

broadvoice

MICROSOFT TEAMS

Product Guide

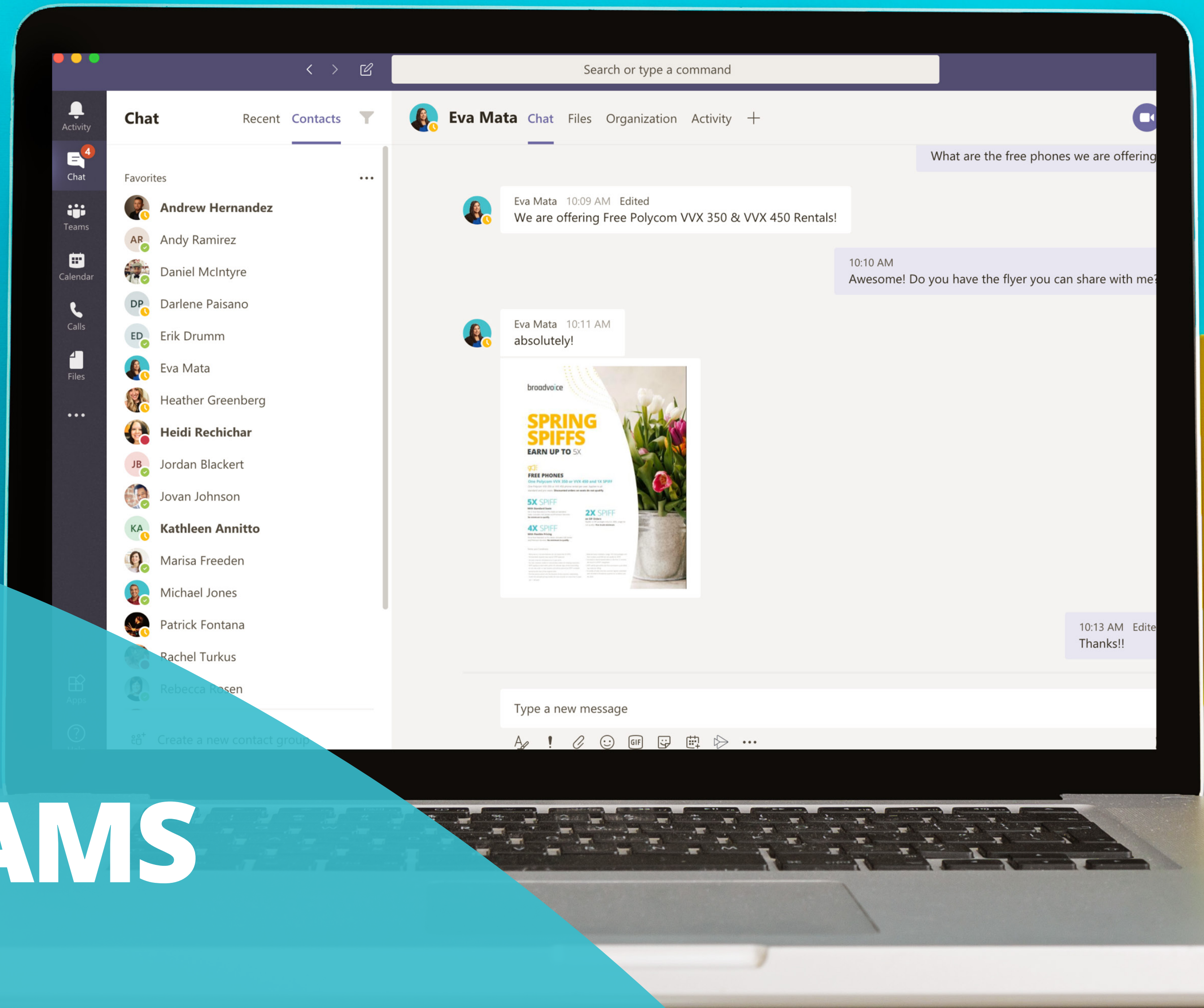
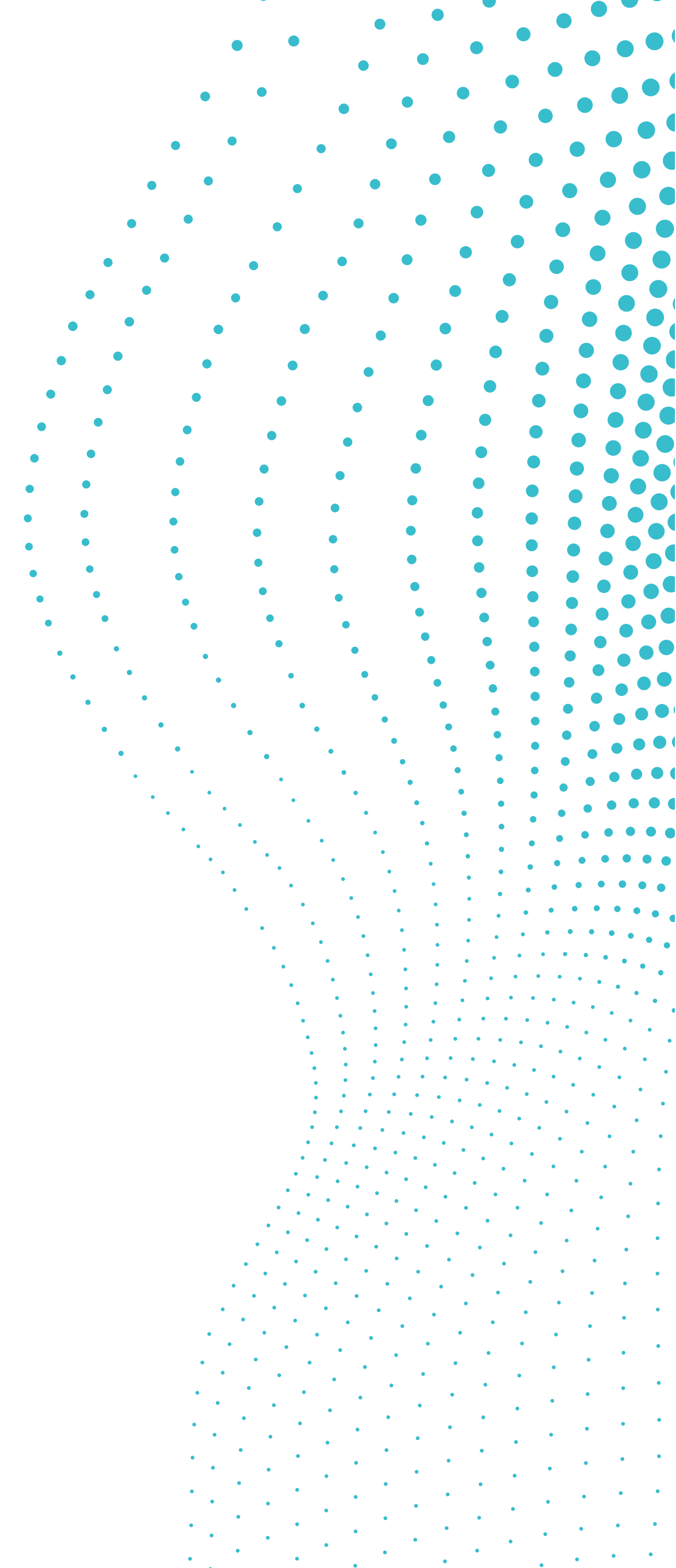


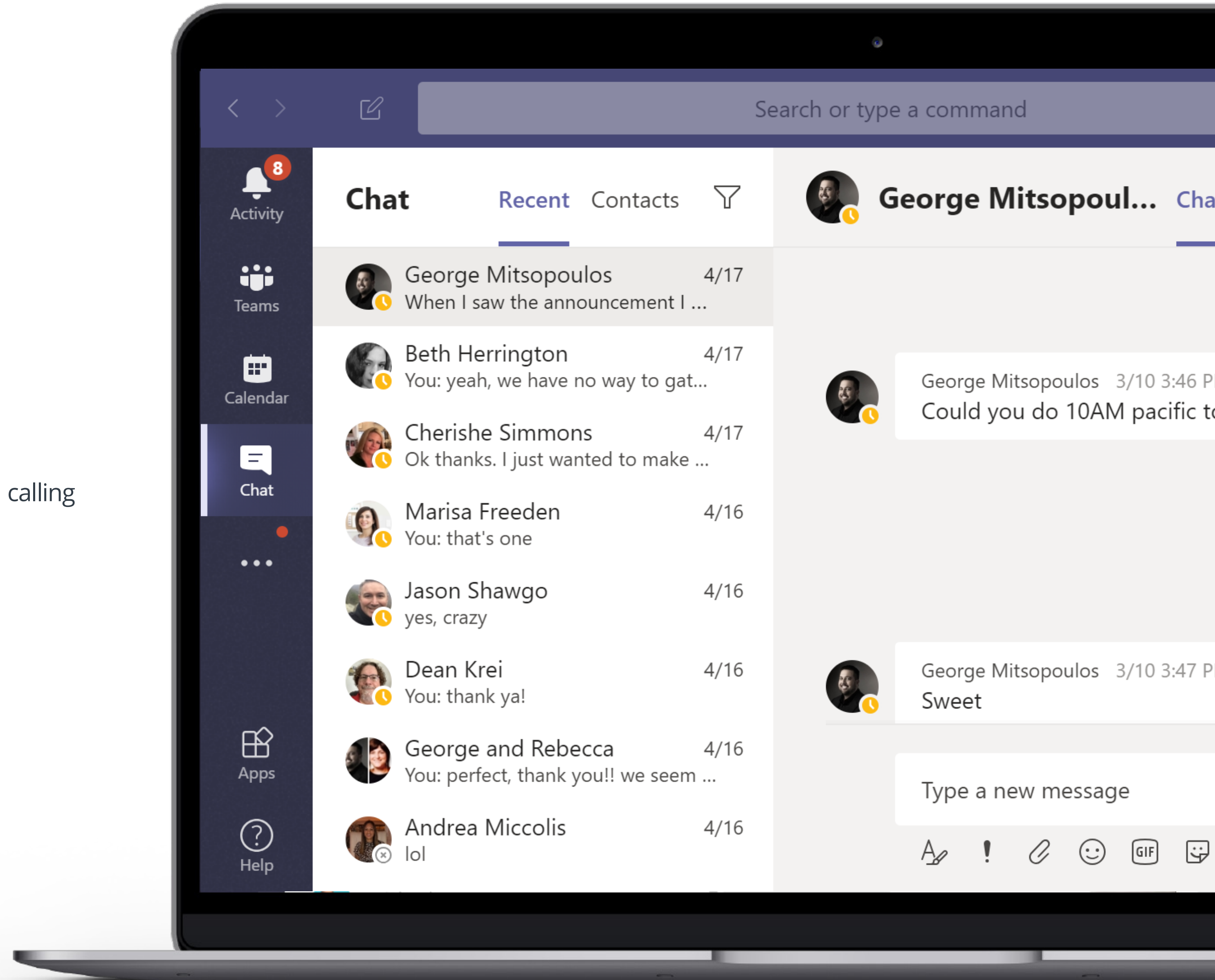
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INTRODUCTION

Broadvoice for Microsoft Teams provides inbound and outbound calling from within Teams using a user's Broadvoice number/extension.



FEATURES

External calling

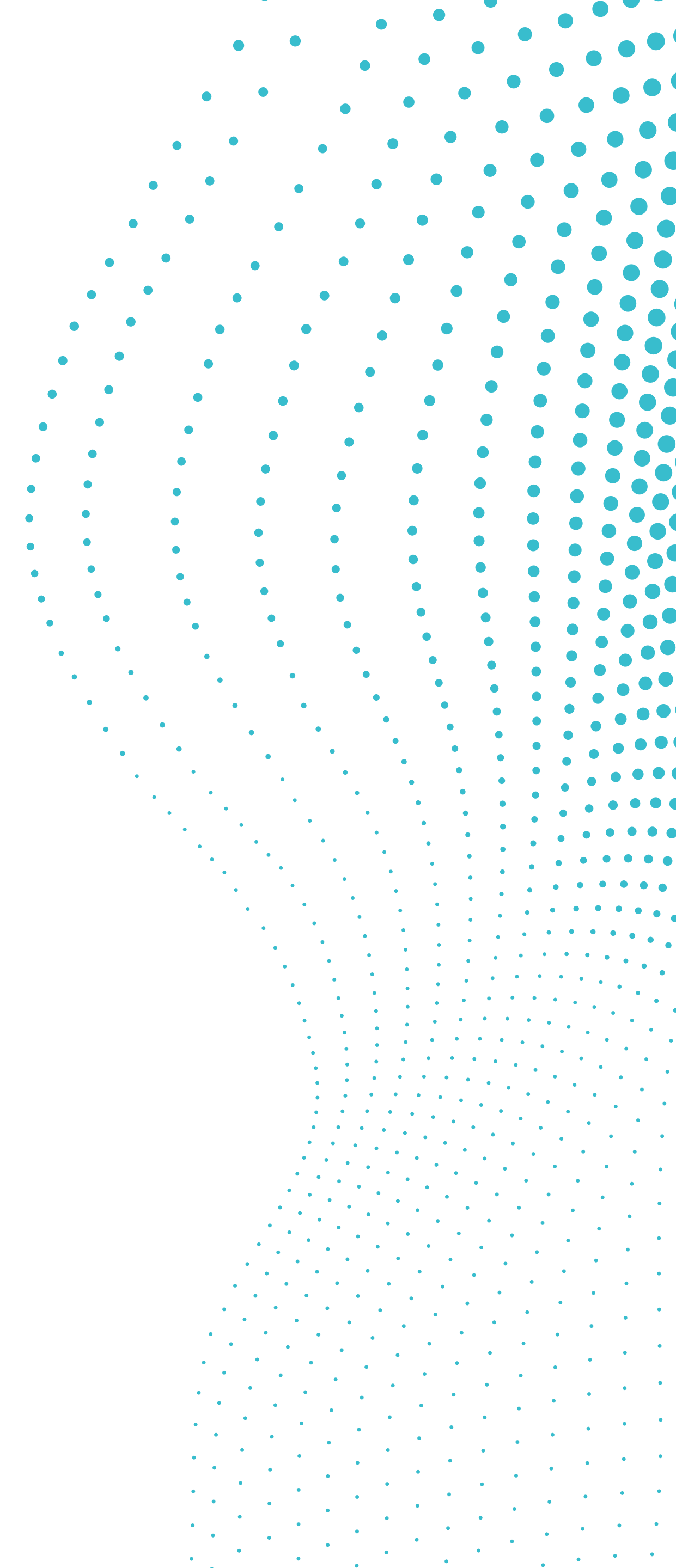
Call out from or receive calls to the MS Teams application

Call logging

View history of placed, received, or missed calls

REQUIREMENTS

- Active Broadvoice account
- Eligible Microsoft License
 - Business Essentials or Premium with phone add-on
 - Enterprise E3 with phone add-on or E5 (includes phone add-on)
- Broadvoice for Microsoft Teams subscription (Call2Teams)



SETUP

SUBSCRIPTION


You will first need to sign up for a subscription to Broadvoice for Microsoft Teams through Microsoft's AppSource.

1. Search for Broadvoice in the MS AppSource
2. Select **Get it Now**
3. Select quantity and click **Place order**

* 30-day trial on all subscriptions; quantities can be updated at any time.

Microsoft | AppSource Apps ▾ Search Microsoft AppSource

Apps > **Broadvoice for Microsoft Teams**

 **Broadvoice for Microsoft Teams**
Qunifi Ltd
★★★★★ (0) [Write a review](#)
Free trial

Overview **Plans + Pricing** Reviews

GET IT NOW

Pricing
Starting at Free

Level up your MS Teams experience with the addition of Broadvoice's hosted voice service.

the first month free trial associated with this subscription.

Drumm **1133 Expires 11/2021

Place order

CONFIGURATION

Once your subscription is active, you will need to configure your PBX, sync your Microsoft domain, and configure each user. Once an active sync is set up, new users added to Microsoft will become available automatically in your Call2Teams portal.

PBX SETUP

First, you will need to configure Call2Teams to communicate with your Broadvoice account by setting up a new PBX.

1. Under Services, select the PBX tab
2. Enter your State and SIP Domain
3. Click **Save**

* Your SIP Domain can be found by clicking edit on any active SIP Account listed under the **Destinations** tab.
It will be listed under Username (e.g. 123456.broadvoice.com)

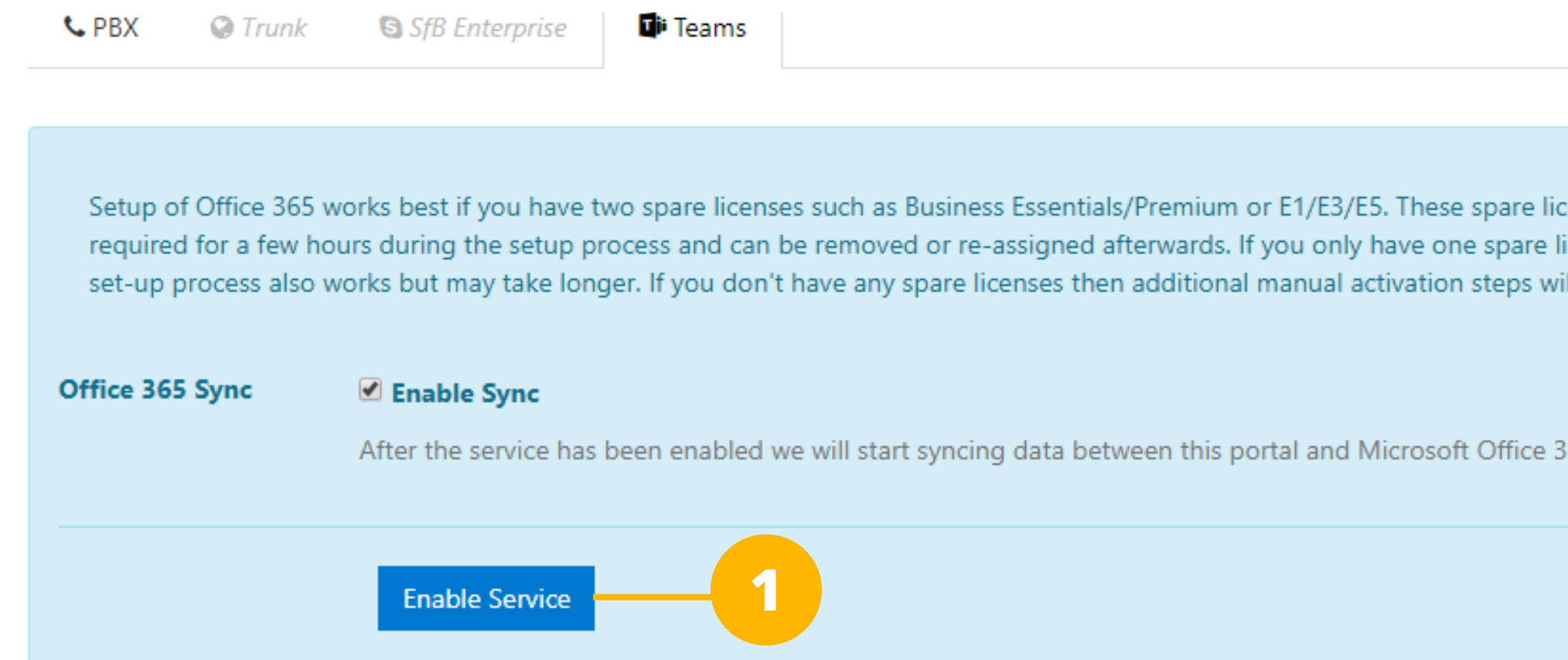
The screenshot shows a configuration interface with a top navigation bar containing tabs for PBX, Trunk, SfB Enterprise, and Teams. The PBX tab is selected and highlighted with a yellow circle containing the number 1. Below the navigation bar, there are three form fields: 'Country *' with a dropdown menu showing 'United States', 'State / Province *' with a dropdown menu showing 'Colorado', and 'SIP Domain *' with a text input field containing '867580.broadvoice.com'. A yellow circle containing the number 2 is positioned to the right of the 'State / Province' and 'SIP Domain' fields, with lines connecting it to both. At the bottom right of the form, there is a blue button labeled 'Add PBX', which is highlighted with a yellow circle containing the number 3.

USER SETUP

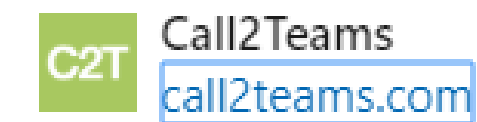
The next step is to sync your users from your Microsoft 365 account and configure them to use Broadvoice for calling.

1. Under Services, select the MS Teams tab and Enable Service
2. Authenticate against your Microsoft 365 account

Please see next page for steps 3-7.



Permissions requested



This application is not published by Microsoft or your organization.

This app would like to:

- ✓ View your basic profile
- ✓ Maintain access to data you have given it access to

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show more](#)

Cancel

Accept

USER SETUP (CONTINUED)

The next step is to sync your users from your Microsoft 365 account and configure them to use Broadvoice for calling.

3. Click the Users tab at the top and select Add User
4. Select a available user from the drop-down list
5. Enter the SIP Username, Auth Username, and Password*
6. Click Add
7. Repeat steps 1-6 for additional users

The screenshot shows a 'Add User' dialog box with the following fields and callouts:

- 3**: Points to the 'Add User' button at the top left.
- 4**: Points to the 'Select a User' dropdown menu.
- 5**: Points to the 'Auth Username' input field.
- 6**: Points to the 'Add' button at the bottom right.

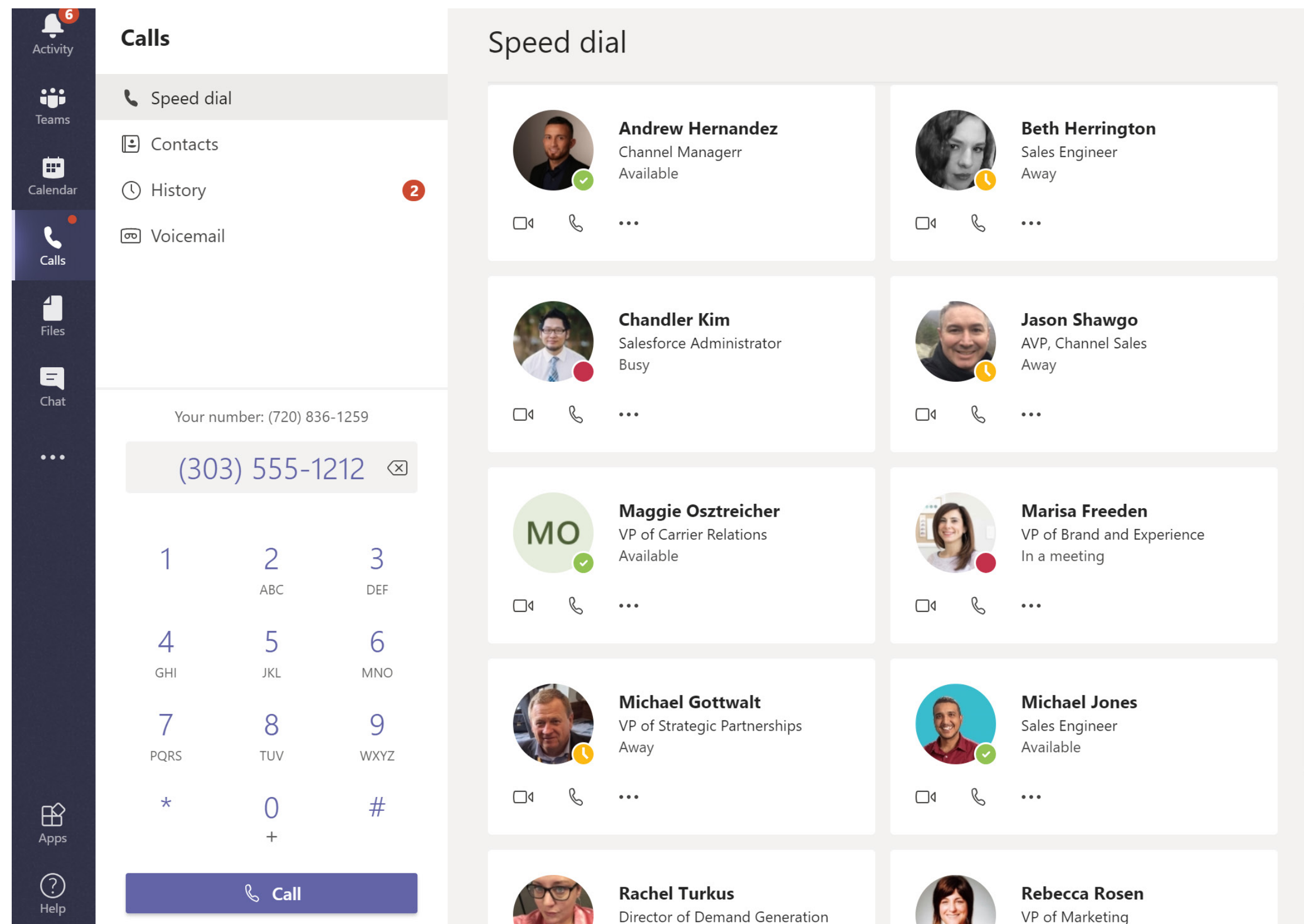
The form includes the following sections and fields:

- Teams**: A section header.
- Select a User**: A dropdown menu with 'Select...' and a downward arrow.
- Phone Number**: A text input field with a lock icon.
- Broadvoice b-hive PBX**: A section header.
- SIP Username ***: A text input field containing 'carlos'.
- Auth Username**: A text input field containing 'carlos'.
- Password**: A text input field with masked characters (dots).
- Buttons**: 'Cancel' and 'Add' buttons at the bottom right.

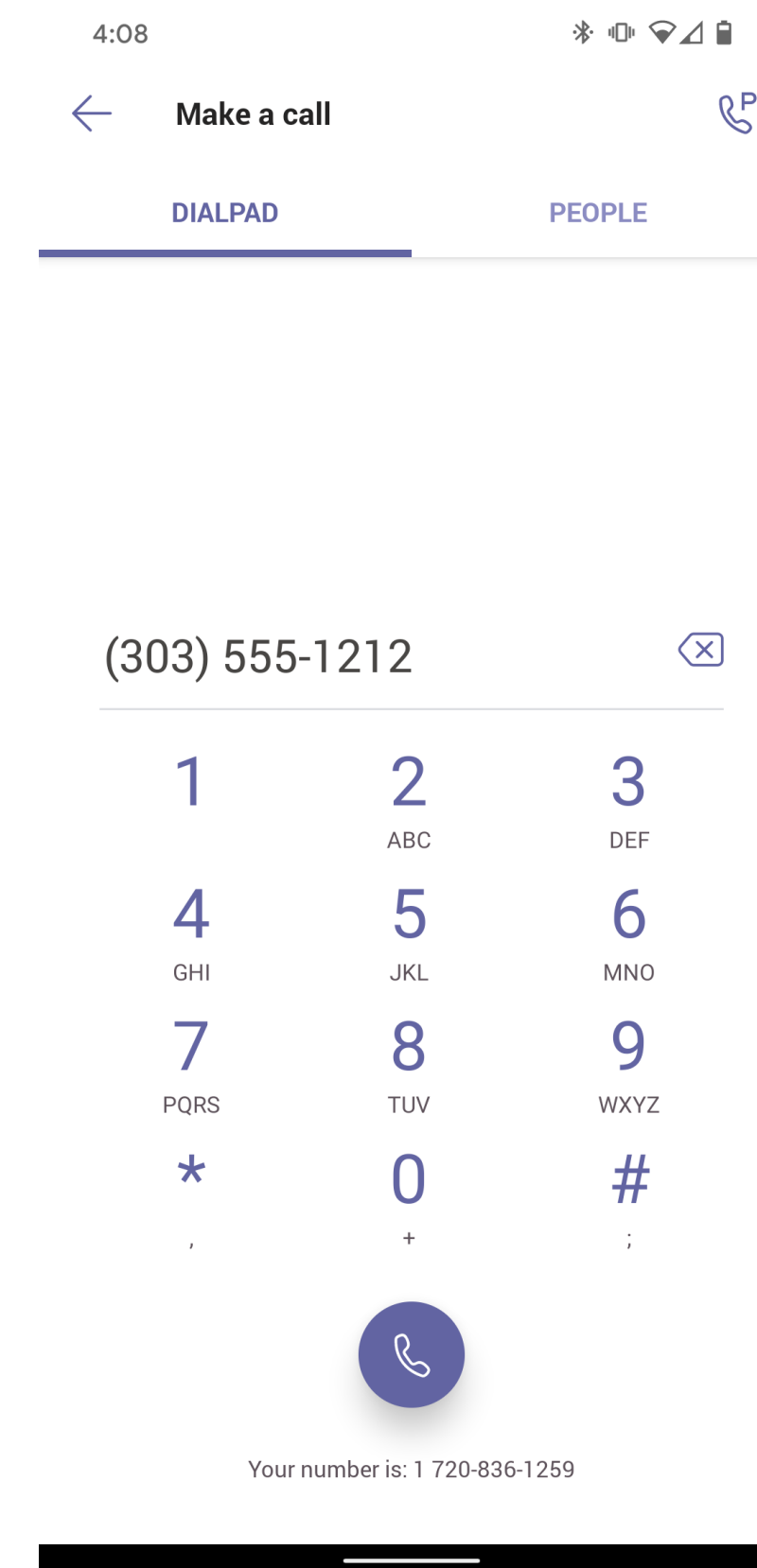
* SIP Username, Auth Username, and Password can be found under **SIP Accounts** in the Broadvoice admin portal. Username will be used for both SIP Username and Auth Username.

PLACING CALLS

To place a call, click **Dial a number** under the Calls tab in the desktop or mobile MS Teams app. Simply enter the number you would like to dial and click **Call**. Alternatively, you can call from Speed dial, Contacts, or History, by clicking on a phone number. To dial within the mobile app, use the dialer to enter a number, or click on the call icon to the right of a contact.



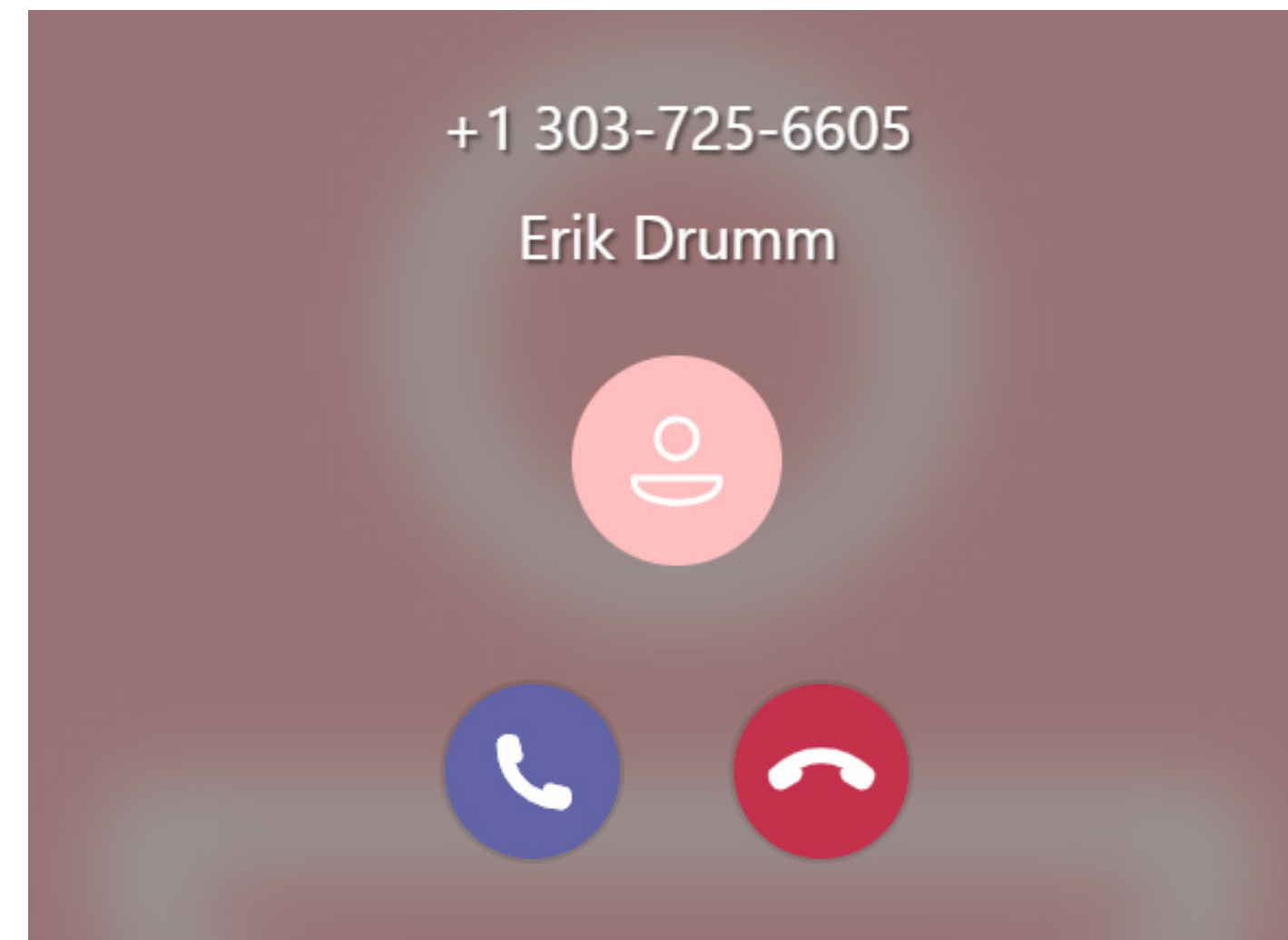
Desktop



Mobile

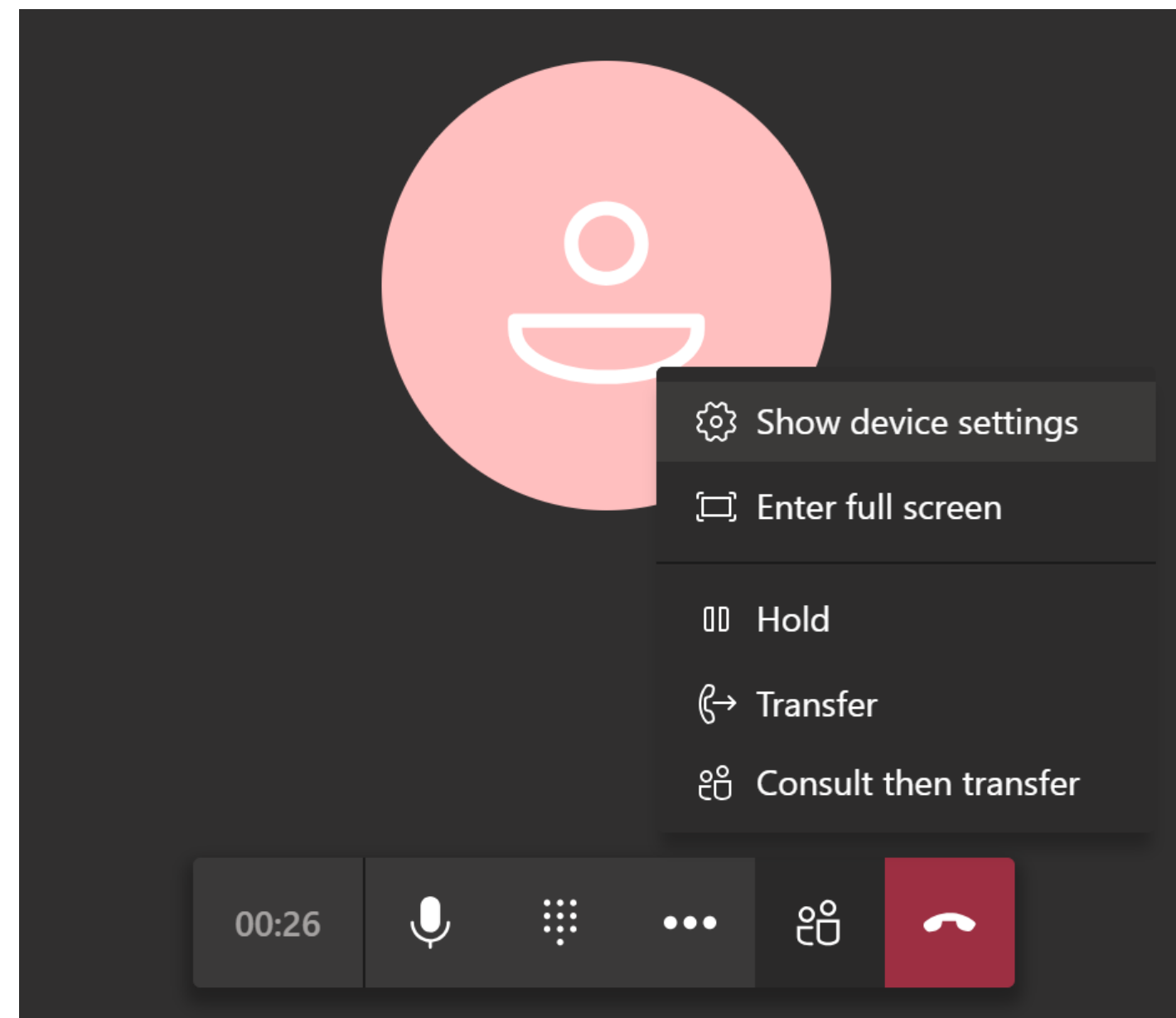
RECEIVING CALLS

Calls to your Broadvoice number will ring both desktop and mobile apps for MS Teams. You will receive a pop-up notification of an incoming call and either answer or reject the call.



CALL CONTROLS

Within an active call, you can mute yourself by clicking the microphone icon. By clicking the menu icon at the bottom of the calling window, you can also place the caller on hold or perform a transfer.



CALL HISTORY

A history of your recent call activity will be listed by clicking History under the Calls tab. All placed, received, and missed calls will be listed along with date, time, and duration.

Clicking the three dots on the right of a record will allow you to add the number as a contact, speed dial, or simply call the number back.

The screenshot shows the Microsoft Teams interface. On the left is a dark navigation bar with icons for Activity (6 notifications), Teams, Calendar, Calls, Files, and Chat. The main area is split into two panes. The left pane is titled 'Calls' and contains a list of options: Speed dial, Contacts, History (selected), and Voicemail. The right pane is titled 'History' and displays a table of call records. A context menu is open over the record for '+1 720-836...' which is marked as a 'Missed call'. The menu options are: Call back, Chat, Add to speed dial, and Add to contacts.

Name	Type	Duration	Date
Marisa Free...	Incoming	8m 29s	4/9 11:55 AM
Michael Jones	Incoming	23m 47s	4/7 11:37 AM
+1 720-836...	Missed call		
Rachel Turkus	Incoming	15m 48s	
Rebecca Ro...	Outgoing	8m 47s	
Andrew Her...	Missed call		4/6 2:54 PM
+1 720-836...	Incoming		4/3 12:02 PM
Erik's Cell	Outgoing	19s	4/3 11:10 AM
Rachel Turkus	Incoming	18m 52s	4/2 3:36 PM
MO Maggie Osz...	Outgoing	20m 16s	4/2 2:07 PM

TEAMS VOICEMAIL SETUP (OPTIONAL)

By default, voicemails will be left in your Broadvoice mailbox. If you prefer to use the Teams voicemail box it's easy to set up. First select your personal configuration menu in the upper righthand corner and select Settings. Then select Calls and click Configure voicemail.

Here, you can record primary and out-of-office greetings. Finally, set your Broadvoice ring time to 30 seconds. This can be found under presence settings found in both Broadvoice admin and user portals. Now, voicemails will be left directly in MS Teams and accessible directly from the Calls menu.

The screenshot displays the 'Settings' application with a sidebar on the left containing the following menu items: General, Privacy, Notifications, Devices, Permissions, and Calls. The 'Calls' item is selected and highlighted. The main content area is titled 'Settings' and features a close button (X) in the top right corner. It is divided into several sections:

- Call answering rules**: A heading followed by the instruction 'Choose how you want to handle incoming calls.' Below this are two radio buttons: 'Calls ring me' (selected) and 'Forward my calls'. Underneath, there are three rows of settings, each with a label and a dropdown menu:
 - 'Also ring' with a dropdown set to 'No one else'.
 - 'If unanswered' with a dropdown set to 'Voicemail'.
 - 'Ring for this many seconds before redirecting' with a dropdown set to '20 seconds (default)'.
- Voicemail**: A heading followed by the text 'Voicemails will show in the calling app with audio playback and transcript.' Below this is a button labeled 'Configure voicemail'.
- Ringtones**: A heading followed by the instruction 'Choose a ringtone for incoming calls'. Below this are three rows of settings, each with a label, a dropdown menu, and a play button icon:
 - 'Calls for you' with a dropdown set to 'Default'.
 - 'Forwarded calls' with a dropdown set to 'Default'.
 - 'Delegated calls' with a dropdown set to 'Default'.
- Accessibility**: A heading followed by the text 'Turn on TTY to use text to communicate over the phone line. To get this'.

