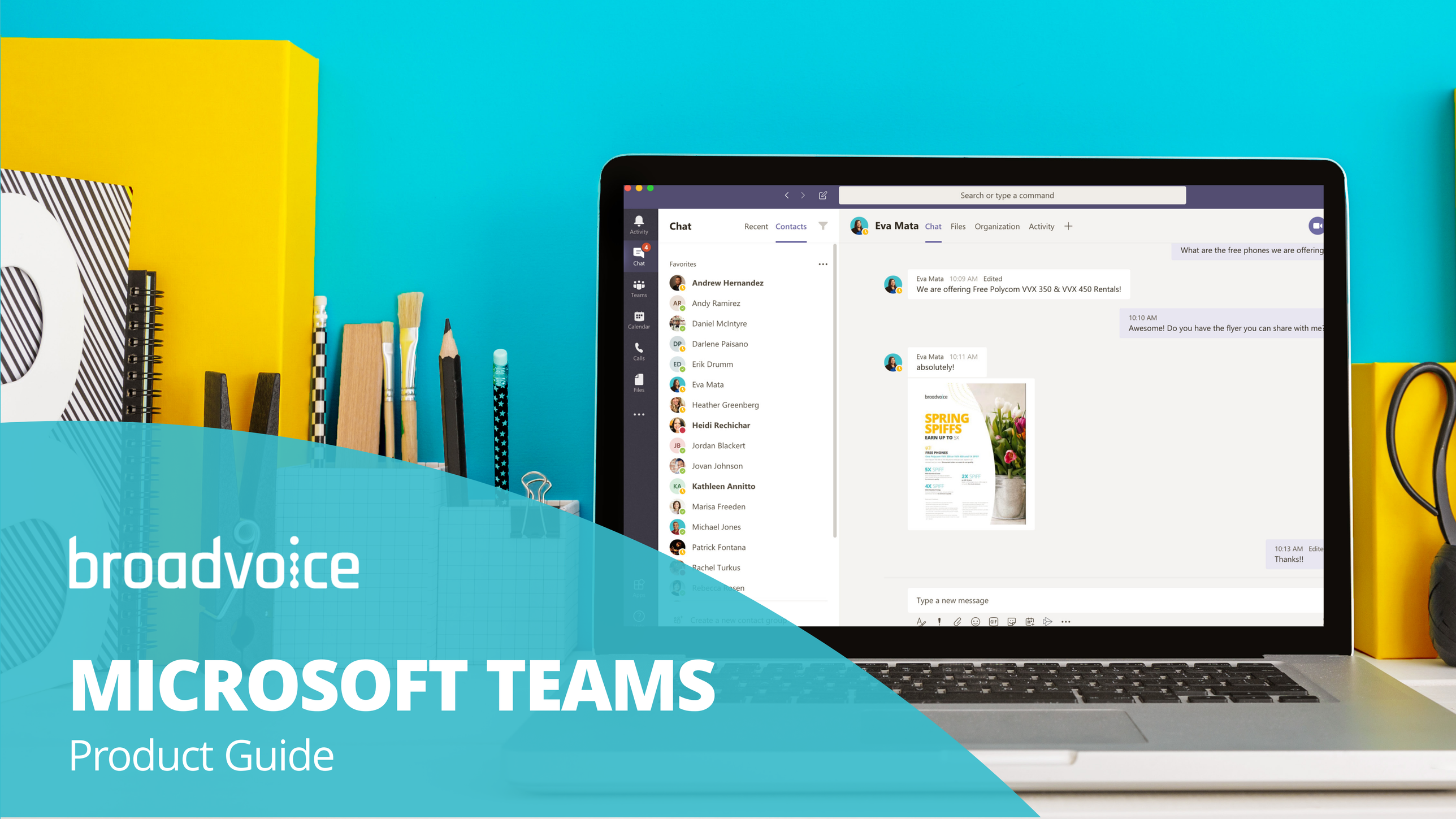
broadvoice

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.

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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

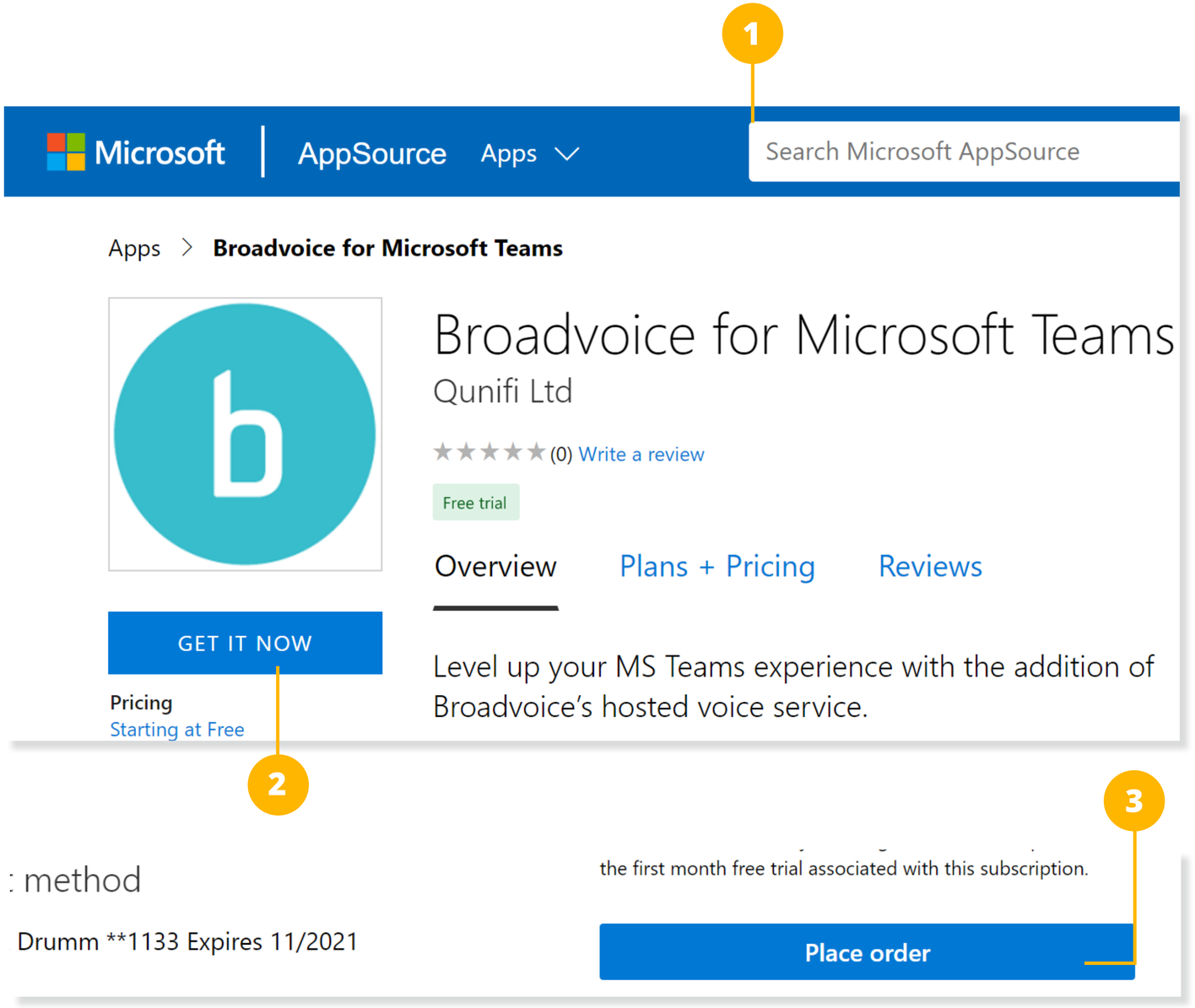
  Enterprise E3 with phone add-on or E5 (includes phone add-on)
- Broadvoice for Microsoft Teams subscription (Call2Teams)

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.

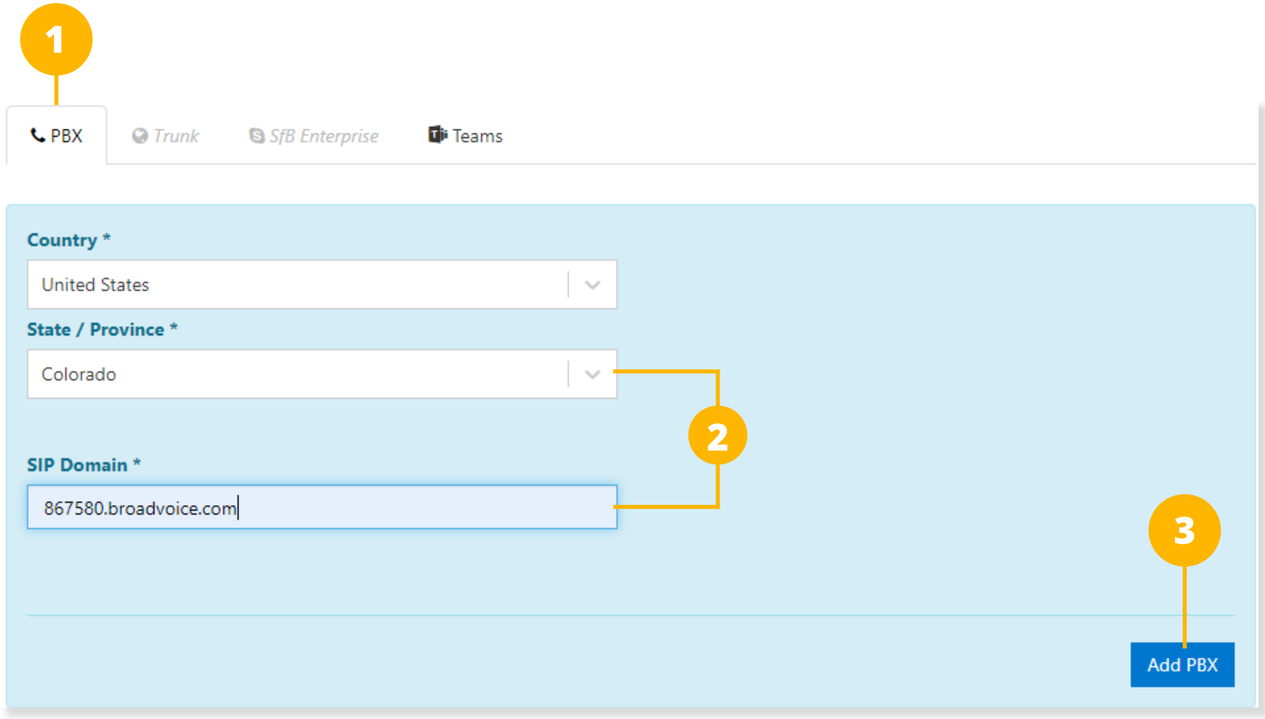
CONFIGURATION

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**



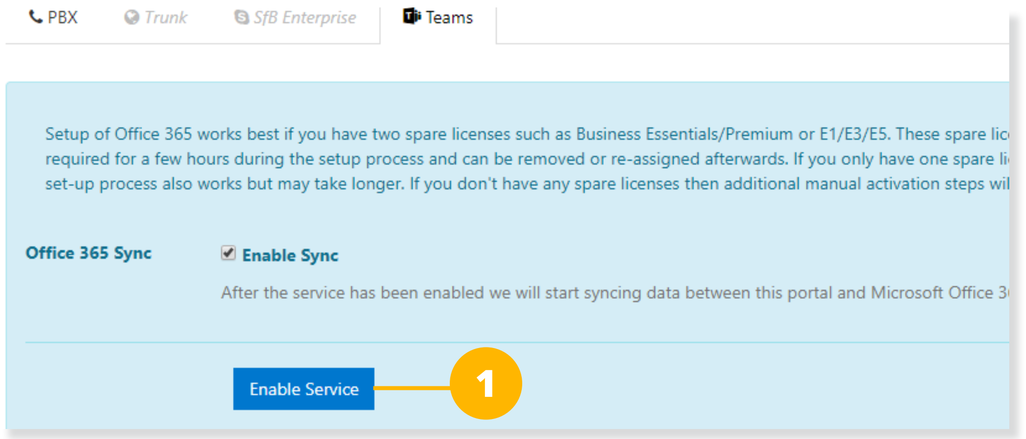
* Your SIP Domain can be found by clicking edit on any active SIP Account listed under the **Destinations** tab.
It will be listed under Username (e.g. 123456.broadvoice.com)

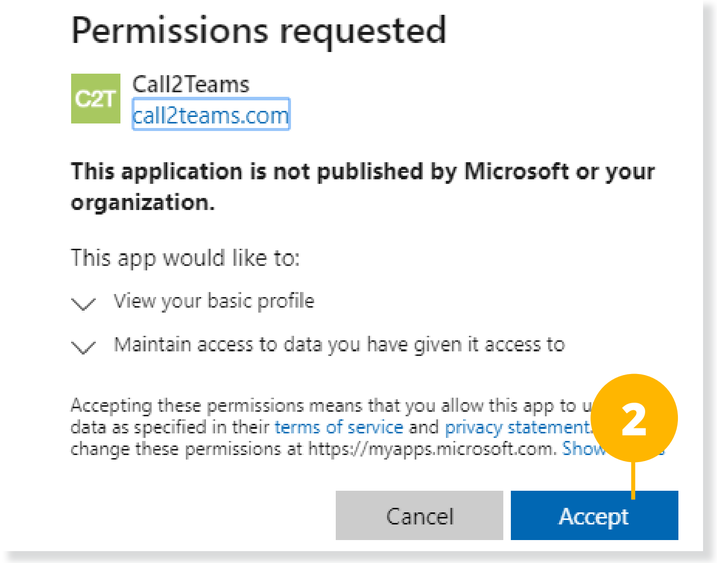
USER SETUP

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.

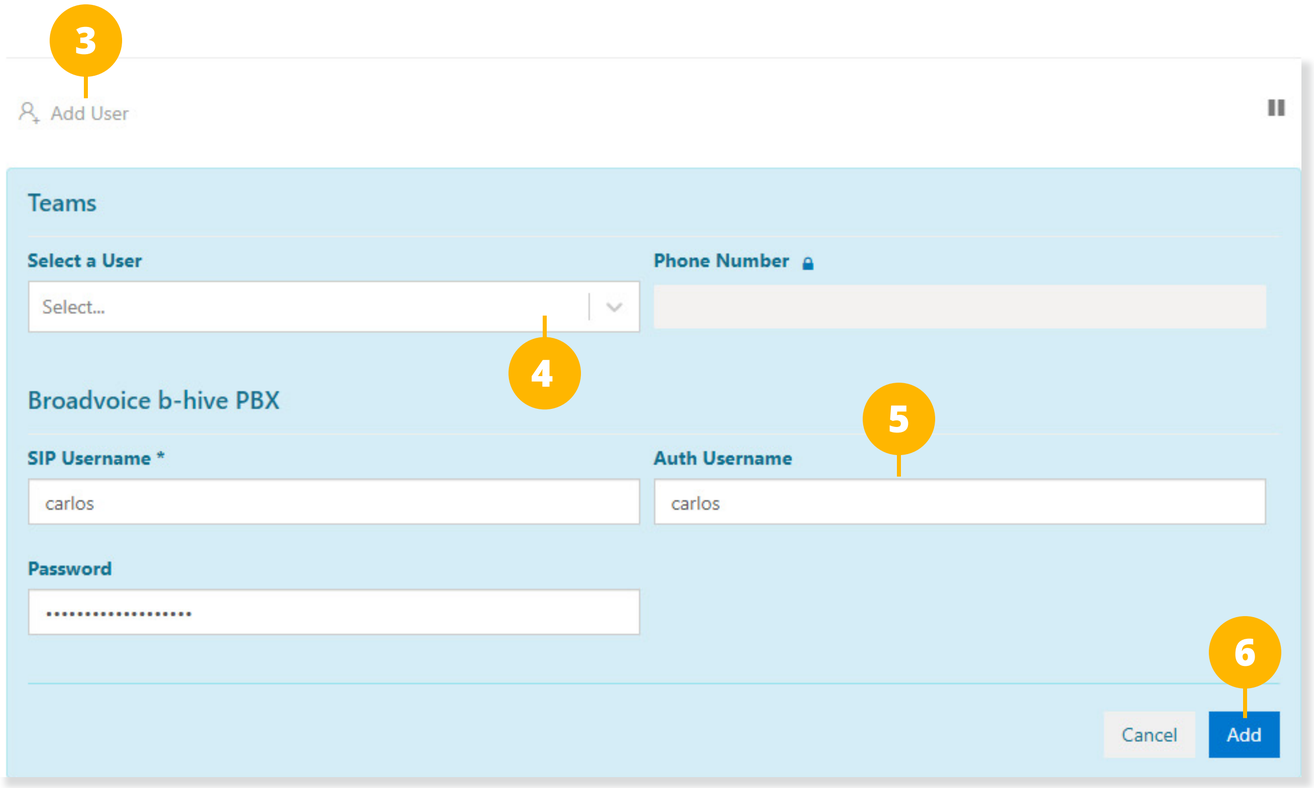




USER SETUP (CONTINUED)

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

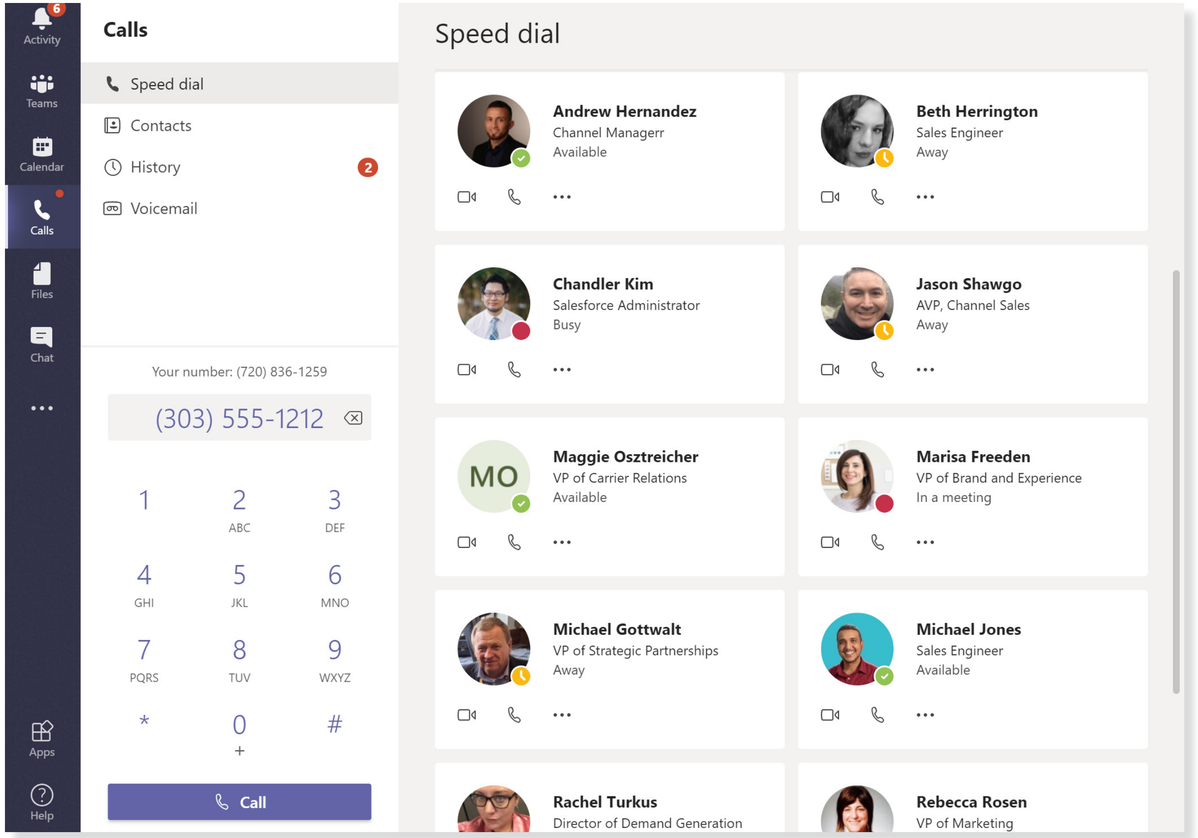
3. Click the Users tab at the top and select Add User
4. Select a available user from the drop-down list
5. Enter the SIP Username, Auth Username, and Password*
6. Click Add
7. Repeat steps 1-6 for additional users



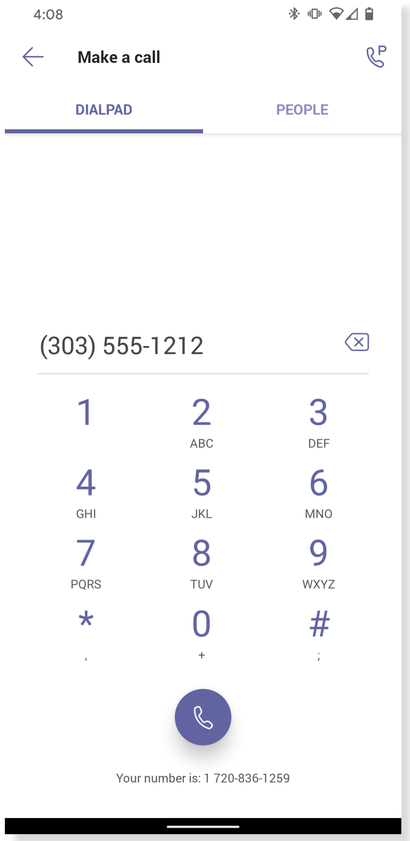
* SIP Username, Auth Username, and Password can be found under **SIP Accounts** in the Broadvoice admin portal. Username will be used for both SIP Username and Auth Username.

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.



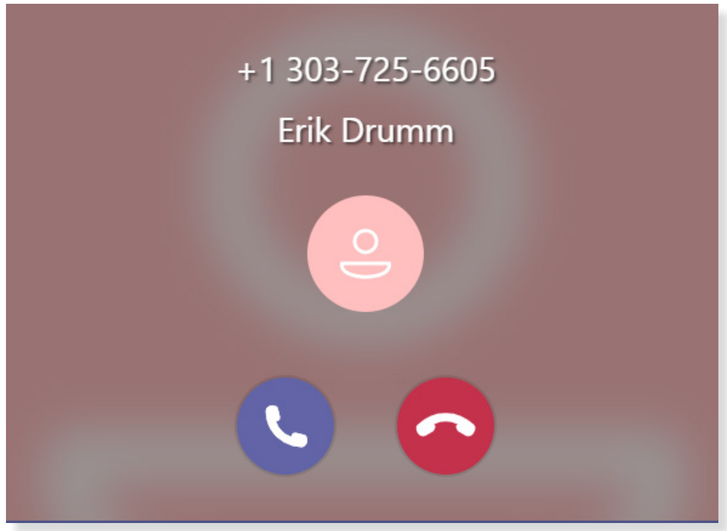
Desktop



Mobile

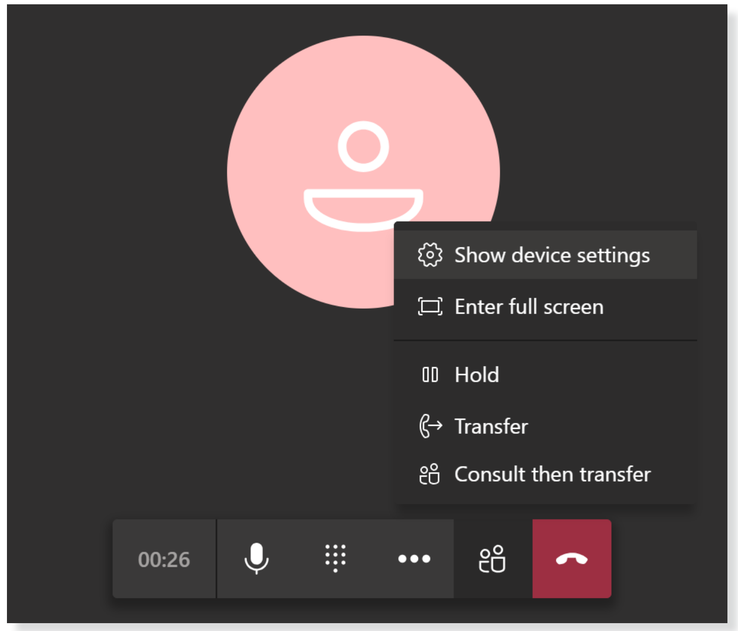
RECEIVING CALLS

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

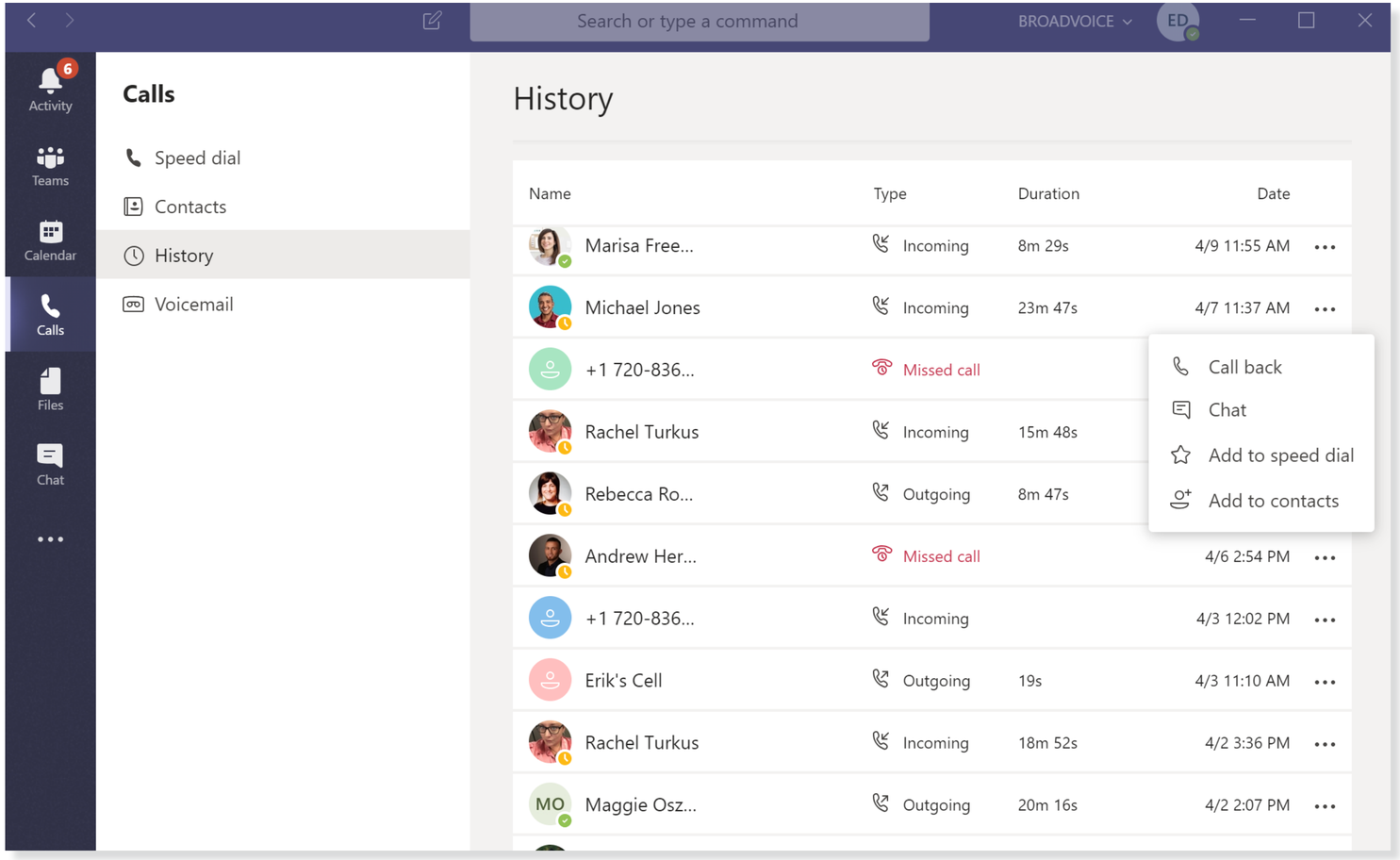
Within an active call, you can mute yourself by clicking the microphone icon. By clicking the menu icon at the bottom of the calling window, you can also place the caller on hold or perform a transfer.



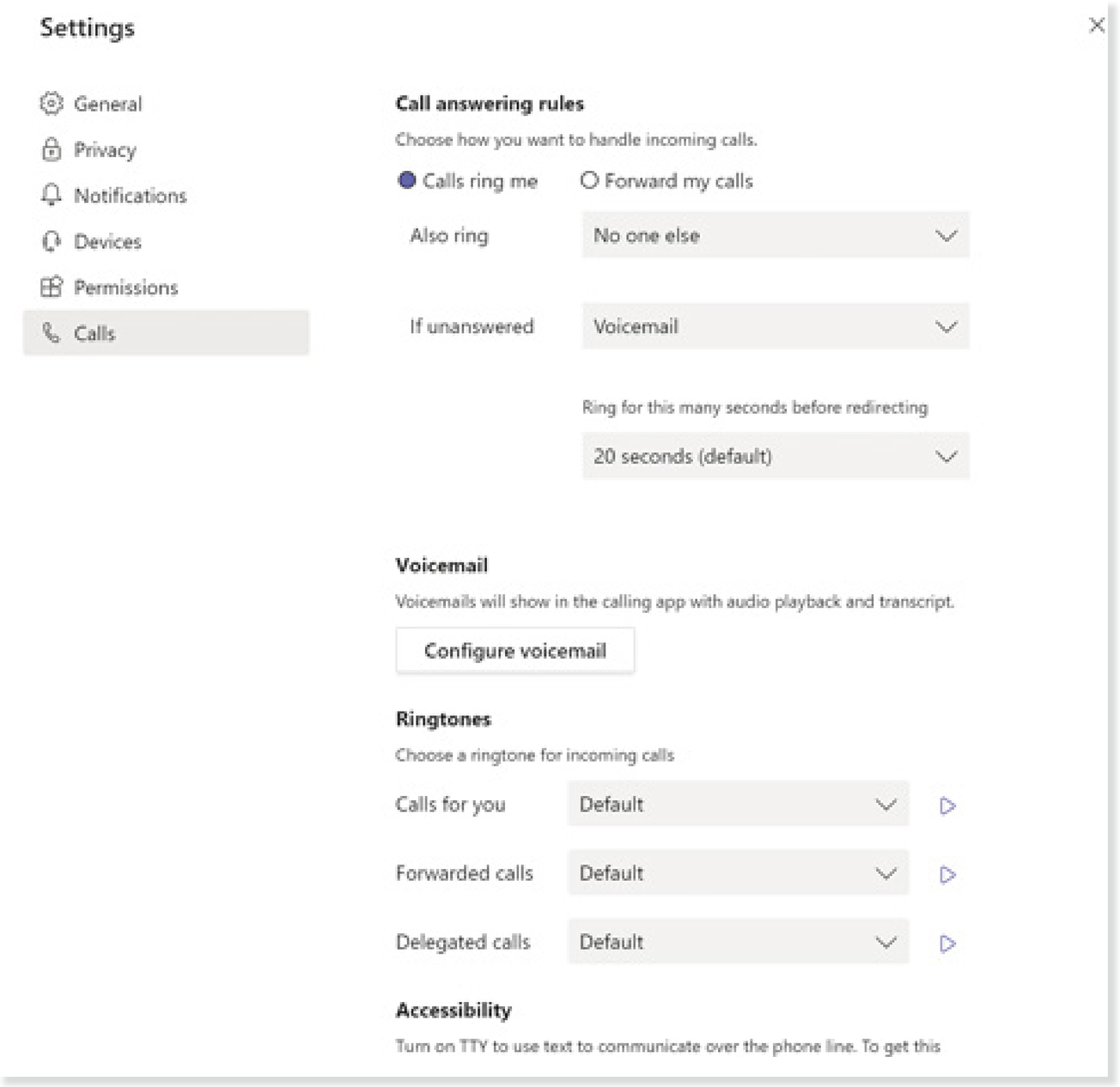
CALL HISTORY

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.



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.