



Unify Phone V2 for Microsoft Teams

User Guide

A31003-F9920-U106-15-7619

Atos

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The logo for Atos, featuring the word "Atos" in a bold, white, sans-serif font. The letter 'o' is stylized with a circular cutout in the center.

Contents

1 Changes in current issue.....	5
2 Introduction.....	6
2.1 Unify Phone for Microsoft Teams.....	6
2.2 Prerequisites.....	6
2.3 Supported platforms and browsers.....	7
3 First steps.....	8
3.1 Adding Unify Phone for Microsoft Teams to your account.....	8
3.2 Requesting device permissions for Unify Phone for Microsoft Teams.....	8
4 Sign in and out.....	10
4.1 Signing in.....	10
4.2 Signing out.....	10
5 Calls.....	11
5.1 Making a call.....	11
5.1.1 Making a call with the keypad.....	11
5.1.2 Making a call from the call history.....	12
5.1.3 Making a call from the Microsoft Teams profile window.....	12
5.2 Receiving a call.....	12
5.3 Actions during an active call.....	14
5.4 Sending DTMF commands on an active call.....	15
5.5 Placing a call on hold.....	15
5.6 Transferring a call.....	16
5.6.1 Transferring a call without consultation (blind transfer).....	16
5.6.2 Transferring a call with consultation.....	17
5.7 Making a second parallel call.....	17
5.8 Receiving a call during another active call.....	18
5.9 Swapping between two parallel calls.....	19
5.10 Merging two parallel calls.....	19
5.11 Viewing all current calls.....	20
5.12 Name resolution of phone numbers.....	21
6 Call history.....	23
6.1 Filtering the call history.....	23
6.2 Deleting the call history.....	24
6.3 Deleting an entry from the call history.....	24
7 Voicemail.....	25
7.1 Listening to voice messages.....	25
8 Presence synchronization.....	26
8.1 Stopping presence synchronization.....	27
9 Contact directories.....	29
9.1 Searching for a contact.....	29
10 Settings.....	31
10.1 Enabling call forwarding (OpenScape Business).....	31
10.2 Enabling call forwarding (OpenScape Voice, OpenScape 4000).....	32
10.3 Activating your voicemail.....	32
10.4 Changing the ring time before a call is routed to voicemail.....	33
10.5 Setting an alternative number.....	33

Contents

10.6 Configuring incoming call routing.....34
10.7 Connecting or Disconnecting from your Microsoft Exchange Online account.....35
10.8 Changing the ring time before a call is routed to alternative number..... 36
10.9 Configuring busy settings..... 37
10.10 Making yourself available for hunt/ ACD group calls..... 38
10.11 Changing the language settings.....38
11 Other..... 40
11.1 Viewing the About page..... 40
11.2 Granting or revoking app permissions..... 40
11.3 Refreshing the app..... 41
11.4 Accessing user documentation.....41
11.5 Reporting an issue.....41

1 Changes in current issue

Impacted chapters	Change description
Actions during an active call on page 14	New option to mute or unmute your microphone during an active Unify Phone call directly from Microsoft Teams.

Introduction

Unify Phone for Microsoft Teams

2 Introduction

This guide describes how to make use of the Unify Phone for Microsoft Teams.

2.1 Unify Phone for Microsoft Teams

Unify Phone for Microsoft Teams is an integration between Unify Phone and Microsoft Teams. It extends Microsoft Teams with telephony services provided by an OpenScape Communication system (OpenScape Voice, OpenScape 4000 or OpenScape Business) through the cloud-based telephony connector Unify Phone.

It allows you to make, answer and control calls on your work number as well as easily access telephony settings and your call history directly from Microsoft Teams.

With Unify Phone for Microsoft Teams you can easily:

- Make a call.
- Answer, decline or send a call to voicemail.
- Remote call control of Unify Phone (web client or PWA), desk phone or alternative device, in particular:
 - Send DTMF commands in a call
 - Hold and retrieve
 - Transfer call
 - Make a second call
 - Swap calls (alternate)
 - Merge two calls into a conference.
- Answer a second call.
- View, filter and manage your call history.
- View and configure telephony settings, like call forwarding, alternative number and call routing.
- Access your voicemail.

Calls appearing on Unify Phone for Microsoft Teams are ringing calls or calls that are in progress on another client or device (Unify Phone web client, Unify Phone PWA, desk phone or alternative device).

2.2 Prerequisites

- Microsoft Teams account.
- Unify phone for OpenScape account.
- On a desktop computer, in order to get the best possible user experience while working with Unify Phone for Microsoft Teams, it is strongly advised that:
 - Unify Phone Chrome or Edge extension (depending on your browser) is installed and enabled.
 - Unify Phone PWA is installed.

- On an Android or iOS mobile device (phone or tablet), the following two apps must be installed:
 - Unify Phone
 - Microsoft Teams.
- Your Microsoft Teams Administrator has configured your Microsoft Teams with Unify Phone.

2.3 Supported platforms and browsers

You can use Unify Phone for Microsoft Teams on:

- Windows, Mac, and Web
- Android phones and tablets
- Apple iOS devices.

The supported platforms and browsers are the same as for the Microsoft Teams app (desktop, web, or mobile).

First steps

Adding Unify Phone for Microsoft Teams to your account

3 First steps

3.1 Adding Unify Phone for Microsoft Teams to your account

You can add Unify Phone for Microsoft Teams to your account in either the web, desktop, or mobile version of Microsoft Teams.

Prerequisites

- Unify Phone for Microsoft Teams app has been made available for you via the Microsoft Teams Admin Center.

Procedure

- In the web or desktop version of Microsoft Teams, do the following:
 - a) Select **Apps** in the app bar.
The app bar is located on the left side of the Microsoft Teams web or desktop app.
 - b) Search for **Unify Phone** in one of the following ways:
 - Click **Built for your org** and locate Unify Phone in the list of apps.
 - Type `Unify Phone` in the search field and locate the app in the search results.
 - c) Click **Add** next to Unify Phone.
- In the mobile version of Microsoft Teams, do the following:
 - a) Select **Apps** in the app bar.
The app bar is located at the bottom of the Microsoft Teams mobile app.
 - b) Select **Add app**.
 - c) In the **Add an app** screen, do one of the following:
 - Locate **Unify Phone** in the list of apps under **Built for your org**.
 - Type `Unify Phone` in the search field and locate the app in the search results.
 - d) Click **Add** next to Unify Phone.
 - e) Click **Add for me**.

Unify Phone is displayed in the app bar of your Microsoft Teams apps (web, desktop and mobile). If not, click **More added apps** on the web or desktop app or **More** on the mobile app, locate Unify Phone and pin it.

3.2 Requesting device permissions for Unify Phone for Microsoft Teams

Unify Phone for Microsoft Teams must be granted permissions to access your media (camera, microphone, or speakers) or location when the app is in use.

In the desktop and mobile versions of Microsoft Teams, the app have permissions enabled by default for your convenience. In the web version of Microsoft Teams, you need to manually grant device permission to the app. You can do this either from the Microsoft Teams settings, as described below, or from the Unify Phone for Microsoft Teams app settings, after opening and signing in to the app. For more information, please refer to: [Granting or revoking app permissions](#) on page 40.

Prerequisites

- Unify Phone for Microsoft Teams app has been made available for you via the Microsoft Teams Admin Center.

Step by Step

- 1)** In the Microsoft Teams web app, click *** next to your profile picture at the top of the app, then select **Settings > App permissions**.
- 2)** Select **Unify Phone**.
- 3)** Switch the slider to ON (purple).

4 Sign in and out

4.1 Signing in

Prerequisites

- You are signed in to Microsoft Teams.
- You have added Unify Phone for Microsoft Teams app to your account.

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click ******* to find it.

2) In the **Unify Phone** for Microsoft Teams app, click **Sign in**.

3) Enter the email address associated with your Unify Phone for OpenScape account and click **Next**.

4) Enter the password associated with your account.

If you can't remember your password, click **Forgot Password?**, enter the email address associated with your account, and then click **Reset**. An email with a link to reset your password will be sent to you.

If you receive a message stating that your password has expired, follow the instructions sent to you via email to set a new password.

NOTICE: By default, your password is set to expire automatically every 90 days. You will receive an email reminder 7 days prior to your password expiration date.

5) Click **Sign In**.

4.2 Signing out

To sign out at any time:

Step by Step

In the **Unify Phone** for Microsoft Teams app, select  **Sign out**.

If you do not see this option, click  on the top right corner.

5 Calls

You can make, answer and control calls on your work number directly from Microsoft Teams.

5.1 Making a call

You can make Unify Phone calls from Microsoft Teams using the keypad or from the call history.

On a desktop computer, you can also make Unify Phone calls from Microsoft Teams from a contact's or user profile. This requires that Unify Phone PWA is installed on your computer.

When making a Unify Phone call from Microsoft Teams, it will cross launch your Unify Phone app on your device and use it to make the call. The call is initiated from Unify Phone (default), desk phone or alternative device depending on what you have last selected as calling device.

In Microsoft Teams, the call is displayed as "remote call" under **Calls**.

5.1.1 Making a call with the keypad

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click *** to find it.

2) In the **Unify Phone** for Microsoft Teams, select **Keypad**.

3) If a desk phone has been assigned to you on your OpenScape system or you have set an alternative number in [Settings](#) on page 31 (e.g. mobile), you can select between **Unify Phone** (default), **Desk phone** or **Alternative number** to initiate your call from, as follows:

a) Click **Call** ▾ next to the call button and select your preferred option.

Your selection will be remembered.

4) Make a call in one of the following two ways:

- Use the on-screen keypad to enter a number and click the call button.
- Type the name or number you want to call and when you finish typing, select an item from the suggestion list.

If you are using Microsoft Teams for Windows, Mac, or web browser, you can alternatively press `Enter`, when you finish typing.

Calls

Receiving a call

5.1.2 Making a call from the call history

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select 🕒 **History**.
If you do not see this option, click ☰ on the top right corner.
- 3) Scroll through or [filter the call history](#) to find the number you want to call.
- 4) Hover over the desired call entry and click 📞 to the right.

5.1.3 Making a call from the Microsoft Teams profile window

You can easily make a phone call by clicking on a person's phone number in their profile in either the web or desktop version of Microsoft Teams.

Prerequisites

Unify Phone PWA is installed on your desktop computer.

Step by Step

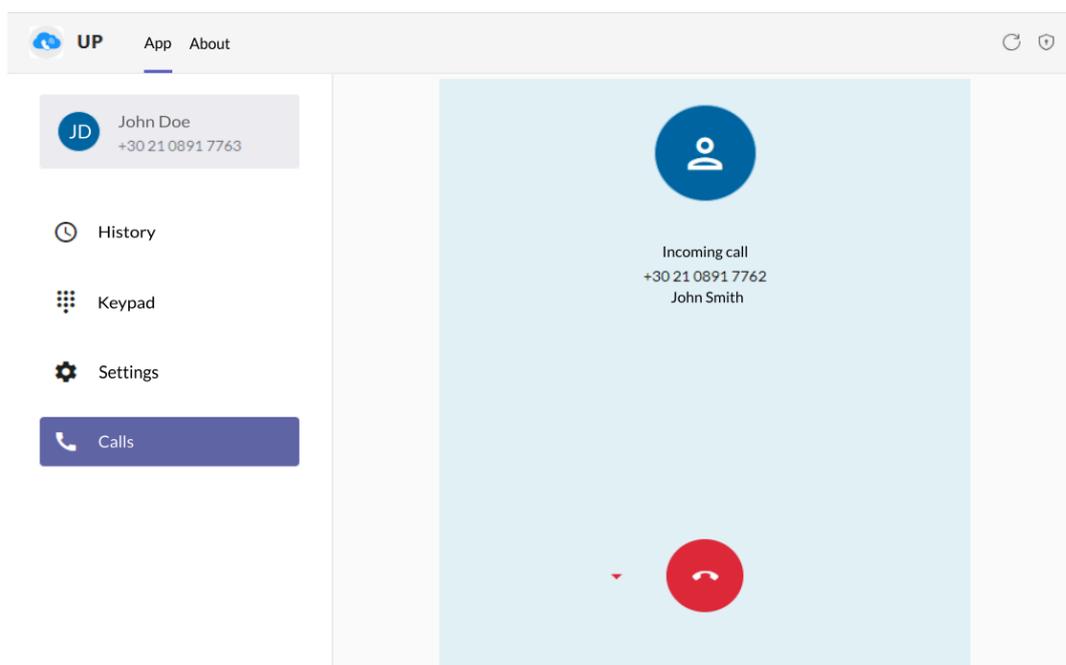
- 1) In Microsoft Teams, hover over a person's profile picture to view a profile card containing their details.
- 2) Under the **Contact** area, click the phone number link.
- 3) If you get an **Open Pick an App** prompt, click **Open Pick an app**.
- 4) When prompted, select **Unify Phone** from the list of available apps.
- 5) Check **Always use this app**, if you want to set Unify Phone as the default application for the Tel protocol.
- 6) Click **OK**.
- 7) When prompted, click **Allow** to allow the Unify Phone PWA to use telephone links.

Unify Phone PWA opens and the call is initiated.

5.2 Receiving a call

Incoming calls to your work number will appear in Microsoft Teams.

When a call comes in, you will see the incoming call alert in the Unify Phone for Microsoft Teams app and you will get an audio notification. You can select to decline the call or send the call to voicemail.



If you have a desk phone or you have set an alternative number in [Settings](#) (e.g., mobile), you can also select to answer the call from the respective device.

NOTICE:

- The option to send a call to voicemail is available only when voicemail is enabled for you and activated.
 - The option to answer a call from desk phone is available only when a desk phone has been assigned to you on your OpenScape system.
 - The option to answer a call from an alternative device is available only when you have set an alternative number in **Settings**.
 - When a down arrow appears next to the answer or decline button (if any), this is an indication that there is more than one option to select from.
-

Prerequisites

You are signed to Unify Phone app.

Procedure

- To answer the call from desk phone, click .

If you don't see this option but a desk phone has been assigned to you on your OpenScape system, click the down arrow next to the answer button and select **Desk phone**.

- To answer the call from the alternative number, click .

If you don't see this option but you have set an alternative number in **Settings**, click the down arrow next to the answer button and select **Alternative number**.

Calls

Actions during an active call

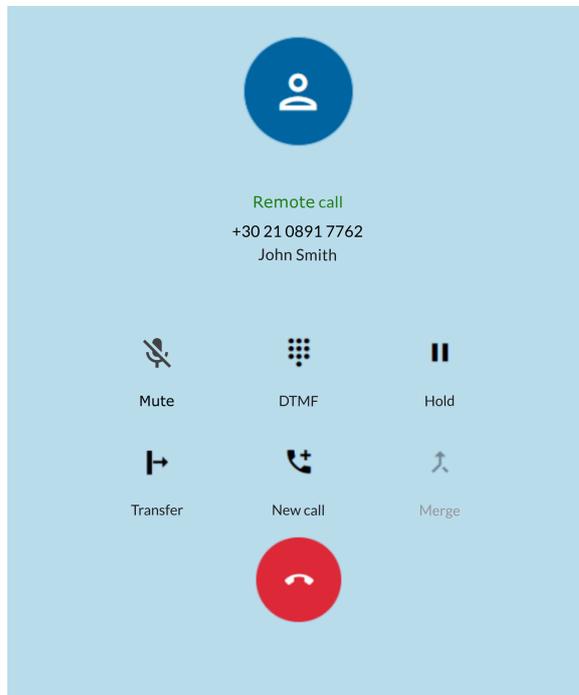
- To decline the call, click .
- To send the call to voicemail, click  and select **Voicemail**.

In Microsoft Teams, answered calls are displayed as "remote calls" under **Calls**.

5.3 Actions during an active call

While on an active call on your work number, you can see the phone number, name and avatar of the caller/ callee in Microsoft Teams. The name is only displayed when it can be resolved (e.g., from contacts).

If the call is on your Unify Phone web client or PWA, desk phone or alternative number, you can see a set of call controls.



The following table summarizes the call controls and their functions.

Icon	Action	Description
	Mute	Mute or unmute your microphone
		
	DTMF	Open a keypad to enter DTMF (dual tone multi-frequency) digits

Icon	Action	Description
 	Hold / Retrieve	Place the call on hold or retrieve the call
	Transfer	Transfer the call to another number
	New call	Make a new separate call ¹
	Merge	Merge two parallel calls to bring them into a conference ²
	End call	End the call

5.4 Sending DTMF commands on an active call

While on an active call, you can send Dual-Tone Multi-Frequency (DTMF) commands from Microsoft Teams.

Prerequisites

- You are signed to Unify Phone app.
- The call is currently active on one of the following clients or devices: Unify Phone web client, Unify Phone PWA, desk phone, alternative device.

Step by Step

- 1) Click  **DTMF** on the call controls.
- 2) Use the on-screen keypad or the keyboard to enter DTMF commands.

5.5 Placing a call on hold

While on an active call, you can place the call on hold from Microsoft Teams.

Prerequisites

- You are signed to Unify Phone app.

¹ Available when you are on a single call

² Activated when you are on two separate calls on the same device

Calls

Transferring a call

- The call is currently active on one of the following clients or devices: Unify Phone web client, Unify Phone PWA, desk phone, alternative device.

Procedure

- To place a call on hold, click **|| Hold** on the call controls.
The other party will be placed on hold until you retrieve or transfer the call.
- To return to the call, click **|| Hold** again on the call controls.

5.6 Transferring a call

You can transfer a call that is currently active on your on your Unify Phone web client or PWA, desk phone or alternative device to another person. You can transfer the call with or without consultation from Microsoft Teams.

5.6.1 Transferring a call without consultation (blind transfer)

You can transfer a call to another person without speaking to them first.

Prerequisites

- You are signed to Unify Phone app.
- The call is currently active on one of the following clients or devices: Unify Phone web client, Unify Phone PWA, desk phone, alternative device.

While on an active call:

Step by Step

- 1) Click **↳ Transfer** on the call controls.
- 2) Enter the name or number you want to transfer the call to.
As you type in, a list of suggested contacts is displayed.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
This option is only available when you are using Microsoft Teams for Windows, Mac, or web browser.
 - Select a contact from the list.
 - Select **Dial**.
This option is only available when you enter a number.
 - Click **↳ Transfer**.

The call is transferred and you are disconnected from the call.

5.6.2 Transferring a call with consultation

You can speak with the person you want to transfer the call to before actually transferring the call.

Prerequisites

- You are signed to Unify Phone app.
- The call is currently active on one of the following clients or devices: Unify Phone web client, Unify Phone PWA, desk phone, alternative device.

While on an active call:

Step by Step

- 1) Click  **New call** on the call controls.
- 2) Enter the name or number you want to transfer the call to.
As you type in, a list of suggested contacts is displayed.
- 3) When you finish typing, do one of the following:
 - Press `Enter`.
This option is only available when you are using Microsoft Teams for Windows, Mac, or web browser.
 - Select a contact from the list.
 - Select **Dial**.
This option is only available when you enter a number.
 - Click  **Call**.
- 4) The first call is put automatically on hold so you can talk privately with the third party.
The first call's information appears at the top of the call screen, including the word `holding` so that you know the call is on hold. The second call appears at the bottom of the call screen and is currently the active call.
- 5) To transfer the call, click  **Transfer** on the call controls.

The call is transferred and you are disconnected.

5.7 Making a second parallel call

While already on a call, you can initiate a new phone call directly from Microsoft Teams.

Prerequisites

- You are signed to Unify Phone app.
- The call is currently active on one of the following clients or devices: Unify Phone web client, Unify Phone PWA, desk phone, alternative device.

Calls

Receiving a call during another active call

Step by Step

1) Click  **New call** on the call controls.

You are navigated to the **New call** screen.

2) Enter the name or number you want to call.

3) When you finish typing, do one of the following:

- Press `Enter` on your keyboard.

This option is only available when you are using Microsoft Teams for Windows, Mac, or web browser.

- Select a contact from the list.
- Select **Dial**.

This option is only available when you enter a number.

- Click  **Call**.

The first call is put automatically on hold and the second one is initiated.

The first call's information appears at the top of the call screen, including the text `Remote call On Hold` so that you know the call is on hold. The second call appears at the bottom of the call screen, including the text `Remote call`.

5.8 Receiving a call during another active call

When a call comes in while you are engaged in an active call, you will see the incoming call alert in the Unify Phone for Microsoft Teams app and you will get an audio notification. The call appears at the top of the call screen.

You can select to decline the call or send the call to voicemail.

If you have a desk phone or you have set an alternative number in [Settings](#) (e.g., mobile), you can also select to answer the call from the respective device.

NOTICE:

- The option to send a call to voicemail is available only when voicemail is enabled for you and activated.
 - The option to answer a call from desk phone is available only when a desk phone has been assigned to you on your OpenScape system.
 - The option to answer a call from an alternative device is available only when you have set an alternative number in **Settings**.
 - When a down arrow appears next to the answer or decline button, this is an indication that there is more than one option to select from.
-

Prerequisites

You are signed to Unify Phone app.

Procedure

- To answer the call from desk phone, click .

If you don't see this option but a desk phone has been assigned to you on your OpenScape system, click the down arrow next to the answer button and select **Desk phone**.

- To answer the call from the alternative number, click .

If you don't see this option but you have set an alternative number in **Settings**, click the down arrow next to the answer button and select **Alternative number**.

- To decline the call, click .
- To send the call to voicemail, click  and select **Voicemail**.

In Microsoft Teams, answered calls are displayed as "remote calls" under **Calls**.

When you answer the second call, the first call is put automatically on hold. The first call's information appears at the top of the call screen, including the word **On Hold** so that you know the call is on hold. The second call appears at the bottom of the call screen and becomes the active call.

5.9 Swapping between two parallel calls

If you have two ongoing calls, you can swap between the calls from Microsoft Teams. When you do this, the currently active call is placed on hold and the call on hold becomes the active call.

Prerequisites

- You are signed to Unify Phone app.
- You have two ongoing calls on your Unify Phone web client, Unify Phone PWA, desk phone or alternative device.

Procedure

- Click  on the call controls available for the call on hold.

5.10 Merging two parallel calls

You can merge two parallel calls into a conference from Microsoft Teams.

Prerequisites

- You are signed to Unify Phone app.
- You have two ongoing calls on your Unify Phone web client, Unify Phone PWA, desk phone or alternative device.

Procedure

- Click  **Merge** on the call controls.

Calls

Viewing all current calls

The calls are merged into one under the title **Conference** and you can see the names or numbers of the conference participants on the call screen.

5.11 Viewing all current calls

In Microsoft Teams, you can see a list of all your incoming calls or calls that are in progress on Unify Phone web client, Unify Phone PWA, desk phone or alternative device (remote calls). The calls are displayed as "remote calls" under **Calls**.

Each call in the list includes information, such as the phone number and name of the caller/ callee. The name is only displayed when it can be resolved (e.g. from contacts).

If a call is on your Unify Phone web client, Unify Phone PWA, desk phone or alternative number, you can see the following:

- Call status (e.g., On Hold)

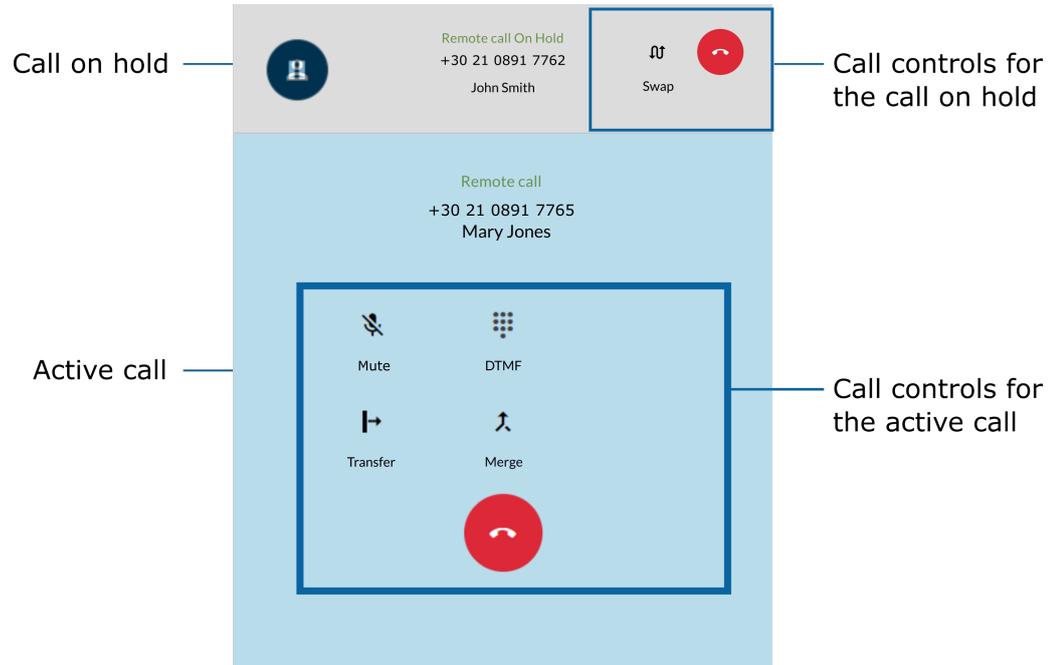
- A set of call controls.

Besides the call controls listed in section [Actions during an active call](#) on page 14, you would also see the following call control:

Icon	Action	Description
	Swap	Swap two separate calls ³

Available call controls depend on the status of the calls on your work number and the telephony settings configured for you.

The following figure shows an active call and a call on hold.



5.12 Name resolution of phone numbers

Unify Phone for Microsoft Teams searches for users or contacts by their phone number and attempts to add naming information to them. This action is referred here as name resolution.

A phone number can be resolved to a name only if it is associated with only one user. It is required that your communication system has been configured to send Fully Qualified Numbers to Unify Phone.

Any name resolution attempt is done first on Unify Phone users. If the number cannot be resolved, Unify Phone for Microsoft Teams will attempt to resolve the name through external services. If 2 (or more) external services are connected and they both resolve to a name, there is no specific priority which name will be used.

³ Available when you are on two separate calls on the same device

Name resolution of Unify Phone users

To resolve a phone number displayed on your Unify Phone for Microsoft Teams app, the search is performed on all phone numbers of all Unify Phone users that belong to the same Unify Phone tenant.

Name resolution of non-Unify Phone users

By default, Unify Phone for Microsoft Teams can only resolve phone numbers that belong to Unify Phone users.

If you need to resolve names of non-Unify Phone users, you must integrate Unify Phone for Microsoft Teams with external services.

Depending on the Microsoft Teams app (desktop, web, or mobile) you are using you are using, the following external services are supported for name resolution:

Microsoft Exchange Online

Name resolution in Microsoft Exchange Online is only possible for private contacts. After connecting to your Microsoft Exchange Online account in Unify Phone for Microsoft Teams for the first time, it might take a while for the name resolution to work.

OpenScape Business

Unify Phone can resolve contacts in the following OpenScape Business directories:

- Personal directory
- Internal directory
- External directory
- Speed Dials

NOTICE: This is available with OpenScape Business V3R3 FR1 or higher.

Persistence of resolved phone numbers in the call history

If call history entries items are resolved to Unify Phone users, this information is persistent across clients and client sessions (sign ins / sign outs).

If a call history item could not be resolved to a Unify Phone user, the clients will attempt to resolve it through the external services. However, this information is not persistent. This means that different clients may display the same call history entries differently, depending on which external service was used to resolve them.

6 Call history

Call history is the list of all your incoming and outgoing calls. You can use it to call your contacts again or to respond to a missed call.

Identification of calls

The entries in the call history are identified as follows:

Symbol	Description
	Incoming call, not missed
	Incoming call, missed
	Outgoing call

Missed calls in the call history are shown in red.

Call details

Further information about calls is listed in the call history:

- Avatar of the caller/ callee
- Name of the caller/ callee
The name is only displayed when it can be resolved (e.g. from contacts).
- Phone number of the caller/ callee
- Call type
- Call duration (only for the answered calls)
- Date and time of the call

Currently, if you are a subscriber of OpenScape Business or OpenScape 4000 and you are signed out of all Unify Phone clients, any incoming or outgoing call on your work number will not appear on the Unify Phone call history. This does not apply to OpenScape Business V3R3 FR1 or higher.

6.1 Filtering the call history

You can filter the call history entries to view only specific call types.

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2)** In the **Unify Phone** for Microsoft Teams app, select  **History**.
If you do not see this option, click ≡ on the top right corner.
- 3)** Select an option from the **Show** drop-down list:
 - **All** to view all your incoming and outgoing calls.
 - **Missed** to view all incoming calls that were not answered.

Call history

Deleting the call history

6.2 Deleting the call history

If you want to delete your full call history, follow the steps below:

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select  **History**.
If you do not see this option, click ≡ on the top right corner.
- 3) From the **Show** drop-down list, select **All** (default) to view all calls or **Missed** to view only the calls you didn't answer.
- 4) Click  on the top of the call history view.
- 5) Click **Yes** to confirm that you want to delete the call history.

6.3 Deleting an entry from the call history

If you want to delete a call entry from the call history, follow the steps below:

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select  **History**.
If you do not see this option, click ≡ on the top right corner.
- 3) Scroll through or filter the call history to find the call entry you want to delete.
- 4) Hover over the desired call entry and click  to the right.
- 5) Click **Yes** to confirm that you want the call entry.

7 Voicemail

You can access voicemail messages directly from Microsoft Teams.

7.1 Listening to voice messages

When voicemail is enabled for you on your OpenScape system and you have activated your voicemail, the  icon appears on the Unify Phone for Microsoft Teams app.

The icon appears below your name and number, if you are using the web or desktop version of Microsoft Teams.

If the app is displayed at a reduced width or if you are using the mobile version of Microsoft Teams, the icon appears next to .

When you receive a new voice message, a red dot appears on the voicemail icon.

To listen to your voice messages:

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click **...** to find it.

2) In the **Unify Phone** for Microsoft Teams app, select  **Voicemail**.

This will cross launch your Unify Phone app on your device and call your voicemail box.

3) Listen to messages received.

4) End the call by clicking  on your Unify Phone app.

8 Presence synchronization

Your presence status lets people know if you are available for communication or not.

As a Unify Phone for Microsoft Teams user, your presence status in Microsoft Teams is synchronized with your presence status in Unify Phone. For example, when you join a Teams meeting or call or when you are on a call on Unify Phone, your presence status will change automatically to "On a call" ("Busy") on both platforms: Unify Phone and Microsoft Teams.

The presence synchronization is bidirectional and it starts upon logging in to the Unify Phone for Microsoft Teams app. It is supported on all communication systems that work with Unify Phone: OpenScape Voice, OpenScape 4000 or OpenScape Business.

If you are an OpenScape Business subscriber, your presence status in Microsoft Teams is also synchronized with your OpenScape Business telephony status. This means, for example, that if you are using Unify Phone for Microsoft Teams and you join a Teams meeting or call or you are on a call on your work number, your presence status will change automatically to "On a call" ("Busy") on all clients and devices: Unify Phone, Microsoft Teams and desk phone.

The following tables shows the presence status mapping between Microsoft Teams and Unify Phone:

Microsoft Teams Presence >	Unify Phone Presence
 Available	 Available
 Busy (set by user)	 Busy
 In a call (Teams call or direct routing call)	 Busy (On a Teams call)
 In a meeting	 Busy
 Do not disturb	 Do not disturb
 Presenting	 Do not disturb
 Focusing	 Do not disturb
 Away	 Away
 Be right back	 Away
 Appear offline	 Appear offline
 Offline	 Offline

Unify Phone Presence >	Microsoft Teams Presence
✓ Available	✓ Available
● Busy (set by user)	● Busy
● On a call	● Busy
⊖ Do not disturb	⊖ Do not disturb
🕒 Away	🕒 Away
⊗ Appear offline	⊗ Appear offline

NOTICE: Presence synchronization delays are expected when you are using Microsoft Teams 1.0. Direct presence synchronization can be achieved with the use of the new Microsoft Teams 2.0 app.

8.1 Stopping presence synchronization

If you want to stop presence synchronization between Unify Phone and Microsoft Teams, you must remove Unify Phone for Microsoft Teams from your account. You can do this in the web or desktop version of Microsoft Teams.

To stop presence synchronization, follow the steps below:

Step by Step

- 1) Sign out of all Unify Phone for Microsoft Teams app instances (clients).

For more information about signing out of Unify Phone for Microsoft Teams, see [Signing out](#) on page 10.

- 2) Uninstall the Unify Phone app from Microsoft Teams.

- a) Select **Apps** in the app bar.

The app bar is located on the left side of the Microsoft Teams web or desktop app.

- b) Click **Manage your apps** at the bottom-left.

- c) Search for **Unify Phone** in one of the following ways:

- Locate Unify Phone in the list of apps.
- Type `Unify Phone` in the search field and locate the app in the search results.

- d) Click **Unify Phone**.

The app section expands and you can view the remove option.

- e) Click .

- f) Click **Remove** to confirm the action.

Unify Phone is no longer displayed in the list of apps.

Presence synchronization

It will be added back to the list if you add it again to your account.

9 Contact directories

Unify Phone for Microsoft Teams supports the following contacts directories:

- **Internal directory**

Contains Unify Phone users that belong to the same Unify Phone tenant.

- **Exchange contacts directory**

Contains private and global contacts from your Microsoft Exchange Online account, as well as in your organization's users directory.

The Exchange contacts directory can be used if you are connected to your company's Microsoft Exchange account in Unify Phone for Microsoft Teams.

For more information, see [Connecting or Disconnecting from your Microsoft Exchange Online account](#) on page 35.

- **OpenScape Business contacts directories**

Contains contacts from the following OpenScape Business directories:

- Personal directory
- Internal directory
- External directory
- Speed Dials.

NOTICE: This is available with OpenScape Business V3R3 FR1 or higher.

9.1 Searching for a contact

You can search for a contact by name or phone number.

As you type in the search box, Unify Phone for Microsoft Teams will simultaneously search in all contact directories it has access to.

If you are connected to your company's Microsoft Exchange Online account and you are searching for a contact by name, Unify Phone for Microsoft Teams will search in your private and global Exchange contacts.

If you are connected to your company's Microsoft Exchange Online account and you are searching for a contact by phone number, Unify Phone for Microsoft Teams will search in your private Exchange contacts.

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click *** to find it.

2) In the **Unify Phone** for Microsoft Teams app, select **Keypad**.

If you do not see this option, click ☰ on the top right corner.

Contact directories

3) In the input field, enter the name or number of the contact you are searching for.

The search results display the list of contacts that matches your search (if any).

You can recognize the contacts by the icons displayed at the top right corner of their avatar:

-  , for contacts in your Microsoft Exchange Online account, as well as in your organization's users directory.
-  , for contacts in your OpenScape Business directories.

If an OpenScape Business contact has multiple phone numbers associated with it, Unify Phone will display all phone numbers for that contact.

Next steps

You can tap on a contact in the search results list to make a call to. It will cross launch your Unify Phone app on your device and use it to make the call.

10 Settings

You can configure telephony settings for Unify Phone, set your preferred language or connect to Microsoft Exchange Online directly from Microsoft Teams.

You can configure the following:

- **General** settings:
 - Set your preferred **Language**.
 - Connect to your company's Microsoft Exchange Online account
- **Telephony** settings:
 - Enable or disable **Call forwarding**.
 - Specify an **Alternative number**.
 - Define the **Call routing**.

If you are a subscriber of an OpenScape Voice or OpenScape 4000 communication system, you can additionally configure the following **Telephony** settings:

- Activate your **Voicemail** and adjust the number of seconds an incoming call should ring before it is sent to voicemail.
- Change the ring time before a call is routed to an alternative number, if you have specified one.
- Configure **Busy settings**.

10.1 Enabling call forwarding (OpenScape Business)

When you are out of office or unavailable, you can have your calls forwarded to a person of your choice or to voicemail by enabling **Call forwarding**.

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2)** In the **Unify Phone** for Microsoft Teams app, select  **Settings**.
If you do not see this option, click ☰ on the top right corner.
- 3)** In the **Telephony** tab, switch the **Call forwarding** slider to ON (purple) to enable call forwarding.
- 4)** Select one of the available options:
 - a) If you want to forward your phone calls to a colleague, select the **Number** option and enter your colleague's phone number.
 - b) If you want to forward your calls to the voicemail, select the **Voicemail** option.

Call forward is enabled and the  icon is displayed in one of the following areas:

- Below your name and number, if you are using the desktop or web versions of Microsoft Teams.

Settings

Enabling call forwarding (OpenScape Voice, OpenScape 4000)

- Next to ☰, if you are using the mobile version of Microsoft Teams.

When a call comes in on your work number and you have call forwarding enabled, the call is redirected to your forwarding destination and a missed call entry is generated in your call history.

Next steps

You can disable call forwarding at any time from **Settings** > **Telephony** or by clicking  and then selecting **Disable**.

10.2 Enabling call forwarding (OpenScape Voice, OpenScape 4000)

When you are out of office or unavailable, you can have your calls forwarded to a person of your choice by enabling **Call forwarding**.

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2)** In the **Unify Phone** for Microsoft Teams app, select  **Settings**.
If you do not see this option, click ☰ on the top right corner.
- 3)** In the **Telephony** tab, switch the **Call forwarding** slider to ON (purple) to enable call forwarding.
- 4)** Enter your colleague's phone number in the input field.

Call forward is enabled and the  icon is displayed in one of the following areas:

- Below your name and number, if you are using the desktop or web versions of Microsoft Teams.
- Next to ☰, if you are using the mobile version of Microsoft Teams.

Next steps

You can disable call forwarding at any time from **Settings** > **Telephony** or by clicking  and then selecting **Disable**.

10.3 Activating your voicemail

You can specify whether or not your unanswered calls will go to voicemail.

Prerequisites

- You are a subscriber of an OpenScape Voice or OpenScape 4000 communication system.
- Your telephony administrator has enabled voicemail on your company's communication system.

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.
- 3) In the **Telephony** tab, switch the **Voicemail** slider to ON (purple).
- 4) Set the ringing duration of the call from the drop down menu.
The minimum ringing duration is 5 seconds and the maximum is 30 seconds.

The voicemail is activated.

10.4 Changing the ring time before a call is routed to voicemail

When you have activated your voicemail, you can adjust the number of seconds an incoming call should ring before it is sent to voicemail.

Prerequisites

- You are a subscriber of an OpenScape Voice or OpenScape 4000 communication system.
- Your telephony administrator has enabled voicemail on your company's communication system.
- You have activated your voicemail.

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.
- 3) In the **Telephony** tab, under the **Voicemail** section, click the **Active after** drop-down list and select a ring time.
The minimum ringing duration is 5 seconds and the maximum is 30 seconds.

10.5 Setting an alternative number

You can set the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number.

You also use the alternative number to control the routing of your calls between your devices.

Settings

Configuring incoming call routing

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.
- 3) In the **Telephony** tab, switch the **Alternative number** slider to ON (purple).
- 4) Type the phone number of an alternative device in the input field or select one from the suggestions list.

The list displays the most recently set alternative numbers (up to 5) and is updated as you type in.

You can remove an alternative number from the suggestions list by clicking the **X** button next to it. The phone number will be added back to the suggestions list if you add it again as your alternative number.

10.6 Configuring incoming call routing

By default, incoming phone calls will ring on all of your Unify Phone clients and desk phone. On no answer they will be routed to your alternative device, if you have specified one.

You can change this default setting and have all incoming phone calls be routed directly to your desk phone or alternative device directly from Microsoft Teams.

Follow the steps below to configure **Call routing**:

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.

3) In the **Telephony** tab, under the **Call routing** (OpenScape Business) or **Incoming call routing** (OpenScape Voice, OpenScape 4000) section, choose one of the following options:

- **Default routing**

Incoming calls will ring on all your Unify Phone clients and desk phone. On no answer, they will be routed to your alternative device, if you have specified one.

- **Desk phone**

Incoming calls will be routed directly to your desk phone.

- **Unify Phone**

Incoming calls will be routed directly to your Unify Phone clients.

- **Alternative number**

Incoming calls will be routed directly to your alternative device.

- **Voicemail**

Incoming calls will be routed directly to your voicemail.

NOTICE:

Outgoing calls are possible via all your Unify Phone clients or desk phone.

The option to send your incoming calls directly to your desk phone is only available if a desk phone has been assigned to you on your OpenScape system.

The option to send your incoming calls directly to your Unify Phone is only available if you are a subscriber of an OpenScape Business communication system.

The option to send your incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your incoming calls directly to voicemail is only available if your company's communication system is OpenScape Voice or OpenScape 4000. It requires you to enable voicemail in settings and your telephony administrator to enable voicemail on your company's communication system.

10.7 Connecting or Disconnecting from your Microsoft Exchange Online account

In Unify Phone for Microsoft Teams, you can connect to your Microsoft Exchange Online account to search and call your Exchange contacts using Unify Phone directly from Microsoft Teams.

Exchange contacts are shown with the Microsoft Exchange Online icon () at the top right corner of their avatar.

Settings

Changing the ring time before a call is routed to alternative number

Prerequisites

- You are using the same account to sign into Microsoft Teams and Microsoft Exchange Online.

The connection to your Microsoft Exchange Online account is automatically established as soon as you sign in to Unify Phone for Microsoft Teams app.

You can disconnect from your Microsoft Exchange Online account at any time as described below:

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2)** In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.
- 3)** In the **General** tab, locate the Microsoft Exchange Online extension and click **Disconnect**.

Next steps

According to your connection status, the Microsoft Exchange Online area shows:

- **Connect**, when you are not connected to Microsoft Exchange Online.
- **Disconnect**, when you are connected to Microsoft Exchange Online.

Once you successfully connect to Microsoft Exchange Online, your account is shown below the **Disconnect** button.

10.8 Changing the ring time before a call is routed to alternative number

When you have set your incoming calls to go through the default routing sequence and you have set an alternative number, you can further adjust how long your Unify Phone clients and desk phone should ring before a phone call is routed to an alternative number.

Prerequisites

- You are a subscriber of an OpenScape Voice or OpenScape 4000 communication system.
- You have set your incoming calls to go through the default routing sequence.
- You have set an alternative number.

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.

- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ☰ on the top right corner.
- 3) In the **Telephony** tab, locate the **Incoming call routing** section.
- 4) Select the drop down arrow below the **Default routing** option and choose the ring time that best suits your needs.

10.9 Configuring busy settings

When you have set your incoming calls to go through the default routing sequence, you can further specify how new incoming calls will be treated while you are busy on a phone call. You can have these calls continue default routing, get a busy signal, go to your voicemail or alternative number, if you have specified one.

Prerequisites

- You are a subscriber of an OpenScape Voice or OpenScape 4000 communication system.
- You have set your incoming calls to go through the default routing sequence.

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ☰ on the top right corner.
- 3) In the **Telephony** tab, under the **Busy settings** section, choose one of the following options:
 - **Default routing**
New incoming calls will continue default routing.
 - **Busy signal**
New incoming calls will get a busy signal.
 - **Alternative number**
New incoming calls will go to your alternative number.
 - **Voicemail.**
New incoming calls will go to voicemail.

NOTICE: The **Busy settings** section is visible when the **Default routing** is selected as the preferred option for **Incoming call routing**.

The option to send your new incoming calls directly to your alternative device is only available if you have specified an alternative number.

The option to send your new incoming calls directly to voicemail requires you to enable voicemail in settings

Settings

Making yourself available for hunt/ ACD group calls

and your telephony administrator to enable voicemail on your company's communication system.

10.10 Making yourself available for hunt/ ACD group calls

When you are a member of an ACD/ hunt group, the  icon appears on the Unify Phone for Microsoft Teams app. You can use it to make yourself available or unavailable to receive hunt/ ACD group calls.

The icon appears below your name and number, if you are using the web or desktop version of Microsoft Teams.

If the app is displayed at a reduced width or if you are using the mobile version of Microsoft Teams, the icon appears next to .

To make yourself available or unavailable for hunt/ ACD group calls:

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click *** to find it.

2) In the **Unify Phone** for Microsoft Teams app, click .

A pop-up window opens allowing you to set your availability.

3) Switch the slider to:

- ON (green) to make yourself available for hunt/ ACD calls.

Phone calls to the phone number of the ACD/ hunt group you are a member of will come in on your device.

- OFF (gray) to make yourself unavailable for hunt/ ACD calls.

Phone calls to the phone number of the ACD/ hunt group you are a member of will not come in on your device.

Your agent status does not affect the delivery of normal phone calls to your own number. So, even when you are unavailable for ACD/ hunt group calls, you can still receive direct calls to your work number.

10.11 Changing the language settings

You can set your preferred language for your Unify Phone directly from Microsoft Teams. This setting is synchronized with the language of your Unify Phone web client and Progressive Web App (PWA).

Unify Phone currently supports the following languages: English, German, French, Spanish, Italian, Dutch, Catalan, Portuguese (Brazil) and Basque.

Step by Step

- 1)** In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2)** In the **Unify Phone** for Microsoft Teams app, select **Settings**.
If you do not see this option, click ≡ on the top right corner.
- 3)** In the **Language** section of the **General** tab, select the language you want to use.

Next steps

The language will change automatically to the one that you have selected.

Other

Viewing the About page

11 Other

This chapter describes other, general functions of the Unify Phone for Microsoft Teams apps.

11.1 Viewing the About page

You can view information about the version of the Unify Phone for Microsoft Teams app and links to the Unify official website, the privacy policy and terms of use on the **About** page.

Viewing the About page is only possible when you are accessing the app from a desktop computer.

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, click **About** at the top.

Next steps

When you want to return to the main page of the Unify Phone for Microsoft Teams app, click **App** at the top.

11.2 Granting or revoking app permissions

You can view and grant the Unify Phone for Microsoft Teams app permissions to access your media (camera, microphone, or speakers) or location when the app is in use or revoke them.

Viewing and granting or revoking app permissions is only possible when you are accessing the app from a desktop computer.

Step by Step

- 1) In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- 2) In the **Unify Phone** for Microsoft Teams app, click  at the top-right.
A pop-up window opens with the app permissions.
- 3) Switch the slider to:
 - ON (purple) to grant permission.
 - or
 - OFF (gray) to revoke permission.
- 4) Refresh the app for the changes to take effect.

Next steps

When using Microsoft Teams for web, you must ensure that your browser is configured with the same permissions.

11.3 Refreshing the app

You can refresh Unify Phone for Microsoft Teams app at any time.

Procedure

- In Microsoft Teams, select **Unify Phone** in the app bar.
If you don't see this option, click *** to find it.
- In the **Unify Phone** for Microsoft Teams app, do the following:
 - If you are accessing the app from a desktop computer, click  at the top-right.
 - If you are accessing the app from a mobile device, click  at the top-right, then select **Refresh**.

11.4 Accessing user documentation

You can access the following user documentation directly from the Microsoft Teams app:

- Unify Phone for Microsoft Teams, user guide (this document)

Documentation is available in PDF format.

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click *** to find it.

2) In the **Unify Phone** for Microsoft Teams app, select **Help & Support > Help**.

In the web or desktop version of Microsoft Teams, you are navigated to a new browser tab where you can view the user documentation.

In the mobile version of Microsoft Teams, the user documentation is downloaded to your device's storage.

11.5 Reporting an issue

If you are experiencing an issue with Unify Phone, you can report it directly from within Unify Phone for Microsoft Teams, in either the web, desktop, or mobile version of Microsoft Teams.

Prerequisites

- An email client is set up on your device.

Step by Step

1) In Microsoft Teams, select **Unify Phone** in the app bar.

If you don't see this option, click *** to find it.

2) In the **Unify Phone** for Microsoft Teams app, select **Help & Support > Report issue**.

If you do not see this option, click ☰ on the top right corner.

If an email app has been set as your default or if only one email app is installed on your device, this app will open by default with a pre-populated message.

If multiple email apps are installed on your device and you haven't set one as your default, you will be prompted to choose the email app you wish to continue with. The email app selected opens with a pre-populated message.

3) Provide a short description of the issue in the subject line and a detailed description of the issue in the email body.

When describing the issue, please indicate:

- The approximate time the problem happened.
- How often the issue occurs.
- What you were doing when the issue occurred.
- Attach any screenshots that might help troubleshoot the issue.

4) Attach the log files to the report email.

Based on the device you are using, you can find the automatically generated log files in one of the following ways:

- If you are using a desktop computer, log files are downloaded to the default download folder of your computer. The file name starts with "wcans".
- If you are using a mobile device, you can download the log files from the **Files** area of Microsoft Teams, in particular from **Files > OneDrive > MSTEams_Unify_Phone Logs**.

NOTICE: Alternatively, if you have set up OneDrive on your mobile device and your OneDrive account uses the same email address as your Microsoft Teams account, you can directly attach a copy of the log files to the report email without having to download them first. For this, you need to click on the paperclip (📎) icon on your email app and select **Attach file**, then on the pop-up window that appears, you need to navigate to **My Files > MSTEams_Unify_Phone Logs** in OneDrive, locate the zip file with the logs, and then select to attach it as a copy to the report email.

5) Send the email.