

AudioCodes Mobile Connect

For Channels



Table of Contents

Notice.....	iv
Security Vulnerabilities.....	iv
Customer Support.....	iv
Stay in the Loop with AudioCodes.....	iv
Abbreviations and Terminology	iv
Related Documentation.....	iv
Document Revision Record	iv
Documentation Feedback.....	v
1 Introduction.....	2
2 Signing into AudioCodes Control Panel	3
3 Adding a PBX.....	5
4 Creating a Customer Group	6
5 Assigning "UC Link" Product to Groups	7
6 Assigning Bundles to Groups	8
6.1 Assigning Default Bundle for Groups	9
7 Assigning Roaming Policies to Groups.....	10
7.1 Assigning Default Roaming Policy for Groups	11
8 Assigning SIM Network Profiles to Groups	12
8.1 Assigning Default SIM Network Profile for Groups	13
9 Defining Users for Access to Control Panel.....	14
10 SIM Inventory	15
10.1 Allocating SIMs to a Group.....	15
11 Provisioning Subscribers.....	16
11.1 Adding Phone Numbers	16
11.2 Assigning Phone Numbers to Subscribers.....	17
11.3 Completing Subscription Process	19
12 Managing Subscribers	20
12.1 Viewing Subscriber Details	20
12.2 Viewing eSIM QR Code.....	21
12.3 Moving between Bundles.....	22
13 Terminating a Subscriber.....	23
13.1 Terminating Subscribers.....	23
13.2 Terminating Groups.....	24

14 Customizing Terms and Conditions25

15 Customizing Support Contact Details26

Notice

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

This document is subject to change without notice.

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Security Vulnerabilities

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

Customer Support

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

Stay in the Loop with AudioCodes



Abbreviations and Terminology

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

Related Documentation

Document Name
Mobile Connect for Service Providers Administrator's Manual
Mobile Connect for End-Customers IT Administrator's Manual
Mobile Connect User's Manual

Document Revision Record

LTRT	Description
31208	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 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 – and **Cisco's Webex Go add-on service for Webex Calling**. For more information, go to [AudioCodes Mobile Connect webpage](#).

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

Table 1: Control Panel Terms and Meanings

Term	Meaning
"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:

Control Panel

Tango Networks

Username

Password

Sign In [Forgot Password](#)

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.

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:

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](#)

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

The screenshot shows the AudioCodes Control Panel interface. At the top, there is a navigation bar with the AudioCodes logo and the text "AudioCodes Control Panel". Below this, there is a breadcrumb trail: "Home / AudioCodes / AudioCodes_Reseller". The main navigation menu includes "Groups", "Subscribers", "Tango Extend", "Endpoints", "SIMs", "Numbers", "Billing", "Access", and "Policies". The "Groups" tab is selected. Below the navigation, there are two buttons: "Refresh" and "New Group", and a search input field. A table displays the following data:

Name	Description	Home Location
AC_Internal		GBR,USA
AudioCodes_Trial_End_Customer		USA
TestPlan		GBR,USA

3 Adding a PBX

This section describes how to add a PBX.



- Each country must have its own PBX. In addition, each UC type (Teams and Cisco) must have only one PBX type. For example, if you want Germany to have both Teams and Cisco, you need to add two PBXs – one for Teams and one for Cisco.
- PBXs are automatically inherited by the reseller's 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 '+ New PBX' button is visible. The main content area displays a table with three rows of 'Microsoft Teams' entries. On the right, the 'Add PBX' form is open, containing 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 two buttons: 'X Cancel' and '✓ Save'.

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

4 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 **Groups** tab; all your groups are displayed:

The screenshot shows the AudioCodes Control Panel interface. The breadcrumb trail is Home / AudioCodes / AudioCodes_Reseller. The 'Groups' tab is selected in the navigation menu. Below the navigation, there are buttons for 'Refresh' and 'New Group', and a search box. A table lists the following groups:

Name	Description	Home Location
AC_Internal		GBR,USA
AudioCodes_Tele_Eng_Customer		USA
TelePlan		GBR,USA

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

The 'Add Group' pane is shown with 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
 - 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).

Buttons for 'Cancel' and 'Save' are located at the bottom right of the pane.

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.
- '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 10, 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.

4. Click **Save**.

5 Assigning "UC Link" Product to Groups

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



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

To assign a product to a Group:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select a group.
3. Click the **Tango Extend** tab, and then from the drop-down menu, choose **Products**.
4. 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 navigation menu includes 'Resellers', 'Search', 'Home / AudioCodes / AudioCodes_Reseller / AC_Internal', 'AC_Internal', 'Subscribers', 'Tango Extend', 'Endpoints', 'SIMs', 'Products', 'Refresh', 'Manage', 'Type', and 'Name'. The main area is titled 'Manage Tango Extend Products' and contains a table with the following data:

<input type="checkbox"/>	Type	Name	Description
<input checked="" type="checkbox"/>	ENTERPRISE	(UCC) - UC Link - PBX	UC Link - PBX

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

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

6 Assigning Bundles to Groups

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

To assign bundles:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **Tango Extend** tab, and then from the drop-down menu, choose **Bundles**.
4. Click the **Manage** button; the **Manage Tango Extend Bundles** pane appears, listing all available bundles:

The screenshot shows the 'AudioCodes Control Panel' interface. On the left, the 'AudioCodes_Reseller' sidebar is visible with tabs for 'Groups', 'Subscribers', 'Tango Extend', 'Endpoints', and 'SIMs'. The 'Tango Extend' tab is active, and the 'Bundles' section is expanded, showing a 'Manage' button. The main pane, titled 'Manage Tango Extend Bundles', contains a table of bundles. The table has columns for 'Type', 'Name', 'Description', and 'Home Location'. Two bundles are selected, indicated by checked checkboxes in the 'Type' column.

Type	Name	Description	Home Location
<input checked="" type="checkbox"/>	SUBSCRIBER		ALL
<input checked="" type="checkbox"/>	SUBSCRIBER		ALL
<input type="checkbox"/>	SUBSCRIBER		ALL
<input type="checkbox"/>	SUBSCRIBER		ALL
<input type="checkbox"/>	SUBSCRIBER		ALL
<input type="checkbox"/>	SUBSCRIBER		ALL

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

6.1 Assigning Default Bundle for Groups



You **must** define a default bundle per group.

To assign a default bundle to a group:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **Tango Extend** tab, and then from the drop-down menu, choose **Bundles**.
4. Click the ellipsis button (three horizontal dots) corresponding to the bundle that you want to make default, and then from the drop-down menu, choose **Select As Default**:

The screenshot shows the AudioCodes Control Panel interface. The breadcrumb trail is Home / AudioCodes / AudioCodes_Reseller. The 'Tango Extend' tab is selected, and the 'Bundles' sub-tab is active. A table lists bundles with columns for Type, SKU, Name, Description, Home Location, and Default. A dropdown menu is open for the first bundle, showing 'Select As Default' and 'Delete' options.

Type	SKU	Name	Description	Home Location	Default
Subscriber PLAN-				ALL	...
Subscriber PLAN-STF				ALL	

7 Assigning Roaming Policies to Groups

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

To assign roaming policies to groups:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **Policies** tab, and then from the drop-down menu, choose **Roaming**.
4. Click **Manage**; the Manage Roaming Policies pane appears, listing all available roaming policies:

The screenshot shows the 'AudioCodes Control Panel' interface. The main content area is titled 'Manage Roaming Policies'. It features a table with the following columns: Type, Name, Description, and HomeLocation. A single row is visible, representing a 'Standard' policy with the name 'PLCY_...' and 'ALL' as the HomeLocation. The table has a 'Filter' button and a 'Show Only Selected' button. A search box is located at the top right. The table shows '1 - 1 of 1 1 row selected' and navigation arrows. A 'Cancel' button is at the bottom right.

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

7.1 Assigning Default Roaming Policy for Groups



You **must** define a default roaming policy for each group (even if there's only one roaming policy).

To assign a default roaming policy to a group:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **Policies** tab, and then from the drop-down menu, choose **Edit Policy Settings**; the Group Policy Settings pane appears on the right:

The screenshot displays the AudioCodes Control Panel interface. On the left, a sidebar shows the navigation menu with options like Resellers, Search, Home, and various tabs including Subscribers, Tango Extend, Endpoints, SIMs, and Numbers. The main content area is titled 'Group Policy Settings' and features a 'Default Roaming Policy' section with a dropdown menu labeled 'Select a Roaming Policy'. At the bottom right of this pane are 'Cancel' and 'Save' buttons.

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

8 Assigning SIM Network Profiles to Groups

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



- The SIM network profile name is preconfigured.
- SIM network profiles are not inherited.

To assign SIM network profiles:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **SIMs** tab, and then from the drop-down menu, choose **Network Profiles**.
4. 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' section is visible. The 'Manage' button is highlighted. On the right, the 'Manage Network Profiles' pane is open, showing a table with the following data:

<input type="checkbox"/>	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.

5. Select the check boxes corresponding to the SIM network profiles that you want, and then click **Save**.

8.1 Assigning Default SIM Network Profile for Groups



You **must** define a default SIM network profile for each group.

To assign a default SIM network profile to a group:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **SIMs** tab, and then from the drop-down menu, choose **Network Profiles**.
4. Click the ellipsis button (three horizontal dots) corresponding to the SIM network profile that you want to make default, and then from the drop-down menu, choose **Select As Default**:

The screenshot shows the AudioCodes Control Panel interface. At the top, there's a search bar and navigation tabs: Subscribers, Tango Extend, Endpoints, SIMs (selected), Numbers, Access, Policies, Billing, and Notifications. Below the tabs, there's a 'Network Profiles' section with 'Refresh' and 'Manage' buttons and a search input. A table lists network profiles with columns for Profile, SPN, and Default. The 'TangoExt_v8' profile is highlighted, and a context menu is open over it, showing 'Select As Default' and 'Delete' options.

Profile	SPN	Default
TangoExt_v8	TangoExt	<input checked="" type="checkbox"/>

9 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.

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 'Add User' form in the 'Reseller_Demo Control Panel'. The form is titled 'Add User' and contains the following fields and options:

- Username ***: A text input field.
- Password ***: A text input field with a password icon.
- Password Verify**: A text input field with a password icon.
- Name ***: A text input field.
- Role ***: Three radio button options:
 - Reseller_Sub_ViewOnly
 - Multi-Customer
 - Customer
- Email ***: A text input field.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

3. In the 'Username' field, enter a unique username.
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):
 - **Multi-Customer:** Gets access to a specific Reseller (selected in Step 7 below), but only to specific Groups (selected in Step 8 below).
 - **Customer:** Gets access to a specific Reseller (selected in Step 7 below), but only to one specific group (selected in Step 9 below).
7. If you selected the **Multi-Customer** role in Step 6, then from the 'Groups' drop-down list, select one or more Groups.
8. If you selected the **Customer** role in Step 6, then from the 'Group' drop-down list, select a specific Group.
9. In the 'Email' field, enter the email of the user.
10. Click **Save**.

10 SIM Inventory

The Control Panel provides a SIM inventory that lists all available SIMs. You can also allocate SIMs to Groups.

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

- **Reserved:** SIM has been reserved.
- **Allocated:** SIM has been allocated to a Group.
- **Active:** SIM is in use by a subscriber.
- **ALL:** Displays all SIMs (regardless of status).

10.1 Allocating SIMs to a Group

You can allocate SIMs to Groups.

To allocate SIMs to a Group:

1. Click the **SIMs** tab, and then from the drop-down menu, choose **Inventory**.
2. 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: one with ICCID 8944530000000052371 and SIMType MXG-ET006, and another with ICCID 8944530000000085791 and SIMType MXG-ET005. The 'Action' button for the first SIM is highlighted, and a dropdown menu is open showing the 'Allocate' option. On the right, the 'SIMs Allocate' pane is displayed. It includes a 'Reseller' dropdown menu set to 'Talk_Mail', a 'Group' dropdown menu set to 'Select Group', and a search box. At the bottom right of the pane, there are 'Cancel' and 'Allocate' buttons.

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

11 Provisioning Subscribers

Provisioning subscribers (end users) includes the following:

- Adding phone numbers
- Assigning phone numbers to subscribers



- This section explains how to **manually** onboard both Microsoft Teams and Cisco Webex subscribers.
- For Microsoft Teams, provisioning subscribers can also be done **automatically** (without onboarding through Control Panel), as explained in the *Mobile Connect User's Manual* and *Mobile Connect for End-Customers IT Administrator's Manual*.
- For Microsoft Teams, once subscribers are onboarded (manually or automatically), subscribers need to continue with the setup instructions as explained in the *Mobile Connect User's Manual*.
- Once the subscriber is provisioned (automatically or manually), billing occurs accordingly.

11.1 Adding Phone Numbers

To add phone numbers:

1. Click the **Numbers** tab, and then from the drop-down menu, choose **Import**; the Import Numbers pane appears:

The screenshot shows the 'AudioCodes Control Panel' interface. On the left, the 'Numbers' tab is selected. On the right, the 'Import Numbers' pane is open. It features a 'Reseller' dropdown menu with 'Talk_Mail' selected. Below it is a 'Numbers' text area with the instruction 'Enter a valid E.164 number per line' and an example of three numbers on separate lines: 12145551000, 12145551001, and 442079460004. At the bottom right of the pane are 'Cancel' and 'Load' buttons.

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

11.2 Assigning Phone Numbers to Subscribers



Once you add a subscriber, the subscriber is considered provisioned and billed accordingly.

To assign phone numbers to subscribers:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the **New Subscriber Wizard** button; the wizard starts:

4. 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.
5. Click **Next**; the following wizard page appears:

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

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

8. Do the following:

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

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

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

11. 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 ↓F	Name ↕	Number ↕	Email ↕
b016987	AdeleVance	18332954087	AdeleV@M365x17108666.OnMicrosoft.com

10 ↓

Add + Provision Tango Extend

User Billing Network Tango Extend Mobile

Controls

Voice ON

Data ON

Messaging ON

Additional Features

Mobile Hotspot OFF

Cancel Previous Next Save

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

13. Click **Save**. You can now view the eSIM QR code, as described in Viewing eSIM QR Code.

11.3 Completing Subscription Process

To complete the subscription process, refer to the instructions in the following documents:

- Mobile Connect User's Manual
- Mobile Connect for End-Customers IT Administrator's Manual

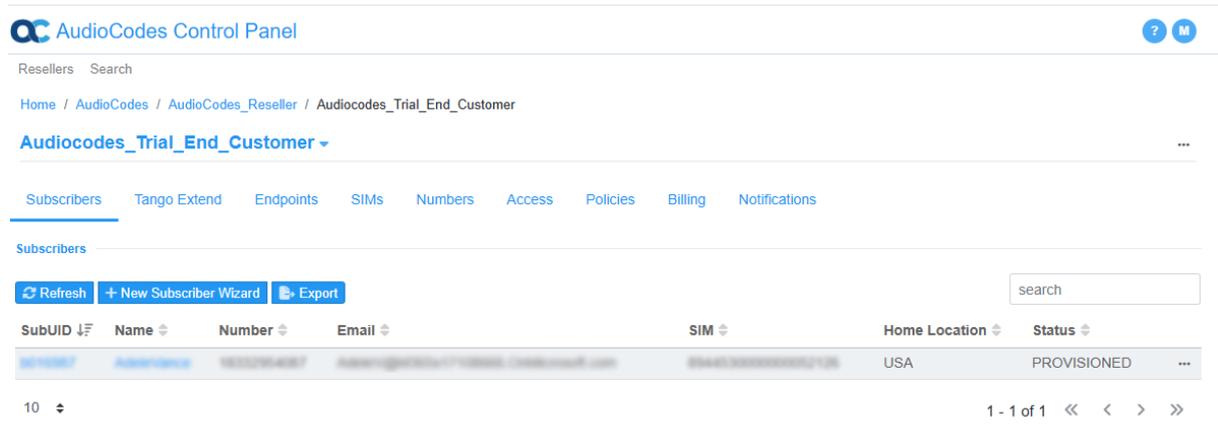
12 Managing Subscribers

12.1 Viewing Subscriber Details

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

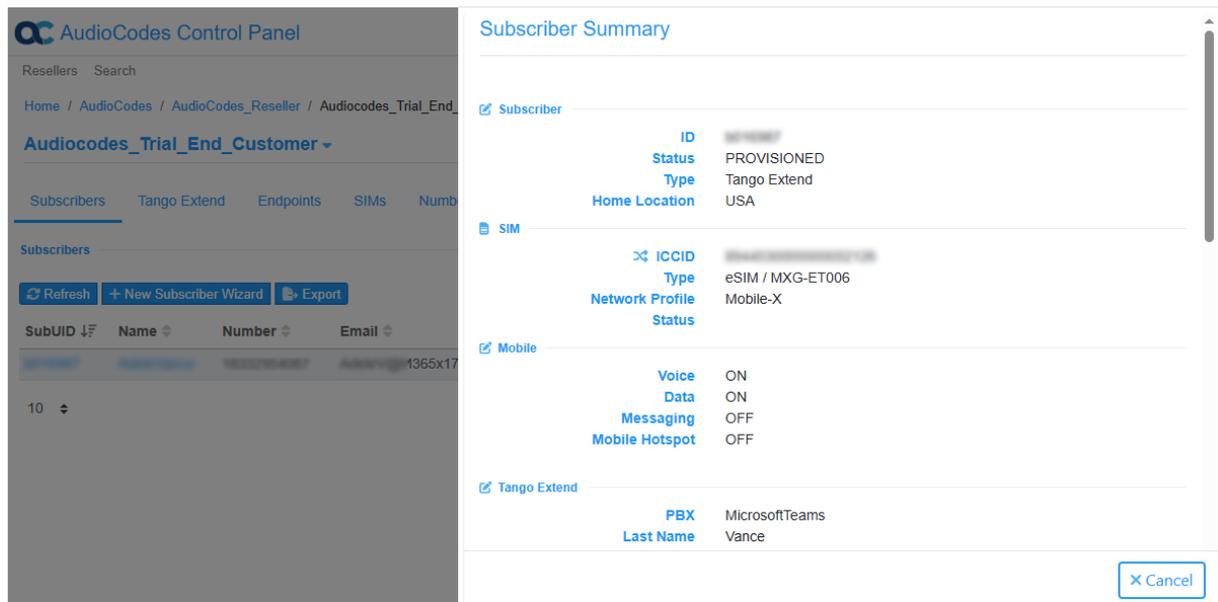
To view subscriber details:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select a group.



The screenshot shows the AudioCodes Control Panel interface. The breadcrumb trail is: Home / AudioCodes / AudioCodes_Reseller / Audiocodes_Trial_End_Customer. The active tab is 'Subscribers'. Below the navigation tabs, there are buttons for 'Refresh', 'New Subscriber Wizard', and 'Export', along with a search input field. A table lists subscribers with columns: SubUID, Name, Number, Email, SIM, Home Location, and Status. One subscriber is visible with SubUID 1365x17, Name Vance, Number 1832294887, Email vance@1365x17.com, SIM 8944330000000002126, Home Location USA, and Status PROVISIONED. A pagination bar at the bottom shows '10' items per page and '1 - 1 of 1' records.

3. 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. The left sidebar is dimmed, showing the same navigation as the previous screenshot. The main pane displays details for the selected subscriber:

- Subscriber**
 - ID: 1365x17
 - Status: PROVISIONED
 - Type: Tango Extend
 - Home Location: USA
- SIM**
 - ICCID: 8944330000000002126
 - Type: eSIM / MXG-ET006
 - Network Profile: Mobile-X
 - Status: (not explicitly shown)
- Mobile**
 - Voice: ON
 - Data: ON
 - Messaging: OFF
 - Mobile Hotspot: OFF
- Tango Extend**
 - PBX: MicrosoftTeams
 - Last Name: Vance

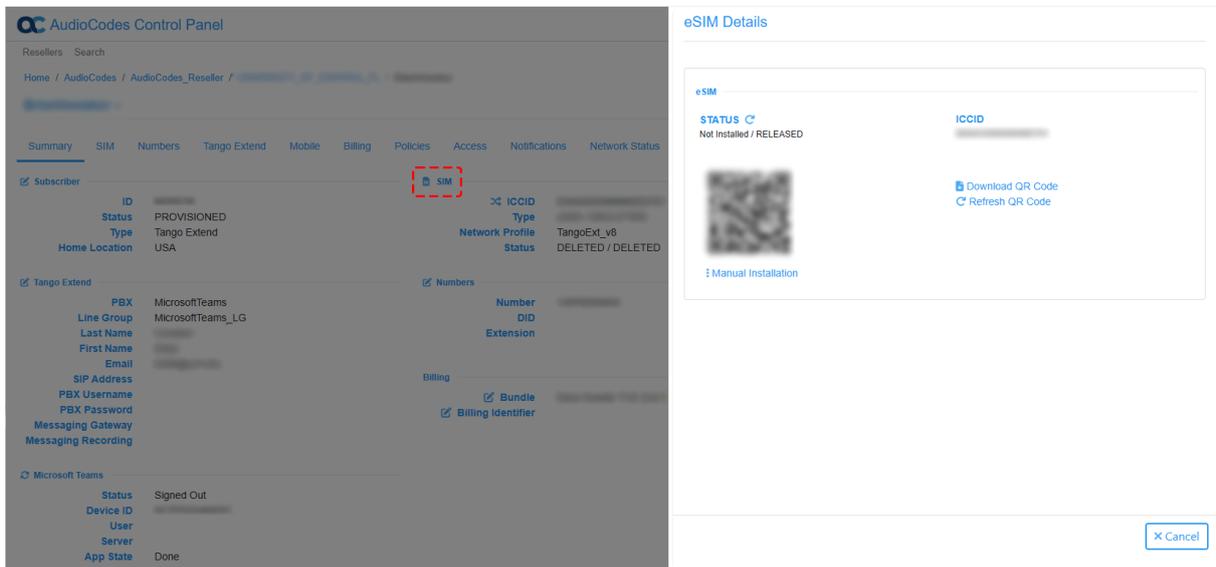
A 'Cancel' button is located at the bottom right of the summary pane.

12.2 Viewing eSIM QR Code

You can view a subscriber's eSIM QR code.

To view subscriber's eSIM QR Code:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. In the displayed list, click the subscriber's **SubUID**; the **Summary** tab's page is displayed.
4. Under **SIM**, click the **eSIM Details**  icon; the eSIM Details pane appears on the right:



The screenshot displays the AudioCodes Control Panel interface. On the left, the 'Subscriber' tab is active, showing details for a subscriber. The 'SIM' tab is highlighted with a red dashed box. On the right, the 'eSIM Details' pane is open, showing the eSIM status as 'Not Installed / RELEASED' and the ICCID. A QR code is displayed, along with options to 'Download QR Code' and 'Refresh QR Code'. A 'Manual Installation' link is also present. A 'Cancel' button is located at the bottom right of the pane.

AudioCodes Control Panel

Resellers Search

Home / AudioCodes / AudioCodes_Reseller / [Subscriber ID]

Summary SIM Numbers Tango Extend Mobile Billing Policies Access Notifications Network Status

Subscriber

ID [Redacted] SIM 

Status PROVISIONED

Type Tango Extend

Home Location USA

ICCID [Redacted]

Type [Redacted]

Network Profile TangoExt_v8

Status DELETED / DELETED

Tango Extend

PBX MicrosoftTeams

Line Group MicrosoftTeams_LG

Last Name [Redacted]

First Name [Redacted]

Email [Redacted]

SIP Address [Redacted]

PBX Username [Redacted]

PBX Password [Redacted]

Messaging Gateway [Redacted]

Messaging Recording [Redacted]

Numbers

Number [Redacted]

DID [Redacted]

Extension [Redacted]

Billing

Bundle [Redacted]

Billing Identifier [Redacted]

Microsoft Teams

Status Signed Out

Device ID [Redacted]

User [Redacted]

Server [Redacted]

App State Done

eSIM Details

eSIM

STATUS  Not Installed / RELEASED

ICCID [Redacted]



Download QR Code

Refresh QR Code

Manual Installation

Cancel

12.3 Moving between Bundles

You can change a subscriber's bundle (plan).



- You can only change a bundle once a month.
- If you upgrade a bundle, it's applied immediately. The pricing is also applied proportionately, based on the day in the month that it is upgraded.
- If you downgrade a bundle, it only starts from the following month, and the new pricing also takes effect from the beginning of the month.

To change a subscriber's bundle:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. In the displayed list, click the subscriber's **SubUID**; the **Summary** tab's page is displayed.
4. Under Billing, click the **Edit Bundle** icon; the Edit Bundle pane appears on the right:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Summary' tab is active, displaying subscriber details such as ID, Status (PROVISIONED), Type (Tango Extend), Home Location (GBR), and Billing information. On the right, the 'Edit Bundle' pane is open, showing a table with columns for Name, Term Expires, and an ellipsis menu. The ellipsis menu is open, showing 'Upgrade' and 'Downgrade' options. A red dashed box highlights the ellipsis menu and the 'Upgrade'/'Downgrade' options.

5. Click the ellipsis button (three horizontal dots), and then from the drop-down menu, choose **Upgrade** or **Downgrade**, and then select the required bundle.
6. Click **Save**.

13.2 Terminating Groups

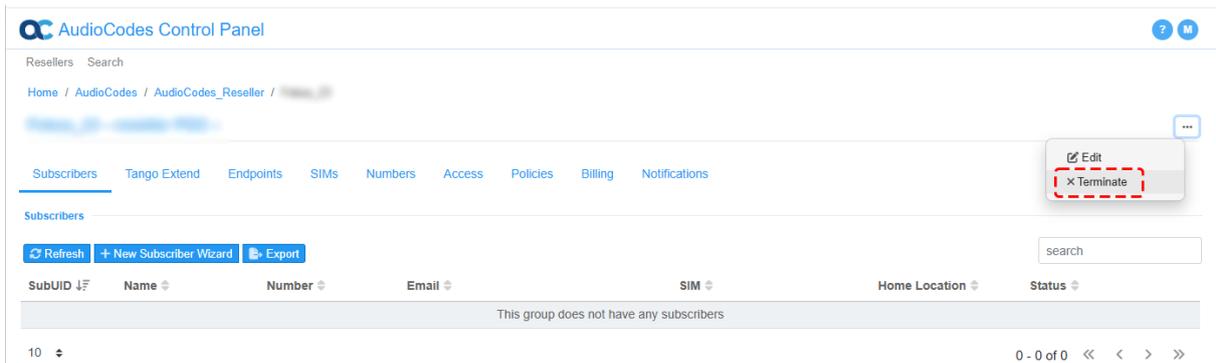
This section describes how to terminate a group.



Before you can terminate a group, you first need to terminate all its subscribers (see [Terminating Subscribers](#)).

To terminate a group:

1. In the Control Panel, select the **Groups** tab; all your groups are displayed.
2. Select the group.
3. Click the ellipsis button (three horizontal dots) as shown in the figure below, and then from the drop-down menu, choose **Terminate**:



The Terminate Group pane appears, displaying a confirmation message.

4. Click **Yes** to confirm.

14 Customizing Terms and Conditions

You can customize the Terms and Conditions (T&Cs) that the subscriber needs to accept.



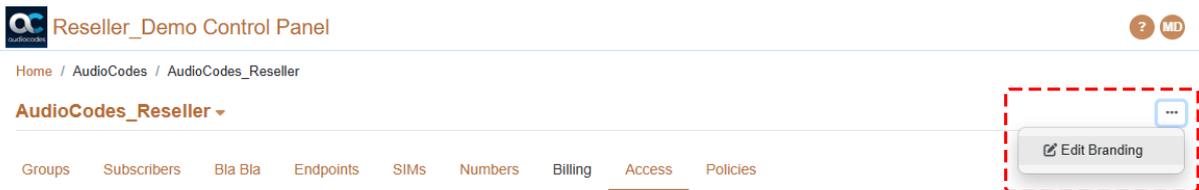
This section is applicable only to **Microsoft Teams**.

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

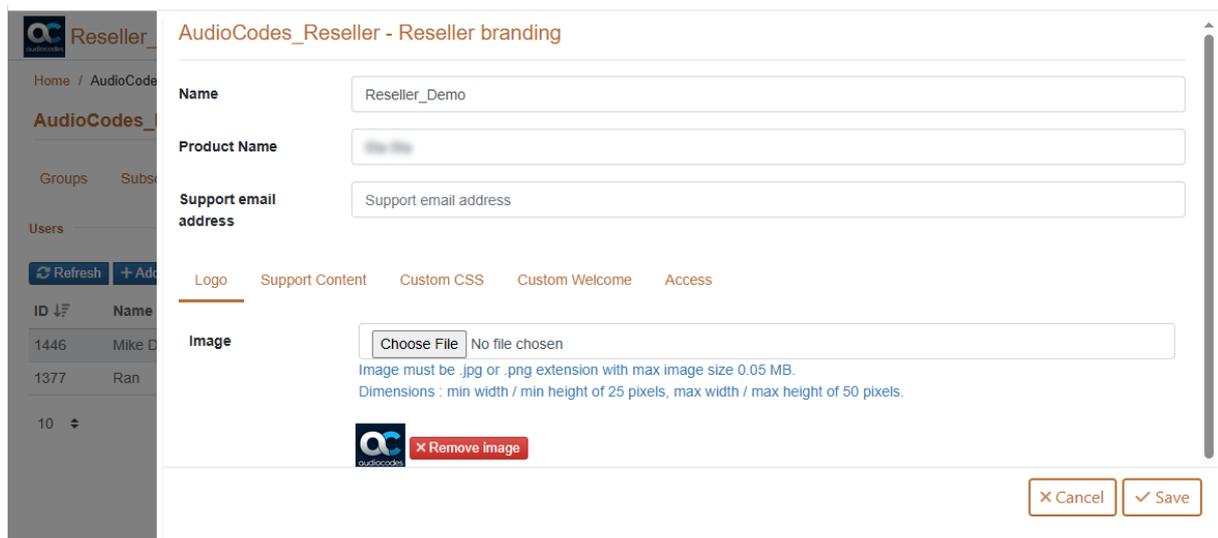
The Terms and Conditions are owned by you and can be uploaded directly to the Control Panel.

To upload a customized Terms and Conditions (reseller level)

1. On the home page of the Control Panel, click the three (...) dots menu located on the right of the window, in line with your reseller name, and then from the drop-down menu, choose **Edit Branding**:



The Reseller 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.

15 Customizing Support Contact Details

You can customize the support contact details. This includes contact name, email address, and phone number.



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

To customize support contact details:

1. Click the **Endpoints** tab, and then from the drop-down menu, choose **Edit Teams Settings**; The Teams Settings pane appears:

The screenshot shows the AudioCodes Control Panel interface. On the left, the 'Endpoints' tab is selected, and the 'Edit Teams Settings' pane is open. The pane contains the following sections:

- Product**: A text input field labeled 'Name' with the placeholder 'Enter Custom Product Name' and an 'Inherited value : Tango Extend' below it.
- Support**: A text input field labeled 'Contact' with the placeholder 'Enter Support Contact Name' and an 'Inherited value : Tango Networks' below it.
- Email address**: A text input field with the placeholder 'Enter Support Contact Email Address' and an 'Inherited value : support@tango-networks.com' below it.
- Phone**: A text input field with the placeholder 'Enter Support Contact Phone' and an 'Inherited value :' below it.
- Teams Help**: A section with a 'Help PDF' label and a 'Choose File' button, with 'No file chosen' displayed next to it.
- Extend for Microsoft Teams - End-User Guide v1.1.p**: A link with a PDF icon, and buttons for 'Download', 'Upload new', and 'Remove'.

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

2. Under the Support group, fill in any of the following fields:
 - 'Contact': Type the support's name.
 - 'Email address': Type the support's email address.
 - 'Phone': Type the support's telephone number.
3. Click **Save**.

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