

# AudioCodes UC450HD to C450HD Upgrade Options FAQ

 audiocodes



## Contents

Q. Which AudioCodes phones can I use when I move my users to Teams? .....	1
Q. Where can I find more details on the AudioCodes C450HD native Teams Phone? .....	1
Q. What is the cost/availability for an AudioCodes C450HD phone? .....	1
Q. What is the price for an upgrade from the AudioCodes UC450HD (Skype) phone to the C450HD (Teams) phone? ....	2
Q. So, I just buy an AudioCodes UC450HD (Skype) phone and pay the upgrade fee? Then I am eligible for the upgrade? .....	2
Q. I can purchase the upgrade as a monthly cost. Can I purchase the UC450HD or C450HD for a monthly cost? .....	2
Q. When can a customer expect to start the upgrade from UC450HD to C450HD? .....	2
Q. How will the upgrade process work? .....	2
Q. Is this related to the LPE Upgrade Program?.....	2

---

### AudioCodes Ltd.

1 Hayarden Street, Airport City Lod 7019900, IL  
Tel: +972-3-976-4000 Fax: +972-3-976-4040

### AudioCodes Inc.

27 World's Fair Drive, Somerset, NJ 08873  
Tel: +1-732-469-0880 Fax: +1-732-469-2298

[www.audiocodes.com/contact](http://www.audiocodes.com/contact)  
[www.audiocodes.com](http://www.audiocodes.com)

## Q. Which AudioCodes phones can I use when I move my users to Teams?

A. All [AudioCodes 3PIP](#) (Microsoft 3<sup>rd</sup> Party Interoperability Partner) phones which are certified for Skype for Business Online will work with and be supported by Microsoft Teams. They will be able to join Microsoft Teams scheduled meetings and place calls with the same user experience and features detailed above in the Microsoft blog. Additionally, at Enterprise Connect in March 2018, Microsoft announced a new line of 'native Teams' phones that run a Microsoft Teams app directly on the phone itself. The AudioCodes C450HD is a native Teams phone.

## Q. Where can I find more details on the AudioCodes C450HD native Teams Phone?

A. We have a dedicated webpage on the AudioCodes website: <https://www.audiocodes.com/solutions-products/products/ip-phones/c450hd-ip-phone>

## Q. What is the cost/availability for an AudioCodes C450HD phone?

A. The C450HD native Teams phone is expected to launch Fall 2018 (around Microsoft Ignite) with MSRP of \$399 USD. We expect to have initial samples for testing 30 to 60 days before launch.

## Q. What is the price for an upgrade from the AudioCodes UC450HD (Skype) phone to the C450HD (Teams) phone?

A. There are three requirements to be eligible to upgrade. The first is a purchase of UC450HD on or after May 1<sup>st</sup> 2018. The second is the purchase of 2 years of ACTS (AudioCodes Technical Support). The third is the purchase of the 'upgrade fee'. You can pay the upgrade fee as a one-time \$35 cost per unit or for a monthly cost of \$1.50 per unit x 24 months. This can be purchased with the initial purchase or at the time of the upgrade.

## Q. So, I just buy an AudioCodes UC450HD (Skype) phone and pay the upgrade fee? Then I am eligible for the upgrade?

A. Pretty much as we're trying to keep it simple! The customer buys a UC450HD + 2 years of ACTS on or after May 1<sup>st</sup> 2018. That's the required baseline purchase. Then, when the customer is ready, they buy the upgrade as either the one-time (\$35) cost or the monthly (\$1.50 x 24) cost. The upgrade fee can also be paid up front during initial purchase.

## Q. I can purchase the upgrade as a monthly cost. Can I purchase the UC450HD or C450HD for a monthly cost?

A. Yes. All AudioCodes devices can be purchased via a monthly fee (OPEX / Subscription). We can be flexible on the commercial models to meet your customer budget/cashflow preferences.

## Q. When can a customer expect to start the upgrade from UC450HD to C450HD?

A. There will be a small gap between the anticipated release date (2018 Microsoft Ignite) for native Teams devices and the start of the upgrade availability. We will activate and begin fulfillment of the AudioCodes C450HD upgrade program beginning in January 2019.

---

### AudioCodes Ltd.

1 Hayarden Street, Airport City Lod 7019900, IL  
Tel: +972-3-976-4000 Fax: +972-3-976-4040

### AudioCodes Inc.

27 World's Fair Drive, Somerset, NJ 08873  
Tel: +1-732-469-0880 Fax: +1-732-469-2298

[www.audiocodes.com/contact](http://www.audiocodes.com/contact)  
[www.audiocodes.com](http://www.audiocodes.com)

## Q. How will the upgrade process work?

A. The upgrade process includes an internal HW component change to upgrade the UC450HD to become a C450HD and support the new software load. The internal HW change will be done at the AudioCodes labs and will reuse the same physical device from the customer to ensure cost and disruption are kept to a minimum. As this will be a physical phone upgrade program, there will be a coordinated shipment of phones in pre-determined batches. More specific logistic details will be released in the coming months. It is highly likely the program will be tailored to each customer's specific business processes and requirements.

## Q. Is this related to the LPE Upgrade Program?

A. Not specifically. The [LPE Upgrade Program](#) is an off-MSRP discount for customers who purchase any of our UC400HD devices replacing their existing LPE devices. However, if the customer is interested in the UC450HD (or has intent for native Teams devices in the future) – discussing the UC450HD -> C450HD native Teams device upgrade in conjunction with the LPE upgrade program makes sense.

## About AudioCodes

AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.

©2018 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VolPerfect, VolPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

---

### AudioCodes Ltd.

1 Hayarden Street, Airport City Lod 7019900, IL  
Tel: +972-3-976-4000 Fax: +972-3-976-4040

### AudioCodes Inc.

27 World's Fair Drive, Somerset, NJ 08873  
Tel: +1-732-469-0880 Fax: +1-732-469-2298

[www.audiocodes.com/contact](http://www.audiocodes.com/contact)  
[www.audiocodes.com](http://www.audiocodes.com)