

# AudioCodes Mobile Connect on Cisco Webex

for End Users



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## Notice

Information contained in this document is believed to be accurate and reliable at the time of publishing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of published 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: February-05-2026

## 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.

## Document Revision Record

LTRT	Description
31215	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](#).

## 2 Prerequisites

Before the Mobile Connect service for Cisco Webex can be activated, the following criteria must be met:

- Your Cisco Webex account **must** have a valid Cisco Webex number and calling plan.
- Your mobile device **must** be carrier unlocked and be eSIM capable.
- Your mobile device **must** be a [Tango Extend supported device](#).

## 3 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.

### 3.1 Apple iPhone

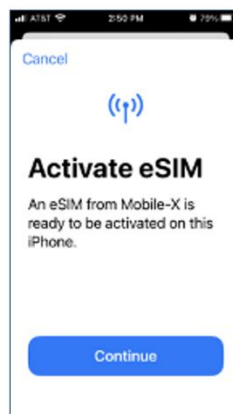
This section is applicable to iPhones.

#### 3.1.1 Installing the eSIM

This section describes eSIM installation.

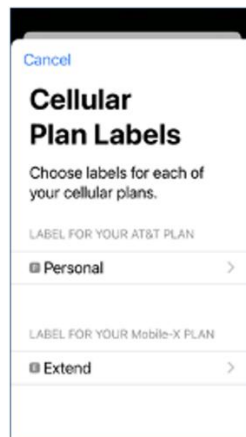
**To install eSIM on Apple iPhone:**

1. Go to **Settings** → **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 sent to you by email to start the eSIM installation process:

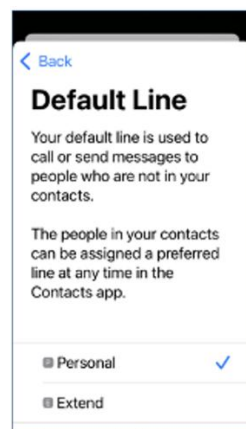


5. Tap **Continue**.

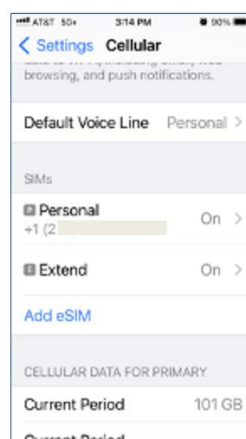
6. Define label names for each of your phone lines. Best practice is to define the Primary label as "Personal" and the newly added Extend line as "Extend":



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

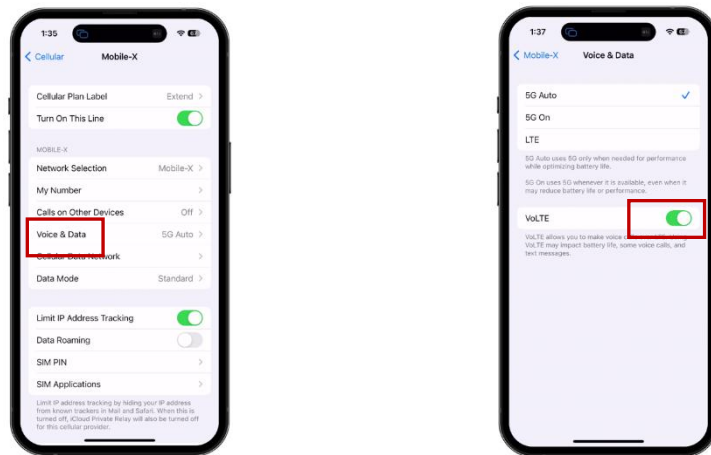


8. Tap **Continue**.
9. Tap **Done** to confirm completion of the eSIM installation; both SIMs are now displayed in the SIMs list, with their corresponding labels ("Personal" and "Extend"):





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



## 3.1.2 Basic Phone Operations with Mobile Connect Service

This section describes basic phone operations.

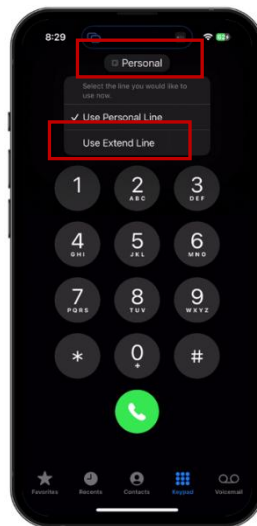
### 3.1.2.1 Making Outgoing Calls

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

#### 3.1.2.1.1 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 Cisco Webex number.

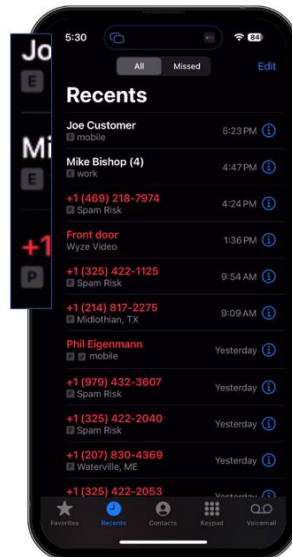
### 3.1.2.1.2 Making a Call using the Recents List

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

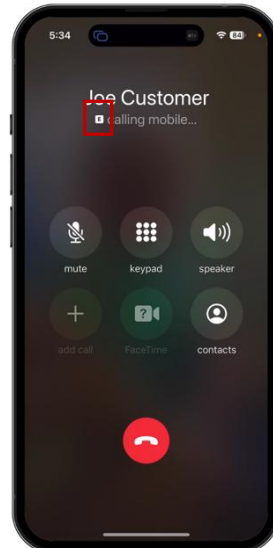
**To make a call using phone's Recents list:**

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.



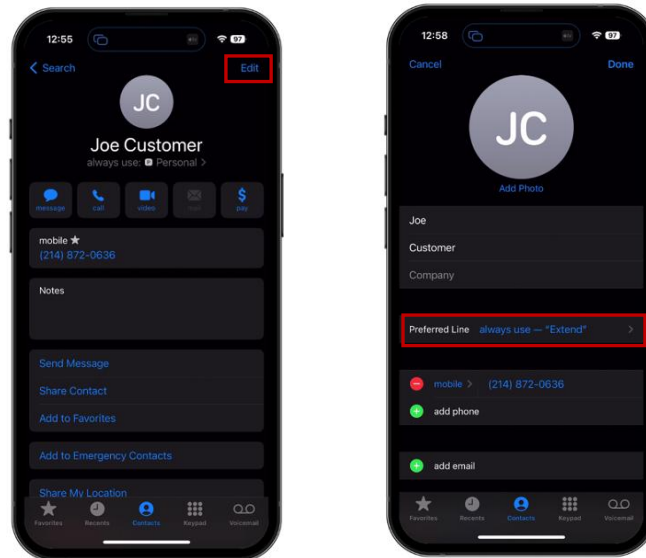
2. Tap the entry you want to call back; your phone automatically uses the cellular line associated with the entry:



### 3.1.2.1.3 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**.



### 3.1.2.1.4 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:

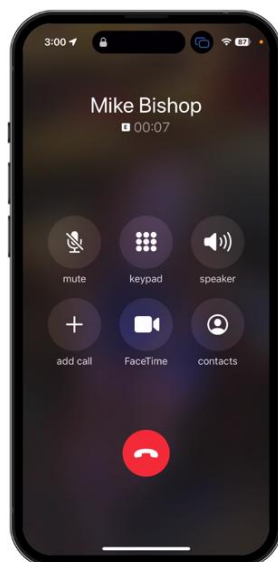
1. Long-press the number on the web page or email.
2. Copy it to the iOS clipboard.
3. Go to the keypad in the native phone application, paste the number, and then select the "Extend" line before making the call.

### 3.1.2.2 Answering Cisco Webex 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:



### 3.1.2.3 Placing a Call On Hold and Establishing a Conference Call

The Mobile Connect 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.

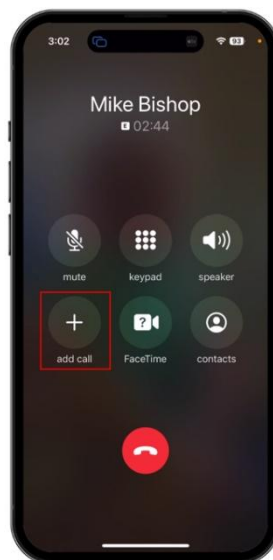
#### To place a call on hold:

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:



## 3.2 Samsung Phone

This section is applicable to Samsung phones.

### 3.2.1 Installing the eSIM

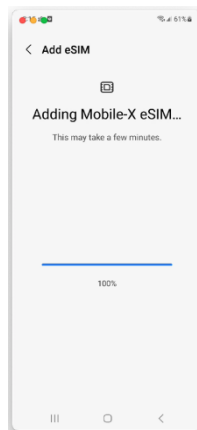
This section describes eSIM installation and configuration for Samsung devices.



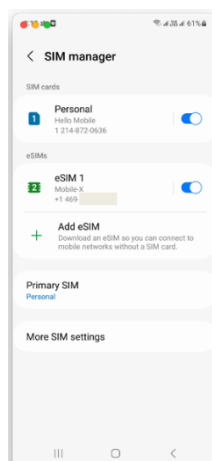
DO NOT use the native camera application of your mobile device to install the eSIM.

#### To install eSIM on Samsung:

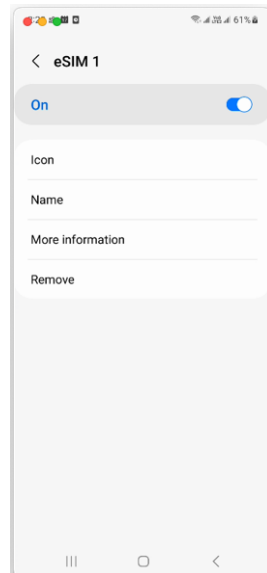
1. Go to Settings → Connections → SIM manager.
2. Select **Add eSIM**.
3. Select **Other ways to add eSIMs**.
4. Select **Scan QR code from service provider**.
5. Point the camera at the on-screen QR code to start the eSIM installation process.



6. Select **eSIM 1**:



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



## 3.2.2 Basic Phone Operations with Mobile Connect Service

This section describes basic phone operations.

### 3.2.2.1 Making Outgoing Cisco Webex Calls

This section describes how to initiate a Cisco Webex call using Mobile Connect service on your mobile device within the native phone app.

#### 3.2.2.1.1 Making a Call using the Keypad

To make a call using phone 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.

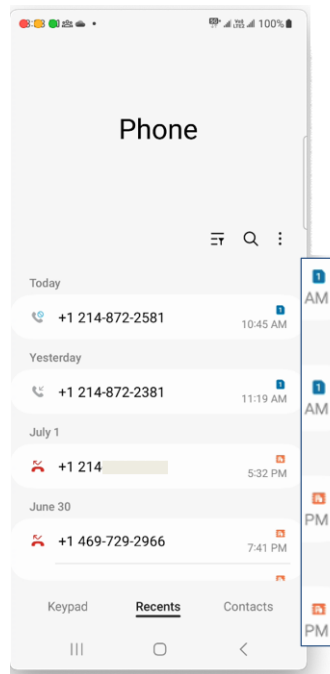


### 3.2.2.1.2 Making a Call using the Recents List

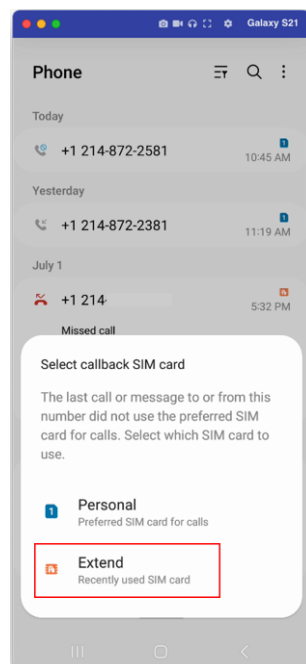
You can make a call from the Recents list of your native phone app.

**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:



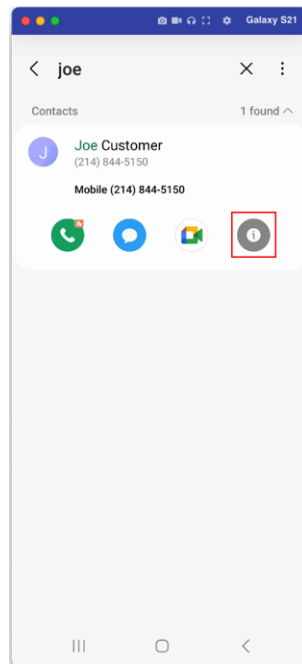
2. Tap the desired entry from the list and select the call button to call the number back. A pop-up window appears asking you which line to use for the outgoing call.
3. Tap **Extend** to make the call using your Cisco Webex number:



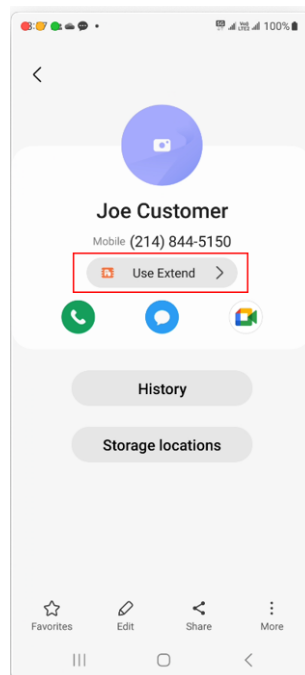
### 3.2.2.1.3 Making a Call from Contacts

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.



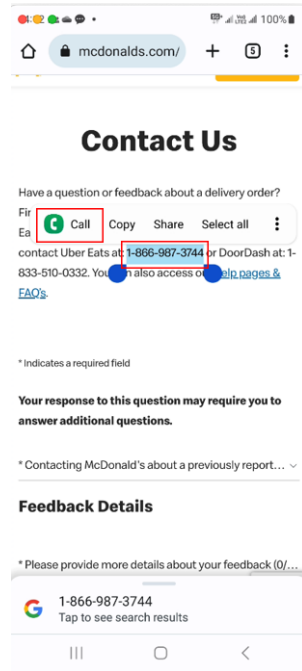
4. Tap the toggle once to change to the **Extend** line:



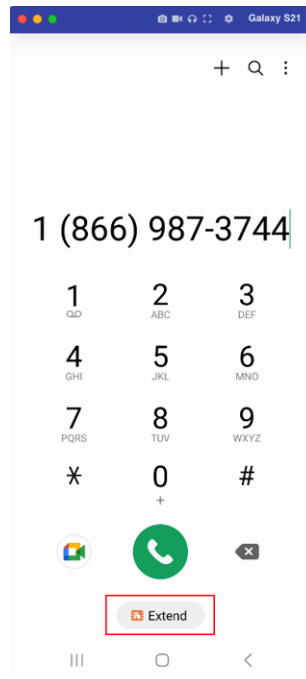
### 3.2.2.1.4 Making a Call from a Web Page or Email

#### 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 line toggle button once at the bottom of the screen to change to the **Extend** line:



4. Tap the call button to make the call.

### 3.2.2.2 Answering Cisco Webex 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:

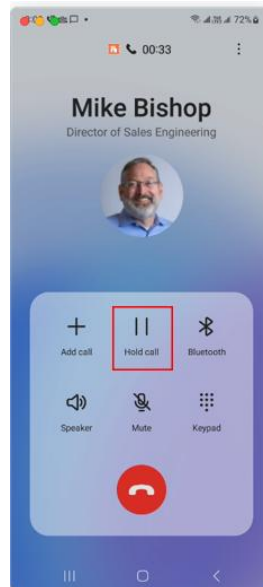


### 3.2.2.3 Placing a Call On Hold and Establishing a Conference Call

The Mobile Connect 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:



## 3.3 Google Phone

This section is applicable to Google phones.

### 3.3.1 Installing the eSIM

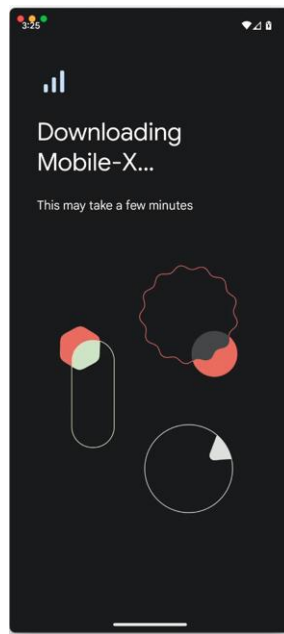
This section describes eSIM installation.



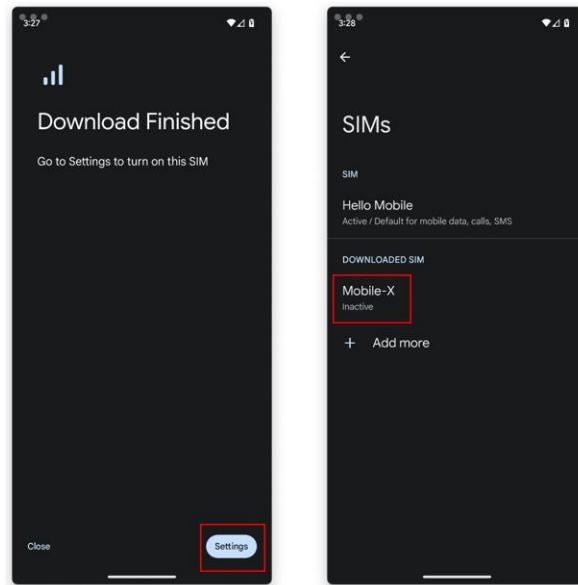
DO NOT use the native camera application of your mobile device to install the eSIM.

To install eSIM on Google phone:

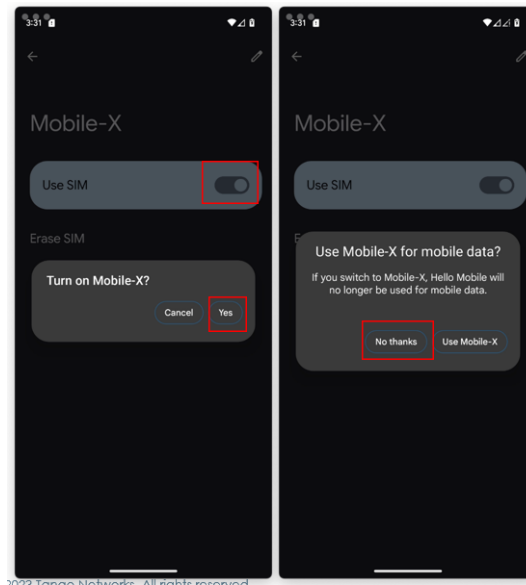
1. Go to Settings → Network & Internet.
2. Select the plus sign + to the right of **SIMs**.
3. Select **Download a SIM instead**, and then click **Next**.
4. Select **Use a different network**.
5. Point the camera at the on-screen QR code to start the eSIM installation process, and then select **Download**.



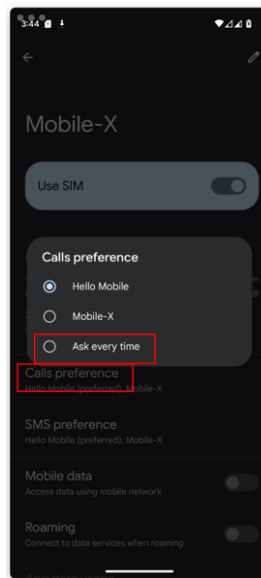
6. Select **Settings**, and then select **Mobile-X** under Downloaded SIM:



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



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**:





## 3.3.2 Basic Phone Operations with Mobile Connect Service

This section describes basic phone operations.

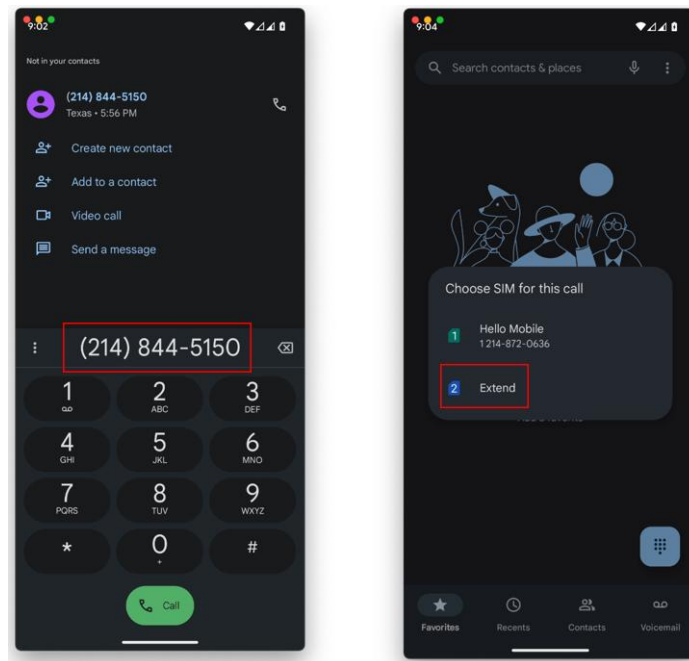
### 3.3.2.1 Making Outgoing Cisco Webex Calls

This section describes how to initiate a Cisco Webex call using Mobile Connect service on your mobile device within the native phone app.

#### 3.3.2.1.1 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.

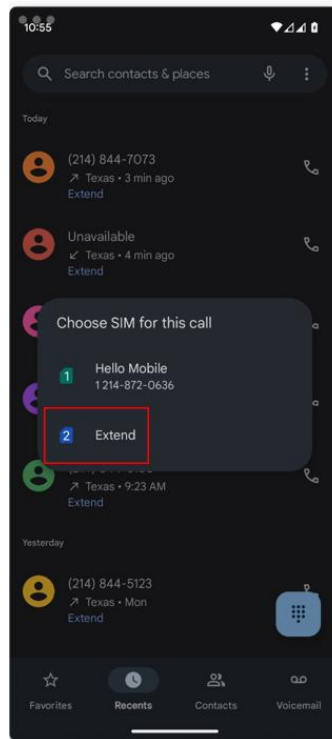


### 3.3.2.1.2 Making a Call using the Recents List

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

**To make a call using phone's Recents list:**

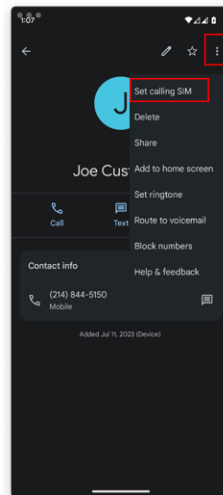
1. Go to the Recents page within your native phone application.
2. Tap the desired entry from the list and select the call button to call the number back. A pop-up window appears asking you which line to use for the outgoing call.
3. Tap **Extend** to make the call using your Cisco Webex number:



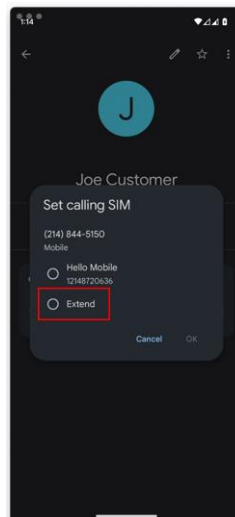
### 3.3.2.1.3 Making a Call from Contacts

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**:



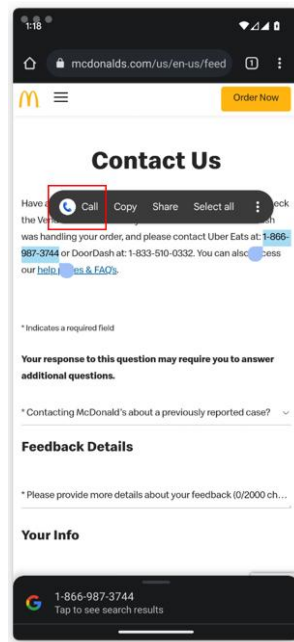
4. Select **Extend** to assign the Extend eSIM to this contact. All future calls to this contact will use the Extend line and your Cisco Webex calling plan and number:



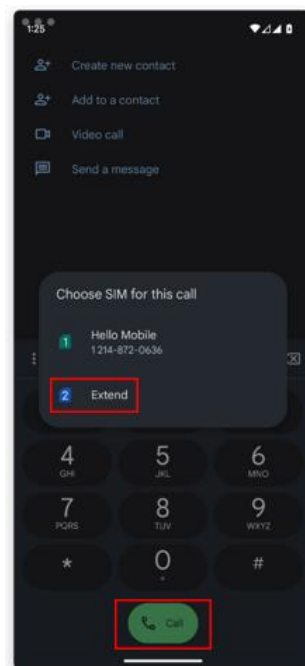
### 3.3.2.1.4 Making a Call from a Web Page or Email

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.



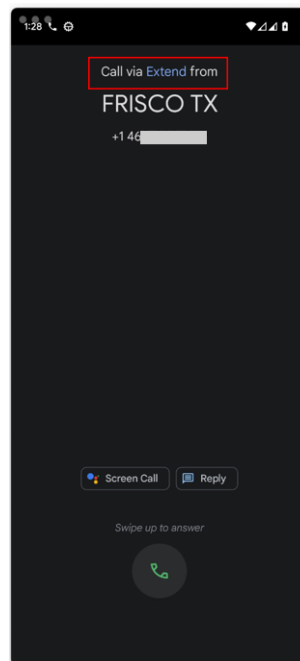
3. Tap the **Call** button, and then select the **Extend** line from the pop-up menu to make the call using your Cisco Webex calling plan and number:



4. Tap the call button to make the call.

### 3.3.2.2 Answering Cisco Webex Calls on Mobile Connect 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.

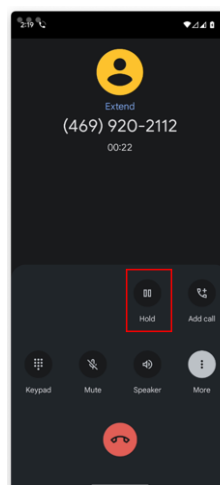


### 3.3.2.3 Placing a Call On Hold and Establishing a Conference Call

The Mobile Connect 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.

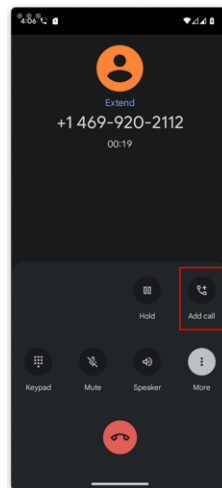
#### To place a call on hold:

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 indicators 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 → Cellular (or Mobile Data in the UK) → (Select the Extend line) → 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 → Network & internet → Call & SMS → Calls**  
Make sure that "Ask every time" is selected.
5. Verify that you are using a Tango Extend supported Apple, Samsung, or Google device as described in [Introduction](#) on page 1.

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Document #: **LTRT-31215**

