Mobile Connect Powered by Tango Networks

Mobile Connect Powered by Tango Networks for Microsoft Teams

User's Manual

Version 1.0





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Abbreviations and Terminology

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

Related Documentation

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1 Introduction

The Extend for Microsoft Teams service enables native cellular access to your Microsoft Calling Plan for Teams without the need for the Microsoft Teams mobile app. Simply use the native phone application provided by your mobile device to make or receive calls using your Teams phone number.

With Extend for Microsoft Teams, your mobile phone can make and receive both personal and business (Teams) calls from the native phone application. Your personal phone line is considered the primary line, while your business/Teams line is the secondary line.

2 Prerequisites

Before the Extend for Microsoft Teams service can be activated, the following criteria must be met:

- Your Teams account **must** have a valid Teams number and calling plan.
- Your mobile device **must** be carrier unlocked and be eSIM capable.
- Your mobile device must be a Mobile Connect supported device (see <u>Supported Phones -</u> <u>Tango Networks</u> for details).

3 Onboarding

The onboarding process includes the following stages:

- 1. Acknowledging the Acceptable Use Policy (T&Cs).
- 2. Pairing your Extend Device with Teams.
- 3. Installing your Extend eSIM on your mobile device.
- 4. Familiarizing yourself with the Extend app dashboard.

3.1 Accepting Use Policy / Terms & Conditions

As an end user of the Extend for Microsoft Teams service, you must read and acknowledge the associated End User Acceptable Use Policy of the Extend service. This is done when you add the Extend app to your Teams desktop.



The Extend app is only available for installation if your organization's IT has given you permission. If you can't install it, contact your IT administrator.

To add Extend app to Teams desktop and accept T&C:

1. On the side panel of your Teams desktop client, click **Apps**, search for the "Extend" app in the Teams app store, and then click the app's **Add** button:



Extend for Microsoft Teams is a business mobile service that offers a native mobile experience for Teams Callino. With Extend you can

- By using Extend, you agree to the privacy policy, terms of use, and permissions.
- 2. In the pop-up window, click Add: the app checks if your subscriber account is already provisioned or if it needs to be created:



If your account needs to be created, the following appears:

This app will guide you through the mobile phone, please review the	ie necessary steps to enal Getting Started Guide for r	ble your Teams number in yo requirements before continu
•	0	0
Acknowledge Terms	Pair Mobile Device	Install eSIM
Acknowledge Terms		
Before continuing you acknowle authorized access, and you ag	edge that this a charged so ree to the terms and condi	ervice, you have been tions.
View & Accept Terms		(Help

3. Click View & Accept Terms; the T&Cs appear.



4. Read the entire policy and when you get to the end, click the **Accept** button to agree; the app contacts Microsoft for a code to pair your mobile device with the Extend service:

Tango Ex	tend			
This app will guide you through the necessary steps to enable your Teams number in your mobile phone, please review the Getting Started Guide for requirements before continuing.				
	0	•	0	
	Acknowledge Terms	Pair Mobile Device	Install eSIM	
00	Contacting Microsoft for a P	airing Code		

5. After a few seconds, the pairing code is displayed:

This app mobile p	will guide you through whone, please review th	the necessary steps to ena e Getting Started Guide for	ble your Teams number requirements before co	in you ntinuing
	O	•	0	
	Acknowledge Terms	Pair Mobile Device	Install eSIM	
Pair mo	bbile device to Teams acc	count		
Let's pair your device with your Teams account.				
The	process will take you t	to a Microsoft webpage via t	he default browser	
1. Co	py this code (only valid 41EE84M2C C Refre	l for 15 minutes) esh the code		
2. On	the page linked below	1		
	- Paste the provided	code		
	- Follow all the steps	on that page		
	- Close the window a	and return to Teams		
3 On	en this URL			

6. Continue with Section Pairing your Device with Teams to pair your device using the displayed pairing code.

Pairing your Device with Teams 3.2

Once you accept the Terms & Conditions of the Extend app in Section Accepting Use Policy / Terms & Conditions, a pairing code is displayed to pair your device with your Microsoft Teams account.

To pair your device with Teams:

- 1. Copy the pairing code that is displayed after accepting the T&Cs of the Extend app.
- 2. Go to https://microsoft.com/devicelogin; the following appears:

From tango	
- Μιcrosoπ	
Enter code	
Enter the code displayed on your app or device.	
Code	
Next	

Paste the code in the field, and then click Next. Pair? 3.

On my PC	From tango		
Microsoft ← MikeD@audiocodes.com Authorization succeeded. Your device should update in few minutes.	Are you trying to sign in to Teams SIP Gateway? Only continue if you downloaded the app from a store or website that you trust.		
You may close this window now.	Cancel Continue		
Give feedback Pair another			

Click Continue; the following is displayed, indicating that you have paired your device 4. successfully:



5. Close the Microsoft window.

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6. After the device pairing process is complete, the Extend app displays a QR code for eSIM installation on your mobile device: Which appears?

	eSIM				
	The eSIM n	The eSIM must be installed and enabled (Active) for Teams calls to work with your mobile. Refresh STATUS after taking action			
	work with your mobile. Herean a Millos after taking action.				
	STATUS C ^e Not installed		ICCID 8944530000000520	211	
			Download QR C	code ode	
	E Manual Insta	Illation			
This app w mobile pho	ill guide you thro ne, please revie	ough the necessary step ew the Getting Started G	s to enable your uide for requirem	Teams number in your ents before continuing.	
	Acknowledge Te	erms Pair Mobile De	vice Inst	all eSIM	
Install e SIM					
Let's insta	all the eSIM into	your mobile device:			
Ensure Can't S	the mobile has can QR code?	a data connection availa Click 'Continue', and us	ble (preferably a e the Manual Ins	WIFi connection) tallation steps	
	杨回	1 Scan the provided O	Ricode		
		2 Wait until the eSIM is	s installed and en	abled on your device	
節		3. Click the 'Continue'	button when com	plete	
Continu	Continue (?) Help				

Before installing your eSIM, please review the next section (Familiarizing Yourself with Extend App in Teams) regarding the Extend provisioning app Dashboard that's available after completing the onboarding of the Extend service. The dashboard provides important actions that you should be familiar with.

3.3 Familiarizing Yourself with Extend App in Teams

Before installing your eSIM on your mobile device, you should familiarize yourself with the dashboard of the Extend app for Teams.

You can access the Extend app from your Teams desktop client or your Teams mobile app.

After successfully setting up your Extend service, the Extend provisioning app provides a dashboard, where you can access the following information and perform actions:

- Service status:
 - User name
 - Teams number
 - Teams device status
 - eSIM status
- Ellipsis (three dots) button:
 - **Refresh** refreshes the dashboard.
 - Help accesses guides for help.
 - **Terms** accesses the Terms and Conditions page.
 - **Contact Support** displays support contact details.
 - **Sign Out** signs out of your Teams device.



3.3.1 Temporarily Disabling the Extend Line

You can temporarily disable the Extend line on your mobile device. Once done, calls will no longer be forwarded to your Extend line nor will you be able to make calls from this line.

To disable Extend line:

- 1. Open the Extend app in Teams.
- 2. Click the ellipses (...) button at the top-right of the dashboard.
- 3. From the drop-down menu, choose Sign Out:

•••	< > Q Search	📭
Q Activity	Extend Home About	0 C 0
Galls	Extend	
(=) Chat	C Refresh	
COO Teams	Account Mobile Cheip	
Extend	Name Mike Bishop Ø Contact Support Teams Number +14693053682 [+ Sign Out]	
	Device Status Signed In eSim Status Active	
Apps		
(?) Help		

4. Confirm that you want to sign out of your Teams device; the dashboard refreshes, displaying that the device is no longer paired with Teams. In addition, a text message is sent to your device, confirming that you have been signed out, as shown in the following example:



To re-enable the Extend line, simply follow the on-screen instructions to re-pair your device with Teams in the Extend app.

3.3.2 Signing In To Your Extend Device

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If you manually sign out of your Extend device or if you are automatically signed out due to Teams password change (or whatever other reasons), your Extend mobile device is notified by text message of the status change. The Extend dashboard also reflects this status change--'Status' field displays "Signed Out"--and provides steps for signing back in.

Your Teams device may be automatically signed out because of:

- Your Teams password has changed.
- The Teams admin has made a change to your account configuration or license.
- The Teams admin has forcibly signed out devices for security reasons.
- Access Policy assigned to your account that automatically signs out devices after a specific period.



To sign-in to your Extend device:

- 1. Open the Extend app in Teams.
- 2. Click the **Refresh the code** link to obtain a new pairing code.
- 3. Follow the steps provided in the Extend app to sign in to your device (as described in Section Pairing your Device with Teams).
- 4. Once the sign in process is complete, a text message is sent to your device, confirming that your Teams number is available and ready for use (as the Extend line) on your mobile device.

3.4 eSIM Installation and Configuration

For eSIM installation and configuration, see the relevant section according to your device's manufacturer:

- Apple iPhone
- Samsung
- Google



DO NOT use the native camera application of your mobile device to install the eSIM.

3.5 Apple iPhone

This section is applicable to Samsung phones.

3.5.1 Installing the eSIM

This section describes eSIM installation.

To install eSIM on Apple iPhone:

- **1.** Go to **Settings** \rightarrow **Cellular** (or **Mobile Data** in the UK).
- 2. Tap Add eSIM.
- 3. Tap Use QR Code.
- 4. Point the camera at the on-screen QR code in the Extend app to start the eSIM installation process:



5. Tap Continue.

6. Define label names for each of your phone lines. Best practice is to define the Primary label as "Personal" and the newly added Extend line as "Extend":



7. Define the "Personal" line as the default. Scroll down and select Continue.



- 8. Tap Continue.
- 9. Tap **Done** to confirm completion of the eSIM installation; both SIMs are now displayed in the SIMs list, with their corresponding labels ("Personal" and "Extend"):

Settings Cellula	• 90% 🗰)
browsing, and push no	tifications.
Default Voice Line	Personal >
SIMs	
Personal +1 (2	On >
Extend	On >
Add eSIM	
CELLULAR DATA FOR I	PRIMARY
Current Period	101 GB
Current Period	

10. Tap the "Extend" SIM, tap Voice & Data, and then turn on VoLTE:

		1.37	
lular Mobile-X		Kobile-X Voice 8	Data
llular Plan Label	Extend >	5G Auto	
m On This Line		5G On	
IFA		LTE	
vork Selection	Mobile-X >	50 Auto uses 50 only when while optimizing battery life	needed for per
umber		56 On uses 56 whenever it may reduce battery life or p	is available, ev erformance.
n Other Devices	Off >	Volte	
Data	5G Auto >	VoLTE allows you to make v	olce c
		Vol.TE may impact battery i text messages.	re, some voice
Bata Network	>		
Mode	> Standard >		
Node	Standard >		
P Address Tracking	Standard >		
 Data Work Adde Address Tracking toaming N 	Standard >		
ta Mode hit IP Address Tracking ta Roaming f PIN f Applications	Standard >		

3.5.2 Configuring the Teams Mobile App

If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

To disable inbound call notifications on Teams mobile app:

- 1. On your mobile device start the Teams mobile app.
- 2. Tap your profile icon on the top-left of the screen, and then from the drop-down menu, choose **Notifications**; the Notifications screen appears.



3. Tap General activity, and then turn off Calls:

Notifications Notify me for ral activity > nels > ings > ings > ings > ings > ing quiet time Allowed in in meetings Allowed in in meetings Allowed in out find time > in out meetings Allowed out notifications >	Natifications	÷
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Innels > trings > ators Calls en active on desktop Allowed on in meetings Allowed Allowed > Others Shifts Others Apps on Te ation (in-app only) Image: Calls	General activity	
tings > Calls @mentions atons Allowed > Tasks on griget time Allowed > Tasks on active on desktop Allowed > Shifts others Allowed > Others ation (in-app only)	Channels	
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In in meetings Allowed > Others Others and Tri-tone > ation (in-app only) out notifications >	hen active on desktop	
Chers Apps on Te h-app only)	etings	
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te notifications		
pot notifications	ation (in-app only)	
pot notifications		
dot notifications		
	eshoot notifications	

3.5.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

The following Teams features are available from the Extend line of your mobile device:

Voicemail

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- Do Not Disturb
- Call Forward enablement (Immediate, Unanswered, Ring Also, and Reset)
- Call Move (Teams Client → Extend Mobile)

3.5.3.1 Making Outgoing Teams Calls

This section describes how to initiate a Teams call using Extend service on your mobile device within the native phone app.

3.5.3.1.1 Making a Call using the Keypad

To make a call using phone's keypad:

- **1.** Go to the Keypad page within the native phone application.
- 2. Tap the line selector button at the top of the screen, and then tap Use Extend Line.



3. Dial the desired number, and then tap the call button.



4. The number displayed to the called party is your Teams number.

3.5.3.1.2 Making a Call using the Recents List

You can make a call from the Recents list of your native phone app.

To make a call using phone's Recents list:

1. Go to the Recents page within your native phone application.

The Recents lists displays calls of both the Personal and Extend lines. The phone uses the first letter of the line's label to tag each entry in the Recents list.

All Mis	sed E
Recents	
Joe Customer	
Mike Bishop (4)	
+1 (469) 218-7974 Spam Risk	
Front door Wyze Video	
+1 (325) 422-1125	
+1 (214) 817-2275	
Phil Eigenmann	
+1 (979) 432-3607	
+1 (325) 422-2040 III Spam Risk	
+1 (207) 830-4369	
+1 (325) 422-2053	

2. Tap the entry you want to call back; your phone automatically uses the cellular line associated with the entry:



3.5.3.1.3 Making a Call from Contacts

To make a call using phone's Contacts list:

- 1. Go to Contacts within the native phone application.
- 2. Select an existing contact.
- 3. Tap Edit.
- 4. Tap **Preferred Line**, change it to the "Extend" line, and then tap **Done**.



3.5.3.1.4 Making a Call from a Web Page or Email

When you tap a phone number on a web page or email, your iPhone displays a pop-up at the bottom of the screen allowing you to call the number directly. However, making a call in this fashion will **always** use the "Default Voice Line" as configured in **Settings** > **Cellular** (US) or **Mobile Data** (UK). It's recommended that you define the default as your "Personal" line so that making a call from a webpage or email automatically uses the "Personal" line.

If you want to use the "Extend" line:

- 1. Long-press the number on the web page or email.
- 2. Copy it to the iOS clipboard.
- **3.** Go to the keypad in the native phone application, paste the number, and then select the "Extend" line before making the call.

3.5.3.2 Answering Teams Calls on Extend Line

When there is an incoming call, your phone displays the first letter of the line label. For example, below displays "E", indicating that the Extend line is ringing. This inbound call matched a contact that was defined to use the "Extend" line.



When you accept the call, the same letter "E" is displayed, indicating that the call is on the "Extend" line:



3.5.3.3 Placing a Call On Hold and Establishing a Conference Call

The Extend service provides two powerful active call services - Call Hold and Add Call/Conferencing. As an Extend user, you can place an active call on-hold as well as create a conference call directly from the active call screen.

To place a call on hold:

With an active call on the Extend line, press and hold the mute button for at least 3 seconds:



To establish a call conference:

With an active call on the Extend line, tap the **Add Call** button on the in-call screen of the native phone app:



3.6 Samsung Phone

This section is applicable to Samsung phones.

3.6.1 Installing the eSIM

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This section describes eSIM installation and configuration for Samsung devices.

DO NOT use the native camera application of your mobile device to install the eSIM.

To install eSIM on Samsung:

- **1.** Go to Settings \rightarrow Connections \rightarrow SIM manager.
- 2. Select Add eSIM.
- 3. Select Other ways to add eSIMs.
- 4. Select Scan QR code from service provider.
- 5. Point the camera at the on-screen QR code to start the eSIM installation process.



6. Select eSIM 1:



7. Select Name, and then enter "Extend". Select Icon to choose an icon.

6:20 :01		◎교湖교 61%章
< eSIM 1		
On		
lcon		
Name		
More informati	on	
Remove		
	0	<

3.6.2 Configuring the Teams Mobile App

If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

To disable inbound call notifications on Teams mobile app:

- 1. On your mobile device start the Teams mobile app.
- 2. Tap your profile icon on the top-left of the screen, and then from the drop-down menu, choose **Notifications**; the Notifications screen appears.



3. Select General activity > Notification categories, and then turn off Calls:

(2-28) mil 11		©		
< Notification	< Notification categories			
🤹 Teams				
Teams - General				
Allow notification:	8			
Apps on Teams				
Calls				
Ongoing Calls				
Channels				
Chats				
@Everyone				
Files				
Media Controller				
Meetings				
	0	<		

Configuration summary:

- The name associated with the Extend line has been labeled "Extend".
- The icon associated with the Extend line has been set to the office build.

You can view this in the SIM manager (Settings > Connections > SIM manager):

< 5	SIM manager	
SIM ca	rds	
1	Personal Hello Mobile 1 214-87	
eSIMs		
B	Extend Extend +1 469-3	

3.6.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

The following Teams features are available from the Extend line of your mobile device:

- Voicemail
 - Do Not Disturb
- Call Forward enablement (Immediate, Unanswered, Ring Also, and Reset)
- Call Move (Teams Client → Extend Mobile)

3.6.3.1 Making Outgoing Teams Calls

This section describes how to initiate a Teams call using Extend service on your mobile device within the native phone app.

3.6.3.1.1 Making a Call using the Keypad

To make a call using phone's keypad:

- **1.** Go to the Keypad page within the native phone application.
- 2. Tap the line selector button at the bottom of the screen to change to the **Extend** line.



3. Dial the desired number, and then tap the call button.

3.6.3.1.2 Making a Call using the Recents List

You can make a call from the Recents list of your native phone app.

To make a call using phone's Recents list:

1. Go to the Recents page within your native phone application. The Recents lists displays calls of both the Personal and Extend lines. The phone uses the icon associated with the personal or Extend line to indicate which line was used to make or receive the call:

e: 💽 🌒 🖄 🛳 🔹	▶: 💭 🌒 杰 🛥 🔸		385 al 10	00% ੇ	
	Phone	!			
		ĒŦ	Q	:	
Today					
v +1 214-8	72-2581		10:45	AM	AM
Yesterday					
s +1 214-8	72-2381		11:19	AM	1 AM
July 1					
🍝 +1 214			5:32	PM	
June 30					
🞽 +1 469-7	29-2966		7:41	PM	PIVI
Keypad	Recents	С	ontact	S	E PM
			<		5.00

- 2. Tap the desired entry from the list and select the call button to call the number back. A popup window appears asking you which line to use for the outgoing call.
- 3. Tap Extend to make the call using your Teams number:

•••	a∎en:: ¢	Galaxy S21
Phone	Ŧ	Q :
Today		
+1 214-872-258	1	10:45 AM
Yesterday		
+1 214-872-238	1	11:19 AM
July 1		
∺ +1 214		5:32 PM
Missed call		
Select callback SIM	card	
The last call or mess number did not use t card for calls. Select use.	age to or fro he preferred which SIM c	m this SIM ard to
Personal Preferred SIM car	d for calls	
Extend Recently used SI	/ card	
III C)	<

3.6.3.1.3 Making a Call from Contacts

To make a call using phone's Contacts list:

- **1.** Go to Contacts within the native phone application.
- 2. Select an existing contact.
- **3.** Tap the info icon.



4. Tap the toggle once to change to the **Extend** line:



3.6.3.1.4 Making a Call from a Web Page or Email

Make a call from a web page:

- 1. Open a webpage or email that contains a phone number you wish to call.
- 2. Long-press the number, and then click the call button once the pop-up appears; the number is automatically copied to the digits field of the keypad.

С			
-	ontac	t Us	5
Have a question	or feedback at	out a delive	ery order?
Fir Fa	Copy Sha	re Select	all
contact Uber Eat	s at: 1-866-987	-3744 or Do	orDash at:
833-510-0332. Yo	n also acc	ess o	<u>o pages &</u>
FAQ's.			
* Indicates a require	d field		
Your response to	o this questio	n may requ	ire you to
answer addition	al questions.		
* Contacting Mcl	Donald's about	a previous	y report
Feedback [Details		
	- o tuno		
* Please provide	more details al	oout your fe	edback (0/
~ 1-866-9	87-3744		

3. Tap the line toggle button once at the bottom of the screen to change to the **Extend** line:

•••	୍ ∎ ନ ::	Galaxy S21
	+	- Q :
1 (0.4		
1 (86	6) 987-3	3/44
1	2 ABC	3 Def
4	5 JKL	6
7 PQRS	8 TUV	9 wxyz
×	0	#
	C	×
	Extend	
111	\bigcirc	<

4. Tap the call button to make the call.

3.6.3.2 Answering Teams Calls on Extend Line

When there is an incoming call, your phone displays the icon of the line label. For example, below displays the office icon, indicating that the Extend line is ringing. This inbound call matched a contact that was defined to use the "Extend" line.



When you accept the call, the same office icon is displayed, indicating that the call is on the "Extend" line:



3.6.3.3 Placing a Call On Hold and Establishing a Conference Call

The Extend service provides two powerful active call services - Call Hold and Add Call/Conferencing. As an Extend user, you can place an active call on-hold as well as create a conference call directly from the active call screen.

To place a call on hold:

With an active call on the Extend line, tap the Hold button on the in-call screen of the native phone app:



To establish a call conference:

With an active call on the Extend line, tap the **Add Call** button on the in-call screen of the native phone app:



3.7 Google Phone

This section is applicable to Samsung phones.

3.7.1 Installing the eSIM

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This section describes eSIM installation.

DO NOT use the native camera application of your mobile device to install the eSIM.

To install eSIM on Google phone:

- **1.** Go to Settings \rightarrow Network & Internet.
- 2. Select the plus sign + to the right of **SIMs**.
- 3. Select **Download a SIM instead**, and then click **Next**.
- 4. Select Use a different network.
- 5. Point the camera at the on-screen QR code to start the eSIM installation process, and then select **Download**.



6. Select Settings, and then select Mobile-X under Downloaded SIM:



7. Turn on the eSIM, and then select **No thanks** regarding data:

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← /	← /
Mobile-X	Mobile-X
Use SIM	Use SIM
Erase SIM	Use Mobile-X for mobile data?
Turn on Mobile-X?	If you switch to Mobile-X, Hello Mobile will no longer be used for mobile data.
	No thanks Use Mobile-X
22 Tango Notworks All rights resonved	

8. Select Calls preference, and then select Ask every time:



9. Tap the pencil edit icon, set the **Name** to "Extend", select the desired color, and then tap **Save**:



3.7.2 Configuring the Teams Mobile App

If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

To disable inbound call notifications on Teams mobile app:

- 1. On your mobile device start the Teams mobile app.
- 2. Tap your profile icon on the top-left of the screen, and then from the drop-down menu, choose **Notifications**; the Notifications screen appears.



3. Select General activity > Notification categories, and then turn off Calls:

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📫 Teams			
Teams - General			
Allow notifications			
Apps on Teams			
Calls			
Ongoing Calls			
Channels			
Chats			
@Everyone			
Files			
Media Controller			
Meetings			
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3.7.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

The following Teams features are available from the Extend line of your mobile device:

- Voicemail
 - Do Not Disturb
- Call Forward enablement (Immediate, Unanswered, Ring Also, and Reset)
- Call Move (Teams Client → Extend Mobile)

3.7.3.1 Making Outgoing Teams Calls

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This section describes how to initiate a Teams call using Extend service on your mobile device within the native phone app.

3.7.3.1.1 Making a Call using the Keypad

To make a call using phone's keypad:

- **1.** Dial a number from the keypad of the native phone application, and then tap the call button.
- 2. Select the Extend line.



3.7.3.1.2 Making a Call using the Recents List

You can make a call from the Recents list of your native phone app.

To make a call using phone's Recents list:

- **1.** Go to the Recents page within your native phone application.
- 2. Tap the desired entry from the list and select the call button to call the number back. A popup window appears asking you which line to use for the outgoing call.
- 3. Tap Extend to make the call using your Teams number:



3.7.3.1.3 Making a Call from Contacts

To make a call using phone's Contacts list:

- **1.** Go to Contacts within the native phone application.
- 2. Select an existing contact.
- 3. Tap the ellipsis (three dots) icon, and then select **Set calling SIM**:



4. Select **Extend** to assign the Extend eSIM to this contact. All future calls to this contact will use the Extend line and your Teams calling plan and number:



3.7.3.1.4 Making a Call from a Web Page or Email

Make a call from a web page:

- 1. Open a webpage or email that contains a phone number you wish to call.
- 2. Long-press the number, and then click the **Call** button once the pop-up appears; the number is automatically copied to the digits field of the keypad.



3. Tap the **Call** button, and then select the **Extend** line from the pop-up menu to make the call using your Teams calling plan and number:

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8					
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4. Tap the call button to make the call.

3.7.3.2 Answering Teams Calls on Extend Line

When there is an incoming call, your phone displays the line label. For example, below displays the "Call via Extend" to indicate that the inbound call is on the "Extend" line.



3.7.3.3 Placing a Call On Hold and Establishing a Conference Call

The Extend service provides two powerful active call services - Call Hold and Add Call/Conferencing. As an Extend user, you can place an active call on-hold as well as create a conference call directly from the active call screen.

To place a call on hold:

With an active call on the Extend line, tap the Hold button on the in-call screen of the native phone app:



To establish a call conference:

With an active call on the Extend line, tap the **Add Call** button on the in-call screen of the native phone app:



4 FAQ

4.1 What if I cannot make a call on the Extend line?

If you find that you cannot make an outgoing call on your Extend line, check the following before contacting support:

- 1. Verify that there are two signal strength indicates and that both show service availability. If the second signal strength indicates no service, then go to #2 below.
- 2. Try restarting the device. Give the device a few minutes to find the proper network, then retry your call.
- 3. For iPhone users, verify that you have enabled VoLTE on your device:

Settings \rightarrow Cellular (or Mobile Data in the UK) \rightarrow (Select the Extend line) \rightarrow Voice & Data Make sure the VoLTE slider is on.

4. For Google Pixel users, verify that you have configured the device to ask for line selection for outbound calls. By default, the device will always use the primary/personal line unless you change the configuration to ask for line selection:

Setting \rightarrow Network & internet \rightarrow Call & SMS \rightarrow Calls Make sure that "Ask every time" is selected.

5. Verify that you are using a Mobile Connect supported Apple, Samsung, or Google device as described in Introduction on page 2.

4.2 What if device pairing is taking a long time?

If you are getting a pairing/activation code successfully, but the pairing process never completes (grinder wheel goes for 15 mins), please confirm with your Teams Administrator that you are licensed and have a Teams Number assigned for your Teams account.

4.3 What if I cannot refresh the pairing code using the provided refresh button?

If refreshing the activation code doesn't return a valid code, but instead continues to show "use Refresh", this may be a temporary network issue. Try again later, and if it still occurs, contact your Teams Administrator.

4.4 What if I cannot paste the pairing code on the Microsoft Enter Code page?

Some browsers may block auto copy/paste commands. Try highlighting the pairing code, right click, and then select copy. If that still doesn't copy/paste, try typing the code in manually.

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