



Mr. VoIP for Microsoft Teams

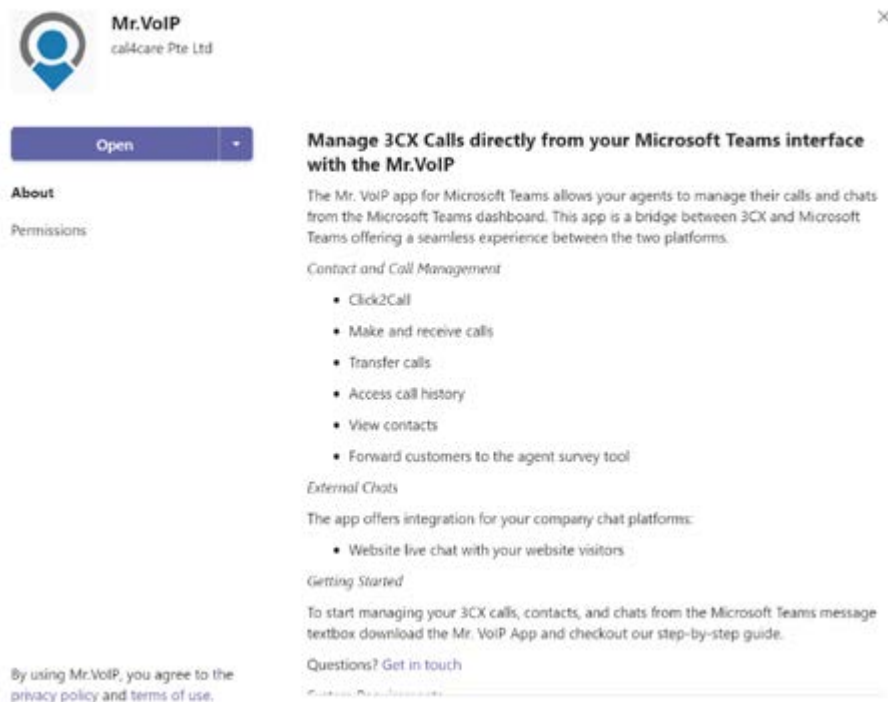
Quick-Start Guide

INTRODUCTION

The Mr. VoIP App for Microsoft Teams allows you to manage calls and contacts for both 3CX and Microsoft Teams from one centralized location as well as respond to website live chats from the Teams app.

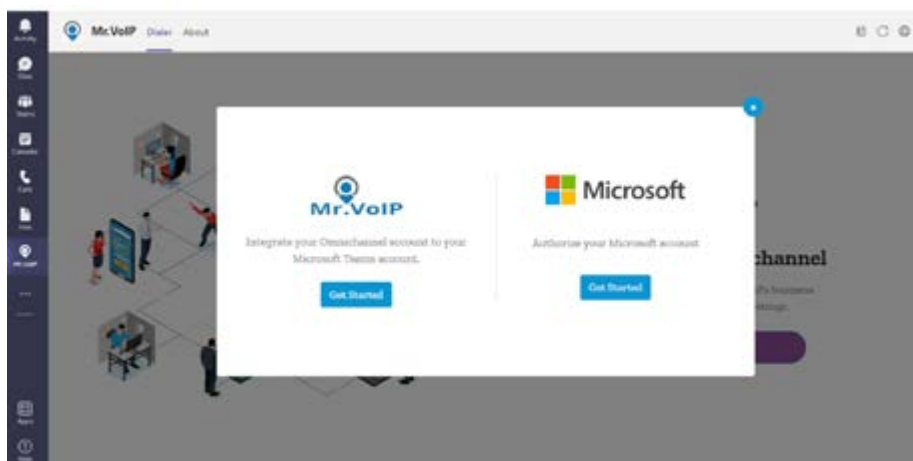
GETTING STARTED

1. Install the Mr.VoIP App in Microsoft Teams: [Mr.VoIP](#)



2. Open the App.

3. Click on "Get Started".



4. Choose whether you want to integrate your omnichannel with your Teams account or authorize your Microsoft account.

5. You will be redirected to the Sign in page. Enter your email address and click "Next".

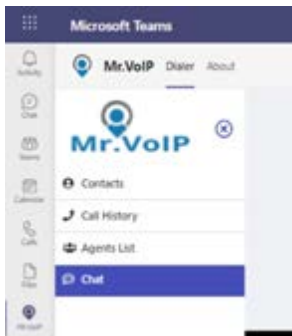
6. Now enter your password and click "Sign in".

7. You are now signed in and will be able to see Mr. VoIP on the left-hand panel of your Teams app.


8. You can now start to make, receive or transfer calls directly from the Mr. VoIP dialer within your Microsoft Teams app (as shown here).



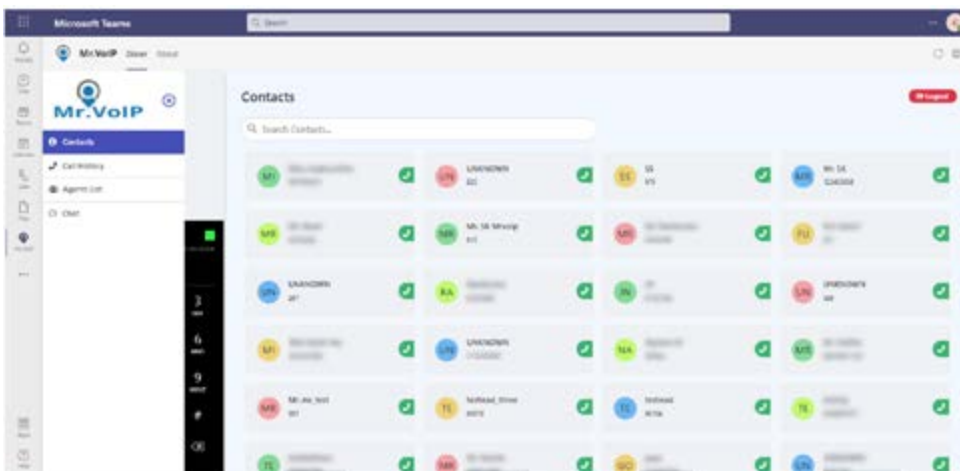
NAVIGATING THE APP



Click on "Mr VoIP" in the left-hand panel. The dialer will open.

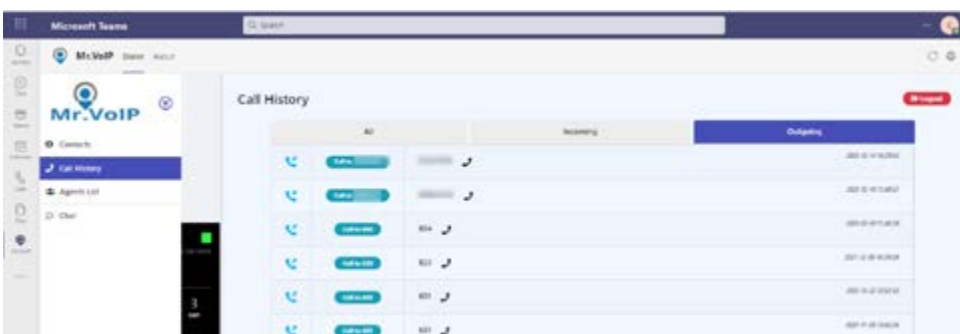
Select the burger  menu on the top to open the feature list.

Contacts



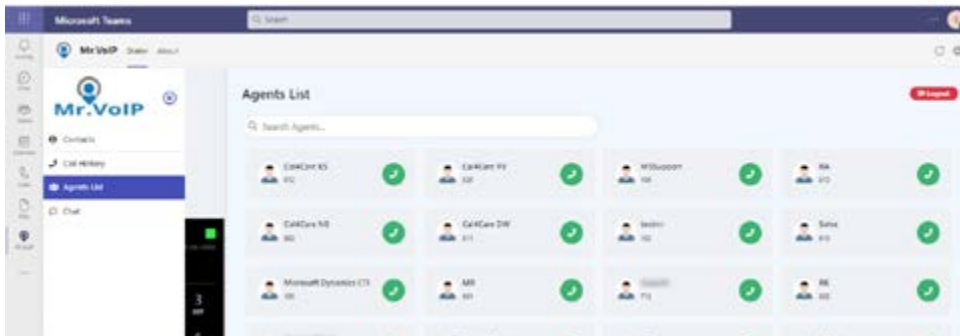
Click on "Contacts". Here you can see all your 3CX and Microsoft Teams contacts in one location.

Call History



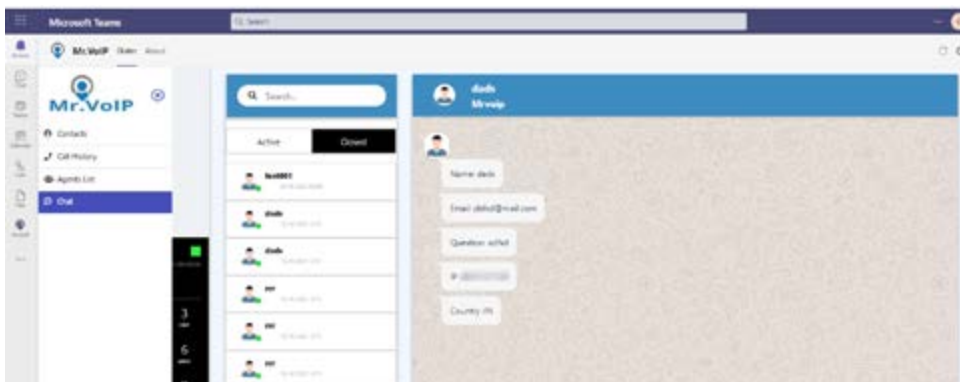
From the "Call History" tab you can see all your calls or filter between incoming and outgoing.

Agents List



Within the “**Agents List**” option you can view all agents within your organization and also search for a specific agent from the search bar.

Chat



Respond to chat messages, see all active and closed chats or search for a chat.