Nextiva Teams integration
For Microsoft® Teams

Getting started with Nextiva Teams integration

Nextiva Teams integration brings your Nextiva Business Phone Service and settings into Microsoft® Teams, giving you the Amazing Service® and reliability of Nextiva while you enjoy the familiar experience of Teams. Rather than managing multiple services, IT admins and business owners can add their Nextiva Business Phone Service natively into the Microsoft Teams experience, removing the need to replicate settings or train on a new service. The integration enables users to make and receive calls with Microsoft Teams using Nextiva Business Phone Service, while keeping all existing numbers, handsets, routing, CRM integrations, and call center functionality configured with Nextiva. Administration is easy because there are no requirements for additional hardware or software to manage. The integration is also enterprise-ready with resilient software architecture and reliable Microsoft Azure server infrastructure.

Requirements

In addition to a Nextiva Enterprise, Ultimate, Engage, or PowerSuite license, each user will need a Microsoft 365 E5, E3, or E1 license with the Microsoft Phone System add-on, or a Business Premium, Standard, Basic license, and a Common Area Phone license (also called Microsoft 365 Business Voice) to set up the integration.

> **Note**
>
> Make sure you don't have the Domestic Calling Plan license assigned to any users using the integration. Also, make sure to set the upgrade settings to teams only in Microsoft Teams. For instructions on how to set upgrade options, click here.

Administrators can view all licenses from the **Microsoft 365 Admin Center > Users > Active Users.**

For instructions on how to assign licenses in Microsoft Office 365, **click here.**
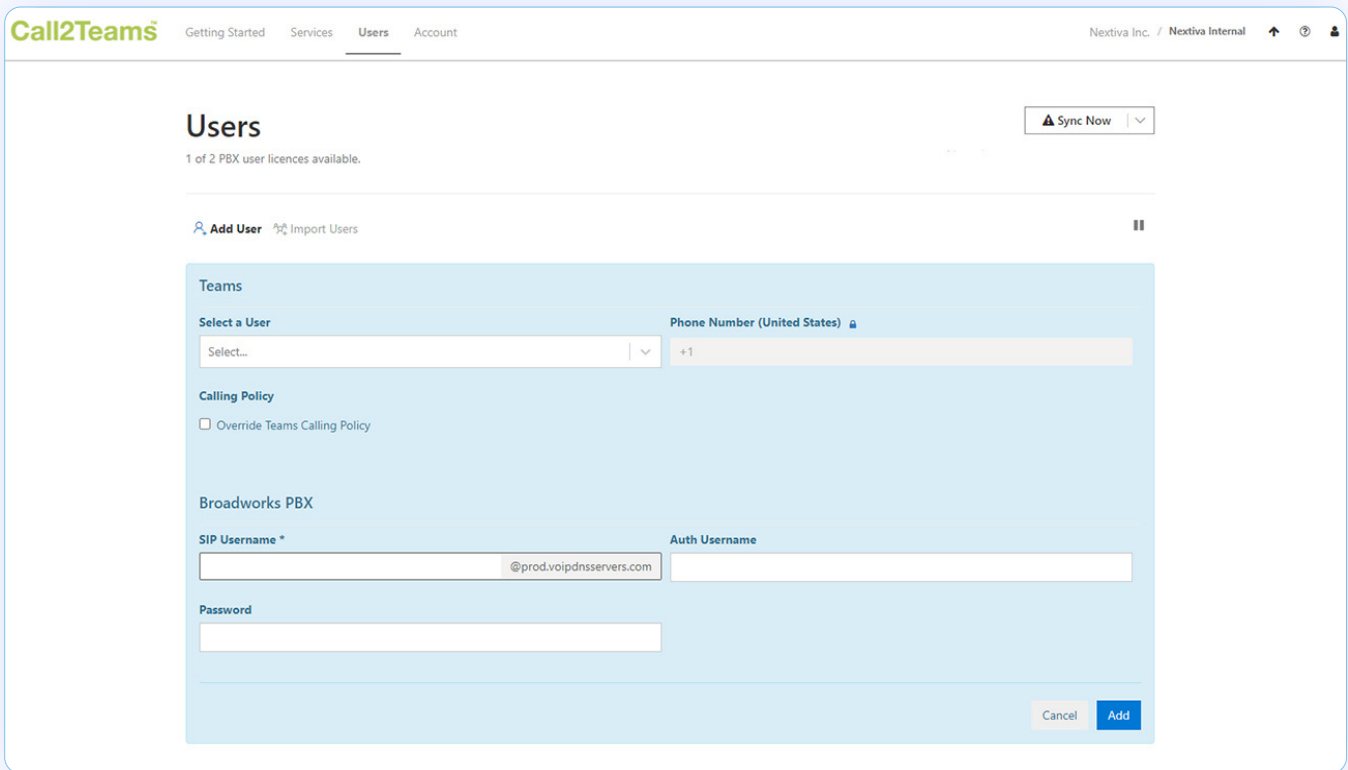
Registering and syncing Call2Teams

Contact Nextiva support to register and set up a Call2Teams account. To contact Nextiva's amazing support team, **click here.**

Once Nextiva support has created a Call2Teams account, the administrator can sync Call2Teams from **www.call2teams.com > Services > Teams.** Check the **Sync Now** box to sync with Microsoft Office 365. A pop-up window will appear prompting you to log in to your Microsoft Office 365 account.

> **Note**
> The initial sync may take up to 48 hours to complete. If it takes longer than 48 hours, contact Nextiva support.

Registering users

To register a new user in Call2Teams, you will need the user's phone number, SIP username, authorization name, and authorization password from **NextOS.**
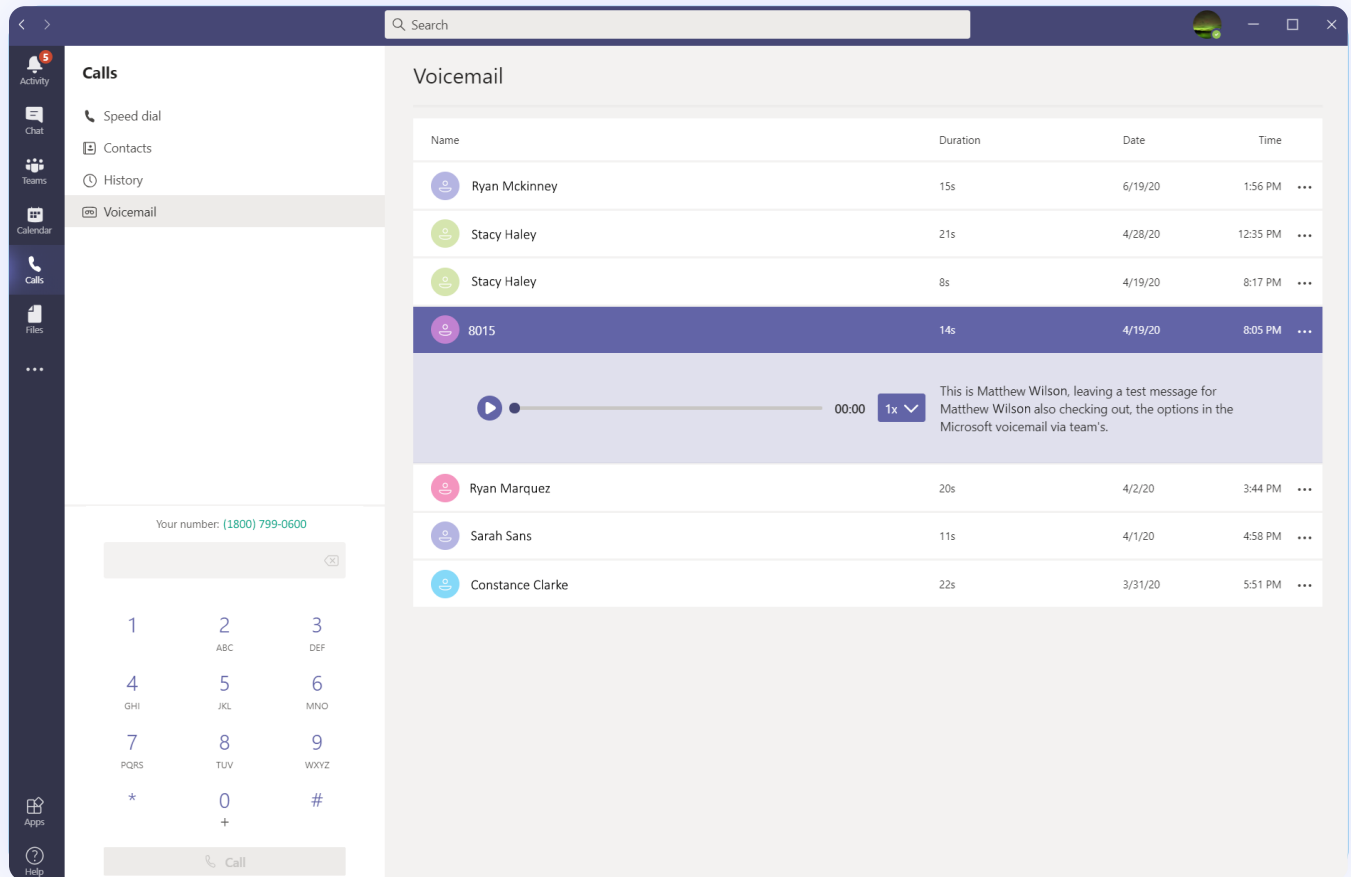
Click **Users > Add User >** enter the required information **> Add.** Click the **Sync Now > Save.**

> **Note**
> One user can take 5-15 minutes to register, and the more users you add, the longer to sync.

Making and receiving calls

Make and receive calls directly from Microsoft Teams using your Nextiva phone number.

Making an outbound call

Click **Calls** on the left and enter the phone number or extension using the dial pad at the bottom of the screen.

Answering an inbound call

When receiving an inbound call, a call pop will display at the bottom right, with the options to **Answer** or **Decline.**

Transferring a call

While on an active call, click the **ellipsis > Transfer >** enter the phone number or extension > **Transfer.**