



Stronger Together: Zenitel integrates with Microsoft Teams

Easy and convenient, open doors from anywhere!

The integration between Zenitel and Microsoft Teams provides for easy and convenient door communication. Connecting Zenitel Intelligent communication solutions* to Microsoft Teams will open up doors for you, no matter where you are. With the flexibility within the integration and you are able to answer audio intercom calls and open the doors from within the premises on your desktop or if you are on the move from the app on your phone.

- **Incoming calls**
Answer incoming intercom audio calls in Microsoft Teams.
- **Several devices**
Answer calls on your Microsoft Teams client on PC and Mobile devices.
- **Open door**
Open the door with a touch of a button from the Microsoft Teams account.
- **Parallel ringing**
Multiple people can answer incoming calls. The call is transferred to the first one to answer.
- **Sequential ringing**
The call gets transferred to another user if the original does not answer.



*Available on our ICX-AlphaCom platform

Connect through Zenitel and Microsoft Teams

Imagine if you could answer an intercom call with your Microsoft Teams account, no matter where you are. Zenitel intelligent communication solutions integrates with Microsoft Teams to make this possible – and easier for you!



Door opening

During a conversation, you can open a door (activate relay/output) from Microsoft Teams.



Parallel and sequential ringing

Using options provided from Microsoft Teams, a call can be made to ring on multiple Microsoft Teams accounts, either in parallel or sequential after a timeout.

ICX-AlphaCom



Call forward

Using options provided from Microsoft Teams, a call can be forwarded to a different Microsoft Teams account.



Call transfer

During a call between a station from ICX-AlphaCom and Microsoft Teams, calls can be transferred to a different Microsoft Teams account.



Easy and convenient

Allow command and control teams to save time and effort by receiving and making calls on Microsoft Teams. In our integration with Microsoft Teams, Zenitel uses AudioCodes Mediant 800 SBC (Session Border Controller) to connect and support this integration.

Microsoft Teams

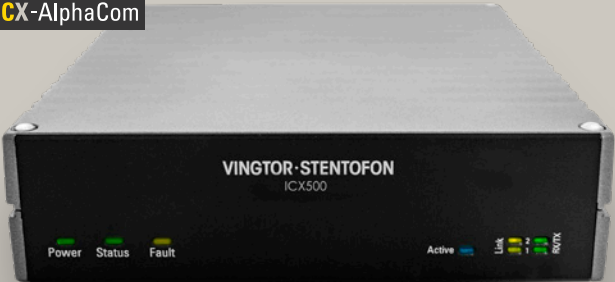
Microsoft Teams is a proprietary business communication platform developed by Microsoft, as part of the Microsoft 365 family of products. Microsoft Teams offers workspace chat and videoconferencing, file storage, and application integration.



ICX-AlphaCom

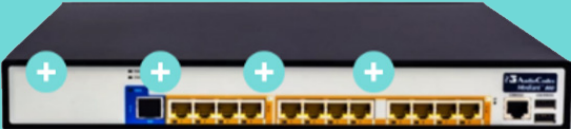
Our scalable, server-based platform enables advanced communication management, integrated with security applications.

ICX-AlphaCom



AudioCodes Mediant 800 SBC

The integration of the ICX-AlphaCom with Microsoft Teams using AudioCodes Mediant 800 SBC (Session Border Controller). The AudioCodes Mediant 800 enterprise session border controller (E-SBC) and media gateway offers a complete connectivity solution for small- to medium-sized enterprises. Supporting up to 124 voice channels in a 1U platform, the Mediant 800 provides versatile connectivity between TDM and VoIP networks.





License requirements for integration:

What you need:

1. ICX-AlphaCom with SIP Trunking license
2. Microsoft 365 with licenses that support direct routing
3. AudioCodes Mediant 800SBC or higher with SBC session license

How to order:

1. ICX-Alphacom with license ILI-SIP2, 1002602101
From Zenitel
2. Microsoft 365 licenses
Users require the Office 365 Phone System add-on, Microsoft 365 Business Voice (without calling plan) or E5 licenses to use calling in Microsoft Teams
3. Audiocodes Mediant 800SBC
From Audiocodes distributor depending on your location.

See more on <https://www.zenitel.com/integrations/teams>

Why Zenitel?

Zenitel is well positioned to drive the future of intelligent critical-communication solutions. Through our portfolio of IP products & solutions, with built-in intelligence and a focus on cybersecurity, we provide organizations with superior, scalable security and flexibility. Zenitel is the proven, preferred choice for environments requiring crystal-clear audio to ensure the protection of human life, property, assets and the management of critical activities. With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms.