

MultiLine Admin Guide: Enable Microsoft Teams for a user

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Read this to learn how to enable Microsoft Teams integration for users who will use the same number for Microsoft Teams and MultiLine.

Overview

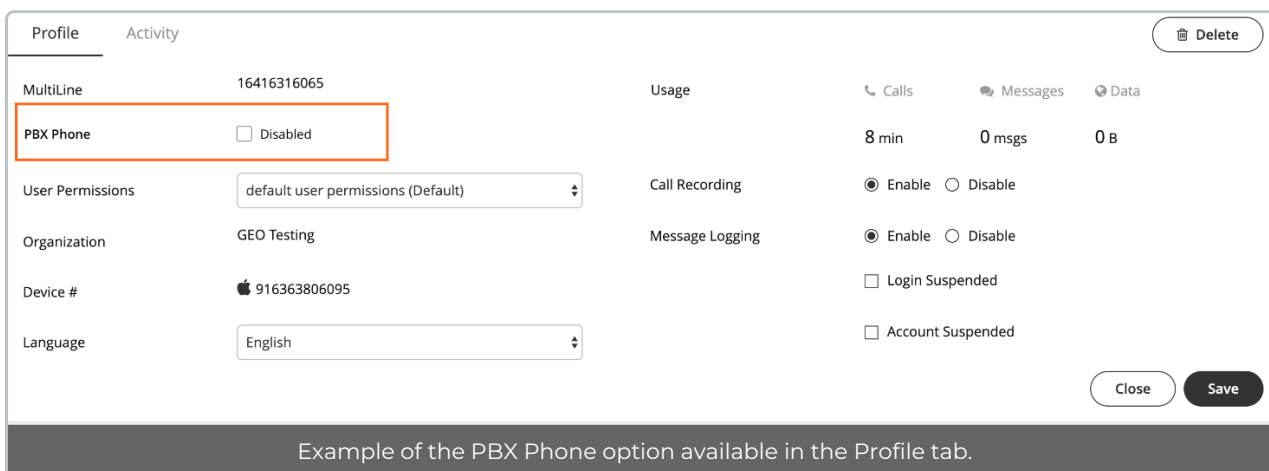
Enabling Microsoft Teams integration will allow for the user's mobile phone and Microsoft Teams integration to ring simultaneously, so the user can pick up the call at their desk or when they're mobile. *Note: Microsoft Teams integration is disabled by default.*

Before you start

- Organizations do not have the option to enable Microsoft Teams by default. If your organization hasn't opted for this feature, you'll be unable to follow the steps below. Contact your Customer Success Team for more information.
- An admin must have "Accounts" Role in the organization to do these instructions. See *What Admin Roles are in the Management Portal* (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Enable Microsoft Teams

1. When adding a user or editing a user, go to a User's **Profile** tab.
2. Click on the checkbox for **PBX Phone** to enable. *Note: we are using the PBX Phone connector to establish the connection to Microsoft Teams.*
3. Click **Save**.



The screenshot shows the 'Profile' tab for a user in the MultiLine Admin interface. The 'PBX Phone' option is highlighted with a red box and is currently set to 'Disabled'. Other settings visible include MultiLine number (16416316065), User Permissions (default user permissions), Organization (GEO Testing), Device # (916363806095), and Language (English). Usage statistics show 8 min of calls, 0 msgs, and 0 B of data. Call Recording and Message Logging are both enabled. There are 'Close' and 'Save' buttons at the bottom right.

Example of the PBX Phone option available in the Profile tab.

See [Using Microsoft Teams Integration](https://moviuscorp.knowledgeowl.com/help/using-microsoft-teams-integration) for information on the user experience.

