

Alloy 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

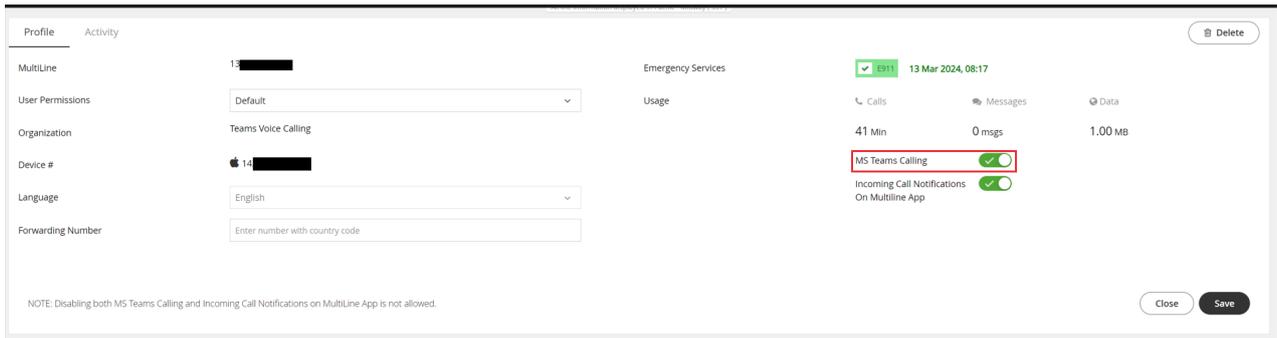
- Movius must turn on Microsoft Teams for your organization for the feature to be available.
- You must enable Microsoft Teams calling before you can turn off incoming call notifications to the MultiLine app.
- An admin must have "Accounts" Privilege in their Role in the organization to do these instructions. 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.



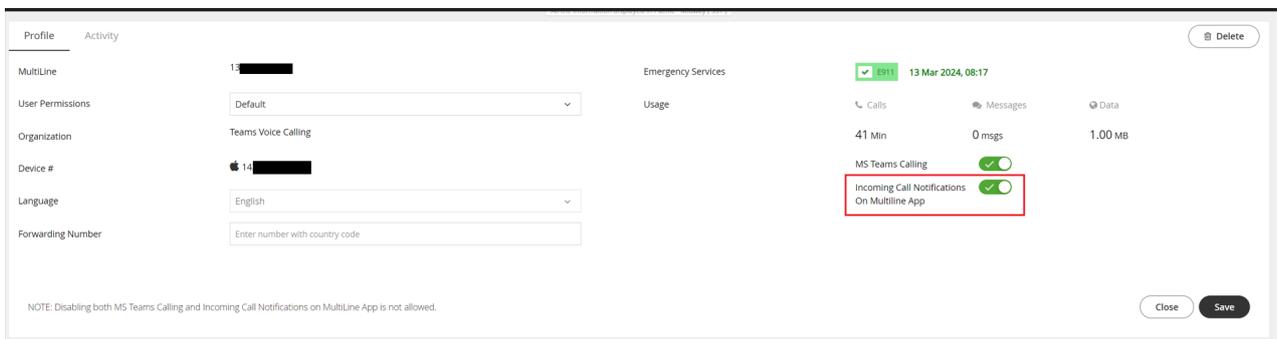
The screenshot shows a user profile configuration page. On the left, there are fields for MultiLine, User Permissions (Default), Organization (Teams Voice Calling), Device # (14), Language (English), and Forwarding Number. On the right, under 'Emergency Services', there is a 'Usage' section with 'Calls'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

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.

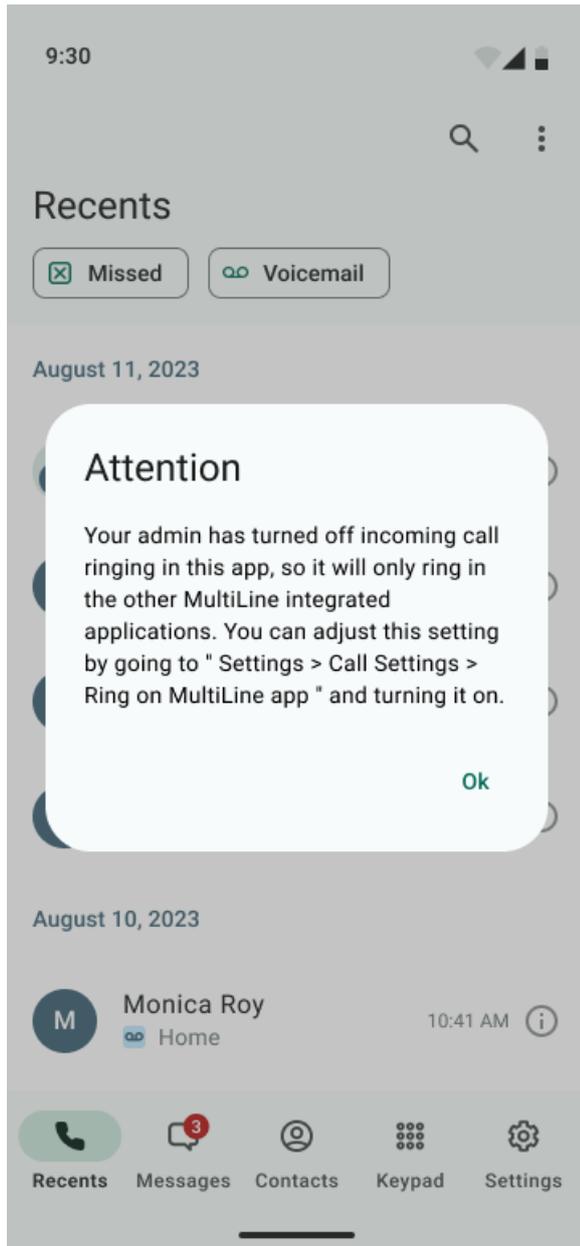
Admins can set whether MultiLine will ring on the accounts page. Use the toggle to turn **Incoming Call Notifications On MultiLine App** off.

- 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 similar to the one above, but the 'Incoming Call Notifications On MultiLine App' toggle is highlighted with a red box and is turned on (checked). The 'MS Teams Calling' toggle is also turned on. The rest of the interface, including the profile fields and usage statistics, remains the same.

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).

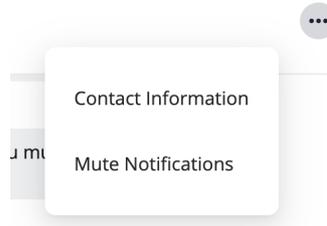
MultiLine for Microsoft Teams FAQ

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?

Enable Alloy for MS Teams

An admin must have "Setup>MS Teams" 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-privileges-are-in-management-portal/) <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-dal12.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 |

Step 1 - The Azure admin needs to execute the below API by going to the consent URL and

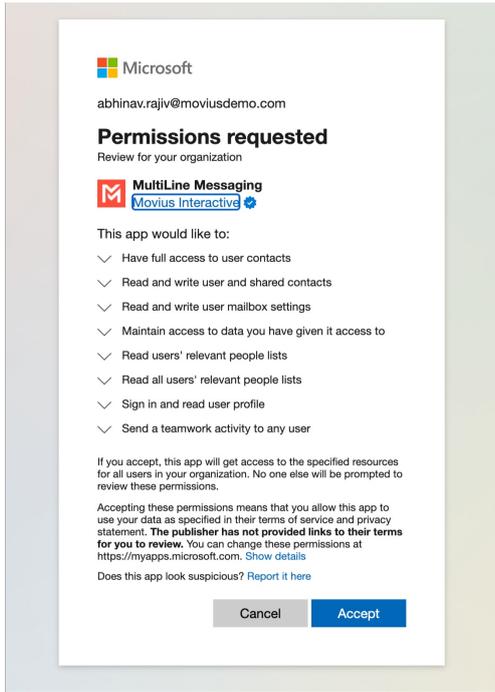
approving the application.

Consent URL format:

https://login.microsoftonline.com/tenant_id/adminconsent?client_id=client_id

https://login.microsoftonline.com/tenant_id/adminconsent?client_id=client_id

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.

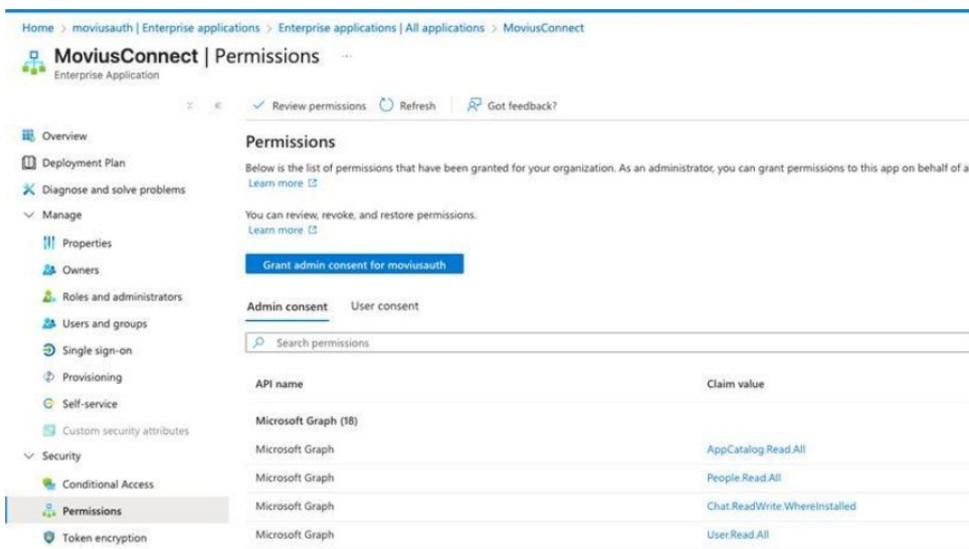


Once consent is given, admin can see the application under Enterprise applications in Azure AD.

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 → MultiLine Messaging
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.

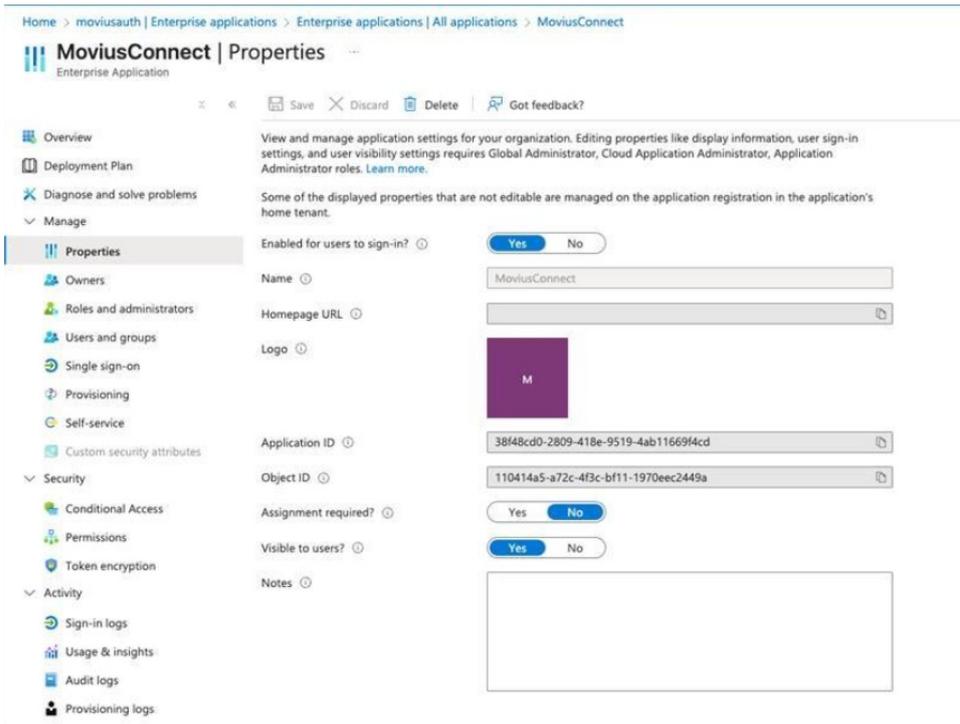


This ensures that all users within the tenant can access the application without needing individual consent.

Step 5 - Verify User Assignment Settings

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

1. Go to Azure AD → Enterprise Applications → MultiLine Messaging
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.



Home > moviusauth | Enterprise applications > Enterprise applications | All applications > MoviusConnect

MoviusConnect | Properties

Enterprise Application

Save Discard Delete Got feedback?

Overview

View and manage application settings for your organization. Editing properties like display information, user sign-in settings, and user visibility settings requires Global Administrator, Cloud Application Administrator, Application Administrator roles. [Learn more.](#)

Some of the displayed properties that are not editable are managed on the application registration in the application's home tenant.

Manage

- Properties
- Owners
- Roles and administrators
- Users and groups
- Single sign-on
- Provisioning
- Self-service
- Custom security attributes

Security

- Conditional Access
- Permissions
- Token encryption

Activity

- Sign-in logs
- Usage & insights
- Audit logs
- Provisioning logs

Enabled for users to sign-in? Yes No

Name

Homepage URL

Logo 

Application ID

Object ID

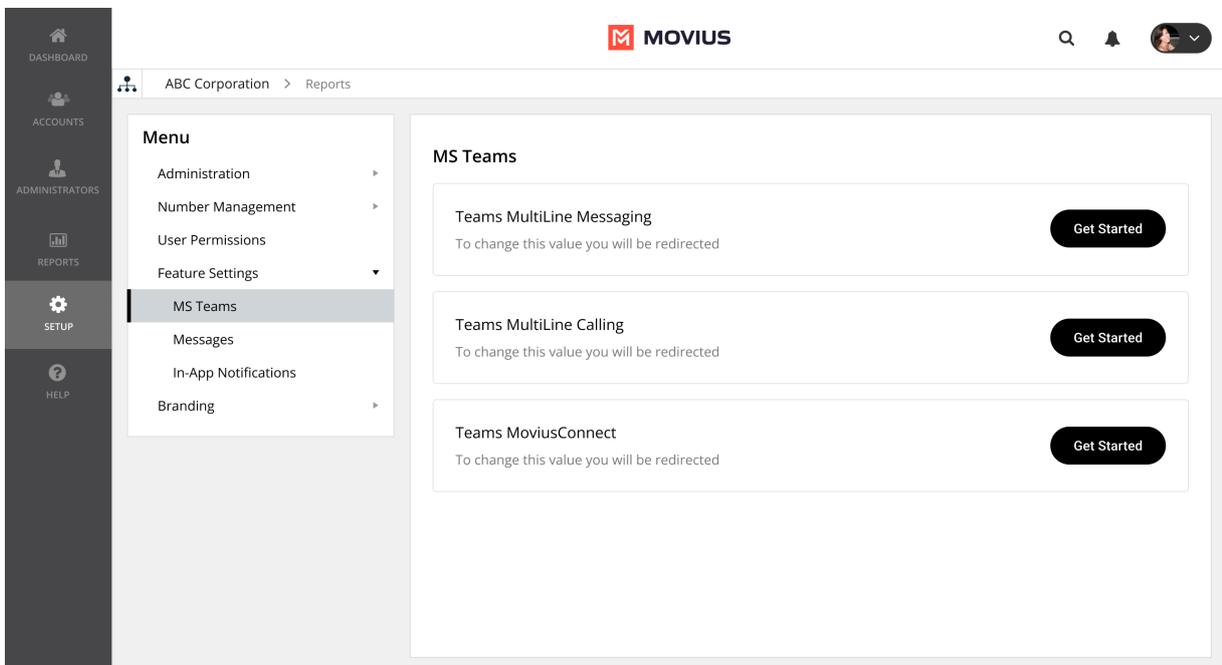
Assignment required? Yes No

Visible to users? Yes No

Notes

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.



MOVIUS

ABC Corporation > Reports

Menu

- Administration
- Number Management
- User Permissions
- Feature Settings
 - MS Teams**
 - Messages
 - In-App Notifications
 - Branding

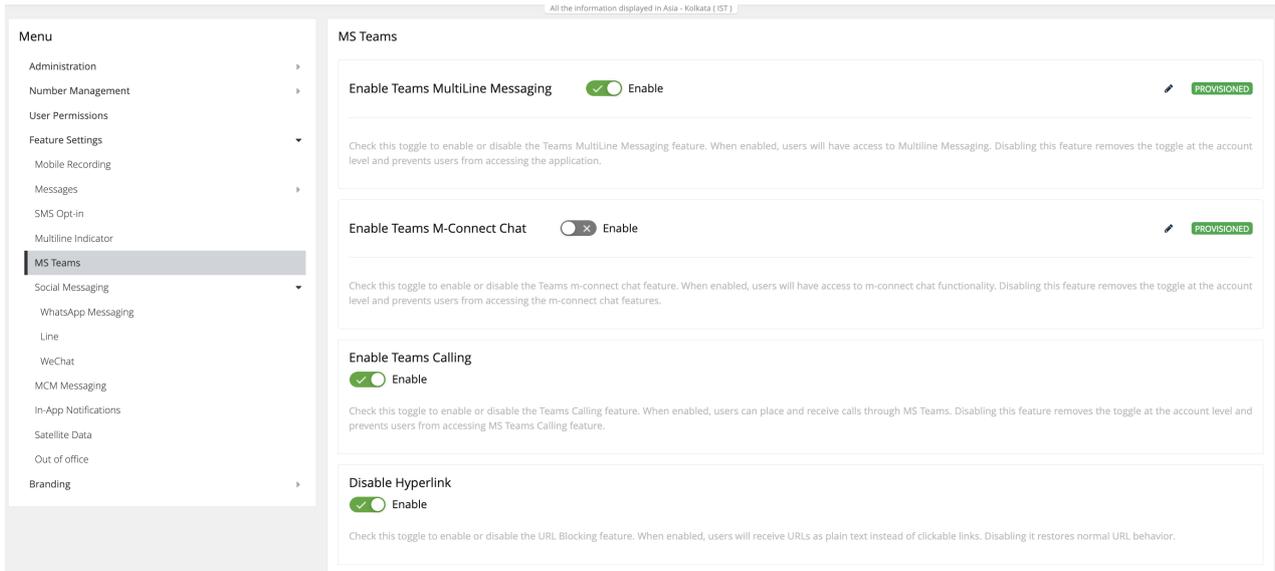
MS Teams

Teams MultiLine Messaging
To change this value you will be redirected [Get Started](#)

Teams MultiLine Calling
To change this value you will be redirected [Get Started](#)

Teams MoviusConnect
To change this value you will be redirected [Get Started](#)

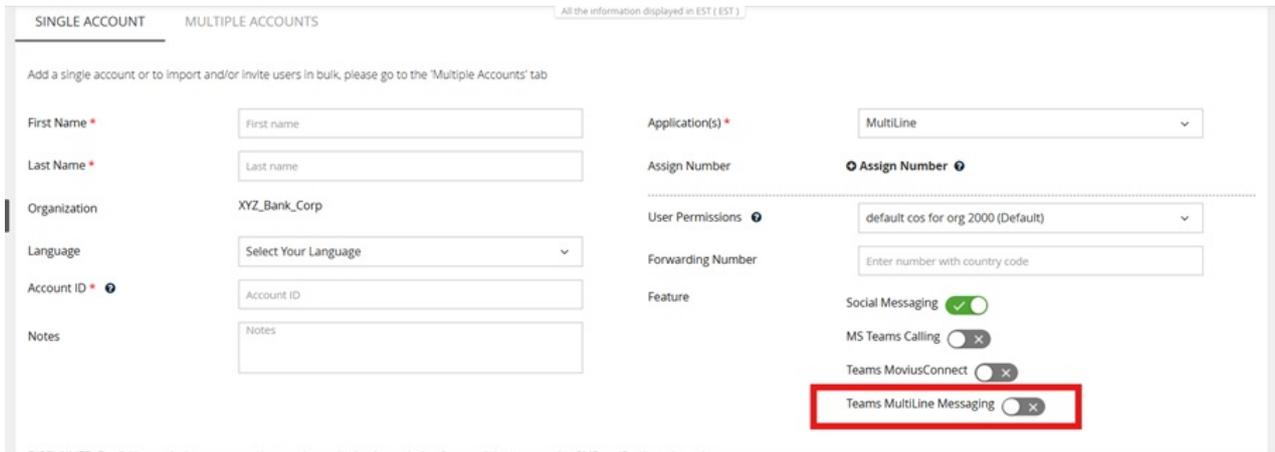
Step 7 - Enter the Tenant Id where the Teams MultiLine Messaging application was added and click on Provision. Status will be updated to Provisioned.



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

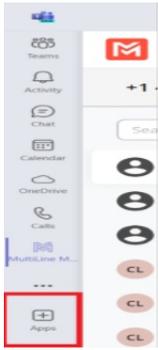
Step 8 - MMP administrators can then enable the MultiLine Messaging application for accounts within their organization by turning on Teams MultiLine Messaging toggle.

- Teams MultiLine Messaging can be turned on from account without user having to onboard the MultiLine mobile application.
- After the Subscriber logs in 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.

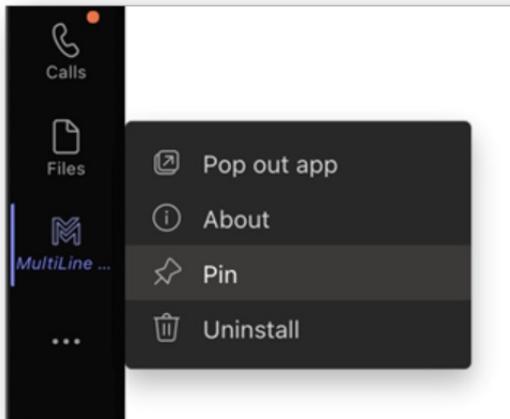


Adding Multiline Application to Microsoft Teams

These steps are completed by end-users to add the Microsoft Teams messaging app to Microsoft Teams.



The App can then be re-organized and pinned on the sidebar in Microsoft Teams.



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.
