



MS Teams Telephony Mobile

# Set up in My Swisscom Business and Teams Admin Centre

**MS Teams Telephony Mobile** is the simple, seamless and enterprise-compliant way to enable mobile accessibility for users with MS Teams. It is a mobile, network and device independent MS Teams experience.

MS Teams Telephony Mobile enables a close connection between the personal mobile device (smartphone) and the MS Teams services of the company and the users. This turns the smartphone into an MS Teams endpoint, even if no Teams app is installed on it.

This manual provides an insight into how MS Teams Telephony Mobile works. You will learn which requirements exist and which steps are necessary for successful commissioning.

## Enterprise Mobile subscriptions

MS Teams Telephony Mobile is available as an additional option for Enterprise Mobile customers. The option must be activated on every Enterprise Mobile connection that is to be used with MS Teams.

### Compatible Enterprise Mobile subscriptions

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Enterprise Mobile <b>Global</b>	Enterprise Mobile <b>Europe advanced</b>	Enterprise Mobile <b>Europe</b>	Enterprise Mobile <b>Intercontinental</b>	Enterprise Mobile <b>Swiss</b>
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[Details of the Enterprise Mobile subscriptions](#)

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Option: MS Teams Telephony

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## M365 services and licences

To use MS Telephony Mobile, you need a Microsoft 365 Tenant.

The Microsoft 365 Tenant or the Teams Admin Centre must be set up for the use of MS Teams Telephony Mobile. The setup enables the exchange of information between your Microsoft 365 Tenant and My Swisscom Business for Enterprise Mobile connections from Swisscom.

### Microsoft 365 licences for MS Teams Telephony Mobile

In order to use MS Teams Telephony Mobile, certain Microsoft 365 licences must be activated on the user's Microsoft account.

#### Microsoft 365 licences for Teams Telephony Mobile

E1	E3	E5
+Teams Phone Standard +Teams Phone Mobile	+Teams Phone Standard +Teams Phone Mobile	+Teams Phone Mobile
M365 Business Basic	M365 Business Premium	M365 Business Standard
+Teams Phone Standard +Teams Phone Mobile	+Teams Phone Standard +Teams Phone Mobile	+Teams Phone Standard +Teams Phone Mobile

The licences for the users must be activated before the MS Teams Telephony Mobile option is activated.

### Determine Microsoft 365 IDs

To start the setup in My Swisscom Business, certain information from your Microsoft 365 Tenant is required. The Tenant **ID** and the **Emergency Location ID**.

Determine these two IDs and enter them in My Swisscom Business in the next step.

#### 1. The Microsoft 365 Tenant ID

You can retrieve the **Microsoft 365 Tenant ID** by entering the URL <https://entra.microsoft.com> in your browser enter.

You must be able to log in as a user with administrator rights.



## 2. The Emergency Location ID

You can find the **Emergency Location ID** at <https://admin.teams.microsoft.com/locations>

The ID was created when the emergency address was entered for your company in the Teams Admin Centre.

The screenshot shows the 'Emergency addresses' page in the Teams Admin Centre. The selected address is 'Hauptsitz' located at '51 Pfingstweidstrasse, Zurich 8005, CH'. It is marked as 'Validated' with a Location ID of '33a0cef0-a340-49f0-b36d-a9d4435a9ba1'. The organization name is 'SCMobiletest'. On the right, there are statistics: 'Places: 0', 'Voice users: 0', and 'Phone numbers: 0'.

If you have not yet entered an emergency location, click on Add and enter the address of your company headquarters.

Name your emergency location and define Switzerland as the country.

Save the address profile and remove the location ID as described above.

**Important:**  
The Emergency Location ID is only required in My Swisscom Business for administrative purposes and plays no role in relation to the emergency call functions.

The screenshot shows the 'New emergency address' form. The name is 'Hauptsitz'. The country is set to 'Switzerland'. The 'Input address manually' toggle is turned off. The address field contains 'Pfingstweidstrasse 51, 8005 Zurich'. Below the address is a map showing the location in Zurich. The organization name is 'SCMobiletest' and the ELIN (optional) field is empty. 'Save' and 'Cancel' buttons are at the bottom.



## Set up in My Swisscom Business

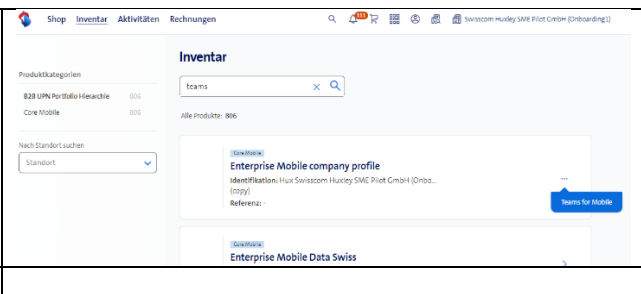
To be able to use Enterprise Mobile numbers with MS Teams, the Teams Tenant ID and the Emergency Location ID must be stored in the customer's company profile in My Swisscom Business.

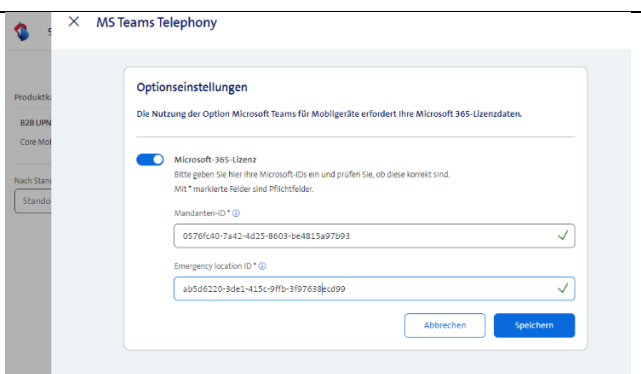
### 1. Enter Tenant ID and Location ID in My Swisscom Business.

Important:

You need master user authorisations in MySwisscom Business for this configuration.

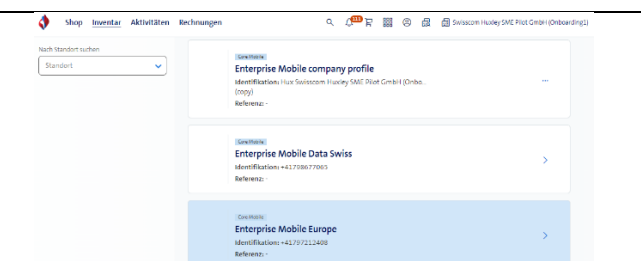
This step is only necessary when setting up Teams Telephony Mobile for the first time.

<p>In the inventory, click on the 3 dots in the <b>Enterprise Mobile company profile</b> tile and click on <b>Teams Telephony Mobile</b>.</p>	
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<p>Enter the Microsoft 365 Tenant ID and the Emergency Location ID in the fields.</p> <p>Click on Save.</p> <p>Then go back to the inventory overview.</p>	
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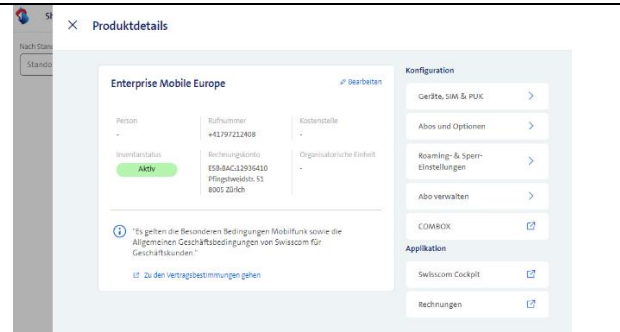
### 2. Switch on MS Teams Telephony Mobile Option

This makes the phone number of the Mobile Enterprise connection available in your Teams Admin Centre.

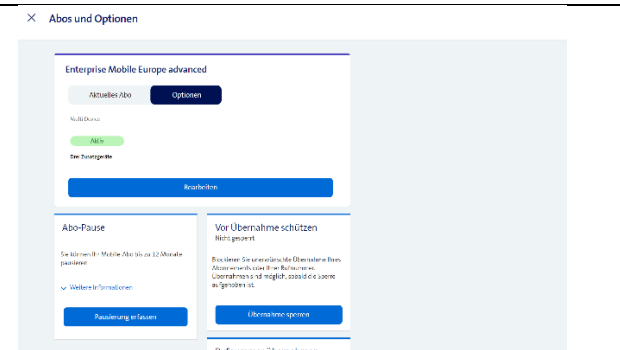
<p>Select the mobile connection on which the Teams Telephony Mobile option is to be activated.</p>	
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Click on "Subscriptions and options" and then on "Edit".



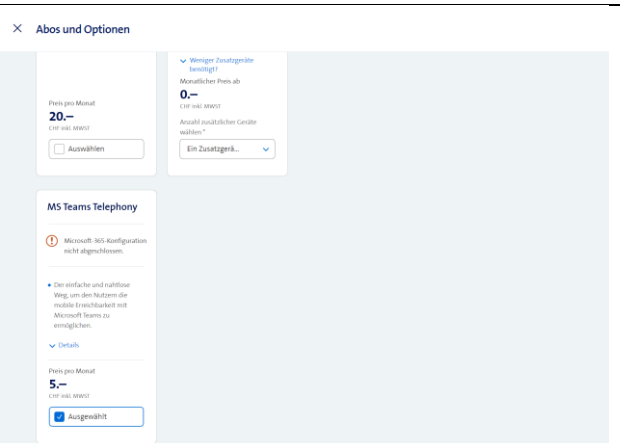
Click on "Options" and then on "Edit".



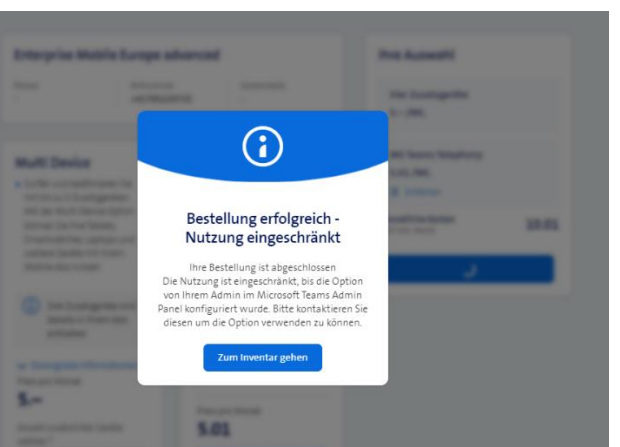
Click on "Select" in the "MS Teams Telephony" tile

The option is added to the selection and the monthly costs are totalled accordingly.

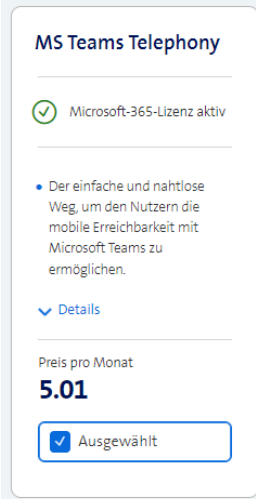
Click on "Send order"



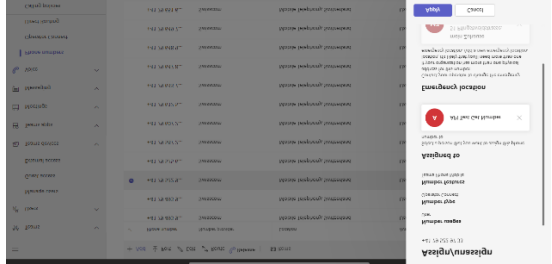
The following message appears:  
Click on "Return to inventory"





<p>As soon as the mobile phone number in the Teams Admin Centre is linked to the MS Teams user account selected in the next step, the corresponding status is displayed.</p> <p>Teams Telephony Mobile is now active for this connection.</p> <p>You can now carry out the setup on the end device.</p>	
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## Set up in the Teams Admin Centre

<p>The phone number was uploaded to your Teams Admin Centre when you completed the order in My Swisscom Business.</p> <p>You can now link these to the desired MS Teams user account.</p>	
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MS Teams Telephony is activated for the Mobile Enterprise connection. For commissioning on the end device, follow the description and steps in the End User Manual.

Ensure the following points in particular:

- Install the latest MS Teams app version on the end devices (smartphone, laptop, tablet, etc.).
- Log out and log in again on all MS Teams end devices.

## Switch off MS Teams Telephony option

If the MS Teams Telephony option is to be deactivated on a connection, this is again done via MySwisscom Business

The process causes the Mobile Enterprise phone number to be removed from the configured MS Teams tenant. Telephony with this number via MS Teams is then no longer possible.

### **Important**

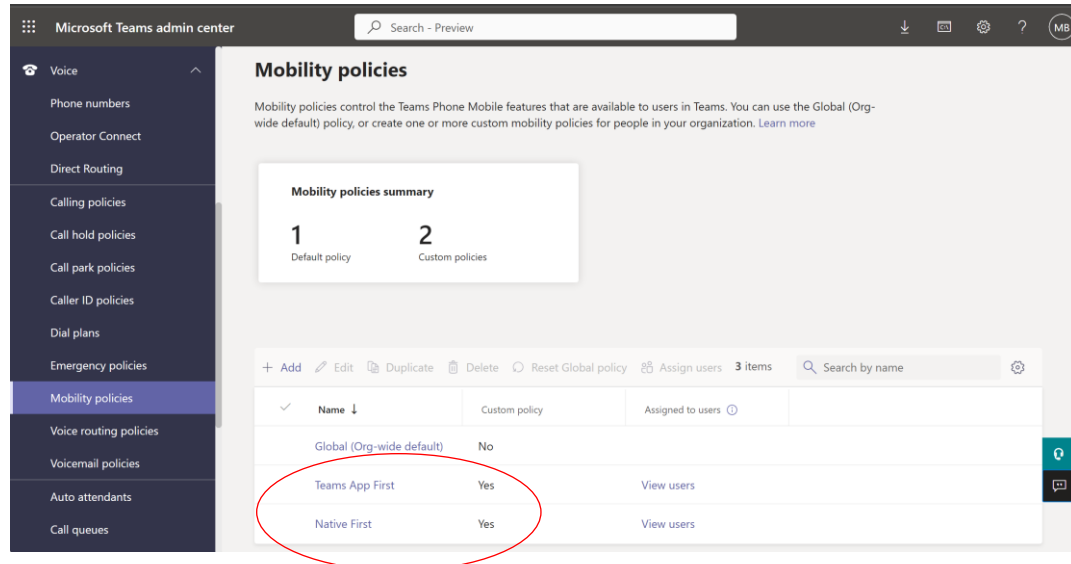
Before the option can be deactivated, the link between the phone number and the MS Teams user account must be removed in the Teams Admin Centre.

## Mobility Policy



The mobility policy allows the Teams administrator to define how incoming calls are displayed to the end user on the smartphone. On the standard phone app of the smartphone (native) or in the MS Teams app.

The Mobility Policy function is located in the Voice area of the Teams Admin Centre.



The policy can be assigned globally, to groups of end users or to individual users. The following functions can be defined as a policy.

## Native

- On the smartphone, incoming calls are always displayed in the standard phone app. This corresponds to the usual behaviour of how calls are answered on the smartphone. The calls are displayed in parallel on all other Teams devices that are connected to the Internet.

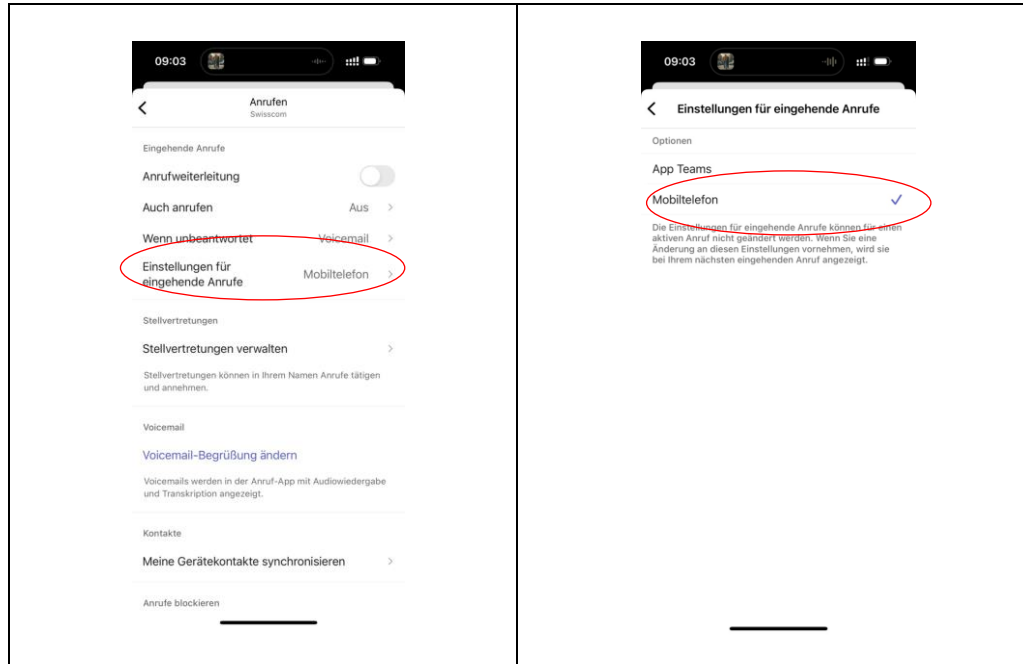
If the smartphone is outside the range of a mobile network but is connected to the Internet via a Wi-Fi network, the call is displayed on the Teams app.

## MS Teams App

- On the smartphone, incoming calls are always displayed in the MS Teams app. If the smartphone is not connected to a data network or the Teams app is not configured, the call is displayed on the standard phone app.

## Choice by the user

- The user can decide for himself by selecting in the MS Teams app whether incoming calls should be displayed in the standard phone app (native) or in the MS Teams app.



Once the policy has been defined, the users can be assigned accordingly. It can take a few minutes to apply a policy to a connection.

## Services

When using MS Teams Telephony Mobile with an Enterprise Mobile connection, various additional services are provided by the MS Teams telephone system. The use of the following services changes as a result or is no longer possible in some cases.

Service	Swisscom Mobile Standard	MS Teams Telephony Mobile
Voicemail	Swisscom COMBOX pro/basic	MS Teams Voicemail
Call forwarding (unconditional)	Via Swisscom Cockpit/Device	Via Teams app
Call forwarding (conditional) <ul style="list-style-type: none"> <li>If not available</li> <li>When occupied</li> <li>If no answer</li> </ul>	Via Swisscom Cockpit/Device or via SS codes	Via Teams app
Hold call	Device Menu	Device menu or Teams app
Call transfer	-	Via Teams app
Telephone conferences	Device Menu	Via Teams app