

COMMUNITY



Microsoft Teams

# Microsoft Teams

## PRODUCT GUIDE

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## Admin Guide

### Introduction

The set-up guide below is intended for the O365 Global Admin. To complete the provisioning and set up of your Teams integration, you'll need to make sure to have the components in the checklist, as well as follow the simple instructions in the Admin set up guide.

### Requirement Checklist

- Active NetFortris Comm-unity Account
- Microsoft Phone System License add-ons (or E5 licenses) for each end user
- The name and email of your **O365 Global Admin**

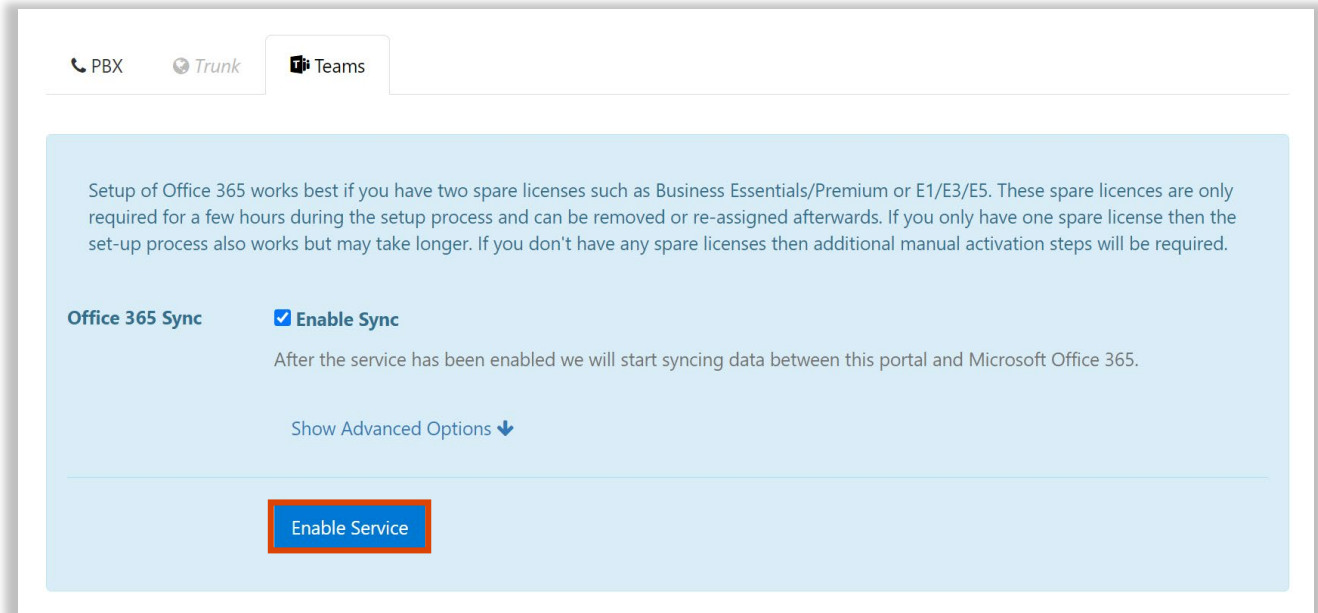
#### **Notes:**

*Phone system license must be applied AT LEAST 24-48 hours prior to syncing Team environment. Customer is recommended to check status of license prior to syncing.*

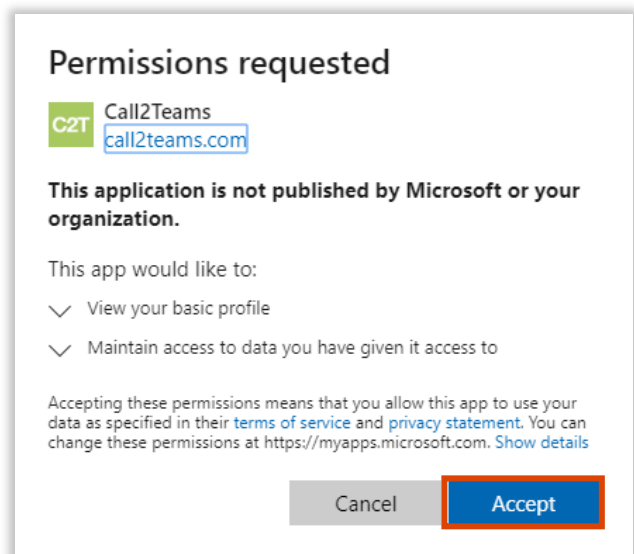
*A Microsoft Calling Plan is NOT necessary for the integration.*

*Each Comm-unity User must have a telephone number/DID and email. The User email must match the email used with their O365 user.*

## Admin Setup Instructions



1. Provide a NetFortris onboarding team member with the name and email of O365 Global Admin.
  2. Click on the emailed invitation to access the portal.
  3. Navigate to "Services", Click on the "Teams" tab, and Click **Enable Service**.  
***Note:** Keep "Enabled Sync" checked. Make sure pop-up windows are allowed.*
  4. In the next window, login using your Microsoft Global Administrator account.
- Once complete, the portal will show your MS O365 account has successfully been synced.



## Maintaining O365 Synchronization

Occasionally Microsoft may make changes, which could require a resynchronization. When this happens, go back into the admin portal and re-sync service to your O365 account.

1. In the Admin portal, click on **Users**.

**Note:** The registration column will show the status of each user.

2. To re-sync services, click on the **Sync Now** button towards the top and enter in your O365 Global Admin credentials.

**Users**  
0 of 3 PBX user licences available.

[Add User](#) [Import Users](#)

User	Service	SIP User	Registration	Calls
▶ Lena Wiese		HW-000000012345-6677890	●	↓ ↑
▶ Mollie Vox		HW-000000013524-6677890	●	↓ ↑
▶ Saffron Steele		HW-000000014352-6677890	●	↓ ↑

## User Guide

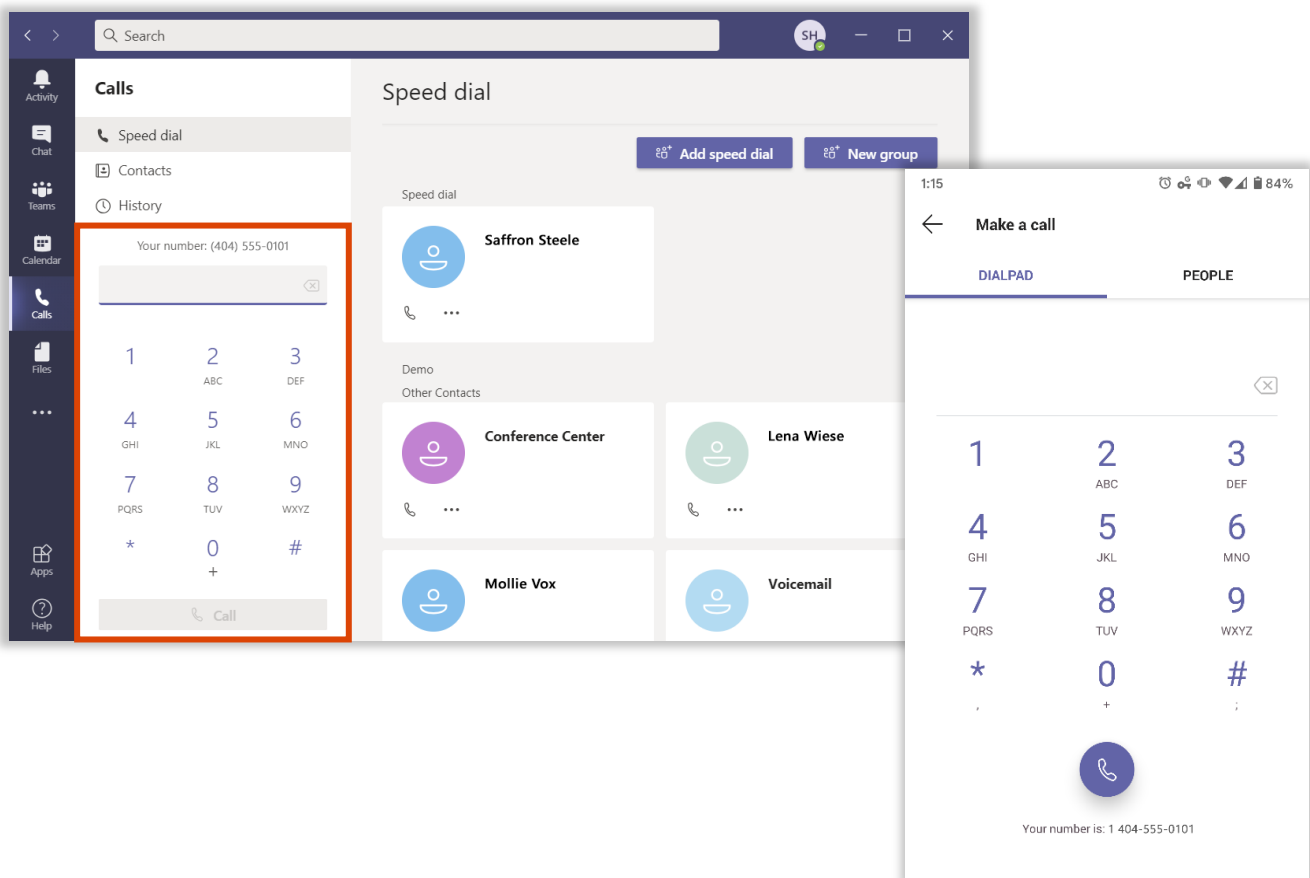
### Introduction

The following instructions are intended for your company's Microsoft Teams users.

### Placing Calls

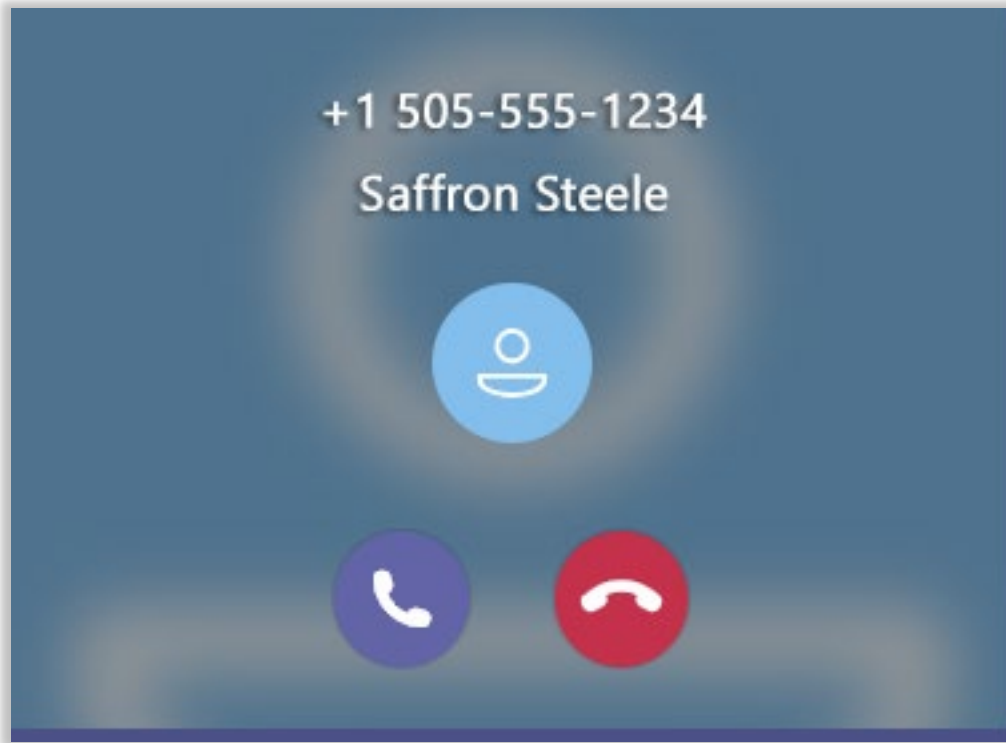
To place a call, start by navigating to the calls tab in desktop or mobile Microsoft Teams. From here, enter the number you would like to dial and click **Call**.

If you have contacts in your Call History, Contact list, or Speed Dial list, click the **Call** button next to the contact. 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.



## Receiving Calls

Calls to your NetFortris number will ring both desktop and mobile apps for Microsoft Teams. You can answer or reject calls directly from the desktop or mobile pop-up notification.



## Call History

The user's call history is integrated directly into the Microsoft Teams application. You can view call duration, time stamp, and call direction information from within the history section. Use the three-dot menu for additional functions, including callback.

The screenshot displays the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, Apps, and Help. The main area is split into two panels: 'Calls' and 'History'.

**Calls Panel:** Shows 'Speed dial', 'Contacts', and 'History' (selected). Below 'History', it displays 'Your number: (404) 555-0101' and a numeric keypad with letters associated with numbers (e.g., 2-ABC, 3-DEF).

**History Panel:** A table listing call records with columns for Name, Type, Duration, and Date.

Name	Type	Duration	Date
Voicemail	Outgoing	7s	Yesterday 1:58 PM
Mollie Vox	Missed call		Yesterday 12:56 PM
Charles Cave	Outgoing	1m 35s	Monday 1:37 PM
Lena Wiese	Incoming	7s	Monday 1:01 PM
Eve Calipso	Outgoing	3s	Monday 1:00 PM
+1 505-555-1234	Outgoing	2m 17s	10/7 3:15 PM
+1 234-567-8901	Outgoing		10/7 3:14 PM
+1 602-555-0143	Outgoing		10/7 3:13 PM
Voicemail	Outgoing	45s	10/7 12:00 PM
Edna Moda	Incoming		10/7 11:58 AM

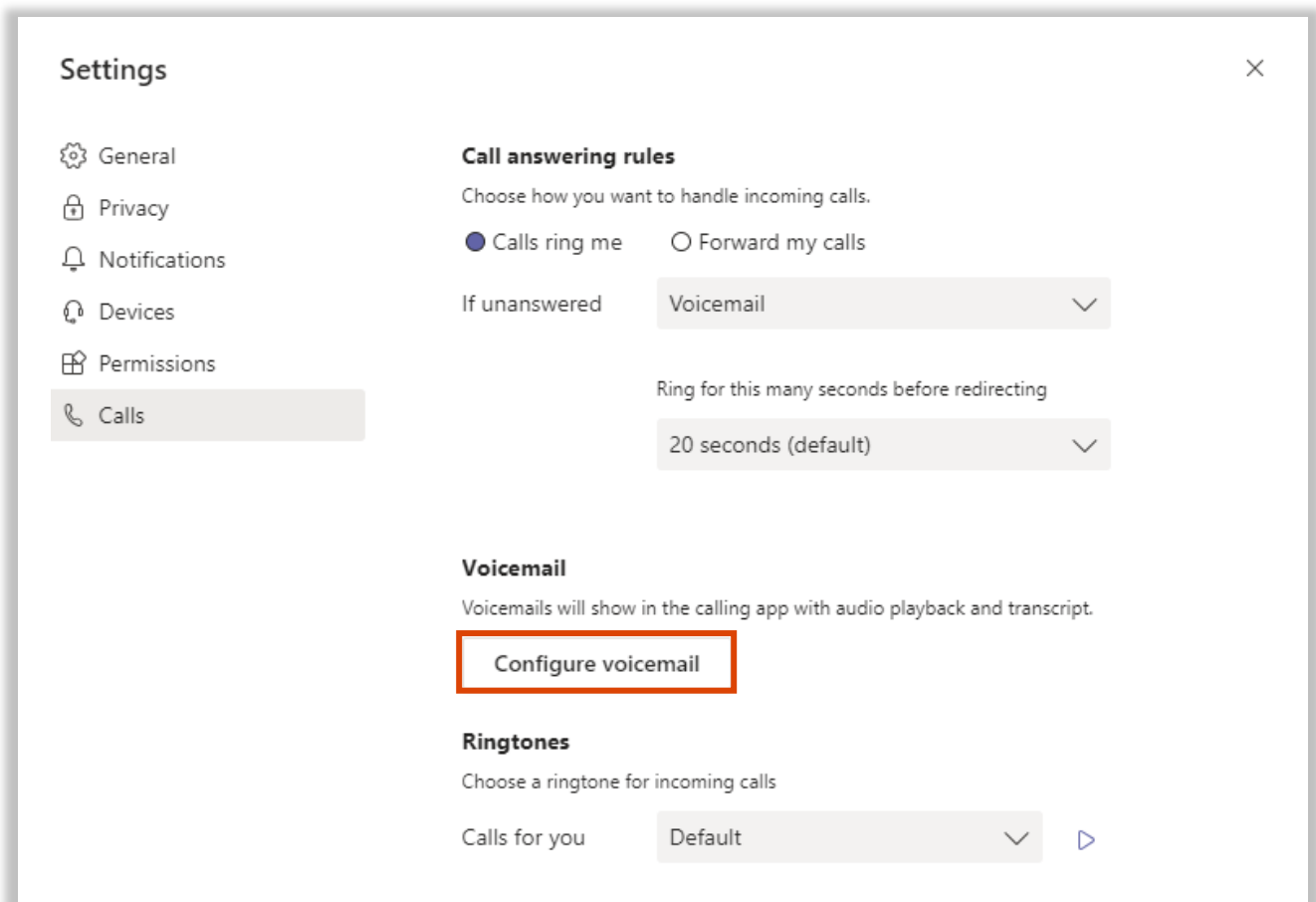


## Voicemail

Setting up your Microsoft Teams voicemail box is easy.

1. First select your avatar in the top righthand corner and select **Settings**.
2. Select **Calls** and click **Configure voicemail**.

Now, voicemails will be left directly in Microsoft Teams and accessible directly from the Calls menu.



**Note:** If your users prefer to use the Comm-unity voicemail system, please contact your system administrator.