

## Device Duo

### IP Phone as a Paired Audio Device



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## Notice

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## Stay in the Loop with AudioCodes



## Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

## Related Documentation

Document Name
445HD IP Phone User's Manual – Teams Compatible
450HD IP Phone User's Manual – Teams Compatible
C450HD IP Phone User's Manual – Teams Compatible
RX50 Conference Phone User's Manual – Teams Compatible
400HD Series IP Phone Administrator's Manual – Teams Compatible
445HD IP Phone Quick Guide – Teams Compatible
450HD IP Phone Quick Guide – Teams Compatible
C450HD IP Phone Quick Guide – Teams Compatible
RX50 Conference Phone Getting Started Guide – Teams Compatible

## Document Revision Record

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11327	Added Zoom

## Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our Web site at <https://online.audiocodes.com/documentation-feedback>.

# 1 Introduction

The Device Duo mode feature enables AudioCodes' IP phones to be configured as a *paired audio device*. The feature allows users to use their phone not only as a desk phone but also as a loudspeaker over a network that supports telephony operations such as accept / end calls, in addition to supporting basic audio operations.

**Note:**

- The Device Duo feature is currently supported for pairing AudioCodes' phones *with Microsoft's Teams application*.
- The Device Duo feature is currently also supported for pairing AudioCodes' phones *with Zoom client application* for basic functionalities.
- The feature is currently supported for Windows 10.
- The screens shown in these RNs are of the C450HD. The screens of the RX50, 450HD and 445HD are similar with insignificant differences. They're not shown here unless differences are significant.
- The screen of the C450HD is a touch screen, so 'touch' in this document is interchangeable with 'press'.

## 1.1 Benefits

The Device Duo allows users to use their IP phone not only as a phone but rather as a 'smart' audio device that *combines handset with loud speaker*.

The 'smart' audio device allows telephony controls such as call start and call end in addition to audio device controls such as volume up and down and mute but it is *not limited to these controls*.

The feature is based by standard implementation on the generalized portion of BToE capabilities to allow other third party desktop applications to use the device as a loud speaker.

## 1.2 'Paired Device' vs. BToE

BToE is a product of specific cooperation between the Skype for Business client and the IP phone vendor as part of the 3PIP Program.

Most of the control protocol is proprietary.

AudioCodes leverages the control protocol to third party desktop applications.

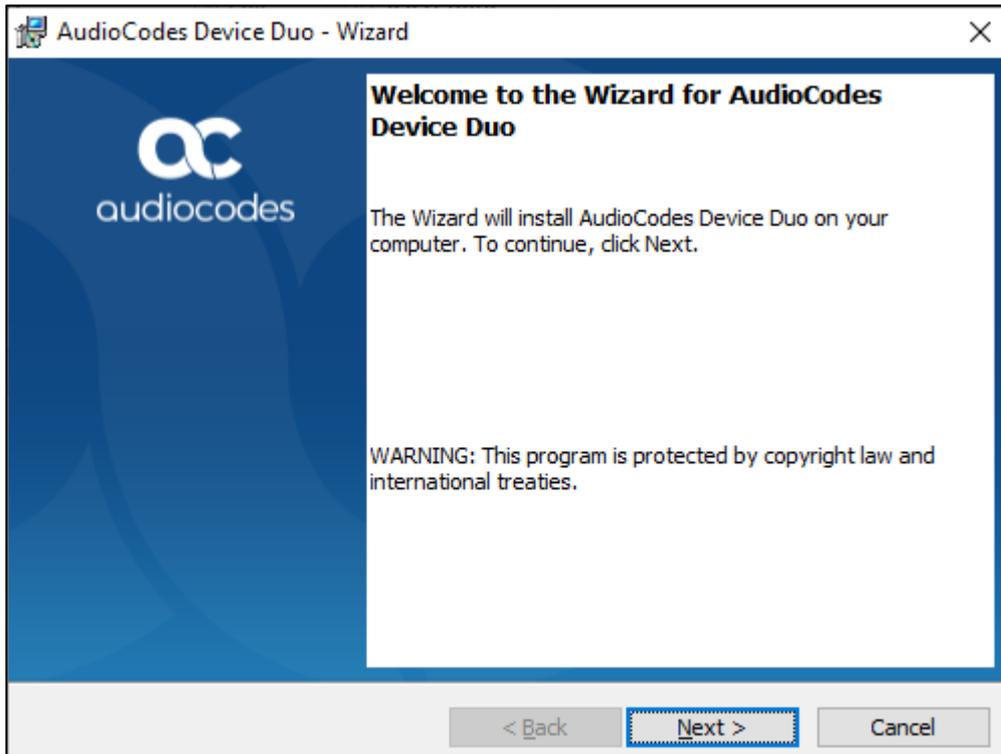
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## 2 Installing the Device Duo on the PC

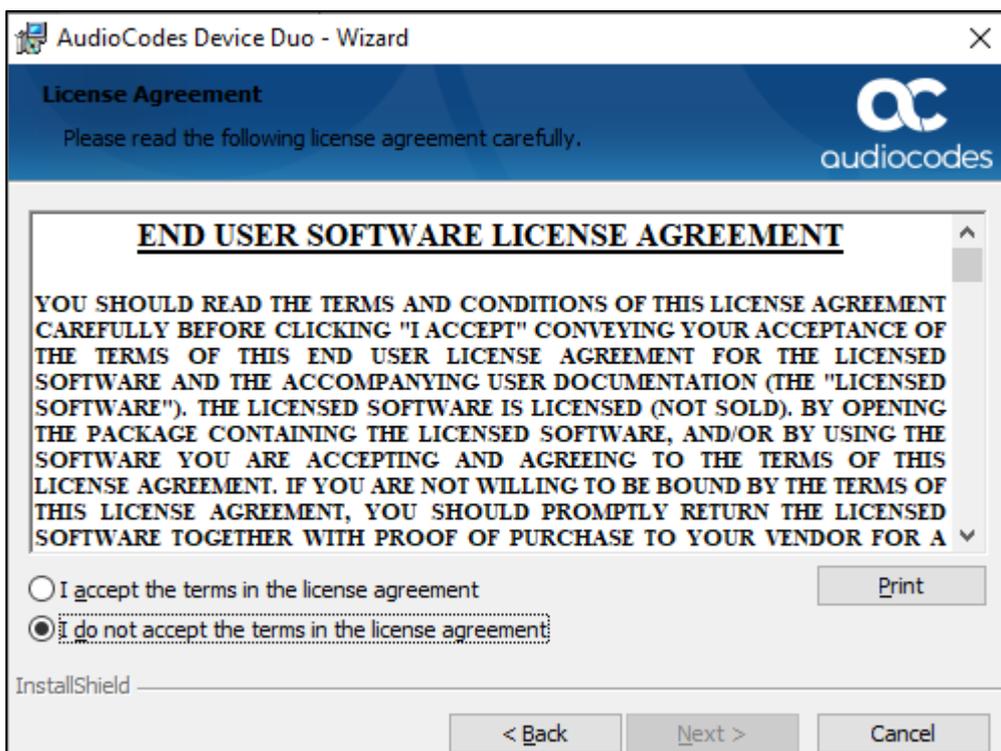
AudioCodes' Device Duo Wizard facilitates installation of the controller on your PC. Before installing the Device Duo, uninstall BToE if it's installed.

➤ **To install the Device Duo:**

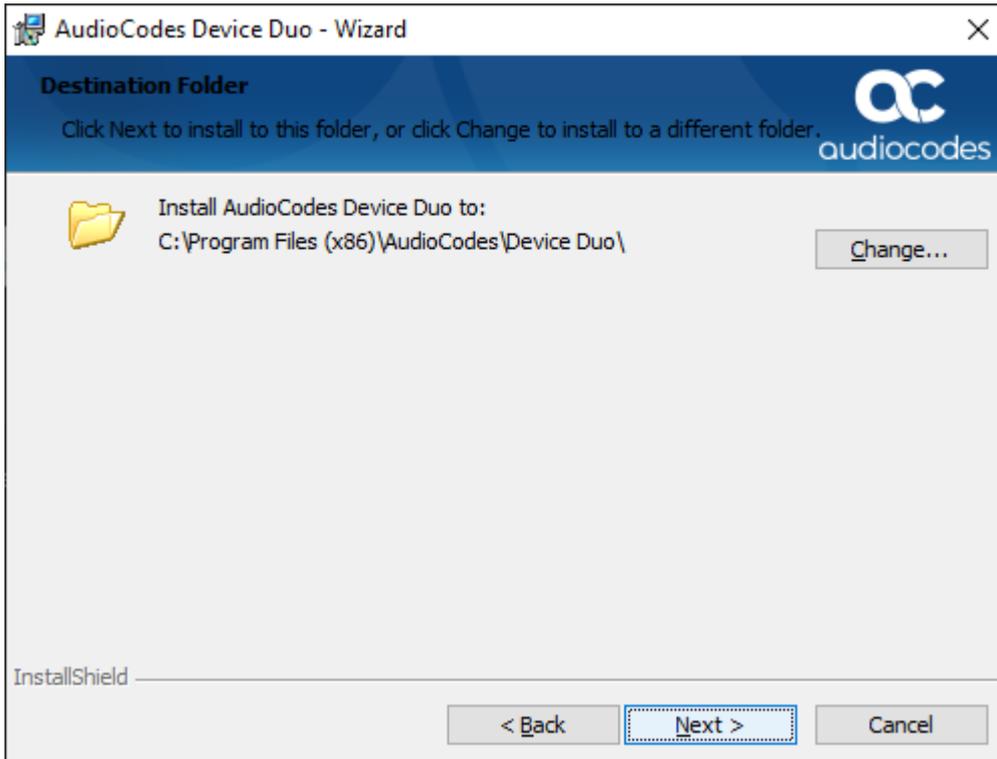
1. Run the executable file *AudioCodes Device Duo.exe*.



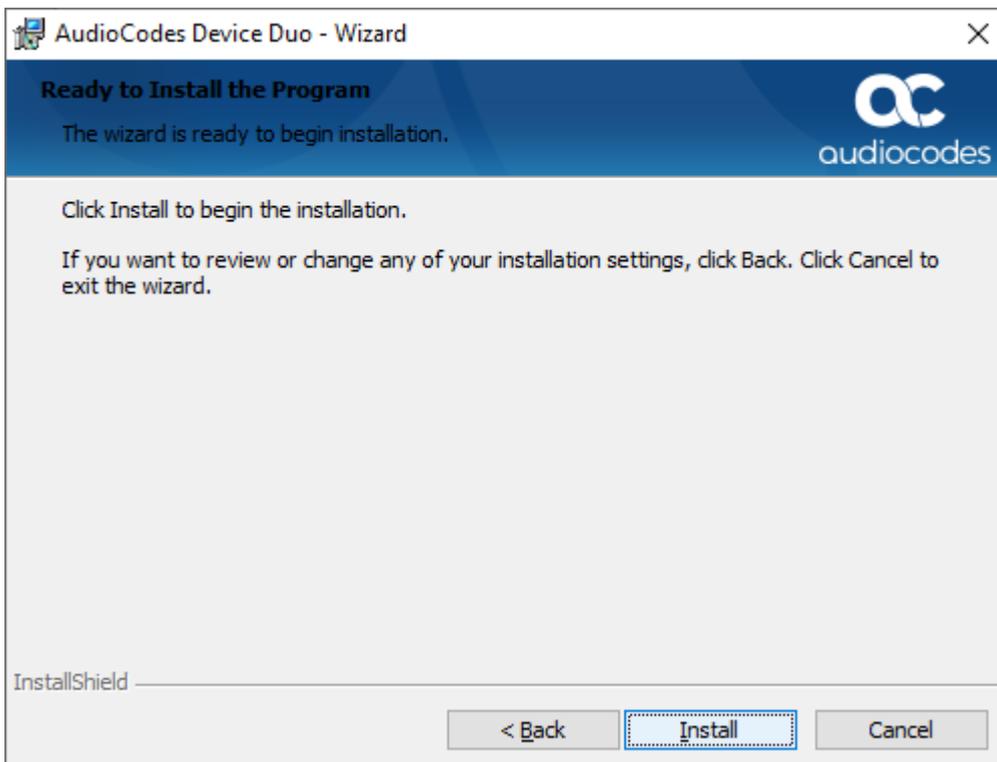
2. In the wizard that opens, click **Next**.



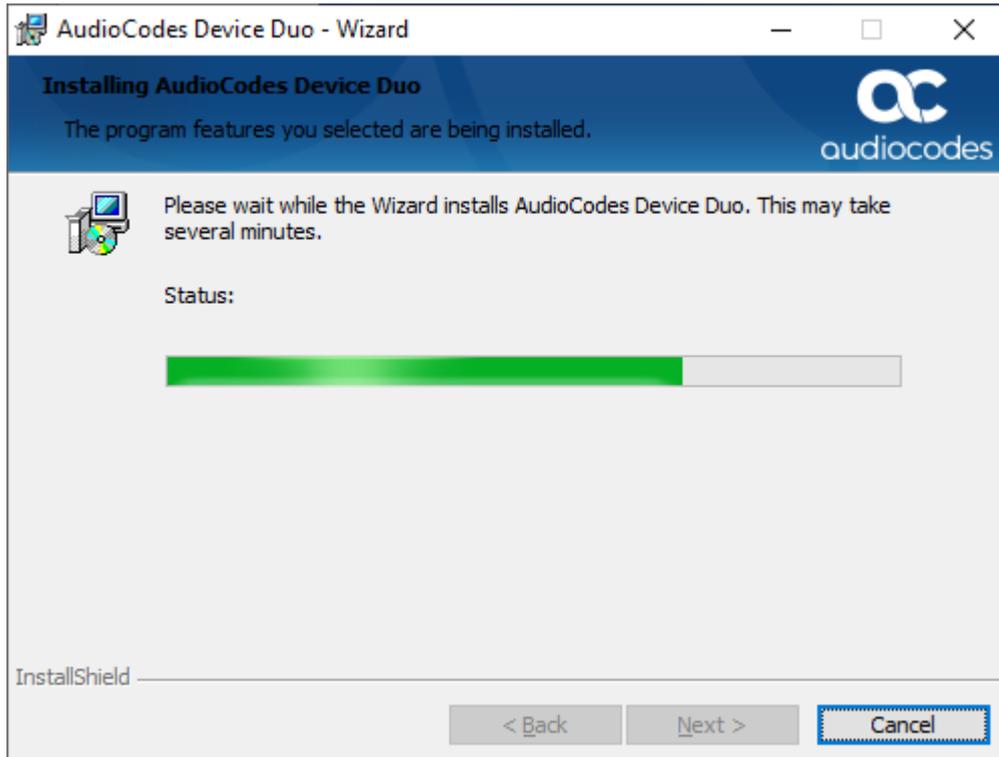
- 3. Accept the terms and click **Next**.



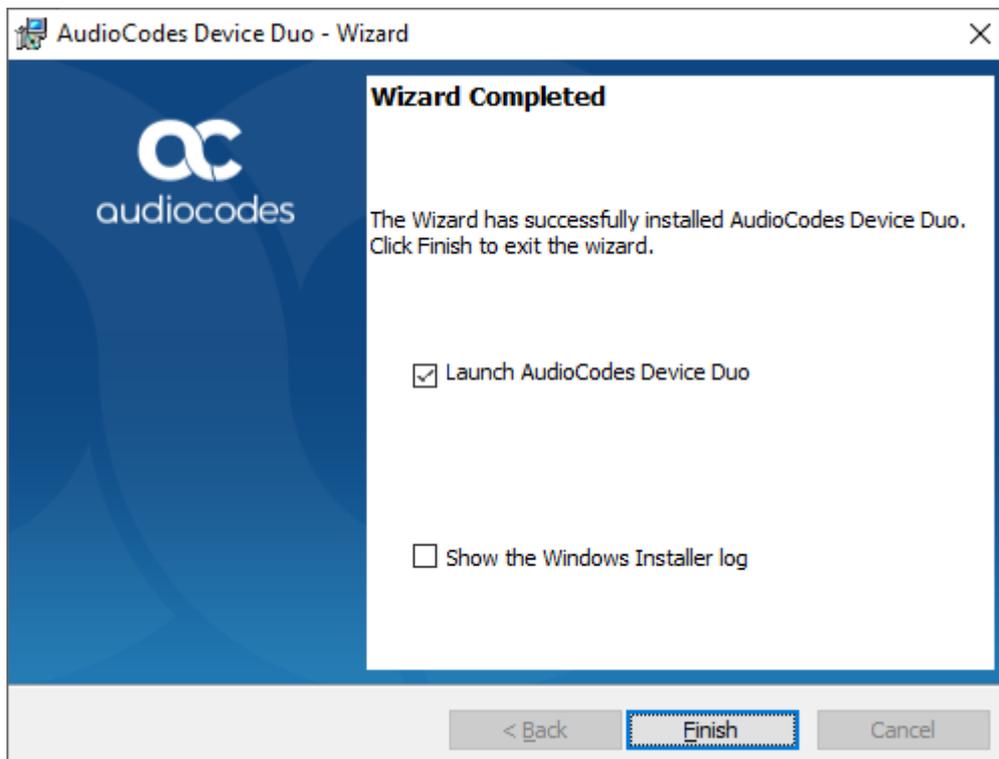
- 4. Note the installation path and click **Next**.



- Click **Install** or click **Back** to review or change settings – or **Cancel** to exist the Wizard.



- Wait for the installation process to complete.



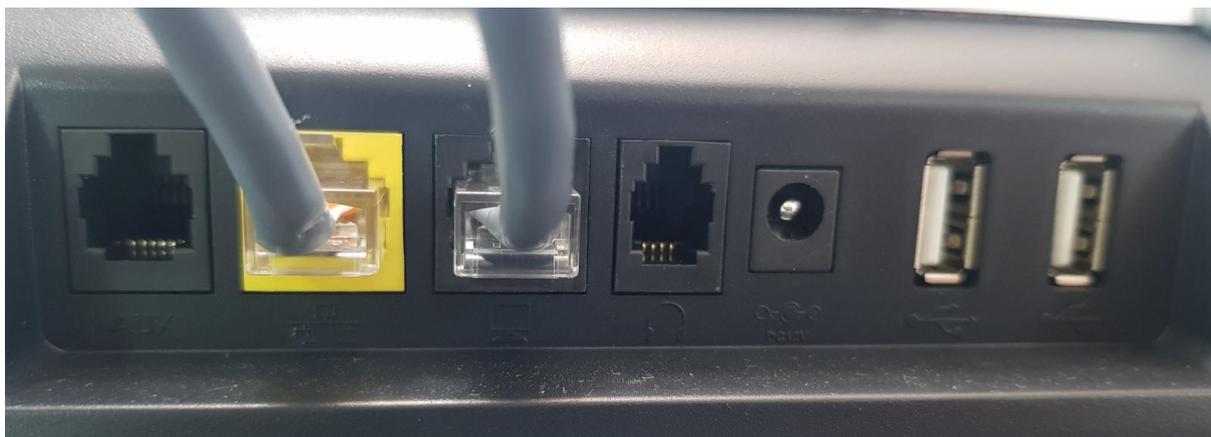
- Click **Finish**; the installation is complete.

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## 3 Pairing the Phone with a Desktop Application

This section shows how to pair the phone with the Microsoft Teams application. After the Device Duo is installed on the PC, two options can be used to pair the phone as a paired audio device:

- Automatic pairing
- Manual pairing
- **To automatically pair the phone (the default state of the phone):**
  - Connect a PC port cable directly from the phone to the PC as shown in the figure below.

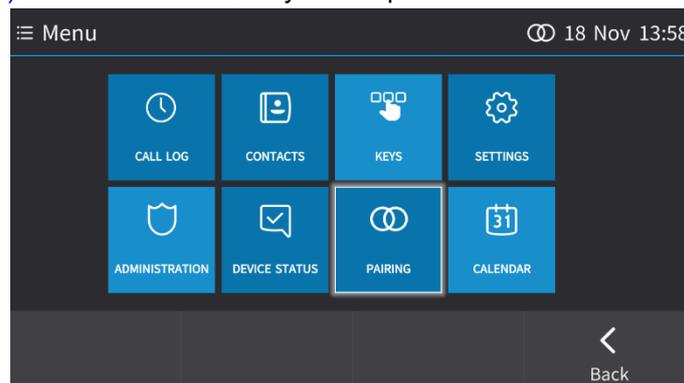


### Note:

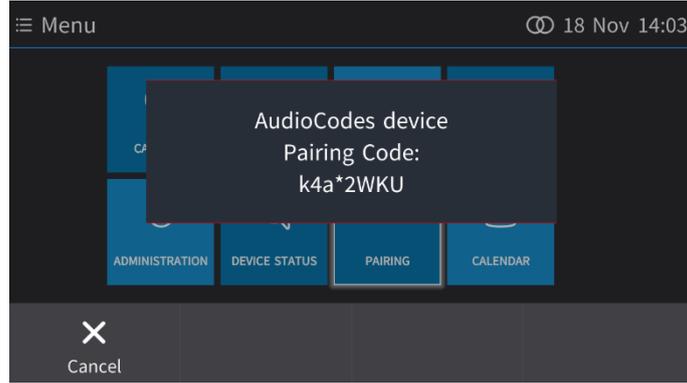


- Both the LAN *and* the PC port must be connected.
- The phone's configuration file parameter 'lync/BToE/pairing\_mode' is by default set to **AUTOMATIC** for pairing *with a cable to the PC port*.
- The configuration file parameter 'lync/BToE/pairing\_mode' can be configured to **BOTH** (for manual pairing mode).
- The default value for the RX50 is **BOTH** (only manual pairing is supported).

- **To manually pair the phone:**
  - a. Use a pairing code generated by the phone as a unique ID of the device:
    - (i) Press the MENU key on the phone.

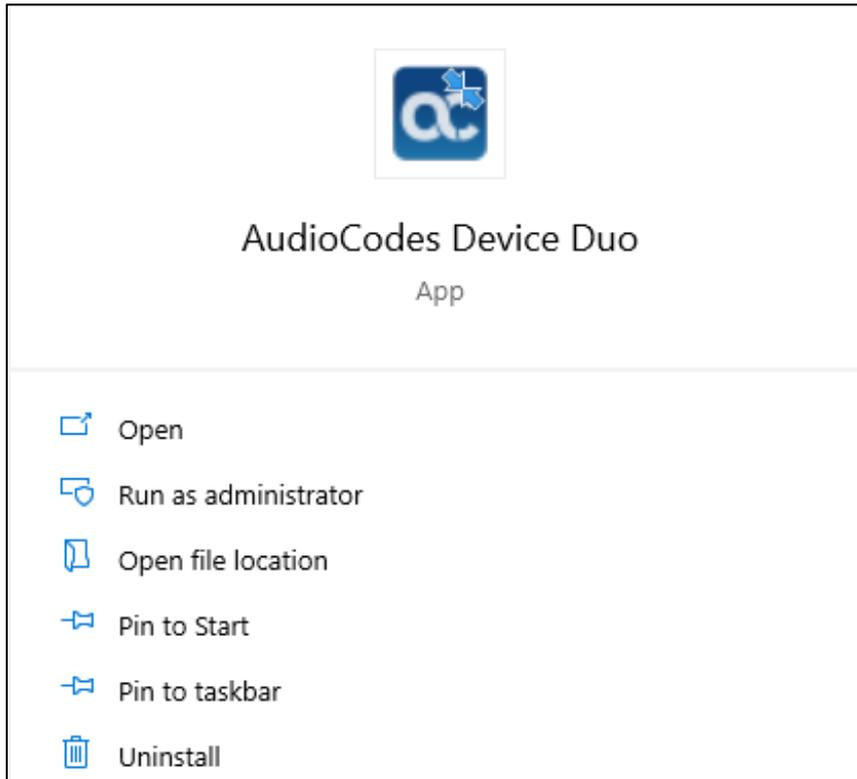


(ii) In the Menu screen, touch **Pairing**.

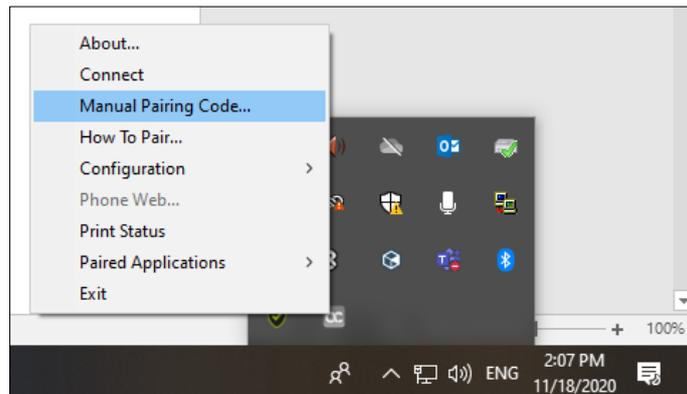


(iii) Make a note of the pairing code, in this example, **k4a\*2WKU**

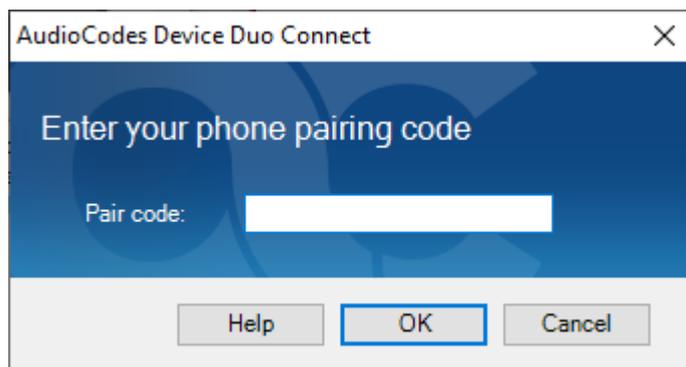
(iv) On the PC, open the Device Duo:



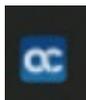
(v) In the systray, click the **AC Device Duo** icon.



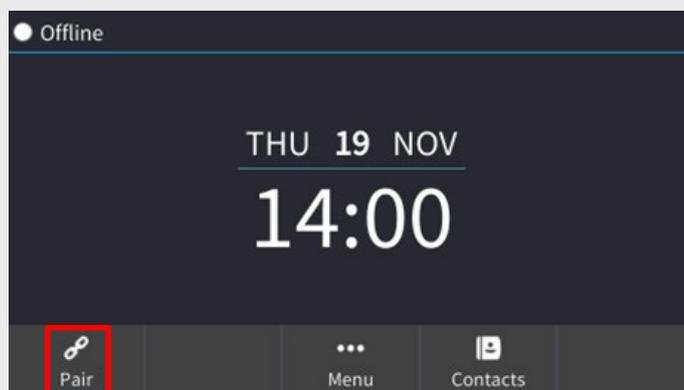
(vi) Select **Manual Pairing Code...**



- (vii) In the 'Pair code' field, enter the pairing code **k4a\*2WKU** you noted earlier and click **OK**; view on the phone the briefly displayed message **Pairing activated**; the **AC Device Duo** icon is now highlighted and indicates **AC Device Duo is now connected to <Phone IP Address>**.



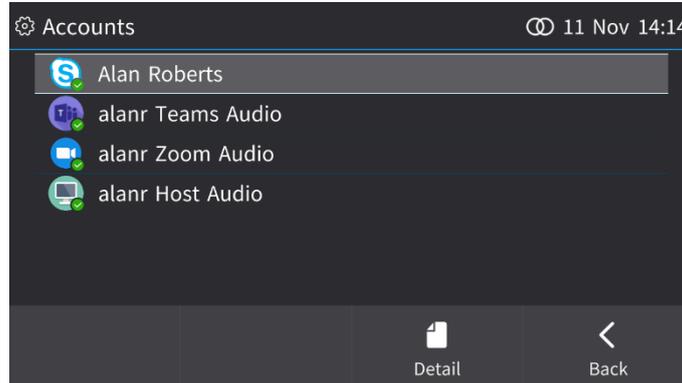
**Note:** If the RX50 is signed in with a Skype for Business user, the **Menu** softkey will be displayed and pairing will be available as explained above. If the RX50 Skype for Business user is signed out and 'voip/account/primary\_type' OR 'voip/account/secondary\_type' is **TEAMS\_DESKTOP**, then a **Pair** softkey will be displayed for pairing. Since the RX50 default value is **TEAMS\_DESKTOP**, the **Pair** softkey is displayed when signed out.



### 3.1 Viewing Account Status

The phone allows you to view the status of your accounts and paired applications.

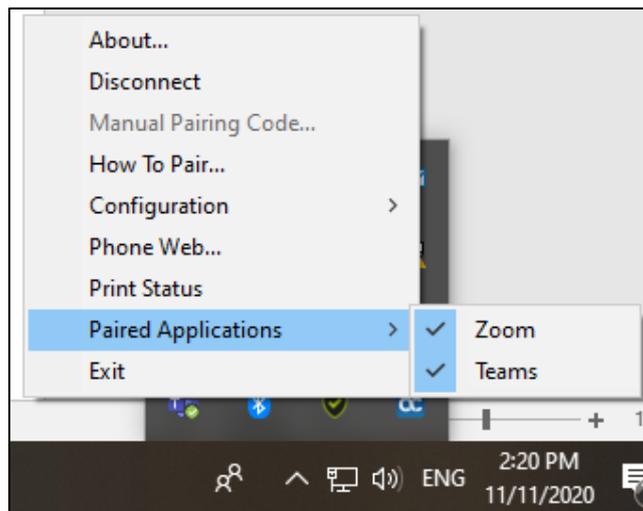
- To view the status of your accounts and paired applications:
  - Open the Accounts screen (**MENU > Settings > Accounts**).



### 3.2 Selecting the Application with which to Pair the Phone

You can select the application with which to pair the phone.

- To select the application to pair the phone with:
  1. From the systray, right-click the Device Duo icon  and select **Paired Applications**.



2. Select the application with which to pair the phone.

**Note:**

- To define which account will be the default, the network administrator can configure the phone's configuration file parameters
- 'voip/account/primary\_type'
  - √ Value: {accounts type}
  - √ Default:
    - Skype for Business: **SFB**
    - Generic SIP: **SIP**
- 'voip/account/secondary\_type'.
  - √ Value: {accounts type}
  - √ Default:
    - Skype for Business: **EMPTY** [RX50 Skype for Business is **TEAMS\_DESKTOP**]
    - Generic SIP: **EMPTY**
- The Device Duo feature supports:
  - √ Device lock sync between the PC application and the phone [applicable only if the Skype for Business account is also signed in; if the PC is not locked, the device will also be unlocked]
  - √ Hot Desking (performed by the guest user); only after a Skype for Business user is defined; if the phone is paired and the user performs Hot Desking, the device will automatically be unpaired and the guest user can pair themselves later.

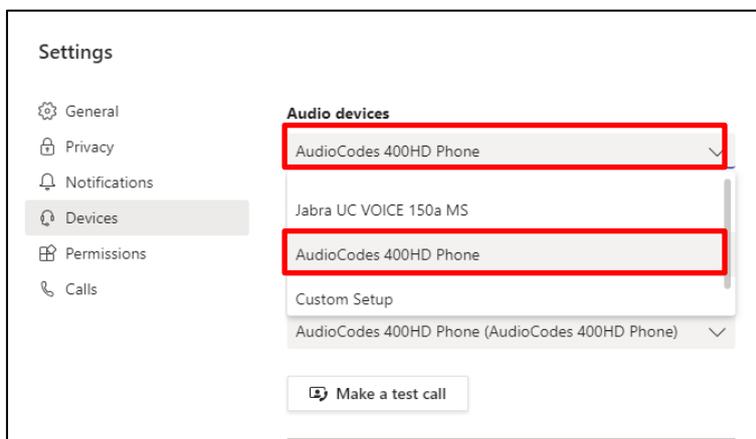
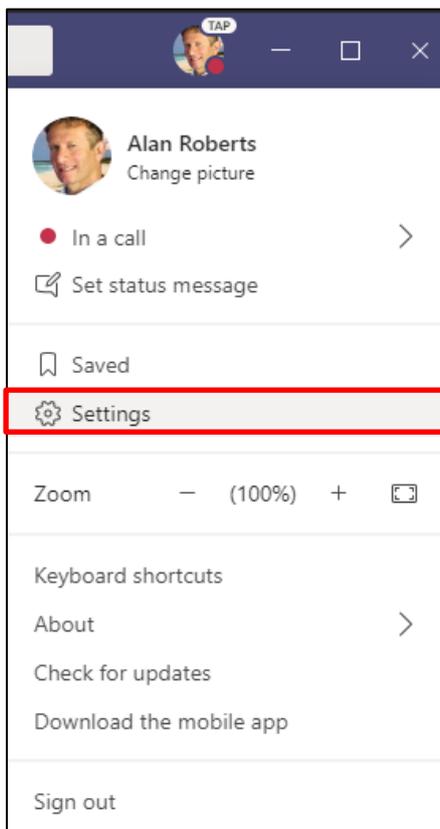
### 3.3 Verifying Desktop App Settings

Device Duo can be paired with a PC desktop application of your choice:

- Microsoft Teams app (see below)
- Zoom app (see [here](#))

#### 3.3.1 Teams App Settings

After pairing, make sure in your PC Teams application under 'Settings' that 'Audio Devices' is set to **AudioCodes 400HD Phone** as shown in the figures below.



**Note:** If these settings aren't set to **AudioCodes 400HD Phone**, the phone will not function as a speaker.

### 3.3.2 Zoom App Settings

After pairing, make sure in your PC Zoom application under 'Settings' that 'Audio Devices' is set to **AudioCodes 400HD Phone** as shown in the figures below.

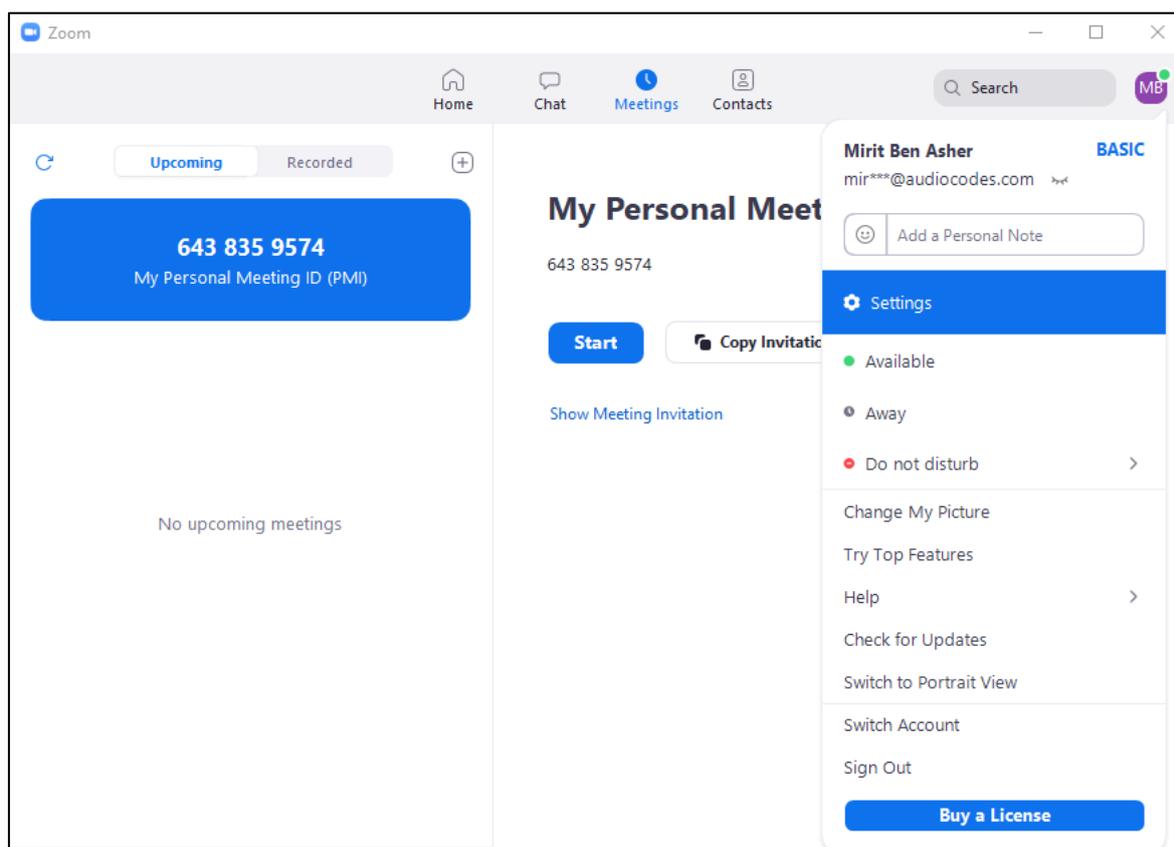
The Device Duo application is currently supported for pairing AudioCodes' phones with Zoom client application (basic functionalities).

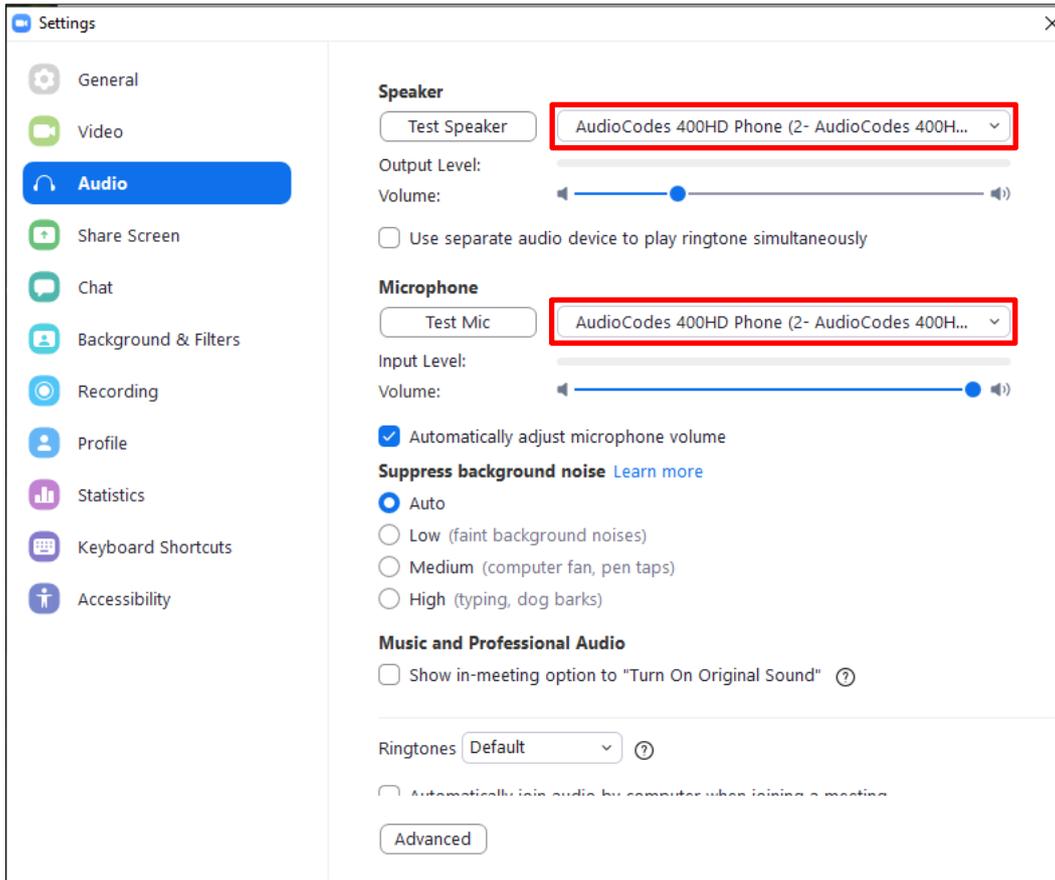


**Note:** Two mandatory configuration file parameters must be configured for the Zoom application to function with Device Duo:

- 'lync/BToE/pid' must be configured to **33060**
- 'lync/BToE/vid' must be configured to **3595**

The network administrator must log in as Admin to set the parameters.





**Note:** If these settings aren't set to **AudioCodes 400HD Phone**, the phone will not function as a speaker.

## 4 Calling Features

### 4.1 Teams app

When in Device Duo mode with the Teams app, the phone supports the following calling features:

#### Call controls

- Accept call by both phone and PC application
- End call by both phone and PC application
- Mute call by both phone and PC application
- Hold call by both phone and PC application
- Reject call by the PC application
- Start call by both phone and PC application

#### Enhanced calling features

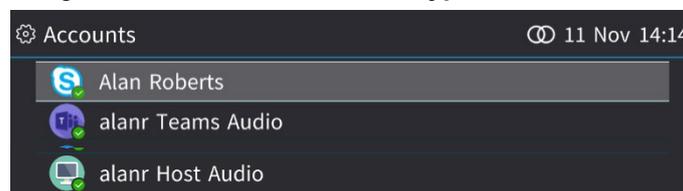
- Dialing using speed dials via the Teams desktop app
- Dialing using Contacts, Call Log, etc.
- Accepting a second incoming call
- Silent ringer
- Application ringtone or phone ringer selection
- Caller ID in outgoing calls from the phone
- Meeting subject when joining by PC

#### IP phone mode

#### Simultaneous call handling of native calling account (such as Teams Compatible) and desktop application calls (such as Teams desktop)

- Example: A user can put a 'Native Teams Compatible' call on hold and make another call using the Teams desktop application.
  - **Dual account mode.** When the phone has a Teams Compatible type account configured and the phone is paired with the Teams desktop application
  - **Teams desktop account screen**

The figure below shows accounts **Skype for Business**, **Teams** and **Host Audio**.



- When a phone is in Device Duo mode, the default line type is Teams. To select a different line type, use one of the following options: Use a configured Programmable Key or press the speaker hard key and select the line of choice.

**Table 4-1: Line Type Examples**

Icon	Line Type
	Teams type line
	Skype for Business type line

- **Select playback device.** The phone can be used for listening to music and can seamlessly pause the music application or browser when calling.
- The phone can be used as an audio device for WebRTC browser calls as well as other non-HID compatible applications.

## 4.2 Zoom app

When in Device Duo mode with the Zoom app, the phone supports the following calling features:

### Call controls

- Accept call by both phone and PC application.
- End call by the PC application
- Mute call by the PC application
- Reject call by the PC application.
- Start call by the PC application.

### Enhanced calling features

- Accepting a second incoming call
- Silent ringer

## 5 Configuring Line Types in Duo Mode



### Note:

- The phone's configuration file parameter 'lync/BToE/pairing\_mode' is by default set to **AUTOMATIC** for pairing with a cable to the PC port.
- To switch to *manual pairing* (using a pairing code), see Section 3.1.
- See Section 3.1 for more information about related configuration file parameters such as 'Primary Type' and 'Secondary Type'.

### 5.1 Configuring a Programmable Key as a Line

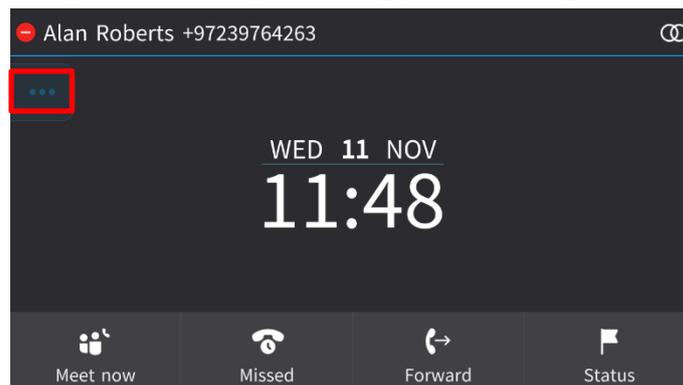
Any of the phone's Programmable Keys can be configured as a line. After configuring a Teams type account line, for example, touching its icon in the idle screen opens the New Call screen using that account type for the call. A line key can be configured to the available account types configured on the device.



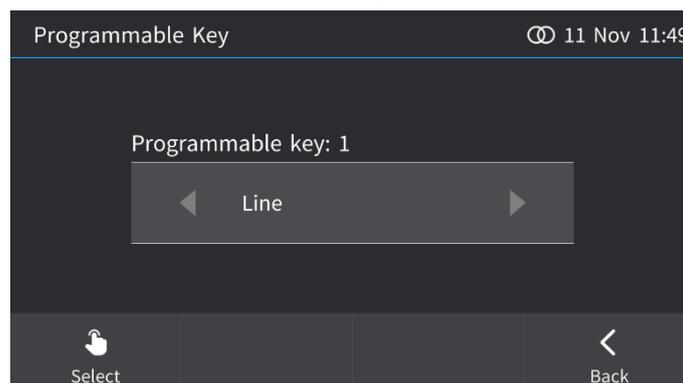
**Note:** For the Line option to be displayed, the device needs to be paired as an audio device. For more information about this, see Section 3.

#### ➤ To configure a Programmable Key as a line:

1. Open the Programmable Keys screen (press the MENU key, touch the **Keys** option and select an 'Empty' item – OR – in the idle screen of devices with touch screens, touch the 3 dots. [On the 445HD phone, long-press the Programmable Key button].



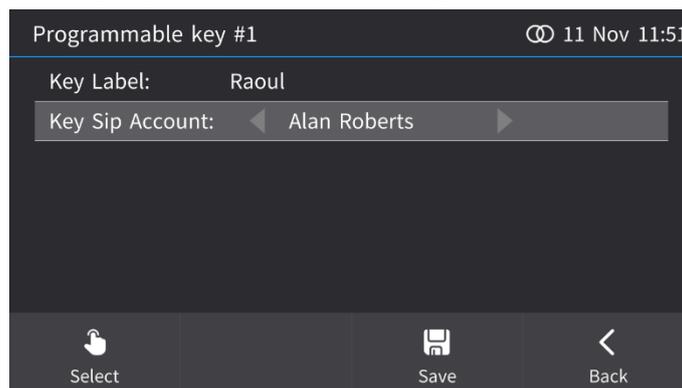
2. Select an 'Empty' item and in the Programmable Key field, navigate to and select **Line**.



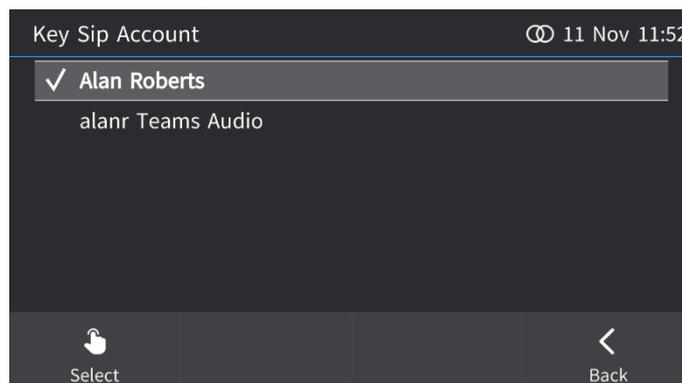
- In the Programmable Key screen, touch the 'Key Label' field (use the 445HD's dial pad).



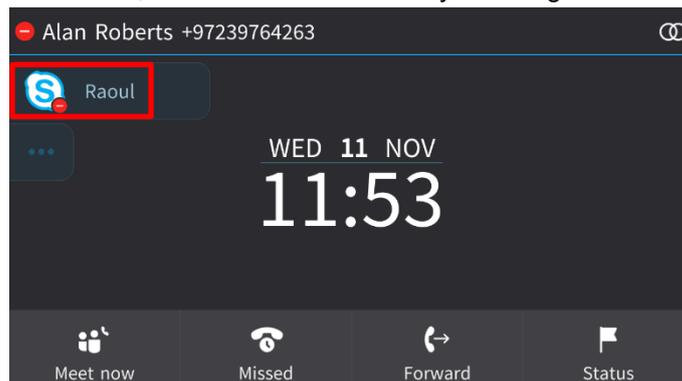
- Using the virtual keypad, type in an identifier that you'll easily identify in your idle screen and then touch the enter key.
- Touch the 'Key Sip Account' field and navigate to the Account you want.



- Touch the **Save** softkey.

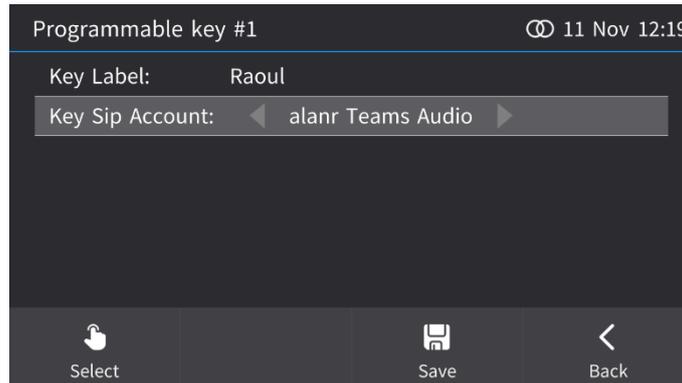


- In the idle screen, view the icon of the line you configured.

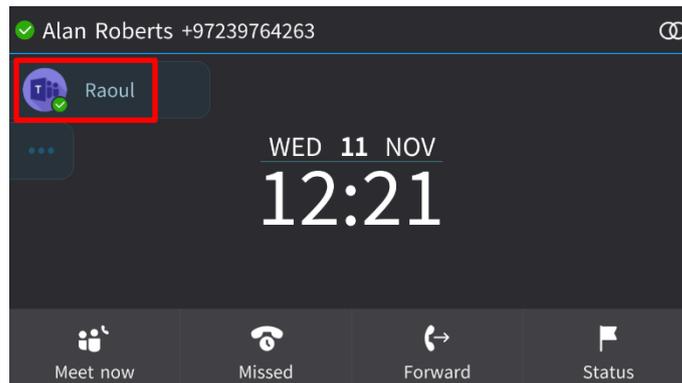


➤ **To change the account type:**

1. Long-press the line (whose account type in the previous figure is **Skype for Business**).
2. Select the line and in the 'Key Sip Account' field in the Programmable Key screen that opens, navigate to and select **Teams Audio**).



3. Touch **Save**.



4. View the line in the idle screen. In the preceding figure, the line is configured as type Teams Audio.

## 5.2 Viewing the Line and Determining its Status

Icons on lines displayed in the idle screen indicate line status irrespective of line type. Use the table below as reference to determine line status.

**Table 5-1: Icons Indicating Line Status**

Icon	Status of the Line
	Indicates that the (Teams) line is currently active and available.
	Indicates the sharing status, in this case the indication is that the (Skype for Business) line is available but currently busy.
	Indicates busy status.
	Indicates that the (Skype for Business) line is currently unavailable.

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## 6 Making a Call

### 6.1 Selecting a Line

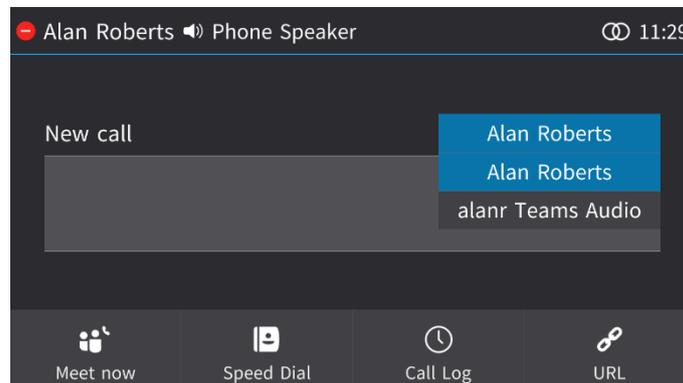
This section shows how to make a call in the phone's 'New call' screen by selecting a line (**New Call** > select the line by pressing the upper or lower rim of the phone's navigation button).



**Note:** Changing the line in 'New Call' is not supported in the RX50 conference phone. For the RX50, a line is selected using a Line Programmable Key (see Section 5 for more information about configuring a Line Programmable Key) or a Calling Account Speed Dial (see Section 6.3).

➤ **To select a line:**

1. View the status of your accounts (press the MENU key > **Settings** > **Accounts**).
2. If your phone has dual Accounts, press the speaker button or headset button on the phone or pick up the handset; the 'New call' screen is displayed.



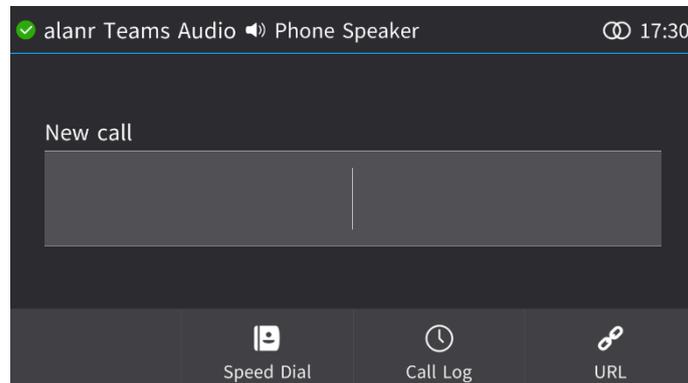
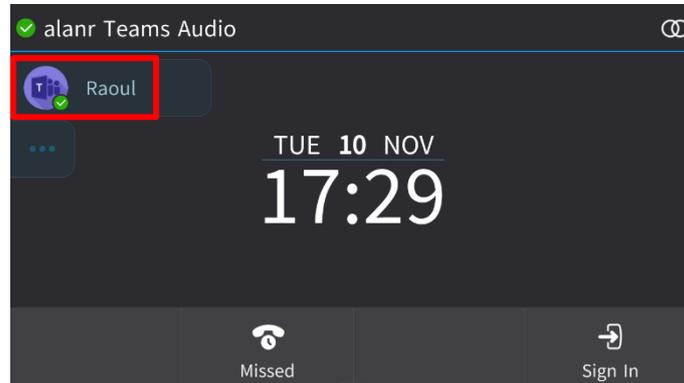
3. Press the lower rim of the navigation button to navigate (or in the touch screen, navigate with your finger); the account options are displayed, as shown in the preceding figure. Select either:
  - Skype for Business ('Alan Roberts' in the preceding figure)
  - Teams account ('alanr Teams Audio' in the preceding figure)
4. Dial using either digits, the touch keypad or by selecting a contact and then pressing the **Dial** softkey.

## 6.2 Using a Line Programmable Key

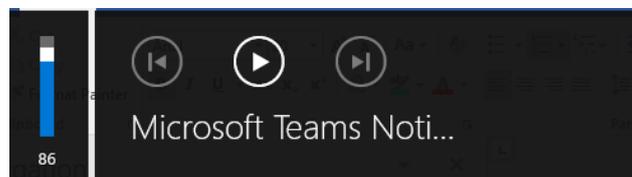
Here's how to make a call using a line Programmable Key that you configured.

➤ **To make a call using a Line Programmable Key:**

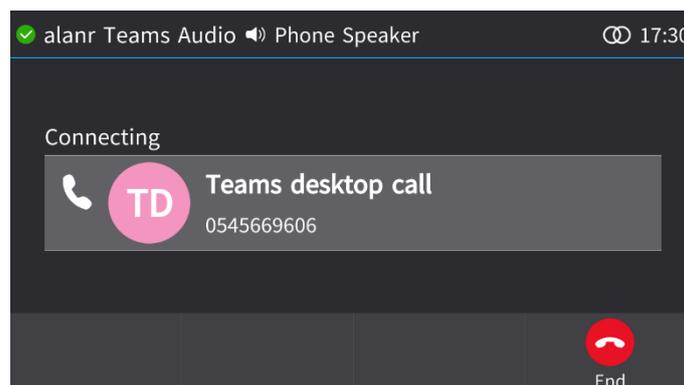
1. After configuring a Programmable Key as a line as shown in Section 5.1, touch/press the key then displayed in the idle screen.



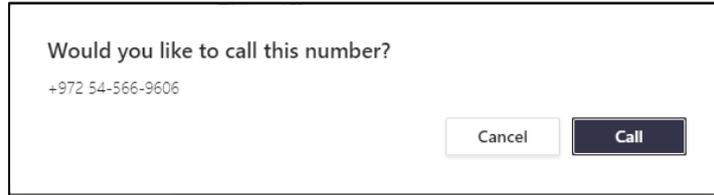
2. View at the same time on your PC the following:



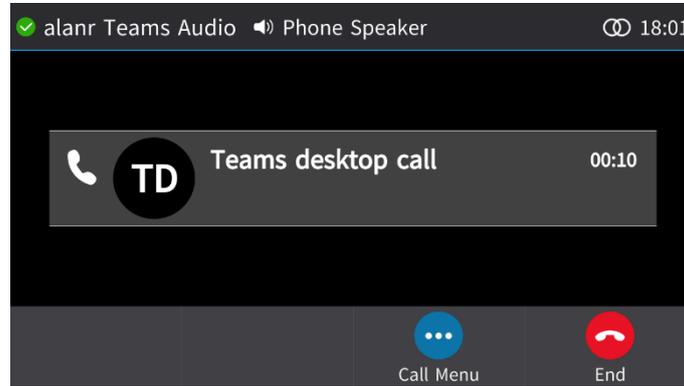
3. In the 'New call' field in the phone's screen, enter the number to call.



- View simultaneously in your Teams app on your PC the following:



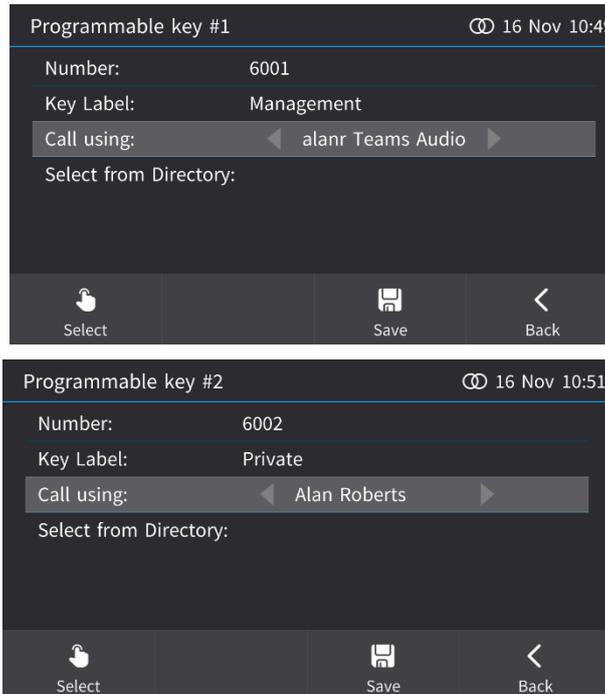
- Click **Call**; the call is made and the phone screen displays the following:



- Use the phone as a speaker. Make sure in your PC Teams app under 'Settings' that 'Audio Devices' is set to **AudioCodes 400HD Phone** as described under Section 3.1.

### 6.3 Selecting an Audio Account through which to Speed Dial

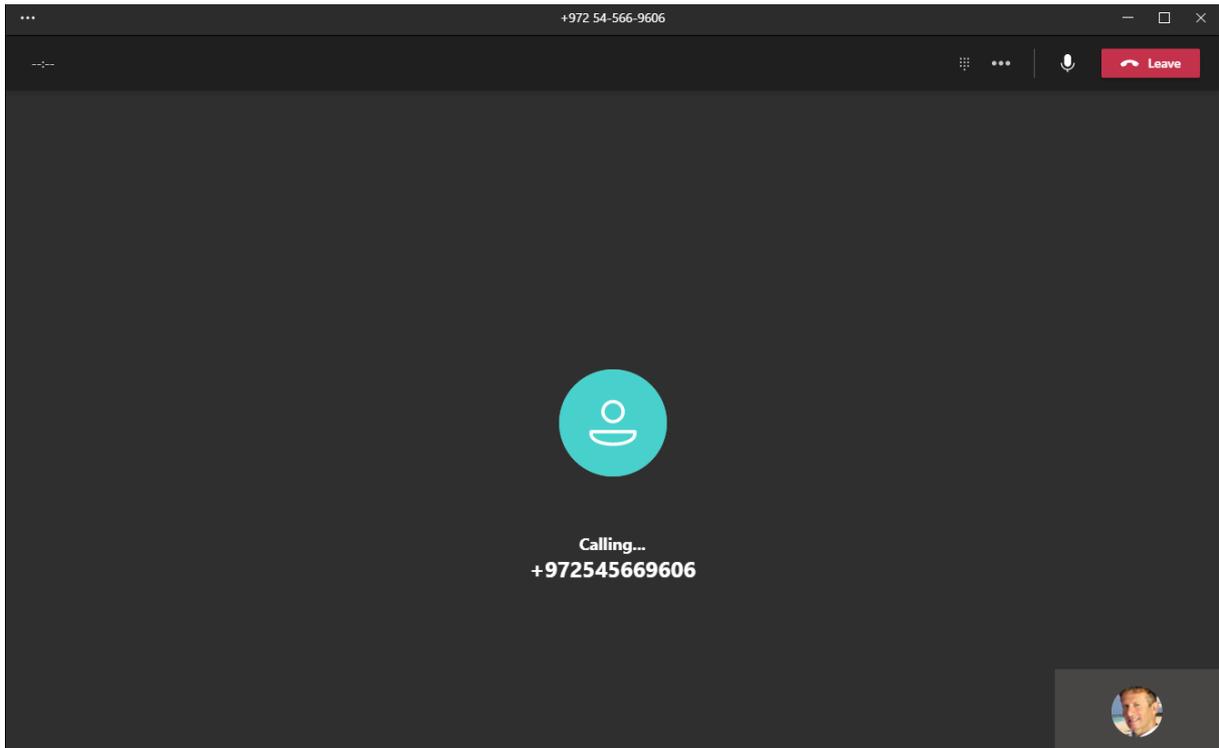
Users can configure a Programmable Key for speed dialing to be sent through an audio account of their choice. The feature determines through which audio account the call goes out when speed dialing. For example: A phone is configured with two audio accounts, Teams audio account and Skype for Business audio account, as shown in the figures below.



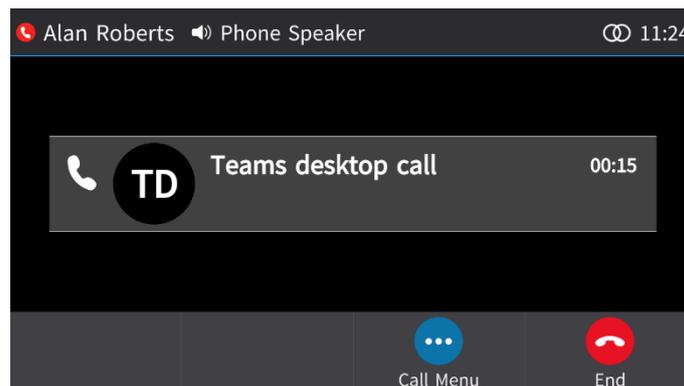
- Speed Dial **6001** is sent through the Teams audio account
- Speed Dial **6002** is sent through Skype for Business audio account

## 6.4 Using the PC

You can optionally start a call from the Teams application on the PC and simultaneously view it on the phone. The figure below shows the Teams application after a call is made.



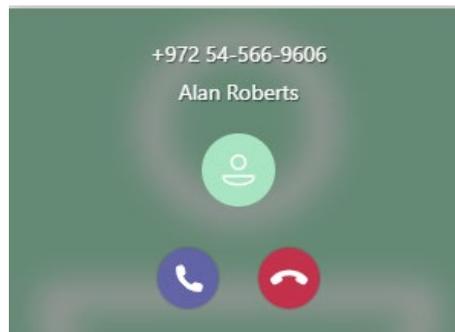
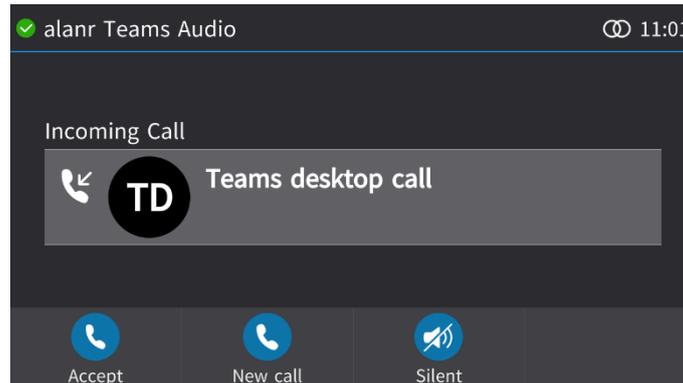
The figure below shows the phone screen after a call is made from the Teams application on the PC.



**Note:** If the Device Settings in the Teams application on the PC aren't set to **AudioCodes 400HD Phone** as described in Section 3.1, the phone will not reflect the call made from the Teams application on the PC.

## 7 Handling Incoming Calls

When a phone is paired and a call comes in, it's indicated on both the phone screen and in the Teams application on the PC, as shown in the figures below.

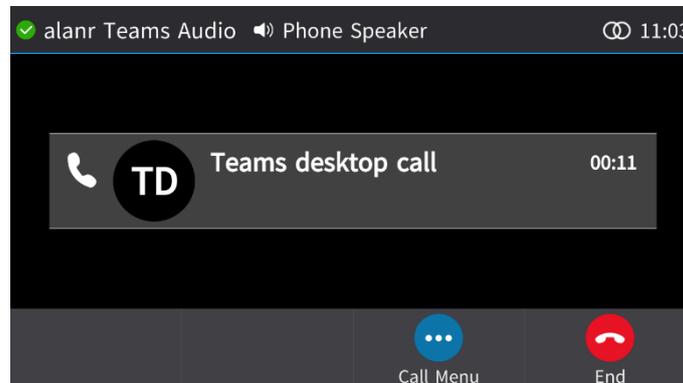


➤ **To handle an incoming call on the phone:**

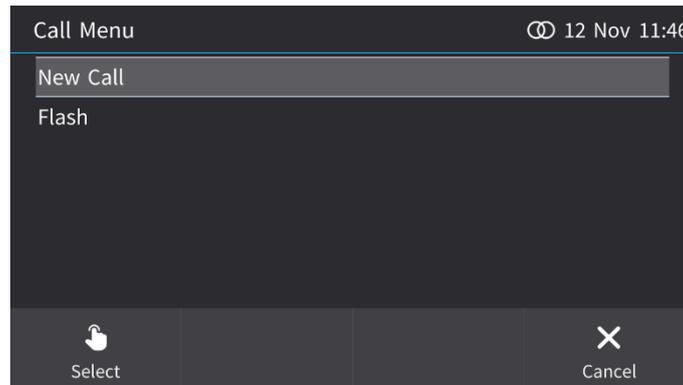
1. In the phone screen, touch the **Accept** softkey -OR- touch the **New call** softkey to start a new call -OR- touch the **Silent** softkey to mute the ringing.

If answered, the established call is indicated both on the phone screen and in the Teams application on the PC.

The figure below shows the phone screen after the incoming call is answered.



2. [Optionally] Touch the **Call Menu** softkey.

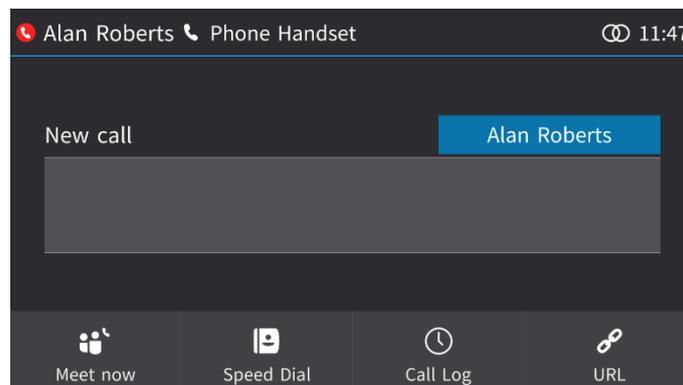


- [Optionally] Select the **New Call** option to make a new call.

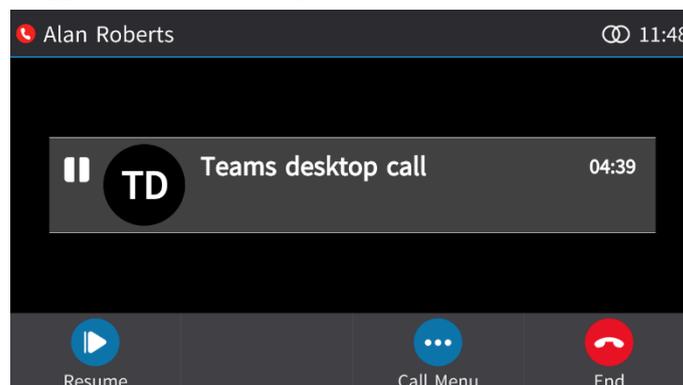


**Note:**

- On the RX50 conference phone, a **Hold** option (in addition to **New Call** and **Flash**) is displayed in the Call Menu screen.
- The **Flash** option allows holding a call both on the phone as well as in the Teams PC application. It also allows toggling between held calls.
- The **Hold** option (on the RX50) allows holding a call only on the device, i.e., locally, not in the Teams PC application. It only silences the device. The hold option is available on the other devices by the HOLD hard key.



- [Optionally] Select the **Flash** option.



- Select the **Resume** softkey.

## 8 Joining a Meeting by PC



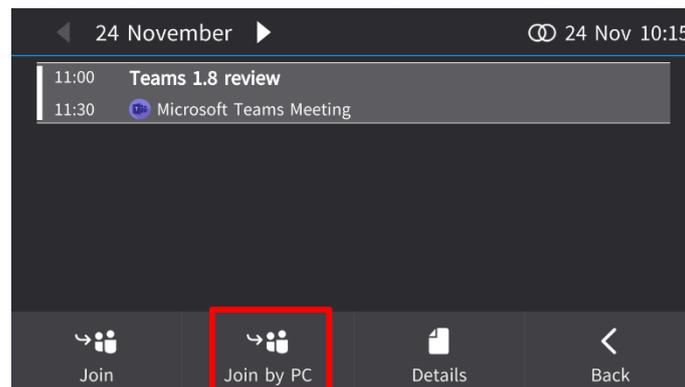
**Note:** Before attempting to join a meeting, make sure:

- You've signed in to the phone with a Skype for Business account
- The phone is paired with the Teams/Zoom application on the PC
- You have Teams/Zoom meetings in your Calendar

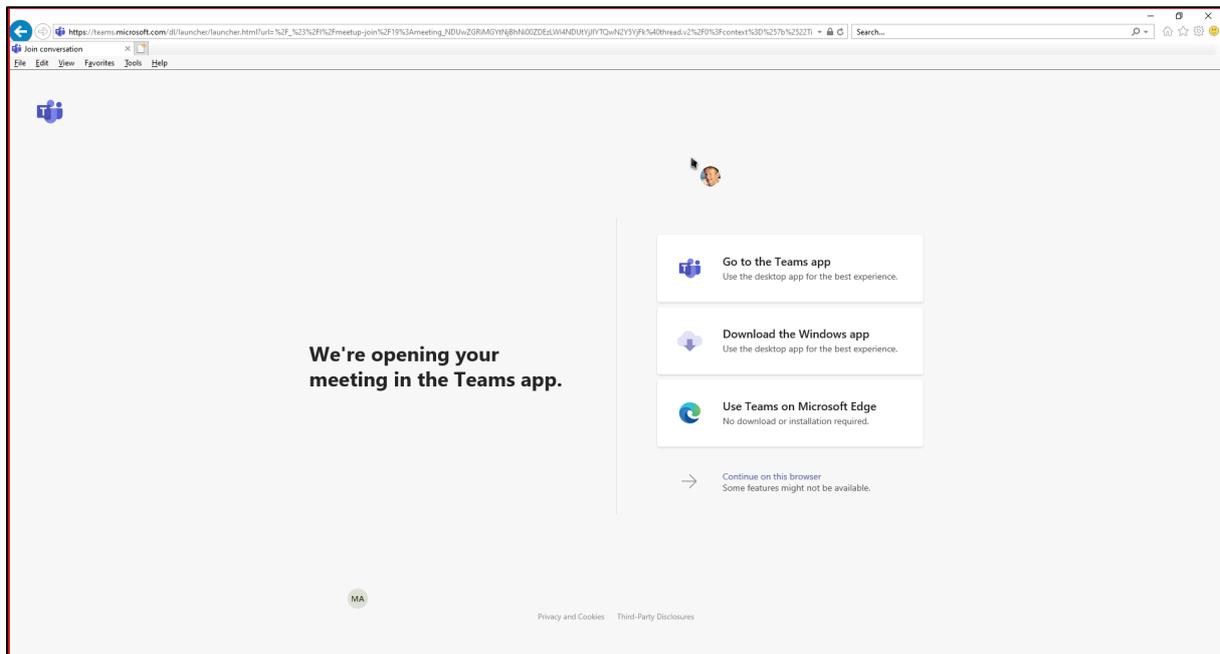
The feature allows a user to join a meeting viewed in the phone's Calendar, by PC.

### ➤ To join a meeting by PC:

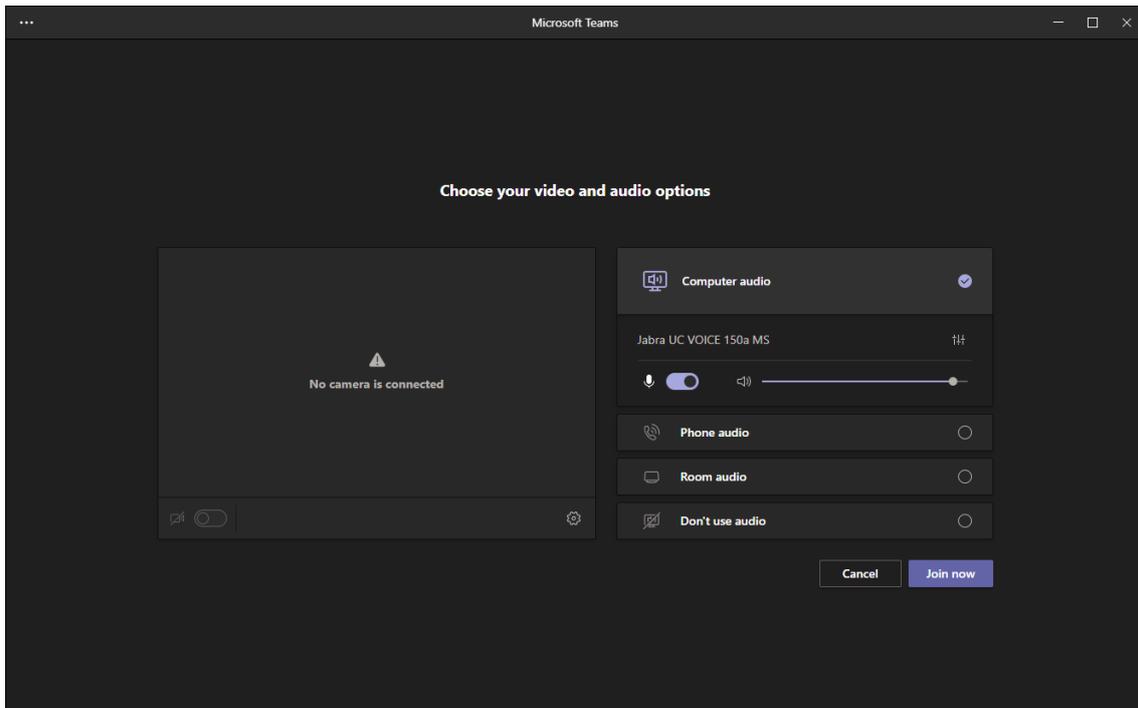
1. Open the phone's Calendar (MENU button > **Calendar**), press the upper or lower rim of the navigation button to navigate to the meeting you want to join if there are more than one (in the phone's touch screen, you can navigate with your finger).



2. Touch the **Join by PC** softkey.

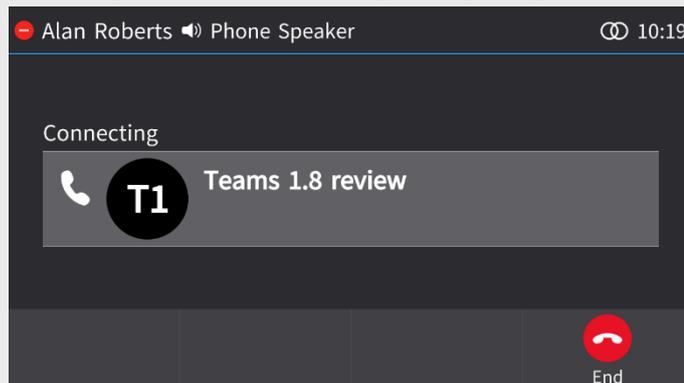


3. In the relevant browser that opens, click **Go to the Teams app/Zoom app**.
4. View in the Teams/Zoom application on the PC a meeting window indicating a new Teams/Zoom desktop call has started.

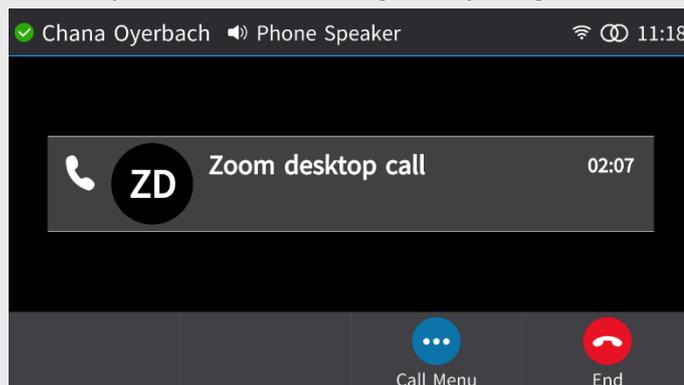


**Note:**

- If you join a meeting within the defined timeout (Default: 30 seconds), the meeting's title appears in the Teams/Zoom app on the PC.
- On your phone screen, you'll view the following when joining a Teams meeting:

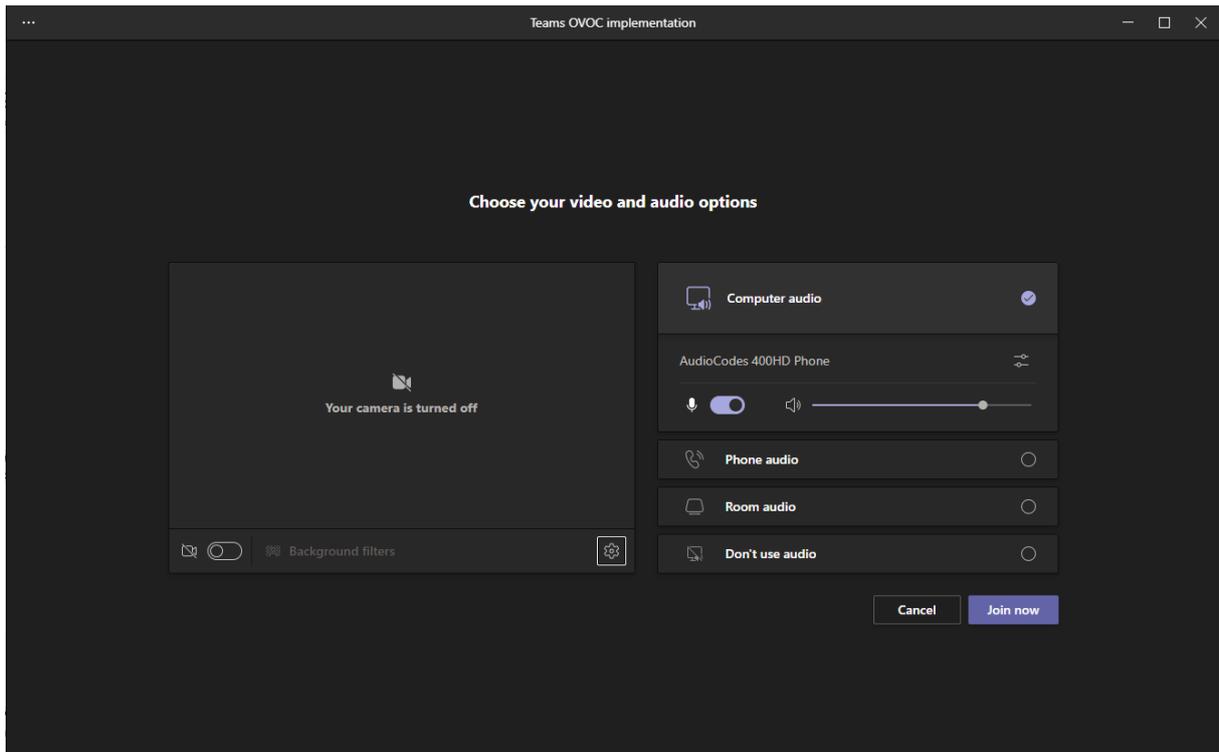


- On your phone screen, you'll view the following when joining a Zoom meeting:

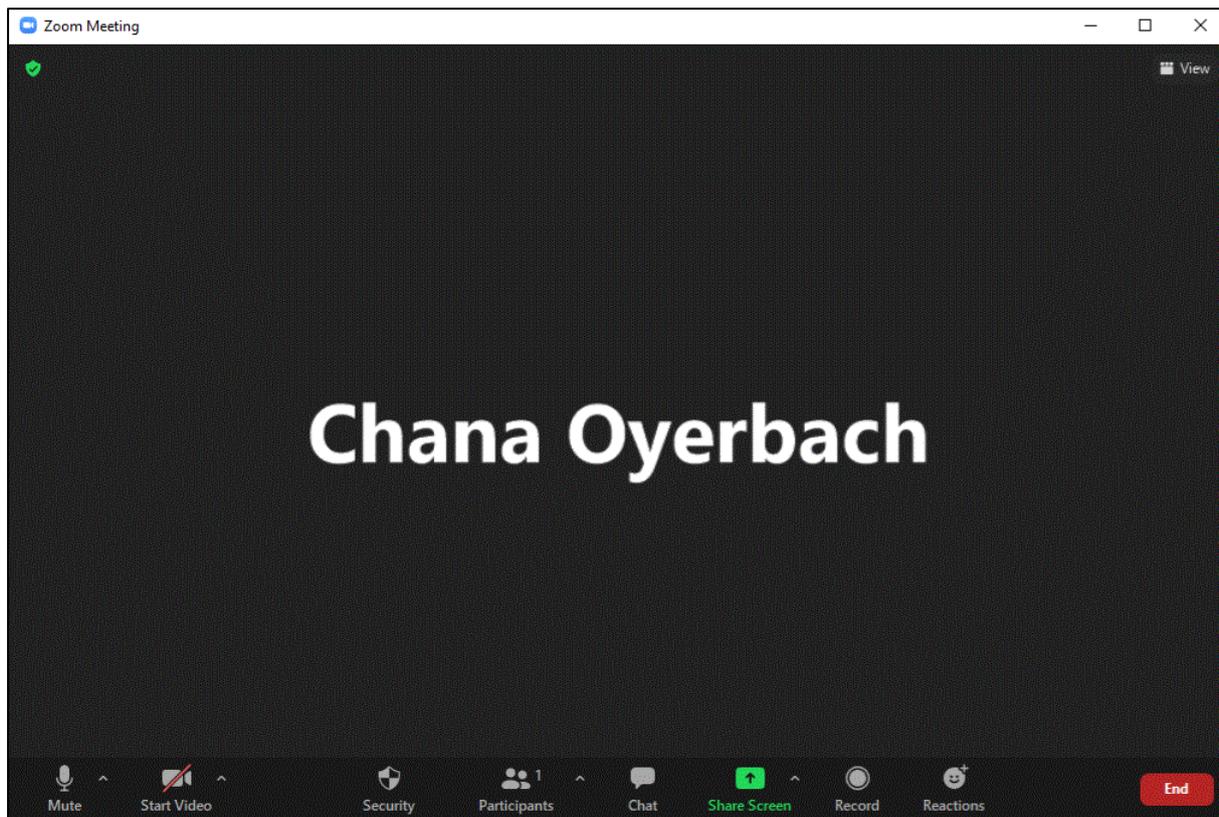


- 5. In the Teams/Zoom app on the PC, click **Join now**; the meeting opens.

**Teams client before 'Join now'**



**Zoom client after joining**

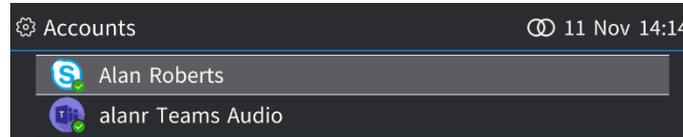


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## 9 Managing Accounts

The phone's configured accounts are displayed in the Accounts screen (MENU > **Settings** > **Accounts**). The figure below shows two accounts configured for this user:

- **Skype for Business** a.k.a. **VoIP line** (the first account listed), directly connected to the server (via the phone)
- **Teams** a.k.a. **Teams Desktop Line** (the second account listed), paired with the PC client which is connected to the server



### Note:

- Each account is identifiable by its logo.
- Softkeys are displayed in the idle screen according to the account's capabilities. For example, the idle screen of the **Teams** account (**Teams Desktop Line**) does not display **Calendar** or **Meet Now** softkeys.

A call started by the phone uses the *default account*. The default account is determined by the value configured for the account configuration file parameters, by the network administrator. Use the table below as reference.

**Table 9-1: Account Parameters**

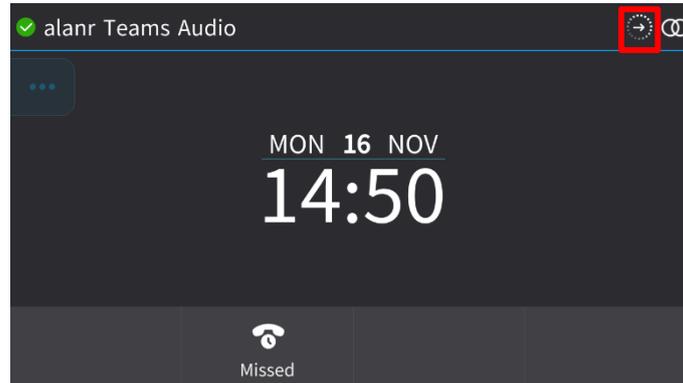
Parameter	Description
voip/account/prime_calling_account_in_dual_account_mode	Applies only to incoming calls. Possible values: <ul style="list-style-type: none"> <li>▪ {none}</li> <li>▪ {voip_account} (Default on all phones except the RX50)</li> <li>▪ {desktop_account} (Default on the RX50)</li> </ul>
voip/account/primary_type	If the network administrator configures its value {account type} to: <ul style="list-style-type: none"> <li>▪ <b>SFB</b>, then the Skype for Business account will be the default (primary type).</li> <li>▪ <b>SIP</b>, then the Generic SIP account will be the default (primary type).</li> </ul>

See also Section 3.2 for more information.

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## 10 Signing in on a Paired Phone

When a phone is paired, the account displayed in the idle screen is the Teams Account. In this state, when signing in to the Skype for Business account, the process is performed in the background and it is indicated with the following icon:



**Note:** Once sign-in is completed, the screen title is replaced according to the Primary value defined by the network administrator.

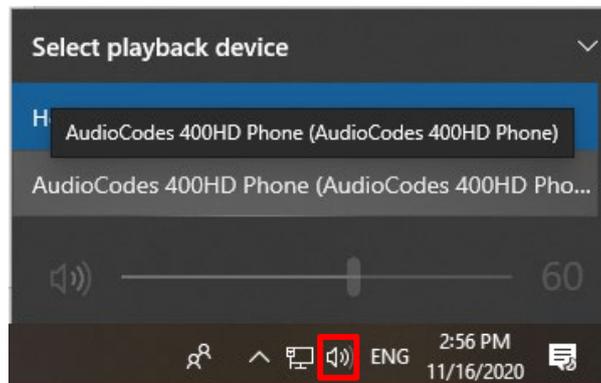
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## 11 Automatic Media Pause

If a call comes in while you're using your paired device as speaker to listen to music, for example, the media playing on the phone is automatically paused for the call.



**Note:** Before using the phone as speaker to listen to music (for example), the phone must be selected on the PC as the playback device as shown in the figure below. Click the speaker icon in the systray and then click the audio output option to select the paired phone.



- When dialing and making a call, the paused music is correct.
- Once the call ends, the music is not automatically restored.

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## 12 Volume Control

When changing the volume from the PC, the audio device is synced accordingly and vice versa. Bidirectional volume can be controlled from the phone or from the PC.

Independent volume level is available for:

- Tones<sup>1</sup>
- Ringtone<sup>2</sup>
- Voice call<sup>3</sup>
- Music/notification<sup>4</sup>

1. If you adjust the volume of the dialing tone (for example), the volume level will not change next time you pick up the handset *even if you adjust another media stream volume*.

The same applies to **2**, **3** and **4**.

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## 13 Limitations

### 13.1 Device Duo with Teams App

Here are the limitations known to exist with the Device Duo paired with Teams client:

**Table 13-1: Known Limitations**

Incident	Description
-	Users might need to set the audio device manually in the Teams app when there are multiple audio devices (such headsets) connected to the PC. To set the audio device in the Teams app, go to <b>Menu → Settings → Devices</b> and then select <b>AudioCodes 400HD Phone</b> .
-	Dialing or Joining a meeting from a phone that is paired with the Teams desktop application requires further 'user confirmation' by the Teams application.
-	Call cancel using an audio device is not supported by the Teams app (also in other audio devices).
-	'In-call' DTMF generation is <i>not</i> supported by the phone. It is only supported by the Teams application itself.
-	The Teams app executes unstable handling of "flash" that might result in inadequate execution of flash/resume (also on other audio devices).
-	Caller ID or meeting ID is supported only in outgoing calls.
-	A call put on hold by the remote side (Held state) will be seen on the phone as Call on Hold. The Teams application inadequately distinguishes between multiple calls on hold and a call in held state.
-	Hanging up an on-hold call from the phone is executed by the Teams application with a delay.
IPPUC-5830	An outgoing call via the Teams application is saved in the call as an incoming call instead of as an outgoing one.
-	Skype for Business app must be deactivated (closed) for Duo mode to function correctly.
-	When upgrading from old versions (BToE) to the new version (Duo), it's mandatory to first uninstall old BToE versions.

## 13.2 Device Duo with Zoom App

Here are the known limitations for the Device Duo paired with the Zoom client:

**Table 13-2: Known Constraints**

Incident	Description
IPPUC-6880	When the user joins a Zoom meeting via <b>Menu &gt; Calendar &gt; Join by PC</b> , there's no indication of the Zoom desktop call on the phone screen (even though voice is heard).
-	A phone that is paired with Device Duo using the Zoom app cannot handle simultaneous calls from different line types. For example, if you have an ongoing Zoom desktop call and a new incoming Teams call is answered, the phone screen continues displaying the Zoom desktop call. It should display the Teams call.
IPPUC-6760	<ul style="list-style-type: none"> <li data-bbox="327 665 1474 757">▪ If the user ends a Zoom desktop call on the phone, it only closes the call on the phone screen; voice continues to be heard on the phone and the Zoom app call screen continues to be displayed on the PC.</li> <li data-bbox="327 761 1474 824">▪ When in a Zoom desktop call, pressing the <b>Flash</b> option from the Call Menu results in no response.</li> <li data-bbox="327 828 1474 891">▪ When pressing MUTE on the phone, the call on the Zoom app is not muted; it is only muted on the phone; it should be muted on both.</li> <li data-bbox="327 896 1474 956">▪ When pressing HOLD on the phone or selecting the <b>Hold/Resume</b> option from the Call Menu, the call on the Zoom app continues; it should be put on hold/resumed.</li> </ul>



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