medium:**
    - ◆ Calls are processing but an issue exists with a specific feature or function
    - ◆ Ability to administer the product is affected
    - ◆ Intermittent issue
    - ◆ Workaround exists
  - **Low:**
    - ◆ Service and/or Performance is unaffected
    - ◆ General question, information, documentation, or firmware request

## 5.2 Product Details

- Serial Numbers:** Please enter the Serial Number of your device in this box and click “ADD”. This adds the Serial Number to the list of devices you would like to process the RMA, when opening the ticket. You can add up to 10 Serial Numbers separated by a comma (,) between the two serial numbers.

### Serial Number - 1

Product Details

Serial Numbers:

DT2102368,D05718432,DT2662604

ADD

The Support coverage for each Serial Number will also be displayed on screen after you click “ADD”.

### Serial Number - 2

Product Details

Serial Numbers:

Separated by commas, limited to 10 Serial Numbers.

ADD

Enter problem description per device if processing RMA for multiple devices

| Assembly Serial Number | Serial Number | Product      | Problem Description        | Coverage  |
|------------------------|---------------|--------------|----------------------------|---|
| ACF0839187             | D05718432     | Mediant 1000 | Entire Chassis replacement | Advanced HW Replacement Program 30-Dec-2017 <span style="float: right; font-size: x-small;">Delete</span> |
| ACF0839187             | DT2102368     | Mediant 1000 | Replace T1 Module          | Advanced HW Replacement Program 30-Dec-2017 <span style="float: right; font-size: x-small;">Delete</span> |
| DT2662604              | DT2662604     | Mediant 800  | Power Supply failure       | Advanced HW Replacement Program 30-Dec-2017 <span style="float: right; font-size: x-small;">Delete</span> |

## 5.3 Shipping Details

- Bill To Address:** Select the Address from the list of the Bill To Company address.
- Bill To Contact:** Enter the Name, Email Address and Phone number of the Bill To contact.
- Ship To Address:** Select the Address from the list of the Ship To Company address.
- Ship To Contact:** Enter the Name, Email Address and Phone Number of the Ship To contact.

### Shipping Details – Adding Addresses from the list

| Shipping details  |   |   |   |
|---|---|---|---|
| <b>Bill-To Address *</b>  | <b>Bill-To Contact</b>  | <b>Ship-To Address *</b>  | <b>Shipping Contact Person</b>  |
| <input type="text" value="AudioCodes USA Inc. , 27 Worlds Fair Drive"/><br><small>AudioCodes USA Inc<br/>27 Worlds Fair Drive<br/>, NJ US , 08873</small> | Name: <input type="text" value="AudioCodes Services"/><br>Email: <input type="text" value="servicesportalhelp@audiocodes.com"/><br>Phone: <input type="text" value="777-321-1234"/> | <input type="text" value="AudioCodes USA Inc. , 27 Worlds Fair Drive"/><br><small>AudioCodes USA Inc<br/>27 Worlds Fair Drive<br/>, NJ US , 08873</small> | Name: <input type="text" value="AudioCodes Operations"/><br>Email: <input type="text" value="servicesportalhelp@audiocodes.com"/><br>Phone: <input type="text" value="777-555-1234"/> |

- One Time Ship To Address:** If you would like to enter a One Time Ship To Address, you can enter it by selecting “Other” in the “Ship To Address” field.

### Shipping Details – Adding One Time Ship To Address

**One time Ship To Address** ✕

Country:

State:

City:

Address:

Zip Code:

Note: Charges may apply when shipping to a location different than where the part was originally shipped

⚠ Data has been modified. Click submit to save the changes or click cancel to close.

**Ship-To Address \***

Other



**Note:** Providing incomplete shipping details might delay the processing of the Hardware Service.

## 5.4 Contact Details

Your login name and contact email should appear here. You can also add additional contacts from the existing customer database, or a new contact on a one time basis for this ticket.

- Additional Information**

- Customer Reference Ticket No:** You may enter your internal ticket reference number.
  - Site:** You may enter a Site Name or other site information for reference.

- NEXT:** This moves the ticket to the next page where you can add attachments before submitting the ticket.

Select the checkbox and click "Next" to go to the next page to add attachments and submit the ticket

- Attachments:** The Attachments screen will appear as shown in the figure below.

### Attachments - 1

Adding the **syslog** file or a **network diagram** can help us solve the problem faster

- **Submit:** This will end the new ticket creation process and place all applicable files in the ticket. An email will be sent to all contacts on the ticket with the Ticket Number. The current ticket status can be monitored under the Ticket History/default screen.

## 6 Updating Existing Tickets

Existing tickets can be updated by email or by logging in to the Services portal.

### ■ Update via Email

Emails from the Services Portal can be replied to with new attachments and updates. These updates will be included in the ticket. Please be mindful not to attach .exe files as these will not be processed.

### ■ Update via Services Portal

Click on a ticket you want to update from the list on your Home screen, and the following page will be displayed.

**Existing Ticket Status**

**Existing Ticket Status**

audiocodes | Ticket History | New Ticket | Tools | Software Downloads | Technical Documentation | Keith Dolby

170220-000001: M4K capacity question of media channels versus DSP  
 Status: **In Process** | Priority: **Medium** | Owner: **Keith Dolby** | Customer: **AudioCodes TSP**

Notes & Attachments | Additional Details | Escalate

**Notes**

**Attachments**

170220-000001 | Share

- Select All | Name
- Traces from Nov 27 | Updated 38 minutes ago by keith.dolby@audiocodes.com
- New\_Select\_Category.PNG | 23 kb | Created 38 minutes ago by keith.dolby@audiocodes.com
- Splash.PNG | 205 kb | Created 38 minutes ago by keith.dolby@audiocodes.com

SAVE NOTE | UPLOAD ATTACHMENT WITH NOTES

**Ticket Notes**

| Date        | Note   | By     |
|-------------|--|--------|
| Today 14:44 | Thank you for contacting AudioCodes Technical Services<br>We would like to inform you that Ticket#170220-000001 has been successfully created in AudioCodes Technical Services Portal (TSP)<br>More... | System |

The **Notes & Attachments** tab allows you to add new notes to the ticket as well as modify or add new attachments to the ticket.

### ■ Additional Details

This tab provides basic information regarding the ticket. From this page, you can modify the Contact Details and update the Additional Information fields. Once finished, click **UPDATE**.

### Additional Details

**170220-00001: M4K capacity question of media channels versus DSP**  
 Status: In Process | Priority: Medium | Owner: Keith Dobby | Customer: AudioCodes TSP

**Ticket Details:**  
 Type: Technical Assistance | Serial Number: Not Available | Coverage: Not Available  
 Created: 29 Feb 2017 14:44 | Product Name: Medius 1000 | Unit: Not Available  
 Created By: Customer: Keith Dobby | Software Version: Version 2.2

**Contact Details:**  
 Primary: Me (Keith Dobby)  
 [ADD / EDIT CONTACTS]

**Additional Information (Optional):**  
 Customer Reference Ticket No: [ ]  
 Site: [ ]

[UPDATE] [Escalate]

### Escalate

The **Escalate** button is accessible from the Update Ticket Notes and Attachments page as well as the Additional Details page. You can use this to escalate a ticket to higher priority.

**170315-00047: Technical Assistance Test#1**  
 Status: Updated by Customer | Priority: High | Owner: AudioCodes Services Portal | Customer: AudioCodes USA Inc

[Notes & Attachments] [Additional Details] [Escalate]

**Escalate**  
 Please specify below the reason for your escalation.  
 In case of an outage, please also call the AudioCodes Support Helpdesk phone in addition to the escalation.

Enter the reason for escalation here and hit submit.

[SUBMIT] [Cancel]

**Ticket Notes**

| Date        | Note   | By                        |
|-------------|--|---------------------------|
| Today 12:28 | Attachments is not available. Please look into it and advise when fixed.   | AudioCodes Services Porta |
| Today 12:26 | Thank you for contacting AudioCodes Technical Services.  | System                    |
| Today 12:26 | We would like to inform you that Ticket#170315-00047 has been successfully created in AudioCodes Service Portal. More... | AudioCodes Services Porta |
| Today 12:26 | This is a ticket to report one way audio on MTK.   | AudioCodes Services Porta |

## 7 Using Tools on Services Portal

The following Self Service Tools are currently available on our Services Portal.

### 7.1 Check Coverage

You can check the support coverage of your device using the Serial Number or Product Key. Enter the Serial Number or Product Key as shown below, and an email will be sent to the email address linked to your User profile. You can manually add additional recipients to whom you would like to send this information.

## 7.2 Get Certificate for Support Eligibility

Send a copy of your Certificate of AudioCodes Support Services Eligibility by entering the Contract number (e.g., 800xxxx, 700xxxx, 500xxxx) to the email address associated with your User profile. You can manually add additional recipients to whom you would like to send this information.

Once finished, click **SUBMIT**.


Ticket History

**TOOLS**

**Details**

Select a Tool:

Contract No. \*

Information requested will be sent to yakshesh.bhimjani@audiocodes.com

**Additional Recipients (optional)**

Enter email addresses separated by commas

### 7.3 Regenerate License Key

You can regenerate the License key for your device by entering the Serial Number of the device for which you need the License Keys. When finished, click **SUBMIT**.

TOOLS

Details

Select a Tool:

Serial No. / Product Key: \*

Information requested will be sent to yakshesh.bhimjani@audiocodes.com

Additional Recipients (optional)

Enter email addresses separated by commas

### 7.4 Request for Transfer of License Key

Using this option in the Tools tab, you can request to transfer the License Key from one Serial Number to another. You will have to provide a Serial Number/Product Key of the existing device as well as the Serial Number/Product Key of the device to which you are transferring the license to. When finished, click **SUBMIT**.

You will receive the transferred License Keys once your request has been processed and approved by the AudioCodes Services team. Please note that it can take 24-48 hours to process your request.

TOOLS

**Details**

Select a Tool: Request for Transfer License Key ▾

New serial number / product key: \*

Original serial number / product key: \*

Information requested will be sent to yakshesh.bhimjani@audiocodes.com

**Additional Recipients (optional)**

Enter email addresses separated by commas

SUBMIT

## 7.5 Verify Contract Details

Using the Verify Contract Details tool, you can request to make corrections to your existing Service Contract Certificate (ACTS Certificate) or request to update the contact person in your organization to whom we can send future support renewal notifications.

TOOLS

**Details**

Select a Tool: Verify Contract Details ▾

Contract No. \* Examples: 80001234 / 80001234-02

Entitled Party: \*  As mentioned on contract

Other

Contact Person Email: \* Email address of contact person for future renewals

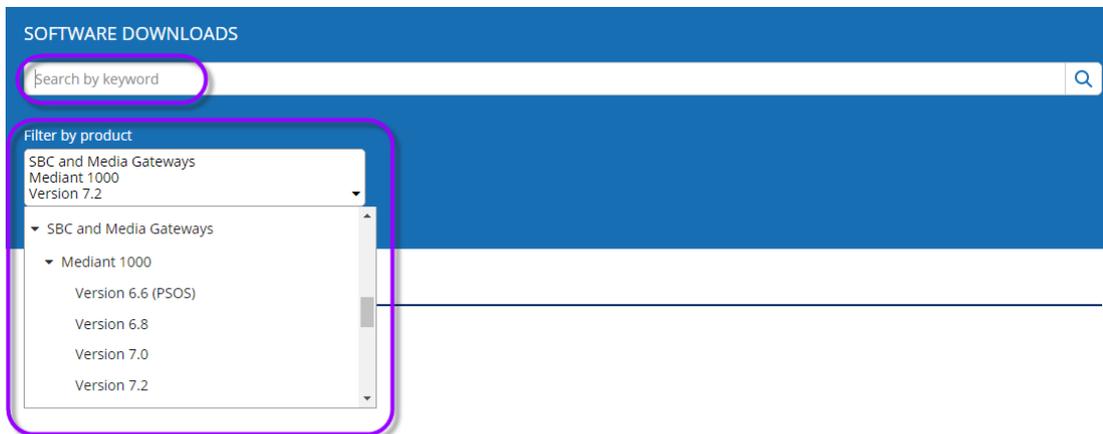
**Comments (optional)**

General comments, corrections that are required on the contract details, etc

SUBMIT

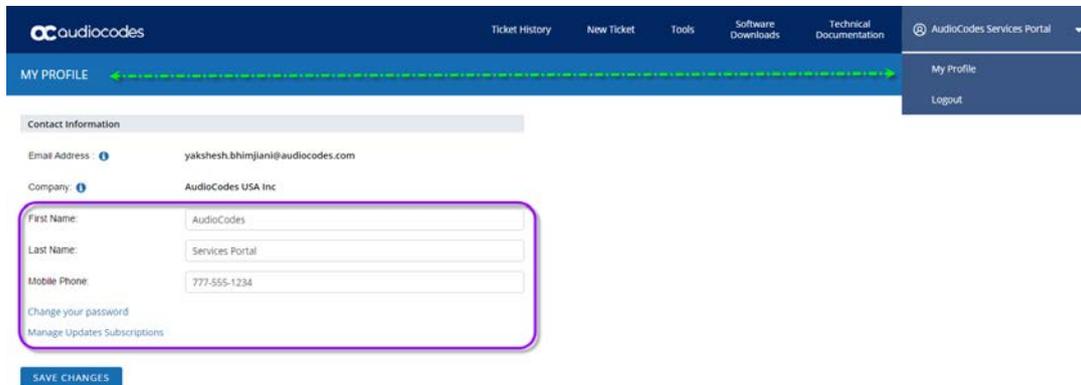
## 8 Downloading Software

Select the Software Downloads tab to download software for the product(s) you own. You can search for software by keyword (Example: IPP, Mediant 1000, SBC etc.,) or search by Product, as shown below.



## 9 Updating My Profile

You can update your profile information by selecting the My Profile tab. You will not be able to update the email address tied to your account as it is associated with your organization. Please contact AudioCodes if you need to change your email address.



The screenshot displays the 'MY PROFILE' page in the AudioCodes Services Portal. The navigation bar includes 'Ticket History', 'New Ticket', 'Tools', 'Software Downloads', 'Technical Documentation', and 'AudioCodes Services Portal'. The 'MY PROFILE' section is active, showing a dropdown menu with 'My Profile' and 'Logout'. Below this, the 'Contact Information' section is visible, containing the following details:

- Email Address: yakshesh.bhimjani@audiocodes.com
- Company: AudioCodes USA Inc
- First Name: AudioCodes
- Last Name: Services Portal
- Mobile Phone: 777-555-1234

Additional options include 'Change your password' and 'Manage Updates Subscriptions'. A 'SAVE CHANGES' button is located at the bottom of the form.

## About AudioCodes

AudioCodes Ltd. designs, manufactures and sells advanced Voice over IP and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes' products are deployed globally in IP, Mobile, Cable, and Broadband Access networks, as well as small, medium and large Enterprises. The company provides a diverse range of innovative, cost-effective products for converged VoIP and Data networks including Media Gateways, Enterprise Session Border Controllers (E-SBC), Residential Gateways, Multi-Service Business Routers, IP Phones, Mobile VoIP Clients, Media Servers and Value Added Applications.

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