

Phone App

A Call2Teams feature add-on

Open-up Microsoft Teams calling for all:

Phone App voice-enables Teams without additional Microsoft licensing requirements. Providing a more cost-effective voice experience and simpler license management.

For some users, the full Microsoft Phone System is appropriate; the mix and match approach of Phone App increases the ability for organizations to enable Microsoft Teams calling for all.

Phone App is most suitable for 'light' voice users:

You can:

- Make calls across all devices
 - Receive calls across all devices
 - Utilize Teams voicemail
 - Transfer calls to other Teams users and queues
- Phone App works along side the Teams call tab, meaning Teams to Teams calls can be made as they are today

You can't:

- Click to dial from outside of the Teams interface
- Transfer a call out to a phone number
- Transfer a call out to a phone number
- Currently view call history in Teams effectively. Some call history is available, but calls are all listed as outbound.

You need to check with your provider if:

- E911 is supported is handled by the PBX
- Call forwarding to PSTN is handled by the PBX
- Call diverted to PSTN is handled by the PBX

	Call2Teams with MS Phone System	Call2Teams with Phone App
Microsoft 365 licence required	Teams + Phone system add-on or E5	Any Microsoft 365 Teams license
Call from call history	yes	yes
Call contacts	yes	yes
Make calls across all devices	yes	yes – subject to app compatibility
E911 support	native	yes if handled by PBX ¹
Click to call	yes	no
Receive calls across all devices	yes	yes
Transfer calls to other Teams users & queues	yes	yes
Teams Voicemail ²	yes	yes
/Call command in Teams	yes	no
Call divert to PSTN or extension	yes	yes if handled by PBX ¹
Call transfer to PSTN or extension	yes	no

¹ Phone App will operate with both PBX and Trunk services however it relies upon PBX for several features. Customers have a significantly reduced feature set when used with a trunk service.

² Voicemail capability in Microsoft Teams requires the user to have Exchange Online email

The benefits



Light voice users can benefit from Teams calling

Phone App, with Call2Teams, brings calling to those that use the phone occasionally and do not need high-grade calling features



Allocate Microsoft Licenses to those that need them

For those that use the phone regularly and need high-grade calling features a Microsoft Teams Phone System license can be allocated, with the Call2Teams license



Organizations can bring Teams calling to all staff

Organizations can bring all staff calling within the native Teams environment by using Call2Teams and Phone App



Mix and match according to need

Call2Teams Phone App users can work alongside users with the Microsoft Phone System standard user experience. Organizations can mix and match according to user need

Get started with Call2Teams

CALL2TEAMS

- Voice-enable Teams around existing commercial commitments
- Keep existing telephony, benefiting from existing features
- Deliver high-level Teams calling features to all staff

Phone App is not suitable where users have a need for feature-rich telephony or where organizations want to deliver the high-level Microsoft Teams calling features to all staff. In these instances, our standard Call2Teams product without the Phone App add-on should be used

Phone App

A chargeable feature available as an add-on SKU (not a separate product).

- Use the Phone App add-on for light voice users, who do not need feature rich, high functioning telephony.
- Phone App voice-enables Teams without additional Microsoft licensing requirements. Providing a more cost-effective voice experience and simpler license management.