AT&T Business

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. Authorized 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	• **Any CRU voice** plan with a **voice-capable** device (smartphone, feature phone) • FirstNet subscribers with **orange SIMs, subject to approval by Product Management**	• **Data-only** rate plans and devices (IoT, Connected Car, laptops, tablets) • **NumberSync** users • FirstNet subscribers with **black SIMs** • Other **Fixed Mobile Coverage (FMC) users** (Webex Go, Office@Hand Wireless) • **Suspended** accounts • **Consumer and Individual Responsibility Unit (IRU)** • **AT&T Partner Exchange (APEX)**
Microsoft	• 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	• **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

Complete the following actions prior to starting the real-time provisioning process, leveraging Mobile Device Managemnet (MDM) where possible.

- **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 an 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 and provide a better calling experience to the user
- **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. To disable Call Screening for iOS users, set Call Screening to 'Never'**
  - 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.

Post activation

Update users' mobile number in directory

If the user previously had a Microsoft Teams assigned number, it is no longer reachable. Update the user's directory profile so their mobile number appears as the primary contact number.

Request an update to users' display name (CNAM)

Ask your AT&T representative to update the line display name to match the user's display name in the Teams Admin Center. Provide the telephone number(s) and the updated display name.

Sync personal contacts with Outlook

To show personal contacts in the Microsoft Teams desktop app, users must create those contacts in Outlook.
Note: For a contact to sync to Teams, both the Email and Company fields are required. *If either field is missing, the contact is treated as a non-business contact and won't sync.*
Reference: https://techcommunity.microsoft.com/blog/microsoft_365blog/new-unified-contacts-in-microsoft-teams-and-outlook-now-generally-available/4365811

Adjust the Microsoft Teams DND, priority contacts, and Busy-on-busy features to meet your needs

By default, Microsoft Teams treats calls (including mobile calls) as notifications. Teams may also set your status to Do Not Disturb automatically while you're sharing your screen. To receive calls during meetings or while you're already on a call, adjust the Teams and Teams Admin Center settings below.

For meetings

- In the Microsoft Teams desktop app, go to Settings > Privacy > Do not disturb and **clear 'Set my status to do not disturb when I'm sharing my screen'.** *This allows notifications, including calls, while you're screen sharing.*
- **To allow calls only from specific numbers, use the following option:** In the Microsoft Teams desktop app, go to Settings > Privacy > Do not disturb, **select Manage priority contacts**, and add the contacts or phone numbers that can reach you. *When Do not disturb is on, only priority contacts can call you.*

For receiving calls while on other calls

To allow (or control) incoming calls while a user is already on a call, configure Busy on busy (also called Busy options) in the Teams Admin Center to one of the following:

- **Off:** No busy option is enabled. Incoming calls can still be presented to the user while they're already in a call.
- **Use unanswered settings:** Applies the user's unanswered call settings *(Ex: route to voicemail or forward to another user)*. This requires the user to configure their call settings in the Teams app.
- **Let users decide:** Users choose their busy option in the Teams app's call settings. This requires the user to configure their call settings in the Teams app.

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