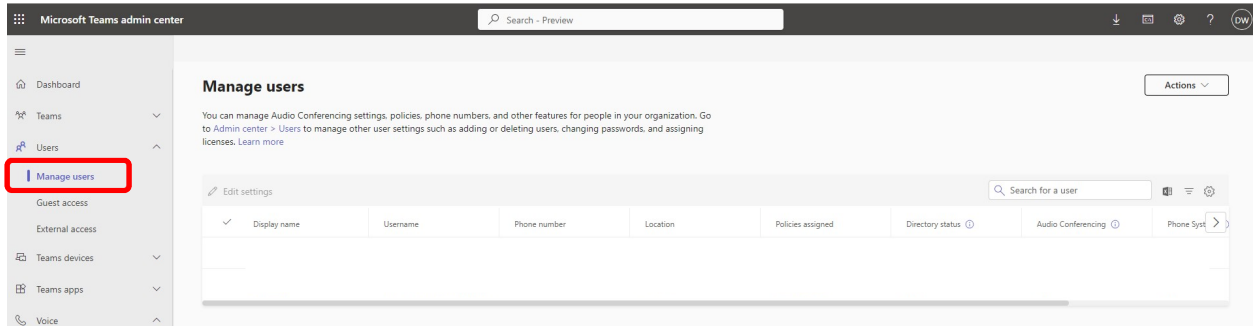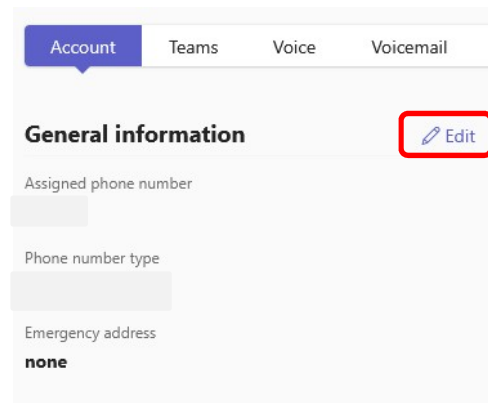# SIPWorks / Microsoft Teams Integration

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

Edit Each Users settings to assign an extension number:

SIPWorks / Microsoft Teams Integration

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

Assign phone number

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.
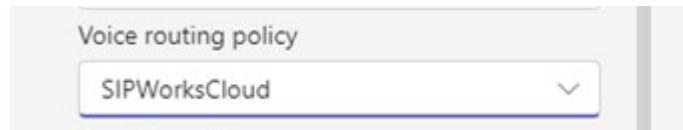If your organization has more than one physical location, it's likely that you'll need more than one

Apply   Cancel

SIPWorks / Microsoft Teams Integration

Change the User's Policy to allow them to use the Voice routes:
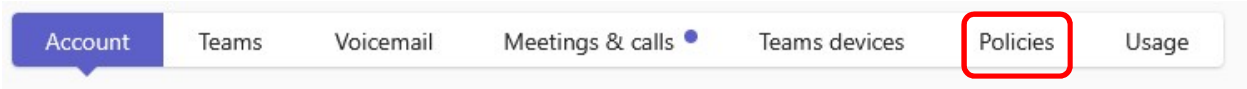
Find the Voice Routing Policy and edit it to use the SIPWorksCloud Policy

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