AudioCodes Live SaaS Solution

# AudioCodes Live for Zoom Phone

End Customer – User's Manual

Version 1.4



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### Notice

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This document is subject to change without notice.

Date Published: February-25-2024

### **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			
26612 Initial document release				
26613 Update to Section 'Install App and Submit Contact Form'				

### **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 <a href="https://online.audiocodes.com/documentation-feedback">https://online.audiocodes.com/documentation-feedback</a>.

# **1** AudioCodes Zoom Product Portfolio Overview

Get on the fast track to the Zoom Phone system with AudioCodes Live, a full SaaS solution that enables partners to onboard customers to the Zoom Phone system quickly and easily. AudioCodes Live for Zoom is a unified offering of voice connectivity and productivity solutions that deliver enhanced functionality for Zoom Phone deployments. Key features include:

- AudioCodes SBCs that enable bring-your-own-carrier (BYOC) for coexistence with existing UC/UCaaS solutions, contact centers and legacy PBXs.
- IP phones and meeting room devices that deliver an intuitive meeting experience supporting voice and video collaboration.
- Full interop of existing and legacy analog devices.
- All devices support Zoom's Zero Touch Provisioning (ZTP), so that the deployment and provisioning of AudioCodes IP phones are easy and don't require registration from the phone itself.
- AudioCodes solution for ZPLS (Zoom Phone Local Survivability) include ZPLS support and SBC or gateway for PSTN breakout in a single device, making the ZPLS deployment simple and hassle-free.
- Call recording and analytics solutions that enhance business processes.
- Network management solutions that empower IT professionals with operational tools.

AudioCodes enables the delivery of comprehensive Zoom Phone solutions easily and effectively with per-user-per-month pricing, by leveraging AudioCodes' global partner network and professional services.

# 2 AudioCodes Live for Zoom Phone Usage

AudioCodes Live Zoom Phone offers PSTN Connectivity through Cloud Peering. Zoom Phone Provider Exchange with BYOC enables customers to choose their preferred PSTN provider partners and for partners to share their services with a rapidly expanding global customer base.

#### **Features:**

- Connect to a Cloud managed SBC.
- Get Numbers from AudioCodes Live.
- Assign numbers to users.
- Unassign / Release numbers from users.

#### Prerequisites for enabling the service:

The customer Zoom Admin account must include the following roles for enabling consent of the APP privileges for Peering services:

View the E164 numbers sent via peering API /phone\_peering:read:admin

Anagement portal for customers to view number's that retrieved

View and manage the E164 numbers sent via peering API /phone\_peering:write:admin

Anagement portal for customer to manage/upload/delete E164 phone numbers

#### View all user information /user:read:admin

Get the user info for fill the contact us form, while zoom admin install the app

# **3** Adding AudioCodes Live for Zoom Phone App

This section describes how to add the AudioCodes Live for Zoom Phone app to the customer Zoom Marketplace:

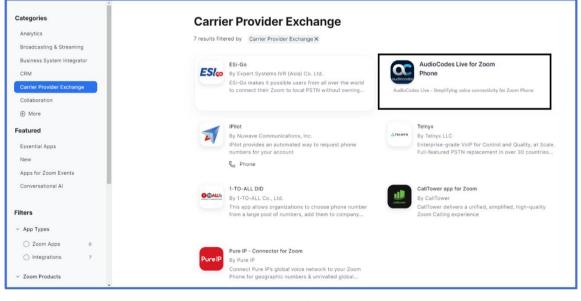
- Install App and Submit Contact Us Form
- Assign Numbers in Zoom Admin App
- Verify Assigned Numbers and Make Test Calls

## 3.1 Install App and Submit Contact Us Form

This procedure describes how to install the AudioCodes app and to submit the Contact form.

#### Do the following:

- 1. Login to the Zoom Marketplace https://marketplace.zoom.us/.
- 2. In the Navigation pane, select Categories > Carrier Provider Exchange.
- 3. Search for the AudioCodes Live for Zoom Phone App.



4. Click Add to install the AudioCodes Live for Zoom Phone app.

	AudioCodes Live for Zoom Phone
Column	Overview ©
leg,resetta	overview o
Permissions	This app is not taked to Zooth Marketpicce
Doopee	Town receptions here exern automate their communication workflows, Laste new about stargerture
Developer	Castler Previller Exchange Citier
Uarage	Get as the fact tech to the "pain Phone system with AudioCopies Live, a fait Said" autoint test evalues partners to indexed partners to the Zyon Phone system painty and setty AutoiCopies (for the Zzoni is a called infiniting or calles committee) and productivity outproductivity outproductivity evaluations for the Zzoni is a called infiniting or calles committee) and productivity outproductivity outproductivity evaluations for attraction of the Zzoni Phone Improvements if Autoidaes
	<ul> <li>AutoColes IBCs that analise bring your over-center IPTOCI for consistence with existing GCUCast</li> </ul>
	epidaina, spetiari periari and legary PROL. • IP phones and meating inter devices that deliver as bituline meeting experience supporting epide and

Ye	ou are about to add AudioCodes Live for Zoom Pl	none BETA
RW	royw@audiocodes.com	Switch Accour
•	App can access and manage this information even when not using the app.	
Арр	can view information	
Asso	ciated with your account and others you're allowed to access	
ණ	Settings	>
P_	Account Information	>
٨	Profile & Contact Information	>
	ciated with your account, others you're allowed to access, and others includ nation.	led in that
	Product Usage	>

5.

An Authorization app is added to the customers' Zoom admin interface and a Welcome email including an Invitation link is sent to the customer.

6. Click the link; the following screen is displayed.

	Custor	mer Valic	lation	
		— Tag-ID Code —		
Type Tag-ID				
P	lease type the Pro	ovider Account	Number or Tag-	ID
		Validate		

7. Enter the Tag Identifier provided by the AudioCodes Service team or Channel provider in the Welcome email that you received, and then click **Validate**.

The Tag received from the AudioCodes Service team or your channel provider identifies you as a customer in the AudioCodes system and redirects you to the relevant channel or region.

You are redirected to the Provider Exchange or Channel provider Landing page.

livectous	livecloud	🔁 zoom	Webcome Cust2 V
		CONTACT US Contact Name * cust2sp1	
		Email * a@a.a	
		Phone Number *	
		Company Name *	
		Company Size	Ť
		Countries • Israel   ×	
		Type comments	
		I accept the data privacy terms	
		Submit	doni

### 8. Fill in the Contact form using the table below for reference.

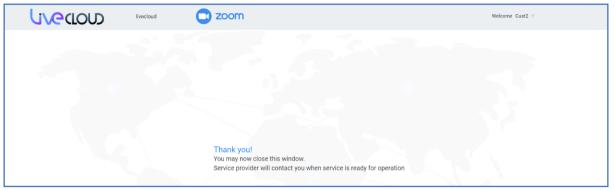
### **Contact Form**

Field	Description
Contact Name	Name of the contact lead.
Email	Email of the contact lead
Phone Number	Phone number of the contact lead. Note that the phone number should match the countries calling plan (see below).
Company Name	Name of the enterprise.
Company Size	From the drop-down list select one of the following:
	SMB
	SME
	Enterprise
Countries	From the drop-down list, select the desired countries in the calling plan. The provider later loads numbers to the customer according to the selected countries.
	<b>Note:</b> Loaded numbers must match the calling country prefixes.
Comments	Add any desired comments related to the calling plan.

livecloud	moc	Welcome Cust2 V
	ONTACT US	
	John Citizen Email * Johnc@enterprisecorp.com	
	Phone Number *	
	Company Name *	
	Company Size	
	USA IX Comments Comments Comments	
	Type comments	
	Laccept the data privacy terms	
	Submit	

9. Once all fields have been filled in, select the I accept the data privacy terms at the end of the form, and then click Submit.

The request is submitted to the AudioCodes and the following information screen is displayed.



The AudioCodes Live **Partner** enables the end customer and uploads the BYOC numbers.

**10.** The Customer opens the **AudioCodes Live** app in the Zoom App Marketplace in the Approved apps page (**Advanced > App Marketplace > Approved apps**).

ZOOM A	pp Marketplace					Q Search a published app Develop > Manage CZ
Dev	^	1.621				
QA		Dev				Show All
New		Dev Team				
Our Picks		IN CO.	Zoom for Salesforce	.m	m	LTI Pro
DevOpsil		27	By Zoom Close business faster with	By Zoom Enables Zoom to be a LTI provider	PRO	By Zoom The Zoom LTI Pro app supports the
			Salesforce by seamlessly meeting	supporting v1.1 of the LTI standard		ability to schedule/join/manage
Filters			🗅 🖽 🌜 Meetings, Webinars, Ph	D1 Meetings		다 문 Meetings, Rooms
<ul> <li>App Types</li> </ul>			Microsoft Teams	Slack		Eloqua
O Zoom Apps	36	тВ	By Zoom	By Zoom	eloqua	
O Integrations	70		Start, schedule, join Zoom meetings and make Zoom Phone calls right	Bring together two great solutions with Zoom and Slack to improve yo		Automate your marketing processes by integrating Oracle Eloqua with
<ul> <li>Zoom Products</li> </ul>			🗆 🖏 Meetings, Phone	🗅  الا Meetings, Phone		💾 Webinars
Zoom Meetings	57					
Zoom Webinars	20					
C Zoom Rooms	5	QA				Show All
Zoom Phone	15	QA Team				
Zoom Team Chat	25					
			LTI	Emergency Call Notifications		LTI Pro
<ul> <li>User Role</li> </ul>		LTI	By Zoom Enables Zoom to be a LTI provider	By Zoom Enable internal safety teams to	PRO	By Zoom The Zoom LTI Pro app supports the
Admins	65		supporting v1.1 of the LTI standard	receive Zoom Phone emergency	-	ability to schedule/join/manage
◯ Any user	41		□1 Meetings	표 🐁 🖯 Rooms, Phone, Team C		다. 문 Meetings, Rooms
<ul> <li>App Permissions</li> </ul>			Epic	Slack		Zoom vILT for Cornerstone Learnin
<ul> <li>Approved apps</li> </ul>	1	Epic	By Zoom	By Zoom	Pamerstone	By Zoom
	Ū		Providers and patients can now easily launch Zoom meetings from	Bring together two great solutions with Zoom and Slack to Improve yo		Seamlessly integrate live video training sessions on Zoom with you

	pp Marke	place	Q Search a published app Develop ~ Manage CZ
Dev		^	
QA		Filtered Results	
New		Filtered Results	
New		1 result filtered by Approved apps X	
Our Picks			
DevOpsII		AudioCodes Live for Zoom Phone	
Filters		By AudioCodes Ltd. AudioCodes Ltve-Simplying Voice Connectivity for Zoom Pitrone	
<ul> <li>App Types</li> </ul>			
Zoom Apps	0		
Integrations	0		
<ul> <li>Zoom Products</li> </ul>			
Zoom Meetings	0	🌾	
Zoom Webinars	0		
Zoom Rooms	0		
Zoom Phone	0		
Zoom Team Chat	0		
<ul> <li>User Role</li> </ul>			
Admins	0		
Any user	0		
0 111/ 400		ZOOM About Download Sales	Support
<ul> <li>App Permissions</li> </ul>		Blog Meetings Client 1 888 799 9666 Customers Zoom Rooms Client Contact Sales	Test Zoom Account
Approved apps	0	Our Team Browser Extension Plans & Pricing	Support Center
	-	Why Zoom Outlook plug-in Request a Demo	Live Training
		✓ Features Lync Plug-In Webinars and Eve	its Feedback

**11.** Click AudioCodes Live for Zoom Phone app link.

The numbers uploaded by the AudioCodes Live <b>Partner</b> are displayed under the	
UnSyncNumbers tab.	

C	andbox1-zc.finebak.com/CustomerN	umbers/serviceprovider2			EP 🖈 🖈 🗖 🖲 (Uppl)
		2	serviceprovider2	ZOOM Hello,SP1 Log Out	Abo
UNSYN	IC NUMBERS SYNC NUMBERS	WAIT FOR RELEASE			
Text	Q			Sync numb	Cers. Reject-numbers Export CSV
Consented	d On All - Created On All	✓ 217 Results			
	\$ NUMBER	SERVICE INFO		ACQUIRED DATE	÷ STATUS
0	3929097246	Milan		Sun, Nov 13 2022 14:56:51 UTC	WallForSync
	3928457079	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaltForSync
	3928201709	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaitForSync
	3928201708	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaltForSync
0	3928201707	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaltForSync
0	3928201706	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaitForSync
0	3928201705	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaitForSync
	3928201704	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaltForSync
D	3928201703	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaitForSync
0	3928201702	Milan		Sun, Nov 13 2022 14:56:51 UTC	WaitForSync
0 5	Selected				Nows per page: 10 v 1-10.01217

12. Select the check box adjacent to the numbers to synchronize or click the **Number** check box

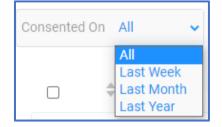
to select all numbers, and then click

Sync numbers

**13.** Once confirmed, the numbers are displayed under the **Sync** tab.

Text		Q.		Release numbers
consented	On All  Created Or	n All 🐱 0 Result		
0	NUMBER		ACQUIRED DATE	≑ STATUS
0	39029097246	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
0	39028457079	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39028284120	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39027817065	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39025016723	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39025745562	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39028751100	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39028751099	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
D	39028751098	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
	39028751097	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced

14. Numbers can be filtered according to date of consent and creation.



Created On	All 🗸
	All Last Week Last Month Last Year

# **3.2** Assign Numbers in Zoom Admin App

This procedure describes how to assign the new numbers in the Zoom Admin app in the Zoom Marketplace.

For more information on number assignment, see <u>How to Assign Zoom Phone Number</u>.
Before assigning numbers to user make sure that you have the appropriate Zoom

Phone license, see <u>How to assign licenses to existing users</u>.

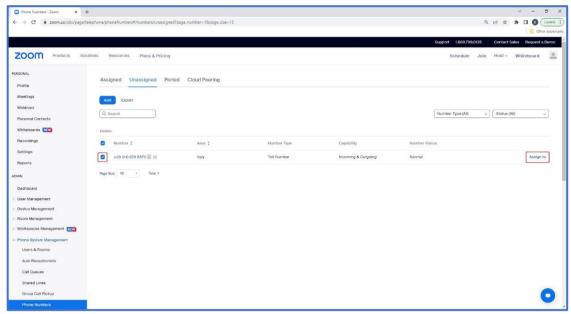
#### To assign numbers:

- 1. Open the Zoom Admin portal with customer credentials: <u>https://go.zoom.us/.</u>
- 2. Navigate to Phone System Management > Phone Numbers.

#### 3. Select the Unassigned tab.

Phone Numbers - Zoom × +		~ - ¤ ×
← → C 🕯 zoom.us/pbx/page/telephone/phoneNumbers#/numb	ers/assigned?page_number=18/page_size=15 Q. 🖻 🖈	* [] () (Update ;)
		Other bookmarks
	Support 1.080.799.0125 Contact S	ales Request a Demo
ZOOM Products Solutions Resources Plan	s & Pricing Schedule Join Host~	Whiteboard
PERSONAL Unassig	ned Ported Cloud Peering	
Meetings Main Company Number: 5	let	
Personal Contacts Q, Search	Number Type (All)	a0 ~ ]
Recordings		
	·	
Settings		
Reports		
ADMIN		
Dashboard	No Data	
> User Management		
Device Management		
Room Management		
Workspaces Management NEW		
<ul> <li>Phone System Management</li> </ul>		
Users & Rooms		
Auto Receptionists		
Call Queues		
Shared Lines		
Group Call Pickup		
Phone Numbers		

	/phoneNumbers#/numbers/unassigned?page_numbe	=18page_size=15			Support 1.888.799.0125 Contact Sales	
Products Solutio	Assigned Unassigned Ported	Cloud Peering			Schedule Join Host ~ Wi	v)
Whiteboards Exe Recordings Settings Reports	Delete Number : +39 010 879 5670 () 0 Page Size 15 - Total 1	Ares : Italy	Number Type Toll Number	Capability Incoming & Outgoing	Number Status Normal	Assign to
Dashboard > User Management > Device Management > Room Management						
Workspaces Management     Workspaces Management     Users & Rooms     Auto Receptionists     Call Queues						0



4. Select the number to assign and then click Assign to.

5. Select the user to assign the new number and then click **OK**.

Assign Numl	ber
Number	+39 010 879 5670 (Cloud Peering)
Assign to	User v
	Zoom Test - Ext. 800
	Cancel

		S Updated Phone Number Successfully	Q Search Support 1.888.799.0125 Contact Sales Request a Demo
ZOOM Products Solut	ions Resources Plans & Pricing		Schedule Join Host - Whiteboard
PERSONAL			
Profile	Assigned Unassigned Ported Cloud Peering		
Meetings			
Personal Contacts	Add Export		
Whiteboards NEW	Q Sourch		Number Type (All)      ✓      Status (All)      ✓
Recordings	Delete		
Settings			
Reports		<b>,</b>	
ADMIN			
Dashboard			
User Management		~ •	
> Device Management		No Data	
Room Management     Workspaces Management			
<ul> <li>Phone System Management</li> </ul>			
Users & Rooms			
Auto Receptionists			
Call Queues			
Shared Lines			
Group Call Pickup			
Phone Numbers			
Provider Exchange			
• • • • • • • • • • • • • • • • • • •			

### 6. Click the **Assigned** tab to view the assigned number.

	tions Resources Plans & Pricing					Schedule	Join	Host ~	Whiteboard	
PERSONAL ^	Assigned Unassigned Ported	Cloud Peering								
Meetings	Main Company Number: Set									
Personal Contacts	Add Import Export									
Whiteboards NEW	Q Search				Number Type (All)	Assigned to (All)	~	Status (A	. (II	
Settings	Number ‡	Area 🛊	Number Type	Capability	Assigned to		Numbe	er Status		
Reports	+972 3-976-5791 E 🖉	Israel	Toll Number	Incoming & Outgoing	Zoom Test Ext. 800		Normal	1		
Dashboard	Page Size 15 - Total 1									
Device Management										
> Room Management										
> Workspaces Management										
<ul> <li>Phone System Management</li> </ul>										
Users & Rooms										- 1
Auto Receptionists										
Call Queues Shared Lines										
Group Call Pickup										
Phone Numbers										
Provider Exchange										
<										

# **3.3 Verify Assigned Numbers and Make Test Calls**

This procedure describes how to verify that the newly assigned numbers are configured in the customer Zoom application. You should also make a test call through all the configured numbers to verify that the Zoom Phone system is connected seamlessly with the Provider Exchange and the SBC.

#### Do the following:

**1.** Open the customer Zoom application.

Zoom Cloud Meetings		_		×
	ZOOM ~ us04web.zoom.us			
	Enter your email			
	Enter your password Forgot?			
	Sign In			
	C Keep me signed in			
	or sign in with			
	< G 0			
	SSO Google Facebook			
< Back			Sign U	р

#### 2. Enter the username and password and then click Sign In.

Control Control Control Control Control Control Appr Workshower (Control Appr Workshower)
Image: Standard in the standard

3. In the menu bar, select the **Phone** tab.

🔵 Zoom			– 8 ×
C Search C	tri+F	Ame Ream Chat Phone Meetings Contacts Apps WhiteBoards	6
History Voicemail	Unes		Start adding phone contacts
All History ~			Connect a Contact Book
e 972 52-300-3317 Israel	0d 27 21:20		Not connected. Attempting to reconnect
e 🔹 -9725230033173	Oct 27 21:20		Try Now
u 🔔 -972 54-623-3429 Israel	Ort 24 19:57		
s 1 +972 54-623-3429 israel	Oct 24 19:56	Enter a name or number_	
4 2 +972 54-623-3429 Israel	Oct 24 19:55	1 2 3 ABC DEF	
e 🔹 +972 54-623-3429 brael	Oct 24 19:55	4 5 6	
e 🔹 +972 54-623-3429 Israel	0(1.24 19.55	GHI JEL MNO	
e 🔹 -972 54-623-3429 Israel	Oct 24 1954	Caller ID Your Dit. 100 Direct Number	
See -972 54-623-3429 Israel	Oct 24 19:54	- 472 3.745 5359 (stelluit) Direct Number - 44: 523 279110	
e (1) +972 54-623-3429 Israel	Oct 24 19:54	Hide Cally ID	
≪ ≜ +972 54-623-3429 brael	Oct 24 19:50	Maynot nork in certain countries or regions Caller ID: +972 3-765-5559	
<ul> <li>■ -972 54-623-3429 Israel</li> </ul>	Oct 24 19:50		
4 1 -972 54-623-3429 Israel	Oct 24 19:49		
4 2 +972 54-623-3429 Israel	Oct 24 19:49		
≪ ▲ •972 54 623 3429 Israel	Oct 24 19:49	Emergency calling may be limited or unavailable.	

- 4. Open the Caller ID drop-down to display a list of connected extensions.
- 5. Open the Zoom Admin portal with customer credentials <u>https://go.zoom.us/.</u>
- 6. In the Navigation pane, select **Phone System Management > Phone Numbers**. The connected extensions are displayed.

Phone	Q Search			Number Type (All)	<ul> <li>Assigned to (Al</li> </ul>	) v Status (All) v
Personal Contacts Whiteboards NEW	Number \$	Area ‡	Number Type	Capability	Assigned to	Number Status
Recordings	+44 1252 759150 🗉 🖉	United Kingdom	Toll Number	Incoming & Outgoing	Custl Zoom Ext. 802	Normal
Settings	+972 3-765-5859 🗈 🧭	Israel	Toll Number	Incoming & Outgoing	Cust1 Zoom Ext. 802	Normal
Reports	Pege Size 15 - Total 2					
Dashboard > User Management						
Dashboerd User Management Device Management Room Management Workspaces Management						
Deshboard User Management Device Management Room Management Workspaces Management						
Dashboard User Management Device Management Room Management Workspaces Management Phore System Management Users & Rooms Auto Receptionists						
Dashboerd User Management Device Management Room Management Workspaces Management Workspaces Management Users & Roome Laers & Roome Auto Receptionists Call Oueues						
Dashboard User Management Device Management Room Management Workspaces Management Phore System Management Users & Rooms Auto Receptionists						

# 4 Removing the Management App

This procedure describes how to remove the Management app used to manage the permissions for the AudioCodes app to access the customer Zoom account.

#### To remove the Zoom app:

- 1. Open the Zoom Admin portal with customer credentials: <u>https://go.zoom.us/.</u>
- 2. In the Navigation pane, select Phone System Management > Phone Numbers and then click the Assigned tab.

ZOOM Products S	olutions Resources Plans & Pricing	Schedule	Join	Host ~	Whiteboard	
Meetings Personal Contacts	Assigned Unassigned Ported Cloud Peering					
Whiteboards NEW	Main Company Number: Set					
Recordings	Add Import Export					
Settings						_
Reports	Q Search	Number Type (All)  V Assigned to (All)	~	Status (A	All) ·	~
ADMIN						
Dashboard	d and a second sec					
> User Management						
> Device Management						
Room Management		•				
Workspaces Management NEW	No Data					
<ul> <li>Phone System Management</li> </ul>						
Users & Rooms						
Auto Receptionists						
Call Queues						
Shared Lines						
Group Call Pickup						
Phone Numbers						
Provider Exchange	<b>~</b>					

- 3. Unassign all assigned numbers.
  - Click each number

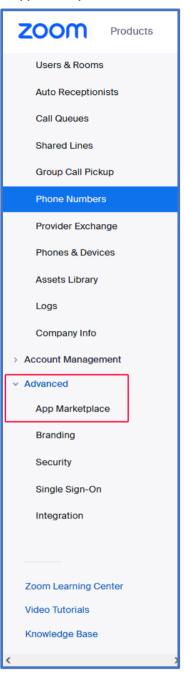
Assigned Unassigned Ported	Cloud Peering				
Main Company Number : Set					
Add Import Export					
Q Search			Num	mber Type (All) v Assigned to (All)	<ul> <li>Status (All)</li> </ul>
Number 🔹	Area 🛊	Number Type	Capability	Assigned to	Number Status
01257 230853 🗉 🔗	United Kingdom	Toll Number	Incoming & Outgoing	Cust8 Zoom Ext. 802	Normal
+972 3-654-5555 💽 😥	Israel	Toll Number	Incoming & Outgoing	Cust8 Zoom Ext. 802	Normal
+972 3-654-6666 🗉 🖉	Israel	Toll Number	Incoming & Outgoing	Cust8 Zoom Ext. 802	Normal
+972 3-654-8888 🗉 🗭	Israel	Toll Number	Incoming & Outgoing	Cust8 Zoom Ext. 802	Normal
+972 8-987-8787 🗉 🔗	Israel	Toll Number	Incoming & Outgoing	Cust8 Zoom Ext. 802	Normal
Page Size 15 - Total 5					

• Click **Unbind** to remove the number assignment.

01257 23085 Set Display Name	<b>3</b> e Ø
Number Type	Toll Number
Area	United Kingdom
SIP Group	
Capability	<ul> <li>Outgoing</li> <li>Incoming</li> </ul>
Assigned to	Cust8 Zoom (User) - Ext. 802 Edit Unbind
Number Status	Normal

• Repeat the above for each assigned number.

4. Navigate to Advanced >App Marketplace.



5. At the top left-hand corner of the screen, click the Manage link.

ZOOM App Marketplace			Q Search a published app De
Categories	Discover apps		
Analytics			
Broadcasting & Streaming	Explore 106 apps in Zoom App Marketplace.		
Business System Integrator			
CRM			
Carrier Provider Exchange			
		<b>e</b>	
Collaboration	MAKE YOUR MEETINGS MORE		Ops
(  More	ORGAN IZ ED	$\mathbf{w}$	ips I
Featured		Cornersione	
Ops	П		
Dev	<b>W</b>	(formerstone	
QA			
New			
Our Picks	Dev		Show All
	Dev Team		
DevOpsII			
Elle	Zoom for Salesforce	. III	LTI Pro
Filters	By Zoom Close business faster with	By Zoom Enables Zoom to be a LTI provider	By Zoom The Zoom LTI Pro app supports the
<ul> <li>App Types</li> </ul>	Salesforce by seamlessly meeting	supporting v1.1 of the LTI standard	ability to schedule/join/manage
C Zoom Apps 36	🗆 🖽 🗞 Meetings, Webinars, Ph	D1 Meetings	다 💭 Meetings, Rooms
Integrations 70			
	Microsoft Teams	Slack	Eloqua
<ul> <li>Zoom Products</li> </ul>	By Zoom Start, schedule, join Zoom meetings	By Zoom Bring together two great solutions	By Zoom Automate your marketing processes
Coom Meetings 57 Y	Start, schedule, Join Zoom meetings	bring together two great solutions	Automate your marketing processes

6. In the Navigation pane, select Added Apps.

ZOOM App Marketplace					Q Search a published app	Develop V Manage CZ
PERSONAL APP MANAGEMENT Created Apps Added Apps Call Logs ADMIN APP MANAGEMENT	Created Apps		Status		Туре	Q Search Works With
	cust5_JWT		Activated Live on your account Updated Dec 01, 2022 07-48 PM		JWT Intend to publish: No Account Level	
Apps on Account App Requests Permissions Notifications						
	zoom	About Zoon Blog Customers Our Tean Vhy Zoon Features Cateers Integrations Partners Resources Press	Download Meetings Clerk Zoon Rooms Clerk Broweer Extension Outlook Pag-In Upon Pag-In Phone/Pad App Android App	Sales 1 888 799 9666 Contact Sales Plans & Pricing Request a Demo Webinars and Events	Support Test Zoom Account Support Center Live Training Fertiback Contact Us Accessibility	

7. Click **Remove** adjacent to the AudioCodes app.

ZOOM App Marketplace				Q Search a published app	Develop Y Manage CZ
PERSONAL APP MANAGEMENT Created Apps	Added Apps	App Info	Added by	Shared Access Permissions	Q Sinneth
Added Apps	- Carrie	ripp and	50000 by	and a more and a more a	
Call Logs	AudioCodes Live for Zoom Phone	Account Level Unpublished	Myself Subscribed Oct 25, 2022 12:01 PM	Not Applicable	Remove
ADMIN APP MANAGEMENT					
Apps on Account					
App Requests					
Permissions					
Notifications					
Notifications					

8. In the Remove App dialog, select the relevant reason for removing the app and then click **Remove**.

	ipp	from your account?	
e you sure yo	u want to remove this app t	from your account?	
ase choose y	our remove reason:		
Not working	<ul> <li>Missing key features</li> </ul>	<ul> <li>Require additional setup</li> </ul>	Others
est			
	the deletion of your data in (	connection with your use of this app,	please
•	2	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	e app's developer.		
contact the	e app's developer.	ices in the Zoom Privacy Statement .	
contact the	e app's developer.		
contact the	e app's developer.		

The App is removed from the customers' managed apps.

ZOOM App Marketplace				Q. Search a subfished app: Develop * Man	nage CZ
PERSONAL APP MANAGEMENT Created Apps Added Apps Call Logs	Added Apps	App Info	Added by	Q filearch Shared Access Permissions	
ADMIN APP MANAGEMENT Apps on Account App Requests Permissions Notifications					

9. Please notify the AudioCodes Live **Partner** once you have removed the app and obtain approval for disconnection from the service according to the Statement of Work (SOW).

# 5 Troubleshooting and FAQ

AudioCodes is committed to providing customers and partners with the most comprehensive and qualified Customer Technical Support for AudioCodes products. We offer 24x7 or 9x5 remote support options. Our Global Support team provides highly technical expertise, local presence around the world, access to software updates and patches, and several different Hardware Replacement options including Repair and Return, Advance Hardware Replacement, as well as the 4-hour Managed Spares service. See the following link:

https://www.audiocodes.com/services-support/maintenance-and-support/audiocodes-customertechnical-support-acts

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