



Business

How to make use of Teams Phone Mobile?

Manual v1.3.

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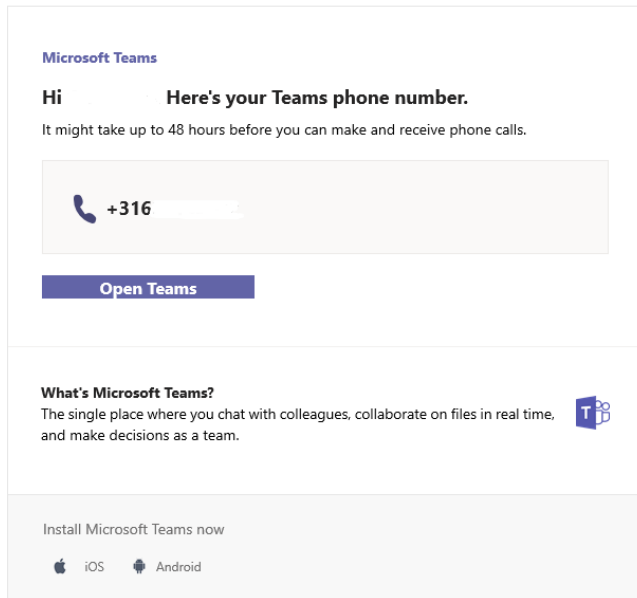
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1. Activating the product.

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.

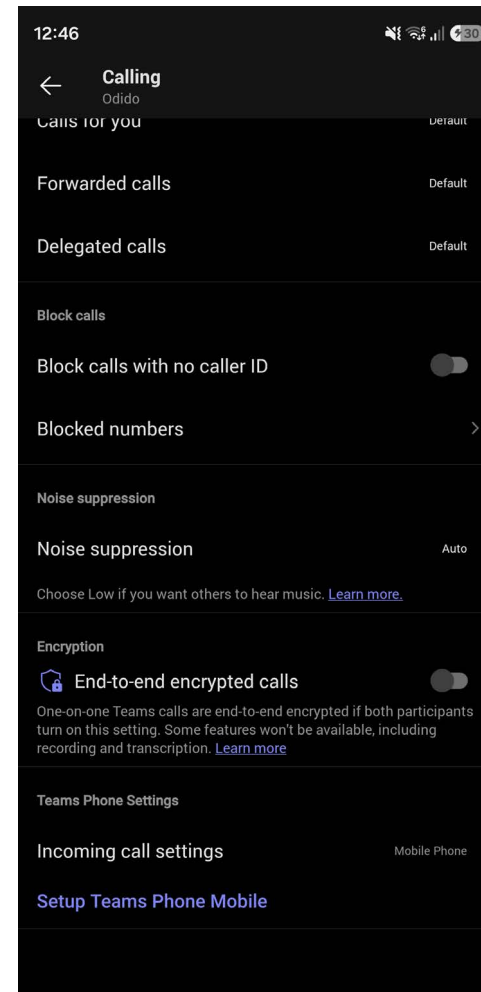
1.1 On your laptop/desktop.

- Open the Microsoft email on your laptop/desktop.
- Click on the button in the email. A new tab will open in your internet browser and your Teams environment will open.
- No further action necessary on your laptop/desktop.

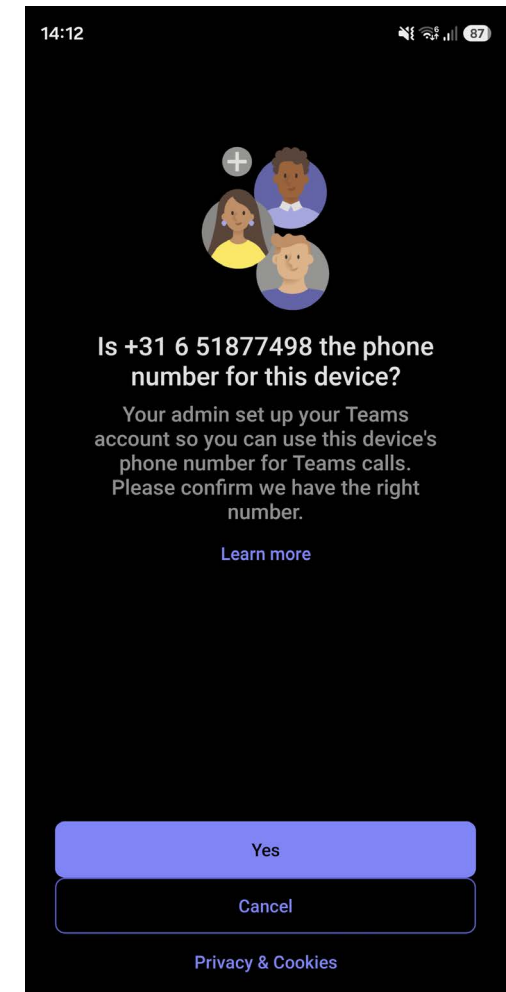
1.2 On your mobile phone.

1.2.1 Microsoft Teams app installed on your phone?

- Go to the app store on your mobile phone and update the app to the latest version.
- Open the Teams app. Click on your avatar (top left), go to Settings > Calling (Android) or Calls (iOS) and scroll to the bottom of your screen.
- Click on the blue text “Setup Teams Phone Mobile” (see screenshot 1).
- You will now see a prompt asking to confirm your phone number (see screenshot 2).
- Select “Yes”, only if the number shown is your business-provided Teams Phone Mobile number.
- The activation of Teams Phone Mobile into your Teams client is now completed.



Screenshot 1



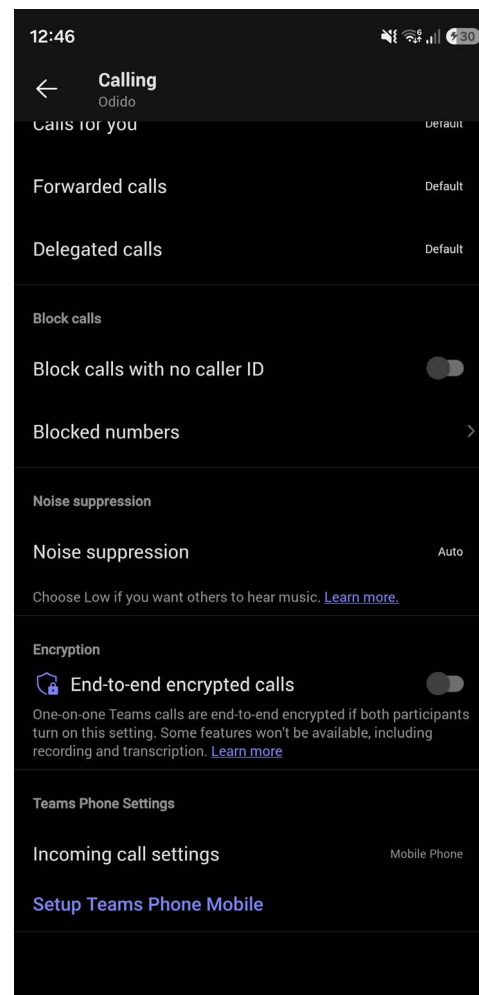
Screenshot 2

1.2.2 Using the Teams app for the first time?

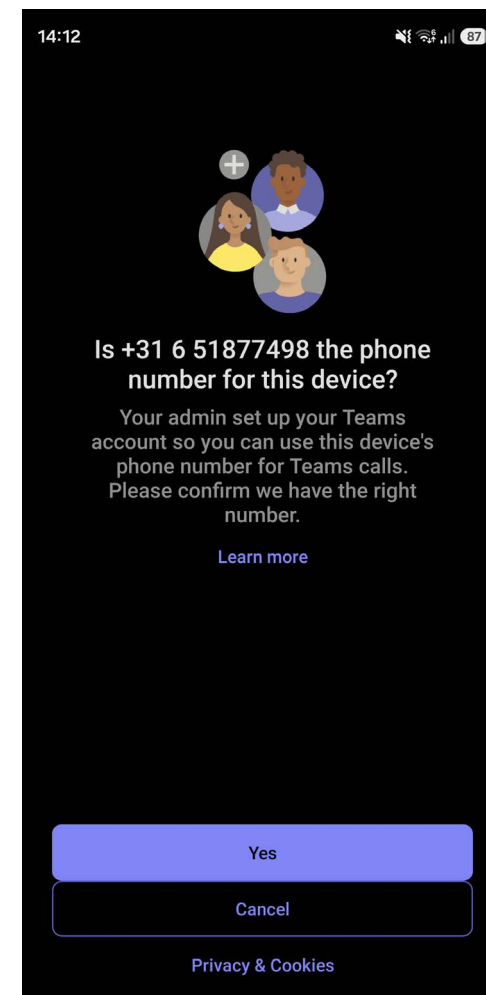
- Go to the app store and install the Teams app on your mobile phone.
- Open the Teams app and sign in with your work account.
- Click on your avatar (top left), go to Settings > Calling (Android) or Calls (iOS) and scroll to the bottom of your screen.
- Click on the blue text “Setup Teams Phone Mobile” (see screenshot 1).

1.3 Confirm your phone number.

- You’ll see a prompt asking to confirm your phone number (see screenshot 2).
- Select “Yes”, but only if the displayed number is your business-provided Teams Phone Mobile number.
- The activation of Teams Phone Mobile into your Teams client is now completed.



Screenshot 1

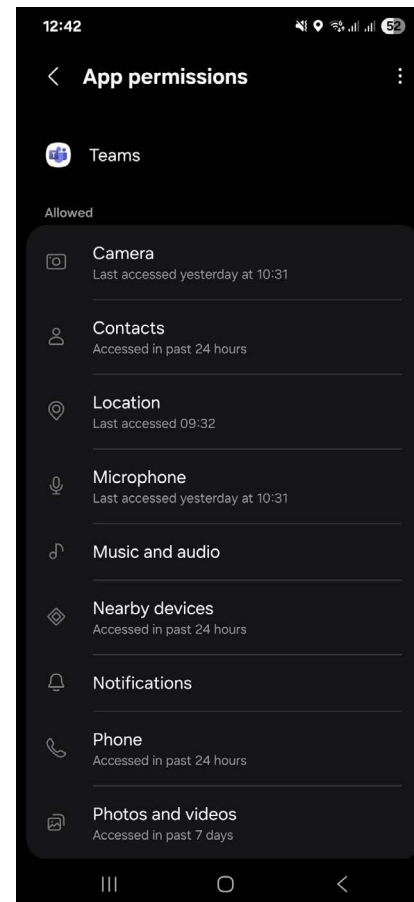


Screenshot 2

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.



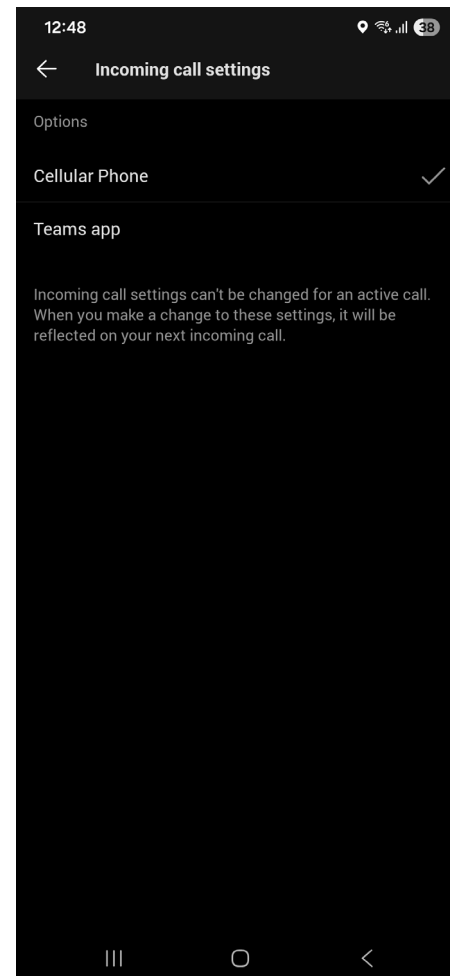
3. User settings: tips and advice.

3.1 Incoming calls.

The use of Teams Phone Mobile can be fully customized to your own preferences. Want all incoming calls to be offered as a Teams call? Or would you rather receive them via your phone's native dialer? Both options are possible!

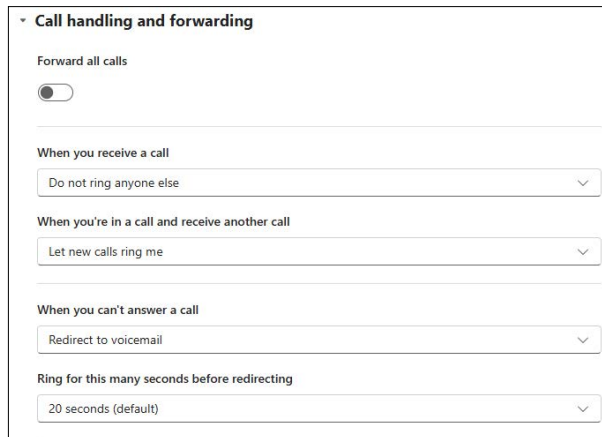
We recommend choosing to have incoming calls handled through the native dialer. In the mobile Teams app, go to:

- Settings > Calling (Android) or Calls (iPhone) > scroll down and select Incoming call settings.
- We recommend selecting Cellular Phone (wording differs between Android and iPhone). See the screenshot.



3.2 Voicemail settings.

As a Teams Phone Mobile user, you have many options for configuring your voicemail—from setting up call forwarding to recording a personal voicemail greeting. You can also decide how incoming calls should be routed when you are already on another call. Most of these settings are configured in the Teams Desktop app. We recommend the following settings related to handling/forwarding calls:



The screenshot shows the 'Call handling and forwarding' settings panel. It includes a toggle for 'Forward all calls' which is currently turned off. Below this are three dropdown menus: 'When you receive a call' set to 'Do not ring anyone else', 'When you're in a call and receive another call' set to 'Let new calls ring me', and 'When you can't answer a call' set to 'Redirect to voicemail'. At the bottom, there is a dropdown for 'Ring for this many seconds before redirecting' set to '20 seconds (default)'.

As with all settings, these can be fully customized according to personal preference.

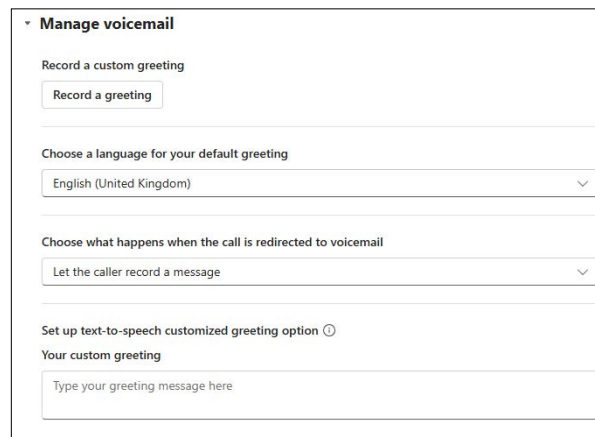
3.3 Personal voicemail greeting.

Teams Phone Mobile comes with a default voicemail greeting that is applied to all new users. The language of this greeting depends on the language selected in your desktop app settings. See screenshot for clarification.

The pronunciation of the voicemail language can sometimes leave room for improvement. Do you receive many calls from customers or colleagues? Then we recommend recording a personal greeting.

You can easily do this via the speech-to-text feature in the Teams Desktop app. You can also type a text that is automatically converted into an audio message for your personal greeting.

- In the Teams Desktop app, click the three dots next to your avatar (top right of your screen) > Settings > Calls > Voicemail section.



The screenshot shows the 'Manage voicemail' settings panel. It features a 'Record a custom greeting' section with a 'Record a greeting' button. Below this is a dropdown for 'Choose a language for your default greeting' set to 'English (United Kingdom)'. The next section, 'Choose what happens when the call is redirected to voicemail', has a dropdown set to 'Let the caller record a message'. At the bottom, there is a section for 'Set up text-to-speech customized greeting option' with a 'Your custom greeting' text input field containing the placeholder 'Type your greeting message here'.

3.4 Syncing contacts (mobile app only!)

You can sync contacts from your mobile phone's address book to the mobile Teams app. However, there currently are a few limitations:

- Syncing only works in the mobile Teams app.
- Contacts from your mobile phone cannot be synced to the desktop app due to security/policy limitations related to Microsoft Entra, that are set by your IT admin.
- Real-time display of synced contact details may not always work perfectly.
- Your call history in the mobile app is enriched with the synced contact information after each call ends.

To activate contact syncing on your mobile phone:

- In the mobile app, click your avatar > Settings > Calling (Android) or Calls (iOS) > section Contacts > toggle the switch to the right.

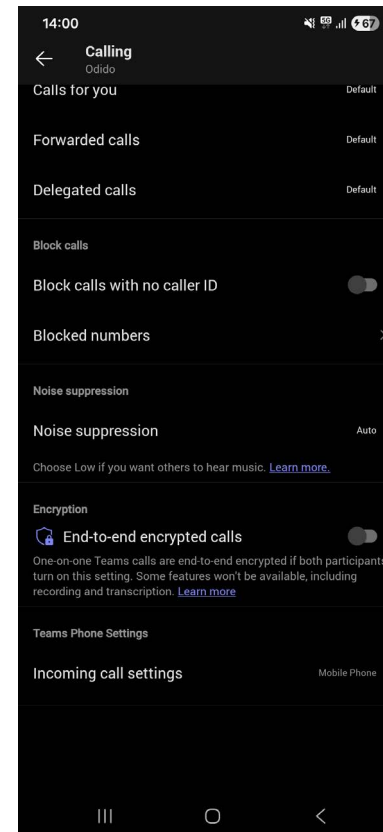
3.5 Blocking numbers (mobile app only)

It is possible to automatically block incoming calls from specific phone numbers—for example, from cyber criminals pretending to be helpdesk or bank employees with fraudulent intentions.

It is not (yet) technically possible to automatically transfer a block list stored on the device to the Teams app. This means numbers you blocked before Teams Phone Mobile was activated for your phone number will not automatically appear in the Teams app.

Have you previously blocked numbers on your phone? Then you will need to add them manually in the mobile Teams app as well.

You can do this in Settings > Calling (Android) or Calls (iOS) > Blocked numbers. See screenshots.



4. 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:

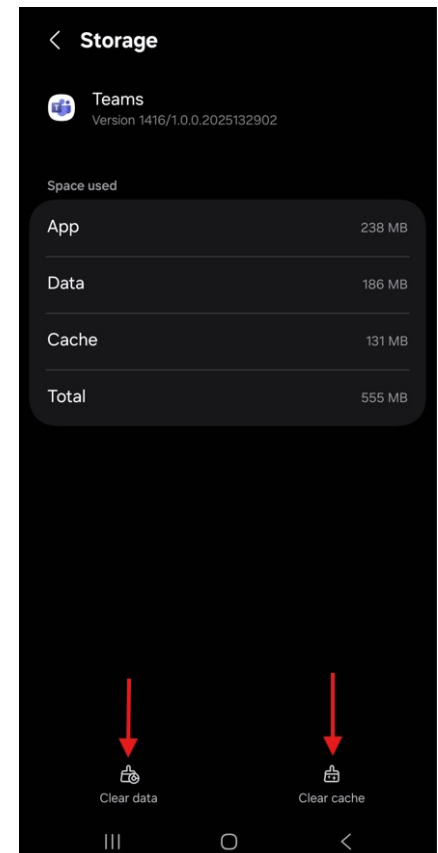
Android

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.



Business