

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 [activate the MultiLine](#) [i OS or Android mobile app](https://help.moviuscorp.com/help/get-started-with-multiline). 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

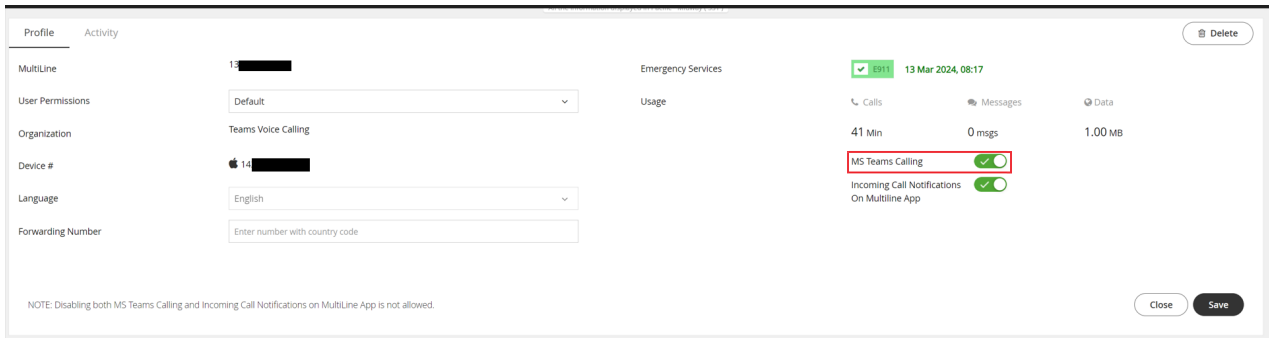
- Movius must turn on Microsoft Teams for your organization for the feature to be available.
- You must enable Microsoft Teams calling before you can turn off incoming call notifications to the MultiLine app.
- An admin must have "Accounts" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](#) [i OS or Android mobile app](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](#) [i OS or Android mobile app](https://help.moviuscorp.com/help/send-multiline-invitations-add-users). For current users, this is done by [editing the account](#) [i OS or Android mobile app](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.

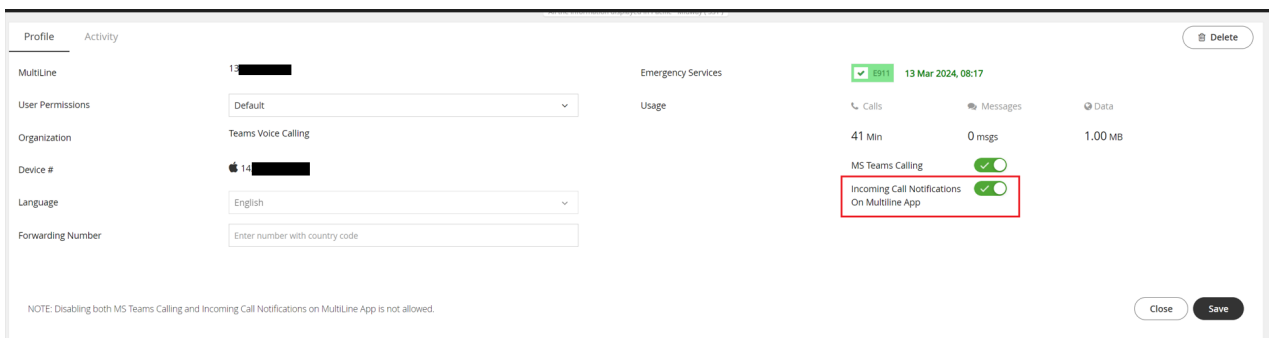


Set up Incoming Call Notifications

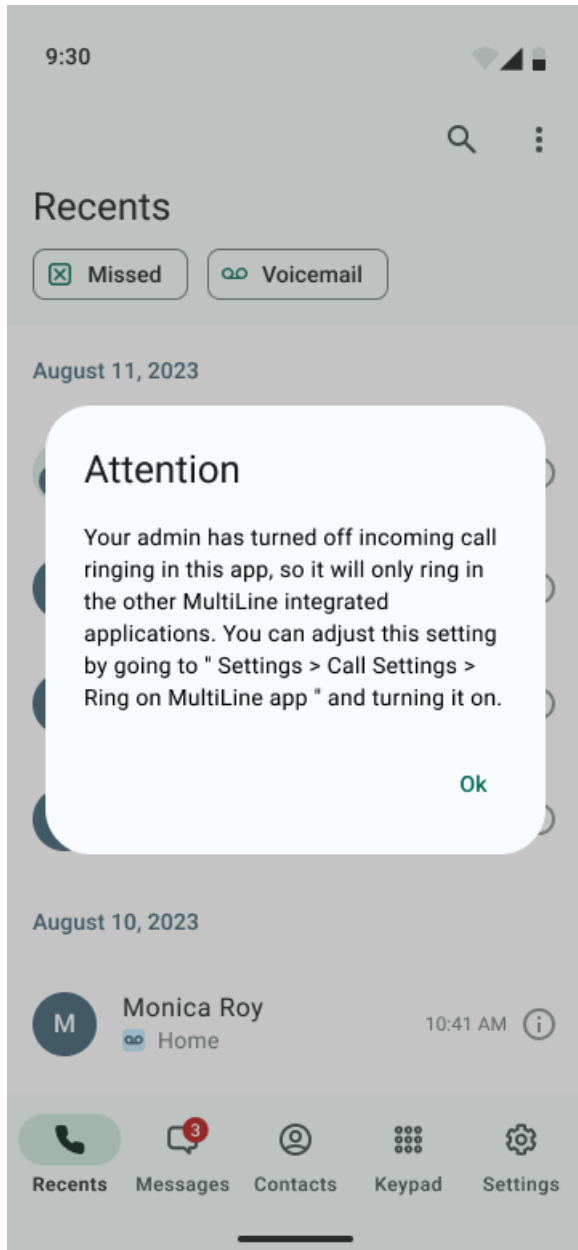
For best experience, MultiLine and MS Teams cannot both receive incoming call notifications. Therefore, users must either receive incoming calls on MultiLine or on Teams.

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.



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).

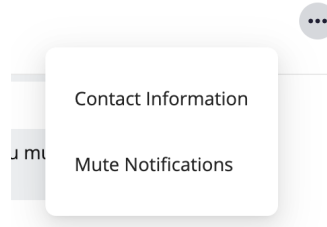
MultiLine for Microsoft Teams FAQ

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

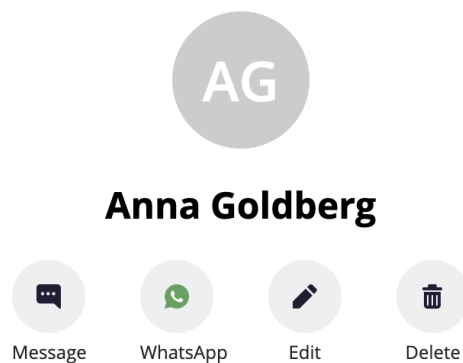
Messaging

How do I edit contact information?

1. 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?
