

# Microsoft Teams Direct Routing

## Configuration and Help Guide

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**NOTE:** Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.



## Microsoft Teams Direct Routing - Trunks

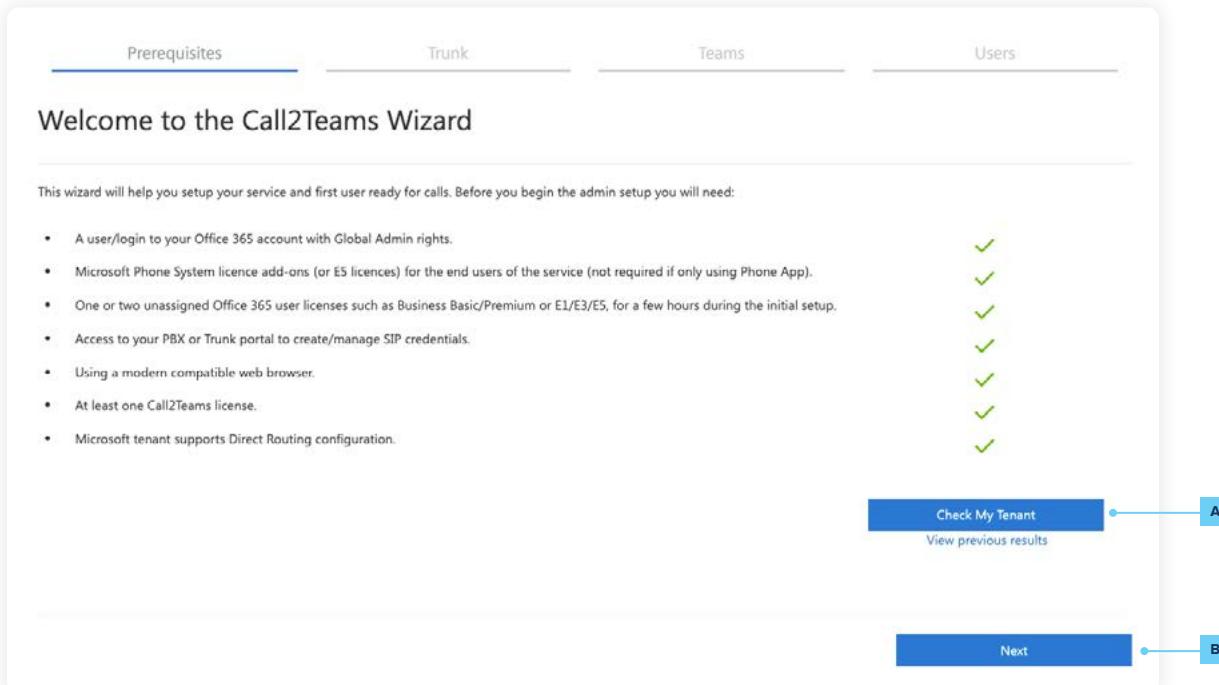
### Before You Begin

Before you begin the Teams admin setup, you will need:

- An Office 365 user account with Global Admin rights
- Microsoft Phone System license add-ons (or E5 licenses) for the end users
- Access to the PBX to create and manage SIP credentials
- Ideally, one or two spare Office 365 user licenses such as Business Essentials/Premium or E1/E3/E5 for a few hours during the initial setup

### Overview

1. From the **Getting Started** tab, you will see a checklist of the items shown in the image below. Click the **Check My Tenant** **A** button to initiate an automatic check of your Microsoft 365 tenant.
2. Sign into your Microsoft account when prompted.
3. Click **Next** **B** after all green checks appear.



Welcome to the Call2Teams Wizard

This wizard will help you setup your service and first user ready for calls. Before you begin the admin setup you will need:

| Prerequisites  | Trunk | Teams | Users |
|--|-------|-------|-------|
| <ul style="list-style-type: none"> <li>• A user/login to your Office 365 account with Global Admin rights.</li> <li>• Microsoft Phone System licence add-ons (or E5 licences) for the end users of the service (not required if only using Phone App).</li> <li>• One or two unassigned Office 365 user licenses such as Business Basic/Premium or E1/E3/E5, for a few hours during the initial setup.</li> <li>• Access to your PBX or Trunk portal to create/manage SIP credentials.</li> <li>• Using a modern compatible web browser.</li> <li>• At least one Call2Teams license.</li> <li>• Microsoft tenant supports Direct Routing configuration.</li> </ul> |       |       |       |

**Check My Tenant** **A**  
View previous results

**Next** **B**

### Trunk Setup

**Skip this step.** We have already taken care of this and it should not be changed.

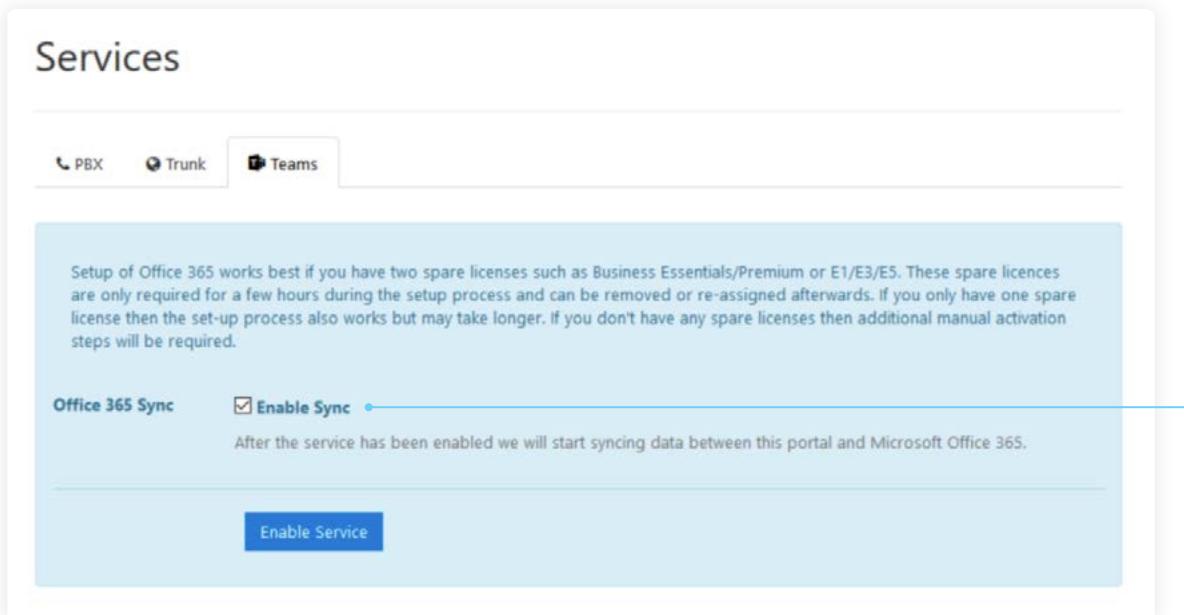
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### Teams Service Setup

Under the **Teams** tab, the service automatically allocates endpoints based on the location of the PBXs or SIP trunks. The **Enable Sync**  function allows the portal to automatically configure the service and set phone numbers directly into your Microsoft 365 tenant.



The screenshot shows the 'Services' page in the TelNet portal. The 'Teams' tab is selected. A note states: "Setup of Office 365 works best if you have two spare licenses such as Business Essentials/Premium or E1/E3/E5. These spare licences are only required for a few hours during the setup process and can be removed or re-assigned afterwards. If you only have one spare license then the set-up process also works but may take longer. If you don't have any spare licenses then additional manual activation steps will be required." Below this, there is an 'Office 365 Sync' section with a checked checkbox labeled 'Enable Sync'. A callout bubble points to this checkbox with the letter 'c'. A note below it says: "After the service has been enabled we will start syncing data between this portal and Microsoft Office 365." At the bottom is a blue 'Enable Service' button.

#### NOTE:

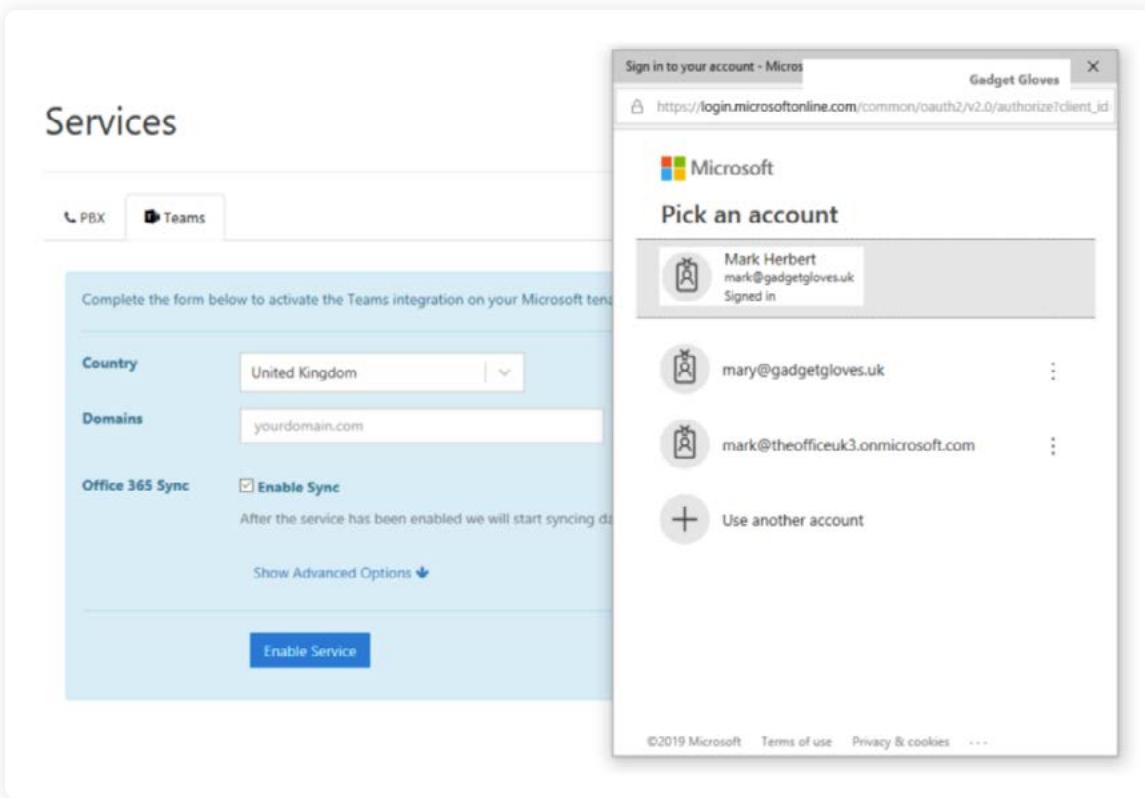
- Setup works best if you have two spare licenses such as Business Essentials/Premium or E1/E3/E5. These spare licenses are only required for a few hours during the setup process and can be removed or re-assigned afterwards. If you only have one spare license, then the setup process may take longer. If you don't have any spare licenses, then additional manual activation steps will be required.

1. When service is enabled, the portal will request permission to make changes to the voice configuration in Microsoft 365.

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2. A login request pop-up will appear as well as a window for permission to make changes.



The screenshot displays two windows side-by-side. On the left is the 'Services' configuration page for Microsoft Teams Direct Routing. It shows fields for 'Country' (United Kingdom) and 'Domains' (yourdomain.com), and an 'Enable Sync' checkbox. On the right is a Microsoft sign-in pop-up titled 'Sign in to your account - Microsoft'. It shows a list of accounts: 'Mark Herbert' (mark@gadgetgloves.uk, Signed in), 'mary@gadgetgloves.uk', 'mark@theofficeuk3.onmicrosoft.com', and a 'Use another account' option.

### NOTES:

- It is important to login with the credentials for the Microsoft 365 account being set up. Logging in with the credentials to a different Microsoft 365 account will authorize changes to an Microsoft 365 tenant other than the one being configured.
  - The user account used **must have Global Admin rights** to the user's Microsoft 365 tenant for the initial setup and any changes, and at least Skype for Business admin rights for subsequent user provisioning.
- There will be two or three pop-ups requesting permission to enable the administration activities to configure the Microsoft 365 account. The portal normally requires authorization to a Microsoft 365 account just once, and this access authority is stored in Microsoft 365. Access can be revoked at any time.
  - Part of the sync adds special domains to the Microsoft 365 account and activates voice service. This requires a licensed user to have their sign-in address changed to each of these domains in turn for long enough for Microsoft to activate that domain in the voice subsystem. The sync will do this automatically using the first of these three methods that applies:
    1. Use a spare license to create a user, then delete the user when done.
    2. Change the sign-in address of the user whose credentials were specified for the sync if it has an appropriate license, changing it back once done.
    3. Change the sign-in address of an arbitrary user who has an appropriate license, changing it back once done.

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5. The sync will take 15-20 minutes for Microsoft to activate the domain before failing and restoring the sign-in address. In most cases, this is more than enough time, but occasionally the Microsoft subsystem that activates domains for voice seems to stop working and it may be necessary to wait for a day before trying again. You can follow the steps in [this article](#) as another avenue of getting the voice domain to create and sync successfully.
6. When the initial configuration is complete, the **Sync Now** button will show a green checkmark.

**NOTE:**

- Occasionally through the configuration process, the **Sync Now** button will change to blue. This means there are updates pending to be applied to the Office 365 tenant.



## Adding a User

1. Select the **Users** tab to display the list of configured users along with their registration status.
2. In this section, new users can be created using the **Add User** function in the top left.

**Users**

0 of 10 Trunk user licences available.

Sync Now

| User           | Service Type  | SIP User     | Registration | Calls   |
|----------------|---------------|--------------|--------------|---------|
| Ahsoka Tano    | Standard User | +12488250000 | Up/Down      | Up/Down |
| Mace Windu     | Standard User | +12488250001 | Up/Down      | Up/Down |
| Asajj Ventress | Standard User | +12488250002 | Up/Down      | Up/Down |
| Bail Organa    | Standard User | +12488250003 | Up/Down      | Up/Down |
| Bo-Katan       | Standard User | +12488250004 | Up/Down      | Up/Down |
| Padmé Amidala  | Standard User | +12488250005 | Up/Down      | Up/Down |
| Pre Vizsla     | Standard User | +12488250006 | Up/Down      | Up/Down |
| Captain Rex    | Standard User | +12488250007 | Up/Down      | Up/Down |
| Qui-Gon Jinn   | Standard User | +12488250008 | Up/Down      | Up/Down |
| Maul           | Standard User | +12488250009 | Up/Down      | Up/Down |

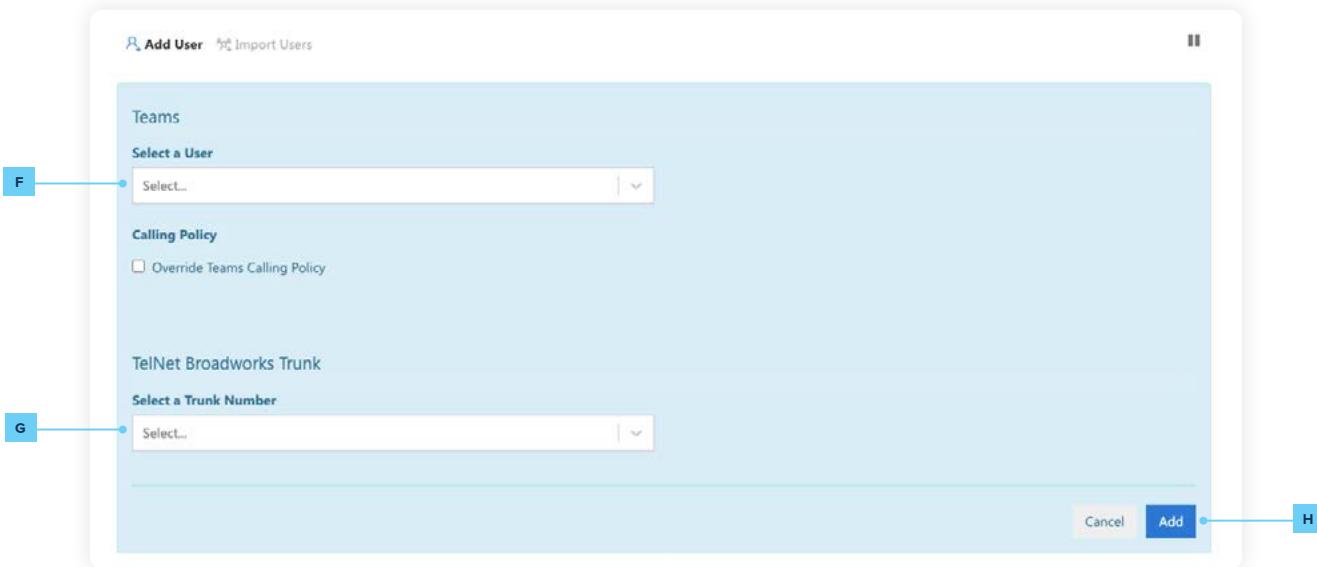
Previous
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20 rows
Next

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- In the **Add User** screen, when you click on **Select... F** below **Select a User**, a list of users will be displayed that are applicable for PBX Voice calls that will have at least one of the following:
  - A phone system license
  - An E5 license



- Then, select a phone number under **Select a Trunk Number G**. The selected phone number will be assigned to the user's Microsoft 365 configuration.
- Click **Add H**.
- Make sure you click **Sync Now** after making any changes to users.

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### Editing a User

1. Click the right pointing arrow next to a username  to expand their user details.

**Users**

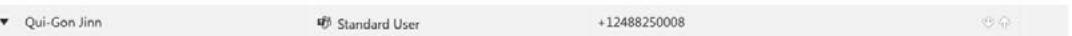
0 of 10 Trunk user licences available.



 Add User 

| User           | Service Type  | SIP User     | Registration  | Calls |
|----------------|---------------|--------------|---|-------|
| All            |               |              |   |       |
| Ahsoka Tano    | Standard User | +12488250000 |   |       |
| Mace Windu     | Standard User | +12488250001 |   |       |
| Asajj Ventress | Standard User | +12488250002 |   |       |
| Bail Organa    | Standard User | +12488250003 |   |       |
| Bo-Katan       | Standard User | +12488250004 |   |       |
| Padmé Amidala  | Standard User | +12488250005 |   |       |
| Pre Vizsla     | Standard User | +12488250006 |   |       |
| Captain Rex    | Standard User | +12488250007 |   |       |
| Qui-Gon Jinn   | Standard User | +12488250008 |   |       |
| Maul           | Standard User | +12488250009 |   |       |

2. At this stage, user information can be edited or deleted.
3. After changes are made to a user, be sure to click **Save ** and then **Sync Now**.

**Teams**

**Select a User**



**Calling Policy**

Override Teams Calling Policy

|                 |                  |
|-----------------|------------------|
| Voicemail       | Music On Hold    |
| Allow Voicemail | Teams Hold Music |

**TelNet Broadworks Trunk**

**Select a Trunk Number**



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### Configuration Delays

Some elements of the configuration within Microsoft 365 can be subject to delays as information propagates between different parts of the Microsoft system. This can vary from day to day, so we recommend that you aim to carry out these steps at least 48 hours prior to your go-live date. If you get an unexpected error on any step, then we suggest waiting 24 hours and trying again before referring to the Troubleshooting section below.

### Troubleshooting

If you need assistance with the portal, you can click the question mark in the top right or contact us by emailing [support@telnetww.com](mailto:support@telnetww.com) or calling **(800) 508-1254**.

Use the following links to access help and FAQ articles:

- [\*\*Troubleshooting Articles\*\*](#)
  - [\*\*General Sync Errors\*\*](#)
  - [\*\*Sync Error: PSTN Gateway Not Ready Yet\*\*](#)
  - [\*\*Customer Set-up Wizard\*\*](#)
  - [\*\*Bulk Import of Users\*\*](#)
  - [\*\*Updating a User's Telephone Number\*\*](#)
- [\*\*Customer FAQs\*\*](#)



## Microsoft Teams PBX User Integration

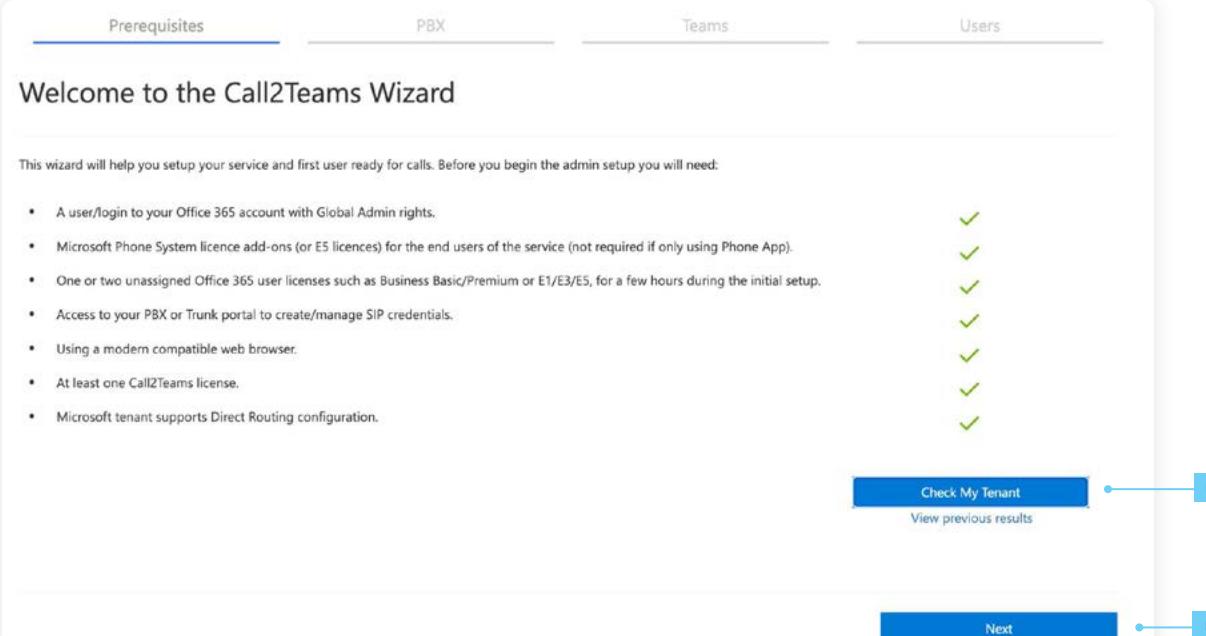
### Before You Begin

Before you begin the Teams admin setup, you will need:

- An Office 365 user account with Global Admin rights
- Microsoft Phone System license add-ons (or E5 licenses) for the end users
- Access to the PBX to create and manage SIP credentials
- Ideally, one or two spare Office 365 user licenses such as Business Essentials/Premium or E1/E3/E5 for a few hours during the initial setup

### Overview

1. From the **Getting Started** tab, you will see a checklist of the items shown in the image below. Click the **Check My Tenant** **K** button to initiate an automatic check of your Microsoft 365 tenant.
2. Sign into your Microsoft account when prompted.
3. Click **Next** **L** after all green checks appear.



**Welcome to the Call2Teams Wizard**

This wizard will help you setup your service and first user ready for calls. Before you begin the admin setup you will need:

|  |   |
|--|---|
| • A user/login to your Office 365 account with Global Admin rights.  | ✓ |
| • Microsoft Phone System licence add-ons (or E5 licences) for the end users of the service (not required if only using Phone App).     | ✓ |
| • One or two unassigned Office 365 user licenses such as Business Basic/Premium or E1/E3/E5, for a few hours during the initial setup. | ✓ |
| • Access to your PBX or Trunk portal to create/manage SIP credentials.   | ✓ |
| • Using a modern compatible web browser.   | ✓ |
| • At least one Call2Teams license.   | ✓ |
| • Microsoft tenant supports Direct Routing configuration.  | ✓ |

**Check My Tenant** **K**  
View previous results

**Next** **L**

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### PBX Setup

Please review the data fields in this section to ensure accuracy. This information reflects the data that you provided TelNet in our Provisioning Checklist. The required information may vary based on the PBX you have. Important information to check:

- SIP domain
- SIP Proxy
- Protocol (this was preset by your PBX template)

1. If all the information is correct, click **Save M** then **Next**.

Prerequisites
PBX/Trunk
Teams
Users

Service Name ?
Country \*

SIP Domain \*
SIP Proxy

Authentication Type \*
PBX Source IPs ?

+ Add Additional IP

Calling Policy \*
Music On Hold \*

Manage Teams Calling Policy

Teams Voicemail \*
Expiry (seconds) ?
Protocol \* ?
Propagate Refer \* ?
Suppress Contact Data Param \*

Encrypt Media \*
Override Codecs ?

Outside Line Prefix \* ?
E164 Number Format \*

E164 Number Translation ?
The following SBCs are assigned to this service: 52.179.84.137:6002, 20.44.100.47:6002 ?

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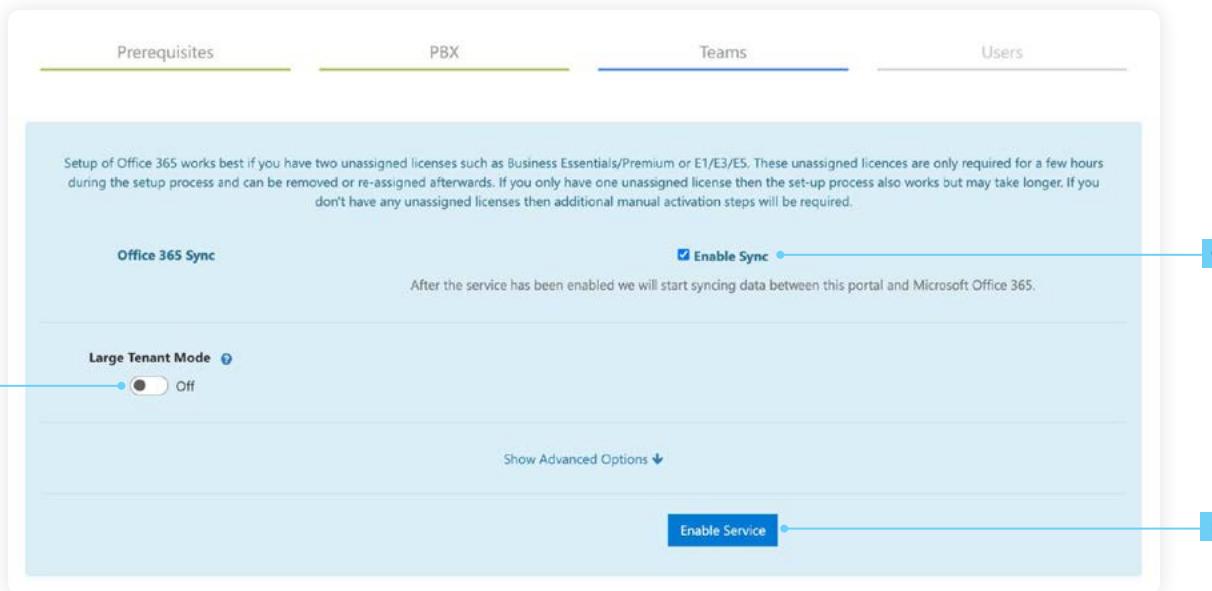
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### Teams Service Setup

Under the Teams tab, the syncing function automatically creates the connection between your PBX and your Microsoft Tenant. This process typically takes 15 minutes to complete. Feel free to use **Large Tenant Mode** N for orgs larger than 1,000 users.

1. Make sure the **Enable Sync** O checkbox is checked.
2. Click the **Enable Service** P button to start the sync.



#### NOTE:

- Setup works best if you have two spare licenses such as Business Essentials/Premium or E1/E3/E5. These spare licenses are only required for a few hours during the setup process and can be removed or re-assigned afterwards. If you only have one spare license, then the setup process may take longer. If you don't have any spare licenses, then additional manual activation steps will be required.

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3. When service is enabled, the portal will request permission to make changes to the voice configuration in Microsoft 365.
4. A login request pop-up will appear as well as a window for permission to make changes.

### NOTES:

- It is important to login with the credentials for the Microsoft 365 account being set up. Logging in with the credentials to a different Microsoft 365 account will authorize changes to an Microsoft 365 tenant other than the one being configured.
- The user account used **must have Global Admin rights** to the user's Microsoft 365 tenant for the initial setup and any changes, and at least Skype for Business admin rights for subsequent user provisioning.

5. There will be two or three pop-ups requesting permission to enable the administration activities to configure the Microsoft 365 account. The portal normally requires authorization to a Microsoft 365 account just once, and this access authority is stored in Microsoft 365. Access can be revoked at any time.
6. When the initial configuration is complete, the **Sync Now** button will show a green checkmark.

### NOTE:

- Occasionally through the configuration process, the **Sync Now** button will change to blue. This means there are updates pending to be applied to the Office 365 tenant.



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### Adding a User

1. Enter the information of any 1 of your users. Any given PBX may be slightly different.
2. After clicking the **Add R** button, a brief sync will be required.

Teams

Select a User Phone Number (United States)

Calling Policy  Override Teams Calling Policy

3CX PBX

SIP Username \* @xyzcompany.com

Auth Username

Password

**Add R**

3. Once the sync is complete, click on the **Users** tab at the top. Here you'll be adding the rest of your users for the solution.

When adding users to your account, you can create them individually or as a bulk upload.

1. For a bulk upload, click the **Import Users S** button near the top of the page.
2. Click **Download CSV Template T** and complete the necessary information.
3. Once completed, save it to your computer then click the **Choose File U** button to upload the CSV.

**S** Add User Import Users

Service: Select A Service

Import Type:

CSV File: Choose File No file chosen

Download CSV Template **T**

Cancel **Upload**

**NOTE:**

- Anytime a user is added or changed, there will be a brief sync required to ensure the user updates in your Microsoft tenant.

# Microsoft Teams Direct Routing

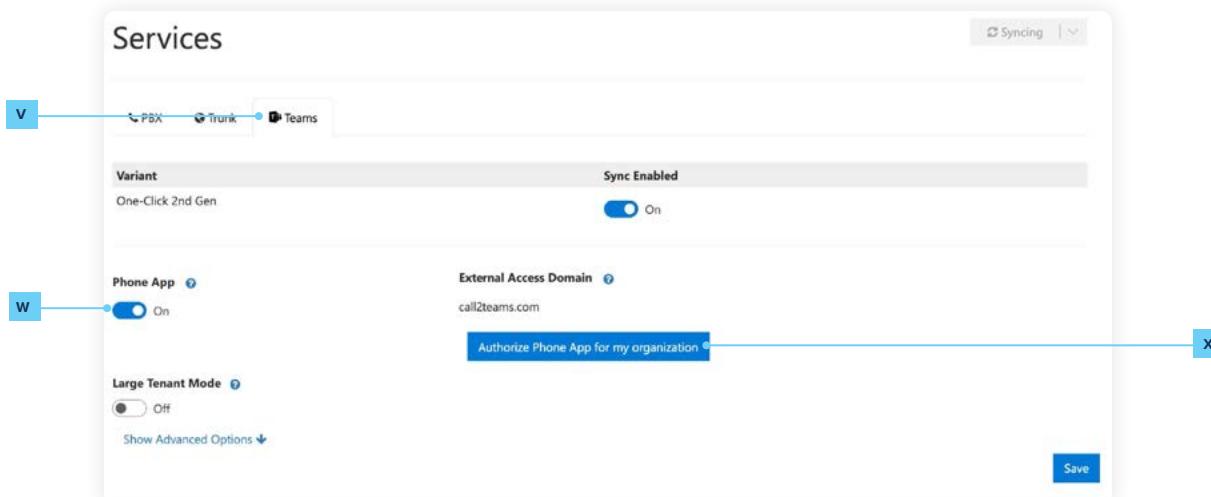
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### Phone App (optional service)

If you purchased the Phone App product, follow these steps. If not, continue to add the rest of the organization's users.

1. To enable the phone app product on the organization, go to the **Services** tab then to the **Teams**  tab.
2. Flip the **toggle**  to On under the Phone App header then click the **Authorize Phone App for my organization**  button.
3. In your Microsoft Teams Admin portal, ensure your Microsoft organization allows for **third-party apps**  by going to **Teams apps**  and then **Permission policies** .



**V** PBX Trunk Teams

**Variant** One-Click 2nd Gen Sync Enabled 

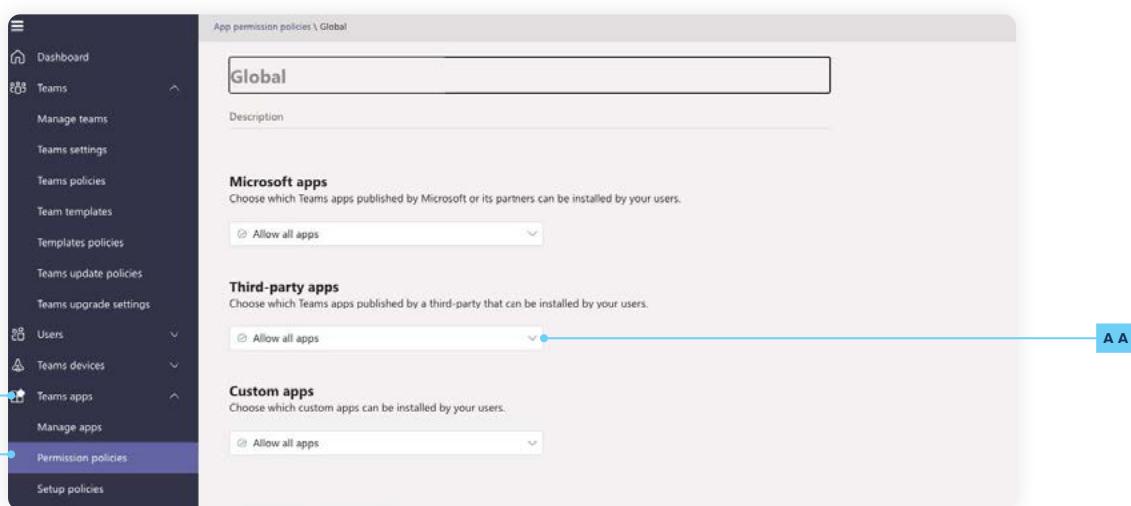
**Phone App**  

**External Access Domain** 

**Authorize Phone App for my organization** 

**Large Tenant Mode** 

Show Advanced Options  Save



**Global**

**Microsoft apps**  
Choose which Teams apps published by Microsoft or its partners can be installed by your users.  
 Allow all apps

**Third-party apps**  
Choose which Teams apps published by a third-party that can be installed by your users.  
 Allow all apps 

**Custom apps**  
Choose which custom apps can be installed by your users.  
 Allow all apps

**Y** Teams apps  
**Z** Permission policies

#### NOTE:

- This is an account wide change. All PBX users must be 1:1 with Phone App licenses.

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### Finish Configuring Users

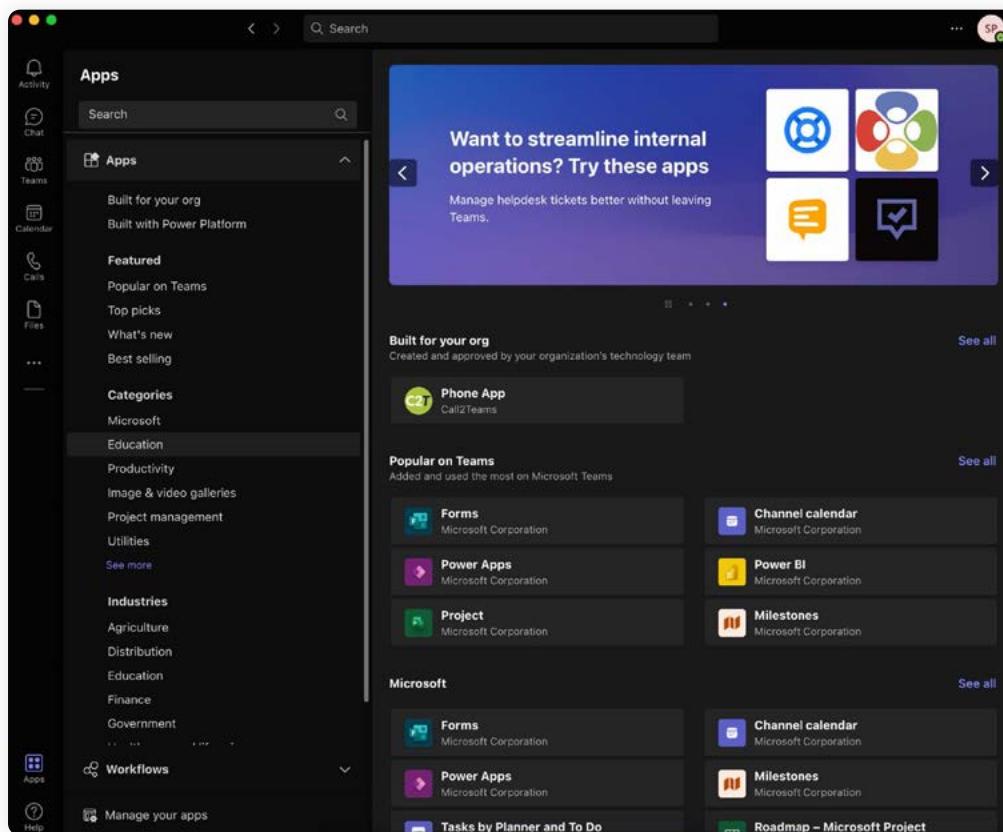
**NOTE:**

- There is no toggle or indicator to tell you that a Phone App license is being used. It will automatically use it when you save the new user. In order for the PBX User to register, when the Phone App toggle is turned on (under the Services tab), that user must also have a Phone App license.

1. To add the rest of the users, click on the **Users** tab at the top of the page.
2. Follow the same steps to add a user, as you did with your first user.
3. Once you're done entering in your users, you'll be prompted to sync the platform again.

**NOTE:**

- If you are using the Phone App, each user will need to add the application to their 'App Bar' on the left side of the Teams app. Click on the 'Apps' icon near the bottom left then click on the Phone App under the heading "Built for your org". We recommend pinning the app so it doesn't go away.



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### Troubleshooting

If you need assistance with the portal, you can click the question mark in the top right or contact us by emailing [support@telnetww.com](mailto:support@telnetww.com) or calling **(800) 508-1254**.

Use the following links to access help and FAQ articles:

- [\*\*Phone App articles\*\*](#)
- [\*\*PBX specific documentation\*\*](#)
- [\*\*General Customer Knowledge articles\*\*](#)