iPhone settings (see page 3 for Android settings)

⊘ **Silent mode must be turned OFF in order for this to work.**

1. Turn silent mode on or off

When Silent mode is **ON,** iPhone doesn't ring or play alerts or other sound effects (but iPhone may still vibrate).
When Silent mode is **OFF**, iPhone plays all sounds.

On iPhone 15 Pro and iPhone 15 Pro Max: Go to Settings > Sounds & Haptics, then turn Silent mode on or off. (You can also configure the Action button to turn Silent mode on or off, in addition to other functions.)

On other models: Flip the Ring/Silent switch toward the back of your iPhone to turn Silent mode on. Flip it toward the front to turn Silent mode off.
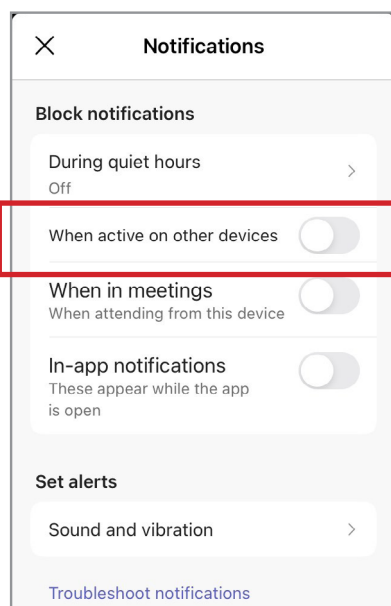
You can also open Control Center, then tap the Silent Mode button to turn on Silent mode. Tap the Silent Mode button to turn it off.

Important: Clock alarms, audio apps such as Music, and many games play sounds through the built-in speaker, even when Silent mode is on. In some countries or regions, the sound effects for Camera, Voice Memos, and Emergency Alerts are played, even when the Ring/Silent switch is set to silent.

2. Block notifications

In the Teams app tap your profile circle and then **Notifications>Block Notifications**
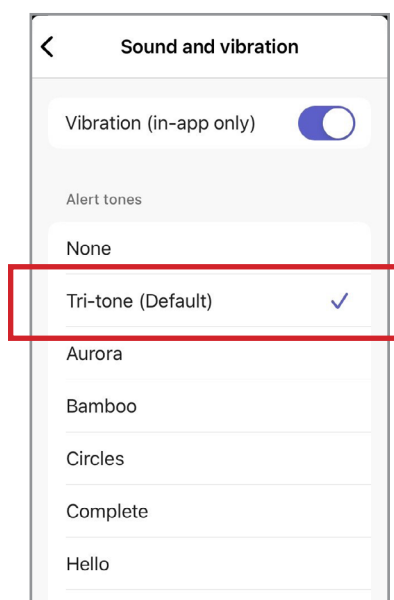
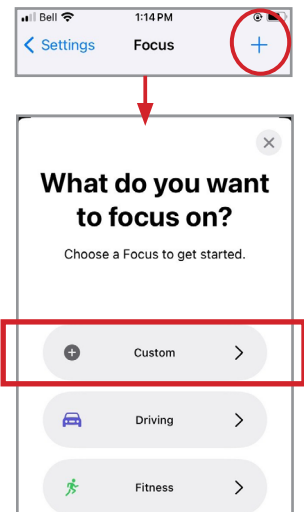Turn off **When Active on other devices.**

3. Set alerts

Set alerts>Sound and vibration

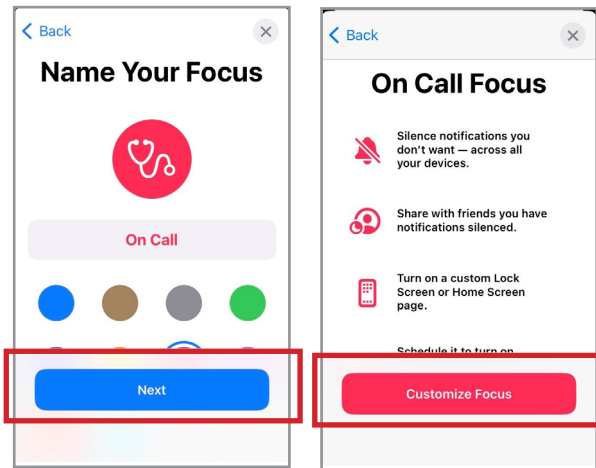Set your preferred sound and turn the volume UP on your phone.

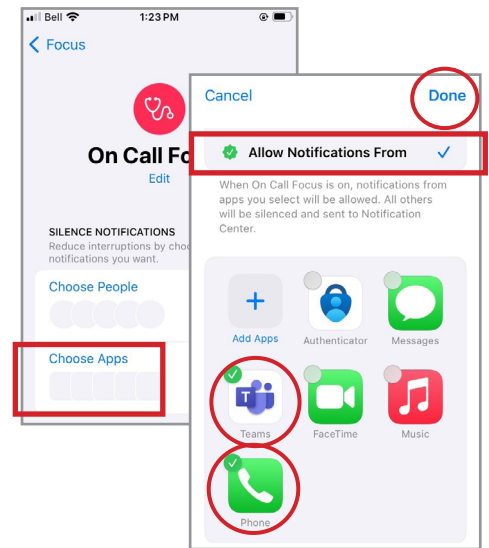## 4. OPTIONAL STEP: Set up focus mode (will allow ONLY Teams and phone calls)

On your iPhone: Settings>Focus

Click **+** and tap **Custom**.

Give it a name (you can also select a colour and icon if you choose), tap **Next** and then **Customize Focus.**

Tap **Choose Apps,** then **Allow Notifications From** and tap Phone and Teams. Tap **Done.**

• Using this setting will only allow notifications from the apps you have selected, in this case Phone and Teams only. This Focus mode is Optional and as an example could be used when you only want notifications from Teams or a paging team (via phone).

• All other available options in the Focus mode are completely optional and at the discretion of the user creating the optional Focus mode.

5. To activate Focus mode
Swipe down from the top left of the home screen tap on Focus and select the new Focus Mode (ex: On Call).

6. To disable Focus mode
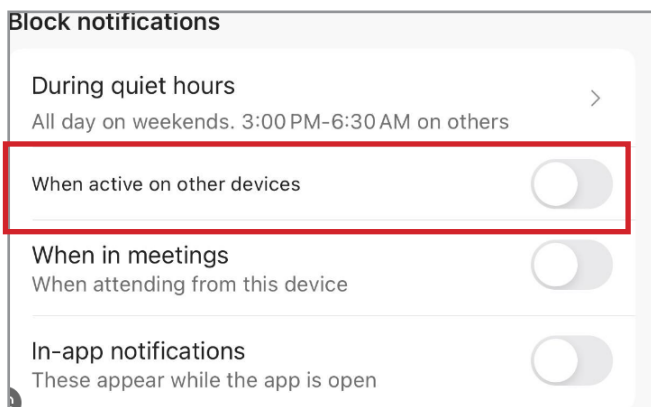Follow the steps above and select On Call again to shut it off.

Android settings

(!) **Silent mode must be turned OFF in order for this to work.**

1. Block notifications

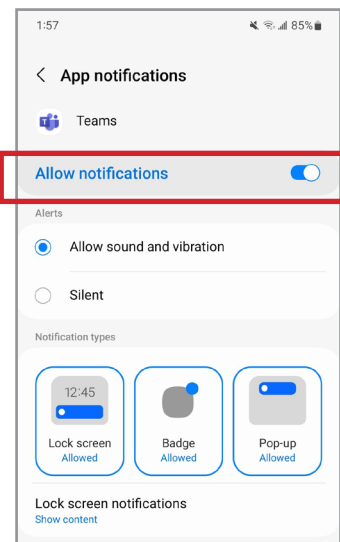In the Teams app tap your profile circle and then **Notifications>Block Notifications**

Turn off **When Active on other devices.**

2. App notifications

Swipe down from the top of the home screen and select the **gear** icon (settings), select **Apps** and then **Teams**.
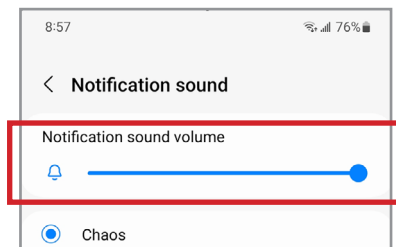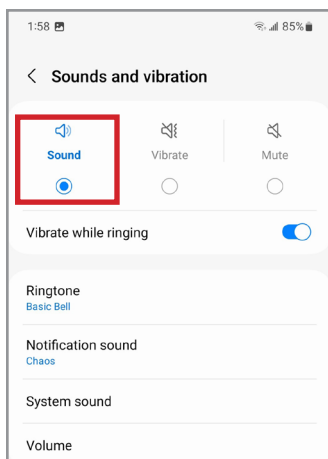
Ensure **Notifications>Allow notifications** is on (should be on by default).
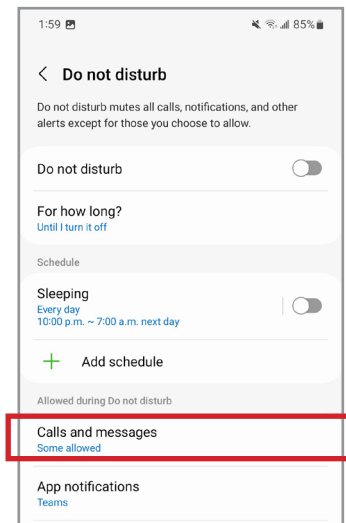
3. Sounds and vibration

Swipe down from the top of the screen and press and hold the speaker icon until you get the settings menu for sounds.

Ensure **Sound** is selected and set your volume loud.
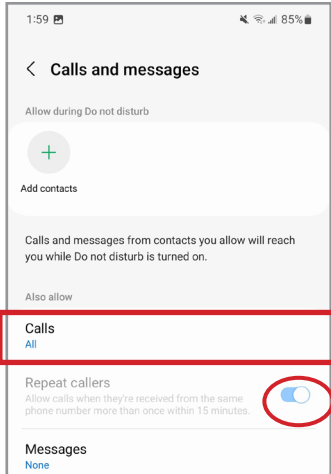
4. Do not disturb

Swipe down from the top of the screen and select the **gear** icon (settings) then select **Notifications>Do Not Disturb** and then **Calls and messages.**
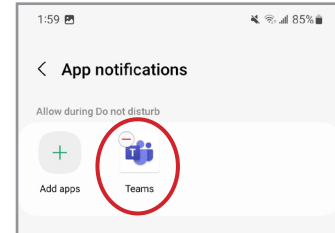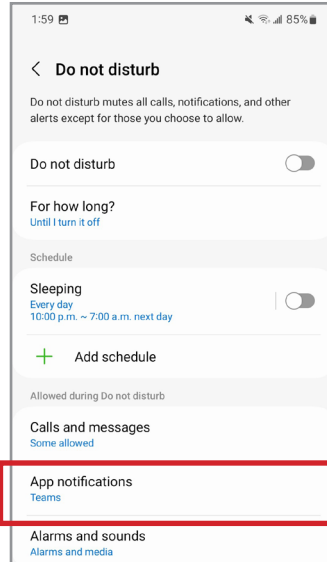
5. Calls and messages

Verify **All Calls** is turned on as well as **Repeat callers**.

6. App notifications

Tap to get back to the Do not disturb screen and tap **App notifications**.

Add **Teams** as an allowed App (the phone app can also be added if you choose).

⚠️ When Do Not Disturb (DND) is enabled **with these settings** phone calls and Teams messages will override DND mode.