

AT&T Cloud Voice with Microsoft Teams Phone Mobile

Quick Start Guide

This guide helps company administrators activate Microsoft Teams Phone Mobile and assign numbers to users. Please review the key project roles and Microsoft Teams Phone Mobile requirements before proceeding with the readiness checklist.

Key project roles

A. AT&T Sales Representatives
Primary contacts for wireless and/or wired services

B. Microsoft
Primary contact for any Microsoft license or Teams Admin Center questions

C. Authorize Order Placer (AOP)
The individual assigned for the business to manage your AT&T Mobility corporate or agency mobile deployment

D. Company Administrator
The individual responsible for managing the Teams Admin Center features

Microsoft Teams Phone Mobile requirements

Confirm that you meet these requirements. Please contact your AT&T Sales Representative for AT&T items or your Microsoft Value Added Reseller for all Microsoft items.

Note that in addition to ensuring your company meets the compatibility requirements below, your Microsoft Teams Phone Mobile solution should be fully configured in Teams Admin Center before proceeding.

	Compatible	Not compatible
AT&T	<ul style="list-style-type: none"> • Any CRU voice plan with a voice-capable device (smartphone, feature phone) • FirstNet subscribers with orange SIMs, subject to approval by Product Management 	<ul style="list-style-type: none"> • Data-only rate plans and devices (IoT, Connected Car, laptops, tablets) • NumberSync users • FirstNet subscribers with black SIMs • Other FMC users (Webex Go, Office@Hand Wireless) • Suspended accounts • Consumer and Individual Responsibility Unit (IRU) • APEX
Microsoft	<ul style="list-style-type: none"> • Any commercial and Government Community Cloud (GCC) Microsoft Teams environment – customers should have Teams Phone licensing included • Operator Connect Tenant must be set up • A separate Microsoft Teams Phone Mobile license is not required. 	<ul style="list-style-type: none"> • GCC High: Microsoft 365 Government Community Cloud High platform for cleared personnel and organizations supporting the Department of Defense • Call Screening on iPhone disrupts the functioning of Microsoft Teams Phone Mobile

Readiness checklist for AT&T Cloud Voice with Microsoft Teams Phone Mobile

Please complete the following actions prior to starting the real-time provisioning process.

1. Identify your existing AT&T Mobility FAN (Foundational Account Number)

- This is needed to authorize account changes during provisioning

2. Identify your FAN PIN (*reach out to your AT&T Sales Representative if you need assistance obtaining it*)

- Your Sales Representative can help you to confirm your FAN and your PIN
- Your PIN will be necessary to begin the automated secure AT&T approval process

3. Identify the Microsoft Tenant ID to match with the AT&T FAN via a secure authorization process

- There is a 1:1 relationship between the FAN and the tenant ID

4. Configure and emergency address for the Microsoft Tenant as described in the Microsoft documentation

<https://learn.microsoft.com/en-us/microsoftteams/what-are-emergency-locations-addresses-and-call-routing>

- The emergency address will have to be configured in the Microsoft Teams Admin Center for Microsoft Teams emergency calling to work properly

5. Set the Microsoft Teams Mobility Policy to user native dialer

<https://learn.microsoft.com/en-us/microsoftteams/operator-connect-mobile-configure#step-6-manage-user-incoming-calling-policies>

- Setting the policy to native dialer will allow incoming calls to ring the native dialer instead of the Microsoft Teams Mobile app

6. Disable Apple Live voicemail for iOS devices

<https://support.apple.com/en-us/105066>

- For the voicemail to be serviced by Microsoft Teams, voicemail must be turned off for iOS devices.

7. Set call screening to never disable Call Screening for iOS users

- iOS Call Screening prevents Microsoft Teams Phone Mobile from working properly since it answers immediately (without ringing) on the handset as soon as the call is received, making it unavailable to the Microsoft Teams clients

8. Determine which AT&T wireless telephone numbers you want enabled for Microsoft Teams Phone Mobile, and document which users are mapped to those telephone numbers

- This includes any numbers you want ported from another carrier, whether wired or wireless, to an AT&T Business mobile number, as well as any new activations
- Make sure to disable any incompatible features as listed in the readiness checklist
- For any questions about number porting, please work with your AT&T Sales Representative
Note that number porting can take several days.

After you have completed the authorization process, and your phone number(s) have been ported to AT&T Mobility (if applicable), your FAN is linked with the Tenant ID, and you are ready to activate Microsoft Teams Phone Mobile subscriptions in real time.

Activation steps for AT&T Cloud Voice with Microsoft Teams Phone Mobile

After you have completed the readiness checklist, you are ready to begin the activation steps.

The activation process is handled by the Company Administrator of your Microsoft Teams Organization and your Company Mobility Administrator. Here are a few tips to help you as you navigate this process:

- Users will NOT be automatically notified that Microsoft Teams Phone Mobile has been enabled on their devices. As the administrator, it's your responsibility to let users know that they are enabled.
- Voicemail service will be provided from Microsoft Teams and is no longer available within the native voicemail platform on the user's AT&T device.
- ***Have questions during activation? Contact your Microsoft representative.***

Microsoft Teams Phone Mobile is activated by authenticating the Mobile Administrator/Authorized Order Placer (AOP) and pairing the FAN with the Microsoft Teams tenant within AT&T Business Center. Activate the mobile number(s) and then assign the desired number to a user as their primary line (replacing their fixed business number).

To activate Microsoft Teams Phone Mobile

If you have access to the Teams Admin Center, please begin at step 1. If you do not, please begin at step 3.

- 1. Start by logging into the [Teams Admin Center](#)**
- 2. Complete step one outlined by Microsoft in "[Configure Teams Phone Mobile](#)".** This will lead you to the AT&T Cloud Voice with Microsoft Teams product page.
- 3.** From the AT&T Cloud Voice with Microsoft Teams product page, **Select "[Learn More](#)"** in the Microsoft Teams Phone Mobile tile and then **select the "Sign Up Now"** button to access AT&T Business Center.
- 4.** Once the Foundational Account Number (AT&T FAN) and the Authorized Order Placer PIN are confirmed, you will be able to search the telephone numbers for the account in AT&T Business Center.
 - Navigate to AT&T Business Center and fill out information to sign up for the Microsoft Teams Phone Mobile service.
 - Complete the on-boarding in Business Center for Microsoft Teams Phone Mobile. **You will receive an email if you created a new user for Business Center. If you are an existing Business Center user and you are adding Microsoft Teams Phone Mobile to your company, allow the Business Center portal 10 minutes to complete the on-boarding process for the newly created credentials.**
- 5.** Search and select the telephone numbers designated for Teams Phone Mobile activation **and submit the order.**

If you have AT&T Cloud Voice or AT&T Cloud Voice with Microsoft Teams, you still need to follow the "To Activate Microsoft Teams Phone Mobile" process to activate AT&T Cloud Voice with Microsoft Teams Phone Mobile.

Assigning a mobile number to a user

Once your Microsoft Teams Phone Mobile Operator numbers are added, in the number management inventory in the Teams Admin Center <https://admin.teams.microsoft.com>, follow Microsoft's instructions for assigning the numbers as described by Microsoft's documentation (<https://learn.microsoft.com/en-us/microsoftteams/assign-change-or-remove-a-phone-number-for-a-user>) to complete the provisioning process.