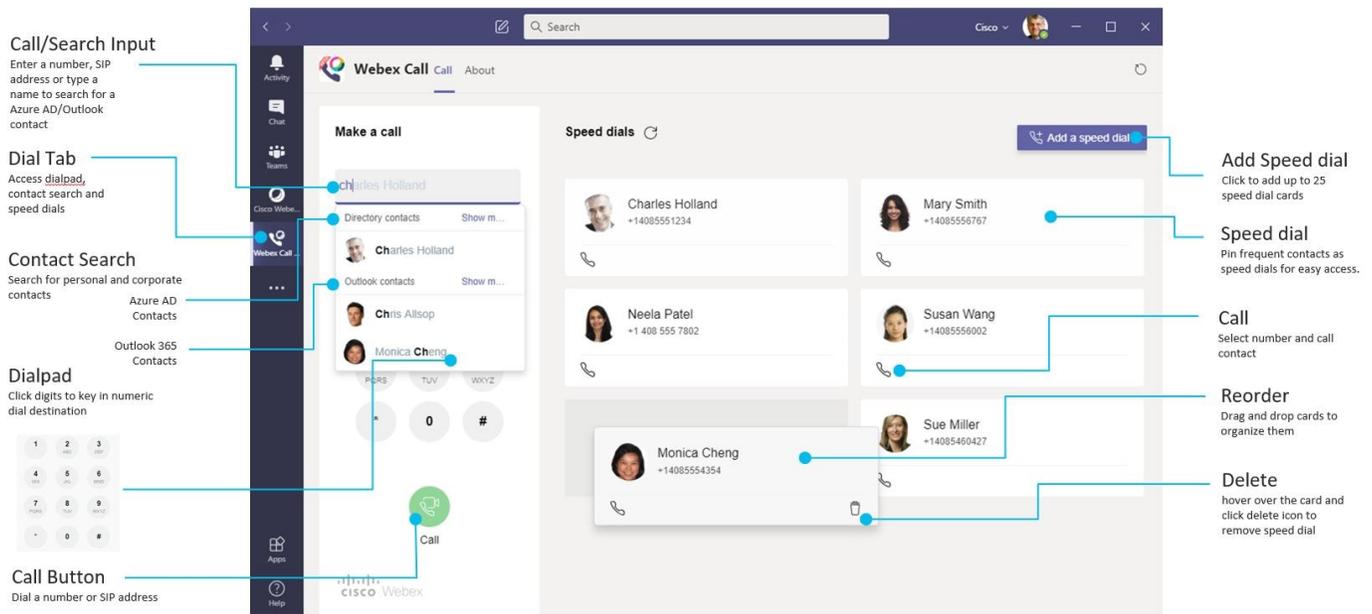




Enhance your Microsoft Teams experience by installing an Add-In that lets you launch the UC-One Softphone application for voice and video calls from Microsoft Teams.



## For Microsoft Teams Users – Easily make calls with Microsoft Teams

Call using a dial pad or turn a chat conversation into a call using Microsoft Teams for Windows or Mac. Call your Azure directory and Outlook contacts and add these contacts as speed dials. See the steps below for more information.

## First Time Users – Permissions

When you first use this app (or sign out of Microsoft Teams) you're asked to grant permission to search contacts and interact with Microsoft Teams.

## For Administrators – Configure Webex Teams Calling for Microsoft Teams

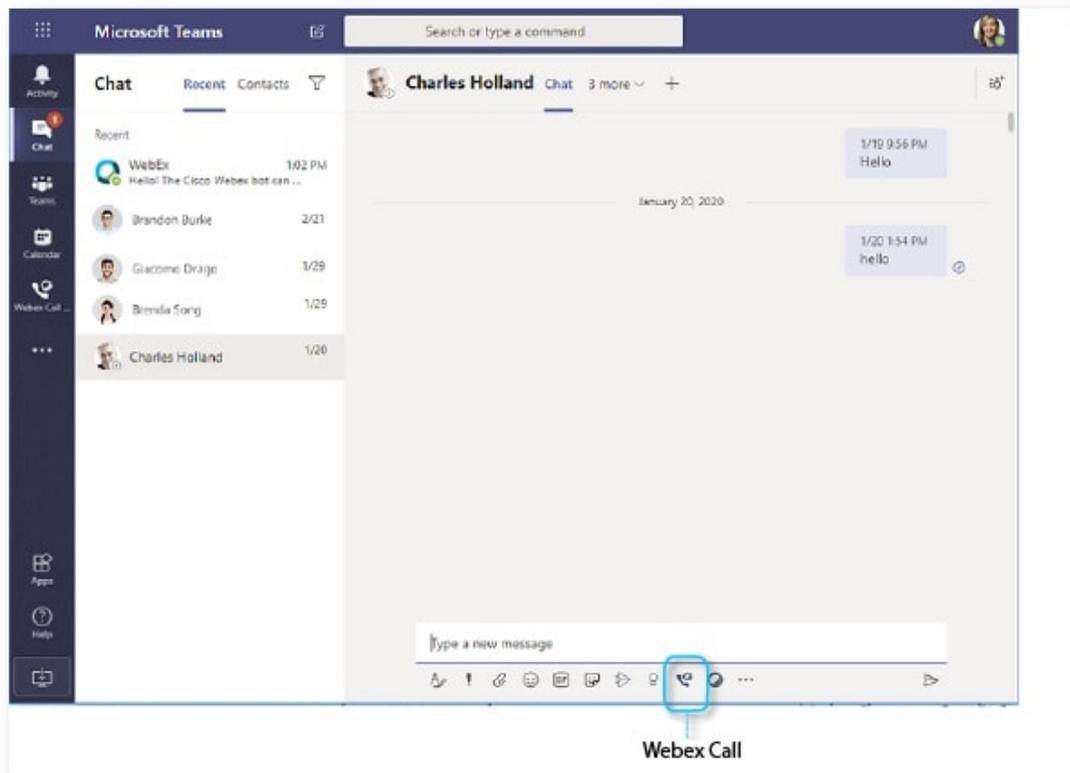
Refer to the configuration guide for UC-One Add-in for Microsoft Teams to help with the initial setup for the client configuration.

## Make a Call in the Conversation Tab

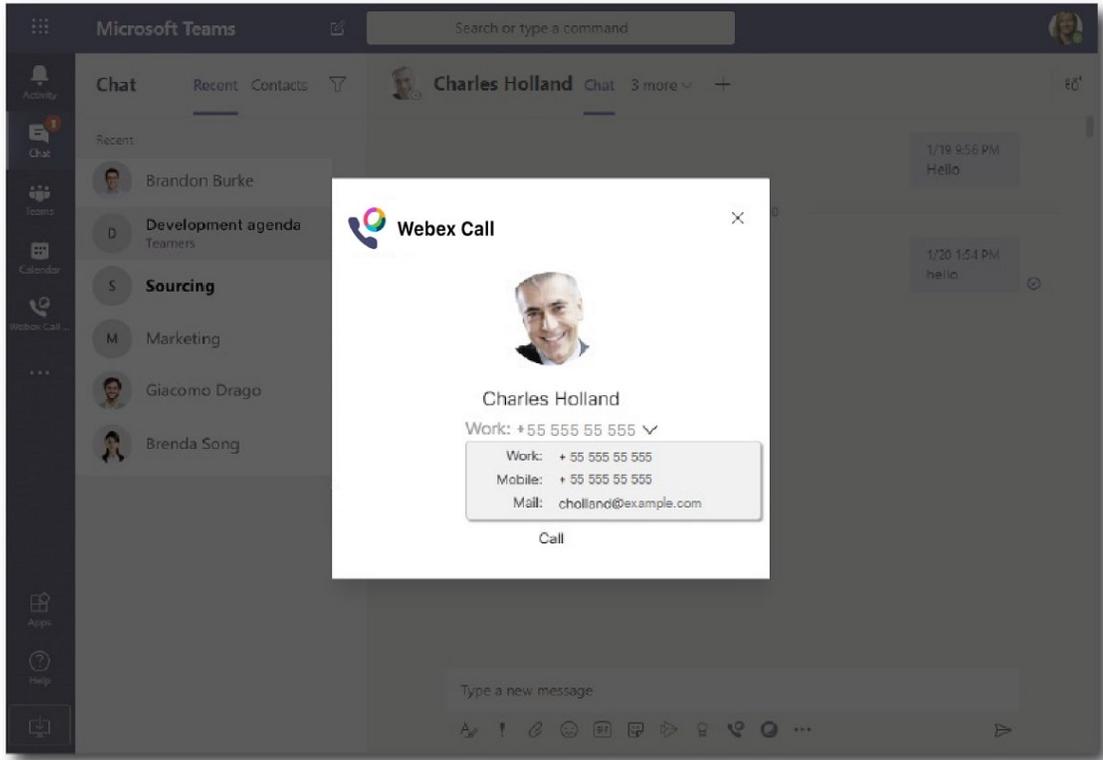
### Before you begin

Make sure your administrator or your team space owner has installed the Webex Calling app in Microsoft Teams. If it's installed, you'll see the Webex Call icon in the app bar. Also make sure you have UC-One running and logged in on the computer you are using.

1. When you're chatting with someone, click **Webex Call** at the bottom of the window.



2. Select the default number under the contact to get more calling options in the drop-down menu.



3. Click **Call**. The UC-One app will open in a new window and begin attempting to connect your call.

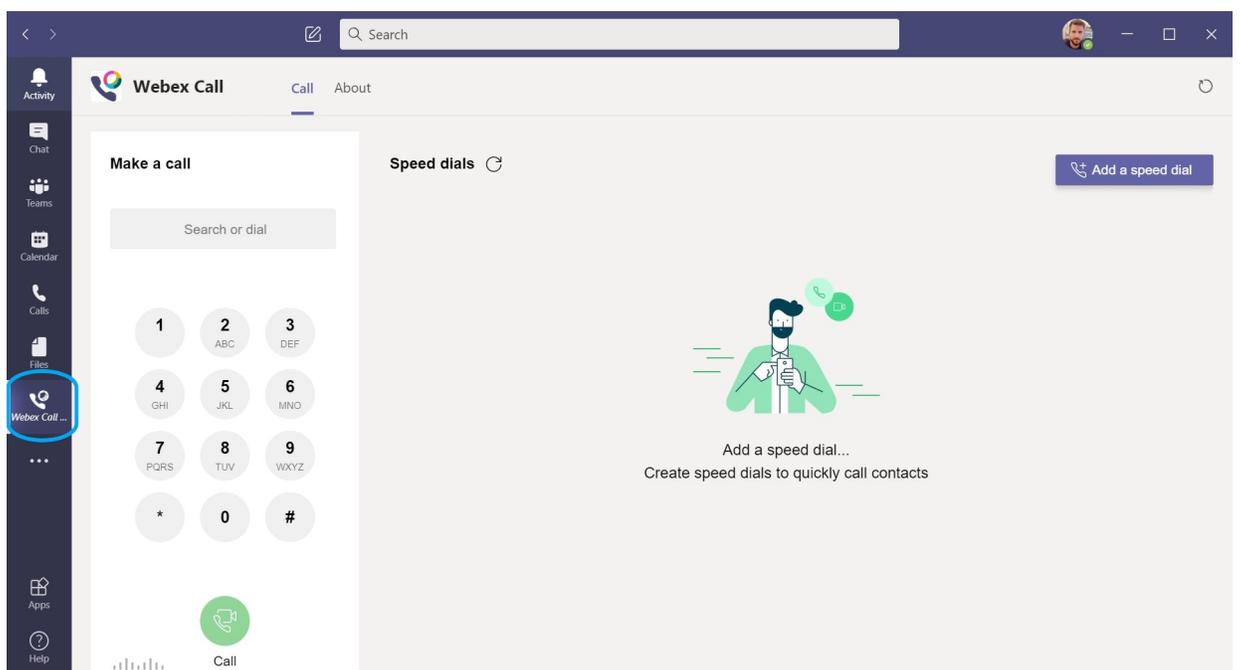
## Make a Call Using the Dial Pad

You can make a call to a number, Azure directory or Outlook contact using the UC-One Add-in for Microsoft Teams using the Webex Call dial pad.

### Before you begin

Make sure your administrator or your team space owner has installed the Webex Call app in Microsoft Teams. Also make sure you have UC-One running and logged in on the computer you are using.

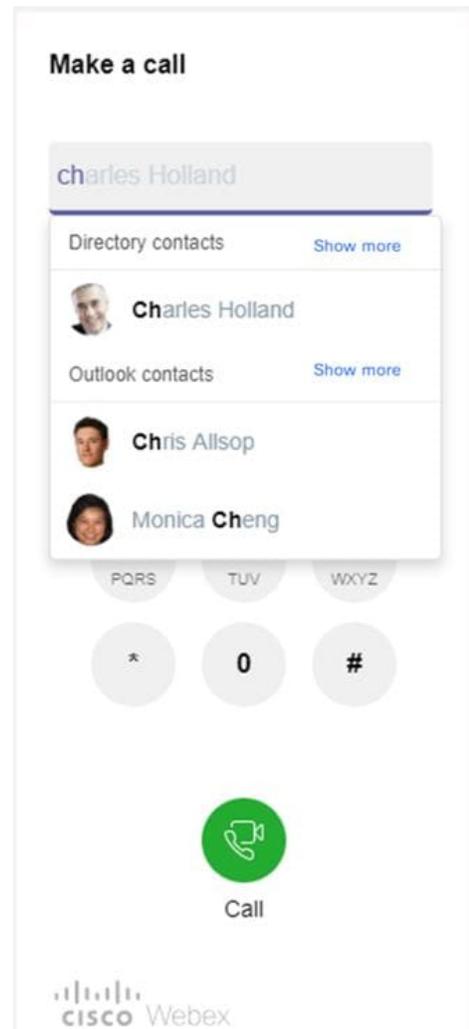
1. In the team space, on the app bar, click **Webex Call**.



2. Start typing a name or telephone number of the person you want to call.

If you type a name, it will search your Azure directory as well as your personal Outlook contacts.

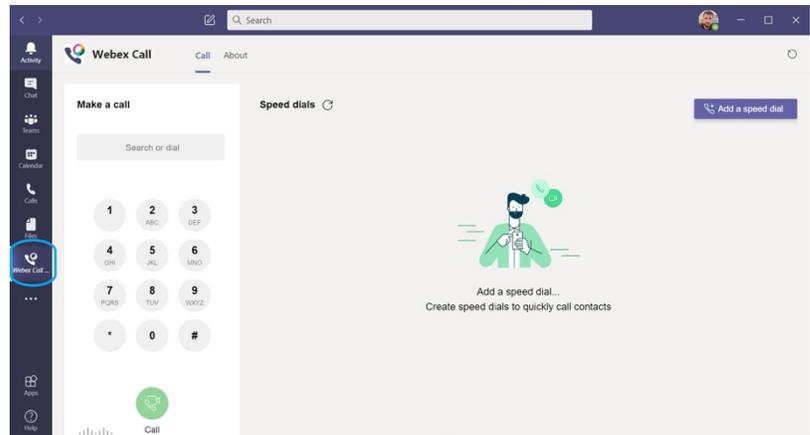
3. Click on the suggested contact you want to call.
4. Click **Call**. The UC-One app will open in a new window and begin attempting to connect your call.



## Speed Dials for Webex Teams Calling in Microsoft Teams

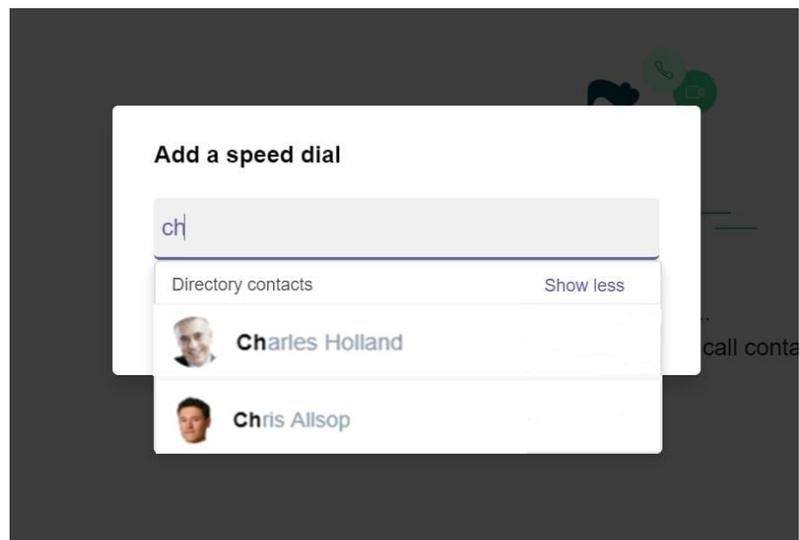
Add and manage up to 25 contacts as speed dials from your Azure directory and Outlook contacts, so you can call your most frequent contacts quickly and easily with your UC-One Add-in for Microsoft Teams. The Webex Calling app will save your speed dials to your Microsoft 365 profile. The indicator next to the speed dial title will indicate when speed dials are being saved to the Microsoft cloud.

1. In the team space, on the app bar, click **Webex Call**.



2. Click **Add a speed dial**.
3. Search for the contact by typing their name.

The search results show both Directory and Outlook contacts.



4. Click on the contact, then click **Add**.
5. Manage your speed dials in the following ways:
  - a. **Arrange your speed dials on the screen** – Click and drag your speed dials to change the order of how they appear on the screen.
  - b. **Remove a speed dial** – Click on the trash can icon to delete a speed dial.

# Configuration Guide for UC-One Add-in for Microsoft Teams

## Before you begin

- ⇒ Verify that users have activated accounts for UC-One and they should be successfully able to utilize the UC-One app for making calls.
- ⇒ Make sure your users have the UC-One desktop app installed and are logged in.
- ⇒ Make sure you have Administrator rights for Microsoft Teams
- ⇒ Make sure users' phone numbers are updated in the Azure Active Directory

## Setting up Permissions

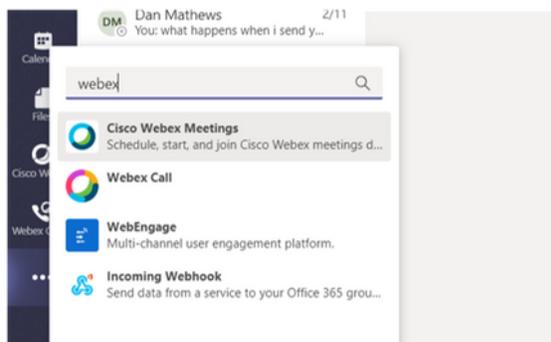
Go to Microsoft Teams Admin Center.

- From the menu on the left, click **Teams Apps > Manage Apps**.
- In the search box, search for **Webex Call**, and in the search results, click on the app name.
- Toggle on the app status to **Allowed**.
- From the menu on the left, go to **Teams apps > Setup policies**.
- Select the policy for your organization.
- Click **Add > Add Apps**, then search for Webex Call and click **Add**. Click **Add** at the bottom of the screen to confirm.
- Click **Save**.
- It can take up to 24 hours for changes in Microsoft Teams to take effect.

## For Users

Make sure your administrator or your team space owner has installed the **Webex Call** app in Microsoft Teams. If it's installed, you'll see the Webex Call icon in the left panel/bar or if you select the three dots in the left panel/bar and search for Webex Call.

Clicking ●●● allows tabs to be added to left bar

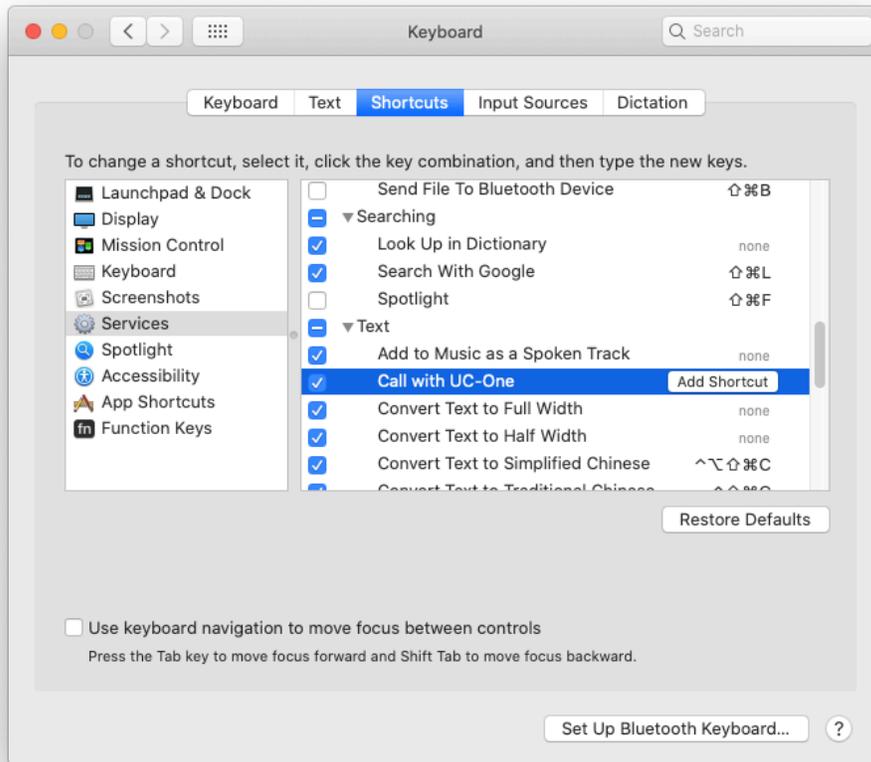


## Windows Users

For Windows, when you make the first call, you may have to set UC-One as the default calling app after you click the phone number of the person you want to call. Make sure you select the "Always use this app" checkbox.

## Mac OS X Users

Click on **Microsoft Teams** in the menu bar and go to **Services > Services Preferences...** Under **Services** locate the “**Call with UC-One**” check box and enable it. Then close out of the preferences.



## UC-One Settings/Options

The following settings in UC-One are recommended for the user:

- Under **Options > General**: Enable auto-starting UC-One by selecting “run program when system starts” and “save login” options.
- Under **Calling** menu, select “**Dialing Service**” to set default calling type – audio or video or call from phone.
- Under **Outgoing Calls**, disable “Review before Dialing” to allow the call to automatically send if desired.