

# Call2Teams

## Proof of Concept (PoC)

## Deployment Walkthrough

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## Guidance for Performing a Call2Teams Proof of Concept

This guidance note outlines the steps necessary to perform a basic Proof of Concept (PoC) of the Qunifi Call2Teams service on an existing PBX service.

### Audience

The administration and configuration of the Call2Teams connector requires competence in:

- Administering Office 365, including a basic understanding of running PowerShell commands.
- Setting up SIP devices on a PBX

### Pre-requisites

1. Watch the 9-minute video on the Call2Teams website: <https://www.call2teams.com/webinars>
2. An Office 365 account is needed: Take up the Office 365 E5 licence trial if you don't have a sandbox or test account. You will need E1 licences or better, with the Phone System add-on (an E5 licence includes everything you need).

The trial is available from: <https://go.microsoft.com/fwlink/?LinkID=723562>

If you are a Microsoft partner, Office 365 demo tenants are available from [demo.microsoft.com](https://demo.microsoft.com), select "Microsoft 365 Enterprise Demo Content"

3. Ensure you have at least one, preferably two, unallocated Office 365 licences, these are used by the setup process.
4. Move to the next Tenant Set-up phase



## Tenant Set-up

1. Send an email to your Qunifi contact with an administrator's Office 365 UPN/username (email address) for us at Qunifi to grant your Call2Teams portal access.
2. When you receive confirmation your account is active, use link in the email to login to <https://admin.call2teams.com/> with your 'Global Admin' Office 365 credentials from your test tenant.
3. Create or shortlist at least two licenced test users in the Office 365 tenant that will be used for the PoC
4. Create at least two SIP accounts on your PBX, one for each user in the PoC
5. Complete the information table for the PoC users e.g.

User	Phone number	SIP Username	SIP Domain	SIP Password
Bob	+443300072675	VH4836902	Mypbx.com	Dhsgah6%gs
Mary	+17267265356	VH4836966	Mypbx.com	G5seeth6ye

6. Go through the process of setting up the Office 365 account and Call2Teams users as described in the '**Teams Admin Setup Guide**' in the Teams Services area of the Call2Teams portal:
  - ↓ Add PBX config
  - ↓ Sync Office 365 account with "Sync now"
  - ↓ Configure SIP credentials in the Call2Teams portal for users.
7. Ensure you have created a Call2Teams user for each PoC user and enter the SIP credentials in the portal for each user from the table.
8. The PoC users should install the Teams client on PC or Mac (download from the O365 login portal) and ensure they can login.
9. Note: The Teams Calls button should appear on the left in teams, **it can take a few hours** for O365 to sync the settings across.

## PoC Confidence Tests

Perform the following tests to compatibility with your PBX for standard confidence levels:

1. Ensure there are at least 2 users registered from the same Call2Teams region
2. Test users can call out to the PSTN from Teams
3. Test users can call extension number of other PBX users from Teams
4. Make calls into Teams users to their DDI from the PSTN
5. Make calls into Teams from the PSTN then have a user transfer the call back out to a PSTN number