Customer Tenant

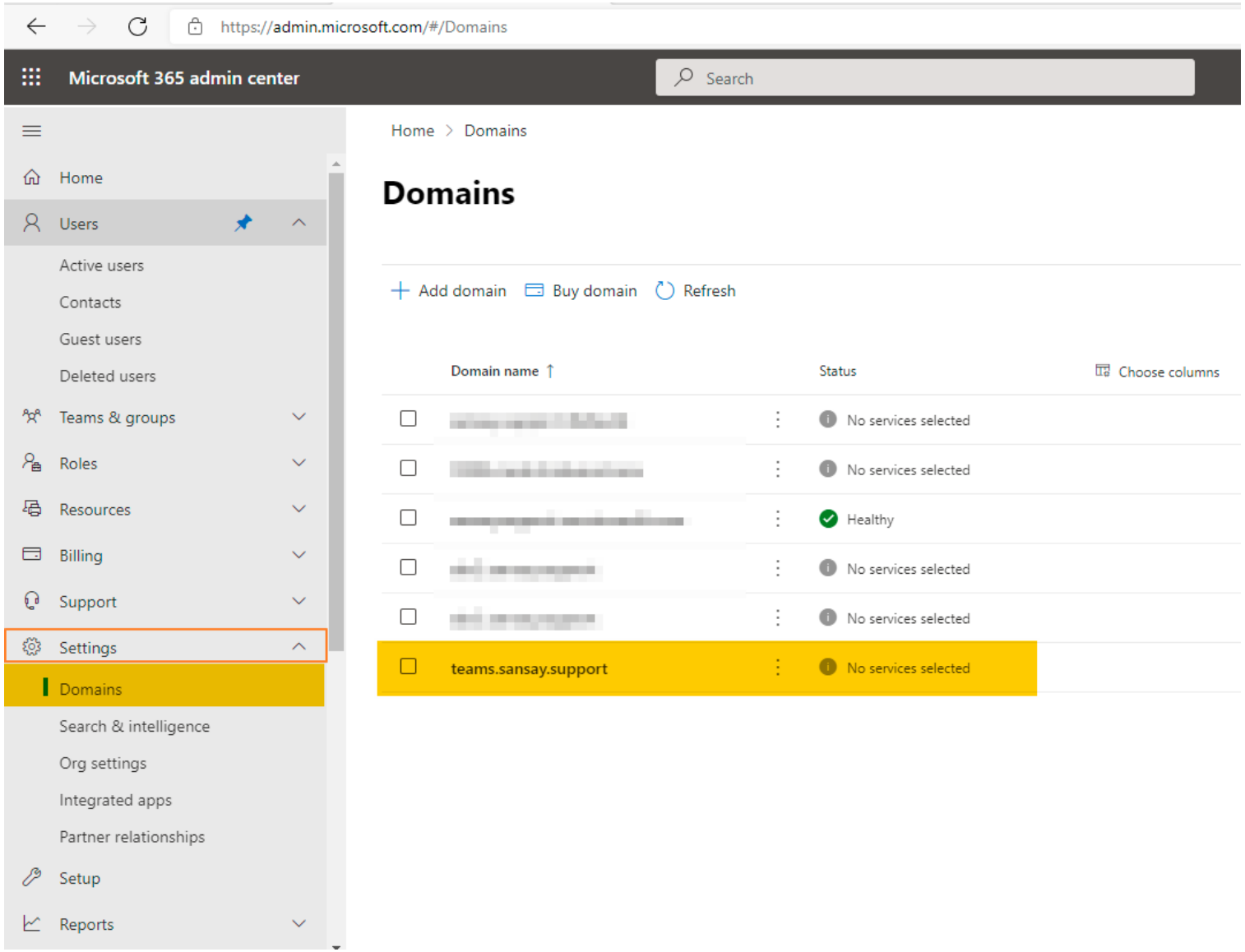
MS TEAMS CONFIGURATION GUIDE

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

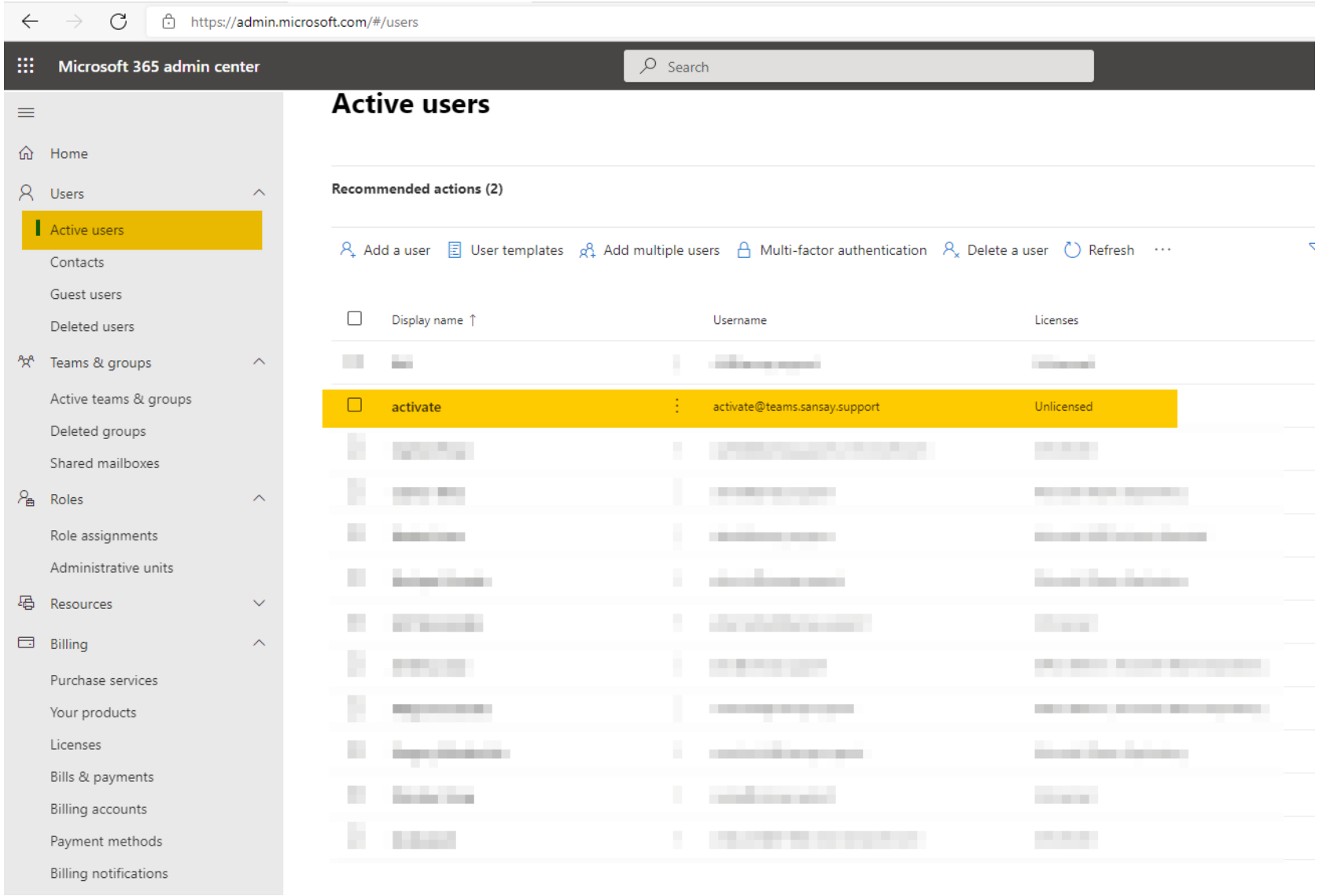


O365 Configuration

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



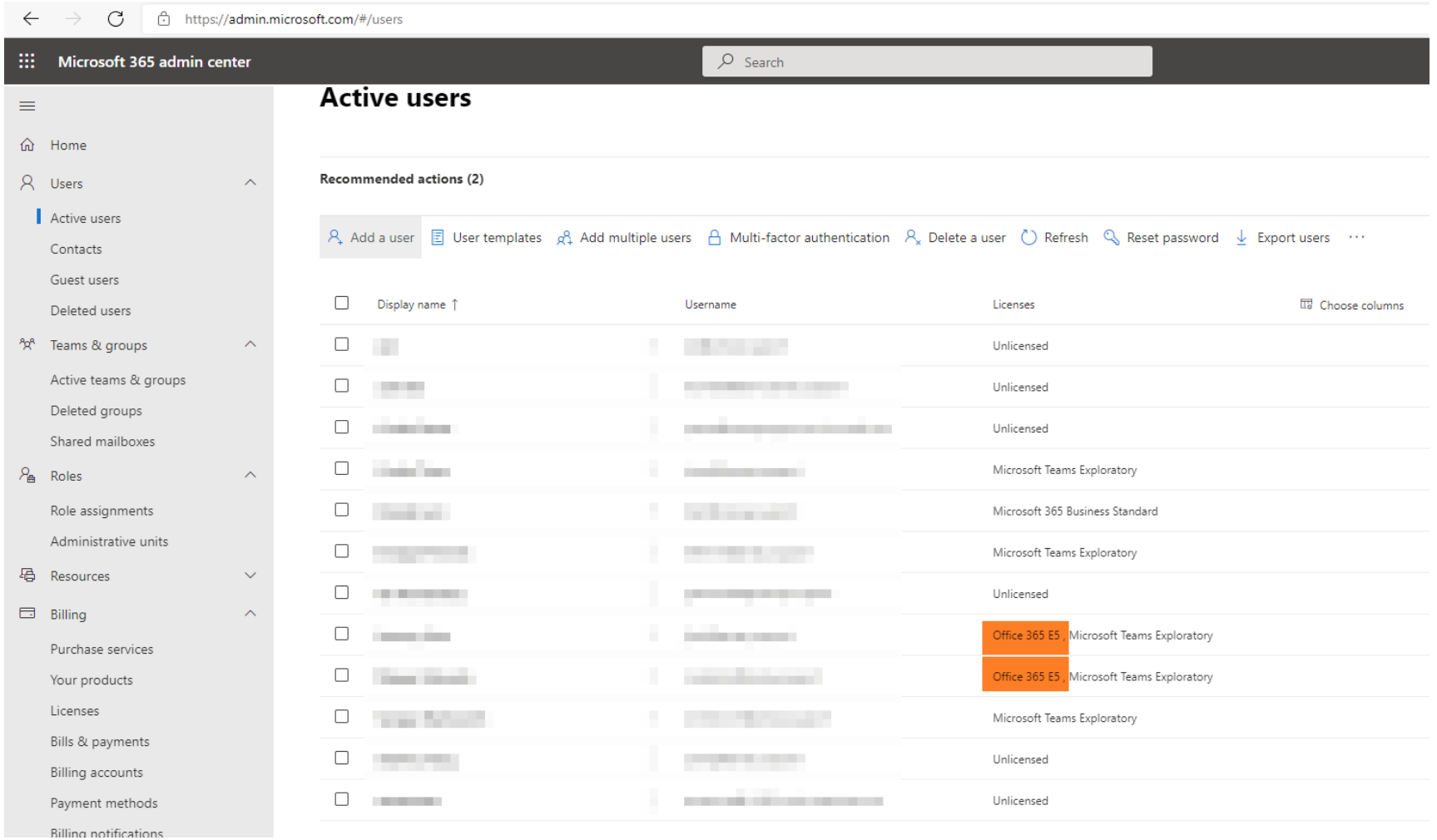
O365 Configuration

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)



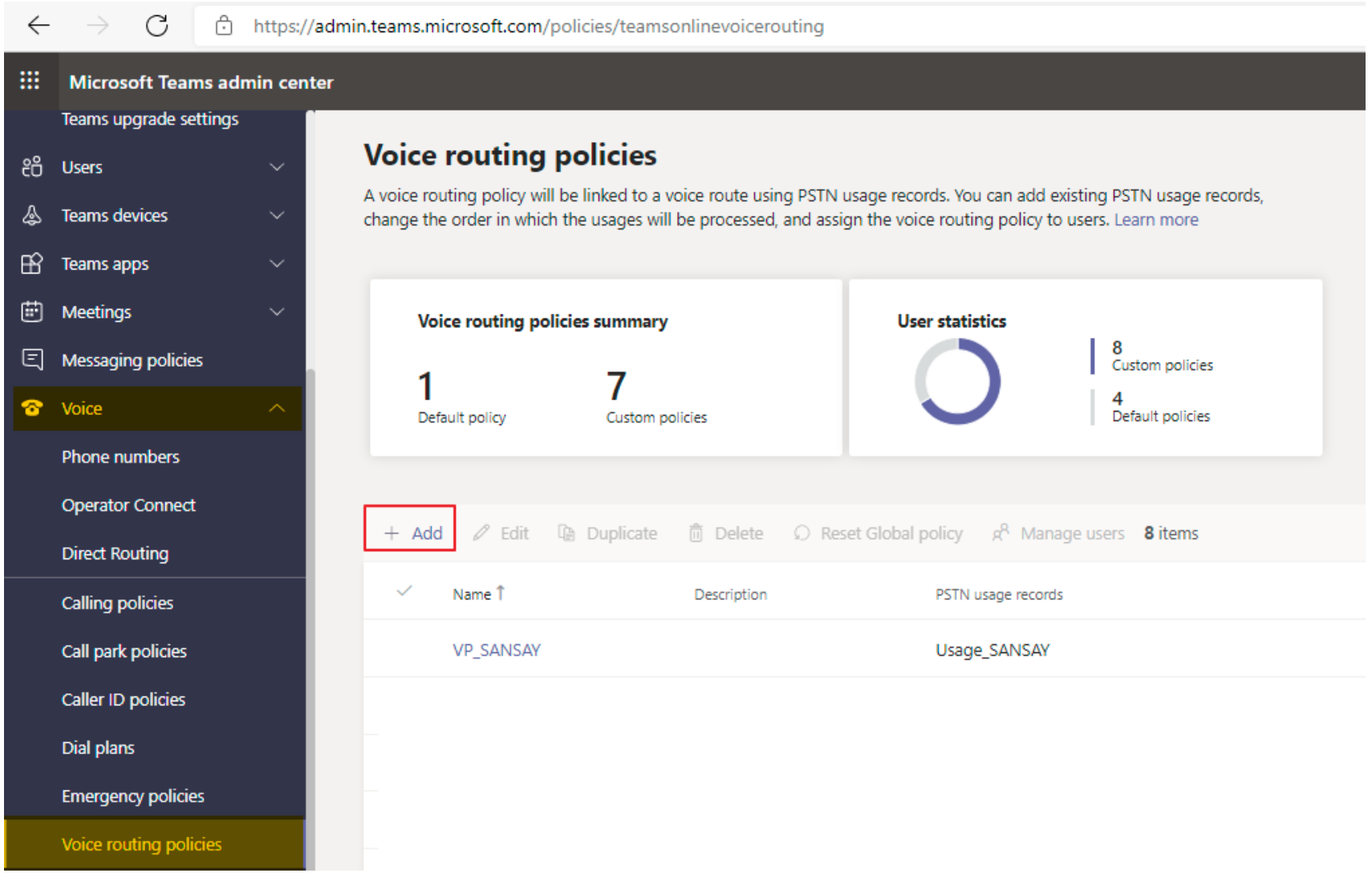
MS Teams Configuration

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)



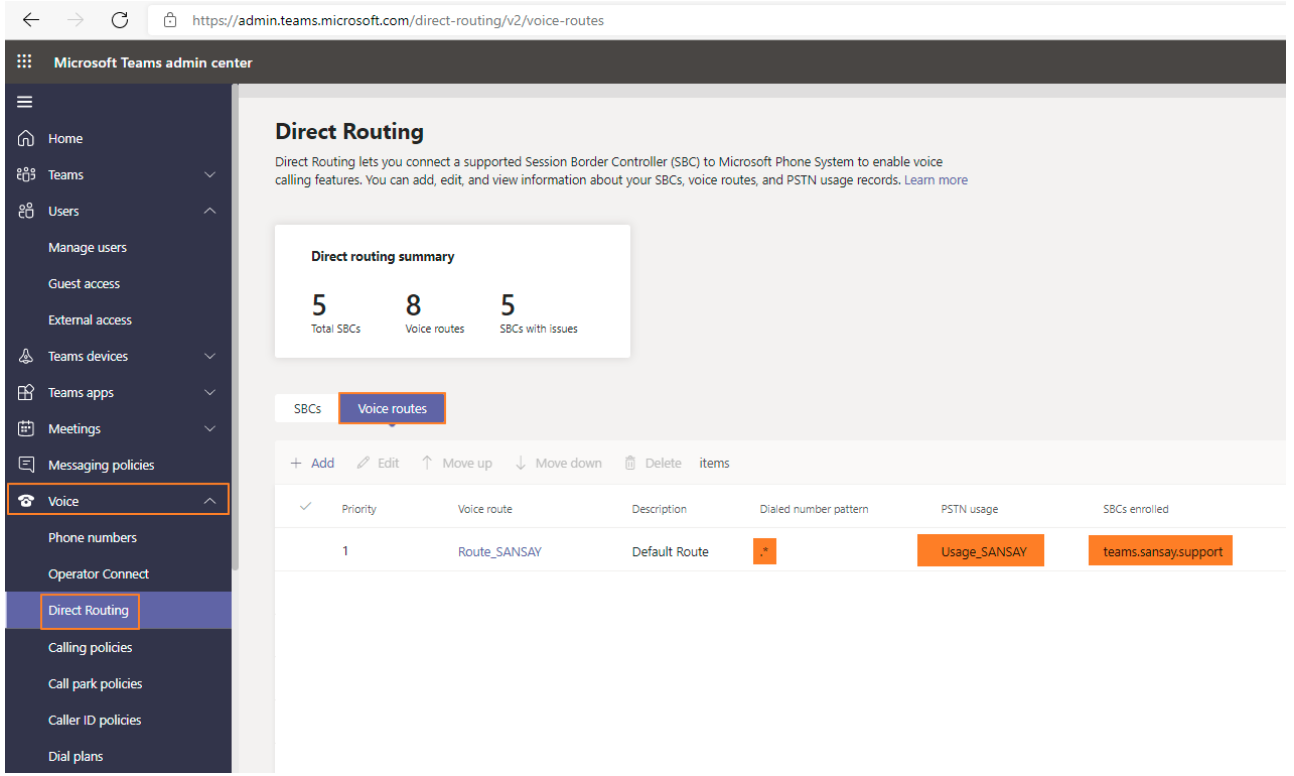
MS Teams Configuration

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
```

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

MS Teams Configuration

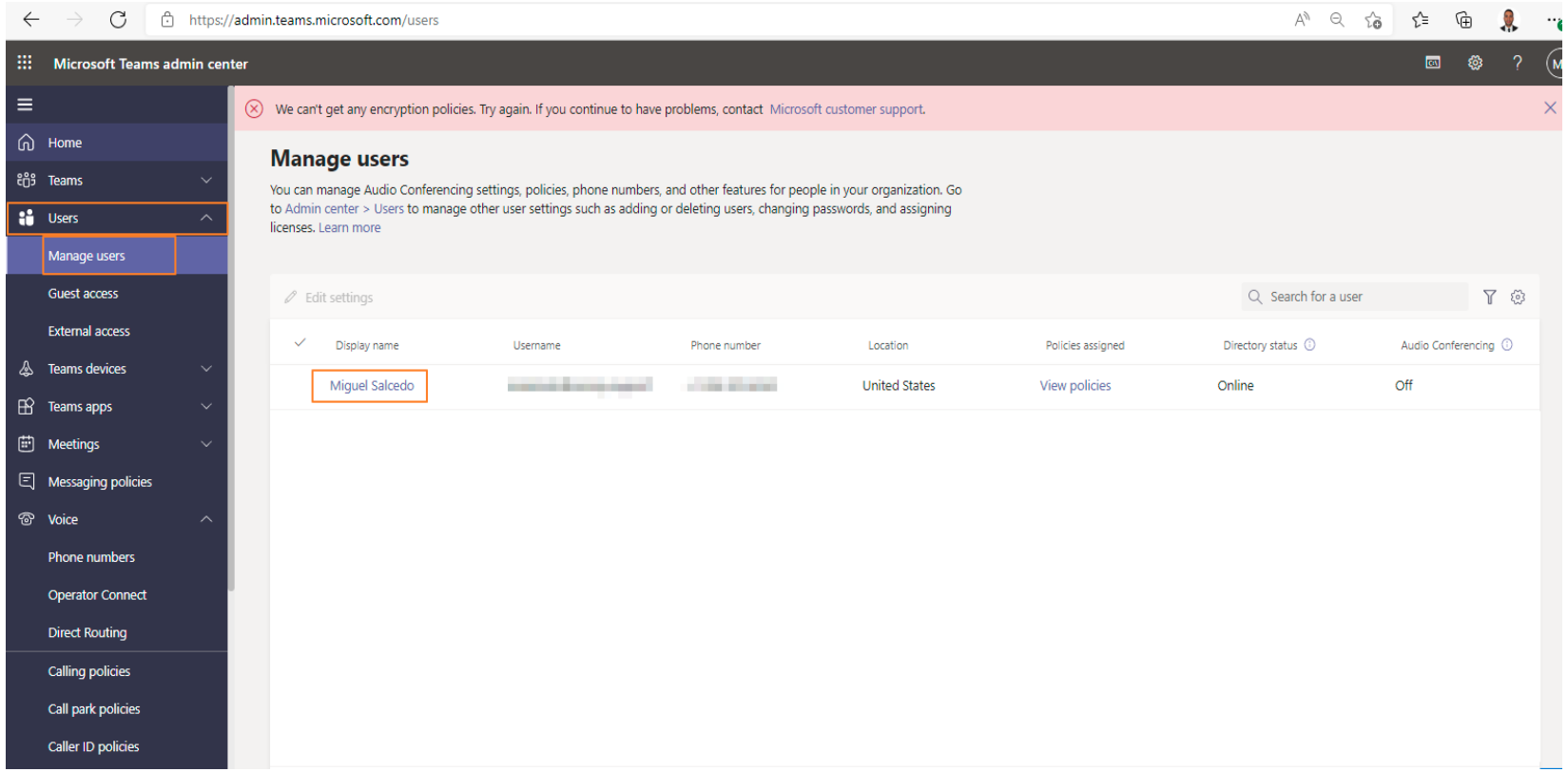
Step 6:
Assign user to the new Voice Route Policy

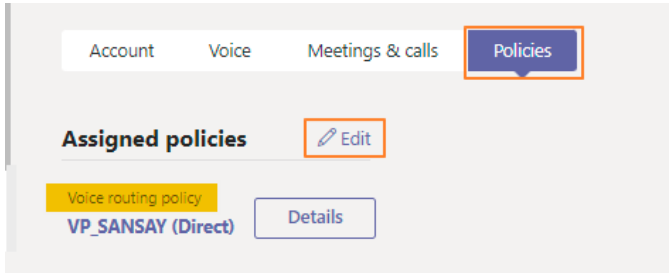
Go to:
https://admin.teams.microsoft.com

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)





COMMAND FROM THE MICROSOFT POWERSHELL

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

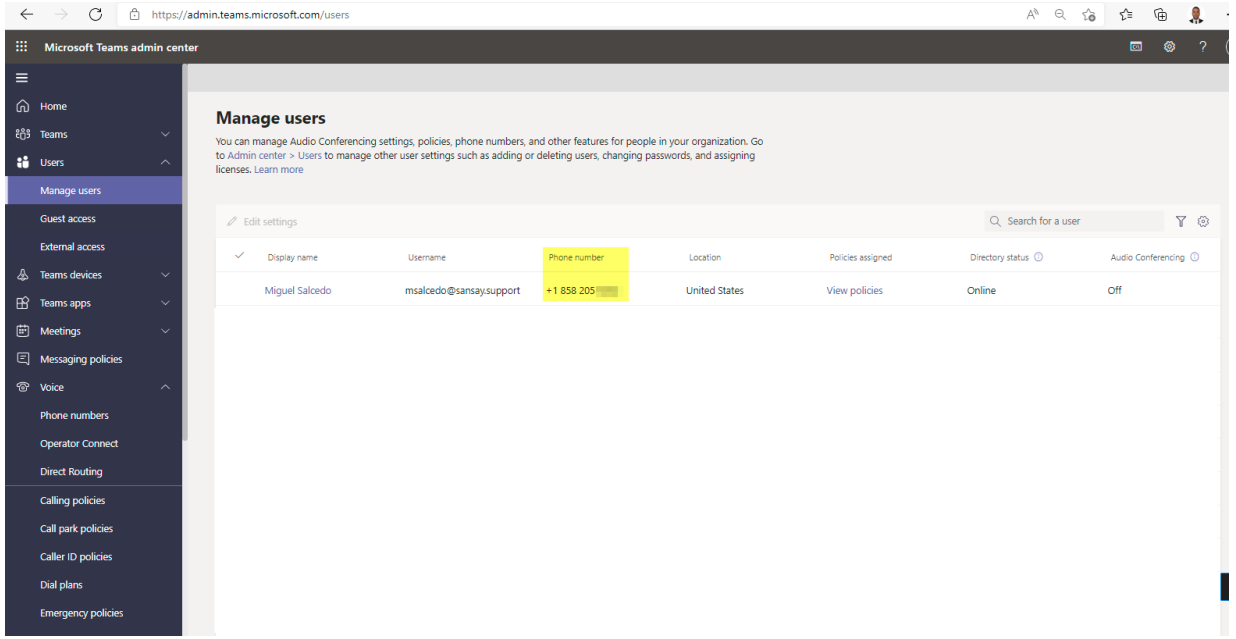
MS Teams Configuration

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
```

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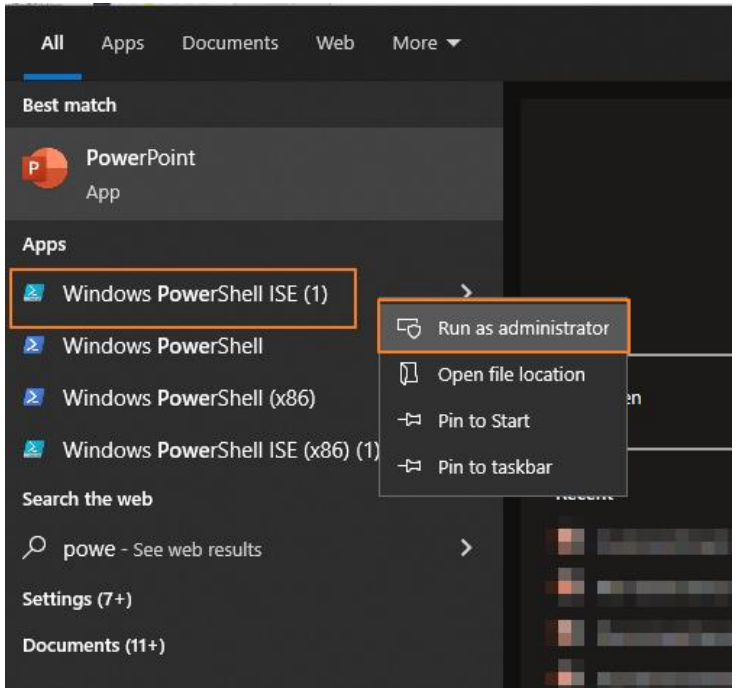
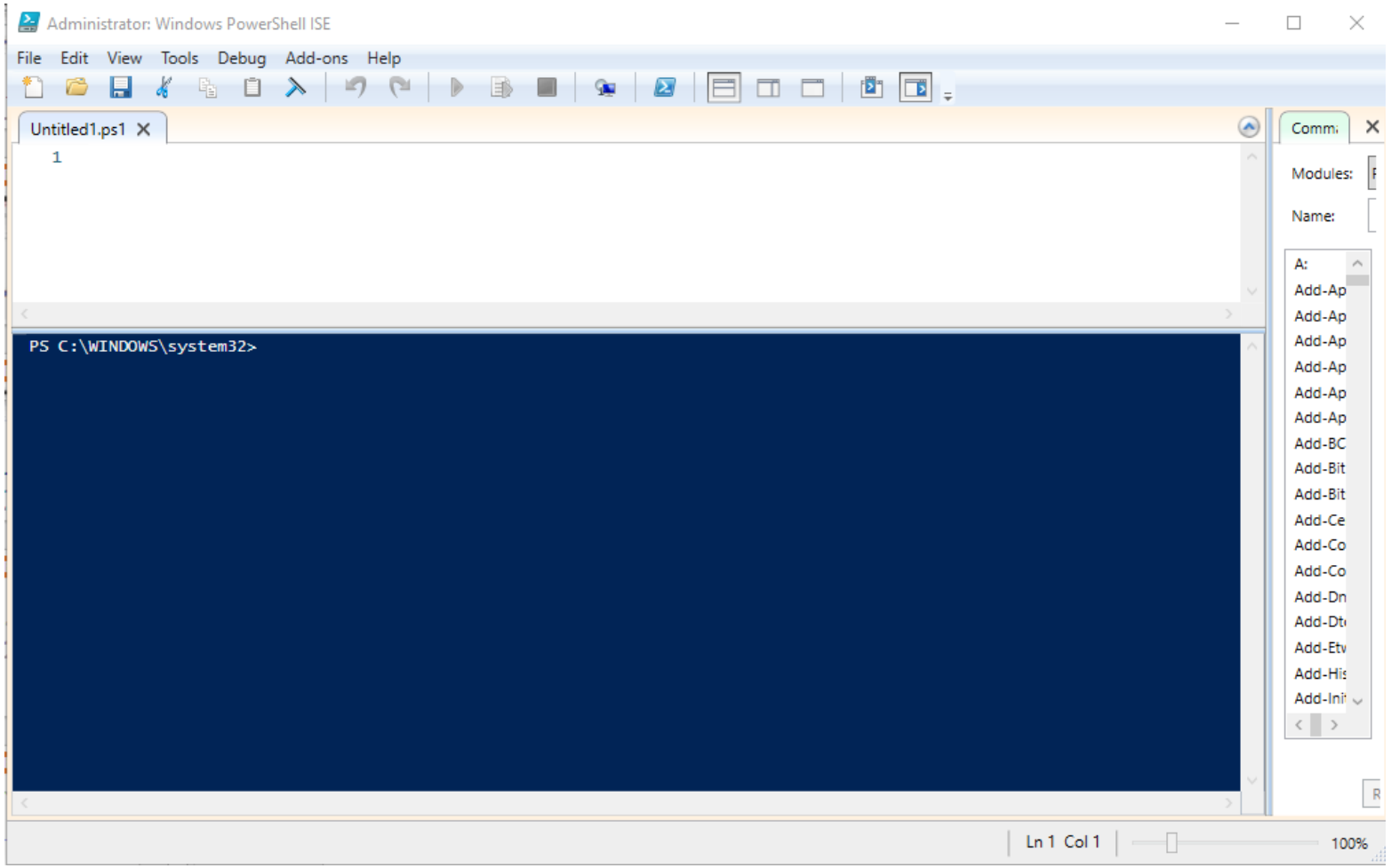
Microsoft PowerShell

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.

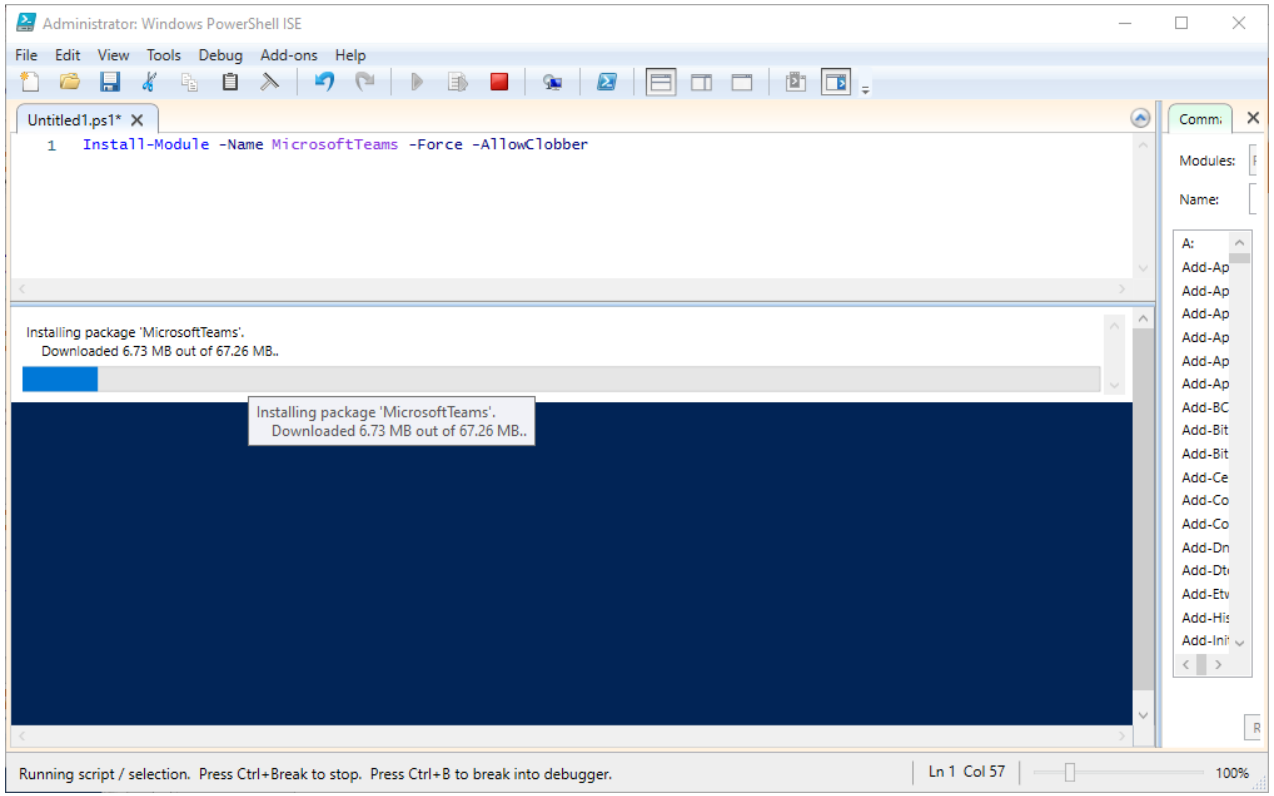




Microsoft PowerShell

Step 2:
Run the following command to install Microsoft Teams Module

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



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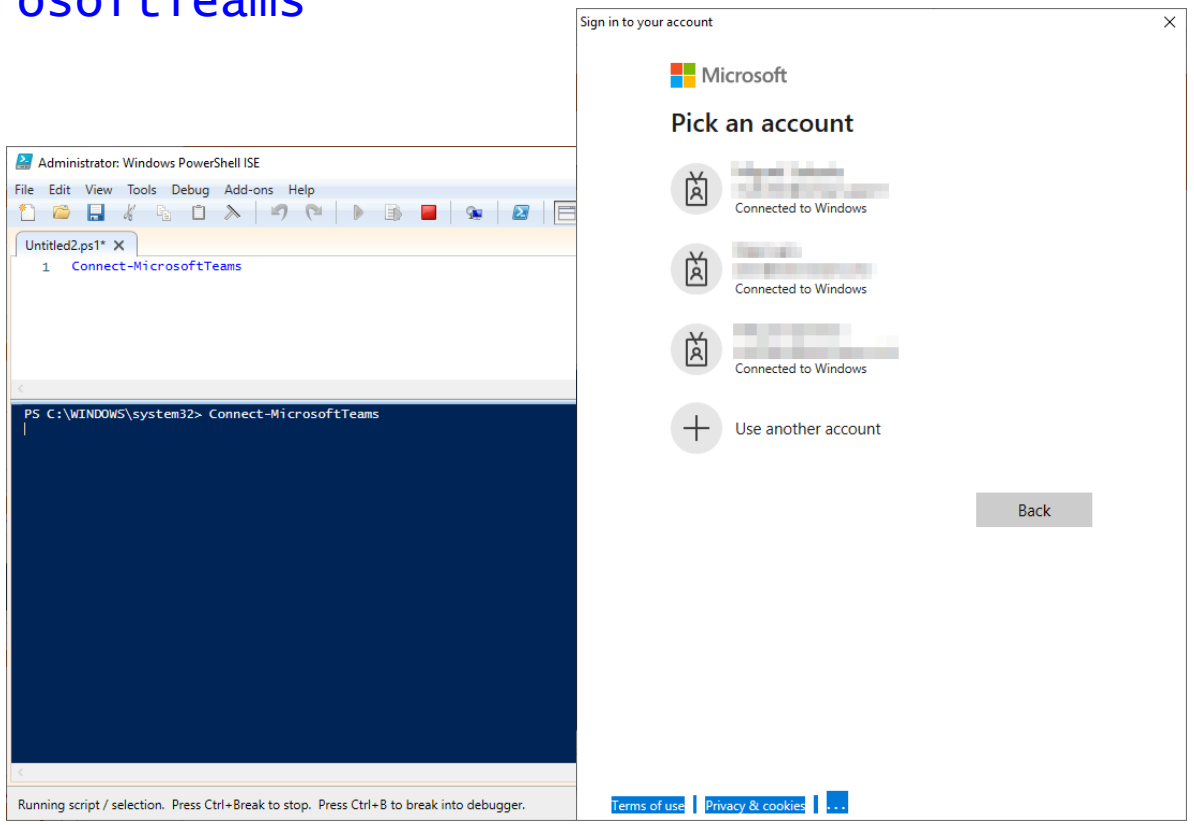
Microsoft PowerShell

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

```
Connect-MicrosoftTeams
```



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