

PBX Provisioning Guide



TeamMate

Creating an Enterprise as a Reseller



Reseller

- Enterprises
- Admins
- Branding
- App Templates
- Reports

Manage Enterprises for Reseller - Test Reseller

Add Enterprise

Enterprise Name* **i**
Company Name

Enterprise Admin Email ID* **i**
EmailOfEnterpriseAdmin@teams.msft.com

User Limit **i**

(Leave the field blank to allow unlimited users)

PBX Music On Hold **i**
Access SIP Data **i**
Request Consent for Enterprise Management **i**

Billing Reference **i**

SBC Region* **i**
US East 1

Services **i**
PBX

DialPlan Settings

DialPlan Policy Name: Global

DialPlan Normalization Rule Name: TeamMate Ext Dialing

Normalization Pattern: $^{[0-9]*#\+}{1,7}$ \$

PBX Type* **i**

Unassigned PBX Types
Showing all 37
Filter **select you PBX here**

- Grandstream
- UnitedCloud
- Generic PBX - Single Te
- Generic PBX - Multi Ten
- Netsapiens

Assigned PBX Types
Empty list
Filter

Submit

As a Reseller you will start the process in the Service portal by inviting the Microsoft Enterprise who will be your business customer to build the connection.

Click Add Enterprise in the upper right-hand corner of the Enterprises page.

Enterprise Start Provisioning



Enterprise Registration for Microsoft Teams - Phone System Connector

 TeamMate <no-reply@connecttoteams.com>
To 

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear TeamMate OneTech Enterprise Admin,

Welcome to the Enterprise Provisioning Portal by TeamMate OneTech Technology. Once you have completed this process you will be able to make and receive calls using your usual phone system from within Microsoft Teams using the Microsoft native dialpad.

There are a few steps to finalize your setup on the TeamMate OneTech Connector.

- Use the link below to login to TeamMate OneTech's Enterprise Provisioning Portal using your Microsoft Office 365 Global Administrator credentials. These credentials must be associated with a licensed (E1, E3, E5, Microsoft Business Voice) Microsoft Office user.
- Navigate to the 'Direct Routing Management' menu.
- Select a valid Domain Name in your Office 365 Tenant/Organization and input the Invitation Code included below.
- Next add in your PBX Settings and upload User information as instructed.

Invitation Code: **pkjgZolCma**

We will do our best to keep you informed during the provisioning process. Some processes are asynchronous - Microsoft takes time to propagate new Office settings. On these you will receive email notifications when things are ready.

You must use the COMPLETE button below to initiate use of the TeamMate OneTech Connector

Complete Registration

Thank you,
TeamMate OneTech

The Global Administrator completes signup by selecting Complete in the invitation email and then logging in with Microsoft Enterprise Global Administrator credentials.

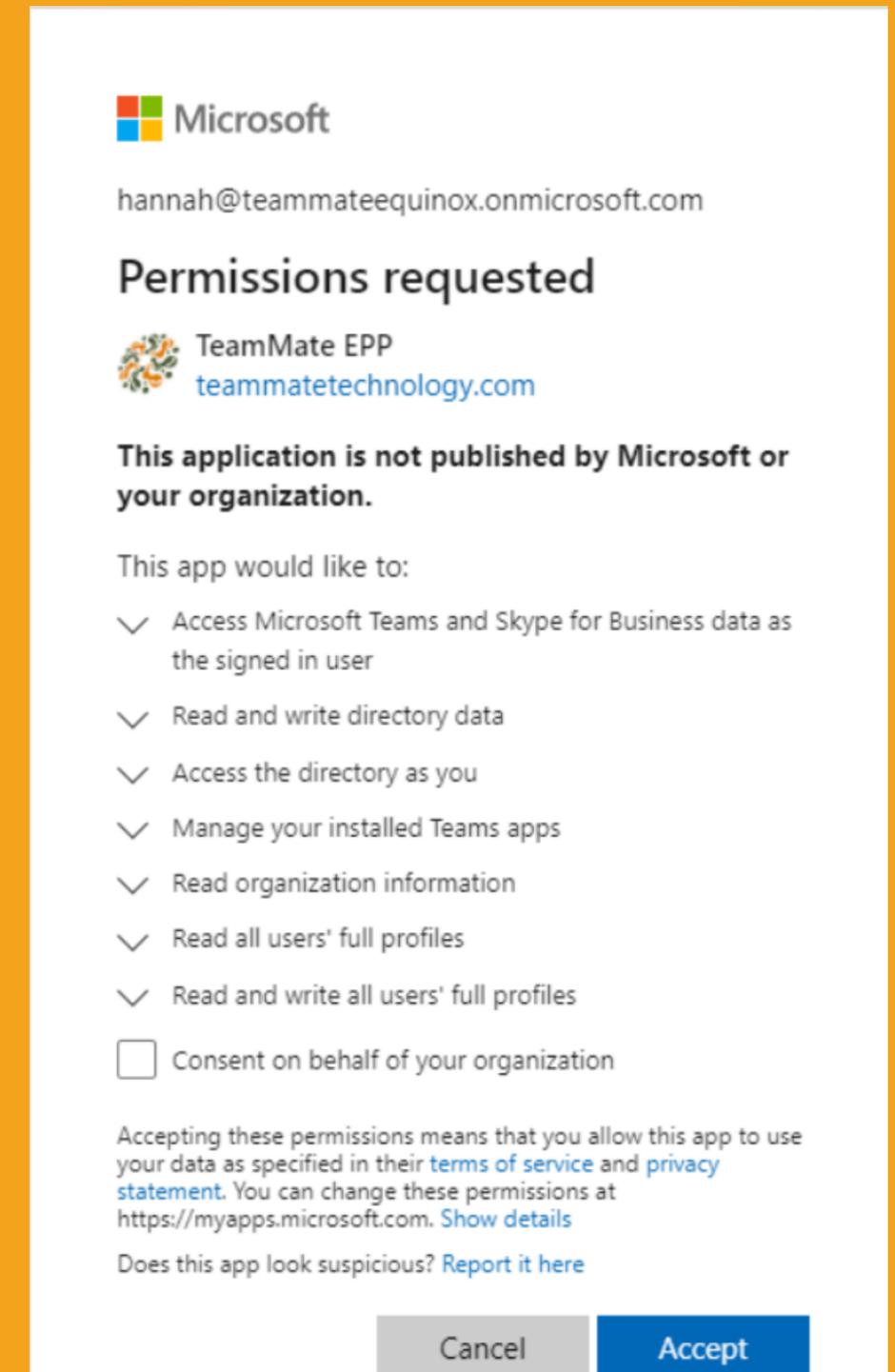
The invitation email will look similar to this image.

Granting Permissions

ConnecttoTeams performs certain limited tasks with the Microsoft Global Administrators' consent. These allow for automated provisioning via PowerShell of Direct Routing, User Calling activation and Teams Application setup in Microsoft.

The initial request when the Microsoft Enterprise Global Administrator is asked for permission looks like this:

The full set of Microsoft Permissions for the Enterprise Portal can be accessed [here](#).



The screenshot shows a Microsoft permissions request dialog box. At the top left is the Microsoft logo. Below it is the email address hannah@teammatequinox.onmicrosoft.com. The title of the dialog is "Permissions requested". Below the title is the logo for TeamMate EPP and the website teammatetechnology.com. A warning message states: "This application is not published by Microsoft or your organization." Below this, it says "This app would like to:" followed by a list of permissions: "Access Microsoft Teams and Skype for Business data as the signed in user", "Read and write directory data", "Access the directory as you", "Manage your installed Teams apps", "Read organization information", "Read all users' full profiles", and "Read and write all users' full profiles". There is an unchecked checkbox for "Consent on behalf of your organization". At the bottom, there is a disclaimer: "Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://myapps.microsoft.com. Show details". Below the disclaimer is a link: "Does this app look suspicious? Report it here". At the bottom right, there are two buttons: "Cancel" and "Accept".

User Groups Sync



On the initial login to the Enterprise Portal, the enterprise Global Administrator will be redirected to the User Group Sync page and must select whether Users will be synchronized by specifying one or more Groups to serve as filters. If no Group(s) are selected, then all Users of the enterprise will be synchronized. If any Group(s) are selected, then only Users that belong to the Group(s) will be synchronized. The Portal WILL NOT synchronize or store Users that are not part of the selected Group(s).

The image below shows a case where two Microsoft Groups (Accounting and Billing) have been selected to be synchronized.

Manage Enterprise Groups for User Sync

- When no Group is selected, the Portal WILL SYNC all the Users from Azure AD.
- Selecting a Group here WILL LIMIT the User Sync to the Users of the Group.
- The Manage Users page will show Users that were previously synchronized before Group selection was chosen, however the synchronization will not happen and any updates made in Azure AD will not be reflected in the Portal

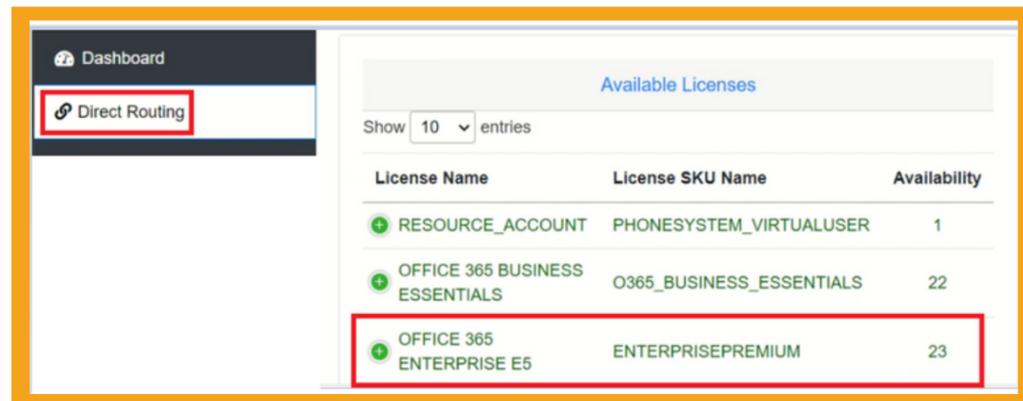
Enterprise Groups ⓘ

Update Sync Groups

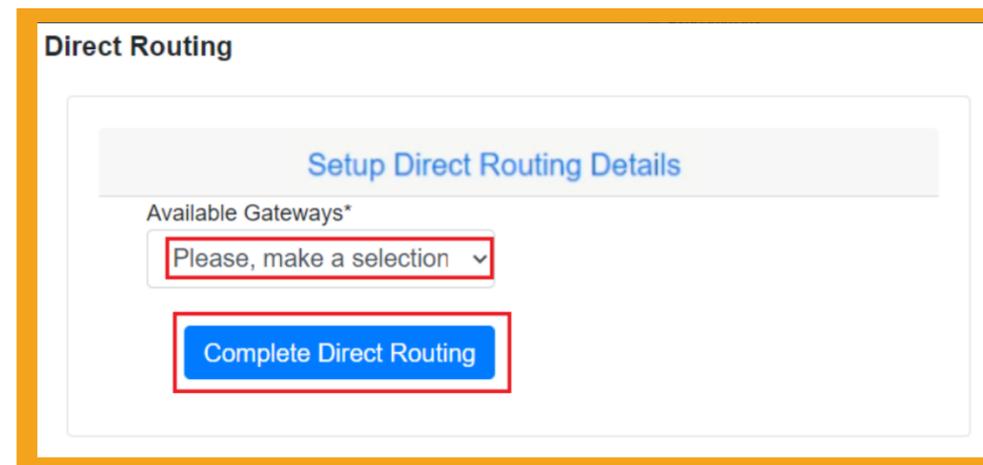
Set Up Direct Routing



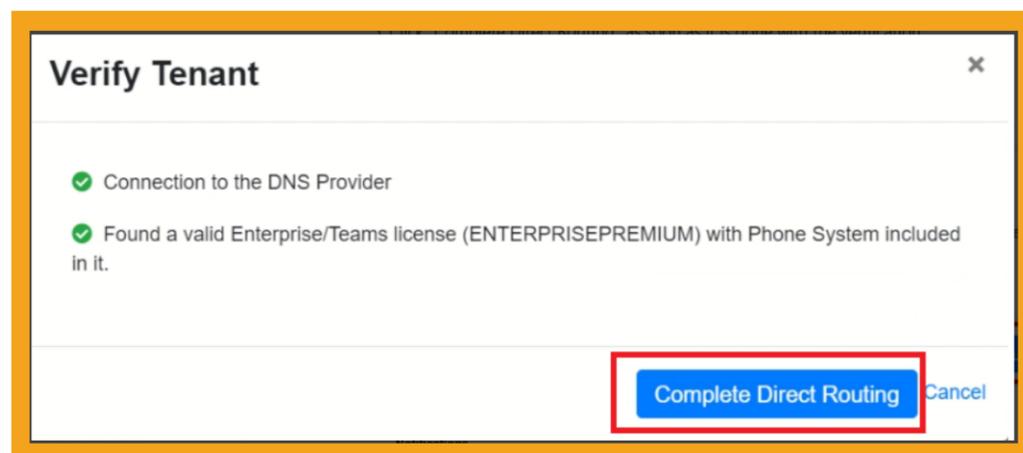
1. Ensure you have at least 1 available AND unassigned User license with the Phone System, or comparable, add-on that allows you to use Direct Routing.



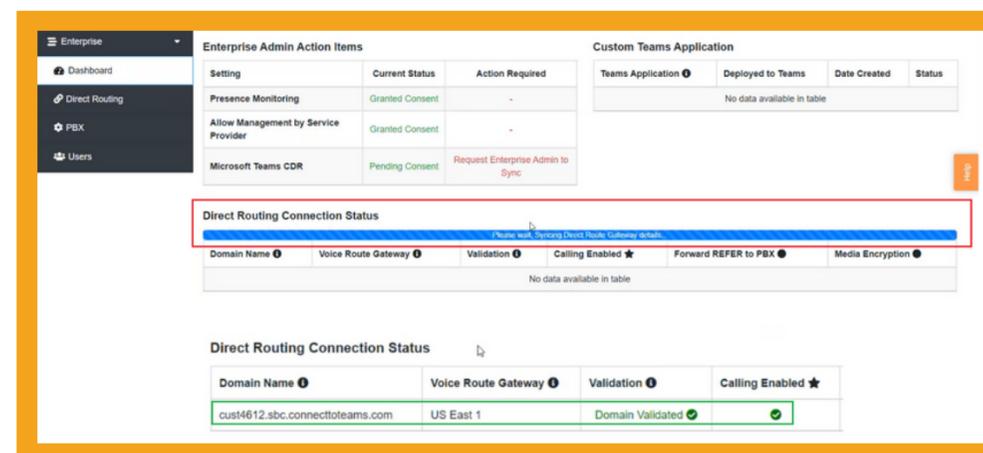
2. Under Setup Direct Routing Details, select the desired Gateway. Then click the Complete Direct Routing.



3. The "Verify Tenant" will pop up, this will verify the connection to the DNS Provider and will validate licenses. Click "Complete Direct Routing" as soon as it is done with the verification.



4. Direct Routing provisioning will take a few minutes, refresh the dashboard page after 2-3 minutes to check progress.



Helpful link: <https://docs.connectteams.com/en/articles/19-set-up-direct-routing>

Configure PBX Settings



Choose the "PBX" option from the sidebar then click "Add PBX" in the upper right-hand corner.

The PBX type will be selectable from a drop-down comprised of PBXes made available to the Enterprise when it was created in ConnecttoTeams by the reseller.

Fill in the rest of the PBX settings page with PBX Location, PBX DNS Lookup type, PBX Outbound Transport Type, PBX SIP Domain, PBX SIP Domain Proxy, Voicemail Feature Code, PBX SIP Domain Proxy Port and Codecs.

A screenshot of the TeamMate web interface showing the "Configured PBXs" page. The left sidebar has a "PBX" option highlighted with a red box. The main content area is titled "PBX Settings" and has three tabs: "General Settings", "Auto Provisioning Settings", and "Advanced Settings". The "General Settings" tab is active. It contains several form fields: "PBX Type" (a dropdown menu with "Please, make a selection"), "PBX Location" (a text input field), "PBX DNS Lookup type" (a dropdown menu with "Host"), "PBX Outbound Transport type" (a dropdown menu with "UDP"), "PBX SIP Domain" (a text input field), "PBX SIP Domain Proxy" (a text input field), "Voicemail Feature Code" (a text input field with "*62"), "PBX SIP Domain Proxy Port" (a text input field with "5060"), "Codecs" (a multi-select field with "G.711 A-law" and "G.711 U-law" selected), and "Topology Hiding" (a checkbox). At the bottom, there is a "Save Settings" button. A red box highlights the "Add PBX" button in the top right corner of the interface.

User Configuration



Navigate to The "Users" tab. Click "Add User" in the upper right-hand corner.

Fill in the rest of the User configuration page with PBX Location, Voice Route, Teams User, SIP User, Phone Number, SIP Authentication ID, and Input the SIP Password.

Once successfully registered, the User will appear as below on the Dashboard. Once PBX and Teams Registration completes successfully the icons change to green checks and a timestamp for the recent PBX Registration will appear.

3

4

Setting	Current Status	Action Required	Teams Application	Deployed to Teams	Date Created	Status
Presence Monitoring	Granted Consent	-		No data available in table		
Teams PBX Application	No App Templates found	Setup App Template				
Allow Management by Service Provider	Granted Consent	-				
Microsoft Teams CDR	Pending Consent	Request Enterprise Admin to Sync				

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust4612.sbc.connecttoteams.com	US East 1	Domain Validated	✓	Inactive Active	Inactive Active

Teams User	PBX User	Phone Number	PBX Registration	PBX Registration Last Updated At	Teams Registration
teamone@team-8.io	101@2871.net	+1101	✓	2023-09-14 20:07:55	✓

Helpful link: <https://docs.connecttoteams.com/en/articles/32-pbx-user-setup-individual>

Sign in to Teams



The screenshot displays the Microsoft Teams interface with the "Calls" section active. The left sidebar contains navigation options: Activity, Chat, Teams, Calendar, Calls (highlighted with a green box), Files, and Apps. The main content area is divided into three sections:

- Left Panel (Calls):** A dial pad interface with a search bar "Type a name or number". The dial pad includes numbers 1-9, *, 0, and #. Below the dial pad is a "Call" button and the text "Work number: +1101".
- Center Panel (History):** A section titled "History" with filter tabs for "All", "Missed", "Incoming", and "Voicemail". Below the filters is an illustration of two people talking on a laptop and a phone, with the text "When you make or receive a call, we'll list it here."
- Right Panel (Contact groups):** A section titled "Contact groups" with a plus sign. It lists "Speed dial" and "Other Contacts".