

C456HD IP Phone for Microsoft Teams

Version 3.1.98



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Notice

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to 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
C456HD IP Phone for Microsoft Teams User's and Administrator's Manual Ver. 3.1
C456HD IP Phone for Microsoft Teams Quick Guide
C456HD IP Phone Expansion Module Installation Guide
Android Device Utility User's Manual
Microsoft Learn: Phones for Microsoft Teams
What's new in AudioCodes devices?

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' C456HD IP Phone for Microsoft Teams.



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 About the C456HD IP Phone

The AudioCodes C456HD is a native Microsoft Teams desk phone built with MDEP and Android OS 13 for robust security and simplified, enterprise-grade management. Featuring a vibrant 5" color touch screen and a dedicated emergency call button, it delivers a seamless and intuitive user experience. For enhanced productivity, an optional multi-purpose expansion module with a 5" color touch screen is also available.

The phone is built with special features that enhance employee and student safety and security in Microsoft Teams environments. A dedicated emergency call button offers simple, silent emergency calling, increasing safety in classrooms and workspaces. In addition, the Hardware Mic Off feature was developed to meet stringent security and privacy standards by preventing unwanted eavesdropping.

1.2 Specifications

Refer to the C456HD User's and Administrator's Manual to view phone specifications and a summarized list of Microsoft Teams features for phones.

1.3 AudioCodes C456HD IP Phone Flavors for Microsoft Teams

The table below lists the available flavors of the C456HD IP Phone for Microsoft Teams.

Table 1: AudioCodes C456HD IP Phone Flavors for Microsoft Teams

Part Number	Product Description
TEAMS-C456HD-DBW-THM	Teams C456HD IP-Phone PoE GbE black with integrated BT, Dual Band Wi-Fi and TAA Hardware Mute
TEAMS-C456HD-DBW	Teams C456HD IP-Phone PoE GbE black with integrated BT and Dual Band Wi-Fi
TEAMS-C456HDPS-DBW	Teams C456HD IP-Phone PoE GbE black with integrated BT, Dual Band Wi-Fi and external power supply
TEAMS-C456HD	Teams C456HD IP-Phone PoE GbE black
TEAMS-C456HDPS	Teams C456HD IP-Phone PoE GbE black with external power supply
EXPANSION_UNIT_G2	C456HD optional expansion unit (sidecar)

2 Version 3.1.98

Version 3.1.98 is the first release of the C456HD IP phone.

2.1 What's New

Version 3.1.98 includes:

- Microsoft Teams Version 1449/1.0.94.2026101002 aka 1.12.1
- Firmware version 3.1.98
- Admin Agent 1.0.0.202604060507.product
- MS Partner 1.0.176
- Authenticator 6.2605.3066
- Intune Version 25.02.1



All features included in AudioCodes' current legacy IP phone release (Version 2.7.517) are fully supported by the C456HD phone.

2.1.1 Action Button

The C456HD comes with a physical red action button located on the chassis of the device near the top. Upon being pressed, its purpose is to place a call to an admin-configured emergency number.



Currently, this button is not functional. In this release, the phone has been configured to display the following message if the button is pressed:

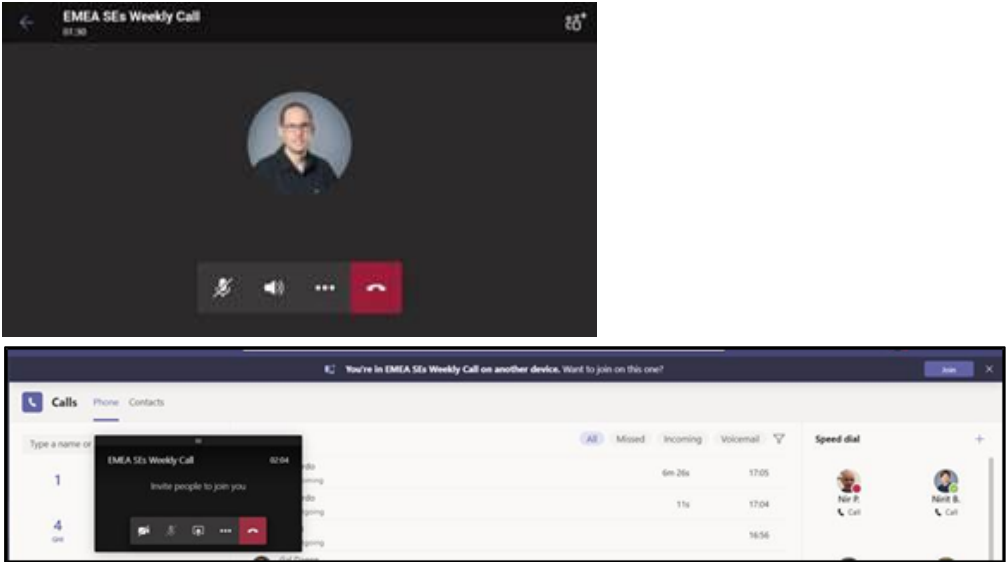
"The emergency button is not functional, please use the keypad or speed dial to call the emergency services. The emergency button will soon be fully supported via a Software upgrade."

2.2 Known Limitations

2.2.1 Teams Application

Here are the known Teams application limitations in Version 3.1.98.

Table 2: Known Teams Application Limitations

Incident	Description
-	[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: 
-	[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.
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.

2.2.2 Device

Here are the known device limitations in Version 3.1.98.

Table 3: Known Device Limitations

Incident	Description
-	[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.
-	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-13040	[C455HD C470HD] QR code displays blank under the Wi-Fi setting.
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-13815	Pressing the 'OK' hard key in any of the 802.1x identity input fields does not trigger the 24-key virtual keyboard as expected.

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