

broadvoice

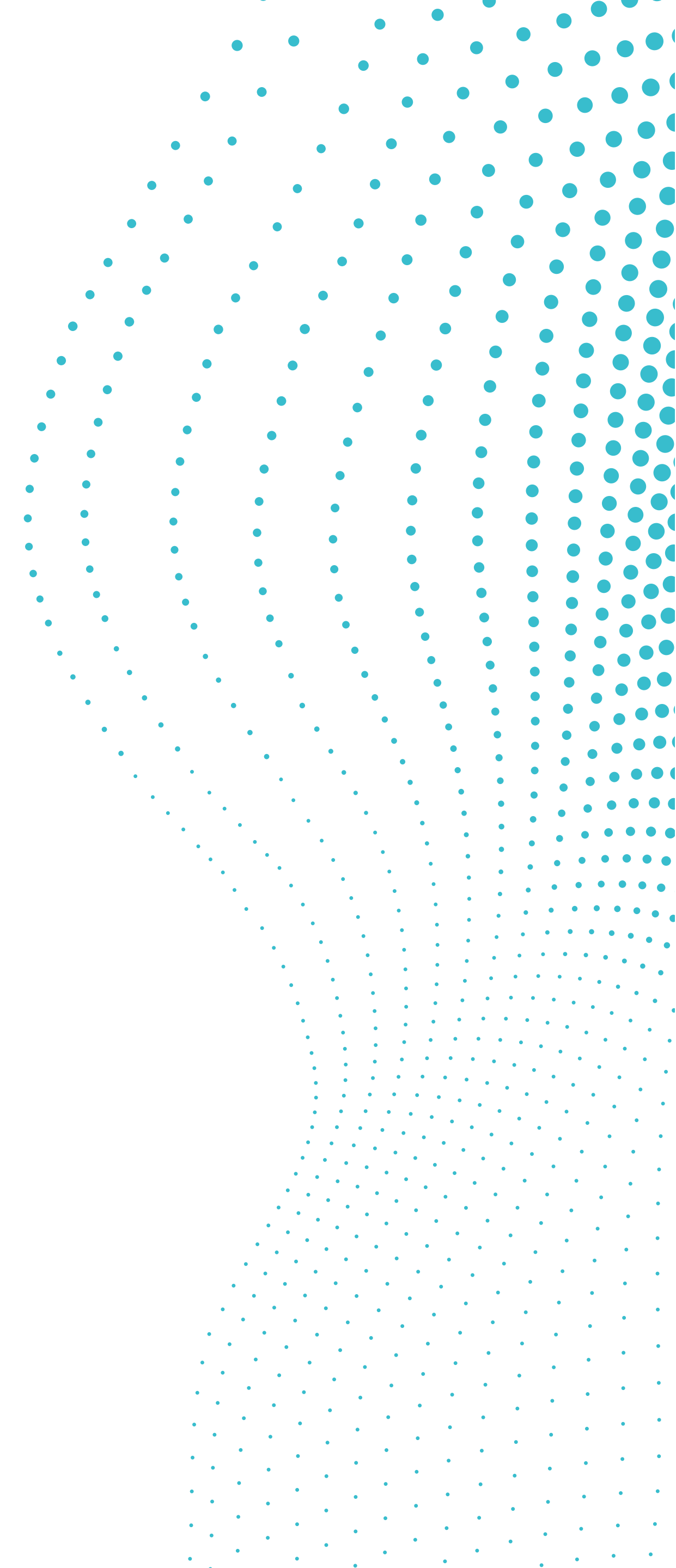
MICROSOFT TEAMS

Product Guide



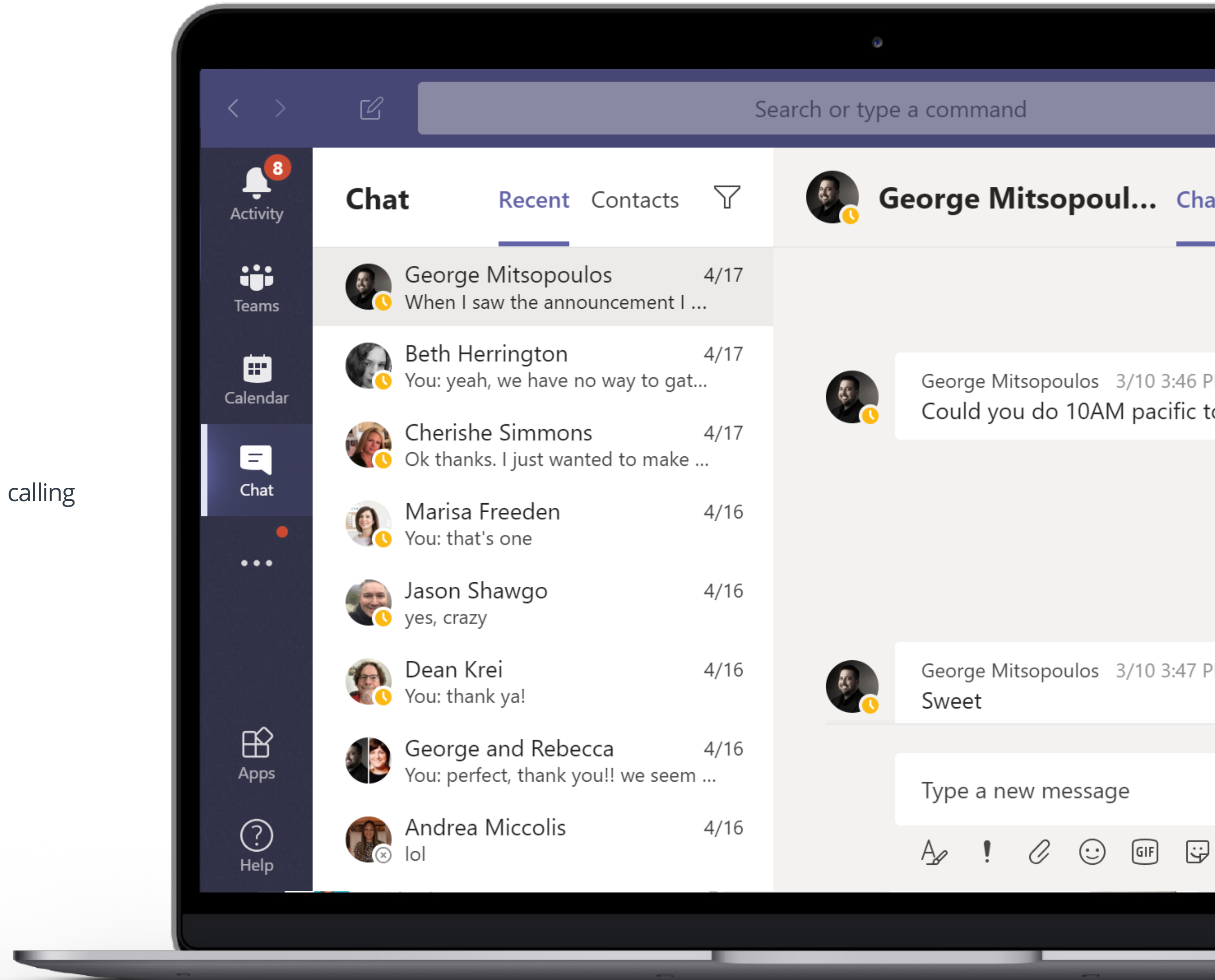
Table of Contents

- 3** Introduction
- 4** Features & Requirements
- 5** Setup



INTRODUCTION

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



FEATURES

External calling

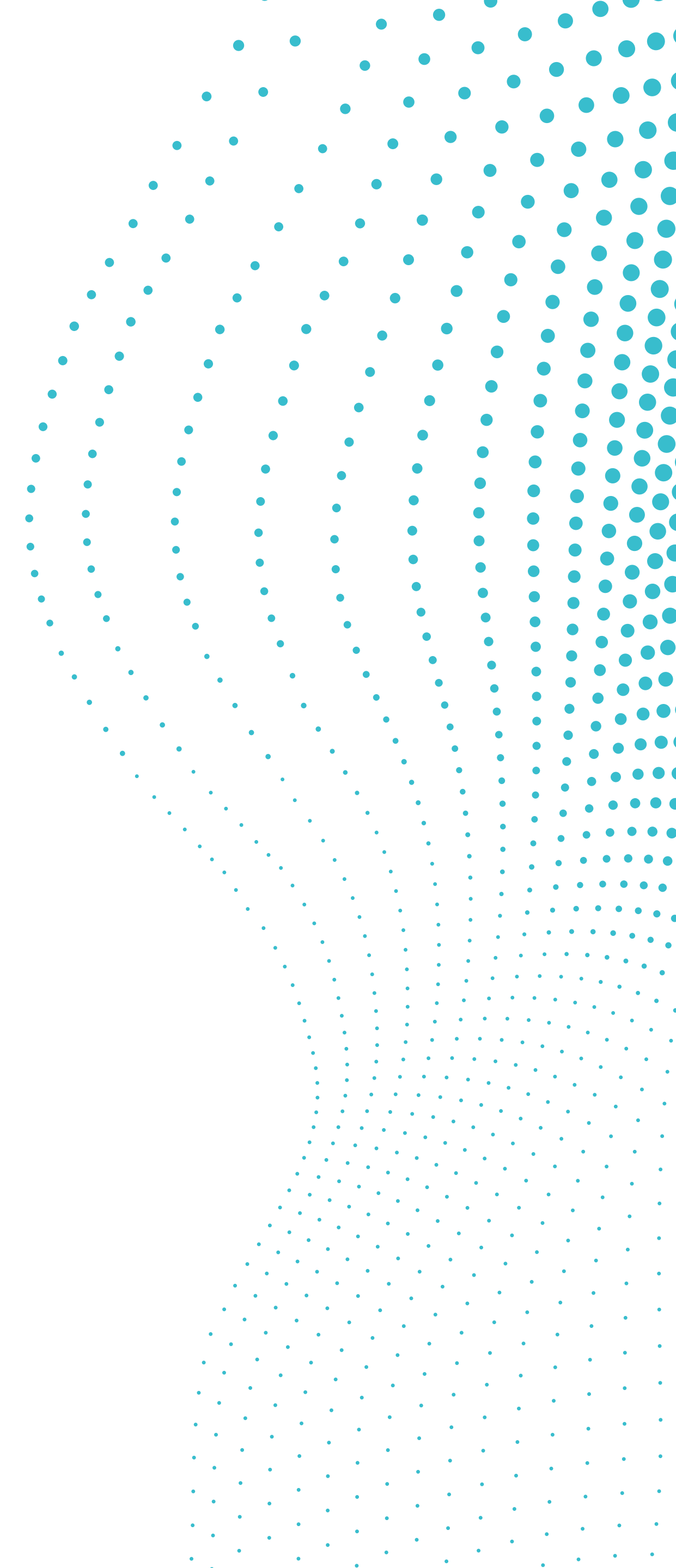
Call out from or receive calls to the MS Teams application

Call logging

View history of placed, received, or missed calls

REQUIREMENTS

- Active Broadvoice b-hive account with Pro Seat
- Eligible Microsoft License
 - Business Standard or Premium with phone add-on
 - Enterprise E3 with phone add-on or E5 (includes phone add-on)



SETUP

ACTIVATE

Using the activation link provided during the service delivery process connect your Microsoft account to Broadvoice using the Broadvoice Teams Connector admin portal.

1. Login to Broadvoice Teams Connector site with Microsoft 365 account with Global Admin rights
2. Select **Getting Started**
3. Select **Check My Tenant** and follow the setup wizard

The screenshot shows the Broadvoice Teams Wizard interface. At the top, the navigation menu includes 'Getting Started', 'Services', 'Users', and 'Account'. The 'Getting Started' tab is selected and highlighted with a yellow circle containing the number '2'. Below the navigation, there are four tabs: 'Prerequisites', 'Services', 'Teams', and 'Users'. The main heading is 'Welcome to the Broadvoice Teams Wizard'. The text below states: 'This wizard will help you setup your service and first user ready for calls. Before you begin the admin setup you will need:'. A list of prerequisites follows:

- A user/login to your Office 365 account with Global Admin rights.
- Microsoft Phone System licence add-ons (or E5 licences) for the end users of the service.
- One or two spare Office 365 user licenses such as Business Basic/Premium or E1/E3/E5, for a few hours during the initial setup.
- Access to your PBX or Trunk portal to create/manage SIP credentials.
- Using a modern compatible web browser.
- At least one Broadvoice Teams license.
- Microsoft tenant supports Direct Routing configuration.

At the bottom right of the page, there is a blue button labeled 'Check My Tenant', which is highlighted with a yellow circle containing the number '3'.

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 Broadvoice Teams Connector admin portal.

PBX SETUP

First, you will need to configure Broadvoice Teams Connector 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)

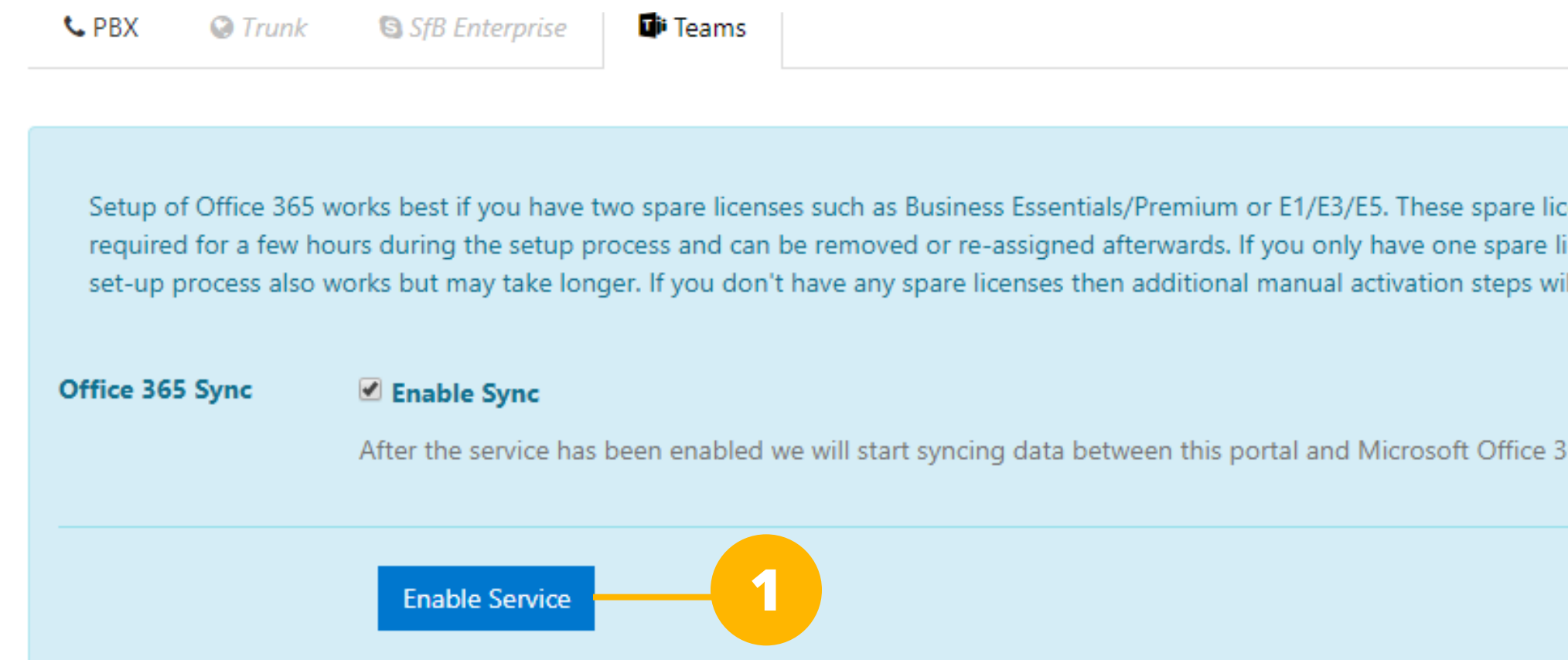
The screenshot shows the 'PBX' configuration page in the Broadvoice Teams Connector admin portal. The page has a navigation bar with tabs for 'PBX', 'Trunk', 'SfB Enterprise', and 'Teams'. The 'PBX' tab is selected. Below the navigation bar, there are three required fields: 'Country *' with a dropdown 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 blue 'Add PBX' button is located at the bottom right of the form. Three yellow callout boxes with numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1 points to the 'PBX' tab, 2 points to the 'State / Province' and 'SIP Domain' fields, and 3 points to the 'Add PBX' button.

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.



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.

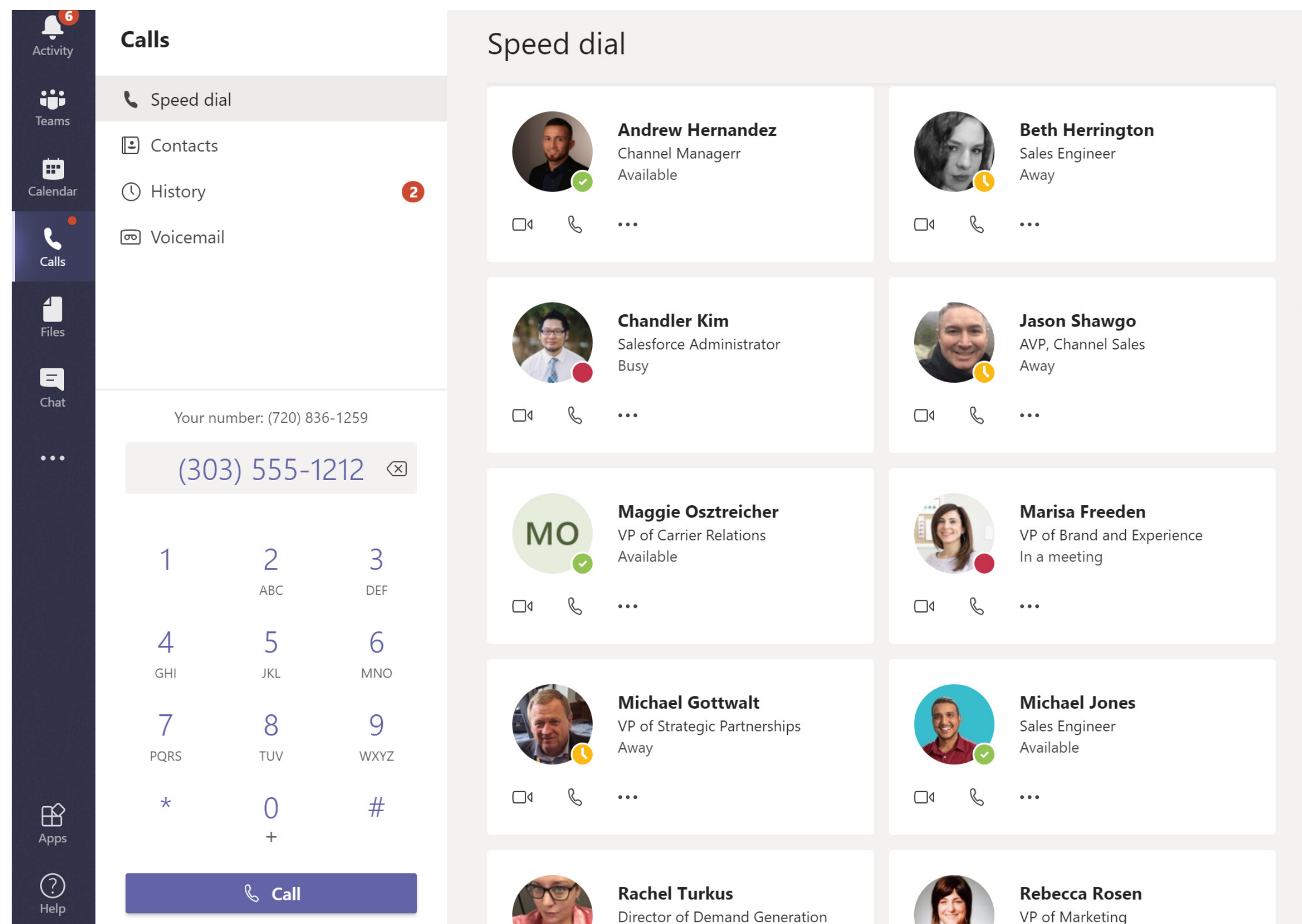
3. Click the Users tab at the top and select Add User
4. Select a available user from the drop-down list
5. Enter the SIP Username, Auth Username, and Password*
6. Click Add
7. Repeat steps 1-6 for additional users

The screenshot shows the 'Add User' form in the Broadvoice admin portal. The form is titled 'Add User' and has a 'Teams' section. The 'Select a User' dropdown menu is highlighted with a yellow circle labeled '4'. The 'Phone Number' field is highlighted with a yellow circle labeled '5'. The 'SIP Username *' field contains the text 'carlos' and is highlighted with a yellow circle labeled '4'. The 'Auth Username' field contains the text 'carlos' and is highlighted with a yellow circle labeled '5'. The 'Password' field is highlighted with a yellow circle labeled '6'. The 'Add' button is highlighted with a yellow circle labeled '6'. The 'Cancel' button is also visible.

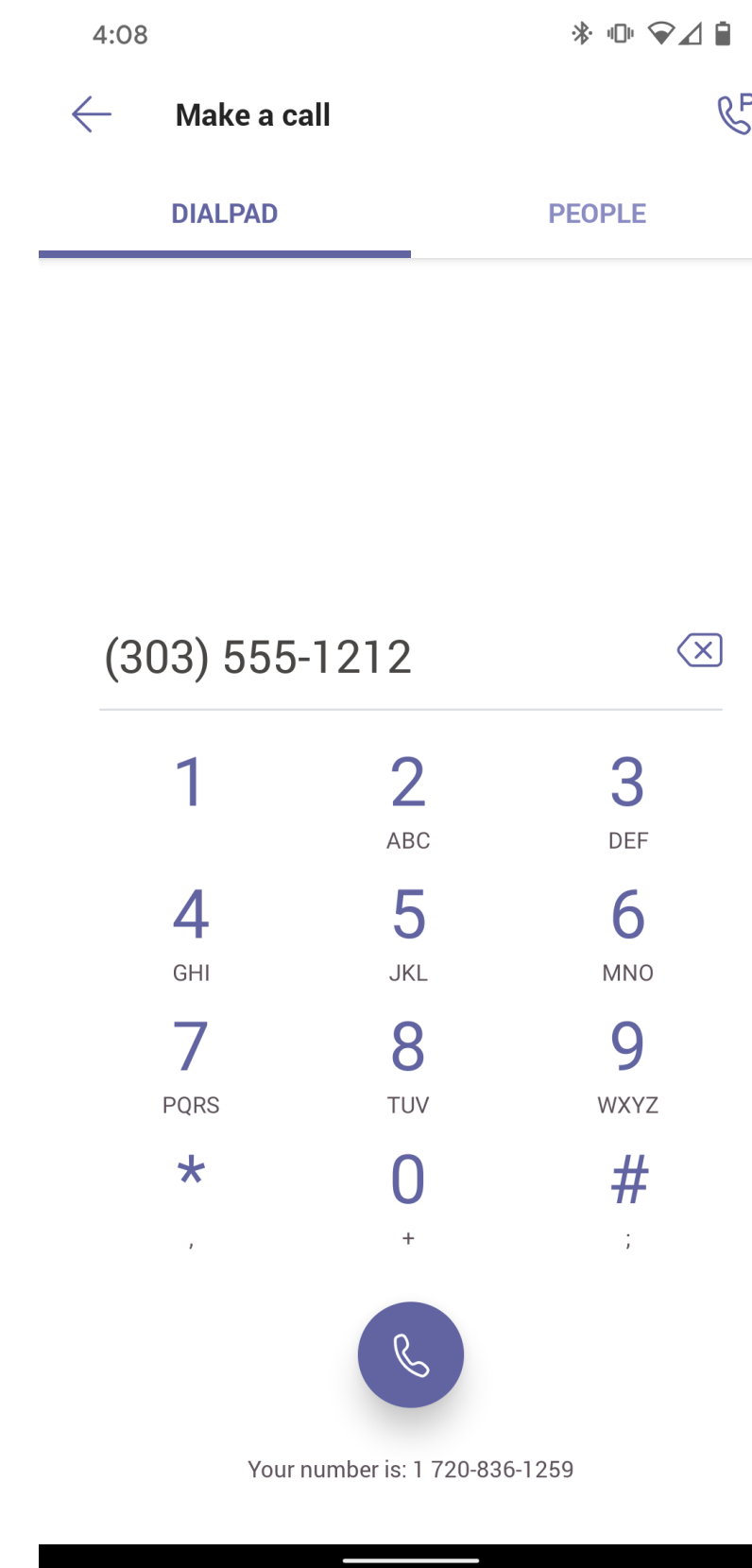
* SIP Username, Auth Username, and Password can be found under **SIP Accounts** in the Broadvoice admin portal. (see below) Username will be used for both SIP Username and Auth Username.

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.



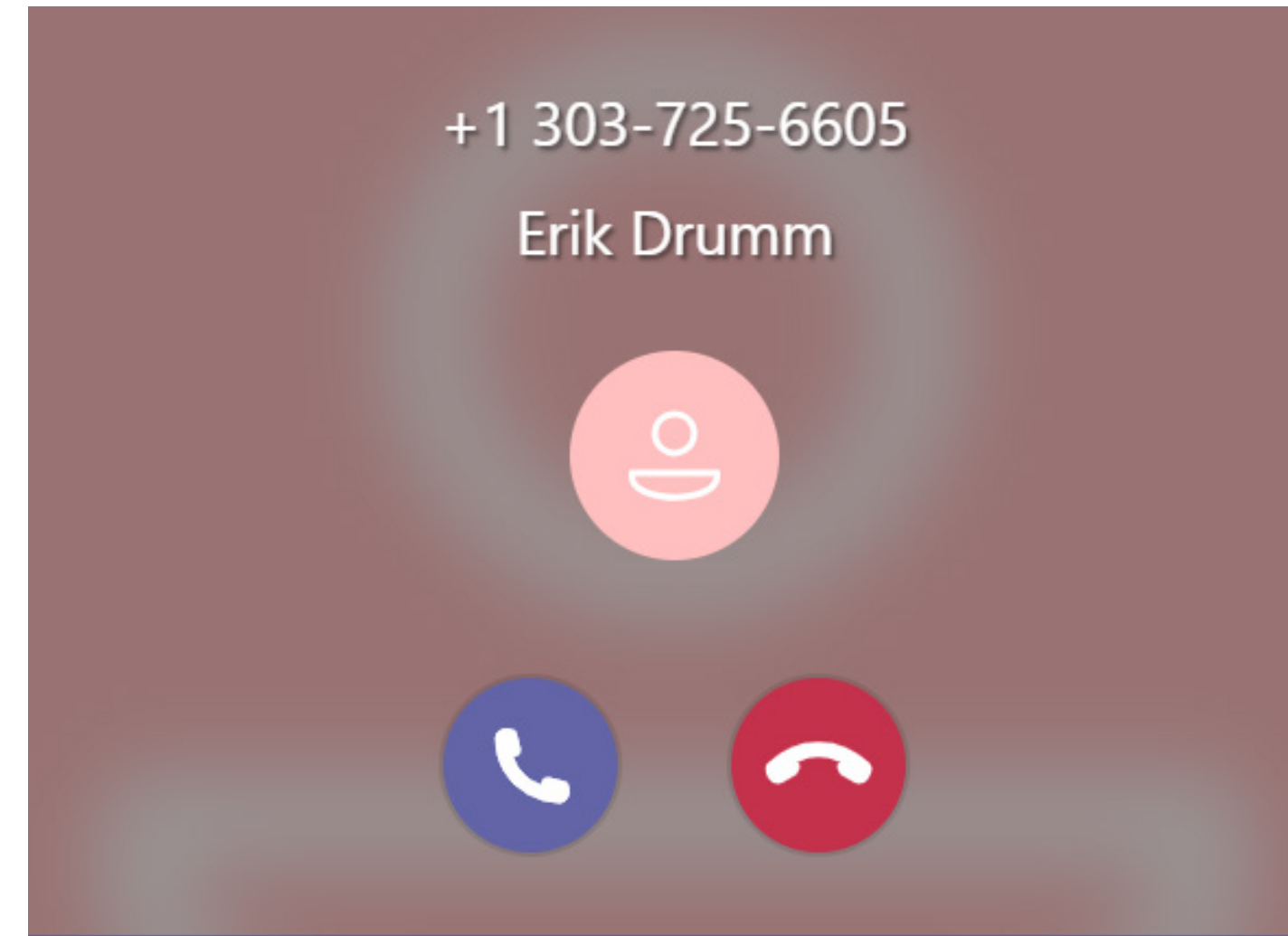
Desktop



Mobile

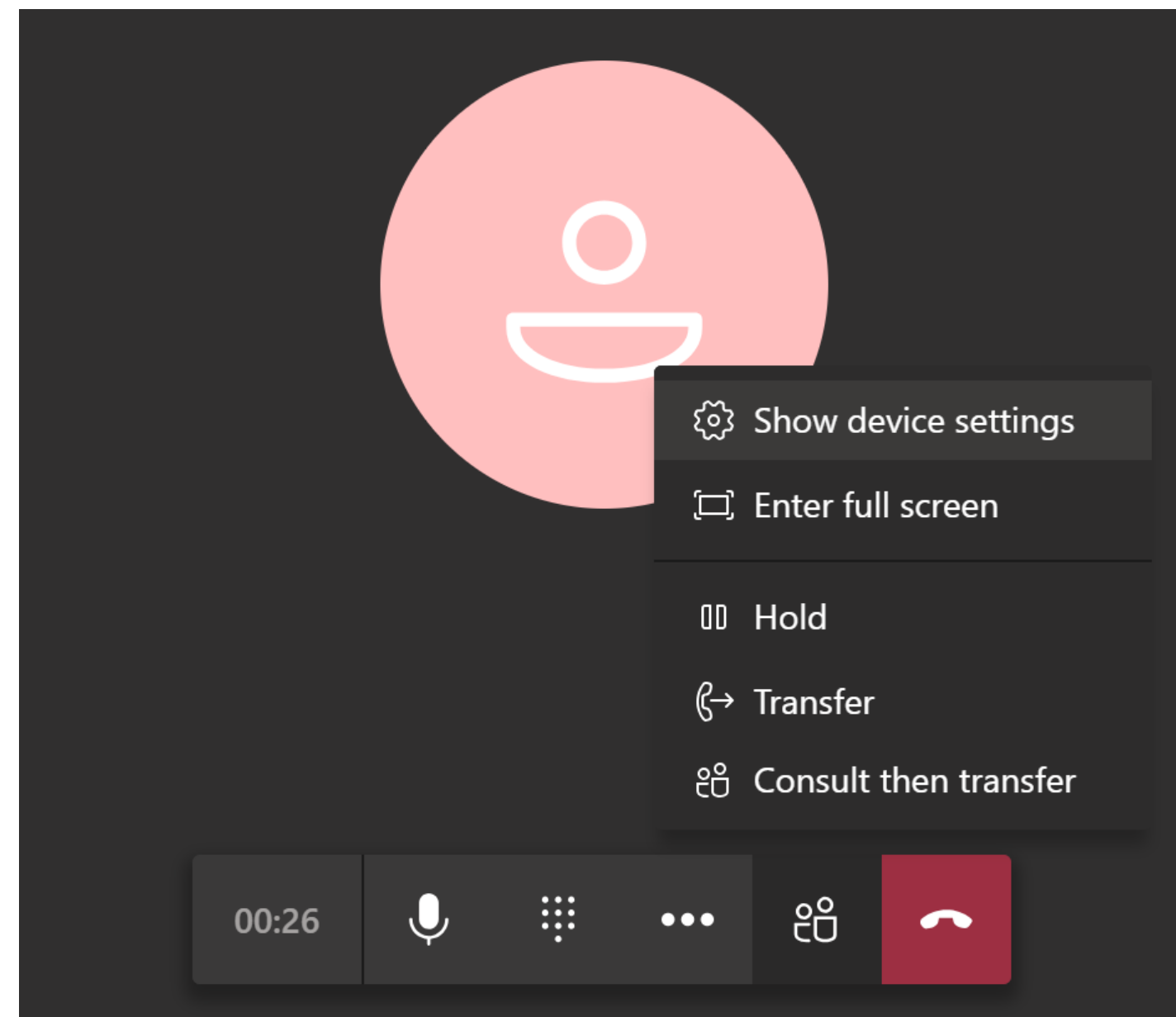
RECEIVING CALLS

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 with the 'Calls' tab selected. The 'History' view displays a list of call records. A context menu is open over the record for '+1 720-836...', showing options like '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

