Product Notice #0465

AudioCodes C450HD and C448HD IP Phones Version 1.17 -- Support for Android 9 --

Software Version 1.17 for AudioCodes C450HD and C448HD native Microsoft Teams devices will be upgraded to use Android 9, which has the latest security patches.

Software Version 1.17 for C448HD and C450HD devices will become available during May 2022 through Microsoft Teams Admin Center (TAC) and on AudioCodes website for OVOC-DM Customers.

Upgrade Details

For Customers upgrading C448HD and C450HD Teams devices to Version 1.17, using TAC:

- Customers upgrading their devices **from the current GA version** (i.e., 1.14) to 1.17 must do the upgrade through the regular TAC procedure, where they can trigger and/or schedule an upgrade to a later version (i.e., 1.17). For all C450HD 2G-RAM devices (TEAMS-C450HD-DBW), a restore to default will automatically occur and needs to be followed with a sign-in by the end users (per device).

- Customers upgrading their devices **from an earlier version** (e.g., 1.8 or 1.10) can't upgrade directly to 1.17 (upgrade will fail even though the device will still be fully functional and not damaged in any way). These devices must first be upgraded to 1.14 (latest GA version) and only then to 1.17. Therefore, we urge Customers to make sure that by the end of April 2022, all their C450HD and C448HD devices are upgraded to the current TAC GA (i.e., 1.14). This will ensure a seamless upgrade to 1.17 Android 9 (once available during May 2022).

- Customers who choose not to upgrade to 1.14 during April 2022 will have to perform a manual two-step upgrade procedure:

  1. Upgrade from 1.8/1.10 to 1.14 (can't be done via TAC, since starting May time frame, TAC will have only the new GA version 1.17).

  2. Upgrade from 1.14 to 1.17 through TAC, as detailed in the first bullet above.

Additional information can be found in Microsoft documentation at [Microsoft Teams certified Android devices](#).

To summarize, the most important recommendation from AudioCodes is for organizations with C450HD and C448HD to prioritize upgrade of the devices to the current TAC GA (i.e., 1.14) to ensure an easy upgrade to 1.17, which is Android 9 based (during May 2022).

Affected Products

- TEAMS-C448HD
- TEAMS-C450HD
- TEAMS-C450HD-BW
- TEAMS-C450HD-DBW