

Connect to Teams IP PBX

Frequently Asked Questions

Are you interested in G12 Communications Connect to Teams IP PBX Service solution? We put together this list of frequently asked questions to help you learn more about this service.

What is G12's Connect to Teams IP PBX Service?

The Connect to Teams IP PBX Service fully integrates your existing IP PBX system to Microsoft Teams. It allows you to use and fully integrate your existing PBX system with Microsoft Teams softphones and mobile devices.

Can I continue to use my existing IP PBX system and integrate it with Microsoft Teams?

Yes. You are able to utilize your existing IP PBX, the features, and handsets. Not only can you use your existing IP PBX infrastructure, but you can now use Microsoft Teams softphone and mobile devices to make and receive internal and PSTN calls.

Do I need to change my current phone system?

No. Your phone system does not change. G12 provides the connectivity and registration between your current IP PBX and Microsoft Teams and Teams devices.

What do I need to do to deploy this service?

You only need a Microsoft 365 license with the phone system feature.

How am I charged for this service?

You will be charged a monthly recurring fee on a per-user basis.

Is this solution expensive to deploy?

No. This is a very cost-effective solution to integrate your current PBX with Microsoft Teams. You save money by keeping your existing infrastructure and eliminating the need for the Microsoft Calling Plan or Direct Routing.

Will I have to purchase new phones?

No. That is one of the biggest advantages of this service. You can continue using your existing infrastructure, including your office phones.

How do the Microsoft Teams softphones and mobile devices work with my current IP PBX system?

No. You don't need the Microsoft Calling Plan or Direct Routing. This service uses G12's robust geo-redundant network for all local, domestic, and global calls.

How are the calls routed?

You keep your existing PRIs or SIP Trunks in place. All local, long distance, and international calling is done through your existing SIP Trunks or PRIs.

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Do I need to change to a new provider for PRI's or SIP Trunking?

No. You can keep your existing PRIs or SIP Trunks. G12 is a provider of PRIs and SIP Trunks and can supply those for you.

Is there an advantage to using G12 for my PRIs or SIP Trunks?

G12 is one of the nation's leading providers and operates a nationwide geo-redundant network. Using G12's PRIs or SIP Trunks allows you to have a single provider for voice services and your Microsoft Teams integration. Both services can be bundled into a single invoice.

Is the Connect to Teams IP PBX Service reliable?

This solution is very reliable. In fact, it provides a level of redundancy should Microsoft experience an outage.

What do you see as the biggest advantages of this service?

You can keep your existing phone system and desktop phones and transition at your own pace, whether you want to add individual users or onboard the entire organization. The integration and transition process is quick, simple, cost-effective, and requires minimal user training. Users don't have to learn new systems and features.

The Connect to Teams IP PBX Service lets you use and integrate your existing IP PBX system with the Microsoft Teams collaboration suite, providing instant mobility to your users. You do not need a Microsoft Calling Plan or Direct Routing. This solution supports a fully distributed workforce environment and geo-redundancy offers unparalleled reliability.

Is this service widely deployed by other businesses?

This service is relatively new, but quickly gaining traction in the market.



Still have questions? Connect with a G12 IP PBX specialist today.

Learn more about G12's Connect to Teams IP PBX Service by calling (888) 311-8750 (Option 1) or by emailing sales@G12com.com.

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