



A MITEL
PRODUCT
GUIDE

MS Teams Solution Guide

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About this Document

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This document contains information about how to deploy and integrate a Mitel Unified Communications (UC) solution with MS Teams. This allows users to use Mitel telephony applications with MS Teams. This document also provides the minimum system requirements required for deploying and integrating a Mitel UC solution with MS Teams.

Intended Audience

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This document will serve as an introductory guide to readers seeking a high-level perspective of how to deploy and integrate Mitel UC solution with Microsoft Teams. The document is intended for planners and engineers. Basic knowledge of UC, IP technology and cloud technology is required to understand the content presented in this document.

This solution guide explains how Mitel customers who have already deployed a Microsoft Teams solution but want to retain full access to Mitel's powerful business quality voice and telephony service can implement this hybrid deployment.

The Mitel MS Teams solution is comprised of the following components:

- Mitel Assistant
- Mitel Applications
 - MiCollab PC Client (Normal or Telephony-only mode)
 - MiCollab Mac Client
 - MiCollab Mobile Client (Android and iOS)
 - Mitel One web
 - Mitel Dialer
- CloudLink Gateway
- Cloud Platform
- Microsoft Azure AD Single Sign-On (SSO/CloudLink Authentication)
- Microsoft Azure AD Sync (CloudLink Sync)
- Mitel PBXs
 - [MiVoice Office 400](#) - Supports only Mitel One and MiCollab.
 - [MiVoice 5000](#) - Supports only Mitel Dialer and MiCollab.
 - [MiVoice MX-ONE](#) - Supports only MiCollab.
 - [MiVoice Business](#) - Supports only MiCollab.

The following sections in this document describe the components, system requirements, and the configurations required to integrate a Mitel UC solution with MS Teams.

Mitel MS Teams Solutions

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The solution capabilities that Mitel offers with MS Teams are:

- **Mitel Assistant** - With Mitel Assistant integrated with Microsoft Teams, you can create speed dials and place calls to your contacts in Microsoft Teams and in Microsoft Outlook using any supported Mitel telephony application.
- **Call History** - As a Mitel Assistant user, you can view your Mitel Phone call history from the Mitel Assistant application after you log in to your CloudLink account. When you make an external call, and if that number is matched with a contact in your Microsoft Azure directory or Outlook personal contacts, the person's name is displayed in the call history. You must save phone numbers in one of the formats as shown in the following table:

Format	Example
E.164	+33123456789
Original format	33 1 23 45 67 89
National format	01 23 45 67 89
International format	+33 1 23 45 67 89
Out of country format form US	011 33 1 23 45 67 89
Out of country format form CH	00 33 1 23 45 67 89
Mobile dialing (from US)	+33 1 23 45 67 89
National dialing with preferred carrier code and empty fallback carrier code	01 23 45 67 89

- **Sync presence via CloudLink to MS Teams** - CloudLink accounts can be integrated with MS Teams to sync presence from a Mitel PBX to MS Teams, which enables users to view the status of the users in MS Teams. This is called a Unidirectional presence. For more information about the CloudLink-to-Teams Presence Integration feature, see [Sync Presence via CloudLink to Microsoft Teams](#).
- **Sync presence from MS Teams to MiCollab**- The presence synchronization feature has now been expanded to enable the synchronization of Microsoft Teams presence of a user with their MiCollab client through CloudLink, and this is known as Bi-directional synchronization. The Bi-directional presence synchronization can be enabled in the Mitel Administration (formerly known as CloudLink Account Console)

using the *Sync Presence from MS Teams to CloudLink* setting. See the [Mitel Administration User Guide](#) for details.

Note:

- For call history you must have CloudLink Gateway integration. For more information, see [Configuring CloudLink Gateway Integration](#).
- The Sync presence from MS Teams to MiCollab is only supported for the MiVoice Business PBX.

- **MiCollab Client-** The supported MiCollab Client include PC Client (telephony only mode or normal mode), MiCollab Client on Mac, and MiCollab Mobile Client (Android and iOS). The MiCollab Client Telephony-only mode enhances end-user experience when calls are placed with a Mitel application using the MiCollab Client as the telephony endpoint.
- **Mitel Dialer-** Mitel Dialer is a Windows desktop application that controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications. The Dialer is compatible with the following device types: Mitel 6700, Mitel 6800, Mitel 6900, also legacy digital and IP Phones, DECT handsets, analog Phones. Mitel Dialer is supported only on MiVO 5000.

Note:

You can only monitor analogue Phones but cannot control them.

- **Mitel One-** The Mitel One web application provides advanced communication features and integrates with Mitel's call managers (cloud and on-premise) to improve work efficiency and enhance workplace communication. Mitel One is supported only on MiVO 400.
- **MX-ONE-** The MiVoice MX-ONE offers a scalable and feature-rich communication system for businesses of varying sizes, employing a unified software stream. Tailored to meet the requirements of enterprises ranging from 5 to 500,000 users. OpenScape Session Border Controller (SBC) is used to integrate the MS teams with MX-ONE. The OpenScape SBC is a software-based network border element, enhancing VoIP security and cost efficiency within the Mitel and OpenScape Enterprise Solution set.
- **MiVoice Business-** The MiVoice Business offers a scalable and feature-rich communication system for businesses of varying sizes, employing a unified software stream. Tailored to meet the requirements of enterprises ranging from 5 to 130,000 users. OpenScape SBC is used to integrate the MS teams with MiVoice Business. The OpenScape SBC is a software-based network border element, enhancing VoIP security and cost efficiency within the Mitel and OpenScape Enterprise Solution set.

System Requirements

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Although Mitel Assistant runs within any MS Teams client, the system requirements for the application handling the telephony (for example, the MiCollab client) must be considered.

Supported Operating System (MiCollab Client)

Operating System	Version
Windows	10 or later
Mac	10.14 or later
Android	Android 8 or later
iOS	iOS 9.7.10 or later

Supported Browsers (Mitel Assistant)

Browser	Version
Google Chrome	102.0.5005.115 (64 bit) or later
Microsoft Edge	102.0.1245.41 (64 bit) or later
Mozilla Firefox	101.0 or later

Supported MiCollab version for Bi-directional Presence

Application	Version
MiCollab Server	9.8 SP1 or later
MiCollab Client (PC, Web, Mac, Mobile)	9.8 SP1 or later

Supported Mitel Telephony Applications

Application	Version
MiCollab Mac Client	9.8 or later
MiCollab PC Client Telephony-only mode	9.8 or later

Application	Version
MiCollab Mobile Client	iOS 9.8 or later
	 Note: The MiCollab iOS client is supported only with Mitel Assistant 1.1.1-14 or later versions.
	Android 8 or later.
Mitel One Web	1.13.1 or later
Mitel Dialer	2.2 or later

Supported MX-ONE Versions for OpenScape SBC

Product	Minimum Software Version
MiVoice MX-ONE	7.6 SP1 HF0
IP Phone 69XXw	SIP 6.3.3.57
OpenScape SBC	11.0 (11 R0.05.00)
Microsoft Teams Web Client / Desktop Client / Mobile clients Android and iOS	V2

For information on latest software versions supported, refer to the the *MiVoice MX-ONE - Integration with Microsoft Teams Through OpenScape Session Border Controller* document in [OpenScape Session Border Controller](#).

Supported MiVoice Business Versions for OpenScape SBC

Product	Minimum Software Version
MiVoice Business	10.0 SP1 (10.0.1.18) 10.1 (10.1.0.29)
6900/6900W/5300-Series MiNET	02.01.00.037
OpenScape SBC	11.0 (11 R0.05.00)
Microsoft Teams Web Client	V2

For information on latest software versions supported, refer to the the *MiVoice Business - Integration with Microsoft Teams Through OpenScape Session Border Controller* document in [OpenScape Session Border Controller](#).

Mitel MS Teams Solution Setup and CloudLink Gateway Integration

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This section describes the MS Teams Solution Setup, and how an Account Administrator can configure a CloudLink Gateway Integration. The following are covered in this section:

- Mitel MS Teams Solution Setup and Features
- Configuring CloudLink Gateway Integration
- CloudLink Integration to Microsoft Azure AD - Microsoft Teams

Mitel MS Teams Solution Setup and Features

The Mitel MS Teams solution setup includes on boarding users into the CloudLink Platform and integrating the features that are supported.

The features of MS Teams solution and the requirements for supporting them are as follows:

- MS Teams solution with only Mitel Assistant application (without telephony)
 - MS Teams integration with CloudLink. For more information, see the [CloudLink Integrations to Microsoft Azure AD - Microsoft Teams](#) section in this document.
 - MS Teams presence (Bi-directional presence) integration with MiCollab. For more information, see the MS Teams Integration section in the [Mitel Administration User Guide](#).
 - Microsoft Azure AD Single Sign-On (SSO/CloudLink Authentication) -- The CloudLink Authentication requires CloudLink Gateway Integration with the PBX. For more information, see the [Configuring CloudLink Gateway Integrations](#) section in this document.
 - CloudLink-to-Teams Presence Integration - This feature requires CloudLink Gateway integration with the PBX. For more information, see the [Configuring CloudLink Gateway Integrations](#) section in this document.
 - Call History - This feature requires CloudLink Gateway integration with the PBX. For more information, see the [Configuring CloudLink Gateway Integrations](#) section in this document.

- MS Teams solution with Mitel Assistant along with MiCollab Client (Normal mode or Telephony-only mode) or Mitel One
 - MS Teams integration with CloudLink. For more information, see the [CloudLink Integrations to Microsoft Azure AD - Microsoft Teams](#) on page 13 section in this document.
 - MS Teams presence (Bi-directional presence) integration with MiCollab. For more information, see the MS Teams Integration section in the [Mitel Administration User Guide](#).
 - Microsoft Azure AD Single Sign-On (SSO/CloudLink Authentication) - The CloudLink Authentication requires CloudLink Integration with MiCollab. For more information, see the [MiCollab Solution Document CloudLink Authentication and Synchronization](#) document.
 - CloudLink-to-Teams Presence Integration - This feature requires CloudLink Gateway integration with the PBX. For more information, see the [Configuring CloudLink Gateway Integrations](#) section in this document.
 - Call History - This feature requires CloudLink Gateway integration with the PBX. For more information, see the [Configuring CloudLink Gateway Integrations](#) section in this document.
 - Microsoft Azure AD Sync (CloudLink Sync) - The CloudLink Sync requires CloudLink Integration with MiCollab. For more information, see the [MiCollab Solution Document CloudLink Authentication and Synchronization](#) document.
 - MiCollab Client - This feature requires configuring the MiCollab Client. Mac supports only MiCollab Client, and PC supports both MiCollab Client and MiCollab PC Client Telephony-only mode. For more information, see the [MiCollab Client Administrator Guide](#) and [MiCollab for PC Client End-User Online Help](#)
 - Mitel One (only with MiVoice Office 400)- This feature requires configuring Mitel One client. For more information, see [Mitel One web application user guide](#).

Note:

CloudLink Integrations include onboarding end-users to the CloudLink platform, and enabling features or integrations in the CloudLink Accounts Console. Integrations with a third-party application such as MS Teams involves Mitel staff or Partner technicians with credentials to enable the features on third-party applications interfacing with customer IT professionals.

An MS Teams Administrator must upload the Mitel Assistant application to the organization's Teams application store via MS Teams administration portal. After uploading the application to the store, the Administrator must add the application to the Azure AD tenant, which allows end-users to add the Mitel Assistant application to their MS Teams client.

An MS Teams Administrator can do the following using the **Manage Apps** section of the MS Teams administration portal:

- [Control the availability of applications to users in the organization](#)
- [Create application setup policies; for example, install the app to all users by default.](#)
- [Configure application permission policies](#)

An MS Teams Administrator can add the Mitel Assistant application to the MS Teams client from the **Apps** section of the application. For more information, see [Add an application to MS Teams](#).

As an Account Administrator, you must ensure the following:

1. Users in your account must set up a supported Mitel telephony application as the default calling app in their device in order to place calls from Mitel Assistant.

Note:

Mitel recommends using MiCollab Client or Mitel One along with Mitel Assistant for placing calls to phone numbers. MiCollab PC Client (as of version 9.6) supports a Telephony-only user profile, which can be selected in the user profile from the MiCollab Client Service Administrator portal and provides a more seamless experience.

Note:

With MiVoice Business, MiCollab version 9.7 is required for placing calls from the **Call History** tab of Mitel Assistant.

- **Cross launching MiCollab**— Mitel Assistant cross-launches MiCollab Client using the Tel-URI protocol. When MiCollab Client (PC, Mac, or Android) is installed, it will register itself as the default handler for Tel-URI if no other application is selected. If any other application is already selected, then perform the following steps to configure Tel-URI manually for MiCollab PC client:
 - a. From the **System Settings**, choose **Default Apps**.
 - b. Under **Default Apps**, select the option, **Choose default apps by protocol**.
 - c. From the list of default apps, click the **Choose a default** option to select the desired application.
 - d. Select **MiCollab**. The Tel-URI protocol is configured.

For information about Tel-URI settings in Mac, see Apple manuals.

For information about Tel-URI settings in Android, see the respective manufacturer documentation. In Android devices, you must clear the default apps if you are unable to view the MiCollab Client while dialing and cross-launching. To clear the default apps from your Android devices, do either of the following:

- **Settings > Apps or App Management > Phone > Set as default > Clear.**
- **Settings > Apps > Default Apps > Opening links > Phone > Clear.**

After you clear the default apps, you will be prompted to choose an application while dialing and cross-launching.

Note:

On Mac, you can change the default calling app settings on FaceTime. On iOS, no changes are required in the settings.

Note:

Mitel Assistant cross launches MiCollab Client using custom URI in iOS. The custom URI is supported with MiCollab 9.7.10 or later versions. iOS does not support cross launching of MiCollab Client using Tel-URI. While dialing a number from an iOS device without MiCollab installed, the MS Teams native dialer will not be launched.

For information about server configuration of Telephony-only client, see [MiCollab Client Administrator Console \(UCA\)](#) > MiCollab Client Service > Administrator Interface > User Profiles > Enabling MiCollab Client Telephony-only Mode. The server configuration can be done only by a MiCollab Administrator.

- **Cross launching Mitel One** — Mitel Assistant cross-launches Mitel One web Client using the Tel-URI protocol. For configuring Tel-URI for Mitel One web Client, see [Click to Dial Using Mitel One Web Application](#).
2. The Mitel Assistant Enterprise application must be added to your Azure AD tenant from the gallery. This allows end-users to add the application to their MS Teams client. For more information about pre-requisites, permissions, and the system requirements for deploying Mitel Assistant, see [Mitel Assistant User Guide](#).

Configuring CloudLink Gateway Integrations

To create a customer account in CloudLink, manage, and configure CloudLink Gateway integration with the PBX, the Account Administrator must do the following:

1. Create a customer account in the CloudLink Accounts Console.

For more information about creating and managing the account, see [Create Customer Accounts and Add Users](#).

2. Deploy and integrate CloudLink Gateway to associate the Gateway with the customer account, configure and connect a PBX, and deploy a CloudLink application for all the users.

For more information, see [Integrating CloudLink Gateway with CloudLink Accounts](#).

For information about CloudLink integration with PBXs, see:

- [CloudLink Integration with MiVoice Office 400](#)
- [CloudLink Deployment Guide with MiVoice 5000](#)
- [MiVoice Business - CloudLink Integration with MiVoice Business Deployment Guide](#)
- [CloudLink - Deployment Guide with MiVoice MX-ONE](#)

For PBX documentation, see:

- [MiVoice Office 400](#)
- [MiVoice 5000](#)
- [MiVoice MX-ONE](#)
- [MiVoice Business](#)

For information about CloudLink Integration with MiCollab, see the [MiCollab CloudLink Solution](#) document.

Note:

The Administrator must assign a CloudLink role to users configured on MiVoice 5000 PBX and MX-ONE (in web admin or PBX Manager app). The CTI role should be used for MiVoice 5000 and the User role should be used for MX-ONE. The maximum number of users that can be assigned with roles are: MiVoice Business with 2,500 users, MiVoice 5000 with 2,500 users and MX-ONE with 5,000 users. After a CloudLink role is assigned to a user, the PBX configured for the user will be monitored by the CloudLink gateway. Therefore, the MS Teams Presence synchronization and Mitel Assistant Call History will be available for users who have a CloudLink role assigned. For more information about the Call History feature, see [Mitel Assistant User Guide](#).

The maximum number of devices supported and the Busy Hour Call Completion (BHCC) for each PBX is given in the table below:

PBX	Maximum Supported Devices	BHCC
MiVoice Office 400	800	4200
MiVoice 5000	2500	16000
MiVoice MX-ONE	10000	24000
MiVoice Business	5000	12000

**Note:**

For MiVoice Business, device resiliency is supported.

CloudLink Integrations to Microsoft Azure AD - Microsoft Teams

**Note:**

MS Teams Integration with CloudLink needs to be enabled only if the Presence Integration feature is a requirement for that account.

Integration of MS Teams with a CloudLink account to provide the Presence Integration feature involves a Microsoft Azure AD Administrator role and a CloudLink Administrator role. These roles can be provided by a combination of Mitel staff, Partners, or IT professionals. For more information about MS Teams integration with CloudLink, see [Integrating Third-Party Applications with CloudLink Accounts](#).

Mitel Assistant Application

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This chapter contains the following sections:

- [Permissions Required from the Administrator](#)

An Administrator of Microsoft Teams can add the Mitel Assistant application and make it available to MS Teams users.

Users can log in to CloudLink within the Mitel Assistant application to view call history and report issues. Users who already use CloudLink-based authentication in other applications such as MiCollab, MiTeam Meetings, and Mitel One can use the same credentials as for those applications to log in to CloudLink within Mitel Assistant. CloudLink-based authentication is optional in the MiCollab solution.

For more information about the Mitel Assistant application, see [Mitel Assistant User Guide](#).

If CloudLink-based authentication is not already being used in an existing solution, then as an Account Administrator, you can do either of the following:

- Configure the Azure AD SSO and Azure AD Sync integrations in the CloudLink account.

If the CloudLink account is configured with both the Azure AD Single Sign-On and the Azure AD Sync integrations, then users assigned to the SCIM application in Azure AD can use their enterprise credentials to log in to CloudLink within the Mitel Assistant. These integrations are recommended when integrating CloudLink with MS Teams.

- Send a welcome email to the users.

Users who receive this email can use the link/button in this email to activate their CloudLink account and set a password if SSO is not enabled for them. They can then use this password to log in to Mitel Assistant.

Note:

Mitel recommends enabling Azure AD SSO and Azure AD sync (SCIM) for your customer accounts. Enabling Azure AD SSO is recommended so that users can use the same login credentials that they use for MS Teams to log in to Mitel Assistant. Enabling Azure AD sync is recommended for the alignment of user names between Mitel Assistant and MS Teams. For more information,

see [Integrating Third-Party Applications with CloudLink Accounts](#).

7.1 Permissions Required from the Administrator

When an Administrator of Microsoft Teams adds the Mitel Assistant application to Microsoft Teams, a prompt appears requesting the permission of the Administrator to use Mitel Assistant with Microsoft Teams.

Permissions for Mitel Assistant

The following table lists the permissions that the Mitel Assistant application requests and the information it can access if you grant the permissions.

Permission	Access Information
User.Read	Reads user's profile and basic company information.
User.ReadWrite	Saves user's contacts in the speed dial list.
Contacts.Read	Reads user's personal contacts from Outlook.
User.ReadBasic.All	Reads a basic set of profile properties of other users in the organization including their display name, first and last names, email address, photo, and contacts in the speed dial list.
Directory.Read.All	Reads all the phone numbers of other users in the organization.
Chat.Read	Reads the user IDs of 1:1 chat participants and fetches their profile information to be displayed in the contact card.
Presence.Read	Reads the user's presence information.
Presence.Read.All	Reads the presence information of all users in the organization.

i Note:

Even after adding the required permissions, users should check the **UsersPermissionToReadOtherUsersEnabled** option in **MsolCompanySettings** if they are still unable to access **Entra ID contacts** or **other users** in the **Mitel Teams Assistant**. This option must be set to **True**. For more details, see [Set-MsolCompanySettings \(MSOnline\)](#).

Sync Presence via CloudLink to Microsoft Teams

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Mitel provides the CloudLink-to-Teams Presence Integration feature, which enables users to know the availability status of the users in the CloudLink account as part of their MS Teams presence.

As an Administrator of a CloudLink account, you can enable CloudLink-to-MS Teams Presence Integration for your account by doing the following:

1. Configuring a CloudLink Gateway Integration with the PBX (see the [Configuring CloudLink Gateway Integrations](#) section in this document.)
2. Integrating MS Teams with CloudLink (see the [CloudLink Integrations to Microsoft Azure AD - Microsoft Teams](#) section in this document)

CloudLink presence is a combination of PBX line state presence and PBX user presence. After the presence sync is enabled for users, the presence status displayed in MS Teams will be a combination of users' presence from the MS Teams clients and CloudLink presence.

Note:

PBX user presence is applicable only to MiVoice 400. MiCollab shows PBX line state presence but does not show PBX user presence.

For more information about Configuring Telephony, see the [Mitel MS Teams Solution Setup and Features](#) section in this document.

Important

- The Azure Administrator of your organization must register and configure an application in the Azure app registration portal before presence sync can be enabled for an account. After configuring the application in the Azure portal, the Account Administrator must integrate CloudLink with MS Teams in Account Console. For information about MS Teams integration with CloudLink, see [Integrating Third-Party Applications with CloudLink Accounts](#).
- While enabling CloudLink-to-Teams Presence Integration for an account, the Account Administrator must ensure that the CloudLink email IDs of the users in the account match their User Principal Name or Email ID in Azure AD for the feature to work.

MS Teams and CloudLink combine presence sessions differently. In MS Teams, a user can have multiple presence sessions because the user can be on multiple Teams clients (desktop, mobile, and web). Each Teams client has an independent presence session and the user's presence is a combined state from all the sessions.

In CloudLink, a user can have multiple presence states because the user can have multiple devices/lines attached to the PBX. It might be the user presence set in the PBX or Mitel One application. Similarly, for MS Teams, CloudLink combines presence from all the PBX devices/line states and from the user.

The following is the precedence for how session states are combined in MS Teams:

- *User-configured* > *app-configured*

The *user-configured* state overrides others.

- Among *app-configured*: **Do not disturb** > **Busy** > **Available** > **Away**.

The following is the precedence for how session states are combined in CloudLink:

- **Away** > **Do not disturb** > **Busy** > **Available** > **Offline** > **Unknown**

CloudLink presence state is synchronized with MS Teams as an app-configured presence state by creating an application presence session. MS Teams treats this presence in the same way as it treats the presence from the MS Teams client applications.

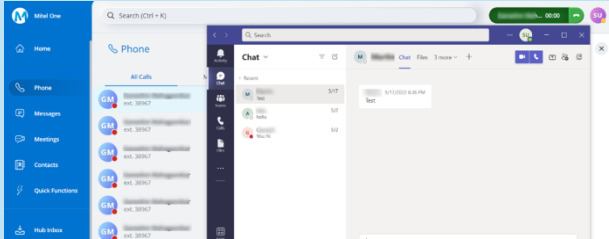
For more information about the presence states in MS Teams, see the Microsoft documentation [User presence in Teams](#).

For more information about mapping presence from MiVO400 PBX to CloudLink, see the following table:

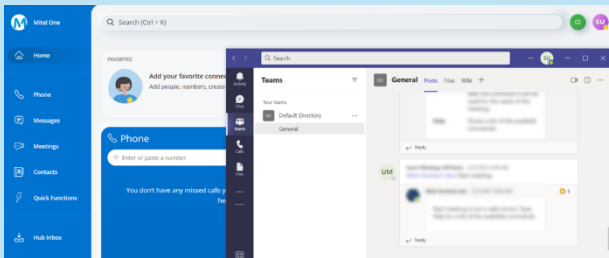
CloudLink Presence	MIVO400 User Presence State
Available	Available
Away	Absent
Busy	Busy or Meeting
Not available	Not available

Note:

- Users will appear as **Busy** in MS Teams when they are **Busy** on their phones unless they have configured **Away**. When you initiate a call while you are in the **Away** state in the Mitel One application, your status will not change to **Busy**; as **Away** has higher precedence than **Busy** in the Mitel One application. The following screenshot illustrates the above-mentioned scenario with Mitel One running on MiVoice Office 400.



- In Teams when the presence status of the user is **Available**, and the user's state is **Away** in the Mitel One application, the **Away** state will not be displayed in Teams because **Away** has lower precedence than **Available** in Teams. When you log out from all the Teams clients, then your state will be displayed as **Away** for other users in Teams because **Away** has higher precedence than **Offline** in Teams. The following screenshot illustrates the above-mentioned scenario with Mitel One running on MiVoice Office 400.



Setting Presence in MiCollab/Mitel One or MiVoice Office 400 PBX

If you explicitly set your presence status in the MiCollab client, this is not synchronized with MS Teams.

If you explicitly set your presence in the Mitel One client or in the MiVoice Office 400 PBX (for example, from the desk phone), the presence status is synchronized with MS Teams. However, there are limitations which might cause unexpected behavior, as shown in the following table.

The presence statuses mentioned in the following table are based on the assumption that you have not explicitly set your presence status in MS Teams. If you set your presence status explicitly in MS Teams, that presence status always takes precedence and is displayed to other users in MS Teams. The following table shows only some examples of presence. All possible combinations of device and application presence are not covered.

PBX Phone Presence	PBX User Presence	Mitel One Presence	MS Teams Client State	MS Teams Presence Status (What others see)
Available	Available	Available	Offline	Offline

PBX Phone Presence	PBX User Presence	Mitel One Presence	MS Teams Client State	MS Teams Presence Status (What others see)
Available	Available	Available	Connected, Inactive	Away
Available	Available	Available	Connected, Active	Available
Available	Available	Available	Busy (in Teams call/meeting)	Busy
Available	Available	Available	Focus/Presenting	Do not disturb
Busy	Available	Busy	Offline	Busy
Busy	Available	Busy	Connected, Inactive	Busy
Busy	Available	Busy	Connected, Active	Busy
Busy	Available	Busy	Busy (in Teams call/meeting)	Busy
Busy	Available	Busy	Focus/Presenting	Do not disturb
Available	Busy	Busy	Offline	Busy
Available	Busy	Busy	Connected, Inactive	Busy
Available	Busy	Busy	Connected, Active	Busy
Available	Busy	Busy	Busy (in Teams call/meeting)	Busy
Available	Busy	Busy	Focus/Presenting	Do not disturb

The following definitions apply for the table above:

PBX Phone Presence Status - When you place a call or answer a call using your desk phone, your presence status will be **Busy**, otherwise it will be **Available**.

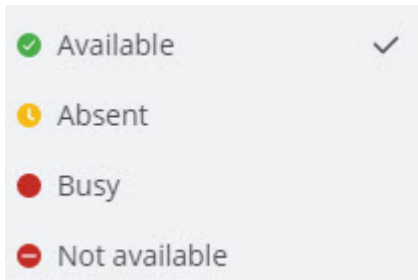
PBX User Presence Status - Your presence status can be managed via the system menu in the Mitel 69xx phone or by assigning a key. You can look up the presence of other users in a directory lookup or in a call list, on the desk phone.

You can also manage your presence status using the self-service portal.

The following presence statuses can be set, which can be renamed by your Administrator:

- Available (default)
- Absent
- Meeting
- Busy
- Not Available

Mitel One Presence Status - You can also manage your presence from the Mitel One application using the following menu:



These presence statuses in Mitel One are synchronized with your presence in the MiVO400 PBX as follows:

Mitel One Presence Status	MiVoice Office 400 Presence Status
Available	Available
Away	Absent
Busy	Busy or Meeting
Not available	Not available

MS Teams Client Presence Status

Your presence in MS Teams depends on your MS Teams client applications (desktop, mobile and web) and connected applications such as MS Outlook or MS PowerPoint.

Each Teams client has an independent presence session, and your presence in MS Teams is a combined state from all the sessions. Similarly, connected applications such as Outlook have their own combined presence session.

If your Teams clients are not running and not active, your status is **Offline**.

If your Teams clients are running but not active (for example screen locked), your status is **Away**.

If your Teams clients are running and active, your status is **Available**.

Your Teams client or connected application will send your status as **Busy** if you are on a Teams audio call, or if you are in a meeting.

Your Teams client or connected application will send your status as **Do not disturb** if you are presenting or focusing.

The presence status will be shown as **Busy**, if the user is actively using their PBX phone or it will be shown as **Do not disturb**, if the user has activated the Do not disturb feature on the PBX.

There are other presence states too, but these are the most common.

The following is the precedence for how session states from applications are combined:

- *User-configured* > *app-configured* (*user-configured* state overrides others)
- Among app-configured: **Do not disturb** > **Busy** > **Available** > **Away**

 Note:

On MiVoice Business, a CoS setting allows you to enable Do Not Disturb for an extension when PC Link audio is in use on a 69xx phone. This will set the user's MS Teams status to Do Not Disturb during meetings if they choose to use the 69xx phone for audio. Normally, a user would be marked as Busy in Teams during a meeting unless they are presenting.

Sync Presence from Microsoft Teams to MiCollab

9

Mitel provides a new enhancement that allows seamless integration of MS Teams presence, enabling the synchronization of a user's Microsoft Teams presence with the MiCollab client via CloudLink. This feature is referred to as Bi-directional presence synchronization.

Bi-directional presence synchronization can be enabled for new users and existing users, for whom the Unidirectional presence or CloudLink to Microsoft Teams presence synchronization is already enabled. Bi-directional or Microsoft Teams to CloudLink presence synchronization can be configured in the Mitel Administration Console (previously known as the Accounts Console).

The two primary procedures that enable the Microsoft Teams integration with Mitel Administration are:

1. Integrating Microsoft Teams with a Customer Account
2. Enabling the Presence Feature

Dependencies

To set up the presence integration with Microsoft Teams, administrative-level access is required for the following:

1. Microsoft Azure Active Directory (AD) with Microsoft Office 365 Global administrator access
2. Customer or partner administrator access to the Customer CloudLink Account

An active SWA contract of either Advantage or Premium is necessary to make use of the MiCollab- MS Teams presence sync feature, consistent with the requirements for other CloudLink applications.

Integrating Microsoft Teams with a Customer Account (new customer)

Configuring Microsoft Teams with a new customer account involves two different procedures.

1. Configuring the feature requirements in Azure (as Azure Administrator)
2. Configuring the presence feature in Mitel Administration (as CloudLink Administrator)

The detailed procedures and the associated steps can be referred to in the [Mitel Administrator User Guide](#), under the *Bi-directional Presence > Microsoft Teams Integration* section.

Integrating Microsoft Teams with a Customer Account (existing customer)

If you are already synchronized with the Unidirectional presence sync feature, you can configure Microsoft Teams using the following two options:

1. Administrators can delete the existing Azure application, configure presence monitors and create new Azure applications with configuration for a new customer account.

2. An alternative approach involves the Azure Administrator maintaining the current Azure application configuration for unidirectional presence. Additional configuration steps beyond those specified in the Unidirectional presence section, will be necessary for this scenario.

The detailed procedures and the associated steps for Unidirectional presence can be referred to in the [Mitel Administrator User Guide](#), under the *Unidirectional Presence > Microsoft Teams Integration* section

The detailed procedures and the associated steps for Bi-directional presence can be referred to in the [Mitel Administrator User Guide](#), under the *Bi-directional Presence > Microsoft Teams Integration* section.

Bi-directional presence in MiCollab Client

The MS Teams presence of a user can be integrated and synchronized with their MiCollab, once the presence synchronization setting is activated in the Mitel Administration settings. The integration of Microsoft Teams with MiCollab is enabled by the MiCollab administrator through the MiCollab Client Server Administration interface.

When MS Teams integration is enabled in a user profile through the MiCollab Client Server Administration, the MiCollab client will show only the MS Teams statuses for the users. For the MS Teams Configuration settings in the MiCollab Client Service Admin portal, refer to the *MS Teams Configuration Settings / Bi-directional Presence* section > [MiCollab Client Administrator Console](#), version 9.8 SP1.

When Bi-directional presence synchronization is enabled for a user either through the assignment of the user to Microsoft Teams profile or by checking the Microsoft Teams status in their user profile, the MiCollab client will display only the Microsoft Teams statuses. The dynamic statuses created by MiCollab administrator via the MiCollab user profiles, or statuses created by the user in the MiCollab client will not be displayed or utilized in the MiCollab client as long as Microsoft Teams presence integration remains enabled. For the MiCollab end-user details on how Bi-directional Presence is managed in the MiCollab clients, refer to the *Microsoft Teams Integration / Bi-directional Presence* section > [MiCollab for PC/ Web/ Mac/ Mobile Client End-User Online Help](#), version 9.8 SP1.

Note:

When Bi-directional presence synchronization is enabled for a user, and that user has set up "automatic replies" in Outlook or has an event marked as *Out of Office* on their calendar, their presence status in MiCollab does not align with their status in Microsoft Teams. In this case, others see the user's presence status as *Out of Office* in Microsoft Teams but as *Away* in MiCollab when they hover over the user's avatar. This is because Microsoft Teams sends an *Away* status to MiCollab.

Configuring MX-ONE for Microsoft Teams Integration via OpenScape SBC 10

To integrate Microsoft Teams to MX-ONE, the OpenScape SBC is used to serve as a software-based network border element, enhancing Voice over IP (VoIP) security and cost efficiency within the Mitel and OpenScape Enterprise Solution set.

For more information on the essential configuration steps for seamlessly integrating MX-ONE and OpenScape SBC with Microsoft Teams, refer to the the *MiVoice MX-ONE - Integration with Microsoft Teams Through OpenScape Session Border Controller* document in [OpenScape Session Border Controller](#).

Configuring MiVoice Business for Microsoft Teams Integration via OpenScape SBC

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To integrate Microsoft Teams to MiVoice Business, the OpenScape SBC is used to serve as a software-based network border element, enhancing VoIP security and cost efficiency within the Mitel and OpenScape Enterprise Solution set.

For more information on the essential configuration steps for seamlessly integrating MiVoice Business and OpenScape SBC with Microsoft Teams, refer to the the *MiVoice Business - Integration with Microsoft Teams Through OpenScape Session Border Controller* document in [OpenScape Session Border Controller](#).

1. How can a partner identify the cause of an issue?

Answer: The partner has access to the logs sent by the end-users when they submit an issue using the **Issues and Feedback** option of the Mitel Assistant application. The partner also has access to the CloudLink gateway logs and the PBX logs. These logs might include some information related to a reported issue. The logs sent by end-users when they submit an issue can be accessed by partners by using the CloudLink accounts console under the **Support Logs** section. The logs from the gateway can be found under the **Gateway** section. It is recommended that partners review these logs and look for the term **Error**.

2. What is required before contacting Mitel Support?

Answer: Having a report of the logs is useful before contacting Mitel Support. The logs from the Mitel Assistant application are already available in the account console. It is recommended that Administrators download these logs and have them available before contacting Mitel Support. For the **CloudLink-to-Teams Presence Integration** feature, the Administrators must contact Mitel Support.

3. Their own presence displayed to users in MS Teams web or desktop client (in their own avatar), or the presence of another user displayed in the MS Teams mobile app might not be what is displayed in the Mitel Solution (for example, user might be busy on the phone, and displayed as **Busy** in the MiCollab client or Mitel One as well as on the PBX desk phones, but shown as Available in the MS teams client).

Answer: There can be a delay of a minute or more before the updated presence is displayed in the MS Teams client. Sometimes, the updated presence is not displayed until there is a user interaction; for example, the MS Teams client might show the updated presence only on clicking a user. This is a limitation of MS Teams and Mitel has raised the issue with Microsoft support channel. Also, the MiCollab client does not show the PBX user presence, only PBX line presence. For example, the user might appear Available in MiCollab client while they are Busy in MS Teams.

Therefore, It is recommend to use the new version of the MS Teams client.

4. Do the precedence state vary for MS Teams and CloudLink applications?

Answer: Yes. MS Teams and CloudLink combine presence from multiple sources; for example, when you log in to an MS Teams client, MS Teams shows your presence as **Available**, and when you place a call using the PBX, CloudLink shows your presence as **Busy**. You can explicitly set your presence in either application.

A user can have multiple presence sessions because the user can be on multiple Teams clients (desktop, mobile, and web) or be using multiple services in CloudLink, which generates multiple presence states. Each

Teams client has an independent presence session and the user's presence is a combined state from all the sessions.

Similarly, an application can have its own presence session for a user, based on which the application updates the user's state. CloudLink presence is also combined in a similar fashion and CloudLink combined presence is synchronized with MS Teams as the CloudLink application presence.

The following is the precedence for how session states are combined :

Table 1: Precedence for how states are combined

MS Teams	CloudLink Applications
<i>User-configured > app-configured (user-configured state overrides others)</i> - Among app-configured: Do not disturb > Busy > Available > Away	Away > Do not disturb > Busy > Available > Offline > Unknown

5. In Teams when the presence status of the user is **Available**, and the user's state is **Away** in the Mitel One application, or **Absent** in the MiVO400 PBX, the **Away** status might not be displayed in Teams. Why?

Answer: The status **Available** in Teams has a higher precedence than the status **Away** (set by an application).

6. Does the Presence Integration feature support multiple Azure AD tenants for a CloudLink account?

Answer: Multiple Azure AD tenants are not supported for the same CloudLink account.

7. Why does the 'please try again' pop-up re-appear when a user tries to log in to Mitel Assistant?

Answer: A workaround for this issue is, click the **Pop out app**  icon and then enter the credentials when prompted.

8. What could the reasons be for users not being able to log in to CloudLink and for SSO not working?

Answer: There are two ways of onboarding users into the solution. If you are using the Azure AD Sync (SCIM) integration, it may be that integration is not enabled for the account, the user may not have been provisioned in the SCIM application in Azure AD, or if you are sending welcome emails to users, they may not have, as required by the email, set a CloudLink password. If you are using SSO, there may be an issue with the configuration. Recheck all aspects of the Azure AD integration in the CloudLink accounts console.

9. What if SSO works for some users, while it does not for some others?

Answer: The CloudLink email address of the users in the CloudLink account must match their User Principal Name or the primary email in Azure AD.

10. What if presence is synced for some users but not others?

Answer: Confirm that the CloudLink email address of all the user in the CloudLink account matches either the User Principal Name or the primary email in Azure AD. For MiV5000, ensure that a CloudLink role is

assigned to the subscriber through the PBX web admin or Manager application. The CTI role must be used in most cases.

- 11.** What if no telephony application (such as the MiCollab client or Mitel One) launches when clicking the call button to place a call in Mitel Assistant?

Answer: Confirm that the end-user has configured an application to handle the Tel-URI protocol (see above).

- 12.** Why cannot calls be placed from the MiCollab client or the Mitel One client by clicking the audio call icons/ buttons in the **Calls** section of the MS Teams client?

Answer: MS Teams includes a phone service natively (which depends on the MS Teams license), but the audio calling functionality is not part of the Mitel integration. To place calls using MiCollab or Mitel One client, either use the Mitel Assistant add-on, or click the user and then click one of the phone numbers listed in user's contact information.

- 13.** What phone numbers are displayed in Mitel Assistant for a user?

Answer: The phone numbers of a contact displayed in the **Speed Dial** contact lists includes numbers of the Business Phones, Home Phones, and the Mobile Number.

- 14.** How long does it take for the combined presence to be reflected in MS Teams after the CloudLink-to-Teams Presence Integration feature is enabled for an account?

Answer: It takes a few minutes for the combined presence to reflect in MS Teams after the feature is enabled.

- 15.** The Mitel Assistant application is not displayed in the Azure AD gallery. The application is also not listed in the Enterprise application list. Why?

Answer: Mitel Assistant is an MS Teams application. Unless an MS Teams Administrator has added it to the Azure AD gallery using the MS Teams administration portal, it will not be displayed in the Azure AD Gallery.

The application will be listed under Enterprise applications only after end-users/admins add the Mitel Assistant to their MS Teams client.

- 16.** When you manually set the presence status in MS Teams to **Away** or **Available** and then place a call from or to the contacts associated with MS Teams, the status in MS Teams does not synchronize with the state of the phone. Why?

Answer: The user-configured state in MS Teams overrides the app-configured state. Hence, the presence state set manually (**Away** or **Available**) takes precedence over the presence state of the phone.

- 17.** What if the CloudLink-to-Teams Presence Integration feature that was working for an account stops working?

Answer: In Azure AD, verify that the client secret is valid in the **Certificate & Secrets** section. (**Home >> App Registrations >> {App Name} >> Certificate & Secrets**)

18. After registering and configuring an application in the Azure app registration portal, does the Administrator need to grant consent to the application?

Answer: Yes. The Global Administrator of Azure AD must grant consent to the application to authorize the application within the Azure app registration portal.

19. What if the user is not able to view the Call History tab after logging in to CloudLink?

Answer: The Administrator of the account must ensure that the PBX integration with CloudLink is enabled for the user and the user is logged in to CloudLink.

20. How can I do a quick check if the CloudLink-to-Teams Presence Integration feature is not working for an account?

Answer: As an Administrator of the account you must ensure the following:

- a. The new application is registered in Azure AD and the necessary permissions are granted.
- b. The Global Administrator of Azure AD has granted consent to the application.
- c. Client secret is generated and validated.
- d. MS Teams Integration is added in the Account Console.
- e. The CloudLink-to-Teams Presence Integration feature is enabled.

For more information, see the **MS Teams Integration** section in the [CloudLink Accounts Console User Guide](#).

21. Why do I see **NOT AVAILABLE** against contacts when attempting to add a speed dial?

Answer: Only contacts with one or more Home, Business or Mobile number fields filled, can be added as Speed Dial's. Contacts without a valid number will display as **NOT AVAILABLE**.

The following keywords can be used to find the Mitel Assistant documents in [doc center](#):

- MS Teams
- Microsoft Teams
- Teams
- Teams integration
- Mitel Assistant
- Telephony-only

