

## AudioCodes Mobile Connect

## For Service Providers



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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.

Date Published: May-12-2025

## Security Vulnerabilities

All security vulnerabilities should be reported to [vulnerability@audiocodes.com](mailto: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 Channels Administrator's Manual
Mobile Connect User's Manual
Mobile Connect for End-Customers IT Administrator's Manual

## Document Revision Record

LTRT	Description
31204	Initial document release.
31206	Updated with SIM inventory, provisioning / managing subscribers, etc.

## 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 Microsoft Teams or Cisco Webex while maintaining total separation between private and business conversations.

The solution is powered by Tango Networks and is available to customers via Service Providers as a subscription-based solution hosted on [AudioCodes Live Platform](#).

Mobile Connect works with Microsoft's PSTN connectivity options - Operator Connect and Direct Routing. Mobile Connect also works with [Cisco's Webex Go add-on service for Webex Calling](#).

This document is intended for the Service Provider's administrator and describes how to provision AudioCodes Mobile Connect solution for channels (*resellers*), end customers (*groups*), and end users (*subscribers*). Provisioning is performed using AudioCodes Control Panel.

**Table 1: Control Panel Terms and Meanings**

Term	Meaning
"Distributor"	Service Provider (highest level)
"Reseller"	Channel
"Group"	End Customer
"Subscriber"	End user

## 2 Signing into AudioCodes Control Panel

The following procedure describes how to sign in to AudioCodes Control Panel web-based management interface.

The sign-in process uses two-factor authentication (2FA), whereby after you enter your credentials (username and password), a six-digit verification code is sent to your email, which you also then need to enter. This secured sign-in method confirms your identity.



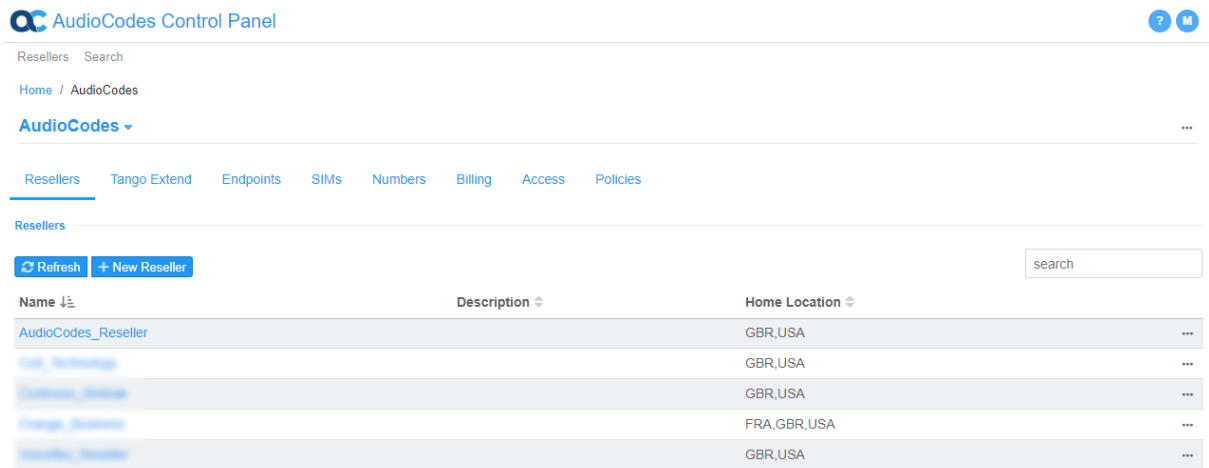
The 2FA sign-in process is per web browser and the verification code is valid for 30 days.

### To sign in to Extend Tango Control Panel:

1. In your web browser, go to <https://controlpanel.tango-networks.com/>; the sign-in page appears:

2. Enter your username and password, and then click **Sign In**; a verification code (Security Access Code) is sent to your email for 2FA and the following dialog box appears for entering the code:

3. Enter the verification code, and then click **Submit**; the Control Panel opens, displaying all your resellers under the **Resellers** tab:



The screenshot shows the AudioCodes Control Panel interface. At the top, there's a header with the AudioCodes logo and the text "AudioCodes Control Panel". Below this, there's a navigation bar with tabs: "Resellers", "Tango Extend", "Endpoints", "SIMs", "Numbers", "Billing", "Access", and "Policies". The "Resellers" tab is currently selected. Below the navigation bar, there's a section titled "Resellers" with a search bar and two buttons: "Refresh" and "+ New Reseller". Below this, there's a table with three columns: "Name", "Description", and "Home Location". The table contains five rows of data, each representing a reseller.

Name	Description	Home Location
AudioCodes_Reseller		GBR,USA
Test_Reseller		GBR,USA
Test_Reseller		GBR,USA
Test_Reseller		FRA,GBR,USA
Test_Reseller		GBR,USA

## 3 Adding a PBX

This section describes how to add a PBX.



PBXs are automatically inherited by all resellers and groups.

### To add a PBX:

1. In the Control Panel, select the **Endpoints** tab, and then from the drop-down menu, choose **PBX**.
2. Click the **New PBX** button; the Add PBX pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Endpoints' tab is selected, and the 'PBX' sub-tab is active. A table lists existing PBX entries, all named 'Microsoft Teams'. A '+ New PBX' button is visible. On the right, the 'Add PBX' form is displayed with the following fields:

- Name \***: Text input field with placeholder 'Enter Name'.
- Home Location \***: Dropdown menu with placeholder 'Enter Home Location of Service'.
- Country \***: Dropdown menu with placeholder 'Select Country'.
- PBX Type \***: Dropdown menu with placeholder 'Select a PBX Type'.
- PBX Domain**: Text input field with placeholder 'Enter Domain Name (mysippbx.com)'.
- Supports Emergency Callback**: Toggle switch currently set to 'ON'.
- Voicemail Deposit Number**: Text input field with placeholder 'Deposit Number (\*79, 6245, etc.)'.
- Voicemail Retrieval Number**: Text input field with placeholder 'Retrieval Number (\*79, 6245, etc)'.

At the bottom right of the form are 'Cancel' and 'Save' buttons.

3. Fill in the fields.
4. Click **Save**.



## 4 Creating a Reseller

This section describes how to create a reseller.

To create a reseller:

1. In the Control Panel, select the **Resellers** tab.

AudioCodes Control Panel

Resellers Search

Home / AudioCodes

AudioCodes ▾

Resellers Tango Extend Endpoints SIMs Numbers Billing Access Policies

Resellers

Refresh + New Reseller

search

Name	Description	Home Location
AudioCodes_Reseller		GBR,USA
Cot_Technology		GBR,USA
Contoso_Sinleak		GBR,USA
Orange_Business		FRA,GBR,USA
Voiceflex_Reseller		GBR,USA

2. Click the **New Reseller** button.

AudioCodes Control Panel

Resellers Search

Home / AudioCodes

AudioCodes ▾

Resellers Tango Extend Endpoints SIMs Numbers Billing Access Policies

Resellers

Refresh + New Reseller

10

Add Reseller

Name \* Enter Name (without spaces)

Description Add Description (3 - 100 Characters)

Inherit Configuration

Inherit Configuration **ON**

This option will inherit all Products, Bundles, and Policies from the Distributor.

Inherit Home Location / Address / Contact Data

Inherit Data **OFF**

This option will inherit Home Location, Address, and Contact data from the Distributor.

Home Location

Home Location \* Enter Home Location of Service

Address

Country \* Select Country

Address 1 \* Enter Line 1 (123 State St)

Address 2 Optional Line 2 (Suite 100)

Town/City Enter Name

County/State Enter Name

Cancel Save

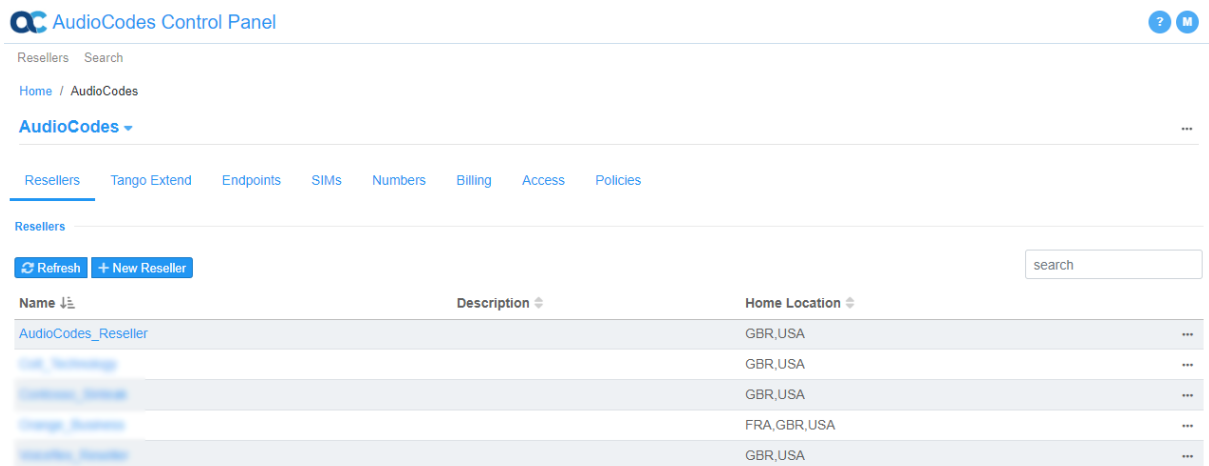
3. Fill in the fields. Note the following values for these fields:
  - 'Name': Type the customer's Billing Identifier.
  - 'Description': Type the company's name.
  - 'Inherit Configuration': Leave it at default (**On**). The reseller is automatically assigned all the products, bundles, and policies defined by the distributor.
  - 'Home Location': Select both USA and GBR.
  - Fill in the rest of the fields, as desired.
4. Click **Save**.

## 5 Creating a Customer Group

This section describes how to create a Group for your customer.

To create a customer Group:

1. In the Control Panel, select the **Resellers** tab; all your resellers are displayed:



AudioCodes Control Panel

Resellers Search

Home / AudioCodes

AudioCodes ▾

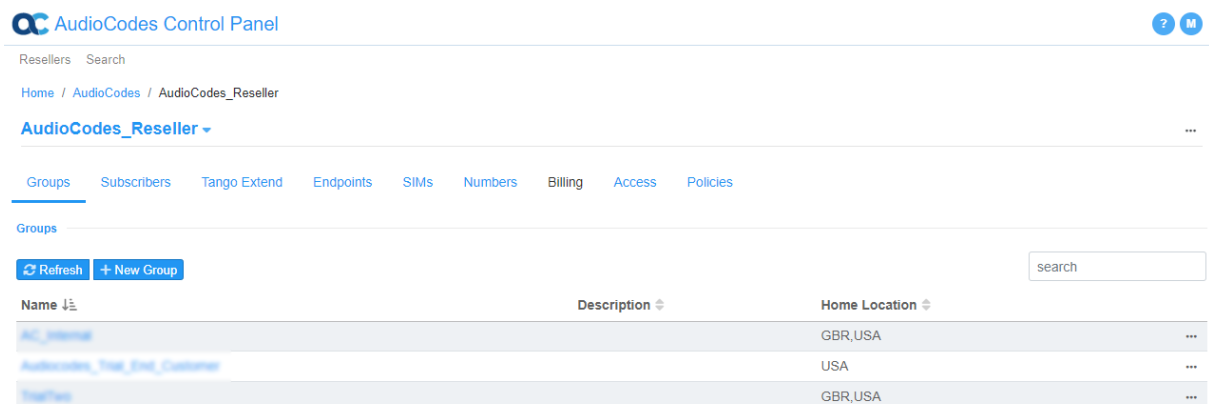
Resellers Tango Extend Endpoints SIMs Numbers Billing Access Policies

Resellers

Refresh + New Reseller search

Name	Description	Home Location
AudioCodes_Reseller		GBR,USA
Test_123456789		GBR,USA
Test_123456789		GBR,USA
Test_123456789		FRA,GBR,USA
Test_123456789		GBR,USA

2. Click the required reseller; the **Groups** tab of the selected reseller is displayed:



AudioCodes Control Panel

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller

AudioCodes\_Reseller ▾

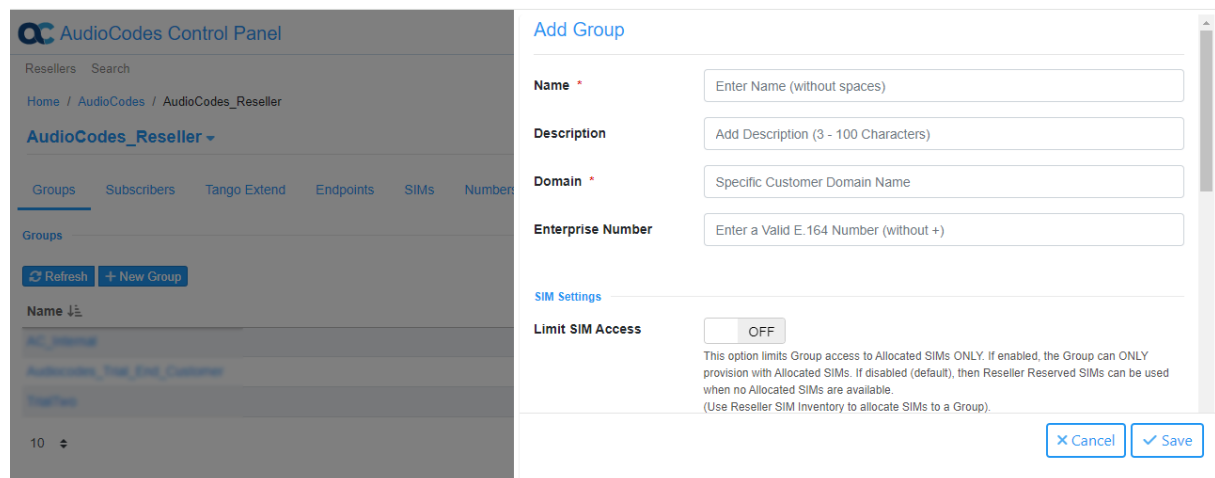
Groups Subscribers Tango Extend Endpoints SIMs Numbers Billing Access Policies

Groups

Refresh + New Group search

Name	Description	Home Location
AC_TestEnd		GBR,USA
AudioCodes_Test_End_Customer		USA
TestEnd		GBR,USA

3. Click **New Group**; the Add Group pane appears:



AudioCodes Control Panel

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller

AudioCodes\_Reseller ▾

Groups Subscribers Tango Extend Endpoints SIMs Numbers

Groups

Refresh + New Group

Name

AC\_TestEnd

AudioCodes\_Test\_End\_Customer

TestEnd

10

Add Group

Name \* Enter Name (without spaces)

Description Add Description (3 - 100 Characters)

Domain \* Specific Customer Domain Name

Enterprise Number Enter a Valid E.164 Number (without +)

SIM Settings

Limit SIM Access OFF

This option limits Group access to Allocated SIMs ONLY. If enabled, the Group can ONLY provision with Allocated SIMs. If disabled (default), then Reseller Reserved SIMs can be used when no Allocated SIMs are available. (Use Reseller SIM Inventory to allocate SIMs to a Group).

Cancel Save

4. Fill in the fields. Note the following values for these fields:
  - 'Name': Type the customer's Billing Identifier.
  - 'Description': Type the company's name.
  - 'Domain': Type the Azure AD Tenant ID. The group domain must be the "customer tenant ID" as displayed in Teams Admin Centre.
  - 'Limit SIM Access': Limits the Group's access to allocated SIMs only (see Section 11, SIM Inventory for more information).
  - 'Inherit Configuration': Leave it at default (**On**). The group is automatically assigned all the products, bundles, and policies defined by the reseller.
  - 'Home Location': Select both USA and GBR.
5. Click **Save**.

## 6 Assigning "UC Link" Product to Resellers or Groups

Typically, resellers and groups inherit all the available products. However, you can customize which products are available for each reseller and group.



Currently, only one product is available ("UC Link").

### To assign a product to Reseller or Group:

- Depending on whether you're assigning a product to a reseller or group:
  - Reseller:**
    - Click the **Resellers** tab.
    - Select a reseller.
  - Group:**
    - Click the **Resellers** tab.
    - Select a reseller.
    - Select a group.
- Click the **Tango Extend** tab, and then from the drop-down list, choose **Products**.
- Click the **Manage** button; the **Manage Tango Extend Products** pane appears, listing all available products:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'AC\_Internal' sidebar is visible with tabs for 'Subscribers', 'Tango Extend', 'Endpoints', and 'SIMs'. The 'Tango Extend' tab is active, and the 'Products' section is expanded, showing a list with columns 'Type' and 'Name'. The 'Enterprise' product is listed under 'UC Link'. The main pane is titled 'Manage Tango Extend Products' and contains a table with columns 'Type', 'Name', and 'Description'. The table has one row: 'ENTERPRISE' (UCC) - UC Link - PBX, with description 'UC Link - PBX'. The table is filtered to show 1 row selected. A 'Cancel' button is at the bottom right.

Type	Name	Description
ENTERPRISE	(UCC) - UC Link - PBX	UC Link - PBX

- Select the "UC Link" product, and then click **Save**.

## 7 Assigning Bundles to Resellers and Groups

Typically, resellers and groups inherit all the available bundles. However, you can customize which bundles are available for each reseller and group.

### To assign bundles to a Reseller or Group:

- Depending on whether you are assigning a bundle to a reseller or group:
  - Reseller:**
    - Click the **Resellers** tab.
    - Select a reseller.
  - Group:**
    - Click the **Resellers** tab.
    - Select a reseller.
    - Select a group.
- Click the **Tango Extend** tab, and then from the drop-down list, choose **Bundles**.
- Click the **Manage** button; the **Manage Tango Extend Bundles** pane appears, listing all available bundles:

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / AC\_Internal

**AC\_Internal**

Subscribers **Tango Extend** Endpoints SIMs

Bundles

[Refresh](#) [Manage](#)

Type Name

Type	Name	Description	Home Location
<input checked="" type="checkbox"/>	SUBSCRIBER (BUN-UKN-CPLUS-RATECARD) - UK Subscriber ratecard	Mobile-X UK Subscriber ratecard	GBR
<input checked="" type="checkbox"/>	SUBSCRIBER (BUN-USN-RATECARD) - Subscriber Bundle Ratecard	Mobile-X USA Enterprise Subscriber ratecard	USA
<input type="checkbox"/>	SUBSCRIBER (BUN-UKN-MX2G) - Unlimited Voice and Text, 2GB Data	Mobile-X UK Enterprise subscriber bundle with 2GB data	GBR
<input type="checkbox"/>	SUBSCRIBER (BUN-USN-MX2G) - Unlimited Voice and Text, 2GB Data	Mobile-X USA Enterprise subscriber bundle with 2GB data	USA
<input type="checkbox"/>	SUBSCRIBER (BUN-USN-MXBase) - Enterprise Base Bundle Primary SIM	Primary SIM USA Enterprise subscriber bundle base	USA
<input type="checkbox"/>	SUBSCRIBER (BUN-UKN-MXBase) - Mobile-X UK Enterprise subscriber bundle base	Mobile-X UK Enterprise subscriber bundle base	GBR

10 1 - 6 of 6 2 rows selected << < > >>

[Cancel](#)

- Select the bundle(s) that you want, and then click **Save**.
- Define which bundle is default: Click the three (...) dots corresponding to the bundle that you want to make default, and then from the drop-down list, choose **Select As Default**.

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / AC\_Internal

**AC\_Internal**

Subscribers **Tango Extend** Endpoints SIMs Numbers Access Policies Billing Notifications

Bundles

[Refresh](#) [Manage](#)

Type Name Description Home Location Default

Subscriber	UK Subscriber ratecard	Mobile-X UK Subscriber ratecard	GBR	...
Subscriber	Subscriber Bundle Ratecard	Mobile-X USA Enterprise Subscriber ratecard	USA	

10 1 - 2 of 2 rows selected

[Select As Default](#)  
[Delete](#)



You can make only one bundle the default.

## 8 Assigning Roaming Policies to Resellers or Groups

Typically, resellers and groups inherit all the available roaming policies. However, you can customize which roaming policies are available for each reseller and group.

To assign roaming policies to resellers or groups:

- Depending on whether you are assigning roaming policies to a reseller or group:
  - Reseller:**
    - Click the **Resellers** tab.
    - Select a reseller.
  - Group:**
    - Click the **Resellers** tab.
    - Select a reseller.
    - Select a group.
- Click the **Policies** tab, and then from the drop-down list, choose **Roaming**.
- Click **Manage**; the Manage Roaming Policies pane appears, listing all available roaming policies:

The screenshot shows the AudioCodes Control Panel interface. On the left is a sidebar with navigation links: Resellers, Search, Home / AudioCodes / AudioCodes, AC\_Internal, Subscribers, Tango Extend, and Roaming Policies. The Roaming Policies section has 'Refresh' and 'Manage' buttons. Below it is a table with columns 'Type' and 'Name'. The main area is titled 'Manage Roaming Policies' and contains a table with columns: Type, Name, Description, and HomeLocation. A search bar is at the top right. The table has one row: Standard, PLCY\_RMG\_UNRESTRICTED, Roaming Unrestricted, ALL. A 'Filter' button and 'Show Only Selected' button are at the top left of the table. A 'Cancel' button is at the bottom right.

Type	Name	Description	HomeLocation
Standard	PLCY_RMG_UNRESTRICTED	Roaming Unrestricted	ALL

- Select the check boxes of the corresponding roaming policies that you want, and then click **Save**.

## 8.1 Assigning Default Roaming Policy for Groups

If you have assigned more than one roaming policy to a group, you can define the default roaming policy.

To assign default roaming policy to a group:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Select a group.
4. Click the **Policies** tab, and then from the drop-down list, choose **Edit Policy Settings**; the Group Policy Settings pane appears on the right:

The screenshot displays the AudioCodes Control Panel interface. On the left, the 'Resellers' tab is active, showing a breadcrumb trail: Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer. Below this, the 'Audiocodes\_Trial\_End\_Customer' group is selected. The 'Policies' tab is highlighted in the top navigation bar. The 'Roaming Policies' section shows a table with one policy: 'PLCY\_RMG\_UNRESTRICTED'. On the right, the 'Group Policy Settings' pane is open, showing a 'Default Roaming Policy' dropdown menu with 'PLCY\_RMG\_UNRESTRICTED' selected. At the bottom right of this pane are 'Cancel' and 'Save' buttons.

5. From the Default Roaming Policy drop-down list, select the default roaming policy.
6. Click **Save**.

## 9 Assigning SIM Network Profiles to Resellers or Groups

This section describes how to assign SIM network profiles to a Reseller or a Group.



- The SIM network profile name is created by Tango and assigned to Distributors and Resellers.
- SIM network profiles are not inherited.

### To assign SIM network profiles to group:

1. Depending on whether you are assigning SIM network profile to a reseller or group:
  - **Reseller:**
    - a. Click the **Resellers** tab.
    - b. Select a reseller.
  - **Group:**
    - a. Click the **Resellers** tab.
    - b. Select a reseller.
    - c. Select a group.
2. Click the **SIMs** tab, and then from the drop-down list, choose **Network Profiles**.
3. Click the **Manage** button; the Manage Network Profiles pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'SIMs' tab is selected, and the 'Network Profiles' dropdown is open. The 'Manage' button is highlighted. The main pane, titled 'Manage Network Profiles', contains a table with two rows: 'Mobile-X' and 'TangoExt'. Both rows have a checked checkbox in the first column. The table has columns for 'Profile' and 'SPN'. Below the table, there is a pagination bar showing '1 - 2 of 2' rows selected. A 'Cancel' button is located at the bottom right of the pane.

4. Select the check boxes corresponding to the SIM network profiles that you want.
5. Click **Save**.
6. Select the default SIM network profile, by clicking the three (...) dots corresponding to the SIM network profile, and then choosing **Select As Default**.



## 10 Defining Users for Access to Control Panel

You can manage user access to the AudioCodes Control Panel by defining users and assigning them different access levels. The available access levels are as follows:

- **Distributor:** Distributors can define user access at both the Distributor and Reseller levels. They can define who has access to the Distributor level and can also grant access to users at the Reseller level (to a specific Reseller).
- **Resellers:** Resellers can only define user access within the Reseller level. They are assigned read-only privileges to a specific Reseller.

### To define a user:

1. In the Control Panel, select the **Access** tab, and then from the drop-down menu, choose **Users**.
2. Click the **Add User** button; the Add User pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Access' tab is selected, and the 'Users' sub-tab is active. Below the navigation bar, there is a table of existing users. On the right, the 'Add User' form is displayed, which includes fields for Username, Password, Password Verify, Name, Role, Reseller, and Email. The Role field has radio buttons for Distributor, Reseller, ResellerDowngraded, Reseller\_Subs\_ViewOnly, Multi-Customer, and Customer. The Reseller field is a dropdown menu with the text 'Select a Reseller'. The form has 'Cancel' and 'Save' buttons at the bottom right.

ID	Name	Username	Email
1446	Mike Dubb	Mike.D	Mike.Dubb@audiocodes.com
1412	Liziya Joseph	Liziya.Joseph@audiocodes.com	Liziya.Joseph@audiocodes.com
1382	Irene Wang	Irene.Wang	Irene.Wang@audiocodes.com
1381	Tughril Muhammad	Tughril.Muhammad	Tughril.Muhammad@audiocodes.com
1380	Ranjan Sinha	Ranjan.Sinha	Ranjan.Sinha@audiocodes.com
1378	Noa Fried	noa.fid	noa.f@audiocodes.com
1377	Ran	raninbar@gmail.com	raninbar@gmail.com
1345	Noa Fried	Noa.f@audiocodes.com	Noa.f@audiocodes.com
1180	Mike Dubb	Mike.Dubb@audiocodes.com	Mike.Dubb@audiocodes.com
1179	Ran Inbar	ran.inbar@audiocodes.com	ran.inbar@audiocodes.com

3. In the 'Username' field, enter a username. This has to be unique.
4. In the 'Password' field, enter a password, and then enter it again in the 'Password Verify' field.
5. In the 'Name' field, enter the name of the user.
6. Under the **Role** group, select the user's role (permission).
7. If you selected the **Reseller** option for the role, then from the 'Reseller' drop-down list, select the specific reseller.
8. In the 'Email' field, enter the email of the user.
9. Click **Save**.

# 11 SIM Inventory

The Control Panel provides a SIM inventory that lists all available (*reserved*) SIMs.

As a Distributor, you can reserve specific SIMs for specific Resellers. You can then allocate the Reseller's SIMs to Groups. A Reseller can also allocate its SIMs to Groups.

SIMs in the SIM inventory can have one of the following statuses:

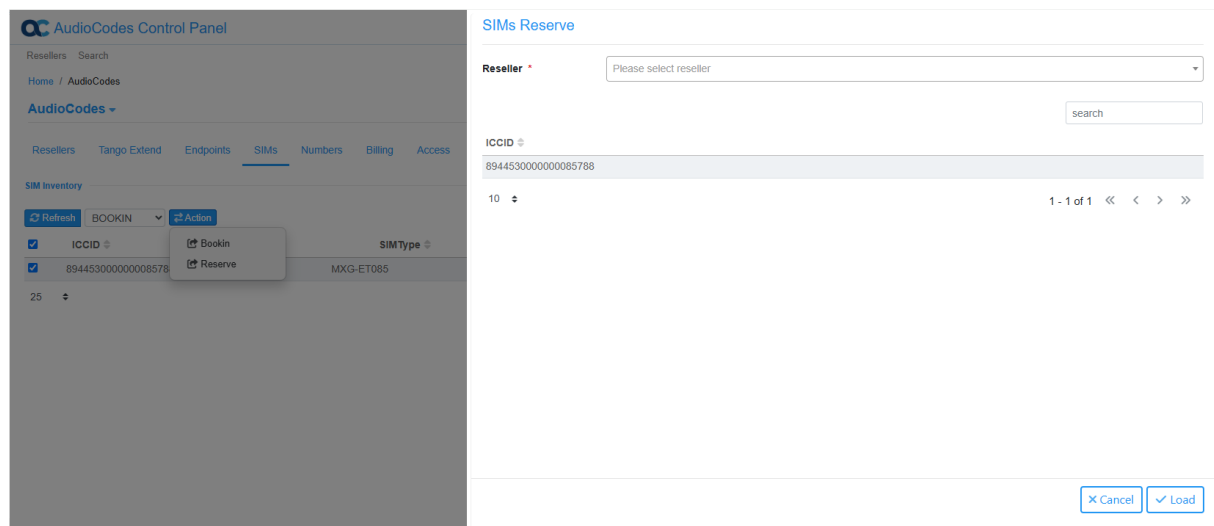
- **Bookin:** SIM is not reserved for any reseller.
- **Reserved:** SIM has been reserved for a specific reseller.
- **Allocated:** SIM has been allocated to a Group of a reseller.
- **Active:** SIM is in use by a subscriber.
- **ALL:** Displays all SIMs (regardless of status).

You can always change the status of a SIM (i.e., from Bookin to Reserved to Allocated, or from Allocated to Reserved to Bookin).

## 11.1 Reserving SIMs for a Reseller

To reserve SIMs for a Reseller:

1. Click the **SIMs** tab, and then from the drop-down list, select **Inventory**.
2. From the drop-down list, select the **BOOKIN** status; all the available SIMs are listed.
3. Select the SIMs you want, click the **Action** button, and then from the drop-down menu, choose **Reserve**; the SIMs Reserve pane appears:



4. From the 'Reseller' drop-down list, select the reseller for whom you want to reserve the SIMs.
5. Click the **Load** button.

## 11.2 Allocating SIMs to a Group

The Distributor or Reseller can allocate SIMs to Groups.

To allocate SIMs to a Group:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Click the **SIMs** tab, and then from the drop-down list, select **Inventory**.
4. Select the SIMs you want, click the **Action** button, and then from the drop-down menu, choose **Allocate**; the SIMs Allocate pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'SIMs Inventory' table is visible with columns for ICCID, SIMType, and Group. Two SIMs are listed: 894453000000005231 (MXG-ET006) and 8944530000000085791 (MXG-ET085). The 'Action' button is highlighted, and a dropdown menu shows the 'Allocate' option. On the right, the 'SIMs Allocate' pane is open. It features a 'Reseller' dropdown set to 'Talk\_Mail', a 'Group' dropdown set to 'Select Group', and a search bar. Below these, the 'ICCID' field is populated with the two SIM IDs. At the bottom right of the pane are 'Cancel' and 'Allocate' buttons.

5. From the 'Group' drop-down list, select a Group.
6. Click the **Allocate** button.

## 12 Provisioning Subscribers

Provisioning subscribers (end users) includes the following:

- Adding phone numbers
- Assigning phone numbers to subscribers



- This section is applicable to **Cisco Webex**. For Microsoft Teams, provisioning subscribers is typically done automatically and therefore, this section can be skipped.
- Once the subscribers are provisioned in the back office as described in this section, provisioning is only complete once the subscriber scans a QR code to set up the phone with the eSIM.

### 12.1 Adding Phone Numbers

To add phone numbers:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Click the **Numbers** tab, and then from the drop-down list, select **Import**; the Import Numbers pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Numbers' tab is selected under the 'Talk\_Mail - Reseller Demo and POC' section. The main area displays the 'Import Numbers' pane. This pane has a 'Reseller' dropdown menu set to 'Talk\_Mail' and a 'Numbers' text area. The text area contains the instruction 'Enter a valid E.164 number per line' and an example of three numbers: 12145551000, 12145551001, and 442079460004. At the bottom right of the pane are 'Cancel' and 'Load' buttons.

4. In the 'Numbers' text box, type the numbers in E.164 format (without the "+" sign). Each number must be on a new line.
5. Click the **Load** button.

## 12.2 Assigning Phone Numbers to Subscribers

To assign phone numbers to subscribers:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Select a group.
4. Click the **New Subscriber Wizard** button; the wizard starts:

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer

**Audiocodes\_Trial\_End\_Customer**

Subscribers Tango Extend Endpoints SIMs Numbers Access Policies Billing Notifications

Subscribers

Refresh + New Subscriber Wizard Export

SubUID	Name	Number	Email
b016987	AdeleVance	18332954087	AdeleV@M365x17108666.OnMicrosoft.com

10

**Add + Provision Tango Extend**

User Billing Network Tango Extend Mobile

**Home Location \*** Enter Home Location of Service

**Subscriber Name \*** Enter Name (without spaces)

**First Name \*** Enter Name

**Last Name \*** Enter Name

**Email \*** Enter a Valid Email (user@domain)

**Description** Add Description (3 - 100 Characters)

Cancel Previous Next Save

5. Do the following:
  - a. From the 'Home Location', select the geographical location of the subscriber.
  - b. In the 'Subscriber Name' field, type the subscriber's name (without spaces).
  - c. In the 'First Name' and 'Last Name' fields, type the subscriber's first and last name, respectively.
  - d. In the 'Email' field, type the subscriber's email address.
6. Click **Next**; the following wizard page appears:

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer

**Audiocodes\_Trial\_End\_Customer**

Subscribers Tango Extend Endpoints SIMs Numbers Access Policies Billing Notifications

Subscribers

Refresh + New Subscriber Wizard Export

SubUID	Name	Number	Email
b016987	AdeleVance	18332954087	AdeleV@M365x17108666.OnMicrosoft.com

10

**Add + Provision Tango Extend**

User Billing Network Tango Extend Mobile

**Bundle \*** Select a Bundle

**Billing Identifier** Custom Identifier for billing record

Cancel Previous Next Save

7. Do the following: From the 'Bundle' drop-down list, select a bundle for the subscriber.

8. Click **Next**; the following wizard page appears:

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer

**Audiocodes\_Trial\_End\_Customer**

Subscribers Tango Extend Endpoints SIMs Numbers Access Policies Billing Notifications

Subscribers

Refresh + New Subscriber Wizard Export

SubUID	Name	Number	Email
b016987	AdeleVance	18332954087	AdeleV@M365x17109666.OnMicrosoft.com

10

**Add + Provision Tango Extend**

User Billing **Network** Tango Extend Mobile

**SIM Type**

☐ Physical SIM  
☒ eSIM

**Network Profile** Mobile-X

**SIM \*** Select a SIM  
Default value of eSIM will choose the next available eSIM

**Number \*** Select a Number

**Roaming Policy \*** Select a Roaming Policy

Cancel Previous Next Save

9. Do the following:

- For the **SIM Type**, select **eSIM** (default).
- From the 'Network Profile' drop-down list, select the network profile. For information on network profiles, see Assigning SIM Network Profiles to Resellers or Groups.
- From the 'SIM' drop-down list, select an available SIM.
- From the 'Number' drop-down list, select the phone number. For information on phone numbers, see Adding Phone Numbers.
- From the 'Roaming Policy' drop-down list, select a roaming policy. For information on roaming policies, see Assigning Roaming Policies to Resellers or Groups.

10. Click **Next**; the following wizard page appears:

**AudioCodes Control Panel**

Resellers Search

Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer

**Audiocodes\_Trial\_End\_Customer**

Subscribers Tango Extend Endpoints SIMs Numbers Access Policies Billing Notifications

Subscribers

Refresh + New Subscriber Wizard Export

SubUID	Name	Number	Email
b016987	AdeleVance	18332954087	AdeleV@M365x17109666.OnMicrosoft.com

10

**Add + Provision Tango Extend**

User Billing Network **Tango Extend** Mobile

**UC Link - PBX**

**PBX \*** Select a PBX

**Extension** Enter an Extension (Ex: 1000, 1001)

**Business Number** Enter a Valid E.164 Number as an Additional Business Number

**SIP Address** Enter ONLY the User Portion of PBX SIP Address

**PBX Username** Enter PBX Username (1000, bobjones)

**PBX Password** Enter PBX Password

Cancel Previous Next Save

11. Do the following: From the 'PBX' drop-down list, select a PBX.

12. Click **Next**; the following wizard page appears:

The screenshot shows the AudioCodes Control Panel interface. The sidebar on the left contains the following elements:

- Logo: AudioCodes Control Panel
- Resellers Search
- Breadcrumbs: Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer
- Section: Audiocodes\_Trial\_End\_Customer
- Navigation tabs: Subscribers, Tango Extend, Endpoints, SIMs, Numbers, Access, Policies, Billing, Notifications
- Subscribers section with buttons: Refresh, + New Subscriber Wizard, Export
- Table with columns: SubUID, Name, Number, Email
- Table content: b016987, AdeleVance, 18332954087, AdeleV@M365x17108666.OnMicrosoft.com
- Page number: 10

The main content area is titled 'Add + Provision Tango Extend' and features a progress bar with five steps: User, Billing, Network, Tango Extend, and Mobile. The 'Mobile' step is currently active. Below the progress bar, there are two sections of controls:

- Controls**: Includes toggles for Voice (ON), Data (ON), and Messaging (ON).
- Additional Features**: Includes a toggle for Mobile Hotspot (OFF).

At the bottom of the main content area, there are four buttons: Cancel, Previous, Next, and Save.

13. Click the toggle buttons to turn on or off the corresponding features.

14. Click **Save**.

## 12.3 Completing Subscription Process

To complete the subscription process, refer to the instructions in the *Mobile Connect for End-Customers IT Administrator's Manual*.

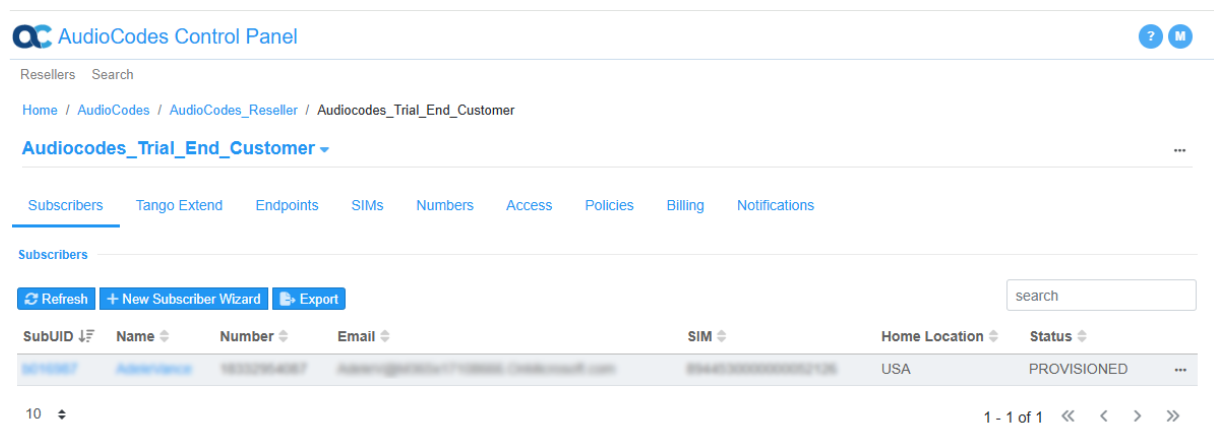
## 13 Managing Subscribers

### 13.1 Viewing Subscriber Details

Once you have provisioned subscribers, you can view information per subscriber, as described below.

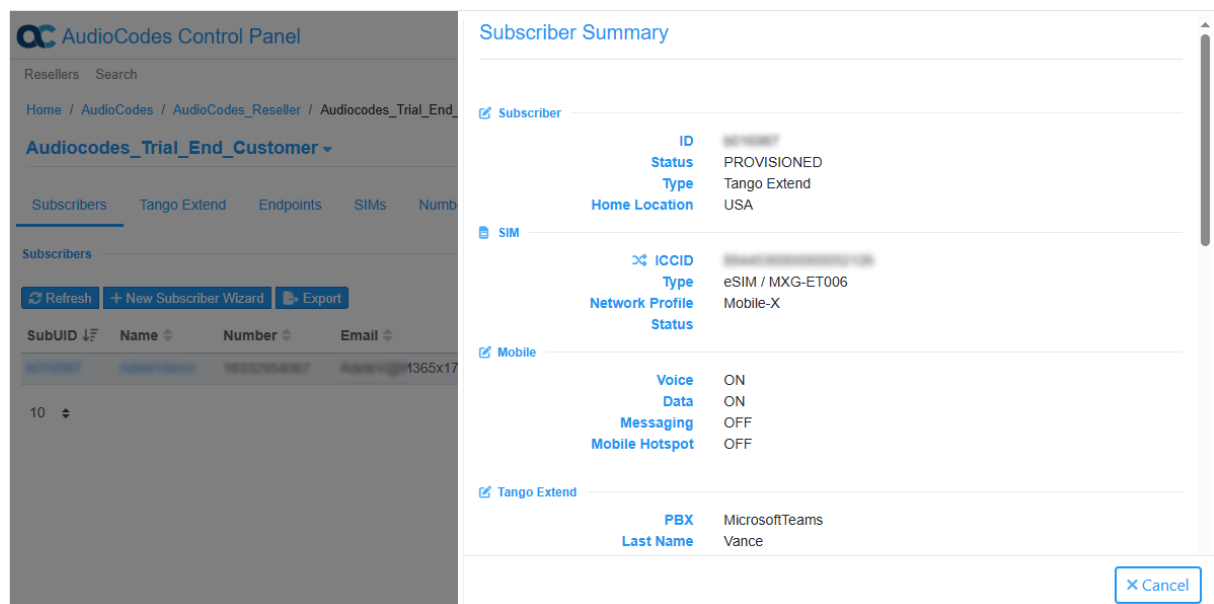
To view subscriber details:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Select a group.



The screenshot shows the AudioCodes Control Panel interface. The top navigation bar includes 'Resellers' and a search bar. The breadcrumb trail is 'Home / AudioCodes / AudioCodes\_Reseller / Audiocodes\_Trial\_End\_Customer'. The main section is titled 'Audiocodes\_Trial\_End\_Customer' and contains a tabbed interface with 'Subscribers' selected. Below the tabs, there are buttons for 'Refresh', '+ New Subscriber Wizard', and 'Export', along with a search bar. A table lists subscribers with columns: SubUID, Name, Number, Email, SIM, Home Location, and Status. The first row shows a subscriber with SubUID 1365x17, Name Audiocodes, Number 18332784387, Email Audiocodes@1365x17.com, SIM 8944730000000002126, Home Location USA, and Status PROVISIONED. At the bottom, there is a pagination bar showing '1 - 1 of 1' and navigation arrows.

4. Click the ellipsis button (three horizontal dots) of the subscriber, and then from the drop-down menu, choose **Summary**; the Subscriber Summary pane appears:



The screenshot shows the 'Subscriber Summary' pane. It is divided into sections for different subscriber attributes:

- Subscriber:** ID 1365x17, Status PROVISIONED, Type Tango Extend, Home Location USA.
- SIM:** ICCID 8944730000000002126, Type eSIM / MXG-ET006, Network Profile Mobile-X.
- Mobile:** Voice ON, Data ON, Messaging OFF, Mobile Hotspot OFF.
- Tango Extend:** PBX Last Name MicrosoftTeams Vance.

A 'Cancel' button is located at the bottom right of the pane.



## 13.2 Terminating a Subscriber

You may want to terminate a subscriber due to some reason, for example, the subscriber's contract has ended.

**To terminate a subscriber:**

1. Click the **Resellers** tab.
2. Select a reseller.
3. Select a group.
4. Click the ellipsis button (three horizontal dots) of the subscriber, and then from the drop-down menu, choose **Terminate**; the Terminate Subscriber pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Subscribers' tab is selected under the 'Audiocodes\_Trial\_End\_Customer' group. The main area displays the 'Terminate Subscriber' pane. This pane contains a table with the following columns: ID, NAME / DESCRIPTION, STATUS, and TYPE. Below the table, there is a 'Termination Reason' dropdown menu with the text '-- Select a termination reason --'. At the bottom right of the pane, there are two buttons: 'Cancel' and 'Save'.

5. From the 'Termination Reason' drop-down list, select a reason for terminating the subscriber.
6. Click **Save**.

## 13.3 Viewing eSIM QR Code

To view a subscriber's eSIM QR Code, follow the below procedure.

To view subscriber's eSIM QR Code:

1. Click the **Resellers** tab.
2. Select a reseller.
3. Select a group.
4. Click the ellipsis button (three horizontal dots) of the subscriber, and then from the drop-down menu, choose **Summary**; the Subscriber Summary pane appears.
5. Click the **eSIM Details** icon, as shown below:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Subscribers' tab is active, displaying a list of subscribers. On the right, the 'Subscriber Summary' pane is open. Within this pane, the 'eSIM Details' icon is highlighted with a red box. The summary pane displays various details for a subscriber, including ID, Status, Type, Home Location, ICCID, Type, Network Profile, Status, Mobile settings (Voice, Data, Messaging, Mobile Hotspot), and Tango Extend details (PBX, Last Name, First Name, Email).

The eSIM Details pane appears, displaying the eSIM QR Code:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Subscribers' tab is active. On the right, the 'eSIM Details' pane is open. This pane displays the eSIM status as 'Not Installed / RELEASED' and the ICCID. A QR code is shown, along with buttons for 'Download QR Code', 'Refresh QR Code', and 'Manual Installation'. A 'Cancel' button is visible at the bottom right of the pane.

## 14 Customizing Terms and Conditions

You can customize the Terms and Conditions (Ts&Cs) that the end user needs to accept.



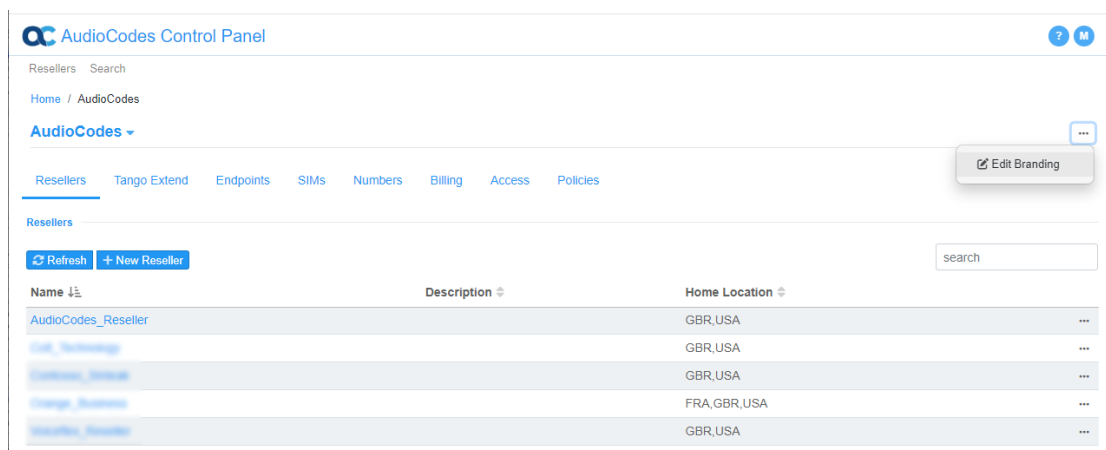
This section is applicable only to **Microsoft Teams**.

The end users see the Terms and Conditions as they progress through the self-provisioning process in the Extend Application.

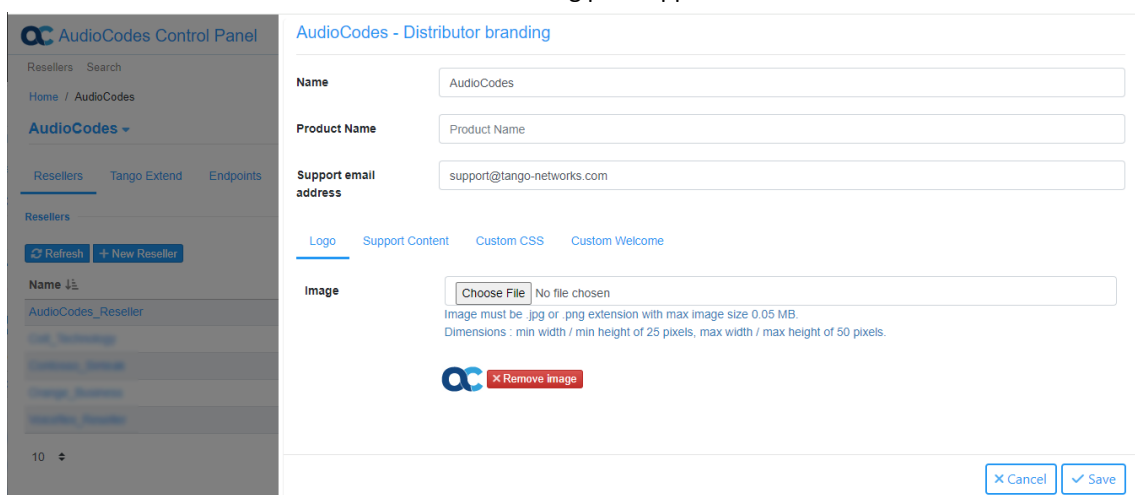
The Terms and Conditions are owned by you and can be uploaded directly to the Control Panel at the reseller level (i.e., you can provide specific Terms and Conditions for each of your resellers).

### To upload a customized Terms and Conditions (reseller level)

1. On the home page of the Control Panel (**Resellers** tab), click the three (...) dots menu, and then from the drop-down list, choose **Edit Branding**:



The AudioCodes – Distributor branding pane appears:



2. In the pop-up dialog box, select the **Access** tab, and then click **Remove** to delete the current Terms and Conditions document.
3. Click **Upload New** to upload your new Terms and Conditions document.

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