

# Ribbon Connect Direct Routing as a Service



## Teams User Setup Guide

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# Teams User Setup Guide

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### 1 Introduction

This document assumes that you are already set up for calling in Teams and covers how to set up *Click to Dial* so that you can click on phone numbers on web pages and have Microsoft Teams automatically place the call.

### 2 Click to Dial configuration

There are three steps to activate Click to Dial on your PC:

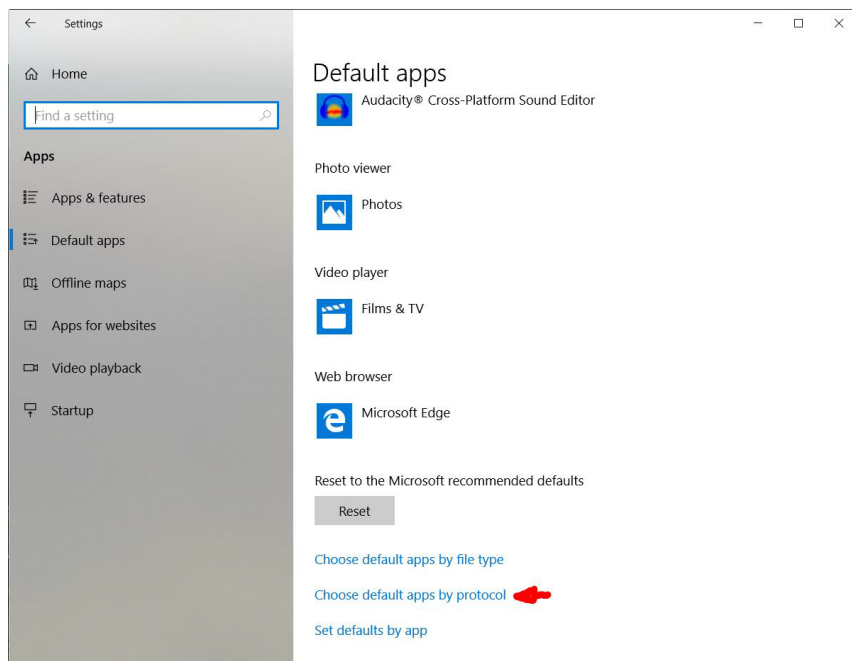
- Make sure that Click To Call for Skype For Business is not installed
- Set Microsoft Teams as the default app for making calls
- Install a browser plugin to make phone numbers clickable

#### 2.1 Make sure that Click to Call for Skype for Business is not installed

- Close all browser windows and tabs.
- From your System Settings, select Add/Remove Programs.
- From the list displayed, select Skype For Business if listed, and uninstall this first.
- Then select Skype For Business Click to Call and click Uninstall.

#### 2.2 Set Microsoft Teams as the default app for making calls

- Access your System Settings and select Default Apps.
- Scroll down to the bottom of the list and select Choose default apps by protocol.

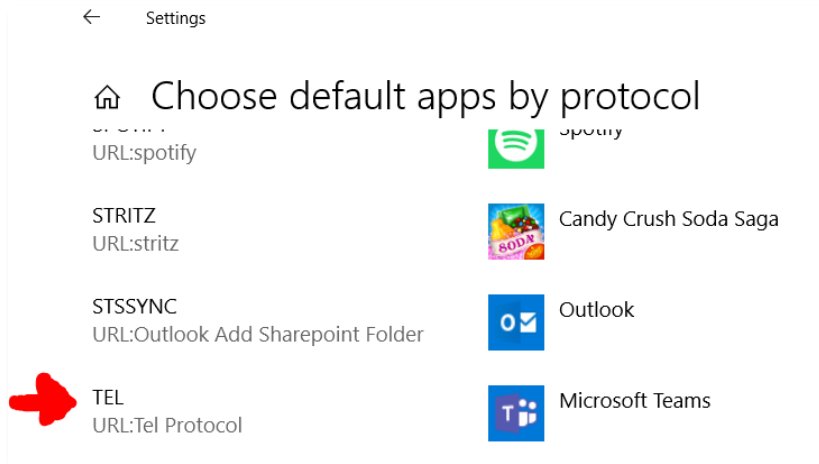


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- Scroll down the list of protocols to find TEL and set this to Microsoft Teams.



### 2.3 Install a browser plugin to make phone numbers clickable

Depending on your browser, you may have to install a plugin to turn phone numbers into clickable links. There are many different plugins available and although we suggest some below we are not affiliated with them and cannot be held responsible for any of their failings.

Browser	Status
Microsoft Edge	Built-in functionality, no plugin needed
Internet Explorer	Not available
Google Chrome	Plugin Required. Suggest SIP Click to Call (select tel:NUMBER in the configuration menu)
Firefox	Plugin Required. Suggest TelNowEdge Click-to-Call

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### 3 Click to Dial First Use

When you see a phone number in a webpage you can simply left-click it to place the call via Teams. You may be prompted whether to launch MS Teams and whether to use this as a default action.

You should then see a dialogue box that asks the question, 'Do You Wish To Call This Number?'

### 4 Note

Some websites may present numbers which include spaces between numbers, and this can cause result in them not dialing correctly in some browsers.