Job Aid

MICROSOFT TEAMS PHONE SYSTEM

PURPOSE

This job aid defines the Teams Phone System, lists its requirements, and provides Teams Phone System with Calling Plan set up instructions for both users and auto attendants.

TEAMS PHONE SYSTEM

The Teams Phone System is a cloud-based system in which Teams replaces an organization's phone system. With this system, both internal and external calls can be made and received through Teams on multiple devices.

For more information on the Teams Phone System and its features, select and bookmark the following links:

[What is Phone System - Microsoft Teams | Microsoft Learn](#)

[Here's what you get with Phone System - Microsoft Teams | Microsoft Learn](#)

PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) CONNECTIVITY OPTIONS

There are several options available:

- ► **Calling Plan:** Microsoft becomes the PSTN carrier and service provider.
- ► **Operator Connect**: The existing carrier manages the PSTN services but must participate in the Microsoft Operator Connect program.
- ► **Teams Phone Mobile**: A user's SIM-enabled phone number is also their Teams phone number.
- ► **Direct Routing**: Organizations can choose their own PSTN carrier but gives the organization the option to manage and configure it.

For more information on PSTN options, select and bookmark the following link:

[PSTN connectivity options - Microsoft Teams | Microsoft Learn](#)

LICENSING REQUIREMENTS: TEAMS PHONE SYSTEM WITH CALLING PLAN

Both the Teams Phone System license and the Calling Plan license are required. A Resource Account license is also required to make use of the auto attendant and call queue features.

USER SET UP

Before beginning, ensure that the organization has purchased a Teams Phone System and Calling Plan license for each user.

Follow the general steps below to set up a user with Teams Phone System with Calling Plan. For step-to-step details, select and bookmark the associated link.

1. Set up an emergency location.
   [Set up Microsoft Teams Phone System with Calling Plan emergency locations - Microsoft Teams | Microsoft Learn](#)

2. Set up user phone numbers.
   [Set up Microsoft Teams Phone System with Calling Plan phone numbers - Microsoft Teams | Microsoft Learn](#)

3. Assign User Licenses.
   [Assign Microsoft Teams Phone with Calling Plan bundle licenses - Microsoft Teams | Microsoft Learn](#)

4. Assign phone numbers to users.
   [Assign Teams Phone System phone numbers to your users - Microsoft Teams | Microsoft Learn](#)

AUTO ATTENDANT SET UP

Before beginning, ensure that the organization has purchased a Resource Account license in addition to the Teams Phone System and Calling Plan licenses.

Follow the general steps below to set up an auto attendant with Teams Phone System with Calling Plan. For step-to-step details, select and bookmark the associated link.

1. Set up an emergency location.
   [Set up Microsoft Teams Phone System with Calling Plan emergency locations - Microsoft Teams | Microsoft Learn](#)

2. Set up a service phone number.
   [Set up Microsoft Teams Phone System with Calling Plan phone numbers - Microsoft Teams | Microsoft Learn](#)

3. Create a resource account.

   [Set up a Microsoft Teams Phone System resource account - Microsoft Teams | Microsoft Learn](#)

4. Assign the resource account a resource account license and service phone number.

   [Set up a Microsoft Teams Phone System resource account - Microsoft Teams | Microsoft Learn](#)

5. Set up an auto attendant.
6. [Set up an auto attendant for Microsoft Teams - Microsoft Teams | Microsoft Learn](#)