



## MS Teams Telephony Mobile

# The most important questions and answers

MS Teams Telephony Mobile is the simple, seamless and corporate standards-compliant method that enables your employees to use MS Teams on their mobile devices. Use mobile communication to communicate on any network and any device with NATEL® go and MS Teams.

## What is MS Teams Telephony Mobile?

MS Teams Telephony Mobile is based on Swisscom Enterprise Mobile and is an option with the NATEL® go mobile subscription for B2B customers. The option enables you to seamlessly integrate your Swisscom mobile phone numbers into the Microsoft Teams environment. Users can make calls directly in Teams on any device and from any location and make incoming and outgoing domestic and international calls with their mobile number.

## What are the most important features of MS Teams Telephony Mobile?

### **Integration of MS Teams on the smartphone**

Telephone calls using your smartphone's standard call function are made via MS Teams. You use your smartphone's simple and familiar call functions to make calls and at the same time enjoy the benefits of the outstanding mobile coverage and quality of the Swisscom mobile network (4G/5G VoLTE). Installing the MS Teams app is not a requirement.

### **Your presence status is always up to date**

Your presence status is constantly updated during your calls. This helps to prevent you receiving further calls if you are already on the phone. Whether you make a call using your smartphone's standard call function or through the

MS Teams app, your colleagues will see your status in the MS Teams app.

### **Synchronised call logs**

Call logs are always synchronised and provide the same information. For instance, you can see incoming and outgoing calls and missed calls on all your devices.

### **Call functions with the MS Teams app**

If you make a call using your smartphone's standard call function and you have installed the MS Team app, you can transfer the call to the MS Teams app. It can be transferred to the MS Teams app on the smartphone or transferred to any other MS Teams endpoint. By transferring the call to the MS Teams app, it is possible to use additional MS Teams features, such as sharing content or simple call forwarding to other users, provided they are also using the Teams app.

### **Standardised voice mailbox**

With MS Teams Telephony Mobile, you only need a single voicemail function in MS Team and on your smartphone. Voice messages can be accessed from any device through the MS Teams app.

### **Integrated telephone system (PBX functionality)**

Extensive PBX functionality is included in the option as standard. For instance, an MS Teams Telephony Mobile user's telephone numbers can be integrated into the internal organisation and be part of a Teams call queue with auto attendant function.



Connected anytime, anywhere with Teams and NATEL® go



MS Teams call using the smartphone's standard call function (native 4G/5G).

MS Teams app call on a laptop and tablet via the MS Teams app.

Are Teams Phone Mobile, Operator Connect Mobile and MS Teams Telephony Mobile different solutions?

**Teams Phone Mobile is the same as Operator Connect Mobile**

The two names coined by Microsoft refer to the same thing. The solution was originally called Operator Connect Mobile. Microsoft later renamed it Teams Phone Mobile. Microsoft and the network operator are connected via the same infrastructure as Operator Connect (fixed network numbers).

**MS Teams Telephony Mobile**

This is the name of Swisscom's Teams Telephony service, which is used in combination with B2B mobile services (NATEL® go).

What are the basic requirements for using Swisscom's Teams Telephony Mobile?

NATEL® go customers can subscribe to MS Teams Telephony Mobile as an additional option. It is activated on each connection that will use MS Teams.

The corresponding licences (e.g. E3 or E5) must be activated on the user's M365 account to enable them to use MS Teams Telephony Mobile. The Teams Phone and Teams Phone Mobile add-ons are also required.

Are specific NATEL® go subscriptions required for the MS Teams Telephony option?

Yes, the minimum requirement is a NATEL® go subscription with unlimited voice and data communication within Switzerland. All subscriptions that include international communication (e.g. in neighbouring countries or Europe) can also be used with MS Teams Telephony Mobile.

Telephone calls using the MS Teams Telephony option are

| NATEL® go Global                    | NATEL® go Europe                    | NATEL® go Neighbours                                | NATEL® go Swiss                          |
|-------------------------------------|-------------------------------------|---|--|
| Unlimited calls and data worldwide. | Unlimited calls and data in Europe. | Unlimited calls and data in neighbouring countries. | Unlimited calls and data in Switzerland. |
| Option: MS Teams Telephony          |                                     |   |  |

always billed at the tariffs of the NATEL® go subscription in question.

Which devices are supported?

MS Teams calls on smartphones and tablets are supported through the MS Teams Android and iOS mobile apps. The Windows and Mac Microsoft Teams clients provide the application interface on computers and on supported web browsers (Edge and Chrome). IP-desk phones and conference phones certified by Microsoft Teams are also supported.



## How do I activate the service?

Activating MS Teams Telephony Mobile is straightforward. For NATEL® go connections, the MS Teams Telephony option can be activated in My Swisscom Business. This automatically transmits the telephone numbers to the defined MS Teams tenant, where they are assigned to the corresponding MS Teams users.

A prior onboarding process in your area of My Swisscom Business and in your Teams tenant is required for the data exchange to take place.

## What is different if I run MS Teams with a mobile phone number?

The use of mobile phone numbers in MS Teams is a major innovation. It enables the native 4G/5G VoLTE call function within your Swisscom NATEL® go subscription to be used with MS Teams. It means that you can make calls via MS Teams without installing the Teams app or if there is no available data connection.

Thanks to the native mobile call function, you can still make and receive calls if the Microsoft Phone System is not available.

## Can I use Teams Telephony with mobile and fixed network numbers at the same time?

MS Teams calls can be made using mobile and fixed network numbers within the company. MS Teams Telephony Mobile can be combined with all available fixed network packages for Teams Telephony.

However, individual end users must use either a mobile number or a fixed network number. Only one phone number (either mobile or fixed network) can be assigned to each MS Teams account.

## Can I display an alternative telephone number when making outgoing calls?

Yes, that is possible. Microsoft Phone System enables special phone numbers to be displayed for every user. This can be useful if specific phone numbers for returning calls need to be displayed to call recipients.

## Does Teams Telephony Mobile offer the call recording feature?

Yes. Within MS Teams, there are integrated, third-party solutions able to record calls in a legally compliant manner, including for regulated industries such as banking and insurance.

### Determine your communications needs now

Identify your individual communication and collaboration needs to provide the basis for the appropriate strategy.

[Communications needs](#)

### Contact our experts

Not found the answer you were looking for or want to find out more?

Contact our experts. We will be happy to help.

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