

# 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:

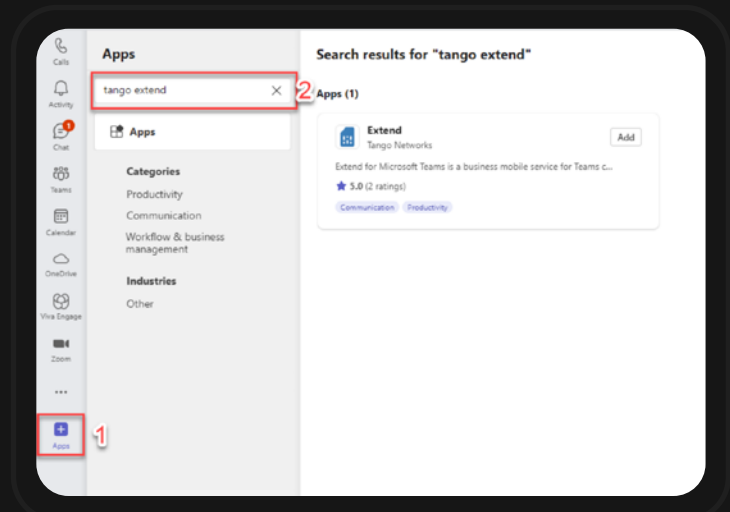
In your Teams account, navigate to [+Apps] on the left-hand side of your screen. This will enable you to add additional apps to your Teams account.

1

Select the [+Apps] in the left hand menu

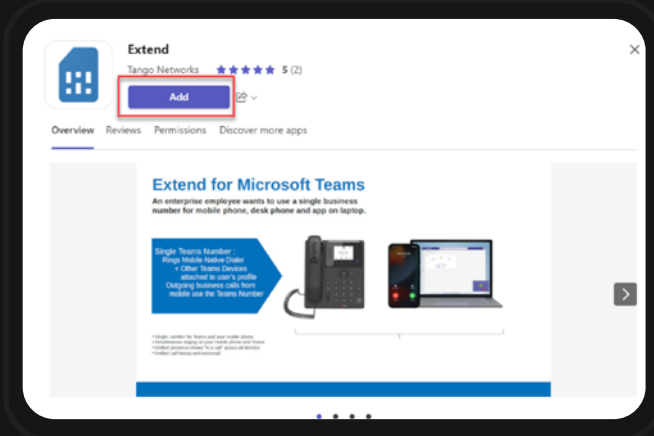
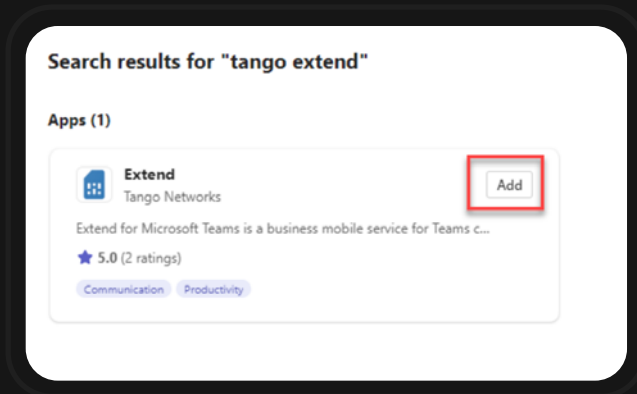
2

Search “Tango Extend” in the Apps search bar.



## Step 2:

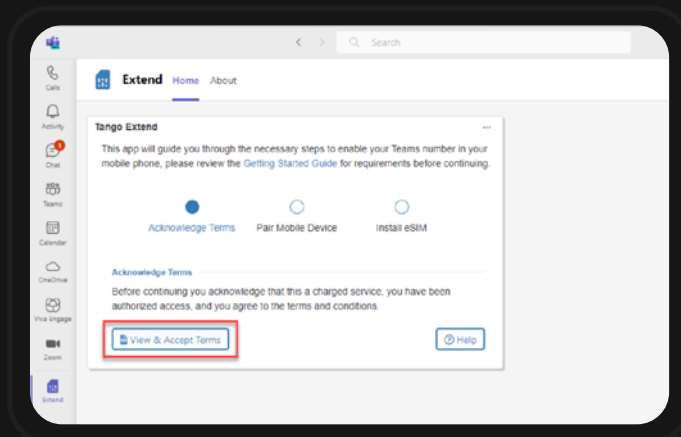
Select [Add] next to the Extend app, then select the [Add] button



## Step 3:

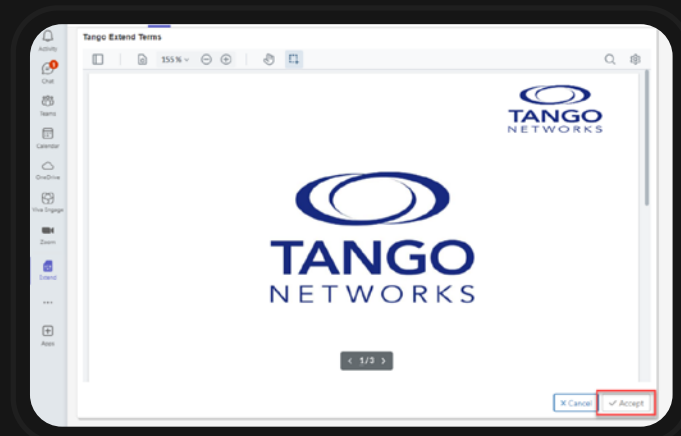
1

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



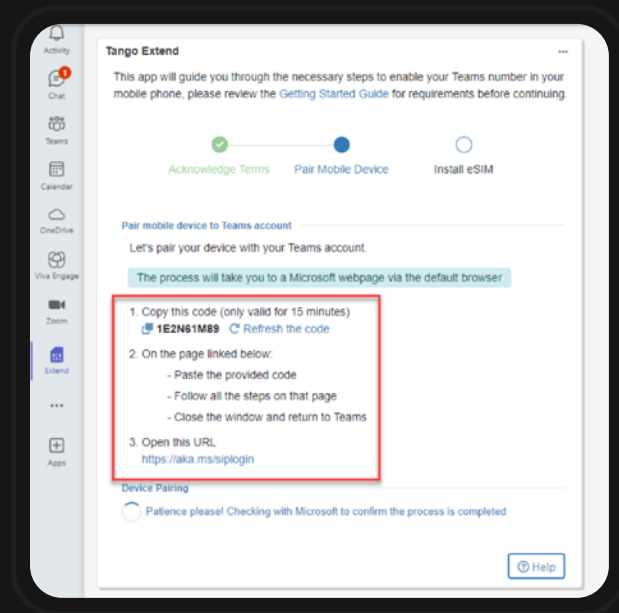
2

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.



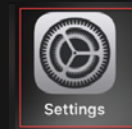
## Step 5:

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

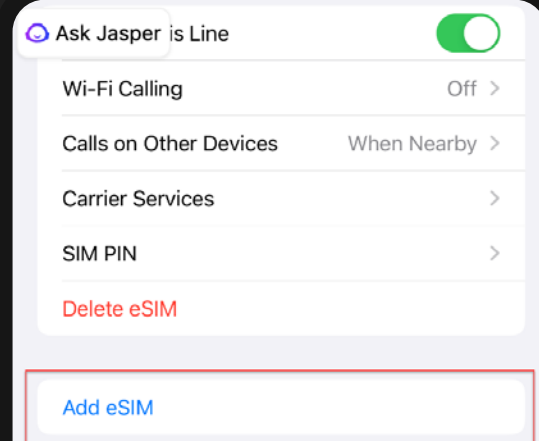
1

Navigate to Settings then select “Cellular”



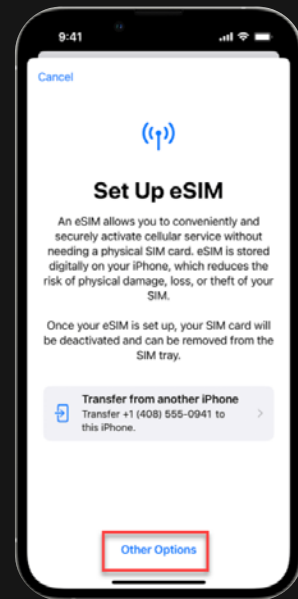
2

Select “Add eSIM”



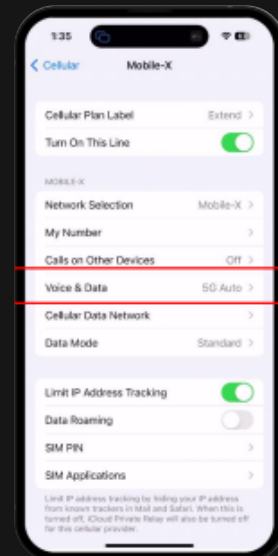
3

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



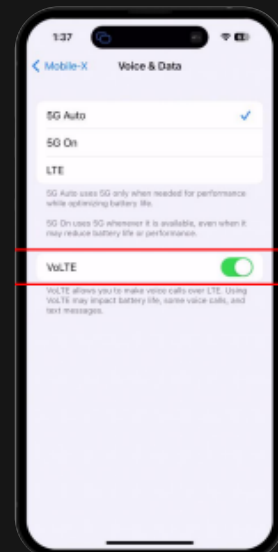
4

Within the eSIM menu, select “Voice and Data”



5

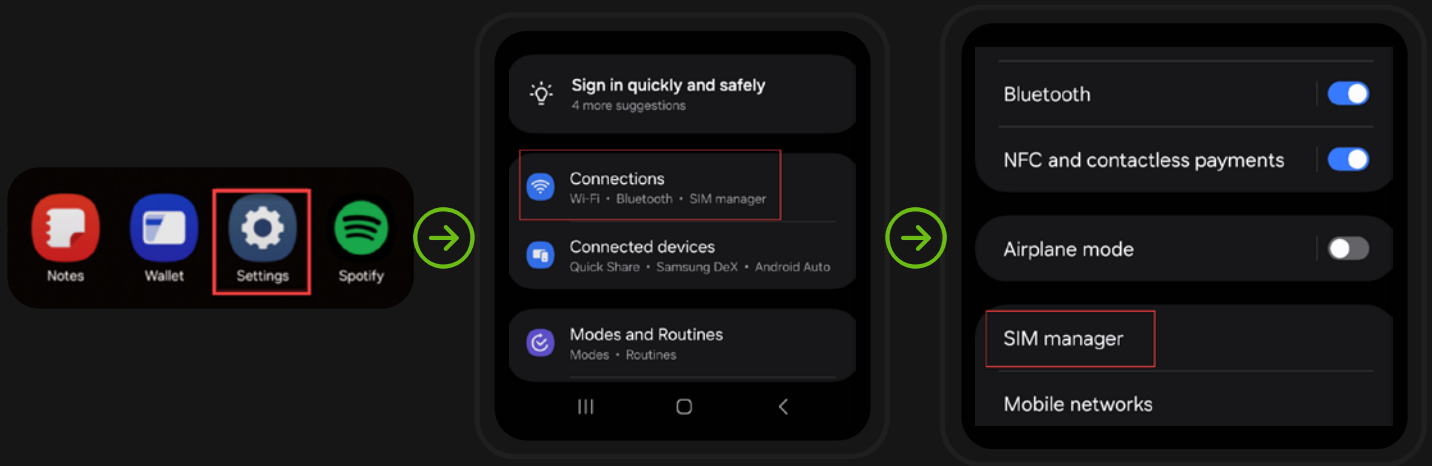
Turn on VoLTE



## For Samsung Installation

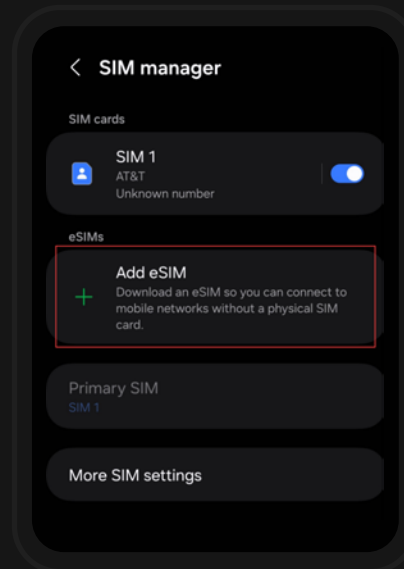
1

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



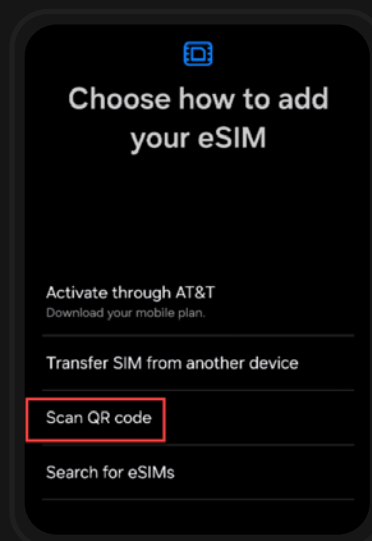
2

Select “Add eSIM”



3

Select “Scan QR code” from service provider





Use the device camera to scan the on screen QR code.

## Step 6:

eSIM configuration on your device will be configured differently based on which device you have.

## Using Extend:

Initiating a Teams call using your Extend service:

### For Apple

On an Apple product can occur from the following locations:

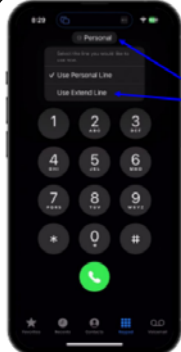
**Keypad**

**Recents**

**Contacts**

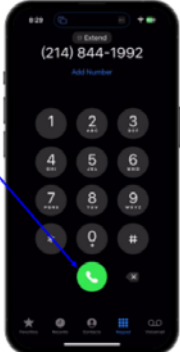
**From an email or webpage**

### Keypad

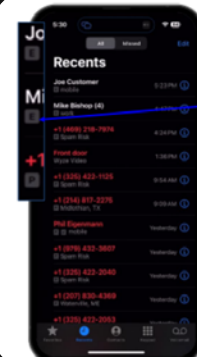


**From the Keypad:**

1. Go to the Keypad page within the native phone application.
2. Tap the line selector button at the top of the screen, then select "Use Extend Line".
3. Dial the desired number and tap the call button.
4. The number presented to the called party will be your Teams number.

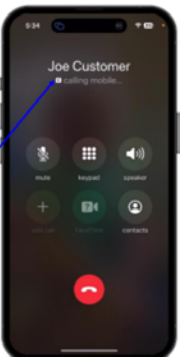


### Recents



**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. iPhone uses the first letter from the line label name to tag each entry in the Recents list against a particular line.
3. Tap the entry you would like to call back and iPhone will automatically use the cellular line associated with the entry.



## 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.

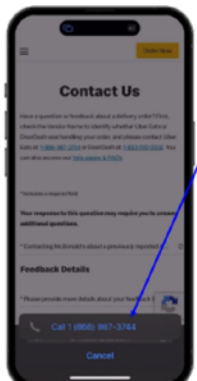


## From an email or webpage

**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**

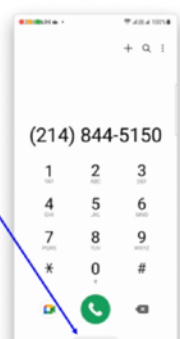
**Contacts**

**From an email or webpage**

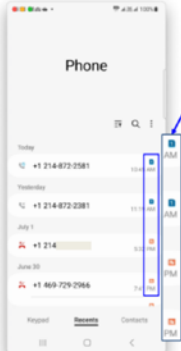
## Keypad

**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.

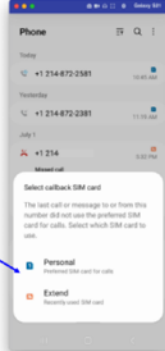


## Recents




**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 "SIM 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.

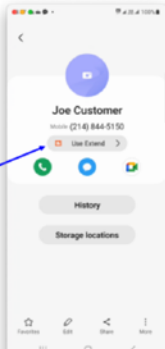


## Contacts




**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.

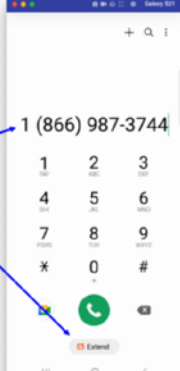


## From an email or webpage



**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.





# 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"> <li>1. Activate call on desktop or mobile Teams app</li> <li>2. Select transfer</li> <li>3. Enter your DID</li> <li>4. Answer the call on your mobile via the Extend line</li> </ol>

## Teams Mobile App Recommended Configuration:

In situations where the mobile phone user utilizes the MS Teams mobile application, it is recommended that **inbound call notifications should be disabled** to avoid confusion. With this configuration, calls will only arrive on the native phone application. Launch the MS Teams mobile app and following the instructions:

1. Tap the menu by tapping the circle at the top left.
2. Select "Notifications".
3. Select "General Activity".
4. Scroll to bottom and select "Notification categories".
5. Turn OFF the slider to the right of "Calls". This disables inbound call notification within the Teams mobile app.