



Business

# How to make use of Teams Phone Mobile?

Manual v1.0

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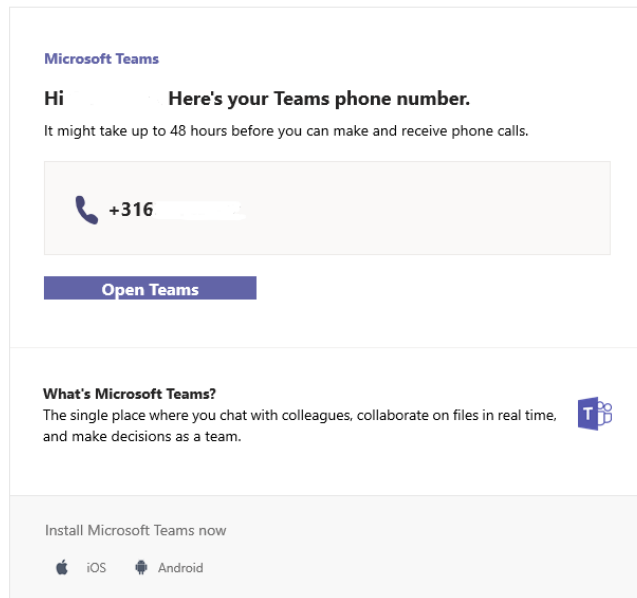
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# 1. Activating the product.

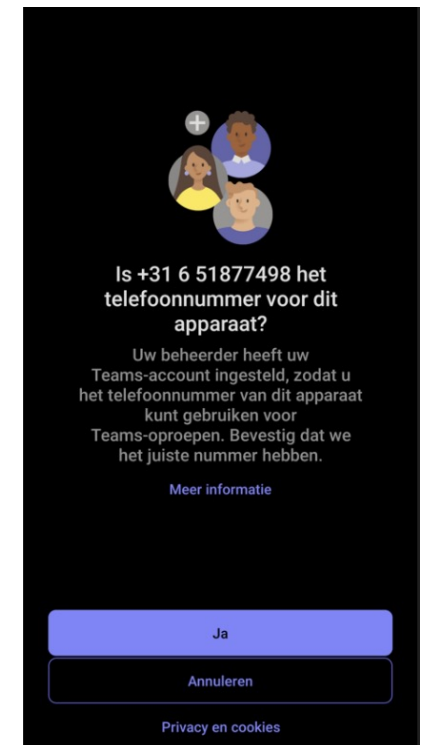
Once your Microsoft Teams Administrator has provisioned Teams Phone Mobile for your business phone number, you will receive an email from sender Microsoft Teams. Please find an example below.

**From:** Microsoft Teams <noreply@emeaemail.teams.microsoft.com>  
**Sent:** Friday, July 11, 2025 3:15:15 PM  
**To:**  
**Subject:** Ring Ring. Here is your new work phone number



Once you have received this email, there are a few steps that you, as an end user, have to take to activate Teams Phone Mobile on your device.

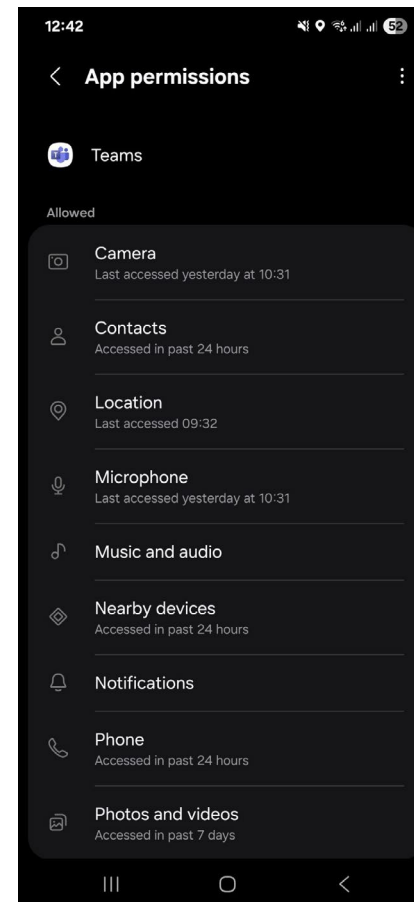
1. Click on the button “Open Teams”.
  - Your Teams environment will now be opened in your web browser.
2. Install and open the Microsoft Teams App.
  - Ensure the Teams app is installed on your mobile device. Make sure you are on the latest app version.
  - Open the app and sign in with your work account.
3. Confirm your phone number.
  - Upon logging in, you’ll see a prompt asking to confirm your phone number.
  - Select “Yes”, only if the number shown is your business-provided Teams Phone Mobile number.
4. The activation of Teams Phone Mobile into your Teams client is now completed.



## 2. Teams App permissions.

When you open the Teams App for the first time, you can be asked to give permissions to certain features or applications on your mobile phone. For example, using your location data, your camera, access to your contacts on your phone and access to the Phone dialer.

To benefit from the Teams App in the best way we advise you to grant these permissions. You can change these permissions in the Settings of your mobile phone any time you want.



## 3. Troubleshoot

If you don't see this prompt when you open the Microsoft Teams app on your mobile device, there are a few things you can do to trigger the prompt. Depending on the type of device you are using (Android or iPhone), please execute the following steps:

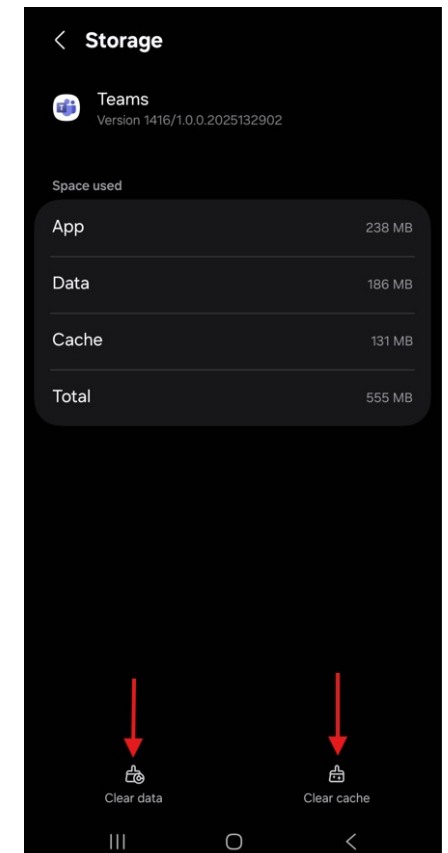
### Android

1. Restart your device, so it actively triggers a new network connection.
2. Open the Teams app on your mobile phone.
3. Click on your avatar/initials on the top left in your mobile Teams app.
4. Go to Settings.
5. Scroll down and click on Log out.
6. Log in into the app again, using your work account.

If the prompt still isn't displayed, please follow these additional steps:

1. Go to Settings.
2. Go to Data and Storage.
3. Click on Clear App Data.

4. You will be navigated to App-info section on your device.
5. Scroll down to Storage.
6. Then click on:
  - Clear cache to remove temporary files.
  - Clear data to reset the app.
7. Restart the Teams app.
8. Log in with your work account.



## iOS/iPhone

1. Restart your device, so it actively triggers a new network connection.
2. Open the Teams app on your mobile phone.
3. Click on your avatar/initials on the top left in your mobile Teams app.
4. Go to Settings.
5. Scroll down and click on Log out.
6. Log in into the app again, using your work account.

iOS doesn't allow clearing cache directly, like Android. Therefore you have 2 options if the prompt isn't displayed after you have followed the first steps:

### Option 1: Offload the App.

1. Go to Settings > General > iPhone Storage.
2. Find and tap Microsoft Teams.
3. Tap Offload App.
4. Then tap Reinstall App.

### Option 2: Delete and Reinstall.

1. Long-press the Teams app icon.
2. Tap Remove App > Delete App.
3. Go to the App Store, search for Microsoft Teams, and reinstall it.



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