

AudioCodes Mobile Connect

for End-Customer IT Cisco Webex
Administrators



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Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.
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Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

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
Mobile Connect for Service Providers Administrator's Manual
Mobile Connect for Channels Administrator's Manual
Mobile Connect User's Manual

Document Revision Record

LTRT	Description
31211	Initial document release.

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 website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

AudioCodes **Mobile Connect** enables frontline workers to use their own mobile devices for business calls via Cisco Webex while maintaining total separation between private and business conversations.

Mobile Connect works with **Cisco's Webex Go add-on service for Webex Calling**. For more information, go to [AudioCodes Mobile Connect webpage](#).

This document is intended for the Cisco Webex IT administrator for the subscribers belonging to the end-customer.

The procedures described in this document are done through Cisco's Webex Control Hub.

2 Prerequisites

Make sure that the following prerequisites are met:

- You have a location with a main number assigned to it, as shown in the following example:

The screenshot shows the Webex Control Hub interface. On the left is a navigation sidebar with options: Devices, Apps, Account, Security, Organization Settings, SERVICES, Updates & Migrations, Messaging, Calling (selected), Vidcast, and Connected UC. The main content area is titled 'Calling' and has tabs for Numbers, Virtual Lines, Call Routing, Managed Gateways, Features, PSTN, Service Settings, and Client Settings. The 'Numbers' tab is active, displaying a table of phone numbers. The table has columns: Phone Number, Extension, Location, Assigned to, Status, and Actions. There are 4 numbers listed. The second row, with extension 837 and location 'AudioCodes UK', is highlighted with a red dashed box and labeled 'Main' in a blue box. The 'Assigned to' column for this row shows 'noa+webex noa+webex'. The other rows have extensions 544, 123, and 113, all with status 'Active'.

Phone Number	Extension	Location	Assigned to	Status	Actions
[Redacted]	544	AudioCodes UK	noa+tango noa+tango	Active	
+44 [Redacted]	837	AudioCodes UK	noa+webex noa+webex	Active	
[Redacted]	123	AudioCodes UK	noa+mobile noa+mobile	Active	
[Redacted]	113	AudioCodes UK	noa noa	Active	

- Make sure that you've added all the required users.
- Verify that the end-user has a compatible mobile device that is carrier unlocked:
 - [UK supported devices](#)
 - [US supported devices](#)

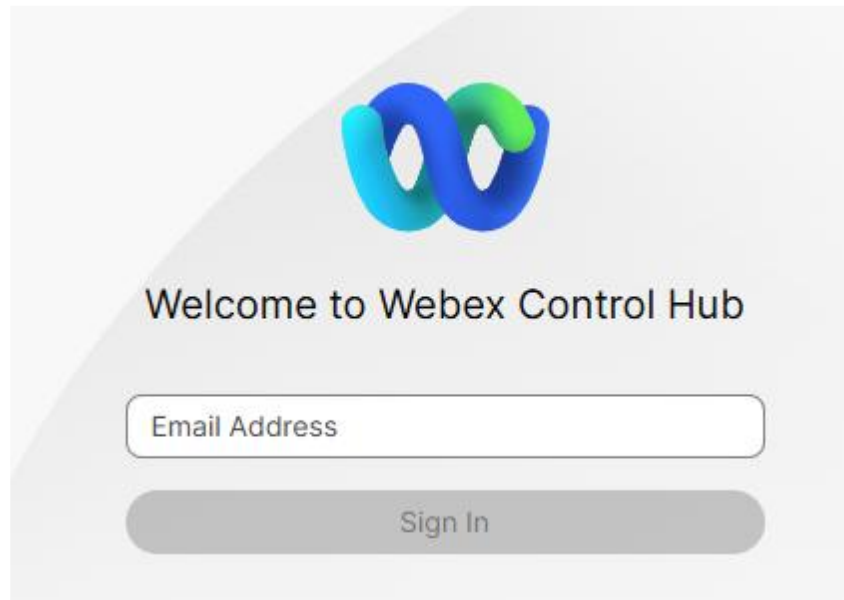
3 Removing Phone Numbers from Users

3.1 Signing in to Webex Control Hub

The following procedure describes how to sign in to Cisco's Webex Control Hub.

To sign in to Webex Control Hub:

1. In your web browser, go to <https://admin.webex.com/login>; the sign-in page appears:



2. Enter your email address, and then click **Sign In**; you're prompted for your password.
3. Enter your password, and then click **Sign In**.

3.2 Removing Phone Numbers from Users

This section is only relevant if you have users that have phone numbers. If this is the case, you need to remove their phone numbers.

To remove phone number from user:

1. In the Webex Control Hub's left navigation menu, under **Management**, click **Users**:

The screenshot shows the Webex Control Hub interface. On the left, the 'MANAGEMENT' section is expanded, and 'Users' is highlighted with a red dashed box. The main area displays the 'Users' page with a search bar and a table of users. The table has columns: Display Name, Email, Status, and Admin Roles. The first user is 'Full admin' with status 'Active'.

2. Select the user that you want; a page appears displaying various user configuration tabs.
3. Click the **Calling** tab, and then under **Directory numbers**, click the **Primary** phone number, as shown below:

The screenshot shows the 'Calling' tab in the user configuration page. The 'Calling' tab is highlighted with a red dashed box. Under the 'Numbers' section, the 'Primary' phone number is highlighted with a red dashed box. The phone number is '+44 1234 567890' with extension '544'.

4. From the 'Primary number' drop-down list, select **None**:

Summary Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

Directory number

Manage settings for your primary phone number based on your location. You can use a phone number, an extension, or both.

Primary number +441182181651

Extension ⓘ

None

5. Click **Save**.

3.3 Deleting Phone Numbers

Once you've removed the phone numbers from your users, you need to delete them from the system.

To delete phone numbers:

1. In the left navigation menu, under **Services**, click **Calling**.
2. Click the **Actions** ellipsis button corresponding to the phone number you want to delete, and then from the drop-down menu, choose **Delete**:

webex Control Hub

AI-powered smart search

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Calling

Vidcast

MobileGO

Calling

Numbers Virtual Lines Call Routing Managed Gateways Features PSTN Service Settings Client Settings

Search by phone numb... All 5 All Locations 5 Numbers Manage

Phone Number	Extension	Location	Assigned to	Status	Actions
+441182181651		AudioCodes UK	noa+webex noa+webex	Inactive	Activate, Delete, Move, Modify
+441182181651	837	AudioCodes UK	noa+webex noa+webex	Active	
+441182181651	123	AudioCodes UK	noa+mobile noa+mobile	Active	
+441182181651	113	AudioCodes UK	noa noa	Active	
+441182181651	544	AudioCodes UK	noa+tango noa+tango	Not Applicable	

A confirmation message appears:

Delete Phone Number

Are you sure you want to delete +441182181651?

Cancel Delete

- b. Click **Delete**.

4 Action Required: Notify Service Provider

IMPORTANT: Before proceeding, you **must** complete the following steps:

1. Contact your Service Provider / Channel Partner to inform them that you've removed the phone numbers from users, as described in Section 'Action Required: Notify Service Provider'.
2. Wait for confirmation. Your Service Provider / Channel Partner needs to perform required configuration changes on their end. Do not proceed until they notify you that they have completed.
3. Once you receive a confirmation from your Service Provider / Channel Partner, continue to Section 5, Adding Webex Go Phone Numbers.



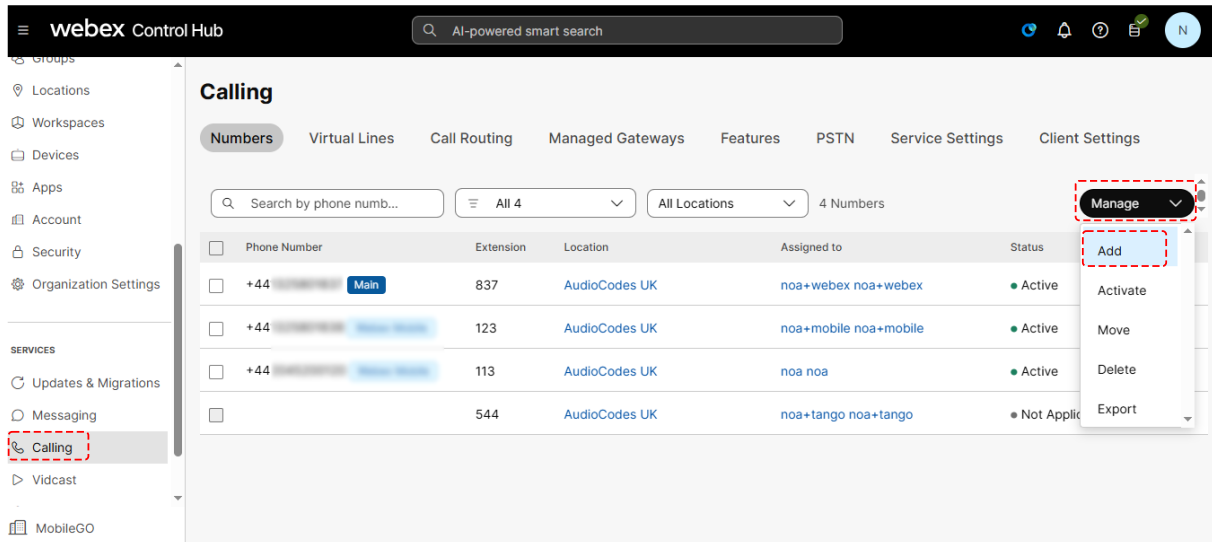
Do not skip this step. Proceeding without Service Provider / Channel Partner confirmation may cause configuration issues.

5 Adding Webex Go Phone Numbers

Once you've removed all the phone numbers from your users, you need to add Webex Go phone numbers.

To add Webex Go numbers:

1. In the Webex Control Hub's left navigation menu, under **Services**, click **Calling** to open the Calling page.
2. From the **Manage** drop-down menu, choose **Add**, as shown below:

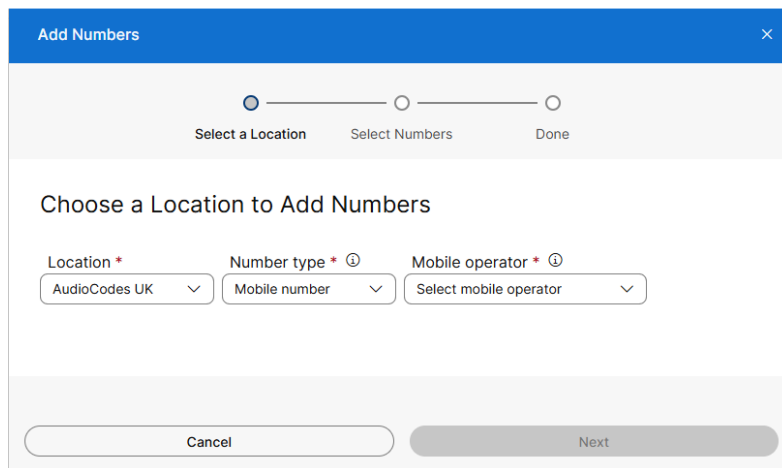


The Add Numbers wizard starts:

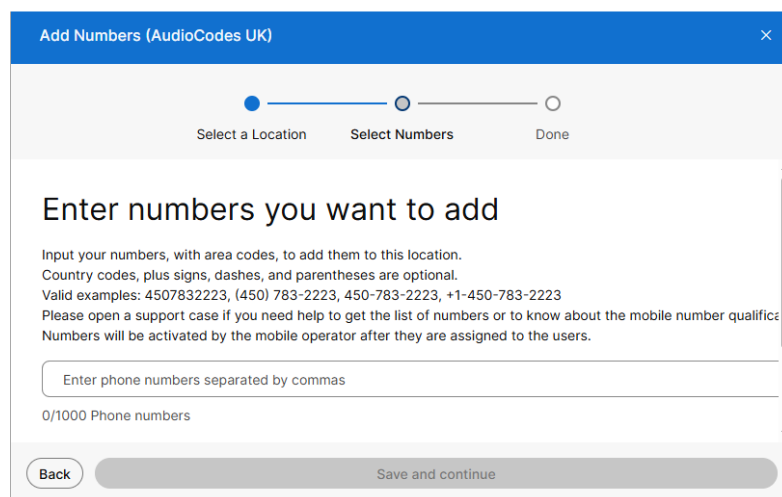
The 'Add Numbers' wizard is shown. It has a progress bar with three steps: 'Select a Location', 'Select Numbers', and 'Done'. The 'Select a Location' step is active. Below the progress bar, there are two dropdown menus: 'Location *' and 'Number type *'. The 'Location *' dropdown is open, showing 'Select a Location'. The 'Number type *' dropdown is also open, showing 'Select number type'. At the bottom, there are 'Cancel' and 'Next' buttons.

3. From the 'Location' drop-down list, select a location.

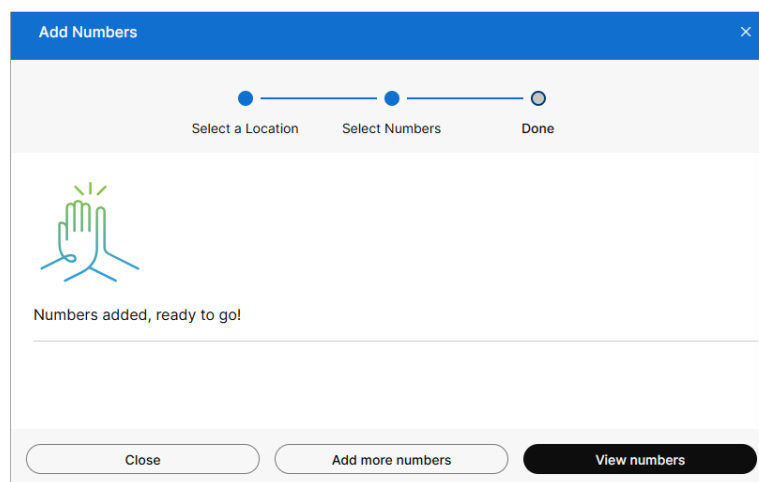
- From the 'Number type' drop-down list, select **Mobile number**; the wizard page displays the 'Mobile operator' field:



- From the 'Mobile operator' drop-down list, select your operator.
- Click **Next**; the following wizard page appears:



- In the field, enter the required phone number.
- Click **Save and continue**; the wizard displays that the number was successfully added:



- Click **Close**.

6 Assigning Webex Go Numbers to Users

Once you've added your Webex phone numbers (see Adding Webex Go Phone Numbers), you need to assign them to your users.

To assign a Webex Go number to a user:

1. In the Webex Control Hub's left navigation menu, under **Management**, click **Users** to open the Users page:

The screenshot shows the Webex Control Hub interface. On the left, the 'MANAGEMENT' section is expanded, and 'Users' is highlighted. The main area shows the 'Users' page with a search bar and a table of users. The table has columns for Display Name, Email, Status, and Admin Roles. There are four users listed, all with a status of 'Active'.

2. Select the user that you want; a page appears displaying various user configuration tabs.
3. Click the **Calling** tab, and then under **Directory numbers**, click the **Primary** phone number, as shown below:

The screenshot shows the 'Calling' tab selected in the user configuration page. Under the 'Directory numbers' section, there is a table with columns for Type, Phone number, and Extension. The 'Primary' type is selected, and the phone number field is highlighted with a red dashed box. Below the table, there is an 'Add secondary number' button. Further down, there are fields for 'Caller ID' and 'Emergency callback number', both showing a location number: +441325801837.

The Directory Number page appears.

- From the 'Primary number' drop-down list, select the required **Webex Mobile** phone number for the user:

Summary Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

Directory number

Manage settings for your primary phone number based on your location. You can use a phone number, an extension, or both.

Primary number

Extension ⓘ

Search

None

+44 [redacted] Webex Mobile

- Click **Save**.

You can view all assigned phone numbers to users on the Calling page, as shown in the following example:

webex Control Hub

AI-powered smart search

MANAGEMENT

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Security
- Organization Settings

SERVICES

- Updates & Migrations
- Messaging
- Calling**

Calling

Numbers Virtual Lines Call Routing Managed Gateways Features PSTN Service Settings Client Settings

Search by phone numb... All 4 All Locations 4 Numbers Manage

Phone Number	Extension	Location	Assigned to	Status	Actions
+44 [redacted] Webex Mobile	544	AudioCodes UK	[redacted]	Active	
+44 [redacted] 7 Main	837	AudioCodes UK	[redacted]	Active	
+44 [redacted] B Webex Mobile	123	AudioCodes UK	[redacted]	Active	
+44 [redacted] 0 Webex Mobile	113	AudioCodes UK	[redacted]	Active	

7 QR Code Sent by Email to End User

Once you've assigned a Webex Go phone number to a user, an email is automatically sent to the user with a QR code to start the eSIM installation on the user's mobile device. This is essential for completing the activation of Mobile Connect's Extend service.

Fwd: Activation of service is almost complete!



Noa Fried <noa@friedfamily.com>

To: Mike Dubb

 If there are problems with how this message is displayed, click here to view it in a web browser.

Start your reply all with:

[Thank you!](#)

[Got it, thanks!](#)

[Got it, thank you.](#)

 [Feedback](#)

You don't often get email from noa@friedfamily.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi this is the email that is sent to end customer when process is finished

----- Forwarded message -----

From: **Welcome to Extend** <noreply@mobileuc.global>

Date: Mon, 7 Jul 2025 at 13:37

Subject: Activation of service is almost complete!

To: <noa@friedfamily.com>

Welcome to your Extend Service.
Let's Get Started.

With Extend, you will enjoy the benefit of having your business communication services right in the palm of your hand. Just pick up your mobile phone and use it like you normally do for all your business communication needs.

To complete the activation of your Extend service, use the QR code below to start the eSIM installation process on your mobile device. Please start this process by using the "Add eSIM" function built into your device Settings.



SPECIAL NOTE TO IPHONE USERS:

On your iPhone device, go to the following location in Settings:

For users in the US, go to:

Settings > **Cellular** > (if more than one SIM, select the second SIM) > **voice & data**

For users in other regions, go to:

Settings > **mobile data** > (If more than one SIM, select the Extend eSIM) > **voice & data**

If the VoLTE toggle is present, PLEASE ENSURE IT IS ON. If VoLTE is not enabled, inbound calls will not work consistently.

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