MOVIUS

MS Teams Voice Enablement Overview

Overview

Your business has chosen MultiLine to manage work numbers which easily integrate into the Microsoft Teams application. This allows you to extend the communication platform you use for internal communications externally.

Voice integration allows making and receiving calls from Microsoft Teams using the MultiLine work number. This is a real cellular-grade number for superior voice quality whether in the office or on the go.

This end-to-end guide includes everything you need to get started.

Enabling Voice

To enable voice for your organization, a Microsoft Teams administrator will need to follow this set-up guide:

- Enterprise Guide: Microsoft Teams Voice Configuration Guide (https://help.moviuscorp.com/help/enterprise-guide-microsoft-teams-voice-configuration-guide) [Log in Required to View]

After the Microsoft Teams administrator completes set-up, the MultiLine administrator needs to follow this guide:

- Admin Guide: Enable Microsoft Teams calling for a user (https://help.moviuscorp.com/help/admin-guide-enable-microsoft-teams-calling-for-a-user)

For end-users to access calling in the Teams app, they first need to activate MultiLine (https://help.moviuscorp.com/help/get-started-with-multiline). End-users who have the MultiLine mobile app will need to turn off ringing in the MultiLine app.

- End-User Guide: Call Ringing and Notification Control in Mobile Apps (https://help.moviuscorp.com/help/end-user-guide-call-ringing-and-notification-control-in-mobile-apps)

End User Guides

This Help Center has dedicated sections to Microsoft Teams. It also includes a Teams tab in materials about calling and messaging with MultiLine. The materials are also available in this hub of materials.

End users must activate MultiLine (https://help.moviuscorp.com/help/get-started-with-multiline) on their mobile apps before they can use MultiLine Calling.