

# C421 Prime Business Phone

C421 is a stylish and user-friendly IP phone. It features a 2.8-inch (320x240) high-definition color screen, supports 12 SIP lines, and allows for a 6-way audio conference. With rich functions such as HD audio, dual Gigabit ports, and integrated PoE, the C421 is suitable for various business application scenarios, providing users with an excellent interactive experience and comfortable instant communication services.



2.8-inch color Screen



12 SIP Lines



1000 Mbps



HD Voice



Opus



PoE enabled



6-way Audio Conference

IPv4/IPv6/  
IPv4&IPv6

HAC



DSS Keys



EHS headset

## Highlights

- 2.8-inch(320x240)color screen.
- Support audio codec G.722 and Opus, HD audio on speakerphone and handset.
- Support 6-way Audio conference.
- Dual Gigabit ports, integrated PoE.
- Up to 21 DSS keys, every DSS key can be set as Line/BLF/ Speed Dial Key.
- Two installation methods of desktop stand and wall mountable.

<p><b>Generic</b></p> <ul style="list-style-type: none"> <li>● 2.8-inch (320x240) color screen</li> <li>● 12 SIP lines</li> <li>● HD voice</li> <li>● Dual Gigabit ports, PoE enabled</li> <li>● 21 Intelligent DSS keys</li> <li>● Handset / hands-free / headset mode</li> <li>● Desktop Stand / Wall-mounted (optional)</li> <li>● Optional external power supply</li> <li>● Handset with Hall-effect Sensor Switch</li> </ul>	<ul style="list-style-type: none"> <li>● Hot Line</li> <li>● Hot Desking</li> <li>● Direct IP call without SIP proxy</li> <li>● Fuzzy Search Call</li> <li>● Action Plan</li> <li>● Dial Plan</li> <li>● Call Completion/Auto Redial</li> <li>● Primary and Backup SIP Servers</li> <li>● Default Ext Line</li> <li>● Multicast</li> <li>● SIP Hotspot</li> </ul>	<p><b>Deployment &amp; Management</b></p> <ul style="list-style-type: none"> <li>● Auto-Provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SIP PNP/TR-069</li> <li>● Screenshot</li> <li>● Web Management Portal</li> <li>● Web-based Packet Dump</li> <li>● Configuration Export / Import</li> <li>● Phonebook Import/Export</li> <li>● Firmware Upgrade</li> <li>● Syslog</li> <li>● Network Firewall</li> <li>● Online Upgrade</li> </ul>
<p><b>Phone Functions</b></p> <ul style="list-style-type: none"> <li>● Local Phonebook (1000 entries)</li> <li>● Remote Phonebook (XML/LDAP)</li> <li>● Call logs (In/Out/Missed,1000 entries)</li> <li>● Blocked List/Allowed List</li> <li>● Screen saver(through server)</li> <li>● Voice Message Waiting Indication (VMWI)</li> <li>● Programmable DSS/Soft keys</li> <li>● Network Time Synchronization</li> <li>● Support Poly wireless headset (Through Poly APD-80 EHS Cable)</li> <li>● Support Jabra wireless headset (Through EHS20 EHS Cable)</li> <li>● Support Recording(through server)</li> <li>● Action URL / Active URI</li> <li>● XML Browser</li> <li>● Customize Wallpaper and Boot Logo</li> <li>● uaCSTA</li> <li>● Customize Incoming Call Ringtone</li> <li>● time Plan (timed reboot/timed forward/timed upgrade/timed config)</li> <li>● Hidden DTMF</li> <li>● Ring From Headset</li> <li>● Customize DSS icon</li> <li>● Customize DSS LED lights</li> <li>● Customize BLF</li> <li>● Customize UI Display</li> </ul>	<p><b>Audio</b></p> <ul style="list-style-type: none"> <li>● HD Voice: HD handset, HD speaker</li> <li>● HAC Handset</li> <li>● Wideband ADC/DAC 16KHz Sampling</li> <li>● Narrowband Codec: G.711a/u, G.723.1, G.726, G.729, G.729A, G.729B, G.729AB, iLBC</li> <li>● Wideband Codec: G.722, Opus</li> <li>● Full-duplex Acoustic Echo Canceller (AEC)</li> <li>● Voice Activity Detection (VAD) / Comfort Noise Generation (CNG) / Background Noise Estimation (BNE) / Noise Reduction (NR) / Automatic Gain Control (AGC)</li> <li>● Packet Loss Concealment (PLC)</li> <li>● Dynamic Adaptive Jitter Buffer</li> <li>● DTMF: In-band, Out-of-Band (RFC2833/ SIP INFO)</li> <li>● VQM voice quality monitoring</li> </ul>	<p><b>Physical Specifications</b></p> <ul style="list-style-type: none"> <li>● LCD: 2.8-inch (320x240) color screen</li> <li>● Keypad: 39 keys, including <ul style="list-style-type: none"> <li>➢ 7 DSS keys + 1 page key (with LED)</li> <li>➢ 5 Function keys (Contact, MWI, Mute, Headset, Redial)</li> <li>➢ 4 Soft-keys</li> <li>➢ 4 Navigation keys, 1 OK key</li> <li>➢ 1 Return key, 1 Home key</li> <li>➢ 12 Standard Phone Digits keys</li> <li>➢ 2 Volume Control keys, Up/Down</li> <li>➢ 1 Hands-free key</li> </ul> </li> <li>● HD Handset (RJ9) x1</li> <li>● Standard RJ9 Handset Cord x1</li> <li>● 1.5M CAT5.E Ethernet Cable x1</li> <li>● Desk Stand x1</li> <li>● Status Indicator Light x1 (Red)</li> <li>● RJ9 Port x2: Handset x1, Headset x1</li> <li>● RJ45 Port x2: Network x1, PC x1 (Bridged to Network)</li> <li>● Security Slot x1</li> <li>● Power: 5V / 1A or PoE <ul style="list-style-type: none"> <li>➢ POE complies with the IEEE 802.3af standard</li> <li>➢ Power adapter (optional): <ul style="list-style-type: none"> <li>Input: 100-240VAC~50/60Hz</li> <li>Output: 5V/1A</li> </ul> </li> </ul> </li> <li>● Power Consumption (Adapter): 1.33~3.0 W</li> <li>● Power Consumption (PoE): 1.9~4.6 W</li> <li>● Working Temperature: 0~45 °C</li> <li>● Working Humidity: 10~95%</li> <li>● Installation: <ul style="list-style-type: none"> <li>➢ Desktop Stand</li> <li>➢ Wall-mounted (optional)</li> </ul> </li> <li>● Color: Dark blue</li> <li>● Qty/CTN: 10 PCS</li> <li>● N.W/CTN: 9.65 kg</li> <li>● G.W/CTN: 10.50 kg</li> <li>● Device Dimensions: <ul style="list-style-type: none"> <li>➢ Desktop Stand (40° ): 200.0 x 175.2 x 172.6 mm</li> <li>➢ Desktop Stand (45° ): 200.0 x 185.3 x 160.6 mm</li> <li>➢ Wall mountable: 200.0 x 217.7 x 70.4 mm</li> </ul> </li> <li>● Gift Box Dimensions: 303 x 223 x 56 mm</li> <li>● Outer CTN Dimensions: 466 x 305 x 323 mm (10 PCS)</li> </ul>
<p><b>Call Functions</b></p> <ul style="list-style-type: none"> <li>● Call out / Answer / Reject</li> <li>● Mute / Unmute (Microphone)</li> <li>● Call Hold / Resume</li> <li>● Call Waiting</li> <li>● Intercom</li> <li>● Caller ID Display</li> <li>● Speed Dial</li> <li>● Anonymous Call (Hide Caller ID)/Ban Anonymous call</li> <li>● Call Forward (Always/Busy/No Answer)</li> <li>● Call Transfer (Attended/Unattended)</li> <li>● Call Parking/Pick-up (Depending on server)</li> <li>● Redial</li> <li>● Predial</li> <li>● Call Back</li> <li>● Do-Not-Disturb(DND)/Timed DND</li> <li>● Auto-Answering</li> <li>● SIP SMS</li> <li>● Voice Message</li> <li>● 6-way Audio Conference</li> </ul>	<p><b>Network</b></p> <ul style="list-style-type: none"> <li>● Physical: 10/100/1000 Mbps Ethernet, dual bridged port for PC bypass</li> <li>● IP Mode: IPv4/IPv6/IPv4&amp;IPv6</li> <li>● IP Configuration: Static IP / DHCP / PPPoE</li> <li>● Network Access Control: 802.1x</li> <li>● VPN: L2TP / OpenVPN</li> <li>● VLAN</li> <li>● LLDP</li> <li>● QoS</li> <li>● RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)</li> <li>● DNS-SRV (RFC 3263)</li> <li>● Support Redundant Servers</li> <li>● Agent</li> <li>● Https Mutual Authentication</li> </ul> <p><b>Protocols</b></p> <ul style="list-style-type: none"> <li>● SIP v1 (RFC2543) v2(RFC3261)</li> <li>● UDP/TCP/TLS</li> <li>● RTP/RTCP/SRTP (Optional/Compulsory)</li> <li>● STUN</li> <li>● DHCP</li> <li>● IPv6</li> <li>● LLDP</li> <li>● PPPoE</li> <li>● 802.1x and 802.1p/Q</li> <li>● L2TP</li> <li>● OpenVPN</li> <li>● SNTP</li> <li>● FTP/TFTP</li> <li>● HTTP/HTTPS</li> <li>● TR-069</li> <li>● AES128 &amp; AES256</li> </ul>	