

## Device Duo

IP Phone as a Paired Audio Device  
for Personal Use



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## Notice

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This document is subject to change without 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
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

## Document Revision Record

LTRT	Description
11325	Initial document release for Version 3.4.5
11326	Abridged version
11329	Included Native Teams
11333	Windows 11 also supported

## 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 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 standalone desk phone but also as a smart audio device to all kinds of UC applications running on the PC (mainly Teams, Skype and Zoom). In terms of those UC applications the phone seems like a USB speaker device in terms of audio configuration.

**Note:**

- The Device Duo feature is currently supported for pairing AudioCodes' IP phone 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 and Windows 11.
- The screens shown in these RNs are of the C450HD.
- 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*. From the Teams app perspective, the phone is like any USB speaker with all controls available in the Teams app on the USB speaker interface.

This combination of standalone phone and smart audio device, with the Teams app, enables the user to handle any type of call and meeting while using the phone audio capabilities.

The phone can handle multiple types of calls; as a standalone device handling regular calls (fully managed by the device) and as a smart audio device using a PC app. For example, the user can have a regular peer-to-peer call made directly on the device, a Zoom video call where the audio is handled by the device, or a Teams meeting call; the user can toggle between the calls from the device.



**Note:** This *Abridged Duo Application Note* shows basic operations for users. For more detailed information, see the *Duo Application Note*.

## 1.2 'Paired Device' vs. BToE

Better Together over Ethernet (BToE) is a product of specific cooperation between the Skype for Business client and the IP phone vendor as part of the 3PIP Program. With BToE, the control between the 3PIP phone to the Skype for Business client is proprietary, while the phone is always a standalone device.

In Device Duo mode, AudioCodes leverages the control protocol to a third-party desktop application over a USB interface. Device Duo mode emulates the USB interface to the Teams app even though the actual connection to the device is made over the Eth/IP interface.

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## 2 Installing the Device Duo on the PC

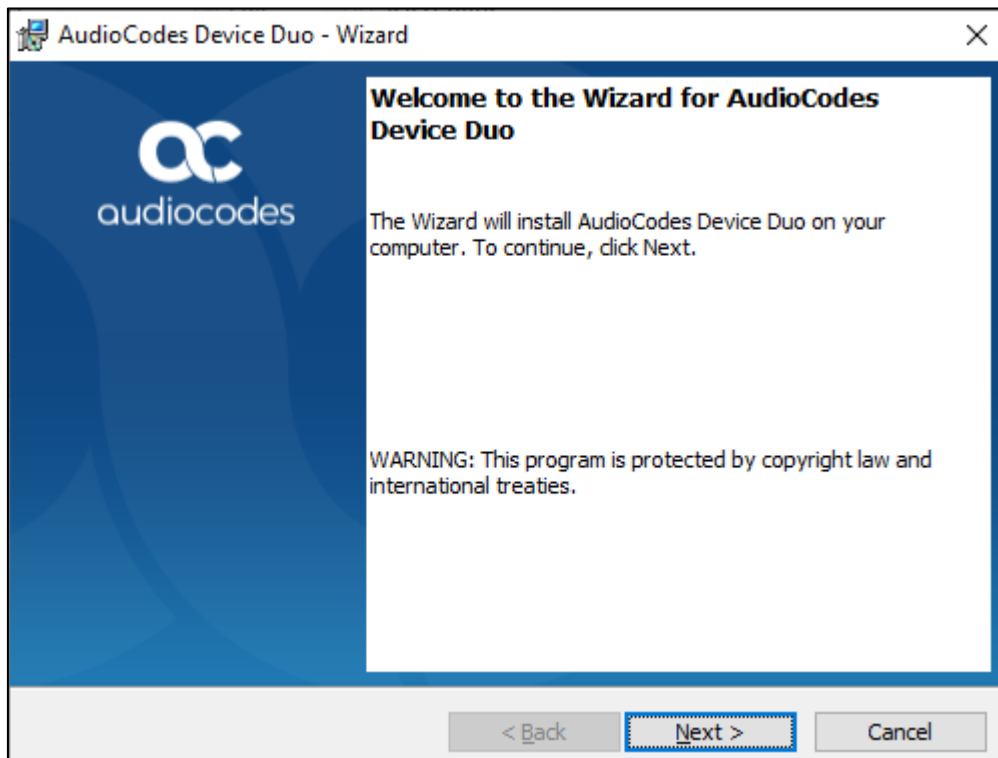
AudioCodes' Device Duo Wizard facilitates installation of the controller on your PC. Before installing the Device Duo, uninstall BToE if it's installed.

**Note:**

- For Duo mode to function correctly, deactivate/close the Skype for Business app.
- When upgrading from BToE to Device Duo, first uninstall the BToE app (mandatory).

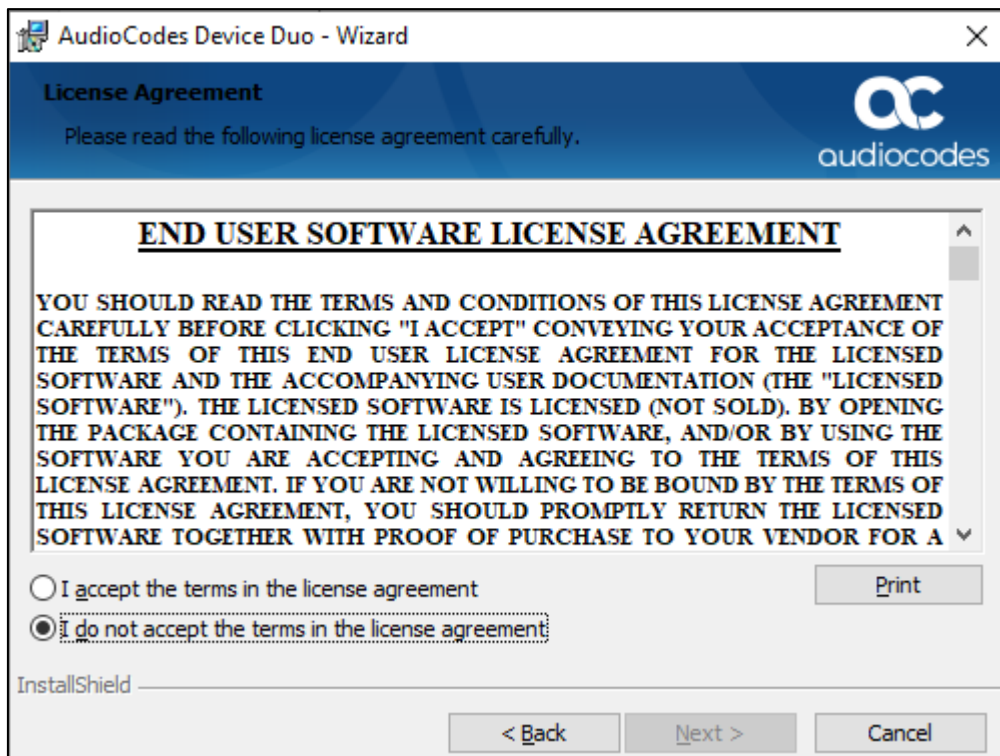
➤ **To install the Device Duo:**

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

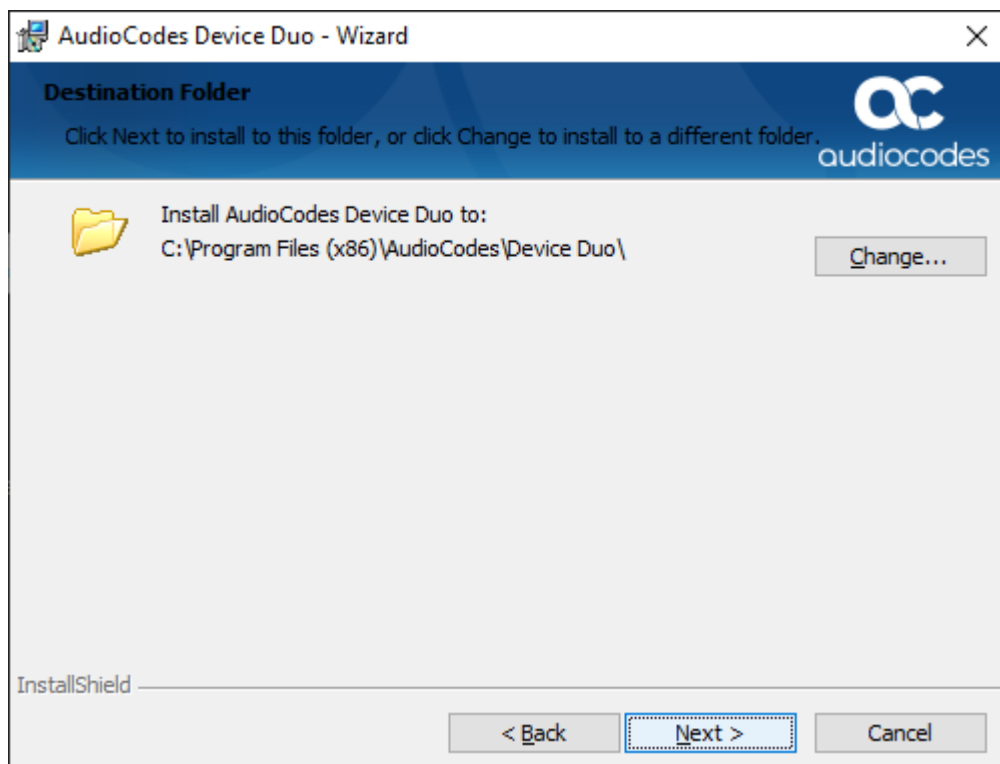


2. In the wizard that opens, click **Next**.

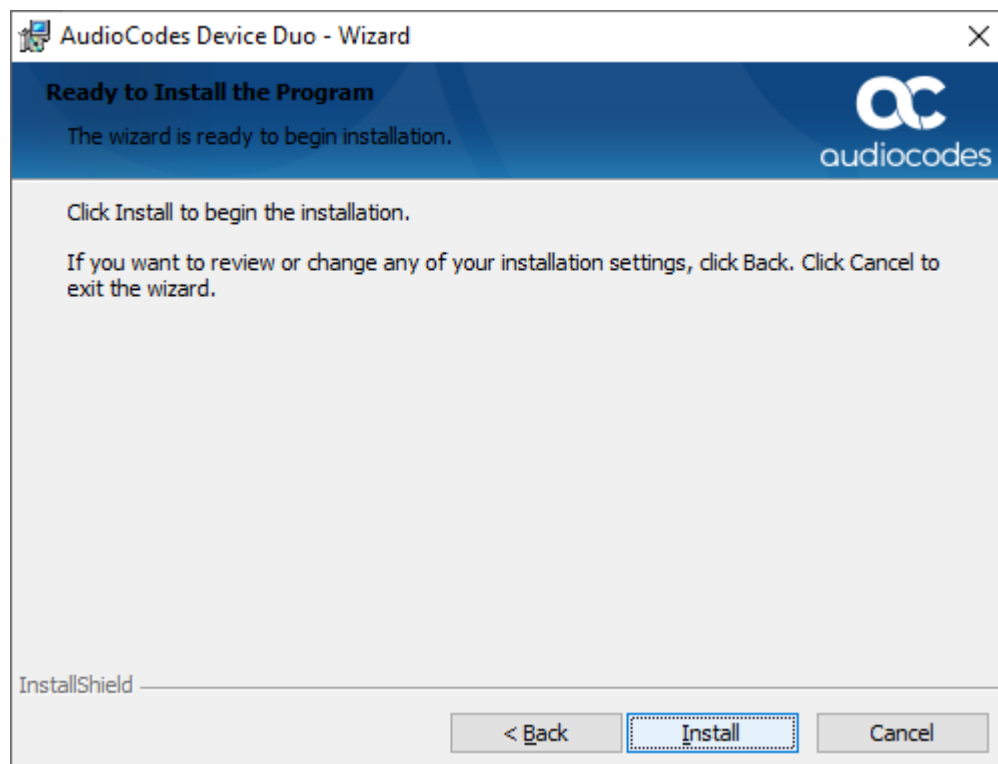




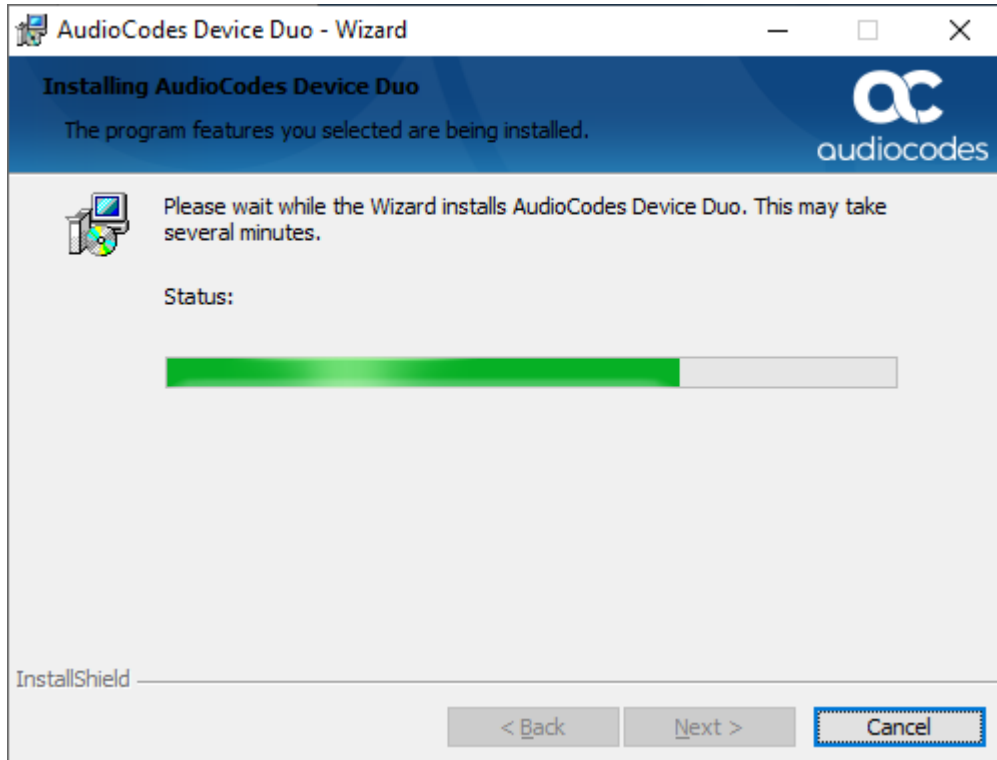
3. Accept the terms and click **Next**.



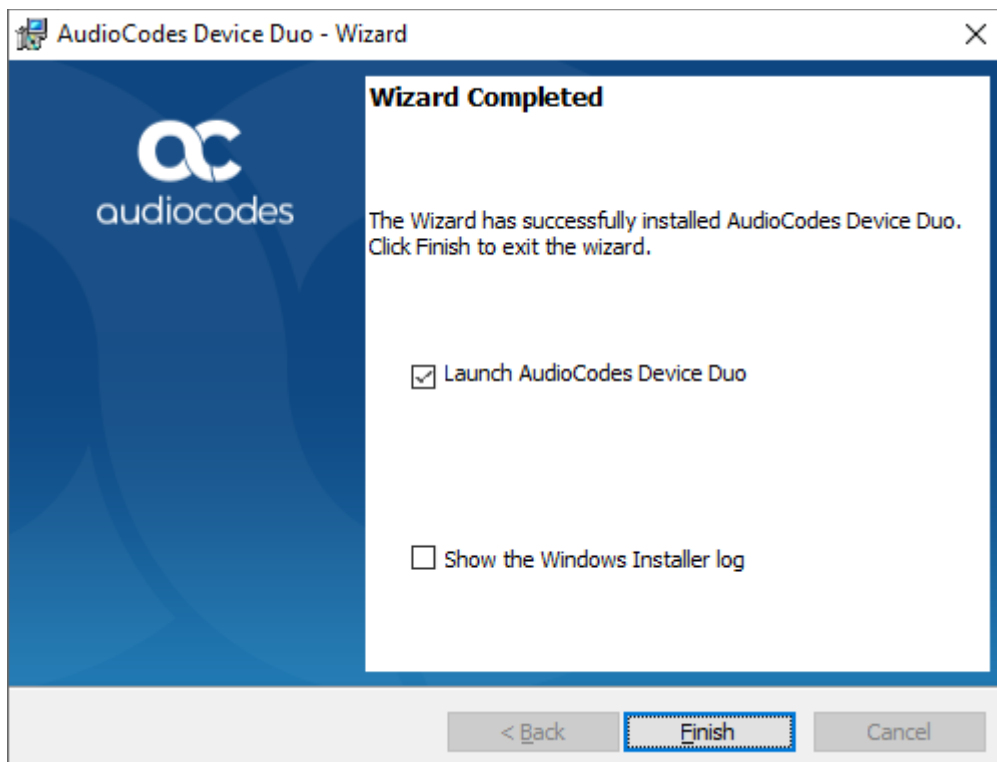
4. Note the installation path and click **Next**.



5. Click **Install** or click **Back** to review or change settings – or **Cancel** to exist the wizard..



6. Wait for the installation process to complete.



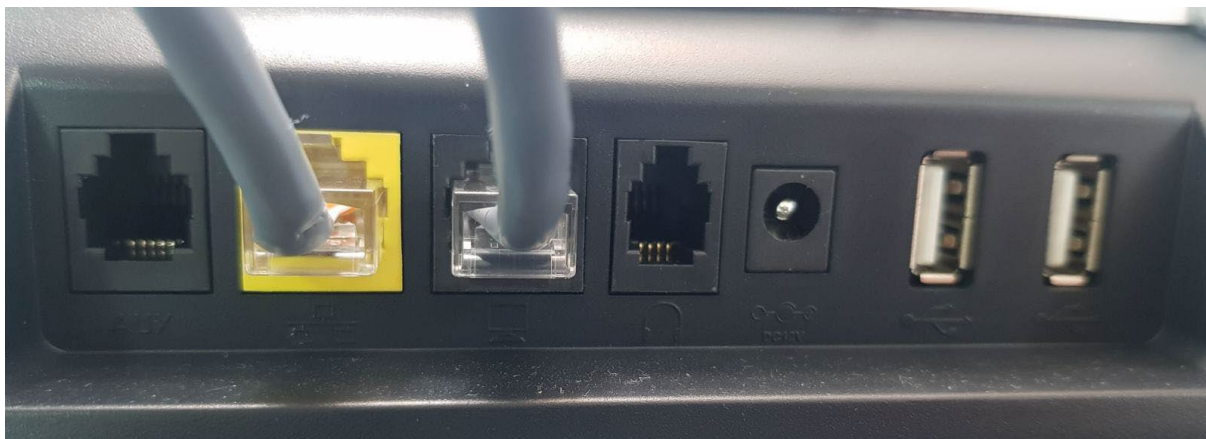
7. Click **Finish**; the installation is complete.

### 3 Pairing the Phone with a Desktop Application

This section shows how to pair the phone with the Microsoft Teams application.

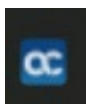
➤ **To pair the phone:**

1. Connect a PC port cable directly from the phone to the PC as shown in the figure below.



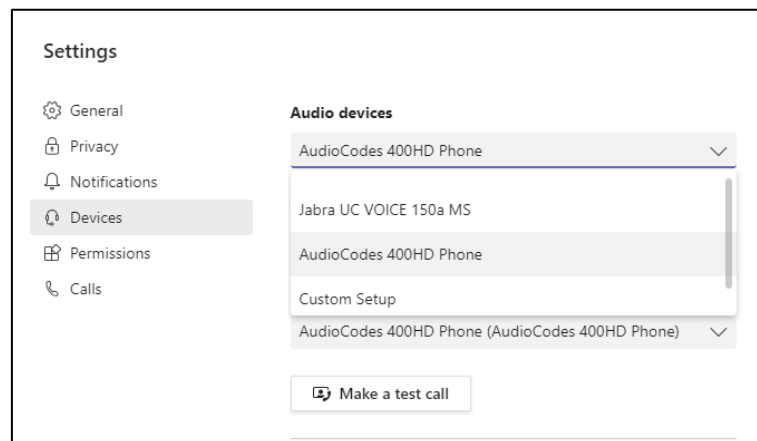
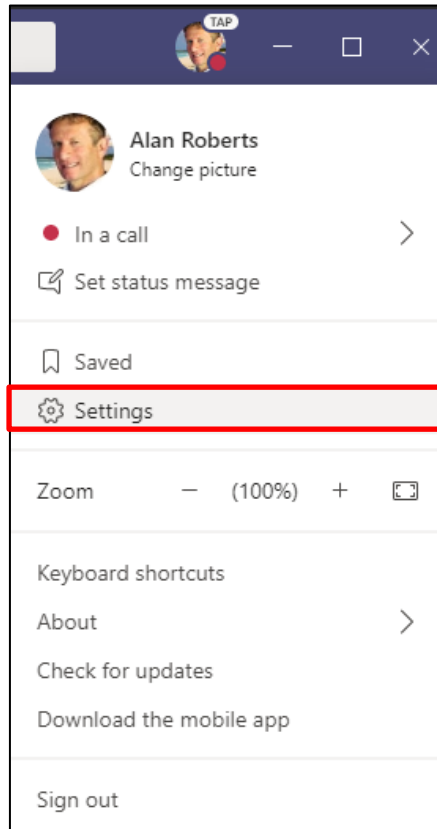
**Note:** Both the LAN *and* the PC port must be connected.

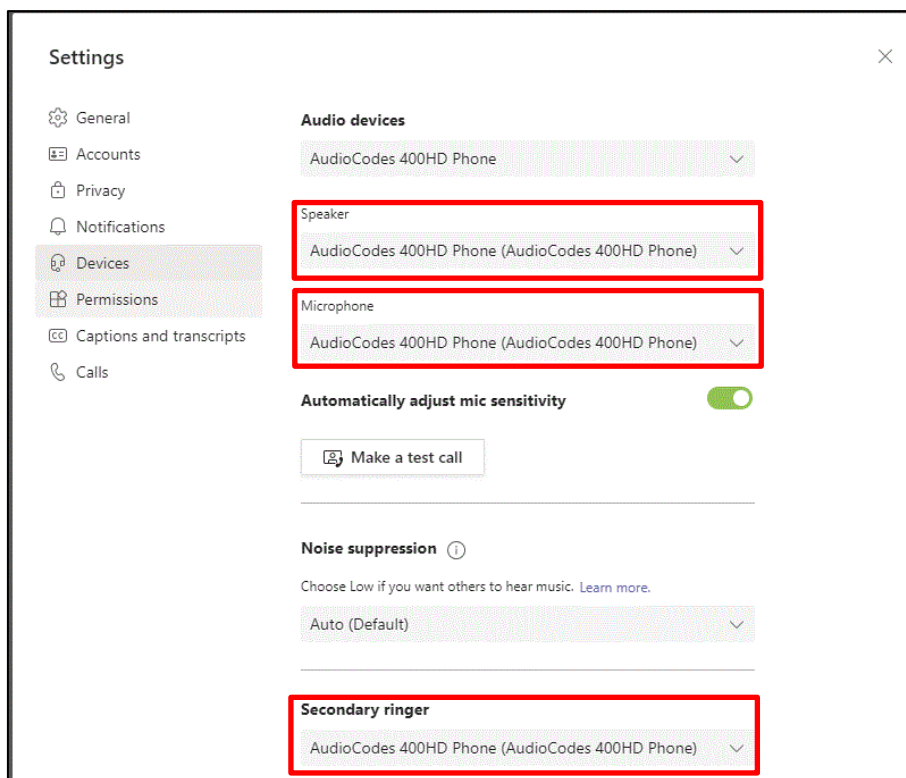
2. View on the phone the briefly displayed message **Pairing activated**; the **AC Device Duo** icon is now highlighted and indicates **AC Device Duo is now connected to <Phone IP Address>**.



### 3.1 Verifying Teams Device 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 the default audio speaker for the application.

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## 4 SIP | 3PIP Phones vs Native Teams Phones

See under Section [4.1](#)

See under Section [4.2](#)

### 4.1 SIP | 3PIP Phones

Following are the supported SIP | 3<sup>rd</sup> Party IP devices:

- 445HD
- 450HD
- C450HD

Version 3.4.4.1000.61 and later is supported.

#### 4.1.1 Calling Features

When in Duo mode, the phone supports the following calling features:

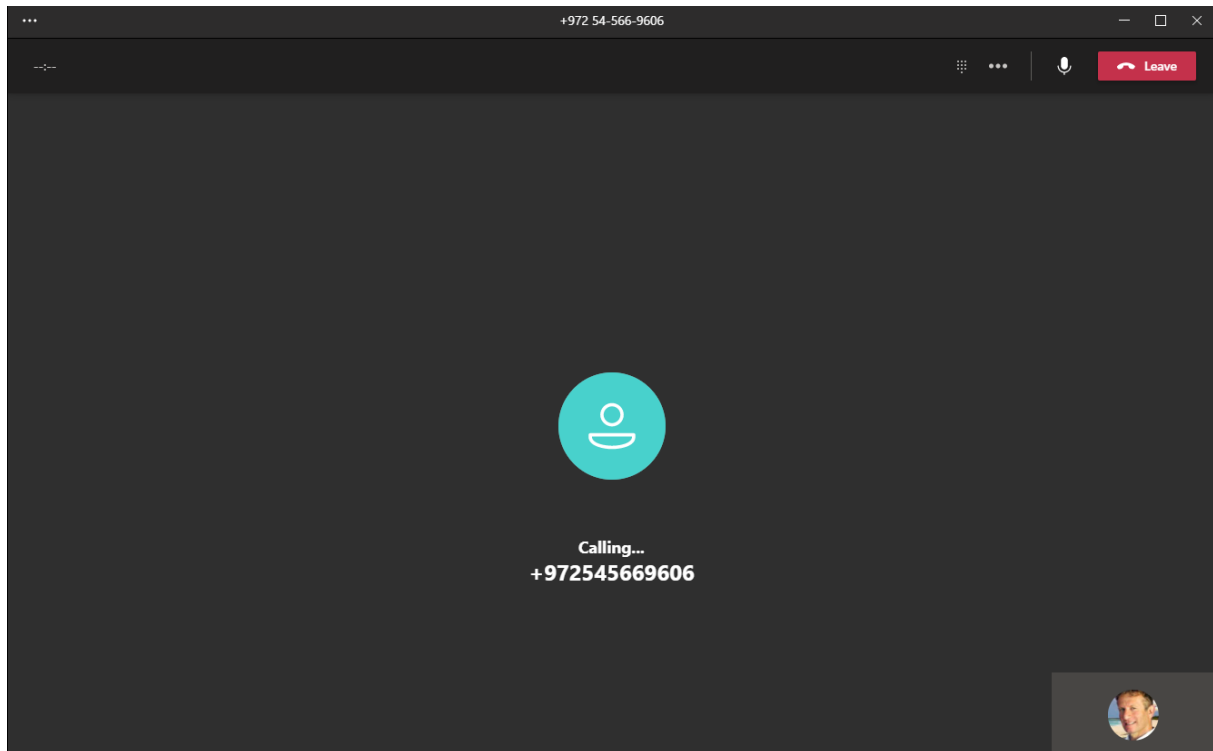
##### **Call controls**

- 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 PC application
- Join a meeting by PC application
- Controlling Volume: When changing the voice volume from the PC, the audio device is synced accordingly, and vice versa.

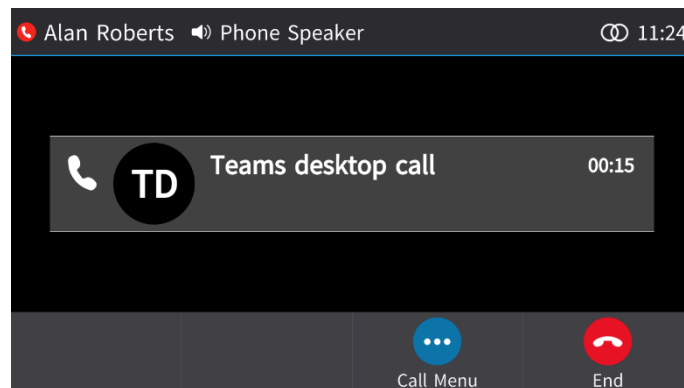
#### 4.1.2 Making a Call from the PC App

You can start a call from the Teams application on the PC and simultaneously view it on the phone. The figure below shows the Teams application while a call is being established.





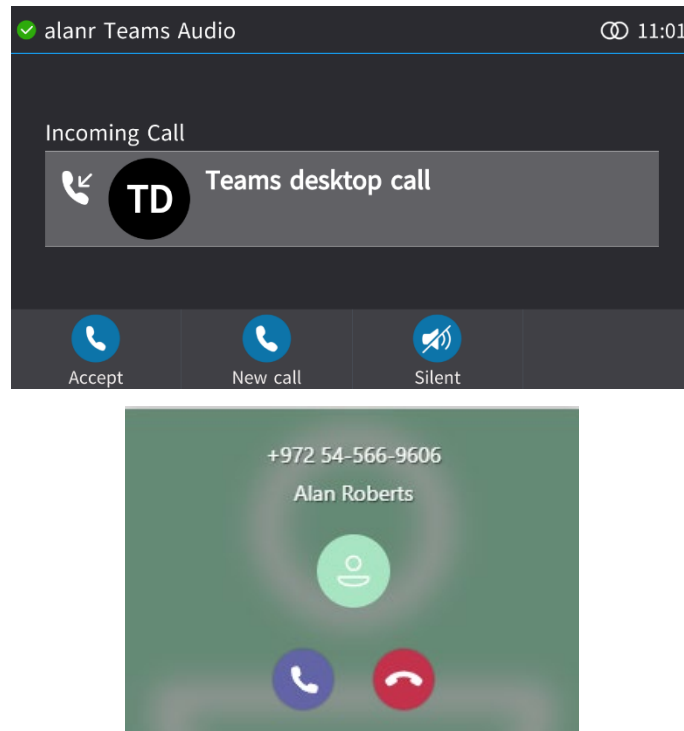
The figure below shows the phone screen after a call is established from the Teams application on the PC.



**Note:** The phone will not reflect the call made from the Teams application on the PC if the Device Settings in the Teams application on the PC aren't set to **AudioCodes 400HD Phone**.

### 4.1.3 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.

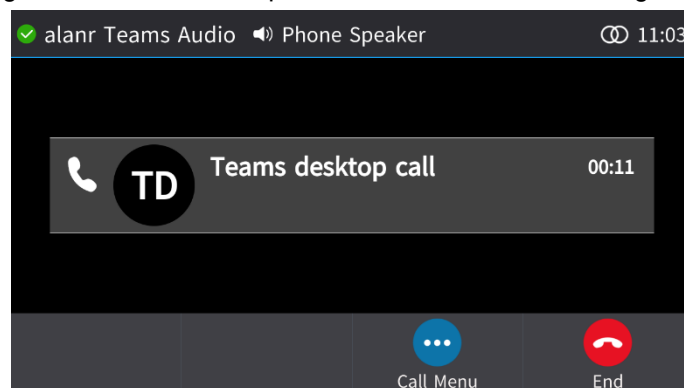


➤ **To handle an incoming call on the phone:**

- In the phone screen, touch the **Accept** softkey -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.



#### 4.1.4 Joining a Meeting by PC

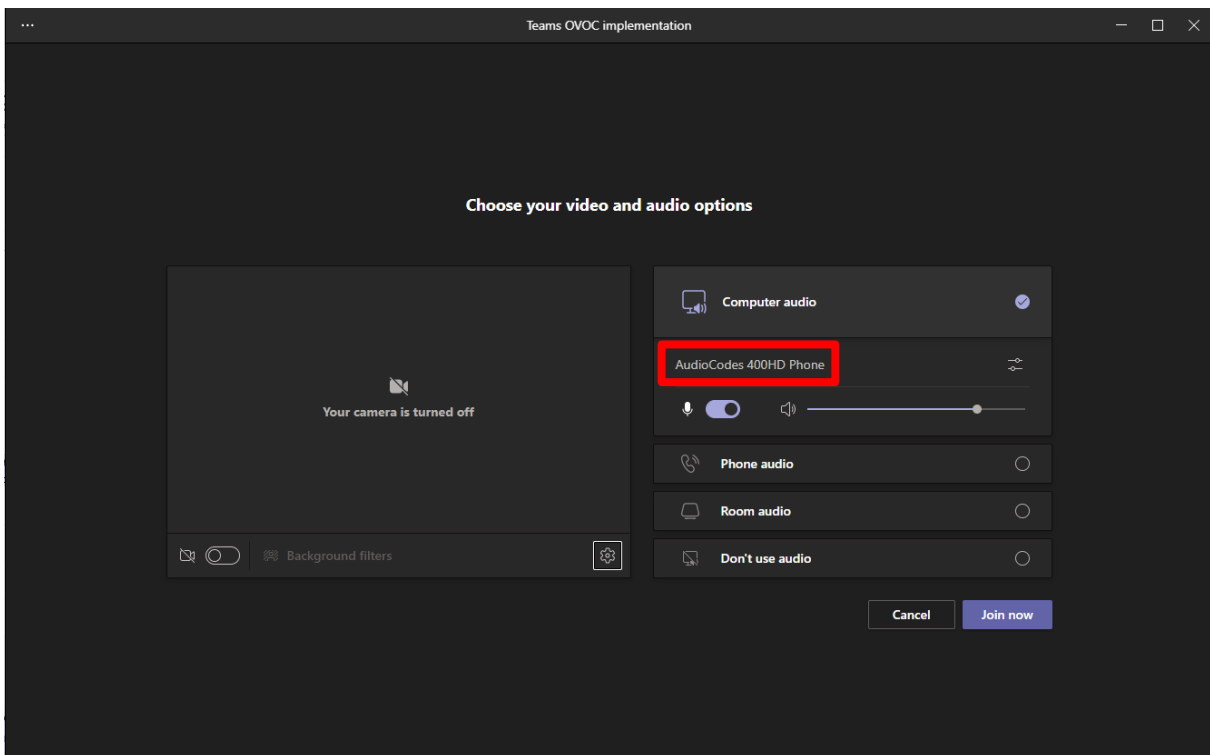
The feature allows a user to join a meeting from the Teams app calendar on the PC.

➤ **To join a meeting from the Teams app calendar:**

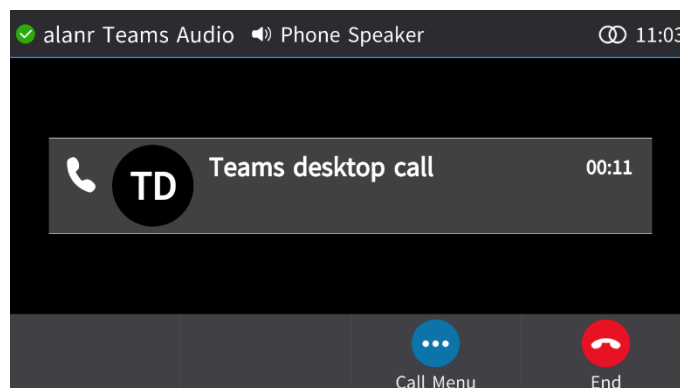
1. Open the Teams app calendar.
2. Select the meeting and click **Join**.



3. View in the Teams application on the PC a meeting window indicating a new Teams desktop call has started. Make sure 'Computer audio' indicates **AudioCodes 400HD Phone**.



4. Click **Join now**; the meeting opens in the Teams app on the PC as well as in the phone screen. In the phone screen, view the following:

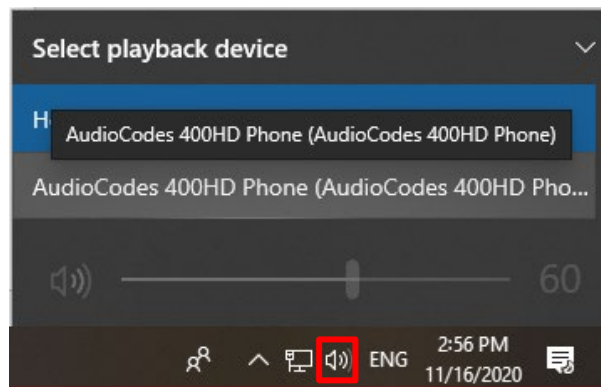


### 4.1.5 Playing Music from the Paired Device

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, music is paused.
- Once the call ends, music is not automatically resumed.

## 4.2 Native Teams Phones

Following are the supported Teams devices:

- C450HD (Version 1.14 and later is supported)
- C470HD (Version 1.14 and later is supported)
- C455HD (Version 1.15 and later is supported)



**Note:** The calling features below apply to calls managed by the PC client; when the call is answered or issued by the phone as standalone, see the regular *Release Notes* for phone features and limitations.

### 4.2.1 Calling Features

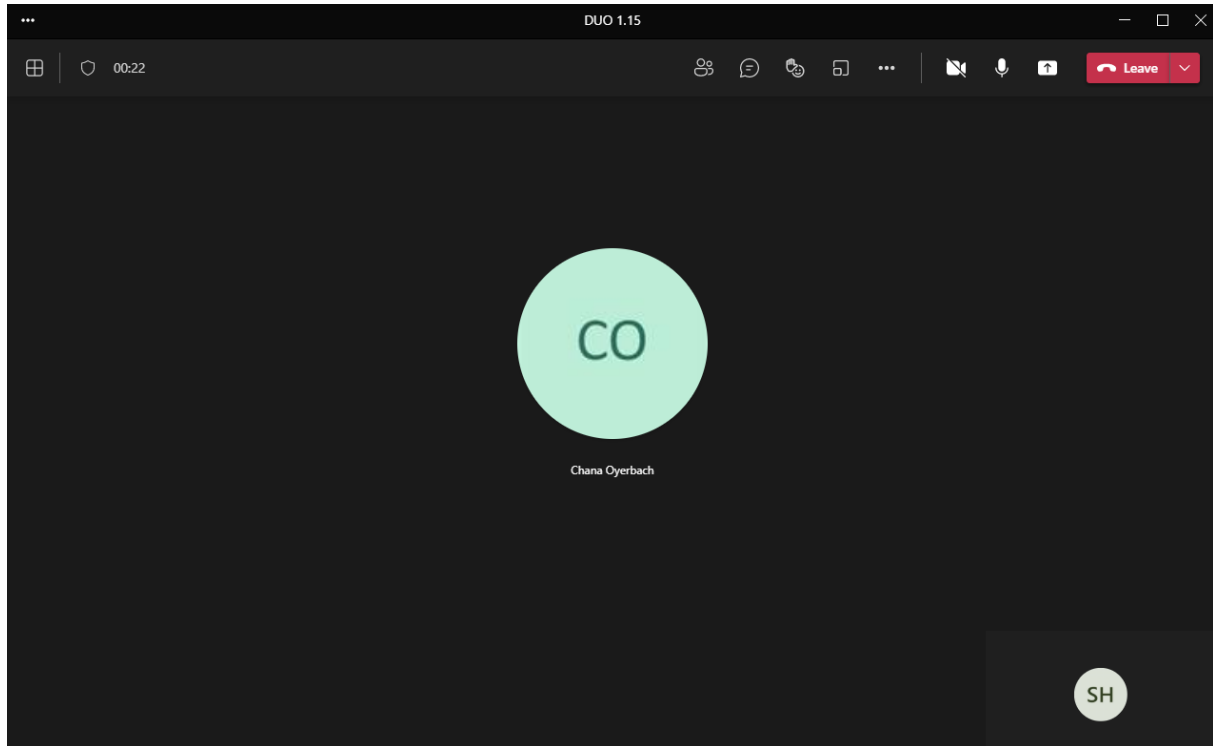
When in Duo mode, the phone supports the following calling features:

#### Call controls

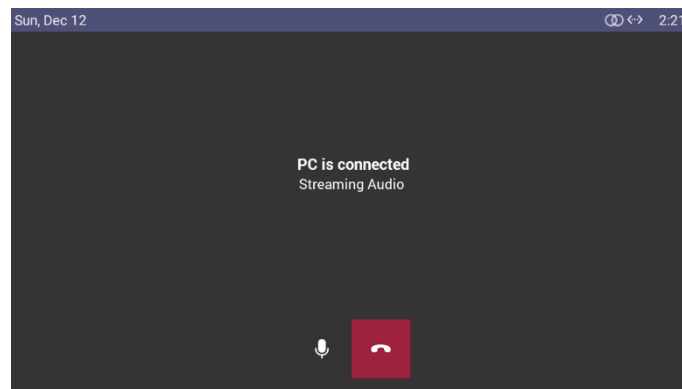
- Accept call by both phone and PC-based Teams client
- End call by both phone and PC-based Teams client
- Mute call by both phone and PC-based Teams client (partially supported – see [Limitations](#))
- Hold call by both phone and PC-based Teams client (partially supported – see [Limitations](#))
- Reject call by the PC-based Teams client
- Start call by the PC-based Teams client
- Join a meeting by the PC-based Teams client
- Controlling Volume: When changing the voice volume from the PC, the audio device is synced accordingly, and vice versa.

## 4.2.2 Making a Call from the PC-based Teams Client

You can start a call from the Teams client on the PC and simultaneously view it on the phone. The figure below shows the Teams client while a call is being established.



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



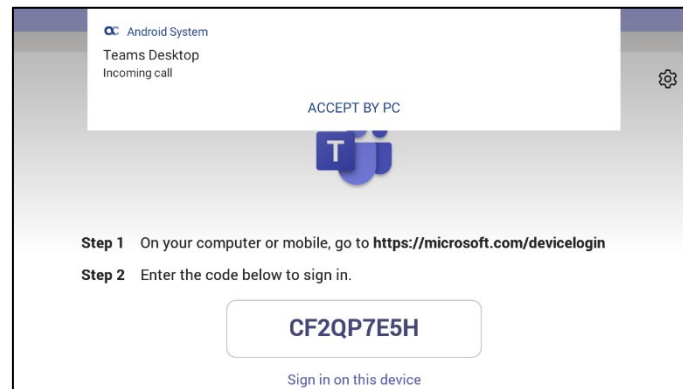
**Note:** The phone will not reflect the call made from the Teams client if the 'Audio devices' setting in the Teams client isn't set to **AudioCodes 400HD Phone** as shown in Section 3.1.

### 4.2.3 Handling Incoming Calls

The user can answer a call

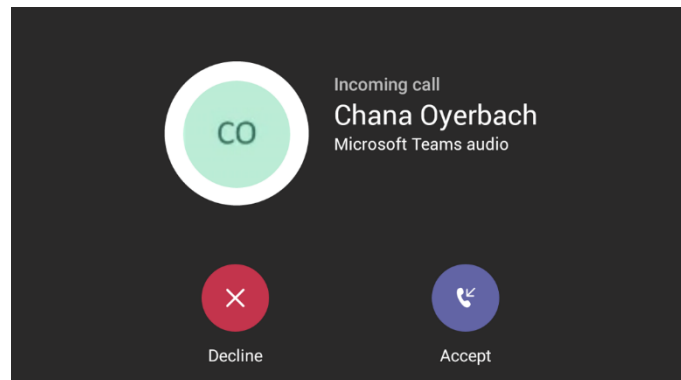
- on the phone as standalone phone device and later add the PC client for video/sharing -OR-
- on the PC client and leverage the phone as the audio device

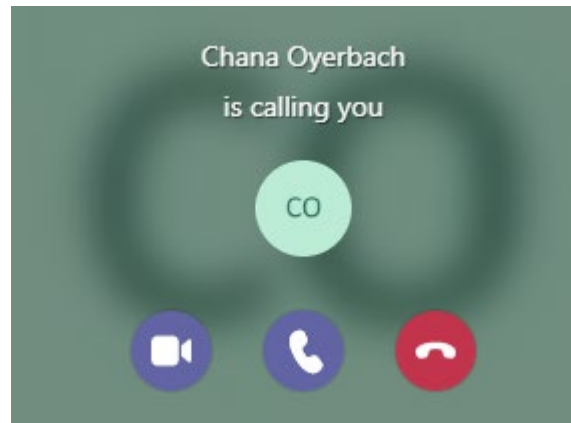
When answering an incoming call from the device, the window that is displayed depends on whether the device is signed-in or signed-out. If you're not in 'dual account' mode (see the note below for an explanation of 'dual account' mode) and/or if you're signed out, an incoming call will be displayed on the device's screen as follows:



**Note:** 'Dual account' mode is when a device is paired with the Teams client app on the PC and the same user is signed in to both the device and the client app. In 'dual account' mode, the server forks incoming calls to both the device and the client app. The one directly signed in in the device, the other paired with the Teams desktop client app.

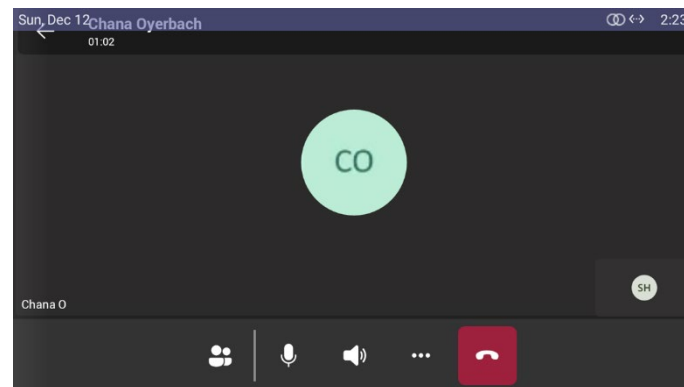
The figure below shows an incoming call when the device is in 'dual account' mode.






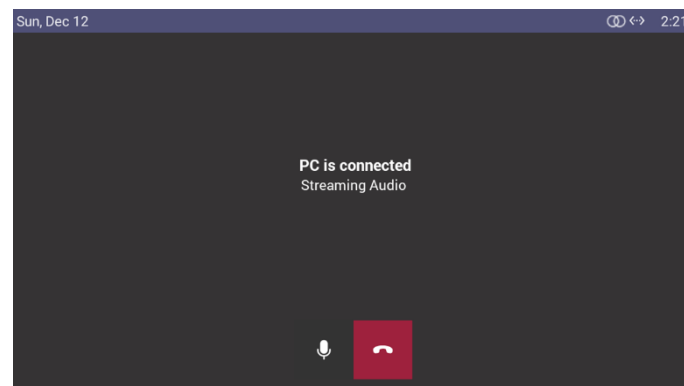
➤ **To handle an incoming call on the phone:**

- In the phone screen, touch the **Accept** softkey; the established call is indicated on the phone screen (and only on the phone screen; it is not indicated in the Teams client). The figure below shows the phone screen after the incoming call is accepted.

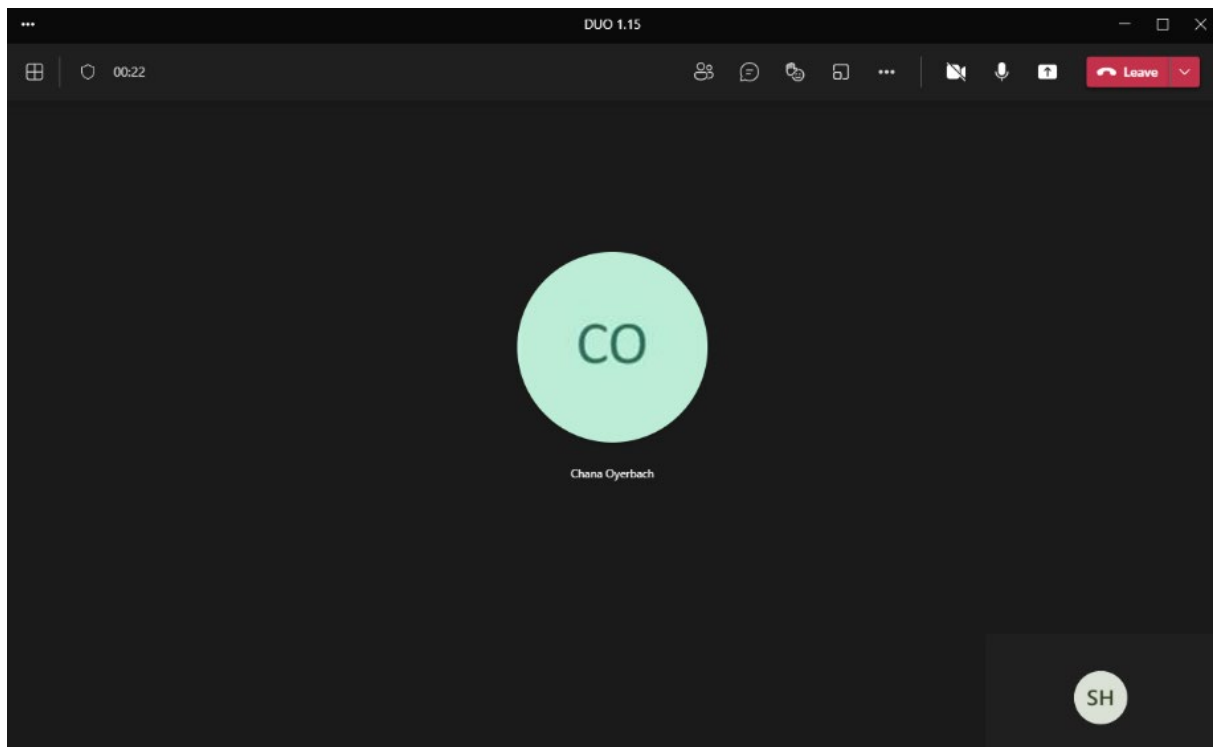


➤ **To handle an incoming call in the Teams client:**

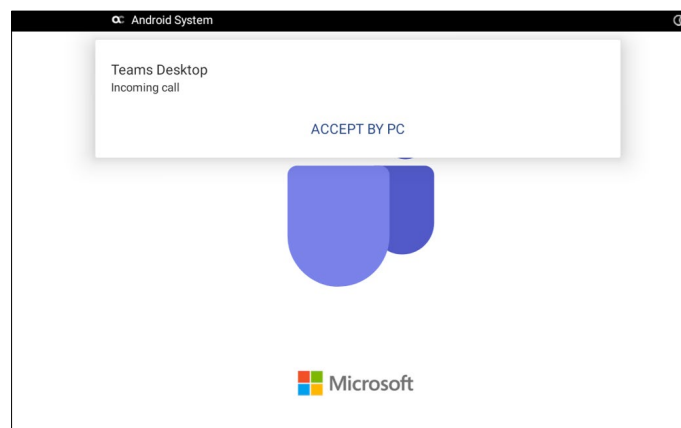
- In the Teams client window (shown previously), click the handset icon ; the established call is indicated in the Teams client window as well as in the phone screen. The figure below shows the accepted call in the phone screen:



The figure below shows the accepted call in the PC-based Teams client window:



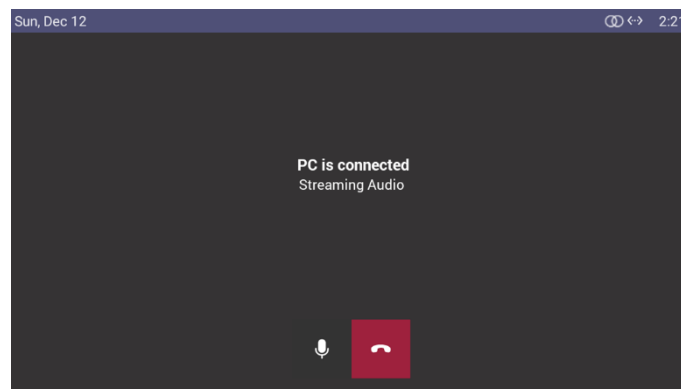
- The figure below shows an incoming call when the phone is signed-out or signed-in with a different user on the Teams client.

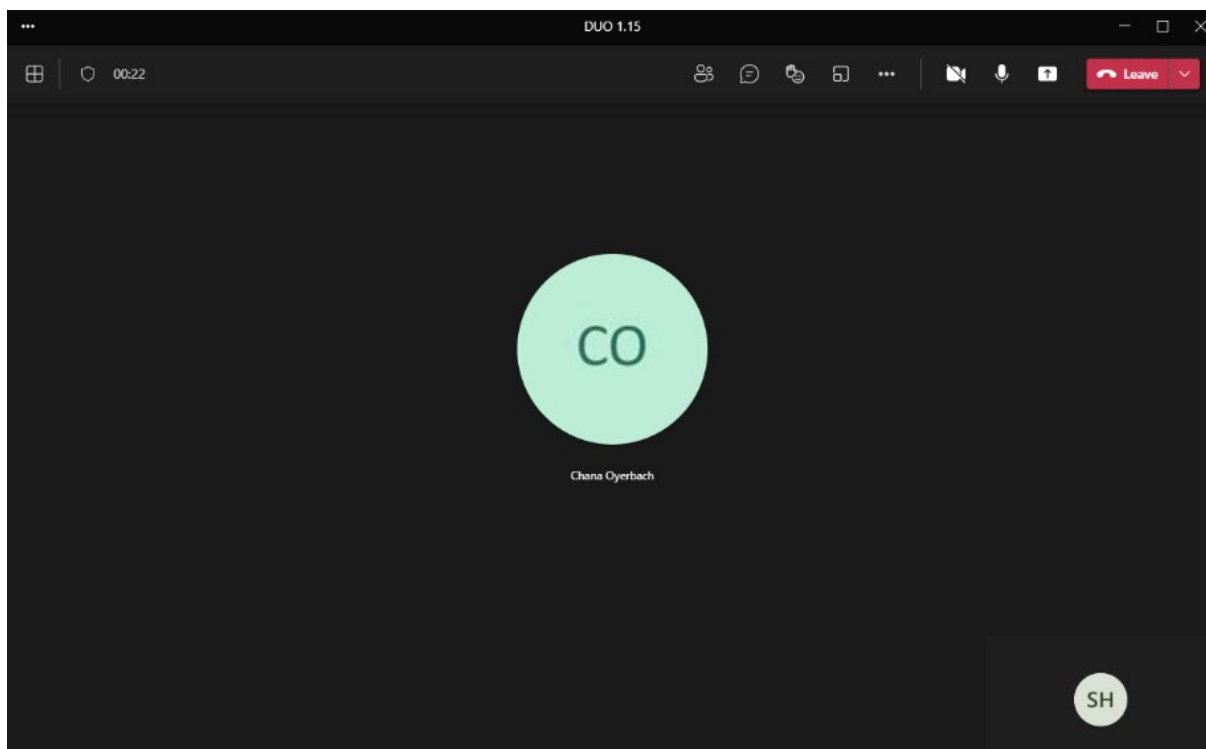






The figures below shows how a call can be answered either by the phone or by the PC-based Teams client. The figures show how the call is displayed on the device and on the PC-based Teams client:



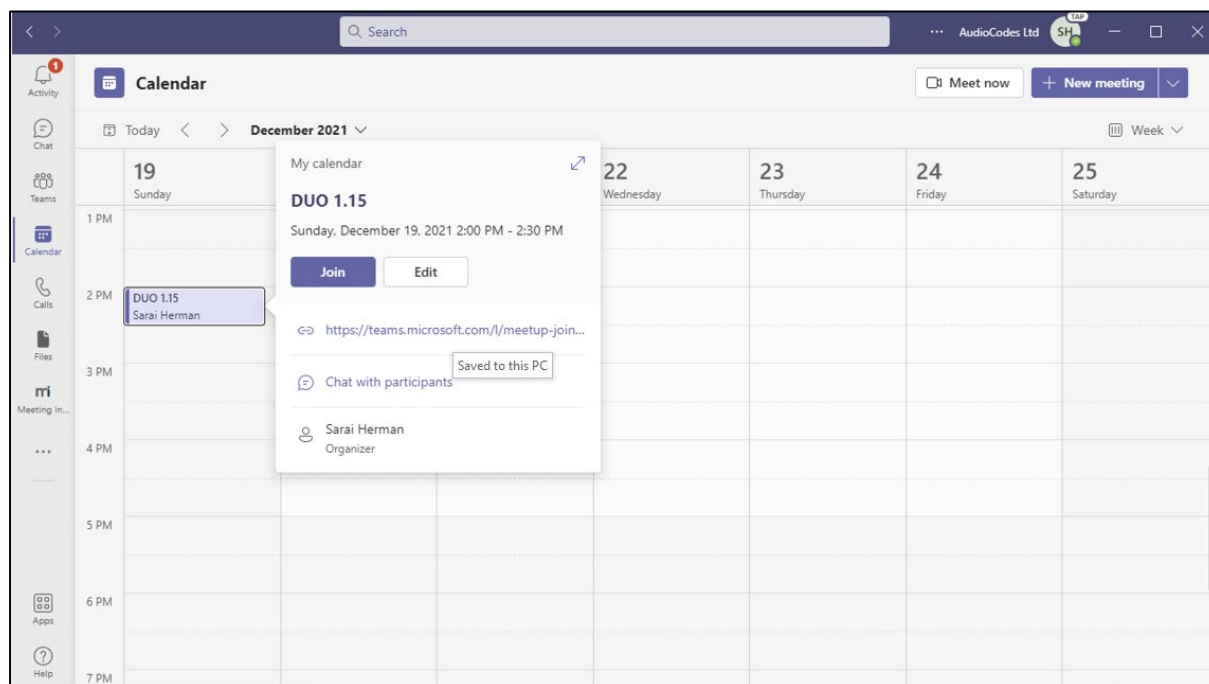


#### 4.2.4 Joining a Meeting by PC

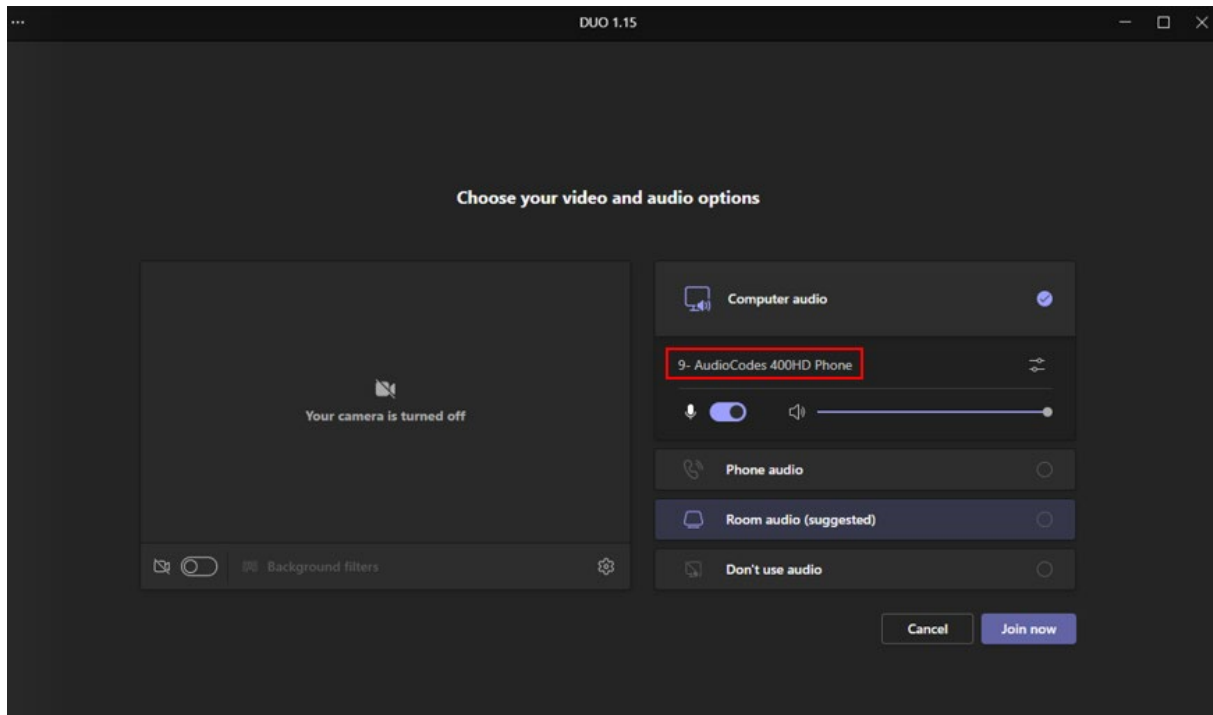
The feature allows a user to join a meeting from the Teams client calendar on the PC.

➤ To join a meeting from the Teams client calendar:

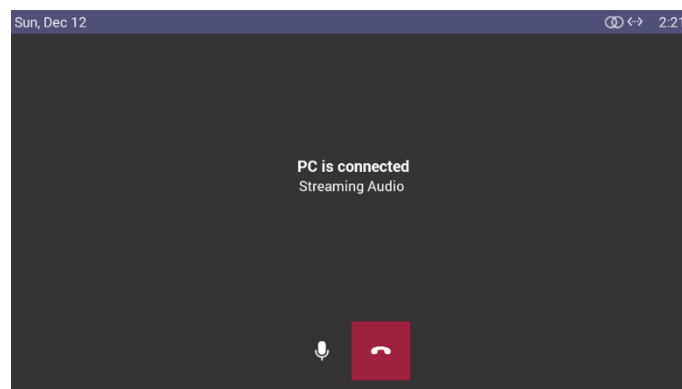
1. Open the Teams client calendar.
2. Select the meeting and click **Join**.



3. View in the Teams client a meeting window indicating a new Teams desktop call has started. Make sure 'Computer audio' indicates **AudioCodes 400HD Phone**.

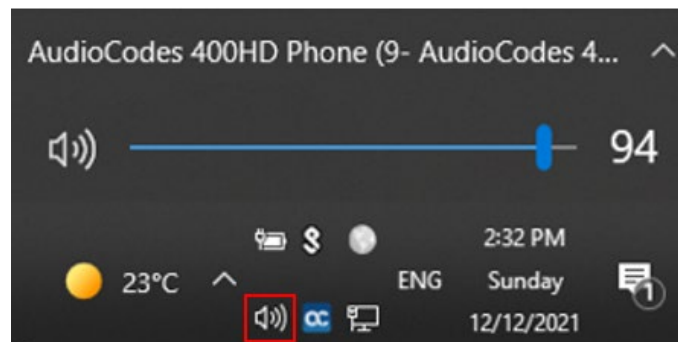


4. Click **Join now**; the meeting opens in the PC-based Teams client as well as in the phone screen. In the phone screen, view the following:

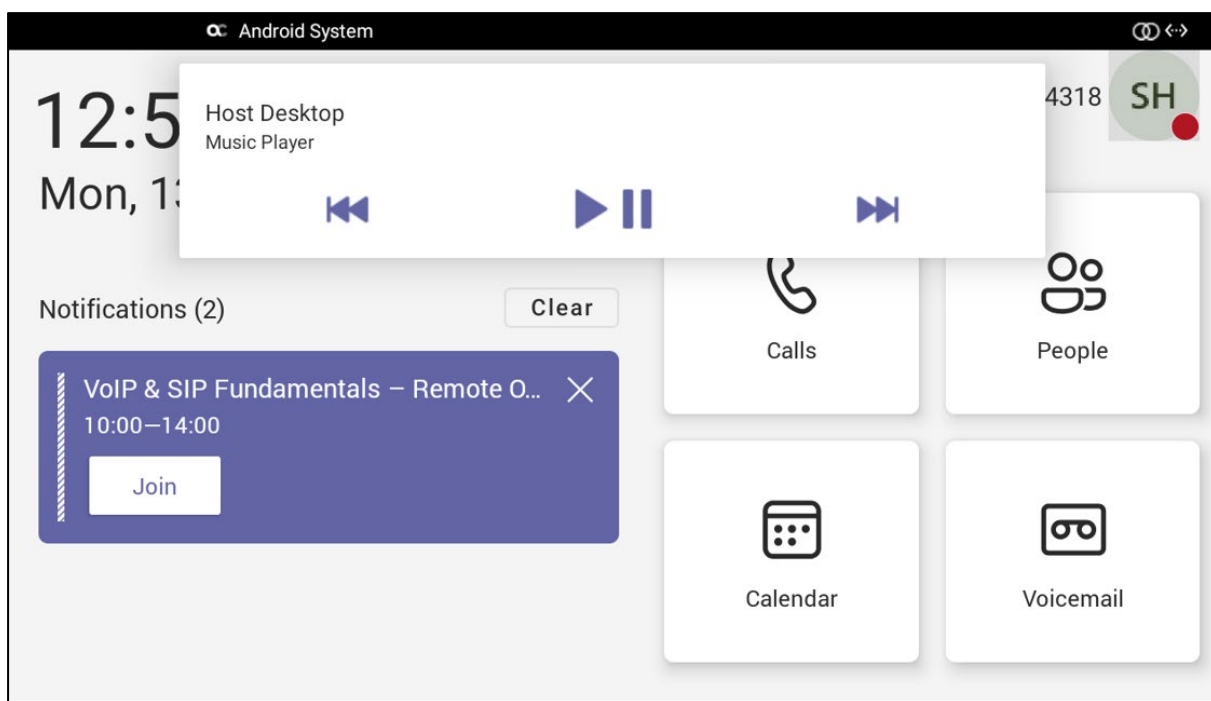


## 4.2.5 Playing Music from the Paired Device

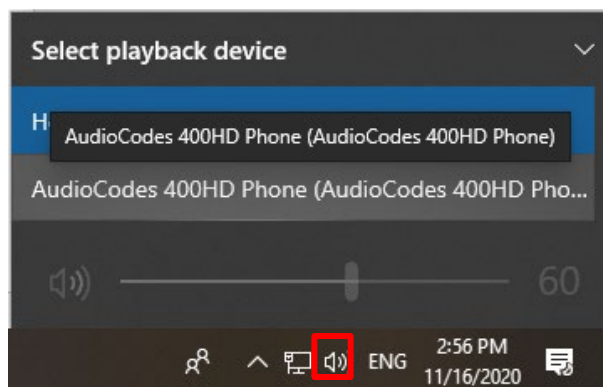
Music can be played from any music app on the PC to the paired device.



When music is played on the paired device, a music player window is opened in the device screen. From this window, pause and resume can be performed. The music list in the PC app (YouTube, etc.) can also be managed in the device screen; 'Next' and 'Previous' options are supported in the device screen.



**Note:** Before using the device as speaker to listen to music (for example), the device 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 device.



- Music is paused if you dial and make a call and if you receive a call.
  - When the call ends, music is not automatically resumed.
  - If the call was made or received from/on the device, it will automatically be resumed.

## 4.2.6 Limitations

See the *IP Phones for Microsoft Teams / Teams Compatible Release Notes* for the Device Duo limitations.

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