Release Notes

*AudioCodes High Definition IP Phones Series*

# C435HD IP Phone for Microsoft Teams

Version 1.12

Microsoft Partner
Gold Communications

audiocodes

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Date Published: April-22-2021

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## Abbreviations and Conventions

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

## Related Documentation

| Document Name |
|---|
| C448HD IP Phone for Microsoft Teams Quick Guide |
| C450HD IP Phone for Microsoft Teams Quick Guide |
| C470HD IP Phone for Microsoft Teams Quick Guide |
| C448HD C450HD C470HD IP Phone for Microsoft Teams User's and Administrator's Manual |
| https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams |

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# 1 Introduction

This document describes the new features and known constraints of AudioCodes' C435HD IP Phone for Microsoft Teams.

## 1.1 Overview

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 touch screen and full UC integration for the Native Microsoft Teams Online market.

The phones can be managed by the Microsoft Teams & Skype for Business Admin Center. For more information, see https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams.

### 1.1.1 About the C435HD IP Phone

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
- Calendar and click-to-join support (Roadmap)

## 1.2 Specifications

The table below summarizes the software specifications of the C435HD IP Phone for Microsoft Teams.

**Table 1-1: C435HD IP Phone for Microsoft Teams Software Specifications**

| Feature | Details |
|---|---|
| **Media Processing** | ▪ Voice Coders: G.722 G.711 and SILK Opus (depending on the Teams app)<br>▪ Acoustic Echo Cancelation: G.168-2004 compliant, 64-msec tail length<br>▪ Adaptive Jitter Buffer<br>▪ Voice Activity Detection<br>▪ Comfort Noise Generation<br>▪ Packet Lost Concealment<br>▪ RTP/RTCP Packetization (RFC 3550, RFC 3551), SRTP (RFC 3711) |
| **Microsoft Teams phones feature set** | ▪ For a summarized list of features, see https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams.<br>▪ In addition, the phone features the following: |

| Feature | Details |
|---|---|
| | ✓ 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<br>✓ 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<br>✓ Presence (contact pictures; Corporate Directory access), Meetings (join Skype for Business meetings; meeting call controls [mute/unmute, hold/resume, hang up, add/remove participant, raise hand, live captions])<br>✓ Language Localization; Virtual Keyboard: QWERTY \| Numeric, Global Network Banner, Dark Theme<br>✓ Better Together over Bluetooth incl. pairing with the Teams PC client and lock/unlock synchronization, VLANs<br>✓ AudioCodes Device Manager (OVOC plugin), AudioCodes Redirect Server<br>✓ Dumpstate option, Remote Logging (Syslog) / Device Diagnostics Logs, Android Debug Bridge (ADB) command-line tool |
| **Configuration / Management** | ▪ Microsoft Teams & Skype for Business Admin Center (Provisioning and Logging)<br>▪ AudioCodes Device Manager |
| **Debugging Tools** | ▪ Log upload to Microsoft server (certification for 3rd party Skype for Business clients)<br>▪ Remote logging via Syslog<br>▪ Diagnostic Data<br>▪ SSH Access<br>▪ Capturing the phone screen<br>▪ TCPdump<br>▪ Company Portal (Intune) logs<br>▪ Audio Debug recording logs<br>▪ Media logs (*.blog)<br>▪ Port mirroring network monitoring<br>▪ Remote Packet Capture network sniffer application |
| **Localization Support** | ▪ Multi-lingual support; the language pack list is not yet final and is subject to modification. |
| **C435HD Hardware** | ▪ **Color Screen** 4.3": Graphic, 480x272 resolution, with multi-lingual support<br>▪ Connectors interfaces:<br>✓ 2 x RJ-45 ports (10/100/1000BaseT Ethernet) for WAN and LAN (GbE support)<br>✓ RJ-9 port (jack) for headset<br>✓ RJ-9 port (jack) for handset<br>✓ USB interface for USB headset support<br>✓ RJ-11 interface for DHSG<br>▪ Mounting:<br>✓ Wall and desktop mounting options<br>✓ One angle for desktop mount, another angle for wall mount |

| Feature | Details |
|---|---|
| | ▪ Power:<br>✓ DC jack adapter 12V<br>✓ Power supply AC 100 ~ 240V<br>✓ PoE Class 3: IEEE802.3af (optional)<br>▪ Keys:<br>✓ Hold<br>✓ Mute<br>✓ Transfer<br>✓ Volume<br>✓ Headset (including LED)<br>✓ Speaker (including LED)<br>✓ Back<br>✓ Teams |

## 1.3 AudioCodes IP Phones for Microsoft Teams

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

**Table 1-2: AudioCodes IP Phones for Microsoft Teams**

| Part Number | Product Description |
|---|---|
| TEAMS-C435HD | Teams C435HD IP Phone PoE GbE, black |
| TEAMS-C448HD | Teams C448HD IP Phone PoE GbE, black |
| TEAMS-C450HD | Teams C450HD IP Phone PoE GbE, 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-C450HD-DBW | Teams C450HD IP Phone PoE GbE black, with integrated Bluetooth and Dual Band Wi-Fi |
| TEAMS-C450HD-BW | Teams C450HD IP Phone PoE GbE black, with integrated Bluetooth and Wi-Fi |
| TEAMS-C448HDPS | Teams C448HD IP Phone PoE GbE black, with an external power supply black |
| TEAMS-C450HDPS | Teams C450HD IP Phone PoE GbE black, with an external power supply black |
| 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-C450HDPS-DBW | Teams C450HD IP Phone PoE GbE with integrated Bluetooth, Dual Band Wi-Fi and an external power supply black |
| TEAMS-C450HDPS-BW | Teams C450HD IP Phone PoE GbE with integrated Bluetooth and Wi-Fi and an external power supply, black |

# 2 Version 1.12

**Note:** Version 1.12.33 includes Microsoft Teams Version **2021031201**.

## 2.1 What's New in Version 1.12

This is the first release of the C435HD IP Phone.

## 2.2 Resolved Limitations in Version 1.12

### 2.2.1 Teams Application

This is the first release of the C435HD IP Phone. This section is not applicable in this version.

**Table 2-1: Resolved Teams Application Limitations in Version 1.12**

| Incident | Description |
|---|---|
| N/A | N/A |

### 2.2.2 Device

This is the first release of the C435HD IP Phone. This section is not applicable in this version.

**Table 2-2: Resolved Device Limitations in Version 1.12**

| Incident | Description |
|---|---|
| N/A | N/A |

## 2.3 Known Limitations in Version 1.12

### 2.3.1 Teams Application

Here are the known Teams application limitations in Version 1.12.

**Table 2-3: Known Teams Application Limitations in Version 1.12**

| Incident | Description |
|---|---|
| VSO240928 | Transitioning from the 'home' screen to one of the tabs screens is slow. |
| IPPAN-3127 | The phone gets stuck in a 'Verifying a few things' state after idle. |
| IPPAN-2270 | The device sometimes displays 'Poor internet connection' in the main screen. |
| 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-2520 | On some occasions, the phone displays a 'Connecting...' message after boot up even though there is no real network issue. |

| Incident | Description |
|---|---|
| VSO240928 | Transitioning from the 'home' screen to one of the tabs screens is slow. |
| IPPAN-2270 | On some occasions, the phone displays a 'Poor internet connection...' message after booting up even though there is no real network issue. |
| IPPAN-2510 | An incorrect date format is displayed when the current language is Simple Chinese. |

### 2.3.2 Device

Here are the known device limitations in Version 1.12.

**Table 2-4: Known Device Limitations in Version 1.12**

| Incident | Description |
|---|---|
| - | [Device Manager] Administrators are recommended not to provision phones from both the Device Manager and the Microsoft Admin Portal. Monitoring from both Device Manager and the Microsoft Admin Portal at the same time is not an issue. |
| - | An endless auto-negotiation with the Ethernet switch may occur if the phone is connected to the Power Supply and to PoE simultaneously. It's recommended to avoid connecting them simultaneously even though no damage occurs. If a Power Supply is used, users should disable the power from the ETH port. |
| 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-3343 | The date format does not take effect on the phone when the configuration file is loaded from the Device Manager. |

# 3 Previous Releases

This is the first release of the C435HD IP Phone.

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Document #: LTRT-08499