



Microsoft Teams integration

Flexfone



Microsoft Teams

Microsoft licensing

The common denominator for all telecommunication companies that offers to integrate their phone system with Microsoft Teams is, that the correct Microsoft licenses must be in place for the specific users that wishes to utilize phone functionality in Teams.

Teams must be included

First and far most it is important to verify that your Microsoft license feature Teams. If this is not the case, you need to upgrade to one of the many licenses provided by Microsoft that include Microsoft Teams.

Teams Phone is the way

If Teams is already included in your current license, you only need the add-on license Teams Phone. It provides access to use Flexfone's phone system in Teams. The individual employee only needs to have the Teams Phone license as standalone, ie. without Calling Plan.

Audio Conferencing

If the employee needs to create conference calls in Teams so that external telephone numbers can call into Teams, he or she must also have the Audio Conferencing license.

Inclusive or add-on

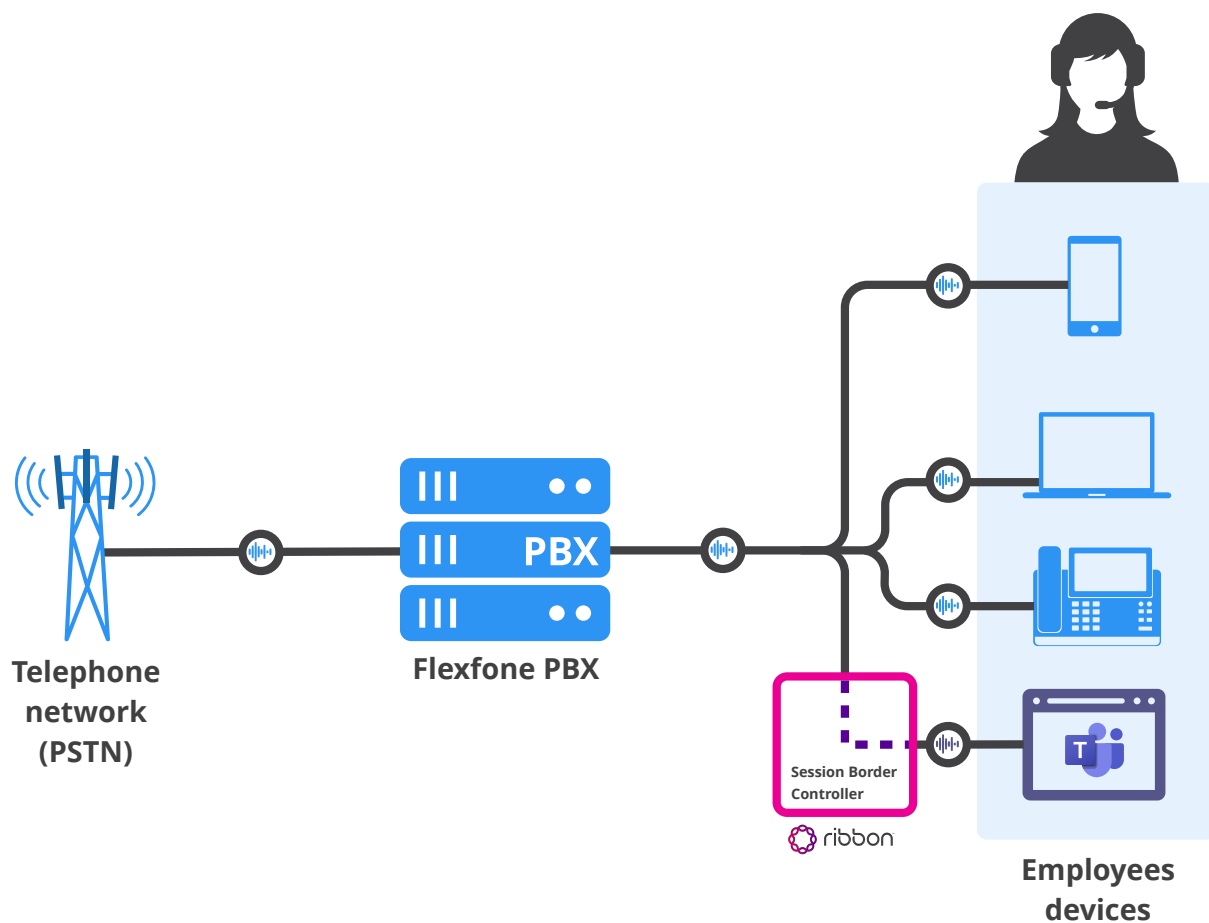
Both Teams Phone and Audio Conferencing are included in some Office 365 and Microsoft 365 licenses, but must otherwise be purchased as an add-on.

What to choose?

You might be best off by starting with an assessment of your current needs – hereby covering which of your employees is in need of phone capabilities in Teams.

With the integration from Flexfone, you can subscribe individual employees to the Teams integration. Meaning that you only need to upgrade, or purchase add on licenses for the specific users in question.

Various other providers require you to move your Microsoft licenses to be billed by them. With Flexfone you can keep your licenses at your current Microsoft provider.



How Flexfone integrates with Microsoft Teams

The figure shown to the left conveys how a communication solution from Flexfone is integrated with Microsoft Teams.

Telephone network

Furthest to the left, the Public Switched Telephone Network acts as our starting point. The company PBX is connected to this, enabling the enterprise to make and receive calls to and from the outside world.

Flexfone PBX

The Private Branch Exchange (PBX) exchange voice data and PBX functionality with the user's devices, whether this is the Myfone App, Myfone.dk or a cell or desk phone. Microsoft Teams is seen as a new device in line with all of the aforementioned.

SBC

To make this possible, there has to be a so called Session Border Controller (SBC) between the PBX and Microsoft Teams. Our SBC is provided by the software company Ribbon. The SBC converts the voice data from the PBX in to Teams and vice versa.

Futhermore, the integration provides Teams with the PBX functionality for which Flexfone is known and that makes this integration truly unique.

Setting it up

A link between a phone system and Teams requires a somewhat technical set up of your Microsoft domain. Herein is found extensive settings which defines how your Office 365 may be utilised and by whom.

With Flexfone, however, the setup process is made simple. In fact, it can be boiled down to 3 simple steps::

1

Assign licenses

You purchase the required licenses or add-ons (see page 1) for the users that needs phone functionality in Teams. NB: In addition, a surplus license or license combination needs to be present at the domain. This is used during the setup and it is crucial that this license isn't assigned to a user as the setup creates a temporary user which will use this license. After the setup is completed the license can be assign to a user or terminated.

2

The reseller sets up the system

You let your Flexfone reseller know, which of your employees you have assigned licenses to and thus wanting to grant phone functionality. Your reseller then sets up the integration through Flexfones administration portal.

Credentials to a global administrator user at your Office-domain is needed for this step. This administrator account may be temporary and can be deleted after finishing the setup. The credentials are not stored by Flexfone or any other third party.

3

The employees install Teams

You ensure that the employees have installed the Microsoft Teams desktop app or is familiar with the webbased version of Teams. Allow up to 48 hours from your reseller initiates the setup process until your employees will have access to the phone functionality in Teams.

NB. You may need to grant or revoke integration access to new or current employees. This is accomplished by completing the above steps 1 and 2.

Any questions?

We are more than happy to answer any questions you may have and support you in identifying what steps to take to get you started with Teams.

Contact us at [Flexfone.dk](https://flexfone.dk) for more information.

