



Microsoft Teams Phone Summit - Day 3 pm

Teams Phone Devices for your Organization

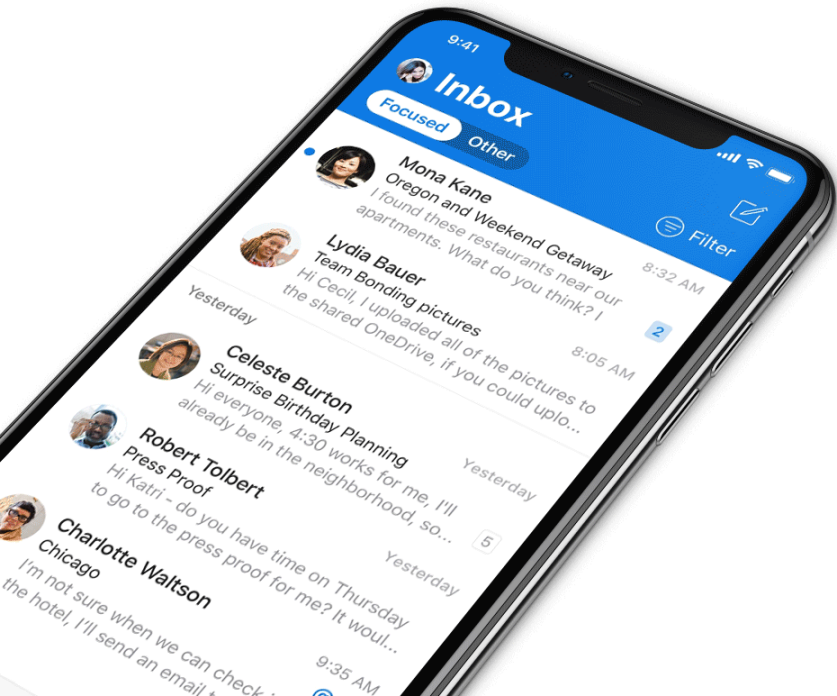
Vinay Jagannatha Rao

Digital Event Code of Conduct for Microsoft Webinars:

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We encourage everyone to assist in creating a welcoming and safe environment.





We will mute your microphone for the first part of today's call



Ask your questions via chat, we will get to all of them, live or after. Common questions will get addressed out loud.



We will be posting all recordings to the Microsoft CommUnity Connection YouTube channel approximately 2-3 days after the session has finished. Subscribe here to get updates
<https://www.youtube.com/@TeamsPhoneCommUnity>



Teams Phone Summit Schedule

Tuesday, March 5th	Wednesday, March 6	Thursday, March 7
10:00am – 11am EST Teams Reporting and Analytics	10:00am – 11am EST Using Intune when Deploying Teams Phone Devices	10:00am – 11am EST Exploring AI Innovation in Teams Phone with Copilot and Teams Premium
1:00pm – 2:00pm EST Adoption Change Management with Teams Phone Deployment	1:00pm – 2:00pm EST Teams Phone Roadmap	1:00pm – 2:00pm EST Teams Phone Devices for your Organization

aka.ms/TeamsPhoneSummitReg



Teams Phone Devices for your Organization



Vinay Jagannatha Rao – Sr
Project Manager with Teams
Engineering at Microsoft

Thursday March 7th, 1 pm EST

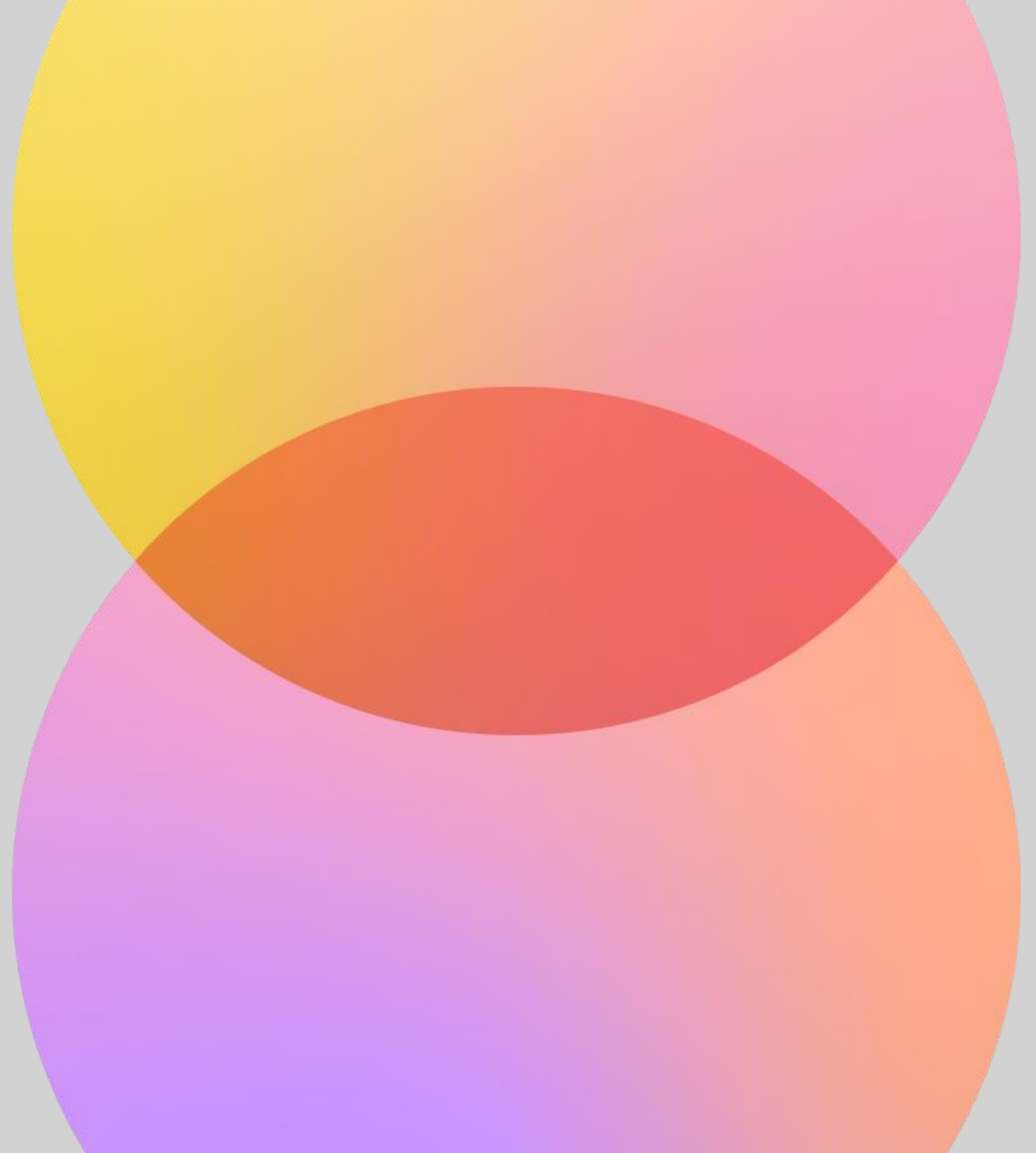


Overview

What's coming!

What next ?

Overview



Teams Phone Portfolio – Overview

Audio Touch Phones



Audiocodes C455HD



Audiocodes C470 HD



Poly CCX 505



Yealink MP 54



Yealink MP 56



Audiocodes C455 HD



Poly CCX 600



Yealink MP 58

Audio Non-Touch phones



AudioCodes C435



Poly CCX 350

Conference phones (Touch)



Poly Trio C60



Yealink CP 965

Current Offerings



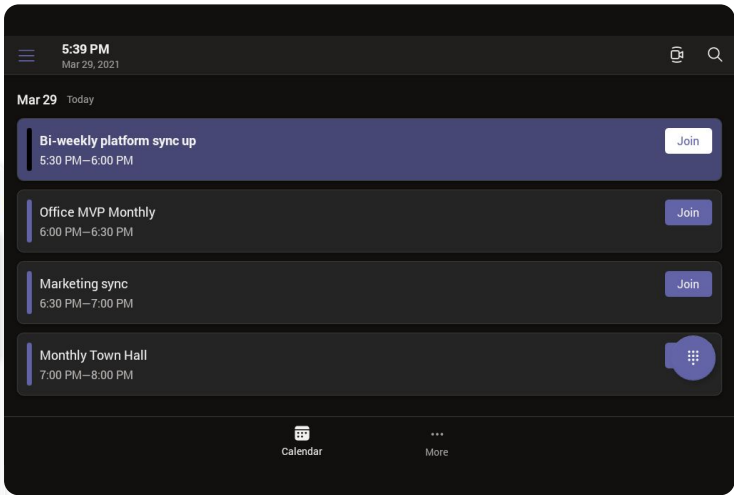
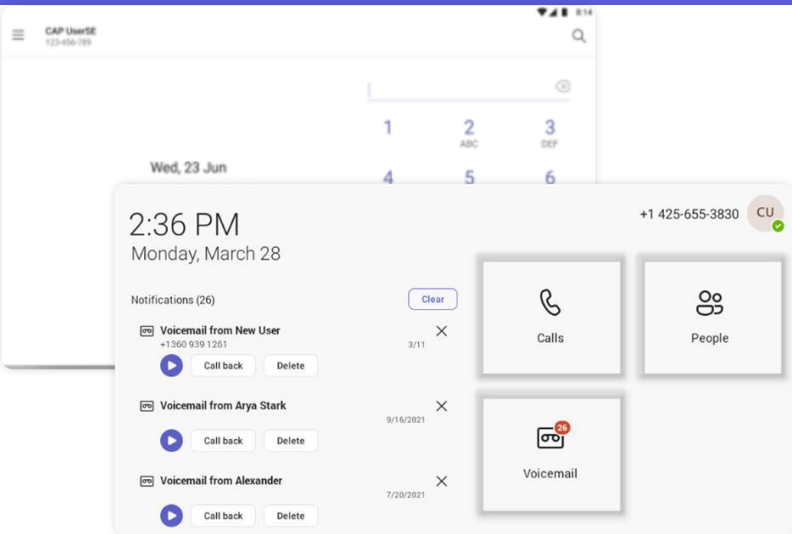
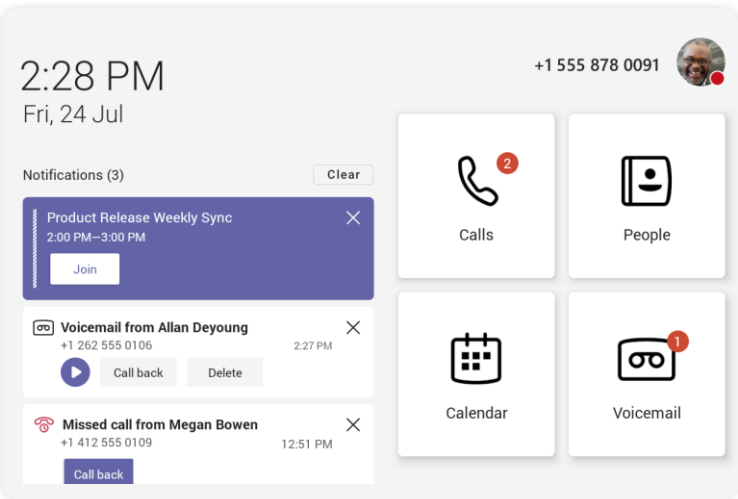
Users' Desk – Personal Device
Ex: Executive assistants, Employees



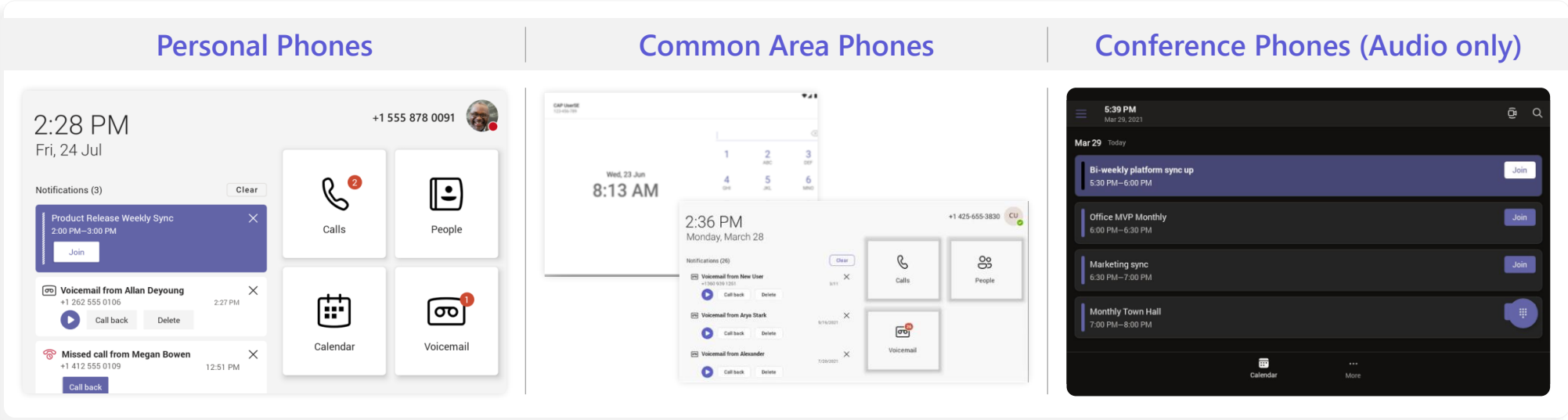
Common Areas – Shared Device
Ex: Lobby, Front desk, Customer service



Meeting Rooms – Room Devices

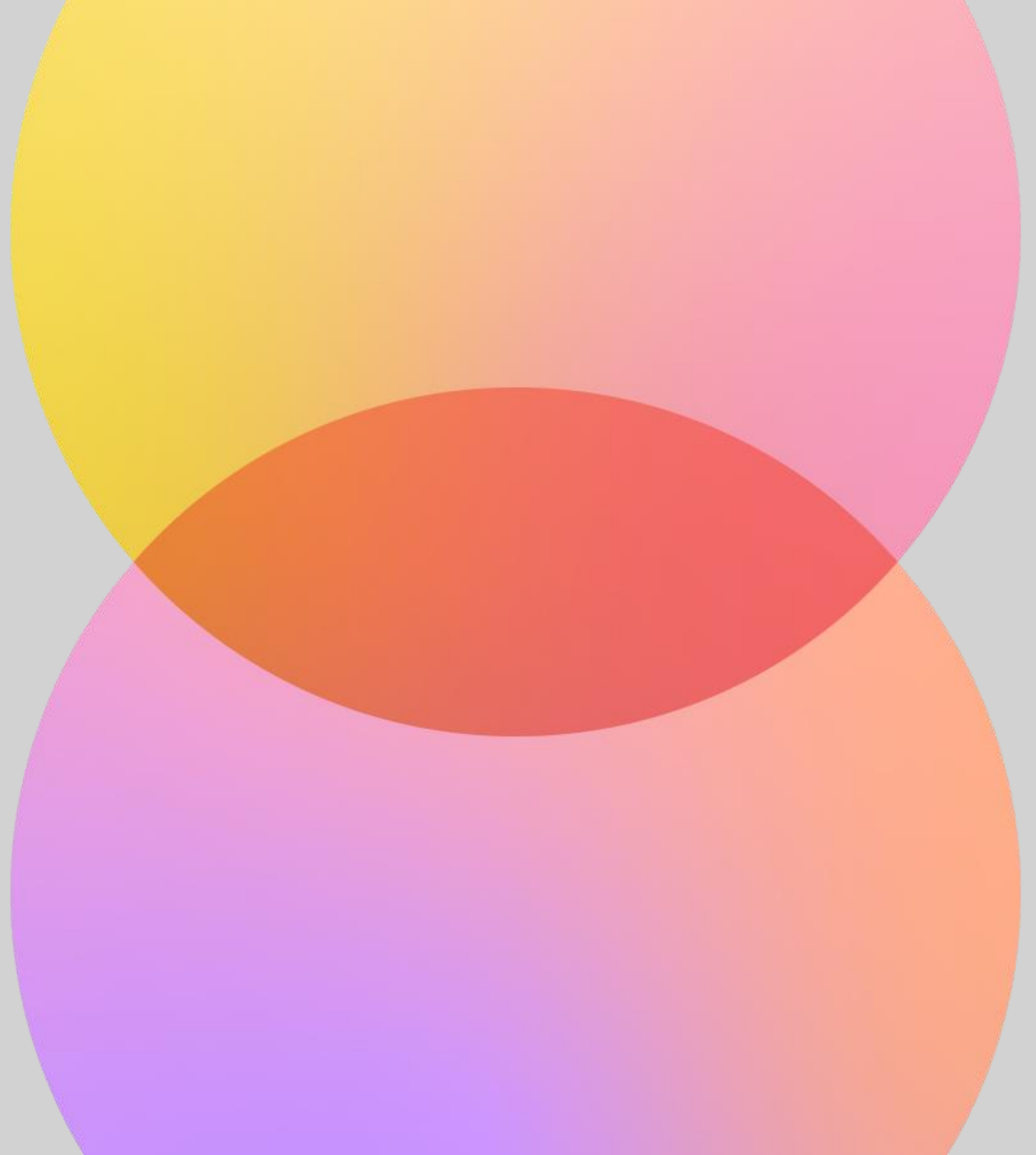


Licenses and Features – Current Offering



License	M365 User License	Shared Device License	Meeting Room Licenses
Calling	Yes	Yes	Yes (Basic)
Calendar	Yes	No	Yes
People/Contacts	Yes	Yes	Yes
Voicemail	Yes	Yes	No
Walkie Talkie	Yes	Yes	No
Call Delegation	Yes	Yes (Basic)	No
Hot Desking	Yes	Yes	Yes
Better Together	Yes	No	No

What's coming?



End User Roles



Front desk / Receptionists



Executive Assistants



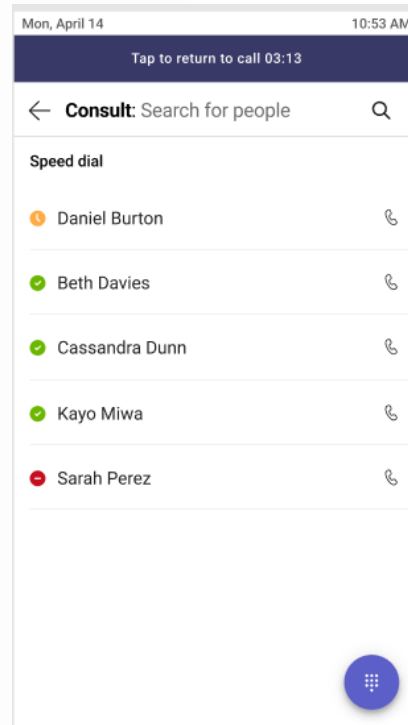
Customer Service

Quick Actions

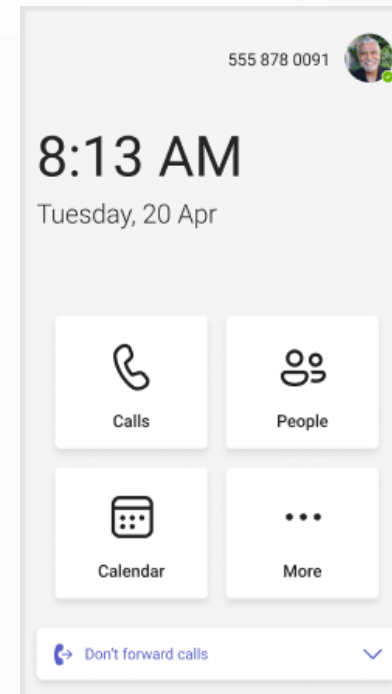
Transfer calls in fewer clicks through speed dials, hard keys and Dialpad options

Setup call forwarding directly from home screen (including common area phones)

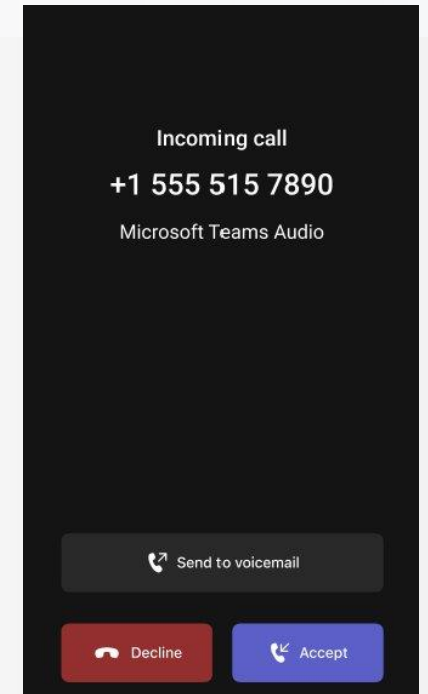
Send incoming calls to voicemail directly



Quick Transfer



Quick Forward

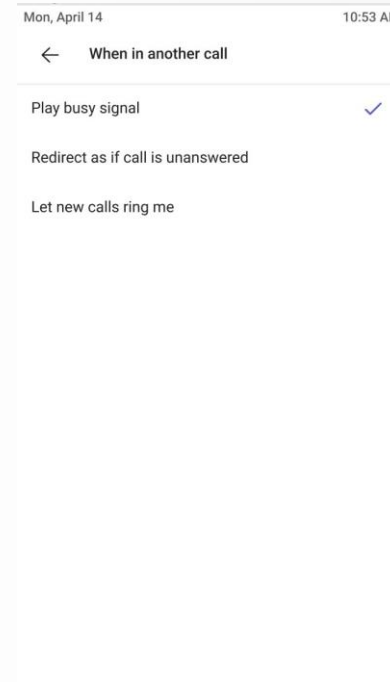
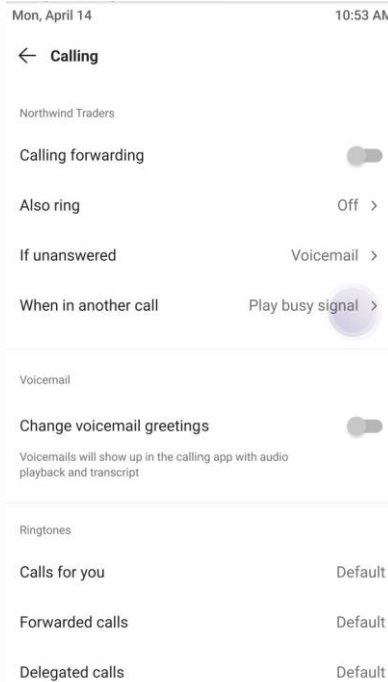


Send to Voicemail

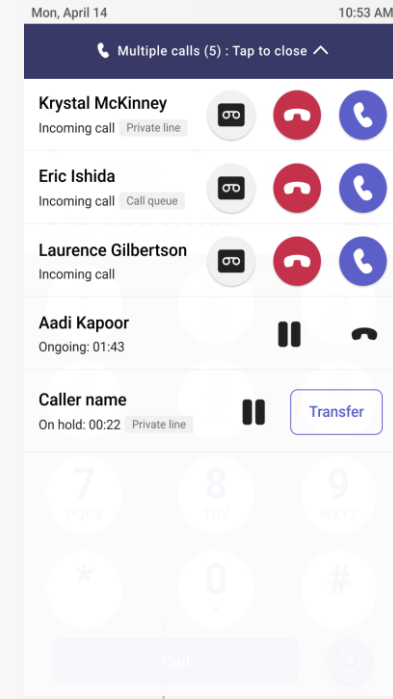
Multi Call Handling

Route successive incoming calls when you are busy attending an ongoing call

Manage multiple calls and notifications easily through the banner



Busy on Busy

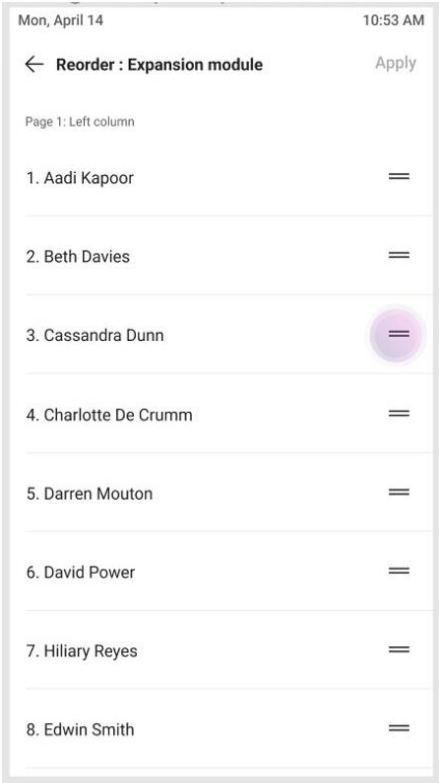


Multi call banner

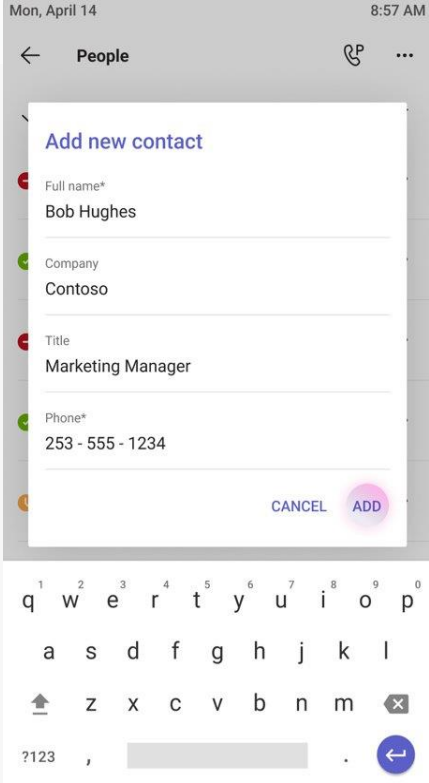
Contact Management

Reorder contacts on Calls App , People App and Expansion Module

Add External contacts directly on the phone device



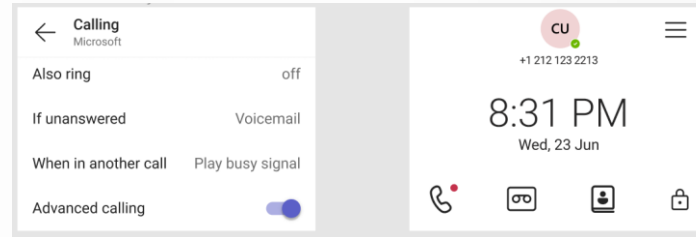
Reorder Contacts



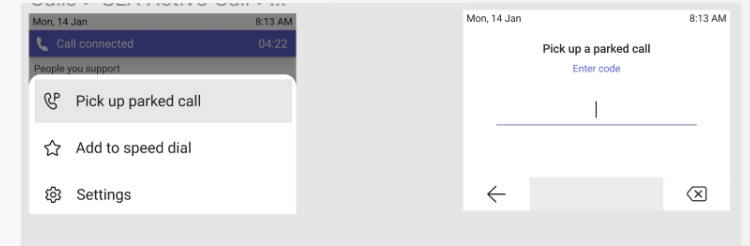
Add External Contact

Non-Touch Phone Feature Parity

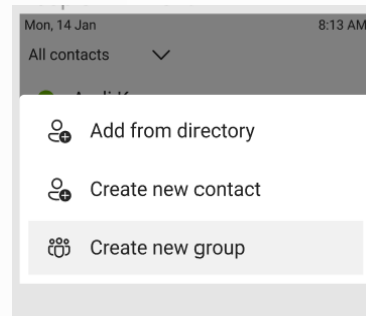
Non-touch phones will support all calling related features currently supported on Touch Phones



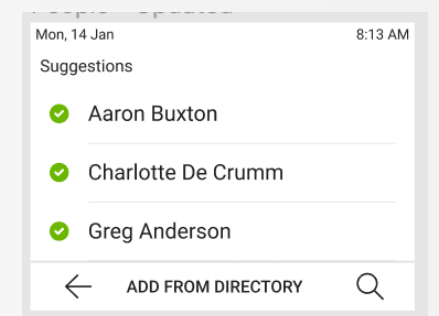
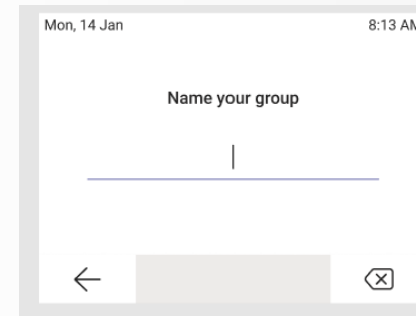
Advanced calling on CAP



Call park / unpark

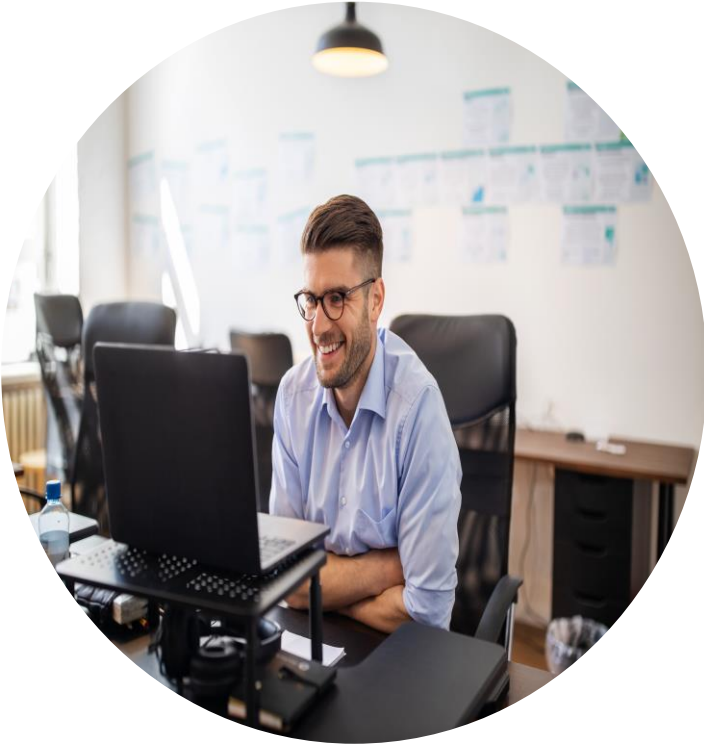


Create new contact group



Add contact from Directory

Device Deployment Roles



Admins



Technicians

Contact Management

Remotely manage contacts on the phone device by searching for a contact or uploading a csv file from Teams Admin Center

Microsoft Teams admin center

Teams phones

You can control and manage all of your Teams-certified Teams phones across your organization. You can create and upload configuration profiles for each type of Teams phone you have, set up alert rules, make changes to their settings, and apply software updates. [Learn more](#)

Teams phones summary

- 10 Teams phones
- 2 Critical
- 1 Offline

Meetings health status

- 24,948 (99%) Healthy meetings. [View](#)
- 252 (1%) Meetings with issues. [View](#)

Average device usage

100%
0% Mon Tue Wed Thu Fri

Manage contacts

1 phone user selected
Select contacts to push these to the selected devices. [Learn more](#)

Add contact

- [Add contact](#)
- [Upload CSV file](#)

Admin has pushed new contacts. [View contacts.](#)

555 878 0091

8:13 AM
Tuesday, 1 Aug

Calls

FAVORITES **RECENT**

Admin contacts (12) [See all](#)

- +1 555 555 5555
- Krystal McKinney
- Aadi Kapoor

Delegates (5) [See all](#)

- Cassandra Dunn
- Erica Fuller
- Laurence Gilbertson

Favorites (7) [See all](#)

Calls **People** **Calendar** **More**



*Manage phone device contacts
remotely from TAC*



Settings Management

- Enforce phone lock PIN
- Enable/Disable call quality survey
- Enable call forwarding on home screen

The image displays two screenshots of the Microsoft Teams admin center interface, illustrating the settings management process.

Top Screenshot: Calling settings

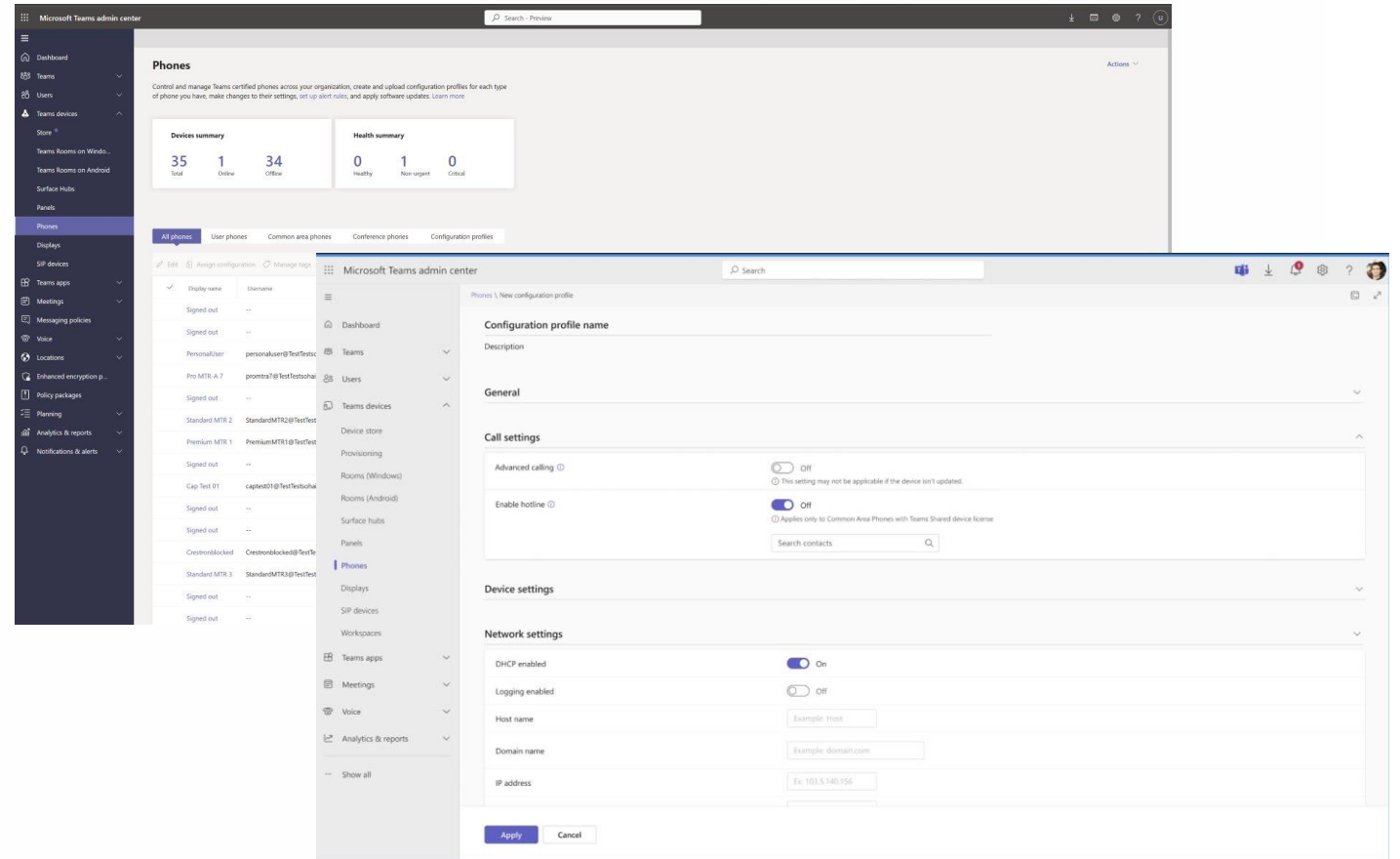
- Advanced calling:** Off. (Note: This setting might not be applicable if the device isn't updated.)
- Hotline:** Off.
- Call quality survey:** Off. (Note: This setting might not be applicable if the device isn't updated.)
- Display call forwarding on home screen:** On. (Note: Applies only to common area phones and personal phones.)

Bottom Screenshot: Device settings and Network settings

- Device settings:** (Section header)
- Network settings:**
 - DHCP enabled:** Off
 - Logging enabled:** Off
 - Host name:** host
 - Domain name:** domain.com
 - IP address:** 10.5.140.156
 - Subnet mask:** 255.255.255.0
 - Default gateway:** 10.5.140.1

Update Management

- Partial application of configuration profile
- Unassign/ remove a configuration profile
- Maintenance window
- Non-disruptive updates
- Cancel a scheduled operation



Q&A





Event Giveaway

Giving away a prize pack for each session. Fill out a survey to be entered.

We will reach out after the Teams Phone Summit to the winners!

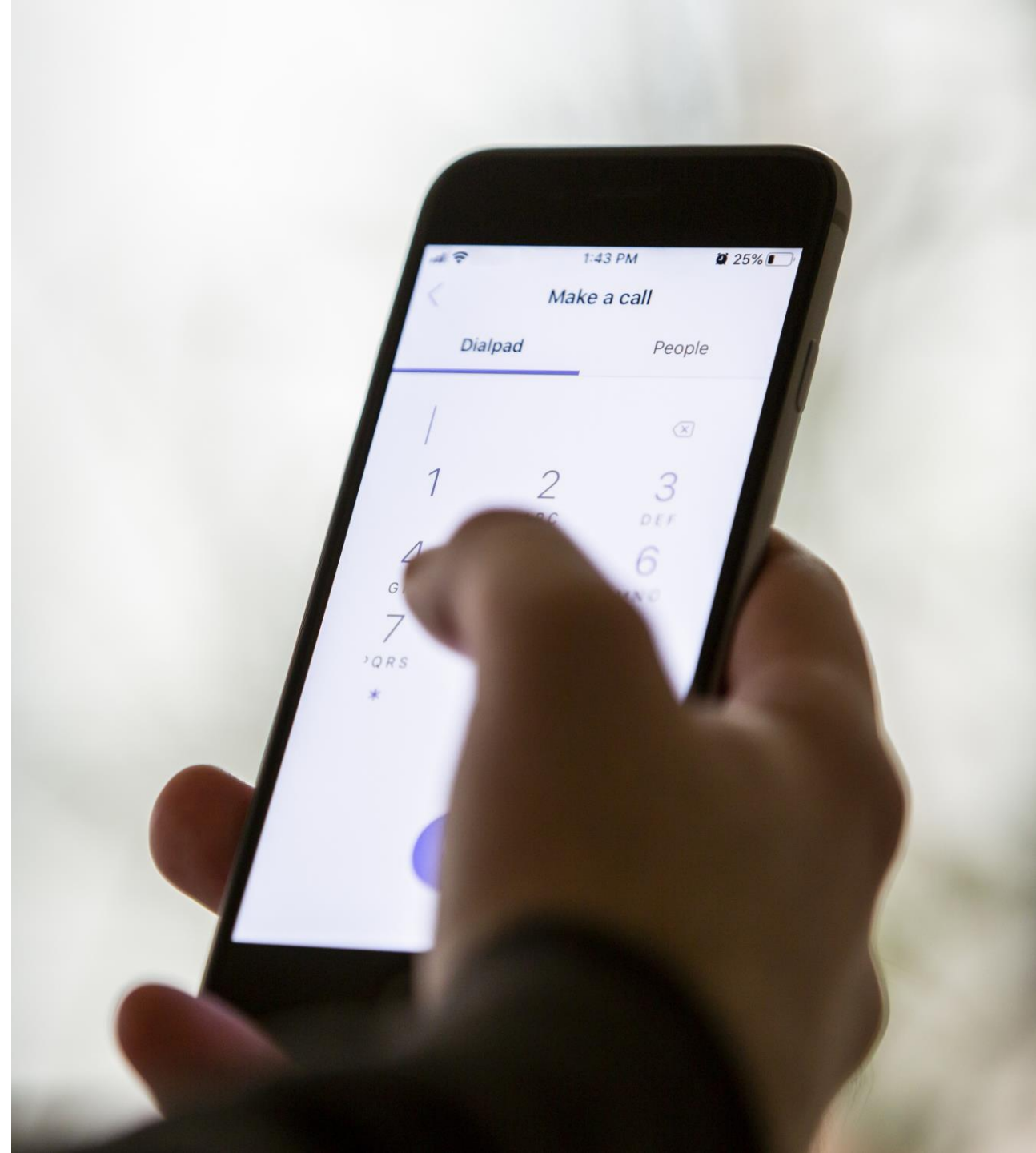
If you are a government employee, please fill out the survey and indicate you are not eligible to participate.





Call to Action

- Need a more technical conversation on Teams Phone?
 - Set up a meeting with your Microsoft Account Teams or partner
- Teams Phone POC/Pilot
 - Let's talk about how we can help you with a POC and/or Pilot
- Interested in reducing your IT spend, simply administration and support your users
 - Let's talk about how Shared Calling is the right solution for you
- Sign up for Teams CommUnity Connection – <https://aka.ms/MSCommUnityReg>
- Recordings and FAQ's – <https://aka.ms/TeamsPhoneSummitReg>





We want your Feedback!

- Let us know how we did
- Do you need any help with Teams Phone?
- Register for the giveaway

<https://aka.ms/TPSSurveyDay3PM>





Thank you for attending!!

Teams Phone Devices for your Organization