

# MS Teams Calling Integration

## Using Cisco Call Connector App

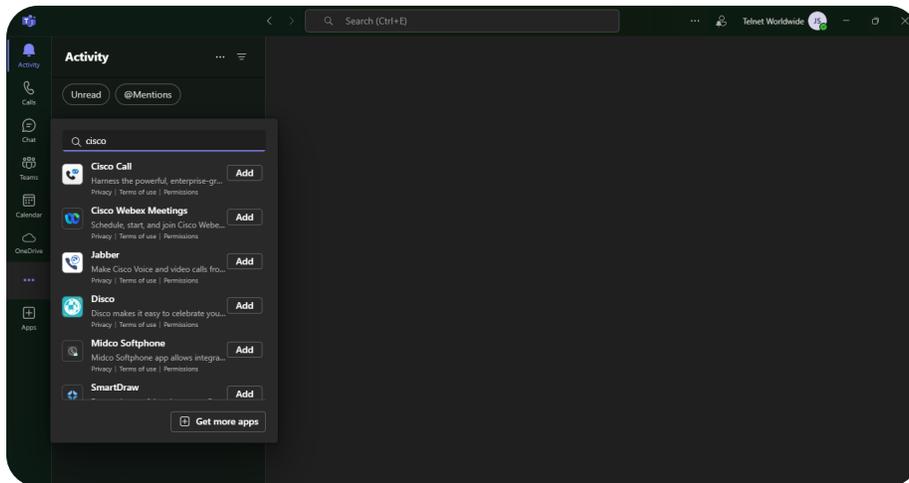
This integration provides advanced calling capabilities directly integrated within the Microsoft Teams collaboration environment. Customers can leverage their existing TelNet Cloud PBX phone service including desk phones and ancillary devices. Calling is cross-launched from within the MS Teams desktop app. Customers continue using MS Teams chat and MS Teams meetings capabilities.

### Prerequisites

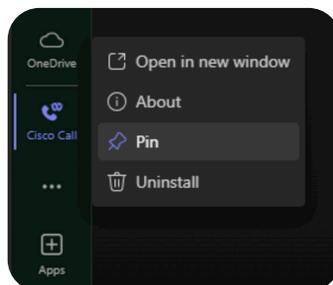
- Microsoft Teams desktop app installed and an active user account
- Webex desktop app installed and an active TelNet UC with Webex account
- Cisco Call Integration app enabled (may need to be enabled in MS Teams admin center). This is a connector app that integrates TelNet Cloud PBX calling within the MS Teams environment

### Configure Cisco Call for MS Teams (individual user)

- Sign-in to MS Teams desktop app
- In the left navigation, click ellipses and search for **Cisco Call**. Then click **Add** next to the Cisco Call option



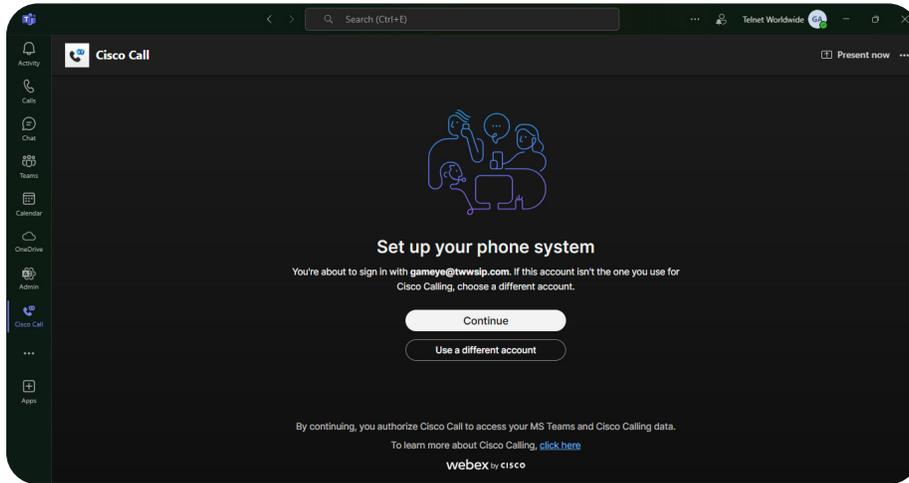
Cisco Call will appear in left navigation. **Right click** on the Cisco Call icon and select **Pin** to keep the app permanently attached to left navigation.



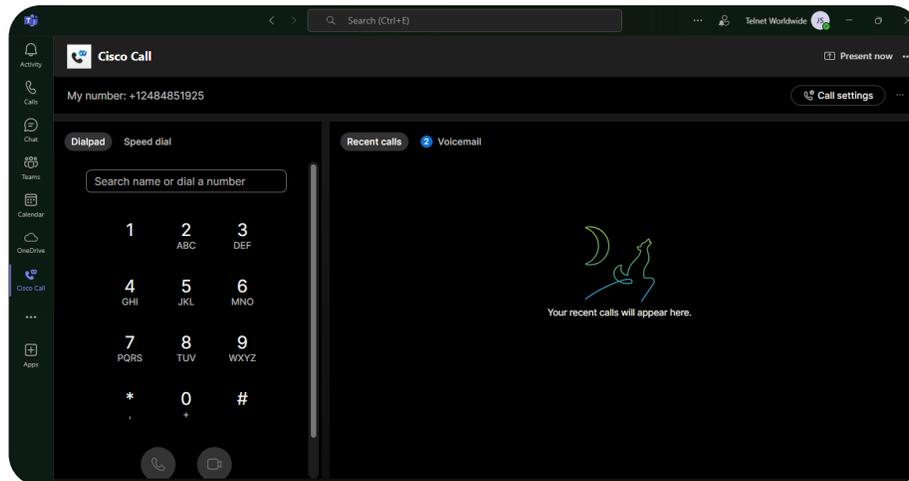
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The next step is to sign-in to the webex desktop app. Click **Continue** near the center of the screen. If the wrong user is displayed, click **Use a different account**. Follow prompts to enter your webex username and/or password.



You are now ready to use advanced calling features within the MS Teams desktop app.



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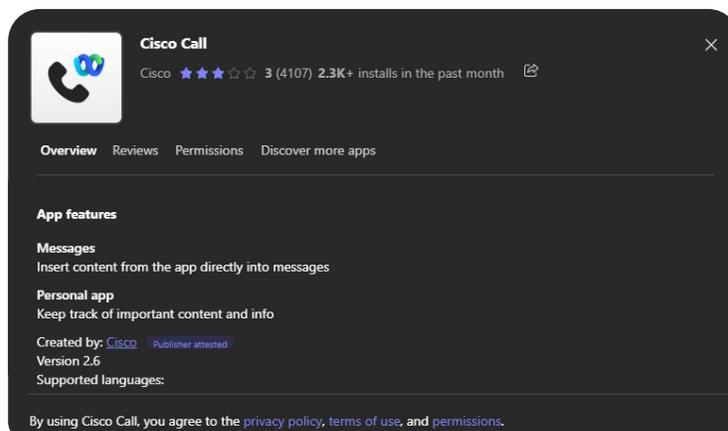
### Key Features

- Make and receive calls (audio or video)
- Access mid-call telephony features (hold, transfer, conference, park, etc)
- View call history
- Access Visual Voicemail - view, playback and delete messages
- Click to dial
- Setup speed dials
- Leverage existing calling infrastructure
  - No compromise on calling features
  - No routing re-configuration required
  - No additional license costs
- Leverage investment in existing TelNet Cloud PBX desk phones and ancillary analog devices
- Advanced calling capabilities
  - Auto attendants, huntgroups, advanced routing, etc
  - Internal & external calling
  - Extension dialing
  - Call recording (optional add-on)
  - Cloud Contact Center (optional add-on w/ basic to mid-range capabilities)

### Configure Cisco Call Integration for MS Teams (company-wide)

- MS Teams sys admin can enable the cisco call app for all users
- Can also disable built-in MS Teams calling and make calling via Cisco Call app the only calling option available in MS Teams environment (this is optional)
- See link below for details  
<https://help.webex.com/en-us/article/n0I9q2z/Configure-Webex-Calling-for-Microsoft-Teams>
- Additionally and upon request, TelNet can configure to hide the Webex App window when users interact with the Cisco Call integration with Microsoft Teams

Current Cisco Call version is v2.6



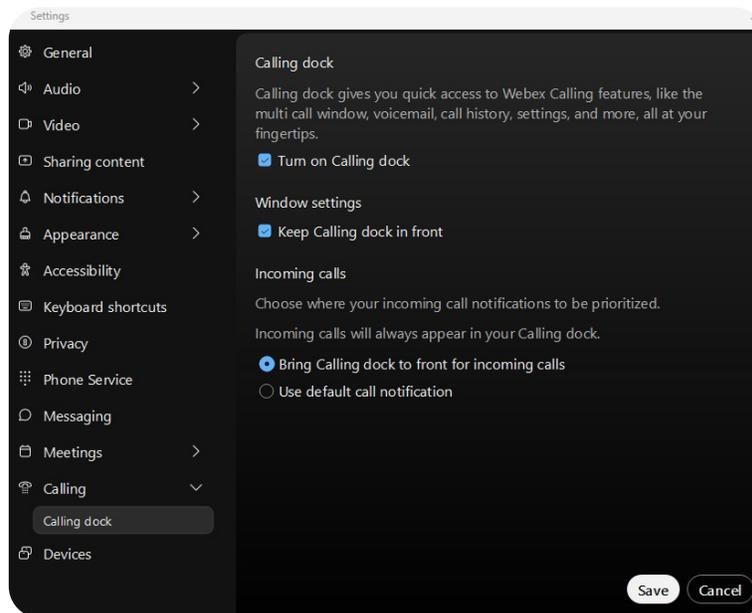
### Webex Desktop App Docking

Optional for End Users

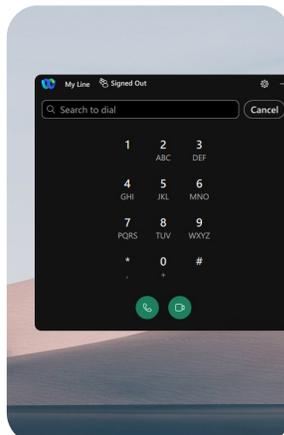
Docking the Webex Desktop App provides a smaller calling app to work with for MS Teams integration.

#### Setup:

1. As end user, in Webex Desktop App, click **Settings>Calling** and then click **Calling dock**
2. Enable the **Turn on Calling dock** checkbox setting as shown below and then click **Save**



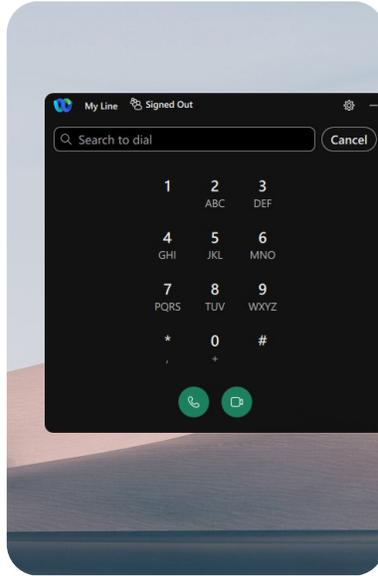
Webex now appears. Click header of smaller app and then drag to right side of screen to dock



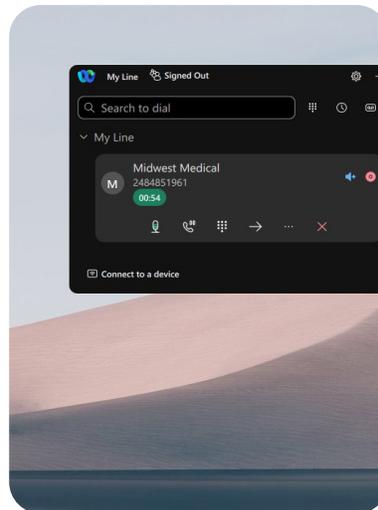
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Click on the docked icon to expand

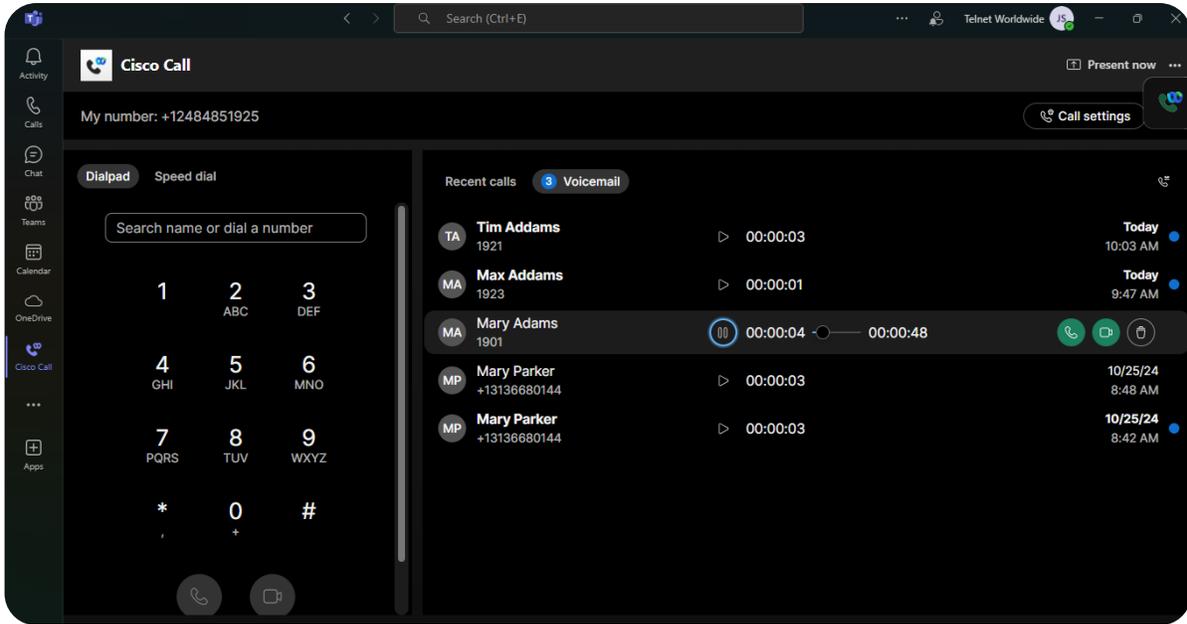


For incoming calls, controls to mute, hold, transfer, hangup, etc are now in a smaller footprint. After using the app, simply click header and drag to right side to re-dock

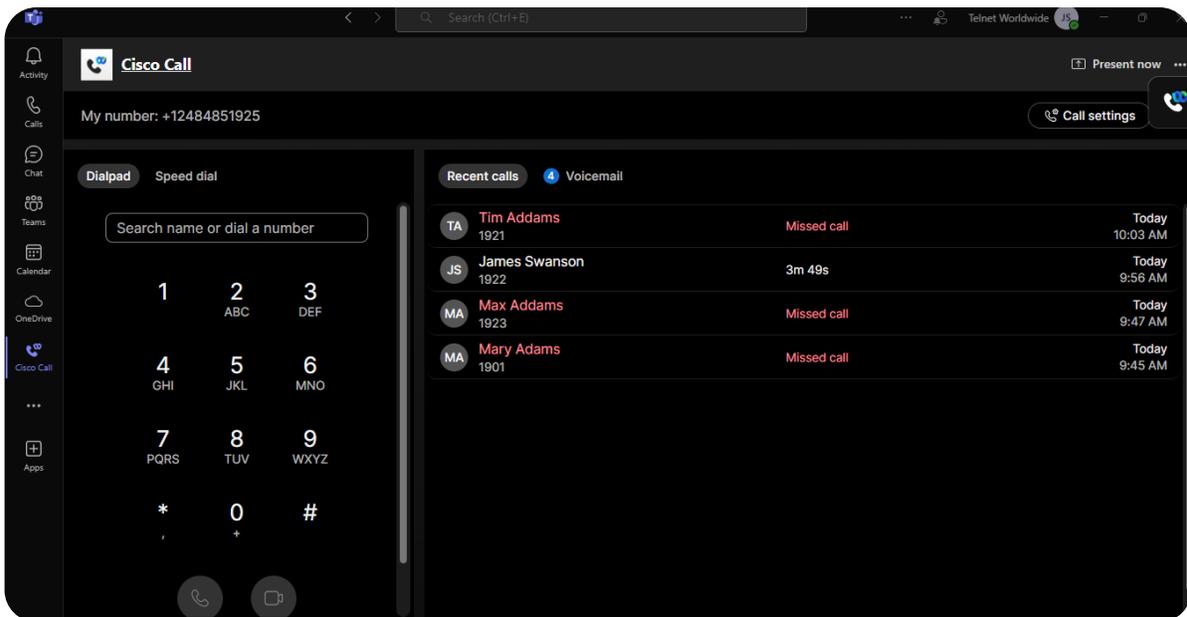


### Application Images

#### Visual Voicemail



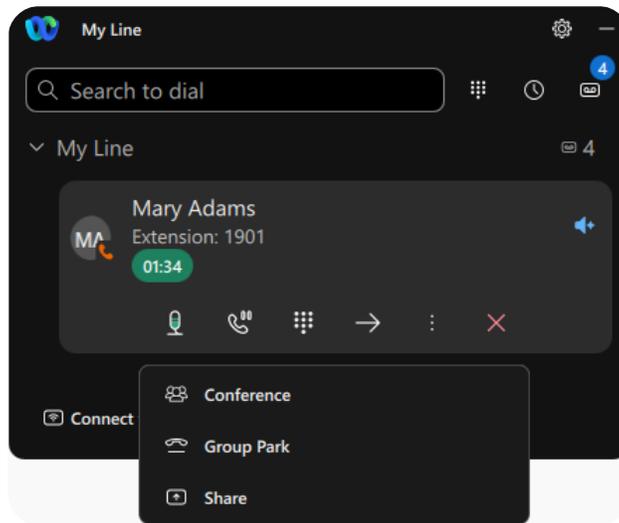
#### Call History



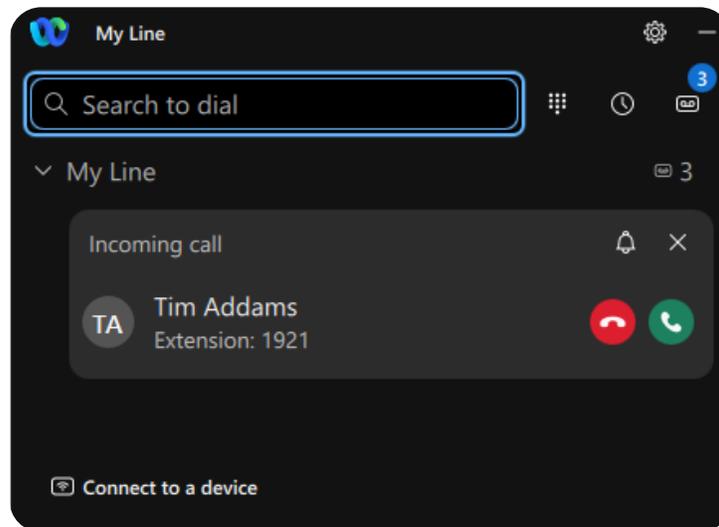
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## Using Cisco Call Connector App

### Active Call Docked



### Incoming Call Docked



# MS Teams Calling Integration

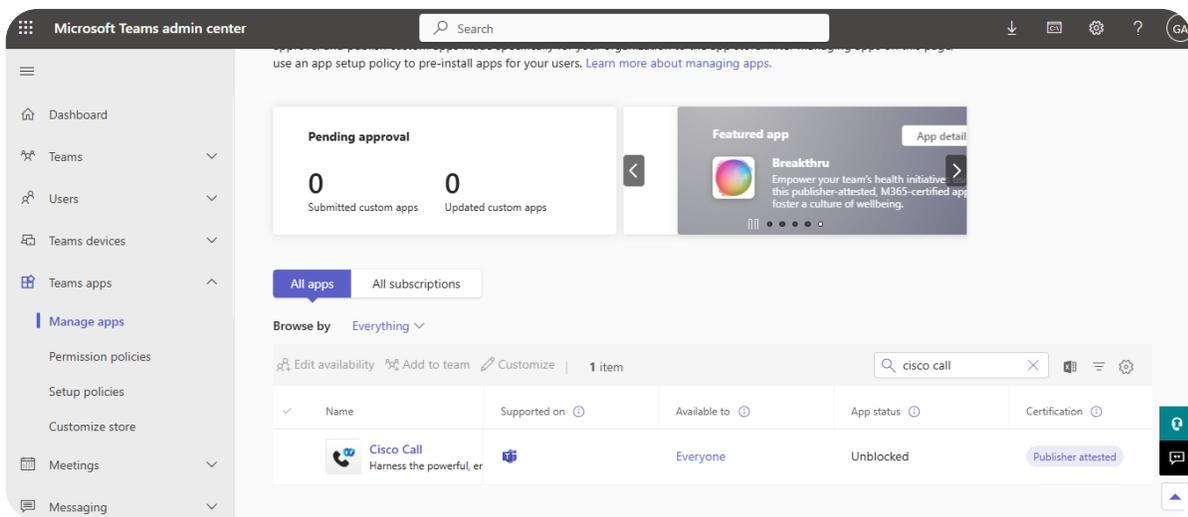
## Using Cisco Call Connector App

### Rename Cisco Call App

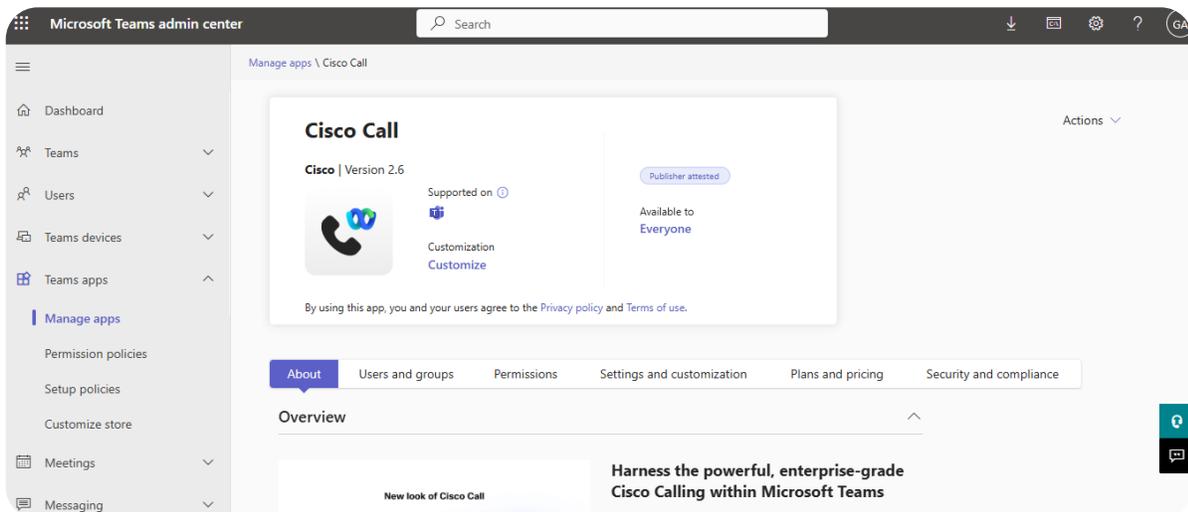
Optional for System Administrators

The default connector application name has been changed from Webex Call to Cisco Call. If needed, this connector app can be customized and also renamed within the MS Teams Admin Center. Follow instructions below only if needed.

Within MS Teams Admin Center click **Teams Apps>Manage Apps**. Search for and select the Cisco Call app.



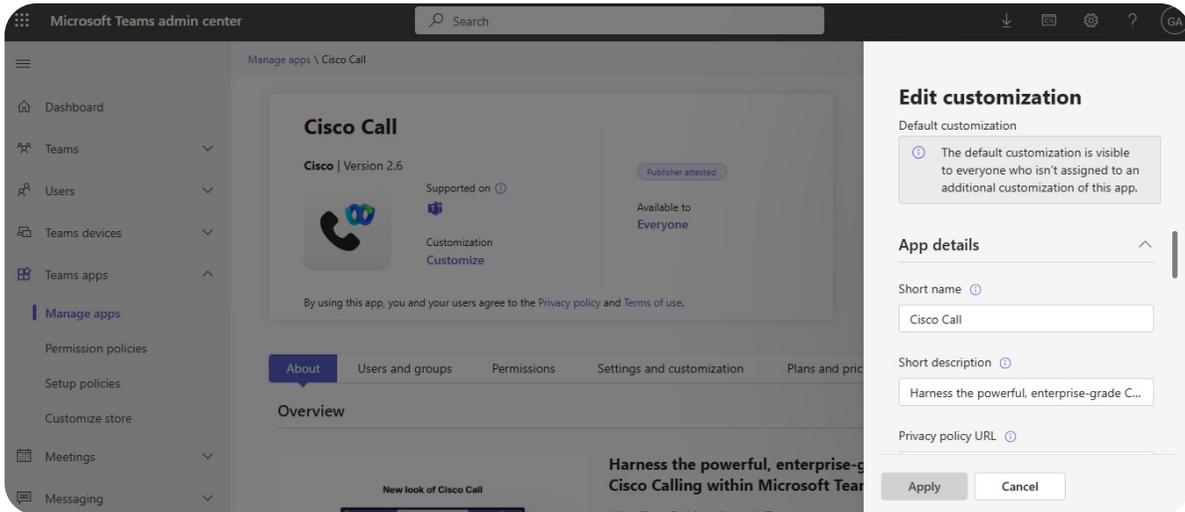
Click the **Customize** link (next to the call icon)



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In the **Short name** field, rename the app and app to the desired name and then click **Apply**. Shorter names work best so they are visible in left navigation.



MS Teams Customer Sys Admins can modify the following items:

- App Name
- Logo
- Description
- Privacy Policy URL
- Website URL
- Terms of user URL