



Customer Tenant

MS TEAMS CONFIGURATION GUIDE

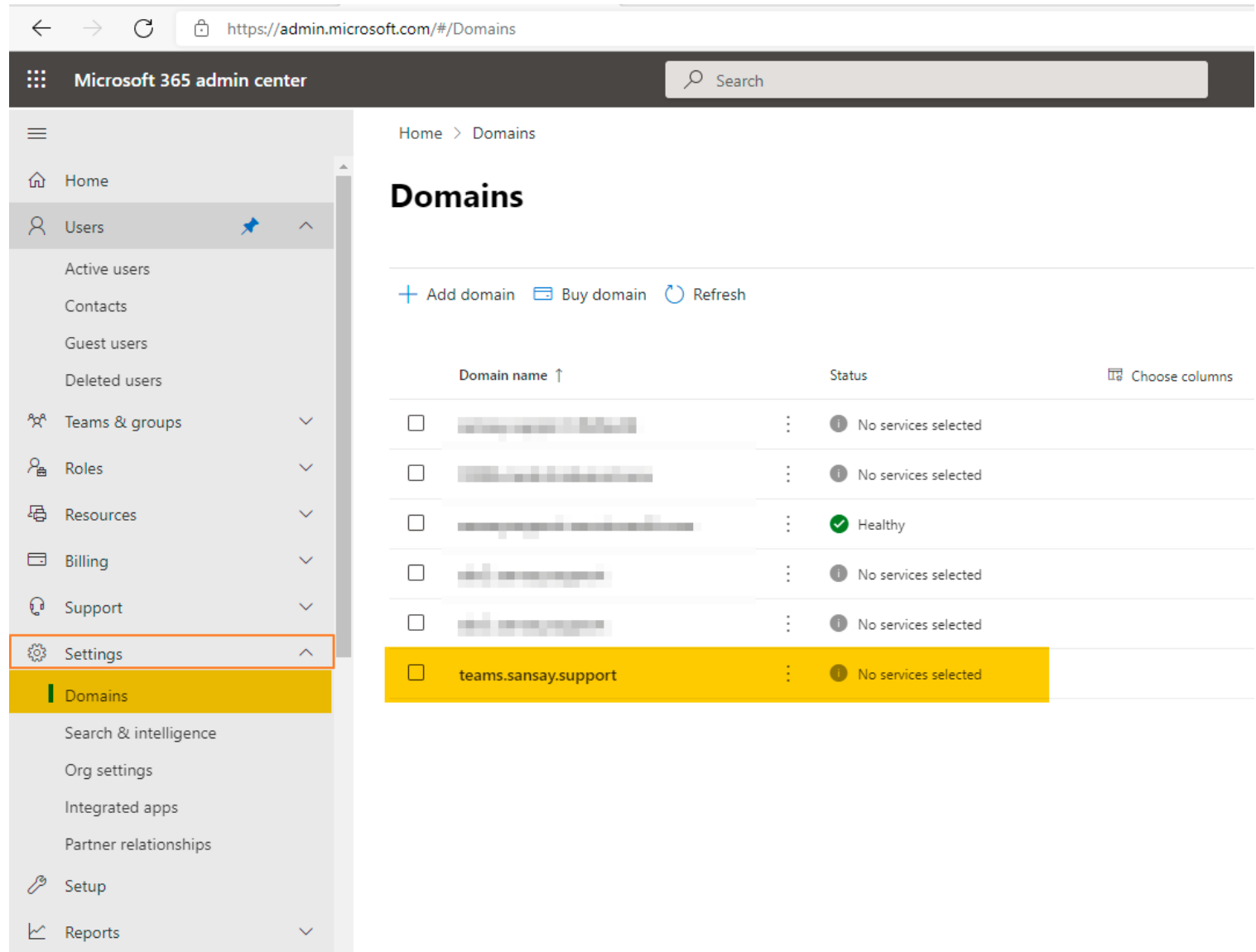
O365 Configuration

Step 1:

Register your customer Tenant domain provided by your carrier. For the purpose of this guide the customer tenant fqdn provided is teams.sansay.support

Go to:
<https://admin.microsoft.com>

Setting -> Domains -> add Domains



The screenshot shows the Microsoft 365 admin center interface. The left sidebar is open, and the 'Settings' menu item is highlighted with a red box. Below 'Settings', the 'Domains' menu item is highlighted in yellow. The main content area shows the 'Domains' page with a table of domains. The 'domains.sansay.support' domain is highlighted in yellow.

Domain name ↑	Status	Choose columns
<input type="checkbox"/> [blurred]	No services selected	
<input type="checkbox"/> [blurred]	No services selected	
<input type="checkbox"/> [blurred]	Healthy	
<input type="checkbox"/> [blurred]	No services selected	
<input type="checkbox"/> [blurred]	No services selected	
<input type="checkbox"/> teams.sansay.support	No services selected	

O365 Configuration

Step 2:

Create new user using recently added domain. This is required so Microsoft activates the new Domain name.

Go to:

<https://admin.microsoft.com>

User -> Active Users -> Add a user

The screenshot displays the Microsoft 365 Admin Center interface. The left-hand navigation pane is expanded to the 'Active users' section. The main content area is titled 'Active users' and features a 'Recommended actions (2)' section with buttons for 'Add a user', 'User templates', 'Add multiple users', 'Multi-factor authentication', 'Delete a user', and 'Refresh'. Below this is a table of active users. The table has three visible columns: 'Display name', 'Username', and 'Licenses'. One row is highlighted in yellow, showing a user named 'activate' with the username 'activate@teams.sansay.support' and a license status of 'Unlicensed'. Other users in the list are partially visible but their details are not fully legible.



O365 Configuration

Step 3:

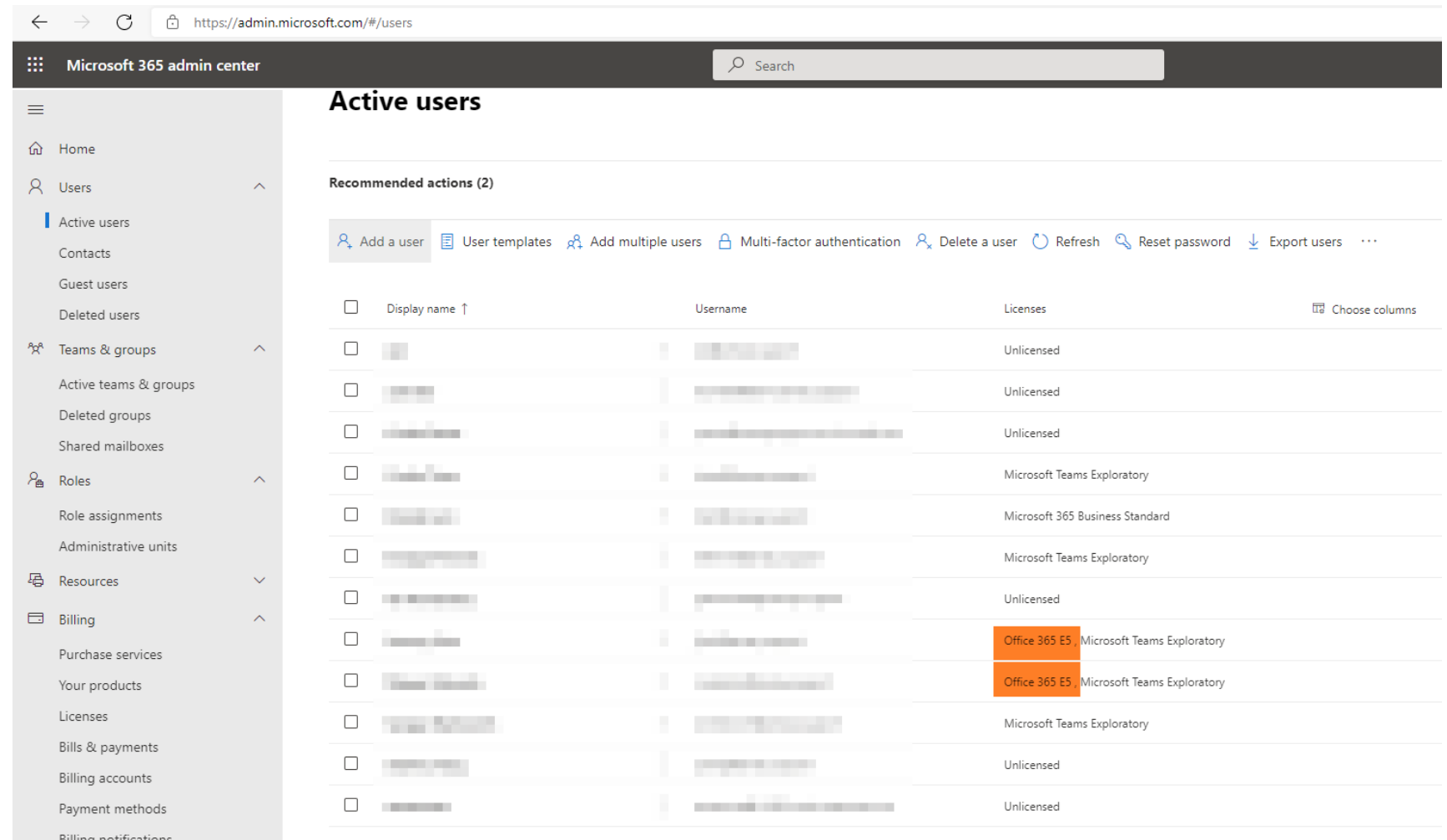
Assign valid license to the user that will be linked with Direct Routing feature to route Calls.

Go to:

<https://admin.microsoft.com>

User -> Active Users

Under User Options select Manage Product license and assign valid licence (E5 or E3 + Phone System)



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar contains navigation options such as Home, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Roles, Resources, Billing, and Purchase services. The main content area is titled 'Active users' and displays a table of active users. The table has columns for 'Display name', 'Username', and 'Licenses'. Two rows are highlighted with orange boxes, indicating the assigned license for those users.

Display name	Username	Licenses
[Redacted]	[Redacted]	Unlicensed
[Redacted]	[Redacted]	Unlicensed
[Redacted]	[Redacted]	Unlicensed
[Redacted]	[Redacted]	Microsoft Teams Exploratory
[Redacted]	[Redacted]	Microsoft 365 Business Standard
[Redacted]	[Redacted]	Microsoft Teams Exploratory
[Redacted]	[Redacted]	Unlicensed
[Redacted]	[Redacted]	Office 365 E5, Microsoft Teams Exploratory
[Redacted]	[Redacted]	Office 365 E5, Microsoft Teams Exploratory
[Redacted]	[Redacted]	Microsoft Teams Exploratory
[Redacted]	[Redacted]	Unlicensed
[Redacted]	[Redacted]	Unlicensed

MS Teams Configuration

Step 4:

Create a new Voice Routing Policy.

Go to:
<https://admin.teams.microsoft.com>

Voice -> Voice routing policy

Add new Voice Route Policy
- Assign a new PSTN usage record to it. (This usage record will be used when we proceed to create the Voice Route later on)

The screenshot shows the Microsoft Teams admin center interface. The left sidebar is expanded to the 'Voice' section, with 'Voice routing policies' highlighted at the bottom. The main content area is titled 'Voice routing policies' and includes a descriptive paragraph and a 'Learn more' link. Below this are two summary cards: 'Voice routing policies summary' showing 1 Default policy and 7 Custom policies, and 'User statistics' showing 8 Custom policies and 4 Default policies. At the bottom, there is a table of policies with a red box around the '+ Add' button.

Name ↑	Description	PSTN usage records
VP_SANSAY		Usage_SANSAY

MS Teams Configuration

Step 5: Create a new Voice Route

This action must be executed through Microsoft PowerShell (check how to connect at the end of the slides)

Connect to PowerShell

Execute Set-CsUser command to assign DID and enable EnterpriseVoice to user

```
$tenant_domain = "teams.sansay.support"  
$Route = "Route_SANSAY"  
$PSTNUsage = "Usage_SANSAY"  
$NumPattern = ".*"
```

```
New-CsOnlineVoiceRoute -Identity $Route -NumberPattern $NumPattern -OnlinePstnGatewayList $tenant_domain -Priority 0  
-OnlinePstnUsages $PSTNusage
```

Microsoft Teams admin center

Direct Routing

Direct Routing lets you connect a supported Session Border Controller (SBC) to Microsoft Phone System to enable voice calling features. You can add, edit, and view information about your SBCs, voice routes, and PSTN usage records. [Learn more](#)

Direct routing summary

5	8	5
Total SBCs	Voice routes	SBCs with issues

SBCs Voice routes

+ Add Edit Move up Move down Delete items

Priority	Voice route	Description	Dialed number pattern	PSTN usage	SBCs enrolled
1	Route_SANSAY	Default Route	*	Usage_SANSAY	teams.sansay.support



The image shows how it should look after command execution. Please notice Microsoft can take some minutes to update info.

MS Teams Configuration

Step 6:

Assign user to the new Voice Route Policy

Go to:

<https://admin.teams.microsoft.com>

Users -> Manage Users

Click User -> Policies -> Edit -> Change Voice Routing policy to new Voice Route policy created on previous step.

Add new Voice Route Policy
- Assign a new PSTN usage record to it. (This usage record will be used when we proceed to create the Voice Route later on)

Display name	Username	Phone number	Location	Policies assigned	Directory status	Audio Conferencing
Miguel Salcedo	[REDACTED]	[REDACTED]	United States	View policies	Online	Off

Account Voice Meetings & calls **Policies**

Assigned policies [Edit](#)

Voice routing policy
VP_SANSAY (Direct) [Details](#)

COMMAND FROM THE MICROSOFT POWERSHELL

```
$USER = "msalcedo@sansay.support"  
$VoicePolicy = "VP_SANSAY"  
Grant-CsOnlineVoiceRoutingPolicy -Identity $USER -PolicyName $VoicePolicy
```

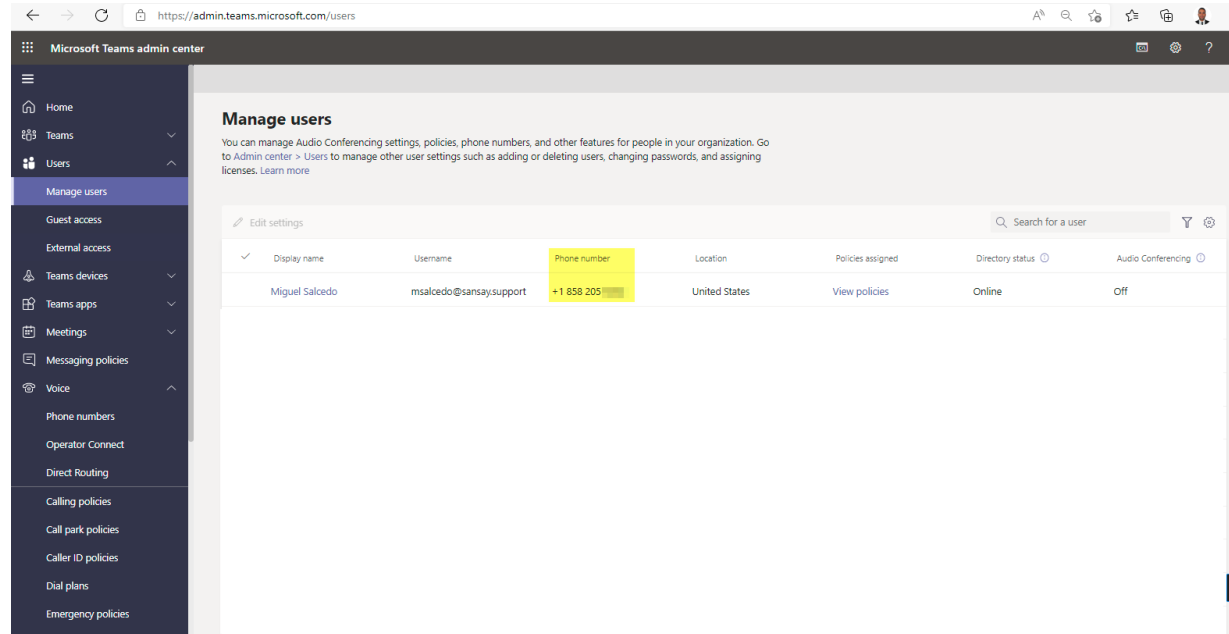
MS Teams Configuration

Step 7:
Assign a DID to the user

This action must be executed through Microsoft PowerShell (check how to connect at the end of the slides)

Connect to PowerShell

Execute Set-CsUser command to assign DID and enable EnterpriseVoice to user



```
Set-CsUser -Identity msalcedo@sansay.support -EnterpriseVoiceEnabled $true -OnPremLineURI tel:+1858205XXXX
```

or

```
Set-CsPhoneNumberAssignment -Identity msalcedo@sansay.support -EnterpriseVoiceEnabled $true -PhoneNumber tel:+1858205XXXX  
-PhoneNumberType DirectRouting
```



The image shows how it should look after command execution. Please notice Microsoft can take some minutes to update info.

MS Teams Configuration

NEW USER SETTING CONSIDERATIONS

Steps from 1 to 5 are required only once per Organization. Once this configuration is done, you don't need to redo the configuration.

Voice Routes can be reused across all the existing users within the Organization.

For every new user where Direct Routing would be enabled only steps 6 and 7 must be run.

MS Teams Configuration

Using the following commands, you can review Microsoft existing configuration:

VALIDATION COMMANDS:

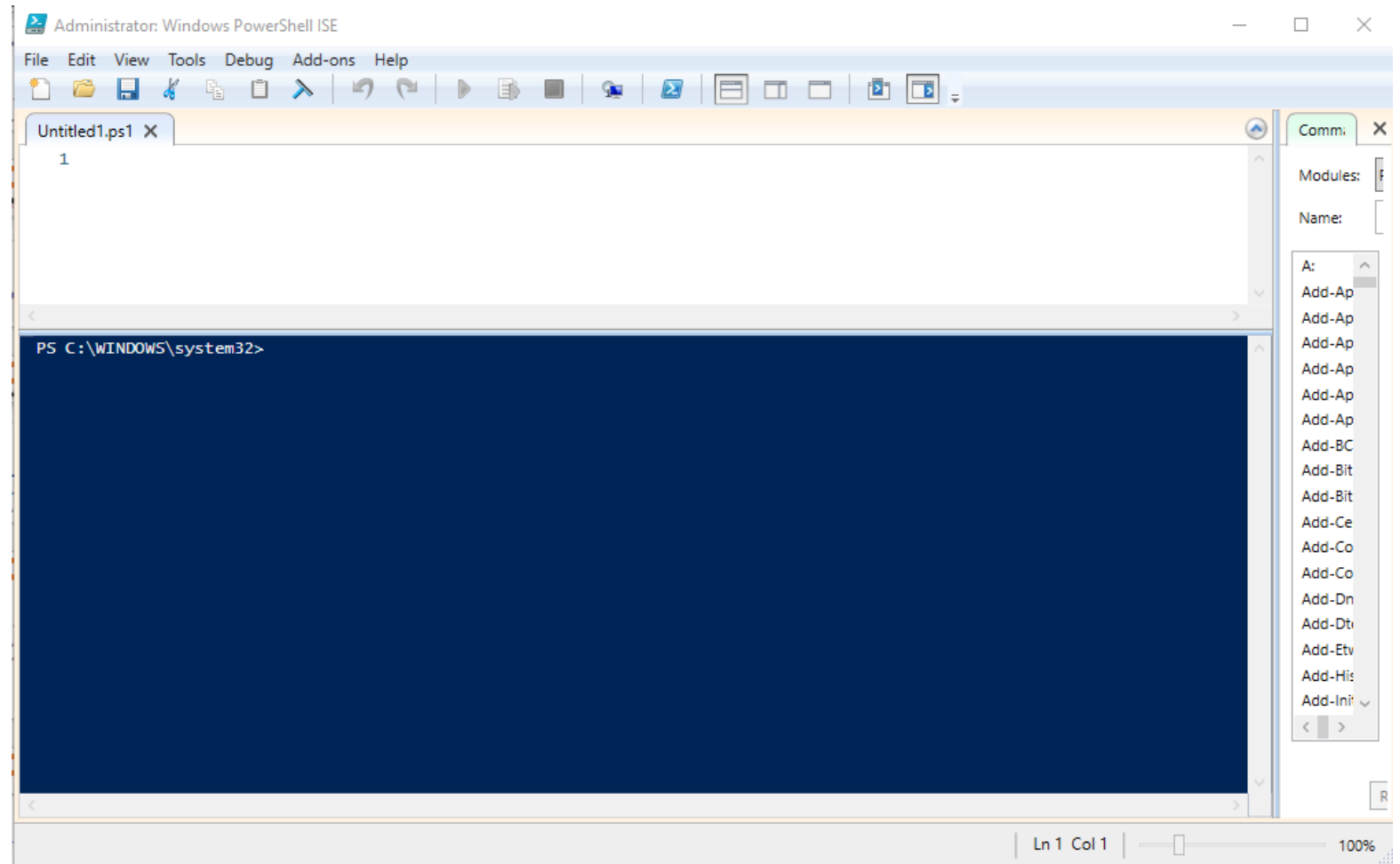
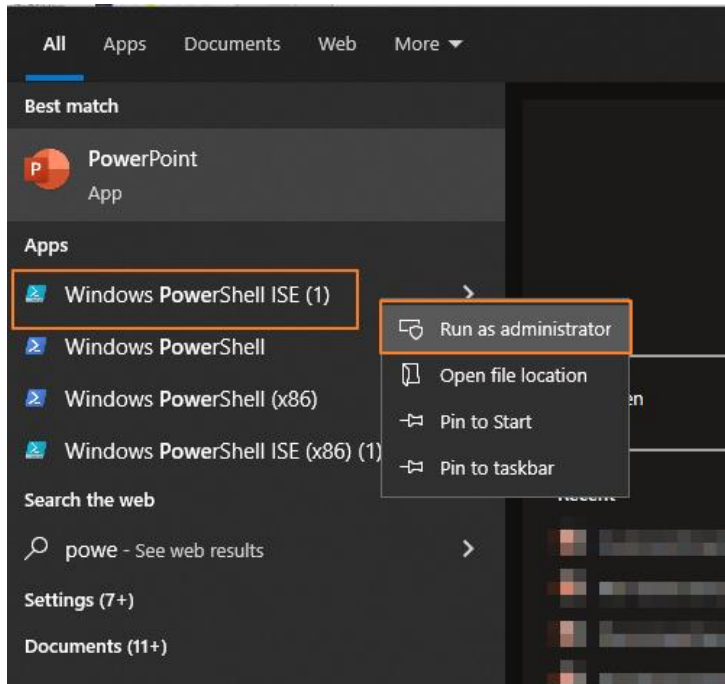
```
Get-CsOnlinePstnUsage  
Get-CsOnlineVoiceRoutingPolicy  
Get-CsOnlineVoiceRoute  
Get-CsOnlineUser "user@domain" | select EnterpriseVoiceEnabled,HostedVoiceMail,OnPremLineURI,OnlineVoiceRoutingPolicy
```

Microsoft PowerShell

To interact with Microsoft Teams using Microsoft PowerShell you would need to install MicrosoftTeams module first.

Step 1:

Open Windows PowerShell ISE with Administrative Privileges.

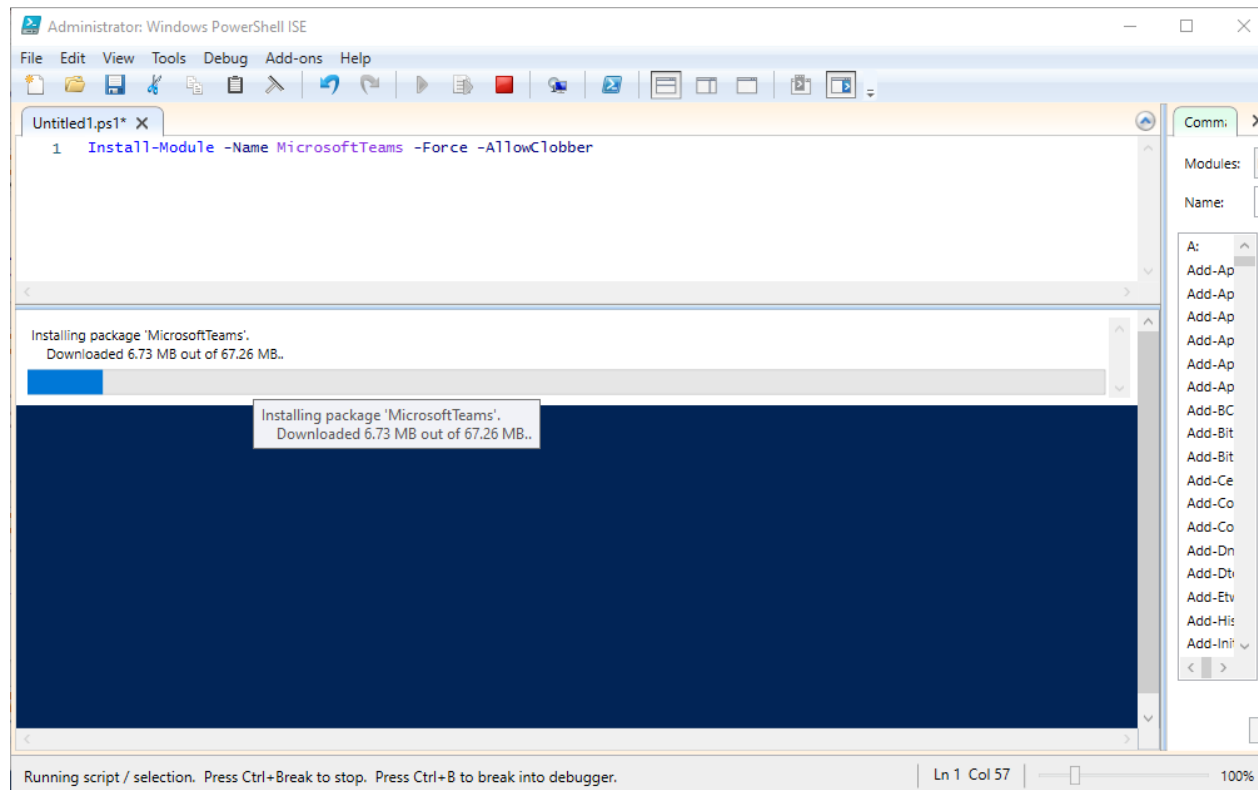


Microsoft PowerShell

Step 2:

Run the following command to install Microsoft Teams Module

```
Install-Module -Name MicrosoftTeams -Force -AllowClobber
```



Microsoft PowerShell

Step 3:
Connect to your Tenant using MS Teams admin user credentials

Connect-MicrosoftTeams

