



The AudioCodes 300HD and 400HD series of IP Phones are an important addition to our VoIP product offering for the service provider hosted services, enterprise IP telephony and contact center markets. Based on the same advanced, field-proven underlying technology as our other VoIP products, AudioCodes High Definition IP Phones enable systems integrators and end-customers to build end-to-end VoIP solutions.

AudioCodes IP Phones are suited for a variety of VoIP applications such as:

- Unified Communications
- IP Contact Centers
- Open-source IP-PBX
- Hosted IP-PBX and IP Centrex



**The 310HD** is an entry-level, cost-effective IP Phone supporting all the basic functionality required for today's business environment.

- 1 line - 2 concurrent calls
- 2X16 character backlit LCD display



**The 420HD** is an enhanced, cost-effective IP Phone. Its flexibility and robust design make it extremely suitable for enterprise and contact center deployments.

- 2 lines - 2 concurrent calls per line
- Graphic backlit LCD display (128 X 48)
- 4 programmable soft keys
- Available in black and off-white



**The 320HD** is a premium enterprise IP Phone. Built for ease-of-use and convenience, the 320HD boasts a large graphic LCD display and 12 programmable speed dial keys.

- 4 lines - 2 concurrent calls per line
- Graphic backlit LCD display (132 X 64)
- 12 programmable speed-dial keys with presence monitoring (BLF)
- 4 programmable soft keys

### Powerful Set of Common Features

- High-definition voice quality
- AudioCodes QuickConnect Auto-provisioning
- Full SIP protocol support with extensive interoperability
- Robust security mechanisms
- Power over Ethernet (PoE)
- Supplementary calling features (including 3-way conference)
- Multiple language support
- Integration with voice quality monitoring
- Full duplex speakerphone and headset connectivity

## Applications:

### Unified Communications

AudioCodes provides diverse solutions tailored for the Unified Communications (UC) market. AudioCodes' offering for UC includes media gateways, E-SBCs, call recording solutions, mobility and IP Phones which, in addition to high quality voice calls, also support presence features.

### IP Contact Centers

AudioCodes' HD IP Phones provide the perfect solution for IP contact center agents. Combining excellent voice quality for contact center agents, with a compact and robust enclosure design and headset integration, AudioCodes' IP Phones offer several essential features required in the growing contact center market including fully certified VoIP interoperability with leading contact center solution providers.

### Enterprise IP Telephony

AudioCodes HD IP Phones offer reliable, high quality communications for users of on-premises, open source and hosted IP-PBXs. Their wide range of essential business features, reliability and proven interoperability makes them the perfect choice for any SIP-based environment, from SOHO up to large enterprises.

### AudioCodes IP Phones Enhanced VoIP Processing Capabilities:

- Packet loss concealment
- High quality wideband
- Wideband acoustic echo canceler
- Low-delay adaptive jitter buffers

## Specifications for the 300HD/400HD Series

Telephony Features				
Supplementary Features	Call Waiting, Call Hold, Call Transfer, Call Forward, 3-Way Conference (local mix) and network conferencing, Hot Line, DND, Mute, Speed Dial, Dial Plan, CWRR, Call Logs, Auto Answer via TALK event, Call Pickup			
Signaling	Caller ID, MWI, DTMF Relay – RFC2833, DTMF via SIP INFO, Configurable Call Progress Tones			
Media Processing				
Wideband Voice Coders	G.722, G.722.2(WB-AMR)* and RTA			
Narrowband Voice Coders	G.711μ/a, G.729A/B, G.723.1 and RTA			
Additional Media Features	Acoustic echo cancellation (AEC) - multiple path, wideband acoustic EC, Packet Loss Concealment, Silence Suppression, Voice Activation Detection, Adaptive Jitter Buffer			
Protocol Support				
VoIP and Signaling	SIP – RFC 3261, SDP – RFC 2327, SIP over TCP/UDP/TLS, DNS_SRV (Redundancy), Digest authentication, PRACK, Early Media, SIP Subscribe notify, BLF (busy lamp field), Presence, MWI (message waiting indication)			
Data Protocols	IPv4, TCP, UDP, ICMP, ARP, RTP, SRTP, RTCP-XR, 802.1x, Static IP/DHCP IP Assignment, IEEE 802.1p/Q, QoS/ToS, HTTP/HTTPS/DHCP, NTP, FTP/TFTP, CDP/LLDP VLAN Configuration, LDAP			
Security	802.1x, HTTPS, SIP over TLS and SRTP, Configuration file encryption, PC port disable option			
Provisioning & Management	Web Server for Configuration and Management, Configuration update via FTP, TFTP, HTTP, HTTPS, DHCP Options (66,67,160,12,60,77), Mass Deployment Provisioning with TR-069 and TR-104 (client), Provision URL via SIP SUBSCRIBE and NOTIFY			
General Specifications				
Language support	English (default), Spanish, Italian, Portuguese, German, Russian, Ukrainian, Polish, French, Hebrew**			
Telephony Interface	RJ-9 Handset Jack x 1, UX for wireless headset (DHSG)***			
Network Interface	2 LAN RJ-45 10/100 Base-T for PC and LAN connectivity			
Power Requirements	+12V DC, 1A Power adapter AC 100V-240V and/or Integrated Power over Ethernet - IEEE 802.3af (see price list for ordering options)			
Storage/Operation Temperature	-20° to +70°C/0° to +40°C			
Approvals, Safety and Country Certifications	FCC Part 15 Class B, ICES-003 Class B, EN55022 Class B, EN61000-3-2, EN61000-3-3, UL-60950-1, EN60950-1, IEC-60950-1 (CB), CE mark, cTUVus, Australia A-Tick, AS/NZS60950-1 and AS/ASIF S004, Brazil Anatel, Japan VCCI Class B			
Physical Specifications		310HD	420HD	320HD
Dimensions (HxWxD mm)		130x200x200	165X188x163	186x247x172
Weight		775g	730g	930g

\* Contact AudioCodes for availability.

\*\* The 310HD does not support Hebrew.

\*\*\* DHSG is supported on the latest hardware revisions. Contact AudioCodes for further details.



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