

AudioCodes Live for Zoom Phone

End Customer – User's Manual

Version 1.4

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Notice

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

This document is subject to change without notice.

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 <https://online.audiocodes.com/documentation-feedback>.

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

 Management portal for customers to view number's that retrieved

View and manage the E164 numbers sent via peering API /phone_peering:write:admin

 Management 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:

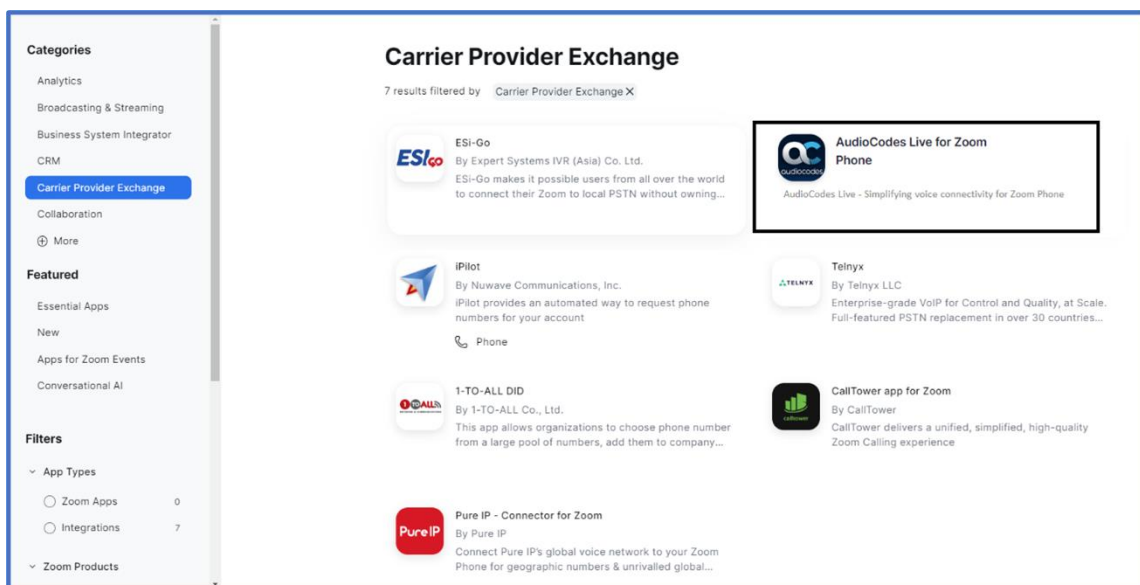
- Install App and Submit Contact Us Form
- Assign Numbers in Zoom Admin App
- Verify Assigned Numbers and Make Test Calls

3.1 Install App and Submit Contact Us Form

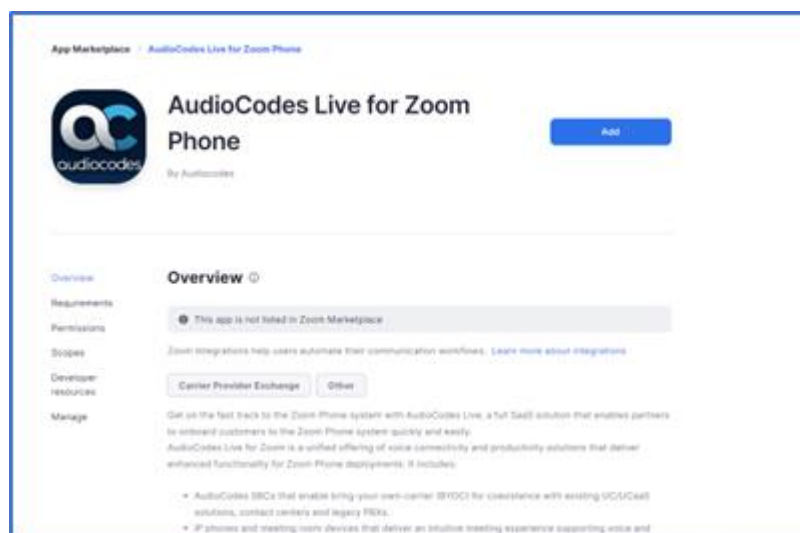
This procedure describes how to install the AudioCodes app and to submit the Contact form.

Do the following:

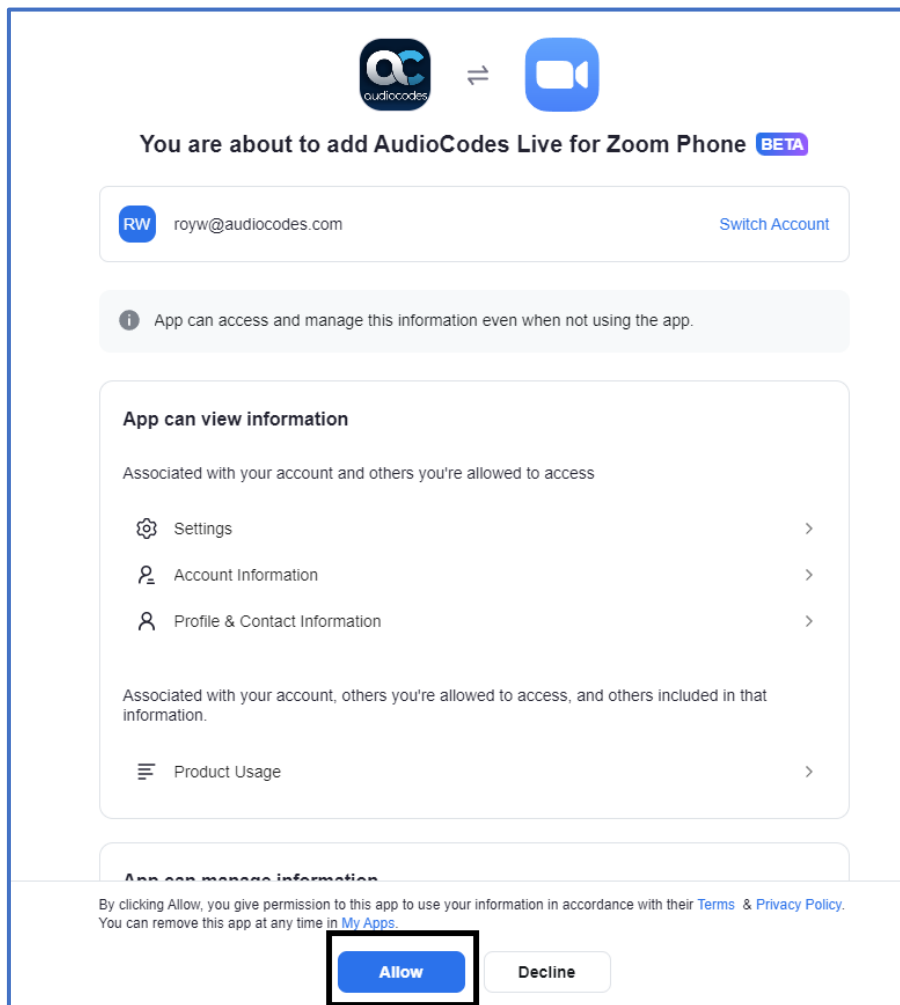
1. Login to the Zoom Marketplace <https://marketplace.zoom.us/>.
2. In the Navigation pane, select **Categories** > **Carrier Provider Exchange**.
3. Search for the AudioCodes Live for Zoom Phone App.



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



5. Click **Allow** to allow the app to access the customers' Zoom account.



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.

Customer Validation

Tag-ID Code

Type Tag-ID

Please type the Provider 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.

livecloud

livecloud

zoom

Welcome Cust2

CONTACT US

Contact Name *

cust2sp1

Email *

a@a.a

Phone Number *

1234

Company Name *

test

Company Size *

SMB

Countries *

Israel

Comments

Type comments

☒ I accept the data privacy terms

Submit

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: <ul style="list-style-type: none"> <input type="checkbox"/> SMB <input type="checkbox"/> SME <input type="checkbox"/> 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. Note: Loaded numbers must match the calling country prefixes.
Comments	Add any desired comments related to the calling plan.

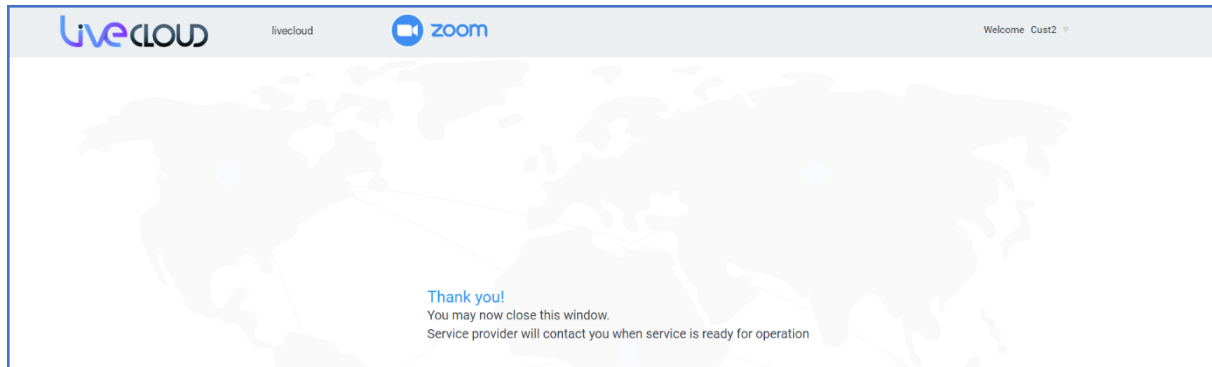
The screenshot shows the 'CONTACT US' form in the LiveCloud interface. The form fields are as follows:

- Contact Name ***: John Citizen
- Email ***: Johnc@enterprisecorp.com
- Phone Number ***: +012126575059
- Company Name ***: Enterprise Corp
- Company Size**: SMB (selected from a dropdown)
- Countries**: USA (selected from a dropdown)
- Comments**: Type comments

At the bottom, there is a checkbox labeled 'I accept the data privacy terms' which is checked, and a blue 'Submit' button.

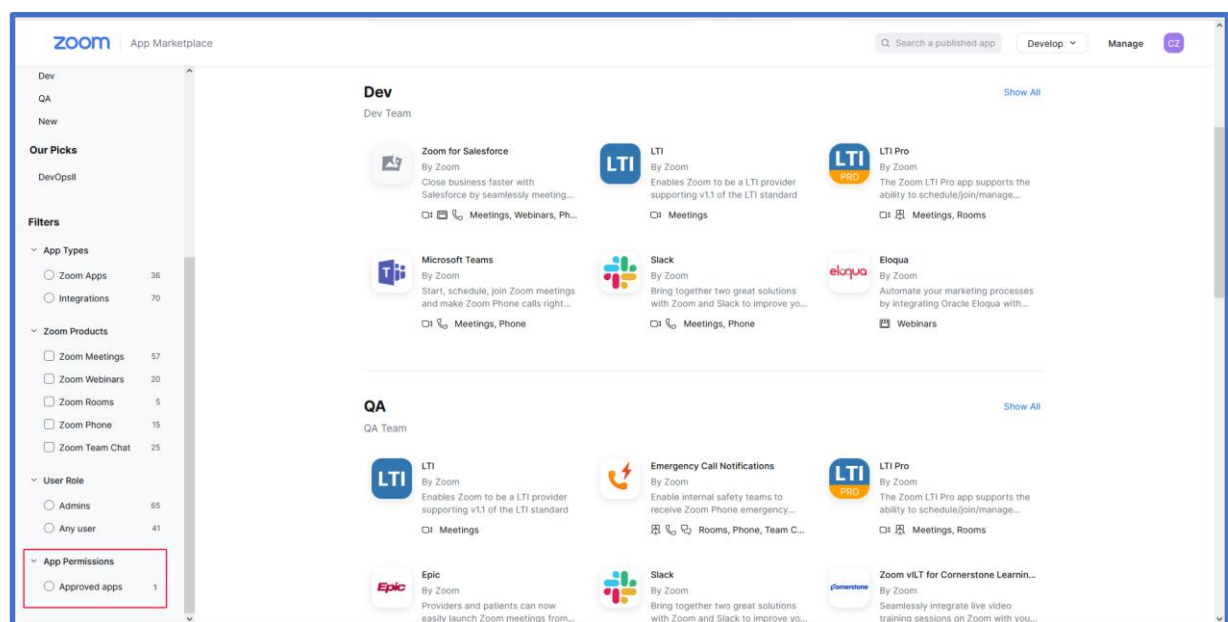
9. Once all fields have been filled in, select the **I accept the data privacy terms** at the end of the form, and then click **Submit**.

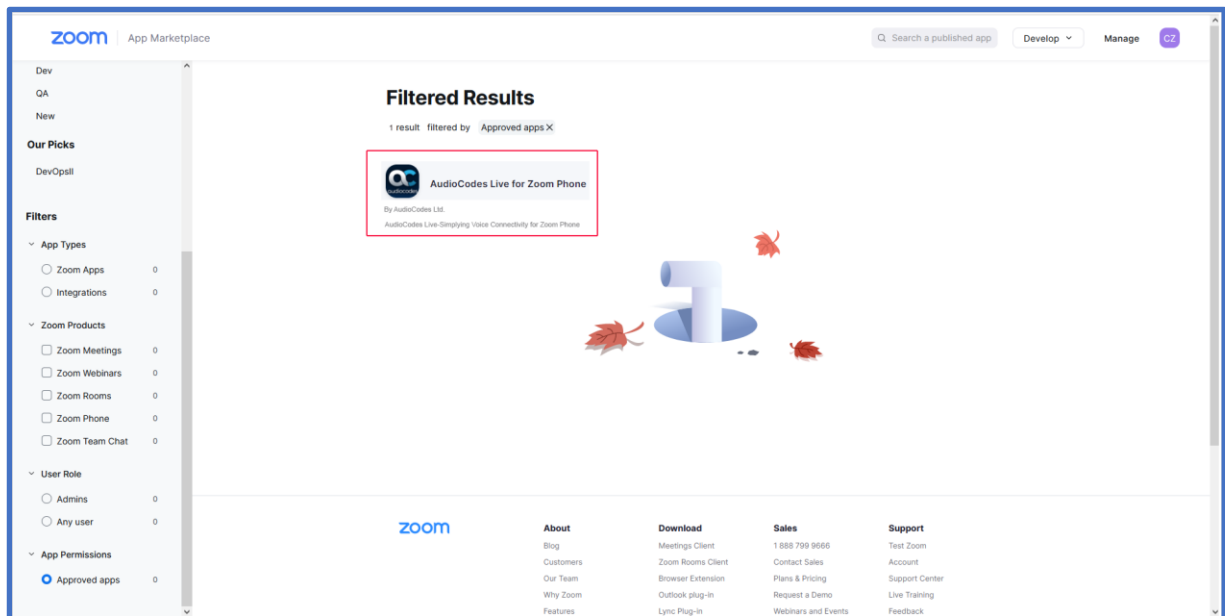
The request is submitted to the AudioCodes and the following information screen is displayed.



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

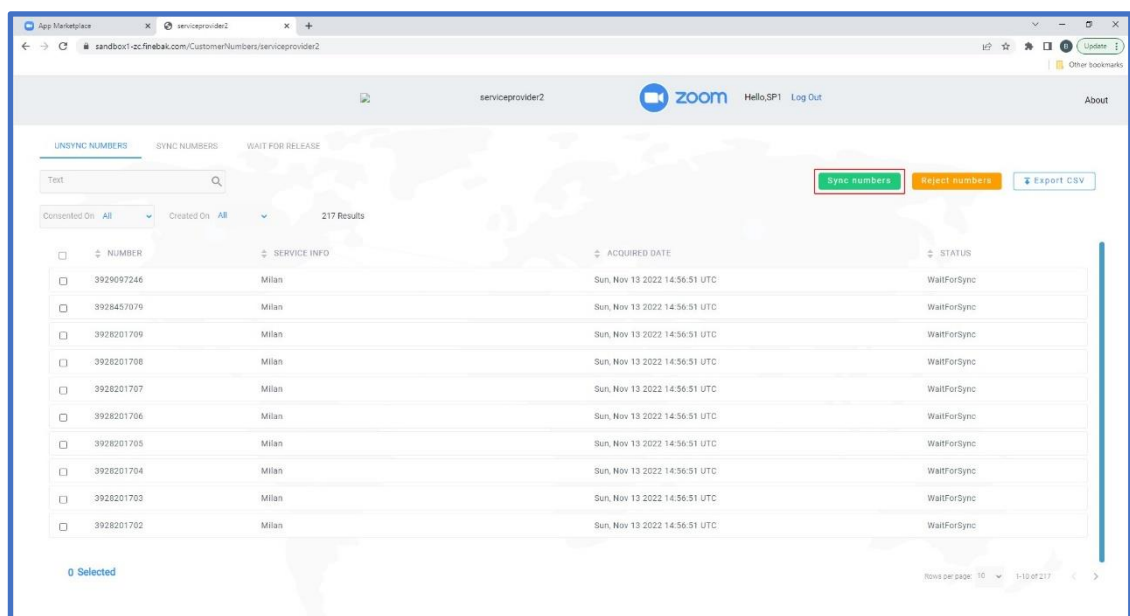
10. The Customer opens the **AudioCodes Live** app in the Zoom App Marketplace in the Approved apps page (**Advanced > App Marketplace > Approved apps**).



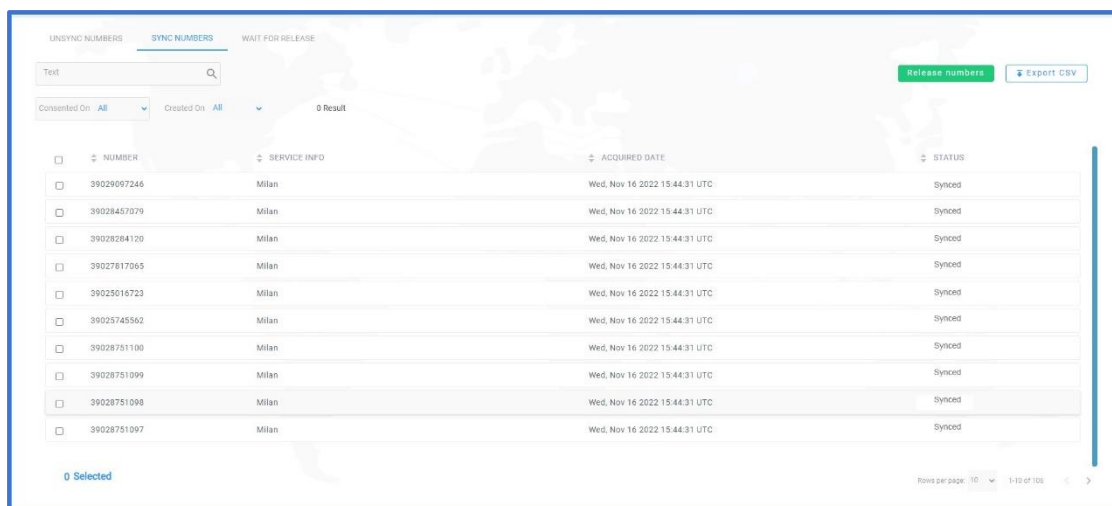


11. Click **AudioCodes Live for Zoom Phone** app link.

The numbers uploaded by the AudioCodes Live **Partner** are displayed under the **UnSyncNumbers** tab.



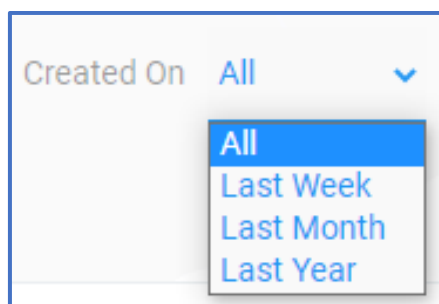
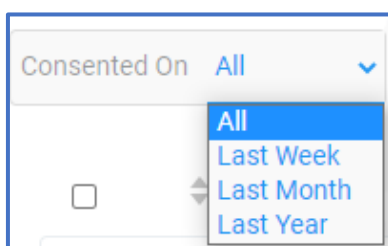
12. Select the check box adjacent to the numbers to synchronize or click the **Number** check box to select all numbers, and then click **Sync numbers**.
13. Once confirmed, the numbers are displayed under the **Sync** tab.



The screenshot shows the 'SYNC NUMBERS' tab in the AudioCodes Live interface. It features a search bar, filters for 'Consented On' and 'Created On' (both set to 'All'), and a table of numbers. The table has columns for 'NUMBER', 'SERVICE INFO', 'ACQUIRED DATE', and 'STATUS'. There are 10 rows of data, all with a status of 'Synced'. A 'Release numbers' button and an 'Export CSV' button are visible in the top right. At the bottom, it shows '0 Selected' and 'Rows per page: 10'.

NUMBER	SERVICE INFO	ACQUIRED DATE	STATUS
39029097246	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
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
39028701100	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
39028751099	Milan	Wed, Nov 16 2022 15:44:31 UTC	Synced
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.



3.2 Assign Numbers in Zoom Admin App

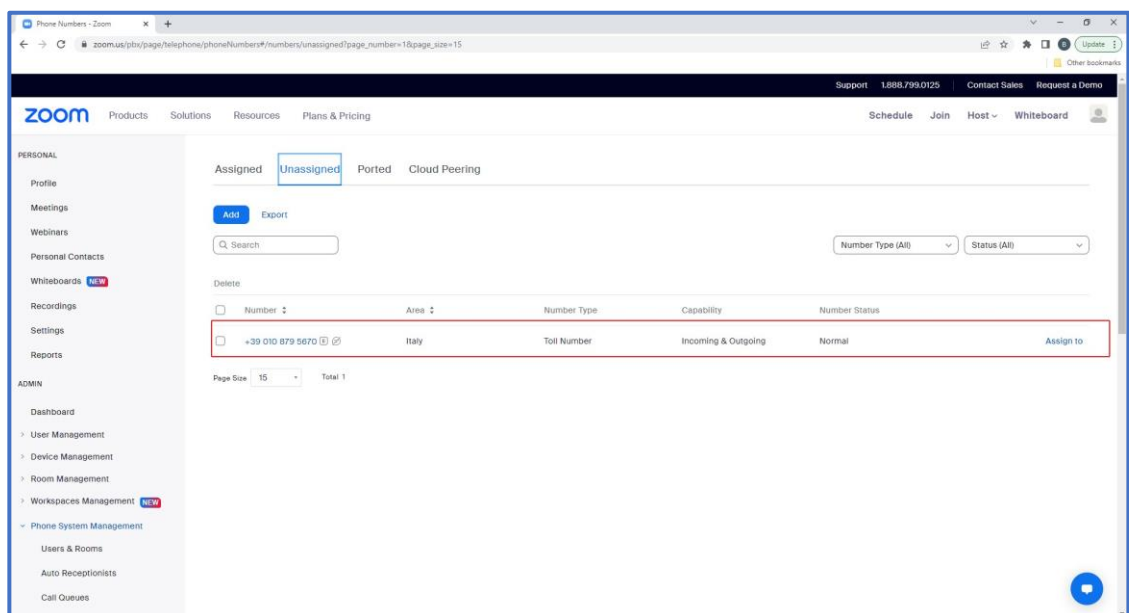
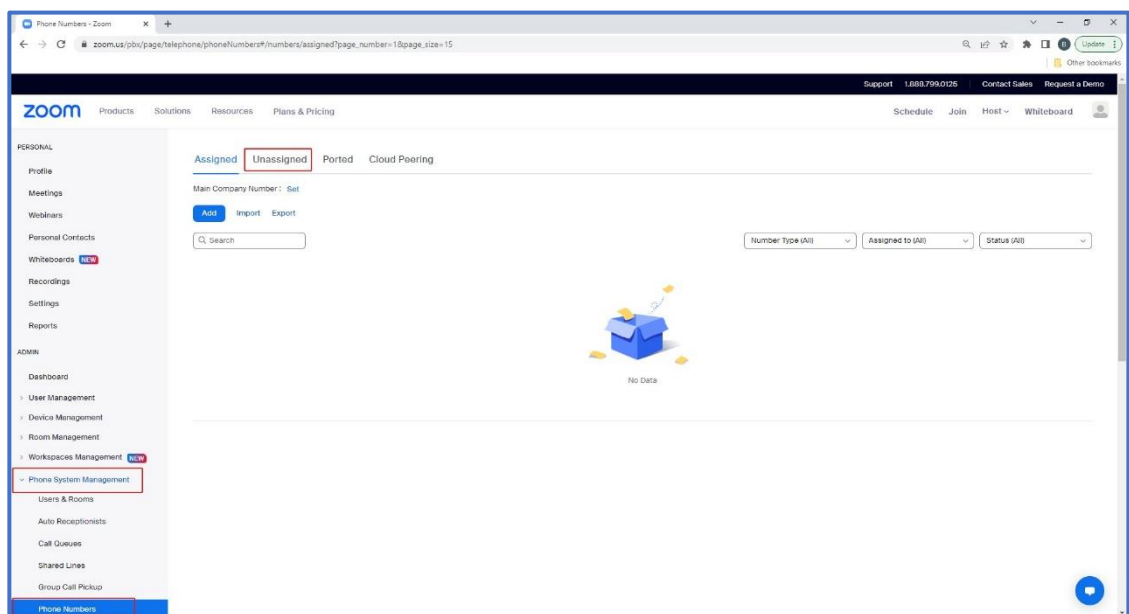
This procedure describes how to assign the new numbers in the Zoom Admin app in the Zoom Marketplace.



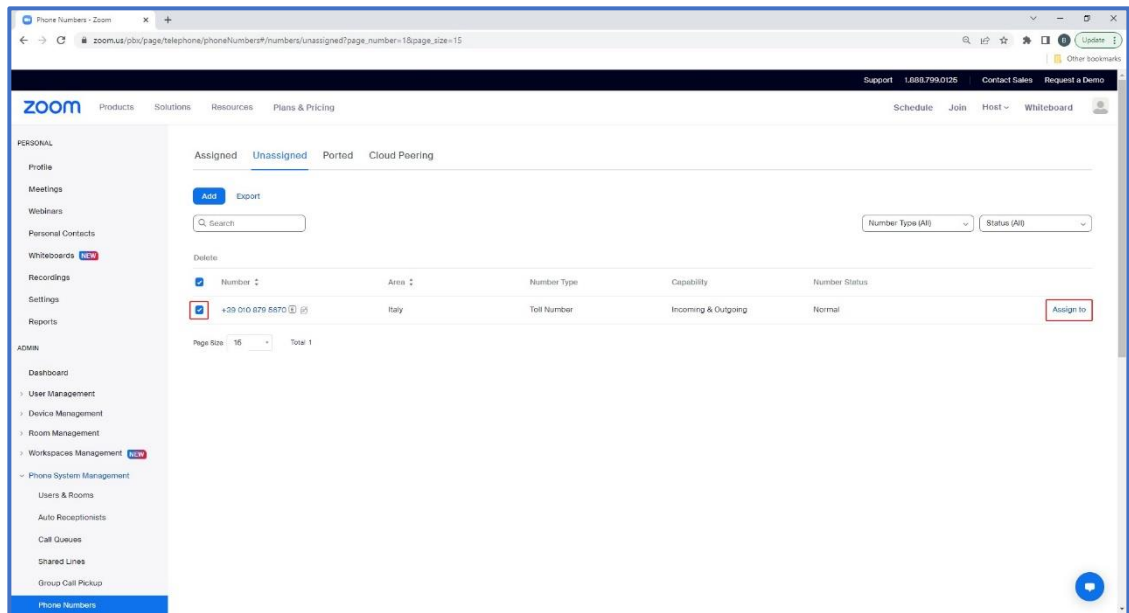
- For more information on number assignment, see [How to Assign Zoom Phone Number](#).
- Before assigning numbers to user make sure that you have the appropriate Zoom Phone license, see [How to assign licenses to existing users](#).

To assign numbers:

1. Open the Zoom Admin portal with customer credentials: <https://go.zoom.us/>.
2. Navigate to **Phone System Management > Phone Numbers**.
3. Select the **Unassigned** tab.



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

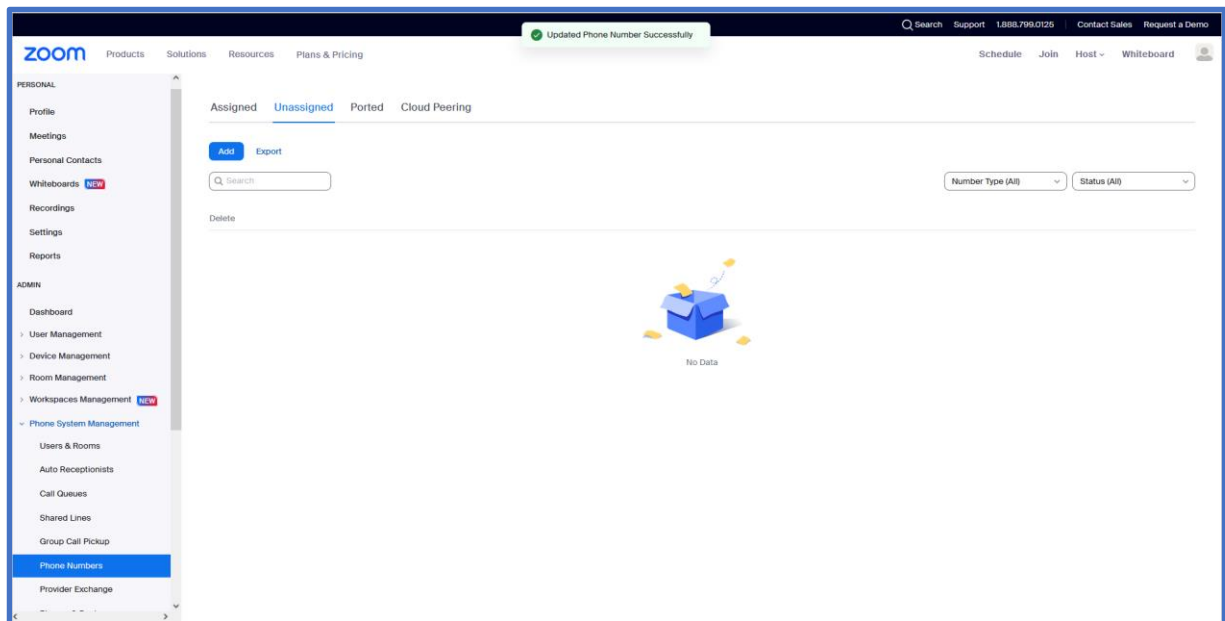


5. Select the user to assign the new number and then click **OK**.

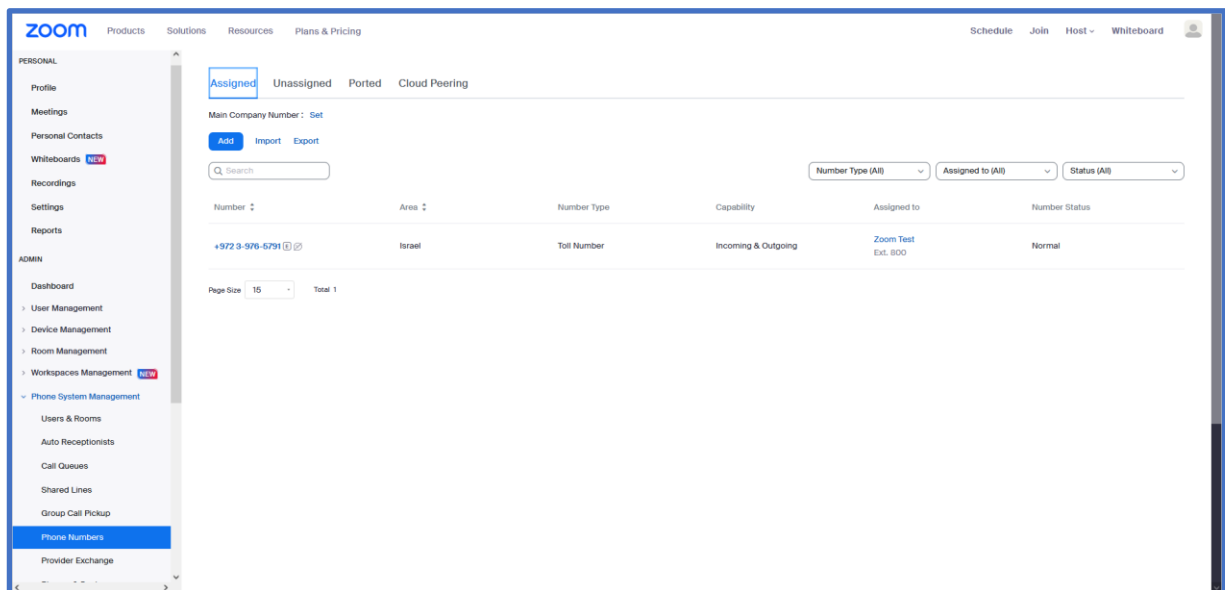
Assign Number

Number: +39 010 879 5670 (Cloud Peering)

Assign to:



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

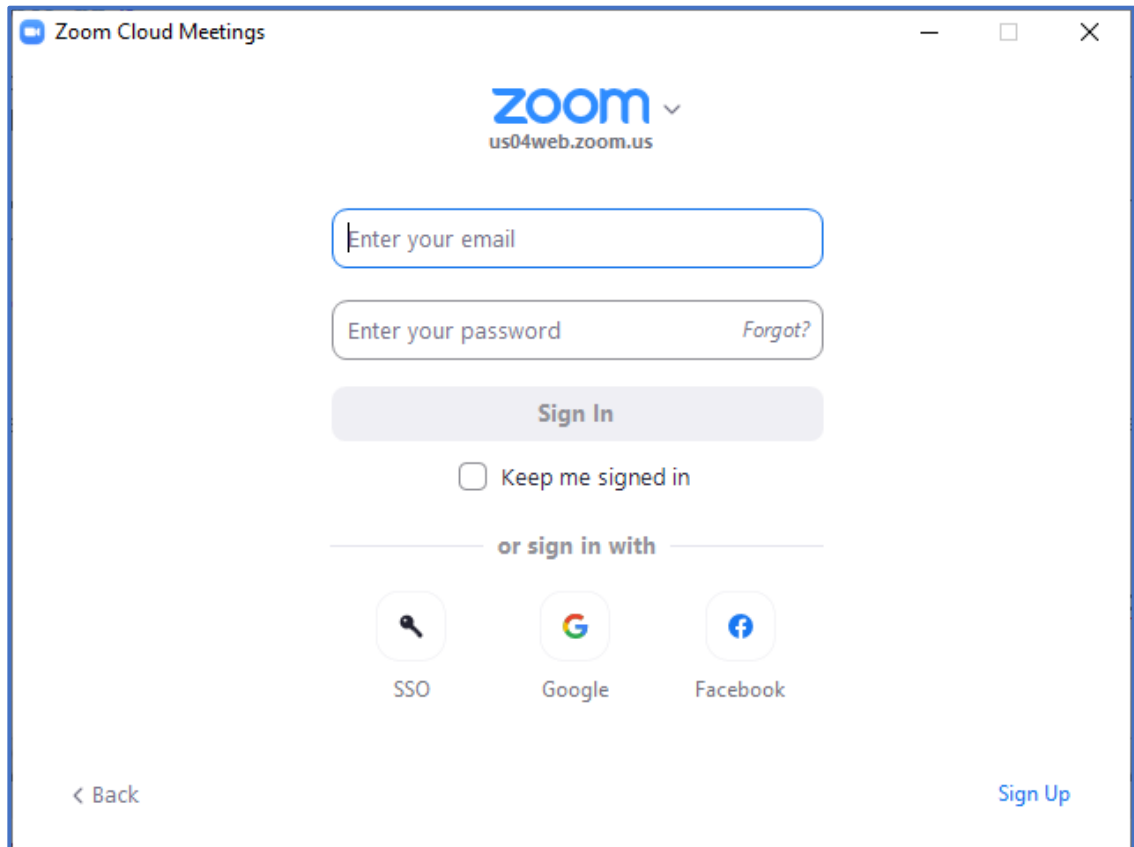


3.3 Verify Assigned Numbers and Make Test Calls

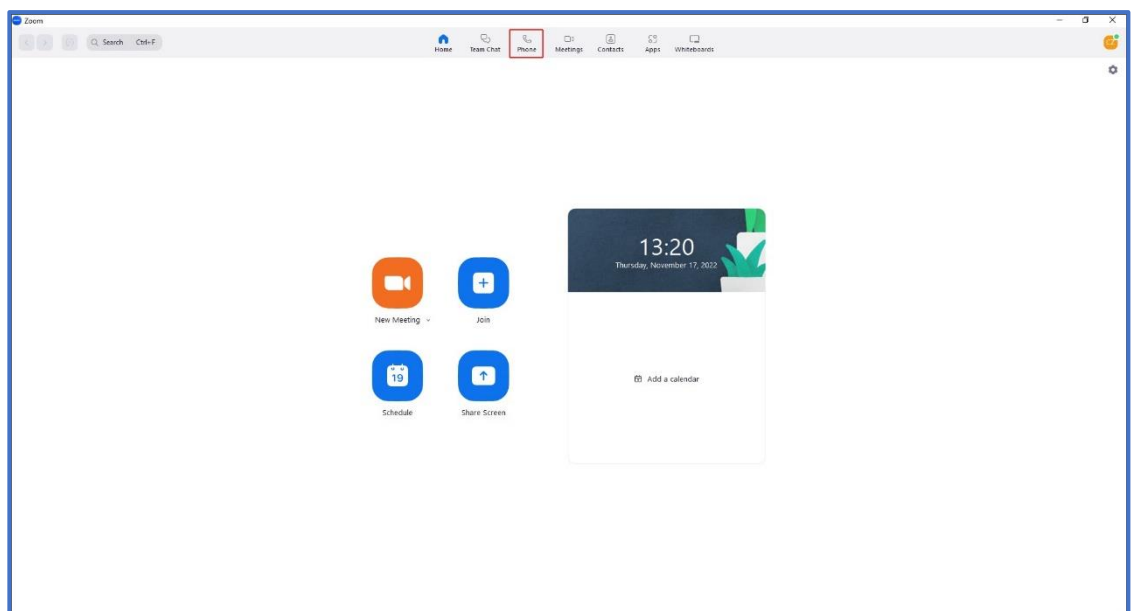
This procedure describes how to verify that the newly assigned numbers are configured in the customer Zoom application. You should also make a test call through all the configured numbers to verify that the Zoom Phone system is connected seamlessly with the Provider Exchange and the SBC.

Do the following:

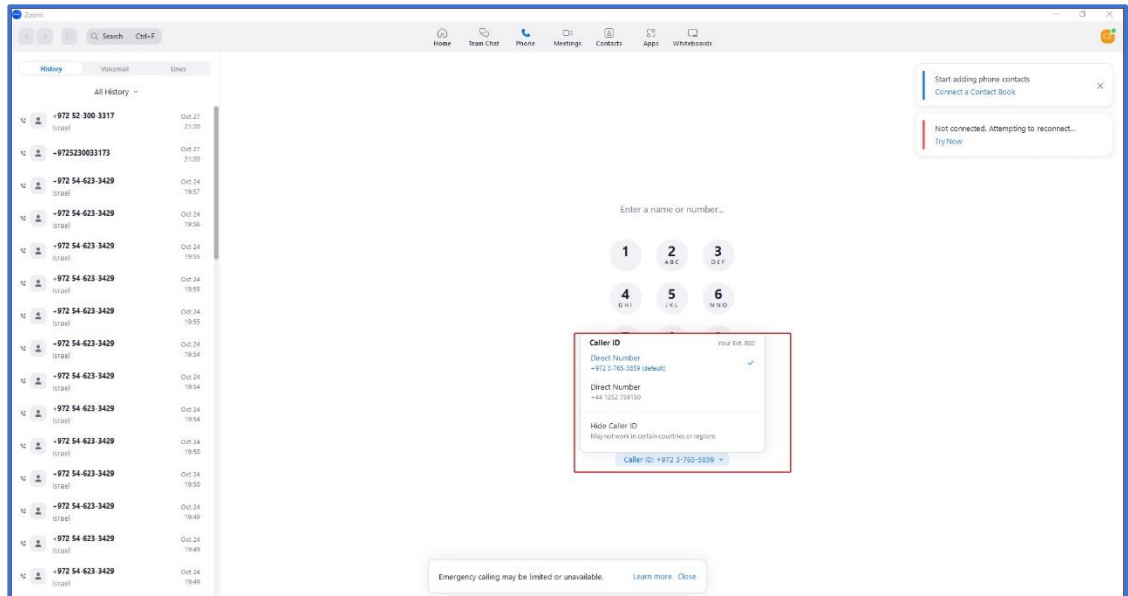
1. Open the customer Zoom application.



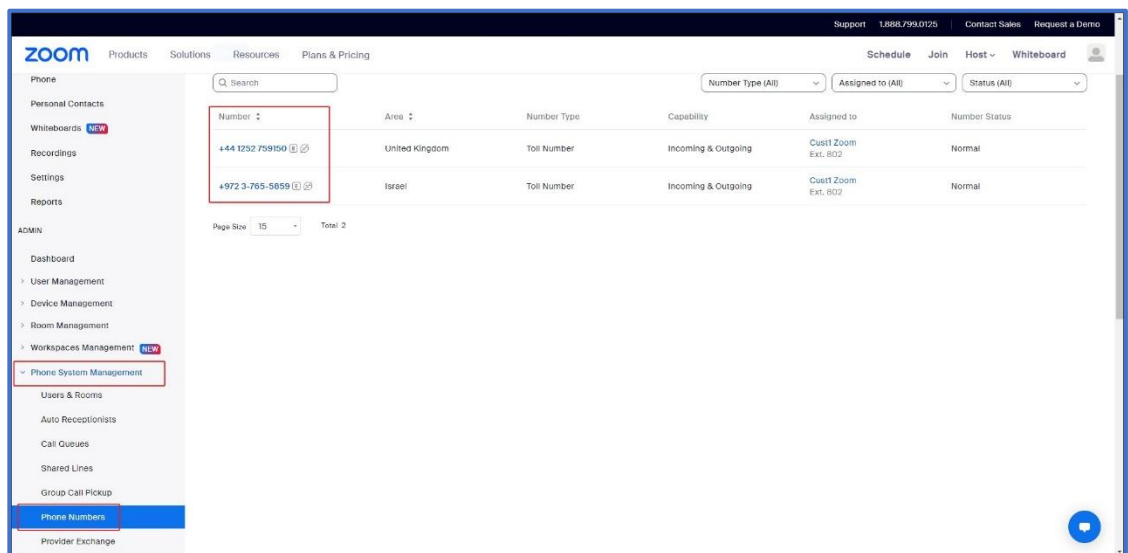
2. Enter the username and password and then click **Sign In**.



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



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

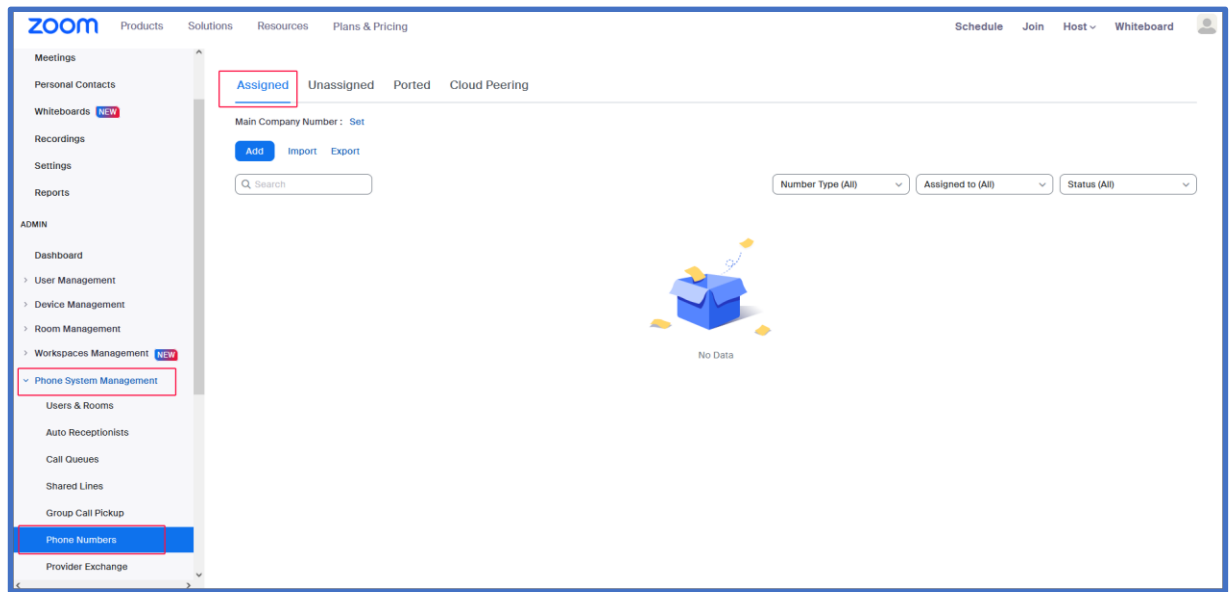


4 Removing the Management App

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: <https://go.zoom.us/>.
2. In the Navigation pane, select **Phone System Management** > **Phone Numbers** and then click the **Assigned** tab.





3. Unassign all assigned numbers.

- Click each number

Assigned Unassigned Ported Cloud Peering					
Main Company Number: Set					
Add Import Export					
Q Search					
Number Type (All) Assigned to (All) Status (All)					
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.

Phone Number > Assigned > 01257 230853

01257 230853  

[Set Display Name](#)

Number Type	Toll Number
Area	United Kingdom

SIP Group

Capability

☒ Outgoing

☒ Incoming

Assigned to

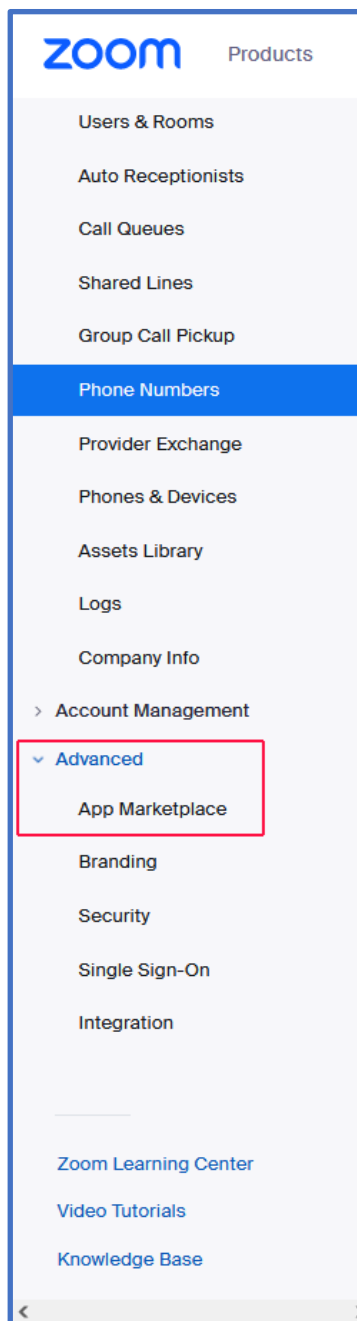
Cust8 Zoom (User) - Ext. 802 [Edit](#) [Unbind](#)

Number Status

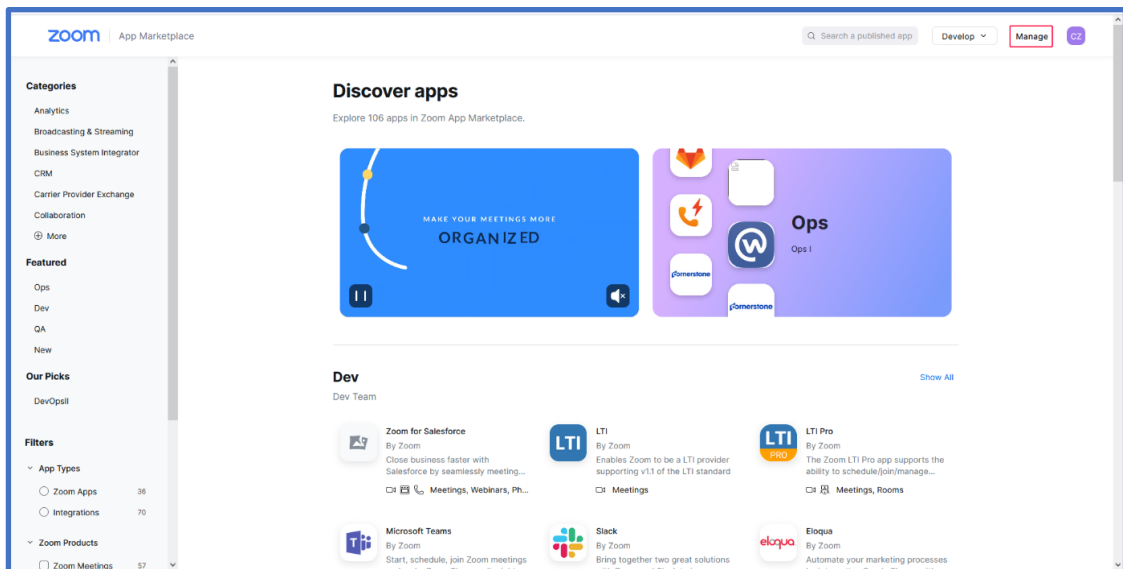
Normal

- Repeat the above for each assigned number.

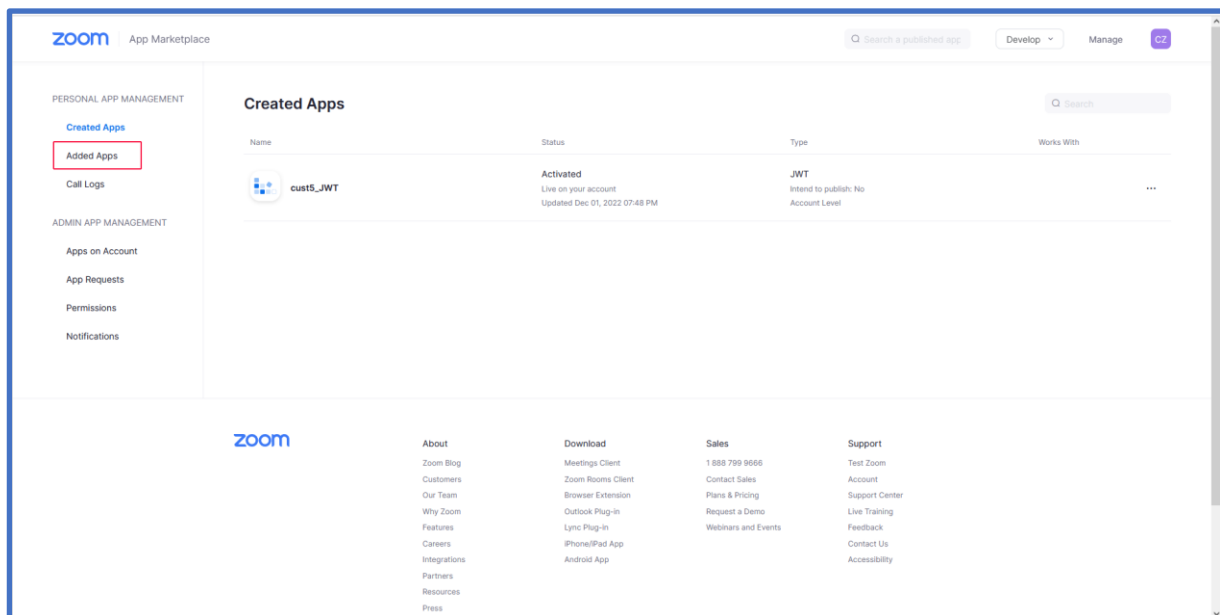
4. Navigate to **Advanced >App Marketplace**.



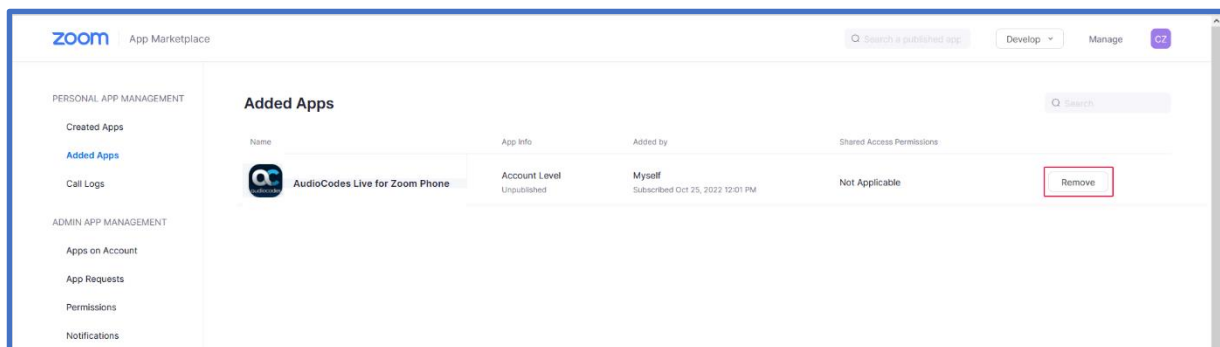
5. At the top left-hand corner of the screen, click the **Manage** link.



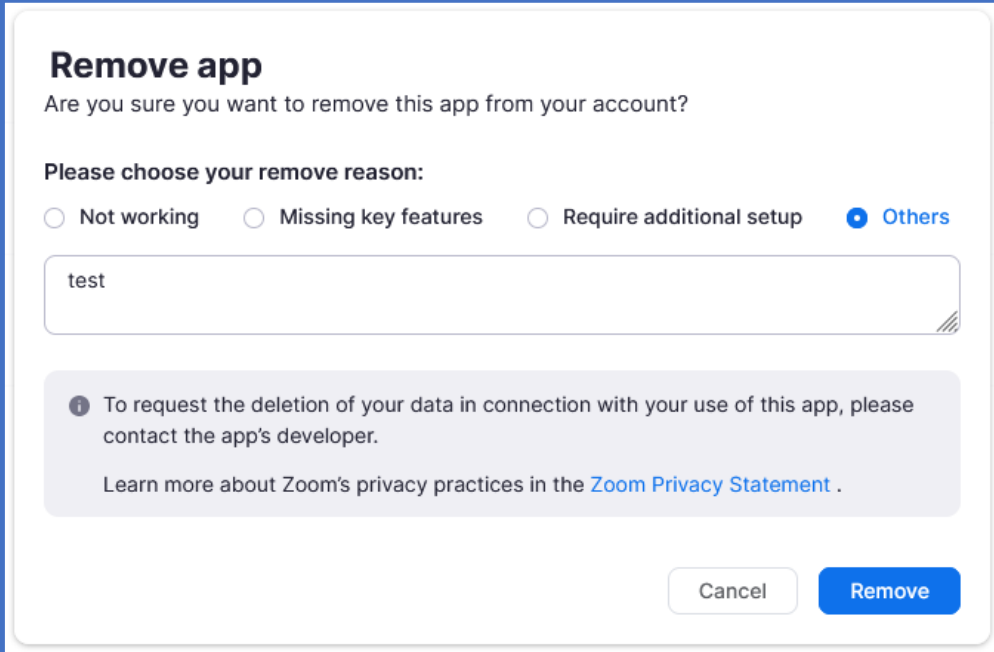
6. In the Navigation pane, select **Added Apps**.



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



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

A dialog box titled "Remove app" with the question "Are you sure you want to remove this app from your account?". Below this, it says "Please choose your remove reason:" followed by four radio button options: "Not working", "Missing key features", "Require additional setup", and "Others" (which is selected). Below the options is a text input field containing the word "test". At the bottom, there is a light blue informational box with an information icon and text: "To request the deletion of your data in connection with your use of this app, please contact the app's developer. Learn more about Zoom's privacy practices in the [Zoom Privacy Statement](#) .". At the very bottom are two buttons: "Cancel" and "Remove".

Remove app

Are you sure you want to remove this app from your account?

Please choose your remove reason:

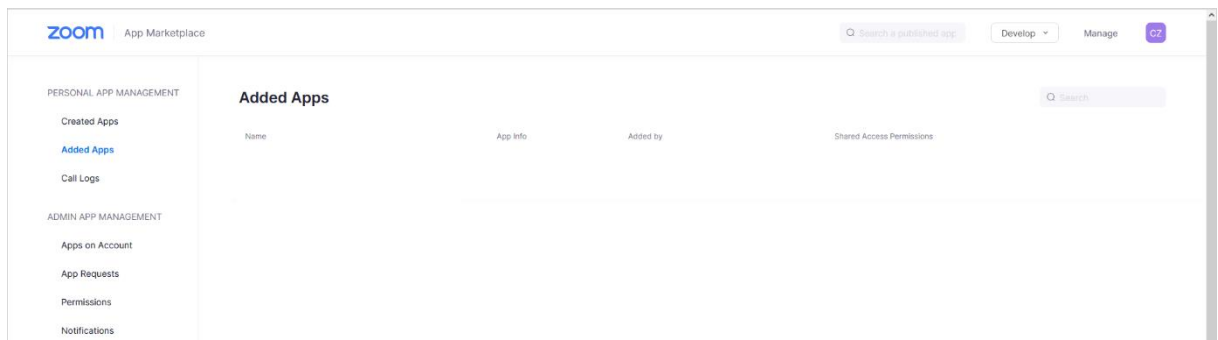
☐ Not working ☐ Missing key features ☐ Require additional setup ☒ Others

test

i To request the deletion of your data in connection with your use of this app, please contact the app's developer.
Learn more about Zoom's privacy practices in the [Zoom Privacy Statement](#) .

Cancel Remove

The App is removed from the customers' managed apps.



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-customer-technical-support-acts>

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