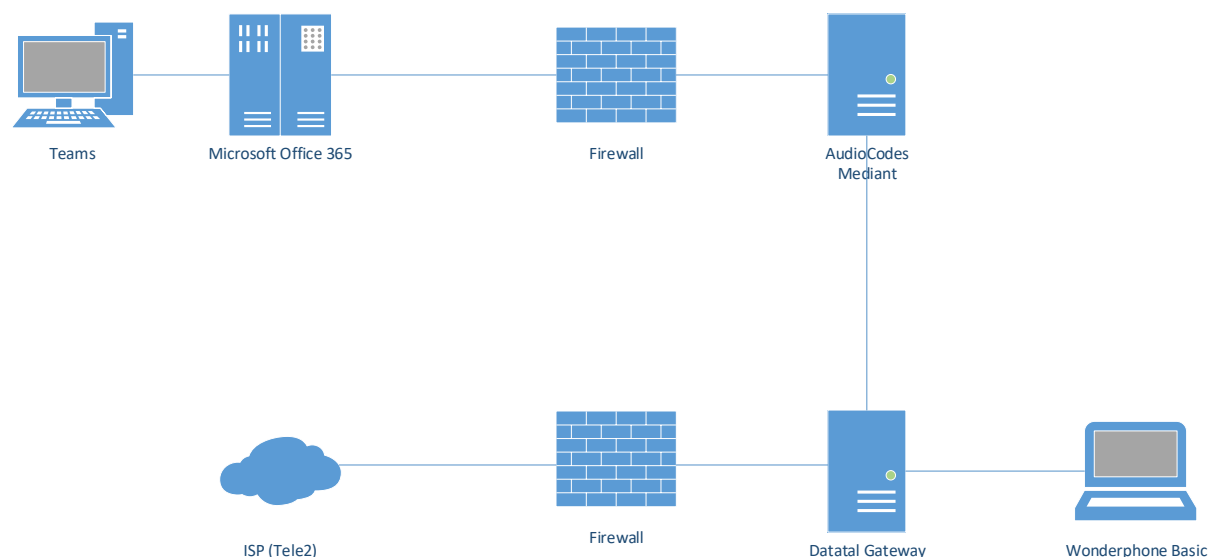# datatal ab

Datatal Gateway / AudioCodes / Microsoft Direct Routing (TEAMS)

Summary

In Flexi Release 2019.1 Datatal Gateway supports TEAMS devices. You are able to receive and make outgoing calls from your Microsoft Teams applications, desktop application or mobile VOIP application. Customers can call your landline number or MEX mobile number. No other softphone needs to be installed on the user's computer.

You can also use WonderPhone Basic with limited CTI functionality. You will not be able to answer incoming calls in the WonderPhone interface.
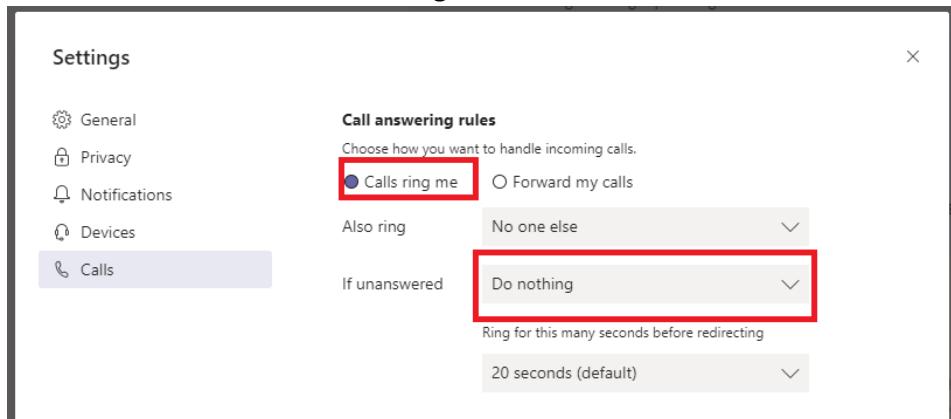
Preparation

1. Office 365 Enterprise E3 or E5 license is required to be assigned to all users
2. Mircosoft PhoneSystem license needs to be assigned to all users
3. AudioCodes Session Border Controller with license for Teams
4. AudioCodes configuration needs a Certificate (more info below)
5. Datatal Gateway installation, user needs to be assigned Gateway User Pro license
6. Firewall settings
7. Admin rights to Customers Office 365 tenant

   For instructions on how to configure AudioCodes and Microsoft Office 365, click
   Here

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Good to know

1. All incoming and outgoing numbers from Teams will be E.164 formatted, country code will be added
2. Transfer in Teams client to another Teams user can result in target extension not being indicated as busy in Gateway. A transfer to user's extension in Datatal Gateway will work fine.
3. Call must go through Datatal Gateway for line indication to be correct.
4. CTI functionality is limited, answer and make call will not work.
5. Direct calls between Teams users won't give line indication in Operator/WonderPhone/Presentity app.
6. The voicemail tab in Teams client is connected to Microsoft Teams voicemail system.
7. To prevent calls to be answered by Teams voicemail;
   a. Click on **your personal icon** in the top right-hand corner
   b. Select **Settings**
   c. Select tab **Calls**
   d. Change Call answering rules to **Call ring me**
   e. Under **If unanswered** set **Do nothing**

   f. Close the settings window
   g. Test this by calling in and reject an incoming call, the call should now be answered by Flexi voicemail server. Do a second test with no answer, default 30 seconds.
8. When in a conference in Teams application and two of the members in the conference are Teams users: If the Teams user who initiated the conference then exits the conference but the others continue to talk, this user will still be set as "in a call" in the Gateway platform as long as the conference is active. Since this user is still the owner of the call, the Gateway gets no indication from Microsoft Teams platform over SIP that the member has left the conference.
9. Diversion, call profiles, voicemail and group membership can be changed or edited in Presentity app/WonderPhone as usual. Further integration is planned.
10. An attempt to transfer a call to a Teams user that doesn't have a Phone system license will fail.
11. Using short commands, command must be 4 or more digits, for example *12 is too short.
12. Using short commands, hash/number sign(#) cannot be used in commands. If a number contains # Teams will not send the call to Datatal Gateway
13. Country code will be added to all outgoing calls.

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Tips & Tricks

1. Create a meeting in Teams and if the user has a Calender sync in Flexi it will create a diversion.
2. All channels in Teams have a unique e-mail address, set as receiver mail address for statistics dispatch tool and channel members will receive statistics data.
3. Create a shortcut to AdmiTal/Umbrella, on a channel add a new tab and select **Website,** set URL to **Fel! Ogiltig hyperlänkreferens.** for end user web, **Fel! Ogiltig hyperlänkreferens.** for AdmiTal web