



MICROSOFT TEAMS OVERVIEW

The most important features you need to know about



WESTCOAST CLOUD

MICROSOFT TEAMS

Microsoft Teams add-ons and standalone licences open the door to more options for your organisation. This guide offers a quick look at everything they let you do.



TEAMS ADD-ONS AND STANDALONE LICENCES

1. Teams Phone
2. Teams Shared Devices
3. Teams Rooms
4. Audio Conferencing
5. Microsoft Teams Premium add-on licences

TEAMS ADD-ON



Teams Phone

Make and receive calls directly from the Teams interface with this integrated, cloud-based phone system.



Key features

Call Control and PBX Capabilities: get call control and Private Branch Exchange (PBX) capabilities (traditionally handled by a physical PBX system).

Internal and External Calls: avoid long-distance costs as these calls are handled internally within Teams Phone. For external calls, Teams Phone provides options for connecting to the Public Switched Telephone Network (PSTN).*

Device Compatibility: use it with a range of devices, including mobile devices, headsets with a laptop or PC, or IP phones that work with Teams.

Management: Teams Phone administrators can manage calling options and settings from the same console used for messaging, collaboration, and so on.

SIP Gateway included: This lets your organization use any compatible SIP device with Microsoft Teams to preserve your investments in SIP devices.



Calling Plans

There are four options available per calendar month:

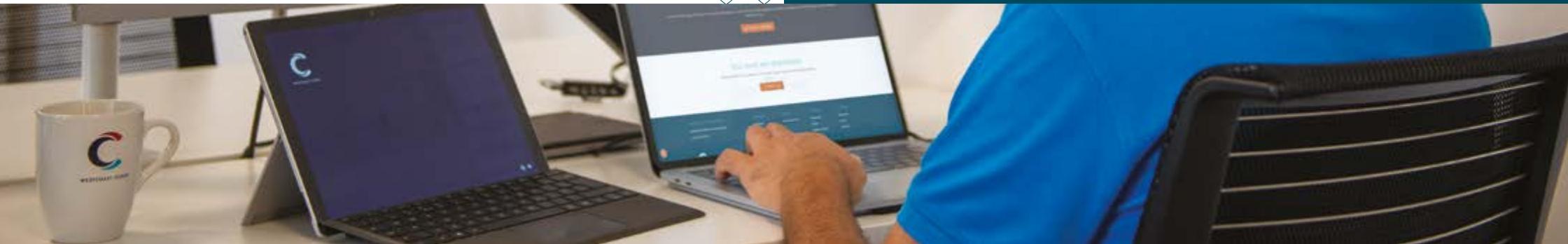
- Pay-As-You-Go Calling Plan (configured with Overage)**
- 120 minutes Domestic Calling Plan***
- 3,000 minutes Domestic Calling Plan***
- International Calling Plan***
3,000 minutes of domestic or 600 minutes of international calling (whichever is reached first in the calendar month)

*External calls made from Teams require a calling plan/ Teams phone licence. Any of the above calling plans are eligible, as well as being compatible with Operate and Connect and direct routing services.

**With Overage, customers can continue using services beyond the stated limits by paying as they go through their Azure plan.

***All minutes are pooled between users with the same licence, but users cannot use the minutes of those with a different licence.

The PSTN switch off scheduled for December 2025 has now been extended to January 2027. This gives you longer to prepare for the digital switchover (VOIP).



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Teams shared devices

A standalone licence that allows offices to designate devices as shared devices.

**Key features**

Microsoft Teams: included in the licence and provides the core Teams functionalities.

Microsoft Teams Phone: enables calling capabilities within Teams.

Microsoft Intune: provides mobile device and application management to protect company information.

Microsoft Entra ID P1: gives enterprise mobility management and security features.

Support for Various Devices:

The license supports common area phones, Teams displays for hot-desks, Teams panels for meeting spaces, and Android phones.

Exchange Online Plan: provides cloud-based voicemail capabilities.

Support for Various Devices: the licence supports common area phones, Teams displays for hot-desks, Teams panels for meeting spaces, and Android phones through the Teams mobile app.

Hotdesking Experience: allows employees to locate and reserve flexible workspaces.

Standalone Teams Panels:

enables standalone Panels experiences, which are not tied to a Microsoft Teams Room e.g. like the Neat Frame, Lenovo View Plus, etc.

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Microsoft's SIP Gateway

As part of both the Standard Teams licence and Shared Devices licence, Microsoft's SIP Gateway lets organisations use any compatible SIP device with Microsoft Teams. This helps to preserve your investments in SIP (session initiation protocol) devices.

**Key features**

- Make and Receive Calls
- Multiple Simultaneous Calls
- Hold/Resume and Mute/Unmute
- Voicemail
- Message Waiting Indicator (phone specific)
- Sign-in and Sign-out
- Call Transfers
- Local Call Forwarding
- Off Board Stale Devices

Please note that compatible devices can be Skype for Business IP phones with standard SIP firmware, Cisco IP phones with multiplatform SIP firmware, or SIP devices from vendors such as Poly, Yealink, and AudioCodes.

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Teams Rooms

Designed to transform meeting spaces into collaborative environments.

Microsoft offers two licences for Teams Rooms[†]**Microsoft Teams Rooms Basic:**

available at no additional cost and can be used for up to 25 rooms. It provides core meeting experiences, including scheduling, joining meetings, content sharing, and collaborative whiteboarding.

Microsoft Teams Rooms Pro:

this delivers enhanced in-room meeting experiences like intelligent audio and video, front row and large galleries, and dual screen support. The Teams Rooms Pro licence also provides advanced management features like remote device management, conditional access policies, and detailed device analytics.

Types:

Teams Rooms can be one of the following:

- A Teams Rooms device and attached touch console
- A Teams Rooms on Android device and touch console connected via either an IP-based or USB connection
- Surface Hub

[†] Teams Rooms Standard and Teams Rooms Premium are no longer available



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Audio conferencing

Allows users to join Teams meetings from their phones.

**Key features**

Dial-In Access: users can dial a normal number or an 0800 phone number (overage costs) and enter a conference ID to join a Teams meeting.

Dial-Out Access: meeting attendees can dial out and invite other callers into a Teams meeting (conditions apply).

Conferencing Bridge: a conferencing bridge can contain one or more phone numbers. The phone number you set is included on the meeting invites for Teams apps.

Global Access: your users can use normal and cost-free (numbers for countries and overage needed) phone numbers to dial in to meetings.

Audio Conferencing is now free[†]

There was a cost to the Audio Conferencing licence per month, but it's now free with all Microsoft 365 subscriptions that include Microsoft Teams. You need to supply one Audio Conferencing licence for each person in your organisation who is going to schedule/host an audio meeting.

[†] The free version, Microsoft Teams Audio Conferencing with dial-out to USA/CAN, only allows for US dials out to the USA/Canada. Talk to us to learn about the paid version.

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Teams Premium

An add-on licence that enhances the Teams experience for organisations with Microsoft 365 subscriptions.

**Key features**

- Customise meeting templates for your organization
- Add organisation branding to meeting lobbies
- Customise meeting backgrounds
- Customise Together mode scenes
- Add branding to meeting invites and meeting join launch pages
- Read live translated captions during meetings
- Manage what attendees see
- And much more![‡]

Teams Premium licences don't replace users' standard Teams licences

Users need both Teams and Teams Premium licences to access all features listed. But the great news is that the invitees do not need the Premium licence to experience the setup in the meeting.

[‡]Contact us to learn about other features available with Microsoft Teams Premium



CONTACT US

Our Modern workplace team can take you through any areas you'd like to know more about, whether that's helping you choose the right solutions or getting more from your existing ones.

We're just an email away.

modernworkplace@westcoastcloud.co.uk



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