



A MITEL
PRODUCT
GUIDE

Mitel OpenScape UC Application V11

Microsoft Teams Integration

Deployment Guide

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Introduction

Representation Conventions

1 Introduction

OpenScape UC WebClient can be integrated with Microsoft Teams. A new OpenScape UC tab can be added in the Microsoft Teams tab panel.

Using the UC tab you can now access UC functions directly from the Microsoft Teams platform:

- Access your UC list of contacts
- Make a UC call

Table 1: History of changes

Date	Changes	Reason
05/08/2020	Initialization of document	UC V10R1
21/10/2020	New tabs: <ul style="list-style-type: none">• Conference• Voicemail New call control feature	UC V10R2
29/4/2021	Document enhancements	UC V10R2

1.1 Representation Conventions

We use the following markups and representations to highlight information in this manual.

1.2 Formats and Display Forms

In the manual on hand the following conventions apply:

Purpose	Appearance	Example
Special emphasis	Bold	Name must not be deleted.
User interface elements	Bold	Click on OK .
Menu sequence	>	File > Exit
Textual cross reference	<i>Italic</i>	You find further information in the <i>Configuration and Administration</i> manual.
Path and file names	Font with fix character spacing, for example Courier	c:\Program Files\... or Example.txt

Purpose	Appearance	Example
Specifications that may have individual content, for example variables.	<i>Italic</i> in angle brackets	Enter your <user name> and the <password> to log on to the system.
System entry and output	Font with fix character spacing, for example Courier	Command not found.
Key combination	Bold	[Ctrl]+[Alt]+[Esc]

1.3 Notes

Types of notes

Critical notes and additional information are indicated in this manual in the following manner:

NOTICE: Denotes information worth knowing or useful tips.

IMPORTANT: Denotes information of **high priority**. Please definitely read and heed such notes to avoid malfunctions, loss of data or damage to devices.

1.4 Continuative Documentation

You can find further information about OpenScape UCApplication in the following documentation:

- *OpenScape UC Application V10, OpenScape Web Client, User Guide*
This manual provides an overview of UC V10 WebClient.

For more information regarding Microsoft Teams and client integrations please refer to the official Microsoft teams documentation:

<https://docs.microsoft.com/en-us/microsoftteams/>

Getting Started

How to Install the UC integration as an Administrator

2 Getting Started

In the following chapters you can find information on how to install, update or delete your UC integration with Microsoft Teams.

It is also possible to use UC via the Microsoft Teams mobile app. In the current UC version, this function is available to iPhone users and support is planned for Android users as well.

For more detailed information on how to use and configure applications in Microsoft Teams please refer to the official Microsoft Teams documentation:

<https://docs.microsoft.com/en-us/MicrosoftTeams/manage-apps>

2.1 How to Install the UC integration as an Administrator

App Studio is a Microsoft Teams app that you can find and install directly from the Teams store. To integrate UC in Microsoft Teams as an administrator, follow the steps below:

NOTICE:

As an administrator you can select between installing the UC integration just for your account or for your whole team.

Step by Step

- 1) Select the Apps icon at the bottom of the left-hand bar and search for **App Studio**.
- 2) Select the **App Studio** and choose **Add** to install in your Teams.
- 3) In your UC client click on your avatar icon and click on **Settings**.
- 4) Click on **Download the MS Teams Integration** under the section MS Teams Integration in the **General** tab.

Once you click on **Download the MS Teams Integration**, a **.zip** file starts downloading (i.e. **os-msteams.zip**).

NOTICE:

This option is available only if **enableMSTeamsDownload** is set to true in the **WebClientUI.cfg** (default value is true).

NOTICE:

You do not need a Fusion UC Client installation in order to use UC in Microsoft Teams as the end user. However, every UC for Teams end user needs a device that can be controlled by UC in Microsoft Teams. This can be an IP - HardPhone, a TDM - SoftPhone or a WebRTC SoftPhone. If you want to use an already installed SoftPhone, the Fusion UC Client is recommended for OpenScape Voice and OpenScape 4000.

- 5) Open your Microsoft Teams application and navigate to the **Manage Applications** tab.
 - a) Click **Organization-wide App Settings** and allow third party apps.
 - b) Click **Custom Application Upload** and select the **.zip** integration file downloaded from OpenScape UC.

NOTICE:

Depending on your permissions you can either upload the integration file for your team or your personal client only.

- 6) Open the OpenScape UC application, which should now be available in the applications menu in Microsoft Teams.
- 7) In the new dialogue window select to add UC as a **Team tab** or a **Personal tab** and click **Add** under the respective field.
- 8) In the **App authorization policy**, create a new policy that allows third-party apps.

After completing the steps above, the OpenScape UC application should appear in the left menu panel of Microsoft Teams.

NOTICE:

For a more detailed description on how to install an application in Microsoft Teams, please refer to the respective section in the official Microsoft Teams documentation:

<https://docs.microsoft.com/en-us/MicrosoftTeams/uploadcustom-apps>

2.1.1 How to Modify the Unify OpenScape UC App package

To modify the Unify OpenScape UC App package, you need to follow the steps below:

Step by Step

Select the **Manifest Editor** tab in App Studio to import it for you Microsoft Teams.

- a) Select **App details** and modify **Short name**, **Full name** and **Short description** fields. A new **App ID** should be generated.

NOTICE:

You can also modify **Website**, **Privacy statement** and **Terms of use** fields and upload new icons for changes in the branding.

- b) Select **Tabs** and modify **Content URL** field in the General tab.
- c) Select **Domains and permissions** and change the **Additional valid domains**.
- d) Select **App Manifest (preview)** if you want to perform an additional check in the new configurations.

Getting Started

How to Install the UC integration as a User

- e) Select **Test and distribute** to download the app package with the new modifications.

NOTICE: You can find information on how to develop apps with App Studio for Microsoft Teams in

<https://docs.microsoft.com/en-us/microsoftteams/platform/concepts/build-and-test/app-studio-overview>.

You can find information on how to create your first Teams app using C# or .NET in

<https://docs.microsoft.com/en-us/microsoftteams/platform/tutorials/get-started-dotnet-app-studio>.

2.2 How to Install the UC integration as a User

To integrate UC in Microsoft Teams as a user, you need to follow the steps below:

Prerequisites

The Microsoft Teams administrator must have made the Unify UC for Microsoft Teams app available to his users. You can find more information on how to install the UC integration as an Administrator in [How to Install the UC integration as an Administrator](#) on page 6.

Step by Step

- 1) Open Microsoft Teams Client, navigate to the left and select the **Apps** tab.
- 2) Click on the **OpenScape UC** app and click **Add**.
OpenScape UC has been added in your Microsoft Teams.
- 3) Enter **OpenScape** in the app search window.
- 4) In your UC client click on your avatar icon and click on **Settings**.
- 5) Click on **Download the MS Teams Integration** under the section MS Teams Integration in the **General** tab.
Once you click on **Download the MS Teams Integration**, a **.zip** file starts downloading (i.e. **os-msteams.zip**).
- 6) Open your Microsoft Teams application and navigate to the applications tab.
- 7) In the applications tab, click on the option to upload a custom app, and select the **.zip** integration file downloaded from UC.

NOTICE:

Depending on your permissions you can either upload the integration file for your team or your personal client only.

- 8) Open the OpenScape UC application that should now be available in the applications menu in Microsoft Teams.
- 9) In the new window click **Add** under the OpenScape UC icon.

After completing the steps above, the OpenScape UC application should appear in the left menu panel of Microsoft Teams.

NOTICE:

For a more detailed description on how to install an application in Microsoft Teams, please refer to the respective section in the official Microsoft Teams documentation:

<https://docs.microsoft.com/en-us/MicrosoftTeams/uploadcustom-apps>

2.3 How to Update the UC Integration in Microsoft Teams

Prerequisites

You have previously installed the UC Integration.

A newer version of OpenScape UC integration is available.

You have download the update file (.zip) from your UC client

Step by Step

- 1) Navigate to the **Apps** section, located on the lower part of the left bar, in Microsoft Teams interface.
- 2) Locate the **OpenScape UC application** among the list of all other applications.
- 3) Click on the three dots button located on the top left corner of the UC Application icon and select **Update**.
- 4) In the browse window select the installation file from your computer and click **Open**.

The application is now updated.

2.4 How to Delete the UC integration in Microsoft Teams

Prerequisites

You have installed the OpenScape UC application in Microsoft Teams.

Step by Step

- 1) Navigate to the **Apps** section, located on the lower part of the left bar, in Microsoft Teams interface.
- 2) Locate the **OpenScape UC application** among the list of all other applications.
- 3) Click on the three dots button located on the top left corner of the UC Application icon and select **Delete** from the list.
- 4) If you have permissions for other Microsoft Teams users, then an extra prompt window will appear, asking you to confirm the deletion of the app.

The application is now deleted.

Getting Started

How to Use UC in Microsoft Teams mobile client

2.5 How to Use UC in Microsoft Teams mobile client

You can use UC via the Microsoft Teams mobile app by following the steps below:

Step by Step

- 1) Log in to Microsoft Teams mobile app with your Microsoft Teams ID.
- 2) Click **More** to find the OpenScape UC app and log in using your OpenScape UC ID.

The OpenScape UC Client Integration is now available.

NOTICE:

The UC integration in Microsoft Teams mobile client looks similar to the UC web or desktop client application. From this app you can perform the basic UC functions as mentioned under [UC tab in Microsoft Teams](#) on page 11.

3 UC tab in Microsoft Teams

The UC integration in Microsoft Teams looks similar to the UC Web Client application. From this app you can perform the basic UC functions and access the following tabs:

- **Contacts**

This tab displays your list of UC contacts. It is also possible to use filtering for displaying specific groups of contacts.

- **Call History**

This tab displays your call journal. You can see a list of your UC calls, as well as the type (e.g outgoing, incoming) and date of each call.

- **Conferences**

This tab displays your conferences list with additional details such as the Bridge number, PIN and date/time of scheduled conferences. From here you can access more details for each conference or initiate conference calls.

- **Voicemail**

This tab displays a list of your voicemails. You can playback or download your available voicemails, as well as, see their duration and sender.

NOTICE:

The UC integration also supports the Microsoft Teams dark theme.

NOTICE:

If you can't see all of the UC functions, it is possible that individual functions (e.g. Voicemail) are not available or have been deactivated by your administrator.

3.1 Basic Call Control

Basic UC call control options are available via the UC section in the Microsoft Teams interface.

An incoming call will be displayed in a call control bar followed by the name of

the caller. Select the  button to answer or the  button to reject the call.

While on a call, you see a timer in the call control bar displaying the current

duration of your active call like the following button: . Click on this button to terminate the call.

3.1.1 How to Initiate a Call

You can make calls with WebRTC directly via the browser or you can choose one of the end devices that you have added in OpenScape UC. OpenScape UC can be linked to various company directories. You can quickly access all contacts from your directories via a directory search, which also extends to your personal contacts in OpenScape UC, Microsoft Outlook or HCL Notes. You can start a call with any of the following options:

Prerequisites

Before making a call, select your preferred UC device as described in [How to Change UC preferred device](#) on page 14.

1)



Enter a number in the **Make a call** field and click on the call button. The **Make a call** field is located in the lower left corner of your computer screen, or upper part of your mobile device's screen.

2) Search the name of the contact you want to call via the **Search number or contact** field.

NOTICE: The search function in UC is dynamic, meaning that relevant contacts will start appearing as results while you are typing.

3) Make a call or call back a specific contact from the **Call list** tab.

3.2 Contacts

As an OpenScape UC user, you can create a personal contact list that you can use to call your colleagues.

You can assign contacts to groups in order (e.g. to map departments) or do multiple assignments.

NOTICE: You can only edit or add a contact via the UC Web Client.

3.2.1 How to Display Contact details

You can display information about a specific UC contact (Work phone, Mobile phone, Work e-mail, etc) by selecting it from your contacts list in the **Contacts** section.

3.2.2 How to Filter UC contacts

You can use the filtering feature to view specific groups of contacts.

Step by Step

- 1) In the UC application in Microsoft Teams, select the **Contacts** tab on the left sidebar.
- 2) Click on the filtering button to select which group of contacts you wish to display from the drop down list.

3.2.3 How to Filter UC calls

You can use the filtering feature to view specific UC calls from your personal call list.

Step by Step

- 1) In the UC application in Microsoft Teams, select the **Call History** tab on the left sidebar.
You can view the type of your OpenScape UC calls (e.g. incoming, outgoing) and the date of each call in your call journal.
- 2) Click on the filtering button to select which UC calls you wish to display from the drop down list.

3.3 Conferences

Navigate to the Conferences section of your UC tab in Microsoft Teams, to display a list of your available conferences.

For each conference entry the following information is available:

- Name
- Bridge number
- PIN
- Date and Time (for scheduled conferences)



You can initiate a conference call by selecting the button. To filter



your conference list select the filtering icon and choose what type of conferences you want to display.

NOTICE:

You cannot create, change or delete conferences in UC with Microfot Teams integration. For this purposes, use your Unify UC web client.

3.4 Voicemail

You can access your voicemails from the UC tab in Microsoft Teams via the **Voicemail** section. In the Voicemail view you can see a list of your voicemails as well as information about the sender, the duration and date and time for each entry.

To play a voicemail, select the **Playback** button  . Select the **More**

options button  to access additional options, that is, to call one of the contact's devices or download the voicemail audio file. You can delete a voicemail via the OpenScape UC web client.

3.5 More Functions

3.5.1 How to Change UC preferred device

You can change your preferred device from the UC tab in Microsoft Teams. OpenScape UC forwards all calls to your preferred device via the One Number Service.

Prerequisites

You have configured more than one devices in your UC account.

Step by Step

- 1) In the UC application in Microsoft Teams, select the **Contacts** tab on the left sidebar.
- 2) Click on the **Work phone** button in the devices section to select your preferred device from the list of your devices.

NOTICE: You can add new end devices or make changes via the OpenScape UC web client.

3.5.2 How to Set your Status

You can set your own status to show your availability to selected contacts. The telephony status is displayed in the contacts, in the call list, within the conferences and in the voicemails.

- Click on your avatar icon and set your availability status. You can also type a message in the **Set status message** .

NOTICE:

A synchronization of the presence status from Microsoft Teams towards UC4Teams and / or from UC / Teams towards Microsoft

Teams does not take place here. The presence comparison takes place only in MS Teams.

3.5.3 How to Save your log file

To save your log file, click on your avatar icon and select **Save log file**. A file containing your logs will automatically start downloading.

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