

# Microsoft Teams

Make and receive calls in Microsoft teams.

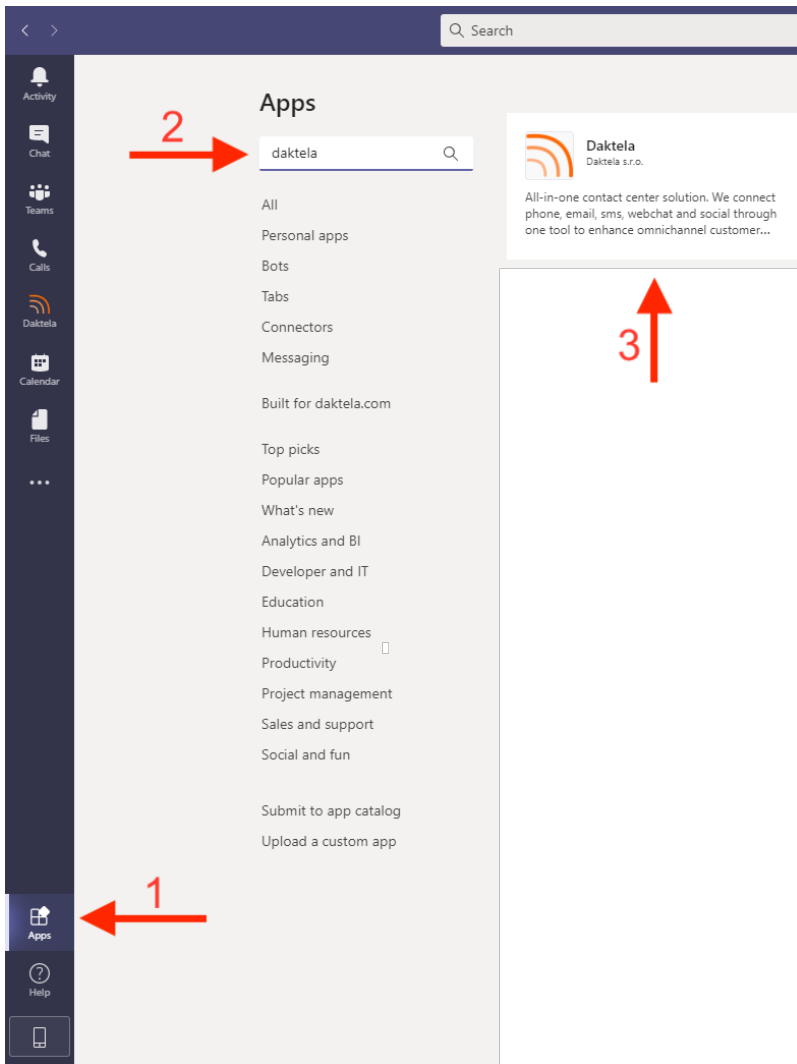
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## Add and Set up the Daktela App in MS Teams

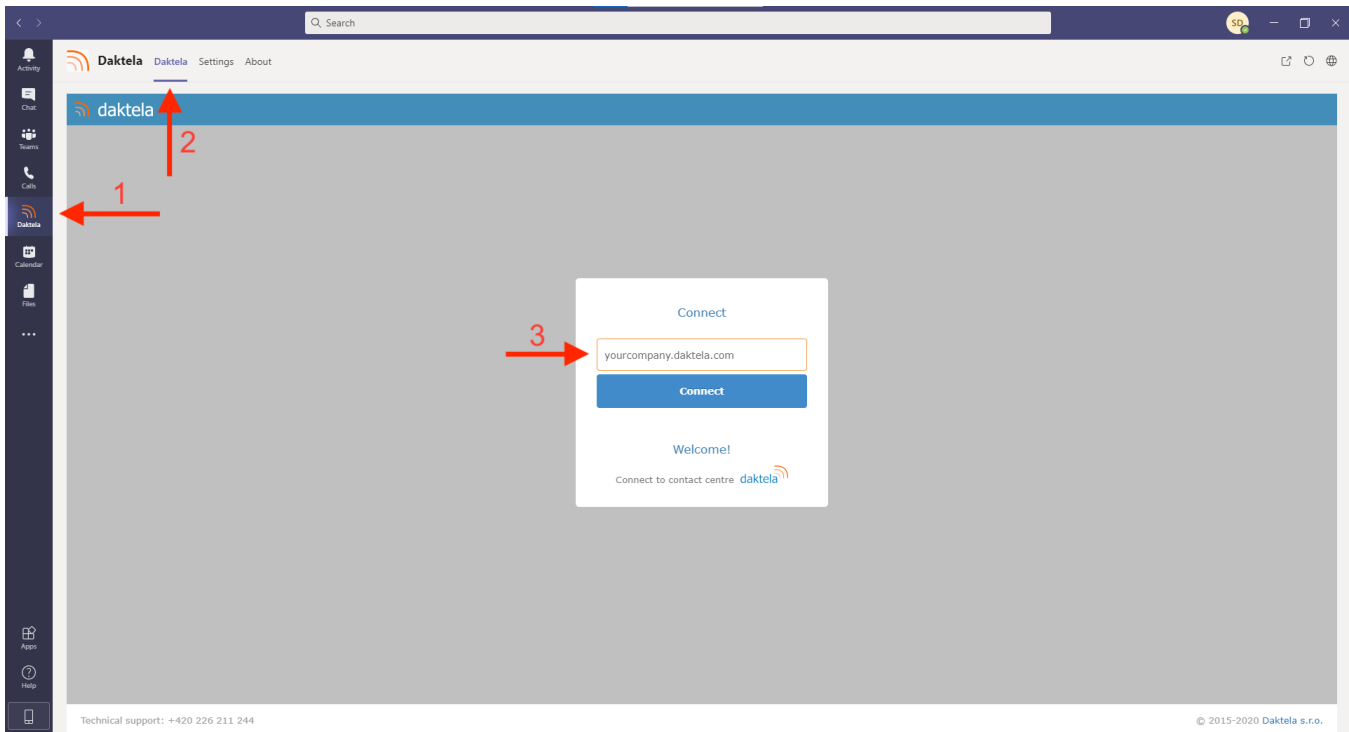
Log in to Microsoft Teams.

Open the *Apps* tab, find the Daktela app and install it.



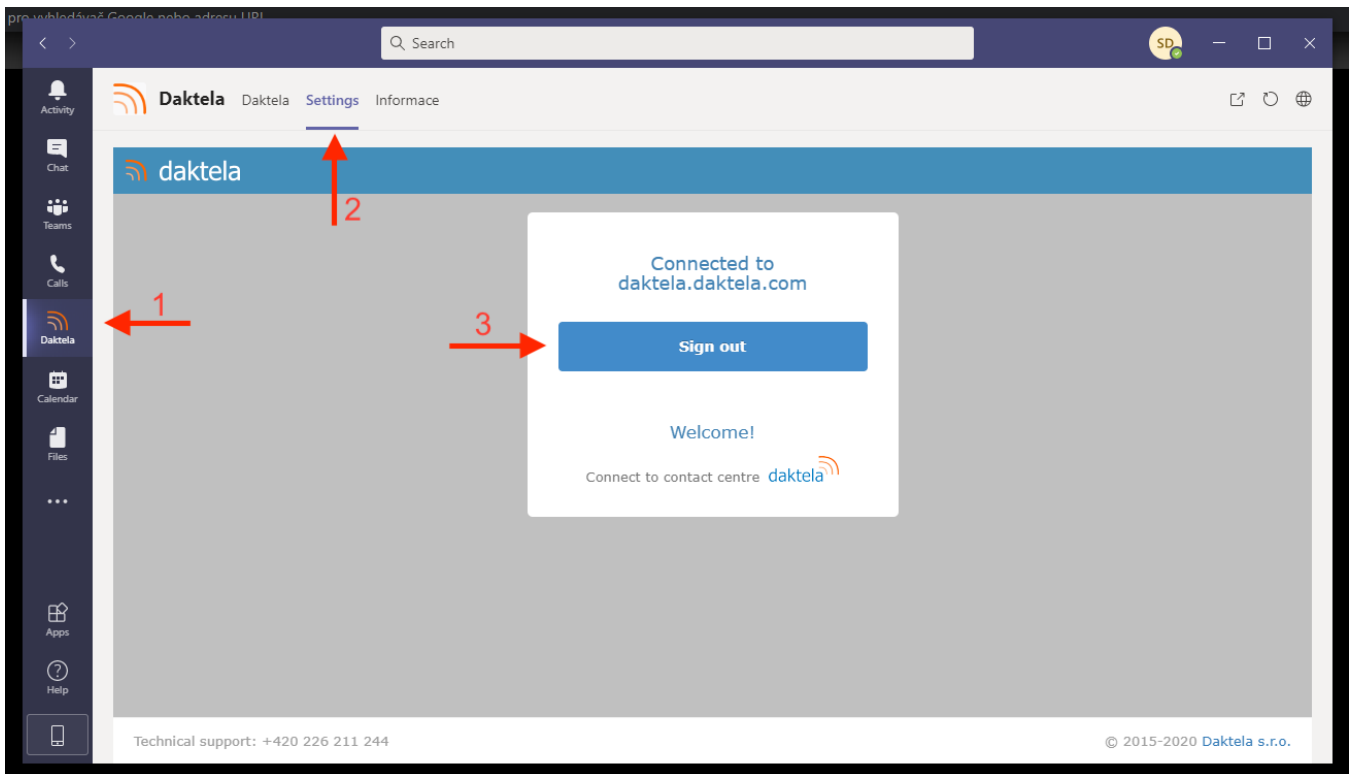
The Daktela App will appear in your sidebar. Click it to open it.

In the *Daktela* tab of the App, enter your Daktela URL (e.g. *yourcompany.daktela.com*) and click *Connect*. The App will remember your URL until you [disconnect it](#).



After you click *Connect*, the Daktela login page will load. **You do NOT need to log in**  
**Sign Out of Your Daktela URL**

Open the Daktela App from your sidebar. In the *Settings* tab of the App, click *Sign out*.



To use Daktela in MS Teams again, you will need to re-enter your URL in the *Daktela* tab of the App.

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## Make and Receive Calls

### Make a Call to a New Number

1. In MS Teams, open the *Calls* tab from the sidebar.
2. Enter the phone number you want to call using the key pad in the bottom of the screen or your keyboard.
3. Click *Call* or press Enter on your keyboard to start the call.
4. Control the call like a standard MS Teams call.

### Start a Call from History of Contacts

1. In MS Teams, open the *Calls* tab from the sidebar.
2. Go to *Contacts* or *History*.
  - a. In *Contacts*, click the *Phone* button at the end of the line with the contact you want to call.
  - b. In *History*, double click a past call to dial it again or click the *Options* dots at the end of the line and click *Call back*.
3. Control the call like a standard MS Teams call.

### Receive a Call

When you have an incoming call, you will receive a standard MS Teams notification. Accept it using the Blue Phone button, reject it using the Red Phone button.

Control the call like a standard MS Teams call.

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## Admin – Add an MS Teams Device and Assign it to a User

### Add an MS Teams Device – up to version 6.19.x

For versions 6.20+, you can manage your MS Teams Devices in [Manage → Devices → MS Teams Devices](#).

1. In Daktele, go to [Manage → Devices → External numbers](#).
2. Add a new number – the user's extension is MS Teams.
3. **Device:** enter the extension number of the MS Teams User.
4. **External type:** select Microsoft Teams.
5. Save the device.
6. Configure the user in PowerShell.

The above applies to MS Teams running on Azure Active Directory (cloud). If you are using on-premise Active Directory, contact your Microsoft 365 specialist or get in touch with our Support team and we can recommend one to you.

### Assign the Device to a User

1. In Daktele, go to [Manage → Users → List of users](#).
2. Open the user to who you want to assign the device.
3. Enter the device (the number you have entered in 3. above) under **Devices**.
4. Save the user.

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## Admin – Download and Install the Daktela Plug-in



1. [Download the Daktela MS Teams plug-in](#). **Do not unzip it.**
2. Go to your MS Teams admin console at <https://admin.teams.microsoft.com/policies/manage-apps>
3. Go to Teams Apps → Manage Apps.
4. Click *Upload* and select the file you downloaded in Step 1. After you upload it, the Daktela App will be available in the App catalog in your entire domain.
5. [Add the Daktela App to your apps](#).

It may take up to 24 hours for the changes to take effect in MS Teams.