IRISTEL
Teams Calling

PHONE APP GUIDE

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Phone App
A powerful, native solution for enabling dialing in Teams

Enable dialing in Teams **without additional** Microsoft licensing requirements.

A **truly native experience** for end users and organizations **wanting to be Teams first**.

| Completely native experience	Intuitive UI
Every click, action, and call takes place within Teams. No cross-launch or additional software to install.	Simple and easy to navigate UI enables you to quickly carry out everyday calling tasks effectively and efficiently
Powerful functionality	**Cost savings**
From contacts and call history management, to hold/resuming and transferring active calls to PSTN	vs. Teams Phone license

Mix and match
It's not all in. You can blend Teams Phone and Phone App across the user base
Use the Teams Phone license for a 'standard user experience'
Use a Phone App where users don't require the 'standard user experience'

Enable Teams calling for all
Voice-enabling Teams shouldn't have to be an expensive process
Phone App cost-effectively enables organizations of any size to voice-enable Teams

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Integrated dial pad, **active call** management, **powerful contacts list** and **powerful call history**
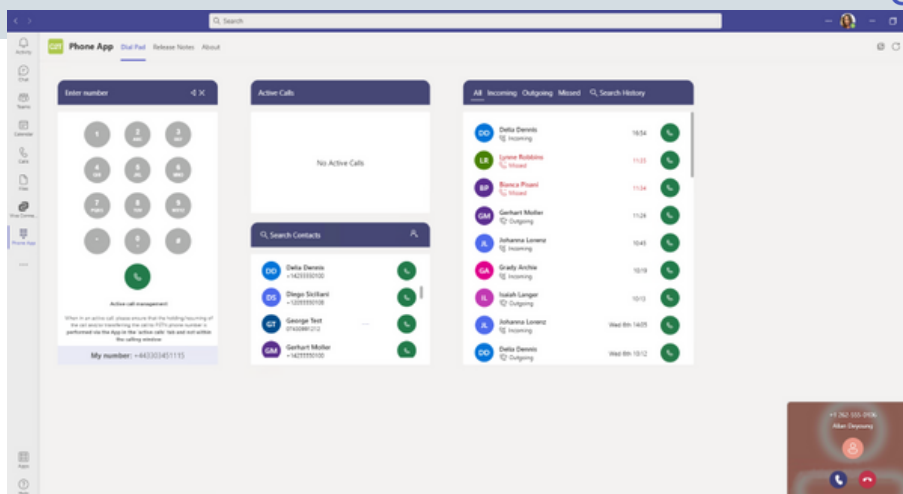
Integrated dial pad and calling
- Enter the number in any format, use the keyboard or mouse to enter the number
- Click to call or press enter on the keyboard
- 'My number' clearly indicated in the dial pad
- **Inbound calling** – Answer as you usually would. When the call appears in the bottom right of the app, accept and the call will initiate in the native call window
- **Outbound calling** – Once a call is initiated, you will receive an inbound call in the bottom right of the app, answer this and the call will connect. This is our 'double-click dialing'

Active call management
- **Transfers**–Blind transfers to PTSN. Type the number or search for a contact
- **Hold/Resume** –Hold the active call and resume when ready. When holding, hold music will play if set up on your PBX. If not, the call will still hold but will be silent.
- Active call management with Phone App is easily performed across desktop, browser, and mobile

Contacts list
- Full name and number in the contacts list, with the ability to make a call straight from the tab
- Contacts reflect Outlook contacts
- Add contacts within the Phone App –these will populate your Outlook contacts
- Edit and Delete your contacts made in the Phone App
- Search contacts by name or number

Call history
- Calls displayed are calls made/received using Phone App, not Teams Phone
- Filter contacts by call 'states' dial contacts directly from the tab
- Search call history by contact and number
- Full detail on call 'state', including time and date
- 14-day search history
- Up to 100 calls stored (within 14-day period)

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Features	What Phone App does	What Phone App doesn't do
Native dialer	Dial any number in any number format and use as you would if using the Teams Phone dialer	Search for contact cannot be performed. This is intentional as the search and dial for contact can be performed in the contact management tab
Native calling	**Outbound calling** –once a call is initiated, you will receive an inbound call in the bottom right of the app, answer this and the call will connect. This is our 'double-click dialing' **Inbound call** –Answer as you normally would. When the call appears in the bottom right of the app, accept and the call will initiate in the native call window	Single click calling when making an outbound call. This is the only material difference in the calling experience vs. Teams Phone
Active call management	**Hold/resume (via Phone App) –**Simply toggle back to the Phone App window when on an active call and within the active calls tab, simply click the 'hold' and 'resume' button **Blind Transfer to PSTN (via Phone App) –** Simply toggle back to Phone App window when on an active call, and within the active calls tab simply click the 'transfer' button and type the number or contact to transfer to	**You are unable to perform the following in the native call window when in an active call:** Hold/resume, transfer to PSTN action (blind and consult transfer), Teams to teams transfer action (blind and consult transfer), park call, live caption and pulling a number/contact into a call
Contact Management	Contacts from personal Outlook are pulled through to your contacts list when opening Phone App. Add (singularly or in bulk) contacts in Phone App and amend/ delete these contacts. Any contacts created in Phone App will also populate your Outlook contacts You can search contacts by name and number and call a contact directly from the contacts tab	You will be unable to edit or delete a contact that has originated from Outlook. In order to do this, you will need to edit or delete the contact via Outlook.
Call History	Filter by missed, incoming and outgoing calls. You can search call history by number or name and call the contact back directly from the tab. To help with any calling issues, clicking on the date/time of call will bring up call data that can be used within a support ticket	Call history is limited to 100 calls or 14 day history. Anything beyond can not be searched for

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