Microsoft Teams Integration Guide

Yeastar P-Series Software Edition

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Contents

Microsoft Teams Integration Guide

Yeastar P-Series Software Edition supports direct integration with Microsoft Teams by embedding Linkus Web Client in Microsoft Teams. This integration requires NO middleware and NO Teams calling license, allowing users to make and receive phone calls through PBX directly within Microsoft Teams.

Requirements

Microsoft 365 Plan

- Microsoft 365 Business Basic, Microsoft 365 Business Standard, or Microsoft 365 Business Premium
- Microsoft 365 E3, Microsoft 365 E5
- Office E1, Office E3, Office E5

PBX Server

Firmware: Version 83.18.0.102 or later

Key features

The integration of Yeastar P-Series Software Edition and Microsoft Teams provides the following key features within Microsoft Teams Client.

Make and receive calls on Teams

Make and receive calls directly on Teams interface using the CTI-controlled Linkus Web/Desktop Client or deskphone.

Call logs

View all your call histories right from Microsoft Teams.

Voicemails & Recordings

Play and download voicemails and call recordings within Microsoft Teams.

One-click login for Linkus Web Client

Access Linkus Web Client without the need to enter username and password.

Integration process

1. Configure domain name for Yeastar P-Series Software Edition to allow remote access, so that it can be integrated with Microsoft Teams.
   You can implement the integration using either Yeastar FQDN or a custom domain name. For more information about the domain name settings, see the following topics:
       • Configure Yeastar FQDN for Microsoft Teams Integration
       • Configure Custom Domain for Microsoft Teams Integration
2. Install 'Yeastar Linkus for Teams' on Microsoft Teams client, so as to access Linkus Web Client within Microsoft Teams.
3. Access and log in to Linkus Web Client within Teams.
4. Set up and select the endpoint to make and receive calls.

Configure Domain Name for Microsoft Teams Integration

Configure Yeastar FQDN for Microsoft Teams Integration

Before the integration, you need to configure Yeastar FQDN, so that users can remotely access Linkus Web Client from Microsoft Teams.

Prerequisites

You have subscribed any of the following plans:

- **Enterprise Plan**
- **Ultimate Plan**

Procedure

1. Log in to PBX web portal, go to **System > Network > Yeastar FQDN**.
2. Turn on **Yeastar FQDN**.
3. In the **Fully Qualified Domain Name (FQDN)** field, set up an FQDN domain name.

   In this example, set the FQDN to `yeastardocs.ras.yeastar.com`.

   a. Select a domain name from the drop-down list.

      In this example, select `ras.yeastar.com`.

   b. Enter a host name in the first field.

      In this example, enter `yeastardocs`.

      > ✏️ **Note:**

> ✏️ Think twice before you enter the hostname. The FQDN cannot be changed after you save the configurations.

4. Click **Save**.

Result

You have configured Yeastar FQDN, your PBX is now remotely accessible.

What to do next

[Integrate Yeastar P-Series Software Edition with Microsoft Teams](#)

Configure Custom Domain for Microsoft Teams Integration

Before the integration, you need to configure a domain name and port mapping, so that users can remotely access Linkus Web Client from Microsoft Teams. This topic describe two NAT-based methods for custom domain configurations (external host domain and Yeastar domain).

Prerequisites

PBX Server

If you use Yeastar domain, make sure the following prerequisites are met.

- **Firmware**: 83.18.0.102 or later.
- **Subscription**: **Enterprise Plan** or **Ultimate Plan**.

DNS Service Platform

- If you use external host domain, purchase both a domain name and a valid domain certificate by yourself.

  > ✏️ **Note:**
  > If you use Yeastar domain, simply prepare a well-formed Yeastar domain name, and the PBX will automatically apply for the domain certificate.

- Add an A record (for static public IP address) or configured DDNS (for dynamic public IP addresses) at your DNS provider to point your domain to your public IP address.

Router

Configure the following settings on your router.

- If SIP ALG option is provided in your router, disable it.
- If using DDNS (Dynamic DNS), ensure that your router is configured to update the DDNS service with its current public IP.
- You have configured NAT settings and forwarded the following ports to allow remote access of Linkus clients and other SIP devices.

    To check the relevant internal ports of your PBX, see [Manage Service Ports of the PBX](#).

    In this example, forward the following ports:

Service	Internal Port	External Port
SIP registration	UDP 5060 (default)	UDP 8092
RTP	UDP 10000-12000 (default)	UDP 10000-12000
Web server	TCP 8088 (default)	TCP 9099
Linkus server	TCP&UDP 8111 (default)	TCP&UDP 6090

Procedure

1. Log in to PBX web portal, go to **System > Network > Public IP and Ports**.
2. In **Public IP (NAT)** section, complete the following configurations:
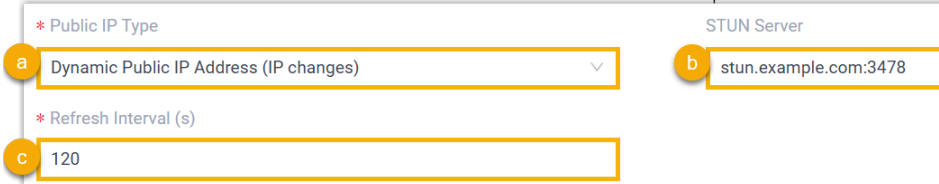   - **Public IP (NAT)**: Turn on this option.
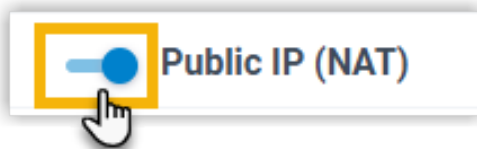
> ✏️ **Note:**
> If a security notice pop-up appears, you can [set up allowed country/region IP access protection](#) to better secure remote access.

- **NAT Type**: Select the desired NAT type and complete the corresponding configurations.

NAT Type	Instruction
External Host	Configure the following settings. *** External Host** example.domain.com *** Refresh Interval (s)** 120 ◦ **External Host**: Enter the purchased domain name. In this example, enter `example.domain.com`. ◦ **Refresh Interval (s)**: Leave the default setting or change the interval (in seconds) for PBX to request the external host for public IP.
Yeastar domain	Configure the following settings. ◦ **Yeastar Domain**: Set up the Yeastar domain name. In this example, set the Yeastar domain name to `docs.cloudpbx.yeastar.com`. *** Yeastar Domain** **b** docs **a** cloudpbx.yeastar.com ⊘ The domain name is available. a. Select a domain suffix from the drop-down list. In this example, select `cloudpbx.yeastar.com`. b. Enter the subdomain in the first field. In this example, enter `docs`. > **Note:** > Think twice before you enter the subdomain, as the Yeastar domain name cannot be changed after you save the configurations. ◦ **Public IP Type**: Select the type of public IP as needed, and complete the related settings. ▪ To use a static public IP address, do as follows: *** Public IP Type** **a** Static Public IP Address (IP address does not change) *** Public IP Address** **b** 112.48.22.71 a. Select **Static Public IP Address (IP address does not change)**.

NAT Type	Instruction
	b. In the **Public IP Address** field, enter your public IP address. ▪ To use a dynamic public IP address, do as follows: * Public IP Type STUN Server (a) Dynamic Public IP Address (IP changes) ∨ (b) stun.example.com:3478 * Refresh Interval (s) (c) 120 a. Select **Dynamic Public IP Address (IP changes)**. b. **Optional:** In the **STUN Server** field, enter the address of your STUN server. ✎ **Note:** If left empty, Yeastar's STUN server will be used by default. c. In the **Refresh Interval (s)** field, specify the time interval for the PBX to request the STUN server for public IP. ✎ **Note:** The supported value range is 30 to 3600.

- **Local Network Identification**: Add all your local network. This setting will allow all your local devices to communicate with the PBX by the local IP address instead of passing through the router.

  In this example, add the local network `192.168.28.0/255.255.255.0`.

- **NAT Mode**: Select a SIP NAT mode. In this example, select **Yes**.
  - **Yes**: Use NAT and ignore the address information in the SIP/SDP headers and reply to the sender's IP address and port.
  - **No**: Use NAT mode only according to RFC3581.
  - **Never**: Never attempt NAT mode or RFC3581 support.
  - **Route**: Use NAT but do not include Rport in headers.

- **Prioritize NAT over FQDN**: Optional. Specify whether NAT should take precedence over FQDN when both network settings are enabled.

  ℹ **Tip:**

> ℹ️ If this option is enabled, the system will use the NAT address instead of the FQDN when generating remote access URLs, such as Linkus login link, Live Chat embed code, etc.

3. In the **Public Ports** section, enter the external ports that you have forwarded on your router.

> ✏️ **Note:**
>
> At least one of the following fields must be filled: **External SIP UDP Port**, **External SIP TCP Port**, or **External SIP TLS Port**.

Public Ports

External SIP UDP Port	External SIP TCP Port
8092	
External SIP TLS Port	External Linkus Port
	6090
External Web Server Port	External LDAP Port
9099	

- **External SIP UDP Port**: Enter *8092*.
- **External SIP TCP Port**: Leave it blank because SIP TCP protocol is not used in this example.
- **External SIP TLS Port**: Leave it blank because SIP TLS protocol is not used in this example.
- **External Linkus Port**: Enter *6090*.
- **External Web Server Port**: Enter *9099*.
- **External LDAP Port**: Leave it blank because LDAP protocol is not used in this example.

4. Click **Save**.

Result

- You have configured a domain and port mapping, your PBX is now remotely accessible.
- If you use Yeastar domain, the PBX will automatically apply for a certificate for the domain name. The certificate can be check on **Security > Security Settings > Certificates**, and will be automatically renewed before it expires.

> ✏️ **Note:**

> 📝 If using external host domain, you need to manually upload the valid domain certificate on PBX (Path: **Security > Security Settings > Certificates**).

What to do next

Integrate Yeastar P-Series Software Edition with Microsoft Teams

Integrate Yeastar P-Series Software Edition with Microsoft Teams

The direct integration of Yeastar P-Series Software Edition and Microsoft Teams requires each user to install **Yeastar Linkus for Teams** on their own Teams client and log in with their extension accounts or Microsoft accounts. After the integration, Teams users can make, receive, and control calls directly on Teams.

This topic gives an example on how an individual account can integrate Yeastar P-Series Software Edition with Microsoft Teams.

Prerequisites

You have obtained the domain name of your Linkus Web Client.

Step 1. Install 'Yeastar Linkus for Teams' on Microsoft Teams

1. Log in to Microsoft Teams.
2. On the left bar, click **Apps** and search for `Yeastar Linkus`.
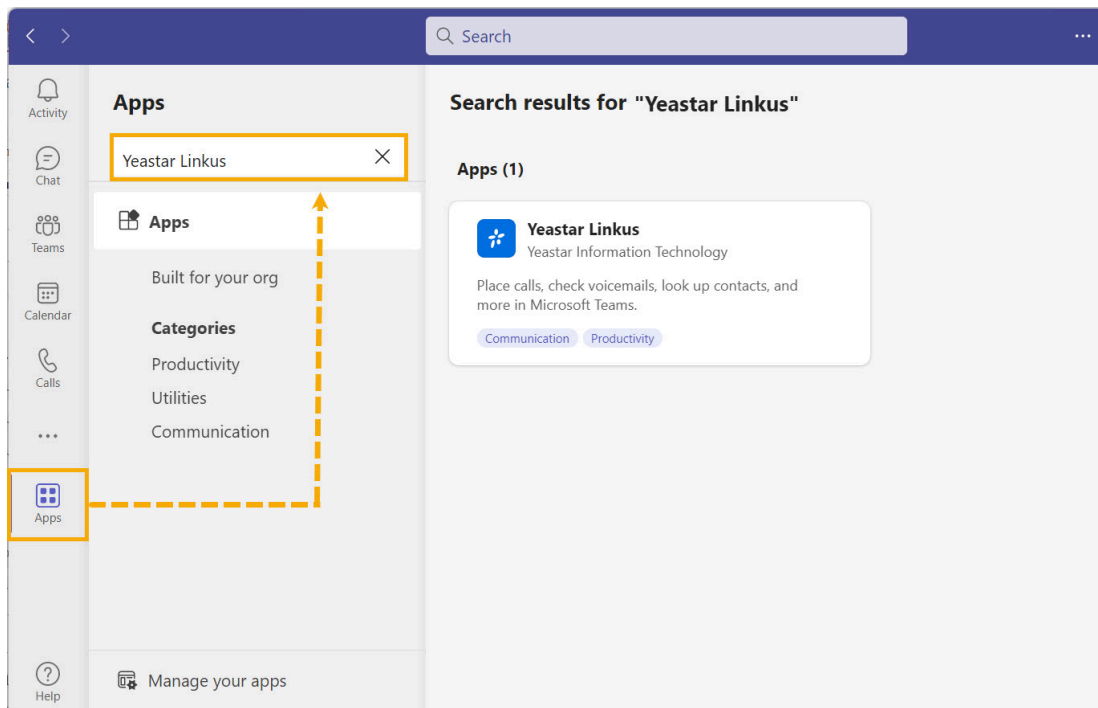
3. On the **Apps** section, select **Yeastar Linkus** and click **Add**.

   You are redirected to a tab, where you can access Linkus Web Client and log in.

Step 2. Access Linkus Web Client within Teams
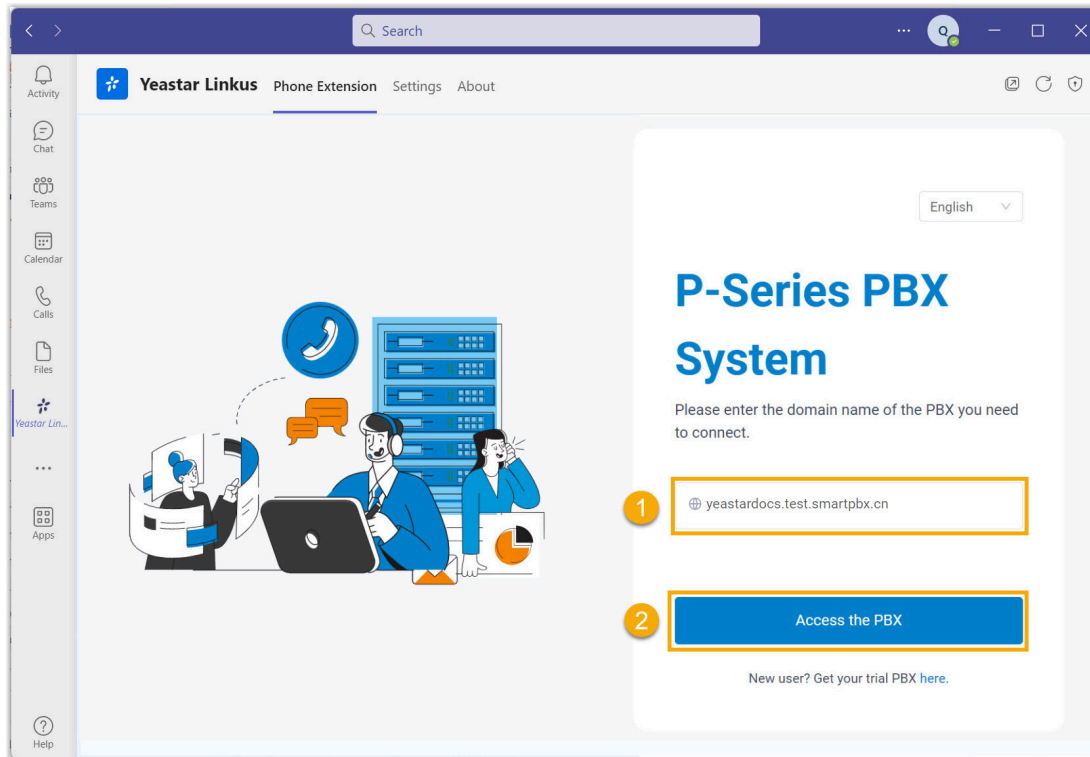
1. Under the **Phone Extension** tab, enter the domain name of your Linkus Web Client.
2. Click **Access the PBX**.

   You are directed to the login page.

Step 3. Log in to Linkus Web Client within Teams

Choose one of the following methods to log in to Linkus Web Client within Teams.

- Log in with Yeastar extension account
- Log in with Microsoft account

Log in with Yeastar extension account

1. On the login page, enter the credential of your extension account, then click **LOG IN**.
   - **Username**: The email address or extension number of your extension account.
   - **Password**: The password of your extension account.
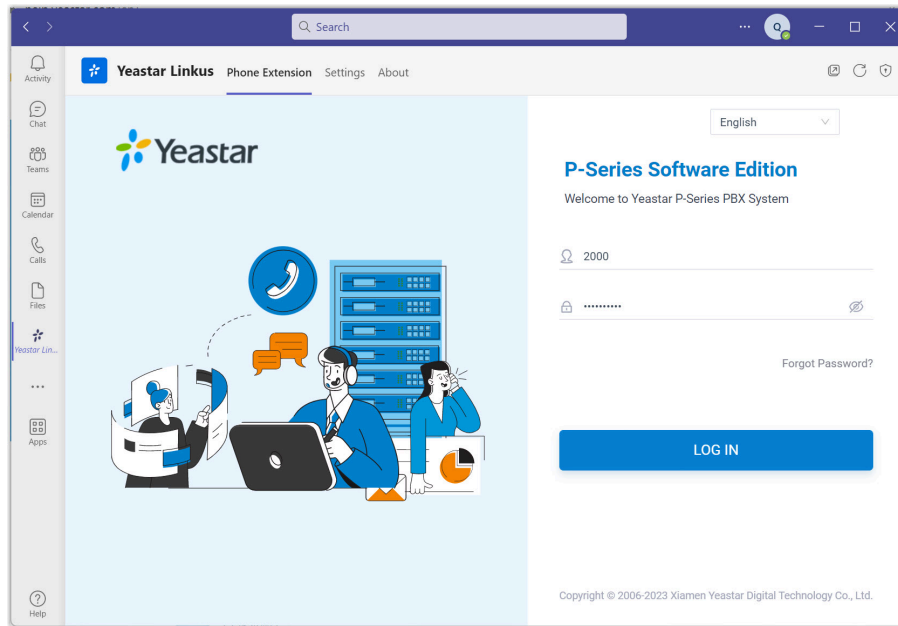
2. If you have set up two-factor authentication, you need to enter an authentication code.
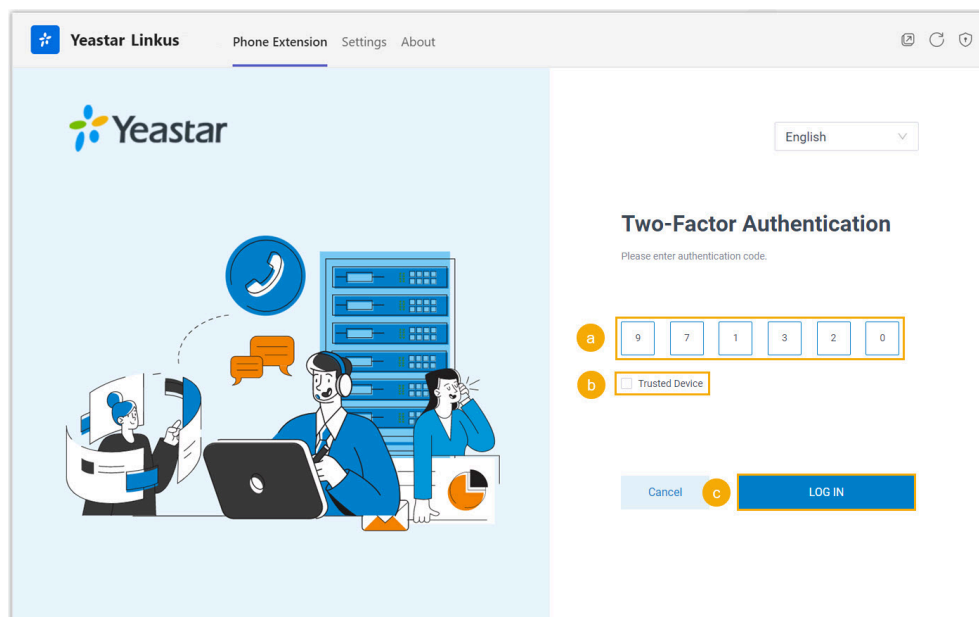
    a. Enter the authentication code provided by an authenticator application or email.

    b. **Optional:** Select the checkbox of **Trusted Device**.

        📝 **Note:**

> 📝 For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.

    c. Click **LOG IN**.

3. In the pop-up window, decide whether to allow Yeastar Linkus to send you notifications when receiving Linkus chat messages and calls.
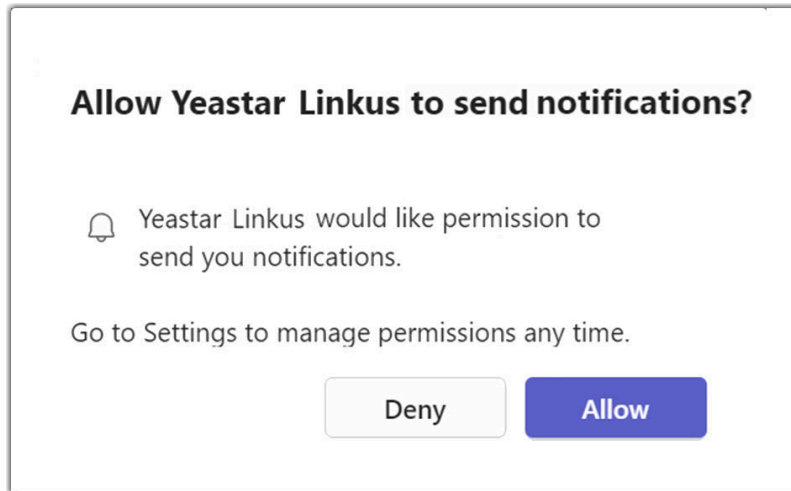
Log in with Microsoft account

> ⚠️ **Important:**
> You can log in with Microsoft account only when the administrator has integrated Yeastar PBX with Azure Active Directory and set up Single Sign-on for your Microsoft account.

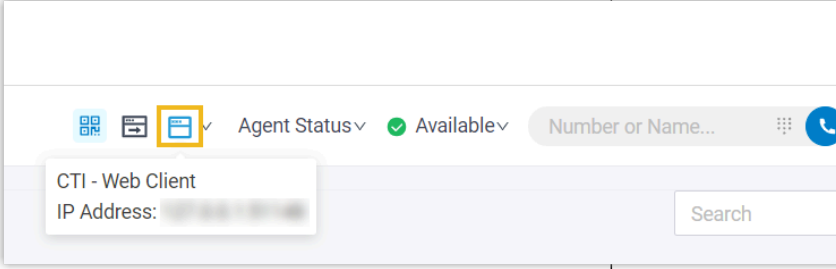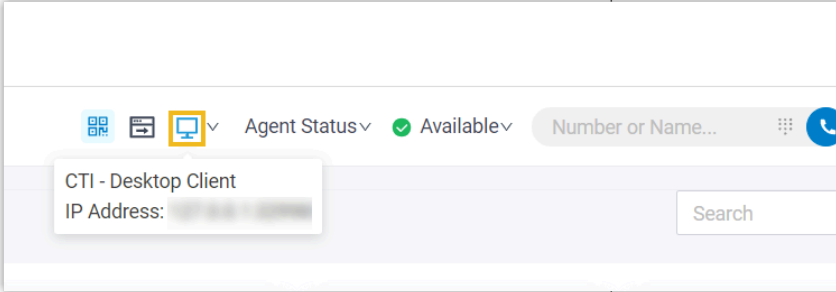1. On the login page, click **Sign in with Microsoft**.
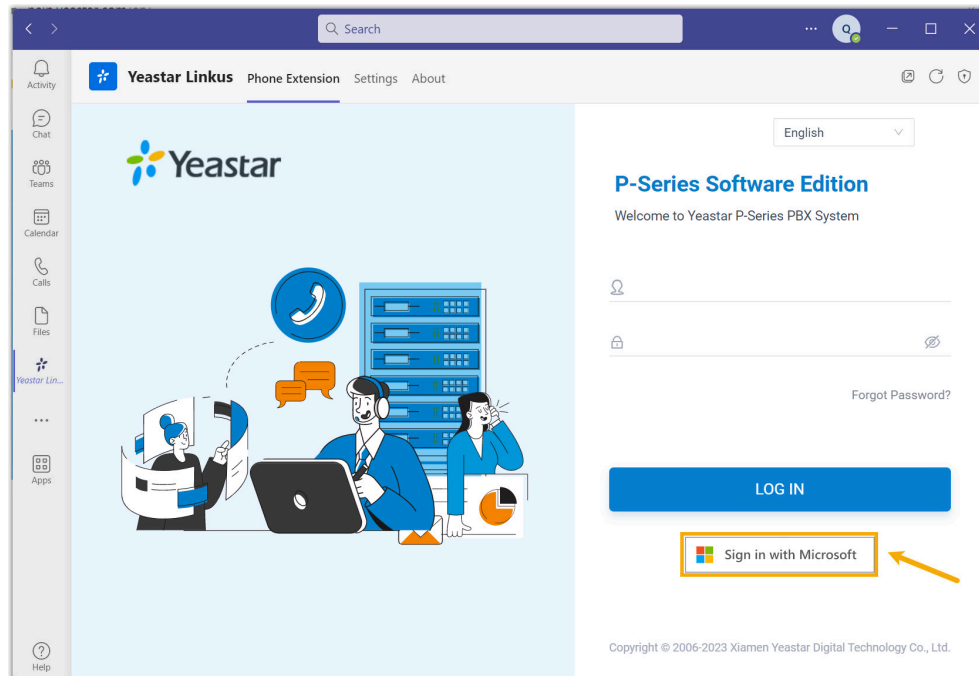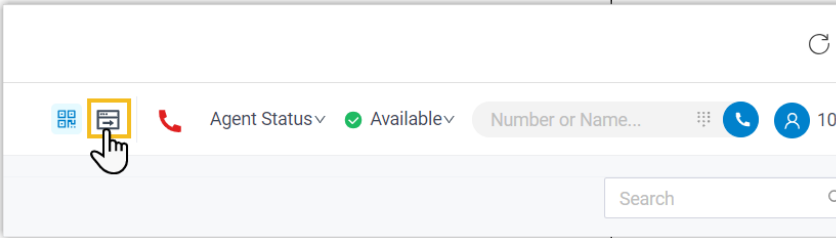
2. In the pop-up window, log in with your Microsoft account.
3. In the pop-up window, decide whether to allow Yeastar Linkus to send you notifications when receiving Linkus chat messages and calls.
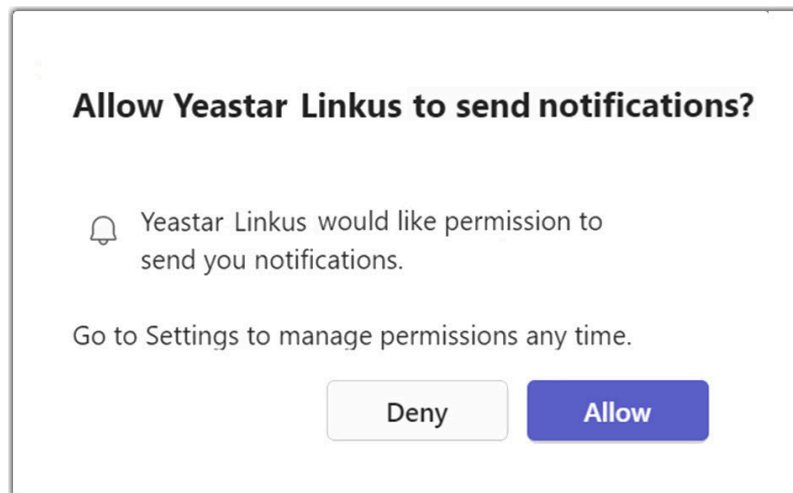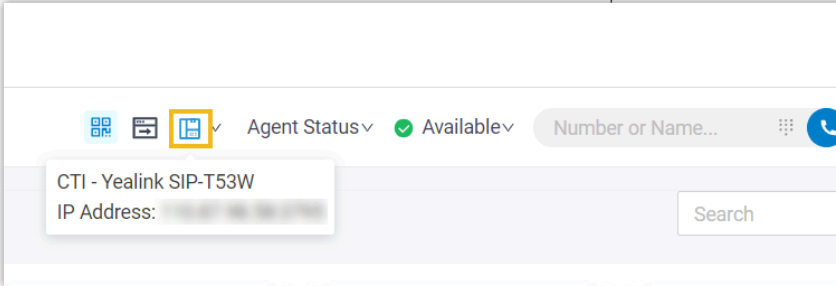

Step 4. Set up and select the endpoint to make and receive calls

You can use **Linkus Web Client**, **Linkus Desktop Client**, or **IP Phone** as calling endpoint by enabling CTI control over these endpoints. In this way, you can control calls in Teams, while calls are made and received from the selected endpoint.

Scenario	Instruction
Use **Linkus Web Client** as calling endpoint	1. At the top-right corner, click ⊞ to open and access Linkus Web Client. 📞 is changed to ⊡, indicating that you can now control Linkus Web Client via CTI and use it for calls.
Use **Linkus Desktop Client** as calling endpoint	1. Upgrade Linkus Desktop Client to version 1.5.4 or later. 2. Log in to Linkus Desktop Client with your extension. 📞 is changed to 🖥, indicating that you can now control Linkus Desktop Client via CTI and use it for calls.
Use **IP Phone** as calling endpoint	1. Use Yealink / Fanvil / Snom IP phone whose phone model and firmware version meet the requirements listed in the [Yeastar CTI - Supported Devices](#). 2. Register your extension on IP phone.

Scenario	Instruction
	📞 is changed to 🗃, indicating that you can now control IP phone via CTI and use it for calls.

(Optional) Step 5. Pin Yeastar Linkus

You can pin Yeastar Linkus to your Teams navigation bar for easy access.
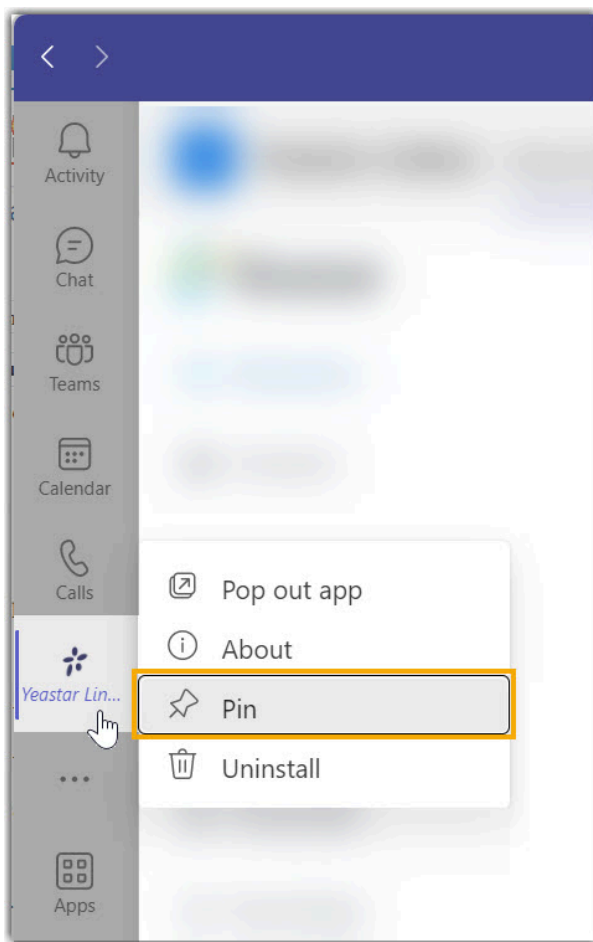
1. On the left bar, right click **Yeastar Linkus**.

2. In the pop-up window, click **Pin**.

   Yeastar Linkus is pinned to the left bar of your Teams client.

Result

You can now make and receive internal or external calls within Microsoft Teams through the PBX.

Related information

[Microsoft Outlook Integration Overview](#)

Disconnect Microsoft Teams Integration

Users can disconnect Microsoft Teams integration by uninstalling **Yeastar Linkus** from their Teams client.

Procedure

1. Log in to Microsoft Teams.
2. On the left navigation bar, right click **Yeastar Linkus** and select **Uninstall**.

    > ✏️ **Note:**
    >
    > If your **Yeastar Linkus** is not pinned on the left bar, you can click ··· and search for it.

3. In the pop-up window, click **Uninstall**.

Result

The Microsoft Teams integration is disconnected.