

AudioCodes Mobile Connect on Microsoft Teams

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: July-24-2025

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.

Document Revision Record

LTRT	Description
31210	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 while maintaining total separation between private and business conversations.

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 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 Tango Extend supported device:
 - [UK Supported Device List](#)
 - [US Supported Device List](#)

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

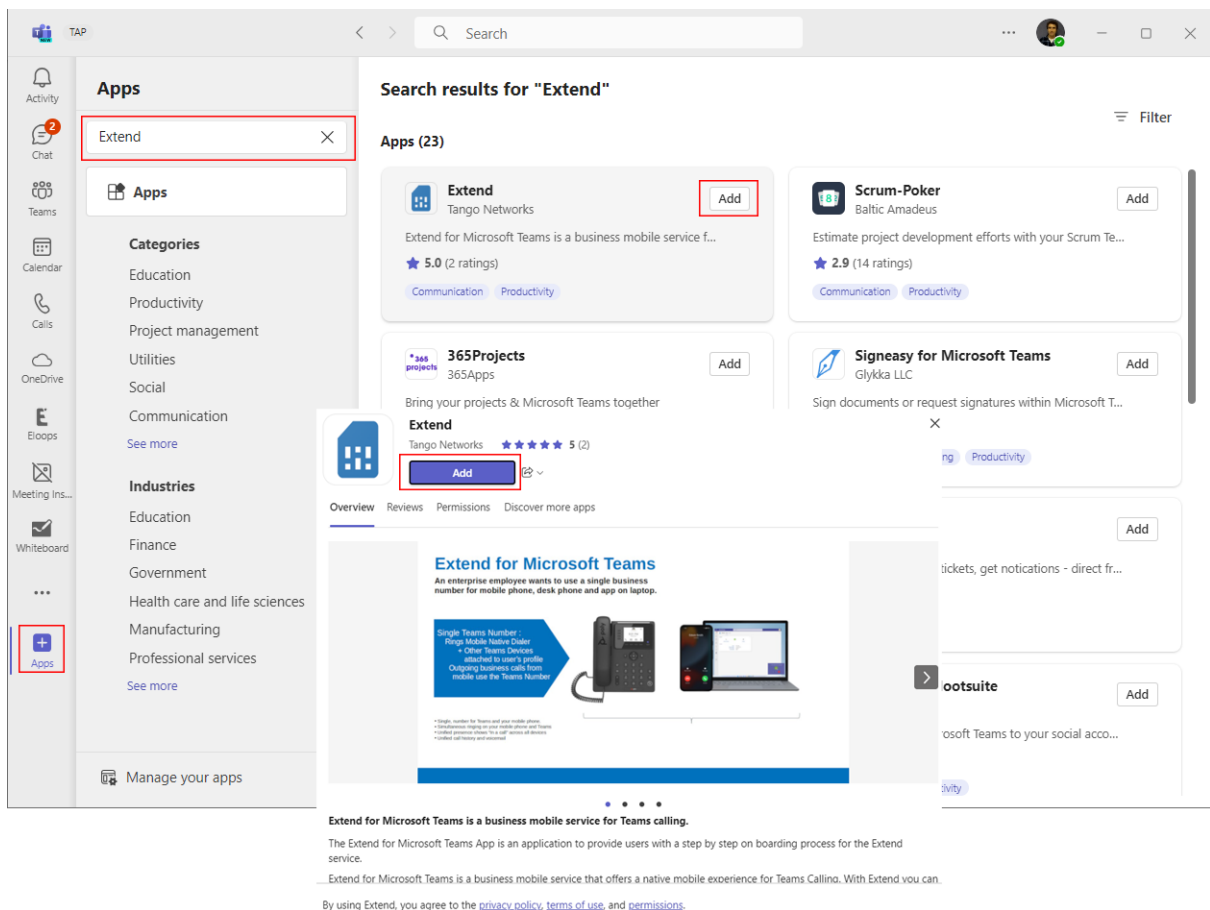
As an end user of the Extend for Microsoft Teams service, you must read and acknowledge the associated End User Acceptable Use Policy of the Extend service. This is done when you add the Extend app to your Teams desktop.



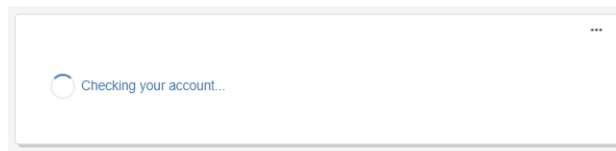
The Extend app is only available for installation if your organization's IT has given you permission. If you can't install it, contact your IT administrator.

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

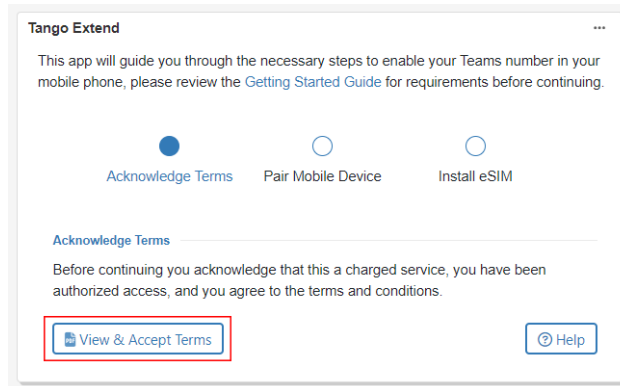
1. On the side panel of your Teams desktop client, click **Apps**, search for the "Extend" app in the Teams app store, and then click the app's **Add** button:



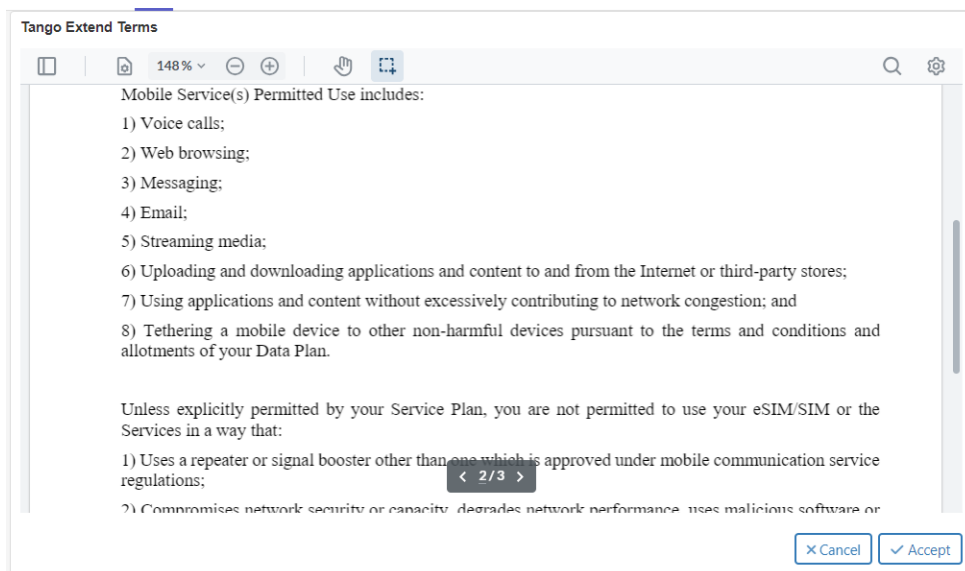
2. In the pop-up window, click **Add**: the app checks if your subscriber account is already provisioned or if it needs to be created:



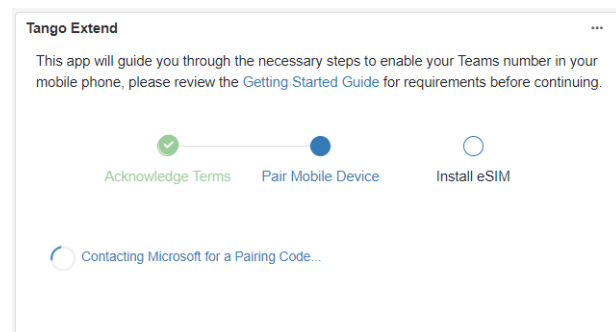
If your account needs to be created, the following appears:



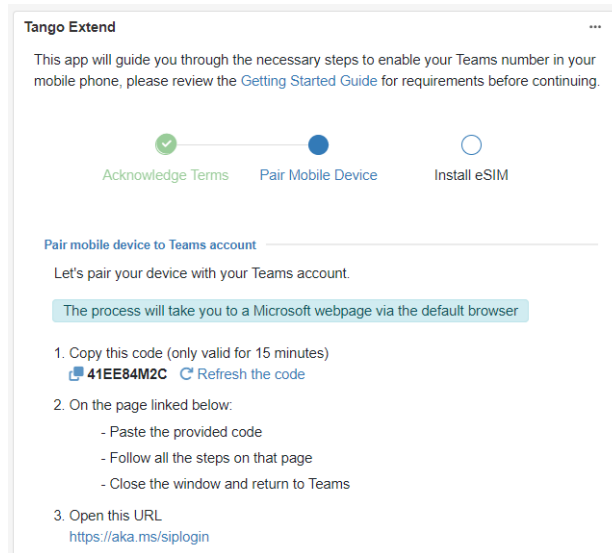
3. Click **View & Accept Terms**; the T&Cs appear.



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:



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



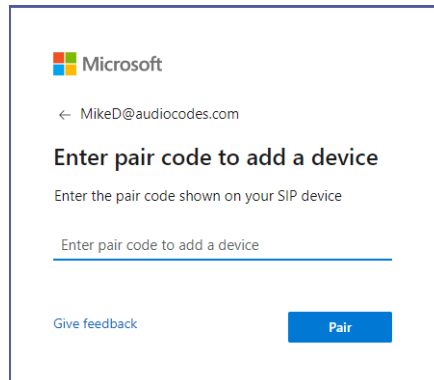
6. Continue with Section Pairing your Device with Teams to pair your device using the displayed pairing code.

3.2 Pairing your Device with Teams

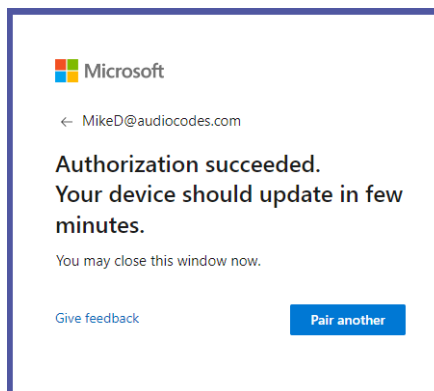
Once you accept the Terms & Conditions of the Extend app in Section Accepting Use Policy / Terms & Conditions, a pairing code is displayed to pair your device with your Microsoft Teams account.

To pair your device with Teams:

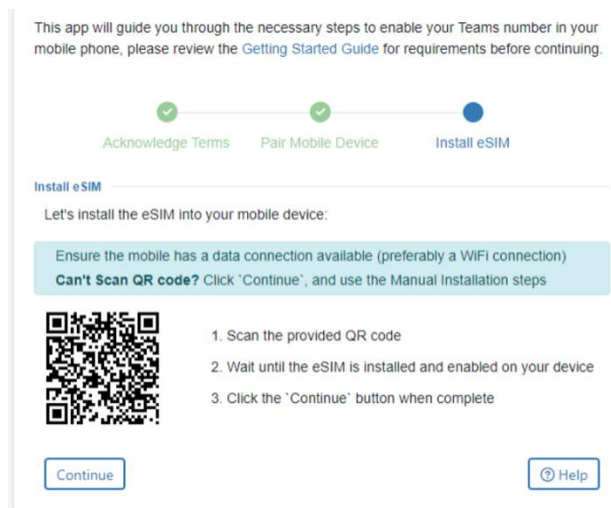
1. Copy the pairing code that is displayed after accepting the T&Cs of the Extend app.
2. Go to <https://aka.ms/siplogin>; the following appears:



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



4. Close the Microsoft window.
5. After the device pairing process is complete, the Extend app displays a QR code for eSIM installation on your mobile device:



3.3 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.

3.4 Apple iPhone

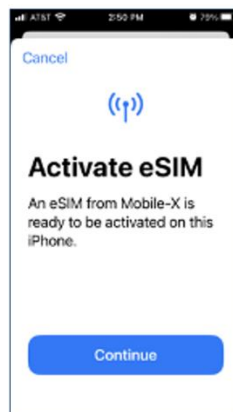
This section is applicable to iPhones.

3.4.1 Installing the eSIM

This section describes eSIM installation.

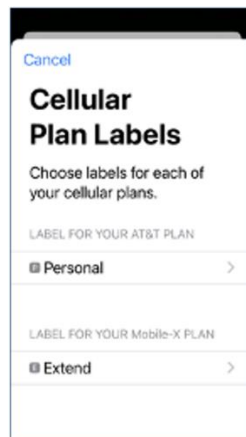
To install eSIM on Apple iPhone:

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 in the Extend app to start the eSIM installation process:

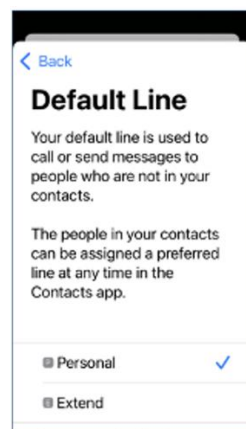


5. Tap **Continue**.

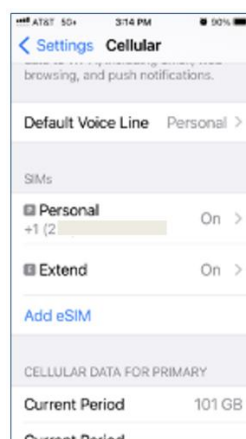
6. Define label names for each of your phone lines. Best practice is to define the Primary label as "Personal" and the newly added Extend line as "Extend":



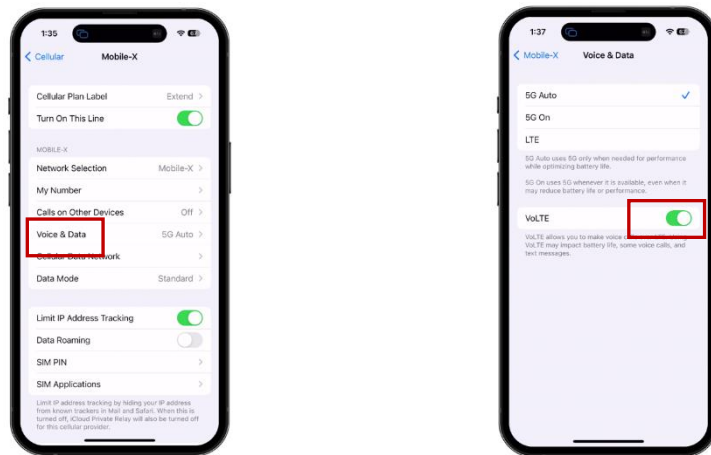
7. Define the "Personal" line as the default. Scroll down and select Continue.



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"):



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

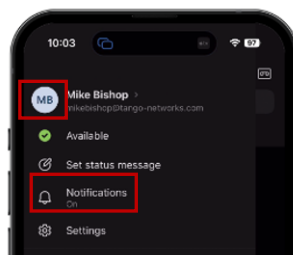


3.4.2 Configuring the Teams Mobile App

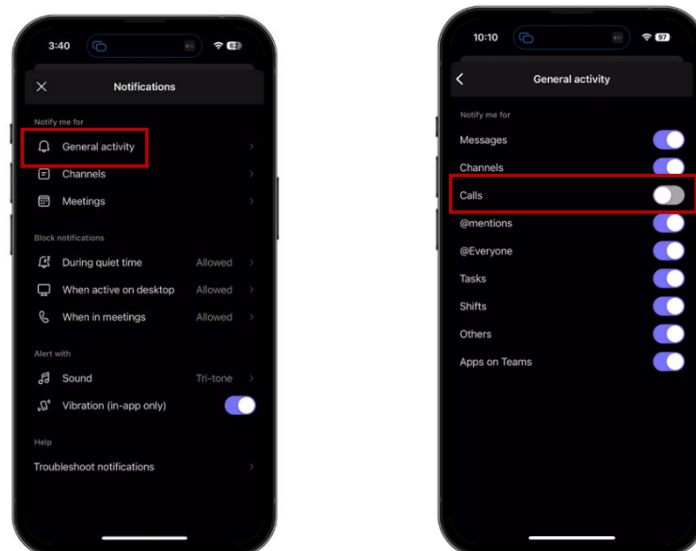
If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

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**:



3.4.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

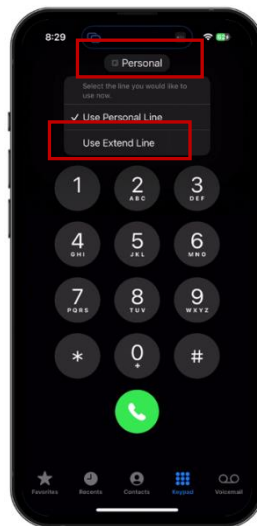
3.4.3.1 Making Outgoing Teams Calls

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

3.4.3.1.1 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.

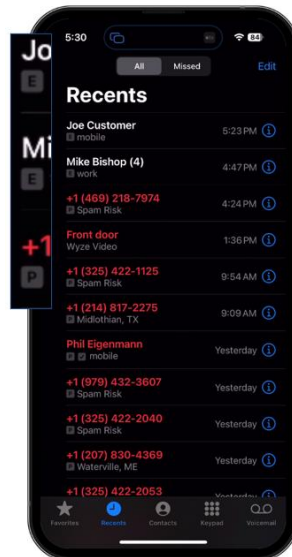
3.4.3.1.2 Making a Call using the Recents List

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

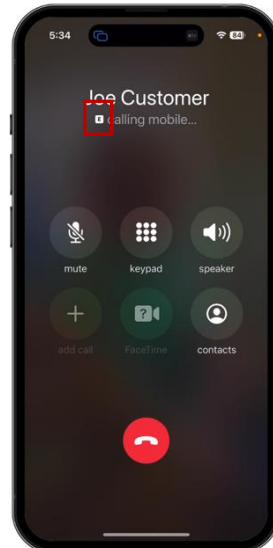
To make a call using phone's Recents list:

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.



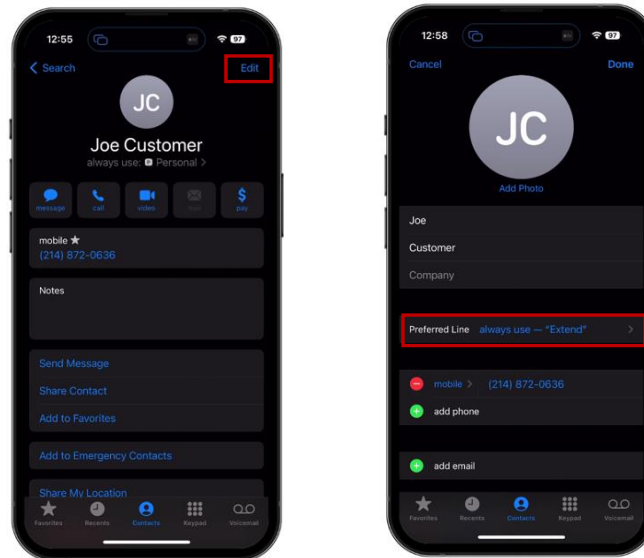
2. Tap the entry you want to call back; your phone automatically uses the cellular line associated with the entry:



3.4.3.1.3 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**.



3.4.3.1.4 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:

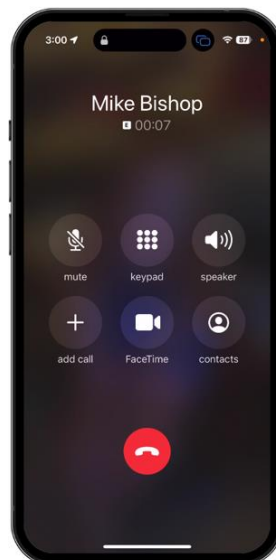
1. Long-press the number on the web page or email.
2. Copy it to the iOS clipboard.
3. Go to the keypad in the native phone application, paste the number, and then select the "Extend" line before making the call.

3.4.3.2 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:



3.4.3.3 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.

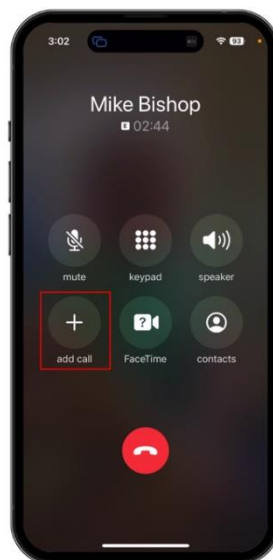
To place a call on hold:

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:



3.4.3.4 Advanced Teams Dialing Features

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

Teams Feature	Action
Voicemail Access	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial 500.
Enable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *30*.
Disable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *31*.
Call Forward Immediate	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *33*<number>.
Call Forward Unanswered	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *34*<number>.
Call Forward Ring Also	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *35*<number>.
Call Forward Reset	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *32*.
Call Move	<ol style="list-style-type: none"> 1. Active call on desktop or mobile Teams app. 2. Select Transfer. 3. Enter your DID. 4. Answer the call on your mobile via the Extend line.

3.5 Samsung Phone

This section is applicable to Samsung phones.

3.5.1 Installing the eSIM

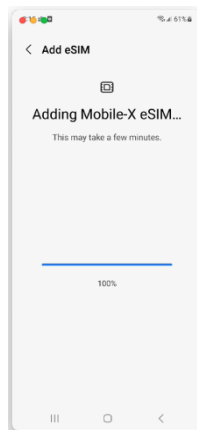
This section describes eSIM installation and configuration for Samsung devices.



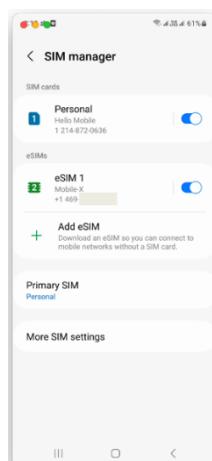
DO NOT use the native camera application of your mobile device to install the eSIM.

To install eSIM on Samsung:

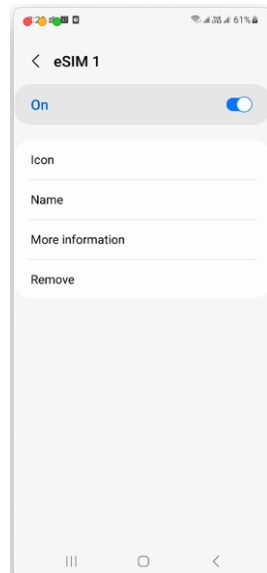
1. Go to Settings → Connections → SIM manager.
2. Select **Add eSIM**.
3. Select **Other ways to add eSIMs**.
4. Select **Scan QR code from service provider**.
5. Point the camera at the on-screen QR code to start the eSIM installation process.



6. Select **eSIM 1**:



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

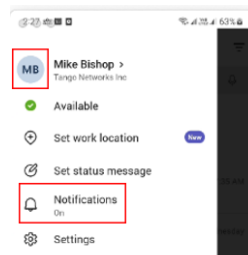


3.5.2 Configuring the Teams Mobile App

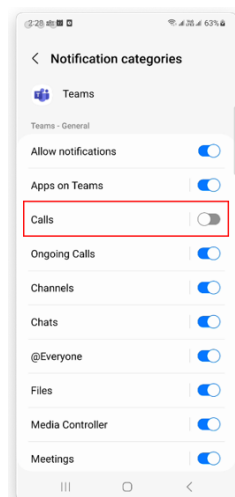
If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

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.



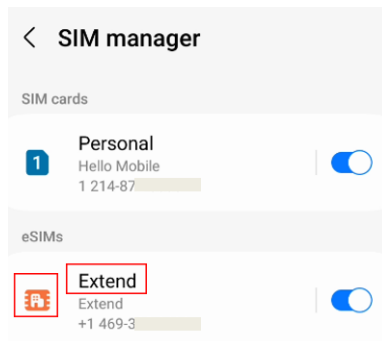
3. Select **General activity** > **Notification categories**, and then turn off **Calls**:



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**):



3.5.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

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 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.



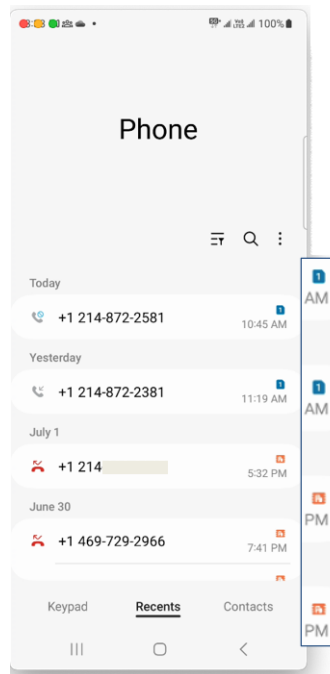
3. Dial the desired number, and then tap the call button.

3.5.3.1.2 Making a Call using the Recents List

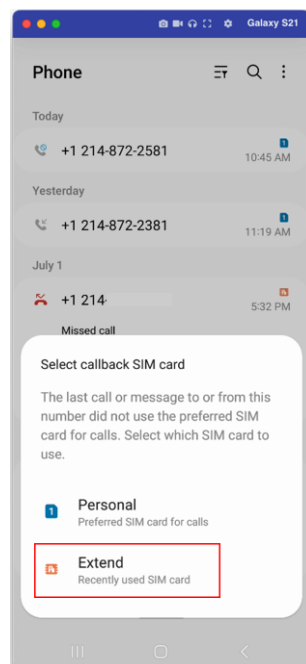
You can make a call from the Recents list of your native phone app.

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 icon associated with the personal or Extend line to indicate which line was used to make or receive the call:



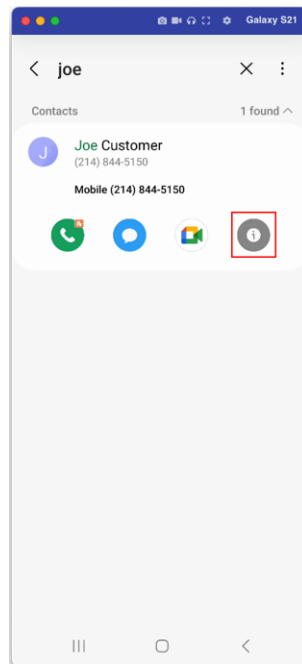
2. Tap the desired entry from the list and select the call button to call the number back. A pop-up window appears asking you which line to use for the outgoing call.
3. Tap **Extend** to make the call using your Teams number:



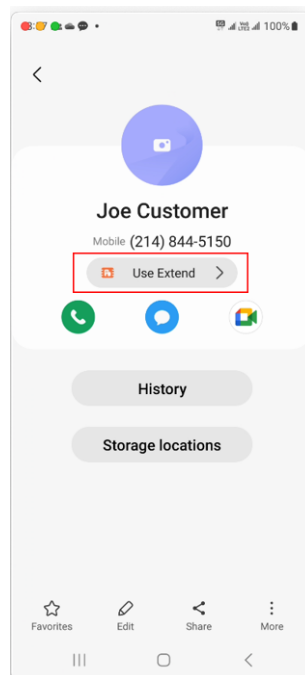
3.5.3.1.3 Making a Call from Contacts

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 the info icon.



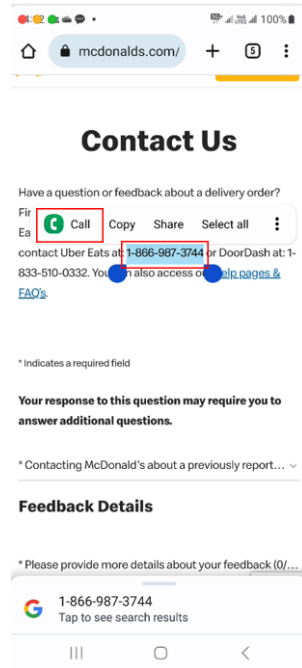
4. Tap the toggle once to change to the **Extend** line:



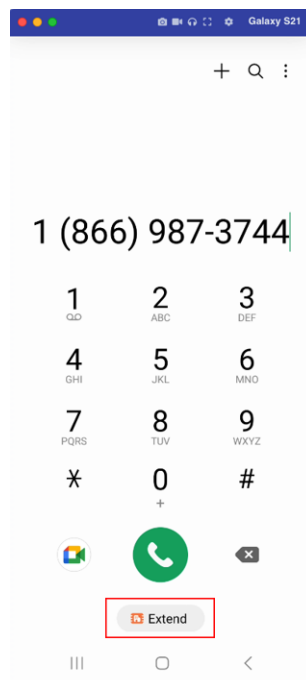
3.5.3.1.4 Making a Call from a Web Page or Email

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 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.

3.5.3.2 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:

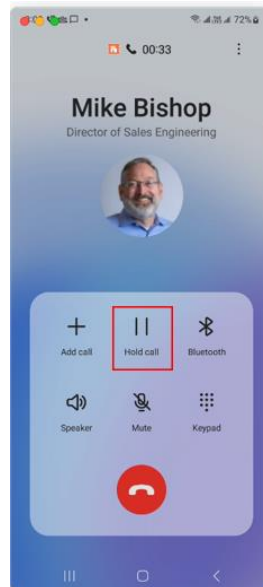


3.5.3.3 Placing a Call On Hold and Establishing a Conference Call

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, 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:



3.5.3.4 Advanced Teams Dialing Features

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

Teams Feature	Action
Voicemail Access	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial 500.
Enable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *30*.
Disable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *31*.
Call Forward Immediate	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *33*<number>.
Call Forward Unanswered	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *34*<number>.
Call Forward Ring Also	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *35*<number>.
Call Forward Reset	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *32*.
Call Move	<ol style="list-style-type: none"> 1. Active call on desktop or mobile Teams app. 2. Select Transfer. 3. Enter your DID. 4. Answer the call on your mobile via the Extend line.

3.6 Google Phone

This section is applicable to Google phones.

3.6.1 Installing the eSIM

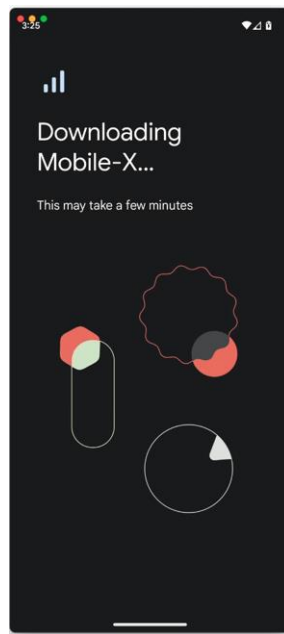
This section describes eSIM installation.



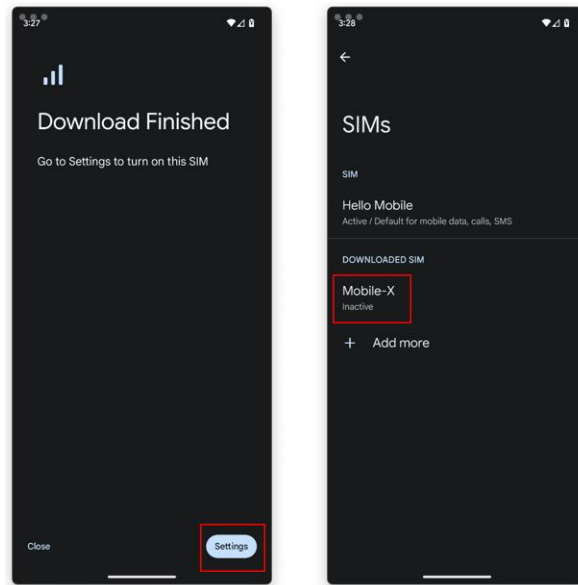
DO NOT use the native camera application of your mobile device to install the eSIM.

To install eSIM on Google phone:

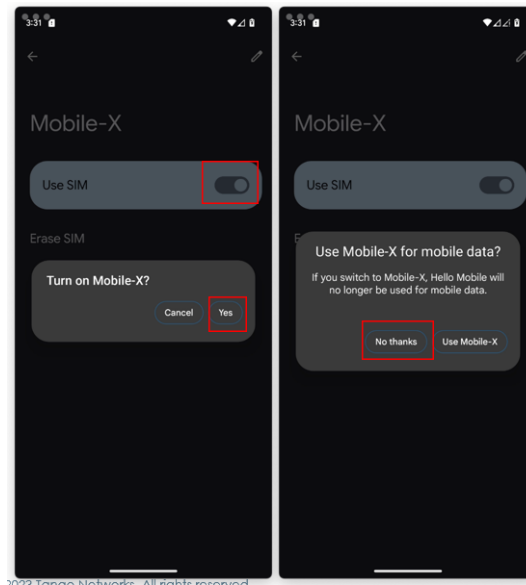
1. Go to Settings → Network & Internet.
2. Select the plus sign + to the right of **SIMs**.
3. Select **Download a SIM instead**, and then click **Next**.
4. Select **Use a different network**.
5. Point the camera at the on-screen QR code to start the eSIM installation process, and then select **Download**.



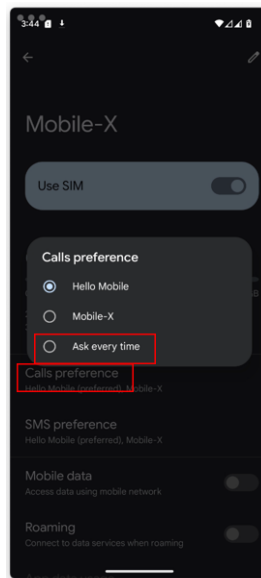
6. Select **Settings**, and then select **Mobile-X** under Downloaded SIM:



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**:

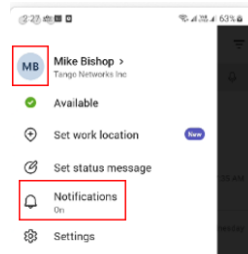


3.6.2 Configuring the Teams Mobile App

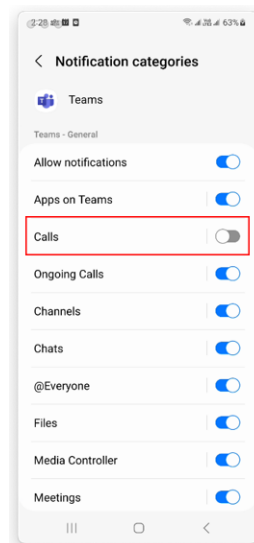
If you are using Microsoft Teams mobile app on your mobile device, it's recommended that you disable inbound call notifications (to avoid confusion). When disabled, incoming calls are received only on the native phone application.

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**:



3.6.3 Basic Phone Operations with Extend Service

This section describes basic phone operations.

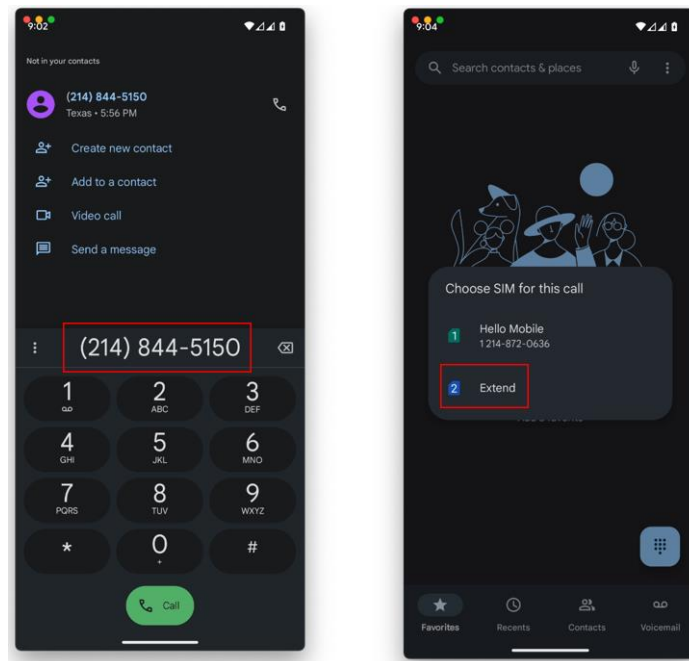
3.6.3.1 Making Outgoing Teams Calls

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

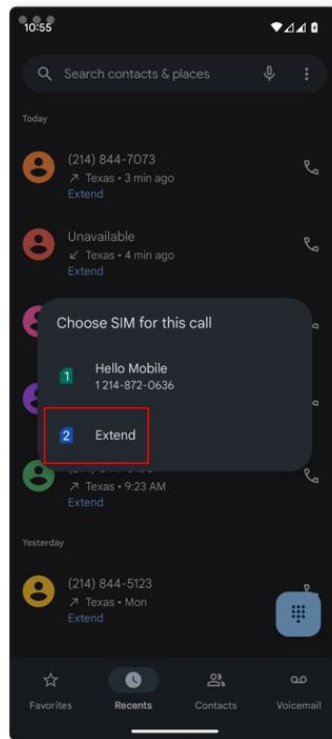


3.6.3.1.2 Making a Call using the Recents List

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

To make a call using phone's Recents list:

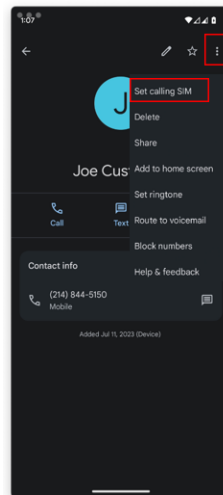
1. Go to the Recents page within your native phone application.
2. Tap the desired entry from the list and select the call button to call the number back. A pop-up window appears asking you which line to use for the outgoing call.
3. Tap **Extend** to make the call using your Teams number:



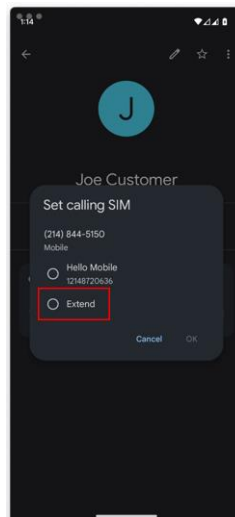
3.6.3.1.3 Making a Call from Contacts

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 ellipsis (three dots) icon, and then select **Set calling SIM**:



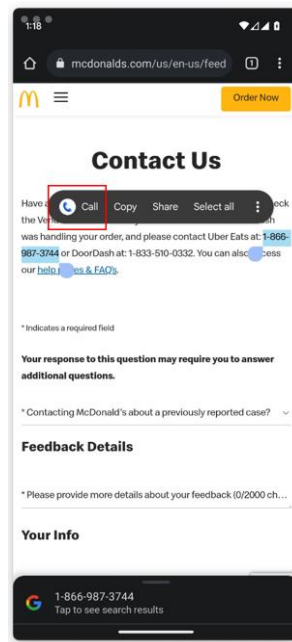
4. Select **Extend** to assign the Extend eSIM to this contact. All future calls to this contact will use the Extend line and your Teams calling plan and number:



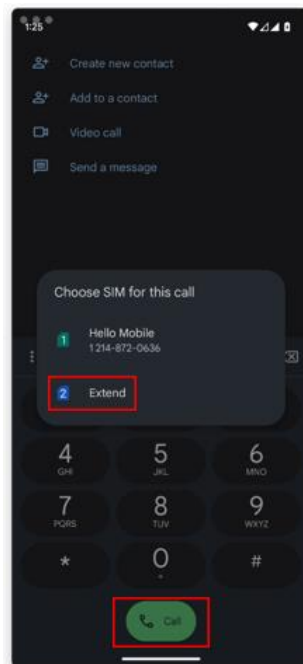
3.6.3.1.4 Making a Call from a Web Page or Email

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.



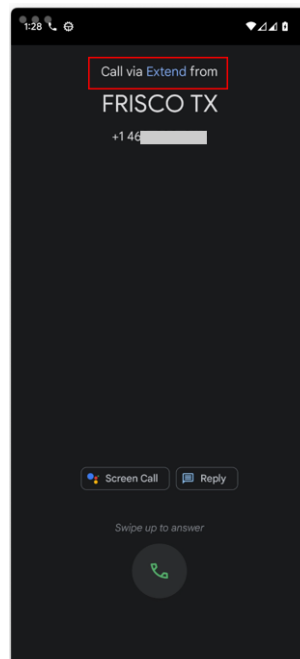
3. Tap the **Call** button, and then select the **Extend** line from the pop-up menu to make the call using your Teams calling plan and number:



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 line label. For example, below displays the "Call via Extend" to indicate that the inbound call is on the "Extend" line.

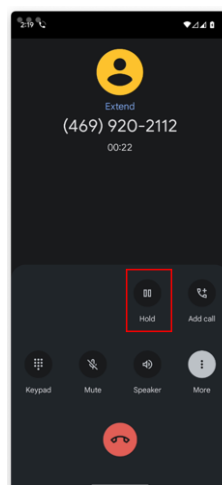


3.6.3.3 Placing a Call On Hold and Establishing a Conference Call

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.

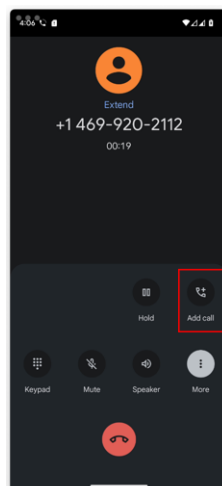
To place a call on hold:

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:



3.6.3.4 Advanced Teams Dialing Features

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

Teams Feature	Action
Voicemail Access	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial 500.
Enable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *30*.
Disable Do Not Disturb	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *31*.
Call Forward Immediate	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *33*<number>.
Call Forward Unanswered	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *34*<number>.
Call Forward Ring Also	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *35*<number>.
Call Forward Reset	<ol style="list-style-type: none"> 1. Place call on hold. 2. Dial *32*.
Call Move	<ol style="list-style-type: none"> 1. Active call on desktop or mobile Teams app. 2. Select Transfer. 3. Enter your DID. 4. Answer the call on your mobile via the Extend line.

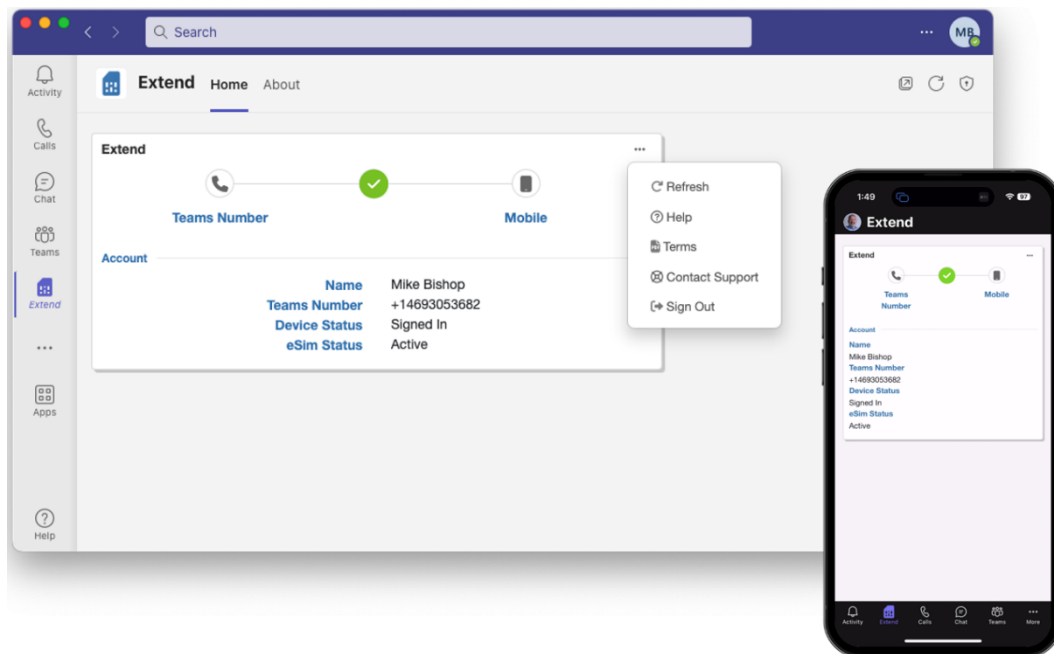
3.7 Familiarizing Yourself with Extend App in Teams



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.

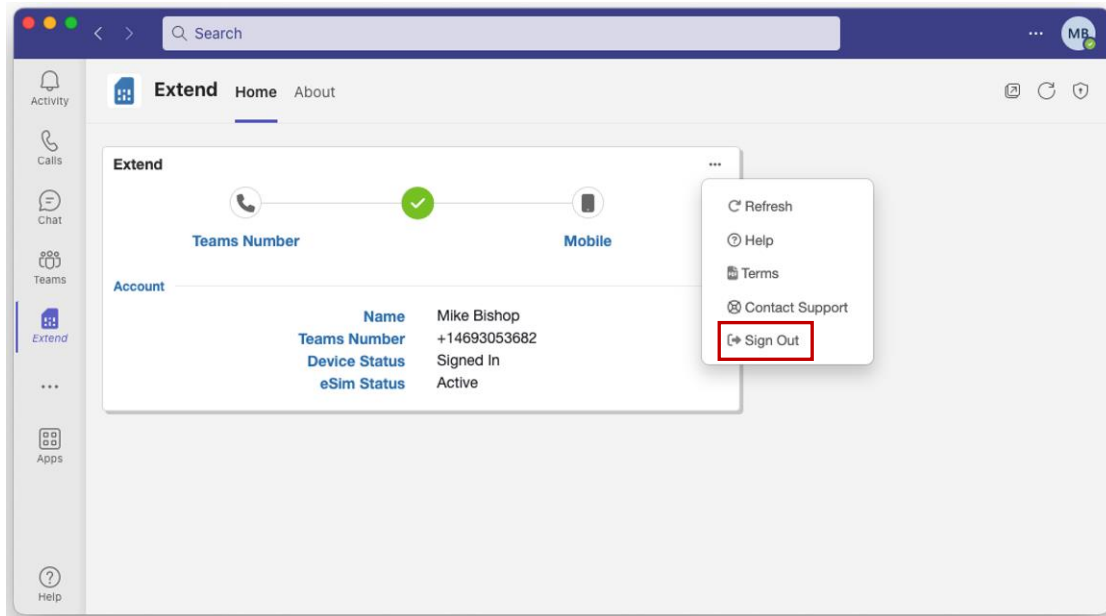


3.7.1 Temporarily Disabling the Extend Line

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**:



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:

Business Number
+19723480174 has been signed
out of your Microsoft Teams
Account



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

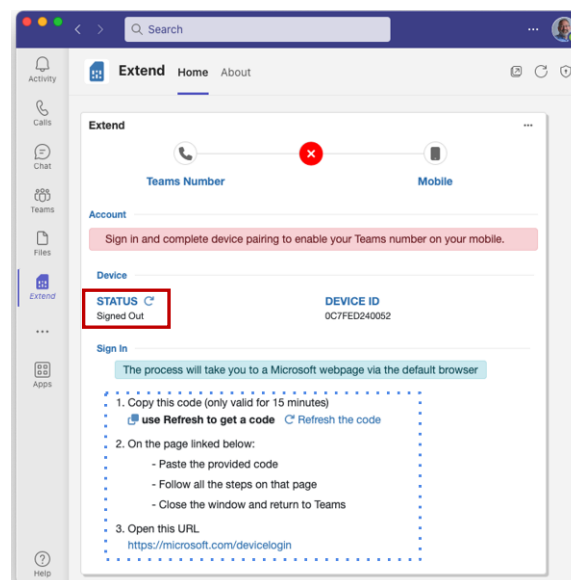
3.7.2 Signing In to Your Extend Device

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.

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 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.

International Headquarters

Naimi Park
6 Ofra Haza Street
Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com>

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