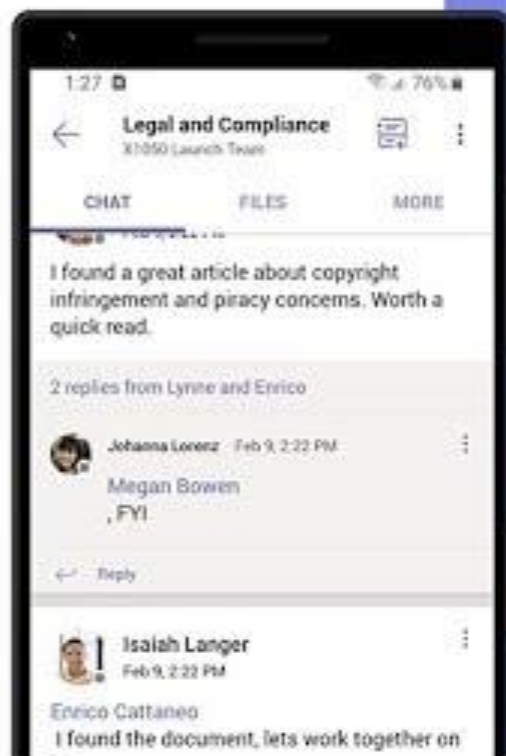


Microsoft Teams

# Welcome to Teams



The screenshot shows the Microsoft Teams application store interface. On the left is a dark sidebar with navigation options: Activity, Chat, Teams, Calendar, Call, Files, and a menu icon. Below these are categories like 'All', 'Personal apps', 'Bots', 'Tabs', 'Connectors', 'Messaging', 'Built for Tel Aviv AB', 'Top picks', 'Popular apps', 'What's new', 'Analytics and BI', 'Developer and IT', 'Education', 'Human resources', 'Productivity', 'Project management', 'Sales and support', 'Social and fun', and 'Upload a custom app'. The main content area displays the 'Tel Aviv' app by 'Tel Aviv AB'. It features a green and black logo, an 'Add' button, and sections for 'About', 'Permissions', 'Tel Aviv Teams application', 'Personal app', and 'Permissions'. The 'About' section describes the app's functionality for managing call groups and settings. The 'Tel Aviv Teams application' section provides a live overview and lists features like caller ID, call routing, and recording. The 'Personal app' section notes it tracks important content and info. The 'Permissions' section lists access to messages, profile information, and language preferences. At the bottom, a privacy policy link is provided.

Search

Activity

Chat

Teams

Calendar

Call

Files

Apps

Help

Upload a custom app

Social and fun

Sales and support

Project management

Productivity

Human resources

Education

Developer and IT

Analytics and BI

What's new

Popular apps

Top picks

Built for Tel Aviv AB

Messaging

Connectors

Tabs

Bots

Personal apps

All

Tel Aviv

Tel Aviv AB

Add

About

Permissions

**Tel Aviv Teams application**

Access live overview of your call groups and administer your Tel Aviv settings right from Microsoft Teams.

With our app you are in full control of your Tel Aviv Telephony and PBX. Set callerID, incoming call routing, recordings, sounds, voicemails, mobile data etc. As an agent you are also able to log in and out of your huntgroups, see stats and live monitor incoming calls to your team, set opening hours and much much more.

Tel Aviv for Teams will grow in functionality and more collaborative features will added in future such as channels for improved notifications and collaboration.

**Personal app**

Keep track of important content and info

Created by: Tel Aviv AB

Version 1.0.9

**Permissions**

This app will have permission to:

- Receive messages and data that I provide to it.
- Access my profile information such as my name, email address, company name and preferred language.

By using Tel Aviv, you agree to the [privacy policy](#) and [terms of use](#).



**What do I need to integrate  
Telavox into teams?**

# Telavox integration into Teams - what it is?

1. **DIRECT ROUTING.** We enable external calling from within MS Teams, i.e. incoming and outgoing calls to landline and mobile phone numbers. In such a way you can call to people outside MS Teams (e.g. your customers) and accept incoming phone calls via MS Teams softphone functionality (e.g. customer support calls)
2. **TELAVOX APPLICATION FOR TEAMS - optional.** This is a “nice to have” part of our proposition towards MS Teams. Telavox application for MS Teams gives your simple control functions of your Telavox account and PBX services - you do not need to switch between MS Teams and Telavox interfaces to have access to both environments.

# How to set up Direct Routing in Teams

---

1

Check that you have correct license from Microsoft.

2

You also need either a Phone System add-on or a Business Voice add-on from Microsoft.

3

Telavox will configure the PBX to establish direct routing with Microsoft 365. When that's done, we'll send you the phone numbers.

4

Now, all you need to do is to configure the users in Microsoft 365 and in Telavox Admin.

5

All done! Your telephony solution is now automatically connected to the users and phone numbers in the system.

# Is it mandatory to have the Telavox app in Teams?

No. Telavox integration with Teams consists of two parts:

- **Backend PBX integration** - the most important part. This enables direct routing in Teams so that users can make and receive external calls. The telephony user interface is a part of Teams.
- **Telavox application** - this is an optional part from technical perspective. Users can choose if they want to have Telavox PBX functions as part of Teams environment or as a stand-alone application or web interface

# Where can I get the Telavox app for Teams?

- Short-term solution - <https://telavox.com/integration/microsoft-teams/>
- [Guide for installation](#)
- Long-term solution - the Telavox app is in the process of being approved by Microsoft. When approved, the app will be available in the app store in Teams





**Pricing**

**Telavox does not sell Microsoft licenses.**

**Please contact your partner for Microsoft license  
information**

# I have Teams → I would like to call with it, what do I need?

## I need to have:

<b>I have:</b>	MS Phone System or Business Voice add-on	Telavox user license	Telavox PBX package	Telavox MS Teams integration add-on
MS 365 E5	Included*	Fixed or Mobile	No requirements	Yes
MS 365 E3	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 E1	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 Business Basic	Business Voice	Fixed or Mobile	No requirements	Yes
MS 365 Business Standard	Business Voice	Fixed or Mobile	No requirements	Yes
MS 365 Business Premium	Business Voice	Fixed or Mobile	No requirements	Yes

\* MS 365 E5 License already includes Phone System add-on

**Important:** Note that the Phone System feature set for Skype for Business is different from the Phone System feature set for Teams.

# I have Teams → I would like to call with it, what do I need?

## EXAMPLE E5 license

### I need to have:

I have:	MS Phone System or Business Voice add-on	Telavox user license	Telavox PBX package	Telavox MS Teams integration add-on
<b>MS 365 E5</b> 556,80 SEK	Included* 0 SEK	Fixed or Mobile Mobile 299 SEK	No requirements	Yes 15 SEK
MS 365 E3	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 E1	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 Business Basic	Business Voice	Fixed or Mobile	No requirements	Yes
MS 365 Business Standard	Business Voice	Fixed or Mobile	No requirements	Yes
MS 365 Business Premium	Business Voice	Fixed or Mobile	No requirements	Yes

\* MS 365 E5 License already includes Phone System add-on 70 kr/mån

**Important:** Note that the Phone System feature set for Skype for Business is different from the Phone System feature set for Teams.

# I have Teams → I would like to call with it, what do I need?

## EXAMPLE Business Basic license

I need to have:

I have:	MS Phone System or Business Voice add-on	Telavox user license	Telavox PBX package	Telavox MS Teams integration add-on
MS 365 E5	Included*	Fixed or Mobile	No requirements	Yes
MS 365 E3	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 E1	Phone System	Fixed or Mobile	No requirements	Yes
MS 365 Business Basic 43,70 SEK	Business Voice 100 SEK	Fixed or Mobile Mobile 299 SEK	No requirements	Yes 15 SEK
MS 365 Business Standard	Business Voice	Fixed or Mobile	No requirements	Yes
MS 365 Business Premium	Business Voice	Fixed or Mobile	No requirements	Yes

\* MS 365 E5 License already includes Phone System add-on

**Important:** Note that the Phone System feature set for Skype for Business is different from the Phone System feature set for Teams.

# Microsoft Priser

**EXAMPLE**

Priser är lite klurigare iom det kan variera hur du köper din licens, en licens återförsäljare kan ge billigare pris. Tex en CSP kan även paketera annorlunda. Tex ATEA, Telia m.m säljer sådana licenser direkt och kan då sälja licenser som inte är tillgängliga för "allmänheten", jag som end user och köper direkt via Microsoft cloud portal, kommer inte åt vissa tillägg.

<https://partner.microsoft.com/en-GB/membership/cloud-solution-provider>

## First line workers licenser

- F3 (87,40 kr/mån) --> med add on "phone system"

## Enterprise licenser ( de vanligaste för företag över 300)

- E1 (69,90kr/mån - 87,40 kr/mån) --> Med add on "phone system"
- E3 (203,70 kr/mån - 326 kr/mån ) --> Med add on "phone system"
- E5 (356,60 kr/mån - 556,80 kr/mån)--> phone system ingår

<https://www.microsoft.com/sv-se/microsoft-365/business/compare-more-office-365-for-business-plans?market=se>

<https://www.microsoft.com/sv-se/microsoft-365/compare-microsoft-365-enterprise-plans?market=se>

## Phone system kostar ca 69,90 kr per mån/user

**Business licenser (max 300 per bolag, sedan måste du köpa enterprise) (sedan 21 april i ett 70 tal länder kan man lägga till Direct routing om du köper med "without calling plan")**

- Microsoft 365 Business Basic (43,70 kr/mån) --> med tillägg Microsoft 365 Business Voice
- Microsoft 365 Business Standard (109,20 kr/mån) --> med tillägg Microsoft 365 Business Voice
- Microsoft 365 Business Premium (174,70 kr/mån) --> med tillägg Microsoft 365 Business Voice

<https://www.microsoft.com/sv-se/microsoft-365/business?market=se#office-CustomSpacingTemplate-hwqancq>

Microsoft 365 Business Voice kostar ca 100 kr/mån/user (kan endast beställas av vissa certifierade licens partners). Fick denna infon av ADDPRO i förrgår. Hittar inte priset själv iom jag inte kommer åt den infon.

<https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice>

# Official Microsoft prices in Sweden, May 2020

## Office 365 E1

- Webbaserade Office-appar och företagstjänster. Office-skrivbordsapparna ingår inte
- Få e-post, fillagring och fildelning, möten och snabbmeddelanden
- Med säkerhet och övervakning i fem lager kan du garantera att dina data är i trygga händer
- Garanterad drifttid på 99,9 procent

69,90 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

[Köp nu](#)

Prices for Business Voice and phone system add-on are secret apparently

556,80 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

## Microsoft 365 E5

Få tillgång till de senaste produkterna och funktionerna i Microsoft 365, inklusive Advanced Threat Protection, säkerhet och samarbete.<sup>1</sup>

[Kontakta säljteamet](#)

[Mer information >](#)

326,00 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

## Microsoft 365 E3

Få tillgång till de viktigaste produkterna och funktionerna i Microsoft 365 för att på ett säkert sätt öka produktiviteten och innovationen på arbetsplatsen.<sup>1</sup>

[Kontakta säljteamet](#)

[Mer information >](#)

Få sex månader kostnadsfritt med ett årsabonnemang.<sup>3</sup>

Microsoft 365  
Business Basic  
(tidigare Office 365  
Business Essentials)

43,70 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

[Köp nu](#)

Kundvagnen visar  
kampanjpriset.<sup>5</sup>

Microsoft Teams ingår för enkelt distansarbete.

Microsoft 365  
Business  
Standard  
(tidigare Office 365  
Business Premium)

109,20 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

[Köp nu](#)

Prova gratis i en  
månad<sup>4</sup>

Microsoft Teams ingår för enkelt distansarbete.

Microsoft 365  
Business  
Premium  
(tidigare Microsoft 365  
Business)

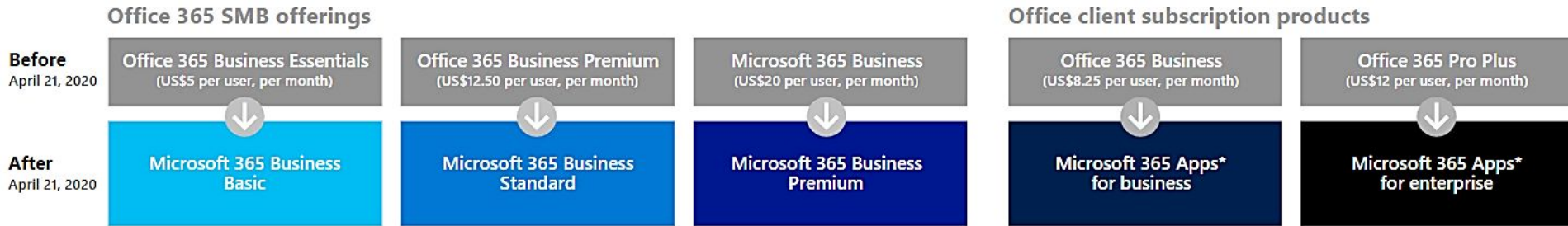
174,70 kr  
användare/månad  
(årsabonnemang)

Pris exklusive moms.

[Köp nu](#)

Prova gratis i en  
månad<sup>4</sup>






# Microsoft licenses - old names vs new names



- **Microsoft 365 F1 (New):** rolled out April 1, 2020. Provides the foundation of a secure and connected experience for Firstline Workers. It includes products like Microsoft Teams, SharePoint, Yammer, Stream, and Enterprise Security + Management. This plan costs \$4 per user, per month.
- **Microsoft 365 F3 (Updated):** Has been in market for a while and is renamed from “Microsoft 365 F1” to “Microsoft 365 F3” on April 1, 2020. It includes all the features in Microsoft new firstline plan, plus additional capabilities to enhance worker productivity and innovation. This plan costs \$10 per user, per month.



# PBX services (not mandatory for the integration)

<h3>Free</h3> <p>Välj 1 växeltjänst</p> <p>0 kr/mån</p> <p><a href="#">Kom igång</a></p> <p>Testa Flow gratis hur länge du vill. Ett gratis huvudnummer med köfunktion ingår. Registrering online.</p>	<h3>Business</h3> <p>Upp till 3 växeltjänster</p> <p>300 kr/mån</p> <p><a href="#">Kontakta sälj</a></p> <p>För företag som behöver en växel för hantering av inkommande samtal.</p>	<h3>Enterprise</h3> <p>Upp till 8 växeltjänster</p> <p>600 kr/mån</p> <p><a href="#">Kontakta sälj</a></p> <p>För större företag som behöver en fullskalig växellösning.</p>	<h3>Unlimited</h3> <p>Obegränsat antal växeltjänster</p> <p>Offert</p> <p><a href="#">Kontakta sälj</a></p> <p>Paketet utan begränsningar för företag med många kontor.</p>	
<h3>Välj mellan nedanstående växeltjänster</h3>				
 <b>KNAPPVAL</b>	 <b>KÖSYSTEM</b>	 <b>RÖSTBREVLÅDA</b>	 <b>FAXBREV LÅDA</b>	 <b>ANSLUTNING</b>
Knappval styr samtalen till rätt avdelning och person.	Fördela inkommande samtal på ett antal kömedlemmar.	Låter den inringande tala in ett röstmeddelande.	Få inkommande fax direkt till mejlen som en PDF.	Anslut konferenstelefonen, analoga fax eller porttelefon.



**Important to know**

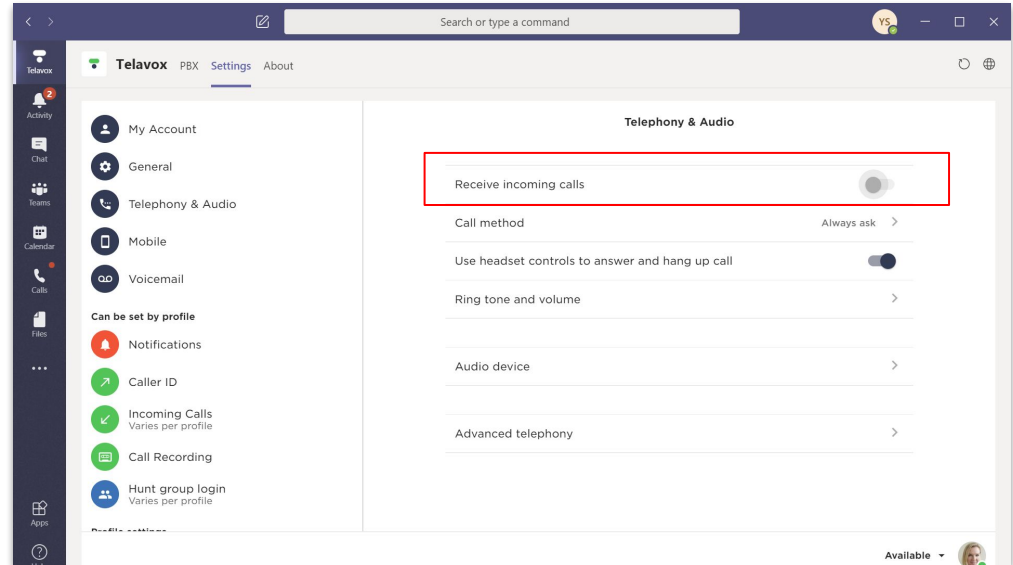
# Presence case

	Case	Presence in TELAVOX		Presence in TEAMS		Status	Action needed
		Current	Desired	Current	Desired		
<b>Incoming</b>							
1	Incoming external call answered in Teams						None
2	Incoming external call answered on Mobile (using Telavox MEX)						API to signal from Telavox to MS.
3	Incoming external call answered on Mobile (using 'ALSO RING' IN TEAMS)						None
4	Incoming external call answered in Flow						API to signal from Teleavox to MS.
5	Incoming call from Teams colleague answered in Teams						API to signal from MS to Telavox for call
6	Incoming call from Teams colleague answered on mobile (using 'ALSO RING')						None
<b>Outgoing</b>							
7	Outgoing call from Teams to external						None
8	Outgoing call from Flow to external						API to signal from Telavox to MS
9	Outgoing call from Teams to Teams colleague						API to signal from MS to Telavox for call
<b>Status</b>							
10	Set meeting in Flow						API to signal from Telavox to MS. Will require presence/profile mapping
11	Set Do not disturb in Teams						API to signal from MS to Telavox. Will require presence/profile mapping and/or double visuals in flow

- = "In call"
- = "Available"
- = "Unavailable etc"
- = Works as desired
- = Does not work as desired

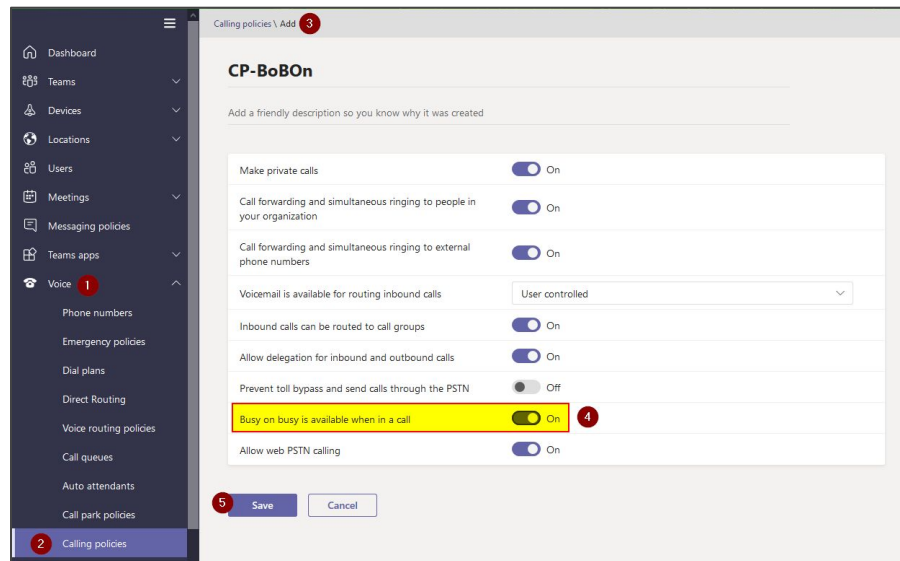
# Disabled softphone in Telavox integration

Since Teams user interface has the softphone functionality, we have disabled the Receive Incoming Calls option in the Telavox integration to avoid double calling interfaces.



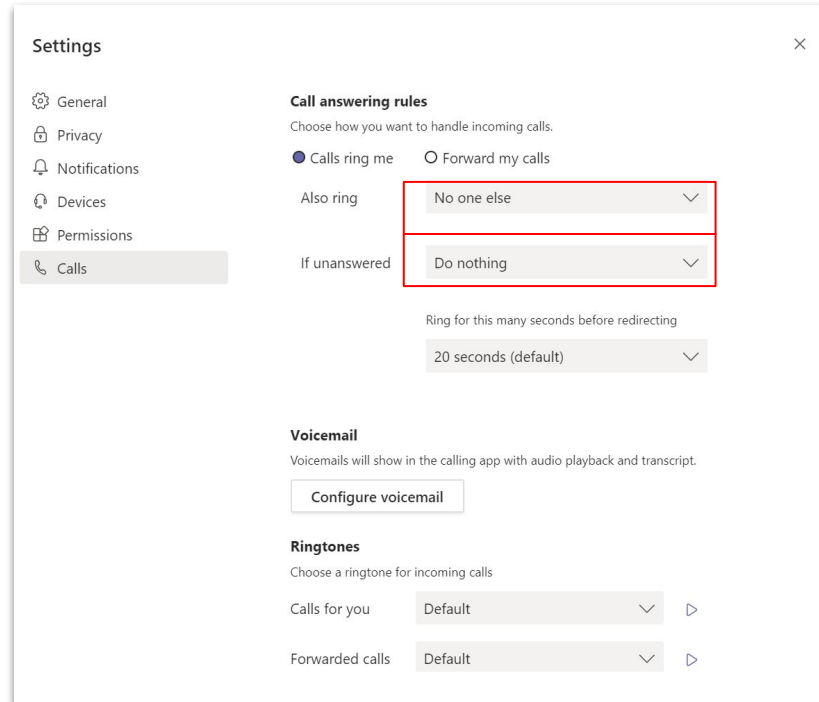
# Busy on Busy (call waiting)

There is a setting in Teams called Busy on Busy. This is a call waiting functionality which means that your phone line will never send the busy tone to the caller even if you are in a call. To disable this function and have regular busy tone when you are in a call please follow instructions in [this picture](#)



# Voicemail complexity

- By default the answering machine is set to Teams voicemail (not Telavox).
- This means that when you are on the phone with a customer, the second call will go to Teams voicemail.
- Or if you simply close your PC and become idle in Teams - the incoming call will again to Teams voicemail.
- **Important that the customer makes these two changes in the settings under Calls > Call answering rules**



# Call Recording complexity

For customers who have bought the Call recording add-on service from Telavox, integration to Teams adds extra complexity.

- Calls Teams to Teams (internal Calls) - cannot be recorded since it's an internal call within Microsoft environment.
- Incoming external calls can be recorded (answered either in Teams or the mobile)
- Outgoing external calls can be recorded (both when placed from mobile and from Teams)
- Queue calls can be recorded (towards Teams or mobile)



**More Content**



## More to read

<https://telavox.com/integration/microsoft-teams-pbx-phone-system/>

[Så kopplar ni växeln till MS Teams - steg för steg](#)

[Äntligen kan du ringa fullt ut i Teams](#)

[MS teams + telefoni = sant, 5 fördelar som stärker internkommunikationen](#)

[Så lanserar ni MS teams i organisationen på bästa sätt](#)

[Telavox integration med MS Teams \(produktblad\)](#)

[Telavox integration med MS Teams \(video\)](#)

# My customer wants to enable Telavox integration in Teams - what do I do?

1. Inform the customer what it means to enable Telavox integration  
Inform the customer what is required to enable Direct Routing in Teams (see slide 6 “How to enable Direct Routing in Teams”)
2. Inform the customer on the pricing of the integration (see slide “I have Teams - I want to call with it, what do I need?”)
3. Order the integration via this [Form](#)
4. If the customer would like to have the Telavox application for Teams, advise the customer to download it from <https://telavox.com/integration/microsoft-teams/>. Inform the customer that the application is pending Microsoft approval and will soon be available in the app store in Teams.



**FAQ**

# FAQ

**Q: I can't find the Telavox App in the Teams store?**

**A:** No it's not there yet so you have to download it [here](#) and install it manually. [Guide for installation](#)

**Q: If I change profile in Teams will it change in Telavox and vice versa?**

**A:** No profiles does n't change between the interfaces , if you want your profiles to be synced use our microsoft calendar sync.

**Q: Is it enough to just install the Telavox application in Teams to enable telephony?**

**A:** No. To enable telephony in Teams and be able to make and receive external calls in Teams (i.e. from people NOT using Teams) you need to enable Direct Routing, see details in slide "Telavox application in Teams - what is it?"

**Q: If I install the Telavox app in Teams, will I automatically use Teams softphone?**

**A:** No. To be able to use the Teams softphone you need to enable Direct Routing, see details in slide "Telavox application in Teams - what is it?" and slide "How to enable Direct Routing in Teams?"

**Q: If i change profile in Teams will it change in Telavox as well, and vice versa?**

**A:** No, it will not, use the calendar sync for Microsoft and it will work for planned meetings but not for manual profile changes.

**Q: Microsoft has recently announced that it will be possible to enable telephony from Teams directly via Microsoft in Sweden. What does that mean for Telavox - is our integration irrelevant now?**

**A:** Telavox telephony integration in Teams is still very relevant for Microsoft buyers and users. Reasons to buy Telavox service including Teams integration: competitive pricing; expertise in telephony services; PBX services + mobile licenses + integrations - all in one invoice.

**Q: My colleagues are not busy even if they are in a call**

**A:** See slide 20

# FAQ

**Q: When i decline an incoming call it goes to Teams voice mail?**

A: Deactivate the teams voice mail in policy manager or change to do nothing at user level

**Q: Can I chat with my colleague who is using Telavox chat from the Teams chat?**

A: No, you can not chat between the platforms

**Q: Where will the call go when I have integrated telephony in Teams?**

A: The call will always go to your mobile phone. And if you choose to enable "Receive incoming calls" from your Telavox softphone (desktop application) the call will also go through to your PC. This is called parallel ringing.

**Q: If I have a call with parallel ringing to both Teams client and my mobile phone, the mobile call will keep calling even if the call is rejected in Teams and vice versa, is it correct behaviour?**

A: This is correct behaviour, a call with parallel ringing will always go to both Telavox softphone (desktop application) and mobile phone. If the call is rejected from the softphone (your desktop application on PC), it will still keep ringing on your mobile phone. The same behaviour applies when Telavox telephony solution is integrated with Teams, the only difference is that the softphone interface will be from Teams instead of Telavox

**Q: Can I toggle calls from Teams to mobile during the call?**

A: Yes, this is a very nifty feature when experiencing poor quality or in areas where coverage is poor.

**Q: Teams have "call waiting" activated by default. The setting is called "Busy on busy" and you inactivate call waiting by activating the "Busy on busy"-setting in Teams.**

A: This is due to calling policy in Teams portal called "Busy on busy". This should be activated by the Teams admin when setting up the solution

# FAQ

**Q: Can I use other PBX functionality from Telavox (like IVRs, and Hunt groups)?**

A: Yes, all regular PBX features are available from the Telavox application in Teams.

**Q: Will I be able to use referrals in from Telavox?**

A: Yes, any referral set in Telavox will work for incoming calls. However calls between Teams users (VoIP) will be handled by the Teams system.

**Q: What numbers will I be able to present?**

A: You will be able to define your Caller ID in the same way as you do in the Telavox softphone (desktop application) - you define which phone number to show for your outgoing landline and mobile calls.

**Q: What happens if Teams has an outage?**

A: The Telavox system will still work and we can dispatch calls both to your mobile phone as well as to the Telavox softphone so you will be able to make and receive calls

**Q: Both direct and queue calls to my fixed number are redirected to my Teams voicemail when I don't answer or the Teams client isn't running.**

A: This is due to default call setting in Teams. In Teams main interface, go to Settings (under your profile image) > Calls > Call answering rules and change "Also ring" to "no one else" and change "If unanswered" to "Do nothing".

**Q: I see the number "266696687" in my call list and in my pop-up call control. What is this?**

A: This number is shown when someone is calling you with Unknown/Anonymous number. 266696687 is often used in the USA and is the numerical spelling (T9 or multimap) for Anonymous