

Teams Mobile

User Guide

***Note:** The mobile device being used for this product will need to be unlocked via the cellphone carrier. Please see below links to access how you can request your carrier unlock your device:

T-Mobile customer: [T-Mobile device unlock | T-Mobile Support](#)

AT&T customer: [Learn How to Check Your Device Unlock Status - AT&T Wireless Customer Support \(att.com\)](#)

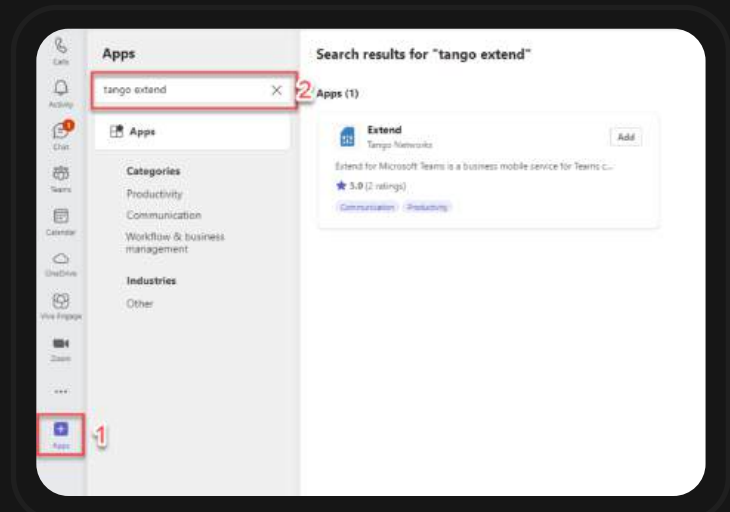
Verizon customer: [Device Locking FAQs \(verizon.com\)](#)

Step 1:

In your Teams account, navigate to [+Apps] on the left-hand side of your screen. This will enable you to add additional apps to your Teams account.

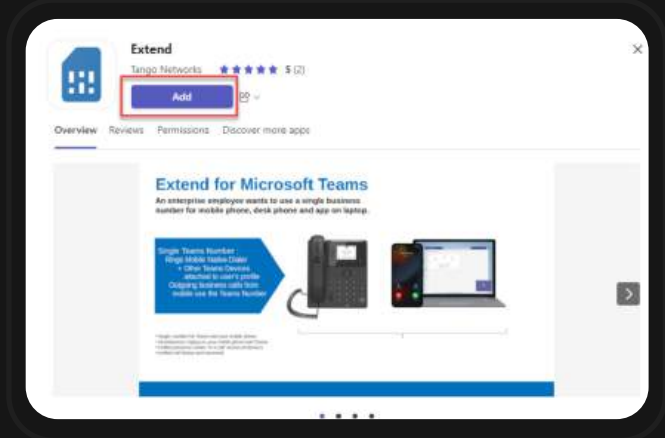
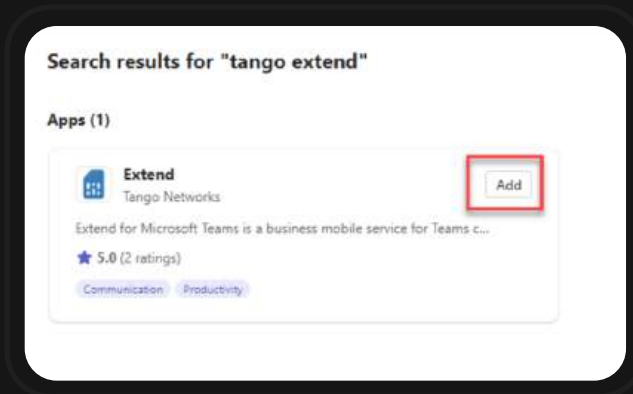
1 Select the [+Apps] in the left hand menu

2 Search “Extend” in the Apps search bar.



Step 2:

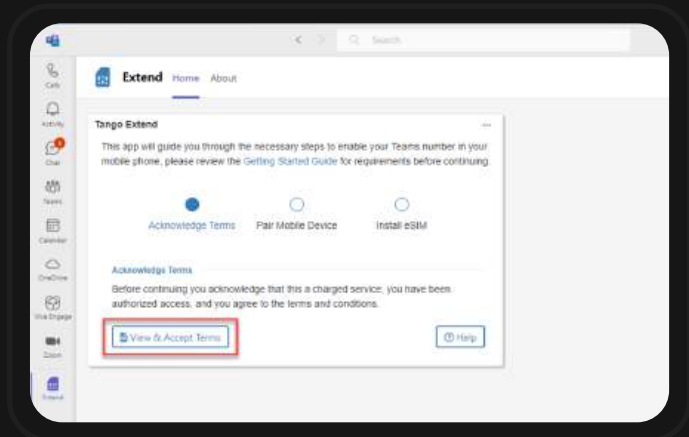
Select [Add] next to the app, then select the [Add} button



Step 3:

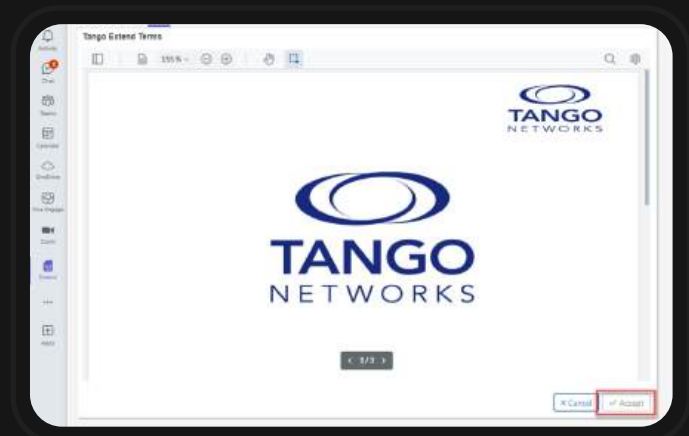
1

You will need to view and accept the terms of service. Select the button that states [View & Accept Terms]



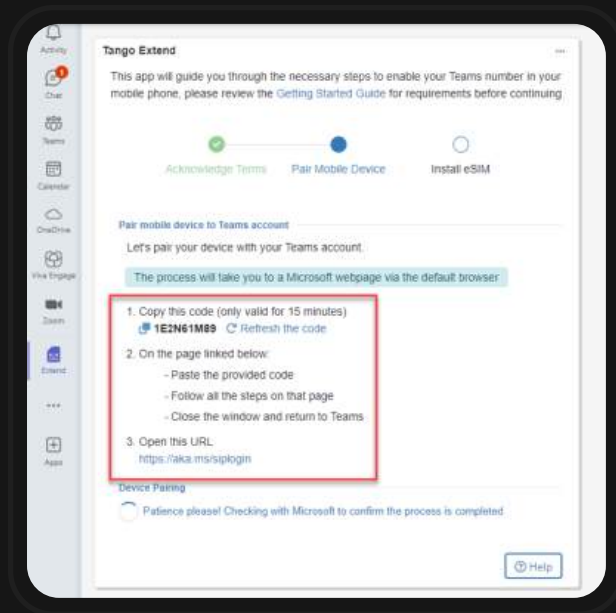
2

Scroll through the terms of service, when done select [Accept] in the bottom right corner



Step 4:

Follow the instructions in the Extend App, including copying the given code, opening the URL and then pasting the code.



Step 5:

Navigate on your device to the eSIM installation option (device specific information listed below) and scan the QR code, and then select [Continue] in the left-hand corner when ready.

For Apple Installation

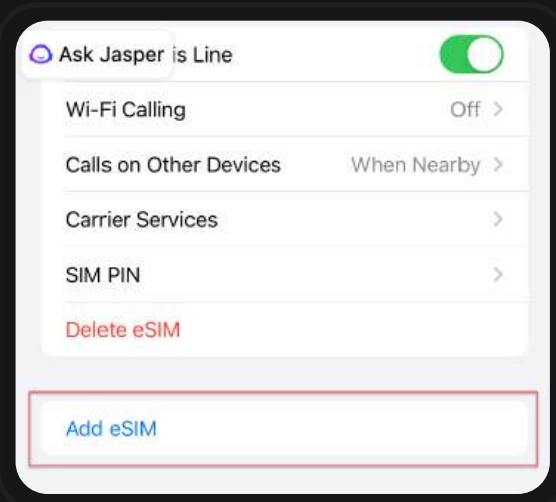
1

Navigate to Settings then select "Cellular"



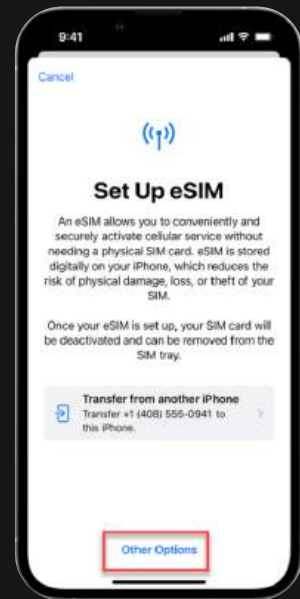
2

Select "Add eSIM"



3

Select “Other Options”. Select “Use QR Code”. Scan the on-computer screen QR code using the camera on your device. Then select “Continue”



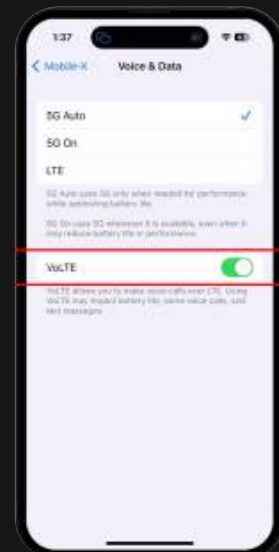
4

Within the eSIM menu, select “Voice and Data”



5

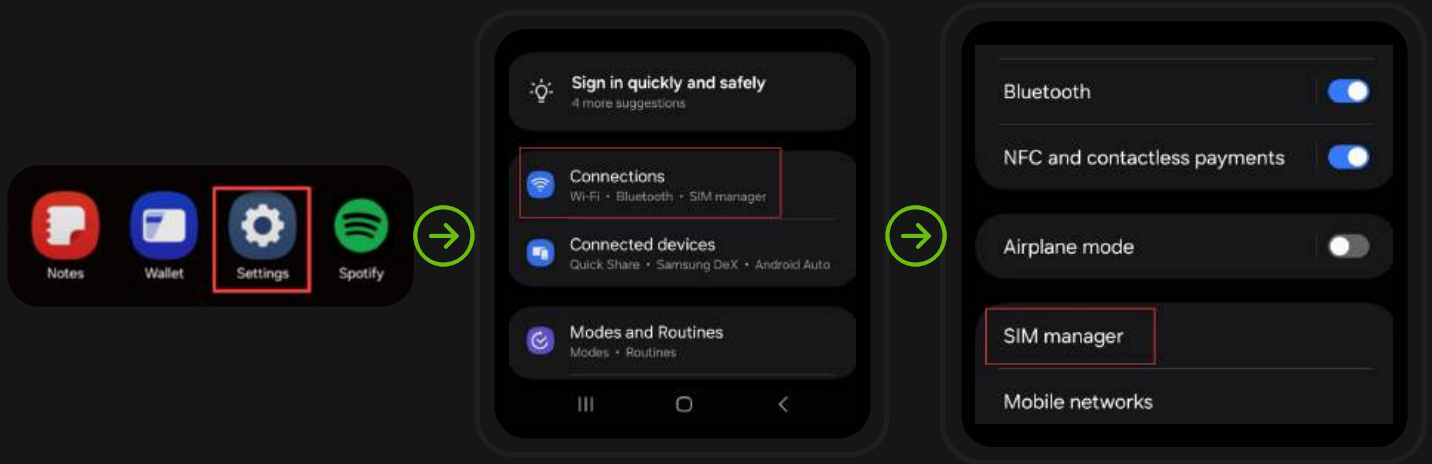
Turn on VoLTE



For Samsung Installation

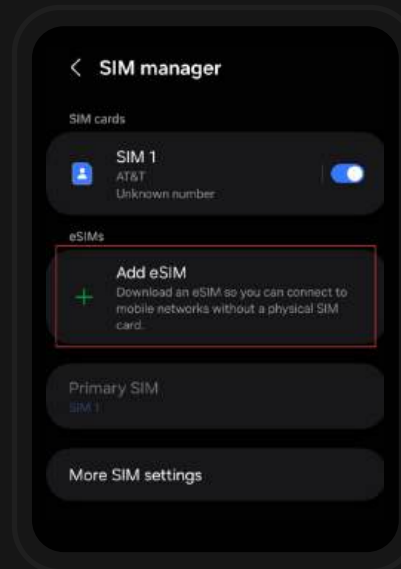
1

Navigate to Settings, then select “Connections”, then select “SIM Manager”



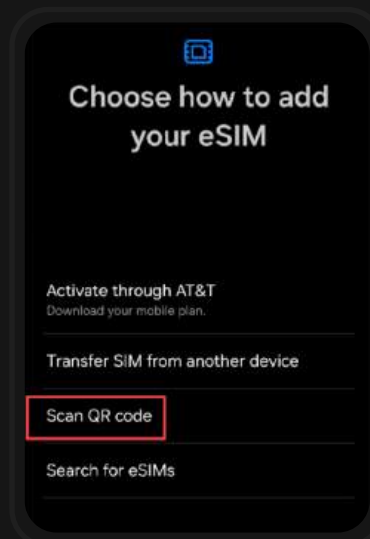
2

Select “Add eSIM”



3


Select “Scan QR code” from service provider



Contacts

From Contacts:

1. Go to the Contacts page within the native phone application.
2. Select an existing contact.
3. Tap the Edit button.
4. Tap the Preferred Line and change it to the Extend line. Then tap Done.




From an email or webpage

From a webpage or email:

1. When a phone number is tapped on a webpage or email, iPhone displays a pop-up at the bottom of the screen allowing you to call the number directly.
2. However, making a call in this fashion will ALWAYS use the "Default Voice Line" as configurable in the Settings under Cellular (US) or Mobile Data (UK). It is recommended that this setting be set to your Personal line, therefore making a call from a webpage or email will use the personal line.

Alternatively, you can long-press the number on the webpage or email and copy it into the iOS clipboard. Then go to the keypad in the phone application, paste the digits, then select the Extend line before making the call.



For Samsung

On an Apple product can occur from the following locations:

Keypad

Recents

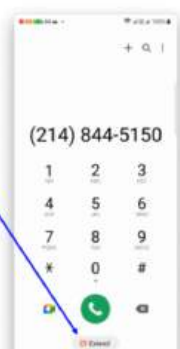
Contacts

From an email or webpage

Keypad

From the Keypad:

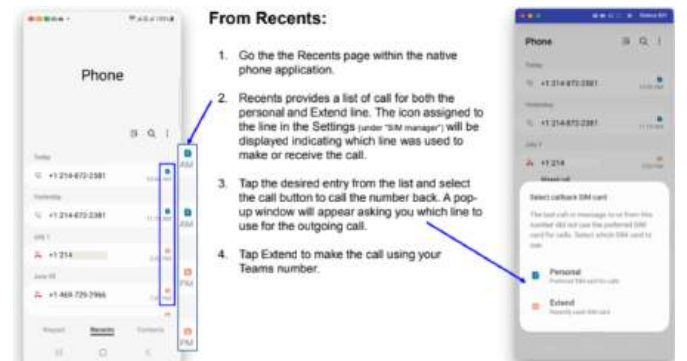
1. Go to the Keypad page within the native phone application and dial the number you wish to call.
2. A new button will appear at the bottom of the screen allowing you to toggle between the 2 available lines. Tap the button once to change to the Extend line.
3. Tap the call button to initiate the call using your Teams number and calling plan.



Recents

From Recents:

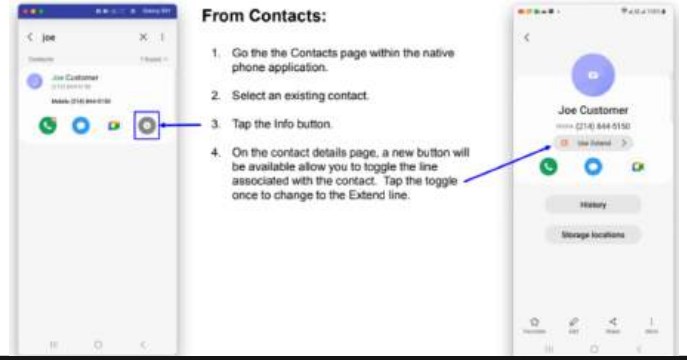
1. Go to the Recents page within the native phone application.
2. Recents provides a list of calls for both the personal and Extend line. The icon assigned to the line in the Settings (under "line manager") will be displayed indicating which line was used to make or receive the call.
3. Tap the desired entry from the list and select the call button to call the number back. A pop-up window will appear asking you which line to use for the outgoing call.
4. Tap Extend to make the call using your Teams number.

The image shows two screenshots from an iPhone. The left screenshot shows the 'Phone' app's 'Recents' tab with a list of calls. A blue box highlights the 'Call' button next to a call entry. The right screenshot shows a pop-up window titled 'Select outgoing SIM card' with two options: 'Personal' and 'Extend'. A blue arrow points from the 'Extend' option in the pop-up to the 'Extend' option in the list on the left screenshot.

Contacts

From Contacts:

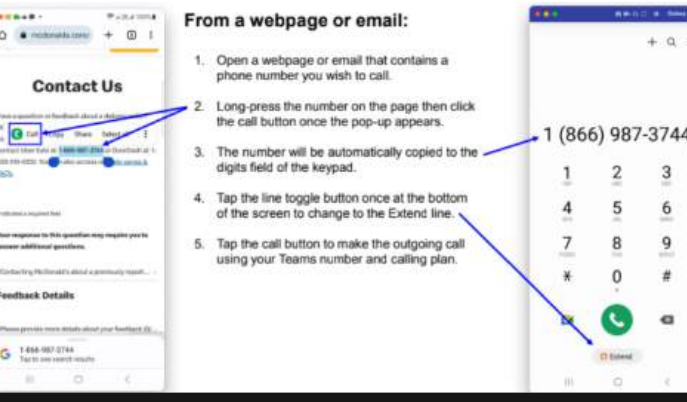
1. Go to the Contacts page within the native phone application.
2. Select an existing contact.
3. Tap the info button.
4. On the contact details page, a new button will be available allow you to toggle the line associated with the contact. Tap the toggle once to change to the Extend line.

The image shows two screenshots from an iPhone. The left screenshot shows the 'Contacts' app with a contact named 'Joe Customer'. A blue box highlights the 'Info' button (an 'i' in a circle) next to the contact. The right screenshot shows the contact's details page. A blue arrow points from the 'Info' button in the left screenshot to the 'Use Extend' toggle switch on the right screenshot.

From an email or webpage

From a webpage or email:

1. Open a webpage or email that contains a phone number you wish to call.
2. Long-press the number on the page then click the call button once the pop-up appears.
3. The number will be automatically copied to the digits field of the keypad.
4. Tap the line toggle button once at the bottom of the screen to change to the Extend line.
5. Tap the call button to make the outgoing call using your Teams number and calling plan.

The image shows two screenshots. The left screenshot shows a webpage titled 'Contact Us' with a phone number '1 (866) 987-3744' highlighted by a blue box. A blue arrow points from this box to the right screenshot. The right screenshot shows a call keypad with the number '1 (866) 987-3744' entered in the top field. A blue arrow points from the 'Use Extend' toggle button at the bottom of the keypad to the 'Extend' option in the list on the left screenshot.

Teams Features with Extend:

The following Teams features are available from the Extend line of your mobile device:

- **Voicemail**
- **Do Not Disturb**
- **Call Forward Enablement**
 - Immediate
 - Unanswered
 - Ring Also
 - Reset
- **Call Move**
 - Team Client > Extend Mobile

Teams Feature	Action
Voicemail Access	Dial 500
Enable Do Not Disturb	Dial *30*
Disable Do Not Disturb	Dial *31*
Call Forward Immediate	Dial *33* <number>
Call Forward Unanswered	Dial *34* <number>
Call Forward Ring Also	Dial *35* <number>
Call Forward Reset	Dial *32*
Call Move	<ol style="list-style-type: none"> 1. Activate call on desktop or mobile Teams app 2. Select transfer 3. Enter your DID 4. Answer the call on your mobile via the Extend line

Teams Mobile App Recommended Configuration:

