Teams Connector - FAQs

What is the Teams Connector?
The Teams Connector is both an application and an SBC (Session Border Controller) that integrates with our PBX, and it is powered by TeamMate Technologies. The Teams Connector allows you to enhance Microsoft Teams with calling capabilities and direct PBX integration, making Teams function somewhat like a dedicated softphone. The Teams Connector has the added benefit of being a white label application, making it a suitable addition to your SkySwitch Catalog.

Why do I need the Teams Connector?
The Teams Connector is not the only option to do direct routing with Microsoft, it is possible to do dedicated routing using an SBC that does the conversion from SIP to Teams. We do not support any of these SBC options, but they can be configured manually. These options do not include the additional brandable white label functionality of The Teams Connector.

Is TeamMate developed by SkySwitch?
No, The Teams Connector is a 3rd party application that pieces various PBX systems together with Microsoft Teams. The functionality of the Teams Connector will vary between phone systems.

How does SkySwitch bill for the Teams Connector?
There is a one-time setup fee for the Teams Connector and it is billed on a per-seat basis. Please contact your sales representative for more details.

The Teams Connector is showing SIP Credentials in plain text, should I be concerned?
Yes, we have asked TeamMate to fix this issue. These credentials are extremely sensitive and exposing these credentials to end-users is an unnecessary risk. If these were to be shared in a screenshot or published on the web you can potentially be subjected to Toll Fraud. Until TeamMate fixes these security issues, we recommend proceeding with extreme caution.

The Teams Connector has API credentials, what can they do with it?
The Teams Connector access is limited by the user credentials entered in their settings, alongside the API key. In order for Office Managers to have an SSO experience inside of the Teams Connector add-in, Reseller credentials must be paired with the API Key so the Teams Connector can masquerade as the Office Manager. The level of access required for masquerading means that the Teams Connector will have the same access to PBX settings that you do, as a Reseller. All information that you see could potentially be accessed by TeamMate Technologies.

Why do so many steps take 24 hours or more to provision?
While much of the Teams Connector setup process can be completed after just a few minutes of waiting, there are licensing change requirements that rely on Microsoft to complete. TeamMate's services rely on Microsoft Teams, however, Microsoft is not a partner, and therefore cannot expedite the Microsoft license and user changes involved. Microsoft will treat these license change requests just like a normal Microsoft license change request.

Where can I find TeamMate's help articles?
TeamMate's help articles can be found at https://teammatetechnology.atlassian.net/servicedesk/customer/portal/3

TeamMate articles include the complete setup process documentation and links to helpful videos for a visual understanding of each step.

How involved will the setup process be? How much will SkySwitch need to be involved?
SkySwitch Support will set up the 'service' reseller account and then give you access. We will also provide a demo walkthrough video and direct you to set up information provided by TeamMate.
- If you have your own API Key, we can provide reseller-level credentials for your domain 'enterprise' accounts.
- If you have not previously paid for API access, SkySwitch Support will need to input API credentials on your behalf. You will need to provide us your Reseller account name as well as the customer enterprise name. This step has to be completed after the customer enterprise has been activated.

The setup process does not take very long if there are no errors from TeamMate or Microsoft's services. Please be aware there are multiple instances during the setup process which can take over 24 hours for settings to propagate on Microsoft's side.

Does SkySwitch Support Microsoft Teams?
No. We do not provide any support for Microsoft Teams. If there is an issue with the TeamMate application, we can review your Teams Connector setup and identify possible issues. If the issues are outside of our control, we will open a ticket on your behalf or refer you directly to TeamMate Support. If the issue is with Microsoft Teams, you must open a ticket with Microsoft and we will not participate with the Microsoft Support Process.

How does SkySwitch provide support for the Teams Connector?
We will help in reviewing your Teams Connector settings, and ensuring you have the correct Microsoft licenses by screen sharing or screenshots. Please note that SkySwitch Support staff does not communicate with end customers as a policy.

How do SkySwitch Support SLA's work with TeamMate?

We will adhere to our normal Support Policy SLA's unless escalation to the Vendor is needed. If TeamMate Technologies is required to support the installation, then our SLA timers will be frozen until they have fulfilled their Support obligations.

Do I need a Microsoft Account or do I need to be a Microsoft Reseller?
No, only the End Customer is required to have a Microsoft Account. We do recommend at least having a trial and getting familiar with the Microsoft Licensing platform, as you will likely need to walk your customer through the steps. Again, we do not assist in this process outside of confirming licensing.

How do I contact TeamMate Support?
Our agreement with TeamMate assumes that we will provide Tier 1 basic support on their behalf, once an issue is found, we will open a ticket with TeamMate on your behalf and copy you on the ticket. TeamMate will assist you directly with the issue, assuming the issue is not on the Microsoft side.

Is there a cost for using the Teams Connector?
Yes. Each Microsoft Teams User requires a Teams Connector Seat, in addition to specific Microsoft licenses. Your existing users may already have Business Standard Licenses, if this is the case, all they will need is add-on licensing (Referred to as Group A in the link below).

The Phone System Microsoft add-on typically costs about $8 and is purchased from Microsoft. Additionally, there is a per-seat cost for the Teams Connector. Please contact your sales representative for more details.

Please also review the required Microsoft licenses by visiting TeamMate's [TeamMate Connector - Supported Licensing Document](#).

Who can assist me with Microsoft Licensing?
[**Here is the definitive list of Microsoft Licenses (User and Phone add-on) that work with this connector**](#)**.** Please check back to this list changes when Microsoft introduces new licenses.

Please ensure there is one of each license assigned to all planned users of the Teams Connector, and make sure <u>one of each license is available and unassigned</u> to be used during Direct Routing setup.

Once direct routing is established, you can recoup the licenses and use them for any user. DO NOT DELETE the DirectRouting User.

Am I able to make to call/ Transfer a call to a domain contact, by pressing the Handset Icon on their contact name and force the call to go through the PBX?

Calls to domain contact (by clicking on the handset icon on their names) take place on MS and there is no way to force it to go through the PBX.

When I deleted my Teams App and re-built it again, the EPP Dashboard froze. How do I address this situation?
In this situation, we recommend that the reseller opens a ticket with TeamMate directly. TeamMate will advise the app to be deleted from the Teams Admin interface as described in this article, and then contact them to reload it in the backend. The reseller can rebuild the app. For more information, please reference TeamMate's [Delete the Teams Application in Microsoft 365 Article.](#)

If the customer owns the Microsoft domain and is not willing to make me (reseller) a Global Admin, can I hide the Teams Enterprise Portal from the end-user? Or Can I minimize their intervention on the EP?
Global Admin Credentials are required to establish Direct Routing and Synchronizing with Teams when users are added. The Global Admin is required at least once to login to the EP to configure direct routing. TeamMate is working on making certain functionalities such as Synching with Teams possible through a hyperlink sent to the GA's email. GA needs to click on it and authenticate (ETA 03/01/2021).

When I call a user within my domain, (either the extension or DID) it's only ringing their Teams App and not all his PBX User Devices. How do I address that?
Replace the User's DID with their extension prepended with a 9 to trick Microsoft. More info can be found at: **https://teammatetechnology.atlassian.net/servicedesk/customer/portal/3/article/269090885?src=955608490**

Can I have a hybrid setup for the same Microsoft Domain? Meaning some Teams users will have PBX extensions and others will use the trunk, all on the same Teams Connector Enterprise?
Hybrid setups are not supported at the moment (as of 01/2021.) No ETA provided.

FAQs Directed by TeamMate's Docs

- [How do I raise a Support Ticket Through the Support Desk?](#)
- [How do I raise a Ticket Through the TeamMate Portal?](#)
- [How do I ensure the Microsoft Calling Plan is Removed?](#)
- [How do I add a colleague to my Customer Service Desk ticket so they can see all activity?](#)
- [The v41 Netsapiens portal is not being presented within the Teams Application, how do I fix this?](#)
- [I received an error message that does not make sense to me, what does it mean?](#)
- [What do I do if Microsoft Licenses are showing as Unavailable within the Enterprise/Reseller Portal?](#)
- [I set up the Direct Routing User, however, Direct Routing is still not set up, how do I fix this?](#)
- [I am unable to add users, how do I fix this?](#)
- [My user(s) are unable to see the dialpad within Teams, how do I fix this?](#)

- [Which Codecs are available for the TeamMate Connector?](#)
- [Where can I find the information to add TeamMate to my White List (Trusted Traffic)?](#)
- [I am unable to log in to the Enterprise Provisioning Portal, how do I fix this?](#)
- [I am unable to log in using the Microsoft Global Admin Credentials, how do I fix this?](#)
- [(General) There is an issue happening between Microsoft Teams and my PBX, how do I find a solution?](#)

Reference the above General Help article if:
- Enterprise Users previously used Microsoft Calling Plans.
- The Enterprise we are going to set up previously used another Direct Routing option.
- Enterprise Invitation Email is not arriving at the intended inbox.
- The Enterprise Admin is not able to see the Microsoft Permissions page.
- The Microsoft Enterprise Admin is not able to login to the TeamMate Enterprise Provisioning portal.
- All licenses are showing as red when the Enterprise Admin goes to Direct Routing Management.
- When Direct Routing was set up, there was a new DirectRouting User created in the Enterprises Microsoft Office and I do not understand why.
- When the Enterprise Admin attempts to select a Domain for Direct Routing setup, they are all failing.
- I received the failure message 'Unable to Complete Direct Routing' several minutes after beginning Direct Routing setup.
- I selected the wrong PBX type and now I can't change it.
- When I try to go to the Add User page, it is telling me I don't have any Users to add.
- I added Users as a Reseller Admin and they still have a red indicator in Teams Registration.
- I added Users and they still have a red indicator in the PBX Registration.
- I have added Users, and everything appears in order, but the dialpad has not appeared within Teams.
- New users and licenses were added in Microsoft but I can't see them in the TeamMate Reseller or Enterprise portal.
- The Enterprise Admin added the Teams Application, but it's not showing up in the Microsoft Teams Marketplace.
- As a Reseller, I changed the Branding, but I am not seeing any changes.
- The Netsapiens portal in version 41 is not being presented to the Teams User in the Teams Application.
- Conference calling is not working.
- Conference calls are being managed by Microsoft instead of the PBX.

How-to Questions Directed by TeamMate Docs
- [How do I set up Direct Routing?](#)

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