

# Voice

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## 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) [\[https://help.moviuscorp.com/help/enterprise-guide-microsoft-teams-voice-configuration-guide\]](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) [\[https://help.moviuscorp.com/help/admin-guide-enable-microsoft-teams-calling-for-a-user\]](https://help.moviuscorp.com/help/admin-guide-enable-microsoft-teams-calling-for-a-user) [\[Log in Required to View\]](#)

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) [\[https://help.moviuscorp.com/help/get-started-with-multiline\]](https://help.moviuscorp.com/help/get-started-with-multiline) [\[Log in Required to View\]](#). 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) [\[https://help.moviuscorp.com/help/end-user-guide-call-ringing-and-notification-control-in-mobile-apps\]](https://help.moviuscorp.com/help/end-user-guide-call-ringing-and-notification-control-in-mobile-apps) [\[Log in Required to View\]](#)

### 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) [\[https://help.moviuscorp.com/help/get-started-with-multiline\]](https://help.moviuscorp.com/help/get-started-with-multiline) [\[Log in Required to View\]](#) on their mobile apps before they can use MultiLine Calling.

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## Admin Guide: Enable Microsoft Teams calling for a user

Read on to learn about how to enable Microsoft Teams calling for a user in Management Portal.

### Overview

With the MultiLine integration for Microsoft Teams, users can make and receive calls using their MultiLine number directly within the Calls app in Microsoft Teams.

Once enabled by the admin, the user will need to [activate the MultiLine](https://help.moviuscorp.com/help/get-started-with-multiline)  (<https://help.moviuscorp.com/help/get-started-with-multiline>)  i OS or Android mobile app. After activation, the MultiLine number will be added to the Microsoft Teams app.

Incoming call notifications on mobile devices must either be received by the MultiLine app or the Microsoft Teams app. Therefore, we advise admins to disable incoming call notifications for MultiLine mobile apps so that the user receives all incoming call notifications from Microsoft Teams.

### Before you start

- Movius must turn on Microsoft Teams for your organization for the feature to be available.
- You must enable Microsoft Teams calling before you can turn off incoming call notifications to the MultiLine app.
- An admin must have "Accounts" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp)  (<https://help.moviuscorp.com/help/what-admin-roles-mmp>) .

### Enable Microsoft Teams calling for user

MultiLine Administrators enable Microsoft Teams calling for users from the Accounts page. For new users, this is done when [adding a user](https://help.moviuscorp.com/help/send-multiline-invitations-add-users)  (<https://help.moviuscorp.com/help/send-multiline-invitations-add-users>) . For current users, this is done by [editing the account](https://help.moviuscorp.com/help/edit-users)  (<https://help.moviuscorp.com/help/edit-users>) .

On the accounts page, use the feature toggle to turn **MS Teams Calling** on.

- When off, a grey x  will be visible on the toggle and the user will not be able to use Microsoft Teams calling.
- When on, a green checkmark  will be visible on the toggle and the user will be able to use Microsoft Teams calling.



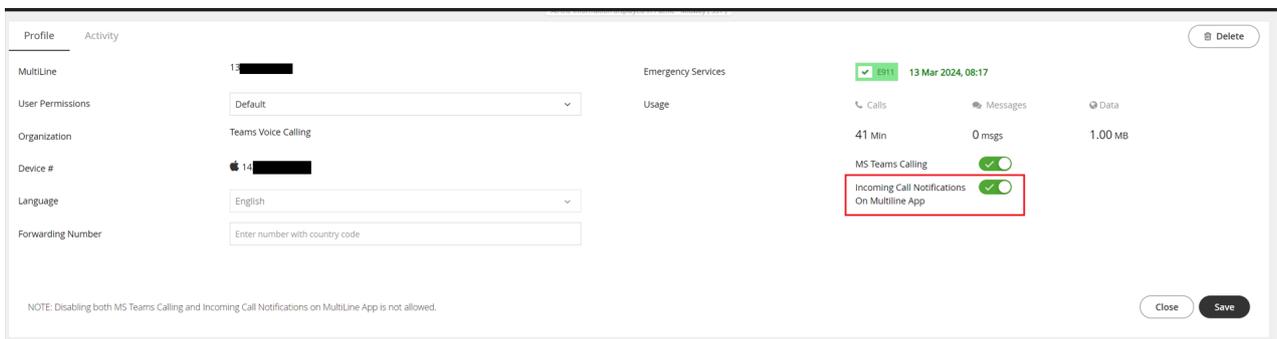
The screenshot shows a user profile configuration page. On the left, there are fields for MultiLine, User Permissions (Default), Organization (Teams Voice Calling), Device # (14), Language (English), and Forwarding Number. On the right, under 'Emergency Services', there is a 'Usage' section with 'Calls' (41 Min), 'Messages' (0 msgs), and 'Data' (1.00 MB). Below this, there are two toggles: 'MS Teams Calling' (checked) and 'Incoming Call Notifications On Multiline App' (checked). A red box highlights the 'Incoming Call Notifications On Multiline App' toggle. At the bottom, there is a note: 'NOTE: Disabling both MS Teams Calling and Incoming Call Notifications on MultiLine App is not allowed.' and buttons for 'Close' and 'Save'.

## Set up Incoming Call Notifications

For best experience, MultiLine and MS Teams cannot both receive incoming call notifications. Therefore, users must either receive incoming calls on MultiLine or on Teams.

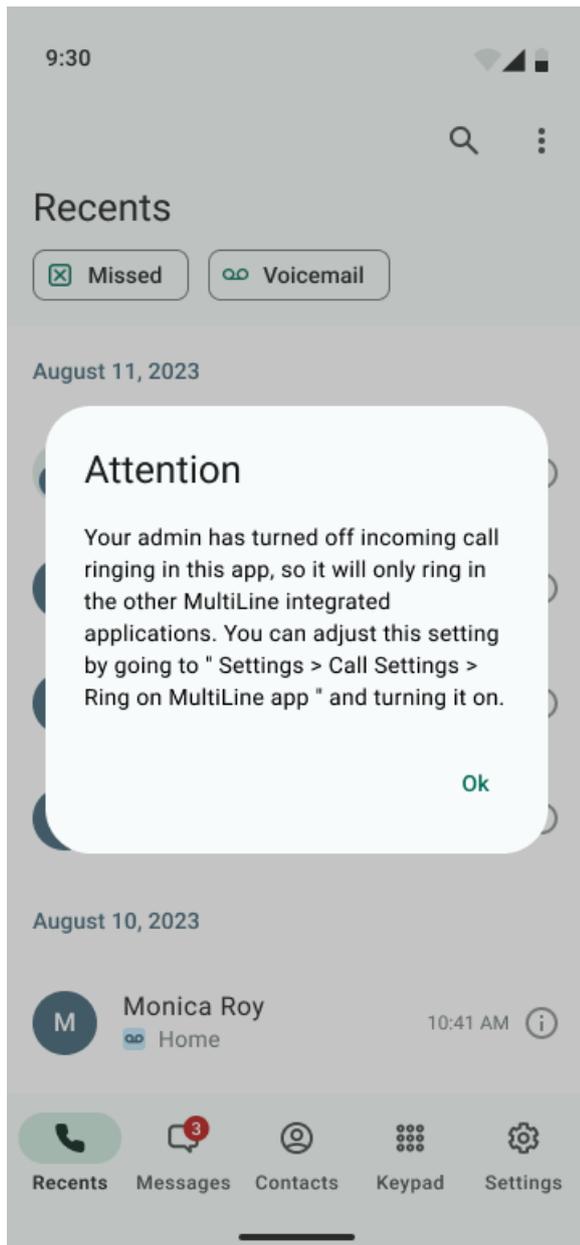
Admins can set whether MultiLine will ring on the accounts page. Use the toggle to turn **Incoming Call Notifications On MultiLine App** off.

- When off, a grey x  will be visible on the toggle and the user will not receive incoming call notifications on MultiLine. The user will receive incoming call notifications from Microsoft Teams.
- When on, a green checkmark  the user will receive incoming call notifications on MultiLine. The user will not receive incoming call notifications from Microsoft Teams.



This screenshot is identical to the one above, but with a red box highlighting the 'Incoming Call Notifications On Multiline App' toggle, which is currently checked. The 'MS Teams Calling' toggle is also checked.

When administrators change this setting for an existing user, users will be notified by a pop-up message.



Users can adjust this setting in the MultiLine app. See [Control MultiLine ring when using Teams](https://help.moviuscorp.com/help/control-multiline-ring-when-using-teams) [\[↗\]](https://help.moviuscorp.com/help/control-multiline-ring-when-using-teams)  
(<https://help.moviuscorp.com/help/control-multiline-ring-when-using-teams>) [\[↗\]](https://help.moviuscorp.com/help/control-multiline-ring-when-using-teams).

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## End User Guide: MultiLine Calling in Teams

Read on to learn about making MultiLine calls in Microsoft Teams.

### Overview

If your organization is using MultiLine for Microsoft Teams, you can make and receive calls to your MultiLine number directly within Microsoft Teams.

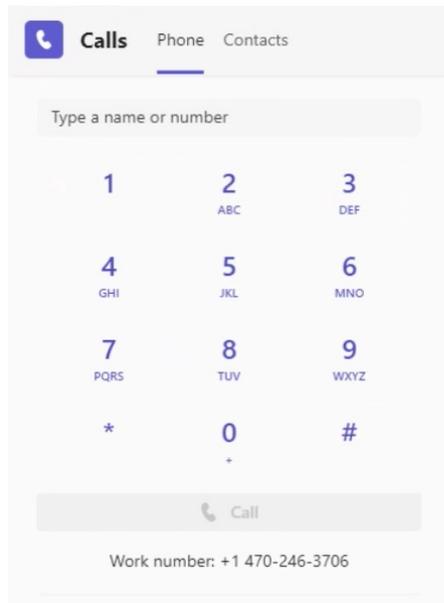
## Before you start

- MultiLine Voice for Microsoft Teams is not available by default; your organization has to set it up for you to use it.
- Before getting started with calling in the Microsoft Teams app, first you need to activate MultiLine on your phone or tablet. See [Get Started with MultiLine](https://help.moviuscorp.com/help/get-started-with-multiline) [↗](https://help.moviuscorp.com/help/get-started-with-multiline).  
<https://help.moviuscorp.com/help/get-started-with-multiline> [↗](https://help.moviuscorp.com/help/get-started-with-multiline).

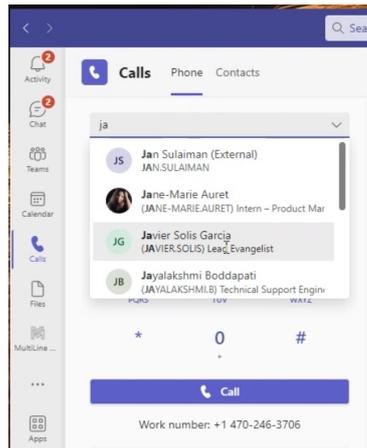
## MultiLine Calling in Teams

You'll begin your call using the normal calling feature in Teams. The interface is mostly the same except you will have the MultiLine dialer available.

1. Go to the **Calls** tab.
2. Begin typing a name or number into the dialer.



- As you type, matches from your contacts may appear. *For more information on adding Contacts in Microsoft Teams, see [View or Add Contacts in Teams \[External Link\]](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.)* [↗](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.).  
<https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.> [↗](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.).



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## iOS End User Guide: Control MultiLine ring when using Teams

Read on to learn about turning off or turning on the MultiLine app ringing when using Microsoft Teams for calling.

### Overview

If you are using MultiLine calling with Microsoft Teams app, you can silence the ring on the MultiLine app to avoid both apps ringing simultaneously.

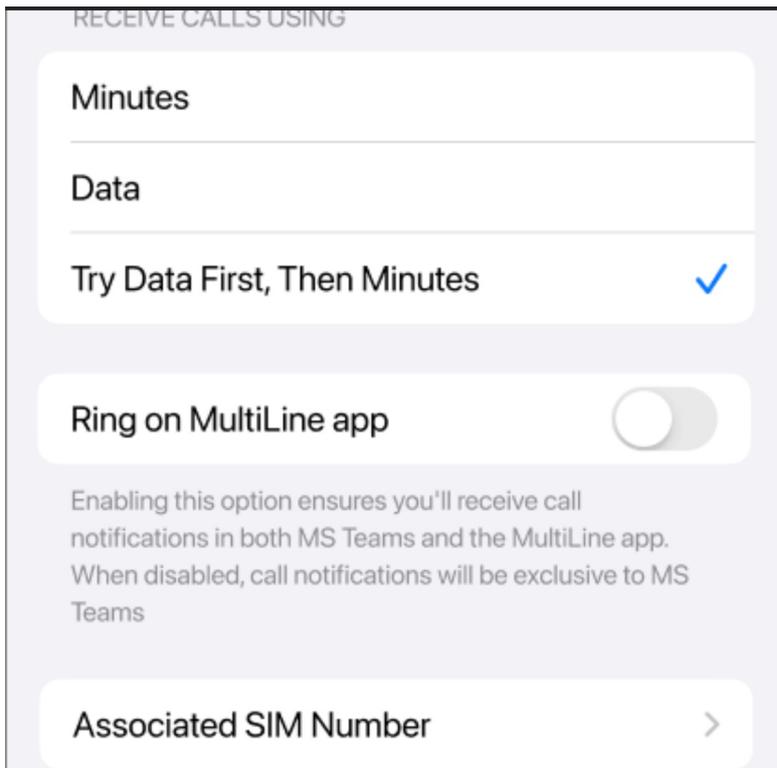
### Before you start

- This option is only available for users who using MultiLine Voice for Microsoft Teams.
- When you activate MultiLine, or when Microsoft Teams calling is enabled for the first time, you will see a notification giving you the option to turn it off and can turn it off at that time.
- If you choose not to turn off ringing in MultiLine while using the Microsoft Teams mobile app, some calls may not ring at all and go straight to voicemail.

### Turn off ringing in MultiLine

The ability to turn ringing in MultiLine off is available in Call Settings.

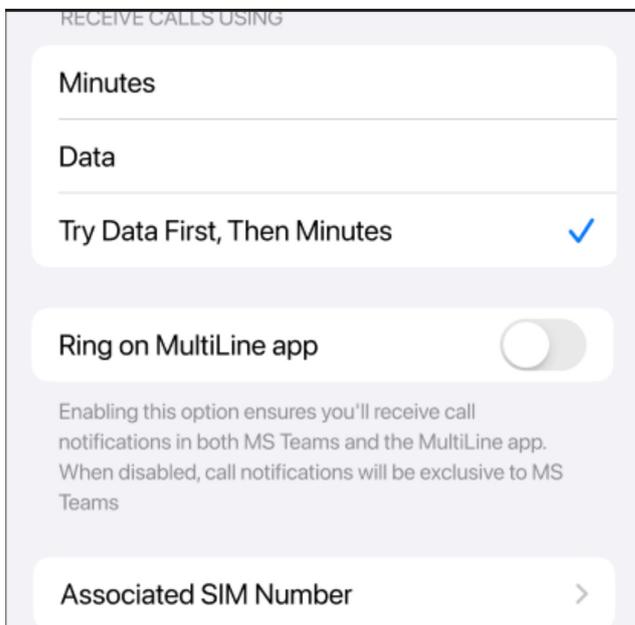
1. Go to **Settings**, then **Call Settings**.
2. Use the **Ring on MultiLine app** toggle to turn off ringing in MultiLine.



## Turn on ringing in MultiLine

The ability to turn ringing in MultiLine on is available in Call Settings.

1. Go to **Settings**, then **Call Settings**.
2. Use the toggle to turn on ringing in MultiLine.



Read on to learn about turning off the MultiLine app ringing when using Microsoft Teams for calling.

## Overview

If you are using MultiLine calling with Microsoft Teams app, you can silence the ring on the MultiLine app. That way both apps won't ring simultaneously.

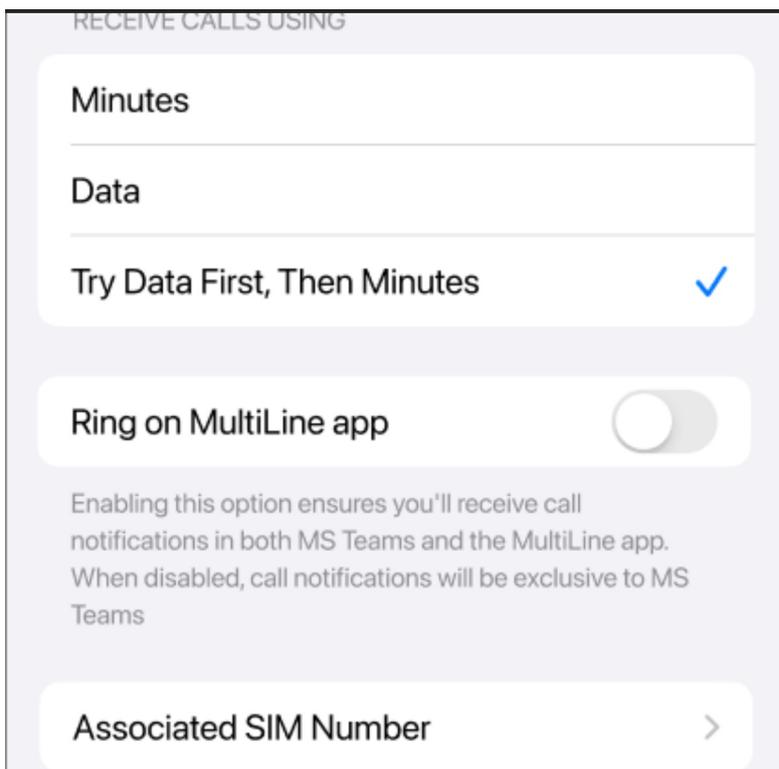
## Before you start

- This option is only available for users who using MultiLine Voice for Microsoft Teams.
- When you activate MultiLine, or when Microsoft Teams calling is enabled for the first time, you will see a notification giving you the option to turn it off and can turn it off at that time.
- If you choose not to turn off ringing in MultiLine while using the Microsoft Teams mobile app, some calls may not ring at all and go straight to voicemail.

## Turn off ringing in MultiLine

The ability to turn ringing in MultiLine off is available in Call Settings.

1. Go to **Settings**, then **Call Settings**.
2. Use the **Ring on MultiLine app** toggle to turn off ringing in MultiLine.



## Turn on ringing in MultiLine

The ability to turn ringing in MultiLine on is available in Call Settings.

1. Go to **Settings**, then **Call Settings**.
2. Use the toggle to turn on ringing in MultiLine.



# MOVIUS

RECEIVE CALLS USING

Minutes

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Data

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Try Data First, Then Minutes

Ring on MultiLine app

Enabling this option ensures you'll receive call notifications in both MS Teams and the MultiLine app. When disabled, call notifications will be exclusive to MS Teams

Associated SIM Number >

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