



LouMUG

Daryl Hunter | Voice Solution Architect

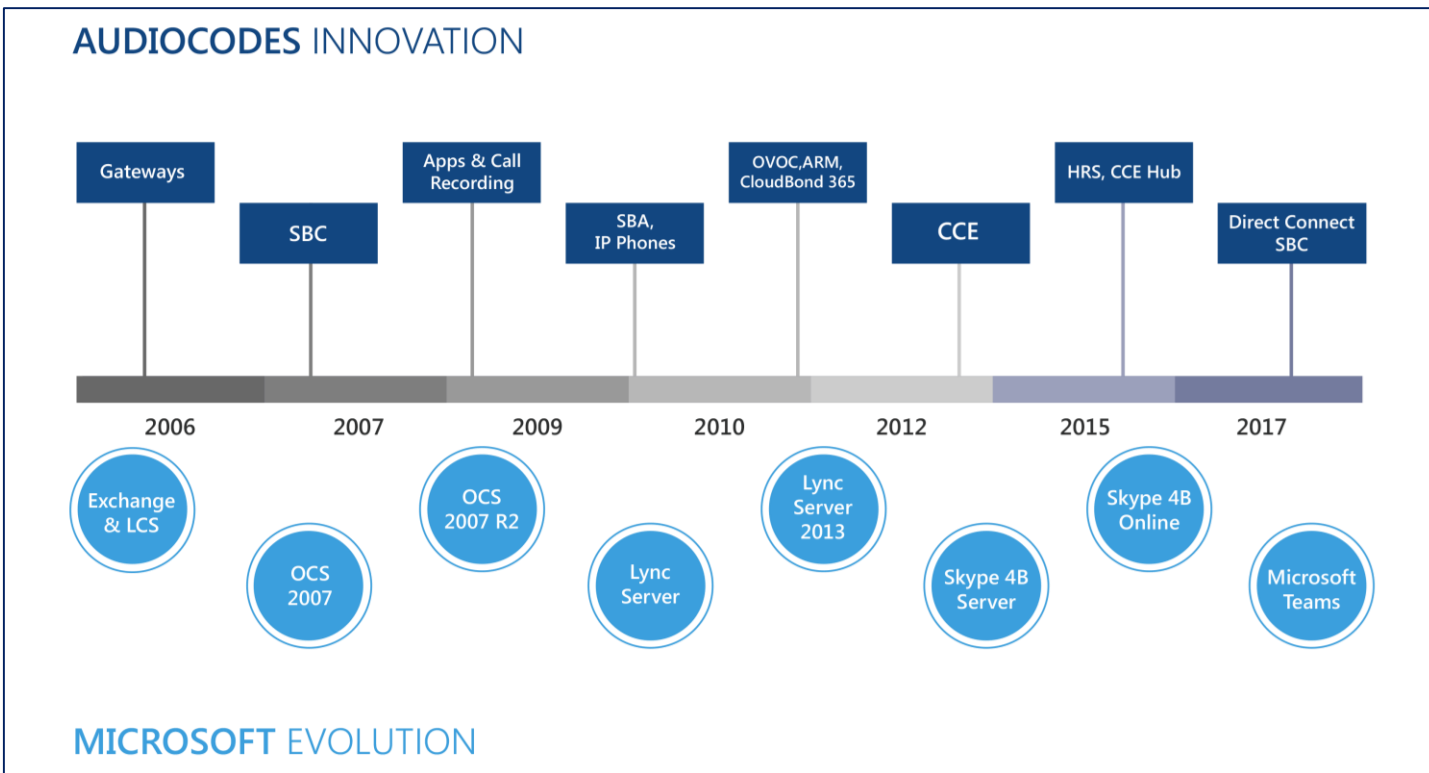
August 2018

- AudioCodes Introduction
- Modern PSTN Connectivity with Direct Routing (Last Mile)
- Modern Devices in Microsoft 365 (Last Three Feet)
- Making It Stick!
- Session Takeaways / Go-Do Items



Meet AudioCodes

10 Years of Microsoft UC Voice Enablement Experience



Unparalleled and comprehensive portfolio of products, along with support and professional services that build effective solutions for Skype for Business

**100
Million**

VoIP ports deployed

**1
Million**

annual SBC sessions
deployments

**10+
Million**

Microsoft
enterprise voice
enabled users

1000+

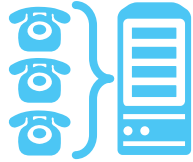
business partners
worldwide

66

of top global Service
Providers trust
AudioCodes

50

of Fortune 100
enterprises use
AudioCodes technology



On Premises

Complete PBX replacements with on-premises SfB with an eye to future Cloud Migration



Skype for Business
Server vNext



Hybrid

Enabling hybrid environments with users online and users on-premises



Microsoft Phone
System



Online

Supporting Microsoft Phone System in Teams, with bring your own PSTN or pure cloud



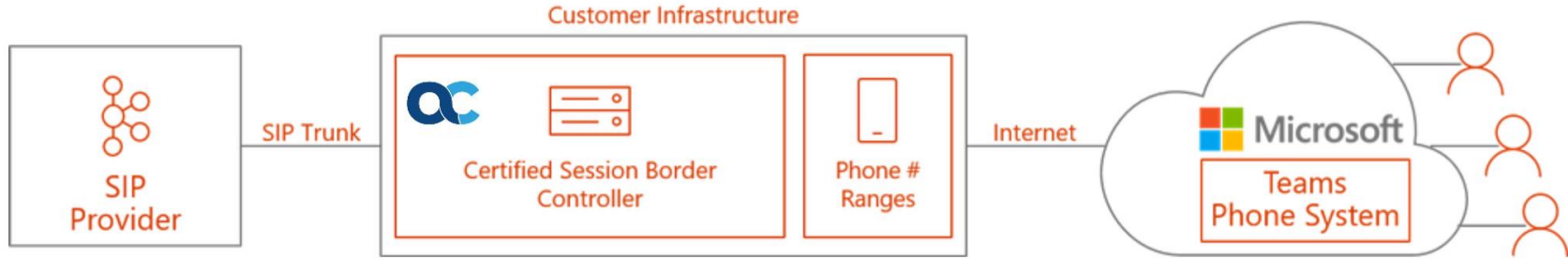
Microsoft Teams



Modern PSTN Connectivity in Microsoft 365

Direct Routing

Microsoft Direct Routing



Hardware SBCs



Mediant 500L



Mediant 2600



Mediant 4000



Mediant 9000

Software SBCs



Mediant VE



Mediant SE

Hybrid SBCs

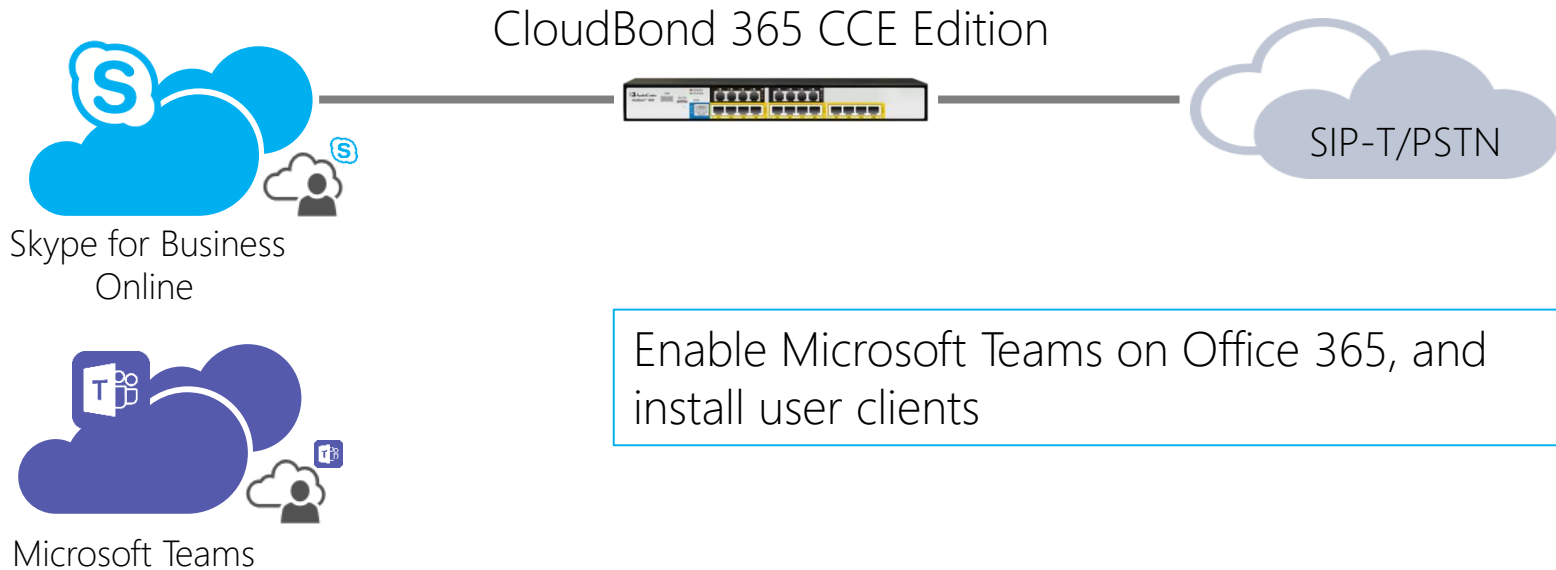


Mediant 500

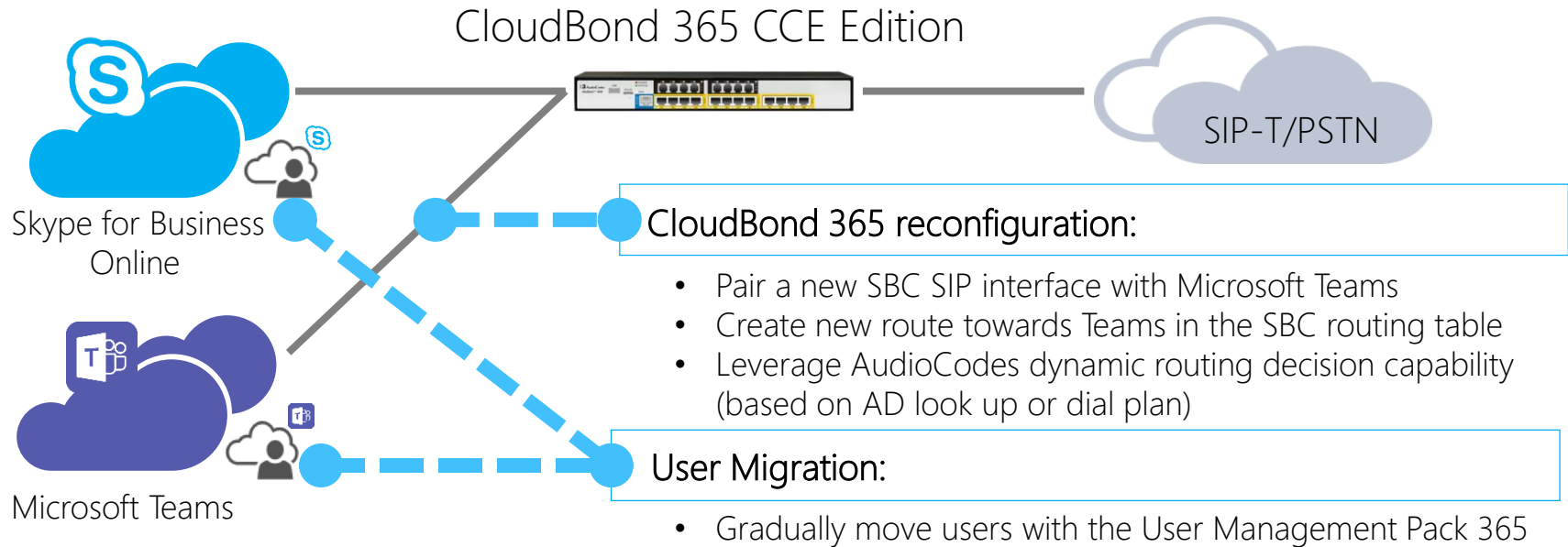


Mediant 800

Migration Scenario: SfB Online to Microsoft Teams



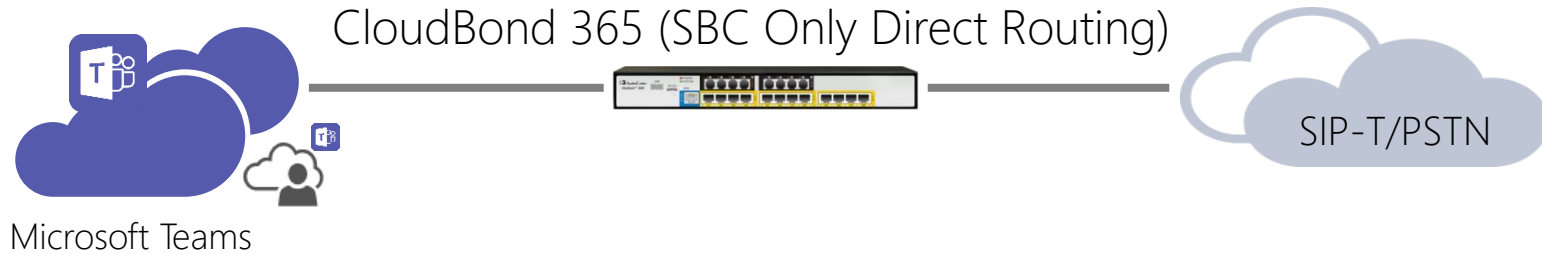
Migration Scenario: SfB Online to Microsoft Teams



Pro Tip: Leverage User Management Pack 365 to simplify the migration and management



Migration Scenario: SfB Online to Microsoft Teams



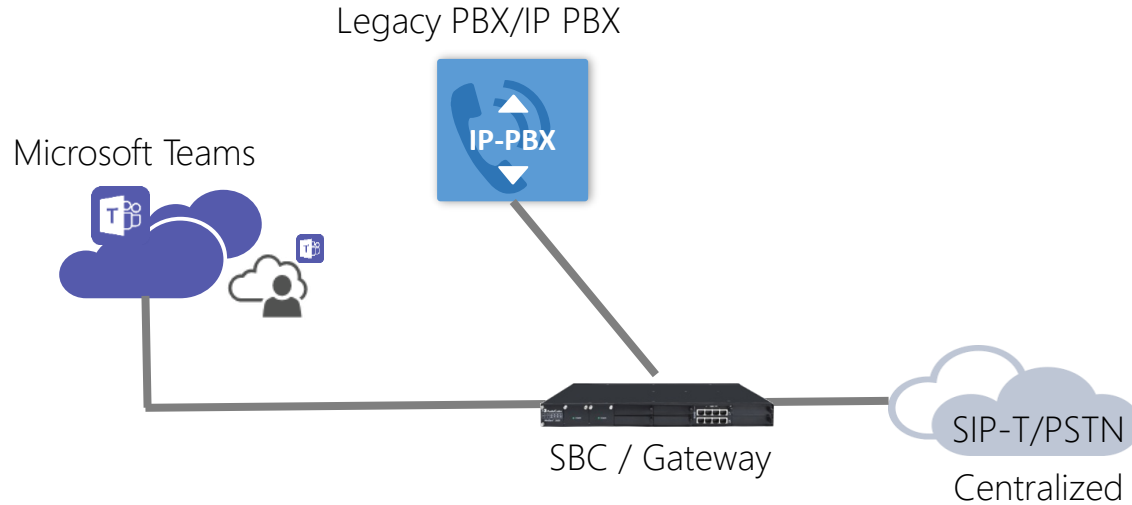
After all the users have migrated to Teams:
Disable Microsoft CCE bits on CloudBond 365 CCE edition

Migration Complete!
Keep using UMP 365 for moves/adds/changes

Pro Tip: Leverage User Management Pack 365 to simplify the migration and management

Teams Direct Routing – Coexistence and Migration

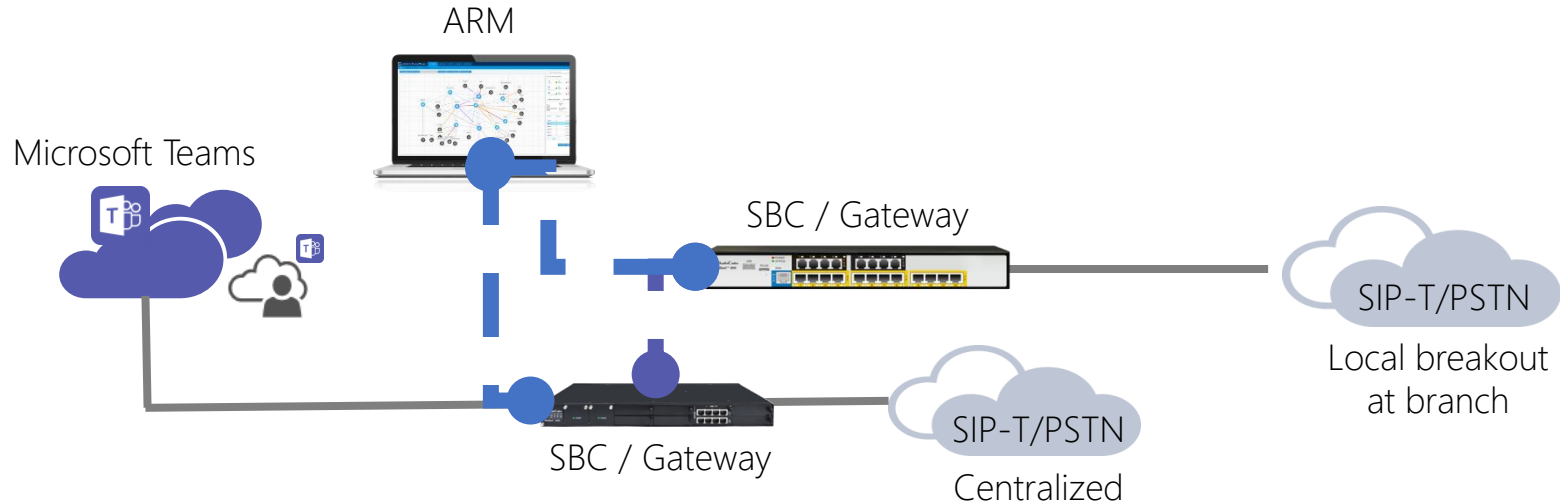
- Utilize advanced SBC routing capabilities to manage routing and trunking



Pro Tip: Leverage Active Directory based routing to simplify & manage your migration

Teams Direct Routing – Centralized SBC

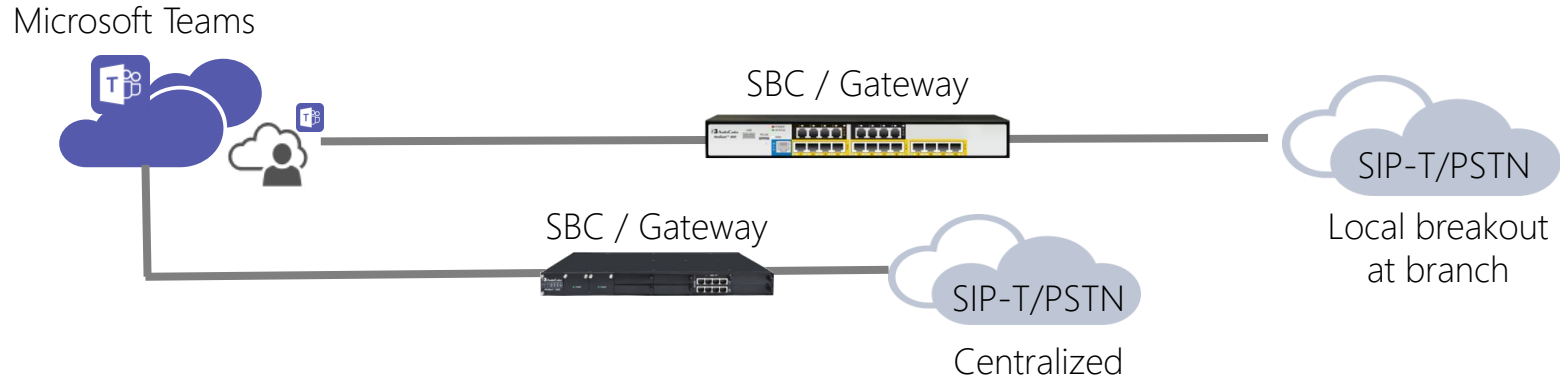
- Utilize advanced SBC routing capabilities to manage dialtone and control costs



Pro Tip: Leverage AudioCodes Routing Manager (ARM) to simplify & manage the Software Defined Voice Networking

Teams Direct Routing – 911 IP Based Routing

- Utilize advanced SBC routing capabilities to manage IP based routing for 911

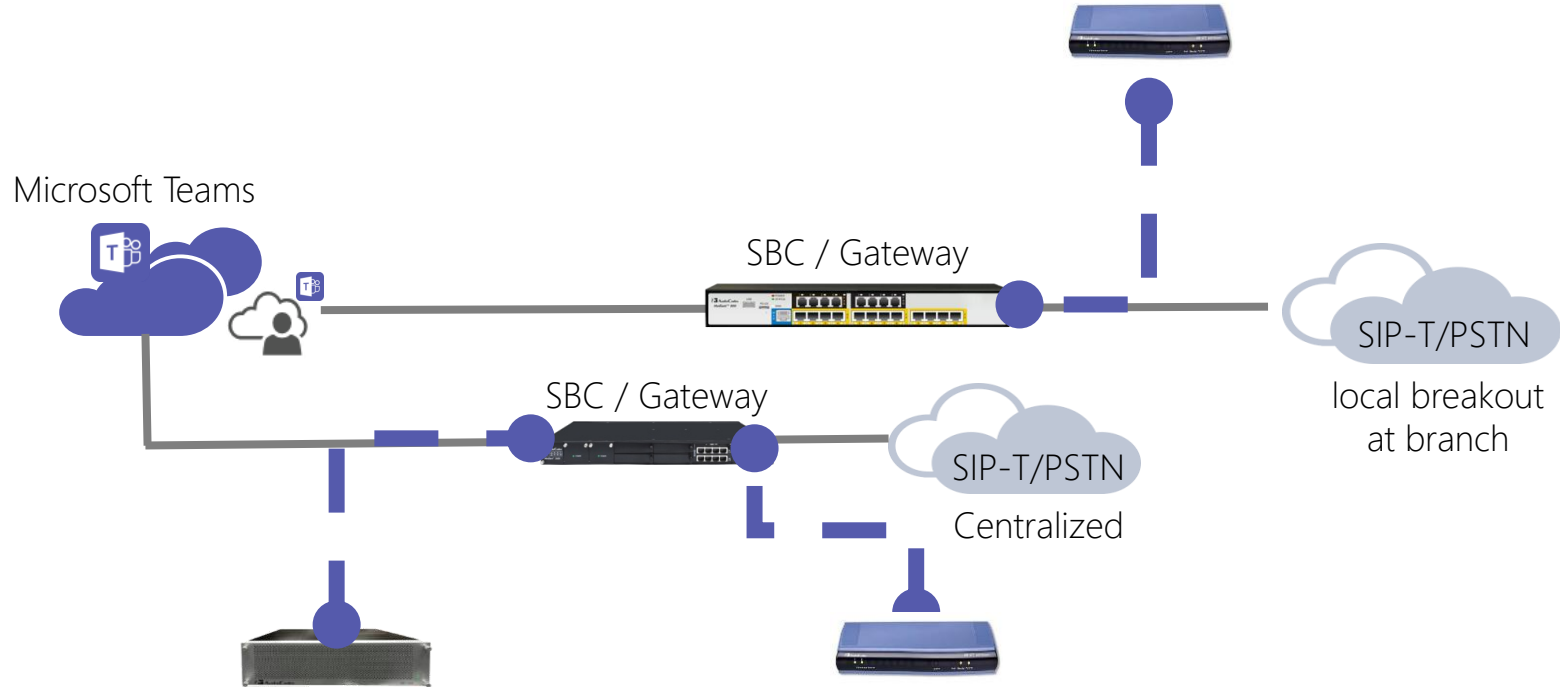


Pro Tip: Leverage AudioCodes Routing Manager (ARM) to intelligently route emergency calls to the proper PSAP



Teams Direct Routing – Analog Connectivity

- Connect Analog devices to SBCs utilized for Direct Routing





Devices in Microsoft 365

IP Phones | Huddle Room Solutions

Intelligent Communication Devices



Bringing Intelligent Communications in Microsoft Teams across devices 🗨️

Today, we announced that we are bringing Intelligent Communications in Microsoft Teams to life across an ecosystem of first- and third-party devices.

Devices play a critical role in delivering a great experience for calls and meetings, and we are bringing the Teams experience to the spaces you need, catered to the way you work.

Personal devices

For personal devices, users will be able to benefit from more consistent Teams experiences with Intelligent Communications from their mobile phone to their desk phone to their desktop. New personal devices for Teams will feature touch screens as well as purpose-built buttons to help users get the most from the Teams experience for calling and meetings. These personal devices make it easy to view your Teams meeting schedule and recent contacts.

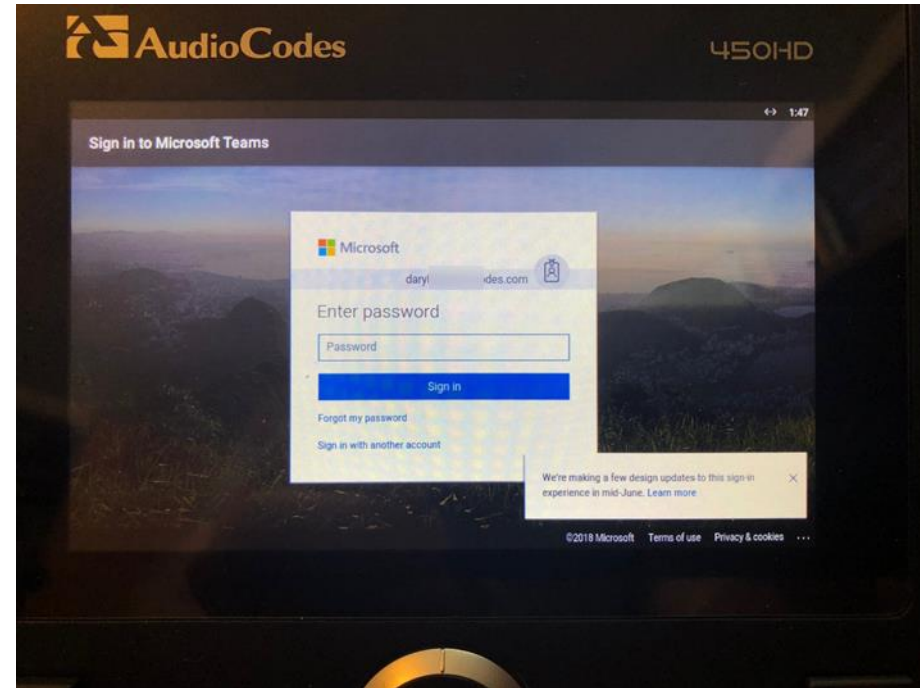
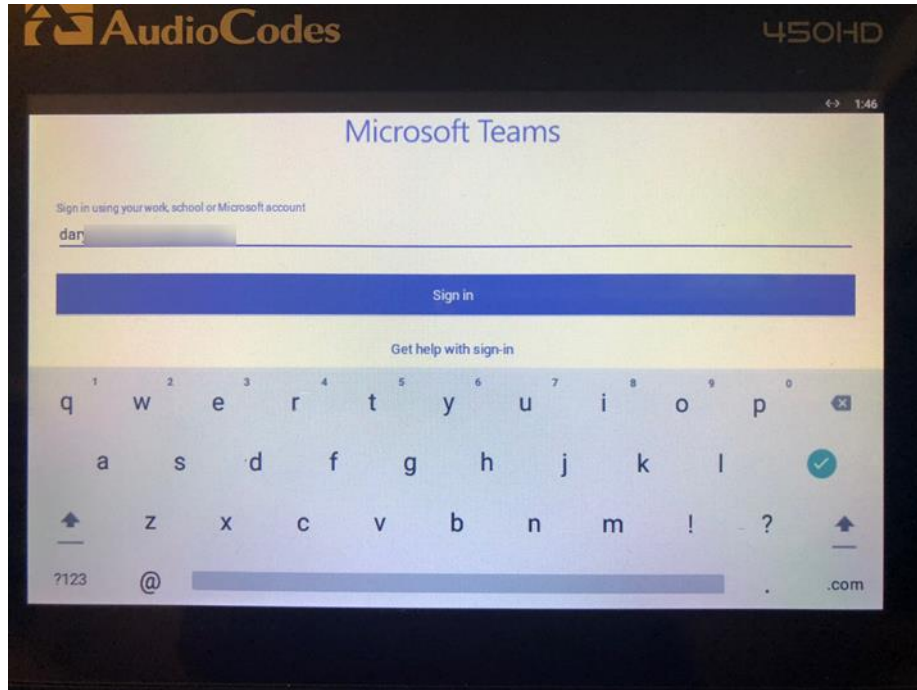


- 3PIP Phone
 - Mainly Software Spec
 - Defines Features
 - Microsoft Standards
 - Fully implemented by vendors
 - Different UI/UX
 - Different Set(s) of models
 - Customization / Differentiation
 - Over time spec became more “narrow” and limited vendor customizations
 - UI style guides
 - Testing experience
- Teams Native Phone
 - Mainly Hardware Spec
 - Mandatory / Optional Features
 - Hosted Microsoft provided app
 - AudioCodes will add value w/additional apps
 - Main feature set and experience is identical across all vendors
 - Updates to Microsoft app done via the Microsoft Cloud

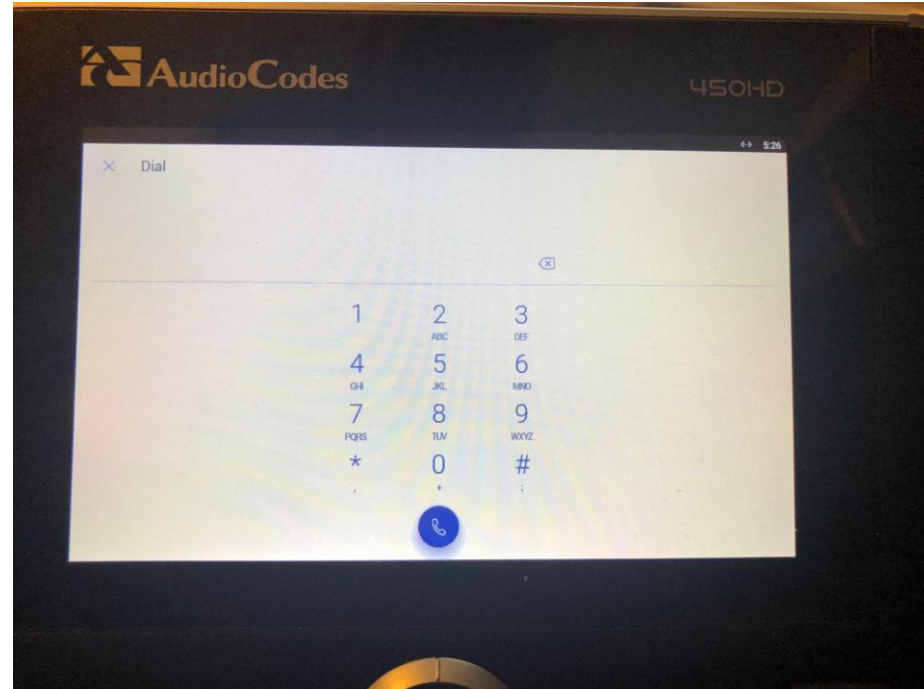
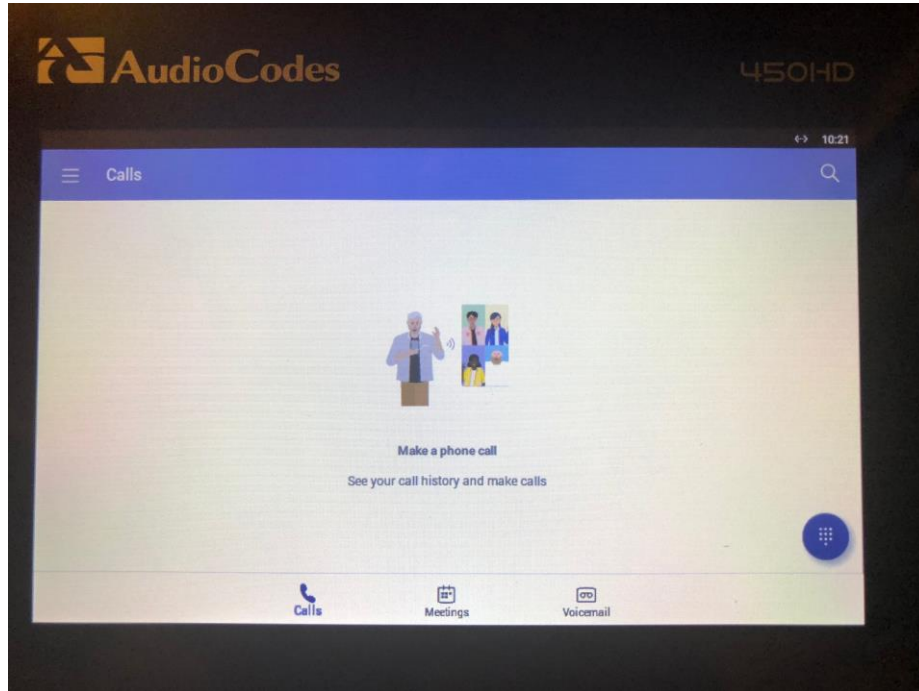
What does a Teams Native device look like?



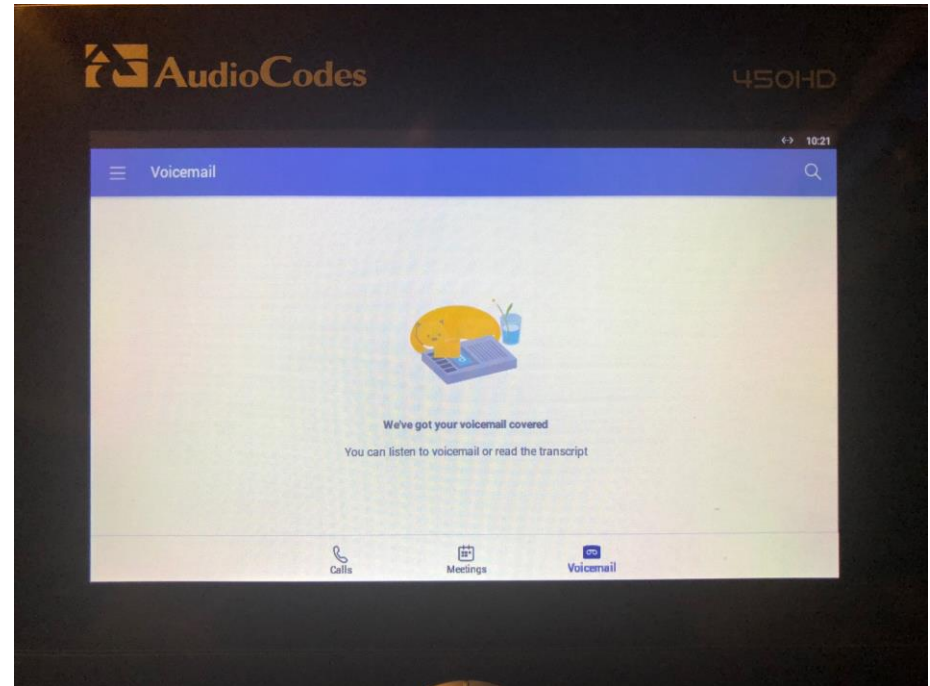
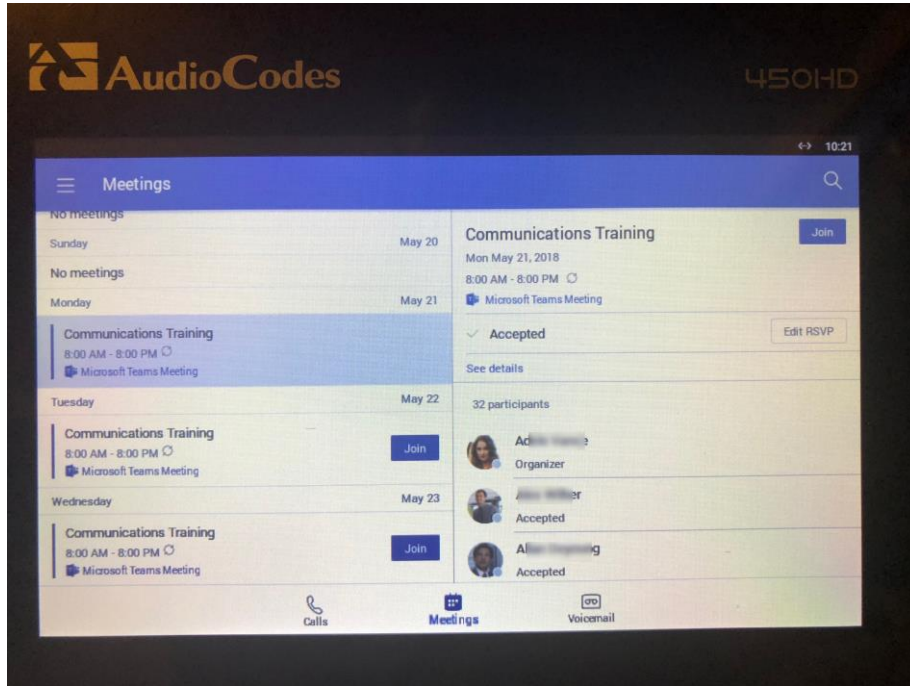
Teams Native Phones – A Picture is worth 1,000 words



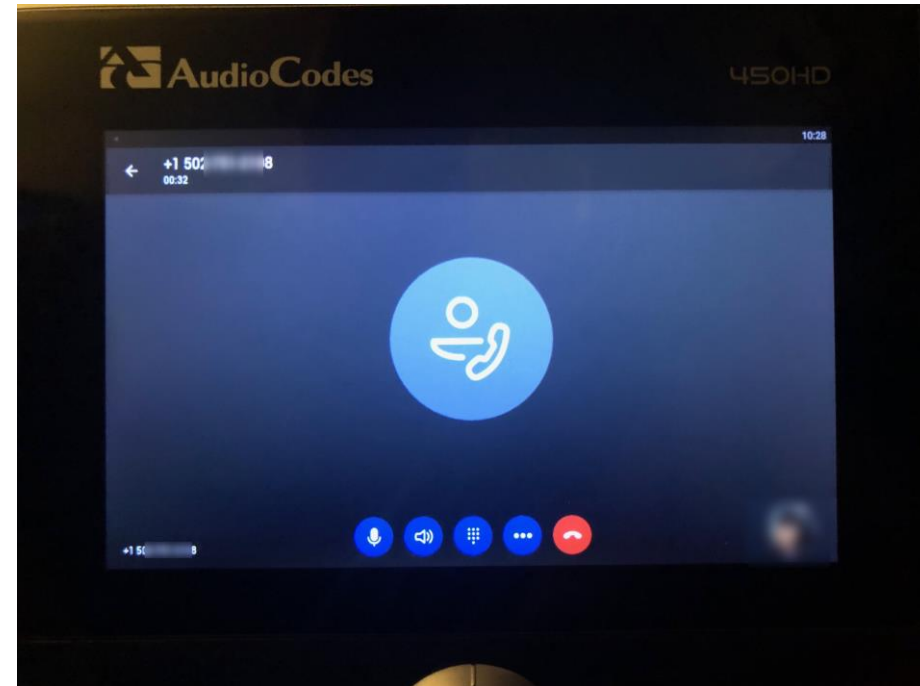
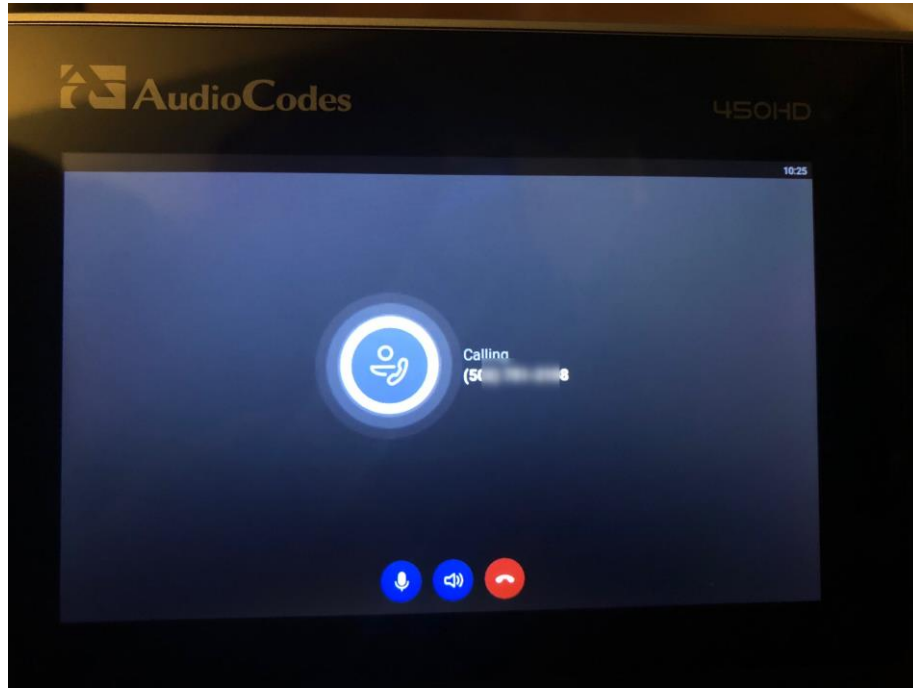
Teams Native Phones – A Picture is worth 1,000 words



Teams Native Phones – A Picture is worth 1,000 words



Teams Native Phones – A Picture is worth 1,000 words



AudioCodes C450HD: Native Teams Phone



C450HD Native Teams Phone Highlights

- Color 5" Capacitive Touch Screen
- 1280x720 Resolution
- High End Native Teams client experience
- Contact Pictures
- Integrated Bluetooth / Wi-Fi (Optional)
- Microsoft Provided / Managed Teams App

Expansion Unit (Optional)

- Color 5" Touch Screen
- 480x800 Resolution

Launching Fall 2018

MSRP \$399

AudioCodes 400HD Device Portfolio



Price

Outstanding User Experience through voice quality, intuitive design, and powerful features Fully Managed. Leading **Silk** support!



Low-cost, entry level model
Basic LCD with 4 programmable soft keys
1GB Ethernet
405HD IP Phone



Cost-effective, basic model
Basic LCD with 4 programmable soft keys
1GB Ethernet

420HD IP Phone



Advanced mid-range model
Improved Graphic LCD 256x128
Dedicated LCD displaying 12 contacts + presence
1GB Ethernet
USB Port

440HD IP Phone



Advanced mid-range color
4.3" color display (480x272)
6 softkeys + integrated sidecar (12 contacts)
1GB Ethernet
USB Port / BT support

445HD IP Phone



High end, executive model
5" color touch screen (800x480)
USB Port / BT Support
1GB Ethernet
Optional Expansion unit

450HD IP Phone



Integrated Conference Solution
Scalable: 6 ppl | 12 ppl | 15 ppl
Full Meeting Management
Integrated Bluetooth
USB Port
1GB Ethernet

45x Huddle Room

- 3PIP Certified phones to be supported in Teams
 - Many 3PIP Phones // Few Native Teams phones
 - Some advanced functionality [e.g. BTOE] will be limited going forward
- Native Teams phones are different because:
 - Native Teams experience – vs. vendor look & feel in 3PIP
 - New exciting features coming – built-in Cortana, chat and fully managed cloud phone by MSFT
- Upgrade Path to C450HD
 - Get future-proofed with one-time purchase / subscription option
 - Applies to UC450HD IP Phones purchased May 1 – December 31, 2018
 - When C450HD launches – take away UC450HD, replace with C450HD



Adoption – Making it Stick

Field Notes / Best Practices

The Last 3 Feet Matter!

Select the right device to meet the communication needs of the user profile

In the Office



On the Go



In Open Spaces






In the Huddle Room



See the Partner Solutions Catalog for a list of all qualified devices
<http://partnersolutions.skypeforbusiness.com/solutionscatalog>

- Personal Devices are not “one size fits all.” Different personas/work styles indicate specific types of devices to optimize productivity. Leverage the personas you define to define a short set of devices you can pilot.
- For example:

 PERSONA	 REQUIREMENTS	 DEVICE TYPE
Road warrior	Portable and easily accessible devices that can be used in hotels, airports, and remote offices	Bluetooth, earpiece headset
Executive admin	Phone with transfer functions; transportable headset to quickly roam the office without interruption	High-end desk phone, plus option for wireless/USB headset
Information worker	Comfortable device that can withstand many meetings throughout the day	Handset/Headset and good quality webcam

Decision Points For Devices



IP Phones



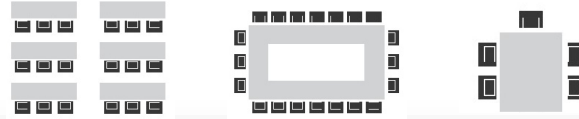
Personal Peripherals & PCs



Meeting Room Accessories



Meeting Room Systems



Meeting Rooms

This sheet is intended for assisting customers on successful planning and rollout of the meeting room solutions.

Use the sheet to configure and track meeting room configurations as you progress through the deployment steps included in the offer.

No	Region	City	Country	Building	Floor	Room Name	Room Number	Capacity	Room Type/Layout	Room Dimensions	Wall Space	Screen with Digital Input (HDMI/DVI)
1												
2												

- Select the most optimal 3-5 devices to be offered based on your persona / Usage Profile requirements. This exercise will enable you to plan for budgetary needs as well.
- Identify and document device selections for rooms.
- Discuss procurement options with the project team and plan for budgeting.
- Ensure these devices are being tested in your pilot.
- Set up a device lab for users to try out various options.
- Allow proper timing for both white-glove training and general-end-user training.
- Decide the management and monitoring solutions.

- Not thinking about governance
 - Structure, strategy, security
- Don't give up early – beware the learning/change curve
 - ADKAR – Awareness, Desire, Knowledge, Ability, Reinforcement
- Stay organized
 - Teams, Channels, Tabs, Connectors
- Train. Train again. Train some more.
 - Leaky buckets need refilling

Journey to Modern Intelligent Communications



Microsoft Teams documentation and practical guidance



Get started

Find the planning, how-to, and practical guidance you need to get the most out of Teams in your organization



Journey from Skype for Business to Teams

Find guidance and tools to explore your optimal path to Teams



Adoption & change management

Get tools to support your Teams rollout and help you create your change management strategy for Teams



Cloud voice

Find the practical guidance you need to get started with Audio Conferencing and Phone System deployment using Teams



Security & compliance

Teams is built on the Office 365 cloud, which means it features the enterprise-grade security & compliance you need



Find training & videos

Get Teams training - for you and your users



AudioCodes Can Help
We've Got Your Back!



Source

For all voice network elements

- Comprehensive suite of products
- Connectivity to devices
- Global network of distributors, resellers and system integrators
- “Global Procurement” service



Expert Team

For voice professional services

- Global services portfolio for partners
- Planning, design and implementation
- Managed spares
- Global logistics



Point of Contact

For voice support

- Extensive post-sales support
- 24/7 “follow the sun”
- 3 support centers in Americas, EMEA and APAC
- Installation support hotline

A single solution for all voice connectivity and device requirements

Unparalleled Portfolio of Products



OVOC Management & Apps



Routing Manager



OVOC



IP Phone Manager



User Management Pack 365



Call Recording



Fax Server

All-in-One and Cloud Appliances



CloudBond 365



CloudBond 365 CCE and OPCH

Business Phones



450



445



440



430



420



405

Room Solutions



HRS

Hardware & Software SBC



Mediant 2600



Mediant 4000



Mediant 9000



Mediant Virtual Edition & Software Edition



Hybrid SBC (Gateway & SBC)



Mediant 800



Mediant 1000B



Mediant 3000

Gateways/ATA



MP124/1xx



MP2xx



MP1288

- **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 1st, 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 1st, 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: 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 Lync Phone Edition (LPE) Upgrade Program



AudioCodes is introducing a replacement program for Microsoft LPE (Lync Phone Edition) devices that will stop working with Microsoft Office 365 Services beginning on October 31, 2018 when only TLS 1.2 compliant devices will be supported. The offer can be found and claimed on the AudioCodes website at: <http://online.audiocodes.com/lpeupgradeprogram>

AudioCodes offers the following discount per phone off-MSRP to customers replacing their LPE phones with new AudioCodes 400HD Series IP Phones & Huddle Room Devices:

- \$200 discount for each HRS-458
- \$100 discount for each HRS-457
- \$35 discount for each UC440HD, UC445HD, UC450HD, UC450HD+EXP
- \$15 discount for each UC405HD

Eligible devices impacted by the TLS 1.2 change are:

- Polycom: CX500, CX600 and CX3000
- Hewlett-Packard: 4110 and 4120
- Mitel-Aastra: 6721ip and 6725ip

Moving to Teams? Get future-proofed with the AudioCodes native Teams device upgrade program:

- Applies to UC450HD IP Phones Purchased May 1 – December 31, 2018
- Both one-time purchase & subscription options available



- **Q: Why won't Lync Phone Edition (LPE) phones work with Microsoft Office 365?**
- **A:** Office 365 will enforce TLS 1.2 on October 31, 2018. The base operating system on LPE devices will not support TLS 1.2 so LPE devices will not connect to Skype for Business Online, Microsoft Teams, or other Office 365 products after that date.

- **Q: What Office 365 Services are affected by this change?**
- **A:** Microsoft will enforce TLS 1.2 on the Office 365 Cloud on October 31, 2018. Affected phones can utilize different services within Office 365. As mentioned above, basic calling may be facilitated by Skype for Business Online so that is affected. Likewise, affected phones can utilize Exchange Online services for calendaring, voicemail services, Outlook contacts, call logs, and more. The fact that phones cannot access Exchange Online services **will also impact on-premises/hybrid deployments using Exchange Online.**

- **Q: Why is this security change required?**
- **A:** Old TLS versions (1.0 and 1.1) are known to have vulnerabilities used by hackers. Security regulated markets (for example credit card processing) force services to only utilize modern TLS implementations.

- **Q: Will phones that work today with Skype for Business work when moved to Microsoft Teams?**
- **A:** All 3PIP (Microsoft 3rd Party Interoperability Partner) phones which are [certified for Skype for Business Online](#) will work with and be supported by Microsoft Teams. 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. LPE phones will not work with Microsoft Teams. For more details check out the [Microsoft Tech Community blog](#).

- [Additional FAQ](#)

KEY RESOURCES

[AudioCodes Direct Routing Webpage](#)

[AudioCodes Direct Routing Blog](#)

[AudioCodes Microsoft 365 IP Phones & Room Solutions](#)

[AudioCodes IP Phone Manager \(part of OVOC\)](#)

[Microsoft - Teams Tech Community](#)

[Microsoft - Teams Blog](#)

[Microsoft – SuccessWithTeams.com](#)

[NoJitter LPE upgrade blog](#)

YOUR GO DOs

- **Ask Yourself** – How can intelligent communications improve efficiency, decrease operating costs, and increase agility and flexibility in my organization? Let's talk!
- Do you have LPE devices? Take advantage of the **AudioCodes LPE Upgrade Program**
- Interested in native Teams Devices? Take advantage of the **AudioCodes C450 Upgrade Program**



Thank You

Stay in the loop

