



UNIVERGE BLUE® CONNECT WITH & FOR MICROSOFT® TEAMS INTEGRATION FREQUENTLY ASKED QUESTIONS (FAQS)

For customers who choose to use Microsoft Teams for collaboration, they can pair our industry leading telephony features with their Teams environment in two ways:

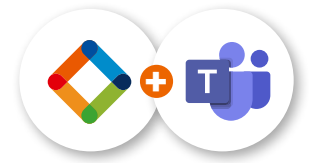
UNIVERGE BLUE CONNECT With Teams

- › Customers who purchase the CONNECT With Teams licence will get the best of both worlds: Teams app for collaboration and CONNECT app for telephony
- › Allows you to use Teams for your chat, meeting, and files and CONNECT for advanced telephony including calling, integrated contact center & CRM, and receptionist features
- › Advanced PBX and contact center features, native calling experience, and does not require the Microsoft phone system SKU

UNIVERGE BLUE CONNECT For Teams

- › Enables users to use Microsoft Teams native calling experience to place and receive external calls using the CONNECT industry leading PBX
- › Customers who purchase the CONNECT For Teams licence will be able to use the CONNECT telephony features from the native Teams desktop and mobile app experiences
- › Licence includes Teams Connector, middleware which needs to be provisioned and configured, to enable CONNECT calling capabilities within Teams
- › Licence also requires the Microsoft phone system SKU for each user

UNIVERGE BLUE® CONNECT WITH & FOR MICROSOFT® TEAMS INTEGRATION FAQS

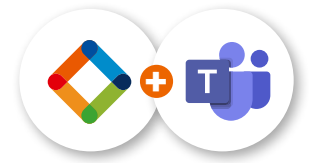


QUESTIONS

What additional Microsoft licensing is required for UNIVERGE BLUE CONNECT <u>For</u> Teams?	3
Who is responsible for procuring a Microsoft Phone System or Common Area Phone licence for customers interested in CONNECT <u>For</u> Teams?	3
Does CONNECT <u>For</u> & <u>With</u> Teams licence include a DID number for each user?	3
Which Quote Cover Sheet will print when I quote a CONNECT <u>For</u> Teams or CONNECT <u>With</u> Teams licence?	3
How do I recognize which CONNECT + Teams solution is best for an MSFT Teams customer?	4
Can I mix and match CONNECT <u>For</u> Teams & <u>With</u> Teams and other CONNECT (ESSENTIALS, PRO, PRO PLUS) licences?	4
Why would a customer want to mix and match CONNECT <u>For</u> or <u>With</u> Teams licence types with other stand-alone CONNECT licence types?	4
Can I sell TeamsConnector with a CONNECT <u>With</u> Teams licence?	4
Can I use a hardware phone with my CONNECT <u>For</u> Teams licence?	4
For CONNECT <u>For</u> Teams customers, what happens when Microsoft Teams experiences an outage?	4
Does CONNECT <u>For</u> Teams work with TEAMS Mobile app?	4
How are voice-only meetings (conference calls) handled in CONNECT <u>With</u> Teams? Do they still take place in UNIVERGE BLUE MEET?	4
Does a UNIVERGE BLUE WEBFAX Licence come with CONNECT <u>With</u> Teams licence?	5
What is the difference between a connect <u>With</u> teams license vs a connect essentials license?	5
Can I sell TeamsConnector with a CONNECT <u>With</u> Teams licence?	5



UNIVERGE BLUE® CONNECT WITH & FOR MICROSOFT® TEAMS INTEGRATION FAQs



WHAT ADDITIONAL MICROSOFT LICENSING IS REQUIRED FOR CONNECT FOR TEAMS?

For both CONNECT For & With Teams licences, the assumption is that a user has a Microsoft 365 plan inclusive of Microsoft Teams to start.

- CONNECT For Teams licence requires an additional Microsoft Phone System or Microsoft Common Area Phone licence depending on the Microsoft 365 plan.

Microsoft Common Area Phone Licence (SMB Plans)

- Microsoft 365 Business Basic
- Microsoft 365 Business Standard
- Microsoft 365 Business Premium

Microsoft Phone System Licence (Enterprise Plans)

- Office 365 E1
- Microsoft 365 E3
- Office 365 E3
- Microsoft 365 E5 (included)

For existing Microsoft 365 customers, Microsoft phone licences must be acquired through their existing Microsoft 365 vendor (e.g. Microsoft directly or Microsoft affiliated partner).

- CONNECT With Teams licence does not require Microsoft 365 as a prerequisite, but the base assumption is that a customer using CONNECT With Teams is using Microsoft Teams for chat, video conferencing, and file management as those features are turned off by default in the CONNECT With Teams licence.
- CONNECT With Teams **does not** require a Microsoft Phone System or Microsoft Common Area Phone licence.

WHO IS RESPONSIBLE FOR PROCURING A MICROSOFT PHONE SYSTEM OR COMMON AREA PHONE LICENCE FOR CUSTOMERS INTERESTED IN CONNECT FOR TEAMS?

Phone licences are procured by the Microsoft 365 account administrator (e.g. IM, IM MSFT Partner, MSFT, or other MSFT Partner). It is possible to migrate existing Microsoft 365 customers to NEC.

DOES CONNECT FOR & WITH TEAMS LICENCE INCLUDE A DID NUMBER FOR EACH USER?

Yes. CONNECT becomes the Calling Plan for making and receiving PSTN calls.

WHICH QUOTE COVER SHEET WILL PRINT WHEN I QUOTE A UNIVERGE BLUE CONNECT FOR TEAMS OR UNIVERGE BLUE CONNECT WITH TEAMS LICENCE?

Licence Types Included in Order

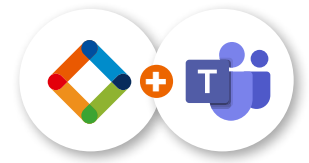
- UNIVERGE BLUE CONNECT For Teams Only
- UNIVERGE BLUE CONNECT With Teams Only
- Combination of UNIVERGE BLUE CONNECT "With" & "For" Teams
- Equal Number of UNIVERGE BLUE CONNECT "With" & "For" Teams

Cover Sheet

- UNIVERGE BLUE CONNECT For Teams
- UNIVERGE BLUE CONNECT With Teams
- Highest licence count drives cover sheet (e.g. 10 With, 5 For = With)
- UNIVERGE BLUE CONNECT With Teams



UNIVERGE BLUE® CONNECT WITH & FOR MICROSOFT® TEAMS INTEGRATION FAQs



HOW DO I RECOGNIZE WHICH CONNECT & TEAMS SOLUTION IS BEST FOR AN MSFT TEAMS CUSTOMER?

CONNECT For Teams is appropriate for customers that insist on making all calls only using the Teams application.

These customers don't need sophisticated features like call center functionality. These customers are also willing to take the risk associated with any future Microsoft outage.

CONNECT With Teams is appropriate for customers that want to use Teams for collaboration, chat, meetings, and file management but need the advanced telephony features of CONNECT such as contact center functionality. Further, these customers may also want an enterprise level SLA beyond what MSFT can provide.

CAN I MIX AND MATCH CONNECT FOR TEAMS & WITH TEAMS AND OTHER CONNECT (ESSENTIALS, PRO, PRO PLUS) LICENCES?

Yes, different CONNECT licences can be activated on a single account.

WHY WOULD A CUSTOMER WANT TO MIX AND MATCH CONNECT FOR OR WITH TEAMS LICENCE TYPES WITH OTHER STAND-ALONE CONNECT LICENCE TYPES?

- Customers that have only a subset of users using Teams may choose CONNECT for the rest of their employees.
- Customers may need the advanced features of CONNECT for only a subset of their employees (e.g. contact center).
- Customers may prefer CONNECT for meetings over Teams. Stand-alone CONNECT includes conferencing and Teams requires an additional licence to support.
- Note that all CONNECT licences (Teams & Stand-alone) have the ability to support feature restrictions. UNIVERGE BLUE MEET & SHARE can be turned off at the user level and chat can be disabled at the account level.

CAN I USE A HARDWARE PHONE WITH MY CONNECT FOR TEAMS LICENCE?

Yes. A CONNECT For Teams licence can support a SIP-enabled desk phone. Customer can purchase from NEC directly or buy a phone independently.

FOR CONNECT FOR TEAMS CUSTOMERS, WHAT HAPPENS WHEN MICROSOFT TEAMS EXPERIENCES AN OUTAGE?

If a CONNECT For Teams user has a desk phone, the hardware phone could facilitate making and receiving phone calls. For customers using a softphone only, it's possible to download the CONNECT apps and use them temporarily to make and receive calls while Microsoft works to restore their impacted services.

Note that CONNECT With Teams utilizes the CONNECT apps and would not be impacted by a Microsoft Teams outage.

DOES CONNECT FOR TEAMS WORK WITH TEAMS MOBILE APP?

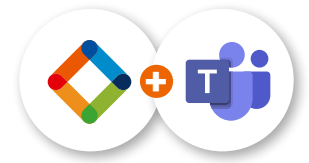
Yes, calls can be made and received via the TEAMS mobile app.

HOW ARE VOICE-ONLY MEETINGS (CONFERENCE CALLS) HANDLED IN CONNECT WITH TEAMS? DO THEY STILL TAKE PLACE IN UNIVERGE BLUE MEET?

CONNECT With Teams would provide 3-way conferencing only. To go beyond that amount the customer would need to purchase a CONNECT PRO or PRO PLUS licence for each user that wants to host Voice/Video Conferences to external parties.



UNIVERGE BLUE® CONNECT WITH & FOR MICROSOFT® TEAMS INTEGRATION FAQS



DOES A UNIVERGE BLUE WEBFAX LICENCE COME WITH CONNECT WITH TEAMS LICENCE?

Yes

WHAT IS THE DIFFERENCE BETWEEN A CONNECT WITH TEAMS LICENSE VS A CONNECT ESSENTIALS LICENSE?

CONNECT ESSENTIALS licence does not include: CORE Contact Center, Voicemail Transcription, WEBFAX and multiple 3rd party integration capabilities.

CAN I SELL TEAMSCONNECTOR WITH A CONNECT WITH TEAMS LICENCE?

No. TeamsConnector is only available as an included component of the CONNECT For Teams licence.

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