



Software Update Release 1.2.505 for Live Platform Services – Webex, Zoom, Live CX and Live UC –

LivePlatform

Product Notice #0576

AudioCodes is excited to announce the release of software update version 1.2.505 for the Live Platform services **Webex, Zoom, Live CX** and **Live UC**.

This release includes many new and enhanced features for the Webex, Zoom, Live CX and Live UC Live Platform services. For detailed information about the new features, refer to the relevant Release Notes:

- [Webex Release Notes](#)
- [Zoom Release Notes](#)
- [Live CX Release Notes](#)
- [Live UC Release Notes](#)

In addition, you can also refer to the User's Manuals:

- [End Customer User's Manual](#)
- [Channel User's Manual](#)
- [Service Provider User's Manual](#)

Note: The Live Platform Monitoring Portal (used for alarms, voice quality monitoring, and call tracking) will be released separately.

For any enquiries or support, please contact our CSM at Shay.Moshe@audiocodes.com.

Key Features

- **Number type classification and CAC settings:**
 - ✓ Contact center numbers can now be added to UC platforms such as Zoom, Webex, and any other UC platform that supports them.
 - ✓ Each number is now classified as one of the following types (except Live CX where all numbers are classified as contact center numbers):
 - User Numbers – regular DIDs assigned to individual users
 - Service Numbers –for IVR, Call Queues/Auto Attendants, or PBX services
 - Contact Center Numbers – support for optional session-based metering, like the Live CX service

Action Required: Update your number types within two months of this release. Any UC numbers that remain undefined after this deadline will automatically be classified as User-type numbers in the next release.



If you have any questions, contact us at
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- **Editable SIP connections:** Existing SIP connections can now be updated directly from the interface, enabling quicker and more flexible configuration changes. Supported updates include Customer Variables, Carrier Registration, and CAC Profiles.
- **New BYOC capabilities:** Expanded support for self-managed custom changes in SIP connections, with the ability to apply updates to these values at any time. For example, manually changing routing at the SIP connection level to switch between UC/CC platforms. To obtain these capabilities, please open a support ticket in [AudioCodes Services Portal](#).

Effective Date

Estimated effective date is October 26, 2025. However, the AudioCodes Live Platform Service team will notify each Customer individually with the exact date when these Live Platform services will be updated for their account.

Affected Products

This Product Notice applies to the following Live Platform services:

- Webex
- Zoom
- Live CX
- Live UC

Announcement Date

October 23, 2025



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