



TELUS Business Connect for Microsoft Teams

Embedded App 2.0

Admin Guide

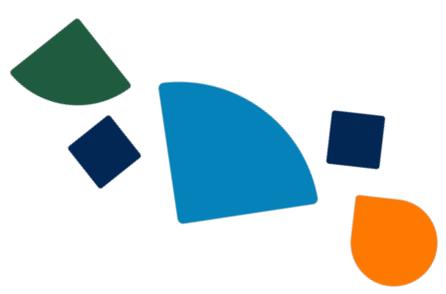


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Introduction

This document outlines step-by-step instructions for administrators to remotely install the TELUS Business Connect for Microsoft Teams Embedded app to users in their organization using the [TELUS Business Connect Admin Portal](#) (ServiceWeb). The embedded app will be installed on the users Teams app on the desktop and web.

Prerequisites

To access the Admin setup for installing the TELUS Business Connect embedded app, you must have the **all the following administrator roles** to your organization's TELUS Business Connect and Microsoft 365 accounts.

For TELUS Business Connect:

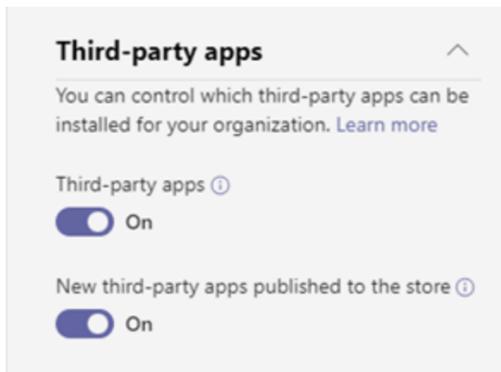
1. Super Administrator
2. User Administrator

For Microsoft 365:

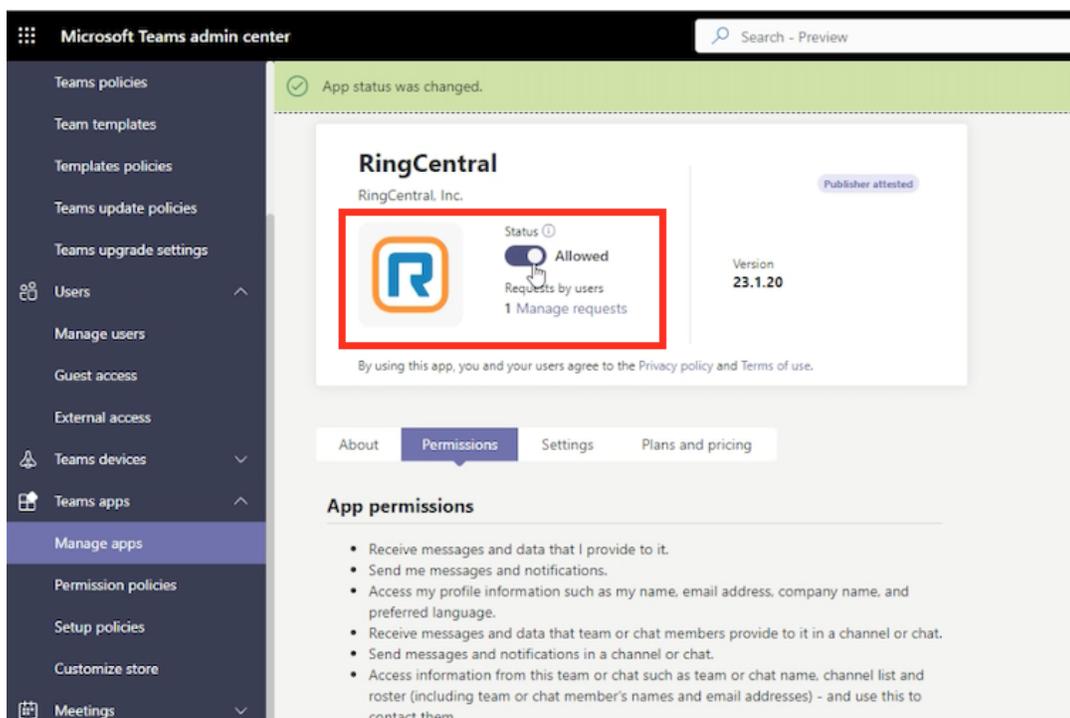
1. Global Administrator or Privileged roles administrator
Additionally
 - a. User Administrator
 - b. Teams Administrator
 - c. Application Administrator

Also ensure all the **required app installation permissions** are enabled from your Microsoft or Teams admin center

1. Check if 3rd party apps are allowed to be installed in your organization's Teams app. You can learn more from this [Microsoft documentation](#),



2. Please check if the TELUS Business Connect app is in the “Allowed” status under **Manage Apps** in the admin center.



3. Please ensure that TELUS Business Connect is whitelisted in case you have disabled third-party apps from being installed in your Teams app. Refer to [this article](#) in Microsoft documentation for more details.
4. If you and your organization are using the preview version of the Teams app, please note that 3rd party apps are currently not supported. You can learn more from [this article](#).

Things to keep in mind

As you try out the new Teams, you will likely encounter some gaps as this preview release only includes some of the features available in classic Teams. Features such as 3rd party apps, Line of Business (LOB) apps, advanced calling features such as call queues, and advanced meeting capabilities, including breakout rooms, have yet to be released.

Step 1: Connect your Microsoft 365 account with TELUS Business Connect Admin Portal

1. Navigate to the [TELUS Business Connect Admin Portal](#) (ServiceWeb) → Select **More** from the top menu → Select **Account Settings** from the menu on the left → Select **Microsoft Teams** → Select **Embedded App**

The Embedded App tab as shown below hosts the step-by-step instructions to connect your Microsoft 365 account, select users in your organization and install the TELUS Business Connect Embedded app for Microsoft Teams

TELUS®

Admin Portal

Home Users Phone System Meetings Reports Add-Ons More

Service Console

Audit Trail

Account Settings

Appearance

Archiver Settings

Directory Integration

Headset Support

Microsoft Teams

Multi-Site Settings

General Settings

Security and Compliance

Apps and Resources

Account Settings » Microsoft Teams

Presence Sync Embedded App

Step 1: Connect your Microsoft 365 account

Sign in with an admin account to authorize TELUS Business Connect™ to access your organization's Microsoft 365 user information.

Sign in

Allow TELUS Business Connect™ to update the presence status of your Microsoft Teams users.

Authorize TELUS Business Connect™

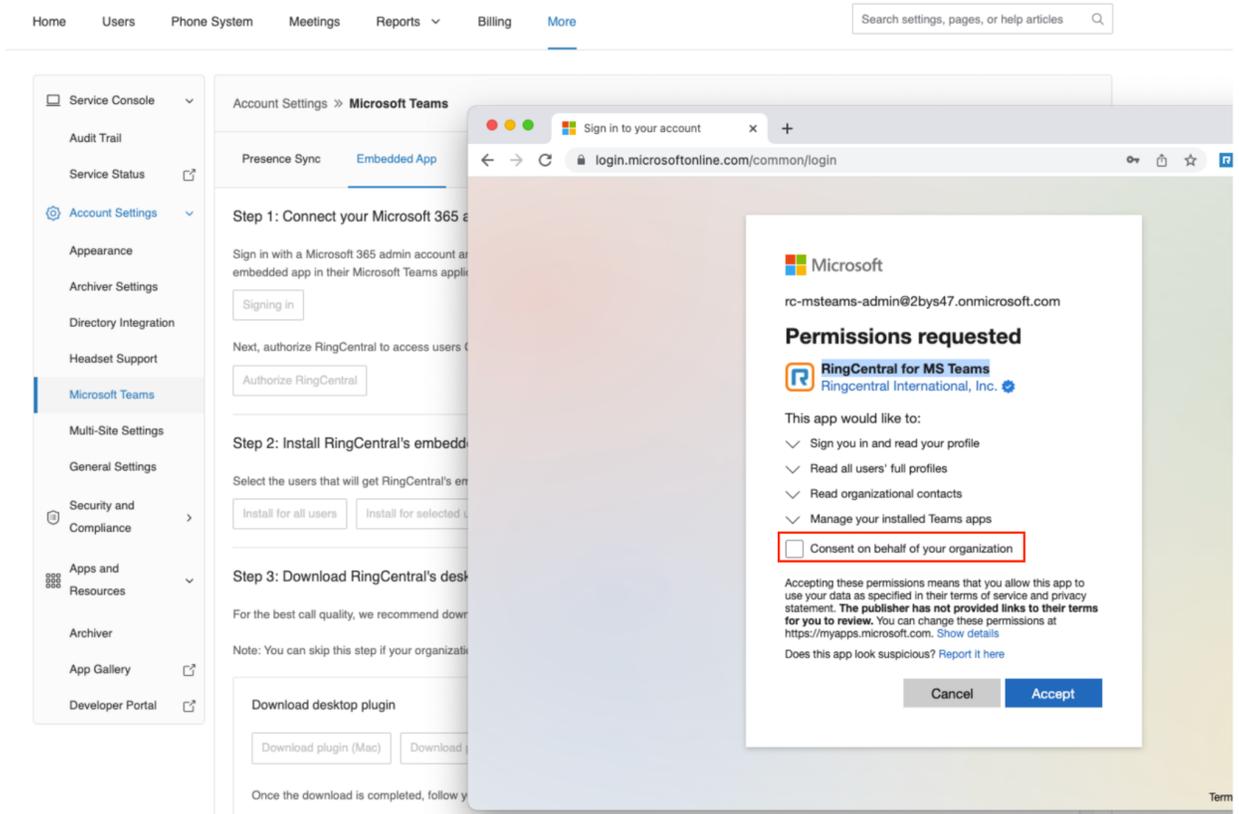
Step 2: Sync presence status

This ensures all users in your organization show the same presence status in TELUS Business Connect™ and Microsoft Teams.

Sync presence

2. Next, Click the **Sign in** button under Step 1. This will open the Microsoft Sign in page where you need to enter your Microsoft 365 administrator credentials. Ensure to check the “Consent on behalf of your organization” checkbox before proceeding.

Note: You must be a Global administrator or have at least the Application administrator + User administrator role to accomplish this step.



3. Next, Click the Authorize **TELUS Business Connect** button in Step 1, which will prompt you to enter your Microsoft 365 credentials or select the correct administrator account. Next, you will need to read and accept the permissions that will allow TELUS Business Connect to access your Teams user profiles so it can successfully install the embedded app.

Please note that these permissions are also required for TELUS Business Connect to send push notifications via the TELUS Business Connect bot for Teams whenever there is a missed call or voicemail etc.

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

Service Console

- Audit Trail
- Service Status
- Account Settings
 - Appearance
 - Archiver Settings
 - Directory Integration
 - Headset Support
 - Microsoft Teams
- Multi-Site Settings
 - General Settings
- Security and Compliance
 - Account Validation
 - Single Sign-on
 - Session Timeout
 - Hot Desk Session Timeout
 - Mobile App Security
 - Masked Numbers

Account Settings > Microsoft Teams

Presence Sync Embedded App

Step 1: Connect your Microsoft 365 account

You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com

Sign out

Next, authorize RingCentral to access users Calendar.

Authorizing RingCentral

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams

Install for all users Install for selected users

Step 3: Download RingCentral's desktop plugin

For the best call quality, we recommend downloading the desktop plugin.

Note: You can skip this step if your organization is using the RingCentral desktop plugin.

Download desktop plugin

Download plugin (Mac) Download plugin (Windows) Download plugin (Linux)

Microsoft

rc-msteams-admin@2bys47.onmicrosoft.com

Permissions requested

Review for your organization

RingCentral for MS Teams
RingCentral International, Inc.

This app would like to:

- Read contacts in all mailboxes
- Read and write calendars in all mailboxes
- Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel Accept

Terms of use Privacy & cookies

Search

Refresh Delete user Reset password Manage product licenses

Username	Licenses
harrison.lin@5y5r6j.onmicrosoft.com	Unlicensed
hrtest@5y5r6j.onmicrosoft.com	Unlicensed
hello.test@5y5r6j.onmicrosoft.com	Unlicensed
ignatk@5y5r6j.onmicrosoft.com	Unlicensed
IgorNativeDR@5y5r6j.onmicrosoft.com	Microsoft 365 ES D
IntegrationSuper@5y5r6j.onmicrosoft.com	Microsoft 365 ES D
IntNativeDR@5y5r6j.onmicrosoft.com	Microsoft 365 ES D
ipsnewuser@5y5r6j.onmicrosoft.com	Unlicensed
ipsdemo@5y5r6j.onmicrosoft.com	Microsoft 365 ES D
ipsdemo8888@5y5r6j.onmicrosoft.com	Unlicensed
ipsdisableuser@5y5r6j.onmicrosoft.com	Unlicensed

Manage admin roles

ips test selected

Learn more about admin roles

User (no admin center access)

Admin center access

Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.

- Privileged Role Administrator ⓘ
- Teams Administrator ⓘ
- User Administrator ⓘ
- Exchange Administrator ⓘ
- Global Administrator ⓘ
- Global Reader ⓘ

- Once Step 1 is completed, you will receive confirmation that your Microsoft 365 account is connected.

Note: It is recommended that you do not sign out unless absolutely necessary because it will disconnect TELUS Business Connect from your organization's Microsoft 365 account causing disruption to your users when they are using the TELUS Business Connect Embedded App.

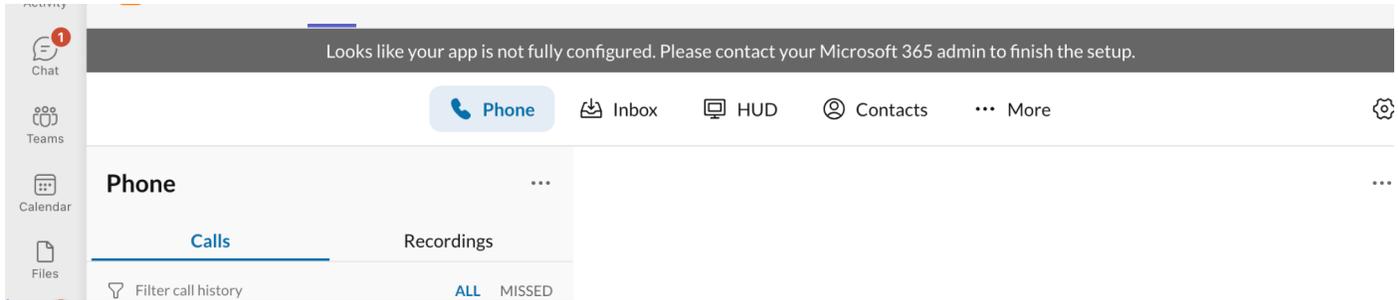
Once signed out, users can not receive bot notifications or see their Microsoft contacts within their TELUS Business Connect embedded app.

The screenshot displays the RingCentral Admin console interface. At the top, there is a navigation bar with links for Home, Users, Phone System, Meetings, Reports, Billing, and More. A search bar on the right contains the text "Search settings, pages, or help articles". On the left side, a sidebar menu lists various settings categories, with "Microsoft Teams" highlighted in blue. The main content area is titled "Account Settings » Microsoft Teams" and is divided into two tabs: "Presence Sync" and "Embedded App", with "Embedded App" being the active tab. The page is organized into three steps:

- Step 1: Connect your Microsoft 365 account**
 - Two green checkmarks indicate successful completion: "You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com." and "You've successfully authorized."
 - A "Sign out" button is located below the checkmarks.
- Step 2: Install RingCentral's embedded app for your users**
 - The instruction is: "Select the users that will get RingCentral's embedded app for Microsoft Teams."
 - Two buttons are provided: "Install for all users" and "Install for selected users".
- Step 3: Download RingCentral's desktop plugin**
 - The instruction is: "For the best call quality, we recommend downloading the desktop plugin."
 - A note states: "Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing."
 - Three buttons are provided for downloading the plugin: "Download plugin (Mac)", "Download plugin (Windows)", and "Download plugin (Intel)".
 - A final instruction reads: "Once the download is completed, follow your company's process and software tools to deploy the desktop plugin to your organization."

Important note:

If an end user in your organization is seeing an error stating that the embedded app is not fully configured, please make sure that Step 1 is properly completed.

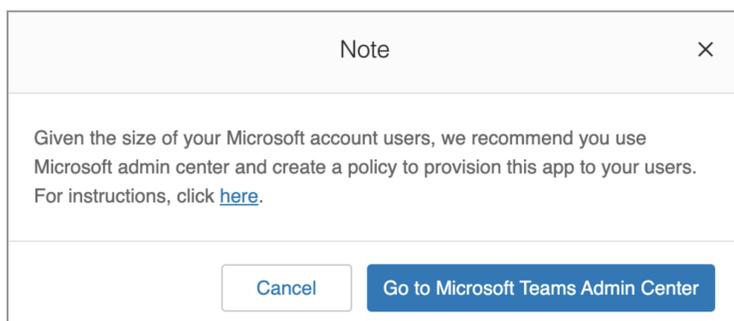


Step 2: Select users to install the embedded app

Important notes:

Before proceeding to Step 2, please double-check

1. The email address of a user attached to their Microsoft account and TELUS Business Connect account are a match. If this is not the case, the embedded app will not be able to display
 - a. The chat notifications whenever the user receives a missed call, SMS, fax, etc
 - b. The Personal contacts from their Microsoft contact directory.
2. For accounts with **larger than 15,000 user profiles**, the admin portal will redirect to install the embedded app from the Teams Admin Center. [Refer to this article for instructions.](#)



In Step 2, you can select the users listed from your Microsoft 365 account to whom you would like to install the embedded app. You can select

- A single user
- Multiple users
- All users

You can also refresh the user table and uninstall the embedded app from within Step 2.

If you are visiting this page for the first time, you will notice that Step 2 will have only the 2 buttons as shown below.

Once an installation is complete, you will notice a user table appears with the installation status and other details. You can always come back to Step 2 to select more users.

2.1: Install for all users

If you choose to install the embedded app for all users in your organization, then click on the **Install for all users** button.

The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installation status, search for a user, and sort or filter the table as desired.

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as **rc-msteams-admin@2bys47.onmicrosoft.com**.
- ✔ You've successfully authorized.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

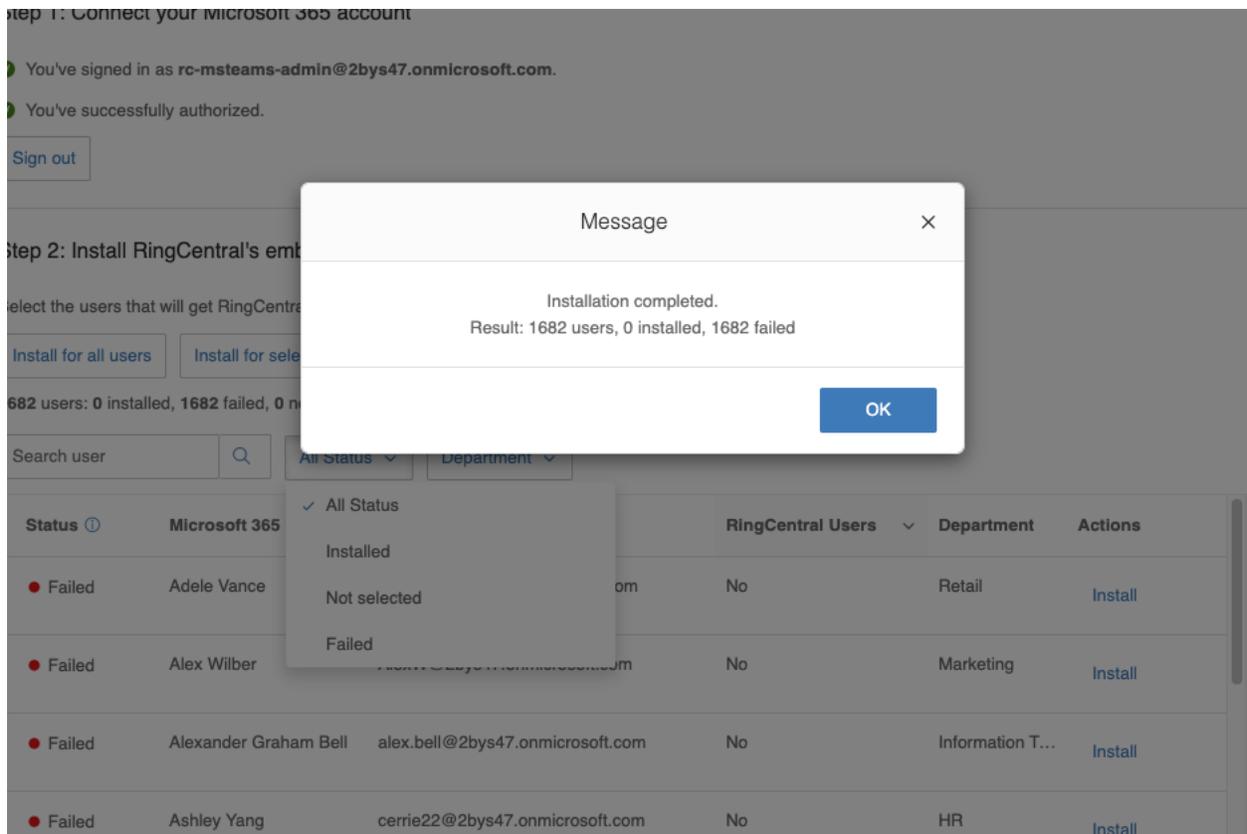
Install for all users Install for selected users

🔄 You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

1682 users: 0 installed, 0 failed, 1682 not selected 🔄

Search user

Status ⓘ	Microsoft 365	RingCentral Users	Department	Actions
Not selected	Adele Vance	No	Retail	Installing
Not selected	Alex Wilber	No	Marketing	Installing
Not selected	Alexander Graham Bell	No	Information T...	Installing
Not selected	Ashley Yang	No	HR	Installing
Not selected	Charlie Chen	No		Installing
Not selected	Chen Sarah	No		



Additionally, you will also receive an email to your TELUS Business Connect email address that will contain the installation summary and more details.

Dear ips New,

Due an unexpected error, only 2 out of 4 selected users from your organization have been installed with the RingCentral for MS Teams Embedded App. They can access the embedded app from their Teams app from their desktop, web and mobile devices.

Please click [here](#) to view more details.

To try installing again, please follow the steps below

1. Sign into [RingCentral Admin Portal](#)
2. Select **More**
3. Select **Account Setting**
4. Select **Microsoft Teams**
5. Select **Embedded App**
6. Under Step 2, click **Install for selected users**

Thank you for your patience and understanding!

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

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2.2: Install for selected users

To install for a single or selected users in your Microsoft organization, you can click on the **Install for selected users** button.

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

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Audit Trail

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Account Validation

Single Sign-on

Session Timeout

Hot Desk Session Timeout

Mobile App Security

Masked Numbers

Account Settings » Microsoft Teams

Presence Sync Embedded App

Step 1: Connect your Microsoft 365 account

- You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.
- You've successfully authorized.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

Install for all users Install for selected users

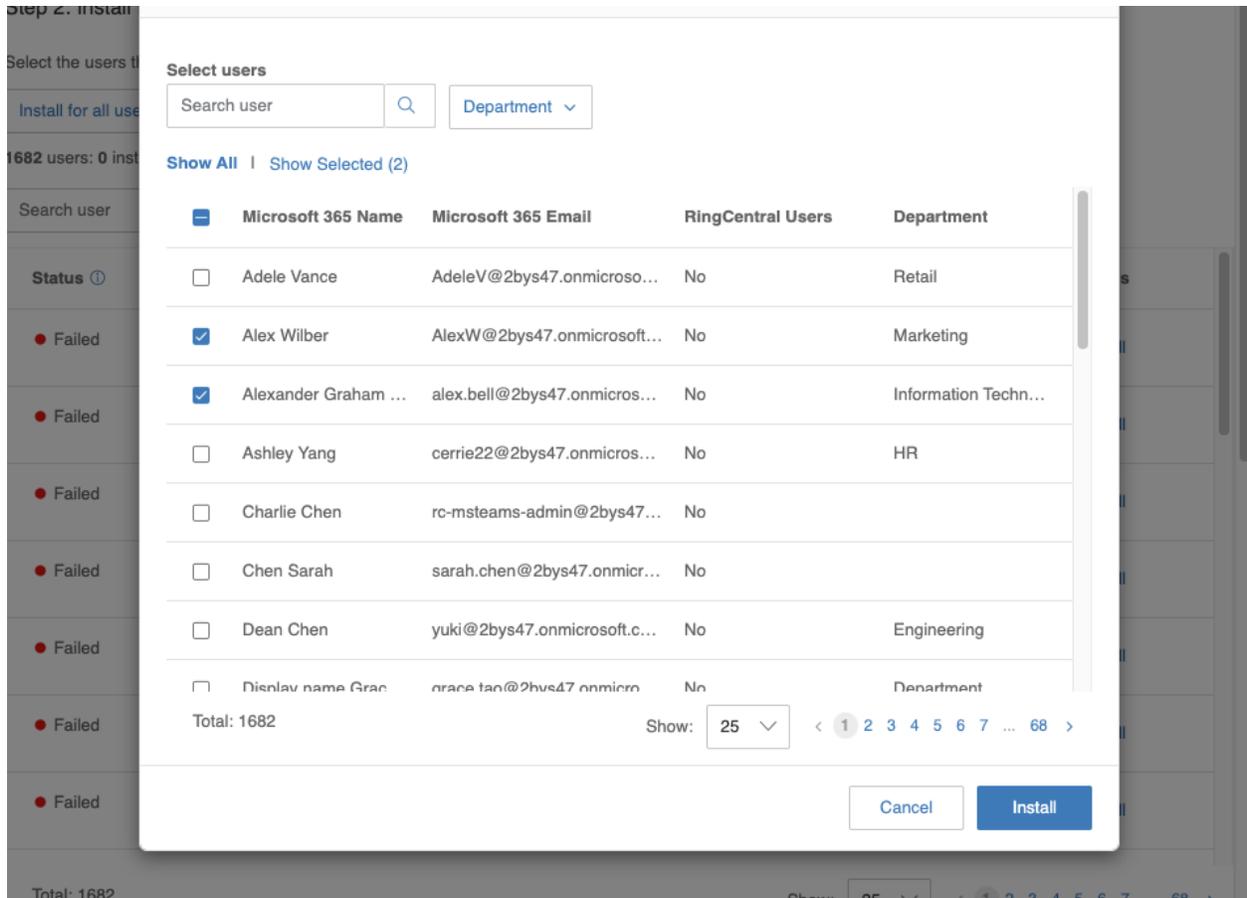
1682 users: 0 installed, 0 failed, 1682 not selected

Search user All Status Department

Status	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users	Department	Actions
Not selected	Adele Vance	AdeleV@2bys47.onmicro	No	Retail	Install
Not selected	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install
Not selected	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
Not selected	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install

Loading...

You will notice a window will be prompted where you can select which users in your Microsoft organization should receive the embedded app. You can select a single user, select based on department or search and select as desired. Once the selection is complete, click on the **Install** button to start the installation.



The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, similar to Step 2.1, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installations status, search for a user, and sort or filter the table as desired.

Additionally, you will also receive an email to your TELUS Business Connect email address that will contain the installation summary and more details.

2.3: Quick install for a single user

You can choose to install the embedded app to a single user from the user table as well. Click on the **Install** button under the **Actions** column to do so.

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.
- ✔ You've successfully authorized.

[Sign out](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

🔄 You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

1682 users: 0 installed, 1682 failed, 0 not selected 🔄

🔍 [All Status](#) ▾ [Department](#) ▾

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users ▾	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Installing
● Failed	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install

2.4: Manually refresh the user list

Whenever there is any update to your Microsoft organization such as users being added/removed, or to just refresh the user table due to an error you can click on the refresh icon next to the installation summary as shown below.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

Install for all users

Install for selected users

1682 users: 0 installed, 1682 failed, 0 not selected



Search user



All Status

Department

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Install
● Failed	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install
● Failed	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
● Failed	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install

During the refresh, all buttons in Step 1 and Step 2 will be temporarily disabled. However, you can still view/ sort/ search/ filter the user table.

✔ You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.

✔ You've successfully authorized.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

Install for all users

Install for selected users

⌵ This may take several minutes. You can switch or close the browser tab while finish refreshing the user list.

1682 users: 0 installed, 1682 failed, 0 not selected ↻

Search user



All Status ▾

Department ▾

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users ▾	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Install
● Failed	Alex Wilber	AlexW@2by AdeleV@2bys47.onmicrosoft.com	No	Marketing	Install
● Failed	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
● Failed	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install
● Failed	Charlie Chen	rc-msteams-admin@2bys47.onmicrosof...	No		Install

Refreshing might take several minutes depending on the number of users in your organization, so you can feel free to multitask by switching tabs or windows and come back to view the refreshed user table.

2.5: Uninstall the embedded app for a single user

If for any reason you would like to uninstall the TELUS Business Connect embedded app from your user's Teams app desktop and web, you can click the **Uninstall** button under the **Actions** column in the user table to do so.

Please note that the Uninstall button will only appear against a username if the installation has been previously successful.

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as GenieSW@5y5r6j.onmicrosoft.com.
- ✔ You've successfully authorized.

[Sign out](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

Uninstalling

49 users: 1 installed, 0 failed, 48 not selected [Refresh](#)

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users	Department	Actions
● Installed	41060	41060@41060.uix-cloudpbx.lab.ringcentral...	No		Uninstalling
Not selected	43060	43060@43060.uix-cloudpbx.lab.ringcentral...	No		Install
Not selected	63060	63060@63060.uix-cloudpbx.lab.ringcentral...	No		Install
Not selected	An BezDL2	AnBezDL2@5y5r6j.onmicrosoft.com	No		Install

2.6: Pin the TELUS Business Connect embedded app in your users Teams app

As an admin, you can follow the steps outlined in this [Microsoft documentation](#) for pinning the TELUS Business Connect embedded app within the Teams app of your users. By pinning, the embedded app will always be accessible from their left-side menu within Teams.

Step 3: Download the desktop plugin package and enable mobile mode

Step 3.a: Download the desktop plugin package for the embedded app

To pair with the TELUS Business Connect embedded app, TELUS Business Connect also offers a headless application called the **TELUS Business Connect for Teams desktop plugin** to make and receive phone calls, and manage active call controls.

The desktop plugin resides on the users desktop and runs as a background application. Whenever a user initiates an outgoing call, the desktop plugin is launched to display the active call controls such as mute, hold, hangup, etc as well as displays call controls to answer or ignore whenever there is an incoming call.

As an administrator, you can download the desktop plugin file package from Step 3 based on the OS and leverage your company's end-point management solution remotely install it on your users desktops. An example of an IT tool is as follows.

1. [VMWare-Workspace One](#)
2. [InTune by Microsoft](#)
3. [JAMMF](#)

Step 3: Download RingCentral's desktop plugin and turn on light mode for mobile app

To make and receive calls, download and install the desktop plugin and enable the mobile mode for users in your organization.

Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing.

3.a Download desktop plugin

[Download plugin \(Windows\)](#)

[Download plugin \(Mac\)](#)

Next, follow your company's process to make the plugin available to your organization.

3.b Set up Teams mobile mode ⓘ

Show a custom view for enabling mobile mode to the User List in your Admin Portal.

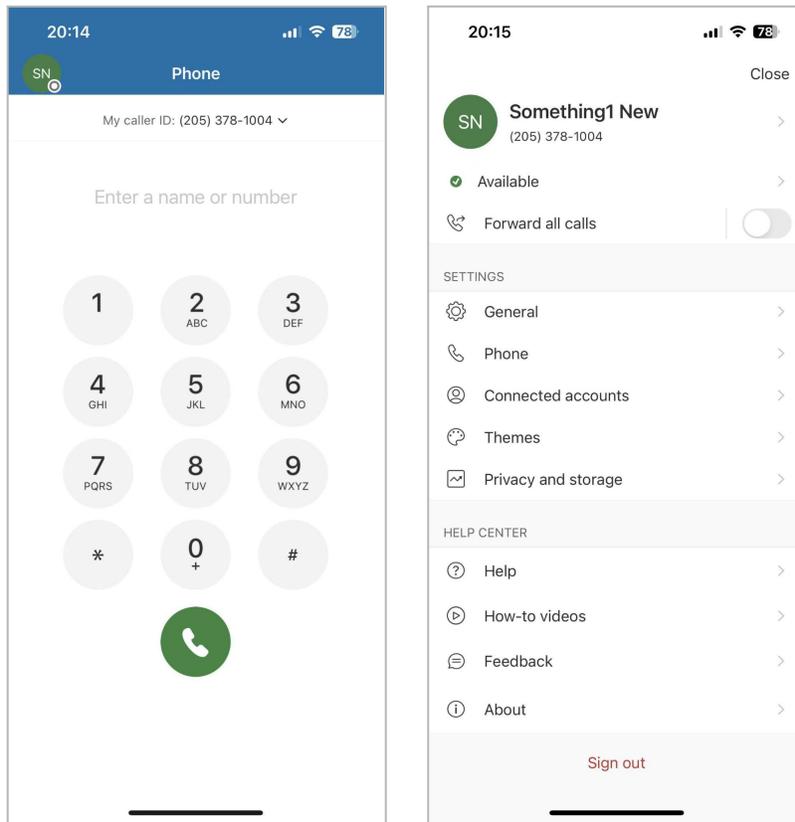
Show custom view

Note: The desktop plugin will be auto-updated once it's installed on the users desktop.

Step 3.b: Enable mobile mode for TELUS Business Connect mobile mode

To make and receive calls with TELUS Business Connect for Teams embedded app on mobile, users require the [TELUS Business Connect mobile app](#). For a lightweight, seamless user experience, administrators can enable a **mobile mode** for the TELUS Business Connect mobile app for all users in their organization.

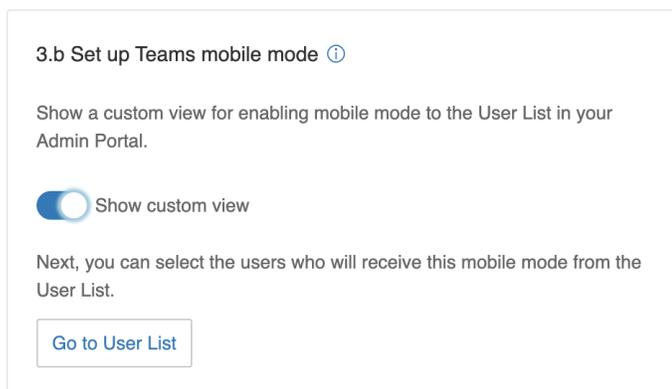
The mobile mode applies a focused call-only experience to their existing TELUS Business Connect mobile app.



Any message, video, and other TELUS Business Connect features are hidden in the app so the user can stay focused on the embedded app for all their telephony needs.

To apply the mobile mode, follow the instructions listed below

1. Enable the Custom View toggle as shown in the image



Note: You need to have a User administrator or Super administrator role in TELUS Business Connect Admin Portal to perform this task.

2. Click on the **Go to User List** button

- You will be navigated to the [Users tab](#) within TELUS Business Connect Admin Portal. Here, you will see the toggles to enable the mobile mode for users in your organization

Home **Users** Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List » **Users with Extensions**

Search [] [] [] + Add User Add Users in Bulk []

Delete Enable Disable Send Invite Set Credentials Apply Templates MS Teams mobile mode

<input type="checkbox"/>	Status	Name	Number	Ext.	MS Teams mobile mode	Actions
<input type="checkbox"/>	✓	adele vance	(650) 319-6015	96789	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh M	(954) 947-1407	96774	<input type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Akhilesh ZapierTest1	(747) 222-3383	96785	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh ZapierTest2	(205) 453-1922	96786	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Alex Welber	(205) 517-8019	96788	<input type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Alvita Huang523@gmail.com	(209) 407-1499	96755	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Andrew Udware	(209) 800-6995	96770	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Anup Yadav	(650) 292-1149	96776	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Byrne Reese	(209) 831-2150	96766	<input type="checkbox"/>	⋮

Note: If you do not see the toggles immediately after navigation, please refresh the page and check again.

- You can enable the toggle for a single user or you can select users in bulk and click on the 'MS Teams Mobile Mode' button to enable for more than one user

Home **Users** Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List » **Users with Extensions**

Search [] [] [] + Add User Add Users in Bulk []

Delete Enable Disable Send Invite Set Credentials Apply Templates MS Teams mobile mode

<input type="checkbox"/>	Status	Name	Number	Ext.	MS Teams mobile mode	Actions
<input checked="" type="checkbox"/>	✓	adele vance	(650) 319-6015	96789	<input checked="" type="checkbox"/>	⋮
<input checked="" type="checkbox"/>	✓	Akhilesh M	(954) 947-1407	96774	<input checked="" type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Akhilesh ZapierTest1	(747) 222-3383	96785	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh ZapierTest2	(205) 453-1922	96786	<input type="checkbox"/>	⋮

- Whichever user you have enabled the mobile mode will see a focused call-only interface in their TELUS Business Connect mobile app.

Migration from the Live version to the Open beta version:

If you are a brand new user of the TELUS Business Connect for Teams application, you will receive the latest and greatest features offered by the open beta version. However, the users on the older version of the app will be provided a choice to migrate to the latest version depending on how the embedded app has been installed to their Teams app.

To learn more about your setup and how the migration applies, please refer to this [document](#).

Presence Sync in Embedded App

The TELUS Business Connect Presence Sync enables the integration of Microsoft Teams Presence into your TELUS Business Connect for Microsoft Teams embedded app, as well as the presence status of MS Teams users who are on active calls into the Teams environment. You can now see if specific users or stakeholders in your organization are available online or engaged in another call. Presence is updated in real-time on the desktop and web application versions.

Please refer to the [Presence sync admin guide](#) to set up the presence sync service for your organization.

Known issues and limitations

1. TELUS Business Connect and Microsoft 365 email matching for users

By design, the Admin Portal matches the TELUS Business Connect email address to Microsoft's user principal name (UPN) and then to Microsoft's primary email (outlook email). Only the matched users can

- a. Receive chat notifications in the Activity tab
- b. View the Teams personal contact list in the Embedded App

Workaround: The admin can update the emails in either TELUS Business Connect or Teams. Otherwise, the users will be auto-matched within a maximum of 12 hours.

Please follow the instructions below to update Teams email address from Azure Admin portal

1. Sign in to [Azure Admin Portal](#)

2. Navigate to **Azure Active Directory**



3. Select **Users** from the left side menu
4. Search for the user for whom you would like to change the email address
5. Select **Edit properties**
6. Scroll down and update the **Email** field

The screenshot displays the Azure Active Directory user management interface. At the top, there's a blue header with the Microsoft Azure logo and a search bar. Below the header, the breadcrumb trail reads "All services > MSFT | Users > Users > Vijay MSUserTest >". The main heading is "Vijay MSUserTest" followed by a three-dot menu icon. Underneath, it says "Properties". There are two icons: a refresh icon and a "Got feedback?" link. The form fields are arranged in two columns. The left column lists various properties: Manager, Sponsors (preview), Street address, City, State or province, ZIP or postal code, Country or region, Business phone, Mobile phone, Email, Other emails, Fax number, Mail nickname, Age group, Consent provided for minor, Legal age group classification, Account enabled, and Home location. The right column contains the corresponding values or actions: "+ Add manager", "+ Add sponsors", empty text boxes, "14699954263", empty text boxes, "VijayDemo@1g404.onmicrosoft.com" (highlighted with a red box), "u.vijaykrishna@gmail.com", "+ Add email", empty text boxes, "VijayDemo", "None" (dropdown), "None" (dropdown), empty text box, a checked checkbox, and empty text boxes.

2. **Notifications when the embedded app is logged into multiple devices**

The chat notifications are sent per user account and not by the number of devices a user is logged into. If the user is signed into the embedded app with the same account on multiple devices, the message will be pushed to all the devices.

3. **Notifications will be paused after 7 days**

Daily unread messages will be paused if the user has not signed in or used the

embedded app in a period of more than 7 days. Once any activity is resumed by the user in the embedded app, the messages will start to deliver.

4. **App not fully configured**

If the administrator has changed or updated their roles in Microsoft, the changes will take up to 24 hours to take effect. Meanwhile, the users of the TELUS Business Connect for Teams embedded app might receive an error that the app is not fully configured.

5. **Microsoft and TELUS Business Connect account connection**

Currently, we do not support connecting multiple Microsoft accounts/tenants to a single TELUS Business Connect account and vice versa. This will be improved in future versions.