

### MultiLine for Teams Install Guide

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### **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 <u>activate the MultiLine ?</u>
<a href="Mailto:MultiLine">(https://help.moviuscorp.com/help/get-started-with-multiline)</a>? 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 <u>What Admin Privileges are in Management Portal?</u>

  (https://help.moviuscorp.com/help/what-admin-roles-mmp)

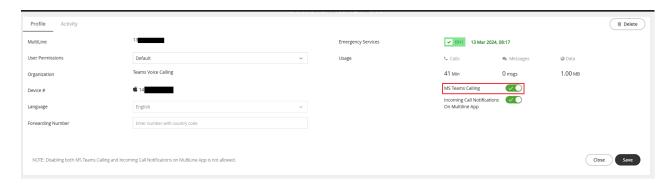
# **Enable Microsoft Teams calling for user**

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

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.



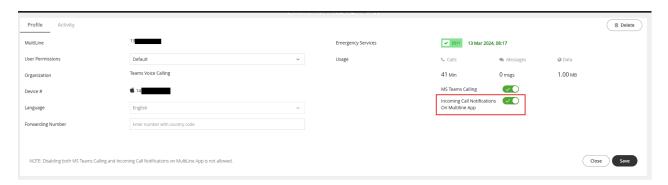


## **Set up Incoming Call Notifications**

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.

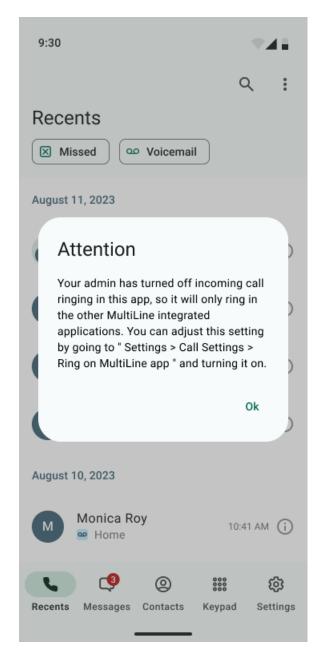
Admins can set whether MultiLine will ring on the accounts page. Use the toggle to turn**Incoming Call Notifications On MultiLine App** off.

- When off, a grey x will be visible on the toggle and the user will not receiving 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.



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) .

### **MultiLine for Microsoft Teams FAQ**

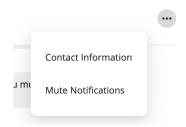
Read on for frequently asked questions about MultiLine for Microsoft Teams Voice and Messaging.

# Messaging



#### How do I edit contact information?

- Go to your message history with the contact and click the **Settings** icon in the upper righthand corner.
- 2. Click Contact Information.



3. Click Edit.



### Voice

If I set Do Not Disturb on my mobile, will it apply to MultiLine for Microsoft Teams?

If I set a Business Hours schedule on my mobile, does it apply to MultiLine for Microsoft Teams?

# **Enable Microsoft Teams Messaging for a user**

An admin must have "Setup>MS Teams" Privilege in their Role in the organization to do these instructions. See <u>What Admin Privileges are in Management Portal?</u>

(https://help.moviuscorp.com/help/what-admin-roles-mmp)

MS Teams administrator can use self-service on MMP Portal to make the configuration changes for enabling MultiLine Messaging app for users in their organization. Please request Movius Support to enable self-service for provisioning and installing MultiLine Messaging app in your tenant.

#### **Prerequisites**

• Firewall changes. Below URLs should be allowed for outbound traffic:



- Secure websocket connections
  - webclient-uk3.moviuscorp.net:443 (169.50.222.162)
  - webclient-sng01.moviuscorp.net:443 (161.202.2.132)
  - webclient-wdc06.moviuscorp.net:443 (169.63.160.154)
  - webclient-dall2.moviuscorp.net:443 (169.63.26.234)
  - sml-webrtc.moviuscorp.net:443 (169.63.129.151 / 169.63.26.230)
  - lon02-webrtc.moviuscorp.net:443 (169.50.222.172)
  - sng01-webrtc.moviuscorp.net:443 (161.202.2.140)
  - slab-webrtc.moviuscorp.net:443 (169.46.89.190)
- Https connections
  - sml.moviuscorp.net:8021 (169.63.160.148 / 169.63.26.228)
  - us.moviuscorp.net:8021 (169.63.160.148 / 169.63.26.228)
  - wdcgc2.moviuscorp.net:8021 (169.63.160.148)
  - dal12.moviuscorp.net:8021 (169.63.26.228)
  - uk3.moviuscorp.net:8021 (169.50.222.162)
  - sng01.moviuscorp.net:8021 (161.202.2.132)
  - cdnakauamq11hbp9.cdn.appdomain.cloud
  - workspace.movius.ai
- User running the Set Up should have Azure access to give consent to Movius application and confirm creation in Azure AD.
- Capture the information below during the setup.

SL No	Parameter	Information	Value
1	tenant_id	Azure AD tenant ID	
2	client_id	Provided by Movius	ee546f12-67ec-4432-b71a-fe7863b1fbfd



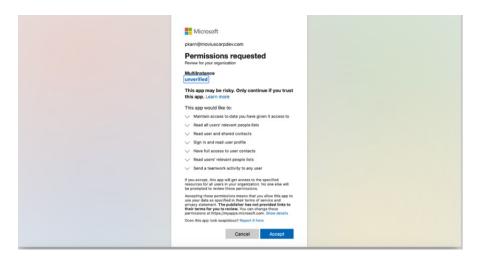
#### approving the application.

Consent URL format:

https://login.microsoftonline.com/tenant\_id/adminconsent?client\_id=client\_id [2]

(https://login.microsoftonline.com/tenant\_id/adminconsent?client\_id=client\_id) [2]

Replace the tenant\_id with your Azure AD tenant ID in which you want to add MultiLine Messaging application and the client\_id with the value from Table above.

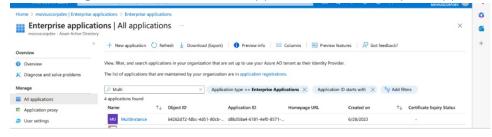


Step 2 - Admin needs to log in with admin credentials and "Accept" to give consent to the application.

Step 3 - After accepting, the below error will occur. This is expected. Ignore the error and continue to the next step.



Once consent is given, admin can see the application under Enterprise applications in Azure AD.

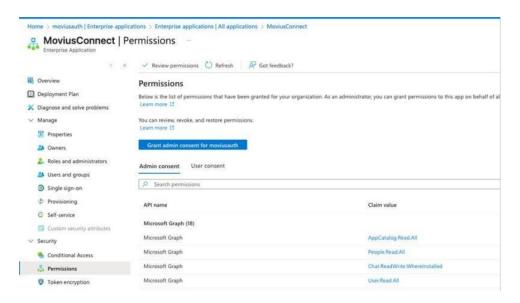




#### **Step 4 - Verify Tenant-Wide Admin Consent**

Please ensure that tenant-wide admin consent has been granted for the MultiLine Messaging application:

- 1. Navigate to Azure AD → Enterprise Applications → MoviusConnect
- 2. Go to Permissions.
- 3. Click on Grant admin consent for [tenant-name].
- 4. A Microsoft login window will appear please sign in using an account with Global Administrator privileges.
- 5. Review the requested permissions and click Accept to grant consent for all users within the tenant.



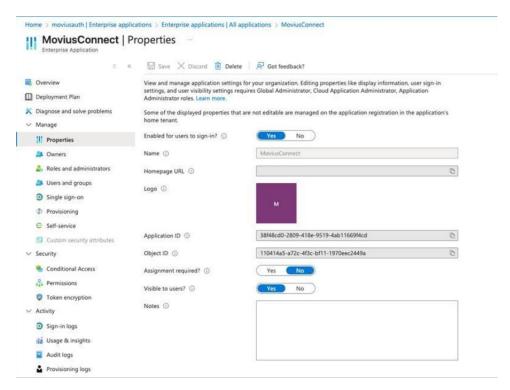
This ensures that all users within the tenant can access the application without needing individual consent.

#### **Step 5 - Verify User Assignment Settings**

Next, please verify that user sign-in is properly configured:

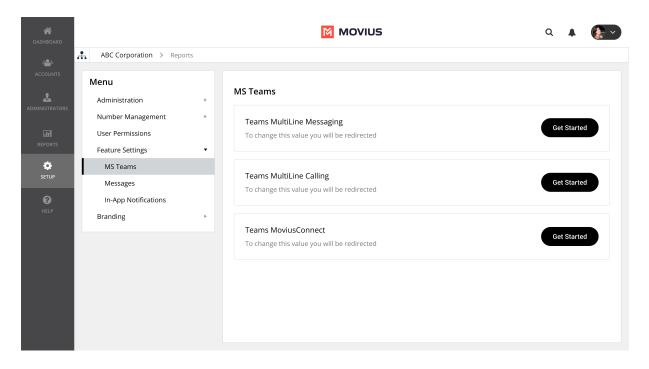
- 1. Go to Azure AD → Enterprise Applications → MoviusConnect
- 2. Under Properties, confirm that "Enabled for users to sign in" is set to Yes.
- 3. Check if "Assignment required?" is enabled.
- 1. If Yes, please ensure that the required users are assigned under Users and groups.
- 2. Alternatively, you can set "Assignment required?" to No so that all users can access the application.





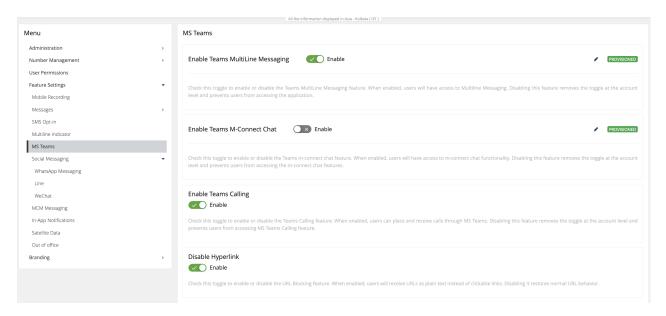
Note - Administrators can implement organizational policies within MS Teams Admin Center to pin the app for all users within tenant, they have access to configure settings to make Multiline Messaging application as a mandatory application for users within MS Teams.

Step 6 - Login to MMP portal, navigate to Setup>Feature Setting>MS Teams and click on Get Started on Teams MultiLine Messaging.



Step 7 - Enter the Tenant Id where the Teams MultiLine Messaging application was added and click on Provision. Status will be updated to Provisioned.

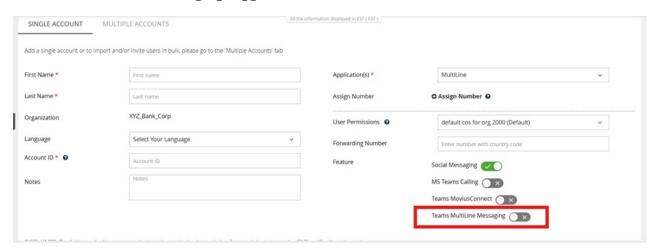




After the previous steps are completed, MMP administrators will have the option to edite the tenant id by clicking on pencil icon next to status or disable the MultiLine Messaging for their organization by switching off the toggle.

# Step 8 - MMP administrators can then enable the MultiLine Messaging application for accounts within their organization by turning on Teams MultiLine Messaging toggle.

- Teams MultiLine Messaging can be turned on from account without user having to onboard the MultiLine mobile application.
- After the Subscriber logins to Teams Messaging for the first time, there status at account changes to Activated and line record gets created. Teams MultiLine Messaging toggle is then moved at line level.
- Teams MultiLine Messaging toggle can be turned off in order to disable the feature for user.



MultiLine Accounts can also be created with provisioning APIs and Teams MultiLine Messaging will be enabled through the APIs.

MultiLine Accounts can also be created through excel Bulk Provisioning and Teams MultiLine Messaging can be enabled for MultiLine accounts through excel.

