

Microsoft Teams Integration Guide

Yeastar P-Series Software Edition

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Integrate Yeastar P-Series Software Edition with Microsoft Teams

By associating Teams users with SIP extensions of Yeastar P-Series Software Edition, the Teams App will work as a softphone that is registered to the PBX. In this way, you can keep your existing phone numbers and SIP devices, make and receive calls directly from the Teams App, and enjoy advanced PBX features including IVR, call queue, call routing, etc.

Networking scenarios

This topic introduces the integration between Yeastar P-Series Software Edition and Microsoft Teams, which can be achieved via either Yeastar FQDN or a public IP address/custom domain with NAT.

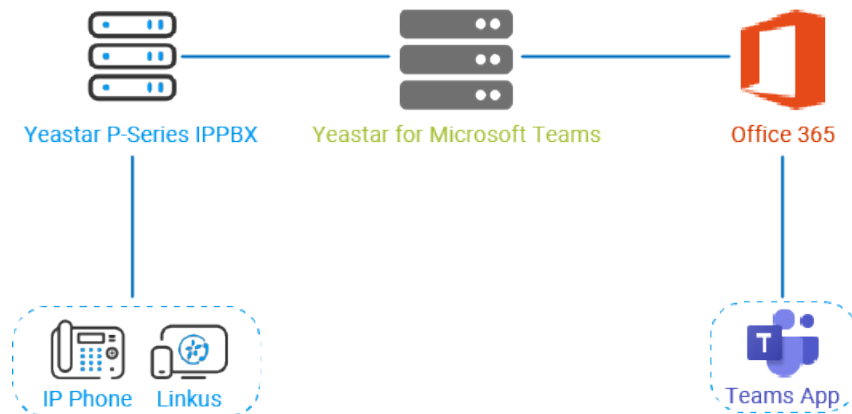
- [Yeastar FQDN](#)
- [Public IP Address / Custom Domain](#)

Yeastar FQDN

The integration between Yeastar P-Series Software Edition and Microsoft Teams via FQDN is based on the following test environment:

- The FQDN of Yeastar P-Series Software Edition is **yeastardocs.ras.yeastar.com**.

We provide a diagram to help you understand the integration in a better manner:



Public IP Address / Custom Domain

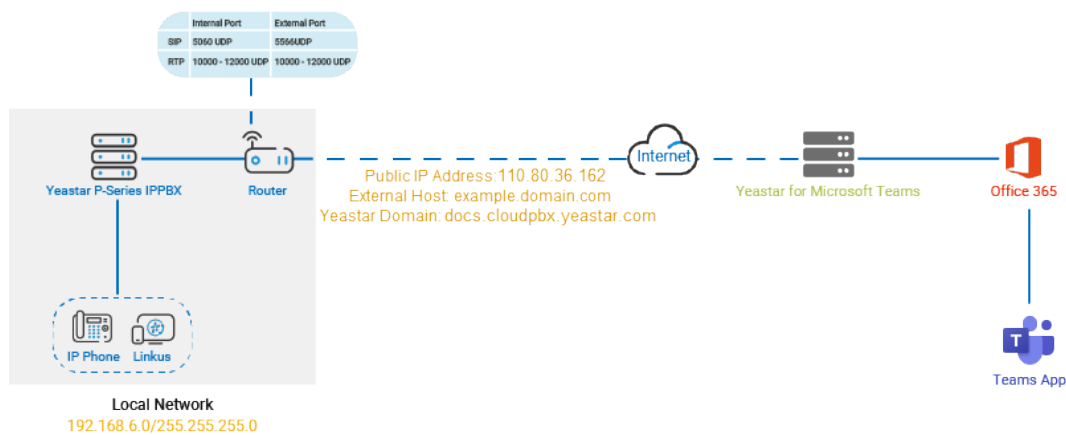
The integration between Yeastar P-Series Software Edition and Microsoft Teams via **Public IP Address / Custom Domain** is based on the following test environment:

- The Yeastar P-Series Software Edition is deployed in the local network **192.168.6.0/255.255.255.0**.
- The Yeastar P-Series Software Edition is behind a router and is accessible through a public IP. The integration via **Public IP Address / Custom Domain** supports three NAT types, you can select the appropriate NAT type according to your network environment and public IP setup. For more information, see [Configure NAT](#).

The table below lists the example public IP addresses or domains for each NAT type:

NAT type	Public IP Address / Custom Domain
Public IP Address	110.80.36.162
External Host	example.domain.com
Yeastar Domain	docs.cloudpbx.yeastar.com

We provide a diagram to help you understand the integration in a better manner:




Prerequisites

Microsoft 365

- Get admin access to Microsoft 365 admin center.

- Your Microsoft service must meet the following requirements:

Microsoft 365 version	Requirements
Microsoft 365 Business Basic	Any one of the followings is required: <ul style="list-style-type: none"> ◦ "Common Area Phone" license ◦ "Phone System" license ◦ "Microsoft 365 Business Voice" add-on <div>  Note: Not all of them are available in all the countries, buy any one of them according to your country or region. </div>
Microsoft 365 Business Standard	
Microsoft 365 Business Premium	
Office 365 E1	
Office 365 E3	
Microsoft 365 E3	
Office 365 E5	No additional requirements.
Microsoft 365 E5	

Yeastar for Microsoft Teams App

Purchase the [Yeastar for Microsoft Teams](#) license by your Microsoft 365 admin account; Activate the license when you receive an activation email.

Yeastar P-Series Software Edition

Get admin access to Yeastar P-Series Software Edition.

Microsoft Teams Integration Preparation

Before the integration, you need to set up a SIP phone, and configure PBX network for remote access based on the method of integration.

Background information

Refer to the following table to check the items to be prepared based on the method of integration:

Method of Integration	Instruction
via Yeastar FQDN	<ul style="list-style-type: none"> • Create a SIP extension • Configure Yeastar FQDN
via public IP address / custom domain	<ul style="list-style-type: none"> • Create a SIP extension • Configure port forwarding & NAT

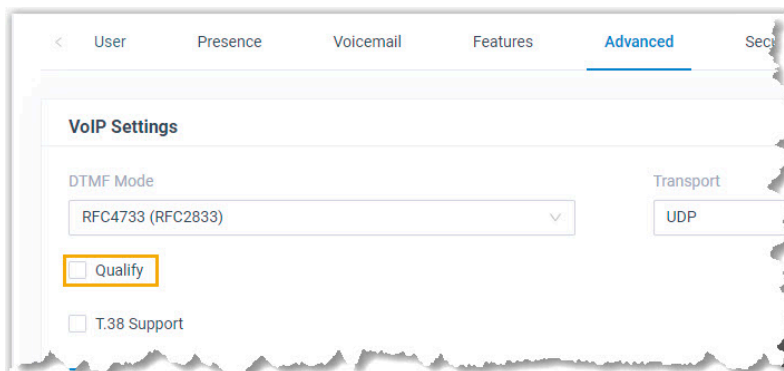
Create a SIP extension

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click **Add** and select **Add** to create a SIP extension.
3. In the **User Information** section, configure user information as follows:
 - **First Name**: Enter the user's first name.
 - **Last Name**: Enter the user's last name.
 - **Email Address**: Leave it blank or configure it as needed.
 - **Mobile Number**: Leave it blank or configure it as needed.
 - **User Password**: Retain default value or configure it as needed.
 - **User Role**: Retain default value or configure it as needed.
4. In the **Extension Information** section, configure extension information as follows:
 - **Extension Number**: Enter a desired extension number.
 - **Caller ID**: Retain default value or configure it as needed.
 - **Registration Name**: Retain default value or configure it as needed.
 - **Registration Password**: Retain default value or configure it as needed.
 - **Concurrent Registrations**: Select a value from the drop-down list. This option defines how many SIP phones are allowed to register with the extension.

**Note:**

The maximum number of concurrent registrations is 3.

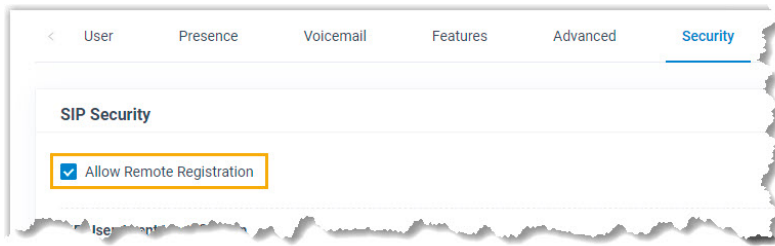
5. Click **Advanced** tab, unselect the checkbox of **Qualify**.



6. Click **Security** tab, select the checkbox of **Allow Remote Registration**.

**Note:**

This configuration is required only when you integrate the PBX with Microsoft Teams via public IP address / custom domain.



7. Click **Save** and **Apply**.



Note:

The following SIP credentials are required when you configure Teams users on the configuration portal.

- Extension number
- Registration name
- Registration password

Configure Yeastar FQDN

Follow the instructions below to configure Yeastar FQDN in the PBX for remote SIP access.

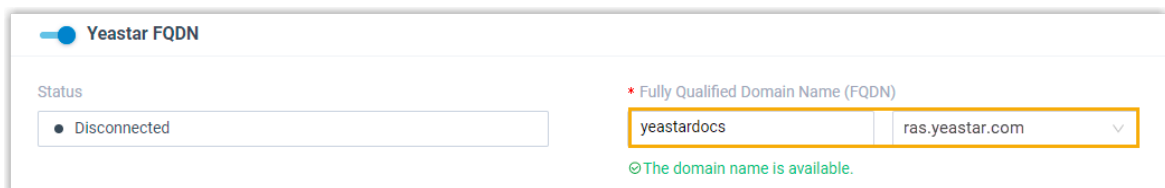
1. Log in to PBX web portal, go to **System > Network > Yeastar FQDN**.
2. Turn on **Yeastar FQDN**.
3. In the **Fully Qualified Domain Name (FQDN)** field, select a domain name, then enter a hostname.

In this example, select domain name **ras.yeastar.com** and enter hostname `yeastar-docs`, you will get an FQDN **yeastardocs.ras.yeastar.com**.



Note:

Think twice before you enter the hostname. The FQDN can NOT be changed after you save the configurations.



4. Enable remote SIP access feature and grant usage permissions.

**Note:**

By default, all extension accounts are restricted from using the remote SIP access feature, therefore you need to grant permission for the extension.

- a. In the **Features** section, go to the **SIP Access** tab.
- b. In the **Status** drop-down list, select **Enabled**.
- c. In the **Access Type** drop-down list, select **Allowed Account**.
- d. Select the desired extension from the **Available** box to the **Selected** box.

Access Type

Allowed Account

1/12 items Available

Search here

Extension Number	Caller ID Name
<input checked="" type="checkbox"/> 2000	Leo Ball
<input type="checkbox"/> 2003	Dave Harris
<input type="checkbox"/> 2004	Troy Daniel
<input type="checkbox"/> 2006	Naomi Nicholas
<input type="checkbox"/> 2007	Ashley Gardner
<input type="checkbox"/> 2009	Carmen Gordon

0 item Selected

Search here

Extension Number	Caller ID Name
No Data	

- e. **Optional:** Select the checkbox of **Enable IP Restriction**, and add at least one permitted IP address and subnet mask.

If you configure this option, only the permitted IP address(es) can use the remote access feature.

5. Click **Save**.

Configure port forwarding & NAT

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.

- Added 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**

- 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.


In this example, configure the port forwarding as follows:




Port	Internal port	External port
SIP	5060 UDP	5566 UDP
RTP	10000-12000 UDP	10000-12000 UDP

Procedure

1. Log in to PBX web portal, go to **System > Network > Public IP and Ports**.
2. In the **Public IP (NAT)** section, complete the following configurations:
 - **Public IP (NAT)**: Turn on this option.
 - **NAT Type**: Select the desired NAT type and complete the corresponding configurations.

NAT Type	Instruction
Public IP Address	Configure the following settings. <ul style="list-style-type: none"> ◦ Public IP Address: Enter a public IP address. In this example, enter 110.80.36.162.

NAT Type	Instruction
	<div data-bbox="737 260 1620 506"> <p>* NAT Type</p> <p>Public IP Address</p> <p>* Public IP Address</p> <p>110.80.36.162</p> </div>
External Host	<p>Configure the following settings.</p> <div data-bbox="656 606 1620 779"> <p>* NAT Type</p> <p>External Host</p> <p>* External Host</p> <p>example.domain.com</p> <p>* Refresh Interval (s)</p> <p>120</p> </div> <ul style="list-style-type: none"> ◦ External Host: Enter a custom domain name. In this example, enter <code>example.domain.com</code>. ◦ 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	<p>Configure the following settings.</p> <ul style="list-style-type: none"> ◦ Yeastar Domain: set up the Yeastar domain name. In this example, set the Yeastar domain name to <code>docs.cloudpbx.yeastar.com</code>. <div data-bbox="737 1245 1620 1404"> <p>* Yeastar Domain</p> <p>b docs a cloudpbx.yeastar.com</p> <p>🟢 The domain name is available.</p> </div> <ol style="list-style-type: none"> Select a domain suffix from the drop-down list. In this example, select <code>cloudpbx.yeastar.com</code>. Enter the subdomain in the first field. In this example, enter <code>docs</code>. <div data-bbox="813 1703 1297 1833"> <p> Note: Think twice before you enter the subdomain, as the Yeastar</p> </div>

NAT Type	Instruction
	<div><div> domain name cannot be changed after you save the configurations.</div><div><ul style="list-style-type: none">◦ Public IP Type: select the type of public IP as needed, and complete the related settings.<ul style="list-style-type: none">▪ To use a static public IP address, do as follows:<div><div><div><div>* Public IP Type</div><div>a Static Public IP Address (IP address does not change) ▼</div><div>b 112.48.22.71</div></div></div></div><div><div><div><div>a. Select Static Public IP Address (IP address does not change).</div><div>b. In the Public IP Address field, enter your public IP address.</div></div><div><div>▪ To use a dynamic public IP address, do as follows:<div><div><div><div>* Public IP Type</div><div>a Dynamic Public IP Address (IP changes) ▼</div><div>b STUN Server stun.example.com</div></div></div><div><div><div><div>* Refresh Interval (s)</div><div>c 120</div></div></div></div></div></div><div><div><div><div>a. Select Dynamic Public IP Address (IP changes).</div><div>b. Optional: In the STUN Server field, enter the address of your STUN server.</div></div><div><div><div><div> Note: If left empty, Yeastar's STUN server will be used by default.</div></div></div><div><div><div><div>c. In the Refresh Interval (s) field, specify the time interval for the PBX to request the STUN server for public IP.</div></div></div><div><div><div><div> Note: The supported value range is 30 to 3600.</div></div></div></div></div></div></div></div></div></div></div></div></div>

- **Local Network Identification:** Add all your local network. In this example, add 192.168.6.0/255.255.255.0.

This setting will allow all your local devices to communicate with the PBX by the local IP address instead of passing through the router.

- **NAT Mode:** Select a SIP NAT mode. In this example, select **Yes**.

The PBX will use NAT and ignore the address information in the SIP/SDP headers and reply to the sender's IP address and port.

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

In this example, enter 5566 in **External SIP UDP Port**.

4. Click **Save** and **Apply**.

Integrate Yeastar P-Series Software Edition and Microsoft Teams

After the preparation, log in to the [configuration portal](#) by your Microsoft 365 admin account to integrate Yeastar P-Series Software Edition and Microsoft Teams.

Step1. Check your tenant

Check if your Microsoft 365 tenant is ready for the integration.

1. On the top navigation bar, click **Getting Started** tab.
2. On the **Prerequisites** page, click **Check My Tenant**.

Prerequisites PBX/Trunk Teams Users

Welcome to the Call2Teams Wizard

This wizard will help you setup your service and first user ready for calls. Before you begin the admin setup you will need:

- A user/login to your Office 365 account with Global Admin rights. —
- Microsoft Phone System licence add-ons (or E5 licences) for the end users of the service. —
- One or two spare Office 365 user licenses such as Business Basic/Premium or E1/E3/E5, for a few hours during the initial setup. —
- Access to your PBX or Trunk portal to create/manage SIP credentials. —
- Using a modern compatible web browser. —
- At least one Call2Teams license. —
- Microsoft tenant supports Direct Routing configuration. —

Check My Tenant

3. In the pop-up window, select your Microsoft 365 admin account.

The configuration portal starts checking your Microsoft 365 tenant.

4. If your tenant is ready, click **Next** to set up PBX service.

Prerequisites PBX/Trunk Teams Users

Welcome to the Call2Teams Wizard

This wizard will help you setup your service and first user ready for calls. Before you begin the admin setup you will need:

- A user/login to your Office 365 account with Global Admin rights. ✓
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- Access to your PBX or Trunk portal to create/manage SIP credentials. ✓
- Using a modern compatible web browser. ✓
- At least one Call2Teams license. ✓
- Microsoft tenant supports Direct Routing configuration. ✓

Check My Tenant

Next

Step2. Set up PBX service

1. On the **PBX/Trunk** page, click **PBX** tab.

2. Set up PBX service.

Start by selecting your PBX from the available templates:

Yeastar P-Series VoIP PBX

[My PBX is not listed](#)

Country *

China

SIP Domain *

Enter Yeastar FQDN or public IP address / custom domain

SIP Proxy

Enter public IP address / custom domain and external SIP port of PBX

Authentication Type *

Registration

Calling Policy *

☐ Manage Teams Calling Policy

Teams Voicemail *

Allow Voicemail

Music On Hold *

Teams Hold Music

Protocol * ?

UDP

Add PBX Cancel

- **Start by selecting your PBX from the available templates:** Select **Yeastar P-Series VoIP PBX**.
- **Country:** Select your country.
- **SIP Domain:** Enter the remote access information of your PBX.
 - If you integrate PBX with Microsoft Teams via FQDN, enter the Yeastar FQDN.

In this example, enter `yeastardocs.ras.yeastar.com`.

- If you integrate PBX with Microsoft Teams via NAT-mapped public IP address / custom domain, enter the public IP address / custom domain according to the NAT type you have configured on the PBX.

In this example, enter public IP address or custom domain as shown in the table below:

NAT Type	Public IP Address / Custom Domain
Public IP Address	110.80.36.162
External host	example.domain.com

NAT Type	Public IP Address / Custom Domain
Yeastar Domain	docs.cloudpbx.yeastar.com

- **SIP Proxy:** Enter the public IP address / custom domain and external SIP port of your PBX according to the NAT type you have configured.



Note:

This option is required only when you integrate PBX with Microsoft Teams via public IP address / custom domain.

- **Authentication Type:** Select **Registration**.
- **Protocol:** Select the protocol of external SIP port.



Note:

- If you integrate PBX with Microsoft Teams via public IP address / custom domain, the protocol is the one for the SIP port that you have forwarded. In this scenario, select **UDP**.
- If you integrate PBX with Microsoft Teams via FQDN, the protocol is the one for remote SIP registration port. In this scenario, select **UDP**.

3. Click **Add PBX**.

A green checkmark prompting "Service successfully enabled" appears. It automatically enters into **Teams** page to synchronize Yeastar P-Series Software Edition with Microsoft 365.

Step3. Synchronize Yeastar P-Series Software Edition with Microsoft 365

1. Click **Sync Now - Changes Queued** to synchronize Yeastar P-Series Software Edition with Microsoft 365.

Prerequisites PBX/Trunk **Teams** Users

We are setting up your Microsoft 365 calling, this may take up to 15 minutes.

Sync Now - Changes Queued ▾

Back Next

It takes several minutes to proceed with the synchronization.

2. After the synchronization completes, click **Next** to associate Teams users with SIP extensions.

Step4. Associate a Microsoft Teams user with a SIP extension

To ensure that users can make and receive calls on Microsoft Teams using the PBX phone service, you need to associate Microsoft Teams users with SIP extensions.

1. On the **Users** page, complete the followings:

- **Select a User:** Select a Teams user from the drop-down list.




Note:


Make sure the selected user has the required licenses of both [Microsoft](#) and [Yeastar for Microsoft Teams](#), or the user can NOT make or receive calls.

- **Phone Number:** Set the user's phone number.
- **SIP Username:** Enter the extension's **Extension Number**.
- **Auth Username:** Enter the extension's **Registration Name**.
- **Password:** Enter the extension's **Registration password**.

2. Click **Add User and Sync**.

A green checkmark prompting "Service user successfully added" appears.

If the user is successfully associated with the PBX, the Registration status shows .

User	Service Type	SIP User	Registration	Calls
Nicholas	Standard User	2000		

Result

After integrating Yeastar P-Series Software Edition with Microsoft Teams, Teams users can make and receive internal calls from the PBX extensions.

What to do next

- To allow Teams users to make outbound calls through PBX's trunk, you need to [configure dial plans in Microsoft Teams](#).
- To allow Teams users to receive inbound calls through PBX's trunk, you need to make sure at least an inbound route is configured to reach the extensions that are associated with the Teams users.

Configure Dial Plans in Microsoft Teams

To allow Teams users to make outbound calls through PBX's trunk, you need to set up normalization rules of dial plan in Microsoft teams.

Background information

Microsoft Teams generates a dial plan rule named "Call2Teams" after you integrate Yeastar P-Series Software Edition with Microsoft Teams. The default rule with the pattern `^([*\#][*\#\d]+[1-9]\d{0,5})$` only allows Teams users to dial numbers with maximum 6 digits, and start with digit 1-9.

Normalization rules					
Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.					
+ Add Edit ↑ Move up ↓ Move down Delete 1 item					
✓	Rank	Name	Description	Pattern	Translation
	1	Call2Teams	Call2Teams	<code>^([*\#][*\#\d]+[1-9]\d{0,5})\$</code>	\$1

Procedure

1. Log in to [Microsoft Teams admin center](#).
2. In the left navigation bar, click **Voice > Dial plans**.
3. Click the default dial plan **Global (Org-wide default)**.
4. In the **Normalization rules** section, click **+Add** to add a dial plan rule.

5. On the **Add new rule** page, set the rule.
 - a. In the **Name** field, set a name for the rule.
 - b. **Optional:** In the **Description** field, add a note to the rule.
 - c. Select **Advanced**.
 - d. Go to **If condition > The number dialed matches this regular expression**, enter `^(\d*)$`.


Teams users can make outbound calls to any numbers.

- e. Go to **Then do this > Translate the number based on this regular expression**, enter `$1`, which means no translation, Microsoft Teams will send the dialed number out without any modification.
 - f. Go to **Test this rule > Enter a phone number to test**, enter a phone number and click **Test** to test if the number matches the pattern.
 - g. Click **Save**.
6. Change the rule's priority.



Note:

Microsoft Teams traverses the list of normalization rules from the top down, and uses the first rule that matches the dialed number. Move the rule to the top, or users may fail to call out.

- a. In the  column, click the desired rule.
- b. On the menu bar, click **Move up** to move the rule to the top.

Normalization rules					
Normalization rules define how phone numbers expressed in various formats are to be translated. One or more normalization rules must be assigned to the dial plan and are matched from the top to bottom.					
<div> + Add ✎ Edit ↑ Move up ↓ Move down 🗑 Delete 2 items ⚙ </div>					
✓	Rank	Name	Description	Pattern	Translation
	1	No Translate1		<code>^(\d*)\$</code>	<code>\$1</code>
	2	Call2Teams	Call2Teams	<code>^([\^#\d]{1-9})\d{0,...</code>	<code>\$1</code>

- c. Click **Save**.

Result

Teams users can dial external numbers according to the dial pattern of PBX's outbound route.

To test phone calls, see [Test Phone Calls on Microsoft Teams](#).

Test Phone Calls on Microsoft Teams

After the integration, you can test phone calls on Microsoft Teams.

Make a call

1. On the left navigation bar, click **Calls**.
2. Click **Make a call**.
3. On the dialpad, enter a desired number.

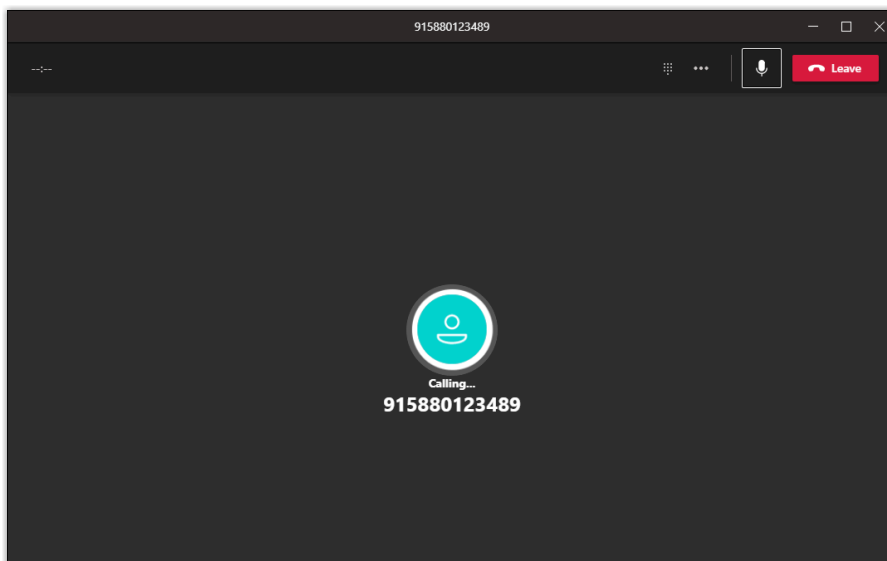


Note:

Make sure the dialed number matches at least one outbound route on Yeastar P-Series Software Edition. For example, there is an outbound route on the PBX as follows. In this case, you need to dial 915880123489 in order to reach 15880123489.

Dial Pattern			
Dial Matching Settings			
* Pattern	Strip	Prepend	Operations
9.	1		

4. Click **Call**.



Receive a call

When a call reaches a user's extension number, the user will receive a pop-up notification of an incoming call, and the user can decide whether to answer the call or not.

