

Mobile Connect Powered by Tango Networks for Microsoft Teams

For Service Providers

Version 1.0



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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

Document Revision Record

LTRT	Description
31204	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

This document is intended for the following audiences:

- IT administrator
- Microsoft Teams administrator

2 Service Provider Administrator

This section describes the procedures that the IT administrator needs to do. These procedures are done in the AudioCodes Control Panel.

As a reseller, you need to do the following:

1. [Create a Group for your customer](#). A Group is the location where a subscriber is automatically provisioned by the Tango Extend Teams App.
2. [Assign the Group the product called "UC-Link"](#).
3. [Assign the Group calling bundles](#).
4. [Assign the Group a roaming policy](#).
5. [Assign the Group a SIM network profile](#).

2.1 Signing in to 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:

A screenshot of the Tango Networks Control Panel sign-in page. The page has a white background with a blue header. At the top left, it says "Control Panel" in blue. Below that is the Tango Networks logo, which consists of a stylized 'T' made of two overlapping circles (one red, one blue) followed by the text "Tango Networks". There are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a blue "Sign In" button and a link that says "Forgot Password". At the bottom of the page, there is a small disclaimer: "This site is for the sole use of authorized customers and partners of Tango Networks. Unauthorized attempts to access this site will be monitored and may be subject to legal action."

- 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:

AudioCodes Control Panel

 **Security Access Code**

Please check your email (M*****@audiocodes.com) for a 6 digit access code to complete authentication.

[Resend email](#) | [Logout](#)

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

AudioCodes Control Panel ? M

Resellers Search

Home / AudioCodes

AudioCodes ▾

Resellers Tango Extend Endpoints SIMs Numbers Billing Access Policies

Resellers

Name ↓	Description	Home Location	
AudioCodes_Reseller		GBR,USA	...
...		GBR,USA	...
...		GBR,USA	...
...		FRA,GBR,USA	...
...		GBR,USA	...

2.2 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:

The screenshot shows the 'Resellers' tab in the AudioCodes Control Panel. The breadcrumb trail is 'Home / AudioCodes'. The 'Resellers' tab is active, and a table lists several resellers. The first row, 'AudioCodes_Reseller', is highlighted, indicating it is the selected reseller.

Name	Description	Home Location
AudioCodes_Reseller		GBR,USA
Tel. Technology		GBR,USA
Customer Service		GBR,USA
Group Admins		FRA,GBR,USA
Reseller Admins		GBR,USA

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

The screenshot shows the 'Groups' tab for the 'AudioCodes_Reseller'. The breadcrumb trail is 'Home / AudioCodes / AudioCodes_Reseller'. The 'Groups' tab is active, and a table lists several groups. The first row, 'AC_Internet', is highlighted.

Name	Description	Home Location
AC_Internet		GBR,USA
AudioCodes_Tel_Svc_Customer		USA
TelTech		GBR,USA

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

The screenshot shows the 'Add Group' pane overlaid on the 'Groups' tab. The pane contains the following fields and settings:

- 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

Below the 'Limit SIM Access' toggle, there is a note: "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)." At the bottom right of the pane are 'Cancel' and 'Save' buttons.

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.
- 'Home Location': Select both USA and GBR.



- If you switch the **Inherit** field on, the group is automatically assigned all the products and bundles defined for the reseller.
- Subscribers are provisioned by the Teams User App.

5. Click **Save**.

2.3 Assigning "UC Link" Product to Group

Once you have created a group for your customer, you need to assign it the product called "UC Link".

To assign product to customer Group:

1. Click the **Groups** tab, and then select the group.
2. Click the **Tango Extend** tab, and then from the drop-down list, choose **Products**.
3. Click the **Manage** button; the **Manage Tango Extend Products** pane appears, listing all available products of the reseller:

The screenshot shows the 'AudioCodes Control Panel' interface. On the left, the 'AC_Internal' menu is expanded to show 'Tango Extend' and 'Products'. The 'Products' section is active, displaying a table of products. The 'Manage Tango Extend Products' pane is open, showing a table with the following data:

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

The table shows 1 row selected. A search bar is located at the top right of the pane, and a 'Cancel' button is at the bottom right.

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

2.4 Assigning Bundles to Group

Once you have assigned the product to the group, you need to assign bundles to it.

To assign bundles to group:

1. Click the **Groups** tab, and then select the group.
2. Click the **Tango Extend** tab, and then from the drop-down list, choose **Bundles**.
3. Click the **Manage** button; the **Manage Tango Extend Bundles** pane appears, listing all available bundles of the reseller:

The screenshot shows the 'Manage Tango Extend Bundles' interface. On the left, the 'Bundles' section is visible with 'Refresh' and 'Manage' buttons. The main pane shows a table of bundles:

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

At the bottom right of the pane, there is a 'Cancel' button.

4. Select the bundle(s) that you want for the group, and then click **Save**.
5. 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**.

The screenshot shows the 'Bundles' section in the 'Tango Extend' tab. The table lists bundles with a 'Default' column. The 'UK Subscriber ratecard' bundle is highlighted, and a context menu is open over it, showing 'Select As Default' and 'Delete' options.

Type	Name	Description	Home Location	Default
Subscriber	UK Subscriber ratecard	Mobile-X UK Subscriber ratecard	GBR	<input checked="" type="checkbox"/>
Subscriber	Subscriber Bundle Ratecard	Mobile-X USA Enterprise Subscriber ratecard	USA	<input type="checkbox"/>



You can make only one bundle the default.

2.5 Assigning Roaming Policies to Group

This section describes how to assign roaming policies to the group.

To assign roaming policies to group:

1. Click the **Groups** tab, and then select the group.
2. Click the **Policies** tab, and then from the drop-down list, choose **Roaming**.
3. Click **Manage**; the Manage Roaming Policies pane appears, listing all available roaming policies of the reseller:

The screenshot shows the 'Manage Roaming Policies' interface. The left sidebar contains navigation options like 'Resellers', 'AC_Internal', 'Subscribers', and 'Roaming Policies'. The main area displays a table with the following data:

Type	Name	Description	HomeLocation	
<input checked="" type="checkbox"/>	Standard	PLCY_RMG_UNRESTRICTED	Roaming Unrestricted	ALL

At the bottom right of the main area, there is a 'Cancel' button.

4. Select the check boxes of the corresponding roaming policies that you want for the group, and then click **Save**.
5. Define the default roaming policy for the group:
 - a. 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 shows the 'Group Policy Settings' interface. The left sidebar is partially visible, showing navigation options like 'Resellers', 'Audiocodes_Trial_End_Customer', and 'Policies'. The main area displays a 'Default Roaming Policy' dropdown menu with the value 'PLCY_RMG_UNRESTRICTED' selected. At the bottom right, there are 'Cancel' and 'Save' buttons.

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

2.6 Assigning SIM Network Profiles to Group

This section describes how to assign SIM network profiles to the group.



The SIM network profile name is created by Tango and assigned to Distributors and Resellers.

To assign SIM network profiles to group:

1. Click the **Groups** tab, and then select the 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 'AC_Internal' group is selected under the 'SIMs' tab. The 'Manage Network Profiles' pane is open, showing a table with the following data:

Profile	SPN
<input checked="" type="checkbox"/> Mobile-X	Mobile-X
<input checked="" type="checkbox"/> TangoExt	TangoExt

The pane also includes a search box, a 'Show Only Selected' button, and a 'Cancel' button.

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

2.7 Customizing Terms and Conditions

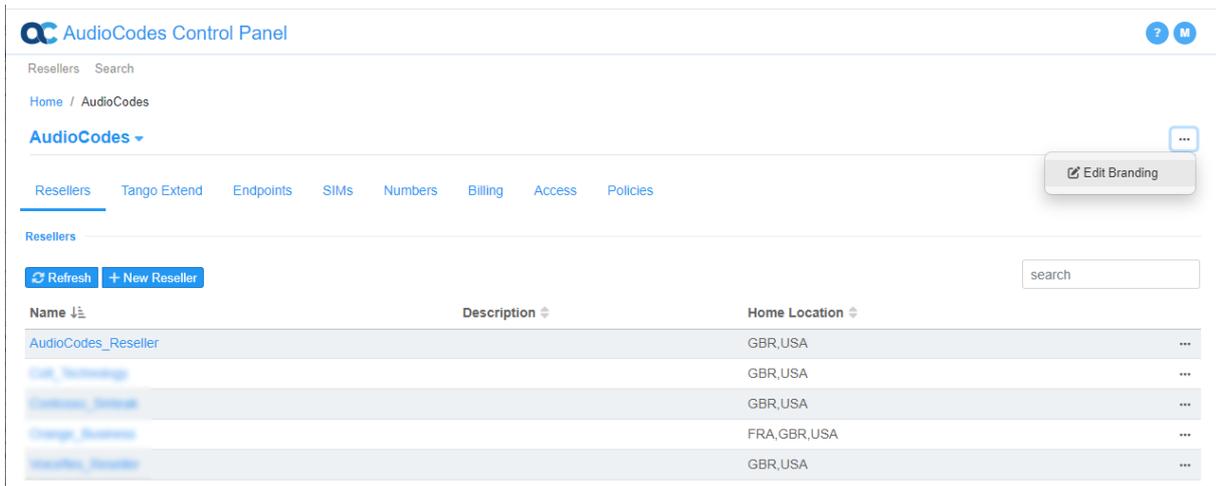
You can customize the Terms and Conditions (Ts&Cs) that the end user needs to accept.

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

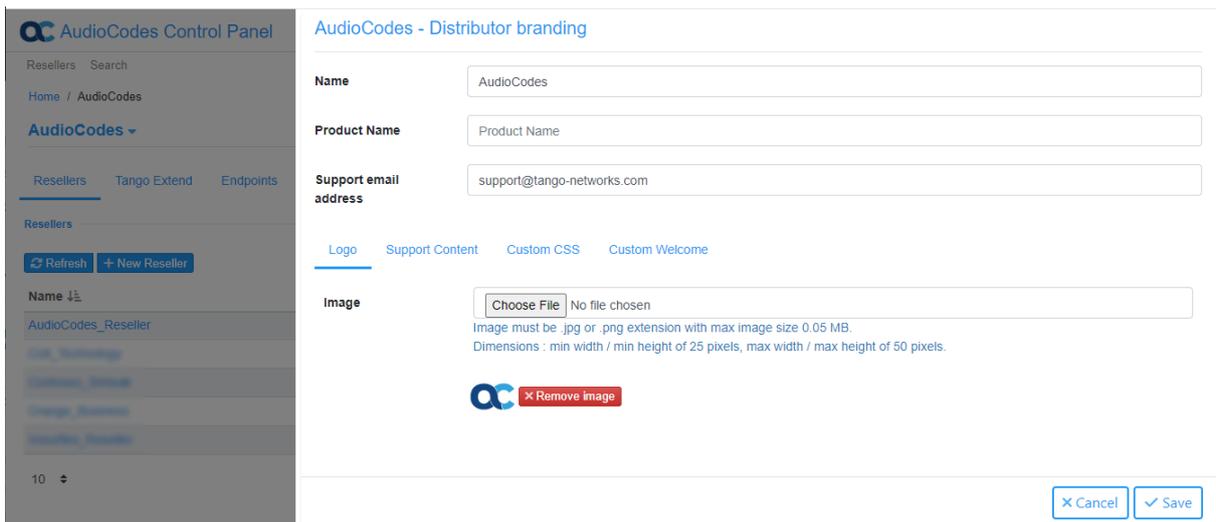
The Terms and Conditions are owned by you and can be uploaded directly to the Control Panel at the reseller level (i.e., you can provide specific Terms and Conditions for each of your resellers).

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.

3 Microsoft Teams Administrator

This section describes the procedures that the Microsoft Teams administrator needs to perform. These procedures are done in the Teams Admin Center.

The Teams Admin must make sure that the following are fulfilled prior to end user onboarding of the Mobile Connect service:



These are actions that need to be completed by the end-customer

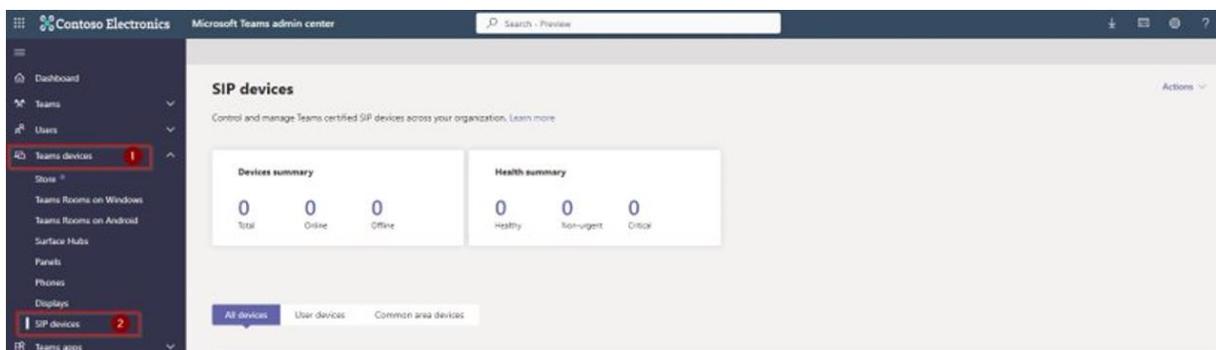
- Verify user access to Microsoft SIP Gateway. The Calling Policy assigned to users must have **SIP devices can be used for calls** enabled.
- Verify users have Teams calling plan and DID.
- Configure access to the Tango Extend Provisioning app in Teams:
 - Ensure that the Extend app is set to **Allowed**.
 - Review app permissions and provide consent.
 - Define Permissions policies to control access to the Extend app.
 - (Optional) Setup policy to control installed and pinned apps.
- Verify that the end-user has a compatible mobile device that is carrier unlocked:
See [Supported Phones - Tango Networks](#) for supported devices.

3.1 Verifying User Access to Microsoft SIP Gateway

The following procedure describes how to verify that Microsoft SIP Gateway is available for your organization.

To verify user access to Microsoft SIP Gateway:

1. Sign into the [Teams admin center](#).
2. In the navigation pane, expand **Teams devices** and check if the **SIP devices** item is listed under it. If yes, the SIP Gateway service is enabled for your organization. If no, continue to Step 3 to enable SIP Gateway for Teams users.

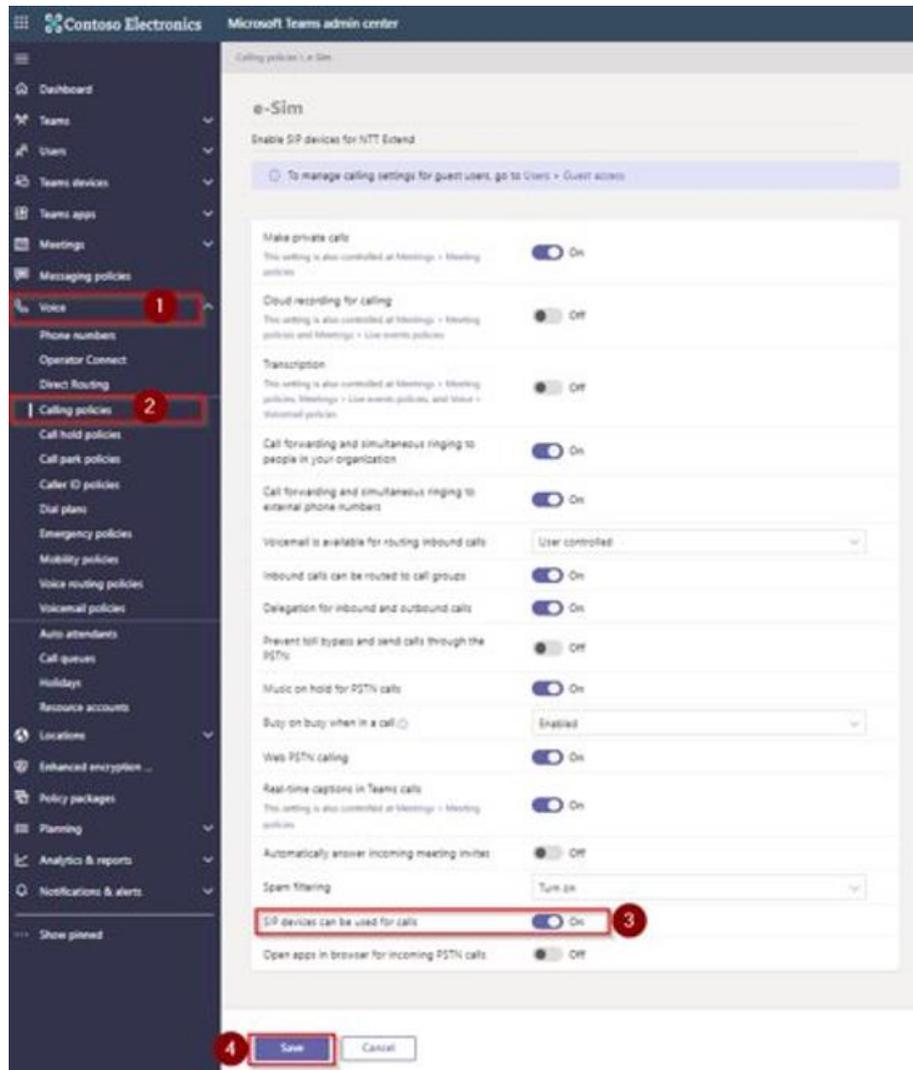


3.1.1 Enabling SIP Gateway for Teams Users

The following procedure describes how to enable SIP Gateway for your Teams users.

To enable SIP Gateway for Teams users:

1. In the navigation pane of Teams admin center, expand **Voice**, and then click **Calling policies**.
2. Select **Manage policies**, and then select the appropriate calling policy assigned to users or, if necessary, create a new calling policy and assign it to the required users.
3. Click the toggle button to turn on the SIP devices that can be used for calls.
4. Click **Save**.

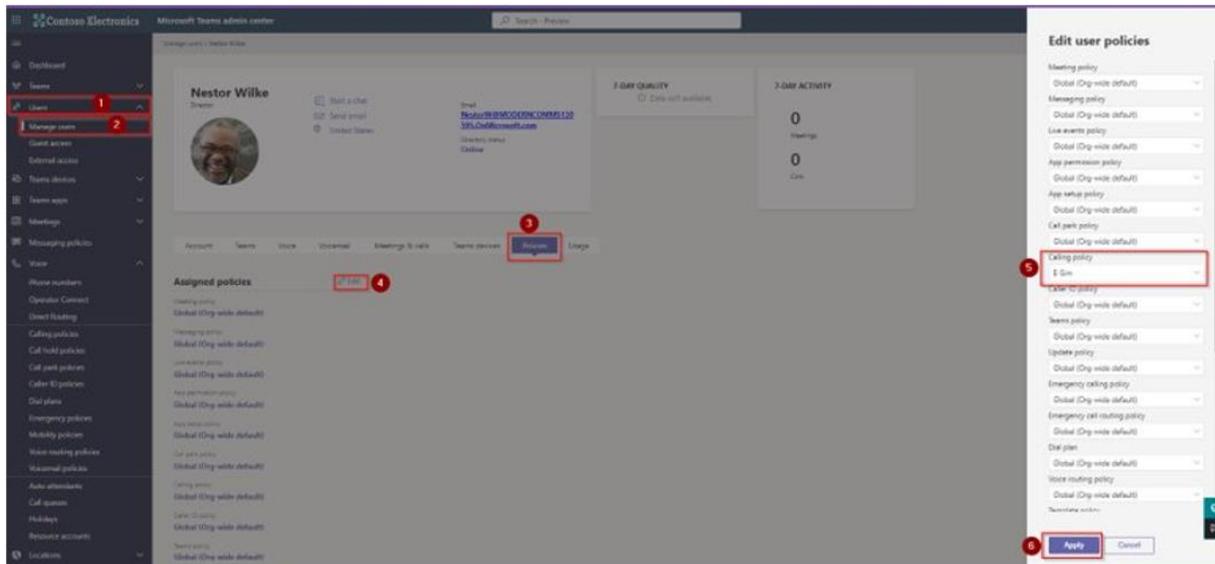


3.1.2 Assigning a Specific Teams Calling Policy to Users

The following procedure describes how to assign a specific Teams Calling Policy to a user.

To assign Calling Policy to Teams users:

1. In the navigation pane of Teams admin center, expand **Users**, and then click **Manage users**.
2. On the page, select the user to update.
3. Select the **Policies** tab, and then click **Edit**.
4. Select the appropriate Calling Policy, and then click **Apply**.

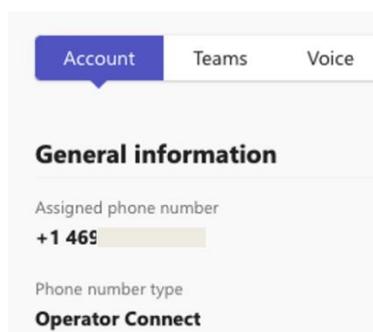


3.2 Verifying Users have Teams Calling Plan and DID

Verify that users have an Operator Connect or Direct Routing number type and DID.

To verify users have Calling Plan and DID:

1. In the navigation pane of Teams admin center, expand **Users**, and then click **Manage users**.
2. On the page, select the user to update.
3. Select the **Account** tab, and then verify that there is an assigned phone number and that the phone number type is one of the following:
 - **Operator Connect**
 - **Direct Routing**

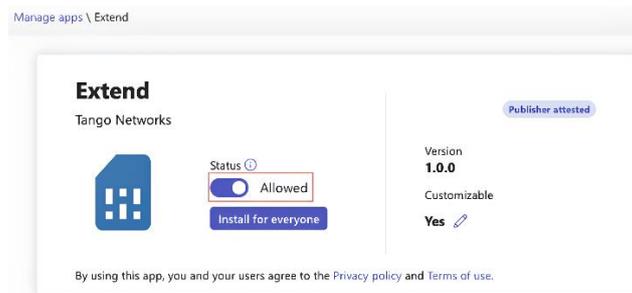


3.3 Configuring Access to Tango Extend Provisioning App

3.3.1 Ensuring Extend App is "Allowed"

To ensure Extend app is "Allowed":

1. In the navigation pane of Teams admin center, expand **Teams apps**, and then click **Manage apps**.
2. In the 'Search by name' box on the right side of the page, type "Extend".
3. From the resultant search list, click the **Extend** app.
4. Verify that the 'Status' field is switched to **Allowed**.



Do **NOT** install the Extend app for everyone, unless the entire organization will be using the service and there are enough resources (eSIMs) available. Instead, follow the instructions in the next section to control which users are entitled to the Extend service

3.3.2 Control Entitlement to Extend for Teams Service

You can control which users can access the Extend app, as described in the following procedure.

To control access to Extend:

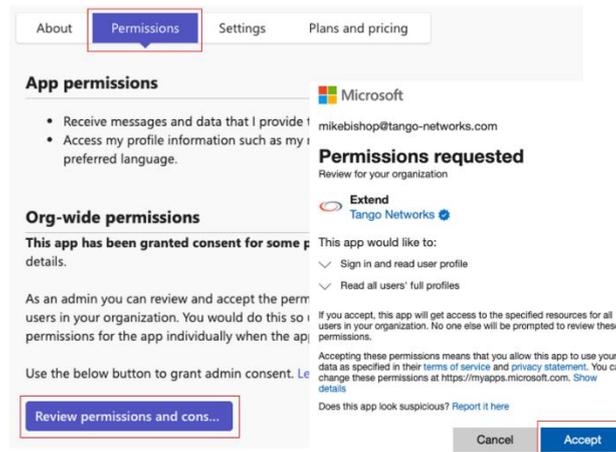
1. In the navigation pane of Teams admin center, expand **Teams apps**, and then click **Manage apps**.
2. Select the **Users and groups** tab.
3. Under the Available To group, click the **Edit availability** button; a dialog box appears on the right pane.
4. From the 'Available to' drop-down list, select **Specific users and groups** to control entitlement to the Extend for Teams service.
5. Select the users and/or groups, and then click **Apply**.

The image shows two screenshots from the Microsoft Teams admin center. The left screenshot displays the 'Extend' app configuration page. The 'Available to' section is highlighted with a red dashed box, showing the 'Users and groups' tab selected. Below this, the 'Available to' dropdown is set to 'Everyone'. A red dashed box highlights the 'Edit availability' button. The right screenshot shows the 'Edit availability' dialog box. The 'Available to' dropdown is set to 'Everyone'. A red dashed box highlights the 'Specific users or groups' option, which is selected. Below this, the 'No one' option is also visible. At the bottom of the dialog, there are 'Apply' and 'Cancel' buttons.

3.3.3 Consenting to Extend App Permissions

To consent to app permissions:

1. In the navigation pane of Teams admin center, expand **Teams apps**, and then click **Manage apps**.
2. In the 'Search by name' box on the right side of the page, type "Extend".
3. From the resultant search list, click the Extend app.
4. Select the **Permissions** tab.
5. Click the **Review permissions and consent** button.
6. Provide or select your Teams admin user credentials; a pop-up dialog box appears.
7. Review the required permissions and then click the **Accept** button.



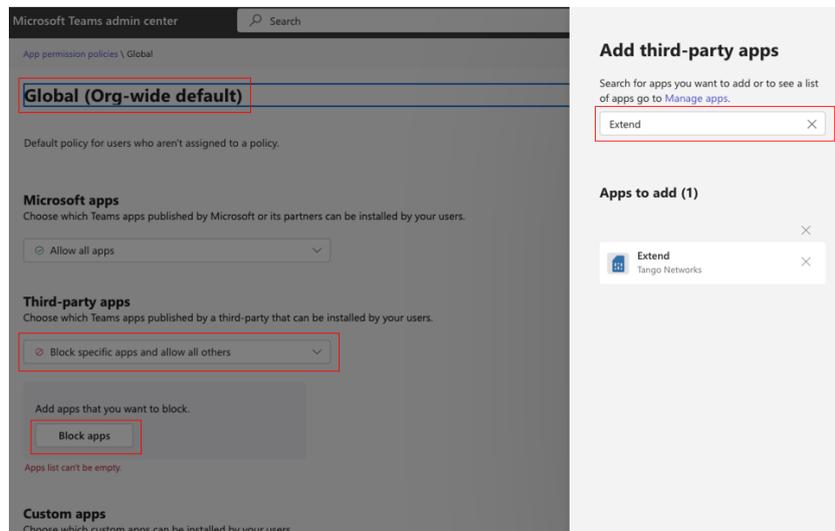
3.3.4 Defining Permissions Policies for Access to Extend App

To control user access to the Extend service, it is required that access to the Extend app be limited to only those users requiring the service. Therefore, use Permission policies to control access to the Extend app.

The following procedure uses an example that restricts access using the "Global (Org-wide default)" policy.

To define access permissions to Extend app:

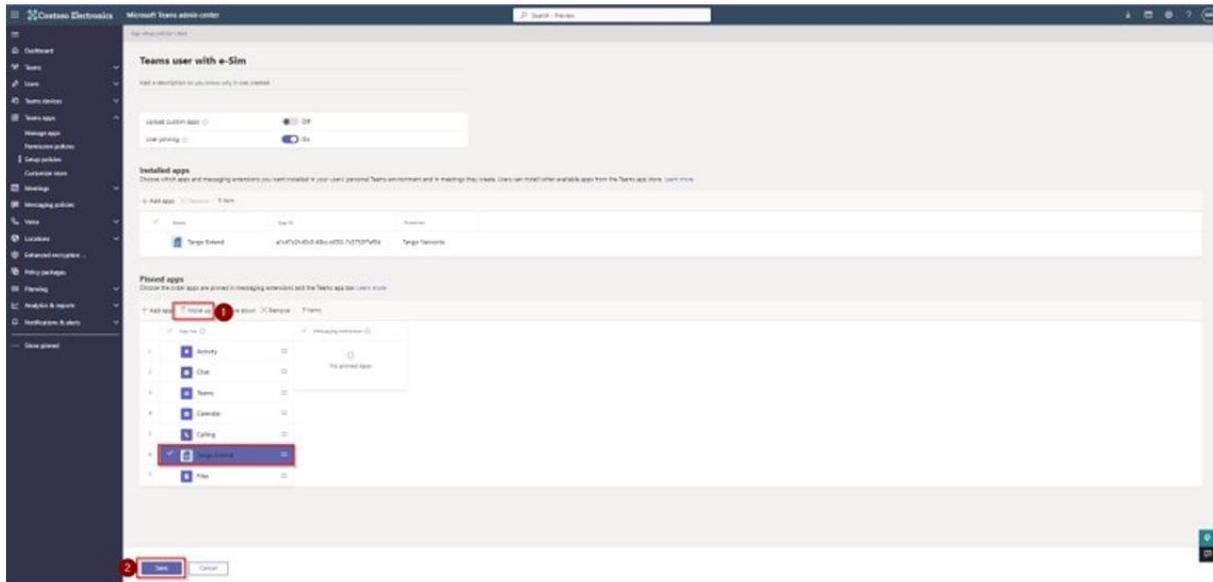
1. In the navigation pane of Teams admin center, expand **Teams apps**, and then click **Permission policies**.
2. Select **Global (Org-wide default)**.
3. From the 'Third-party apps' drop-down list, select **Block specific apps and allow all others**.
4. Click the **Block apps** button.
5. In the 'Search by name' field, type "Extend", and then click **Add**.
6. Click the **Block** button to confirm the app(s) to block.
7. Click the **Save** button.



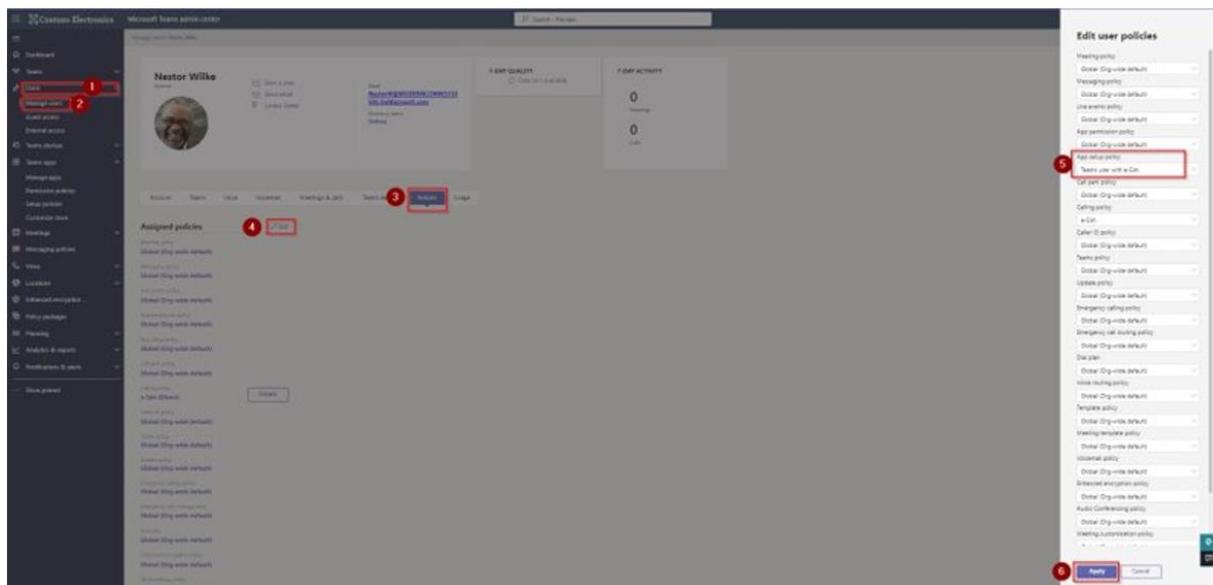
3.3.5 Creating and Assign App Setup Policies

To create app setup policies:

1. Move up.
2. Click the **Save** button.



3. In the navigation pane of Teams admin center, expand **Users**, and then click **Manage users**.
4. Select the user whose policies you need to update.
5. Select the **Policies** tab, and then click the **Edit** button.
6. Select the Teams user with e-Sim.
7. Click the **Apply** button.



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