AnCALL APPLET FOR MS TEAMS AND AARENET VIRTUAL PBX

Aarenet anCall applet delivers a cost effective and user-friendly telephony experience for MS Teams users. Without the need to obtain dedicated MS Teams phone licenses, MS Teams users can control and customised telephony settings of their own vPBX extension and are able to originate calls to internal extensions and external PSTN destinations. Outgoing calls can be originated via the MS Teams desktop client with the Aarenet anCall applet installed. The outgoing call is then passed through Aarenet's an IP-phone desktop client or via other third-party compatible VoIP clients and devices such as SIP phones. Aarenet anCall applet is also available on the smartphone devices where MS Teams has been installed and originated calls can be handled via the native dialer.

anCall applet is simple and trivial to activate. It is fully integrated with Aarenet's Cloud PBX offerings to deliver an advanced and seamless communication experience for MS Teams users. The anCall applet's intended design was to facilitate Enterprises in bridging their MS Teams users with legacy voice communication systems and existing Aarenet Cloud PBX environment. anCall applet is a enablingvehicle to increase voice services revenue for Carrier customers by capturing call minutes between MS Teams users and the PSTN.
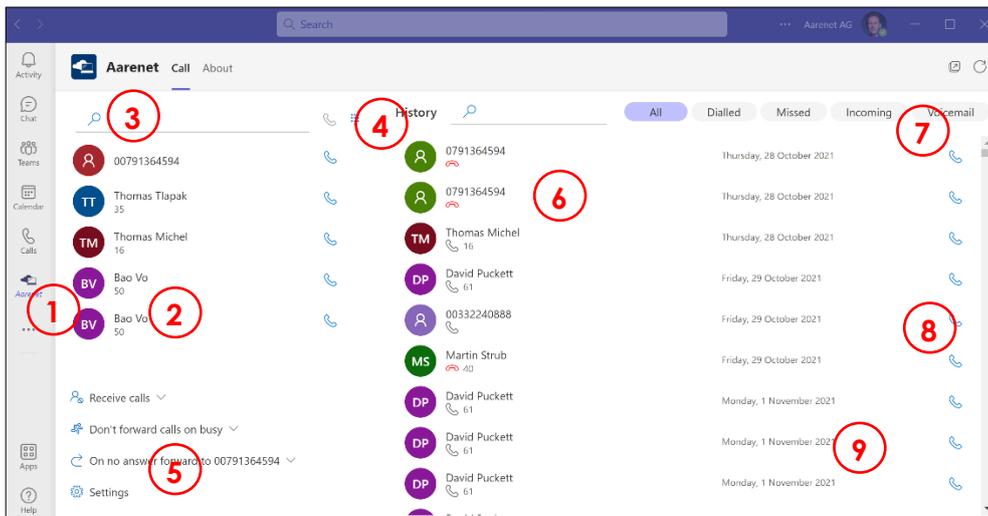
1. Applet logo
2. Last calls list
3. Number dialling
4. Keypad dialling
5. Account settings
6. History
7. Voicemail access
8. Call back button
9. Call statistics

Aarenet anCall applet integrated into MS Teams
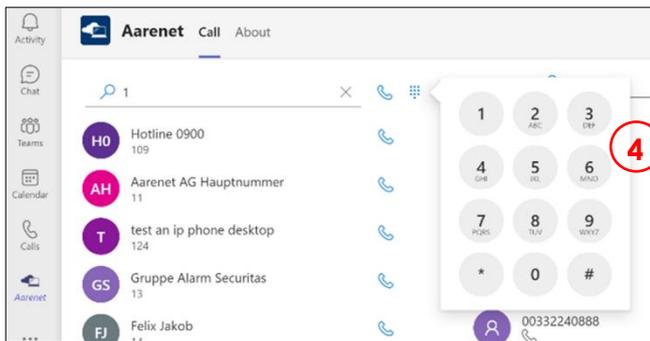
Dialpad for PSTN number dialling

ANCALL APPLET ADVANTAGES

Available both for desktop and smartphone devices, anCall applet is device and OS agnostic. The applet provides a user-friendly interface for MS Teams users to configure features such as call forwarding, Do-not-Disturb and to view call history as well as listening to voicemail messages.

anCall applets do not require additional MS Teams licenses to initiate calls to another Aarenet vPBX extension or PSTN destinations. Incoming calls are handled by the default application and the anCall applet's call history will be updated after the call has ended. The vPBX telephone book can be accessed directly from the anCall applet and offers a clear overview of the most recent calls and actions.

anCall applet implementation does not require external Session Border Controller nor connectivity to MS Direct Routing element significantly reduces the operating cost for Service Providers.

APPLET INSTALLATION

Within the Aarenet vPBX portal, the PBX Administrator activates anCall applet by connecting the desktop client to the customer's MS Teams instance using its Web-App ID. Subsequently, the PBX Administrator downloads the applet and includes it in the MS Teams as downloadable application. All MS Teams users can then activate the applet in their own MS Teams environment. For the account settings, anCall applet uses the CSTA system interface to push and receive the relevant data such as call history. For the telephony part, the desktop client "an IP-Phone Desktop" or another desktop VoIP client can be used. Only the MS Teams Basic license is required and no E3, E5 licenses or direct routing needs to be acquired.

SIP PHONE CONTROL

With the desktop application, it is possible to control connected SIP Phones that are registered on the same extension. The SIP Phone must be able to receive SIP_NOTIFY messages from the Aarenet system to initiate the outgoing call. Within the settings of the anCall applet, the device which is used to initiate calls can be selected from the list of provisioned devices.
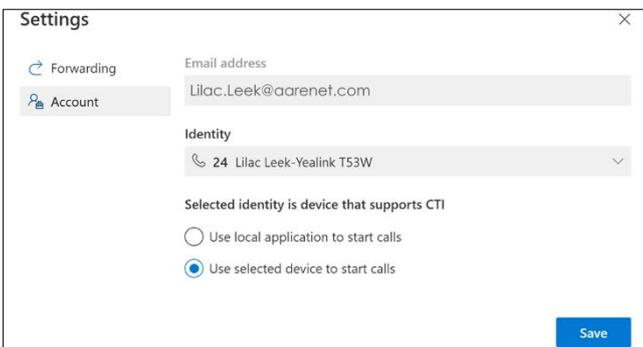
Desktop SIP phone control and Call Forwarding settings

AnCALL APPLET FEATURES

‣ PSTN and vPBX extension calls can be made directly from MS Teams environment
‣ Detailed call history to keep track of all call activities including dialed, missed, incoming and voicemail
‣ Availability of Call statistics and call status
‣ Voicemail operations including download of messages (.wav format)
‣ Direct call back to the number which left a voicemail message
‣ Access to relevant vPBX feature settings
    ‣ Call Forwarding (CFU)
    ‣ Call Forwarding Busy (CFB)
    ‣ Call Forwarding No Reply (CFNR)
    ‣ Activate / Deactivate Do Not Disturb (DND)
‣ Support a wide range of compatible SIP phones
‣ Support vPBX's phonebook integration