

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



\leftarrow \rightarrow \bigcirc https://admin.microsoft.com/#/Domains

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O365 Configuration

Step 2:

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

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

User -> Active Users -> Add a user

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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)

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https://admin.teams.microsoft.com/policies/teamsonlinevoicerouting

Step 4:

Create a new Voice Routing Policy.

Go to: https://admin.teams.microsoft.c om

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)



Microsoft Teams admin center Teams upgrade settings ස Users Teams devices EÊ. Teams apps Ē Meetings E Messaging policies 😚 Voice Phone numbers Operator Connect Direct Routing Calling policies Call park policies Caller ID policies Dial plans **Emergency policies** Voice routing policies

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Voice routing policies A voice routing policy will be linked to a voice route using PSTN usage records. You can add existing PSTN usage records, change the order in which the usages will be processed, and assign the voice routing policy to users. Learn more Voice routing policies summary User statistics 8 Custom policies Default policies Default policy Custom policies 🕼 Duplicate 📋 Delete 💭 Reset Global policy 🥵 Manage users **8 items** + Add Edit Name 1 Description PSTN usage records VP SANSAY Usage SANSAY

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 = ".*"
```

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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.

Assigned policies

VP SANSAY (Direct)

Voice routing policy

🖉 Edit

Details

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)



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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.

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.



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



