Microsoft

Ontech systems, inc.
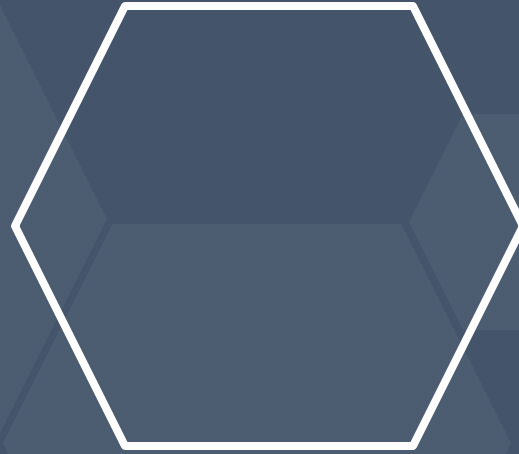
Death of an Office Phone

Presenters

Ryan Custer – Ontech Systems
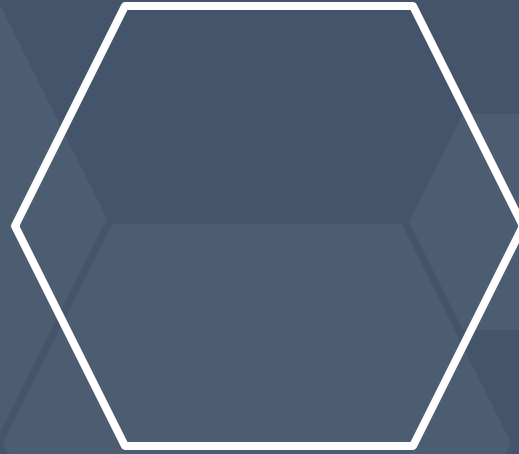Keegan Bolstad – Ontech Systems

Cloud Services Provider Differences

- Tier 1 vs Tier 2
  - Licensing Difference
  - Capability Differences

Teams Plan Changes

- Teams Free
- Teams Essentials
- Teams Premium

Drivers for a Platform

Phone Systems have evolved

Users consume platforms differently based on their roles

People and change are not one-size-fits-all

Organizations are made up of early adopters, laggards, and everyone in between

Remote Collaboration and simplicity moved to a "Need"

COVID accelerated this heavily in 2020 and has persisted

Customers expect better unified platforms to communicate

Internal & External Collaboration focuses , emergence of how to govern those systems

Microsoft Teams Phone is more than a technical migration

Change doesn't automagically happen

Technical readiness and user adoption go hand in hand

So many dispersed tools in use

Shadow IT is more prominent than ever

Resistance is a normal, adopting to change takes time

Plan, pilot, and deploy both readiness activities together

Organizations on average use over 5 tools to deliver what the Teams platform can

80% admit to using their communication tool of choice[1]

[1]"What is Shadow IT?", https://www.skyhighnetworks.com/cloud-security-university/what-is-shadow-it/ (accessed March 2017)

Teamwork across spaces and devices
United by Microsoft Teams

Individual workspaces

Individual office or dedicated workspace

On the go or in transit at home

Group workspaces

Small, medium and large meeting rooms

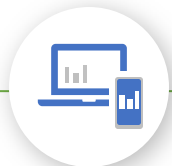huddle/focus spaces and touchdown spaces

collaboration workspaces

Personal devices
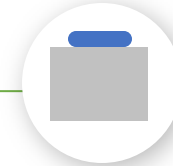
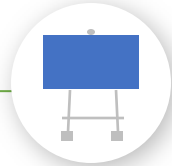**Shared devices**

Audio & video peripherals

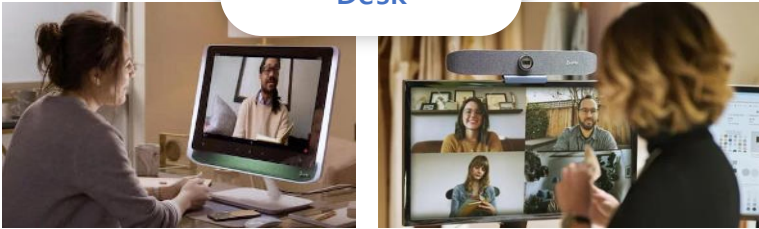PCs and Mobile

Phones

Conference phones
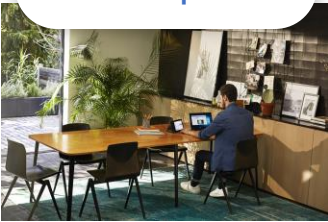
Teams Rooms

Surface Hub
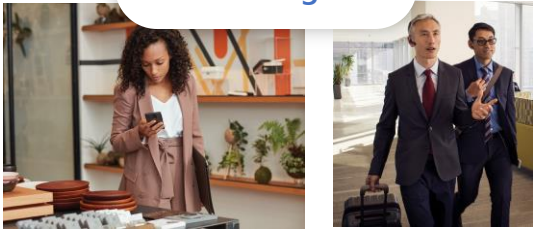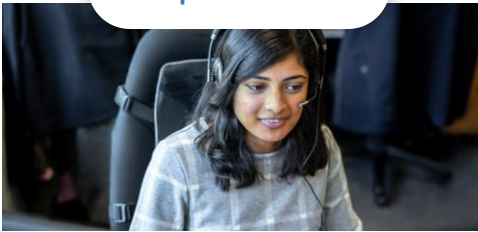
Solutions for any space

Desk

Third space

On the go
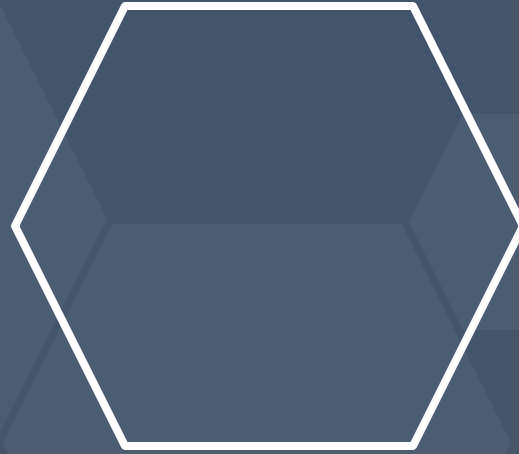
Open office

Headsets and speakers

Webcams

Monitors

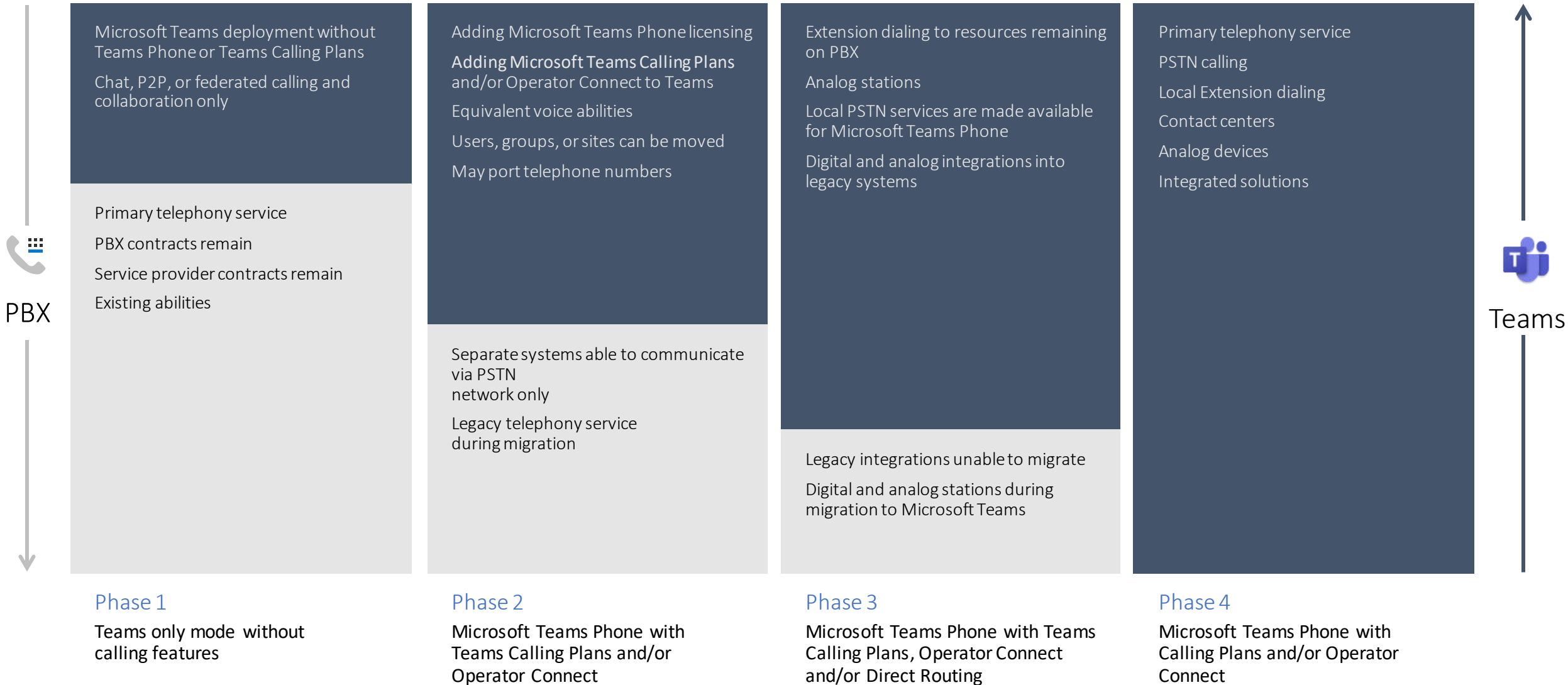Phones

Displays

Business experience

Microsoft Teams Phone experience

PBX

Teams

Phase 1

Microsoft Teams deployment without Teams Phone or Teams Calling Plans

Chat, P2P, or federated calling and collaboration only

Primary telephony service

PBX contracts remain

Service provider contracts remain

Existing abilities

Teams only mode without calling features

Phase 2

Adding Microsoft Teams Phone licensing

Adding Microsoft Teams Calling Plans and/or Operator Connect to Teams

Equivalent voice abilities

Users, groups, or sites can be moved

May port telephone numbers

Separate systems able to communicate via PSTN
network only

Legacy telephony service
during migration

Microsoft Teams Phone with Teams Calling Plans and/or Operator Connect

Phase 3

Extension dialing to resources remaining on PBX

Analog stations

Local PSTN services are made available for Microsoft Teams Phone

Digital and analog integrations into legacy systems

Legacy integrations unable to migrate

Digital and analog stations during migration to Microsoft Teams

Microsoft Teams Phone with Teams Calling Plans, Operator Connect and/or Direct Routing

Phase 4

Primary telephony service

PSTN calling

Local Extension dialing

Contact centers

Analog devices

Integrated solutions

Microsoft Teams Phone with Calling Plans and/or Operator Connect

Which migration path should customers take?

Microsoft Teams Partners offers flexibility for customers to choose their upgrade path on the road to Microsoft Teams only

Path A

Co-existence migration

Overlapping capabilities

Modular and agile process

Considerations:

Set up Direct Routing for PBX and Microsoft Teams Phone to function side by side

Voice capabilities available in both PBX and Microsoft Teams Phone

Enables controlled velocity move to Microsoft Teams Phone

Path B

Cutover migration

Replacement of solutions

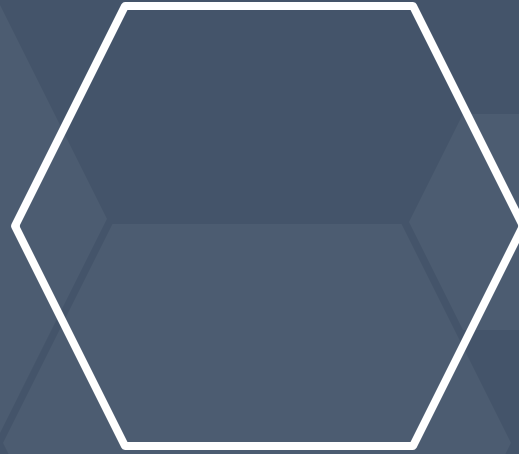**Coordinated move of services**

Considerations:

More complex environments are nearly impossible to immediately replace all services

Creates more points of no return during the project

Project timeline is significantly shorter

User experience

Microsoft Teams Phone user experience

PBX

Teams

Phase 1 group

Teams to Teams calling
Federation and Skype calling

Primary telephony service
PSTN calling
Local extension dialing
Contact centers
Analog devices
Integrated solutions

Phase 2 group

Teams Calling Plans and/or Operator Connect
Call queue
Auto attendant
Delegation
Call controls
Dial plan
Calling policies
Emergency calling
Telephony service for select number of users

Separate systems able to communicate via PSTN
network only
Legacy telephony service during migration

Phase 3 group

Extension dialing to resources remaining on PBX
Analog stations
Local PSTN services are made available for Microsoft Teams
Digital and analog integrations into legacy systems

Legacy integrations unable to migrate
Digital and analog stations during migration to Microsoft Teams

Phase 4 group

Primary telephony service
PSTN calling
Local Extension dialing
Contact Centers
Analog devices
Integrated solutions

Phase 1
Microsoft Teams only mode without calling features

Phase 2
Microsoft Teams Phone with Calling Plans and/or Operator Connect

Phase 3
Microsoft Teams Phone with Calling Plans and/or Operator Connect with Direct Routing

Phase 4
Microsoft Teams Phone

Microsoft Teams Phone feature transition

From (PBX)	To (Teams Phone)
Bridged call/Shared lines	Delegate feature
Call park	Call park
Call pickup	Group call pickup
Caller-ID	Caller-ID policies
Cover path	Call answering rules
Cover answer group	Call queues
Directory	Active Directory lookup
Distinctive ring	Ringtones
Single number reach	Call answering rules
Extend call	Call transfer to cell
Forward	Call forward settings
Group page	Group chat
History	Call history
Hold	Hold
Intercom	Teams calling and chat
Posted messages	Status feed
Send calls (to voicemail)	Status to do not disturb
Transfer (announced)	Consultative transfer
Transfer (blind)	Call transfer

Microsoft Teams personal space devices

Microsoft Teams peripherals

SENNHEISER

BOSE

EPOS

Jabra

logitech

Yealink

poly

Microsoft Teams phones

poly

CRESTRON

Yealink

audiocodes

Microsoft Teams displays

Browse full selection at Devices Showcase **office.com/teamsdevices**

Hotdesking Mode (Hotel/Commuter)

Microsoft Teams Rooms

Purpose-built for Teams meetings
Advanced audio, video, and sharing.

Expansive device portfolio for any room
Select from fully modularized or integrated form factors across Android or Windows operating systems.

Reimagined meeting room experiences
Join meetings friction-free to engage in inclusive, collaborative meetings for all participants.

Easily managed from one place
Fully manage and keep devices up to date, and ready to go with the in Teams admin center, enable 24x7 proactive management from Microsoft with Microsoft Teams Rooms Premium.

Surface Hub

Fluid collaboration
Delivers advanced collaboration and co-creation capabilities with a premium whiteboard experience and access to Office 365 files.

All-in-one Windows 10 device
Surface Hub 2S camera, far-field microphones and crystal clear-speakers paired with a brilliant 4k touch screen.

Collaborate from anywhere
For mobile, unplugged collaboration, pair with the Steelcase Roam™Mobile Stand and APC™ Charge Mobile Battery.

Built for teamwork in shared spaces
Start a meeting or whiteboard session without authenticating and walk away knowing all content is removed and the device is ready for the next user.

Bring your own devices
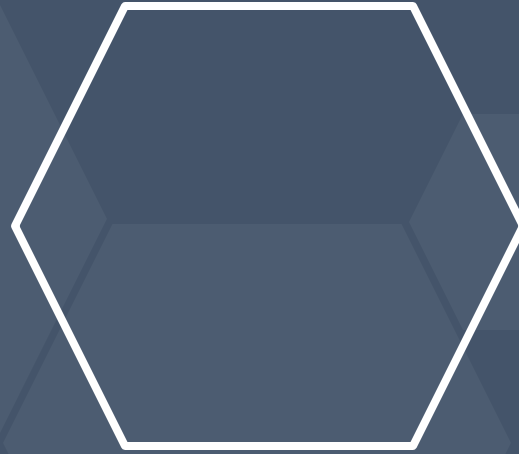
SIP Gateway

Leverage your existing phones for Microsoft Teams Phone

SIP Gateway enables:

- User authentication
- Integration into Teams routing policies and regulations
- Device inventory management in Teams admin center
- Static emergency calling and location support with security desk notifications

Supported calling features:

- Inbound and outbound calls
- Call transfer
- Audio conferencing
- Meeting dial-in
- Device-based "Do Not Disturb"
- Voicemail with message waiting indicators

Compatible Devices

Desk Phones

Cisco IP Phones with MPP firmware (6821, 7800 series, 8800 series
Yealink (T20 series, T30 series, T40 series, T50 series)
Polycom SIP phones (VVX series 100, 200, 300, 400, 500, 600 etc.)
AudioCodes 400 HD series

DECT Phones

Spectralink (IP-DECT 200/400/6500/Virtual IP-DECT, handsets 72xx/75xx/76xx/77xx)

Ascom (IP-DECT Access Points IPBSx, Gateway IPBL, Virtual Appliance IPVM, TDM Base Station DB1, handsets d43/d63/d81/d83/Myco3 DECT) (ETA end of October 2022)

Poly (base stations Rove B2/B4, handsets Rove 30/40, repeater Rove R8)

Analog Adapters (Analog Phones, Early 2023)

AudioCodes (MP-112 FXS, MP-114 FXS, MP-114 FXS_FXO, MP-118 FXS, MP-118 FXS_FXO, MP-124 FXS)

Cisco (ATA 191, ATA 192)

Poly (OBI 300, OBI 302)

SIP Gateway overhead paging devices support

SIP Gateway will support overhead paging devices by early 2023, allowing you to use Teams calling functionality on pagers, ringers, and speakers while in noisy environments such as manufacturing plants.

We will soon share more details about compatible device models from Algo.

Algo overhead paging devices

Enable dial-in Audio Conferencing,
Available in 110+ countries

Commercially available in 110+ countries

Dial-in numbers for 110+ countries and 400+ cities

Dial-out support to 190+ countries

Interactive Voice Response (IVR) in 44 languages and dialects
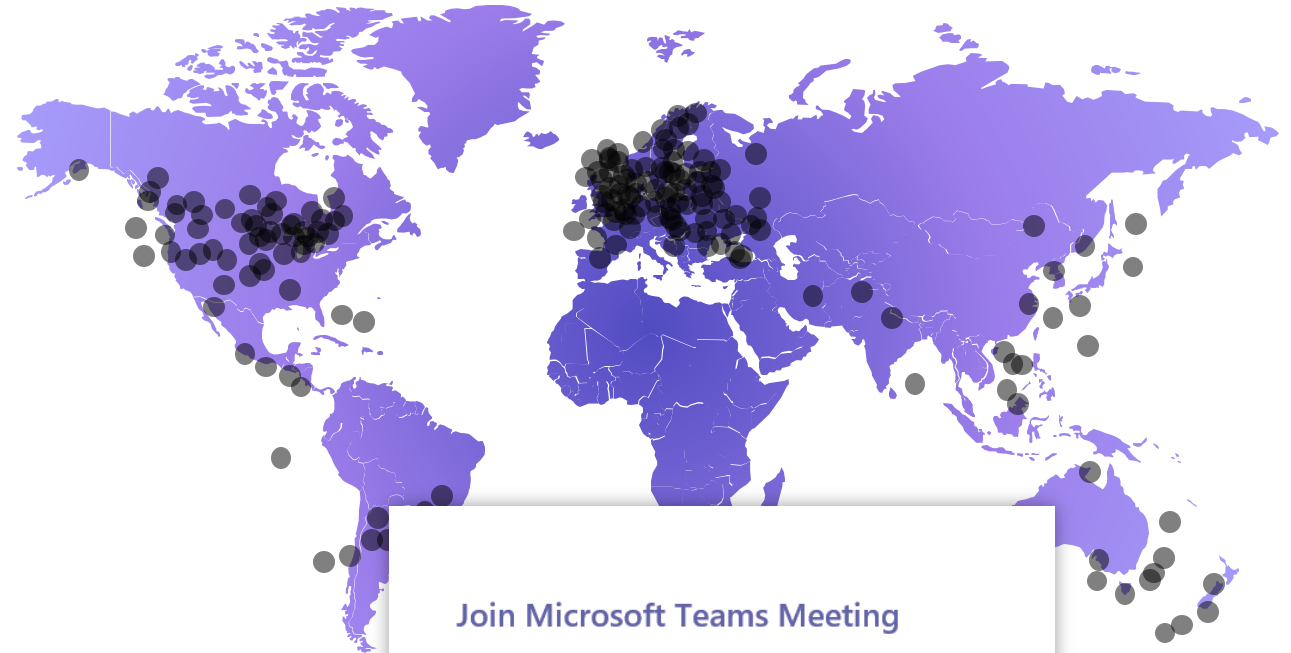
Join Microsoft Teams Meeting

+1 323-849-4874   United States, Los Angeles (Toll)
(866) 679-9995   (Toll-free)

Conference ID: 448 430 16#

Local numbers | Reset PIN | Learn more about Teams

Shared numbers versus dedicated numbers

There are two types of Audio Conferencing phone numbers that can be assigned to conferencing bridge:

Shared numbers

Each organization is assigned shared toll phone numbers

Shared across multiple tenants

One major city / multiple countries

Dial-in cost is included

IVR languages can't be modified

Dedicated numbers

Can be searched and acquired

Assigned to a single tenant

Multiple cities / multiple countries

IVR languages can be modified

Toll or toll-free numbers

Toll numbers dial-in cost included

Toll-free dial-in needs communication credits

Quantity defined by number of licenses

Virtual Events

Seamlessly scale events of all types, from company town halls, to training webinars, to online conferences with Teams

Town Halls

Stay connected across the company, even when we're far apart

Webinars

Improve engagement with lead generation customer events, corporate trainings and more

Media Broadcasts

Use advanced production tools and streaming platform integrations for professional broadcasts

Conferences

Take advantage of meeting structure and scale to deliver conferences online with confidence

Deliver more engaging webinars with Teams
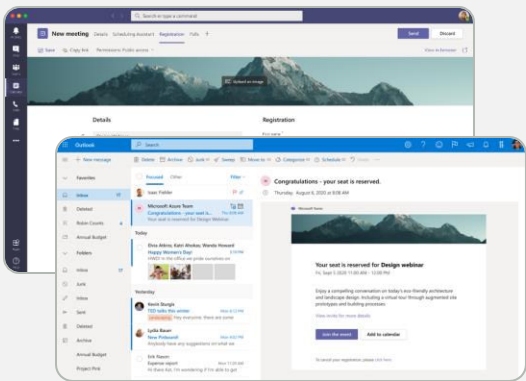
Registration and email support structured attendee management

Add branding to your event, set registration limits, and add co-organizers
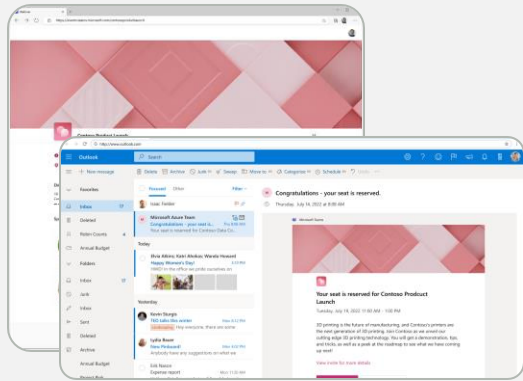
Personalize with a branded registration page and webinar communications

Custom layouts help presenters manage attendee views for optimal engagement

Seamless scale supports events up to 1,000 attendees for interactive webinars
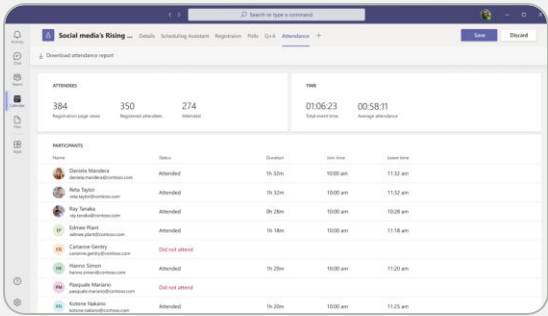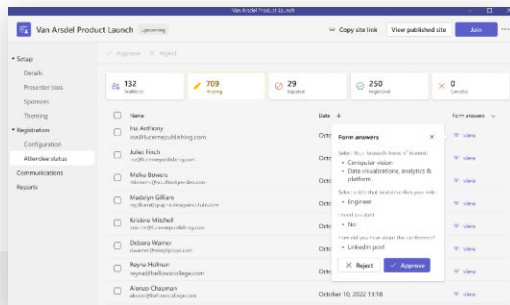
Attendee reporting provides insights for event organizers and presenters

Teams Premium | Advanced Webinars

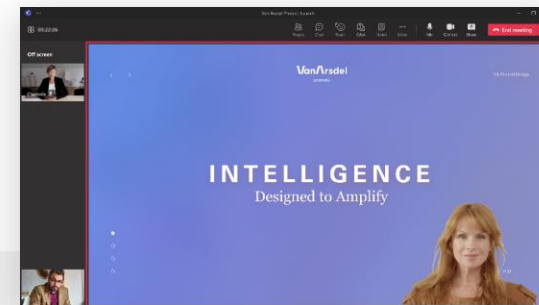**Host high-quality webinars using advanced functionality to drive deeper engagement and generate new leads**
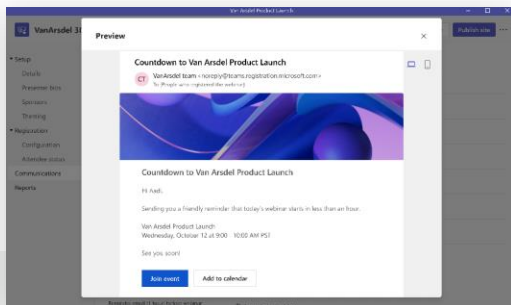
Attract attendees with automated reminder emails

**Manage demand with registration waitlist and manual approvals**
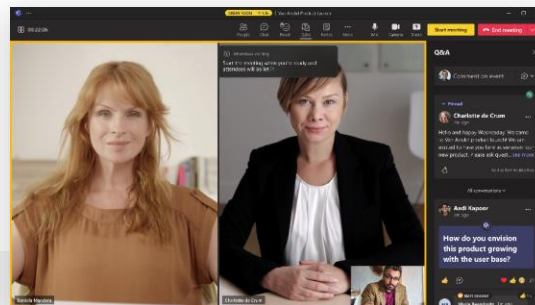
Connect behind-the scenes with presenters and hosts in the virtual green room

Drive engagement by managing what attendees see

Features will begin to roll out in December 2022 as a part of Teams Premium preview, with general availability of Teams Premium in February 2023.
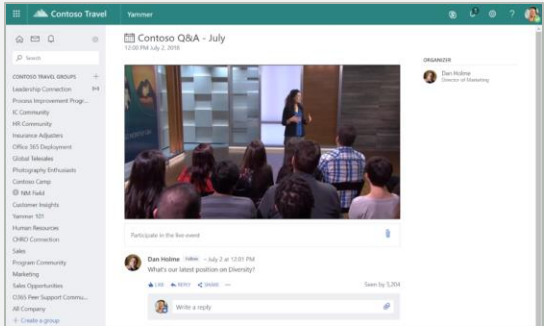
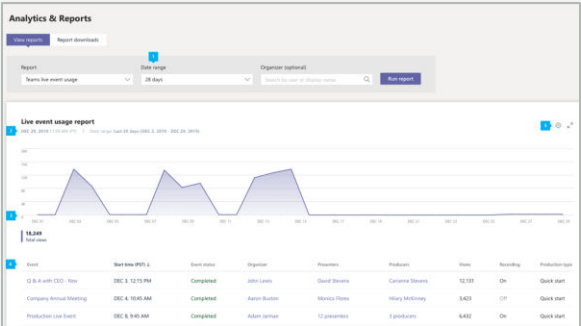# Deliver virtual events at scale with Teams Live Events
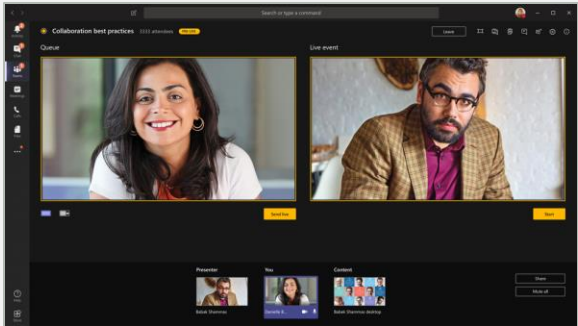
Producer experience for advanced production capabilities

Seamless scale supports events up to 10,000 attendees for view-only broadcasts* with moderated Q&A
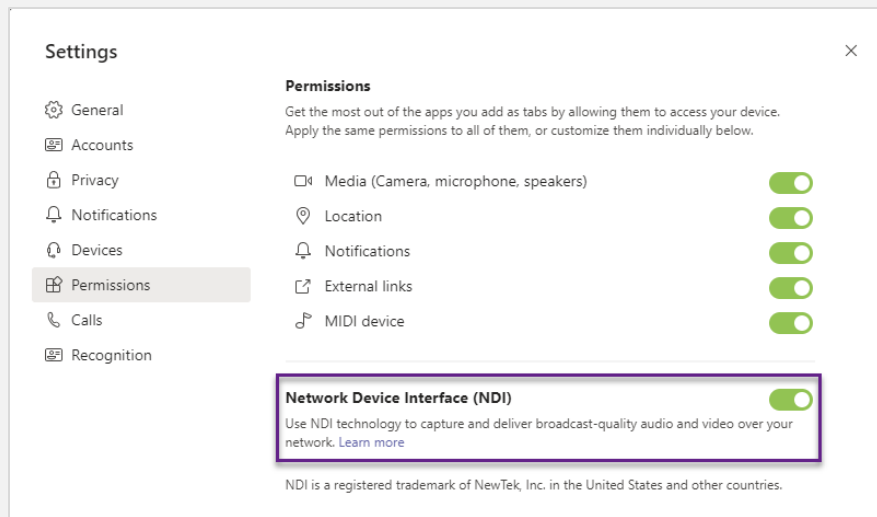

Provide your organization more ways to watch through Yammer or Stream

Attendee reports provide insights for event organizers such as engagement, attendee location, and network quality

*During this time of increased remote work, take advantage of even larger 20,000-person broadcasts through June 30, 2023

Broadcast from Microsoft Teams Webinars or Meetings

Transmit local content with NDI®

Use your studio equipment with SDI capabilities

- Q&A