



COEO EmpowerUC™

Microsoft Teams Integration Guide

COEO Solutions
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Introduction

COEO EmpowerUC™ for Microsoft Teams brings your COEO EmpowerUC™ calling, messaging, and contact features directly into the Microsoft Teams app you already use every day. Instead of switching between separate applications, you can place and receive calls, send text messages, check voicemail, and manage conferences right from within Teams.

This guide walks you through everything you need to get started and use COEO EmpowerUC™ for Teams day to day: adding the app if it isn't already available to you, signing in, and using each of its features.

 **Note:** If you use COEO EmpowerUC™ on a Desktop or WebApp client at the same time as the Teams integration, inbound calls will ring on all of them simultaneously. If you don't need a client active, consider signing out of the ones you're not using to avoid confusion.

A couple of things work a little differently here compared to the Desktop and WebApp clients. Microsoft Teams already provides its own chat and meeting tools, so the COEO EmpowerUC™ for Teams integration focuses on calling, SMS, voicemail, conferencing, and contacts — Team Chat and Meetings are not part of this integration.

Microsoft 365 Administrator Setup

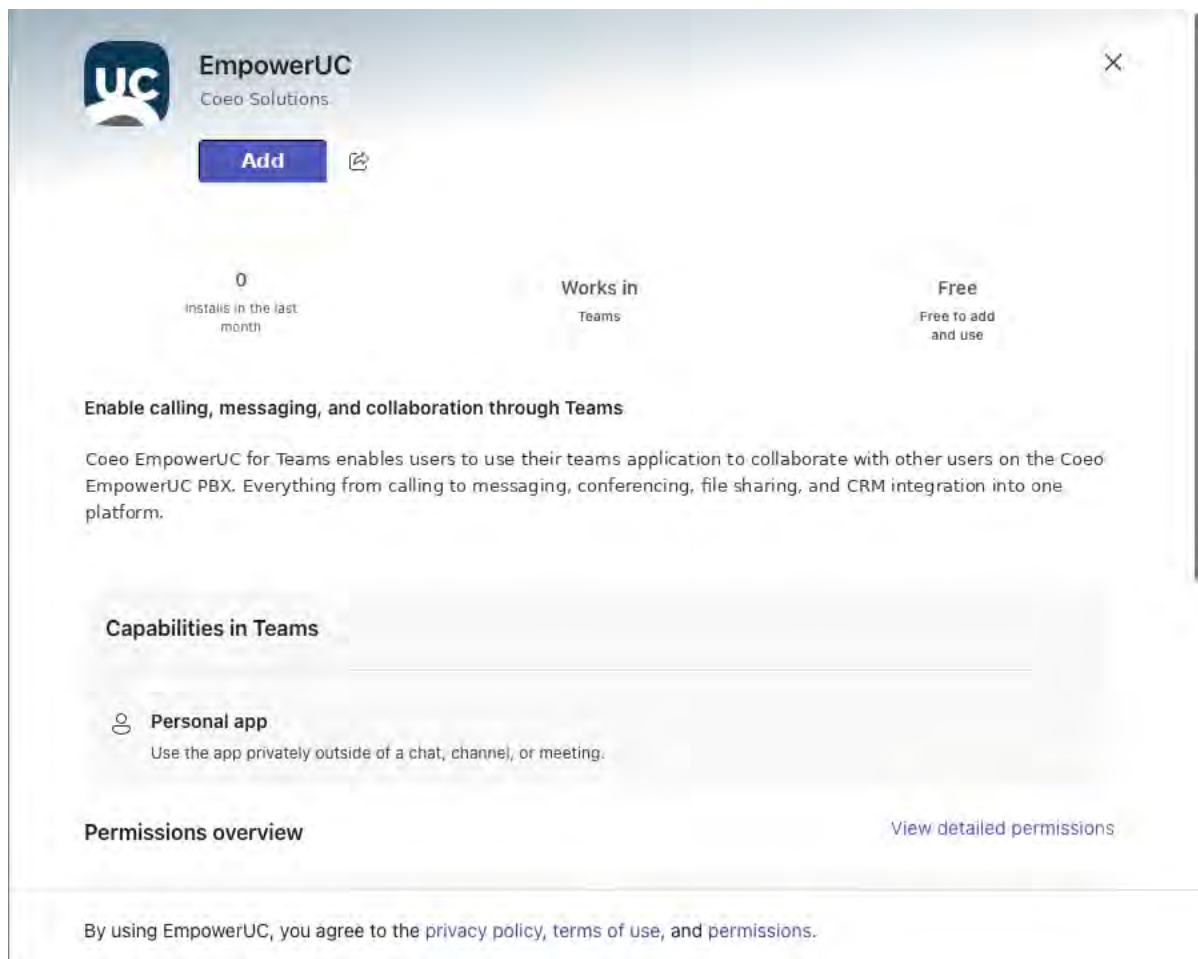
Before COEO EmpowerUC™ for Teams can be used across your organization, your Microsoft 365 administrator needs to complete a short setup process on their end — things like approving the app for your organization, granting it the permissions it needs to connect with Microsoft 365, and making it available to the right users or groups. COEO's Onboarding team provides your administrator with instructions to complete this as part of your deployment; it isn't something you need to do yourself. This guide picks up from there, covering what you, as an end user, need to know to use the app once it's available to you.

Adding EmpowerUC™ to Teams

In many organizations, your Microsoft 365 administrator will add COEO EmpowerUC™ to Teams for you automatically, so it simply appears in your left navigation bar the first time you open Teams. If that's already the case for you, you can skip ahead to Signing In.

If you don't see it yet, you can add it yourself from the Teams App Store:

- **Open the App Store** — Click Apps in the left navigation bar of Microsoft Teams.
- **Search for EmpowerUC™** — Type "EmpowerUC™" into the search bar and select it from the results.
- **Review the listing** — The app details panel shows the COEO Solutions publisher name and a description of what the app does.



The EmpowerUC™ app listing in the Microsoft Teams App Store

- **Add the app** — Click Add to install EmpowerUC™ for your account.

Note: If you see a similarly named "MCT Connector" app in your search results, that's a different app — make sure you select EmpowerUC™.

Pinning EmpowerUC™ to Your Navigation Bar

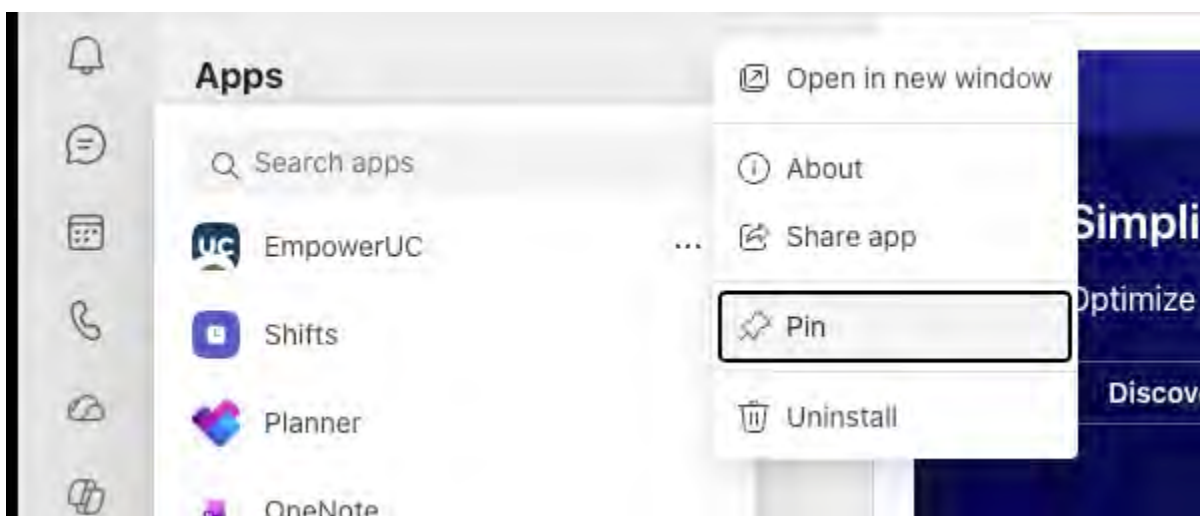
Once added, EmpowerUC™ may only appear under the More Added Apps (•••) menu rather than directly in your navigation bar. Pinning it makes it just as easy to reach as any other app in Teams:

- **Find the app** — In the left navigation bar, click the More Added Apps (•••) icon to see your full app list.



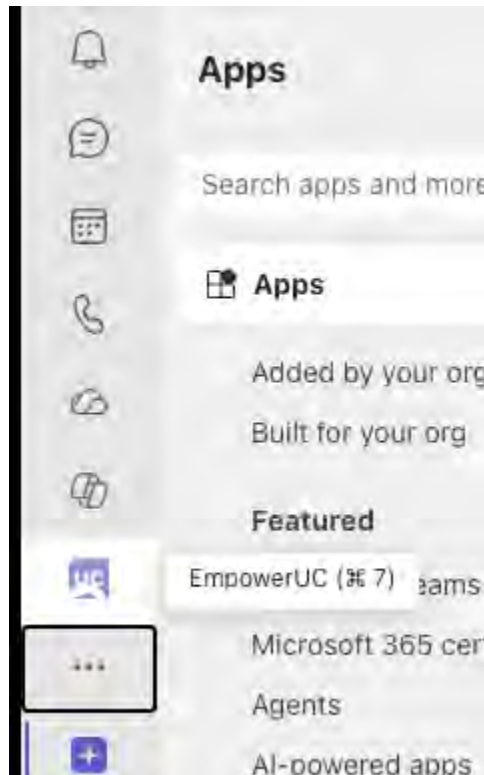
The More Added Apps menu in the Teams navigation bar

- **Open its options** — Right-click (or click the ••• next to) EmpowerUC™ in the list, then select Pin.



Selecting Pin from the EmpowerUC™ app options

- **Confirm it's pinned** — EmpowerUC™ now appears as a permanent icon in your left navigation bar, ready to open with a single click.

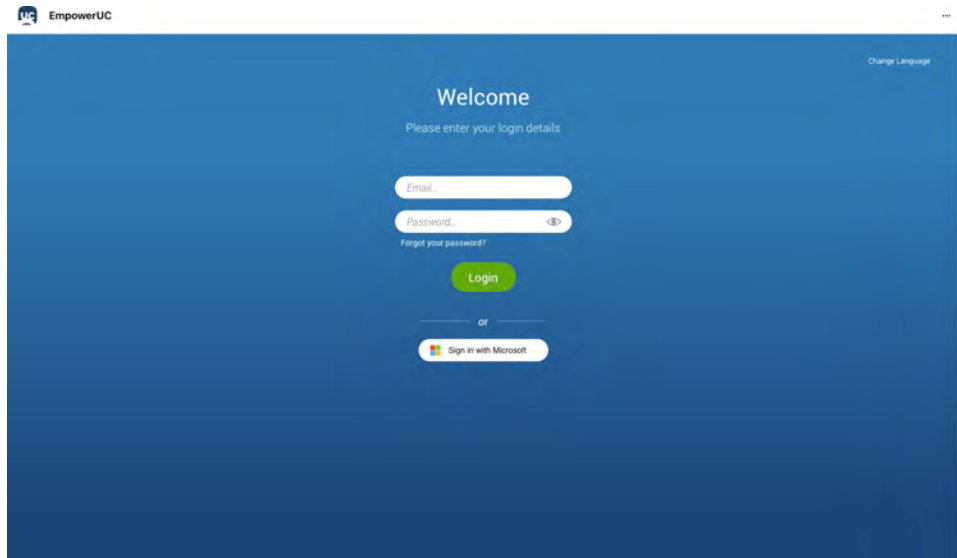


EmpowerUC™ pinned to the Teams navigation bar

Signing In and First Launch

Click the EmpowerUC™ icon in your Teams navigation bar to open the app. You'll be asked to sign in the first time.

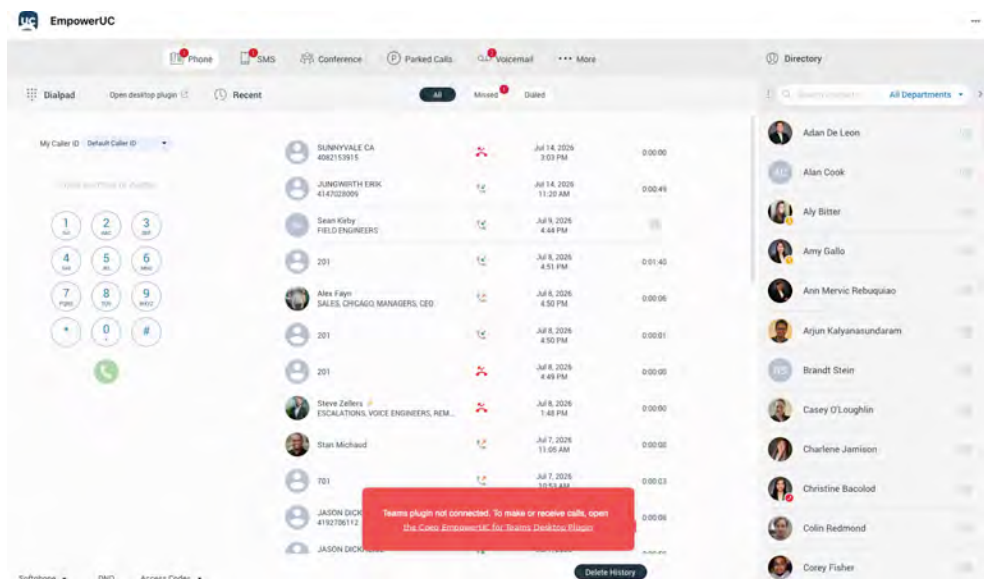
- **Sign in with email and password** — Enter the email address and password for your COEO EmpowerUC™ account. This is the most common way to sign in, and works for everyone right away.



The COEO EmpowerUC™ for Teams sign-in screen

Note: You may also see a Sign in with Microsoft option, which uses your existing Microsoft 365 credentials. This only works if your Microsoft 365 administrator has enabled single sign-on for EmpowerUC™ ahead of time — check with your admin to see if that's been set up for your organization. If it hasn't, use your email address and password instead.

After signing in, you'll land on the Phone tab. The first time you use EmpowerUC™ for Teams, you'll see a banner letting you know the calling plugin isn't connected yet:



The Phone tab with the "Teams plugin not connected" banner

- **Launch the plugin** — Click the link in the banner (or Open desktop plugin above the dialpad) to go to the plugin launch page.

Launch Coeo EmpowerUC for Teams Desktop Plugin

To make and receive calls, you need to launch the Coeo EmpowerUC for Teams desktop plugin.

If you don't have it, you need to download and install it.

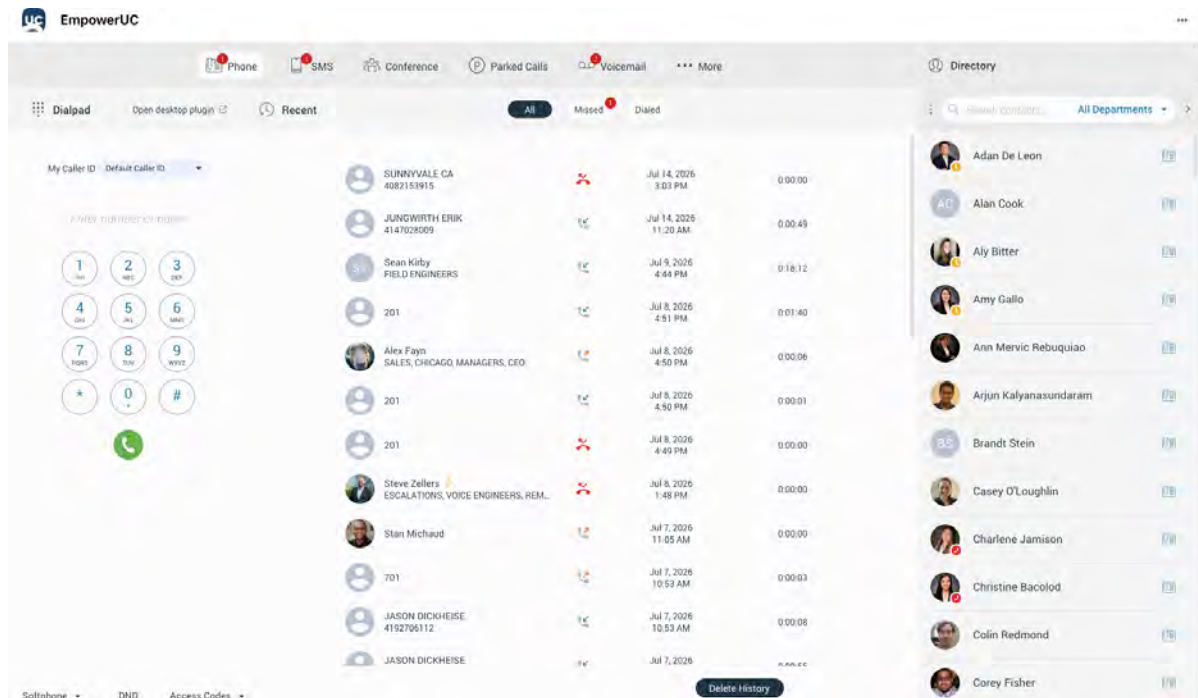
[Launch Desktop Plugin](#)

[Download for Mac OS](#)

The Launch COEO EmpowerUC™ for Teams Desktop Plugin page

- **Launch or install** — If you already have the desktop plugin installed, click Launch Desktop Plugin. If this is your first time, click Download for Mac OS (or Windows, depending on your computer) first, install it, then launch it.

Once the plugin is running and connected, the banner disappears and you're ready to make and receive calls:

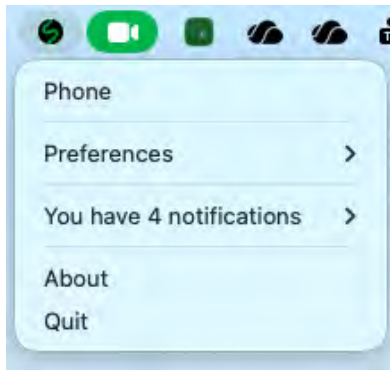


The Phone tab once the desktop plugin is connected

Note: The desktop plugin runs quietly in the background (in your menu bar on Mac, or system tray on Windows) and only needs to be launched once per session — it handles the actual audio for your calls.

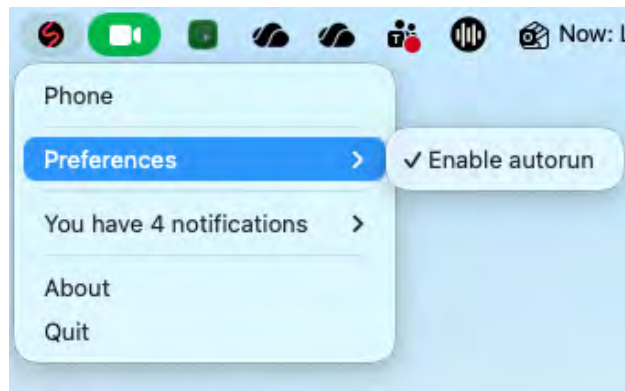
The Desktop Plugin Menu

The COEO EmpowerUC™ for Teams desktop plugin adds a small icon to your menu bar (Mac) or system tray (Windows) once it's running. Click it to access quick controls without switching back to Teams.



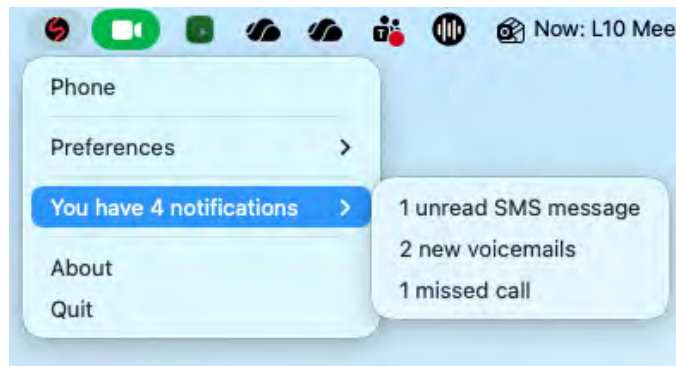
The plugin menu bar dropdown

- **Phone** — Opens the Quick Dial popup so you can make a call without opening Teams at all.
- **Preferences** — Includes Enable autorun, which launches the plugin automatically whenever you log in to your computer.



Preferences > Enable autorun

- **Notifications** — Shows a quick summary of unread items — unread SMS messages, new voicemails, and missed calls — without needing to check each tab individually.

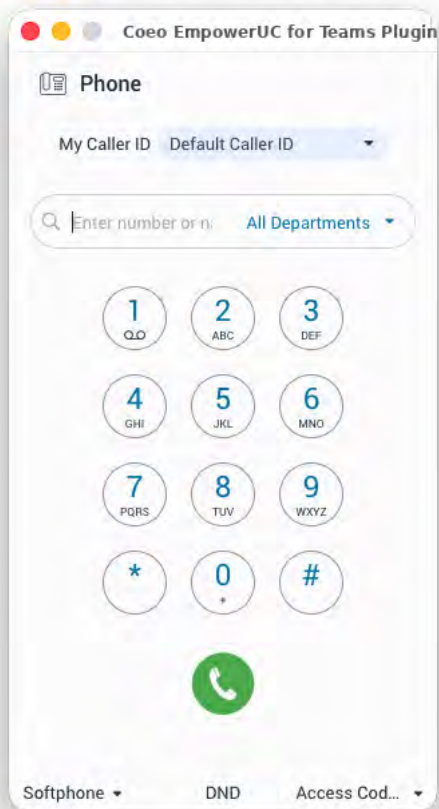


The notifications submenu

- **About and Quit** — About shows plugin version information; Quit fully closes the plugin (you'll need to relaunch it to make or receive calls again).

The Quick Dial Popup

Selecting Phone from the menu opens a small floating dialpad — the same one you’re used to from the main Phone tab — so you can place a call without switching to Teams:

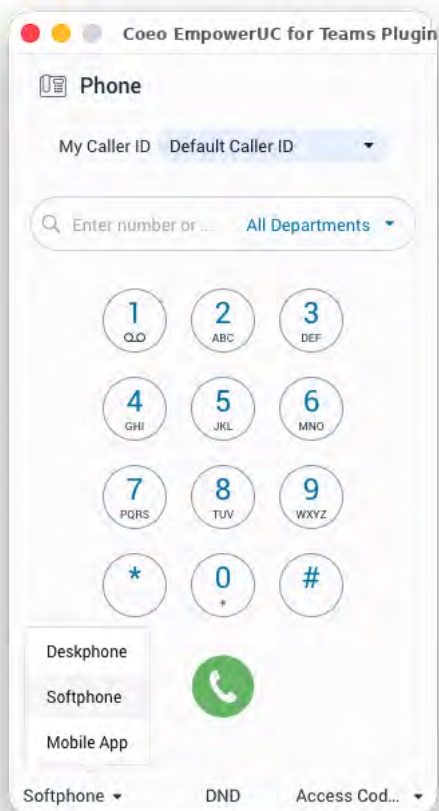


The floating Quick Dial popup

Switching Devices

Click the Softphone label at the bottom of the popup to choose which device handles your audio:

- **Deskphone** — Routes calls to a physical desk phone associated with your extension, if you have one.
- **Softphone** — Uses your computer's microphone and speakers (or a connected headset) — this is the default for most users.
- **Mobile App** — Routes calls to the COEO EmpowerUC™ mobile app if it's installed on your phone.



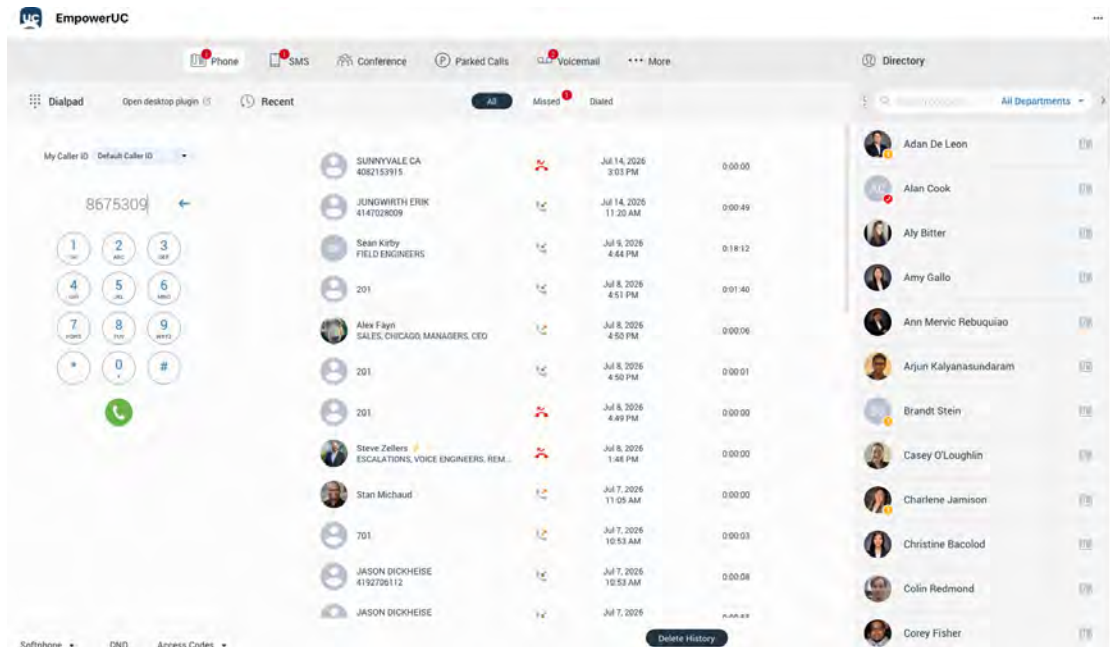
The device switcher menu

Calling

The Phone tab is your hub for making and managing calls in COEO EmpowerUC™ for Teams.

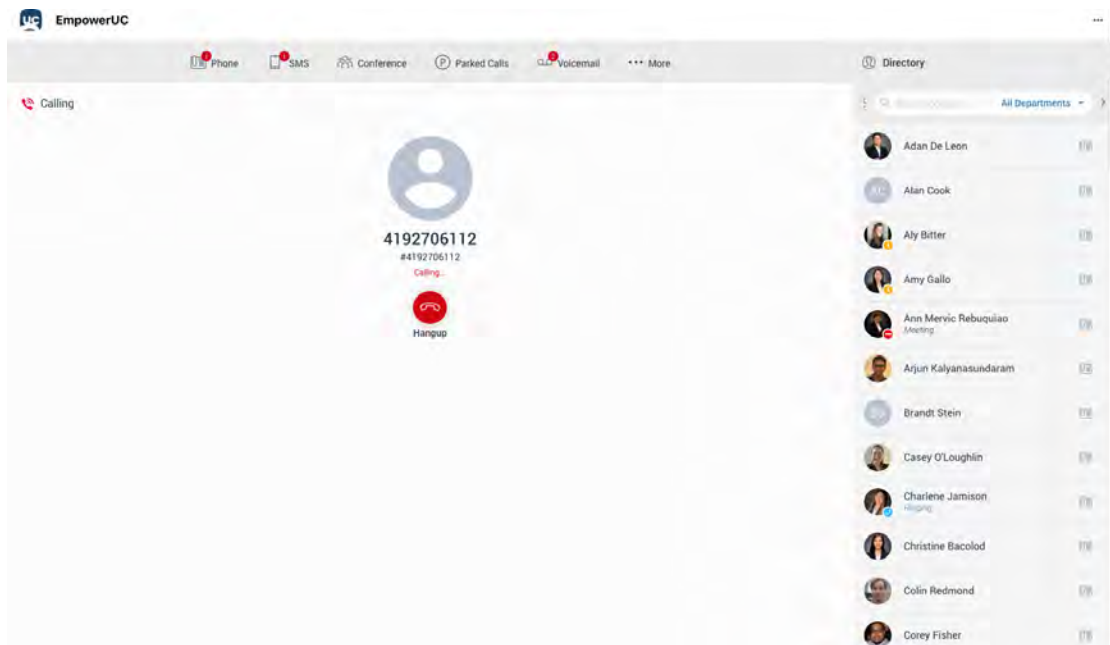
Placing a Call

- **Dial a number** — Type a number or name into the dialpad's entry field, or click the number keys directly, then click the green call button.



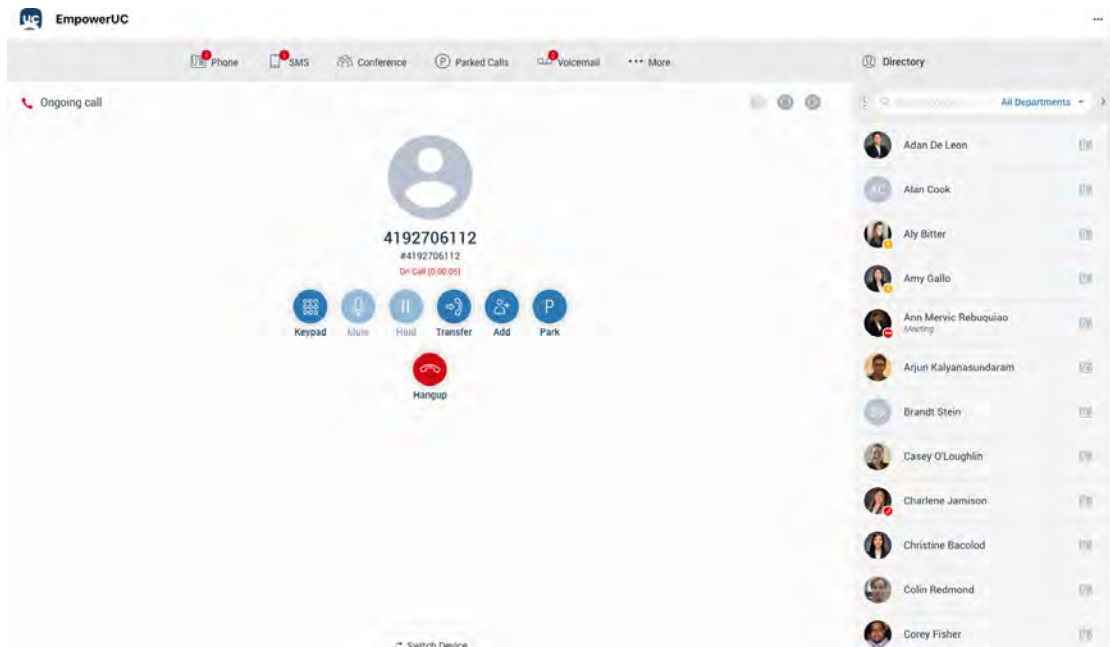
Entering a number on the dialpad

While the call is ringing, you'll see a Calling status with a Hangup button:



A call ringing through

Once the other party answers, you move to the ongoing call screen with a full set of call controls:

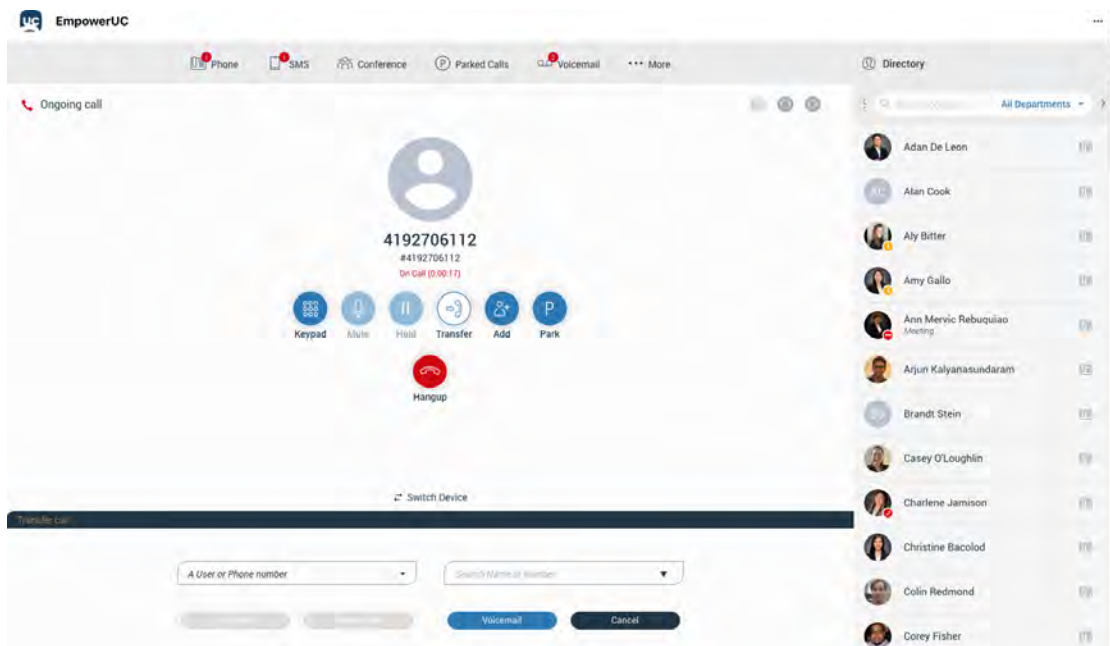


An ongoing call, with Keypad, Mute, Hold, Transfer, Add, and Park controls

Transferring a Call

Click Transfer during a call to move it to another person.

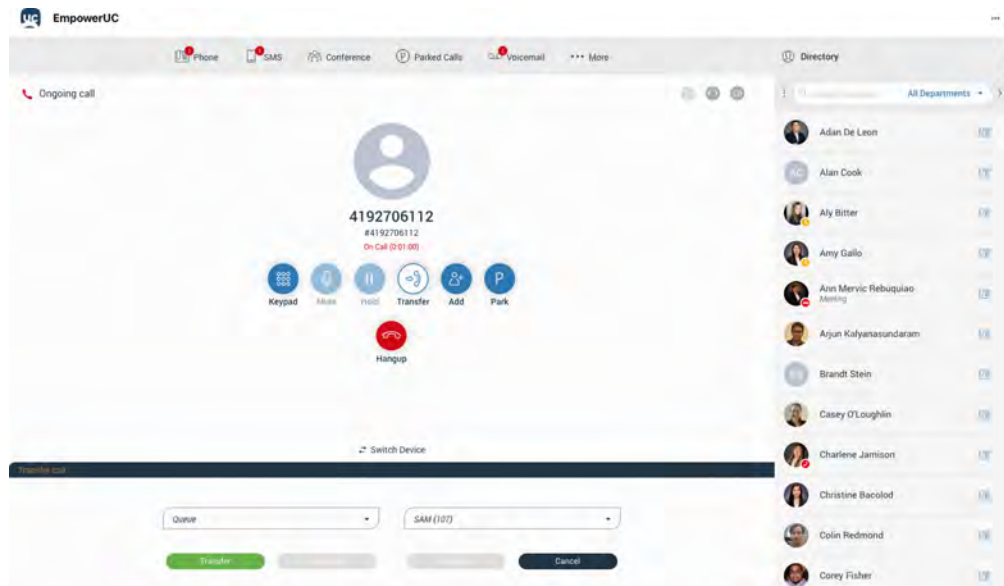
- **Choose a destination** — Use A User or Phone Number to pick how you're transferring, and Search Name or Number to find the recipient.



The transfer panel

- **Blind vs. warm transfer** — Transfer sends the call straight through (a blind transfer) without speaking to the recipient first. Supervised lets you speak with the recipient first before completing the transfer (a warm transfer).

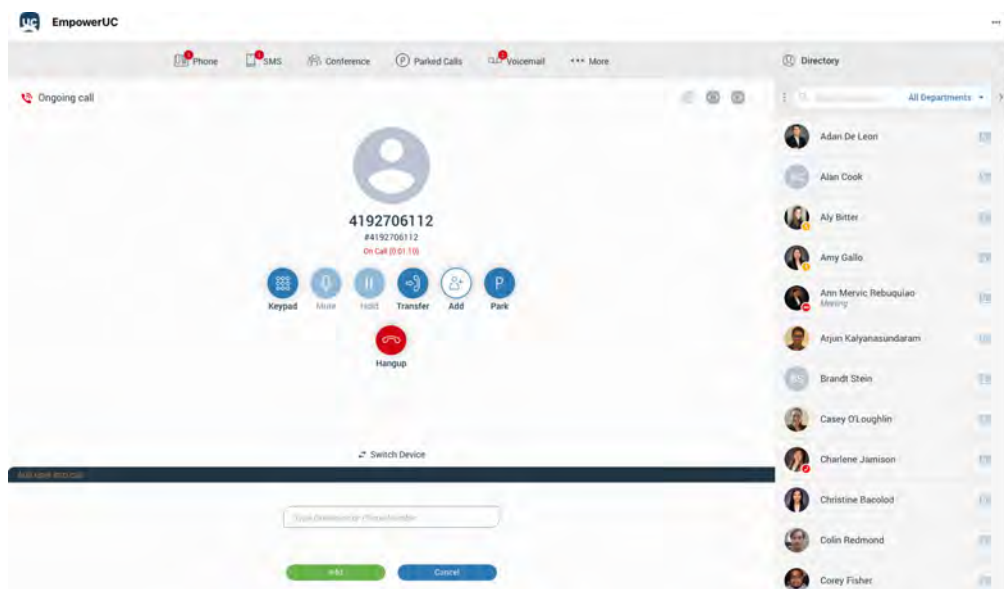
You can transfer to an individual, or to a queue if your organization uses one — just choose the appropriate option and destination before transferring:



Transferring a call to a queue destination

Adding a Participant

- **Add to the call** — Click Add, then type an extension or phone number and click Add to bring a third party into the call.



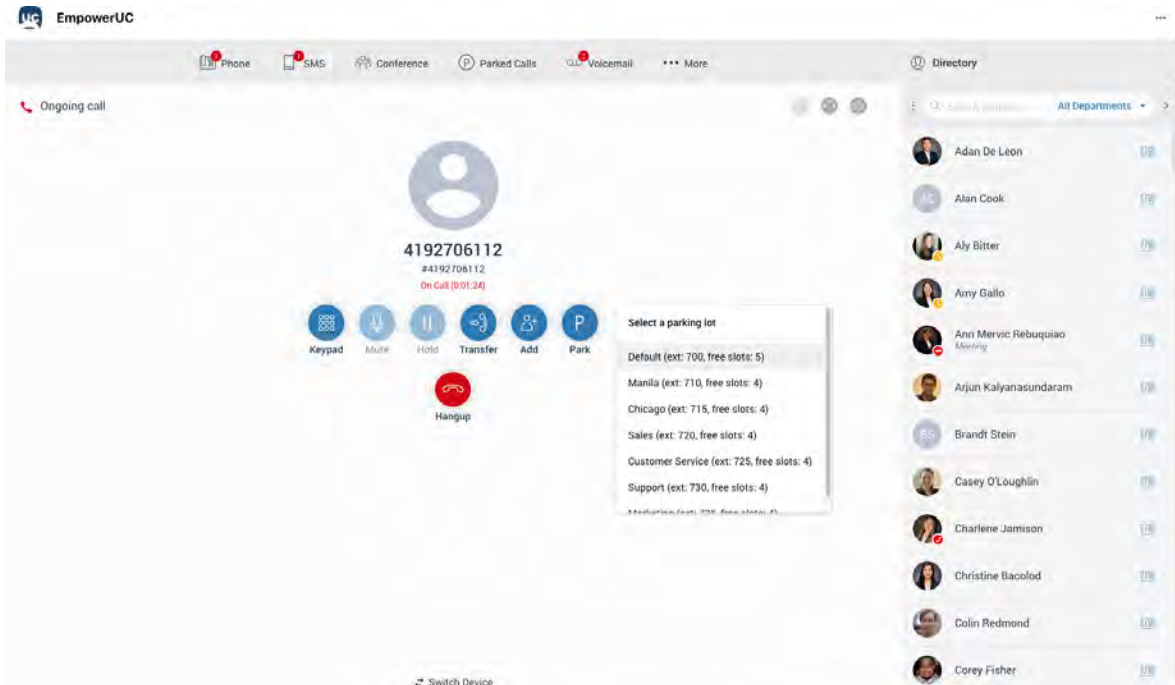
The Add user into call panel

Note: You can also drag and drop a contact from the Directory panel straight onto the call to add them — no need to open the Add panel at all.

Parking a Call

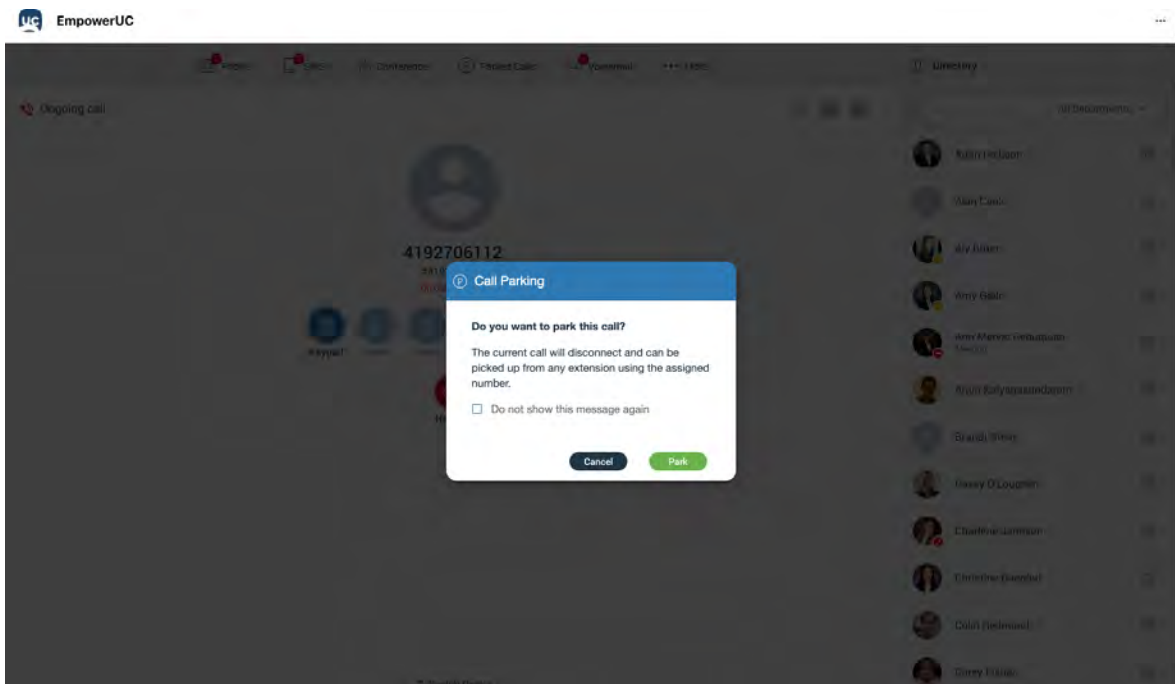
Parking puts a call on hold in a shared "lot" so that it — or anyone else — can pick it up from any extension.

- **Choose a parking lot** — Click Park during a call and select an available lot from the list. Each lot shows its extension number and how many free slots it has.



Selecting a parking lot

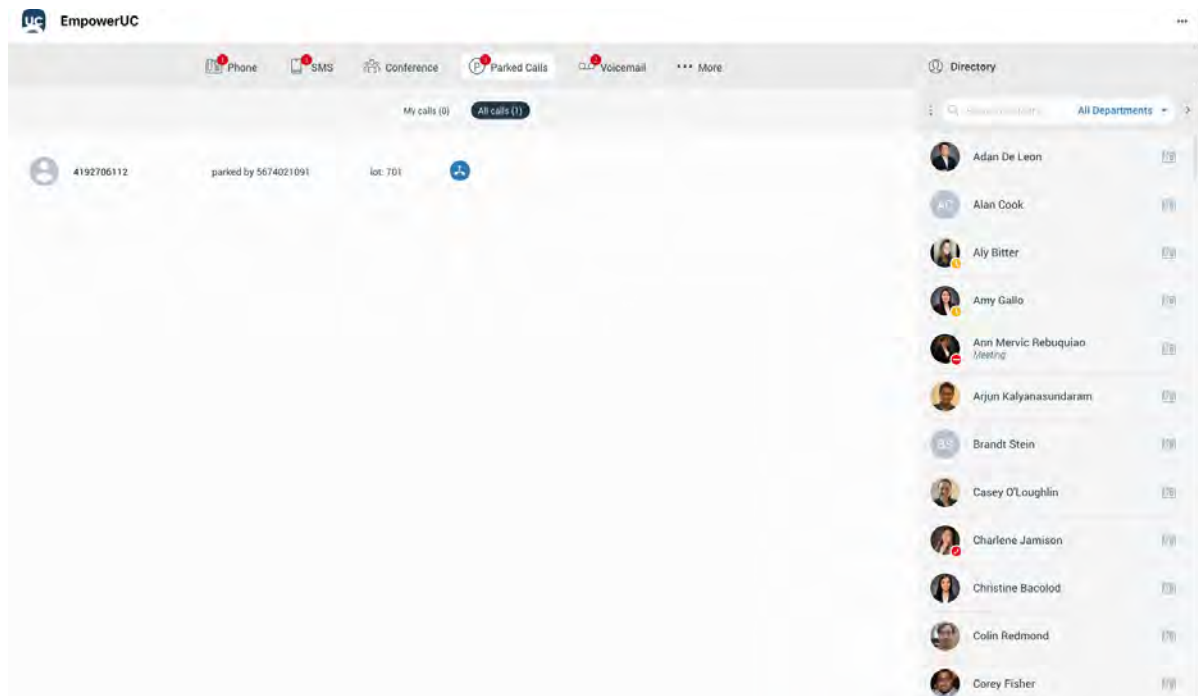
- **Confirm** — A confirmation dialog appears before the call is parked and disconnected from your line.



Confirming that a call should be parked

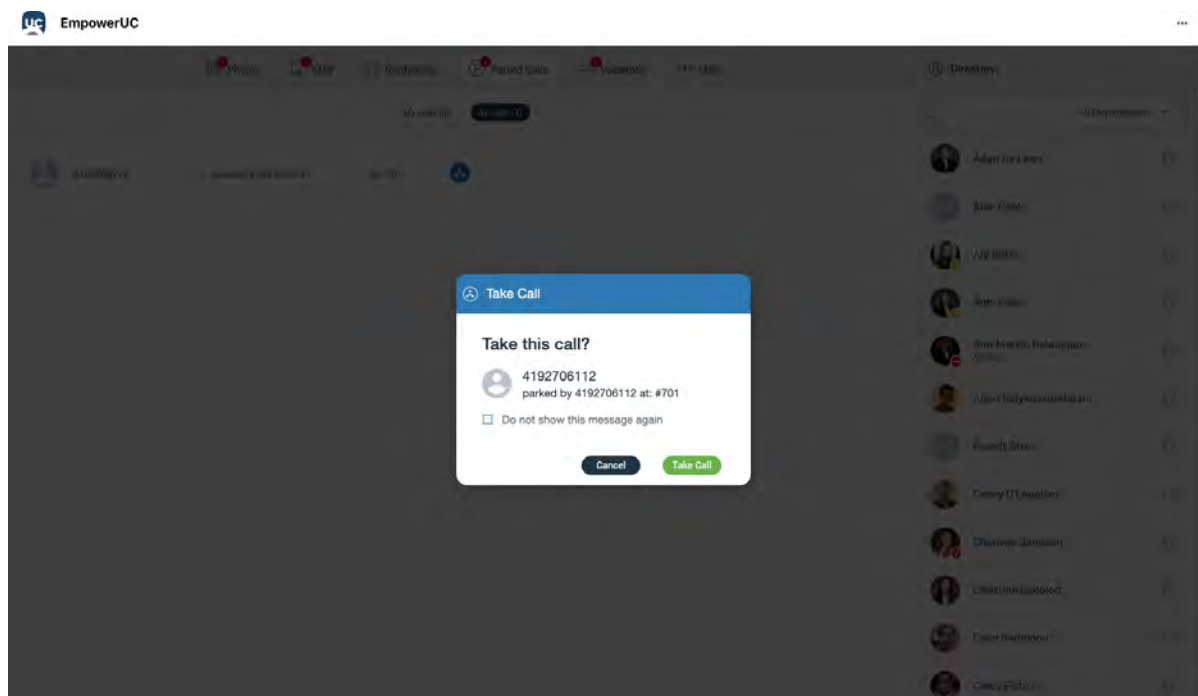
Picking Up a Parked Call

Parked calls appear under the Parked Calls tab, showing who parked it and which lot it's in.



The Parked Calls tab showing a call waiting in lot 701

- **Take the call** — Click the icon next to a parked call, then confirm in the Take Call dialog that appears.

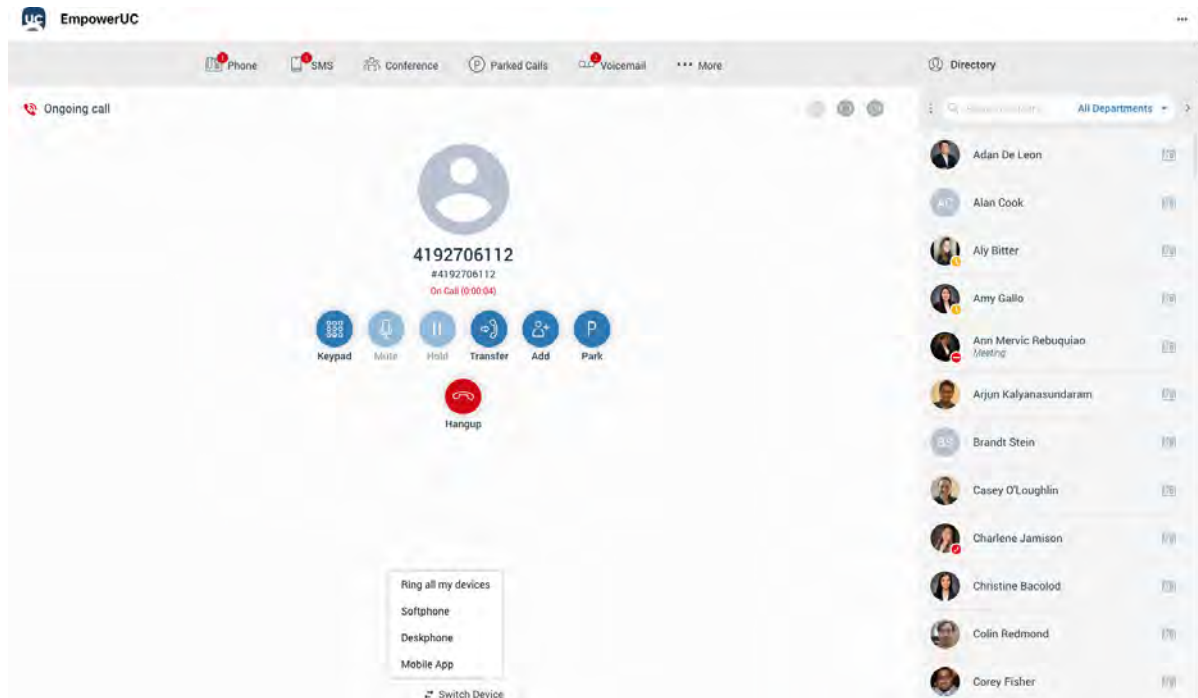


Confirming that you want to take a parked call

Switching Devices Mid-Call

Click Switch Device at the bottom of an active call to move the call to a different device without interrupting it.

- **Ring all my devices** — Rings the call on every device registered to your account simultaneously.
- **Softphone, Deskphone, or Mobile App** — Moves the call to that specific device.



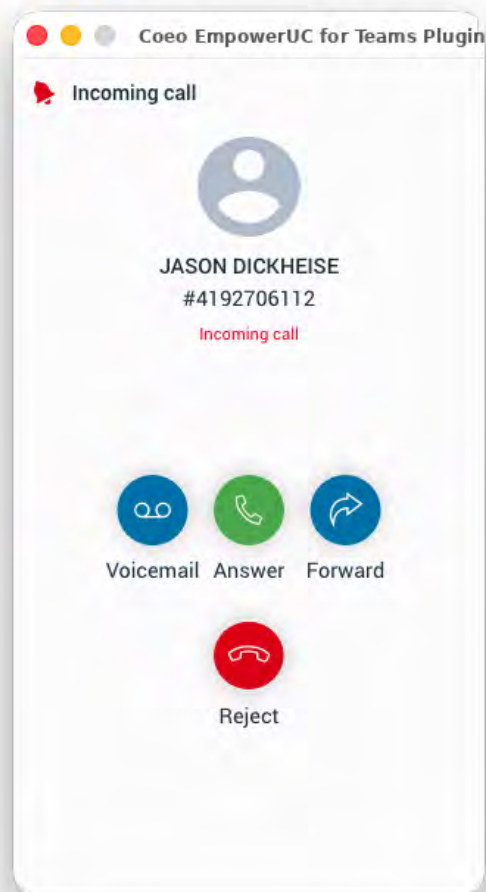
The Switch Device menu during an active call

Incoming Call Notifications

When a call comes in, COEO EmpowerUC™ alerts you in more than one place at once, so you don't miss it regardless of what you're looking at.

The Desktop Plugin Popup

If the plugin is running, a floating window opens automatically to alert you of the incoming call — even if Teams isn't in focus:

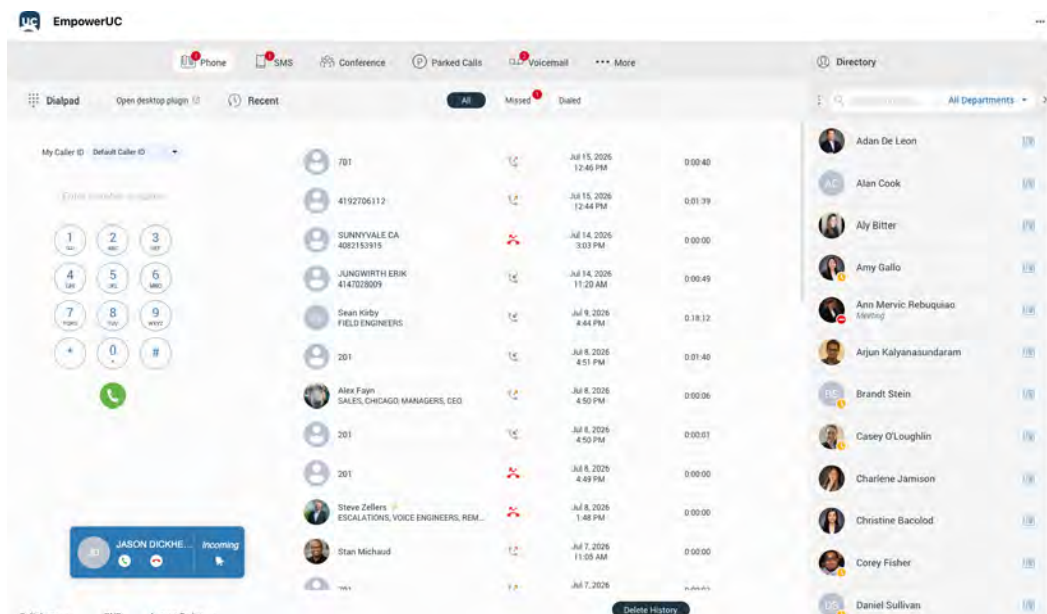


The incoming call popup from the desktop plugin

- **Answer** — Picks up the call immediately.
- **Reject** — Declines the call.
- **Voicemail** — Sends the caller straight to your voicemail.
- **Forward** — Redirects the call to another contact or queue without answering it yourself first — covered in more detail below.

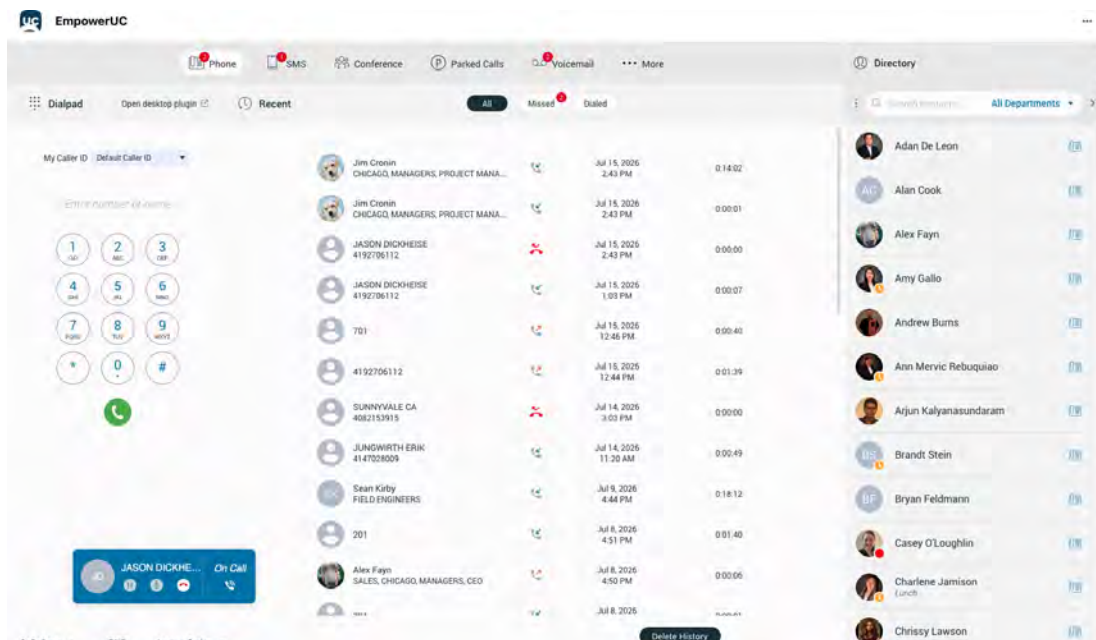
The Main Panel Toast

If you're working in the main EmpowerUC™ panel within Teams, an incoming call also appears as a toast notification in the bottom-left corner:



The incoming call toast in the main panel

Once you answer, the toast updates to show you're on an active call, with quick access to pause, mute, hang up, or switch devices:

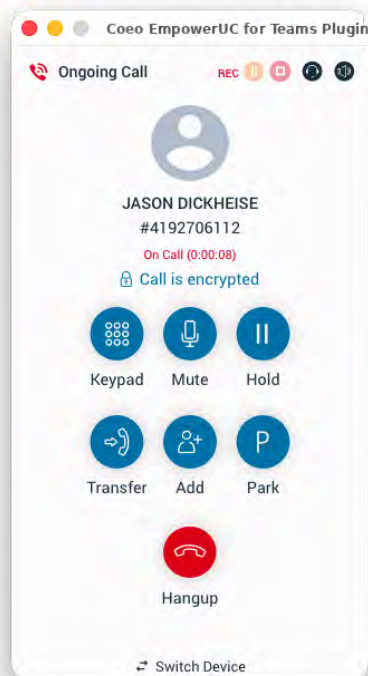


The on-call toast after answering

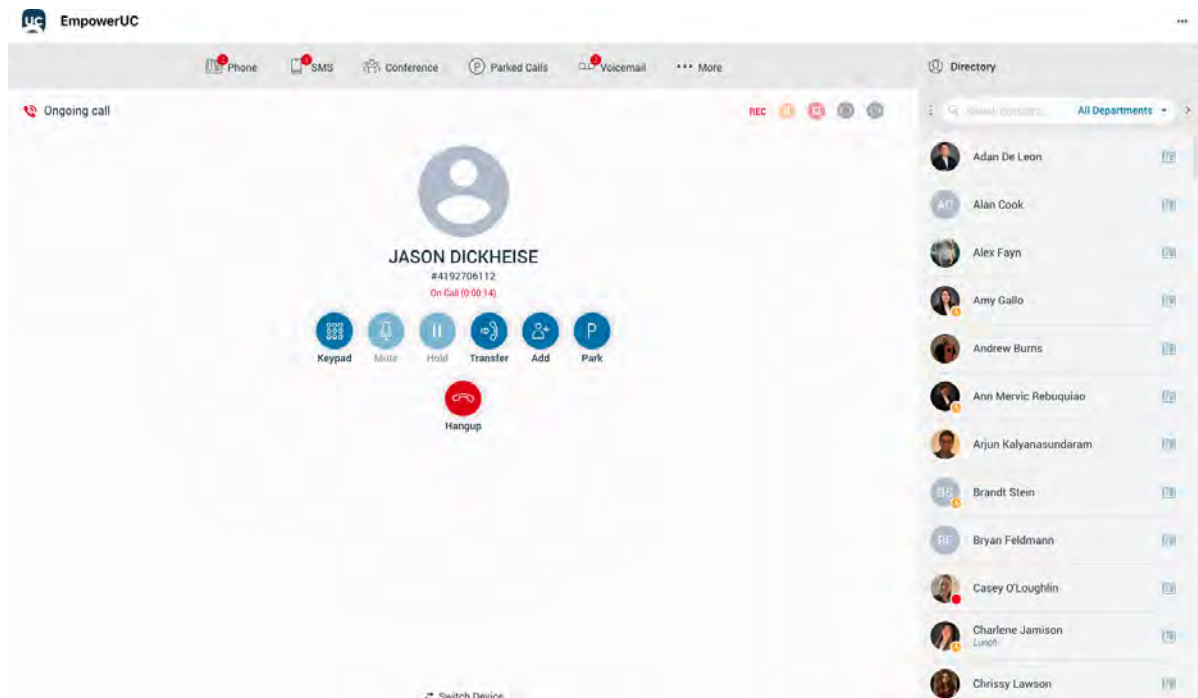
Note: If you're using the COEO EmpowerUC™ app inside Microsoft Teams itself (rather than just the floating plugin), double-click the active call window there to expand it to full screen with all call controls.

Call Recording Indicators

If your organization records calls, an active recording is shown clearly in both the plugin popup and the main panel so you always know when a call is being recorded.



The plugin popup showing an active recording and encrypted-call indicator

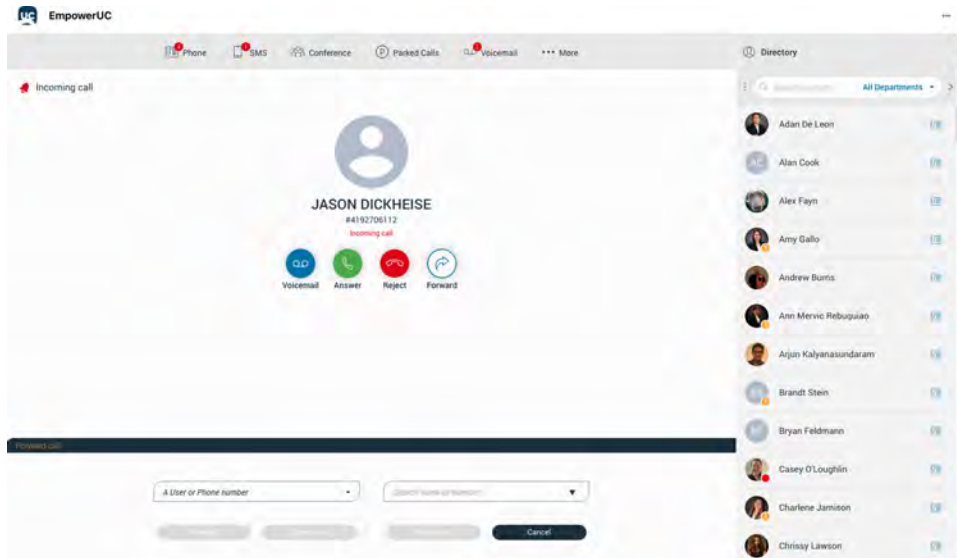


The main panel showing an active recording indicator

Forwarding an Incoming Call

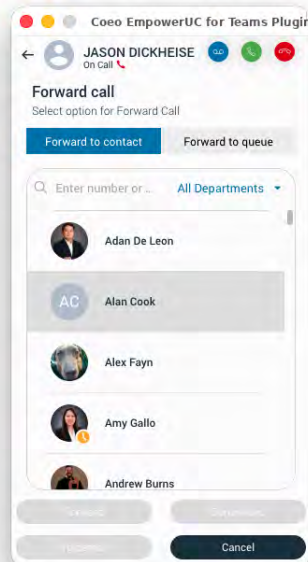
Instead of answering or rejecting, you can redirect an incoming call to someone else before it ever reaches you.

- **Start a forward** — Click Forward on the incoming call screen (available both in the main panel and the plugin popup).



The Forward call panel in the main EmpowerUC™ panel

- **Choose contact or queue** — Forward to contact searches your Directory for a person; Forward to queue redirects the call into a call queue instead.



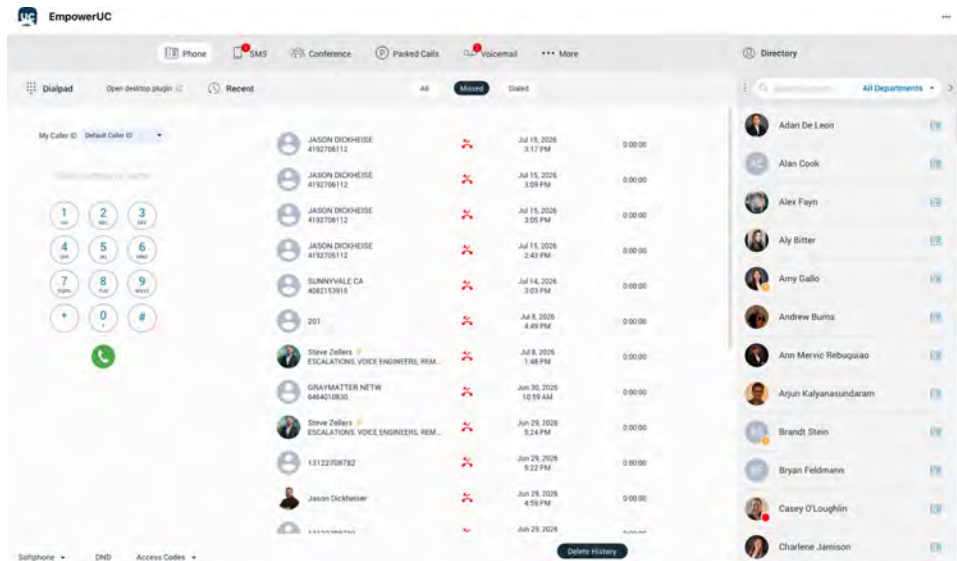
The Forward call panel in the plugin popup, showing Forward to contact and Forward to queue options

- **Complete the forward** — Select the destination, then click Forward to send the call along — or Supervised to speak with the destination first.

Call History

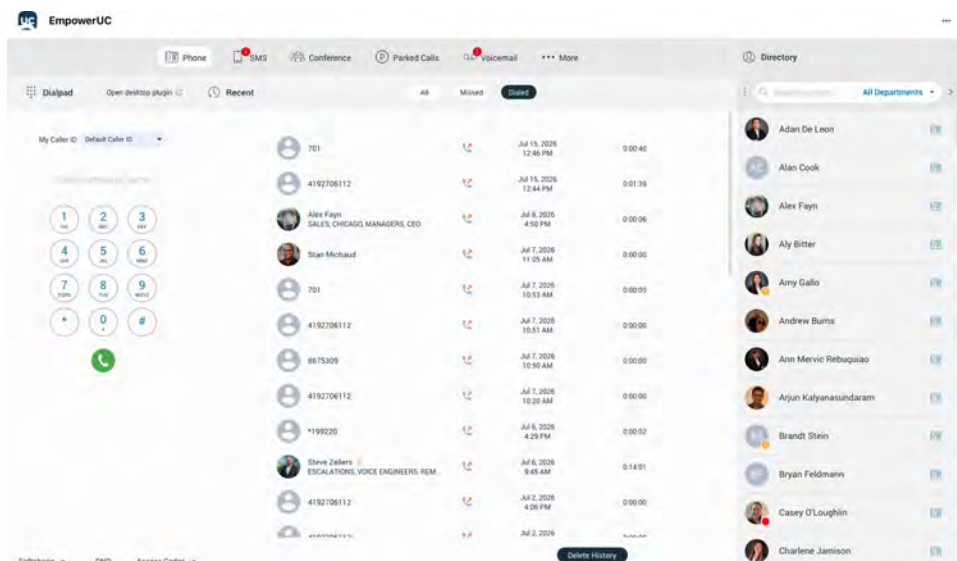
Every call handled through COEO EmpowerUC™ — placed, received, or missed — is logged under the Phone tab's Recent view. Use the filter buttons above the list to narrow what you're looking at:

- **All** — Every logged call, regardless of direction or outcome.
- **Missed** — Calls that came in but weren't answered.
- **Dialed** — Calls you placed yourself.



The Recent view filtered to Missed calls

Each entry shows the caller's name (when known), number, department or team tags where available, the date and time, and duration. Click any entry to call that number back directly. If you no longer need your call log, use Delete History at the bottom of the panel to clear it.

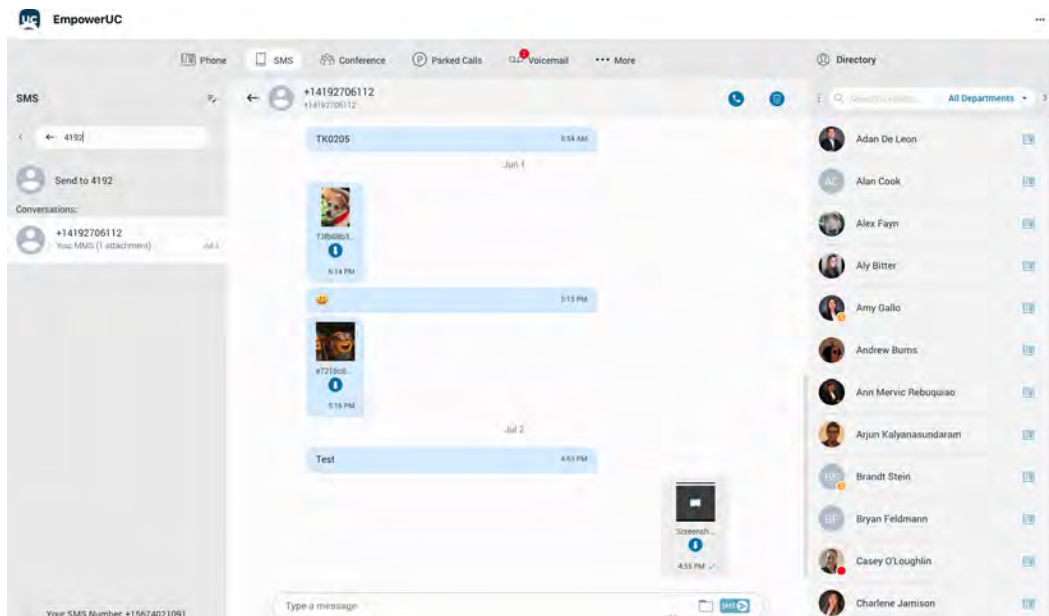


The Recent view filtered to Dialed calls

Note: Callers whose information is already in your Contacts or Directory (such as internal team members) will show their name and photo automatically. Numbers that aren't matched to a contact appear with a generic icon.

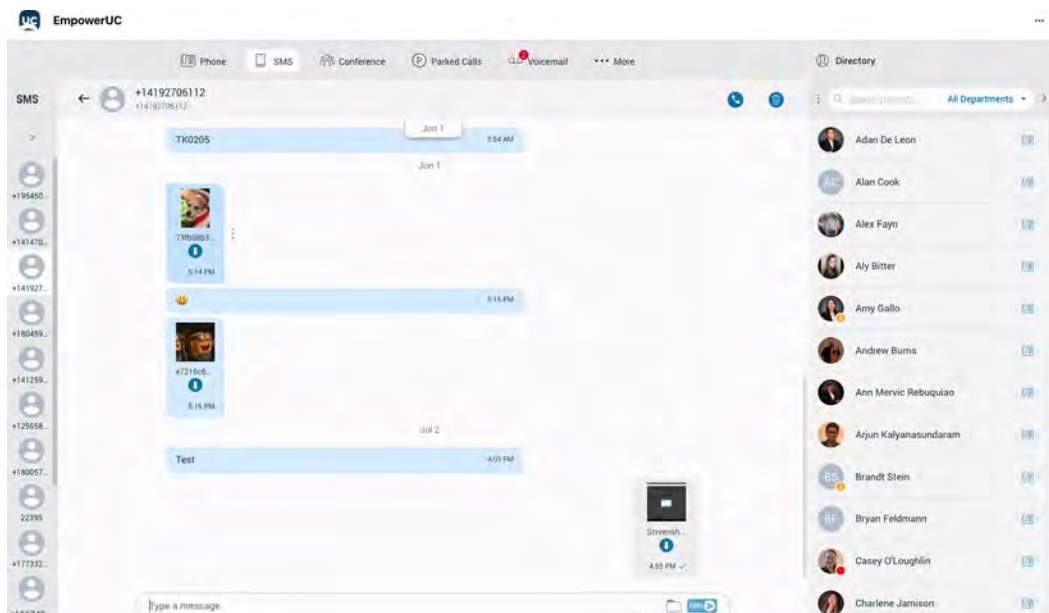
SMS

The SMS tab lets you send and receive text messages from your COEO EmpowerUC™ number, right alongside your calling and voicemail. The left-hand sidebar lists your active conversations by number or contact name — search the list or start a new conversation using the send-to field at the top.



The SMS sidebar, showing conversation search and Your SMS Number

Selecting a conversation opens the full message thread on the right, where you can review message history, send new texts, and attach files or images (MMS).

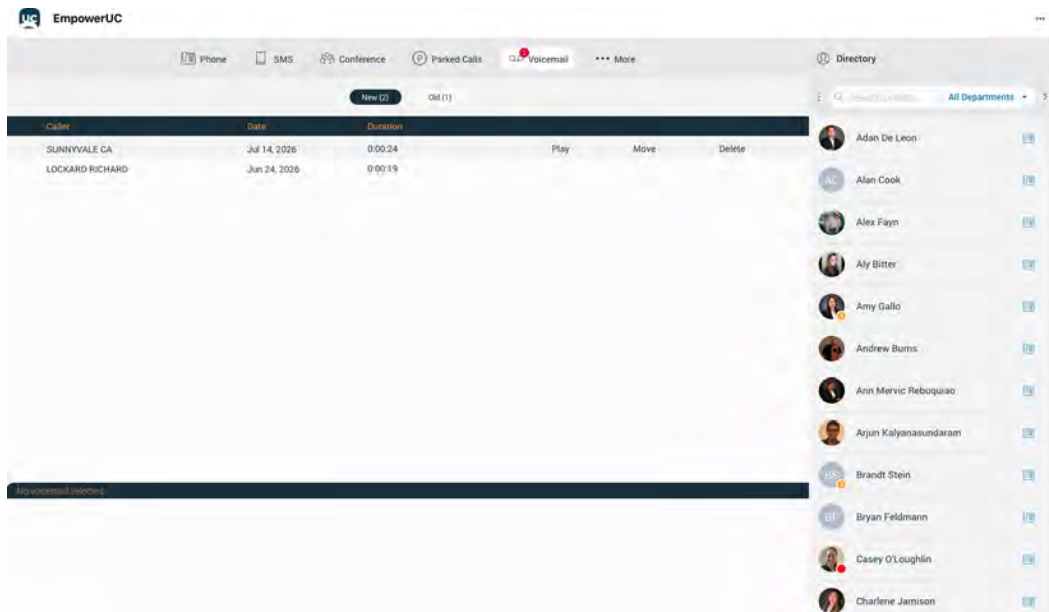


An SMS conversation thread with image attachments

Note: Your dedicated SMS number is shown at the bottom of the SMS sidebar — this is the number others will see and text when they reach you.

Voicemail

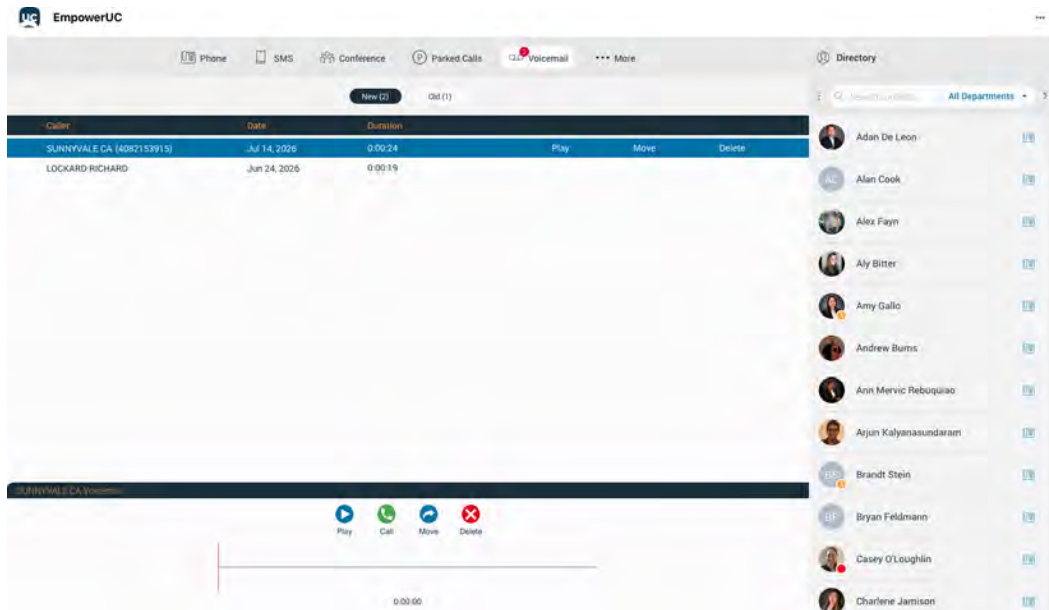
Voicemail messages appear under the Voicemail tab, sorted into New and Old folders — the New/Old counter badges reflect how many messages are waiting in each.



The Voicemail list, showing New and Old folders

Selecting a message opens a playback bar with the following controls:

- **Play** — Plays the message back through your computer's speakers.
- **Call** — Calls the sender back directly.
- **Move** — Shifts the message between the New and Old folder — use this to mark a message as reviewed, or move it back if you need to revisit it.
- **Delete** — Permanently removes the message.

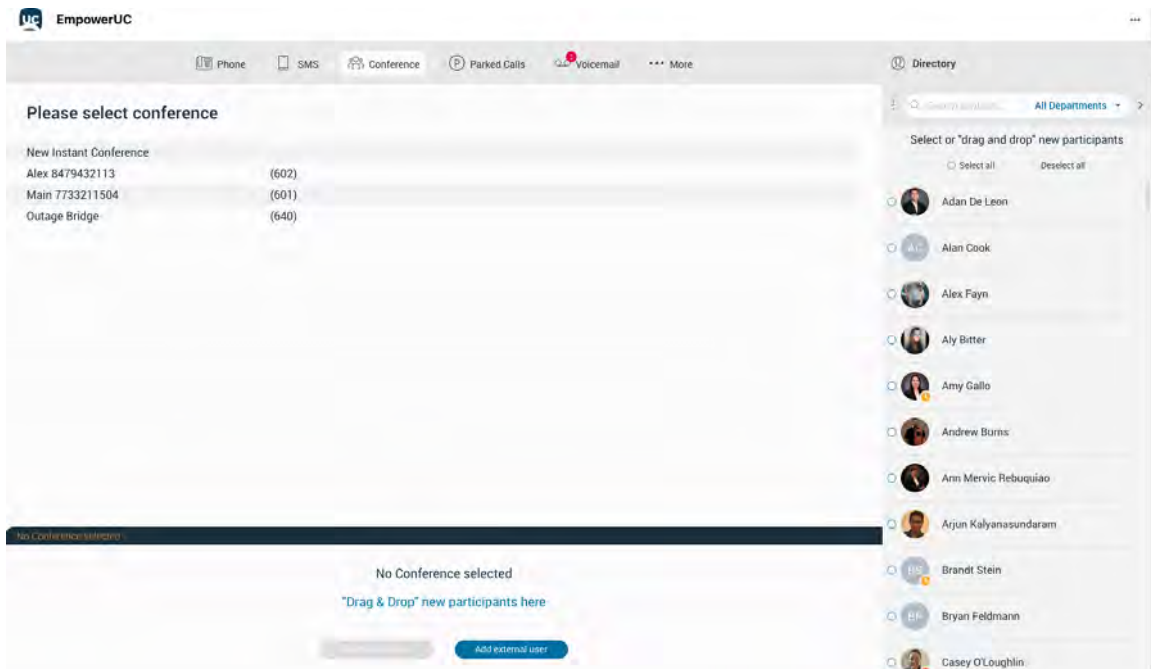


Playing back a selected voicemail message

Conference

The Conference tab gives you a quick way to start or join a multi-party call. Selecting Conference shows a list of available conference rooms:

- **New Instant Conference** — Starts a brand-new ad hoc conference on the spot.
- **Pre-configured bridge lines** — Any standing conference rooms set up for your account or team (for example, a department bridge or an outage line) appear here as well, each with its own extension number. Availability depends on what's been configured for your account — check with COEO Support if you expect a room that isn't listed.

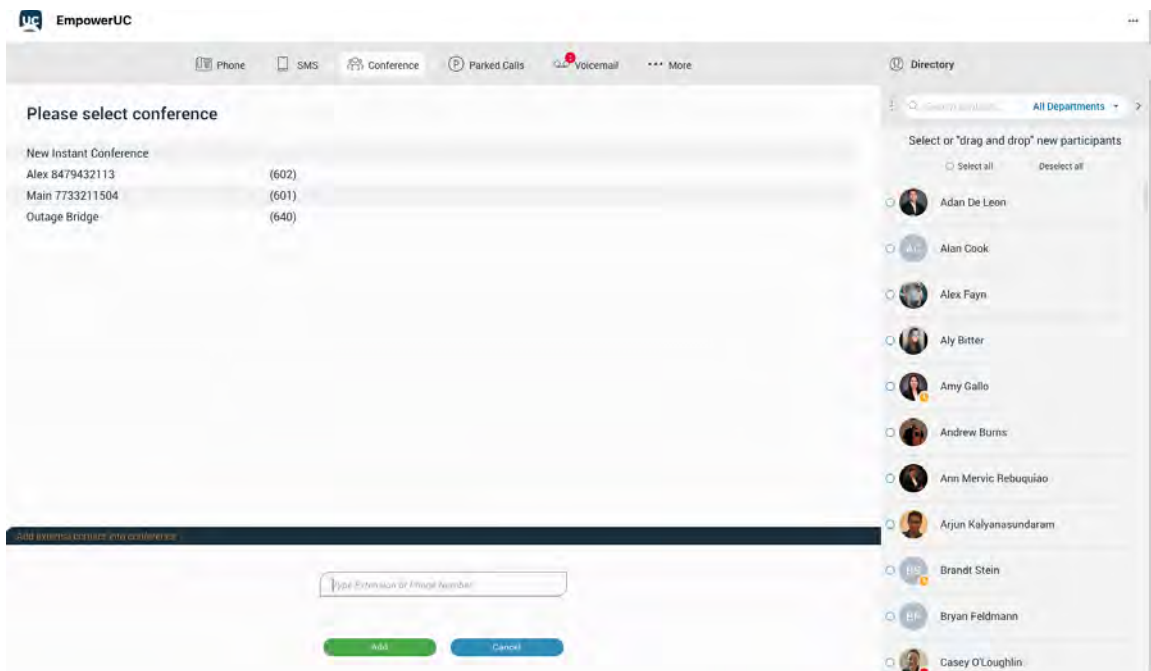


The conference room selection screen

Once you've selected a conference, add participants from the Directory panel on the right — check the box next to each contact you want to include, or use Select all / Deselect all for larger groups.

Note: Just like adding a participant to an active call, you can also drag and drop a contact from the Directory straight onto the "Drag & Drop new participants here" area to add them.

To bring in someone outside your organization, click Add external user and enter their extension or phone number directly.

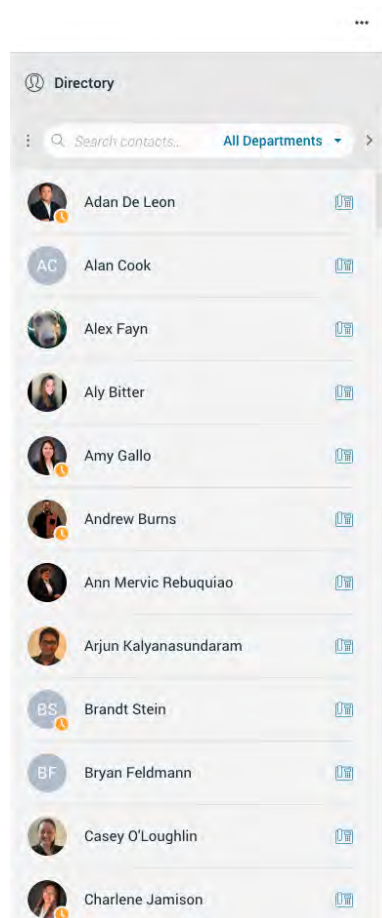


Adding an external contact into a conference

Directory and Contacts

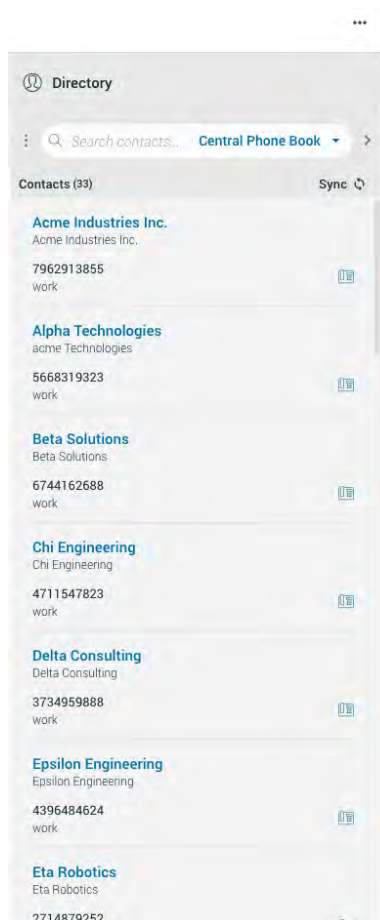
The Directory panel on the right side of the screen gives you quick access to your contacts without leaving whatever you're working on — Phone, SMS, Conference, or any other tab. Use the dropdown next to the search box to switch between two sources:

- **All Departments (or a specific department)** — Your organization's internal directory, pulled from COEO EmpowerUC™. Search or scroll to find a colleague, and use the department dropdown to narrow the list if your organization is large.



The Directory panel showing the internal company directory

- **Central Phone Book** — An external contacts list (customers, vendors, partners, etc.) synced in from your organization's separate contact source. Use the Sync button to pull in the latest changes if you don't see a contact you're expecting.

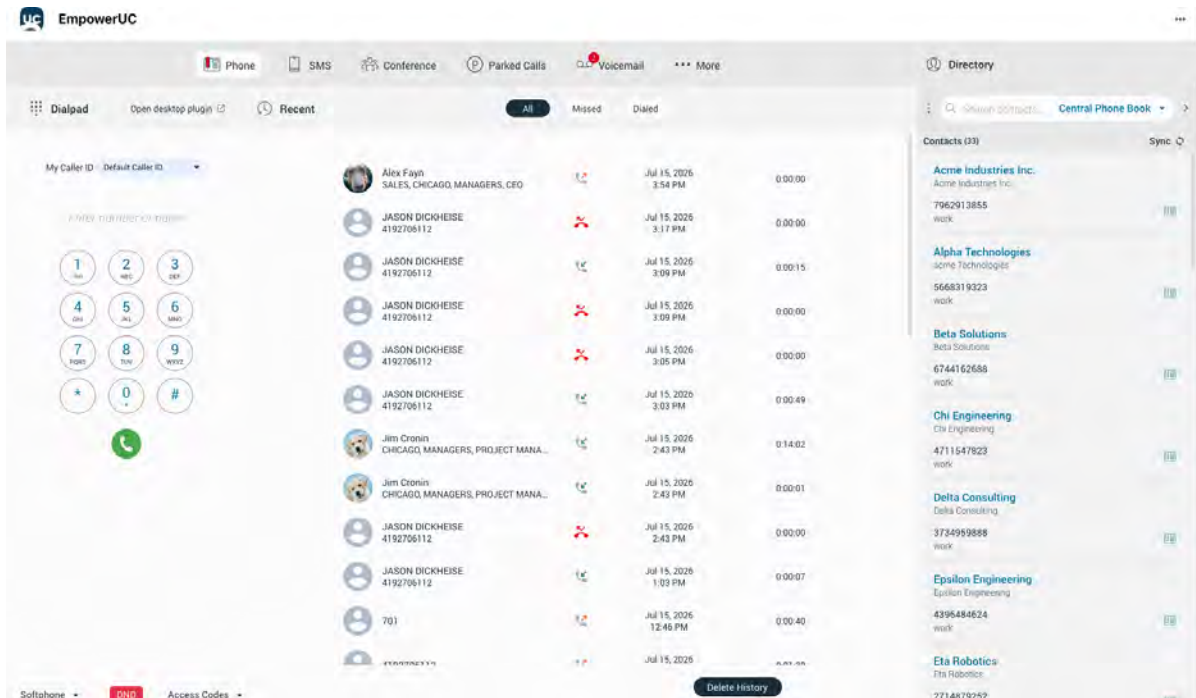


The Directory panel showing the Central Phone Book

 **Note:** From either source, click the icon next to a contact to call them directly, or drag and drop them onto a call or conference to add them.

Do Not Disturb (DND)

At the bottom of the Phone tab, click DND to stop inbound calls from ringing on your line. It's a simple toggle: the DND button turns red, and the handset icon on the Phone tab itself also turns red as a visual reminder that DND is active. Click DND again to turn it off and resume receiving calls normally.



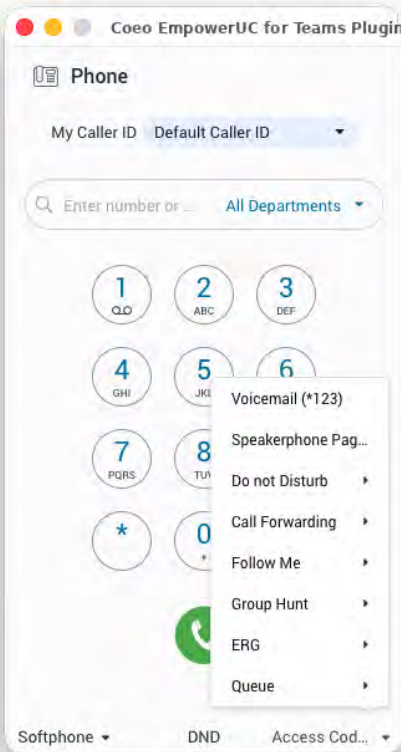
DND enabled — the DND button and Phone tab handset icon both turn red

Note: This is separate from Do Not Disturb in Microsoft Teams itself. Setting your Teams status to Do Not Disturb does not stop calls from ringing through on COEO EmpowerUC™ — you'll still get the incoming call notifications covered earlier. To actually stop calls from ringing, use the DND toggle in COEO EmpowerUC™.

Access Codes

Click Access Codes (found in both the main Phone tab and the floating plugin popup) for quick shortcuts to common line settings:

- **Voicemail (*123)** — Dials directly into your voicemail.
- **Speakerphone Page (*399)** — Pages all phones on the speakerphone.
- **Do Not Disturb** — Toggles DND on or off for your extension (same as the DND button covered earlier).
- **Call Forwarding** — Enables or disables call forwarding for your line.
- **Follow Me** — Enables or disables Follow Me, which rings multiple numbers simultaneously or in sequence when someone calls you.
- **Group Hunt** — Enables or disables your participation in a Hunt Group, which distributes incoming calls across a group of extensions.
- **ERG (Enhanced Ring Group) and Queue** — Log in or out of an Enhanced Ring Group or call queue. These only appear if you're assigned to one, and are covered in full detail in the Contact Center guide.

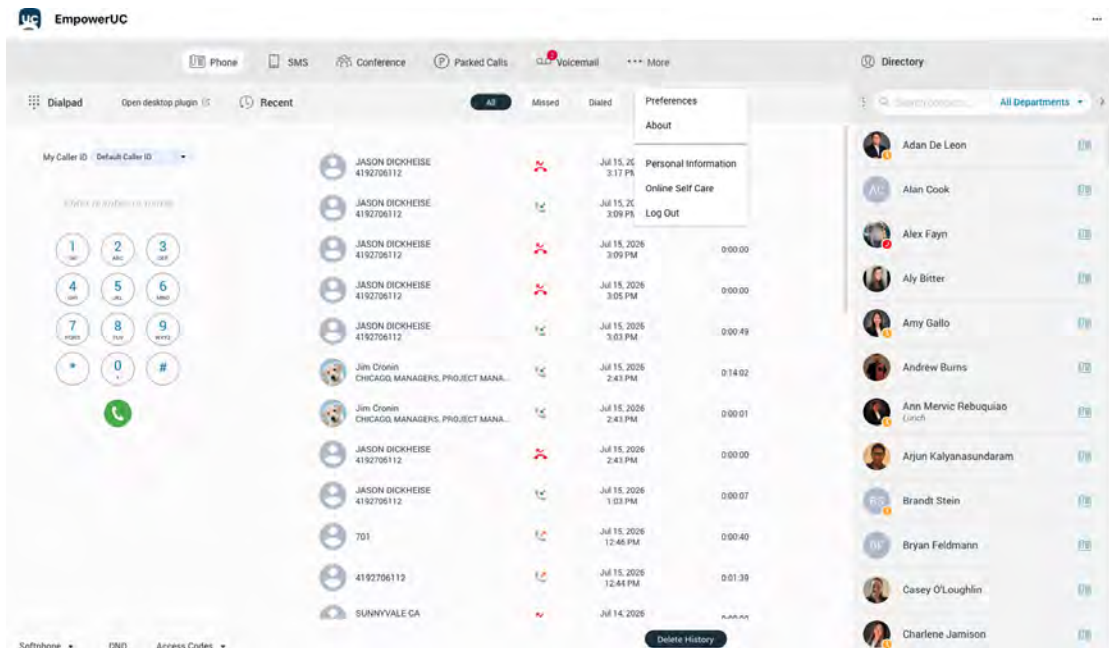


The Access Codes menu

Note: Changes made through Access Codes take effect immediately — toggle them back the same way to turn them off.

Settings

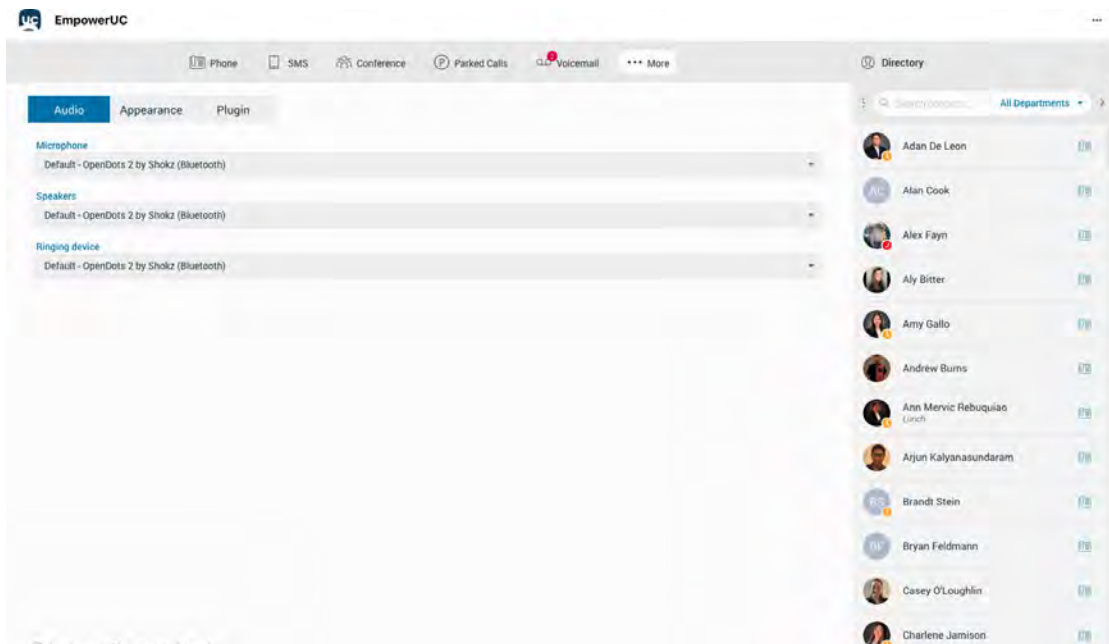
Click More in the top navigation to reach Preferences, About, Personal Information, Online Self Care, and Log Out.



The More menu

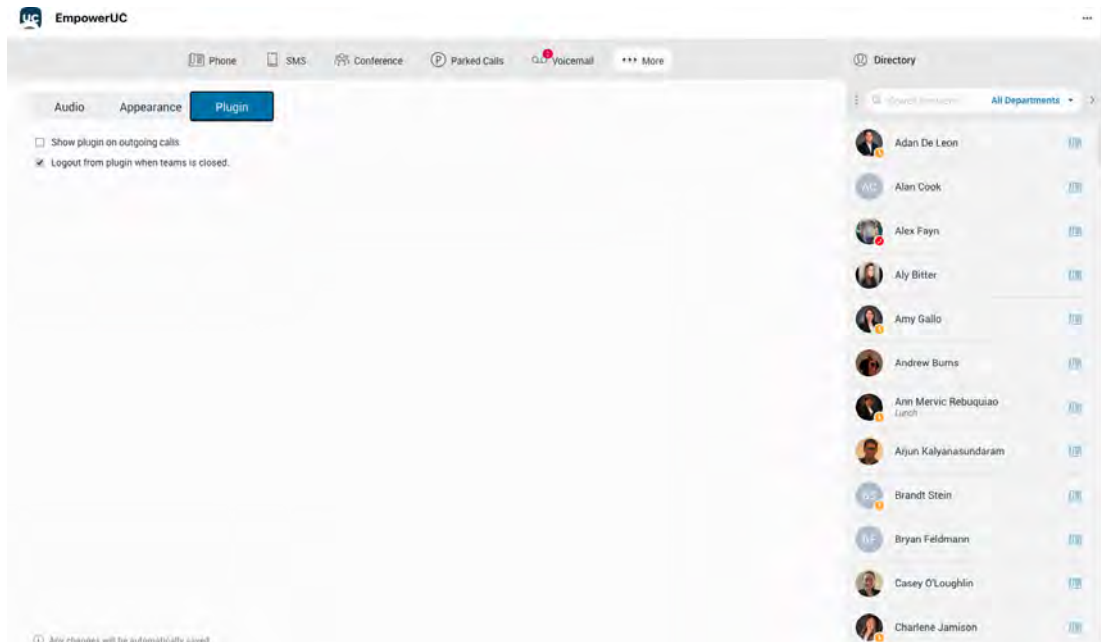
Preferences

- **Audio** — Choose which microphone, speakers, and ringing device COEO EmpowerUC™ uses for calls. Handy if you're switching between a headset, your computer's built-in audio, or a Bluetooth device.



Preferences > Audio

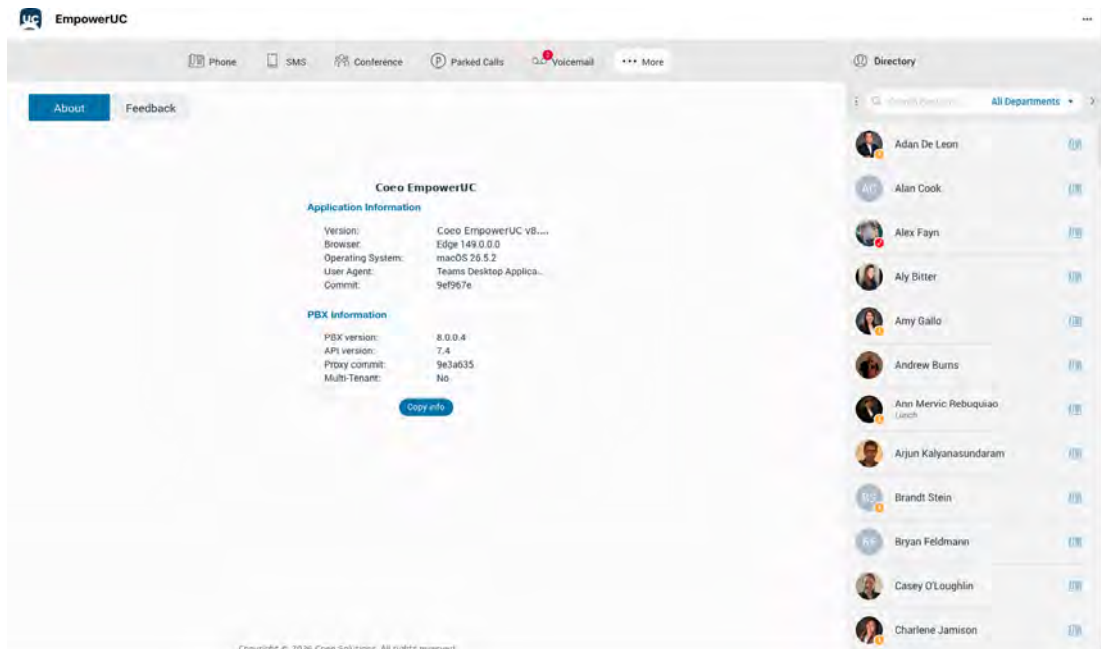
- **Plugin** — Two toggles: Show plugin on outgoing calls (controls whether the floating plugin window appears automatically when you place a call) and Logout from plugin when Teams is closed (controls whether closing Teams also signs you out of the calling plugin).



Preferences > Plugin

About

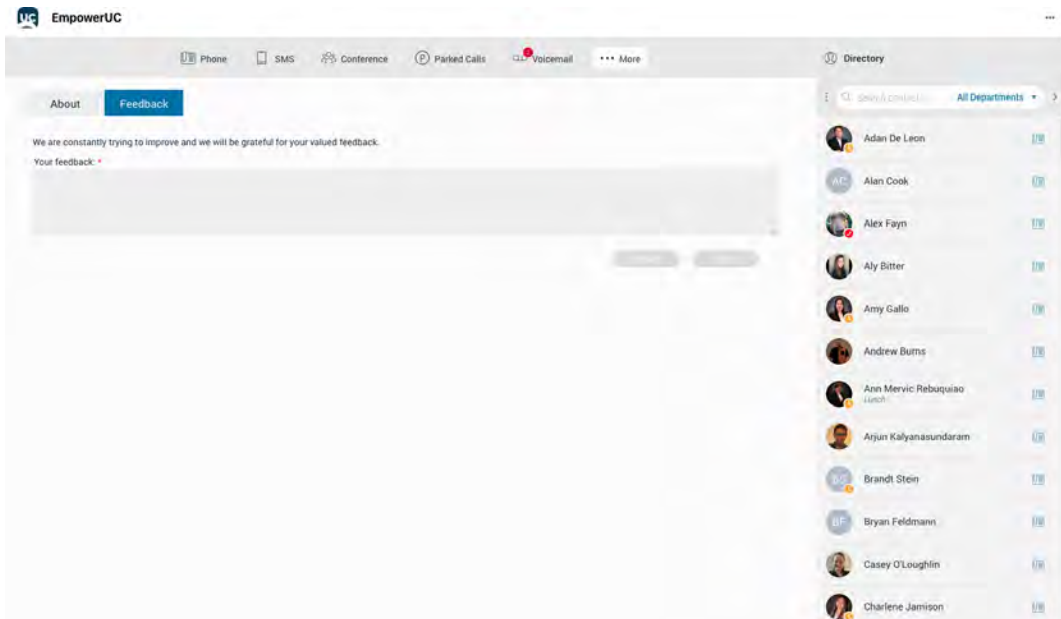
Shows your app version, browser, and system information, plus PBX version details. Use the Copy info button when working with COEO Support on a technical issue — it saves time relaying these details.



The About screen

Feedback

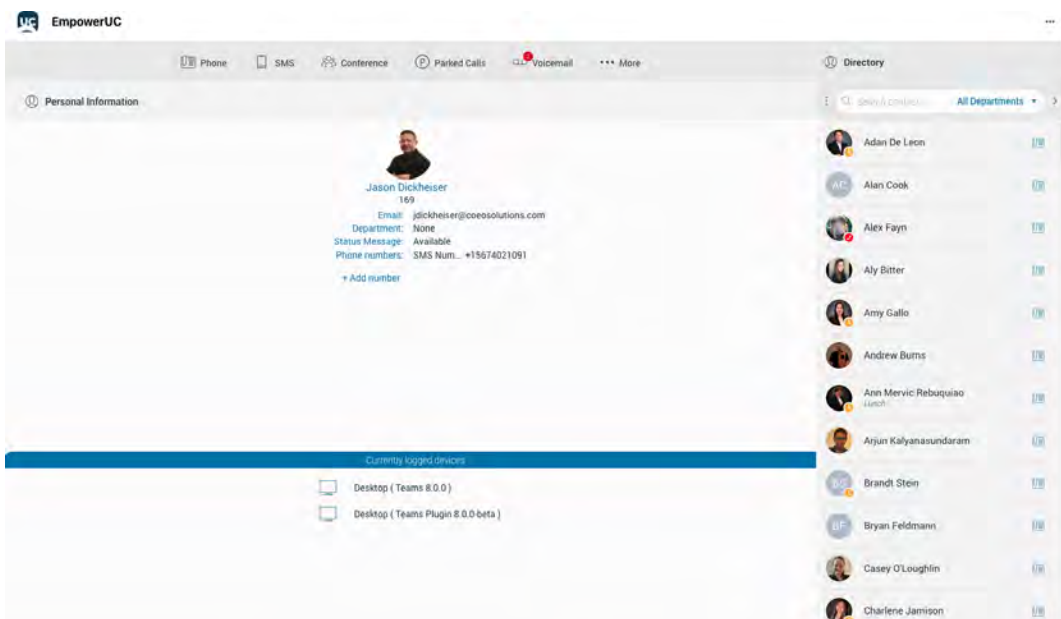
A text field to submit product enhancement ideas or feature requests. Note that this goes to the app's development platform, not COEO Support — for actual support issues, please contact COEO directly.



The Feedback screen

Personal Information

Shows your profile photo, name, extension, email, department, status message, and phone numbers (including your dedicated SMS number). The Currently logged devices panel lists every device where you're actively signed in — useful if you ever need to confirm you're not still logged in somewhere unexpected.



The Personal Information screen

Online Self Care and Log Out

Online Self Care opens a separate self-service portal in your browser. Log Out signs you out of COEO EmpowerUC™ and returns you to the login screen.

Presence

COEO EmpowerUC™ automatically syncs your presence status with Microsoft Teams — when your status changes in one, it's reflected in the other. There's nothing you need to configure yourself; this is set up by COEO as part of your deployment.