

Grandstream Networks, Inc.

**Connecting UCM and Microsoft
Teams via TeamMate**



INTRODUCTION

TeamMate is a bridge that connects a user's Microsoft Teams account to a PBX, like the Grandstream UCM, as a SIP endpoint. In this integration, Microsoft Teams will act as another endpoint for a UCM extension. As such, there is no need to configure trunks on the UCM side. This document describes how to configure TeamMate to connect UCM and Microsoft Teams, and how to use this setup to make calls.

PREREQUISITES

Please refer to the steps in the link below to set up the connection between the UCM and Microsoft Teams:

<https://kb.connecttoteams.com/docs/pbx-connector-installation-step-by-step-guide>

Before getting started, please ensure you have the **correct Microsoft Teams license**. To proceed with the **TeamMate** connector setup, you currently need a **Microsoft Teams for Enterprise** plan, which supports PBX integration.

For licensing, Teams user syncing, and Direct Routing setup, please consult your IT administrator to ensure you have the necessary Microsoft Admin permissions.

CONFIGURING TEAMMATE FOR LINKING UCM AND MICROSOFT TEAMS

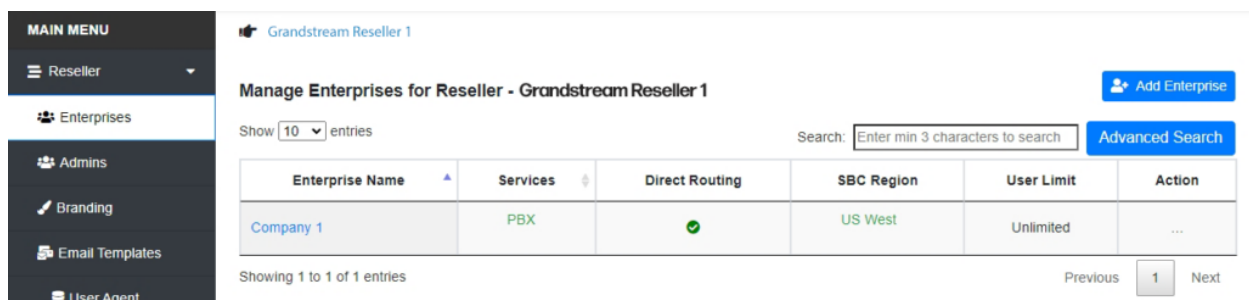
Please log in **Reseller Login Portal**:

<https://service.connecttoteams.com/home>

For Information about creating and configuring an account, please contact TeamMate directly. TeamMate is a Microsoft ISV (Independent Software Vendor) Partner.

<https://www.teammatetechnology.com>

Once logged in, the following page will appear:



The screenshot shows the 'Manage Enterprises for Reseller - Grandstream Reseller 1' page. On the left is a 'MAIN MENU' with options: Reseller, Enterprises, Admins, Branding, Email Templates, and User Agent. The 'Enterprises' section is active. The main content area has a title 'Manage Enterprises for Reseller - Grandstream Reseller 1', a search bar, and a table of enterprises. The table has columns: Enterprise Name, Services, Direct Routing, SBC Region, User Limit, and Action. One enterprise, 'Company 1', is listed with Services 'PBX', Direct Routing 'checked', SBC Region 'US West', and User Limit 'Unlimited'. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

Enterprise Name	Services	Direct Routing	SBC Region	User Limit	Action
Company 1	PBX	✓	US West	Unlimited	...

From here, select the enterprise to use. This will lead to the enterprise's dashboard.

Reseller

Enterprise

Dashboard

PBX

Users

Bulk Upload

Monitor Calls

Debug Call

Enterprise Admin Action Items

Setting	Current Status	Action Required
Teams PBX Application	No App Templates found	Setup App Template
Microsoft Teams CDR	Granted Consent	-

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
No data available in table			

Direct Routing Connection Status

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust123.sbc.connecttoteams.com	US West	Domain Validated	✔	Inactive Active	Inactive Active

Click on **PBX** on the sidebar. From here, you can add your PBX.

Reseller

Enterprise

Dashboard

PBX

Users

Bulk Upload

Monitor Calls

Configured PBXs

Show 10 entries
Search:
[Add PBX](#)

PBX Domain	PBX Location	PBX Type	Action
pbx.company1.com	United States	Grandstream	...

Showing 1 to 1 of 1 entries
Previous 1 Next

Configure accordingly based on your UCM’s settings. For reference, the test UCM has been added as such:

Reseller

Enterprise

Dashboard

PBX

Users

Bulk Upload

Monitor Calls

Debug Call

PBX Settings

General Settings

PBX Type

PBX Location

PBX DNS Lookup type

PBX Outbound Transport type

PBX SIP Domain

PBX SIP Domain Proxy

Voicemail Feature Code

PBX SIP Domain Proxy Port

Codecs

G.711 A-law
G.711 U-law

(Select the Codecs in preferential order supported by the PBX)

Domain Alias
(Enter one Alias entry per line)

To associate Microsoft Teams accounts with SIP accounts on the UCM, click on the **Users** option in the sidebar and click on **Add User**:

Reseller

Enterprise

Dashboard

PBX

Users

Bulk Upload

Monitor Calls

Debug Call

Manage Users

Show 10 entries

Search: Enter min 3 characters to search

Advanced User Search

Teams User	PBX User	SBC Location	License Details	Action
user1@company1.com	Not Configured	Not Configured		
user2@company1.com	Not Configured	Not Configured		
user3@company1.com	Not Configured	Not Configured		
user4@company1.com	Not Configured	Not Configured		
user5@company1.com	Not Configured	Not Configured		
user6@company1.com	Not Configured	Not Configured		
user7@company1.com	Not Configured	Not Configured		
user8@company1.com	Not Configured	Not Configured		
user9@company1.com	Not Configured	Not Configured		
user10@company1.com	Not Configured	Not Configured		

Showing 1 to 10 of 155 entries

Previous

1

2

3

4

5

...

16

Next

For reference, the test user account is configured as such:

Reseller

Enterprise

Dashboard

PBX

Users

Bulk Upload

Monitor Calls

Debug Call

Edit User

PBX Locations*

United States

Available Voice Routes*

US West

Teams UserID

user1@company1.com

Phone Number*

100

SIP UserID*

100@pbx.company1.com

SIP Authentication ID*

100

SIP Password*

Confirm SIP Password*

Disable Voicemail in Teams?

☐

Assign Default DialPlan Policy?

☒

End User Portal Login Information

Portal Login Name

Portal Password

Save User

For selecting the Microsoft Teams user to associate with the SIP account, only Microsoft Teams users added and created by the Microsoft Admin will be visible and selectable.

Once created, and if the user has the appropriate license, it would appear as such:

Dashboard

PBX

Users

Bulk Upload

Teams User	PBX User	SBC Location	License Details	Action
user1@company1.com	100@pbx@company1.com	US West		...

Showing 1 to 1 of 1 entries

Previous

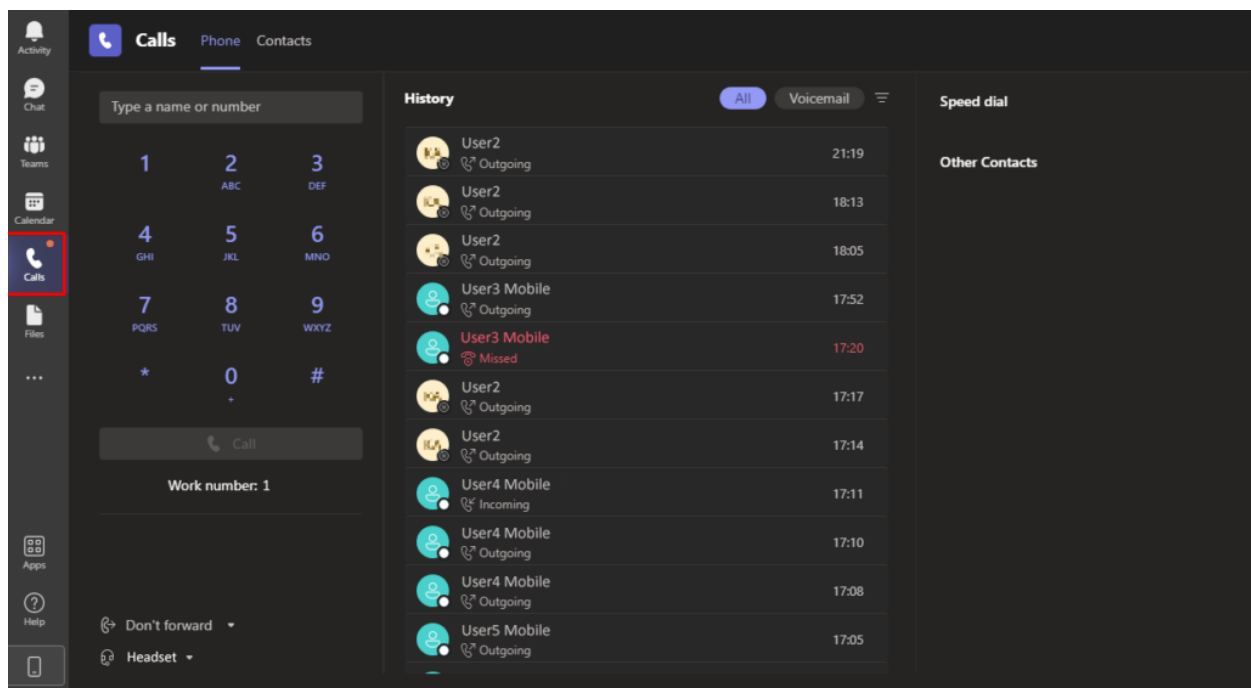
1

Next

At this point, the Microsoft Teams user account has been successfully linked with the UCM SIP account. The Microsoft Admin will need to enable calling for the user, which will create a dial pad page on the Teams user interface for the user.

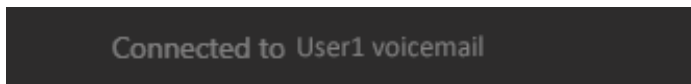
CALLING BETWEEN UCM AND MICROSOFT TEAMS

On the Microsoft Teams UI, users can click on the Calls tab in the sidebar to open the Teams dial pad and call history. From here, users directly dial numbers and extensions or call numbers in the call history.



Outbound Calls

1. Users can dial any extension or number from Teams, and it will be routed by the UCM to the appropriate destination based on the number dialed.
2. If directed to the Teams voicemail, the text at the top of the Teams call window would show that it is currently connected to the extension's voicemail.



3. The Teams call history will also show this CID information if connected to the voicemail:

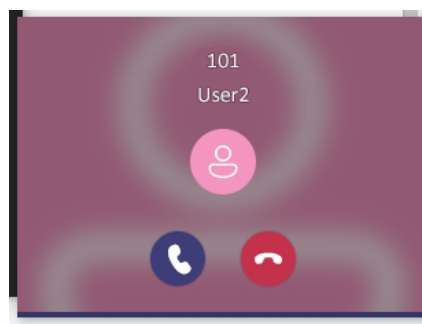


4. Making calls via Teams will be shown normally on the UCM CDR page as if the user was using a regular endpoint.

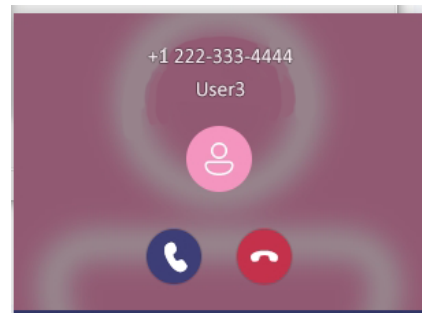
▼		100	+12223334444 [Trunk: PSTN]	DIAL
	STATUS	PREMIER CALLER	CALL FROM	CALL TO
		100	100	+12223334444 [Trunk: PSTN]
				DIAL
▼		100	+12223334444 [Trunk: PSTN]	DIAL
	STATUS	PREMIER CALLER	CALL FROM	CALL TO
		100	100	+12223334444 [Trunk: PSTN]
				DIAL

Inbound Calls

1. Use an existing UCM extension to make a call.
2. When receiving a call via the UCM, the call notification will appear as follows:



3. The UCM's CID information for the extension/number will be displayed. Similarly, if the call comes from a PSTN line, the notification would contain the same information as if it was displayed on Wave or another IP endpoint.



4. Receiving calls via Teams will be shown properly on the UCM CDR page.

▼ 	"User 2" 101	100	DIAL	
STATUS	PREMIER CALLER	CALL FROM	CALL TO	ACTION TYPE
	101	"User2" 101	100	DIAL
▶ 	"User2" 101	100	DIAL	