

Product Notice #0343



AudioCodes IP Phones for Microsoft Skype for Business Upgrade from Version 2.0.13 to 3.1.2 GA

This Product Notice is for Customers who want to upgrade their AudioCodes 405HD / 430HD / 440HD IP Phones for Skype for Business from Version 2.0.13 to Version 3.1.2 GA.

AudioCodes recently discovered that this upgrade scenario requires an intermediate version. Upgrading without an intermediate version causes the phone to enter recovery mode (indicated by the corporate logo being continuously displayed on the phone's LCD).

To avoid this issue, AudioCodes recommends Customers running Version 2.0.13 to upgrade the phone to Version 3.1.1 GA, or wait until a fix is provided for Version 3.1.2 GA (planned for 23 October 2018 – Version 3.1.2.89.11).

To rescue a phone that has already been affected by this issue and has entered recovery mode, please upgrade the phone to Version 3.1.1.43.1, which can be downloaded from AudioCodes FTP server at <ftp://VoP-C12:IPPLync@ftp.audiocodes.com/Release/3.1.1>.

AudioCodes apologizes for the inconvenience and is currently taking corrective actions.

Note:

- This issue does not affect upgrade scenarios from Version 3.0.0 (and later versions such as 3.0.1, 3.0.4, 3.1.0 and 3.1.1) to Version 3.1.2 GA. Customers with these versions may (and are recommended) to upgrade to Version 3.1.2 GA.
- This issue does not affect AudioCodes 445HD and 450HD IP Phones or Huddle Room Solution (HRS).

Effective Date

October 10, 2018

Affected Products

- 405HD IP Phone
- 430HD IP Phone
- 440HD IP Phone



If you have any questions, contact us at
<https://www.audiocodes.com/corporate/offices-worldwide>

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