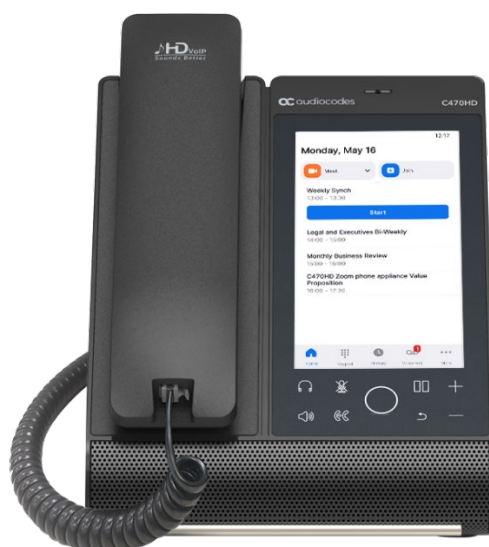


# C470HD Zoom Phone Appliance

## Version 1.18





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Document Name
C470HD Zoom Phone Appliance Quick Guide

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# 1 Introduction

This document describes the new features and known constraints of AudioCodes' C470HD Zoom Phone Appliance (ZPA).

## 1.1 Overview

The AudioCodes C470HD ZPA is a high-end executive business phone with a large color touch screen and full UC integration.

### 1.1.1 About the C470HD ZPA

The AudioCodes C470HD ZPA is a feature-rich, executive high-end business phone. A 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.

The Zoom Device Management (ZDM) device management tool allows network administrators to manage devices remotely.

ZPA feature highlights are:

- 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 ZPAs

For detailed information about ZPAs, see [here](#).

## 1.2 Specifications

The table below summarizes the software specifications of the C470HD ZPA.

**Table 1-1: Software Specifications**

Feature	Details
<b>Zoom phone appliance feature set</b>	<b>Zoom Phone calling features</b> <ul style="list-style-type: none"> <li>■ Call Hold / Resume</li> <li>■ Mute</li> <li>■ Volume up/Volume down</li> <li>■ Call Transfer</li> <li>■ Warm Transfer</li> <li>■ Direct Transfer</li> <li>■ Transfer to Voicemail</li> <li>■ Call Waiting</li> <li>■ Record</li> <li>■ Multi party call</li> <li>■ Shared Line/Shared Line Group</li> <li>■ Voicemail</li> <li>■ Dial by Name</li> </ul>

Feature	Details
	<ul style="list-style-type: none"> <li>▪ Dial by Call ID</li> <li>▪ Do Not Disturb</li> <li>▪ Barge-Monitor-Whisper (BMW)</li> <li>▪ Call Queue</li> <li>▪ Call History</li> <li>▪ Emergency calling</li> <li>▪ Turns call into meeting</li> <li>▪ Audio device</li> </ul> <p><b>Zoom Phone meeting features</b></p> <ul style="list-style-type: none"> <li>▪ Meeting now</li> <li>▪ Join a meeting</li> <li>▪ Mute</li> <li>▪ Volume up/Volume down</li> <li>▪ Share Content</li> <li>▪ Manage Participants</li> <li>▪ Chat</li> <li>▪ Audio device</li> </ul> <p><b>Zoom Phone settings features</b></p> <ul style="list-style-type: none"> <li>▪ Sign in /Sign out</li> <li>▪ Distinctive Ringtones</li> <li>▪ Silence Ringer</li> <li>▪ Screen Lock</li> <li>▪ Reboot</li> </ul> <p><b>ZDM - Zoom Device Management</b></p>
<b>Debugging Tools</b>	<ul style="list-style-type: none"> <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>
<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 protocol: 802.1X PEAP/TLS/TTLS/PWD</li> <li>✓ Integrated optional Bluetooth support (Currently supported at a Beta level)</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>✓ 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>

### 1.3 AudioCodes IP Phones for Zoom

The table below lists the currently supported AudioCodes IP Phones for Zoom.

**Table 1-2: AudioCodes IP Phones for Zoom**

Part Number	Product Description
ZOOM-C470HD-DBW	Zoom C470HD Total Touch IP-Phone PoE GbE with integrated BT and Dual Band Wi-Fi
ZOOM-C470HDPS-DBW	Zoom C470HD Total Touch IP-Phone PoE GbE with integrated BT, Dual Band Wi-Fi and an external power supply

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## 2 Version 1.18



**Note:**

- Version 1.18 includes Zoom app version 5.11.3 (1619).
- See [here](#) the Release Notes for Zoom Phone Appliances.

### 2.1 What's New in Version 1.18

This is the first release of the C470HD ZPA.

### 2.2 Known Limitations in Version 1.18

#### 2.2.1 Zoom Application

Here are the known Zoom application limitations in Version 1.18.

**Table 2-1: Known Zoom Application Limitations in Version 1.18**

Incident	Description
-	This is the first release of AudioCodes' IP Phone for Zoom.

#### 2.2.2 Device Limitations

Here are the known device limitations in Version 1.18.

**Table 2-2: Known Device Limitations in Version 1.18**

Incident	Description
-	Zoom phones can be managed using Zoom Device Management (ZDM) only. AudioCodes Device Manager does not support Zoom phone management.
-	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-5861	C470HD Zoom call: A transfers B to C. After the transfer is completed, B's phone screen still displays A's ID.
IPPAN-5956	C470HD Accessibility issue: Incomplete display when setting the font size to be larger.

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## 3 Previous Releases



**Note:** This is the first release of C470HD ZPA.

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