

# C470HD | C455HD | C436HD C435HD | C430HD IP Phones for Microsoft Teams

## Version 2.7.358



---

## Table of Contents

---

<b>Notice.....</b>	<b>vi</b>
Security Vulnerabilities.....	vi
WEEE EU Directive.....	vi
Customer Support.....	vi
Stay in the Loop with AudioCodes.....	vi
Abbreviations and Conventions.....	vi
Related Documentation.....	vi
Documentation Feedback.....	vii
<b>1 Introduction.....</b>	<b>8</b>
1.1 Overview.....	8
1.1.1 About the C470HD IP Phone.....	8
1.1.2 About the C455HD IP Phone.....	9
1.1.3 About the C436HD IP Phone.....	9
1.1.4 About the C435HD IP Phone.....	10
1.1.5 About the C430HD IP Phone.....	10
1.2 Specifications.....	11
1.3 AudioCodes IP Phones for Microsoft Teams.....	16
<b>2 Version 2.7.358.....</b>	<b>17</b>
2.1 What's New in Version 2.7.358.....	17
2.1.1 New Microsoft Apps.....	17
2.1.2 C436HD New Teams Phone Model.....	17
2.1.3 AudioCodes Calling Application for Emergency Failover.....	18
2.1.4 Support for Line Key Assignment.....	19
2.1.5 Force Users to Change Lock PIN.....	20
2.1.6 Configurable Minimum and Maximum Ring Volume.....	21
2.1.7 Improved Logging Capability.....	22
2.1.8 Speakerphone Configurable to Disabled.....	23
2.1.9 Time Zone Database Updated.....	24
2.1.10 Return to Previous Version.....	24
2.2 Resolved Limitations in Version 2.7.358.....	25
2.2.1 Teams Application.....	25
2.2.2 Device.....	25
2.3 Known Limitations in Version 2.7.358.....	26
2.3.1 Teams Application.....	26
2.3.2 Device.....	28
<b>3 Previous Releases.....</b>	<b>30</b>
3.1 Version 2.3.497.....	30
3.1.1 What's New in Version 2.3.497.....	30

---

3.1.2	New Microsoft Apps.....	30
3.1.3	Resolved Limitations in Version 2.3.497 .....	31
3.1.3.1	Teams Application .....	31
3.1.3.2	Device .....	31
3.1.4	Known Limitations in Version 2.3.497 .....	31
3.1.4.1	Teams Application .....	31
3.1.4.2	Device .....	33
3.2	Version 2.3.480.....	35
3.2.1	What’s New Version 2.3.480.....	35
3.2.1.1	Support for Android 12.....	35
3.2.1.2	Moving Teams Android Devices to AOSP Device Management.....	35
3.2.1.3	New Microsoft Apps.....	35
3.2.2	Resolved Limitations in Version 2.3.480 .....	35
3.2.2.1	Teams Application .....	35
3.2.2.2	Device .....	36
3.2.3	Known Limitations in Version 2.3.480.....	36
3.2.3.1	Teams Application .....	36
3.2.3.2	Device .....	38
3.3	Version 2.3.453.....	39
3.3.1	What’s New in Version 2.3.453 .....	39
3.3.2	Resolved Limitations in Version 2.3.453 .....	39
3.3.2.1	Teams Application .....	39
3.3.2.2	Device .....	39
3.3.3	Known Limitations in Version 2.3.453.....	40
3.3.3.1	Teams Application .....	40
3.3.3.2	Device .....	42
3.4	Version 2.3.423.....	43
3.4.1	What’s New in Version 2.3.423 .....	43
3.4.2	Resolved Limitations in Version 2.3.423 .....	43
3.4.2.1	Teams Application .....	43
3.4.2.2	Device .....	43
3.4.3	Known Limitations in Version 2.3.423.....	44
3.4.3.1	Teams Application .....	44
3.4.3.2	Device .....	46
3.5	Version 2.3.410.....	48
3.5.1	What’s New in Version 2.3.410 .....	48
3.5.2	Resolved Limitations in Version 2.3.410 .....	54
3.5.2.1	Teams Application .....	54
3.5.2.2	Device .....	54
3.5.3	Known Limitations in Version 2.3.410.....	56
3.5.3.1	Teams Application .....	56
3.5.3.2	Device .....	58

---

3.6	Version 1.19.705.....	59
3.6.1	What's New in Version 1.19.705 .....	59
3.6.2	Resolved Limitations in Version 1.19.705 .....	59
3.6.2.1	Teams Application .....	59
3.6.2.2	Device .....	60
3.6.3	Known Limitations in Version 1.19.705.....	60
3.6.3.1	Teams Application .....	60
3.6.3.2	Device .....	63
3.7	Version 1.19.642.....	65
3.7.1	What's New in Version 1.19.642 .....	65
3.7.1.1	Resolved Limitations in Version 1.19.642 .....	65
3.7.1.2	Known Limitations in Version 1.19.642 .....	66
3.8	Version 1.19.584.....	70
3.8.1	What's New in Version 1.19.584.....	70
3.8.2	Resolved Limitations in Version 1.19.584 .....	73
3.8.2.1	Teams Application .....	73
3.8.2.2	Device .....	74
3.8.3	Known Limitations in Version 1.19.584.....	74
3.8.3.1	Teams Application .....	74
3.8.3.2	Device .....	77
3.9	Version 1.19.516.....	78
3.9.1	What's New in Version 1.19.516.....	78
3.9.2	Resolved Limitations in Version 1.19.516 .....	82
3.9.2.1	Teams Application .....	82
3.9.2.2	Device .....	82
3.9.3	Known Limitations in Version 1.19.516.....	83
3.9.3.1	Teams Application .....	83
3.9.3.2	Device .....	85
3.10	Version 1.19.456.....	87
3.10.1	What's New in Version 1.19.456.....	87
3.10.2	Resolved Limitations in Version 1.19.456 .....	88
3.10.2.1	Teams Application .....	88
3.10.2.2	Device .....	89
3.10.3	Known Limitations in Version 1.19.456.....	90
3.10.3.1	Teams Application .....	90
3.10.3.2	Device .....	92
3.11	Version 1.19.341.....	94
3.11.1	What's New in Version 1.19.341 .....	94
3.11.2	Resolved Limitations in Version 1.19.341 .....	98
3.11.2.1	Teams Application .....	98
3.11.2.2	Device .....	98
3.11.3	Known Limitations in Version 1.19.341.....	99

---

---

3.11.3.1	Teams Application .....	99
3.11.3.2	Device .....	103
3.12	Version 1.17.764.....	104
3.12.1	What's New in Version 1.17.764.....	104
3.12.2	Resolved Limitations in Version 1.17.764 .....	104
3.12.2.1	Teams Application .....	104
3.12.2.2	Device .....	104
3.12.3	Known Limitations in Version 1.17.764.....	105
3.12.3.1	Teams Application .....	105
3.12.3.2	Device .....	108
3.13	Version 1.17.686.....	110
3.13.1	What's New in Version 1.17.686.....	110
3.13.2	Resolved Limitations in Version 1.17.686 .....	111
3.13.2.1	Teams Application .....	111
3.13.2.2	Device .....	112
3.13.3	Known Limitations in Version 1.17.686.....	113
3.13.3.1	Teams Application .....	113
3.13.3.2	Device .....	115
3.14	Version 1.17.561.....	117
3.14.1	What's New in Version 1.17.561 .....	117
3.14.2	Resolved Limitations in Version 1.17.561 .....	118
3.14.2.1	Teams Application .....	118
3.14.2.2	Device .....	119
3.14.3	Known Limitations in Version 1.17.561.....	120
3.14.3.1	Teams Application .....	120
3.14.3.2	Device .....	122
3.15	Version 1.14.524.....	124
3.15.1	What's New in Version 1.14.524.....	124
3.16	Version 1.14.500.....	124
3.16.1	What's New in Version 1.14.500.....	124
3.17	Version 1.14.449.....	125
3.17.1	What's New in Version 1.14.449.....	125

## Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: May-05-2025

## Security Vulnerabilities

All security vulnerabilities should be reported to [vulnerability@audiocodes.com](mailto:vulnerability@audiocodes.com).

## WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

## Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website [here](#).

## Stay in the Loop with AudioCodes



## Abbreviations and Conventions

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

## Related Documentation

Document Name
C430HD IP Phone for Microsoft Teams Quick Guide
C435HD IP Phone for Microsoft Teams Quick Guide
C455HD IP Phone for Microsoft Teams Quick Guide
C470HD IP Phone for Microsoft Teams Quick Guide
C436HD IP Phone for Microsoft Teams Quick Guide
C430HD C435HD C455HD C470HD C436HD IP Phone for Microsoft Teams User's and Administrator's Manuals
Device Duo Application Note for Personal Use

Document Name
<a href="#">Android Device Utility User's Manual</a>
<a href="https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams">https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams</a>
<a href="https://www.audiocodes.com/services-support/devices-releases">https://www.audiocodes.com/services-support/devices-releases</a>

## Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

# 1 Introduction

This document describes the new features and known constraints of AudioCodes' IP Phones for Microsoft Teams:

- C470HD
- C455HD
- C436HD
- C435HD
- C430HD



- Version 2.7 supports C430HD, C435HD, C436HD, C455HD and C470HD (which feature Android OS12).
- Version 2.7 does not support C448HD and C450HD (which remain with Android OS9).
- Take a moment to visit the [What's New in AudioCodes Devices](#) web page and sign up for notifications using the [Alert Me](#) button.

## 1.1 Overview

AudioCodes' C470HD and C455HD IP phones are native Microsoft Teams high-end executive business phones with a large color touch screen and full UC integration for the Native Microsoft Teams Online market.

AudioCodes' C435HD and C436HD IP phones are Microsoft Teams-native entry level/common area phones designed to support the next generation of enterprise collaboration technologies with a large color LCD screen and full UC integration for the Native Microsoft Teams Online market.

AudioCodes' Microsoft Teams-native C430HD IP phone is an entry level/common area phone specially designed to deliver low-cost yet feature-rich unified communications in any shared space or phone booth. Equipped with a 4.3" color LCD screen, the C430HD supports Microsoft Teams out-of-the-box for quick installation and streamlined provisioning.

All phones can be managed by AudioCodes' Device Manager or Microsoft admin center (see [here](#) for more information).

### 1.1.1 About the C470HD IP Phone

The AudioCodes Microsoft Teams-native C470HD IP phone is a feature-rich, executive high-end business phone for Microsoft Teams. A native Microsoft Teams Total Touch high-end business phone, it features a large color touch screen and full UC integration. The phone is equipped with a large, single surface, full touch interface, incorporating an exceptionally sharp 5.5" color touch screen, with optional support for Wi-Fi and Bluetooth.

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

- Native support for Microsoft Teams
- Graphical portrait 5.5" color touch screen (1280 x 720) with multi-lingual support
- GbE support
- USB port for USB headset
- Bluetooth 5.0 support

### 1.1.2 About the C455HD IP Phone

The C455HD IP phone is a high-end, native Microsoft Teams executive IP phone with a large, color 5" touch screen, integrated Bluetooth and Wi-Fi, and optional connectivity to a color touch screen Expansion Module (sidecar).

Feature highlights:

- Full duplex speakerphone and headset connectivity
- Graphical 5" color capacitive touch screen (1280 X 720 resolution)
- Multi-lingual support
- Dual GbE support
- PoE or external power supply
- USB port for USB headset
- Applicable to part number **C455HD-DBW**:
  - Integrated Bluetooth and Wi-Fi (contact your local AudioCodes representative for more information about regional availability of Wi-Fi / Bluetooth)
  - Optional Expansion Module support with a graphical 5" color capacitive touch screen, 480 X 854 resolution (the Expansion Module is purchased separately)

### 1.1.3 About the C436HD IP Phone

The AudioCodes C436HD IP phones are Microsoft Teams-native entry level/common area phones designed to support the next generation of enterprise collaboration technologies with a large color LCD screen and full UC integration for the Native Microsoft Teams Online market.

Feature highlights:

- Full duplex speakerphone and headset connectivity
- Color Screen 4.3": Graphic, 480x272 resolution, with multi-lingual support
- Multi-lingual support
- Full duplex speakerphone and headset connectivity
- Dual GbE support
- USB headset support
- PoE or external power supply
- Integrated sidecar 376x60 resolution featuring 12 programmable speed dial keys with presence monitoring (BLF)
- Integrated Wi-Fi 6

### 1.1.4 About the C435HD IP Phone

The AudioCodes C435HD IP phones are Microsoft Teams-native entry level/common area phones designed to support the next generation of enterprise collaboration technologies with a large color LCD screen and full UC integration for the Native Microsoft Teams Online market.

Feature highlights:

- Full duplex speakerphone and headset connectivity
- Color Screen 4.3": Graphic, 480x272 resolution, with multi-lingual support
- Multi-lingual support
- Full duplex speakerphone and headset connectivity
- Dual GbE support
- USB headset support
- PoE or external power supply

### 1.1.5 About the C430HD IP Phone

The AudioCodes Microsoft Teams-native C430HD IP phone is an entry level/common area phone specially designed to deliver low-cost yet feature-rich unified communications in any shared space or phone booth. Equipped with a 4.3" color LCD screen, the C430HD supports Microsoft Teams out-of-the-box for quick installation and streamlined provisioning.

- Full duplex speakerphone and headset connectivity
- 4.3" color LCD screen
- Dual GbE support
- PoE or external power supply
- USB headset support
- Android OS 12
- Kensington lock

## 1.2 Specifications

The table below summarizes the software specifications of the C470HD, C455HD, C436HD, C435HD and C430HD IP Phones for Microsoft Teams.

**Table 1: Software Specifications**

Feature	Details
<b>Media Processing</b>	<ul style="list-style-type: none"> <li>■ Voice Coders: G.711, G.729, G.722, SILK Opus</li> <li>■ Acoustic Echo Cancellation: G.168-2004 compliant, 64-msec tail length</li> <li>■ Adaptive Jitter Buffer</li> <li>■ Voice Activity Detection</li> <li>■ Comfort Noise Generation</li> <li>■ Packet Lost Concealment</li> <li>■ RTP/RTCP Packetization (RFC 3550, RFC 3551), SRTP (RFC 3711)</li> </ul>
<b>Microsoft Teams phones feature set</b>	<ul style="list-style-type: none"> <li>■ For a summarized list of features, see <a href="#">here</a>.</li> <li>■ In addition, the phones feature the following: <ul style="list-style-type: none"> <li>• Sign-in with Modern Authentication, IP phone policies (including sign-in as Common Area Phone (CAP)), lock/unlock phone, unlock with smart PIN, 802.1x Authentication, SSH access, HTTPS Proxy Server, LLDP/CDP</li> <li>• Incoming/outgoing P2P calls, PSTN calls, Regional Tone Settings, in-call controls via phone screen (mute, hold/resume, transfer, transfer to contacts, call park, call merge, end call, auto dismiss rate my call and call ended screens, Group Call Pickup), auto-dialing to call an extension, distinctive ringtone per call type, People app, add/remove 'Favorites', Delegates, E911, Visual Voicemail</li> <li>• Calendar and Presence (meeting details; Exchange calendar; contact pictures; Corporate Directory access), Meetings (one-click join; join Skype for Business meetings; meeting call controls [mute/unmute, hold/resume, hang up, add/remove participant, raise hand, live captions])</li> <li>• Language Localization; Virtual Keyboard: QWERTY   Numeric, Global Network Banner, Dark Theme</li> <li>• Wi-Fi (C436HD, C455HD and C470HD), Bluetooth (C455HD - applies to PNs <b>TEAMS-C455HD-DBW</b> and <b>TEAMS-C455HDPS-DBW</b>, C470HD), Better Together over Bluetooth (C455HD, C470HD) incl. pairing with the Teams PC client and lock/unlock synchronization, VLANs</li> <li>• AudioCodes Device Manager (OVOC plugin), AudioCodes Redirect Server</li> <li>• Dumpstate option, Remote Logging (Syslog) / Device Diagnostics Logs, Android Debug Bridge (ADB) command-line tool</li> </ul> </li> </ul>
<b>Configuration / Management</b>	<ul style="list-style-type: none"> <li>■ Microsoft Teams admin center (TAC) (Provisioning and Logging)</li> <li>■ AudioCodes Device Manager (OVOC plugin)</li> </ul>
<b>Debugging Tools</b>	<ul style="list-style-type: none"> <li>■ Log upload to Microsoft server (certification for 3<sup>rd</sup> party Skype for Business clients)</li> <li>■ Remote logging via Syslog</li> <li>■ Diagnostic Data</li> <li>■ SSH Access</li> <li>■ Capturing the phone screen</li> <li>■ TCPdump</li> <li>■ Audio Debug recording logs</li> <li>■ Media logs (*.blog)</li> <li>■ Port mirroring network monitoring</li> <li>■ Remote Packet Capture network sniffer application</li> </ul>
<b>Localization Support</b>	<ul style="list-style-type: none"> <li>■ Multi-lingual support: the language pack list is not yet final and is subject to modification.</li> </ul>

Feature	Details
<b>C470HD Hardware</b>	<ul style="list-style-type: none"> <li>■ Graphical portrait 5.5" color touch screen, 720 x 1280 resolution, with multi-lingual support</li> <li>■ Wired connectivity: <ul style="list-style-type: none"> <li>● Two RJ-45 [Gigabit Ethernet (GbE)] (10/100/1000BaseT Ethernet) ports for WAN and LAN</li> <li>● RJ-9 port (jack) for handset</li> <li>● USB port for USB headset</li> <li>● RJ-11 interface</li> </ul> </li> <li>■ Wireless connectivity: <ul style="list-style-type: none"> <li>● Dual band 2.4GHz/5GHz 802.11b/g/n/ac</li> <li>● Wi-Fi supported protocols: WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2-Enterprise, WPA3-Enterprise, WPA3-Enterprise 192-bit. Integrated optional</li> <li>● Bluetooth support (Currently supported at a Beta level)</li> </ul> </li> <li>■ Power: <ul style="list-style-type: none"> <li>● DC jack adapter 12V</li> <li>● Power supply AC 100 ~ 240V</li> <li>● PoE Class 3: IEEE802.3af (optional)</li> </ul> </li> <li>■ Keys: <ul style="list-style-type: none"> <li>● Hold</li> <li>● Mute</li> <li>● Transfer</li> <li>● Volume</li> <li>● Headset (including LED)</li> <li>● Speaker (including LED)</li> <li>● Back</li> <li>● Home</li> </ul> </li> </ul>
<b>C455HD Hardware</b>	<ul style="list-style-type: none"> <li>■ Five-inch color capacitive touch screen, 1280 x 720 resolution, with an intuitive user interface.</li> <li>■ Wired connectivity: <ul style="list-style-type: none"> <li>● Two RJ-45 [Gigabit Ethernet (GbE)] (10/100/1000BaseT Ethernet) ports for WAN and LAN</li> <li>● RJ-9 port (jack) for headset</li> <li>● RJ-9 port (jack) for handset</li> <li>● USB port for USB headset</li> <li>● <b>USB white port</b> - host port (for USB headset)</li> <li>● <b>USB black port</b> - device port (default) but it can be configured to host port (see the <i>device's UM-AM</i> for more information)</li> <li>● RJ-11 interface</li> </ul> </li> <li>■ Wireless connectivity (applies to PNs <b>TEAMS-C455HD-DBW</b> and <b>TEAMS-C455HDPS-DBW</b>): <ul style="list-style-type: none"> <li>● Dual band 2.4GHz/5GHz, 802.11b/g/n Wi-Fi support</li> <li>● Wi-Fi supported protocols:</li> <li>● Wi-Fi supported protocols: WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2-Enterprise, WPA3-Enterprise, WPA3-Enterprise 192-bit.</li> </ul> </li> <li>■ Integrated optional Bluetooth support for (applies to PNs <b>TEAMS-C455HD-DBW</b> and <b>TEAMS-C455HDPS-DBW</b>): <ul style="list-style-type: none"> <li>● Bluetooth headsets</li> <li>● Microsoft Better Together for device pairing</li> </ul> </li> <li>■ Mounting: <ul style="list-style-type: none"> <li>● Wall and desktop mounting options</li> <li>● One angle for desktop mount, another angle for wall mount</li> </ul> </li> </ul>

Feature	Details
	<ul style="list-style-type: none"> <li>■ Power: <ul style="list-style-type: none"> <li>● DC jack adapter 12V</li> <li>● Power supply AC 100 ~ 240V</li> <li>● PoE Class 3: IEEE802.3af (optional)</li> </ul> </li> <li>■ Keys: <ul style="list-style-type: none"> <li>● VOICE MAIL message hotkey (including LED)</li> <li>● 4-way navigation button with OK key</li> <li>● MENU</li> <li>● REDIAL</li> <li>● HOLD</li> <li>● MUTE (including LED)</li> <li>● TRANSFER</li> <li>● VOLUME control key</li> <li>● HEADSET (including LED)</li> <li>● SPEAKER (including LED)</li> <li>● BACK</li> <li>● CONTACTS</li> <li>● AC key – for future use – currently used as home key</li> </ul> </li> </ul>
<b>C436HD Hardware</b>	<ul style="list-style-type: none"> <li>■ Color 4.3" screen: Graphic, 480x272 resolution, with multi-lingual support</li> <li>■ Integrated sidecar 376x60 resolution featuring 12 programmable speed dial keys with presence monitoring (BLF)</li> <li>■ Connectors interfaces: <ul style="list-style-type: none"> <li>● 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN (GbE support)</li> <li>● RJ-9 port (jack) for headset</li> <li>● RJ-9 port (jack) for handset</li> <li>● USB port for USB headset. Note that C436HD- TEAMS C436HD) is a PoE Class 3 device (also when connecting a standard USB headset). If used with a loud USB speakerphone, an external power supply must be used. For more information, contact AudioCodes.</li> </ul> </li> <li>■ Wireless connectivity (applies to PNs <b>TEAMS-C436HD-DBW</b> and <b>TEAMS-C436HDPS-DBW</b>): <ul style="list-style-type: none"> <li>● Dual band 2.4GHz/5GHz, 802.11ax (Wi-Fi 6) support</li> <li>● Wi-Fi supported protocols:</li> <li>● WEP, WPA/WPA2-Personal, WPA3-Personal, WPA/WPA2-Enterprise, WPA3-Enterprise, WPA3-Enterprise 192-bit</li> </ul> </li> <li>■ Mounting: <ul style="list-style-type: none"> <li>● Wall and desktop mounting options</li> <li>● One angle for desktop mount, another angle for wall mount</li> </ul> </li> <li>■ Power: <ul style="list-style-type: none"> <li>● DC jack adapter 12V</li> <li>● Power supply AC 100 ~ 240V</li> <li>● PoE Class 3: IEEE802.3af (optional)</li> </ul> </li> <li>■ Keys: <ul style="list-style-type: none"> <li>● Hold</li> <li>● Mute</li> <li>● Transfer</li> <li>● Volume</li> <li>● Headset (including LED)</li> <li>● Speaker (including LED)</li> <li>● Back</li> <li>● Teams</li> </ul> </li> </ul>

Feature	Details
<b>C435HD Hardware</b>	<ul style="list-style-type: none"> <li>■ Color 4.3" screen: Graphic, 480x272 resolution, with multi-lingual support</li> <li>■ Connectors interfaces: <ul style="list-style-type: none"> <li>● 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN (GbE support)</li> <li>● RJ-9 port (jack) for headset</li> <li>● RJ-9 port (jack) for handset</li> <li>● USB port for USB headset. Note that C435HD-R (TEAMSC435HD-R) is a PoE Class 2 device (also when connecting a standard USB headset). If used with a loud USB speakerphone, an external power supply must be used. For more information, contact AudioCodes.</li> </ul> </li> <li>■ Mounting: <ul style="list-style-type: none"> <li>● Wall and desktop mounting options</li> <li>● One angle for desktop mount, another angle for wall mount</li> </ul> </li> <li>■ Power: <ul style="list-style-type: none"> <li>● DC jack adapter 12V</li> <li>● Power supply AC 100 ~ 240V</li> <li>● PoE Class 2: IEEE802.3af (optional)</li> </ul> </li> <li>■ Keys: <ul style="list-style-type: none"> <li>● Hold</li> <li>● Mute</li> <li>● Transfer</li> <li>● Volume</li> <li>● Headset (including LED)</li> <li>● Speaker (including LED)</li> <li>● Back</li> <li>● Teams</li> </ul> </li> </ul>

Feature	Details
<b>C430HD Hardware</b>	<ul style="list-style-type: none"> <li>■ Color 4.3" LCD screen: Graphic, 480x272 resolution, with multi-lingual support</li> <li>■ Connectors interfaces: <ul style="list-style-type: none"> <li>● 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN (GbE support)</li> <li>● RJ-9 port (jack) for handset</li> <li>● USB port for USB headset. Note that C430HD (<b>TEAMS-C430HD</b>) is a PoE Class 2 device (also when connecting a standard USB headset). If used with a loud USB speakerphone, an external power supply must be used. For more information, contact AudioCodes.</li> <li>● RJ-11 interface for DHSG</li> </ul> </li> <li>■ Mounting: <ul style="list-style-type: none"> <li>● Wall and desktop mounting options</li> <li>● One angle for desktop mount, another angle for wall mount</li> </ul> </li> <li>■ Power: <ul style="list-style-type: none"> <li>● DC jack adapter 12V</li> <li>● Power supply AC 100 ~ 240V</li> <li>● PoE Class 2: IEEE802.3af (optional)</li> </ul> </li> <li>■ Keys: <ul style="list-style-type: none"> <li>● Hold</li> <li>● Mute</li> <li>● Transfer</li> <li>● Volume</li> <li>● Headset (including LED)</li> <li>● Speaker (including LED)</li> <li>● Back</li> <li>● AC (general purpose key)</li> </ul> </li> <li>■ Kensington lock</li> </ul>

## 1.3 AudioCodes IP Phones for Microsoft Teams

The table below lists the AudioCodes IP Phones for Microsoft Teams.

**Table 2: AudioCodes IP Phones for Microsoft Teams**

Part Number	Product Description
TEAMS-C430HD	Teams C430HD IP Phone PoE GbE
TEAMS-C430HDPS	Teams C430HD IP Phone PoE GbE with an external power supply
TEAMS-C435HD-R	Teams C435HD IP Phone PoE GbE, black
TEAMS-C435HDPS-R	Teams C435HD-R IP-Phone PoE GbE with an external power supply black
TEAMS-C470HD	Teams C470HD Total Touch IP Phone PoE GbE
TEAMS-C470HD-DBW	Teams C470HD Total Touch IP Phone PoE GbE with integrated Bluetooth and Dual Band Wi-Fi
TEAMS-C470HDPS	Teams C470HD Total Touch IP Phone PoE GbE with an external power supply
TEAMS-C470HDPS-DBW	Teams C470HD Total Touch IP Phone PoE GbE with integrated Bluetooth, Dual Band Wi-Fi and an external power supply
TEAMS-C455HD	Teams C455HD IP-Phone PoE GbE black
TEAMS-C455HD-DBW	Teams C455HD IP-Phone PoE GbE black with integrated BT and Dual Band Wi-Fi
TEAMS-C455HD-DBW-TAA	Teams C455HD TAA IP-Phone PoE GbE black with integrated BT and Dual Band Wi-Fi
TEAMS-C455HDPS	Teams C455HD IP-Phone PoE GbE black with an external power supply black
TEAMS-C436HD	Teams C436HD IP Phone PoE GbE
TEAMS-C436HDPS	Teams C436HD IP-Phone PoE GbE with an external power supply black
TEAMS-C436HD-DBW	Teams C436HD IP-Phone PoE GbE black with integrated Dual Band Wi-Fi
TEAMS-C436HDPS-DBW	Teams C436HD IP-Phone PoE GbE black with integrated Dual Band Wi-Fi and an external power supply

## 2 Version 2.7.358



- Version 2.7.358 supports C430HD, C435HD, C436HD, C455HD, and C470HD.
- Version 2.7.358 does not support C448HD and C450HD (these remain with Android 9).
- Version 2.7.358 includes Microsoft Teams Version 2025084203 (also known as V1.6.0/2025).
- See [here](#) for What's New in Microsoft's Teams Devices.

### 2.1 What's New in Version 2.7.358



- Migration to AOSP is now supported. Intune offers an AOSP mobile device management (MDM) solution referred to as AOSP Device Management. This MDM platform is used for Teams Android-based devices that enroll in Intune, replacing Android Device Administrator. AOSP Device Management leverages a new agent and Authenticator app, eliminating dependencies on the Company Portal app.
- An *AOSP Migration Guide* for Android AOSP Management for Microsoft Teams Android devices can now be obtained on Microsoft Learn [here](#).
- The guide provides customers with detailed instructions and best practices for smooth migration and shows how to migrate Teams Android devices to AOSP Device Management.
- All migration actions are performed in the Microsoft Intune Company Portal. Phone firmware has been upgraded with the Authenticator app.
- Take a moment to visit the [What's New in AudioCodes Devices](#) web page and sign up for notifications using the [Alert Me](#) button.

#### 2.1.1 New Microsoft Apps

- IP Phone Firmware Version: 2.7.358
- Microsoft Teams Version 2025084203 (also known as V1.6.0/2025).
- Microsoft Authenticator Version: 6.2410.7268
- Microsoft Admin Agent Code: 753
- Microsoft Intune Version: 24.09.1

#### 2.1.2 C436HD New Teams Phone Model

The C436HD IP phone is an advanced, mid-range business IP phone for office workers and common area users. Designed with simplicity very much in mind, it is equipped with a large multi-lingual 4.3" color display, and integrated sidetar, and 12 programmable multi-function keys.



### 2.1.3 AudioCodes Calling Application for Emergency Failover

This new SIP fallback feature ensures that users can make calls even if Microsoft Teams is unavailable. The device maintains internet connectivity via the SBC using a SIP-based application, allowing users to call pre-configured numbers, such as emergency contacts, when the feature is activated.

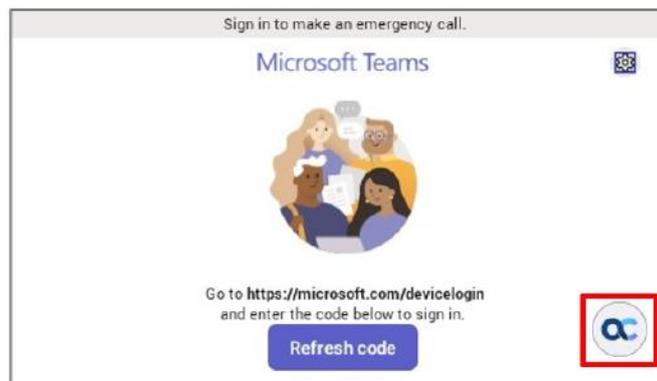


#### Key Highlights:

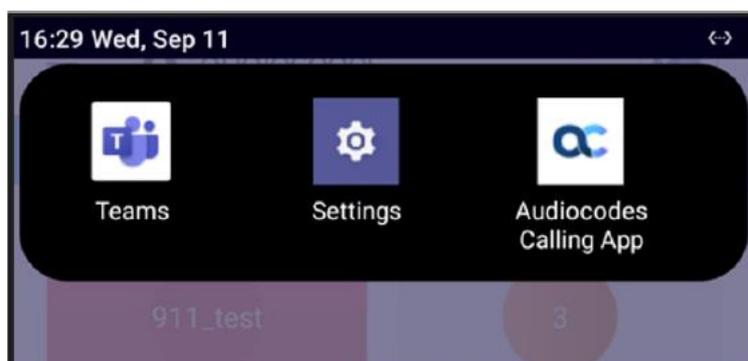
- **SIP Fallback Capability:** Enables users to make calls through a SIP-based application when Teams is unavailable, ensuring continuous communication.
- **Pre-configured Numbers:** Users can only call predefined numbers, such as emergency contacts, during failover.
- **System Administrator Configuration:** Administrators can enable this feature, configure SIP parameters, and set predefined numbers during the phone configuration phase. For detailed configuration instructions, refer to the Administrator's and User's manual.

#### How to Launch the Application:

- When the feature is enabled and the Teams app is up, AudioCodes calling application logo isn't displayed; it appears as soon as Teams goes down.

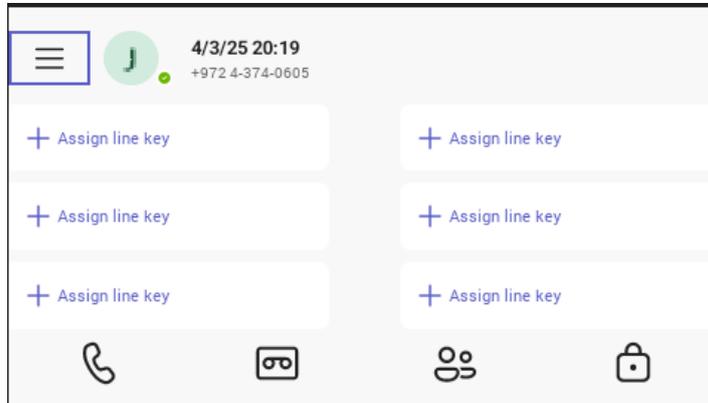


- Touch screen phones provide an option to launch AudioCodes calling application. When the screen is swiped down, the application soft button appears next to the **Settings** soft button. Tap the button to launch the application.

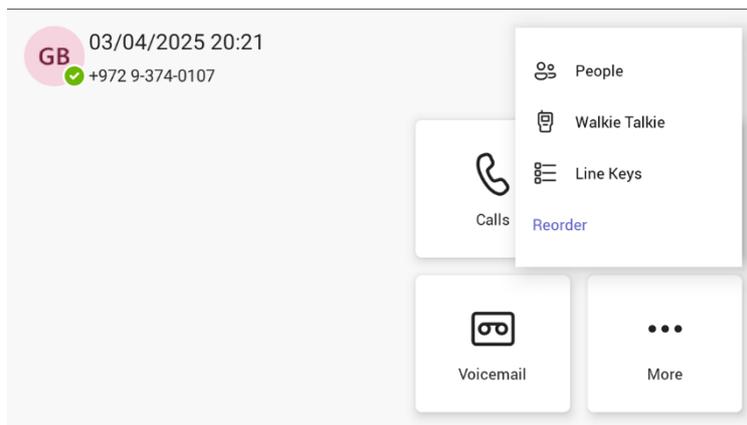


### 2.1.4 Support for Line Key Assignment

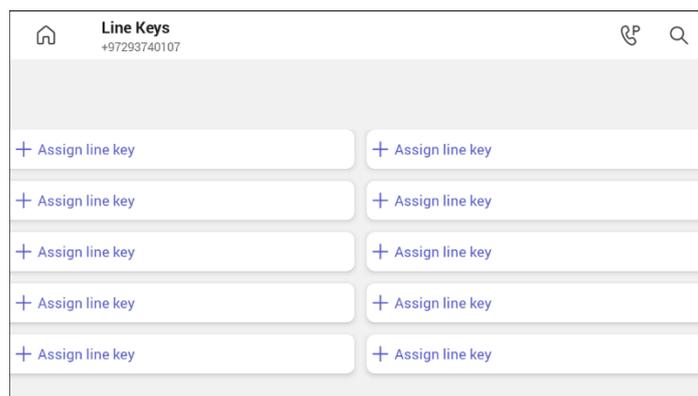
The Teams application now supports the assignment of contacts to line keys, enabling speed dialing and displaying Teams presence status. This feature enhances user convenience by utilizing the main LCD side keys on the C430HD, C435HD, and C436HD models, which were previously unused. Users can now assign up to six line keys for quick access to their contacts.



Touch screen phones also support the Line Key assignment feature. Customers can reorder the main screen buttons and add the **Line Keys** button for easy access:



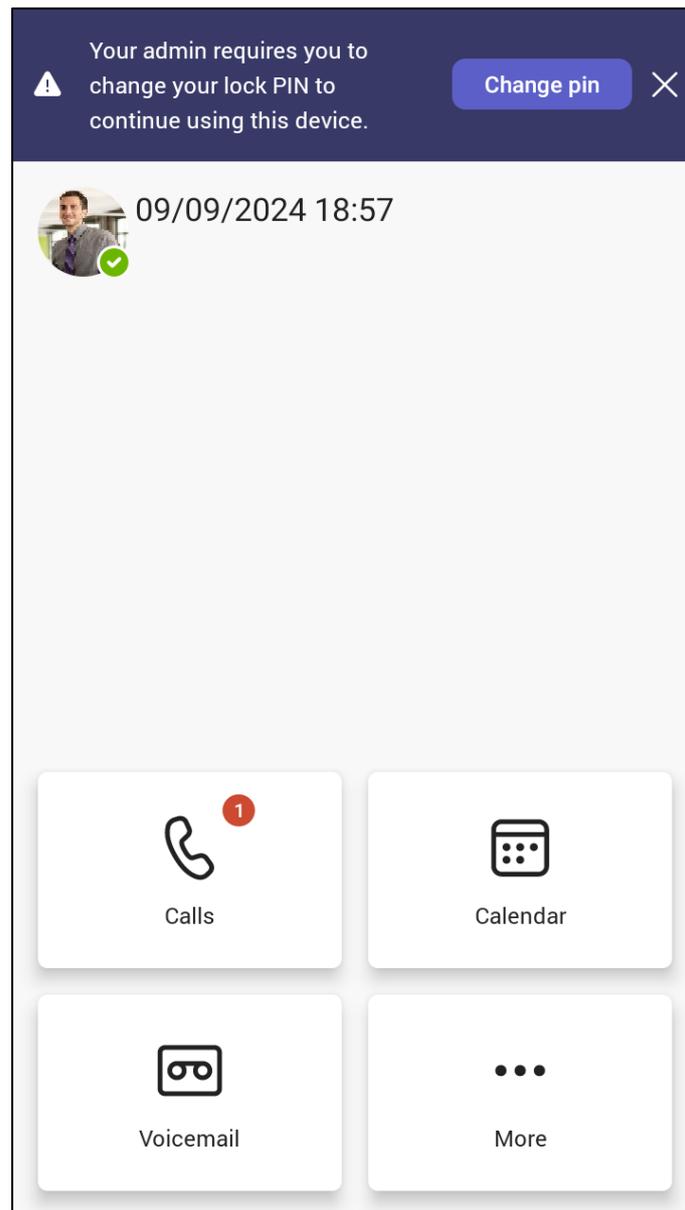
Below is an example of the Line Keys screen on C455HD:



## 2.1.5 Force Users to Change Lock PIN

Administrators can now configure an option that forces users to change their device lock PIN. This is achieved by setting up the new configuration file parameter **forceChangePIN**, which mandates users to update their device lock PIN.

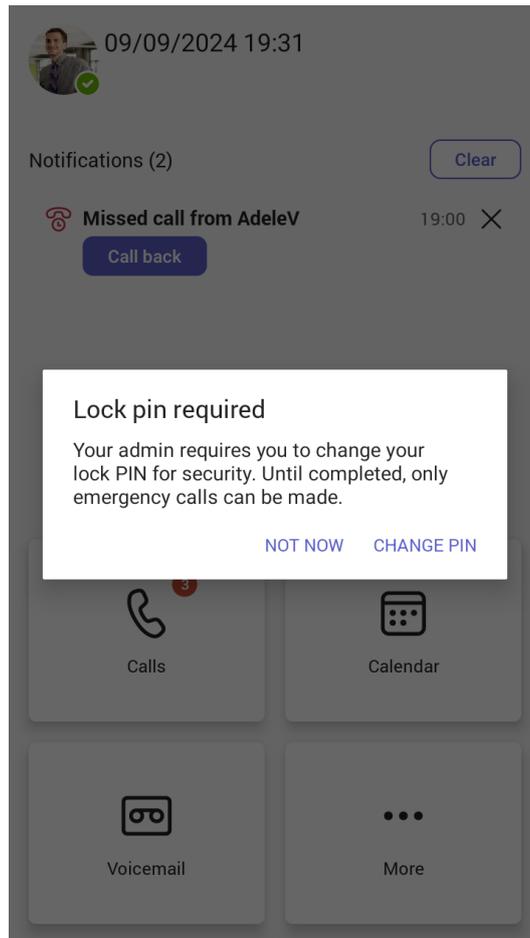
Previously, users were provided with an option to lock their device, but there was no mechanism for administrators to enforce a PIN change. Users could set and retain their lock PIN without any prompts or requirements to update it. This new feature enhances security by ensuring that users periodically update their lock PIN



The configuration option is received as part of the configuration profile settings assigned to the device from Teams Admin Center. Once the timeout configured by admin lapses, the firmware locks the device.

```
System Config
Lock PIN: 123445
Device Lock Timeout: 600
Date Time Config: test
```

When the Teams app detects a PIN lock configuration where a force PIN configuration is toggled, a popup is displayed allowing the user to navigate to device lock settings to change the PIN:



If the user taps **CHANGE PIN**, the user can navigate to Device Settings to reset the PIN.

If the reset PIN configuration times out and the user has not changed the PIN, the device is locked by the Teams app and the user is restricted to emergency calls along with the PIN notification set.

## 2.1.6 Configurable Minimum and Maximum Ring Volume

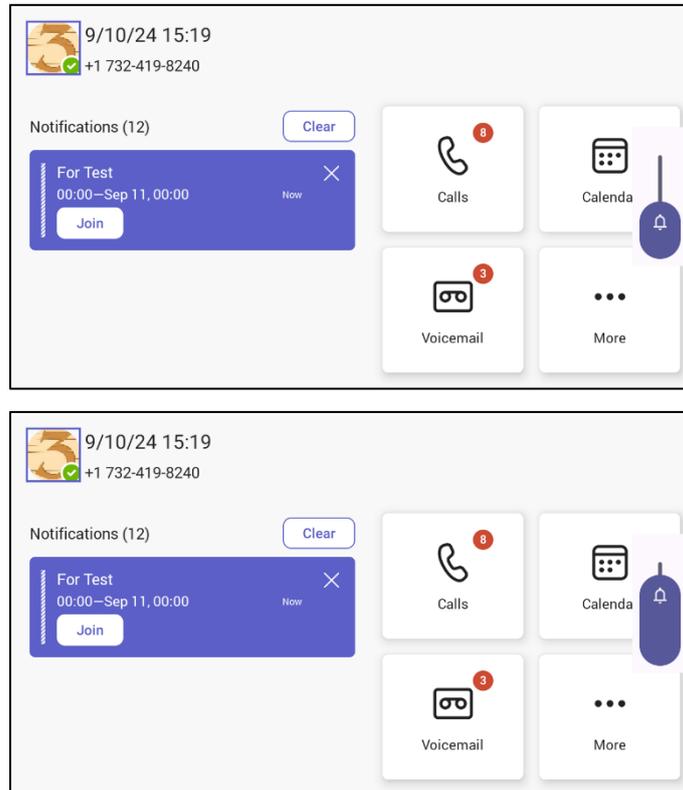
Android phones now feature a new capability enabling admin to configure minimum and maximum ringer volumes via the phone's configuration file.

The feature complies with industrial customers' requirements for phone ringers to be louder and for admin to be able to stop users from reducing ring volume to too low.

This feature is configured by admin in the configuration file using the following new parameters:

- Maximum volume:  
`audio/ringer/volume_max=10`
- Minimum volume:  
`audio/ringer/volume_min=0`

Ringer volume by default has a range of 0-10, where 0 is mute. The new capability allows admin to define a new minimum and maximum range of 3-7 so that the user can reach a minimum of 30% and a maximum of 70% of the original 0-100% range, as shown in the figures below:



### 2.1.7 Improved Logging Capability

Customer experience (CX) has been improved by a new logging capability when an Application Not Responding (ANR) error / core dump occurs.

The feature stores the logs (as a Bug Report file) when an application or service in Android crashes (including FATAL/PANIC) or gets stuck. When this happens, it takes the logs from the event and saves them under 'sdcard/logs'.

The feature is available for all devices running Android 10 or 12 operating system.

Only the last 10 logs are stored on the device. If this number is exceeded, the previous logs are deleted. When a device does not crash or does not get stuck, log files don't appear.

## 2.1.8 Speakerphone Configurable to Disabled

The speakerphone hard key on the phone can be configured to be disabled. When disabled, the user in an office environment won't have the option to use the speaker during calls. Pressing the hard key has no impact and its light does not illuminate. Only the use of the handset and headset is enabled.

This feature complies with requests from customers working in offices that need heightened discretion (e.g., government).

This feature is configured by admin in the configuration file using the following new parameter:

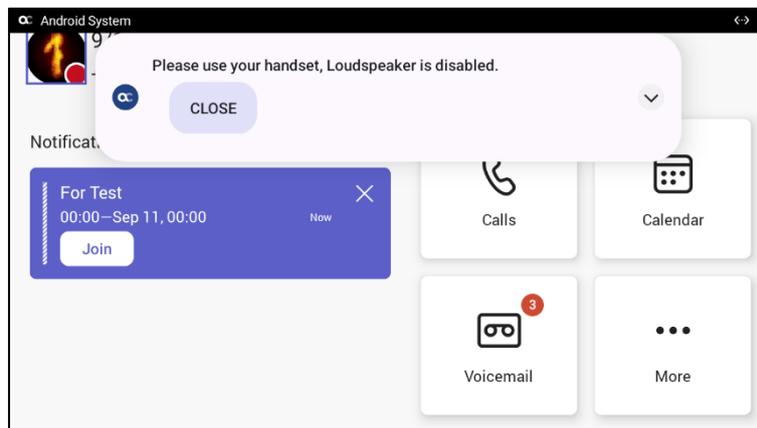
```
audio/speakerphone/enable=
```

- 0 = Disable
- 1 = Enable (default)

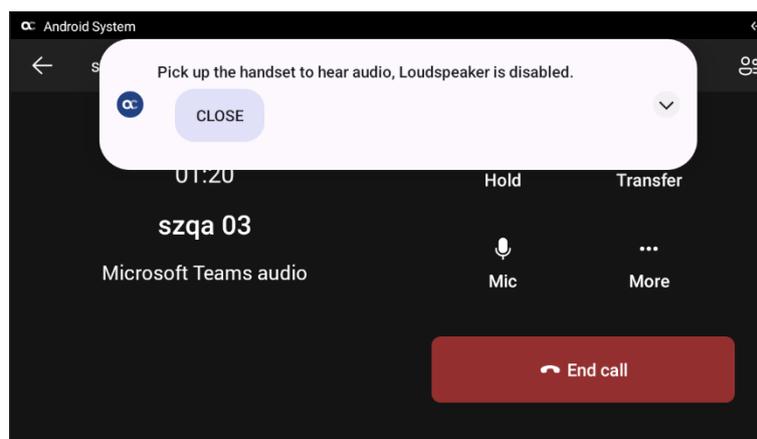


Ring to speaker still functions.

If after the feature is enabled, the user presses the 'Speaker' button in the idle screen, the following popup message is displayed:



If after the feature is enabled, the user presses the 'Accept' softkey or the speaker hard key, the following popup message is displayed:



The user can then answer by picking up the handset or using a headset if a USB headset is connected. The popup indication then disappears.

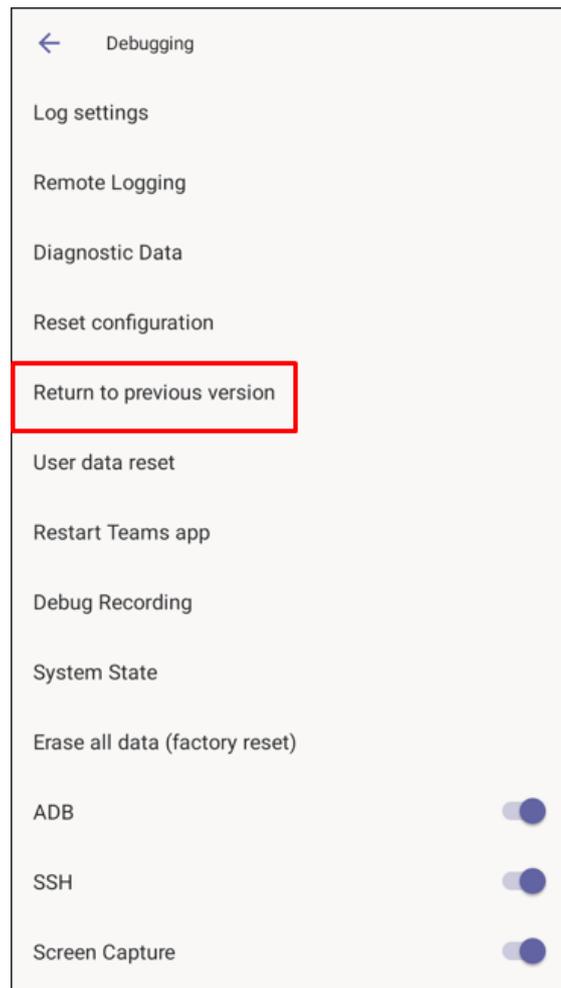
## 2.1.9 Time Zone Database Updated

The time zone database has been updated to the latest version.

## 2.1.10 Return to Previous Version

In response to the previous release's downgrade block, AudioCodes has introduced a new, controlled option for reverting to the previous firmware version. This feature allows users to return to the firmware version stored on the device after completing their evaluation of a new build.

To revert to the previous version, users can switch to the slot containing the earlier firmware build and perform a factory reset to complete the process. This action is triggered through the new **Return to previous version** option in the Admin **Debugging** menu:



## 2.2 Resolved Limitations in Version 2.7.358

### 2.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.7.358

**Table 3: Resolved Teams Application Limitations in Version 2.7.358**

Incident	Description
IPPAN-13842	[LCP] When attempting to transfer a call and searching for a contact whose name contains digits, the phone wrongly opens the dial pad.
IPPAN-13845	[LCP] When attempting to transfer a call, a failure occurs when searching for a contact using a search string that includes digits and then pressing the OK hard key.
IPPAN-13922	[LCP] When there are three incoming calls and the first two calls are on-hold, and the user ends the first answered call that's on-hold, the call is still displayed on the phone's LCD.
IPPAN-8994	[LCP] When two incoming calls are answered, the phone's LCD screen sometimes displays only one of the calls.
IPPAN-13977	Redundant "transfer" icon appears in meeting or emergency calls on LCP devices, obstructing user navigation.

### 2.2.2 Device

Here are the device limitations that have been resolved in Version 2.7.358

**Table 4: Resolved Device Limitations in Version 2.7.358**

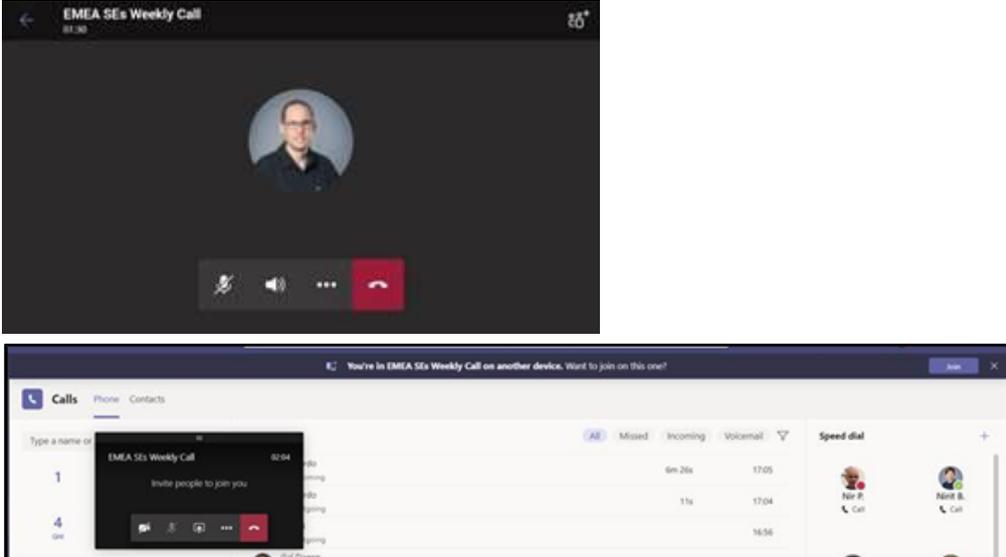
Incident	Description
IPPAN-11924	When attempting to connect to a Wi-Fi access point with an invalid password, the device repeatedly tries to connect without indicating that access has been denied.
IPPAN-12493	No ESD protection on LCD for devices with touch screen.
IPPAN-12844	Keyboard obscures key UI elements in Edit Group and Create External Contact screens on LCP, hindering user interaction.
IPPAN-13223	Unable to search for contacts using hyphens on LCP phones.
IPPAN-13687	Phone upgrade failure due to low storage space.
IPPAN-13956	Wi-Fi connection is unstable on C455HD.
IPPAN-14041	Volume is not synchronized between the phone and the Duo application.
IPPAN-14103	Devices allow downgrade of the Teams Application when an update is pushed from TAC.
IPPAN-15063	[Non touch LCD Phones] The virtual keyboard does not function when accessing the Administrator Login and entering the Wi-Fi password.
IPPAN-14309	Some USB headsets are not recognized after upgrading from OS9 to OS12.
IPPAN-15180	An outdated WebView package causes the 'compliance check' to fail.

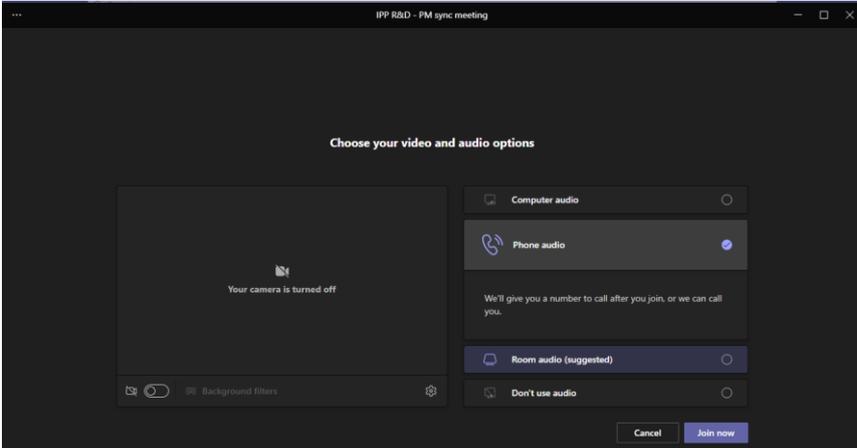
## 2.3 Known Limitations in Version 2.7.358

### 2.3.1 Teams Application

Here are the known Teams application limitations in Version 2.7358.

**Table 5: Known Teams Application Limitations in Version 2.7.358**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-5700	[C435HD] When answering a second call, there is no option to return to the first call.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.

Incident	Description
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

## 2.3.2 Device

Here are the known device limitations in Version 2.7.358

**Table 6: Known Device Limitations in Version 2.7.358**

Incident	Description
-	<p>[Device Manager] Network administrators are advised not to provision phones using both Device Manager and Microsoft Teams admin center (TAC) simultaneously, though monitoring can be done through both Device Manager and Microsoft Admin Portal concurrently. This known recommendation becomes more crucial due to the potential conflict that may arise from Microsoft's activation of TAC auto-updates which could cause phones managed by Device Manager to be updated by TAC, only to then be reverted to the firmware version specified by Device Manager.</p> <p>To address this issue:</p> <ul style="list-style-type: none"> <li>■ AudioCodes is actively working to block the rollback from OS12 to OS9. This fix will be included in an upcoming release of version 2.3, which will be available soon.</li> <li>■ Customers are strongly encouraged to remove any firmware files older than version 2.3 (e.g., 1.19 or earlier) from their OVOC Device Manager. This will prevent any automatic downgrades from version 2.3 to 1.19.</li> </ul>
IPPAN-13246	In a rare scenario, a phone running OS9 (version 1.19) might encounter an issue during an upgrade to OS12 (2.3.423). If the phone has an IP address that is not recognized by our existing Olson Time Zone database and, consequently, cannot determine the correct country, it may crash and enter the recovery screen during the upgrade process. A fix for this issue has been developed and will be included in the upcoming 2.3 release.
IPPAN-13377	[C435HD/C430HD] If a phone was configured with either a screensaver or a pin lock and then these features were disabled via configuration, it may freeze. A fix for this issue has been developed and will be included in the upcoming 2.3 release.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).

Incident	Description
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-13040	[C455HD   C470HD] QR code displays blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.
IPPAN-13952	When the phone is used in hands-free mode and the volume is set to maximum, the remote parties sometimes can't hear the other party well. When both parties speak at the same time the volume of the person speaker is reduced.
IPPAN-15564]	[C436HD] A connected Wi-Fi network cannot be edited.
IPPAN-15004	In some environments (when the phone local host not recognized by the dns server), the proxy setting disappear followed by an update from OS9 to OS12. The issue has already been fixed and will be part of the next firmware release.

## 3 Previous Releases

### 3.1 Version 2.3.497



- Version 2.3.497 supports C430HD, C435HD, C455HD and C470HD (which feature Android 12).
- Version 2.3.497 does not support C448HD and C450HD (which remain with Android 9).

#### 3.1.1 What's New in Version 2.3.497



- Migration to AOSP is now supported. Intune offers an AOSP mobile device management (MDM) solution referred to as AOSP Device Management. This MDM platform is used for Teams Android-based devices that enroll in Intune, replacing Android Device Administrator. AOSP Device Management leverages a new agent and Authenticator app, eliminating dependencies on the Company Portal app.
- An *AOSP Migration Guide* for Android AOSP Management for Microsoft Teams Android devices can now be obtained on Microsoft Learn [here](#).
- The guide provides customers with detailed instructions and best practices for smooth migration and shows how to migrate Teams Android devices to AOSP Device Management.
- All migration actions are performed in the Microsoft Intune Company Portal. Phone firmware has been upgraded with the Authenticator app.

#### 3.1.2 New Microsoft Apps

- Microsoft Teams: 2024122303 (also known as 1.5.0)
- Authenticator: 6.2410.7268
- Microsoft Intune: 24.09.1
- Admin Agent: 733

### 3.1.3 Resolved Limitations in Version 2.3.497

#### 3.1.3.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.3.497.

**Table 7: Resolved Teams Application Limitations in Version 2.3.497**

Incident	Description
-	-

#### 3.1.3.2 Device

Here are the device limitations that have been resolved in Version 2.3.497.

**Table 8: Resolved Device Limitations in Version 2.3.497**

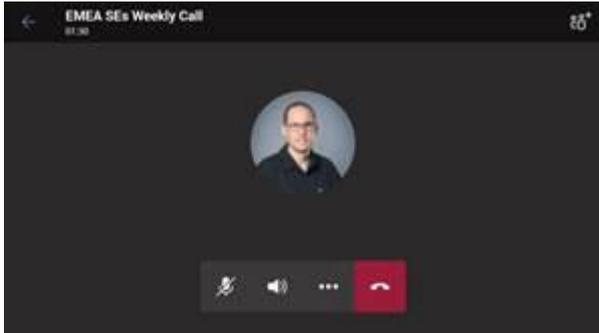
Incident	Description
IPPAN-14533 or IPPAN-14412	On rare occasions, after migrating from Company Portal (CP) to Android Open Source Project (AOSP), the device may not sign in correctly.
IPPAN-14834	On rare occasions, the device initially appears to be signed in but loses the sign-in several minutes later.

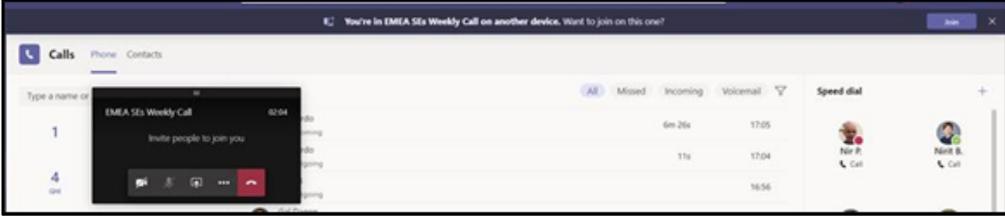
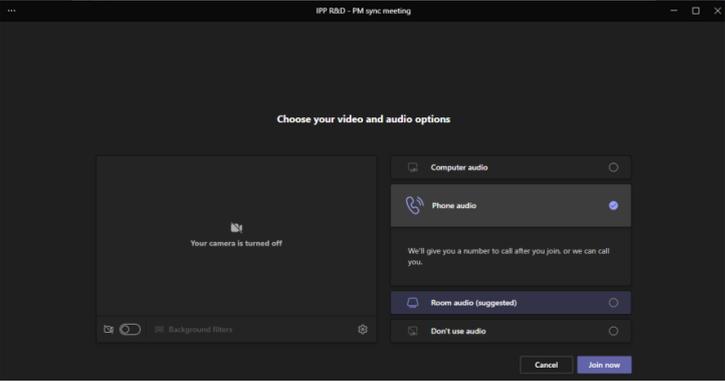
### 3.1.4 Known Limitations in Version 2.3.497

#### 3.1.4.1 Teams Application

Here are the known Teams application limitations in Version 2.3.497.

**Table 9: Known Teams Application Limitations in Version 2.3.497**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing. The following figures show joining from a phone and from the PC client respectively: 

Incident	Description
	
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following are not supported:</p> <ul style="list-style-type: none"> <li>■ Better Together (over Bluetooth)</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> </ul> <p><b>Note:</b> When C435HD is used as a CAP, voicemail is supported only when 'Advanced calling' is enabled.</p> 

Incident	Description
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

### 3.1.4.2 Device

Here are the known device limitations in Version 2.3.497:

**Table 10: Known Device Limitations in Version 2.3.497**

Incident	Description
-	<p>[Device Manager] Admins are advised not to provision phones using both Device Manager and Microsoft Teams admin center (TAC) simultaneously. Monitoring, however, can be done through both Device Manager and Microsoft Admin Portal concurrently. Potential conflict may arise from Microsoft's activation of TAC auto-updates which could cause phones managed by Device Manager to be updated by TAC only to then be reverted to the firmware version specified by Device Manager.</p> <p>To address this issue:</p> <ul style="list-style-type: none"> <li>■ Starting from release 2.3.453, AudioCodes has blocked firmware downgrade.</li> <li>■ Customers are strongly encouraged to remove any firmware files older than version 2.3 (e.g. 1.19 or earlier) from their OVOC   Device Manager. This will prevent any automatic downgrades from version 2.3 to 1.19. Applies also for older 2.3 releases.</li> </ul>
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.

---

Incident	Description
IPPAN-13040	[C455HD   C470HD] QR code is displaying blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.

## 3.2 Version 2.3.480



- Version 2.3.480 supports C430HD, C435HD, C455HD and C470HD (which feature Android 12).
- Version 2.3.480 does not support C448HD and C450HD (which remain with Android 9).

### 3.2.1 What's New Version 2.3.480

#### 3.2.1.1 Support for Android 12

This version delivers Android 12 operating system. Phones can be updated to Android 12 via the intermediate firmware version of 1.19.642 (or any later 1.19 build).

#### 3.2.1.2 Moving Teams Android Devices to AOSP Device Management

Starting from this release, Microsoft Teams Android devices now use Intune Android Open Source Project (AOSP) device management. AOSP device management is a mobile device management (MDM) platform for Teams devices. This offers more reliable experience, an improved deployment experience for admins, and serves as the platform for future innovation and richer management scenarios for Microsoft Teams Android devices (Teams Rooms, Teams panels, Teams phones, and Teams displays).

AOSP Device Management is the replacement for the legacy Android Device Administrator solution used for managing Teams Devices.

For more info about the AOSP migration, please refer to [Moving Teams Android Devices to AOSP Device Management | Microsoft Community Hub](#).



Running tenants without any Intune policies does not require following the above guide to create new appropriate rules to comply with AOSP, and migrated devices using Company Portal app to Authenticator app (AOSP) performs smoothly, requiring only to use a new firmware, provided by AudioCodes.

#### 3.2.1.3 New Microsoft Apps

- MicrosoftTeams-2024092304 (a.k.a. 1.3.1)
- Authenticator: 6.2410.7268
- Microsoft Intune: 24.09.1
- Admin Agent 733

### 3.2.2 Resolved Limitations in Version 2.3.480

#### 3.2.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.3.480.

**Table 11: Resolved Teams Application Limitations in Version 2.3.480**

Incident	Description
-	-

### 3.2.2.2 Device

Here are the device limitations that have been resolved in Version 2.3.480.

**Table 12: Resolved Device Limitations in Version 2.3.480**

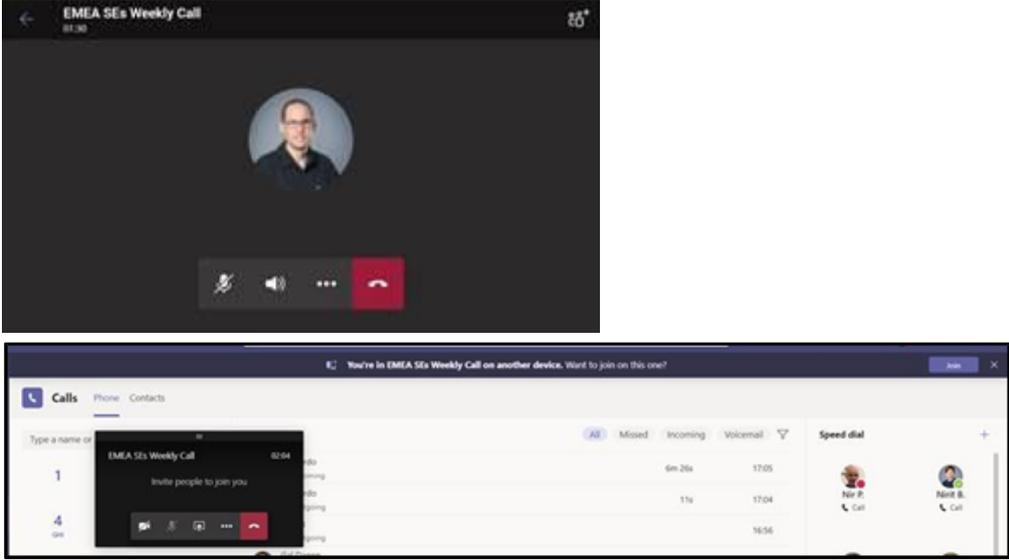
Incident	Description
IPPAN-14103	The device allows installation of an earlier Teams app version via Teams admin center (TAC).
IPPAN-13956	C455HD Wi-Fi. In some conditions there are Wi-Fi stability issues.

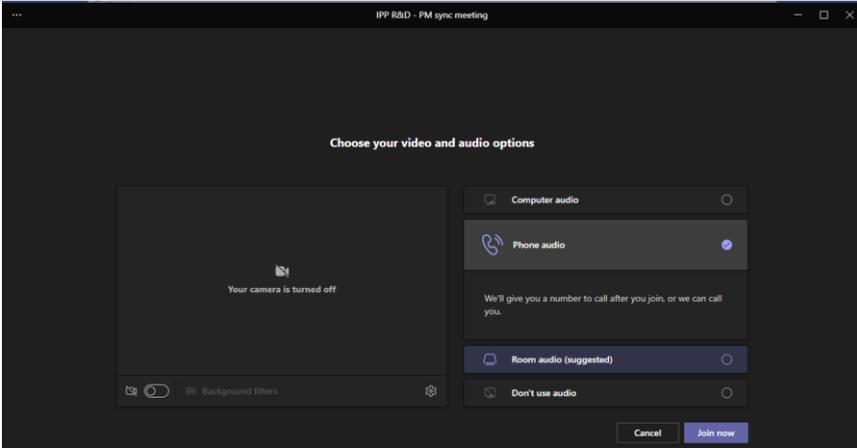
### 3.2.3 Known Limitations in Version 2.3.480

#### 3.2.3.1 Teams Application

Here are the known Teams application limitations in Version 2.3.480.

**Table 13: Known Teams Application Limitations in Version 2.3.480**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following are not supported:</p> <ul style="list-style-type: none"> <li>■ Better Together (over Bluetooth)</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.

Incident	Description
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

### 3.2.3.2 Device

Here are the known device limitations in Version 2.3.480.

**Table 14: Known Device Limitations in Version 2.3.480**

Incident	Description
-	<p>[Device Manager] Admins are advised not to provision phones using both Device Manager and Microsoft Teams admin center (TAC) simultaneously. Monitoring, however, can be done through both Device Manager and Microsoft Admin Portal concurrently. Potential conflict may arise from Microsoft's activation of TAC auto-updates which could cause phones managed by Device Manager to be updated by TAC only to then be reverted to the firmware version specified by Device Manager.</p> <p>To address this issue:</p> <ul style="list-style-type: none"> <li>■ Starting from release 2.3.453, AudioCodes has blocked firmware downgrade.</li> <li>■ Customers are strongly encouraged to remove any firmware files older than version 2.3 (e.g., 1.19 or earlier) from their OVOC   Device Manager. This will prevent any automatic downgrades from version 2.3 to 1.19. Applies also for older 2.3 releases.</li> </ul>
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-13040	[C455HD   C470HD] QR code is displaying blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.

### 3.3 Version 2.3.453



- Version 2.3.453 supports C435HD, C455HD and C470HD.
- C430HD is not part of Version 2.3.453. An updated build will be released for C430HD very soon.
- Version 2.3.453 does not support C448HD and C450HD (these remain with OS9)
- Version 2.3.453 includes Microsoft Teams Version **2024080808** (a.k.a. **U1.2.1/2024**)
- See also [here](#) for What's New in Microsoft's Teams Devices.

#### 3.3.1 What's New in Version 2.3.453

- Version 2.3.453 delivers Android OS12. Phones can be updated to Android OS12 via the intermediate firmware version of 1.19.642 (or any later 1.19 build). Note that the phone does not be restored to its default settings as a result of this upgrade.  
Applies to C430HD, C435HD, C455HD and C470HD.  
Inapplicable to C448HD and C450HD.
- New Microsoft apps:
  - MicrosoftTeams-2024080808 (a.k.a. 1.2.1)
  - Company Portal 5.0.6152.0
  - Admin Agent 703
- Starting from this version release, firmware downgrade is blocked. This does prevent a possible race condition between Microsoft TAC and AudioCodes' OVOC | Device Manager.

#### 3.3.2 Resolved Limitations in Version 2.3.453

##### 3.3.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.3.453.

**Table 15: Resolved Teams Application Limitations in Version 2.3.453**

Incident	Description
-	-

##### 3.3.2.2 Device

Here are the device limitations that have been resolved in Version 2.3.453.

**Table 16: Resolved Device Limitations in Version 2.3.453**

Incident	Description
IPPAN-13246	In a rare scenario, a phone running OS9 (version 1.19) might encounter an issue during an upgrade to OS12 (2.3.423). If the phone has an IP address that is not recognized by our existing Olson Time Zone database and, consequently, cannot determine the correct country, it may crash and enter the recovery screen during the upgrade process.
IPPAN-13377	[C435HD/C430HD] If a phone was configured with either a screensaver or a PIN lock and then these features were disabled via configuration, it may freeze.
IPPAN-13805	On rare occasions, the phone might freeze after a firmware upgrade. Rebooting solves the issue.

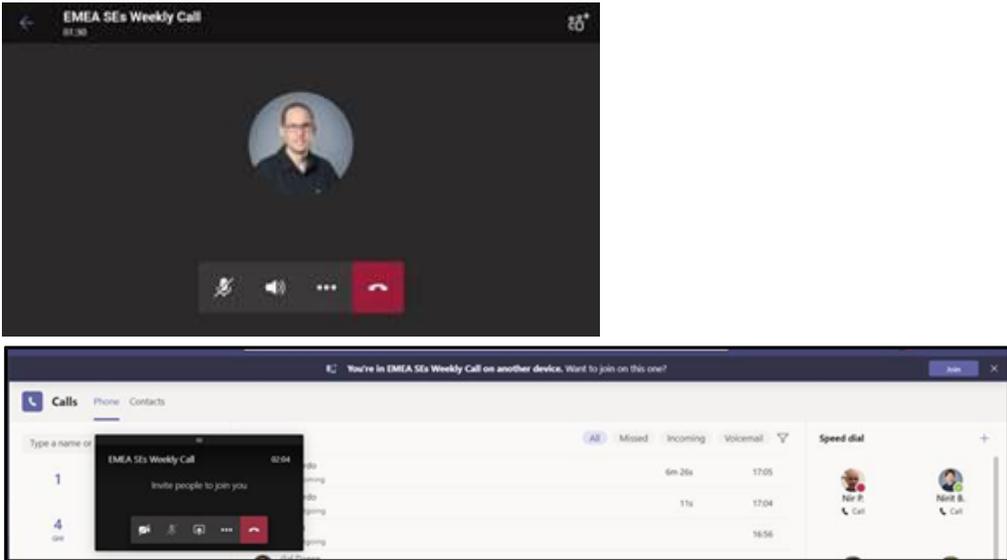
Incident	Description
IPPAN-13877	The phone’s OVOC   Device Manager module might crash when setting 'personal_settings/language' to an unrecognized string.
IPPAN-13718	[C455HD] Waking up the phone from the screensaver by lifting the handset and then dialing a number sometimes transfers the audio to the speaker.
IPPAN-13334	[LCP] The user is unable to select the Android keyboard / Japanese IME option in the Language & Input setting, using the down arrow key.
IPPAN-13024	The focus is not on the first option when the user clicks ‘Accessibility settings’.
IPPAN-13343	The admin settings login interface is displayed differently after the appearance is changed from light to dark.

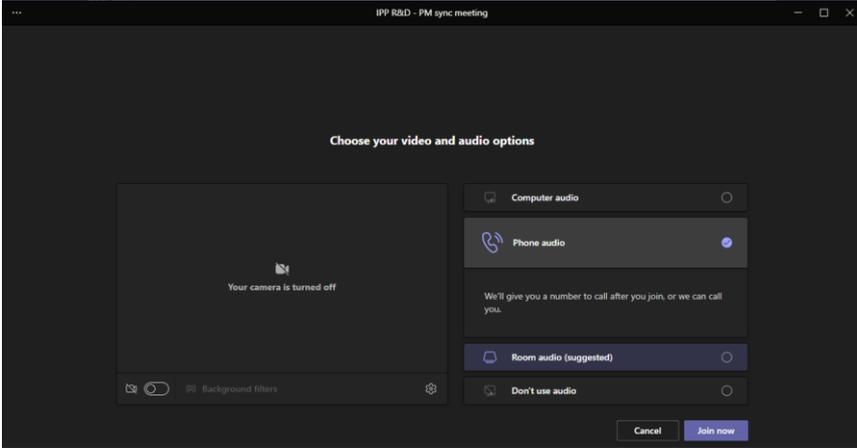
### 3.3.3 Known Limitations in Version 2.3.453

#### 3.3.3.1 Teams Application

Here are the known Teams application limitations in Version 2.3.453.

**Table 17: Known Teams Application Limitations in Version 2.3.453**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant ‘Meeting’ string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it’s recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies ‘You’re in a meeting on another device’; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.

Incident	Description
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following are not supported:</p> <ul style="list-style-type: none"> <li>■ Better Together (over Bluetooth)</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-6089	<p>[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.</p>
IPPAN-7324	<p>After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.</p>

Incident	Description
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

### 3.3.3.2 Device

Here are the known device limitations in Version 2.3.453.

**Table 18: Known Device Limitations in Version 2.3.453**

Incident	Description
-	<p>[Device Manager] Admins are advised not to provision phones using both Device Manager and Microsoft Teams admin center (TAC) simultaneously. Monitoring, however, can be done through both Device Manager and Microsoft Admin Portal concurrently. Potential conflict may arise from Microsoft's activation of TAC auto-updates which could cause phones managed by Device Manager to be updated by TAC only to then be reverted to the firmware version specified by Device Manager.</p> <p>To address this issue:</p> <ul style="list-style-type: none"> <li>■ Starting from release 2.3.453, AudioCodes has blocked firmware downgrade.</li> <li>■ Customers are strongly encouraged to remove any firmware files older than version 2.3 (e.g., 1.19 or earlier) from their OVOC   Device Manager. This will prevent any automatic downgrades from version 2.3 to 1.19. Applies also for older 2.3 releases.</li> </ul>
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-13040	[C455HD   C470HD] QR code is displaying blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.

## 3.4 Version 2.3.423



- Version 2.3.423 supports C430HD, C435HD, C455HD and C470HD
- Version 2.3.423 does not support C448HD and C450HD (these remain with OS9)
- Version 2.3.423 includes Microsoft Teams Version **2024062010** (a.k.a. **U1.1.3/2024**)
- See also [here](#) for What's New in Microsoft's Teams Devices.

### 3.4.1 What's New in Version 2.3.423

- Version 2.3.423 delivers Android OS12. Phones can be updated to Android OS12 via the intermediate firmware version of 1.19.642. Note that the phone does not restore its default settings as a result of this upgrade.  
Applies to C430HD, C435HD, C455HD and C470HD.  
Inapplicable to C448HD and C450HD.
- New Microsoft apps:
  - MicrosoftTeams-2024061301 (a.k.a. 1.1.3)
  - Company Portal 5.0.6152.0
  - Admin Agent 703
- Version 2.3.423 includes the **release of AudioCodes' new C430HD IP phone**. Microsoft Teams-native C430HD IP phone is an entry level/common area phone specially designed to deliver low-cost yet feature-rich unified communications in any shared space or phone booth.



See under [here](#) for more information.

### 3.4.2 Resolved Limitations in Version 2.3.423

#### 3.4.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.3.423.

**Table 19: Resolved Teams Application Limitations in Version 2.3.423**

Incident	Description
-	-

#### 3.4.2.2 Device

Here are the device limitations that have been resolved in Version 2.3.423.

**Table 20: Resolved Device Limitations in Version 2.3.423**

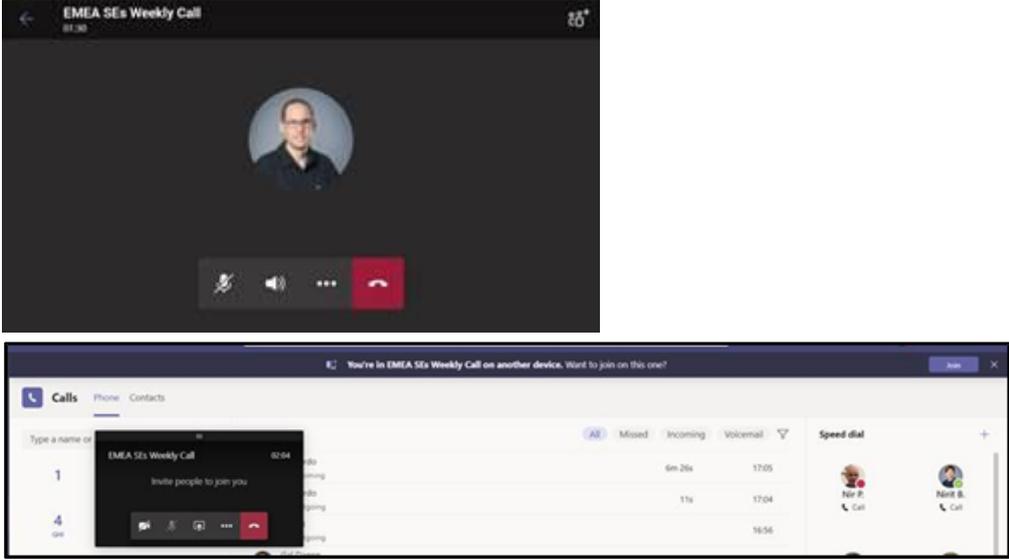
Incident	Description
IPPAN-13342	On rare occasions, devices are displayed as 'offline' in Microsoft TAC after upgrading from OS9 to OS12.
IPPAN-13340	On some occasions, the Company Portal app crashes every 26 minutes following a firmware upgrade from OS9 to OS12 for the reason that 'Key size is not available'.
IPPAN-13068	On some occasions, devices get stuck in the 'Settings' page / 'Language' selection following a firmware upgrade from OS9 to OS12.
IPPAN-13147	When rebooting the device immediately after it boots from a firmware upgrade (within ~30 seconds), the device might fail to boot up and enter Recovery Mode.

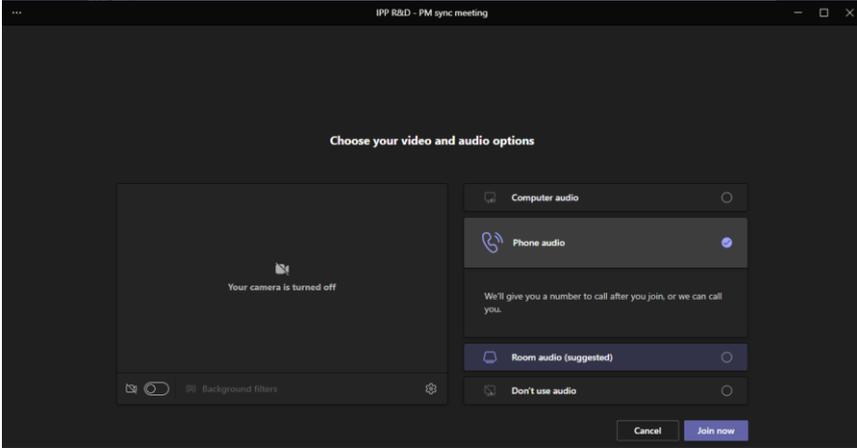
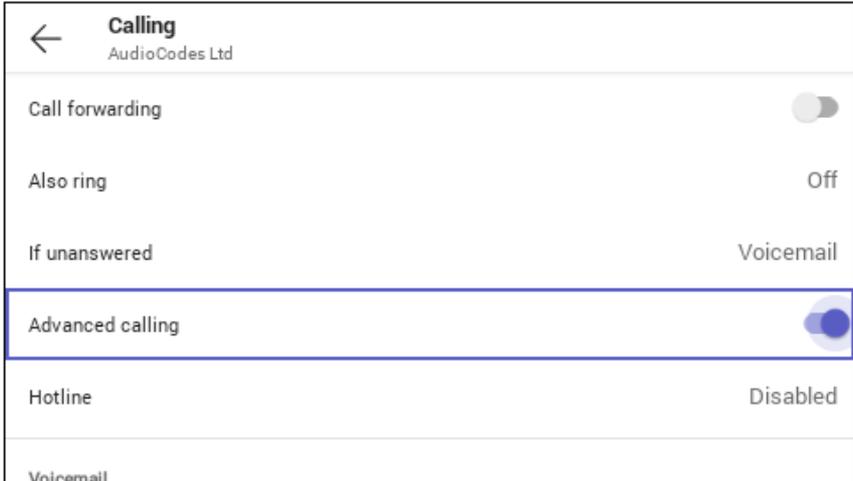
### 3.4.3 Known Limitations in Version 2.3.423

#### 3.4.3.1 Teams Application

Here are the known Teams application limitations in Version 2.3.423.

**Table 21: Known Teams Application Limitations in Version 2.3.423**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.

Incident	Description
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.

Incident	Description
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

### 3.4.3.2 Device

Here are the known device limitations in Version 2.3.423.

**Table 22: Known Device Limitations in Version 2.3.423**

Incident	Description
-	<p>[Device Manager] Network administrators are advised not to provision phones using both Device Manager and Microsoft Teams admin center (TAC) simultaneously, though monitoring can be done through both Device Manager and Microsoft Admin Portal concurrently. This known recommendation becomes more crucial due to the potential conflict that may arise from Microsoft's activation of TAC auto-updates which could cause phones managed by Device Manager to be updated by TAC, only to then be reverted to the firmware version specified by Device Manager.</p> <p>To address this issue:</p> <ul style="list-style-type: none"> <li>■ AudioCodes is actively working to block the rollback from OS12 to OS9. This fix will be included in an upcoming release of version 2.3, which will be available soon.</li> <li>■ Customers are strongly encouraged to remove any firmware files older than version 2.3 (e.g., 1.19 or earlier) from their OVOC Device Manager. This will prevent any automatic downgrades from version 2.3 to 1.19.</li> </ul>
IPPAN-13246	In a rare scenario, a phone running OS9 (version 1.19) might encounter an issue during an upgrade to OS12 (2.3.423). If the phone has an IP address that is not recognized by our existing Olson Time Zone database and, consequently, cannot determine the correct country, it may crash and enter the recovery screen during the upgrade process. A fix for this issue has been developed and will be included in the upcoming 2.3 release.
IPPAN-13377	[C435HD/C430HD] If a phone was configured with either a screensaver or a pin lock and then these features were disabled via configuration, it may freeze. A fix for this issue has been developed and will be included in the upcoming 2.3 release.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).

Incident	Description
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-13040	[C455HD   C470HD] QR code is displaying blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.

## 3.5 Version 2.3.410



- Version 2.3.410 supports C435HD, C455HD and C470HD
- Version 2.3.410 does not support C448HD and C450HD (these remain with OS9)
- Version 2.3.410 includes Microsoft Teams Version **2024061301** (a.k.a. **U1.1.2/2024**)
- See also [here](#) for What's New in Microsoft's Teams Devices.

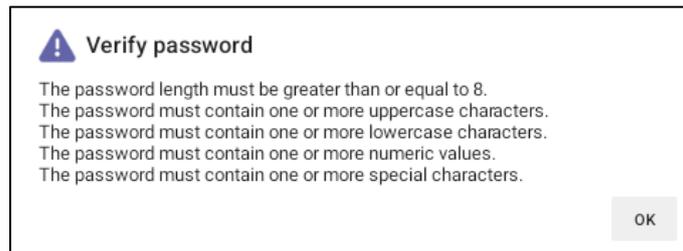
### 3.5.1 What's New in Version 2.3.410

- Version 2.3.410 delivers Android OS12. Phones can be updated to Android OS12 via the intermediate firmware version of 1.19.642. Note that the phone does not restore to its default settings because of this upgrade.  
Applies to C435HD, C455HD and C470HD.  
Inapplicable to C448HD and C450HD.
- New Microsoft apps:
  - MicrosoftTeams-2024061301 (a.k.a. 1.1.2)
  - Company Portal 5.0.6152.0
  - Admin Agent 703
- **Improved incoming audio performance.** This version optimizes audio processing for incoming calls resulting in a significant improvement in call quality. Users now experience a much faster connection, so the remote party (the caller) hears the recipient's voice (the local phone) with noticeably reduced delay.
- **Capability for admin-defined password complexity** has been added. The feature was designed mainly for non-touch screen phones but can also be applied to touch-screen phones. This feature gives admins the ability to finely adjust password complexity, ensuring that customers using low-cost phones (LCPs) can easily input passwords using the phone's hard keys.

A new parameter 'system/admin\_password/strength' has been added.

- When updating LCPs to version 2.3.410, the parameter is *by default* set to **COMPLEXITY\_MEDIUM**. Password complexity rule: At least six characters and/or digits must be used.

- When updating non-LCP touch screen phones to version 2.3.410, the parameter default is **COMPLEXITY\_HIGH**. Password complexity rules are as follows:



- If a phone was configured with a *complex password* in earlier versions, it preserves that password.
- Admin can optionally change it to a *non-complex password*.

- AudioCodes Android-based phones now support multicast paging** (including barge-in), in compliance with customer requests, especially customers in the educational market invested in emergency notification systems which use multicast. The new feature allows a call to be paged to a group of phones to notify a team about (for example) the time and place at which a meeting is scheduled to commence. The paging call is multicast via a designated group IP address, in real time, on all phones in the group.

**Barge-in enables paging to interrupt (barge in on) phone conversations that are in progress.**

The feature is configured in the phone's cfg configuration file. Default: Disabled. When enabled, a paging call overrides an ongoing regular call/meeting due to emergency. When disabled, those who are in regular calls when a paging call comes in are prompted in the phone screen to accept or reject the paging call. If it's accepted, the regular call is put on hold and the paging is heard.

New paging parameters have been added to the cfg configuration file. The values of these parameters can be changed on the fly. Paging behavior is immediately affected.

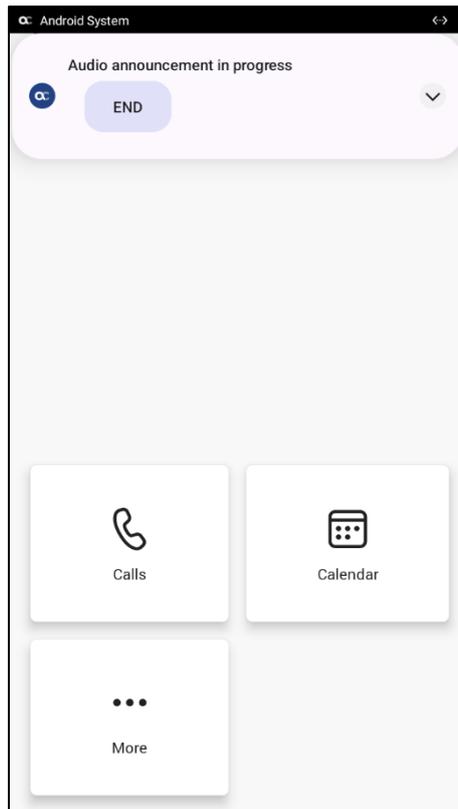
```
/voip/services/group_paging/enabled
/voip/services/group_paging/codec
/voip/services/group_paging/group/*/activated
/voip/services/group_paging/group/*/multicast_addr
/voip/services/group_paging/group/*/port
/voip/services/group_paging/allow_barge_in/enabled
```

See the *User-Administrator Manual* for detailed information.

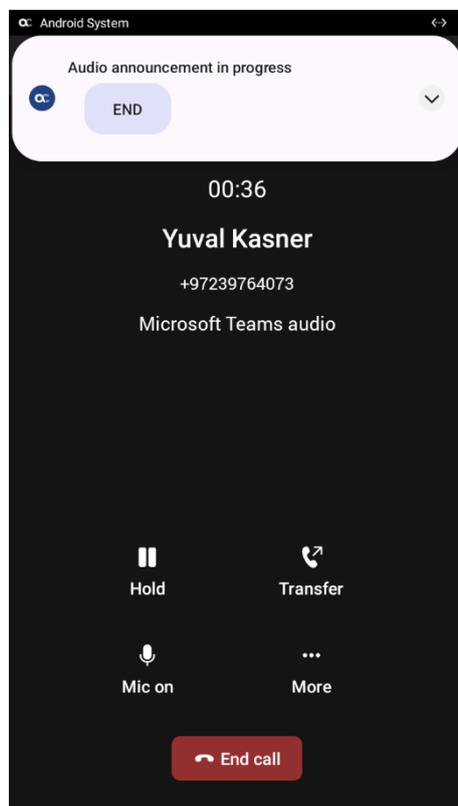
AudioCodes Android-based phones currently support *incoming* paging calls (listening). *Outgoing* paging calls (broadcasting) will be supported in the future.

- When an incoming call is received on a phone that is idle, the phone *immediately automatically* answers it, irrespective of whether barge-in is enabled or not:

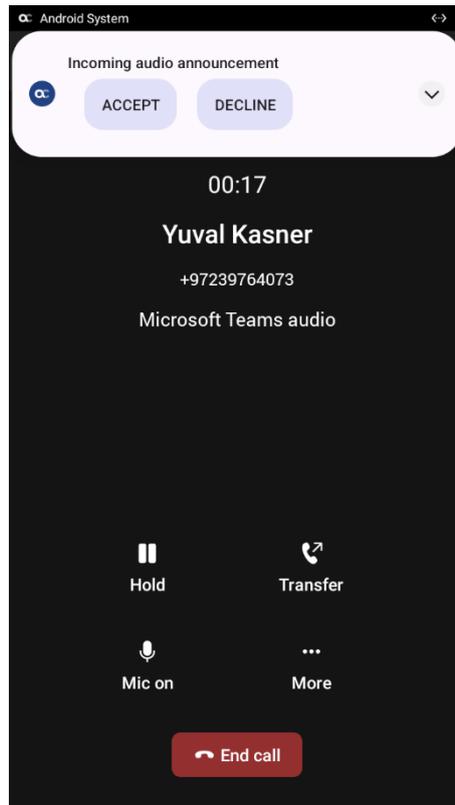
[The screens shown in the figures below are newer than those in the released version. To view them, contact AudioCodes or wait for the next version release.]



- ◆ When the phone is in a Teams call/meeting (active or on-hold):
- ◆ If barge-in is *enabled*, i.e., if the new cfg configuration file parameter `voip/services/group_paging/allow_barge_in/enabled=1`, then the phone *automatically immediately* display the **Audio announcement in progress** screen with an option to end the announcement.

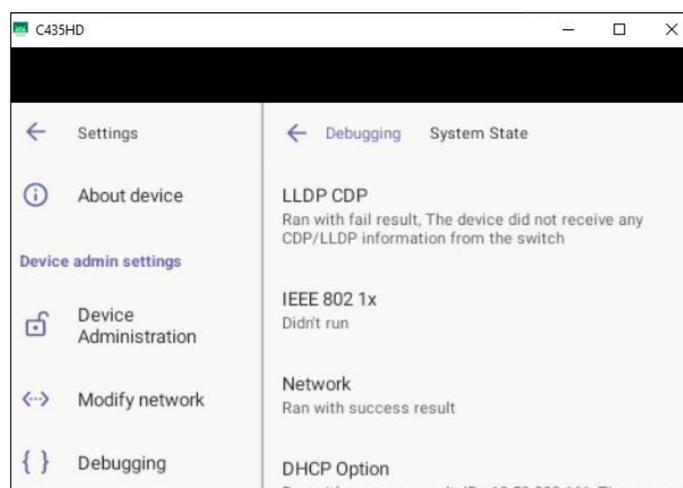


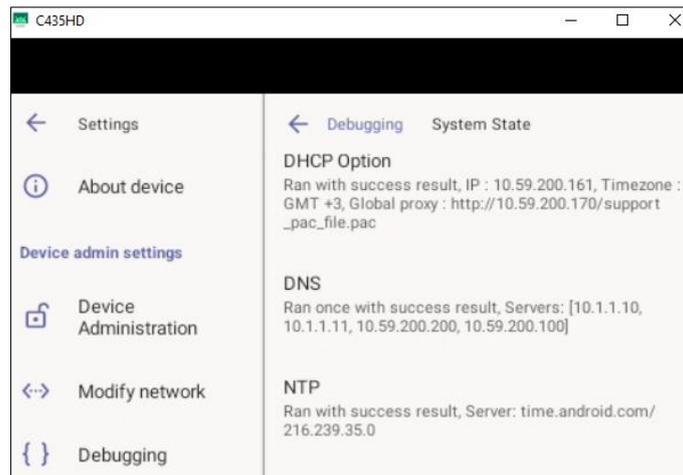
- ◆ If barge-in is *disabled*, i.e., if the new cfg configuration file parameter `voip/services/group_paging/allow_barge_in/enabled=0`, then the phone displays the **Incoming audio announcement** screen with an option to ACCEPT or DECLINE it:



- **Improved out-of-the-box troubleshooting. Admins can now monitor the status of the various software modules of the device.** If initial provisioning is unsuccessful or if admin encounters an issue related to the network / connection to Device Manager, the feature gives admin an indication as to why.

The feature enables debugging via the phone screen without requiring external systems. Admin can check connectivity independently of external apps. The figure below shows the new System State screen that has been added (**Settings > Debugging > System State**).





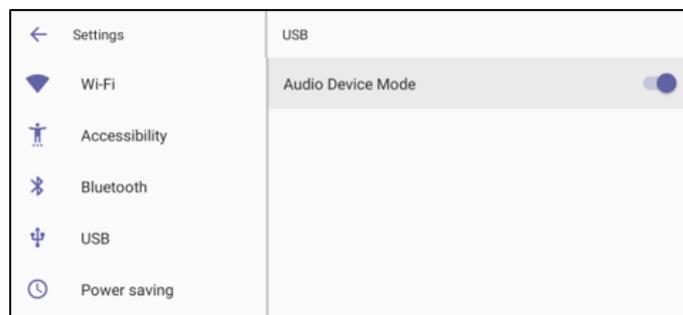
- AudioCodes Android devices can **configure VLAN via a DHCP Option** when CDP/LLDP isn't allowed in the organization. The following DHCP Options offer a VLAN ID: Option 43, 132, 128, 129, 144, 157, 191. If the device gets more than one of these, it applies only one according to the aforementioned order of priority.

Admins must configure 'VLAN Discovery Mode' to CDP/LLDP/CDP+LLDP to get VLAN via a DHCP Option. If 'VLAN Discovery Mode' is disabled, the devices do not get VLAN via a DHCP Option.

When CDP/LLDP is allowed in the organization, devices get VLAN via LLDP/CDP Discovery; they do not get it from a DHCP Option. LLDP/CDP Discovery takes precedence over a DHCP Option.

- 
- **USB Log Export in Recovery Mode.** Version 2.3.410 introduces a new feature that empowers users to seamlessly save logs while their phone is in recovery mode. In Android recovery mode, the system automatically mounts a partition, enabling users to connect a USB stick. By simply clicking the 'Export logs to USB disk' option, all logs are efficiently copied to the USB stick, providing a convenient and reliable method for log management during recovery procedures.
- **Improvements were made to certificate enrollment using Simple Certificate Enrollment Protocol (SCEP).**
- **USB device mode is available as a Beta feature.** [Applies to C455HD and C470HD]. The phone can be connected to a PC via a USB-A Male – USB-A Male cable, allowing it to be used as the PC's audio device such as an external speaker.

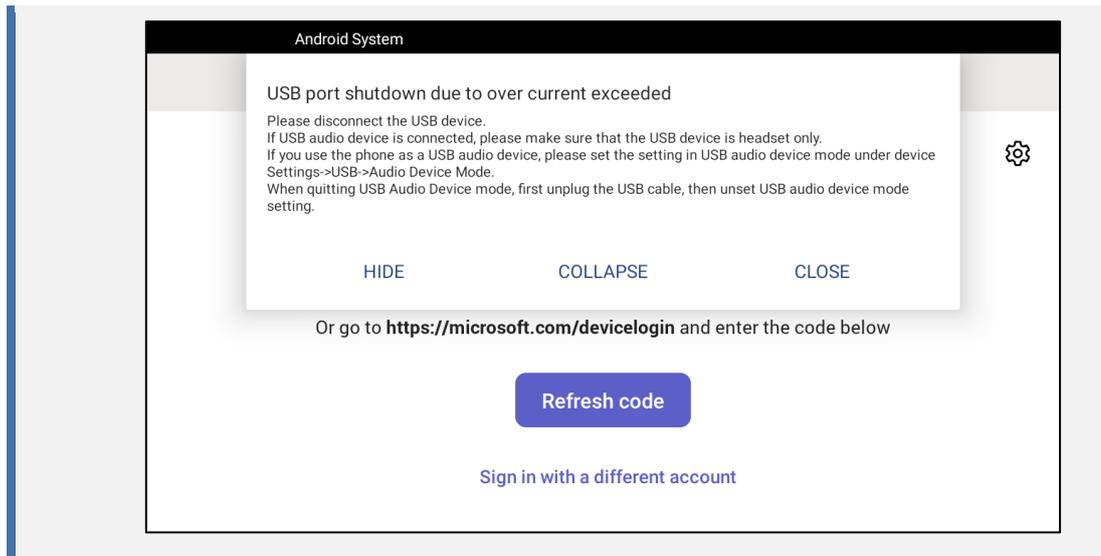
1. In the phone's Device Settings > USB, users must enable 'Audio Device Mode'.



2. The user then connects the USB-A - USB-A cable from the phone to the PC.



- It is important to set the feature up *in this order* (first enable USB device mode and then connect the USB cable).
- If the user connects the cable *before* enabling the mode, they'll get this message:

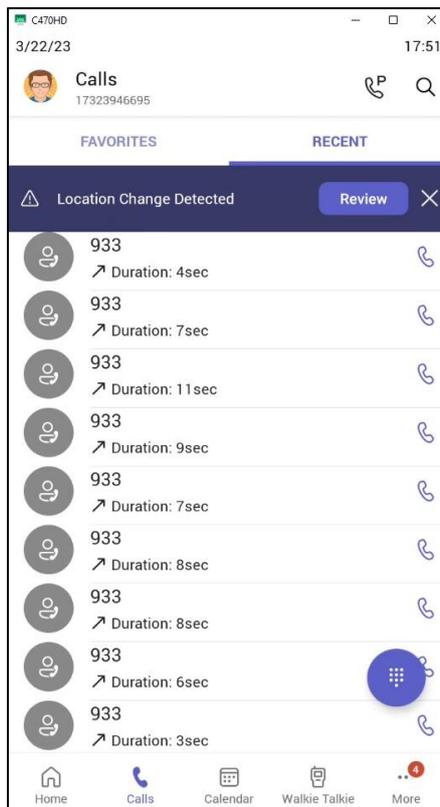


3. On a PC running Windows OS, the user must navigate to Settings > Devices > Audio and make sure the phone is set to be the PC's default audio device.
  4. Media such as YouTube and Windows Media Player can be played via the phone speaker.
- **QoS settings for the PC port are now supported (VLAN for PC port).**
  - Admins can configure PC port QoS via the device's cfg configuration file. The following three new parameters have been added to the cfg file:

Parameter	Description
network/lan/vlan/pc_port_tagging/enable=0	Defines the PC port VLAN as enabled / disabled. 0 = PC port VLAN disabled 1 = PC port VLAN enabled Default: 0
network/lan/vlan/pc_port_id=0	Defines the PC port VLAN ID. Range: 0-4096 Default: 0
network/lan/vlan/pc_port_priority=0	Defines PC port VLAN priority. Range: 0-7 Default: 0

- The new feature provides PC port QoS for AudioCodes' Android-based phones which now feature settings for VLAN *and* VLAN Priority (802.1p) for the PC port.
- [Applies to all AudioCodes Android-based phones and MTRAs] **A timeout has been added to the Admin login.** The timeout's value can be configured using a newly added cfg configuration file parameter:
  - settings/admin\_logout\_timeout,values=3
  - Default value: 3 (minutes)
  - Valid values: 1-10 (minutes)
- Timing begins when exiting the 'Device Settings' menu. When the timeout expires, the device logs out automatically.
- The functionality works for both registered and unregistered devices.

- [C470HD] A 'Switch to Zoom' operation can no longer be performed from the phone UI. Please contact AudioCodes for more information about performing the operation.



### 3.5.2 Resolved Limitations in Version 2.3.410

#### 3.5.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 2.3.410.

**Table 23: Resolved Teams Application Limitations in Version 2.3.410**

Incident	Description
IPPAN-7325	On rare occasions, when a call ends, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.

#### 3.5.2.2 Device

Here are the device limitations that have been resolved in Version 2.3.410.

**Table 24: Resolved Device Limitations in Version 2.3.410**

Incident	Description
IPPAN-11139	[C435HD] The analog headset RJ9 port does not function after the phone is rebooted.

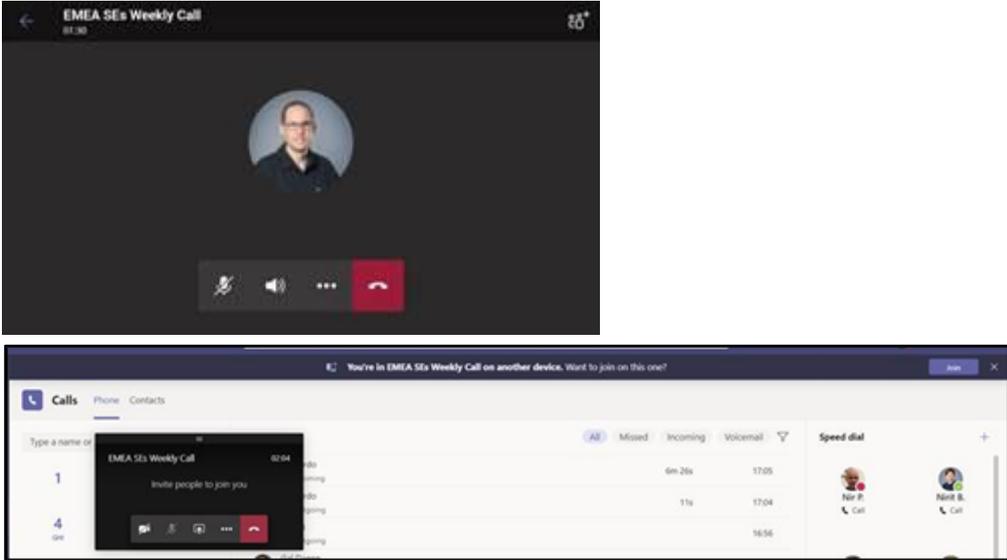
Incident	Description
IPPAN-10767	On rare occasions, Language selection via the setup wizard is skipped after rebooting.
IPPAN-8943	[User Data Reset] Power saving is cleared after user data reset.
IPPAN-7321	[C435HD] The 'Search' key in 'Contact Search' disappears after pressing it, before starting to type letters.
IPPAN-11807	During a Call Transfer operation, the phone's volume cannot be adjusted.
IPPAN-11919	[C435HD] Unable to input alphabetical characters when the phone is set to Japanese language.
IPPAN-11773	When the device gets its IP address after it is set to 802.1x in a Wi-Fi environment, it automatically disconnects when it is still displaying the Wi-Fi screen and is repeatedly switched between 'Save' and 'Connected' states.
IPPAN-11834	The phone speaker sounds too loud even when volume is set to minimum.
IPPAN-11624	[C435HD] When using a right-to-left language (such as Hebrew), the functions of the keys located below the LCD screen switch around. For example, selecting the 'Lock' key opens the 'Calling' screen.
IPPAN-10609	Performing a 'Forget connected Wi-Fi' operation might occasionally cause a Device Settings notification to pop up.
IPPAN-11172	During a 'Reset configuration' operation performed from the phone screen, the device wrongly pops up a 'No Internet' banner.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-13198	App update via Microsoft Teams admin center (TAC) is occasionally unsuccessful.
IPPAN-12462	[C455HD+C470HD] After setting the Wi-Fi SSID and password via the .cfg configuration file and then setting the static IP for the same Wi-Fi via the .cfg configuration file, the static IP doesn't function in the device's user interface.
IPPAN-13072	[Phones with hard digit keys] When dialing very fast from idle, the second dialed digit might not be detected and it's necessary to press it again.
IPPAN-13183	[C470HD] When dialing from the keypad, the ringback tone is too even if the user set a quiet ringback.
IPPAN-10669	[C345HD] [Lock] The device cannot accept the PIN code when the handset is not in the cradle.

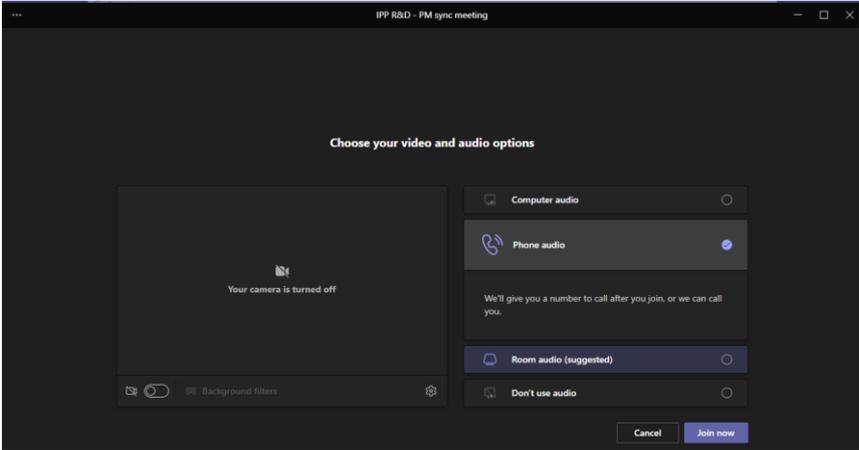
### 3.5.3 Known Limitations in Version 2.3.410

#### 3.5.3.1 Teams Application

Here are the known Teams application limitations in Version 2.3.410.

**Table 25: Known Teams Application Limitations in Version 2.3.410**

Incident	Description
IPPAN-2476	[C470HD] The phone displays an irrelevant ‘Meeting’ string when a parked call is picked up.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it’s recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies ‘You’re in a meeting on another device’; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call is shown)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.

Incident	Description
IPPAN-7324	After Phone A Transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-12973	[C470HD   C455HD] The user cannot see the lock icon when the phone is set to dark theme.
IPPAN-12936	[C455HD   C470HD] When the meeting organizer locks the meeting, if another participant clicks the 'Join' button to join the meeting, it should prompt 'The meeting is locked'.
IPPAN-12935	[C455HD+C470HD] When joining a meeting from the phone's calendar, the meeting erroneously starts with the microphone unmuted.

### 3.5.3.2 Device

Here are the known device limitations in Version 2.3.410.

**Table 26: Known Device Limitations in Version 2.3.410**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-13040	[C455HD   C470HD] QR code is displaying blank under the Wi-Fi setting.
IPPAN-12904	[C455HD   C470HD] When a Bluetooth headset is used, voice sounds a bit noisy.
IPPAN-12423	[Multicast Paging] An unexpected beep is heard when G722 paging is ended by the remote side.
IPPAN-5687	[C470HD USB device mode] On some occasions, the volume between the phone and the PC client is not synced.

## 3.6 Version 1.19.705



- Version 1.19.705 includes Microsoft Teams Version **2024011003** (a.k.a. **U3E**).
- See also [here](#) for What's New in Microsoft's Teams Devices.

### 3.6.1 What's New in Version 1.19.705



- Version 1.19.705 is available for phones that have version 1.19.456 or earlier. Microsoft TAC (Teams admin center) will offer any phone with version 1.19.456 or earlier, to update to version 1.19.705.
- **Customers should not upgrade to version 1.19.705 from versions 1.19.516, 1.19.584 or 1.19.642.**  
Doing so will create a mismatch in Microsoft apps (incorrect combination of Teams and Customer Portal apps). To safeguard the process, AudioCodes will not share version 1.19.705 and it will be offered only via Microsoft TAC to phones with version 1.19.456 or earlier. If there's a special need, contact the IP Phone R&D Support team.

- Version 1.19.705 is a new intermediate version before the upcoming Android OS12 release. Phones with version 1.19.456 or earlier must be updated to version 1.19.705 before they can proceed to the pending release of Android OS12.



#### **Migration to Android OS12 – important note:**

- Phones with version 1.19.584 or later (including version 1.19.642) do not need to migrate to version 1.19.705 in order to proceed to OS12.
- Customers will be able to upgrade phones from OS9 to OS12 from version 1.19.456 as well. However, using version 1.19.584 or later, the phone will not be restored to its default settings as a result of the upgrade.
- Applies to the C435HD, C455HD and C470HD phone models.
- Inapplicable to the C448HD and C450HD phone models.

- New Microsoft apps:
  - Microsoft Teams app 2024011003 (a.k.a. U3E)
  - Company Portal app 5484
  - Admin Agent 503 with bug fixes.
- Customers who update to version 1.19.705 from version 1.19.456 or later should refer to [Previous Releases](#) to see the new features and fixes that were added.

### 3.6.2 Resolved Limitations in Version 1.19.705

#### 3.6.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.705.

**Table 27: Resolved Teams Application Limitations in Version 1.19.705**

Incident	Description
-	-

### 3.6.2.2 Device

Here are the device limitations that have been resolved in Version 1.19.705.

**Table 28: Resolved Device Limitations in Version 1.19.705**

Incident	Description
IPPAN-11324	User-loaded certificates cannot be installed and verified to authenticate with Microsoft Teams.
IPPAN-11139	[C435HD] The RJ9 analog headset malfunctions after the phone is rebooted. The issue will be fixed in the next version release.

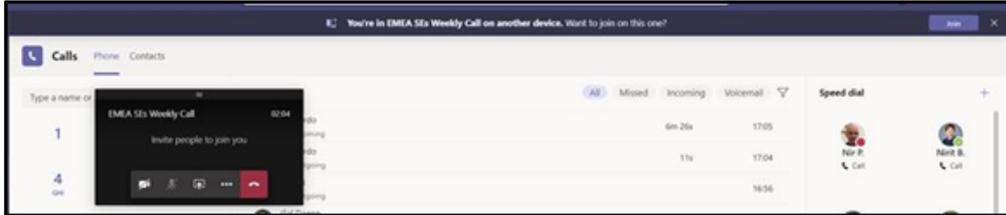
### 3.6.3 Known Limitations in Version 1.19.705

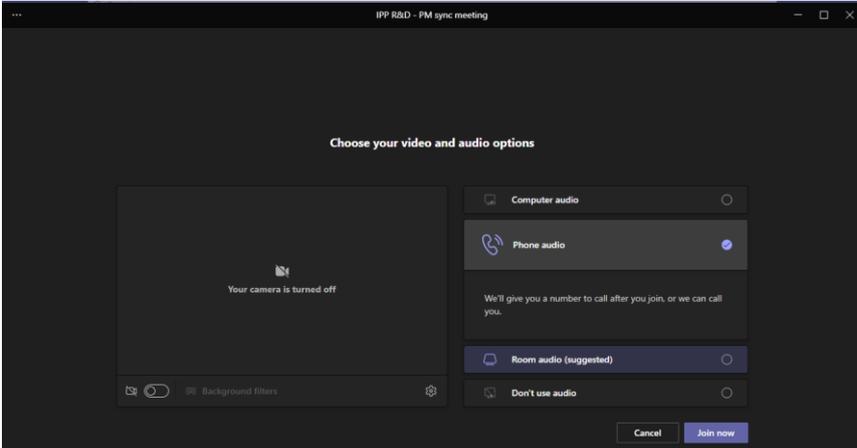
#### 3.6.3.1 Teams Application

Here are the known Teams application limitations in Version 1.19.705.

**Table 29: Known Teams Application Limitations in Version 1.19.705**

Incident	Description
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.

Incident	Description
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p>  
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul> 
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.

Incident	Description
IPPAN-5086	[C435HD] It's impossible to delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.
IPPAN-10683	[C455HD] On rare occasions, the C455HD phone's sidecar might not function after rebooting the device. Users can use the 'back' or 'menu' key to recover it.

### 3.6.3.2 Device

Here are the known device limitations in Version 1.19.705.

**Table 30: Known Device Limitations in Version 1.19.705**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).

Incident	Description
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-8981	[Phone lock] After releasing the phone lock, if the user regrets the action and uses the 'back' key, the keyboard is not displayed the next time the user tries to unlock. The issue will be fixed in the next release.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-11807	Ring volume cannot be adjusted in a Call Transfer phase.
IPPAN-11834	Speaker gain is a bit high when it is set to minimum.

## 3.7 Version 1.19.642



- Version 1.19.642 includes Microsoft Teams Version **2024011601** (a.k.a. **U3C2**).
- See also [here](#) for What's New in Microsoft's Teams Devices.

### 3.7.1 What's New in Version 1.19.642

- Version 1.19.642 is a new intermediate version before the upcoming Android OS12 release. Phones must be updated to this version before they can proceed to the pending release of Android OS12.



- Phones with version 1.19.584 do not need to move to 1.19.642 in order to proceed to OS12.
- Customers will be able to upgrade phones from OS9 to OS12 from version 1.19.456 as well. However, using this version (1.19.642), the phone will not be restored to its default settings as a result of the upgrade.
- Applies to the C435HD, C455HD and C470HD phone models.
- Inapplicable to the C448HD and C450HD phone models.

- New Microsoft apps:
  - MicrosoftTeams-2024011601 (a.k.a. U3C2)
  - Company Portal 6061 (for improved sign-in)
  - Admin Agent 503 with bug fixes.
- Important note for customers who use Microsoft SCEP in their deployment:



- If you use Microsoft NDES server, you need to modify the 'security/SCEPserverURL' (which can be done via OVOC Device Manager):  
https://<NDES server IP address/Hostname>/certsrv/mscep/mscep.dll/pkiclient.exe
- For example: http://xxx.xxx.xxx.xxx/certsrv/mscep/mscep.dll/pkiclient.exe

#### 3.7.1.1 Resolved Limitations in Version 1.19.642

##### 3.7.1.1.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.642.

**Table 31: Resolved Teams Application Limitations in Version 1.19.642**

Incident	Description
-	-

##### 3.7.1.1.2 Device

Here are the device limitations that have been resolved in Version 1.19.642.

**Table 32: Resolved Device Limitations in Version 1.19.642**

Incident	Description
IPPAN-8248	When performing Call Transfer, the transfer ringing tone includes an annoying noise.

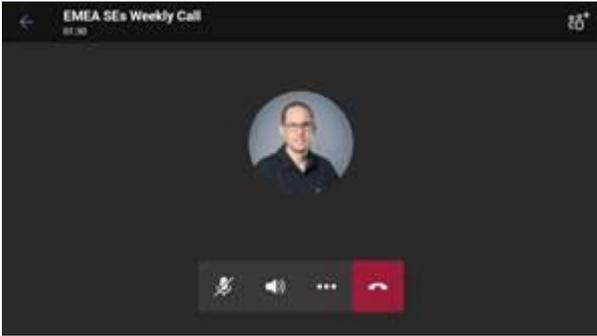
Incident	Description
IPPAN-11586	On some occasions, phone upgrade from Device Manager fails, mistakenly specifying it's attempting to upgrade to the exact version (304 return code - same ETAG).
IPPAN-10533	The user cannot click on the Settings screen's 'Back' softkey after signing out from the device.
IPPAN-11404	On some occasions, when the phone is located behind a Proxy, it cannot upgrade from Microsoft Teams admin center (TAC).
IPPAN-11129	The phone certificate is generated with "Issued to" = placeholder instead of model name.
IPPAN-11139	[C435HD] The analog headset port (RJ9) does not function after the phone is rebooted.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.

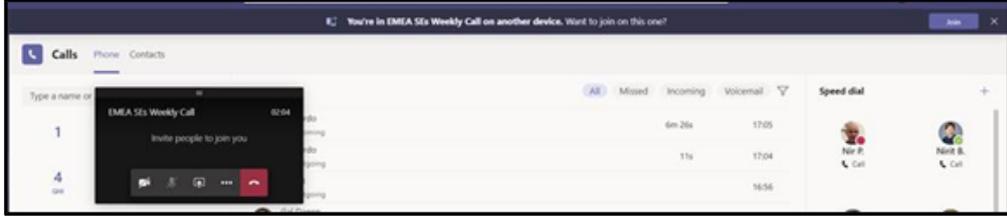
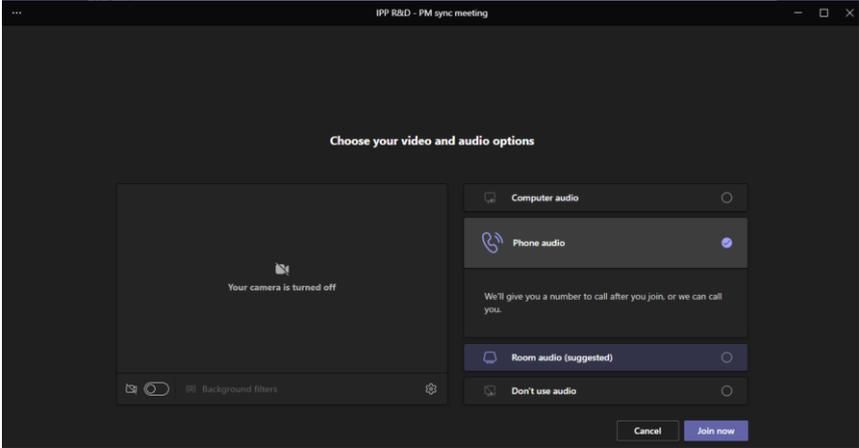
### 3.7.1.2 Known Limitations in Version 1.19.642

#### 3.7.1.2.1 Teams Application

Here are the known Teams application limitations in Version 1.19.642.

**Table 33: Known Teams Application Limitations in Version 1.19.642**

Incident	Description
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing. The following figures show joining from a phone and from the PC client respectively:
	

Incident	Description
	
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>■ When C435HD is used as a CAP, 'Voice Mail' is supported only when 'Advanced calling' is enabled.</li> </ul>

Incident	Description
	
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5086	[C435HD] It's impossible to delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.
IPPAN-10683	[C455HD] On rare occasions, the C455HD phone's sidecar might not function after rebooting the device. Users can use the 'back' or 'menu' key to recover it.

### 3.7.1.2.2 Device

Here are the known device limitations in Version 1.19.642.

**Table 34: Known Device Limitations in Version 1.19.642**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.

Incident	Description
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-8981	[Phone lock] After releasing the phone lock, if the user regrets the action and uses the 'back' key, the keyboard is not displayed the next time the user tries to unlock. The issue will be fixed in the next release.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-11139	[C435HD] The RJ9 analog headset is malfunctioning after the phone is rebooted. The issue will be fixed in the next version release.
IPPAN-11807	Ring volume cannot be adjusted in a Call Transfer phase.
IPPAN-11834	Speaker gain is a bit high when it is set to minimum.

## 3.8 Version 1.19.584



- Version 1.19.584 includes Microsoft Teams Version **2023100602** (a.k.a. **U3C**).
- See also [here](#) for What's New in Microsoft's Teams Devices.

### 3.8.1 What's New in Version 1.19.584

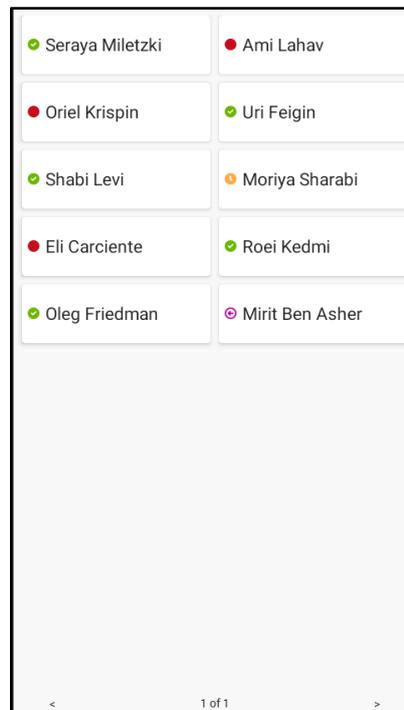
- Version 1.19.584 is a new intermediate version before the upcoming Android OS12 release. Phones must be updated to this version before they can proceed to the pending release of Android OS12.

**Important:** Customers will be able to upgrade phones from OS9 to OS12 from the previous version release (1.19.516) as well. However, using this version (1.19.584), the phone will not be restored to its default settings as a result of this upgrade.

Applies to the C435HD, C455HD and C470HD phone models.

Inapplicable to the C448HD and C450HD phone models.

- New Microsoft apps:
  - MicrosoftTeams-2023100602 (a.k.a. U3C)
  - Company Portal 5.0.5954.0
  - Admin Agent 486
- Updated Teams app U2D 2023100602 with the following fixes:
  - Support added for reverse number lookup of PSTN contacts that were added via the Teams desktop app. For detailed information about this feature, see [here](#).
  - [Applies to C455HD phones] Performance of phones with the Expansion Module (sidecar) has improved. Contacts displayed on the sidecar screen are now displayed without contacts' pictures, improving device responsiveness and functioning. For more information, see [here](#).

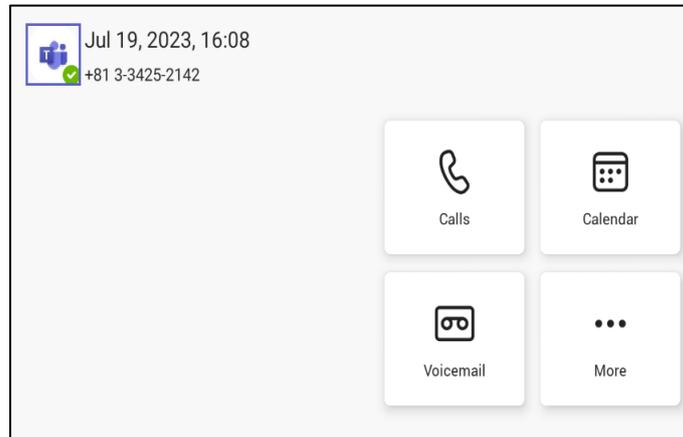


- Updated Microsoft Company Portal (CP) application (5.0.5954.0).

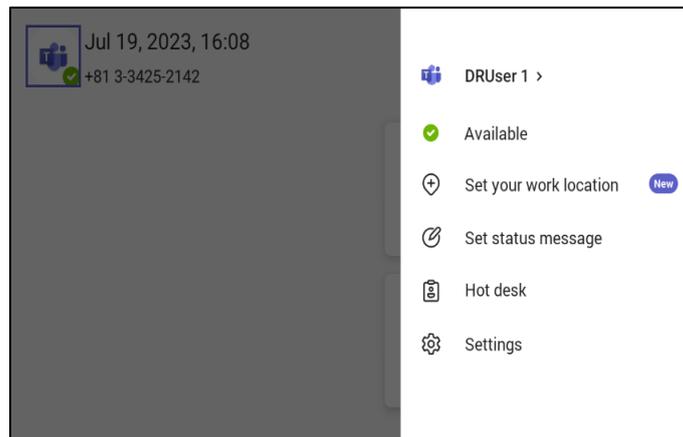
### Microsoft Teams App New Features

[Applies to all AudioCodes Android IP phones for Microsoft Teams]  
Microsoft's U3C version release features the following new functionalities and improvements to the phone's user interface:

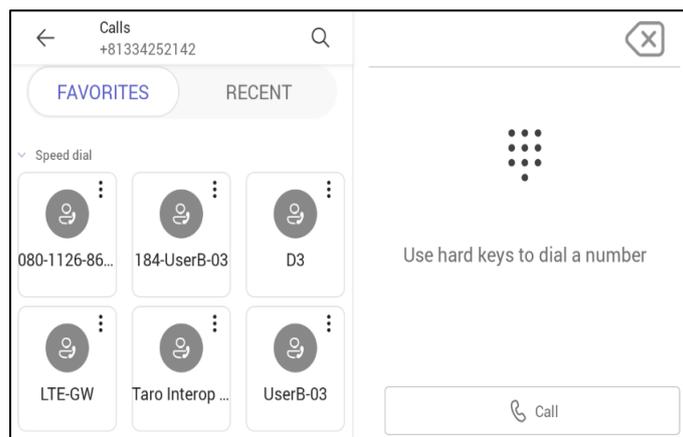
- Default tabs in the main screen have been changed and their layout has been changed:

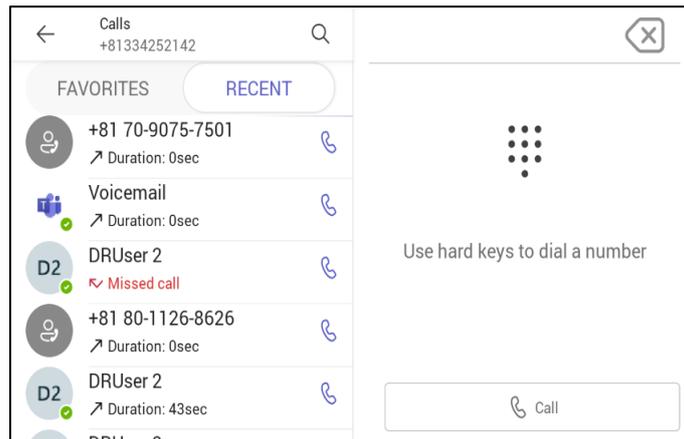


- The setting **Set your work location** has been added.

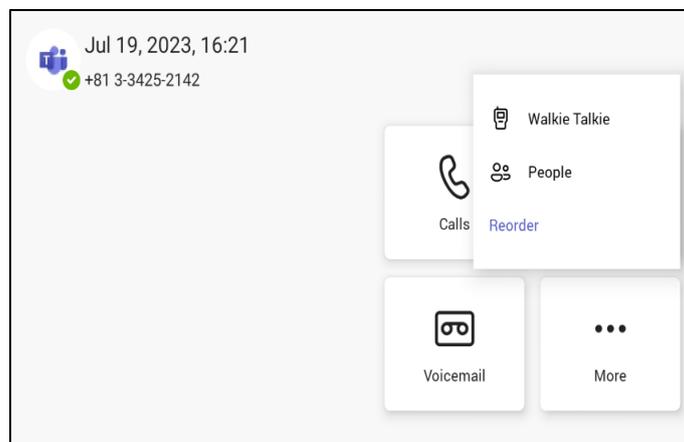


- The font size of the 'Favorites' and 'Recent' tabs in the Calls screen has been increased:

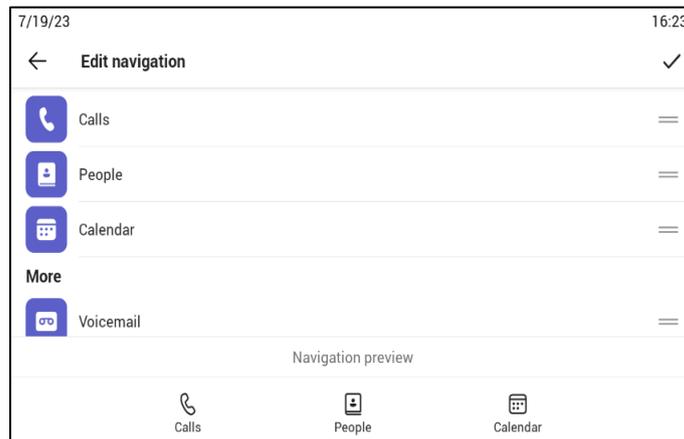




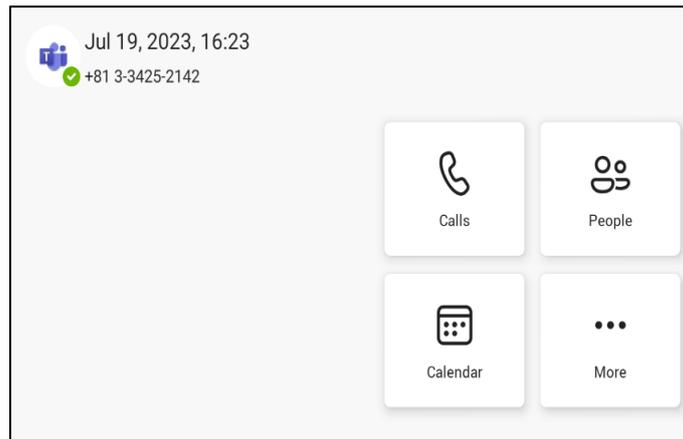
- Users can reorder and customize the tabs in the main screen to suit personal preference by pressing the **More...** option and then **Reorder**.



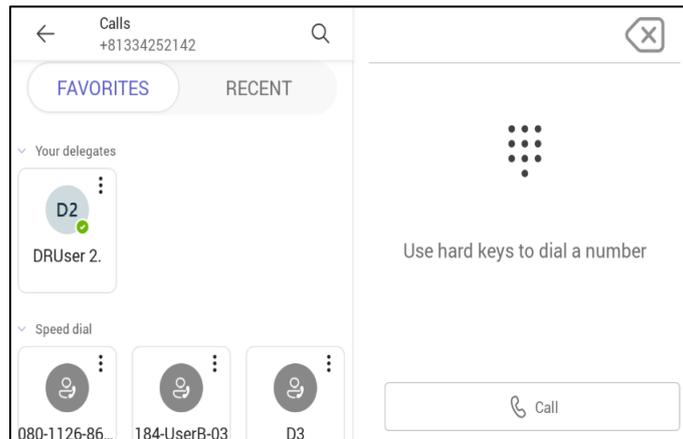
- Users can customize screen layout to suit personal preference. The figure below shows the screen before reordering:



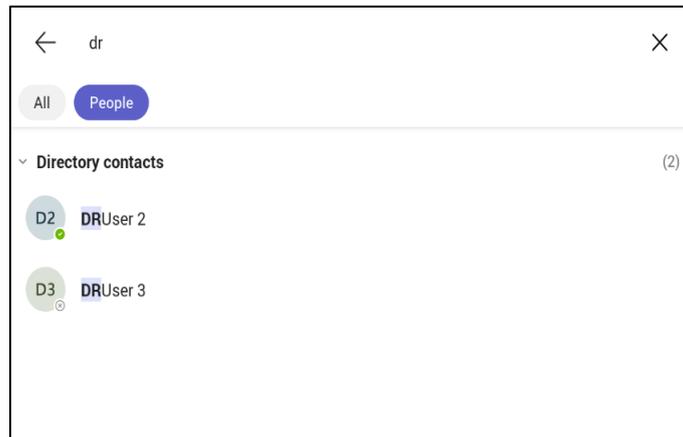
- The figure below shows the screen after reordering:



- The figure below shows layout changes that were made to the Delegates screen:



- The search screen's look and feel changed; the 'All' button and the 'People' button are more prominent now to enhance UX. ('People' is to search from the Directory; 'All' is for an overall search.)



## 3.8.2 Resolved Limitations in Version 1.19.584

### 3.8.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.584.

**Table 35: Resolved Teams Application Limitations in Version 1.19.584**

Incident	Description
IPPAN-7325	On rare occasions, when ending a call, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.

### 3.8.2.2 Device

Here are the device limitations that have been resolved in Version 1.19.584.

**Table 36: Resolved Device Limitations in Version 1.19.584**

Incident	Description
IPPAN-9951	The user is unable to perform a 'Factory reset' after user data is reset when factory data reset is blocked in the Microsoft Endpoint Manager (MEM) portal.
IPPAN-9952	The screen capture option is not disabled in the device when screen capture is blocked in the MEM portal.
IPPAN-9815	The mute LED does not switch off after restarting the Teams app from the Admin Debugging screen in the device's UI.
IPPAN-9486	The user is able to re-sign in without re-entering their password following a 'user data reset' action.
IPPAN-9548	After configuring a device via Microsoft TAC, the device Lock PIN is not updated on the phone but displayed as 'successful' in the TAC.
IPPAN-10255	[AudioCodes phones] An error popup is not displayed when the user enters an incorrect PIN in the 'Re-enter PIN' prompt, while creating a PIN Lock.
IPPAN-8037	The phone does not sign in when it is configured to Static IP and LLDP.
IPPAN-9890	[Device Lock] After rebooting the device, it performs a sign-out after four incorrect PIN locks instead of five.
IPPAN-10186	The device does not do DHCP in production VLAN.
IPPAN-9878	[C448HD and C450HD] The phone's volumes is not sufficiently high.
IPPAN-9958	[C470HD] The phone's screen occasionally goes black; the phone is fully functional but without the capability to view the screen.
IPPAN-9978	[C448HD and C450HD] Maximum volume is too low; it should be higher.
IPPAN-6663	[TalkBack] There is no option to change the TalkBack volume and the default is very low.

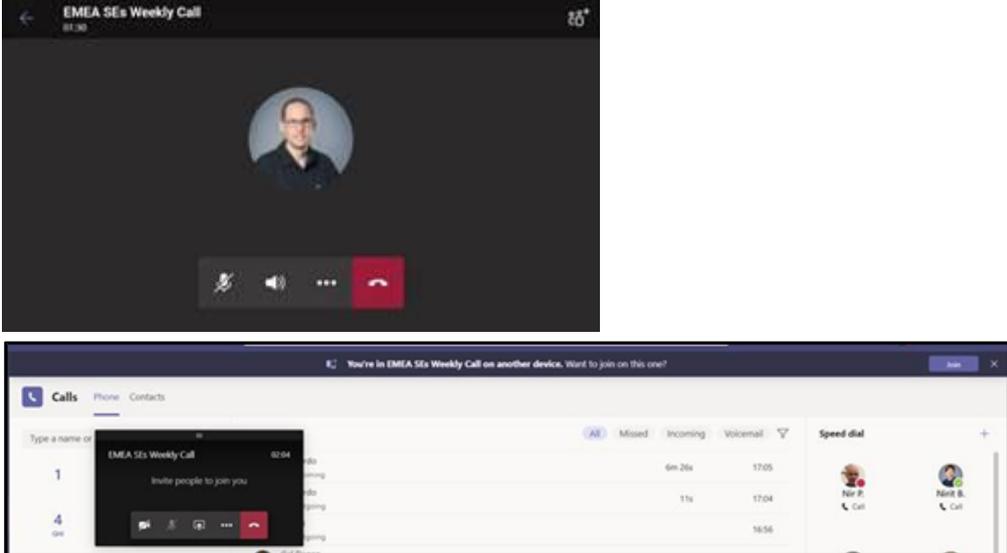
## 3.8.3 Known Limitations in Version 1.19.584

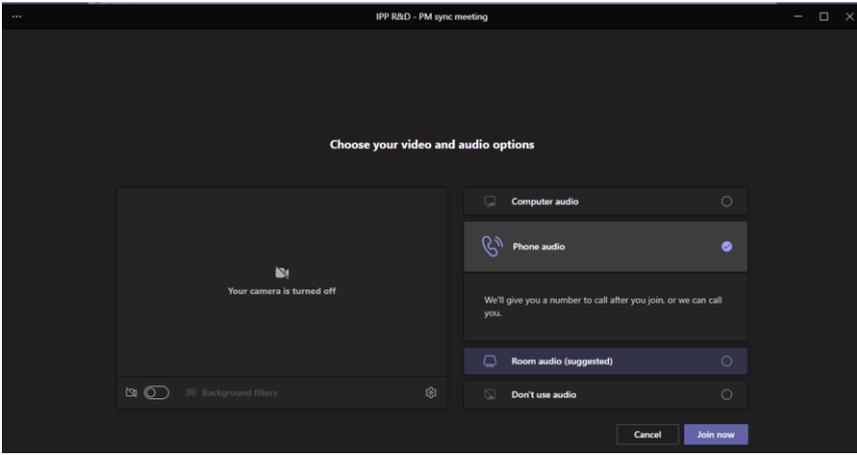
### 3.8.3.1 Teams Application

Here are the known Teams application limitations in Version 1.19.584.

**Table 37: Known Teams Application Limitations in Version 1.19.584**

Incident	Description
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.

Incident	Description
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant ‘Meeting’ string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it’s recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies ‘You’re in a meeting on another device’; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>

Incident	Description
	 <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Queue</li> <li>■ CAP: Advanced calling</li> <li>■ CAP: Voice Mail</li> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul>
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5086	[C435HD] It's impossible to delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.
IPPAN-10683	[C455HD] On rare occasions, the C455HD phone's sidecar might not function after rebooting the device. Users can use the 'back' or 'menu' key to recover it.

### 3.8.3.2 Device

Here are the known device limitations in Version 1.19.584.

**Table 38: Known Device Limitations in Version 1.19.584**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-8981	[Phone lock] After releasing the phone lock, if the user regrets the action and uses the 'back' key, the keyboard is not displayed the next time the user tries to unlock. The issue will be fixed in the next release.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-11139	[C435HD] The RJ9 analog headset is malfunctioning after the phone is rebooted. The issue will be fixed in the next version release.

## 3.9 Version 1.19.516



- Version 1.19.516 includes Microsoft Teams Version **2023060906** (a.k.a. **U2C**).
- See also [here](#) for Microsoft's What's New in Teams Devices.

### 3.9.1 What's New in Version 1.19.516

- Version 1.19.516 is a new intermediate version before the upcoming Android OS12 release. Phones must be updated to this version before they can proceed to the pending release of Android OS12.
  - Important:** Customers will be able to upgrade phones from OS9 to OS12 from the previous version release (1.19.456) as well. However, using this version (1.19.516), the phone will not be restored to its default settings as a result of this upgrade.

Applies to the C435HD, C455HD and C470HD phone models.

Not applicable to the C448HD and C450HD phone models.
- **Admins can disable the device's USB port.**

Applies to AudioCodes' Teams phones C435HD, C448HD, C450HD, C455HD and C470HD.

This newly added functionality complies with the physical security requirements of some customers, specifically, customers who are in the government space.

Customer admins can disable a phone's USB port with the following new parameter available in the phone's .cfg configuration file:

**admin/usb\_enabled=1**  
**admin/usb\_enabled=0**

The parameter can be configured via the AudioCodes One Voice Operations Center (OVOC) Device Manager module used to manage AudioCodes' Teams phones, as well as via SSH command.

The parameter is also available in the template which can be applied to multiple phones via the Device Manager.

After setting the parameter to 0, the phone cannot under any circumstances detect a plugged-in USB device. Additionally, all USB-related settings are removed from the phone's user interface.
- New Microsoft apps:
  - MicrosoftTeams-2023060906 (a.k.a. U2C)
  - Company Portal 5.0.5882.0
  - Admin Agent 463
- Support has been added for **ringing via an RJ9 headset on the C435HD phone**. (Only the C435HD phone is currently supported).

The figure below shows the RJ9 headset port:

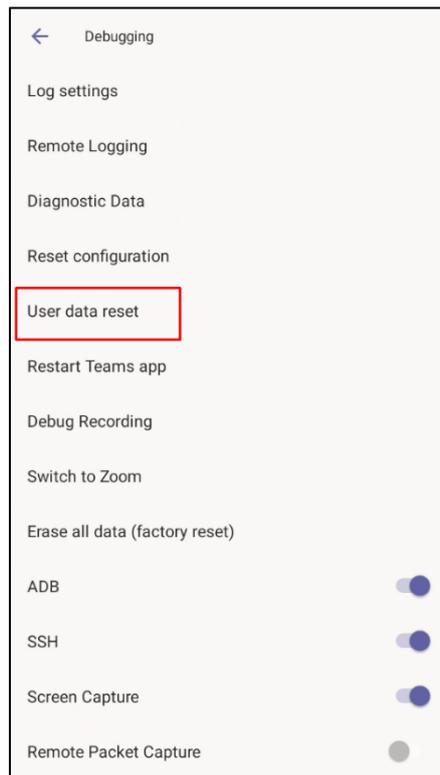


Admins will use parameter **audio/stream/ringer/0/audio\_device** to specify which device will ring when a call comes in.

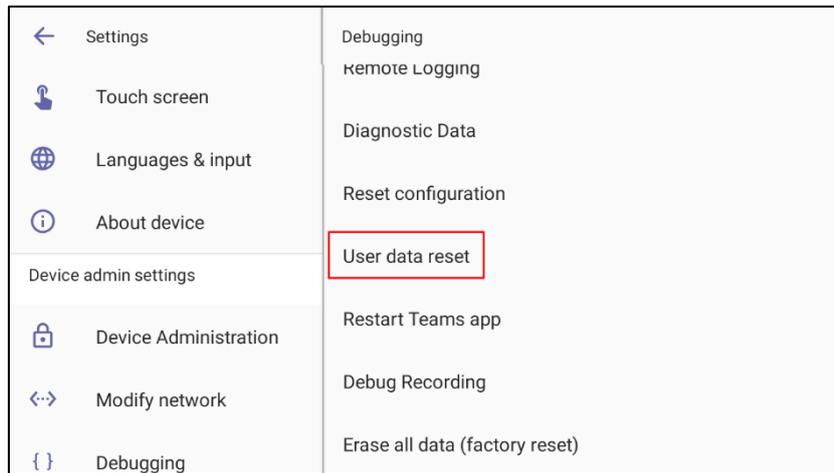
Two new configuration values have been added:

- **TYPE\_HEADSET** (regular headset)
  - **TYPE\_RJ9\_HEADSET**
- AudioCodes Teams devices now provide a new **User data reset** option that is similar to factory reset except that the new option preserves predefined data after firmware upgrade. Admins can access the functionality in the phone's user interface by navigating to Device administration > Debugging > User data reset.

The figure below shows the C470HD phone's user interface.



The figure below shows the C435HD | C448HD | C450HD | C455HD phone user interface.



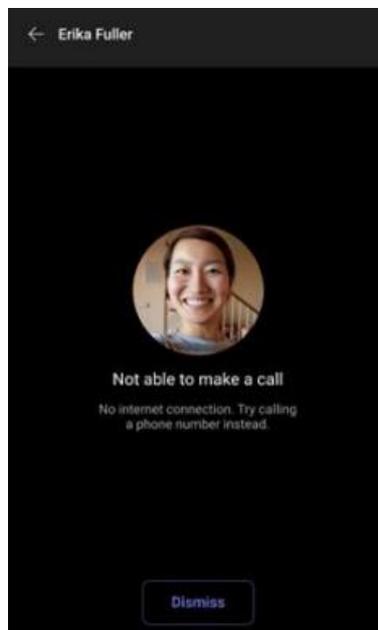
After 'User data reset', network settings are preserved.

The option enables the data to be retained to handle devices more efficiently in scenarios where the factory reset option is inappropriate.

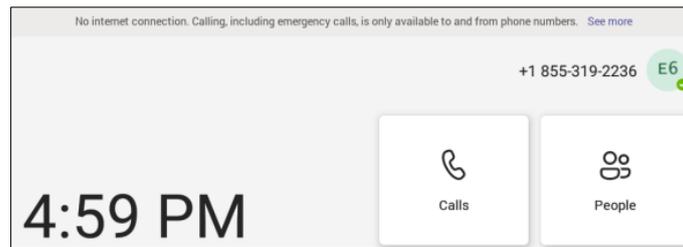
- **All AudioCodes IP phones, including the C435HD, can operate in a Survivable Branch Appliance (SBA) environment.** Branch office survivability is aimed at providing limited calling functionality when the phone no longer has connectivity with the Teams cloud. Basic functionalities are:

- Making PSTN calls
- Receiving PSTN calls
- Hold & Resume of PSTN calls

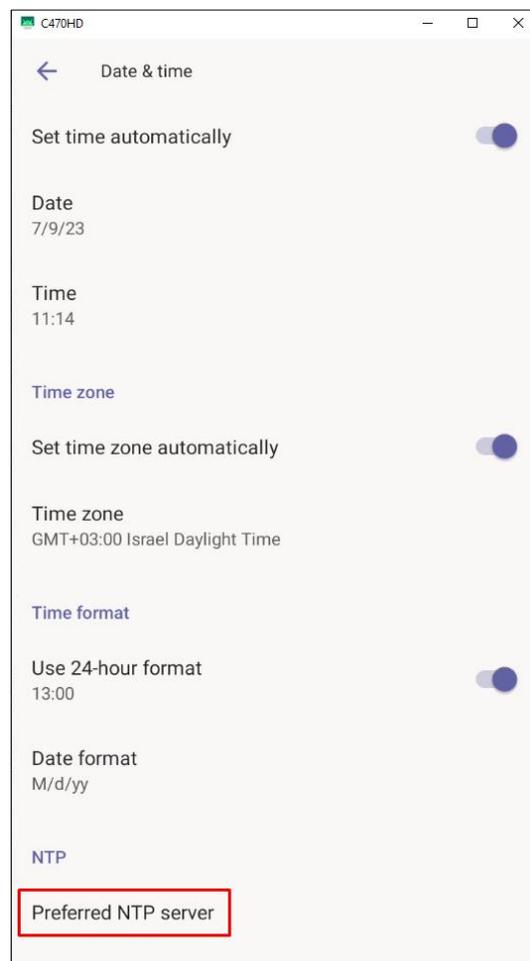
If a user attempts to make a Teams call and the internet connection is down, they'll be notified that they can try calling a phone number instead.



A 'No internet connection' indication is displayed suggesting that calling a phone number is available.



- **AudioCodes Android Device Utility** Version 1.1.39. Optimized functioning and performance. See the *Android Device Utility User's Manual* for more information.
- New capability has been added to **manually define the NTP server**, to comply with enterprise security requirements if those requirements preclude using DHCP Option 42. Manual configuration takes precedence over DHCP Option 42 | time servers. Two ways to manually define the NTP server are available:
  - Admins can define it in the phone's GUI using the newly added parameter 'Preferred NTP server'.



- Admins can alternatively use the newly added parameter **date\_time/ntp/server\_address** in the phone's .cfg configuration file.

## 3.9.2 Resolved Limitations in Version 1.19.516

### 3.9.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.516.

**Table 39: Resolved Teams Application Limitations in Version 1.19.516**

Incident	Description
IPPAN-7325	On rare occasions, when ending a call, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.

### 3.9.2.2 Device

Here are the device limitations that have been resolved in Version 1.19.516.

**Table 40: Resolved Device Limitations in Version 1.19.516**

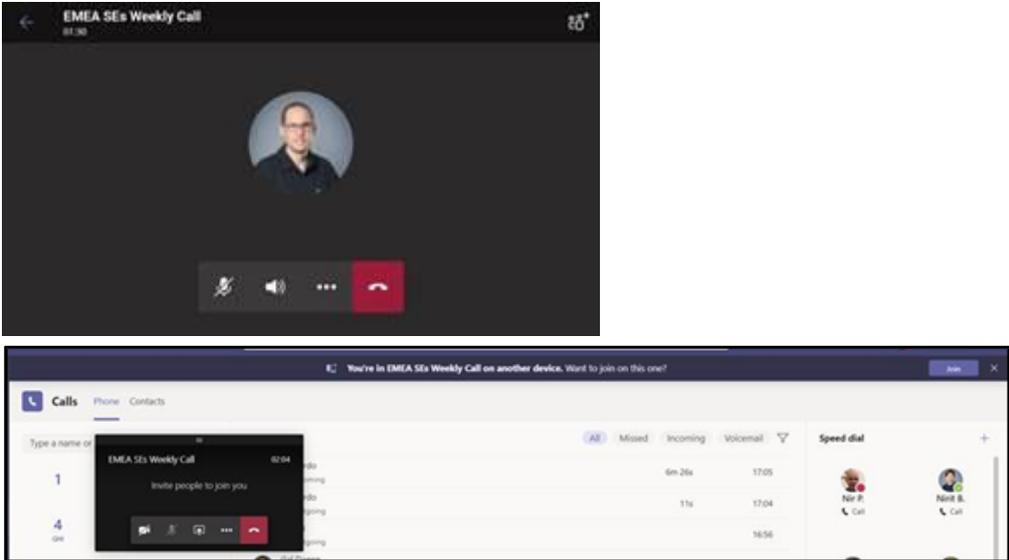
Incident	Description
IPPAN-9561	[C455HD + Expansion Module] On rare occasions, the sidecar screen stops functioning and shuts down, requiring the user to boot the device.
IPPAN-9450	[C470HD] The minimum volume level is too high.
IPPAN-9607	Administrator debugging > Restart Teams app doesn't work.
IPPAN-9239	[C455HD] When using the Wi-Fi interface, the device on rare occasions may malfunction.
IPPAN-9551	[C470HD] The home key mistakenly flashes in a red color due to a certificate failure issue when working with AudioCodes' Device Manager.
IPPAN-9545	[C455HD, C470HD, C435HD] On rare occasions, the device might freeze and require a reboot to recover.
IPPAN-9326	Firmware upgrade via Microsoft TAC can sometimes be very slow and on some occasions, the TAC incorrectly reports 'Firmware update failure'. This happens when the TAC directs the phone to Microsoft Blob and not to Azure Content Delivery Network (CDN).
IPPAN-9111	[C455HD] After a call is ended, the digits that will be pressed might on some occasions get 'cut-off' if they are pressed rapidly.
IPPAN-9165	The phone's dial tone switches from the handset to the speaker when quickly pressing and releasing the hook-switch button.
IPPAN-9120	[C455HD with USB headset] When connecting a USB headset before booting the phone, the headset doesn't function.
IPPAN-9191	[C470HD] On some occasions, the phone's screen goes black; the phone is fully functional but without the capability to view the screen.
IPPAN-9872	Using DHCP Option 160, parameter 'dhcp/provision_url' can be set to a value of up to 91 characters. This might create an issue with connecting to Live Cloud via DHCP Option 160 as it sometimes requires a long URL name.
IPPAN-9440	When rebooting the phone, the ring volume of the first incoming call is very low. From the second call on, it is normal.

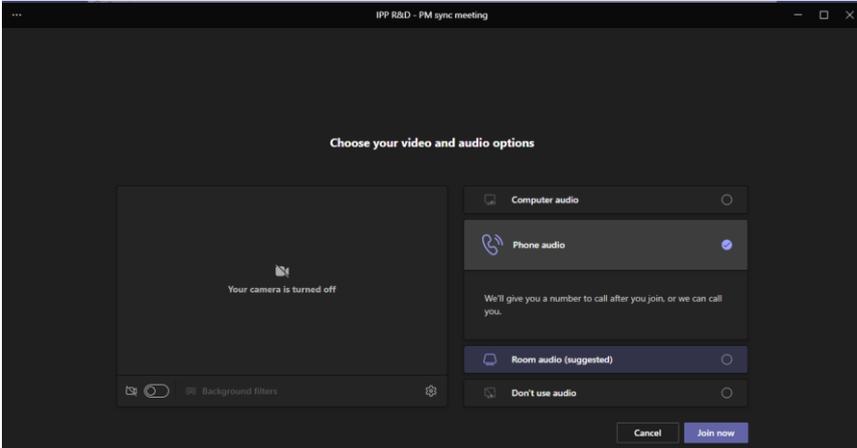
### 3.9.3 Known Limitations in Version 1.19.516

#### 3.9.3.1 Teams Application

Here are the known Teams application limitations in Version 1.19.516.

**Table 41: Known Teams Application Limitations in Version 1.19.516**

Incident	Description
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Queue</li> <li>■ CAP: Advanced calling</li> <li>■ CAP: Voice Mail</li> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul>
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5086	[C435HD] It's impossible to delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.

Incident	Description
<b>Using the device with Microsoft U1-A app (2022020602) which is part of 1.19.456</b>	
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7485	[911 Emergency Location] The application does not show the location information displayed on the phone screen. This additional option does not exist for production users but only for TAP and testing users. Location can be obtained by dialing 933 and listening to the incoming audio. This is a roadmap feature for a future Teams app.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.

### 3.9.3.2 Device

Here are the known device limitations in Version 1.19.516.

**Table 42: Known Device Limitations in Version 1.19.516**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 secs occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.

Incident	Description
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-8981	[Phone lock] After releasing the phone lock, if the user regrets the action and uses the 'back' key, the keyboard is not displayed the next time the user tries to unlock. The issue will be fixed in the next release.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-8037	The phone encounters sign-in issues when configured with 'Static IP' and 'LLDP'.
IPPAN-8037	The phone does not sign in when it is configured to 'Static IP' and 'LLDP'.

## 3.10 Version 1.19.456

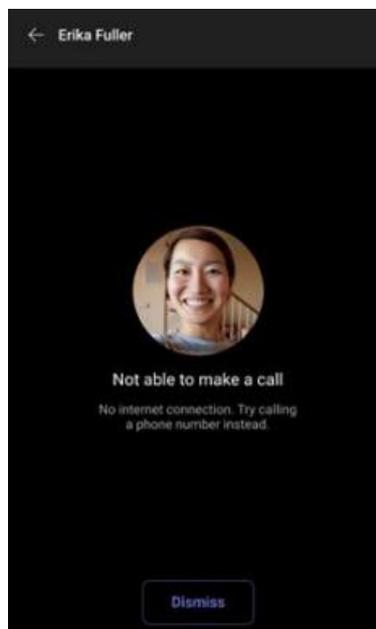


- Version 1.19.456 includes Microsoft Teams Version **2023020602**.
- See also [here](#) for Microsoft's What's New in Teams Devices.

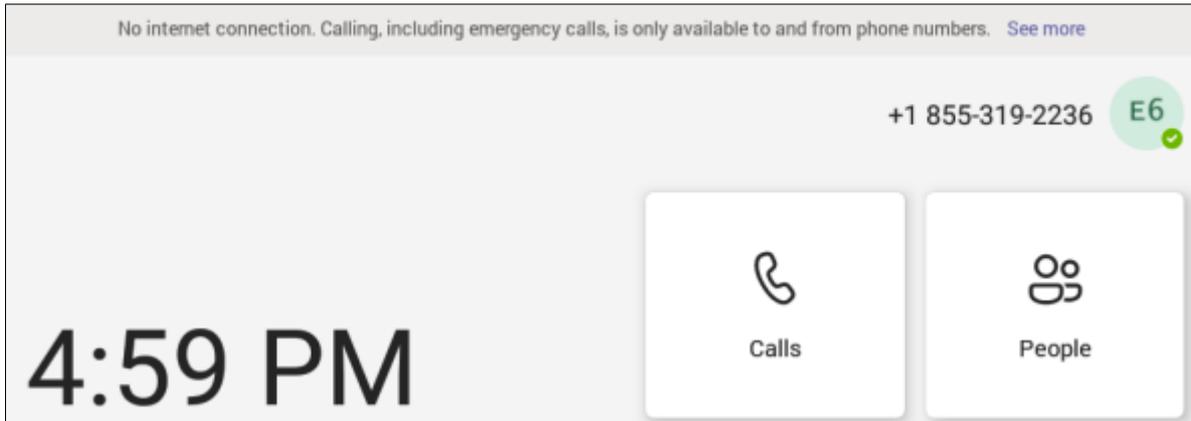
### 3.10.1 What's New in Version 1.19.456

- Version 1.19.456 is an intermediate version before the upcoming Android OS12 release. Phones must be updated to this version before they can proceed to the pending release of Android OS12.  
Applies to the C435HD, C455HD and C470HD phone models.  
Not applicable to the C448HD and C450HD phone models.
- C450HD and C448HD phone models: Preparations have been made for smooth future switching from Microsoft Teams to the Microsoft SIP Gateway.
- Version 1.19.456 supports Live Teams Cloud deployments. It's mandatory for devices managed by Device Manager Live Teams Cloud (OVOC Version 8.2.1000\_FIX1) to use this version.
- **The C435HD phone can operate in a Survivable Branch Appliance (SBA) environment.** Branch office survivability is aimed at providing limited calling functionality when the C435HD phone no longer has connectivity with the Teams cloud. Basic functionalities are:
  - Making PSTN calls
  - Receiving PSTN calls
  - Hold & Resume of PSTN calls

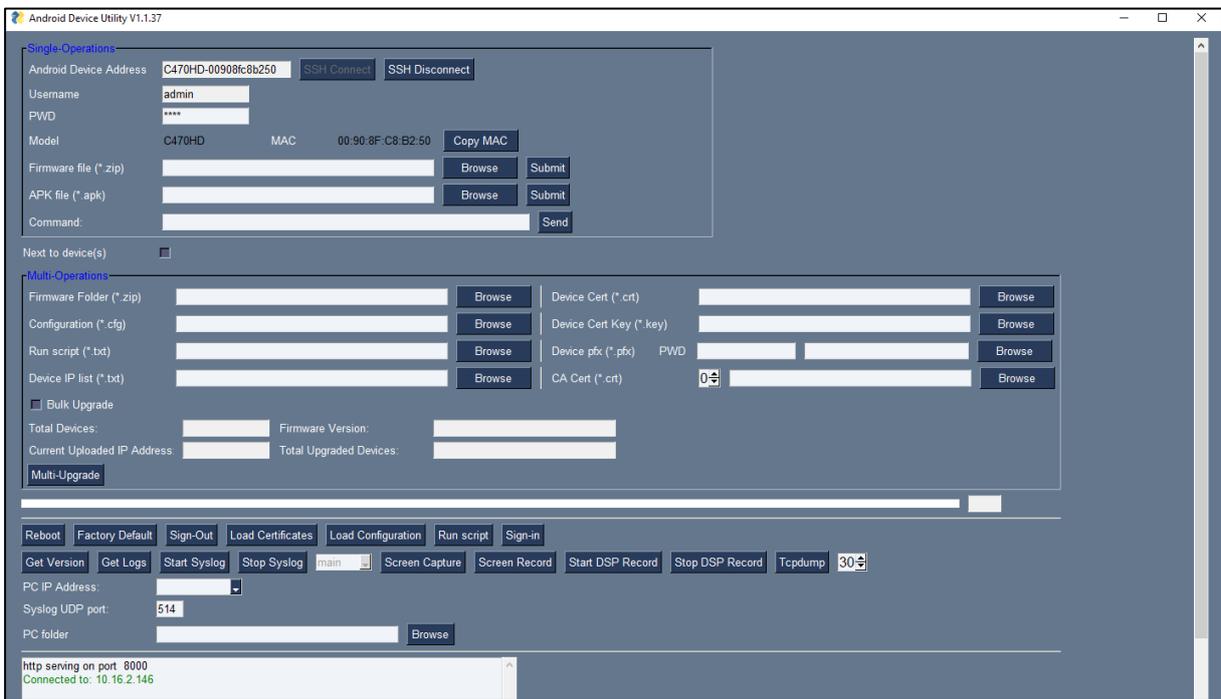
If a user attempts to make a Teams call and the internet connection is down, they'll be notified that they can try calling a phone number instead.



A 'No internet connection' indication is displayed suggesting that calling a phone number is available.



- **AudioCodes Android Device Utility:** If the enterprise IT admin doesn't know the device's IP address, they can nonetheless **connect to it using host name**, e.g., <model>-<mac> or C470HD-00908fc8b250 as shown in the figure below.



See also the new *Android Device Utility User's Manual* for more information.

### 3.10.2 Resolved Limitations in Version 1.19.456

#### 3.10.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.456.



Some limitations were already solved in previous Teams app versions but were mentioned under 'Known Limitations' due to error.

**Table 43: Resolved Teams Application Limitations in Version 1.19.456**

Incident	Description
IPPAN-4465	On some occasions, the sign-out action cannot be completed smoothly and requires a hard reboot of the phone.
IPPAN-5202	[C455HD with Expansion Module (sidecar)] When no speed dial is configured on the Expansion Module, the text displayed on the sidecar is in black color.
IPPAN-5324	[C435HD] The people search functionality does not function optimally.
IPPAN-6195	[C435HD] When pressing the 'Back' key from an existing call, the call still remains but there is no indication of the call and as a result, no option to go back to the Call screen.
IPPAN-5120	[C455HD or C450HD with Expansion Module (sidecar)] After removing a user from the sidecar list, the sidecar still displays the user.
IPPAN-7130	Occasionally, a mute that was left on when ending the previous call stays on for the next call.
IPPAN-7274	On rare occasions, when updating the device with the U4 app, it results in very low volume.
IPPAN-7558	When creating an ad hoc meeting (by calling user A and then adding more users to the call) and using the 'Mute all' functionality, the 'Mic' softkey shows the incorrect state (the opposite of what it should be). The 'mute' hard key shows the correct state.
IPPAN-7475	[C435HD] The dial pad does not open when the user presses the 'speaker' key or picks up the handset. It does open when the user starts to dial.
IPPAN-7431	When disconnecting an emergency call (933 or 911) by using the 'End Call' softkey, the speaker LED remains illuminated and the user needs to press the speaker key once to bring the device to idle.

### 3.10.2.2 Device

Here are the device limitations that have been resolved in Version 1.19.456.

**Table 44: Resolved Device Limitations in Version 1.19.456**

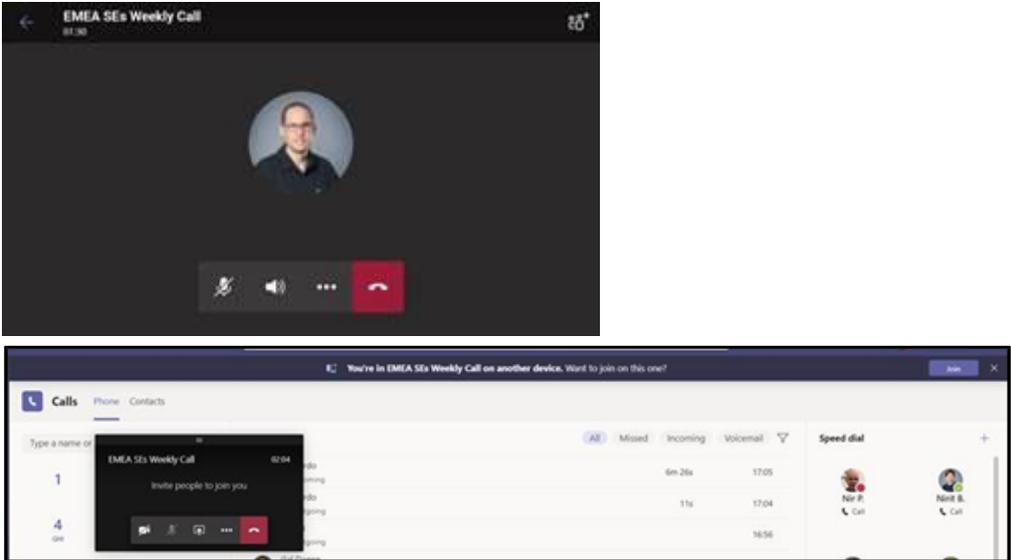
Incident	Description
IPPAN-8807	[C455HD] The Proxy configuration is missing or incorrect when Link Layer Discovery Protocol (LLDP) is disabled.
IPPAN-8834	[Microsoft Government Community Cloud High (GCCH)] Firmware Update is successful on the device but sometimes in Microsoft TAC it is reported as unsuccessful.
IPPAN-8797	[C455HD + Expansion Module (sidecar)] The phone reboots due to a certain configuration that is pulled via the Company Portal application (to shut down the phone screen when the screensaver is enabled).
IPPAN-8777	[SCEP] When Simple Certificate Enrollment Protocol (SCEP) parameters are unchanged and the phone is rebooted, the phone again receives a new device.crt (certificate) from Microsoft's Network Device Enrollment Service (NDES) server. The phone shouldn't get the certificate again (after reboot) if SCEP parameters are not changed.
IPPAN-8094	[SCEP] The C455HD phone is not contacting the SCEP server to retrieve the certificate.
IPPAN-8959	[SCEP] The phone is not getting a CA certificate from the NDES server. The issue will be fixed in the next version release.

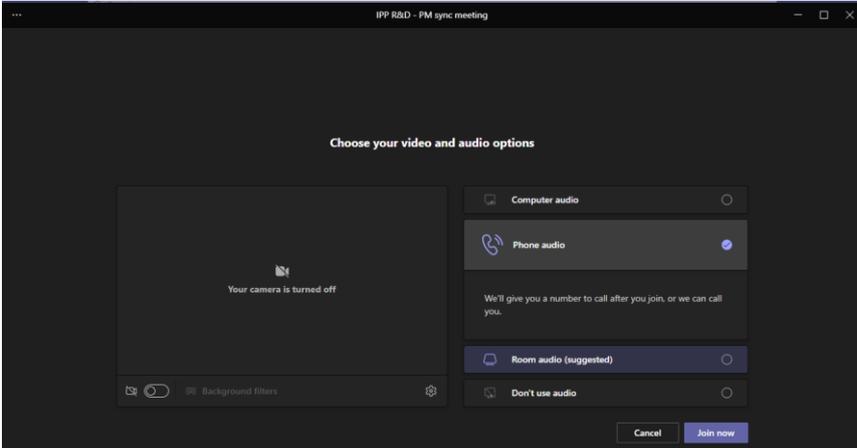
### 3.10.3 Known Limitations in Version 1.19.456

#### 3.10.3.1 Teams Application

Here are the known Teams application limitations in Version 1.19.456.

**Table 45: Known Teams Application Limitations in Version 1.19.456**

Incident	Description
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
IPPAN-5082	When using right-to-left languages (Hebrew, for example), the soft dial pad and displayed dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD phone in this version release. However:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Queue</li> <li>■ CAP: Advanced calling</li> <li>■ CAP: Voice Mail</li> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown)</li> </ul>
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5086	[C435HD] It's impossible to delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6089	In call queue, the phone of Agent-2 is not displaying the 'Call answered by Agent-1' message.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.

Incident	Description
<b>Using the device with Microsoft U1-A app (2022020602) which is part of 1.19.456</b>	
IPPAN-7325	On rare occasions, when ending a call, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7485	[911 Emergency Location] The application does not show the location information displayed on the phone screen. This additional option does not exist for production users but only for TAP and testing users. Location can be obtained by dialing 933 and listening to the incoming audio. This is a roadmap feature for a future Teams app.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.

### 3.10.3.2 Device

Here are the known device limitations in Version 1.19.456.

**Table 46: Known Device Limitations in Version 1.19.456**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module (sidecar), there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 seconds occurs before the music player window appears.

Incident	Description
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume increases and decreases during playback.
IPPAN-8981	[Phone lock] After releasing the phone lock, if the user regrets the action and uses the 'back' key, the keyboard is not displayed the next time the user tries to unlock. The issue will be fixed in the next release.
IPPAN-8960	[SCEP] The phone obtains device.crt whose signature algorithm is sha256 from the NDES server and cannot successfully authenticate 802.1x TLS. The issue will be fixed in the next version release.
IPPAN-8037	The phone encounters sign-in issues when configured with 'Static IP' and 'LLDP'.

## 3.11 Version 1.19.341

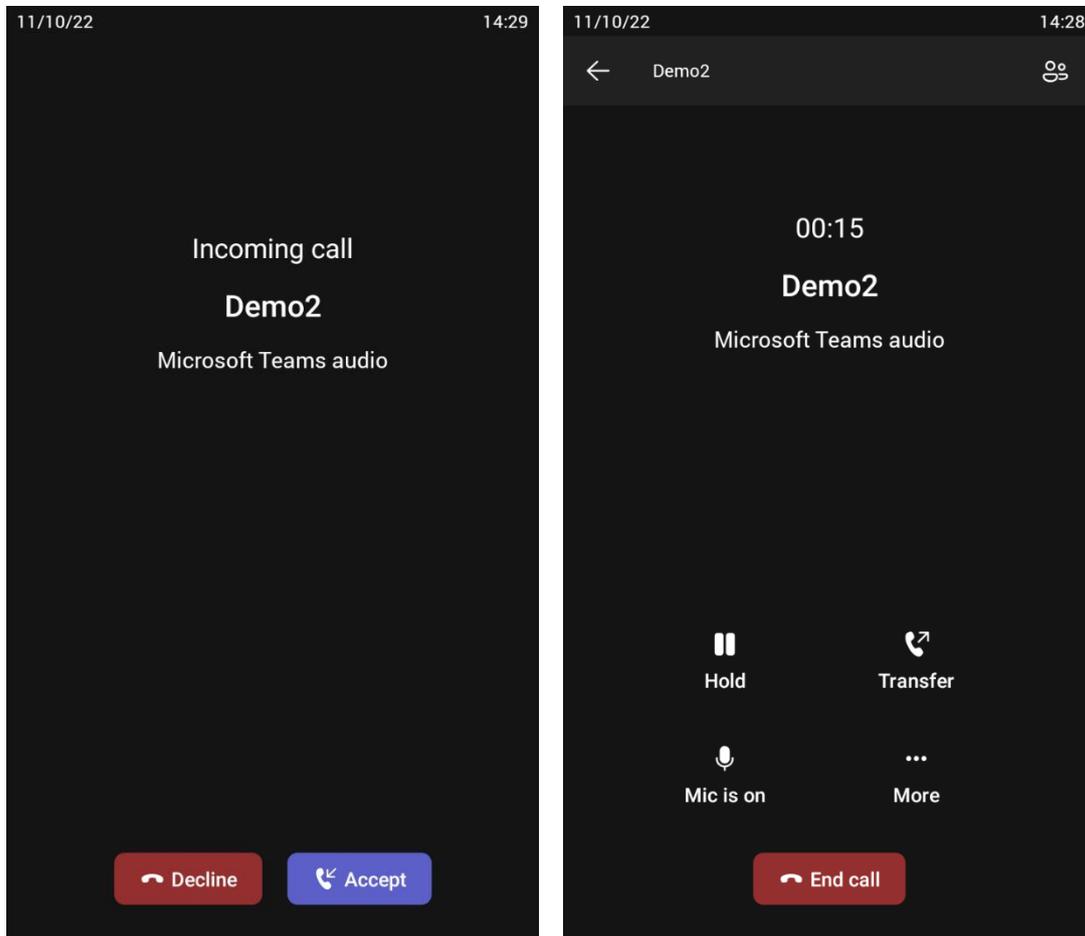


- Version 1.19 includes Microsoft Teams Version **202110803**.
- Due to security changes made by AudioCodes in this version, when downgrading devices from version 1.19 to any previous release, restoring to defaults is mandatory; the downgrade might cause the device to enter recovery mode and require the user to perform 'Restore defaults' to move the phone out of recovery state.

### 3.11.1 What's New in Version 1.19.341

- **Microsoft Lightweight Calling Experience.** AudioCodes' phones now feature a simplified look and feel for incoming and outgoing calls, with improved performance. This new capability is enabled by default. It can be disabled from the phone screen (Teams Application Settings > Calling > Enable lightweight calling experience).

The figure below left shows an incoming call screen (on the C470HD phone) while the figure below right shows the ongoing call screen (on the C470HD phone).



- All phones now support a **strong password check** in order to log in as Administrator. The feature strengthens security.

Note that the default password:

- Must be changed before accessing the device via SSH.
- Can be changed per device in the phone screen (the user first enters the default password and is then prompted to modify it to a more complete password) or via bulk configuration of multiple devices using Microsoft's TAC or AudioCodes' Device Manager.

**Criteria required for a strong password are provided.** The password must:

- be greater than or equal to 8 characters in length
- contain one or more uppercase characters
- contain one or more lowercase characters
- contain one or more numeric values
- contain one or more special characters

- The **voice quality of calls made via Device Duo** has been improved.
- **Automatic Gain Control (AGC) has been enhanced** to improve voice quality.
- [Feature in preview] The devices now support **certificate enrollment using Simple Certificate Enrollment Protocol (SCEP)** using Microsoft's Network Device Enrollment Service (NDES) server, thereby allowing device certificates and CA certificate provisioning to be scaled to multiple devices.

After devices are provisioned with a SCEP-related configuration, they receive a CA certificate from the NDES, issue a Certificate Signing Request (CSR) to the NDES and receive a device certificate signed by the CA certificate (the one that the device received from NDES).

Network administrators must configure the following three parameters:

- security/SCEPEnroll/ca\_fingerprint
- security/SCEPEnroll/password\_challenge
- security/SCEPServerURL

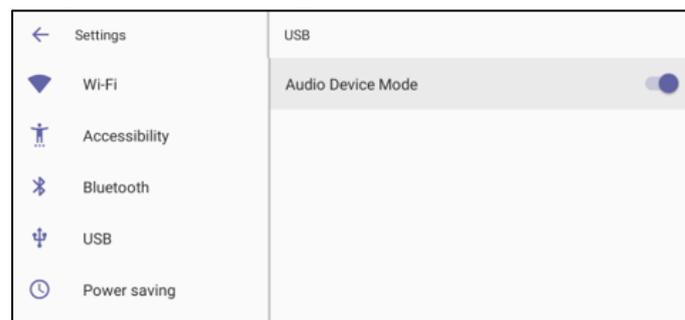
See the table in the device *UM-AM* for parameter descriptions.

- **Device certificates can be provisioned in .pfx format** (combining .crt and key). The following parameter values can consequently be configured in the devices' Configuration File:
  - /security/device\_certificate\_url = <url>/certificate.pfx
  - /security/device\_private\_key\_url = NULL
  - security/device\_certificate/password=<pfx password>

The feature is also supported by AudioCodes' Android Phone Utility (see [here](#) for more information).

- [Feature in preview] [Requires an updated 1.19 build] [Applies to C455HD and C470HD] USB host mode is now supported as a feature in preview, i.e., the phone can be connected to a PC via USB allowing it to be used as the PC's audio device such as an external speaker.

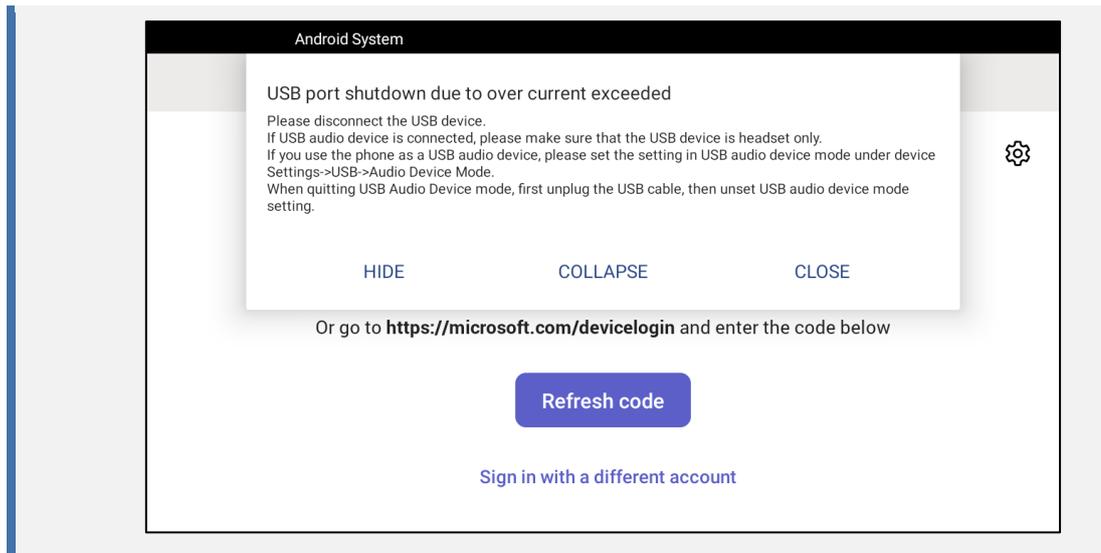
5. In the phone's Device Settings > USB, the user must first enable 'Audio Device Mode'.



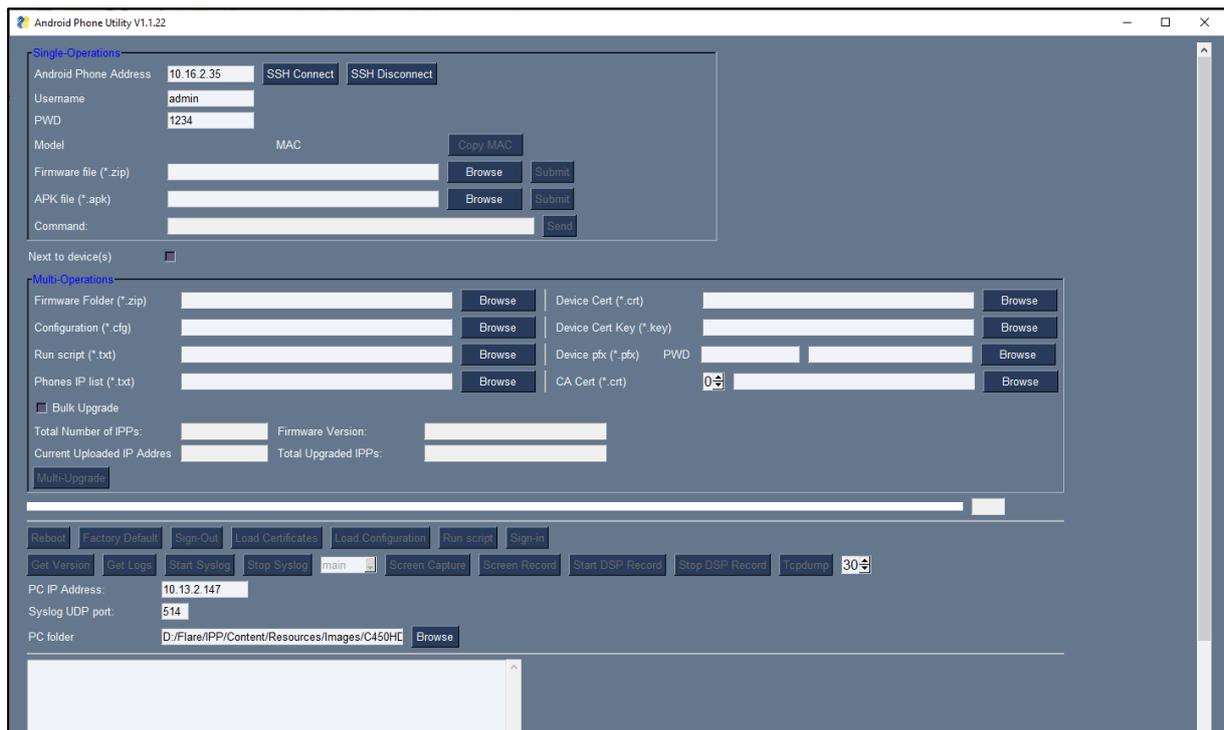
6. The user then connects the USB cable from the phone to the PC.



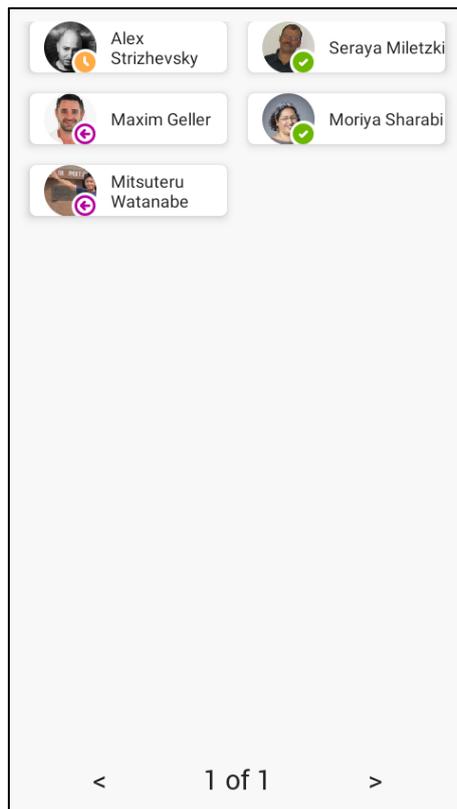
- It is important to set the feature up *in this order* (first enable USB mode and then connect the USB cable).
- If the user connects the cable before enabling the mode, they'll get this message:



7. On a PC running Windows OS, the user must navigate to Settings > Devices > Audio and make sure the phone is set to be the PC's default audio device.
  8. Media such as YouTube and Windows Media Player can be played via the phone speaker.
- [Applies to Native Teams devices that support Wi-Fi] Network administrators can manually **configure Wi-Fi settings via the Configuration File** as an alternative method to configuring them via the phone's user interface. The Wi-Fi settings application on the device and the Configuration Database are synchronized. See the phone's *User's and Administrator's Manual* for more information. In previous versions, if network VLAN mode 'network/lan/vlan/mode' was set to LLDP, the phone retrieved the VLAN and LLDP switch (for location purposes) from LLDP. Now, LLDP switch information (for location purposes) is retrieved when parameter network/lan/lldp/enabled=1 even when VLAN is retrieved from CDP or VLAN is disabled or VLAN is manual.
  - Microsoft Teams application's 'Report an issue' option can be triggered by simultaneously pressing the Vol up + Vol down keys. This can help to report an issue even if the application is stuck and does not allow the user to report the issue via the Application > Settings tab.
  - AudioCodes' *Android Phone Utility* management application has been updated to version 1.1.27, including a name change (it was previously *Teams IP Phone Utility*). Updates include:
    - A new drop-down allowing network administrators to take screenshots of the phone's Expansion Module (sidecar) (C450HD models or C455HD models). By default, the field indicates 'main', i.e., the phone's main screen.



The figure below shows an example of a screenshot of the Expansion Module (sidecar).



- Updated certificate loading mechanism: It's now performed using HTTP; it was previously performed using SCP. The HTTP port is 8000. Network administrators must make sure the port is not blocked by the organization's firewall.
- New support for **device certificates to be provisioned in .pfx format** (combining .crt and key) (see also [here](#)).



## 3.11.2 Resolved Limitations in Version 1.19.341

### 3.11.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.19.

**Table 47: Resolved Teams Application Limitations in Version 1.19**

Incident	Description
IPPAN-6739	Occasionally, when it's necessary to re-authenticate towards the device (e.g., due to MFA, or user password change) and the device stays for a while without re-authenticating towards it, it may enter an endless loop and the app may crash resulting in the user not able get a new refresh code. On some occasions, the phone may even display the recovery screen.  Workaround: Try to repeatedly press the back key and sign in on the device or restore the device to its default settings.

### 3.11.2.2 Device

Here are the device limitations that have been resolved in Version 1.19.

**Table 48: Resolved Device Limitations in Version 1.19**

Incident	Description
IPPAN-6398	[C450HD/C448HD] An application storage leak may prevent the firmware upgrade process. If this occurs when trying to update version 1.14 to 1.17, contact AudioCodes support for assistance.
IPPAN-7281	[C435HD] Occasionally, after a restore to default (or first boot out of the box), the device loads the Teams application before the user selects the chosen language.
IPPAN-7176	The phone includes an incorrect 'Switch To Zoom' option. (This is not supported in version 1.17; it will be supported from version 1.18, for C470HD only).
IPPAN-7336	The user is not able to access the Company Portal permission screen after a Restore Defaults and while trying to sign into the device. This is due to missing Application Admin privileges.
IPPAN-6615	[C450HD] When switching the phone from Skype for Business to Teams, the 802.1x certificate is not copied to the Teams partition.
IPPAN-6528	Provisioned CAs are not used when 'Use system certificates' is chosen.
IPPAN-7300	<b>Language &amp; Input &gt; Voice input key</b> does not work when the toggle button is enabled.
IPPAN-7176	A 'Switch to Zoom' option appears for models that do not support the Zoom phone appliance.
IPPAN-7179	The 'Page soft key back button' option is not present in the 'Pico TTS page' settings.
IPPAN-6134	The 'back' arrow is missing in Japanese IME keyboard settings.
IPPAN-6831	The 'Time' parameter in <b>Device Settings &gt; Power saving</b> mode is displayed in 24-hour format even when 'Time Format' is set to 12-hour.
IPPAN-6800	[C435HD] The user is unable to search for contacts in the 'People' tab using the QWERTY keyboard.

Incident	Description
IPPAN-6829	[C435HD] The keypad UI and navigation functionality is not functioning correctly in the Static IP settings screen.
IPPAN-2992	[C435HD] Screensaver clock settings is not highlighted when the user navigates through it.
IPPAN-5251	[C455HD with sidecar] The Lock screen sidecar color looks different to the main LCD screen.
IPPAN-6285	When using Japanese language, the "." (period) does not function.
IPPAN-5520	[C455HD, C470HD & C435HD] The device does not function well when using an EPOS USB headset.
IPPAN-6954	After a new device certificate has been provisioned (replacing the factory certificate), it cannot be seen in the phone screen so the user cannot select it.
IPPAN-5064	[C435HD] The phone displays an 'Incorrect PIN' message when dialing an emergency call from lock screen.
IPPAN-7815	[Device Duo] On some occasions, an incoming call is answered automatically (as a Device Duo call) immediately after ending a Teams meeting.
IPPAN-7844	[Device Duo] When using a dual account (i.e., signing in to the phone using Teams user and with Device Duo), "accept by PC" is mistakenly displayed on the phone screen.
IPPAN-6015	In the pre-join meeting screen, when selecting the 'speaker' icon and then configuring 'audio off', after connecting to the meeting the speaker is not in 'audio off' state.
IPPAN-7927	[HTTPS Proxy] On some occasions, when the phone gets its configuration from the Device Manager, the proxy configuration gets deleted. As a result, the phone becomes unusable; users aren't able to make or receive calls and the phone is displayed as 'offline' in the TAC.
IPPAN-7583	[HTTP Proxy] HTTP Proxy isn't accepted when entered using the phone's user interface; there was no support for using * as Wildcard and using the URL as domain name in addition to the IP address.
IPPAN-7390	Disconnecting an emergency call (933 or 911), the call does not completely disconnect. To put the phone back into idle state, you need to press the 'Speaker' hard key twice immediately after disconnecting the call.
IPPAN-7048	With 'Lightweight calling experience', there is no sync between the 'Switch audio route' softkey and the 'Speaker' key LED.
IPPAN-7049	With 'Lightweight calling experience', the device fails to initiate outgoing calls to a PSTN number.

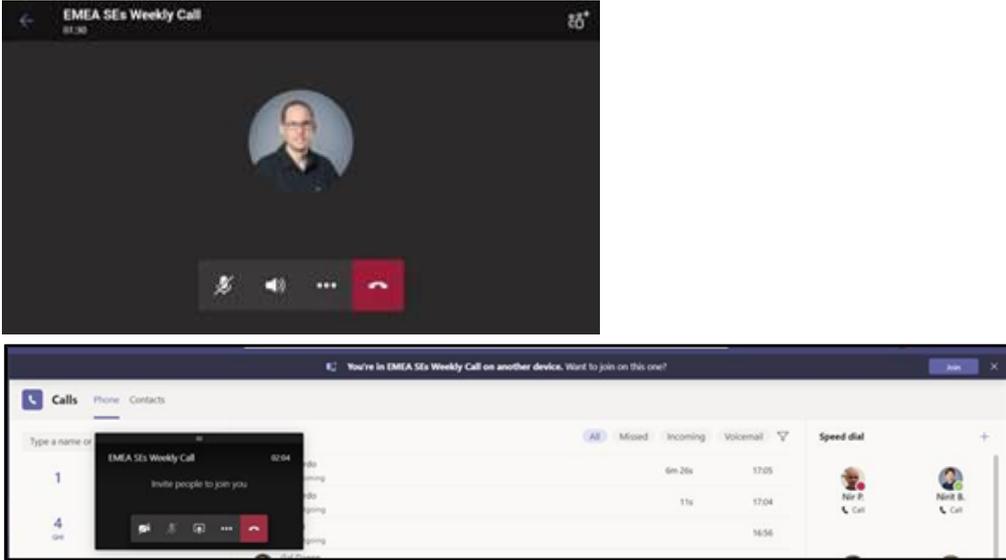
### 3.11.3 Known Limitations in Version 1.19.341

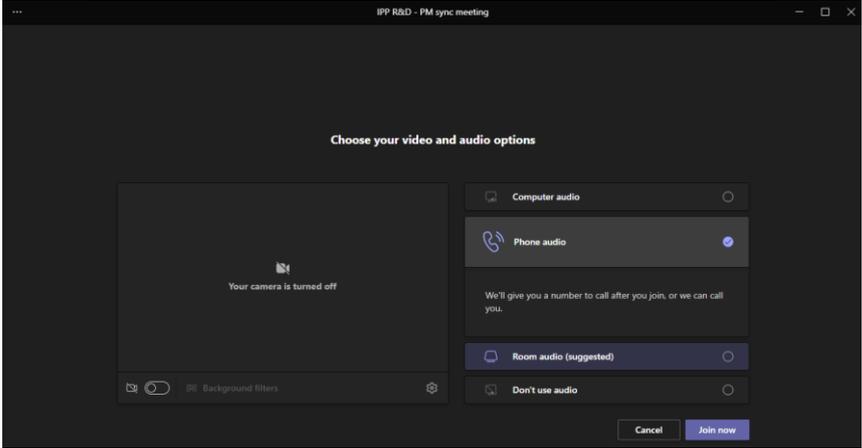
#### 3.11.3.1 Teams Application

Here are the known Teams application limitations in Version 1.19.

**Table 49: Known Teams Application Limitations in Version 1.19**

Incident	Description
IPPAN-4465	On some occasions, the sign-out action cannot be completed smoothly and requires a hard reboot of the phone.

Incident	Description
IPPAN-3752	[C450HD, Call Queue] The second agent is not notified when a call is received by the first agent (this is an Android OS 7 issue).
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
-	When using right to left languages (Hebrew, for example) the soft dial pad and presented dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	<p>[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p> 
-	[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.
-	In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.

Incident	Description
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD in this version release (Roadmap), though:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Queue</li> <li>■ CAP: Advanced calling</li> <li>■ CAP: Voice Mail</li> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Survivable Branch Appliance (SBA)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown) (support pending in the next version release)</li> </ul>
IPPAN-5082	[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.
IPPAN-5202 VSO 269091	[C455HD with Expansion Module (sidecar)] When no speed dial is configured on the Expansion Module (sidecar), the text displayed on the sidecar is marked black. The issue will be solved in an upcoming product release.
IPPAN-5324	[C435HD] The people search functionality does not function optimally. The issue will be solved in an upcoming product release.
IPPAN-6195	[C435HD] When pressing the 'Back' key from an existing call, the call still remains but there is no indication of the call and as a result, no option to go back to the Call screen.
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5082	[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.

Incident	Description
IPPAN-5086	[C435HD] It's impossible to Delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6089	In call queue, the phone of Agent-2 is not displaying the 'Call answered by Agent-1' message.
IPPAN-5120	[C455HD or C450HD with Expansion Module (Sidecar)] After removing a user from the sidecar list, the sidecar still displays the user.
IPPAN-5535	When viewing the 'Favorites' tab, the last speed dial line is cut off.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.
<b>Using the device with Microsoft U4-A app (from 2022110803) which is part of 1.19.341</b>	
IPPAN-7325	On rare occasions, when ending a call, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7274	On rare occasions, when updating the device with the U4 app, it results in very low volume. Workaround: Restore the device to its default settings.
IPPAN-7130	Occasionally, a mute that was left on when ending the previous call stays on for the next call.
IPPAN-7558	When creating an ad hoc meeting (by calling user A and then adding more users to the call) and using the 'Mute all' functionality, the 'Mic' softkey shows the incorrect state (the opposite of what it should be). The 'mute' hard key shows the correct state.
IPPAN-7475	[C435HD] The dial pad does not open when the user presses the 'speaker' key or picks up the handset. It does open when the user starts to dial.
IPPAN-7485	[911 Emergency Location] The application does not show the location information displayed on the phone screen. This additional option does not exist for production users but only for TAP and testing users. Location can be obtained by dialing 933 and listening to the incoming audio. This is a roadmap feature for a future Teams app.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call on hold' notification is missing.
IPPAN-7431	Disconnecting an emergency call (933 or 911) using the softkey 'End Call', the 'speaker' LED stays lit and the user needs to press the speaker key once to bring the device to idle.

### 3.11.3.2 Device

Here are the known device limitations in Version 1.19.

**Table 50: Known Device Limitations in Version 1.19**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 seconds occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-6169	On rare occasions, the device may enter the recovery screen due to a Teams application loop of crashes. To recover from this state, the user must restore the device to default via the recovery options.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
IPPAN-7723	[C470HD] [Device Duo USB] The volume goes up and down during playback.
IPPAN-7507	[C455HD] On rare occasions, Wi-Fi cannot be enabled.

## 3.12 Version 1.17.764



Version 1.17.764 includes Microsoft Teams Version 2022062103.

### 3.12.1 What's New in Version 1.17.764

None

### 3.12.2 Resolved Limitations in Version 1.17.764

#### 3.12.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.17.764.

**Table 51: Resolved Teams Application Limitations in Version 1.17.764**

Incident	Description
-	-

#### 3.12.2.2 Device

Here are the device limitations that have been resolved in Version 1.17.764.

**Table 52: Resolved Device Limitations in Version 1.17.764**

Incident	Description
IPPAN-6398	[C450HD/C448HD] An application storage leak may prevent the firmware upgrade process. If this occurs when trying to update version 1.14 to 1.17, contact AudioCodes support for assistance.
IPPAN-7281	[C435HD] Occasionally, after a restore to default (or first boot out of the box), the device loads the Teams application before the user selects the chosen language.
IPPAN-7176	The phone includes an incorrect 'Switch To Zoom' option. (This is not supported in version 1.17; it will be supported from version 1.18, for C470HD only).
IPPAN-7336	The user is not able to access the Company Portal permission screen after a Restore Defaults and while trying to sign into the device. This is due to missing Application Admin privileges.
IPPAN-6615	[C450HD] When switching the phone from Skype for Business to Teams, the 802.1x certificate is not copied to the Teams partition.
IPPAN-6528	Provisioned CAs are not used when 'Use system certificates' is chosen.
<b>Using the device with Microsoft U4 app (from 20220907)</b>	
IPPAN-7390	Disconnecting an emergency call (933 or 911), the call does not completely disconnect. To put the phone back into idle state, you need to press the 'Speaker' hard key twice immediately after disconnecting the call.
IPPAN-7048	With 'Lightweight calling experience', there is no sync between the 'Switch audio route' softkey and the 'Speaker' key LED.

Incident	Description
IPPAN-7049	With 'Lightweight calling experience', the device fails to initiate outgoing calls to a PSTN number.

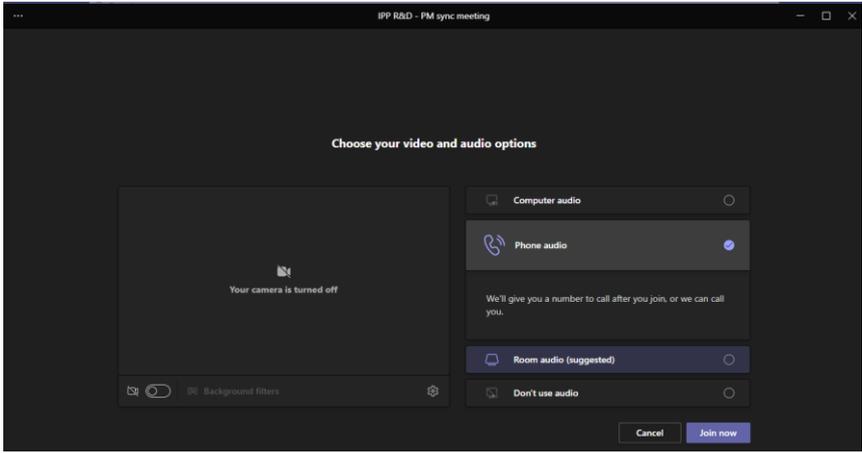
### 3.12.3 Known Limitations in Version 1.17.764

#### 3.12.3.1 Teams Application

Here are the known Teams application limitations in Version 1.17.764.

**Table 53: Known Teams Application Limitations in Version 1.17.764**

Incident	Description
IPPAN-4465	On some occasions, the sign-out action cannot be completed smoothly and requires a hard reboot of the phone.
IPPAN-3752	[C450HD, Call Queue] The second agent is not notified when a call is received by the first agent (this is an Android OS 7 issue).
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
-	When using right to left languages (Hebrew, for example) the soft dial pad and presented dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing. The following figures show joining from a phone and from the PC client respectively:
	

Incident	Description
	
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD in this version release (Roadmap), though:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Queue</li> <li>■ CAP: Advanced calling</li> <li>■ CAP: Voice Mail</li> <li>■ Music on Hold</li> <li>■ Better Together (over Bluetooth)</li> <li>■ Survivable Branch Appliance (SBA)</li> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown) (support pending in the next version release)</li> </ul>
IPPAN-5082	<p>[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.</p>
IPPAN-5202 VSO 269091	<p>[C455HD with Expansion Module (sidecar)] When no speed dial is configured on the Expansion Module (sidecar), the text displayed on the sidecar is marked black. The issue will be solved in an upcoming product release.</p>
IPPAN-5324	<p>[C435HD] The people search functionality does not function optimally.</p>

Incident	Description
	The issue will be solved in an upcoming product release.
IPPAN-6195	[C435HD] When pressing the 'Back' key from an existing call, the call still remains but there is no indication of the call and as a result, no option to go back to the Call screen.
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5082	[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.
IPPAN-5086	[C435HD] It's impossible to Delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6089	In call queue, the phone of Agent-2 is not displaying the 'Call answered by Agent-1' message.
IPPAN-5120	[C455HD or C450HD with Expansion Module (Sidecar)] After removing a user from the sidecar list, the sidecar still displays the user.
IPPAN-5535	When viewing the 'Favorites' tab, the last speed dial line is cut off.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.
IPPAN-6739	<p>Occasionally, when it's necessary to re-authenticate towards the device (e.g., due to MFA, or user password change) and the device stays for a while without re-authenticating towards it, it may enter an endless loop and the app may crash resulting in the user not able get a new refresh code. On some occasions, the phone may even display the recovery screen.</p> <p>Workaround: Try to repeatedly press the back key and sign in on the device or restore the device to its default settings.</p>
IPPAN-5810	[C455HD with Expansion Module] Occasionally, the sidecar displays very large fonts and a yellow screen for a very short period and then it automatically corrects itself.
<b>Using the device with Microsoft U4 app (from 20220907)</b>	
IPPAN-7325	On rare occasions, when ending a call, the phone does not go back to idle (showing an incoming call). This may occur in some 'Call and regret' or 'Call reject' scenarios.
IPPAN-7324	After Phone A transfers Phone B to another party, when the transfer is established, Phone B displays the idle screen with 'Touch to return to the call' in the upper tab. The user must touch the tab to go back to the existing call.
IPPAN-7274	On rare occasions, when updating the device with the U4 app, it results in very low volume. Workaround: Restore the device to its default settings.
IPPAN-7130	Occasionally, a mute that was left on when ending the previous call stays on for the next call.
IPPAN-7558	When creating an ad hoc meeting (by calling user A and then adding more users to the call) and using the 'Mute all' functionality, the 'Mic' softkey shows the incorrect state (the opposite of what it should be). The 'mute' hard key shows the correct state.

Incident	Description
IPPAN-7475	[C435HD] The dial pad does not open when the user presses the 'speaker' key or picks up the handset. It does open when the user starts to dial.
IPPAN-7485	[911 Emergency Location] The application does not show the location information written on the phone UI for. This additional option does not exist for production users but only for TAP and testing users. Location can be obtained by dialing 933. This is a roadmap feature for a future Teams app.
IPPAN-7567	When switching back to a held call (i.e., when the remote party puts a local phone on hold and the local phone meanwhile answers another call and then resumes), the 'Call oh hold' notification is missing.

### 3.12.3.2 Device

Here are the known device limitations in Version 1.17.764.

**Table 54: Known Device Limitations in Version 1.17.764**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable the power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be resumed from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 seconds occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.

Incident	Description
IPPAN-6356	[Device Duo] On rare occasions, the voice quality in the direction of a remote party is not smooth.
IPPAN-6169	On rare occasions, the device may enter the recovery screen due to a Teams application loop of crashes. To recover from this state, the user must restore the device to default via the recovery options.
IPPAN-6089	[Call queue] When Agent-1 answers an incoming call, Agent-2 should pop up a message that the call is answered by Agent-1; it doesn't.
IPPAN-7402	[USB headset] If the phone is booted while a USB headset is connected, the handset cannot be used. Workaround: Boot up the phone and only then plug in the USB headset.
<b>Using the device with Microsoft U4 app (from 20220907)</b>	
IPPAN-7431	Disconnecting an emergency call (933 or 911) using the softkey 'End Call', the 'Speaker' LED stays lit and you need to press the speaker key once to bring the device to idle.

## 3.13 Version 1.17.686



Version 1.17.686 includes Microsoft Teams Version **2022022305/0223**.

### 3.13.1 What's New in Version 1.17.686

#### Features related to Microsoft Teams

- None. Microsoft Teams Version 2022022305/0223 was already part of the previous GA.

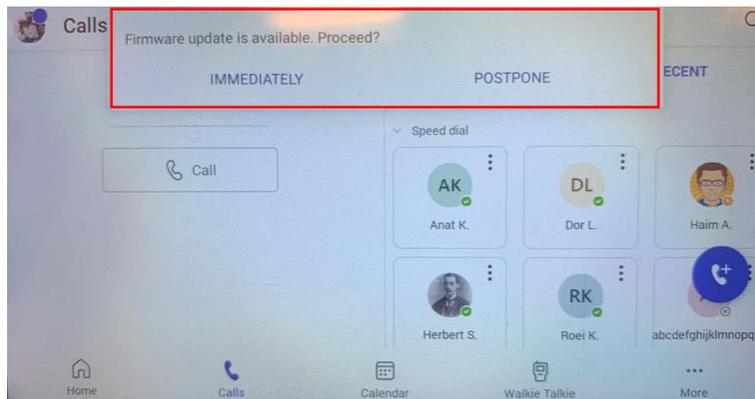
- **Features related to AudioCodes devices**

- **'Collect Logs' action by AudioCodes Device Manager was expanded and now includes additional logs.**

The .zip file includes the following files:

- Android Bug Report
- AdminAgentLogs.zip - includes logcat collected by the OVOC/Device Manager.
- blog files (media logs)
  - ◆ Skylib-XXX.blog
  - ◆ app\_process32.XXX.blog
- config.cfg & status.cfg – Device configuration and status
- ac\_config.xml and ac\_status.xml – Device configuration and status for internal use.
- Dmesg - diagnostic messages command useful for debugging hardware or OS related issues.
- SessionID\_For\_Company\_Portal\_Logs.txt (this is the CP SSDI, not the logs; the logs are sent to the OVOC / Device Manager server).
- **Upgrade to Android 9 security patch level dated April 5, 2021.** Applies to the C448HD and C450HD models.
  - On most C450HD / C448HD devices, the upgrade is performed with no further actions required by the user or the network administrator. For exceptions, see the bullets following.
  - Upgrade to 1.17 on C450HD / C448HD can be performed only if the device was upgraded to 1.14 before.
  - Upgrade from 1.14 to 1.17 can be performed through Microsoft TAC or through AudioCodes Device Manager.
  - Customers upgrading from 1.8 / 1.10 must take these steps:
    1. Upgrade to 1.14. Since direct upgrade to 1.17 is not possible, the customer must first upgrade to 1.14 and then to 1.17.
    2. Customers with 1.8 / 1.10 cannot use the TAC to upgrade to 1.17. An upgrade can be performed using AudioCodes Device Manager or AudioCodes Teams IP Phone Tool. Contact AudioCodes support for further assistance.
  - With C450HD 2G-RAM devices (TEAMS-C450HD-DBW), a restore to default will automatically occur and must be followed with a sign-in by the users (per device); the device will become non-encrypted, similar to the C450HD non-DBW and the C448HD that were non-encrypted in previous versions.

- **New support in the device's Configuration File for the 802.1x settings** enables customers to perform pre-staging configuration for 802.1x parameters. Until now, the 802.1x settings were only available via the phone screen. The 802.1x settings now available in the Configuration File are:
  - Enable/Disable
  - EAP method
  - Identity
  - Password **IPPAN-5272**
- Before applying an update, **active user interaction is detected and the user is notified** about the impending update.



When any update is pushed to the device, the device's firmware detects whether the user is actively using the device. After determining this, an appropriate message and options are provided for the user to either delay the update or apply it immediately.

Until now, updates have been pushed without any prior notification, thereby forcing the user to disengage from their ongoing activity on the device, e.g., to disengage from an ongoing call, causing disruption to communications.

- **Android security has been hardened by limiting SSH access.** With this release, administrator users who access SSH have reduced file system privileges. For example, files cannot be deleted, and some parts of the file system cannot be reviewed. This change was made to prevent malicious actions or unintended errors that might cause damage to the device.
- **Disconnecting from Wi-Fi on the C470HD phone is performed silently, without built-in auidial notifications | noisy 'beep' distractions.**
- **New capability was added to configure parameters related to audio.** The capability was added in order to support the phone in special environments such as noisy environments. To use the capability, contact AudioCodes Support.
- **The Android WebView app has been updated.**

## 3.13.2 Resolved Limitations in Version 1.17.686

### 3.13.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.17.686.

**Table 55: Resolved Teams Application Limitations in Version 1.17.686**

Incident	Description
IPPAN-5457	[C435HD] Even though a call has already been answered, the phone on some occasions keeps showing the 'Incoming call' screen with the 'Answer' softkey.

Incident	Description
IPPAN-5435	[C435HD] If a phone gets an incoming call while another call is already established, after answering the second call the 'Incoming call' screen with the 'Answer' softkey continues to be displayed and the user must again press the 'Answer' softkey.
IPPAN-3343	The Date format does not take effect on the phone when a configuration file is pushed from Microsoft Teams admin center (TAC).

### 3.13.2.2 Device

Here are the device limitations that have been resolved in Version 1.17.686.

**Table 56: Resolved Device Limitations in Version 1.17.686**

Incident	Description
IPPAN-6036	A firmware update failure occurs due to a network disconnection (requires a better retry mechanism).
IPPAN-4939	When the screen saver is enabled and the phone's soft keyboard opens, the keyboard overlaps the screen saver.
IPPAN-4690	Keypad notification is mistakenly shown on lock screen.
IPPAN-3992	When the language is set to Ukrainian and a reboot/change language action is triggered via the phone screen, the confirmation message then displayed is in English instead of Ukrainian.
IPPAN-4941	In Device Admin settings, some options are reflected in English after the language has been changed to Polish.
IPPAN-5938	[C450HD] The phone needs a restart to get static IP configuration.
IPPAN-5913	The 'Teams admin settings' option appears under the Device Admin settings even when the user is not signed in; it should not appear.
IPPAN-2204	[C450HD, C448HD] On some occasions, disconnecting a USB headset during a call may result in the phone getting stuck and a reboot is then required to recover from this state.
DSP-1144	[C470HD] The handset's maximum volume is not high enough.
IPPAN-4110	On some occasions, there is no voice when powering Off /On a Bluetooth headset device.
IPPAN-5727	[Device Duo] Communication between the device and the PC app disconnects on some occasions.
IPPAN-5282	[C455HD] On some occasions, several attempts to press the dial pad key are required when trying to unlock the phone using 'PIN Unlock'.
IPPAN-5520	Interoperability issues occur with some EPOS USB headsets.
IPPAN-5394	[C435HD] Date and Time cannot be changed manually when 'Automatic Date & Time' is disabled.
IPPAN-4463	The first authentication of 802.1x EAP TLS is successful but after the device is rebooted, 802.1x re-authentication is unsuccessful.
IPPAN-5251	[C455HD + Expansion Module (sidecar)] When locking the phone, the colors of the lock background in the main screen are different to those on the sidecar LCDs.
IPPAN-2130	[C455HD + Expansion Module (sidecar)] The Expansion Module's LCDs' screen saver is partially displayed.

Incident	Description
IPPAN-5509	[C455HD] The C455HD without Bluetooth and Wi-Fi appears as [Model = C455HD_CR] instead of [Model = C455HD].
IPPAN-6305	[HTTPS Proxy] Unable to resolve the Proxy IP in the Proxy Auto-Configuration (PAC) file.
IPPAN-6451	[Talk Back] When the user enables Talk Back, the Pico Text-to-Speech (TTS) app persistently crashes / stops and there is no Talk Back voice.
IPPAN-6385	[C450HD + Expansion Module] The Expansion Module does not function in a specific C450HD batch (GGWV00705/706 Rev3).

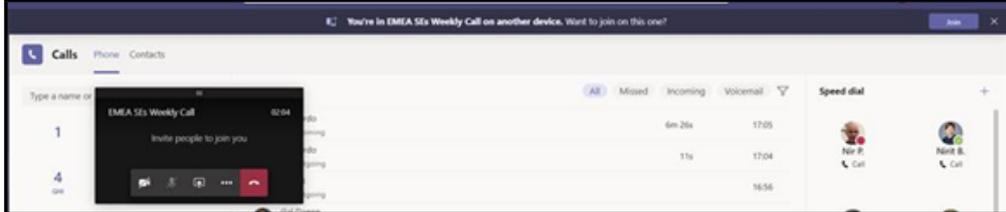
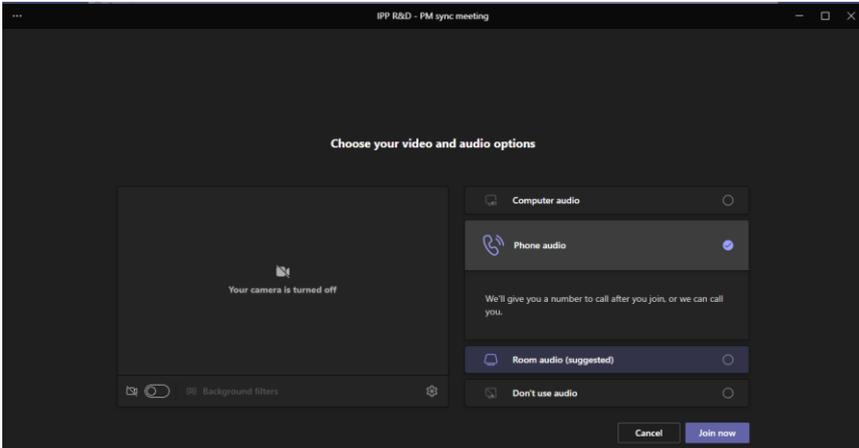
### 3.13.3 Known Limitations in Version 1.17.686

#### 3.13.3.1 Teams Application

Here are the known Teams application limitations in Version 1.17.686.

**Table 57: Known Teams Application Limitations in Version 1.17.686**

Incident	Description
IPPAN-4465	On some occasions, the sign-out action cannot be completed smoothly and requires a hard reboot of the phone.
IPPAN-3941	On some occasions, the phone prompts the user to re-enter the user's password even though it was already entered remotely during the 'Sign in from another device'. Re-entering the password works around the issue.
IPPAN-3752	[C450HD, Call Queue] The second agent is not notified when a call is received by the first agent (Android OS 7 bug).
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
-	When using right to left languages (Hebrew, for example) the soft dial pad and presented dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
IPPAN-3946	The sign-out action occasionally doesn't land in the Sign-in screen. Instead, the phone shows the 'Device settings' screen, or gets stuck while displaying a 'signing out...' message. A reboot can be performed to recover from this scenario.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing. The following figures show joining from a phone and from the PC client respectively:

Incident	Description
	 
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD in this version release (Roadmap), though:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown) (support pending in the next version release)</li> </ul>
IPPAN-5082	<p>[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.</p>

Incident	Description
IPPAN-5202 VSO 269091	[C455HD with Expansion Module (sidecar)] When no speed dial is configured on the Expansion Module (sidecar), the text displayed on the sidecar is marked black. The issue will be solved in an upcoming product release.
IPPAN-5324	[C435HD] The people search functionality does not function optimally. The issue will be solved in an upcoming product release.
IPPAN-6195	[C435HD] When pressing the 'Back' key from an existing call, the call still remains but there is no indication of the call and as a result, no option to go back to the Call screen.
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5082	[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.
IPPAN-5086	[C435HD] It's impossible to Delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6089	In call queue, the phone of Agent-2 is not displaying the 'Call answered by Agent-1' message.
IPPAN-5120	[C455HD or C450HD with Expansion Module (Sidecar)] After removing a user from the sidecar list, the sidecar still displays the user.
IPPAN-5535	When viewing the 'Favorites' tab, the last speed dial line is cut off.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.

### 3.13.3.2 Device

Here are the known device limitations in Version 1.17.686.

**Table 58: Known Device Limitations in Version 1.17.686**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable the power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.

Incident	Description
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be resumed from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A delay of 10 seconds occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.

## 3.14 Version 1.17.561



- Version 1.17.561 includes Microsoft Teams Version **2022022305/0223**.
- Version 1.17.561 was released for C470HD only.
- Version 1.17 for all models will be released within ~1 month.

### 3.14.1 What's New in Version 1.17.561

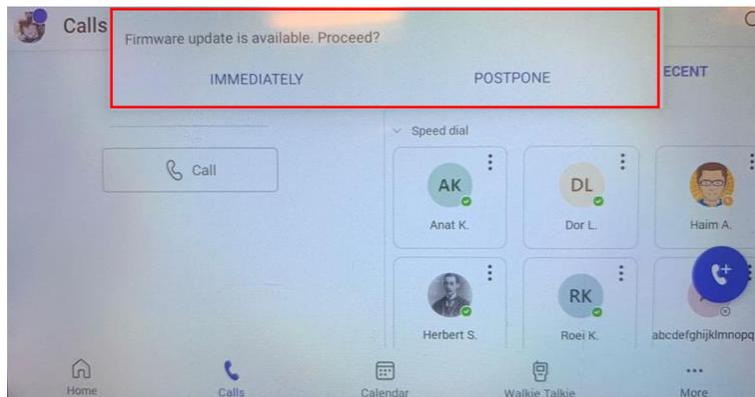
#### Features related to Microsoft Teams

- None. Microsoft Teams Version 2022022305/0223 was already part of the previous GA.
- **Features related to AudioCodes devices**
- **'Collect Logs' action by AudioCodes Device Manager was expanded and now includes additional logs.**

The .zip file includes the following files:

- Android Bug Report
- AdminAgentLogs.zip - includes logcat collected by the OVOC/Device Manager.
- blog files (media logs)
  - ◆ Skylib-XXX.blog
  - ◆ app\_process32.XXX.blog
- config.cfg & status.cfg – Device configuration and status
- ac\_config.xml and ac\_status.xml – Device configuration and status for internal use.
- Dmesg - diagnostic messages command useful for debugging hardware or OS related issues.
- SessionID\_For\_Company\_Portal\_Logs.txt (this is the CP SSDI, not the logs; the logs are sent to the OVOC / Device Manager server).
- **Upgrade to Android 9 security patch level dated April 5, 2021.** Applies to the C448HD and C450HD models.
  - On most C450HD / C448HD devices, the upgrade is performed with no further actions required by the user or the network administrator. For exceptions, see the bullets following.
  - Upgrade to 1.17 on C450HD / C448HD can be performed only if the device was upgraded to 1.14 before.
  - Upgrade from 1.14 to 1.17 can be performed through Microsoft TAC or through AudioCodes Device Manager.
  - Customers upgrading from 1.8 / 1.10 must take these steps:
    3. Upgrade to 1.14. Since direct upgrade to 1.17 is not possible, the customer must first upgrade to 1.14 and then to 1.17.
    4. Customers with 1.8 / 1.10 cannot use the TAC to upgrade to 1.17. An upgrade can be performed using AudioCodes Device Manager or AudioCodes Teams IP Phone Tool. Contact AudioCodes support for further assistance.
  - With C450HD 2G-RAM devices (TEAMS-C450HD-DBW), a restore to default will automatically occur and must be followed with a sign-in by the users (per device); the device will become non-encrypted, similar to the C450HD non-DBW and the C448HD that were non-encrypted in previous versions.

- **New support in the device's Configuration File for the 802.1x settings** enables customers to perform pre-staging configuration for 802.1x parameters. Until now, the 802.1x settings were only available via the phone screen. The 802.1x settings now available in the Configuration File are:
  - Enable/Disable
  - EAP method
  - Identity
  - Password **IPPAN-5272**
- Before applying an update, **active user interaction is detected and the user is notified** about the impending update.



When any update is pushed to the device, the device's firmware detects whether the user is actively using the device. After determining this, an appropriate message and options are provided for the user to either delay the update or apply it immediately.

Until now, updates have been pushed without any prior notification, thereby forcing the user to disengage from their ongoing activity on the device, e.g., to disengage from an ongoing call, causing disruption to communications.

- **Android security has been hardened by limiting SSH access.** With this release, administrator users who access SSH have reduced file system privileges. For example, files cannot be deleted, and some parts of the file system cannot be reviewed. This change was made to prevent malicious actions or unintended errors that might cause damage to the device.
- **Disconnecting from Wi-Fi on the C470HD phone is performed silently, without built-in auidial notifications | noisy 'beep' distractions.**
- **New capability was added to configure parameters related to audio.** The capability was added in order to support the phone in special environments such as noisy environments. To use the capability, contact AudioCodes Support.
- **The Android WebView app has been updated.**

## 3.14.2 Resolved Limitations in Version 1.17.561

### 3.14.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.17.561.

**Table 59: Resolved Teams Application Limitations in Version 1.17.561**

Incident	Description
IPPAN-5457	[C435HD] Even though a call has already been answered, the phone on some occasions keeps showing the 'Incoming call' screen with the 'Answer' softkey.

Incident	Description
IPPAN-5435	[C435HD] If a phone gets an incoming call while another call is already established, after answering the second call the 'Incoming call' screen with the 'Answer' softkey continues to be displayed and the user must again press the 'Answer' softkey.
IPPAN-3343	The Date format does not take effect on the phone when a configuration file is pushed from Microsoft Teams admin center (TAC).

### 3.14.2.2 Device

Here are the device limitations that have been resolved in Version 1.17.561.

**Table 60: Resolved Device Limitations in Version 1.17.561**

Incident	Description
IPPAN-6036	A firmware update failure occurs due to a network disconnection (requires a better retry mechanism).
IPPAN-4939	When the screen saver is enabled and the phone's soft keyboard opens, the keyboard overlaps the screen saver.
IPPAN-4690	Keypad notification is mistakenly shown on lock screen.
IPPAN-3992	When the language is set to Ukrainian and a reboot/change language action is triggered via the phone screen, the confirmation message then displayed is in English instead of Ukrainian.
IPPAN-4941	In Device Admin settings, some options are reflected in English after the language has been changed to Polish.
IPPAN-5938	[C450HD] The phone needs a restart to get static IP configuration.
IPPAN-5913	The 'Teams admin settings' option appears under the Device Admin settings even when the user is not signed in; it should not appear.
IPPAN-2204	[C450HD, C448HD] On some occasions, disconnecting a USB headset during a call may result in the phone getting stuck and a reboot is then required to recover from this state.
DSP-1144	[C470HD] The handset's maximum volume is not high enough.
IPPAN-4110	On some occasions, there is no voice when powering Off /On a Bluetooth headset device.
IPPAN-5727	[Device Duo] Communication between the device and the PC app disconnects on some occasions.
IPPAN-5282	[C455HD] On some occasions, several attempts to press the dial pad key are required when trying to unlock the phone using 'PIN Unlock'.
IPPAN-5520	Interoperability issues occur with some EPOS USB headsets.
IPPAN-5394	[C435HD] Date and Time cannot be changed manually when 'Automatic Date & Time' is disabled.
IPPAN-4463	The first authentication of 802.1x EAP TLS is successful but after the device is rebooted, 802.1x re-authentication is unsuccessful.
IPPAN-5251	[C455HD + Expansion Module (sidecar)] When locking the phone, the colors of the lock background in the main screen are different to those on the sidecar LCDs.
IPPAN-2130	[C455HD + Expansion Module (sidecar)] The Expansion Module's LCDs' screen saver is partially displayed.

Incident	Description
IPPAN-5509	[C455HD] The C455HD without Bluetooth and Wi-Fi appears as [Model = C455HD_CR] instead of [Model = C455HD].

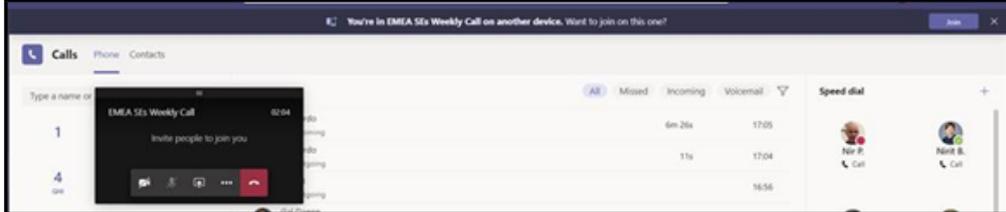
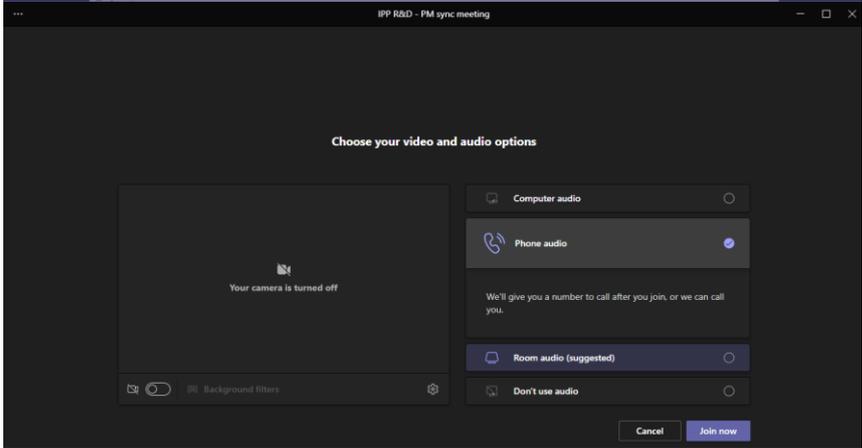
### 3.14.3 Known Limitations in Version 1.17.561

#### 3.14.3.1 Teams Application

Here are the known Teams application limitations in Version 1.17.561.

**Table 61: Known Teams Application Limitations in Version 1.17.561**

Incident	Description
IPPAN-4465	On some occasions, the sign-out action cannot be completed smoothly and requires a hard reboot of the phone.
IPPAN-3941	On some occasions, the phone prompts the user to re-enter the user's password even though it was already entered remotely during the 'Sign in from another device'. Re-entering the password works around the issue.
IPPAN-3752	[C450HD, Call Queue] The second agent is not notified when a call is received by the first agent (Android OS 7 bug).
IPPAN-2270, IPPAN-4548	[RXV80, C450HD] The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears.
IPPAN-2566	A muted phone that receives another incoming call and rejects it results in a non-voluntary unmute of the original call.
-	When using right to left languages (Hebrew, for example) the soft dial pad and presented dial string are reverted.
IPPAN-2476	[C470HD] The phone displays an irrelevant 'Meeting' string when a parked call is picked up.
IPPAN-2510	An incorrect date format is displayed when the current language is Simple Chinese.
IPPAN-3946	The sign-out action occasionally doesn't land in the Sign-in screen. Instead, the phone shows the 'Device settings' screen, or gets stuck while displaying a 'signing out...' message. A reboot can be performed to recover from this scenario.
-	[Better Together] Peer-to-Peer (direct) calls are still not supported.
-	[Better Together] Pairing the phone with the PC client might in some cases fail. Quitting the PC client and restarting it may solve the issue.
-	[Better Together] Though users can join meetings from a phone or from the PC client, it's recommended to join from the phone. After joining, the phone is used as the audio device and the PC client notifies 'You're in a meeting on another device'; the user is then prompted to join the meeting on the PC client as well, for content sharing. The following figures show joining from a phone and from the PC client respectively:

Incident	Description
	 
-	<p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p>
-	<p>In some cases, signing in as user B after the device was used by user A does not proceed flawlessly. Restore to default is consequently recommended after signing out.</p>
-	<p>[C435HD] The phone excludes few features that are supported by the other Teams Native phones. The <b>Calendar</b> and <b>Meet now</b> features are unavailable on the C435HD in this version release (Roadmap), though:</p> <ul style="list-style-type: none"> <li>■ The user can escalate a peer-to-peer call to meeting when adding another user</li> <li>■ The user who joins from the PC client can add the phone as audio by selecting the <b>Phone Audio</b> option in the <b>Join</b> options, shown here:</li> <li>■</li> </ul>  <p>In addition, the following features are not supported:</p> <ul style="list-style-type: none"> <li>■ Call Park</li> <li>■ The 'Delegation' setting from the Teams application settings (though using the phone with a delegated user who was preconfigured from the client is possible)</li> <li>■ Accepting two incoming calls at the same time (only one call will be shown) (support pending in the next version release)</li> </ul>
IPPAN-5082	<p>[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.</p>

Incident	Description
IPPAN-5202 VSO 269091	[C455HD with Expansion Module (sidecar)] When no speed dial is configured on the Expansion Module (sidecar), the text displayed on the sidecar is marked black. The issue will be solved in an upcoming product release.
IPPAN-5324	[C435HD] The people search functionality does not function optimally. The issue will be solved in an upcoming product release.
IPPAN-6195	[C435HD] When pressing the 'Back' key from an existing call, the call still remains but there is no indication of the call and as a result, no option to go back to the Call screen.
IPPAN-5700	[C435HD] When answering a second call, there is no option to return back to the first call.
IPPAN-3167	[C435HD] During sign-in from another device (using the PC/Mobile) the application requests re-typing the password on the phone UI (in addition to entering it on the PC/Mobile).
IPPAN-5100	[C435HD] [Multiple Calls] Resuming the second call after ending the first call results in the speaker hard key light on the phone being off when it should be on.
IPPAN-5082	[C435HD] When using right-to-left languages (Hebrew, for example), the soft dial pad and the displayed dial string are reverted.
IPPAN-5086	[C435HD] It's impossible to Delete short (~1 second) voicemail messages.
IPPAN-5776 VSO 304429	When using the phone's T9 Search functionality, the phone doesn't show the letters after entering a name to search for.
IPPAN-6089	In call queue, Agent-2'S phone isn't displaying message 'Call answered by Agent-1'.
IPPAN-5120	[C455HD or C450HD with Expansion Module (Sidecar)] After removing a user from the sidecar list, the sidecar still displays the user.
IPPAN-5535	When viewing the 'Favorites' tab, the last speed dial line is cut off.
IPPAN-6087	[C450HD with Expansion Module (Sidecar)] On some occasions, the phone gets stuck when changing the language from one to another.

### 3.14.3.2 Device

Here are the known device limitations in Version 1.17.578.

**Table 62: Known Device Limitations in Version 1.17.578**

Incident	Description
-	[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.
-	It's recommended to avoid connecting PoE and power simultaneously even though no damage occurs. If a Power Supply is used, users should disable the power from the ETH port. In some cases, an endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously.
IPPAN-2542	[C470HD, C455HD] Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after phone restart.
IPPAN-3283	When using multiple users on a single phone (i.e., if user A signs out and then signs in with user B), AudioCodes' Device Manager may present the wrong username.
IPPAN-2561	[C450HD] On some occasions, reconnecting a USB headset during a call causes the call to be disconnected.

Incident	Description
IPPAN-4910	[Device Duo] When a call comes in, there's a mix of local & remote ringer.
-	[Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends.
-	[Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be resumed from the PC app).
-	[Device Duo] When you're in an active desktop call and you make an outgoing call with a phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen.
-	[Device Duo] A 10-second delay occurs before the music player window appears.
-	[Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds.
-	[Device Duo] Starting a desktop call from the paired device isn't supported.

## 3.15 Version 1.14.524



Version 1.14.524 (M2) includes Microsoft Teams Version **2022022305/0223**.

### 3.15.1 What's New in Version 1.14.524

#### Features related to Microsoft Teams

- Upgrade to Microsoft Teams 2022022305/0223
- **Features related to the AudioCodes Device**
- **Setting a unique hostname for Android devices.** The default hostname has been modified to include the device MAC address in addition to the model name: **(C470HD-[MAC address])** instead of **C470HD**, for example).

In addition, new capability has been added for network administrators to configure the hostname. The hostname can be configured via the configuration file using the AudioCodes Device Manager.

The purpose of this modification is to allow a unique hostname to be set per device. To configure a different hostname, network administrators can set parameter 'system/hostname'. Default: **{model}-{mac}**

## 3.16 Version 1.14.500



Version 1.14.500 (M1) includes Microsoft Teams Version **2022011305/0113**.

### 3.16.1 What's New in Version 1.14.500

#### Features related to Microsoft Teams

- Upgrade to Microsoft Teams 2022011305/0113
- Upgrade to Microsoft Company Portal application version 5.0.5304.0
- Upgrade to Microsoft Admin Agent application version 322
- **Features related to the AudioCodes Device**
- **Feature in preview: The Device Duo** enables AudioCodes' IP phones to be configured as a *paired audio device*. The feature allows users to use their phone not only as a standalone desk phone but also as a smart audio device for all kinds of UC applications running on the PC. From the Teams app perspective, the phone is like any USB speaker with all controls available in the Teams app on the USB speaker interface. This feature is currently not supported for the C435HD phone. See the *Device Duo Application Note for Personal Use* for more information.
- **Power Consumption adaptations were made to all devices.** In addition to the PoE class reported by the device hardware, the device also publishes Power Consumption via LLDP/CDP to allow the far-end smart switch to consume more accurate power per device. Updated Power Consumption measurements were applied to all devices and some adjustments were made.

- The phone features new capability to **ring via the USB headset** in addition to via the phone speaker. A new option was added to play an incoming call ring through the USB headset in addition to the phone's speaker.

A new parameter was added for this purpose:

**audio/stream/ringer/0/audio\_device=BOTH (default), BUILTIN\_SPEAKER, TYPE\_USB**

## 3.17 Version 1.14.449

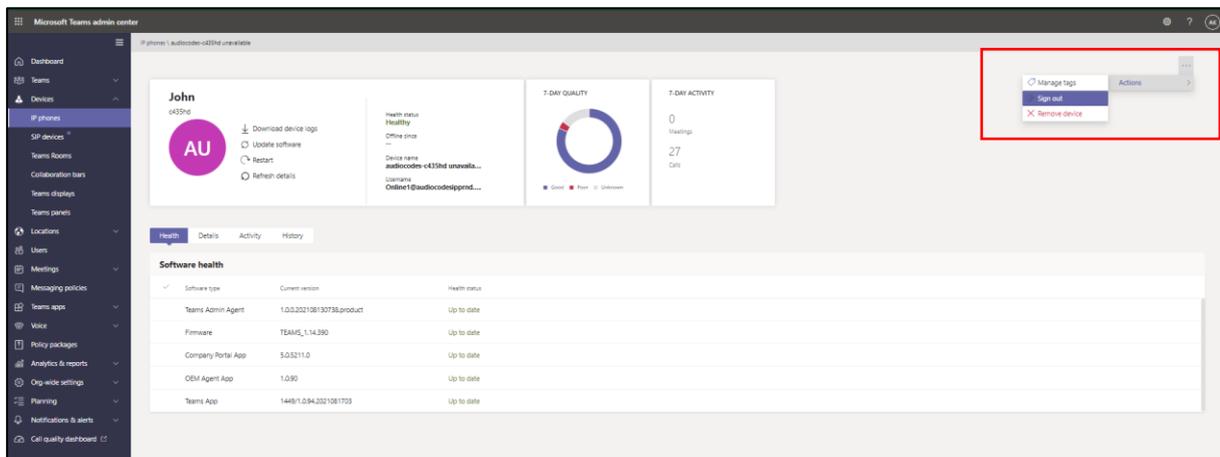


Version 1.14.449 includes Microsoft Teams Version **2021101205**.

### 3.17.1 What's New in Version 1.14.449

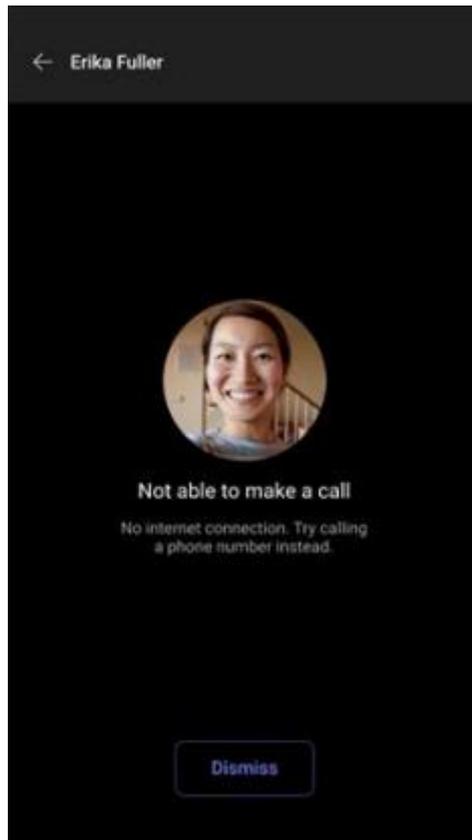
#### Features related to Microsoft Teams

- Upgrade to Microsoft Teams application version **2021101205**
- Upgrade to Microsoft Company Portal application version 5.0.5304.0
- Upgrade to Microsoft Admin Agent application version 298
- Moving between the phone's 'home' screen and the tabs (Calls, Calendar, People, Voicemail) has been optimized and it now performs faster.
- **Remote sign out can be performed from Microsoft Teams admin center (TAC).** Network administrators can provision devices from the TAC, remotely sign in, and now also sign out from devices.

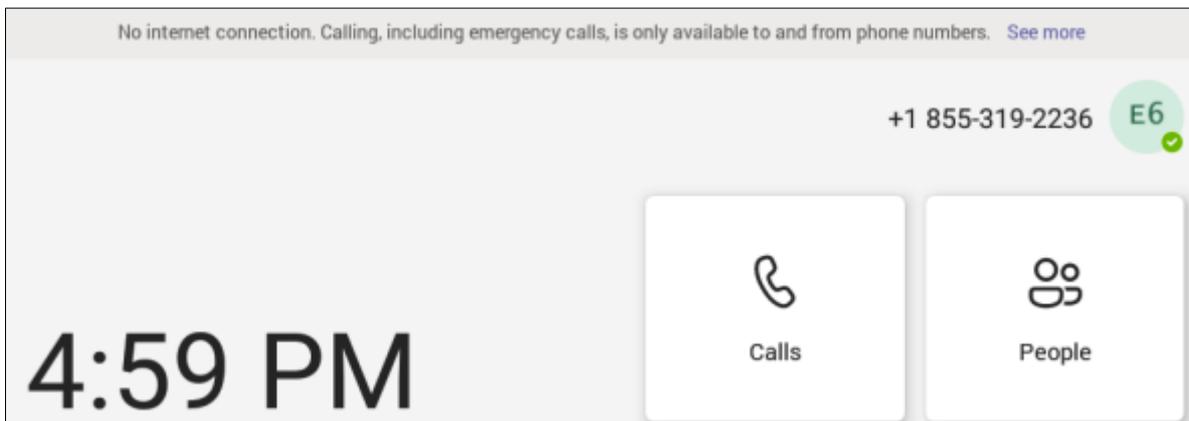


- Log collection enhancements via **Microsoft Teams admin center (TAC)**. Network administrators can now download all logs from the TAC. Logs include logcat, dumphsys, ANRs, Client Log, Call Policies File, Call Log Info File, Sky lib Log Files, Media Log Files, and CP.
- **Teams phones can operate in a Survivable Branch Appliance (SBA) environment.** Branch office survivability is aimed at providing limited calling functionality when the Teams phone no longer has connectivity with the Teams cloud. Basic functionalities are:
  - Making PSTN calls
  - Receiving PSTN calls
  - Hold & Resume of PSTN calls

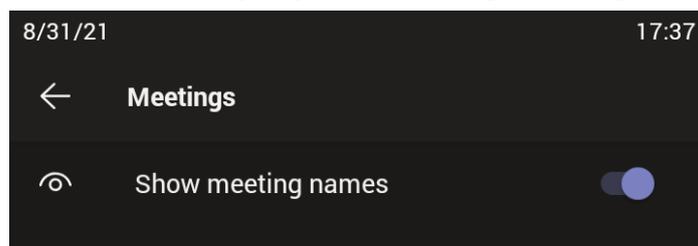
If a user attempts to make a Teams call and the internet connection is down, they'll be notified that they can try calling a phone number instead.



A 'No internet connection' indication is displayed suggesting that calling a phone number is available.



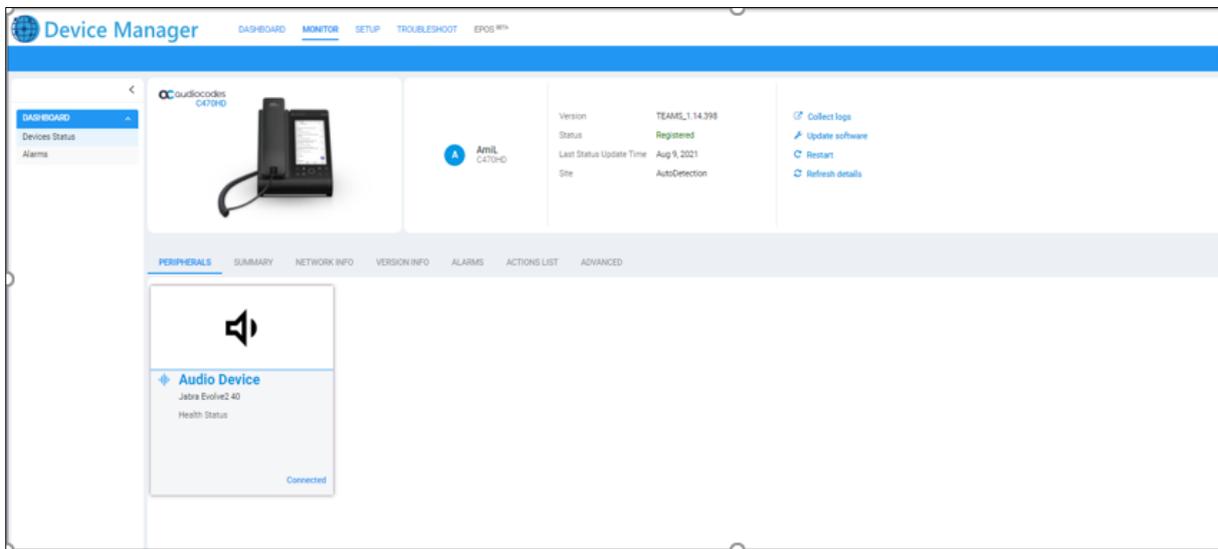
- **Hide names and meeting titles for individual devices.** A new setting has been added allowing users to hide names and meeting titles for individual devices. Users can hide meeting information via the Meetings page (**More > Settings > Meetings**) shown here:



#### Features related to the AudioCodes Device

- AudioCodes' Device Manager features new capabilities for the Teams phones:

- Connected peripheral devices are displayed in a dedicated new Show Info screen. Network administrators can navigate to the screen via the **Show Info** menu option (**Monitor > Dashboard > Devices Status** and then click the button **Actions**  next to the device).

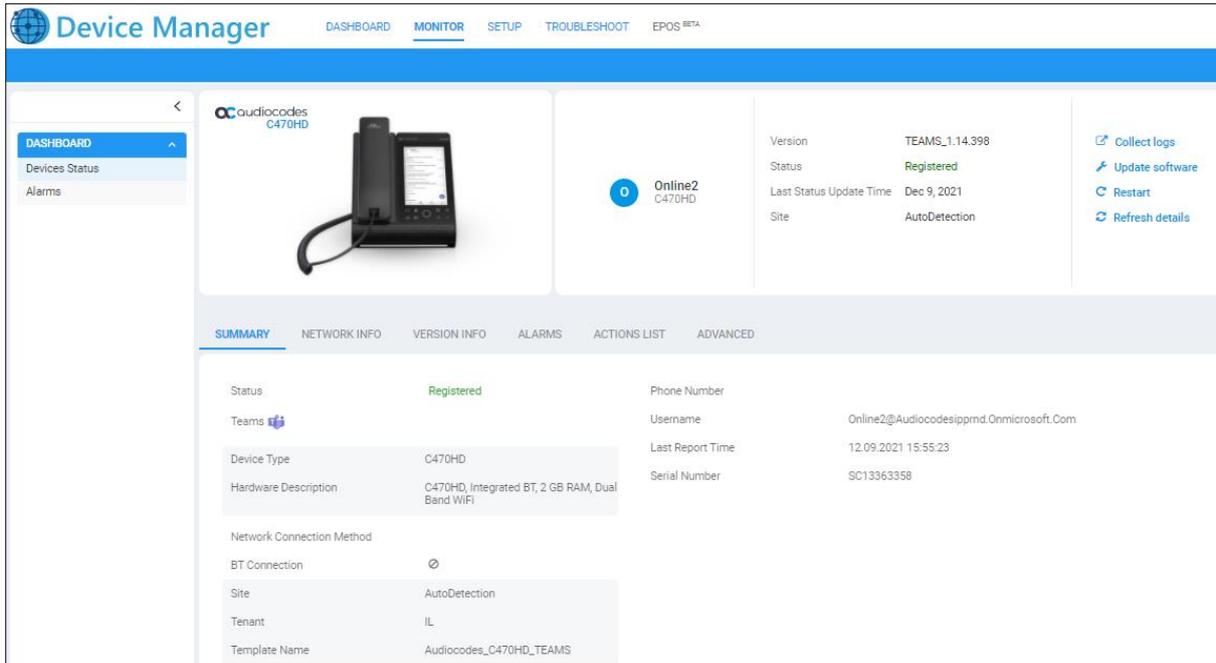


The Show Info screen displays all information related to the device needed by the network administrator. The **Peripherals** tab is displayed (by default) if a peripheral such as a headset is connected, as shown in the previous figure. All information that the peripheral device sends to the OVOC as raw data composes the Peripherals screen.

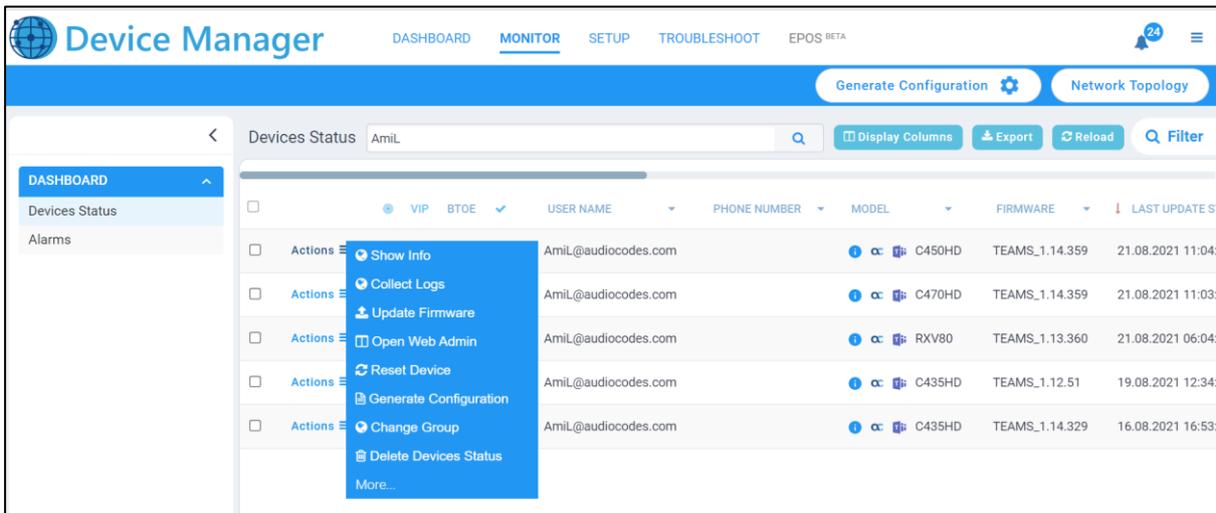
Network administrators can also view information under the tabs **Summary**, **Network Info**, **Version Info**, **Alarms**, **Actions List** and **Advanced**.

For the feature to function, network administrators must make sure that the parameter 'dm/report\_status/paths' exists in the device's template in the Device Manager (it's part of the default template); the value that must be configured for this parameter needs to be **status/audio/stream/\***, **status/network/wifi/mac**, **status/installed/\***, **status/peripheral/device/\***

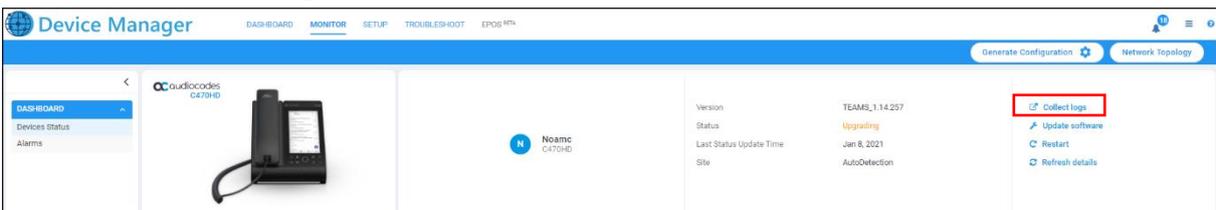
- Valid values are:
- status/audio/stream/\*
- status/network/wifi/mac
- status/installed/\*
- status/peripheral/device/\*
- Information related to the device's version is displayed under the **Version Info** tab in the Show Info screen. Network administrators can navigate to it via **Monitor > Dashboard > Devices Status** and then clicking **Actions**  next to the listed device and selecting **Show Info**).



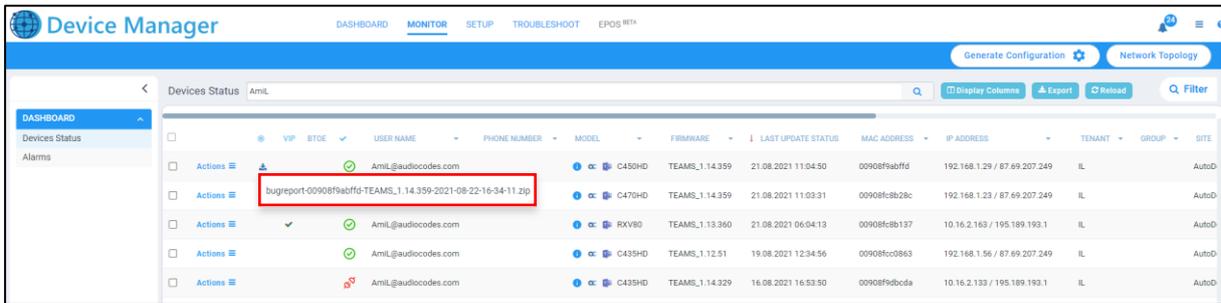
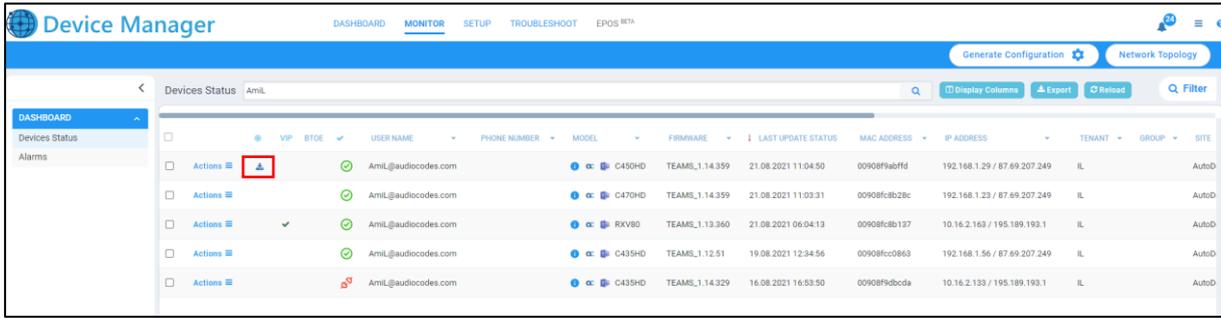
- Network administrators can get logs from devices for debugging purposes without needing to go to the device. The **Collect Logs** option in AudioCodes' Device Manager, shown in the next figure, allows this. Network administrators can navigate to the option via **Monitor > Dashboard > Devices Status** and then click **Actions** next to the device.



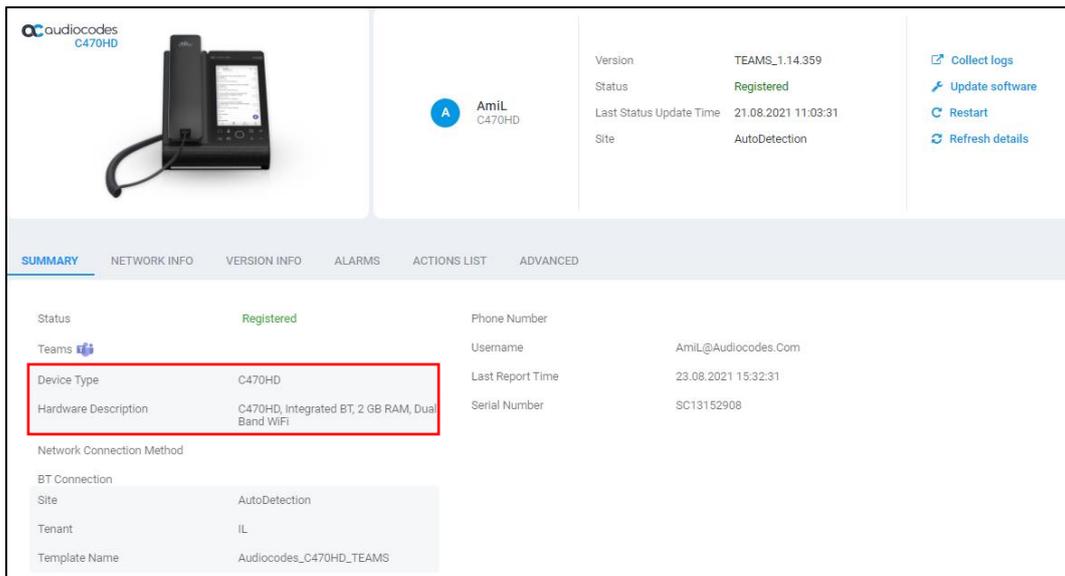
Administrators can alternatively click the **Collect logs** link in the Show Info screen as shown in the next figure.



After the logs are collected, the Devices Status page displays  in the same row as the device from which logs were collected, as shown in the next figure. Network administrators can click the icon to download the logs.



- Information related to the device’s hardware specification is now displayed under the **Summary** tab in the Device Manager’s Show Info screen. Network administrators can navigate to the Show Info screen via **Monitor > Dashboard > Devices Status** and then click **Actions** next to the device to select **Show Info**.

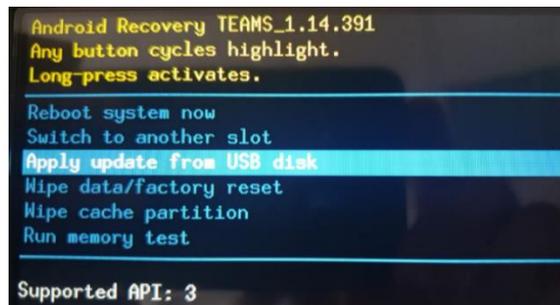


Note that pointing the mouse over the  icon next to the device in the Devices Status page also displays information related to the device’s hardware specification, in a popup, as shown here:



- Automatic Time Zone Detection.** Starting from this version release, a new mechanism was added that allows the device to automatically detect the time zone via geographical location. If time zone is not provisioned using the Device Manager, this feature is implemented.

- **Improved background noise block [Applies to C450HD and C448HD].** When a user speaks on the phone in handset mode, ambient noise (noise from the device's immediate environment) is suppressed and not heard by the far end participant/s of the call or Teams Meeting. Starting from this release, the feature is enabled by default.
- **Security updates**
  - **Security enhancement.** Starting from this version release, the device does not allow access to ADB, and SSH is by default disabled and can be enabled with Administrator permissions.
  - Security patch level for Android devices. AudioCodes regularly adopts and integrates Android security updates. In this release, the C470HD device was updated with Android security patch level (June 2021).
- **Bluetooth Wideband Speech (WBS)** is now supported for headsets. [Applies to the C450HD phone; the C470HD already supports WBS for headsets].
- For recovery purposes, **firmware can be applied to a phone from a USB disk.** To apply the firmware from the USB disk, network administrators enter recovery mode by long-pressing the reset key for 4 seconds (C470HD) or by simultaneously pressing the 'back' key + the MENU key (other phones); the device's LED lights up red. The network administrator then inserts the USB disk with the target firmware, chooses the 'Apply update from USB disk' option (see the figure below) and then chooses the correct firmware image from the disk.



- [Applies only to the C470HD phone] The 'home' key supports new functionalities:
  - Illuminated red constantly (without flashing) indicates 'No network'; touching the key then gives the user direct access to the Network menu.
  - Flashing red indicates a system alert, for example, when a user tries to charge via the device's USB port (see previous feature description).
  - Flashing yellow indicates that the phone is in the process of a software upgrade.
- New capability allows the network administrator **to install a third-party certificate** on the Teams phone in the customer's trusted environment. Network administrators should follow the following guidelines when replacing the existing trusted CAs:
  - The device certificate URL will only be valid if no SCEP server URL is present
  - Use the following two parameters to set the device certificate in the phone's configuration file:
    - ◆ security/device\_certificate\_url=http://<server-ip>/device.crt
    - ◆ security/device\_private\_key\_url=http://<server-ip>/device.key
- **New localization support for Japanese;** the phone UI is now available in Japanese.
- **New localization support for Korean** (Applies to C470HD); the phone UI is now available in Korean, including Korean keyboard.
- **Echo Canceled (EC) debug recording** - A new debugging ability was added to collect Echo Canceled (EC) debug recording. [Applies only to the C470HD].

**International Headquarters**

Naimi Park  
6 Ofra Haza Street  
Or Yehuda, 6032303, Israel  
Tel: +972-3-976-4000  
Fax: +972-3-976-4040

**AudioCodes Inc.**

80 Kingsbridge Rd  
Piscataway, NJ 08854, USA  
Tel: +1-732-469-0880  
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>  
Website: <https://www.audiocodes.com>

©2025 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, AudioCodes One Voice, AudioCodes Meeting Insights, and AudioCodes Room Experience are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-08649

