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Alianza for Microsoft Teams User Guide

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TEAMS VOICE GUIDE

The Cymbus for Microsoft Teams integration uses Direct Routing to extend your suite of Business Cloud Communications voice services to the native Teams dial pad, allowing you to make and receive external calls with your own phone number on any Teams device.

This guide outlines what you need to know about using Business Cloud Communication voice services with the Microsoft Teams desktop app. For support using Teams, please refer to https://support.microsoft.com/en-us/teams.

Voice features

The following Business Cloud Communications voice features are enabled in Microsoft Teams for all calls to and from the public switched telephone network (PSTN), including calls to and from BCC extensions and phone numbers. Some features use the Teams interface, and others can be accessed via star codes.

- Auto-Attendant
- Call Block (All, Anonymous)
- Call Conferencing
- Call Forward (Always, Busy, No Answer)
- Call Hold
- Call Logs
- Call Origination and Termination
- Call Park
- Call Pickup (Directed, Group)
- Call Recording (via Teams)
- Call Rejection
- Call Screening (Type, Schedule, Number)

- Call Transfer (Blind, Supervised)
- Call Waiting
- Caller ID (Outbound)
- Caller ID Block
- Custom Schedules
- Do Not Disturb
- Extension Dialing
- Find Me/Follow Me
- Music on Hold
- Sequential Ring
- Simultaneous Ring
- Voicemail

TEAMS CALLS

Not all voice calls leverage BCC. Calls to other Teams users are handled by Teams and can use all the app's features, including video calling, screen sharing, instant messaging, chat rooms, and file transfers.

Calling
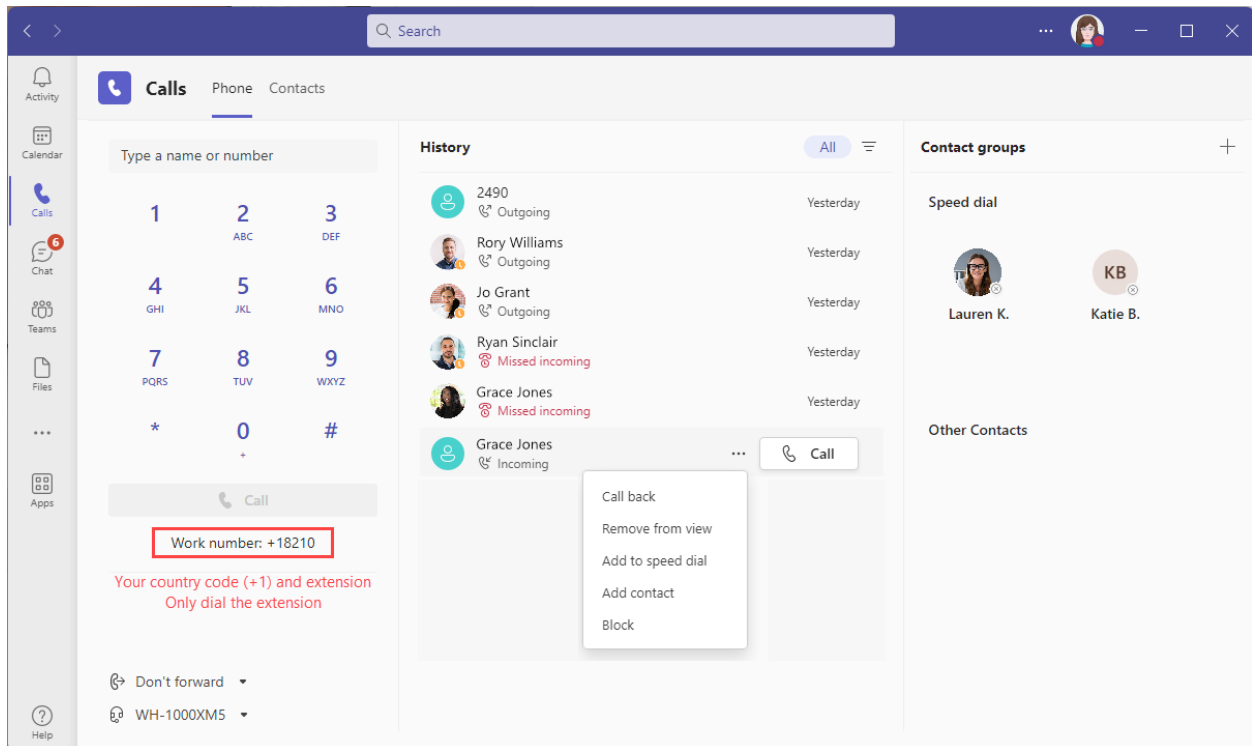
WORK NUMBER

Your work number (extension) is listed below the dial pad. It is prepended with the country code, but the country code *should not* be dialed. In the example pictured above, +1 is the country code and 8210 is the extension. For someone to reach you, they would dial extension 8210, not 18210.

Place a call

Use the dial pad to call someone inside or outside of your organization.

1. Go to **Calls**.
2. Do one of the following:
   - Enter a phone number or extension in the dial pad. Select the contact if their name comes up, then click **Call** to dial out.
   - Hover over a **History** record and click **[Call]** to redial a recent or missed call.
   - Hover over a **Speed dial** contact and click the phone 📞 icon.
   - Click on the **Contacts** tab, then locate the person you want to reach and click the phone 📞 icon.

For more information, see [Manage Calls](#) in Microsoft Teams support.

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TEAMS VS BCC CALLING

If the contact is a Teams user in your organization, the app will place a Teams-to-Teams call, even if an external phone number has been added to their contact record. To place an external call, enter the phone number in the dial pad or add a new, separate contact for their phone number. See Contacts for details.

Answer a call

Incoming calls are displayed in the corner of your screen.

- To accept the call with audio, click 📞.
- To accept the call and enable video, click 📹 (Teams calls only).
- To reject the call, click 📞.

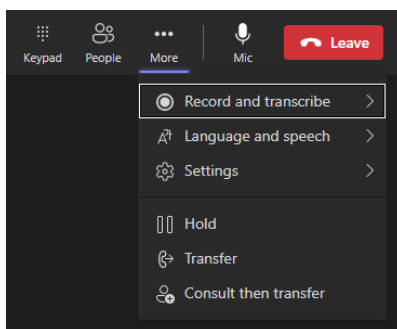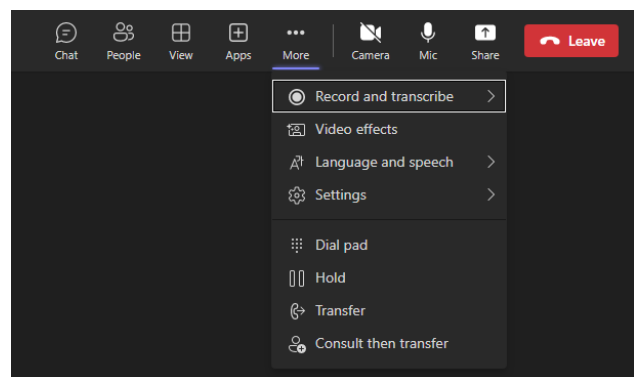**EXTERNAL BCC OR PSTN CALL**
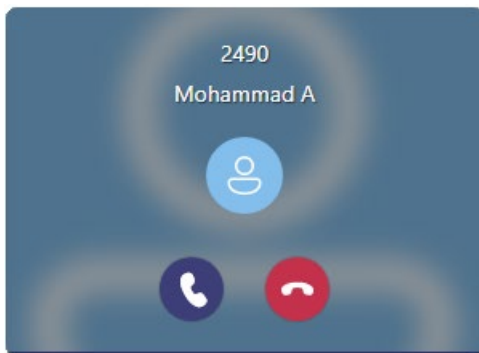
TEAMS-TO-TEAMS CALL

In-call controls

In-call controls differ based on whether the call was internal or external. To access these features, during a call, click **More** in the control bar.
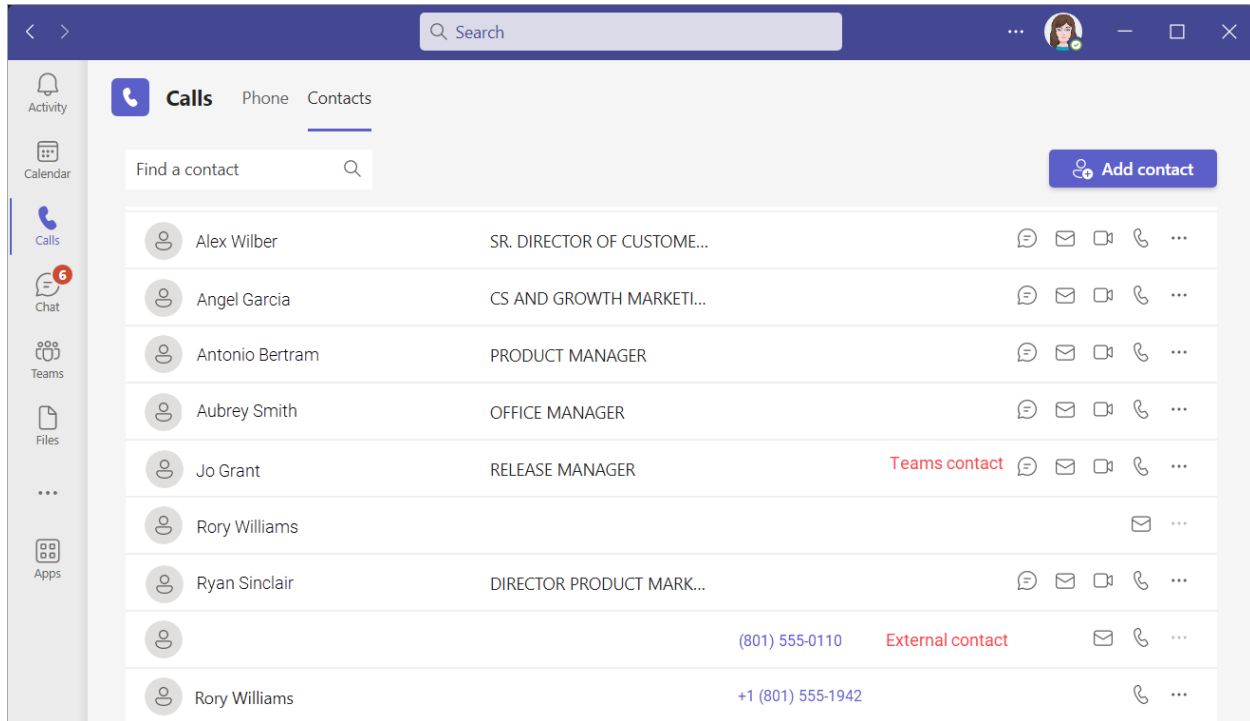
External BCC Call Controls

Internal Teams Call Controls

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Contacts

To view your Teams contacts, select **Calls** 📞 on the left and go to the Contacts tab. Here you'll find an A-Z list of all your contacts and a search bar that you can use to find someone specific.

MULTIPLE CONTACT RECORDS

Because of the way Teams handles calling, you may have two contact records for each of your colleagues: one for their Teams account, and another for their external BCC or other non-Teams phone number.

You can add an external phone number to the contact record for a Teams user, but the app may dial Teams by default rather than their phone number, which may complicate call routing. Having multiple contact records resolves this conflict and ensures you know exactly where your call is going.

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Add Teams contacts

Teams users in your Microsoft 365 tenant are not automatically added to your contact lists; however, you can search for their name in the dialer, Contacts, or Chat and add them to your contact list manually.

1. Go to Calls > Contacts tab.
2. Click **[Add contact]**.
3. Enter a name or phone number and select the person's name when it comes up.
4. Click **[Add]**. The user is added to your contact list.

Add to contacts

Type a name or number

Cancel | Add

Add external contacts

1. Go to **Calls** and select the Contacts tab.
2. Click **[Add contact]**.
3. Enter the contact's name or phone number.
   – If your query matches a user in who is part of your organization or already in your contact list, select their name when it comes up.
   – If the contact is new, click **Add**, then fill out their contact information.
4. Click **[Add]**. The user is added to your contact list.

Add to contacts

Full name*
Clara Oswald

Company | Title

Phone*

Cancel | Add

Contact management

Your Outlook contacts are automatically added to Teams. If necessary, contacts can be imported, edited, and deleted in Outlook for the Web. See Microsoft Teams support documentation for more information:

- View or add contacts in Teams
- Import contacts to Outlook
- Create, view, and edit contacts and contact lists

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Voicemail

You have two active voicemail boxes: one for Business Cloud Communications and one for Microsoft Teams. The voicemail box a caller is directed to depends on the type of call received. External calls from the PSTN or BCC to Teams will redirect to your BCC voicemail box, and internal calls from another Teams user will be directed to your Microsoft Teams voicemail box.

Voicemail is typically configured to activate after ringing unanswered for a number of seconds or if a user is unavailable (either offline or busy). This applies to both BCC and Teams voicemail services.

For calls from an external number (PSTN or BCC) to Teams, **the voicemail service with the shortest timer will activate and take the call.** If your BCC ring timeout before sending the call to voicemail is 20 seconds, we recommend setting your Teams ring timeout to 25 seconds.

You can see your BCC ring timeout setting in the Voice Portal > Call Handling.

Your Teams ring timeout setting can be modified in Settings > Calls.

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BCC voicemail transcription

The Voicemail indicator in Teams only shows messages from Teams, not BCC. The MWI on your desktop device will indicate if you have any BCC voicemail messages waiting for you. But if you don't have a desktop device or don't have it close by, you may not know when you have a message.

To ensure you don't miss anything, set up *Forward Voicemail to Email* and *Transcription* to receive an email for every message.

1. Log in to the BCC Voice Portal and go to the **Voicemail** section.
2. Under **Message Settings**, check the box for *Enable Transcription*.
3. Check the box for *Forward Voicemail to Email* to email an MP3 of the message and *Keep a copy in voicemail box* if you want to save a copy of the message in the voicemail box when it's forwarded.
4. Enter one or more email addresses in the field below separated by commas. Voicemail messages will be transcribed and sent here.
5. Click [Save].

Voicemail access

To access your BCC voicemail box, dial *98, then enter your voicemail PIN and press #.

See also Check your voicemail in Teams

MICROSOFT TEAMS SUPPORT

Visit the Microsoft Teams help & learning center for a deeper dive into using the Teams app.

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