**Microsoft Teams Connector for Unified Voice** allows you to access MaX UC calling from within Microsoft Teams.

Use **MS Teams Connector** to instantly call contacts who you are chatting with in a Microsoft Teams Chat or Channel. You can also view and redial numbers in your **MaX UC Client Call History**; view and call your **CommPortal**, Business Group, and Teams contacts, or use the keypad to dial any numbers on the public network. Additionally, use **MS Teams Connector** to listen to and manage your voicemails.
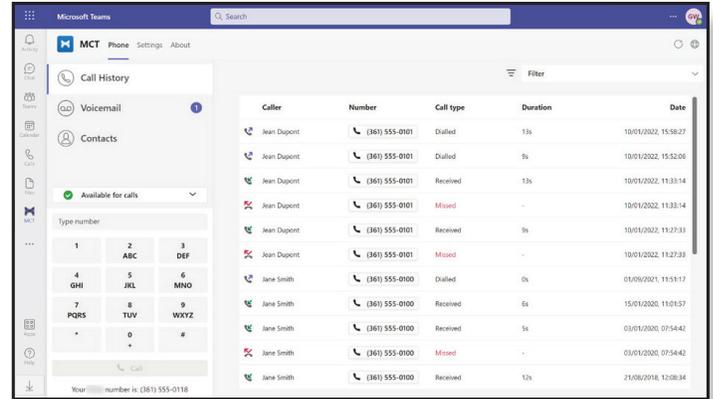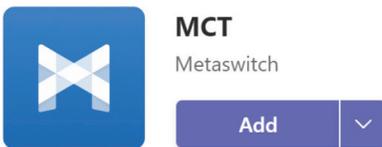

INSTALL THE APP

Follow the instructions below to install the **Metaswitch MCT app.**

1. Select the Apps icon on the left toolbar in Microsoft Teams.

2. Search for **MCT.**

3. Select the app and select Add.

You can now use **MCT** to make calls directly from Microsoft Teams.

SIGN IN TO METASWITCH MCT

The first time you use **MCT**, you are prompted to select your service provider from a drop-down list.
Then select Continue.
Users with a tailored branding do not need to select their service provider.

You are then asked to sign into your **CommPortal** account. Enter your email address/telephone number and **CommPortal** password, then select Log in.

PIN THE APP

If **MCT** does not automatically appear in the Microsoft Teams toolbar, follow the steps below to pin the app.

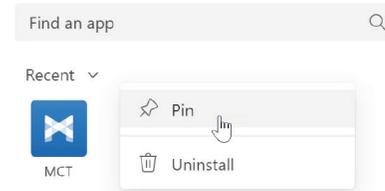1. Select **New conversation** in a Teams Channel.

2. Select the ellipsis in the message compose area.

3. Search for **Metaswitch MCT** in the App tray.

4. Right-click on the app. Select **Pin** to add the icon to the message compose area toolbar.
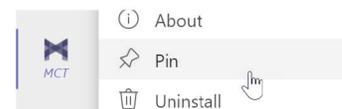

If **MCT** does not automatically appear in the Microsoft Teams left-hand app bar, follow the steps below to pin the app.
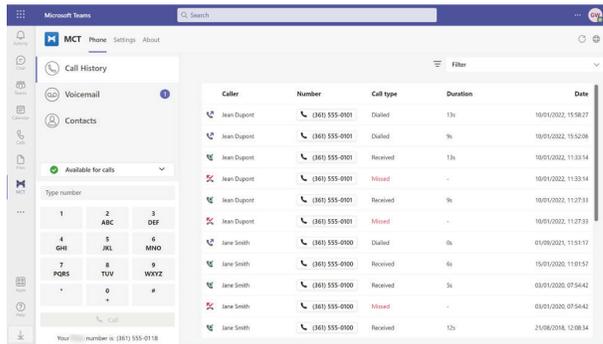
1. Select the ellipsis in the left-hand app bar.

2. Find and select **MCT**.

3. The **MaX UC** icon appears in the left-hand app bar. Right-click the icon and select **Pin**.

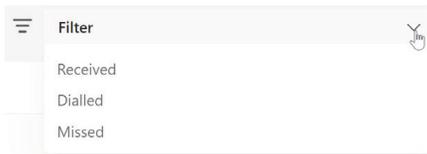V1 06.2023

USE THE METASWITCH MCT APP

Select the **MCT** icon in the left-hand app bar to open the **MCT** tab.

CALL HISTORY

Select the Call History tab to view and redial numbers in your **MaX UC** Call History. The Call History table contains a list of dialed, received, and missed calls.

Use the Filter drop-down in the top right to select the type of calls you want to view.


KEYPAD

Enter a number on the keypad and select **Call** to start a call to any number.
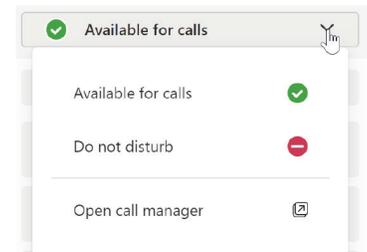

CONTACTS

Select the Contact tab to view and call your contacts.

- Select **Display** options above your contact list to choose the contacts to display in the list. Select a single contact source (either **CommPortal** contacts or **Business Group** contacts) or select **All sources** to display contacts from both sources.
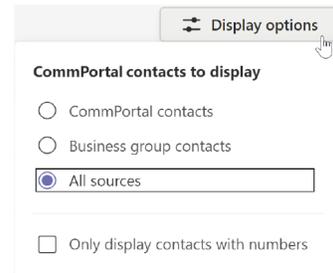
- Use the **Search for...** box in the top left to search for a contact by name, Directory Number, or extension number. The search results include contacts from **CommPortal**, your **Business Group**, and Microsoft Teams.

- If you have Business Call Manager or Easy Call Manager, select your call availability status in the left-hand menu and then select **Available for calls** or **Do Not Disturb** to change your status.

Select **Open call manager** to launch your Call Manager page in **CommPortal Web**. The web page opens in a new browser window, and you are automatically signed in.

CALL CONTACTS

Select a contact's **Number** button to make a call to the number. If the contact has multiple numbers or an extension number, the button contains a drop-down list showing the available numbers. Select any of the numbers to start a call.

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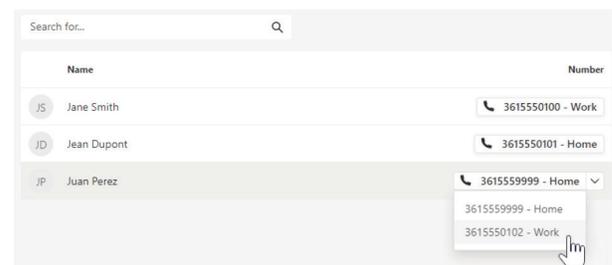
VOICEMAIL

Select the Voicemail tab to access your voicemails.

- The number displayed on the Voicemail tab notification shows how many unread voicemails you have.
- Select a voicemail to open the message.
- Select the phone number on a voicemail to ring the contact.
- Select the ellipsis on a voicemail to select Mark as heard/unheard or Delete. Once you open a voicemail it is automatically marked as heard.

When you open a voicemail, you can see details of the voicemail contact and the time of the message, plus the following options:

- Select play to listen to the voicemail.
- Select the ellipsis to Download the voicemail or change the Playback speed.
- If the voicemail contains a video, select the CommPortal link under the progress bar to view the video on CommPortal.
- Under the Actions heading, select the phone number to dial the contact, select **Mark as new** to mark the message as unheard, or select **Delete** to delete the voicemail.
- If available, read the message in text form under the **Transcription**
- Select **Previous** or **Next** to move between voicemail messages.
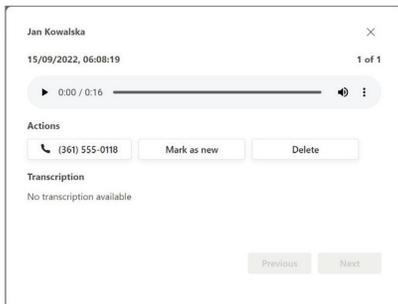
MAX UC CALLING

For Click-To-Dial calls using **MS Teams Connector**, the app calls your phone first and, once you answer your phone, the app then rings the destination phone to connect your call.

If you have **MaX UC** Desktop V3.01 or later, you can enable **MaX UC** calling so that calls placed in Microsoft Teams immediately launch **MaX UC**.
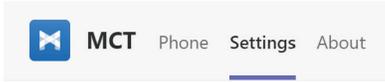
If you have **MaX UC** Desktop V2.32 or earlier, you can follow these instructions on a Windows PC to enable **MaX UC** (Tel URI) calling, which allows calls placed in Microsoft Teams to launch **MaX UC**.

When you use the keypad or select a **Number** button in **MCT**:
- If your PC is already running MaX UC, your PC starts the call immediately using MaX UC.
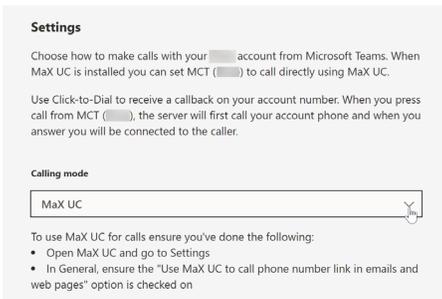- If your PC is not running MaX UC, your PC launches MaX UC and starts the call.

ENABLE MAX UC CALLING

1. Select **MCT** icon in the left-hand app bar to open the **Metaswitch MCT** tab.
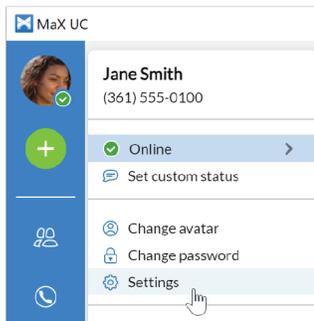
2. Select the Settings tab.

3. Under the **Calling mode** heading, select **MaX UC** from the drop-down menu.

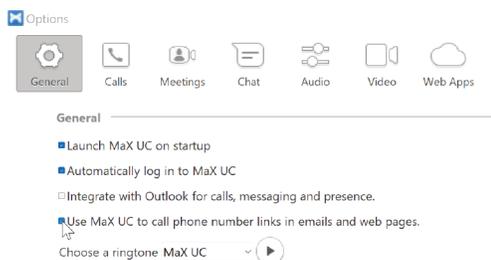   *If you have **MaX UC** Desktop V2.32 or earlier, select **MaX UC** (Tel URI) calling.*

4. You must also configure **MaX UC** to accept all calls.

- Open **MaX UC.**

- Select your avatar then select **Settings.**

- On the General tab, tick **Use MaX UC** to call phone number links in emails and web pages.

## MAKE A CALL USING THE MESSAGE COMPOSE AREA

You can make a call from the message compose area of a Chat or Teams Channel.

1. Select the **MCT** icon in the message compose area.

2. In the **Make a call** window that appears, select a contact from the drop-down list and check the number. *Note that the drop-down list automatically populates with the name of the Chat participant or Teams Channel members.*
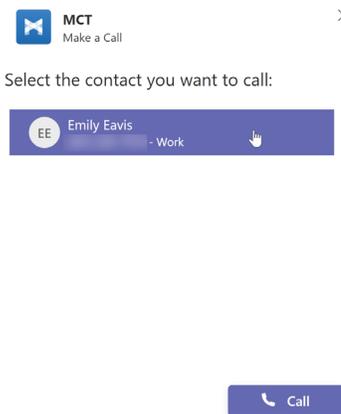
3. Select Call.

4. For **Click-To-Dial** calls, **MS Teams Connector** calls your phone first. Once you answer your phone, the application rings the destination phone to connect your call. If you have enabled **MaX UC/MaX UC** (Tel URI) calling, **MS Teams Connector** makes the call directly using **MaX UC.**