## SIPWorks / Microsoft Teams Integration

To setup a user in the Microsoft Environment to use Direct Routing with the SIPWorks Cloud PBX there are several steps that need to be completed. You will need to have Microsoft Teams Admin permissions to complete the setup.

Assign the User to be able to use direct routing and allow calling (must have correct licenses assigned)

Go to Manage Users in the Teams Admin section

	Microsoft Teams admin	n center		P	Search - Preview					E	a 🐵	? 😡
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ŵ	Dashboard		Manage users							(	Action	; ~
1x1 -	Teams	~	You can manage Audio Conferencing set to Admin center > Users to manage othe	tings, policies, phone numbers, a r user settings such as adding or	nd other features for people in y deleting users, changing passwi	our organization. Go ords. and assigning						
RR	Users	^	licenses. Learn more	· · · · · · · · · · · · · · · · · · ·								
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	External access		✓ Display name	Username	Phone number	Location	Policies assigned	Directory status (i)	Audio Conferencing ③		Phone !	iyst >
8	Teams devices	~										
BB ·	Teams apps	~										
6	Voice	^										



Edit Each Users settings to assign an extension number:

Assign	phone	number

Fill out the details for each user:

**Phone number type:** Direct Routing

**Assigned phone number:** This should be the users extension

**Phone number extension:** This field should be left blank

Press Apply when the two fields are populated

Phone number type	
Direct Routing	

Assigned phone number

Phone number extension

## **Emergency location**

Select a location within the country or region where emergency services must arrive when a call comes from this phone number. If your organization has more than one physical location, it's likely that you'll need more than one

Apply

Cancel

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Change the User's Policy to allow them to use the Voice routes:

Account	Teams	Voicemail	Meetings 8	k calls •	Teams devices	Policies	Usage
et. 111 - 17-1-		. 1		Voice rou	uting policy		_
Find the Voic use the SIPW	e Routing Po orksCloud P	olicy and edit it olicy	to	SIPWo	rksCloud		~

You should now be able to make outbound calls from the Microsoft Teams Application.

If using the Teams Voicemail configure the Voice Tab to ring the devices and send to voicemail after 20 seconds as indicated in the example below

Account	Apps	Teams	Voice	Voicemail	Meetings & calls •	Teams devices	Policies	Usage
Outbound	calling							
Dial-out setting	gs for calling							
Any destinat	ion		~					
Call answer	ing rules							
Configure the	group call pi	ckup, deleg	ation, simulta	neous ringing, a	nd call forwarding setting	gs for		
Ring		devices						
O Be immed	liately forwar	ded						
Also allow								
None		~						
If unanswered	amail	Ring	for this many	seconds before	e redirecting			
Send to void	emaii	20	seconds (der	auit) 🗸				
Save	Can	cel						