What is TeamMate Connector?
TeamMate Connector allows our PBX to integrate with Microsoft Teams.

How does it work?
TeamMate Connector takes in all of the PBX and user information needed to register itself on a PBX domain as a softphone application and then allows for you to receive and make calls out using the integrated dial pad on Teams. In addition to receiving and making calls, you will be able to access and make changes to the PBX in Teams.

What will change when I become a User of the TeamMate Connector?
You will be able to use the Microsoft Teams' dial pad as an endpoint on your current PBX from the desktop, mobile, tablet, or anywhere else Microsoft Teams goes. Nothing else will change with your current telephone service. You will also have a Teams PBX Application if you want.

How is Microsoft Teams different from my telephone as a place to answer calls?
It's not different from your phone. It is a software-based phone – or a softphone. With the TeamMate Connector you can take your phone everywhere you take Microsoft Teams.

What do I need to use the TeamMate Connector?
You will need your Microsoft credentials and your PBX credentials. You will need the right licensing from Microsoft. Beyond that, the setup is straightforward with some light PBX configuration to confirm you can support any type of softphone registering directly to the PBX.

Can I use my existing phone numbers?
Yes, the idea is that whichever numbers you have assigned on our PBX will be added to Teams. Keep in mind that Teams is behaving as another appearance (Shared Call Appearance or Shared Line Appearance) for your same set of PBX users.

Will the Microsoft Teams mobile app work with the TeamMate Connector?
Yes, the App dial pad is your PBX extension.