

C455HD IP Phone for Microsoft Teams

Version 1.15



Microsoft Partner

Gold Communications



audiocodes

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Abbreviations and Conventions

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

Related Documentation

| Document Name |
|---|
| C455HD IP Phone for Microsoft Teams Quick Guide |
| Device Duo Application Note for Personal Use |
| 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' C455HD IP Phone for Microsoft Teams.

1.1 Overview

The AudioCodes C455HD IP phone is a native Microsoft Teams high-end executive business phone with a large color touch screen and full UC integration for the Native Microsoft Teams Online market.

The phone can be managed by the device can be managed either using AudioCodes' Device Manager (OVOC) or Microsoft Teams admin center (TAC). See [here](#) for more information.

1.1.1 About the C455HD IP Phone

The C455HD IP phone is a high-end, native Microsoft Teams executive IP phone with a large, color 5" touch screen, integrated Bluetooth and Wi-Fi, and optional connectivity to a color touch screen Expansion Module (sidecar).

Feature highlights:

- Full duplex speakerphone and headset connectivity
- Graphical 5" color capacitive touch screen (1280 X 720 resolution)
- Multi-lingual support
- Dual GbE support
- PoE or external power supply
- USB port for USB headset
- Applicable to part number **C455HD-DBW**:
 - Integrated Bluetooth and Wi-Fi (contact your local AudioCodes representative for more information about regional availability of Wi-Fi / Bluetooth)
 - Optional Expansion Module support with a graphical 5" color capacitive touch screen, 480 X 854 resolution (the Expansion Module is purchased separately)

1.2 Specifications

The table below summarizes the software specifications of the C455HD IP Phone for Microsoft Teams.

Table 1-1: Software Specifications

| Feature | Details |
|---|--|
| Media Processing | <ul style="list-style-type: none"> ▪ Voice Coders: G.711, G.729, G.722, SILK Opus ▪ Acoustic Echo Cancellation: G.168-2004 compliant, 64-msec tail length ▪ Adaptive Jitter Buffer ▪ Voice Activity Detection ▪ Comfort Noise Generation ▪ Packet Lost Concealment ▪ RTP/RTCP Packetization (RFC 3550, RFC 3551), SRTP (RFC 3711) |
| Microsoft Teams phones feature set | <ul style="list-style-type: none"> ▪ For a summarized list of features, see here. ▪ In addition, the phones feature the following: <ul style="list-style-type: none"> ✓ 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 ✓ 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 ✓ Calendar and Presence (meeting details; Exchange calendar; contact pictures; Corporate Directory access), Meetings (one-click join; join Skype for Business meetings; meeting call controls [mute/unmute, hold/resume, hang up, add/remove participant, raise hand, live captions]) ✓ Language Localization; Virtual Keyboard: QWERTY Numeric, Global Network Banner, Dark Theme ✓ Wi-Fi and Bluetooth (applies to PNs TEAMS-C455HD-DBW and TEAMS-C455HDPS-DBW) ✓ Better Together over Bluetooth incl. pairing with the Teams PC client and lock/unlock synchronization, VLANs ✓ AudioCodes Device Manager (OVOC plugin), AudioCodes Redirect Server ✓ Dumpstate option, Remote Logging (Syslog) / Device Diagnostics Logs, Android Debug Bridge (ADB) command-line tool |
| Configuration / Management | <ul style="list-style-type: none"> ▪ Teams admin center (TAC) ▪ OVOC / Device Manager |
| Debugging Tools | <ul style="list-style-type: none"> ▪ Log upload to Microsoft server (certification for 3rd party Skype for Business clients) ▪ Remote logging via Syslog ▪ Diagnostic Data ▪ SSH Access ▪ Capturing the phone screen |

| Feature | Details |
|-----------------------------|---|
| | <ul style="list-style-type: none"> ▪ TCPdump ▪ Audio Debug recording logs ▪ Media logs (*.blog) ▪ Port mirroring network monitoring ▪ Remote Packet Capture network sniffer application |
| Localization Support | <ul style="list-style-type: none"> ▪ Multi-lingual support: the language pack list is not yet final and is subject to modification. |
| C455HD Hardware | <ul style="list-style-type: none"> ▪ Five-inch color capacitive touch screen, 1280 x 720 resolution, with an intuitive user interface. ▪ Wired connectivity: <ul style="list-style-type: none"> ✓ Two RJ-45 [Gigabit Ethernet (GbE)] (10/100/1000BaseT Ethernet) ports for WAN and LAN ✓ RJ-9 port (jack) for headset ✓ RJ-9 port (jack) for handset ✓ USB port for USB headset USB white port - host port (for USB headset) USB black port - device port (default) but it can be configured to host port (see the <i>device's UM-AM</i> for more information) ✓ RJ-11 interface ▪ Wireless connectivity (applies to PNs TEAMS-C455HD-DBW and TEAMS-C455HDPS-DBW): <ul style="list-style-type: none"> ✓ Dual band 2.4GHz/5GHz, 802.11b/g/n Wi-Fi support ✓ Wi-Fi supported protocols: WEP, WPA-PSK/WPA2-PSK and WPA/WPA2 Enterprise (802.1X) PEAP only ▪ Integrated optional Bluetooth support for (applies to PNs TEAMS-C455HD-DBW and TEAMS-C455HDPS-DBW): <ul style="list-style-type: none"> ✓ Bluetooth headsets ✓ Microsoft Better Together for device pairing ▪ Mounting: <ul style="list-style-type: none"> ✓ Wall and desktop mounting options ✓ One angle for desktop mount, another angle for wall mount ▪ Power: <ul style="list-style-type: none"> ✓ DC jack adapter 12V ✓ Power supply AC 100 ~ 240V ✓ PoE Class 3: IEEE802.3af (optional) ▪ Keys: <ul style="list-style-type: none"> ✓ VOICE MAIL message hotkey (including LED) ✓ 4-way navigation button with OK key ✓ MENU ✓ REDIAL ✓ HOLD ✓ MUTE (including LED) ✓ TRANSFER ✓ VOLUME control key ✓ HEADSET (including LED) ✓ SPEAKER (including LED) ✓ BACK ✓ CONTACTS ✓ AC key – for future use – currently used as home key |

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-R | Teams C435HD IP Phone PoE GbE, black |
| TEAMS-C435HDPS-R | Teams C435HD-R IP-Phone PoE GbE with an external power supply 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 |
| TEAMS-C455HD | Teams C455HD IP-Phone PoE GbE black |
| TEAMS-C455HD-DBW | Teams C455HD IP-Phone PoE GbE black with integrated BT and Dual Band Wi-Fi |
| TEAMS-C455HD-DBW-TAA | Teams C455HD TAA IP-Phone PoE GbE black with integrated BT and Dual Band Wi-Fi |
| TEAMS-C455HDPS | Teams C455HD IP-Phone PoE GbE black with an external power supply black |

2 Version 1.15.289



Note: Version 1.15.289 (M2) includes Microsoft Teams Version **2022022305/0223**.

2.1 What's New in Version 1.15.289



Note: All features supported by the C450HD are also supported by the C455HD. See the feature list in the phones *Release Notes Version 1.14* for more information.

New features related to Microsoft Teams

- Upgrade to MicrosoftTeams-ipPhone-2022022305/0223

New features related to the AudioCodes Device

- None

2.2 Resolved Limitations in Version 1.15.289

Here are the limitations that have been resolved in Version 1.15.289.

2.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.15.289.

Table 2-1: Resolved Limitations in Version 1.15.289

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

2.2.2 Device

Here are the device limitations that have been resolved in Version 1.15.289.

Table 2-2: Resolved Limitations in Version 1.15.289

| Incident | Description |
|--------------|---|
| [IPPAN-5877] | Enabling SSH via AudioCodes Device Manager does not function optimally. |

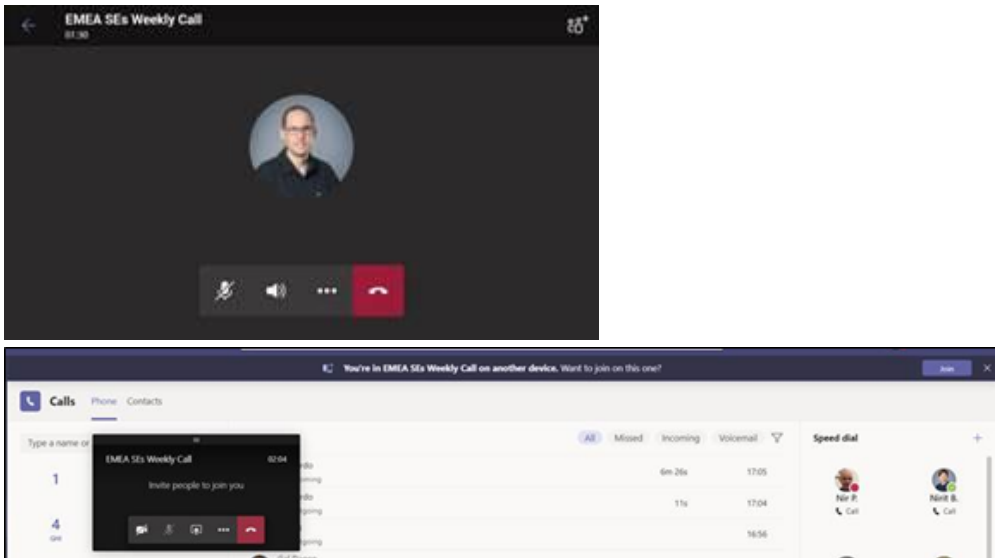
2.3 Known Limitations in Version 1.15.289

2.3.1 Teams Application

Here are the known Teams application limitations in Version 1.15.289.

Table 2-3: Known Teams Application Limitations in Version 1.15.289

| Incident | Description |
|------------|---|
| IPPAN-5696 | On some occasions, after entering the menu, performing an action, and then going back to the home screen, the dialed digits won't be seen until selecting the 'Calls' tab. |
| IPPAN-4465 | On some occasions, sign-out cannot be completed smoothly and requires a hard reboot of the phone. |
| IPPAN-4330 | On rare occasions, the Teams application of a phone that has been idle for a long time may not respond and the phone shows the 'Device Settings' screen. Press the 'back' key for the Teams app to be restarted. |
| IPPAN-3941 | On some occasions, the phone prompts the user to re-enter the user's password even though it was already entered remotely during the 'Sign in from another device'. Re-entering the password works around the issue. |
| IPPAN-3752 | [Call Queue] The second agent is not notified when a call is received by the first agent. |
| 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 displayed dial string are reverted. |
| - | [Phone with Expansion Module] On some occasions, an action related to the sidecar (editing a speed dial, making or accepting a call, etc.) may cause the sidecar screen to refresh with a zoom-in presentation of the speed dials for a few seconds before it reverts back to normal. |
| IPPAN-5256 | [Phone with Expansion Module] The user can try to initiate a call from the sidecar speed dials even if there's no internet connection. |
| IPPAN-5202 | [Phone with Expansion Module] When all speed dials are removed from the sidecar, the text that indicates how to add a speed dial is highlighted black, which makes it hard to read. |
| IPPAN-2505 | [Phone with Expansion Module] After configuring the phone to use the dark theme, the sidecar still uses the non-dark theme. |
| 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-2413 | When accessing the 'Device Settings' menu, or if the Company Portal app pops up during a call, the user using the phone hears a noise. |
| IPPAN-2508 | The Hot Desk Sign-in screen is cut off when the virtual keyboard is open. |
| IPPAN-2510 | An incorrect date format is displayed when the current language is Simple Chinese. |
| IPPAN-3946 | The sign-out action occasionally doesn't land in the Sign in screen. Instead, the phone shows the 'Device settings' screen. A reboot can be performed to recover from this scenario. |
| - | [Better Together] Peer-to-Peer (direct) calls are still not supported. |

| Incident | Description |
|----------|--|
| - | [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. |
| - | <p>[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.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p>  |
| - | [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. |

2.3.2 Device

Here are the known device limitations in Version 1.15.289.

Table 2-4: Known Device Limitations in Version 1.15.289

| Incident | Description |
|------------|---|
| - | [Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time. |
| - | 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-4479 | A static IP address cannot be set if DNS is not configured as well. |
| IPPAN-4425 | When a headset is connected to the phone via USB, an incoming call rings only to the phone's speaker and not to the headset. |
| 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. |
| IPPAN-5251 | [C455HD with Expansion Module] During phone lock, the sidecar lock screen color is different to the color of the main LCD lock screen. |
| IPPAN-4910 | [Device Duo] When a call comes in, there's a mix of local & remote ringer. |
| - | [Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends. |
| - | [Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be resumed from the PC app). |
| - | [Device Duo] When you're in an active desktop call and you make an outgoing call with the phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen. |
| - | [Device Duo] A delay of 10 seconds occurs before the music player window appears. |
| - | [Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds. |
| - | [Device Duo] Starting a desktop call from the paired device isn't supported. |
| IPPAN-2542 | Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after the phone is restarted. |

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3 Previous Releases

3.1 Version 1.15.271



Note: Version 1.15.258 includes Microsoft Teams Version **1449/1.0.94.2022011305/0113**.

3.1.1 What's New in Version 1.15.271



Note: All features supported by the C450HD are also supported by the C455HD. See the feature list in the phones *Release Notes Version 1.14* for more information.

New features related to Microsoft Teams

- Upgrade to MicrosoftTeams-ipPhone-**2022011305/0113**
- Upgrade to Microsoft Company Portal application version 5.0.5304.0
- Upgrade to Microsoft Admin Agent application version 322

New features related to the AudioCodes Device

- Feature in preview: The **Device Duo** enables AudioCodes' IP phones to be configured as a *paired audio device*. The feature allows users to use their phone not only as a standalone desk phone but also as a smart audio device for all kinds of UC applications running on the PC. From the Teams app perspective, the phone is like any USB speaker with all controls available in the Teams app on the USB speaker interface. See the *Device Duo Application Note for Personal Use* for more information.
- **Power Consumption adaptations.** In addition to the PoE class reported by the device hardware, the device hardware also publishes Power Consumption via LLDP/CDP to allow the far-end smart switch to consume more accurate power per device. Updated Power Consumption measurements were applied, and some adjustments were made.
- The phone features new capability to **ring via the USB headset** in addition to via the phone speaker. A new option was added to play an incoming call ring through the USB headset in addition to the phone's speaker.

A new parameter was added for this purpose:

audio/stream/ringer/0/audio_device=BOTH (default), BUILTIN_SPEAKER, TYPE_USB

3.1.2 Resolved Limitations in Version 1.15.271

Here are the limitations that have been resolved in Version 1.15.271.

3.1.2.1 Teams Application

Here are the Teams application limitations that have been resolved in Version 1.15.271.

Table 3-1: Resolved Limitations in Version 1.15.271

| Incident | Description |
|--------------------------|---|
| IPPAN-5123 VSO 268504 | On some occasions, the phone appears offline in Microsoft TAC after upgrading / rebooting. |
| IPPAN-2520 | On some occasions, the phone displays a 'Connecting...' message after booting up even though there is no real network issue. |
| IPPAN-4563 | A meeting invitation for a user who does not have any meeting in their Calendar may cause the Teams application to crash. |
| IPPAN-5120 | [Phone with Expansion Module] Removing a user from the 'People' Favorite group does not remove it from the sidecar list. |
| VSO 221683 | [Phone with Expansion Module] On some occasions after signing in, the Teams application doesn't sync the sidecar with the speed dial list and instead displays 'Sign in to your account'. |
| [IPPAN-5287] | A delay of few seconds occurs after dialing digits with the phone's hard keys from the home screen, until the digits are displayed on the dial screen. |

3.1.2.2 Device

Here are the device limitations that have been resolved in Version 1.15.271.

Table 3-2: Resolved Limitations in Version 1.15.271

| Incident | Description |
|------------|---|
| IPPAN-5454 | [Phone with Expansion Module] The Expansion Module (sidecar) may not function optimally after a firmware update is performed. |
| IPPAN-5362 | Enabling Bluetooth may cause a memory leak. |
| IPPAN-4752 | [Phone with Expansion Module] When entering the phone menu and then going back to the Teams application, pressing the 'back' key from the home screen causes the sidecar LCD information to be lost and users instead see partial information of the main LCD (partial since the main LCD is landscape and the sidecar is portrait). The issue is fixed automatically within a short period of time (up to one minute). For the complete fix, an updated Teams application - available in Microsoft TAC - must be installed, followed by firmware version 1.15.271. |
| IPPAN-5282 | Unlocking the device by pressing the PIN code sometimes requires the user to press the hard digits more than once. Using the touch screen to release the lock has no issue. |
| IPPAN-5291 | When the phone is set with lock, pressing the user's avatar to open the Teams application menu on some occasions does not open the menu. A reboot fixes this issue. |
| IPPAN-2353 | The phone cannot answer an incoming call with USB headset Jabra Evolve2 40's key. |

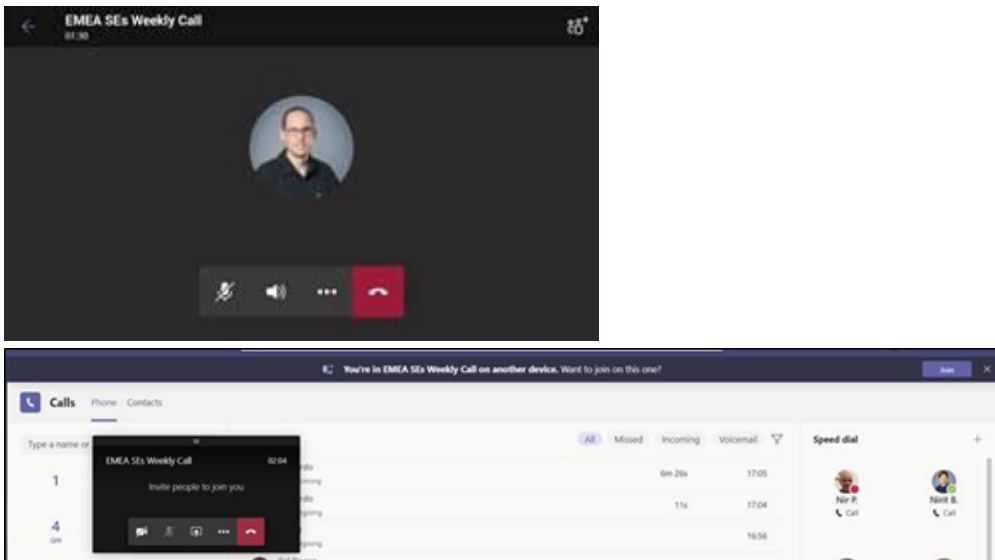
3.1.3 Known Limitations in Version 1.15.271

3.1.3.1 Teams Application

Here are the known Teams application limitations in Version 1.15.271.

Table 3-3: Known Teams Application Limitations in Version 1.15.271

| Incident | Description |
|------------|---|
| IPPAN-5696 | On some occasions, after entering the menu, performing an action, and then going back to the home screen, the dialed digits won't be seen until selecting the 'Calls' tab. |
| IPPAN-4465 | On some occasions, sign-out cannot be completed smoothly and requires a hard reboot of the phone. |
| IPPAN-4330 | On rare occasions, the Teams application of a phone that has been idle for a long time may not respond and the phone shows the 'Device Settings' screen. Press the 'back' key for the Teams app to be restarted. |
| IPPAN-4281 | When creating a new meeting from the phone screen, setting the meeting's 'Advanced Options' cannot be done since the application does not allow scrolling to confirm the settings. |
| IPPAN-3941 | On some occasions, the phone prompts the user to re-enter the user's password even though it was already entered remotely during the 'Sign in from another device'. Re-entering the password works around the issue. |
| IPPAN-3752 | [Call Queue] The second agent is not notified when a call is received by the first agent. |
| IPPAN-3343 | The Date format does not take effect on the phone when a configuration file is pushed from Microsoft Teams admin center (TAC). |
| 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 displayed dial string are reverted. |
| - | [Phone with Expansion Module] On some occasions, an action related to the sidecar (editing a speed dial, making or accepting a call, etc.) may cause the sidecar screen to refresh with a zoom-in presentation of the speed dials for a few seconds before it reverts back to normal. |
| IPPAN-5256 | [Phone with Expansion Module] The user can try to initiate a call from the sidecar speed dials even if there's no internet connection. |
| IPPAN-5202 | [Phone with Expansion Module] When all speed dials are removed from the sidecar, the text that indicates how to add a speed dial is highlighted black, which makes it hard to read. |
| IPPAN-2505 | [Phone with Expansion Module] After configuring the phone to use the dark theme, the sidecar still uses the non-dark theme. |
| 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-2413 | When accessing the 'Device Settings' menu, or if the Company Portal app pops up during a call, the user using the phone hears a noise. |
| IPPAN-2508 | The Hot Desk Sign-in screen is cut off when the virtual keyboard is open. |
| IPPAN-2510 | An incorrect date format is displayed when the current language is Simple Chinese. |

| Incident | Description |
|------------|--|
| IPPAN-3946 | The sign-out action occasionally doesn't land in the Sign in screen. Instead, the phone shows the 'Device settings' screen. A reboot can be performed to recover from this scenario. |
| - | [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. |
| - | <p>[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.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p>  |
| - | [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. |

3.1.3.2 Device

Here are the known device limitations in Version 1.15.271.

Table 3-4: Known Device Limitations in Version 1.15.271

| Incident | Description |
|------------|---|
| - | [Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time. |
| - | 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-4479 | A static IP address cannot be set if DNS is not configured as well. |
| IPPAN-4425 | When a headset is connected to the phone via USB, an incoming call rings only to the phone's speaker and not to the headset. |
| 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. |
| IPPAN-5251 | [C455HD with Expansion Module] During phone lock, the sidecar lock screen color is different to the color of the main LCD lock screen. |
| IPPAN-4910 | [Device Duo] When a call comes in, there's a mix of local & remote ringer. |
| - | [Device Duo] During a Teams Desktop call, if the phone receives an incoming call which is answered by hard key on the phone thus creating an active Native Teams call, the first call (the Teams Desktop call) will be placed on hold (internal call) and can be resumed only after the Native Teams call ends. |
| - | [Device Duo] When music is played from the PC app via the paired phone, if you perform a pause on the app, the window of the music player on the phone screen closes and cannot be resumed from the phone (but can be resumed from the PC app). |
| - | [Device Duo] When you're in an active desktop call and you make an outgoing call with the phone using its Expansion Module, there's no option to return to the idle screen during the active desktop call; the 'back' key doesn't return to the idle screen. |
| - | [Device Duo] A delay of 10 seconds occurs before the music player window appears. |
| - | [Device Duo] When any audio sound (not necessarily music) plays from the PC, the music player window opens in the paired phone's screen for a few seconds. |
| - | [Device Duo] Starting a desktop call from the paired device isn't supported. |
| IPPAN-2542 | Sometimes, touching one of the keys results in the speaker emitting a little noise. This usually happens immediately after the phone is restarted. |

3.2 Version 1.15.172



Note: Version 1.15.172 includes Microsoft Teams Version **1449/1.0.94.2021110101**.

3.2.1 What's New in Version 1.15.172



Note: All features supported by the C450HD are also supported by the C455HD. See the feature list in the phones *Release Notes Version 1.14* for more information.

3.2.2 Resolved Limitations in Version 1.15.172

This is the first release of the C455HD phone therefore there are no resolved limitations.

3.2.3 Known Limitations in Version 1.15.172

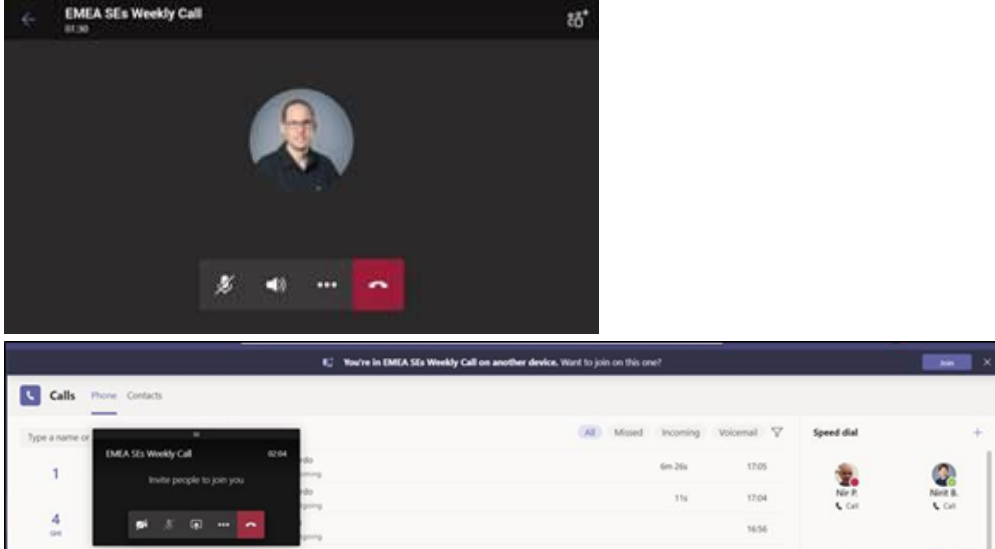
3.2.3.1 Teams Application

Here are the known Teams application limitations in Version 1.15.172.

Table 3-5: Known Teams Application Limitations in Version 1.15.172

| Incident | Description |
|------------|---|
| IPPAN-4752 | [C455HD with Expansion Module] When entering the phone menu and then back to the Teams application, pressing the 'Back' key from home screen causes the sidecar LCD information to be lost and instead users see partial information of the main LCD (partial since the main LCD is landscape and the sidecar is portrait). The issue is fixed automatically within a very short period (up to one minute). The full fix in the next release. |
| IPPAN-5256 | [C455HD with Expansion Module] The user can try to initiate a call from the sidecar speed dials even if there's no internet connection. |
| IPPAN-5120 | [C455HD with Expansion Module] Removing a user from the 'People' favorite group does not remove it from the sidecar list. |
| IPPAN-5202 | [C455HD with Expansion Module] When all speed dials are removed from the sidecar, the text that indicates how to add a speed dial is highlighted black, which makes it hard to read. |
| IPPAN-4465 | On some occasions, sign-out cannot be completed smoothly and requires a hard reboot of the phone. |
| IPPAN-4563 | A meeting invitation for a user who does not have any meeting in their Calendar may cause the Teams application to crash. |
| IPPAN-4330 | On rare occasions, the Teams application of a phone that was idle for a long time may not respond and the phone will show the 'Device Settings' screen. Press the back key for the Teams app to be restarted. |
| IPPAN-4281 | When creating a new meeting from the phone UI, setting the meeting's 'Advanced Options' cannot be done since the application does not allow scrolling to confirm the settings. |

| Incident | Description |
|------------------------|--|
| IPPAN-3941 | On some occasions, the phone prompts the user to re-enter the user's password even though it was already entered remotely during the 'Sign in from another device'. Re-entering the password works around the issue. |
| IPPAN-3752 | [Call Queue] The second agent is not notified when a call is received by the first agent. |
| IPPAN-3343 | The Date format does not take effect on the phone when a configuration file is pushed from Microsoft Teams admin center (TAC). |
| IPPAN-2270, IPPAN-4548 | The device sometimes displays 'Poor internet connection' in the main screen for a few seconds and then disappears. |
| 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-2505 | [Phone with Expansion Module] After configuring the phone to use the dark theme, the sidecar still uses the non-dark theme. |
| IPPAN-2271 | [Phone with Expansion Module] If the user deletes a speed dial key from the phone screen, it only disappears from the sidecar BLF after a short delay. |
| VSO 221679 | [Phone with Expansion Module] On some occasions, the sidecar duplicates the main screen instead of displaying the speed dials. |
| VSO 221683 | [Phone with Expansion Module] On some occasions after signing in, the Teams application doesn't sync the sidecar with the speed dial list and instead displays 'Sign in to your account'. |
| IPPAN-2520 | On some occasions, the phone displays a 'Connecting...' message after booting up even though there is no real network issue. |
| 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-2413 | [C470HD and C455HD] When accessing the 'Device Settings' menu, or if the Company Portal app pops up during a call, the person using the phone hears a noise. |
| IPPAN-2508 | The Hot Desk Sign-in screen is cut off when the virtual keyboard is open. |
| IPPAN-2510 | An incorrect date format is displayed when the current language is Simple Chinese. |
| IPPAN-3946 | The sign-out action occasionally doesn't land in the Sign in screen. Instead, the phone shows the 'Device settings' screen. A reboot can be performed to recover from this scenario. |
| - | [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. |

| Incident | Description |
|----------|--|
| - | <p>[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.</p> <p>The following figures show joining from a phone and from the PC client respectively:</p>  |
| - | <p>[Better Together] When the phone is the PC client audio device, video cannot be used on the PC client.</p> |
| - | <p>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.</p> |

3.2.3.2 Device

Here are the known device limitations in Version 1.15.172.

Table 3-6: Known Device Limitations in Version 1.15.172

| Incident | Description |
|------------|--|
| - | <p>[Device Manager] Network administrators are recommended not to provision phones from both the Device Manager and the Microsoft admin portal, though they can <i>monitor</i> from both Device Manager and Microsoft admin portal at the same time.</p> |
| - | <p>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.</p> |
| IPPAN-4479 | <p>A static IP address cannot be set if DNS is not configured as well.</p> |
| IPPAN-4425 | <p>When a headset is connected to the phone via USB, an incoming call rings only to the phone's speaker and not to the headset.</p> |
| IPPAN-3283 | <p>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.</p> |

| Incident | Description |
|------------|--|
| IPPAN-3343 | The date format does not take effect on the phone when the configuration file is loaded from the Device Manager. |
| IPPAN-2353 | The phone cannot answer an incoming call with USB headset Jabra Evolve2 40's key. |
| IPPAN-4882 | On some occasions, a phone connected to a Cisco switch using PoE is rebooted since it reports too high a power consumption via CDP. |
| IPPAN-5291 | [C455HD] On some occasions when the phone was set with lock, when pressing the user's avatar to open the Teams application menu, the menu is not opened. A reboot fixes this issue. |
| IPPAN-5282 | [C455HD] Unlocking the device by pressing the PIN code sometimes requires the user to press the hard digits more than once. Using the touch screen to release the lock has no issue. |
| IPPAN-5251 | [C455HD with Expansion Module] During phone lock, the sidecar lock screen color is different to the color of the main LCD lock screen. |

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