

MobexTeams Support Documentation

Basic Requirements

Access to a Microsoft Teams account.
Access to a MobeXuc account to use on desktop.
Access to the MobeX+ App to use on mobile devices.

What do I need to install?

Before you can use MobeXTeams on your Mobile device or Desktop, you first need to install the correct applications.

For desktop users:

Please install the MobeXuc desktop application & Microsoft Teams application.

For Mobex users:

Please install the Mobex+ App & Teams App, which are available on IOS & Android devices.

How to find MobeXTeams

Open Microsoft Teams and go to the App marketplace. Search in the marketplace for “MobexTeams” and you will find the MobexTeams App.

How to install MobeXTeams

On the Microsoft Teams Marketplace, press the install button on the MobeXTeams app.

How to open MobexTeams

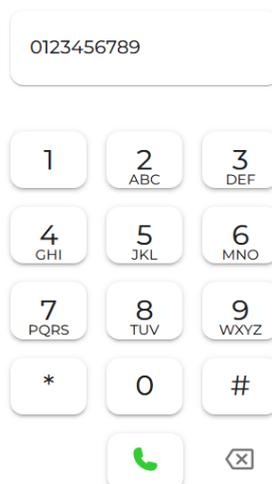
Once you have installed the MobexTeams app onto Microsoft Teams, click on the MobexTeams icon, which will open the below screen.



Select "LOGIN USING MOBEX-UC" which will take you to the MobexTeams homepage.

How to make a call on MobexTeams

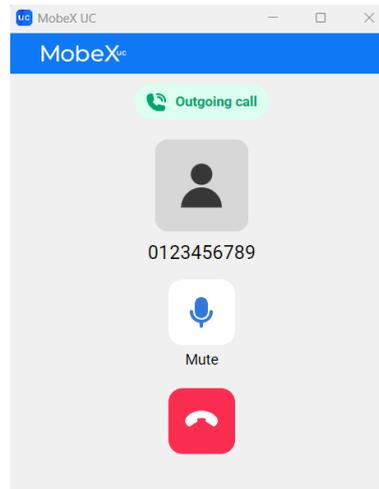
Enter the number you wish to dial either by using the dialpad on your screen or by typing the numbers into the box above the dialpad.



Press the green phone icon to initiate the call.

On desktop, the MobeXuc application will pop up to initiate the call.

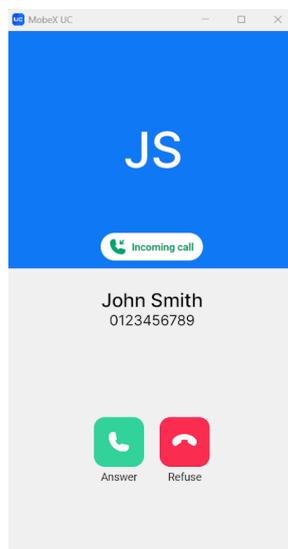
On mobile, the MobeX+ app will pop up to initiate the call.



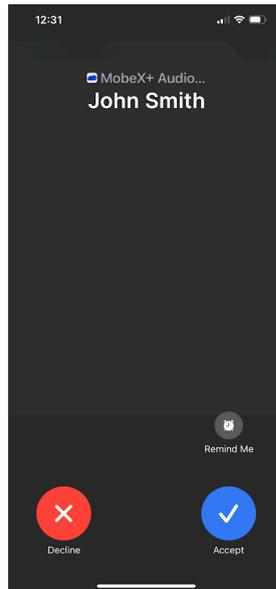
How to answer a call on MobeXTeams

When receiving an inbound call, MobeXuc will pop up showing the below screen.

Press the green phone icon to answer the call or the red phone icon to refuse the call.

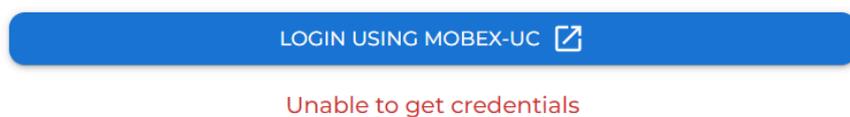


On mobile devices, MobeX+ will pop up for inbound calls



Troubleshooting

1. When logging into MobeXTeams desktop, if you see the below error message, please check that you are logged in correctly to your MobeX software and try again.



2. When logging into MobeXTeams mobile, if you get stuck on this page, please check to make sure you have MobeX+ installed on your mobile device.



3. If you are experiencing issues with MobeXTeams on desktop using a browser, we suggest using Chrome as the standard for the best experience.

Support

For all support, please contact your direct service provider.