

Using Cisco Call Connector App

This integration provides advanced calling capabilities directly integrated within the Microsoft Teams collaboration environment. Customers can leverage their existing TelNet Cloud PBX phone service including desk phones and ancillary devices. Calling is cross-launched from within the MS Teams desktop app. Customers continue using MS Teams chat and MS Teams meetings capabilities.

Prerequisites

- Microsoft Teams desktop app installed and an active user account
- Webex desktop app installed and an active TelNet UC with Webex account
- Cisco Call Integration app enabled (may need to be enabled in MS Teams admin center). This is a connector app that integrates TelNet Cloud PBX calling within the MS Teams environment

Configure Cisco Call for MS Teams (individual user)

- Sign-in to MS Teams desktop app
- In the left navigation, click ellipses and search for **Cisco Call**. Then click **Add** next to the Cisco Call option

T ji				Telnet Worldwide	σ×
, Activity	Activity =				
Galis	Unread @Mentions				
(=) Chat	Q cisco				
teams	Cisco Call Harness the powerful, enterprise-gr				
Calendar	Cisco Webex Meetings Schedule, start, and join Cisco Webe Privacy Terms of use Permissions				
OneDrive	Make Cisco Voice and video calls fro Add Privacy Terms of use Permissions				
+ Apps	Disco Disco Disco makes it easy to celebrate you Add Privacy Terms of use Permissions				
	Midco Softphone Add Midco Softphone app allows integra Add Prizacy Terms of use Permissions				
	Constant SmartDraw Add				
	🗄 Get more apps				

Cisco Call will appear in left navigation. **Right click** on the Cisco Call icon and select **Pin** to keep the app permanently attached to left navigation.





Using Cisco Call Connector App

The next step is to sign-in to the webex desktop app. Click **Continue** near the center of the screen. If the wrong user is displayed, click **Use a different account**. Follow prompts to enter your webex username and/or password.



You are now ready to use advanced calling features within the MS Teams desktop app.





Using Cisco Call Connector App

Key Features

- Make and receive calls (audio or video)
- Access mid-call telephony features (hold, transfer, conference, park, etc)
- View call history
- Access Visual Voicemail view, playback and delete messages
- Click to dial
- Setup speed dials
- Leverage existing calling infrastructure
 - No compromise on calling features
 - No routing re-configuration required
 - No additional license costs
- Leverage investment in existing TelNet Cloud PBX desk phones and ancillary analog devices
- Advanced calling capabilities
 - Auto attendants, huntgroups, advanced routing, etc
 - Internal & external calling
 - Extension dialing
 - Call recording (optional add-on)
 - Cloud Contact Center (optional add-on w/ basic to mid-range capabilities)

Configure Cisco Call Integration for MS Teams (company-wide)

- MS Teams sys admin can enable the cisco call app for all users
- Can also disable built-in MS Teams calling and make calling via Cisco Call app the only calling option available in MS Teams environment (this is optional)
- See link below for details <u>https://help.webex.com/en-us/article/n0l9q2z/Configure-Webex-Calling-for-Microsoft-Teams</u>
- Additionally and upon request, TelNet can configure to hide the Webex App window when users interact with the Cisco Call integration with Microsoft Teams

Current Cisco Call version is v2.6





Using Cisco Call Connector App

Webex Desktop App Docking

Optional for End Users

Docking the Webex Desktop App provides a smaller calling app to work with for MS Teams integration.

Setup:

- 1. As end user, in Webex Desktop App, click Settings>Calling and then click Calling dock
- 2. Enable the Turn on Calling dock checkbox setting as shown below and then click Save



Webex now appears. Click header of smaller app and then drag to right side of screen to dock

Q Search to d	lial			6
		2	3	
	4			
	7	8	9	
		0	#	
			2	





Using Cisco Call Connector App

Click on the docked icon to expand



For incoming calls, controls to mute, hold, transfer, hangup, etc are now in a smaller footprint. After using the app, simply click header and drag to right side to re-dock





Using Cisco Call Connector App

Application Images

Visual Voicemail



Call History

T ji			<	> <u></u>	earch (Ctrl+E)	🗳 Te	elnet Worldwide 🥵 — 💿 🚿
ل Activity	Cisco Call						↑ Present now ····
& Calls	My number: +1248	4851925					Call settings
(=) Chat	Dialpad Speed d	lial		R	ecent calls		
COS Teams	Search name	or dial a n	number		A Tim Addams 1921	Missed call	Today 10:03 AM
Calendar	1	2	3	J	S James Swanson	3m 49s	Today 9:56 AM
OneDrive	· ·	ABC	DEF	м	Max Addams 1923	Missed call	Today 9:47 AM
Cisco Call	4	5	6 MNO	M	Mary Adams 1901	Missed call	Today 9:45 AM
•••	011	UNE					
+ Apps	7 PQRS	8 TUV	9 wxyz				
	*	0	#				
	, R			I			



Using Cisco Call Connector App

Active Call Docked



Incoming Call Docked





Using Cisco Call Connector App

Rename Cisco Call App

Optional for System Administrators

The default connector application name has been changed from Webex Call to Cisco Call. If needed, this connector app can be customized and also renamed within the MS Teams Admin Center. Follow instructions below only if needed.

Within MS Teams Admin Center click Teams Apps>Manage Apps. Search for and select the Cisco Call app.

	Microsoft Teams admin	center		€ Searc	h		2	<u>↓</u> 🖾	٢	? (GA
=			use an app s	setup policy to pre-install ap	ops for your users. Learn more ab	out managing apps.	9				
ណ៍	Dashboard		Pendi	ing approval		Featured app	Ann detail				
የአቶ	Teams	~	renui	ng approva		Breakthru	App detail				
RR	Users	~	0 Submit	0 tted custom apps Updated	custom apps	Empower you this publisher foster a cultur	r team's health initiatives of -attested, M365-certified app e of wellbeing.				
æ	Teams devices	\sim									
B	Teams apps	^	All apps	All subscriptions							
	Manage apps		Browse by	Everything \sim							
	Permission policies		g ⁰ . Edit avai	lability "१९% Add to team 🍙	Customize 1 item		Q cisco call	×	1 = 4	3	
	Setup policies										
	Customize store		✓ Na	me	Supported on (i)	Available to (i)	App status	Certificat	ion (i)	_	Q
	Meetings	~	•	Cisco Call Harness the powerful, er	ų.	Everyone	Unblocked	Publish	er attested		۳
ļ	Messaging	~									

Click the Customize link (next to the call icon)

#	Microsoft Teams adm	nin cent	r $ ho$ Search	Ŧ	🖾 🏟 ? (e
=			Manage apps \ Cisco Call		
ŵ	Dashboard		Cisco Call		Actions \checkmark
የድ	Teams	~	Cisco Version 2.6	Publisher attested	
RA	Users	~	Supported on ①	Available to	
6	Teams devices	~	Customization	Everyone	
B	Teams apps	^	By using this app, you and your users agree to	the Privacy policy and Terms of use.	
	Manage apps Permission policies				
	Setup policies		About Users and groups Perm	issions Settings and customization Plans and pricing Security and con	npliance
	Customize store		Overview	^	C
	Meetings	~		Harness the powerful, enterprise-grade	Ţ
	Messaging	\sim	New look of Cisco Call		



Using Cisco Call Connector App

In the **Short name** field, rename the app and app to the desired name and then click **Apply**. Shorter names work best so they are visible in left navigation.

	Microsoft Teams admin	n center	✓ Search		⊻ ⊠ © ? GA
=			Manage apps \ Cisco Call		
ណ៍	Dashboard		Cisco Call		Edit customization
⁴ 2 ⁶	Teams	~	Cisco Version 2.6	Publisher attested	① The default customization is visible to everyone who isn't assigned to an
x ^e	Users	ž	Supported on ③	Available to Everyone	additional customization of this app.
8	Teams apps	~	Customization Customize		App details
	Manage apps		By using this app, you and your users agree	to the Privacy policy and Terms of use.	Short name () Cisco Call
	Permission policies		About Users and groups Pe	rmissions Settings and customization Plans and pric	Short description ()
	Setup policies Customize store		Overview		Harness the powerful, enterprise-grade C
	Meetings	~		Harness the powerful, enterprise-c	Privacy policy URL ()
ļ	Messaging	~	New look of Cisco Call	Cisco Calling within Microsoft Tear	Apply Cancel

MS Teams Customer Sys Admins can modify the following items:

- App Name
- Logo
- Description
- Privacy Policy URL
- Website URL
- Terms of user URL