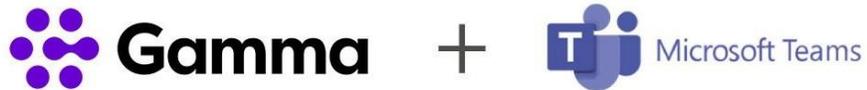# Microsoft Teams Phone System

Training Guide

Many businesses utilising Microsoft Teams for internal collaboration can now benefit from the ability to make and receive calls by enabling Teams as a full cloud-based UC solution with enterprise-grade telephony.

Give your Teams a voice with confidence - benefit from a highly reliable, resilient architecture with Direct Routing from the UK's No.1 SIP Trunking provider with simple provisioning, enhanced call control features and carrier-grade infrastructure.

Precept IT is part of the UK's national switching infrastructure and have network interconnects with all major UK, international fixed and mobile carriers allowing the delivery of (incoming and outgoing) telephone calls globally.

Microsoft Teams - Direct Routing uses this capability to enable voice and a range of additional call control features for Microsoft Teams. The service provides VoIP connectivity for Phone System, allowing inbound and outbound telephony through Gamma's network.

Microsoft Teams - Direct Routing is a solution available to Microsoft 365 customers who wish to use Precept IT to enable their users to make and receive calls in Microsoft Teams. We operate a cloud model, whereby Microsoft-certified SBCs (Session Border Controllers) are deployed as a bespoke architecture within our network to enable voice through Microsoft Phone System.

The following attached diagram provides a simple overview of how Microsoft Teams - Direct Routing is deployed in the customer-hosted model

Microsoft Teams Calling allows users to make and receive calls. While Teams is primarily viewed as an internal communications and messaging tool, Microsoft developed a way to convert Teams into a business phone system. By adding voice and PBX capabilities to Teams, users can make and receive outbound and inbound calls while also combining meetings, chat and more, for a true unified communications solution. So how does Microsoft Teams Calling work?

What is Teams Calling?

Previously, employees within a business or organisation could easily call each other from Teams without a phone number. Now, with Teams Calling combined with a cloud-based phone system, employees can make work calls from wherever they are while using their work number.

Teams supports the ability to make VoIP calls from Teams user to user. There are two options that enables users to make, receive and transfer calls in Teams, to and from landlines and mobiles on the [PSTN](#).

Adopting the Teams platform as a business PBX and using its calling features is an extremely beneficial service for any business. In terms of ease, the act of making and receiving phone calls is extremely simple while also being able to move seamlessly between chat, calls and meetings. It's a professional system and allows you to use your business phone number while away from the office.

During this time of remote working, voice and video calls from communication platforms like Teams have risen significantly. Keeping a consistent business number and presence gives a professional look while also reassuring clients and customers. Teams enables this to happen.

By adding voice to Teams, your business is unifying communications and creating a single system for all communications in one device. Rather than introducing and running multiple different systems, installing one system to manage all these aspects gives you a smoother and integrated interface while also saving money, time and maintenance.

Microsoft Teams Calling Training Videos

Microsoft Teams video training hub;

Open links in a web browser

Click Here >> https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

Microsoft Teams Quick Start - What is Microsoft Teams?

Click Here >> https://support.microsoft.com/en-us/office/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d?wt.mc_id=otc_microsoft_teams

Welcome to Microsoft Teams

Click Here >> https://support.microsoft.com/en-us/office/welcome-to-microsoft-teams-b98d533f-118e-4bae-bf44-3df2470c2b12?wt.mc_id=otc_microsoft_teams

See how customers are using Calling for Microsoft

Click Here >> https://www.microsoft.com/en-gb/microsoft-teams/voice-calling

Microsoft Teams - Calling made Teams simple

Click Here >> https://www.youtube.com/watch?v=ykymIT5IL5E

Click Here >> https://www.youtube.com/watch?v=aAEXFfBOSWE

How to Make a call -

Click Here >> https://www.youtube.com/watch?v=4OEQEocWXFU

Setting up Call Forwarding and Simultaneous Ring

Click Here >> https://www.youtube.com/watch?v=TcfI4f-8q_U

Transfer a Call

Click Here >> https://www.youtube.com/watch?v=PjAaS0S1-oQ

Transfer a Call to a Colleague's Voicemail

Click Here >> https://www.youtube.com/watch?v=t4gjuTVRNCQ

Microsoft Teams desk phone Yealink T56A walk through

Click Here >> https://youtu.be/X4iGxSLgRfQ?t=378

Microsoft Teams - Phone System + Meetings & Calling 101 Training

Click Here >> https://www.youtube.com/watch?v=raYYP928P5c

Teams online demo training;

Teams basics - (Time to complete 5 Minutes)

Learn how to create and manage teams and channels. Chat with your team members using @mentions, turn on language translation, and share files.

Open link in a web browser

Hold down the Ctrl key and Click Here >> https://teamsdemo.office.com/#/0/0

Other Microsoft Teams video training

Open link in a web browser

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