



Microsoft Teams: Integration into SwyxWare

Requirements and Configuration

As of: March 2020

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1 Microsoft Teams: Integration into SwyxWare

You can integrate Microsoft Teams into SwyxWare. The telecommunications solutions available in MS Teams are extended with useful telephony functions from SwyxWare.

1.1 Functions

The following functions are available:

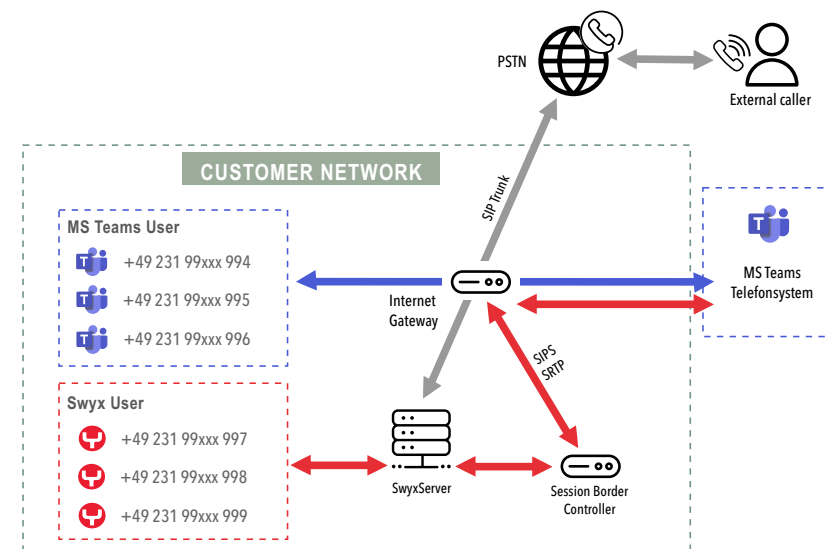
- An MS Teams user can dial SwyxWare and any external call destinations directly from the MS Teams client.
- An MS Teams user gets his own external phone number, thus he can be reached by external callers and SwyxWare users in the MS Teams client.
- For each MS Teams number, call forwarding can be configured via Swyx Call Routing Manager or Graphical Script Editor (Extended Call Routing).

1.2 Concept

With the dedicated SIP gateway trunk, session border controller and proxy gateway, SwyxServer gets the new access point that MS Teams telephony can reach. The public IP address must be resolvable by a DNS name.

The Microsoft team telephony system can forward calls to and from SwyxServer

Since SwyxServer is connected to the public switched telephone network (PSTN) via SIP trunk, calls can also be forwarded externally.



1.2.1 Requirements

Microsoft

- Microsoft Teams with Direct Routing Support

SwyxWare

- SwyxServer License
- Voice Channel Licenses
- SwyxWare User licenses (optional)
- Swyx Extended Call Routing License (optional)
- Further options and option packages (optional)

SIP Provider

- Contract with a SIP provider
- Phone numbers

Hardware: AudioCodes Gateway

- SwyxConnect 8000 used as Session Border Controller
- AudioCodes Firmware v7.20 and higher

- AudioCodes licenses for MS Teams
- AudioCodes MSFT license for MSBR devices
- AudioCodes SBC session license for every MS Teams user

The required licenses can be purchased via Swyx.

1.3 Configuration of Microsoft Teams

For information about the configuration that must be done in Microsoft Teams, see

docs.microsoft.com/en-us/microsoftteams/teams-overview

docs.microsoft.com/en-us/microsoftteams/direct-routing-plan

docs.microsoft.com/en-us/microsoftteams/direct-routing-configure

1.4 Configuration of the Session Border Controller

For information on the configuration that must be made on the Session Border Controller, see

audiocodes.com/media/13253/connecting-audiocodes-sbc-to-microsoft-teams-direct-routing-enterprise-model-configuration-note.pdf

1.4.1 Configuration in SwyxWare Administration

In SwyxWare Administration you must make the following configuration:

Create a SIP trunk to the SIP provider:

Create the SIP trunk with the data from your SIP provider. For the phone number range, use the phone numbers received from the SIP provider. For a detailed configuration guide see the SwyxWare documentation for Administrators, chapter "SIP Connections".

SIP Gateway Trunk Group, Create Trunk:

Create the dedicated SIP gateway trunk group and then the trunk for forwarding to/from MS Teams. For a detailed configuration guide please refer to the SwyxWare documentation for administrators, chapter "SIP Gateway Connections".

Set forwarding rules for the numbers assigned to MS Team members:

The SIP gateway trunk must be used for the MS Teams destination numbers.

For a detailed configuration guide see the SwyxWare documentation for Administrators, chapter "Forwarding".