



Microsoft Teams Admin Center and AudioCodes Device Manager – Firmware Update Issue –

Product Notice #0544

This Product Notice is targeted at AudioCodes Customers who are using Native Teams IP Phones (C435HD, C455HD, and C470HD) and managing these devices with AudioCodes Device Manager.

The purpose of this Product Notice is to raise awareness of IT administrators to possible firmware management race conditions, which can occur because Microsoft Teams admin center by default, also manages the firmware of Native Teams devices.

IT administrators need to determine whether the firmware update is controlled by AudioCodes Device Manager or Microsoft Teams admin center.

Teams Admin Center Automatic Update Process

For a description of Teams admin center's automatic update process, click [here](#). Below is a summary of the process:

Under **Automatic updates**, select one of the following phases:

- **Validation:** This option is best for lab or test devices on which you can carry out any validation you need to perform. Updates start deployment as soon as the latest software version is released. Previously called **As soon as possible**.
- **General:** This is the default option and is best for most of your general-purpose devices. Firmware updates start deployment only after **30 days** from the release of the new firmware version. Teams app updates start deployment only after **15 days** from the release of the new Teams app version. Previously called **Defer by 30 days** (applicable for firmware updates).
- **Final:** This option is best for devices used by VIPs and in large settings after large-scale validation is complete. Firmware updates start deployment only after **90 days** from the release of the new firmware version. Teams app updates start deployment only after **45 days** from the release of the new Teams app version. Previously called **Defer by 90 days** (applicable for firmware updates).

Call for Action

To prevent a possible firmware update race condition between Teams admin center and AudioCodes Device Manager, it's highly recommended to follow these guidelines:

- To continue and manage firmware updates using AudioCodes Device Manager:
 - a. In Teams admin center, select the **Final** automatic update phase option to allow the longest Teams admin center firmware update grace period of **90 days** from the release of a new firmware.
 - b. Make sure AudioCodes Device Manager is regularly updated to the "latest firmware".
- Alternatively, the firmware update can be managed by Teams admin center **only**, while advanced monitoring and management (excluding firmware) can still be done using AudioCodes Device Manager. This option requires the removal of all firmware files from AudioCodes Device Manager.

For a detailed technical explanation and assistance with the above call for action, please contact AudioCodes channels or customer support.

Affected Products

Native Teams IP Phones C435HD, C455HD, and C470HD managed by AudioCodes Device Manager.

Announcement Date

September 5, 2024



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