

FAQ

MS Teams Telephony Mobile for Enterprise Mobile

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1 Frequently Asked Questions

No.	Question	Answer
1	Which Enterprise Mobile subscriptions work with the MS Teams Telephony Option?	<p>The following Enterprise Mobile subscriptions can be combined with the MS Teams Telephony Option:</p> <ul style="list-style-type: none">• Global• Europe advanced• Europe• Intercontinental• Swiss
2	Where can I switch on the MS Teams Telephony option?	<p>The option can be activated in MySwisscom Business on the corresponding subscriptions.</p> <p>Important: The M365 configuration must be carried out in MySwisscom Business for the option to be activated (see user manual).</p>
3	What does the MS Teams Telephony Option cost?	CHF 5.-/month (incl. VAT)
4	What tariffs do I pay when I make calls with the MS Teams Telephony Option?	Inclusive units and calls are always billed according to the Enterprise Mobile subscription that has been activated. The Enterprise Mobile subscription price list provides the relevant information.
5	What happens if I roam with the MS Teams Telephony Mobile Option?	When you make calls abroad with your smartphone, you usually use one of Swisscom's more than 600 roaming partner networks. The call costs incurred are billed according to the Enterprise Mobile subscription they have activated. This is also the case if Teams Telephony for Mobile is activated on the Enterprise Mobile subscription and you make the call using the standard phone app on your smartphone.
6	What tariffs do I pay when I make calls abroad with the MS Teams app?	<p>With the MS Teams app, calls can be made with any available internet connection (e.g. wifi access at the airport).</p> <p>If you use the MS Teams app to make calls abroad, they will not be charged at the roaming</p>

rate. In fact, no roaming partner network is used in this case. Therefore, calls made via the MS Teams app are always billed as if you were in Switzerland.

Important:

Instead of Wifi, you can also establish Internet access via a mobile data connection (e.g. with a roaming data package). In this case, the MS Teams app uses the available roaming data volume from this data package or the inclusive units of your subscription.

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| 7 | Can I use the Swisscom Combox and Teams Voicemail at the same time? | No, with MS Teams Telephony Mobile only Teams Voicemail is available.

However, existing messages on the Swisscom Combox can still be listened to at any time by calling the Combox directly. |
| 8 | Can I transfer a call back and forth between the phone app on my smartphone and the Teams app? | It is possible to move a call from the smartphone to the Teams app.

A call from the Teams app to the smartphone is currently not supported. |
| 9 | Can I still be reached by phone if I have set my status in MS Teams to "Do not disturb"? | Yes, the status settings in the Teams app only apply to calls with the Teams app. Calls made directly with the Phone app on the smartphone are always put through. |
| 10 | I also use my business number privately. Will my private calls also be made via MS Teams? | Yes, all calls are always made via MS Teams. |
| 11 | I also use my business number privately. When I'm on holiday, I don't want to receive calls from the company. Can I make settings for this in MS Teams? | Calendar entries or absences (e.g. holidays) are transferred from Outlook to MS Teams. The status is displayed accordingly in MS Teams (e.g. absent if you are on holiday), but calls are always put through. |
| 12 | What happens if I don't have an MS Teams app installed on my smartphone? | It is not absolutely necessary to have the MS Teams app installed on your smartphone. Calls are always made via the MS Teams infrastructure. The status is always updated. |

- Please note that certain services can only be used if the MS Teams app is installed (e.g. listening to voicemail).
- 13** What happens if I don't have a data connection with my smartphone (mobile data or Wifi)?
- If no data connection is available on the smartphone, the MS Teams app cannot be used (e.g. for conference calls). However, you can still be reached in MS Teams via the standard phone app on your smartphone.
- 14** How can I forward a call to another person?
- The current call must be made in the MS Teams app (see FAQ point 5 and chapter 7.2). The call can be put through to any recipient.
- 15** How can I start a conference call?
- A conference call (at least 3 participants) must be held in the MS Teams app. To do this, select the desired participants and start the connection.
- A conference call is not possible with the standard telephone function of the smartphone.
- 16** Is it possible for some of my employees to use MS Teams Telephony with mobile numbers and others to use landline numbers?
- Yes, this is possible. Mobile or landline numbers can be assigned to users individually.
- 17** Is it possible to use a mobile phone number and a landline number with one MS Teams account at the same time?
- No, this is currently not possible. Only one phone number (either landline or mobile) can be used per MS Teams account (user).
- 18** Where are the incoming calls displayed on the smartphone? In the MS Teams app or in the standard phone app?
- In the Teams Admin Centre (Mobility Policy), you can set whether incoming calls are received in the Teams app or in the phone app. It is also possible to delegate this to the end user so that this can be set in the MS Teams app on the smartphone.
- 19** Are the names of the callers also displayed for incoming calls on the standard phone app?
- No, this is not possible at the moment. In order for contact information (surname, first name) to be displayed for incoming calls, a corresponding address book entry must be available in the local address book on the smartphone.
- 20** What happens if I am already on a call when I receive an incoming call?
- If you are busy with another call, you have the option of accepting this call via the standard

- phone app or in the MS Teams app on another device.
- If you are in "Do not disturb" mode in MS Teams: Calls are not put through in the MS Teams app. Calls will only ring in the standard phone app if you are in "Native" mode in the mobility policy.
- You can set the iPhone so that incoming calls are also signalled on additional Apple devices (iPad, Mac).
- This function is not compatible with MS Teams Telephony Mobile. If you want calls from MS Teams to also be answered on the iPad or Mac, you must deactivate the "Calls on other nearby devices" function.
- If the customer does not wish to carry out the commissioning himself (self-service), Swisscom offers a service where we accompany the customer during commissioning.
- A Swisscom specialist instructs the customer by telephone on how to set up MS Teams Telephony in My Swisscom Business and Teams Admin Centre.
- A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services and your company's organisational data. You create a Microsoft 365 tenant when you use one or more Microsoft products.
- The Microsoft 365 Tenant or the Teams Admin Centre must be set up for the use of MS Teams Telephony Mobile. The setup enables the exchange of information between your Microsoft 365 Tenant and My Swisscom Business for Enterprise Mobile connections from Swisscom.
- The M365 Tenant ID is the unique identification number of an M365 Tenant. It must be stored in My Swisscom Business when Teams Telephony Mobile is set up.
- The Emergency Location ID refers to an emergency address that is set up in the Teams
- 21 What do I have to consider if I have MS Teams Telephony Mobile active and use several Apple devices?
- 22 What other services does Swisscom offer in relation to MS Teams Telephony?
- 23 What is the M365 Tenant?
- 24 What is the M365 Tenant ID?
- 25 What is the Emergency Location ID?

- Admin Centre. You need this ID to set up Teams Telephony Mobile in My Swisscom Business.
- Important: The Emergency Location ID only has an administrative function in connection with Teams Telephony Mobile. It plays no role in the handling of emergency calls.
- 26 Is any information about the users or the Swisscom subscriptions transmitted to Microsoft when setting up or ordering the option?
- No.
- To use MS Teams Telephony Mobile, only the phone number must be transferred to the customer's M365 tenant. Otherwise, no further data is transmitted.
- 27 Will all calls be routed via MS Teams if I have activated MS Teams Telephony Mobile on the Enterprise subscription?
- Yes
- If the MS Teams Telephony option is activated, all calls (smartphone and MS Teams app) are routed via the MS Teams infrastructure.

2 Document Information

2.1 "Version 1"

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