



ribbon®

RIBBON CONNECT FOR MS TEAMS

Ribbon Connect Portal
Quick Reference Guide
Ribbon Employees: Setting Up Distributor Accounts

TIP: Gather these details before you get started to ensure that you can quickly implement your solution.

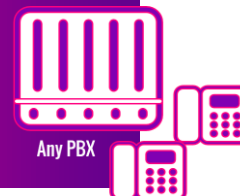
Teams Information

- ✓ Global Admin Password for Microsoft
- ✓ E5 Licenses for Users
- ✓ PBX SIP Information
- ✓ Ofc 365 Spare License to enable One-click set-up.



PBX Information

- ✓ PBX SIP Information
- ✓ DID Ranges
- ✓ Bulk Upload File(s)-up to 1K users per batch.
- ✓ PBX Worksheet with users and credentials



PBX Worksheet

User	Phone Number	SIP Username	SIP Password	Proxy

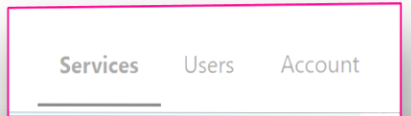
SIP Trunk Details

- ✓ Provider Name
- ✓ Domain Name
- ✓ DID Ranges
- ✓ Voicemail/ Music ON hold preference.

Any Provider
SIP Trunk

Top Navigation

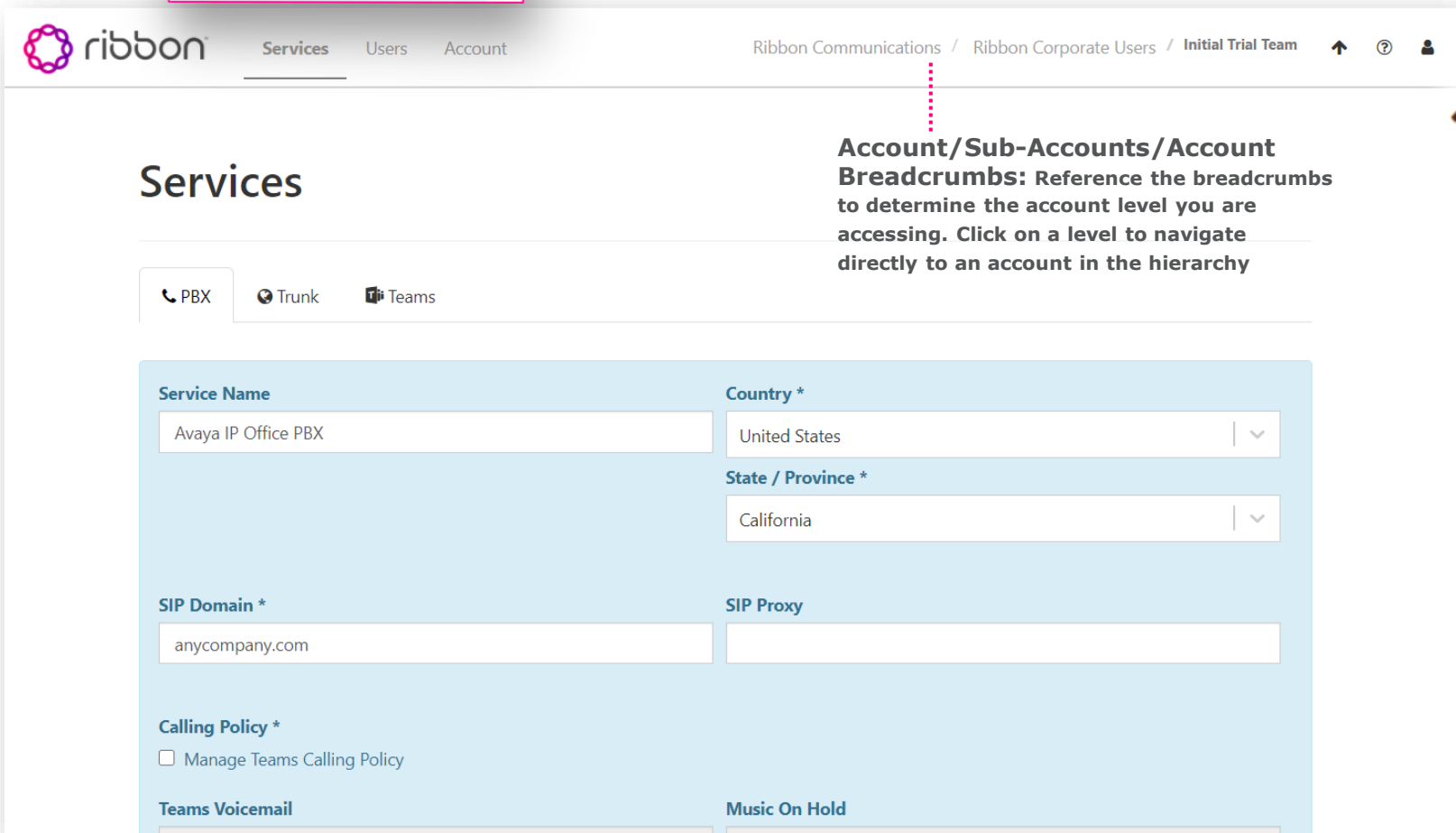
Menu: Switch between the global address book and the personal address book.



Services: The services tab provides quick access to the services available for a specific partner or customer. Reference the right breadcrumbs to determine which customer you are viewing.

Users: Switch between the global address book and the personal address book.

Account: Switch between the global address book and the personal address book.



Account/Sub-Accounts/Account Breadcrumbs: Reference the breadcrumbs to determine the account level you are accessing. Click on a level to navigate directly to an account in the hierarchy



Back/Up Arrow: Switch between the global address book and the personal address book.



Support Link: The support link provides quick access to support tools.



Avatar: Links you directly to your account profile.

PBX: Select PBX from the Services Tab menu.

PBX Trunk Teams

Service Name: Enter a name for your Phone System Service (typically PBX Name. .

Service Name: Asterisk PBX Country: United Kingdom

Country: Select a country for where the service resides

SIP Domain: Enter your SIP Domain

SIP Domain: rbbn.com SIP Proxy:

SIP Proxy: Enter Service Proxy

Calling Policy: Check the Manage Teams calling Policy. This will enable the Voicemail and Music on Hold options listed directly below the Calling Policy.

Calling Policy: Manage Teams Calling Policy

Teams Voicemail: Select an option from the provided list.

Teams Voicemail: Allow Voicemail Music On Hold: Teams Hold Music

Music On Hold: Select an option from the provided list.

Expiry: This field is disabled except for Admin users.

Expiry (seconds): Protocol: UDP Propagate Refer: PBX handles transfers Encrypt Media: No

Encrypt Media: Select Yes or NO from the drop-down menu provided.

Protocol: Select a Protocol from the drop-down list (UDP, TCP, TLS)

Outside Line Prefix: E164 Number Format: E164 with +

Propagate Refer: Switch between the global address book and the personal address book.

Outside Line Prefix: Enter the digits required for obtaining an outside line. (Traditionally 9) .

The following SBCs are assigned to this service: 3.11.215.246:10378, 15.188.240.165:10125

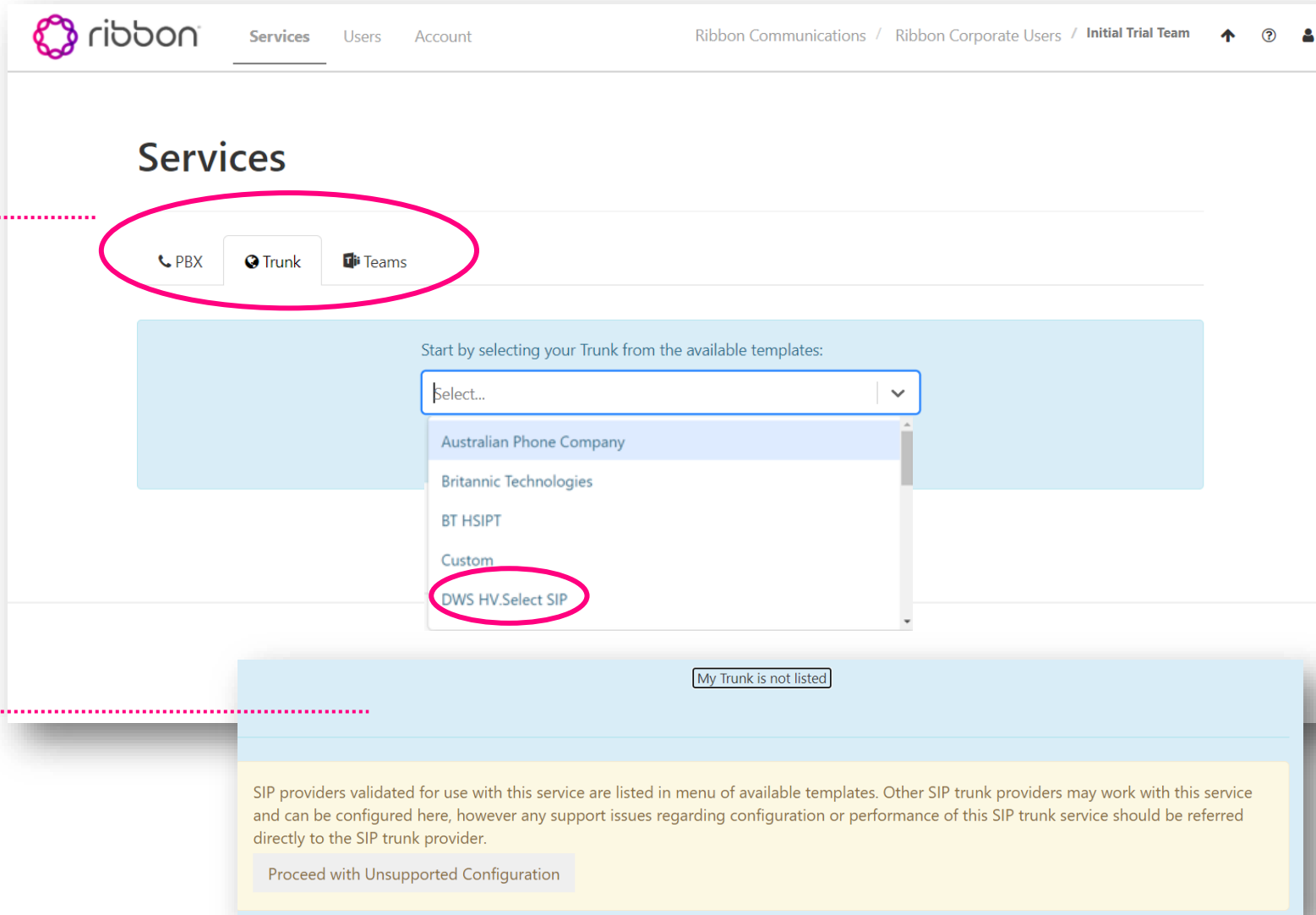
To send calls in to the platform use the following hostname in the Request URI: h5s3ys39gyecgkfi39bf.rbbnconnect.com

E164 Media: Select a field from the provided list.

Save

Save: Click the Save button to save the updated settings.

+ Add Additional PBX



The screenshot shows the 'Services' page in the Ribbon Connect portal. The navigation tabs are 'Services', 'Users', and 'Account'. The 'Services' tab is active. Below the navigation, there are three buttons: 'PBX', 'Trunk', and 'Teams'. The 'Trunk' button is highlighted with a red circle. Below this, there is a blue box with the text 'Start by selecting your Trunk from the available templates:'. Below this text is a dropdown menu with the following options: 'Select...', 'Australian Phone Company', 'Britannic Technologies', 'BT HSIPT', 'Custom', and 'DWS HV.Select SIP'. The 'DWS HV.Select SIP' option is highlighted with a red circle. Below the dropdown menu, there is a button labeled 'My Trunk is not listed'. Below this button, there is a yellow box with the text: 'SIP providers validated for use with this service are listed in menu of available templates. Other SIP trunk providers may work with this service and can be configured here, however any support issues regarding configuration or performance of this SIP trunk service should be referred directly to the SIP trunk provider.' Below this text is a button labeled 'Proceed with Unsupported Configuration'.

Trunk: Click **Trunk** on the navigation tab.

Trunk: Select **Trunk** from the Services navigation tab by clicking the down arrow and highlighting the appropriate Trunk Provider.

Trunk Provider not Listed: if your provider is not listed, Click the **My trunk is not listed** hyperlink or the Custom option in the drop-down menu and proceed to update the form provided.

TIP: selecting a provider from the list will enable the SIP Domain and SIP Proxy fields to be auto-populated. Should you create a custom configuration, you will need to obtain this detail from your SIP trunk provider in advance of completing your Trunk configuration.

Trunk Configuration:

Switch between the global address book and the personal address book.

Fields

Range Start: Enter the DID or Telno for the first telephone number in the range of numbers.

Add Additional Range: Use this option should you have a range of numbers that is split or have multiple ranges.

SIP Domain: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider

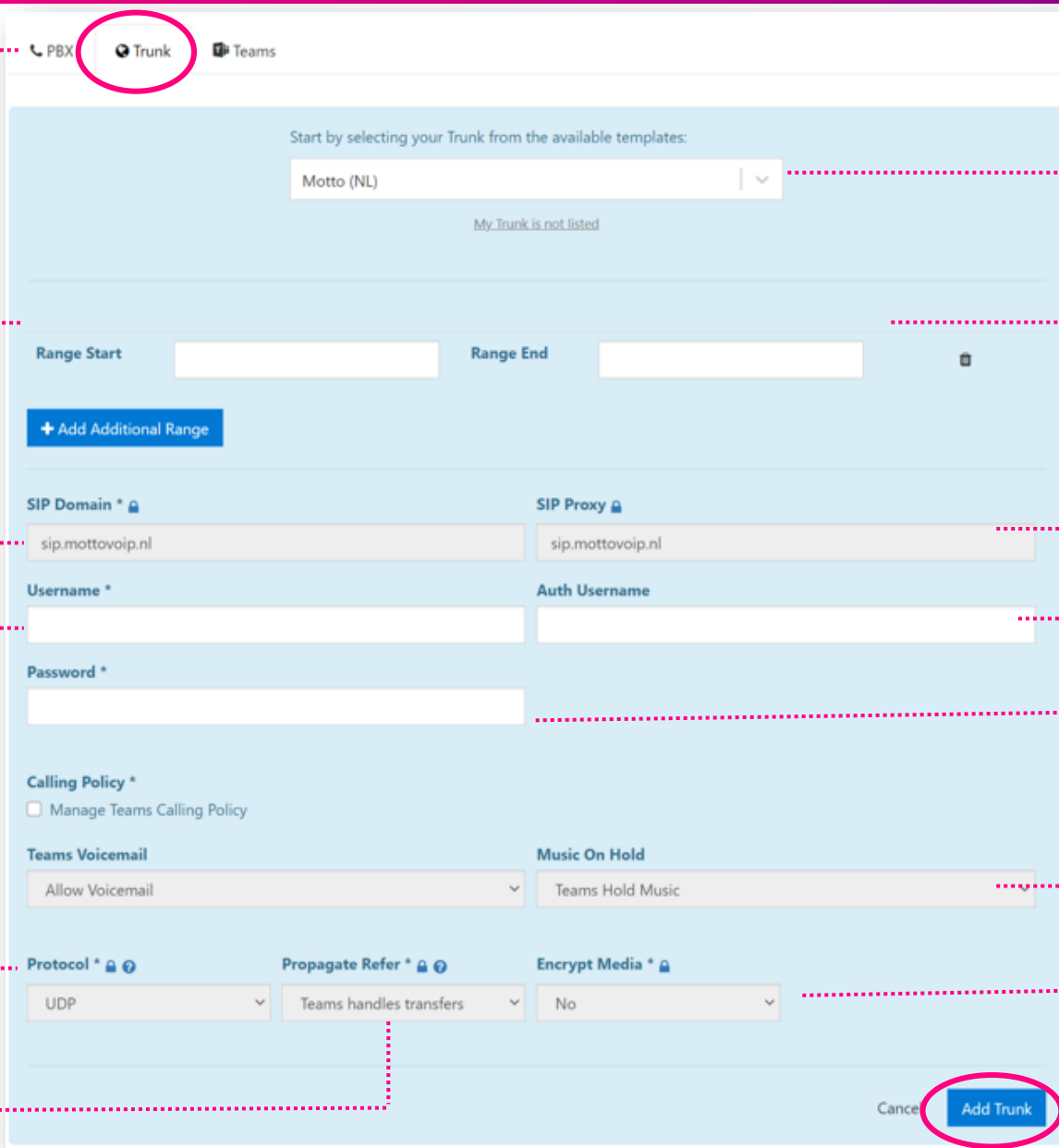
Username: Enter Admin Username.

Calling Policy: Switch between the global address book and the personal address book.

Teams Voicemail:

Protocol: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider

Propagate Refer: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider



The screenshot shows the 'Trunk Configuration' page. At the top, there are three tabs: 'PBX', 'Trunk' (which is selected and circled in red), and 'Teams'. Below the tabs, there is a dropdown menu for selecting a trunk provider, currently showing 'Motto (NL)'. A note below the dropdown says 'My Trunk is not listed'. Below this are two input fields for 'Range Start' and 'Range End', with a '+ Add Additional Range' button. Further down are fields for 'SIP Domain' (sip.mottovoip.nl), 'SIP Proxy' (sip.mottovoip.nl), 'Username', and 'Auth Username'. There is a 'Password' field with a toggle for switching between global and personal address books. Below that is a 'Calling Policy' section with a checkbox for 'Manage Teams Calling Policy'. The 'Teams Voicemail' section has a dropdown for 'Allow Voicemail' (set to 'Allow Voicemail') and a dropdown for 'Music On Hold' (set to 'Teams Hold Music'). The 'Protocol' section has three dropdowns: 'Protocol' (set to 'UDP'), 'Propagate Refer' (set to 'Teams handles transfers'), and 'Encrypt Media' (set to 'No'). At the bottom right, there are 'Cancel' and 'Add Trunk' buttons, with the 'Add Trunk' button circled in red.

Select Trunk: Select trunk provider from the provided list

Range End: Enter the DID or Telno for the last telephone number in your range.

SIP Proxy: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider

Auth Username: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider

Password: Switch between the global address book and the personal address book.

Music On Hold:

Encrypt Media: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please enter the details provided by your trunk provider

Add Trunk: Select Add Trunk to save details and complete configuration

Custom Trunk Configuration: If you select a custom trunk, you will need to provide additional information as detailed below.

Authentication Type:

The screenshot shows the 'SIP Domain' field at the top. Below it is the 'Authentication Type' dropdown menu, which is open and shows options: 'Registration' (highlighted), 'Static IPs with Credentials', 'Static IPs', 'HA Static IPs with Credentials', and 'HA Static IPs'. Below this is the 'Trunk Source IPs' section, which includes an 'IP Address' field with '1.2.3.4' and a '+ Add Additional IP' button.

Trunk Source IPs:

Add Additional IP:

The screenshot shows four dropdown menus: 'Expiry (seconds)', 'Protocol', 'Propagate Refer', and 'Suppress Contact Data Param'. The 'Protocol' dropdown is open, showing options: 'UDP' (highlighted), 'TCP', and 'TLS'. The 'Propagate Refer' dropdown is also open, showing options: 'Trunk handles transfers' (highlighted) and 'Teams handles transfers'.

Expiry: This field is auto-populated for providers that appear in the drop-down list. For custom trunks, please click on Expiry to unlock the field and enter the details provided by your trunk provider

Protocol: Please select the appropriate value from the drop-down menu.

Propagate Refer: Select a Value provided in the drop down-list.

Suppress Contact Data Param*: Select Yes or No from the drop-down menu

Encrypt Media: Select Yes or no from the drop-down menu

Outside line: Select Yes or no from the drop-down menu

The screenshot shows the 'Override Codecs' dropdown menu, which is open and shows options: 'No' (selected), 'Pass Through All Codecs', and a list of codecs including G722, G711 PCMU, G711 PCMA, G729, SIREN, Comfort Noise, and Redundant Audio Data. Below this are four dropdown menus: 'E164 Number Format' (open, showing 'E164 with +' selected), 'From Header' (open, showing 'Trunk User Number' selected), and 'P-Asserted-Identity Header' (open, showing 'SIP Identifier' selected).

E164 Number Format: Select a Value provided in the drop down-list.

From Header: Select a Value provided in the drop down-list.

P- Asserted Header: a Value provided in the drop down-list.

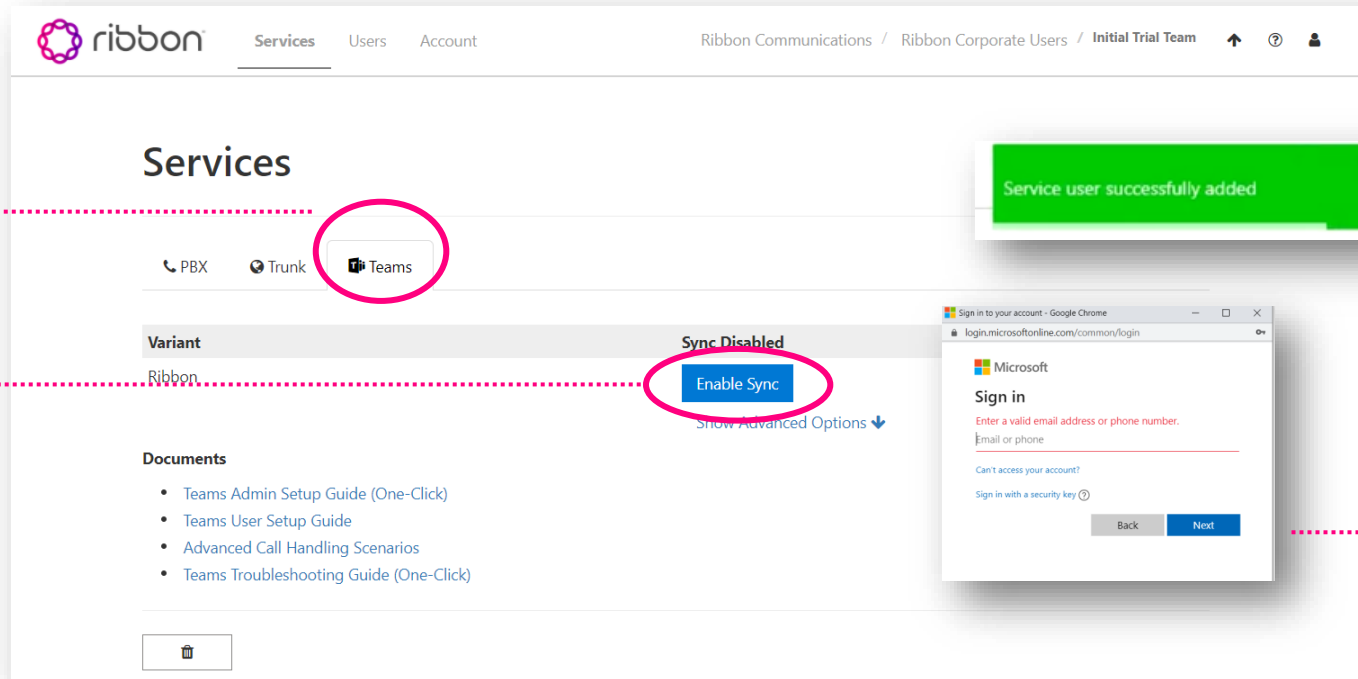
Override Codec: Click "Override Codecs" to Unlock field, then Select Codec from the drop-down menu

The screenshot shows the 'Override Codecs' dropdown menu with a list of codecs: G722, G711 PCMU, G711 PCMA, G729, SIREN, Comfort Noise, and Redundant Audio Data.

Teams Configuration:

Select the Teams Tab from the Services navigation menu to access the Teams data sync settings.

Enable Sync: Click the Enable Sync box to sync data automatically.



Sync Completion Indicator: A green highlighted message will appear at the top left screen when sync is completed.

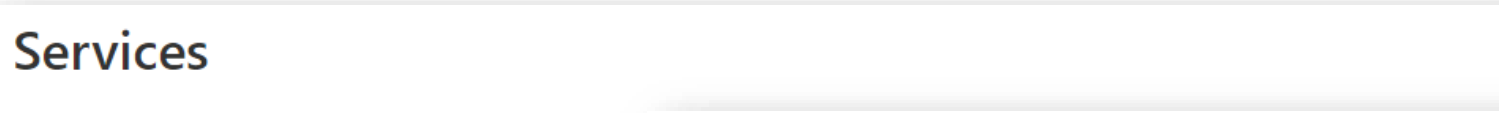
Sync Now Authorization: Each time you perform a Sync now, a Microsoft login window will appear. Enter the password for your **Spare Ofc 365 Global Admin License** here.

TIP: The Partner Reseller or Customer can enable Teams synchronization. Whoever performs this task must use the **Microsoft 365 Global Admin** password

Note: Enable Sync may take anywhere from 2 minutes to 24 hours depending on Microsoft capabilities. The partner can monitor activity while in progress if customer is performing the Teams' synchronization. Synchronization delay should be logged as a ticket with Microsoft.

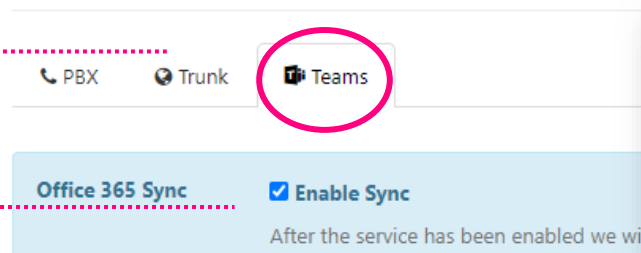
Teams Configuration:

Select the Teams Tab from the Services navigation menu to access the Teams data sync settings.



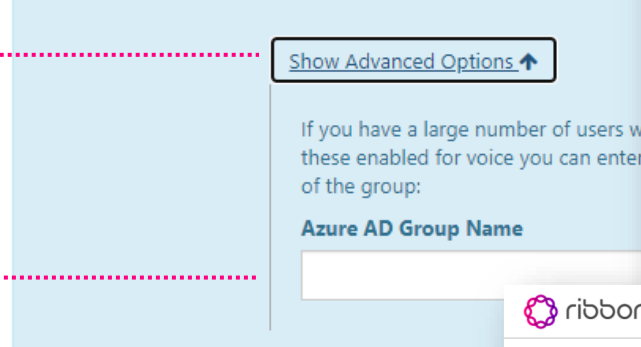
Enable Sync:

Click the Enable Sync box to sync data automatically.



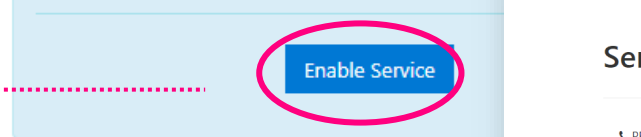
Show Advanced Options:

Click the down arrow to expose the fields necessary to update a subset of users



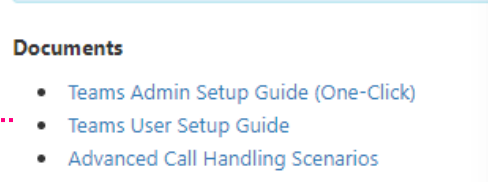
Azure AD Group Name:

To update a subset of your user clients, enter the group name associated with the users that you would like to synchronize.

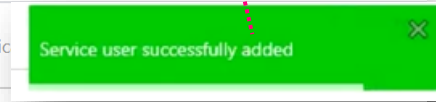


Click the Enable Service button to complete the Teams set-up process.

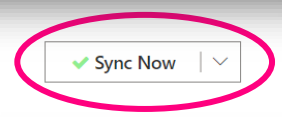
Click to download support documentation.



Sync Completion Indicator: A green highlighted message will appear at the top left screen when sync is completed.

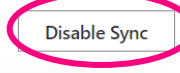


Sync Now: Click to begin synchronization process

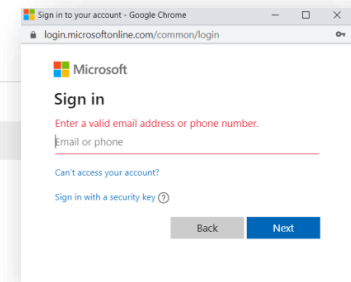


Services

Variant	Sync Enabled
Ribbon	M365x116998.onmicrosoft.com

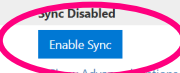


Disable Service: Click to disable synchronization.



Services

Variant	Sync Disabled
Ribbon	



Enable Sync: Once you have disabled Sync, click the blue Enable Sync button to re-sync services.

Sync Now Authorization:

Each time you perform a Sync now, a Microsoft login window will appear. Enter the password for your **Spare Ofc 365 License** here.

Tip: In order to authorize synchronization, you must have entered the global administration credentials.

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide Services: Teams Sync Partner Monitoring

Services

Sync Now

Setup partially complete, click Sync Now. Office 365 is not ready

PBX Trunk S/P Enterprise Teams

Start by selecting your PBX from the available

Select...

My PBX is not listed

Services **Users** Account

Users

25 of 25 PBX and 25 of 25 Trunk user licences available.

Setup partially complete, sync again in a few

Add User Import Users

Teams

Select a User

Select...

Adele Vance
Alex Wilber
Allan Deyoung
Christie Cline
Debra Berger
Diego Siciliani
Grady Archie
Irvin Sayers

Date Service State

All

Sep 25, 13:24:45 Teams Failed

Sync Job Id: RZJ0R8GM Copy Job Output

Advice:

Office 365 is not ready

Output:

```
<00:04> Graph connected to 'Contoso'  
<00:04> Connected as 'Adele@bc213cx.ml' with roles: Company Administrator  
<00:04> Completed Phase 1 task: Graph Tenant Check (2 remaining)  
<00:06> Completed Phase 1 task: Domain Validation (1 remaining)  
<00:14> Completed Phase 1 task: Tenant Setup Phase 1 (0 remaining)  
<00:14> Planning...  
<00:15> Completed Planning Task: Plan User Sync (0 remaining)  
<00:15> Completed Phase 2 task: Store Changes (2 remaining)  
<00:21> Completed Phase 2 task: Update Teams Users (PowerShell) (1 remaining)  
<00:22> Completed Phase 2 task: Tenant Setup Phase 2 (0 remaining)  
== START Domain Validation ==  
<00:01> Domain bcioycxinmu.AEUAA03.call2teams.com confirmed as verified on the tenant.  
<00:01> Domain bcioycxinmu.AUSEA02.call2teams.com confirmed as verified on the tenant.  
<00:03> PS) get-CsTenant  
<00:03> Domain bcioycxinmu.AEUAA03.call2teams.com confirmed as voice activated on the tenant.  
<00:03> Domain bcioycxinmu.AUSEA02.call2teams.com confirmed as voice activated on the tenant.  
<00:03> CLEANUP> Deleting temporary user from Graph: upn+temp-domain-voice-activation-user@bcioycxinmu.AEUAA03.call2teams.com id  
<00:03> CLEANUP> Deleting temporary user from Graph: upn+temp-domain-voice-activation-user@bcioycxinmu.AUSEA02.call2teams.com id  
== END Domain Validation ==  
== START Tenant Setup Phase 1 ==  
<00:01> PSDISCOVER> http://webdir.online.lync.com/?Domain=1365x734793.omicrosoft.com  
<00:01> PSDISCOVER> https://webdirGB1.online.lync.com/Autodiscover/AutodiscoverService.svc/root?originalDomain=1365x734793.omscr  
<00:01> PSDISCOVER> https://webdirGB1.online.lync.com/Autodiscover/AutodiscoverService.svc/root?domain?originalDomain=1365x734793  
<00:01> PSDISCOVER> https://admingb1.online.lync.com/OcsPowershell0Auth  
<00:01> Creating Remote PowerShell connection to 'https://admingb1.online.lync.com/OcsPowershell0Auth?AdminDomain=1365x734793.om  
<00:02> Remote PowerShell connection established
```

Sync Status: Click Sync Now button if displayed to continue synchronization. Must be logged in as customer.

History: Click the down arrow on Sync Now button to view history and status.

Error Message: Click the down arrow on Sync Now button to view history and status.

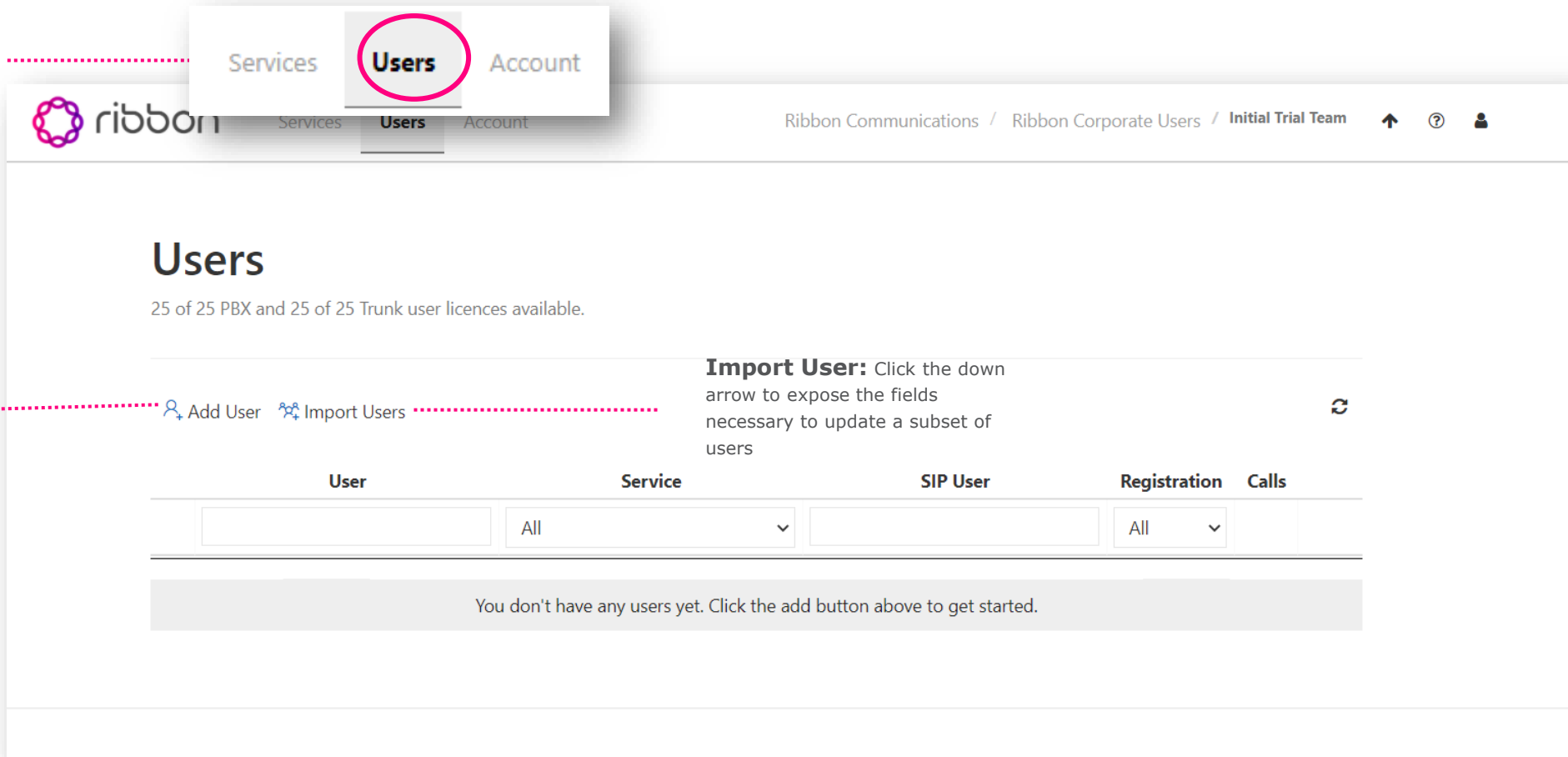
Enable Sync: Click the Enable Sync box to sync data automatically.

User Set-up: The administrator can begin setting up users while Microsoft completes the sync. Click Users from the main navigation menu at the top of page.

Select User: Select a user from the drop-down menu by clicking the down-arrow.

Once you have completed the Services set up (Trunks and Teams), you can now set-up Users.

Users: Select the Users Tab from the Top Navigation menu to access the User set-up menu.



Services **Users** **Account**

Ribbon Communications / Ribbon Corporate Users / Initial Trial Team

Users

25 of 25 PBX and 25 of 25 Trunk user licences available.

[Add User](#) [Import Users](#)

Import User: Click the down arrow to expose the fields necessary to update a subset of users

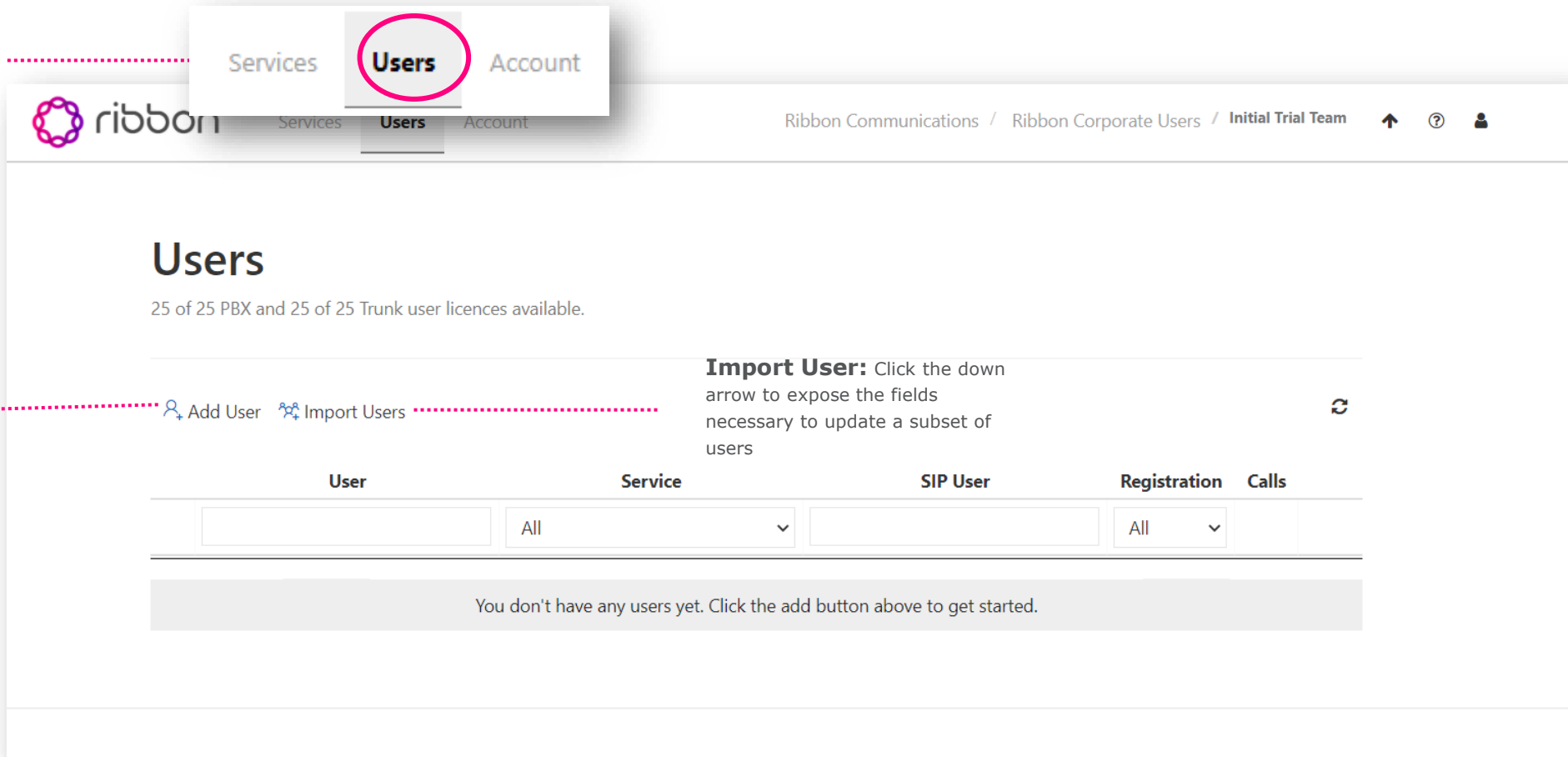
User	Service	SIP User	Registration	Calls
<input type="text"/>	All	<input type="text"/>	All	

You don't have any users yet. Click the add button above to get started.

Add User: Click the Enable Sync box to sync data automatically.

Once you have completed the Services set up (Trunks and Teams), you can now set-up Users.

Users: Select the Users Tab from the Top Navigation menu to access the User set-up menu.



Add User: Click the Enable Sync box to sync data automatically.

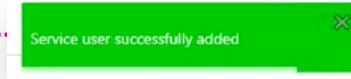
Import User: Click the down arrow to expose the fields necessary to update a subset of users

User	Service	SIP User	Registration	Calls
<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>

You don't have any users yet. Click the add button above to get started.

To Load Users Individually:

Sync Now: Select the "SYNC NOW" button to initiate synchronization. Once complete a Green notification message will appear on the top right of your screen



To Bulk Load Users:

Sync Now: Click Sync now button to begin sync process. "Sync Required" message indicates the new users have been added and sync must appear prior to moving to the next step.

Add Users: Select the Users Tab from the Top Navigation menu to access the User set-up menu.

Select Users: Select a User from the provided list. Only those users with an EL license will appear.

Calling Policy: check box to override teams calling policy.

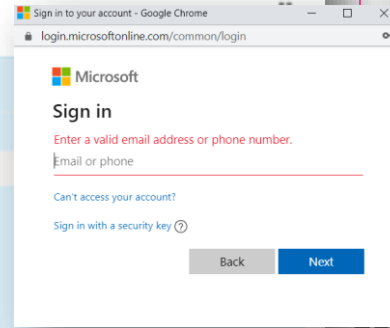
Phone Number: Enter phone number to associate with specified user.

SIP Username: Enter SIP Username to be used for custom PBX settings.

Password: Enter password for SIP Username

Sync Now Authorization:

Each time you perform a Sync now, a Microsoft login window will appear. Enter your admin password here.



Service: Select the Users Tab from the Top Navigation menu to access the User set-up menu. Only the options will appear for the PBXs you have created.

Import Type: Select the Users Tab from the Top Navigation menu to access the User set-up menu.

Upload: Click Upload button to begin process of uploading users.

Choose File: Click the choose File button and a window will appear where you can select the file to upload

TIP: Use a Table to gather all the SIP Username details prior to the configuration so that you can copy and paste details for each user added. This detail can be found in your PBX management portal.

Add Select the Add Button to add user. After each user is added, the Blue Sync Now Button will appear.

Auth Username: Select the Users Tab from the Top Navigation menu to access the User set-up menu. This field is frequently the same as the SIP Username.

The screenshot shows the 'Users' configuration page. At the top, there are 'Add User' and 'Import Users' buttons. Below is a 'Teams' section with a 'Select a User' dropdown and a 'Phone Number' field. A 'Calling Policy' section has an 'Override Teams Calling Policy' checkbox. The 'Custom PBX' section includes 'SIP Username *', 'Auth Username', and 'Password' fields. A blue 'Add' button is at the bottom right. A 'Sync Now' button is also visible at the top right of the form area.

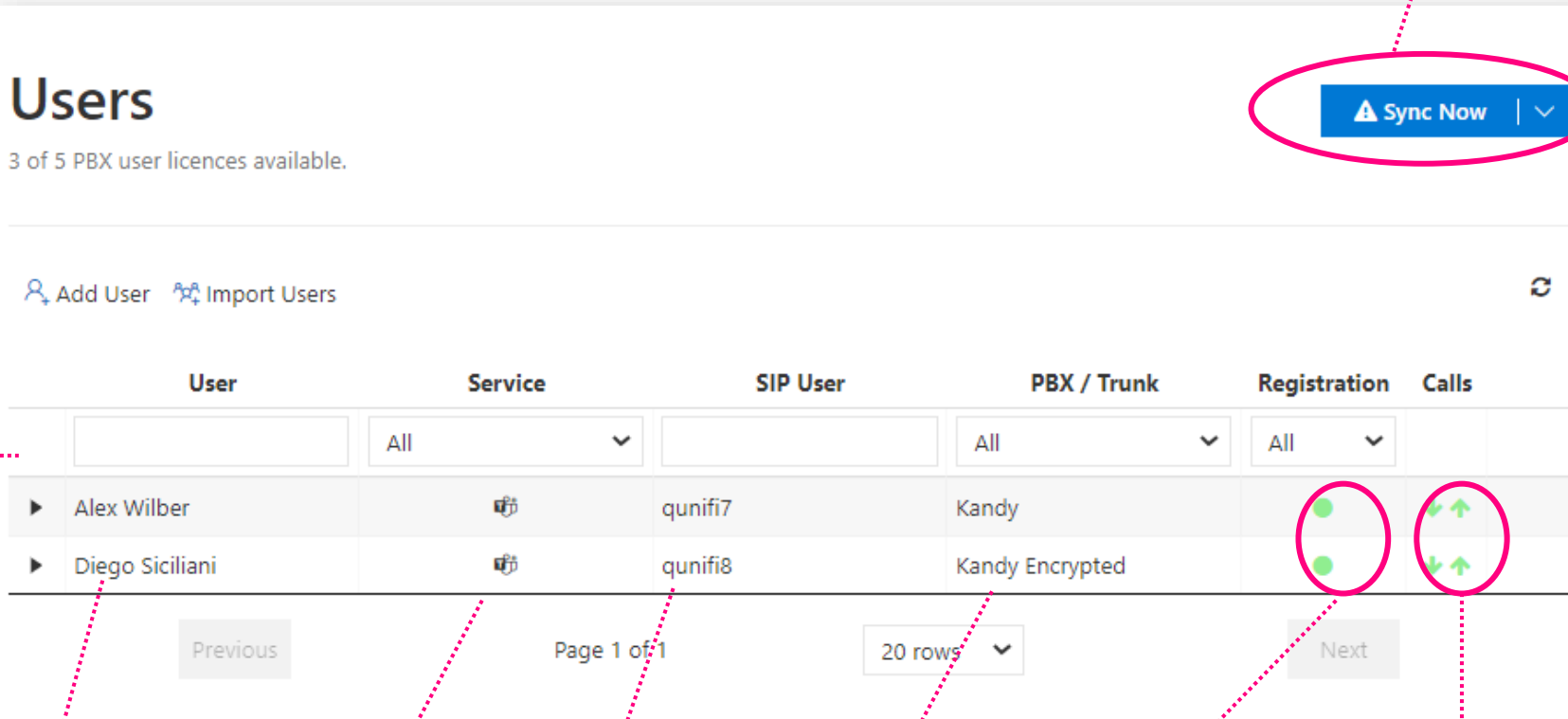
This screenshot shows the 'Import Users' form. It includes 'Service' and 'Import Type' dropdowns, and a 'CSV File' section with a 'Choose File' button and a 'Download CSV Template' link. At the bottom right, there are 'Cancel' and 'Upload' buttons. A 'Sync Now' button is also present at the top right.

PBX Worksheet

User	Phone Number	SIP Username	SIP Password	Proxy

Sync Now: Click the Sync Now button on the initial user set-up or to resolve any potential sync issues.

License Status: The available number of licenses are displayed for reference.



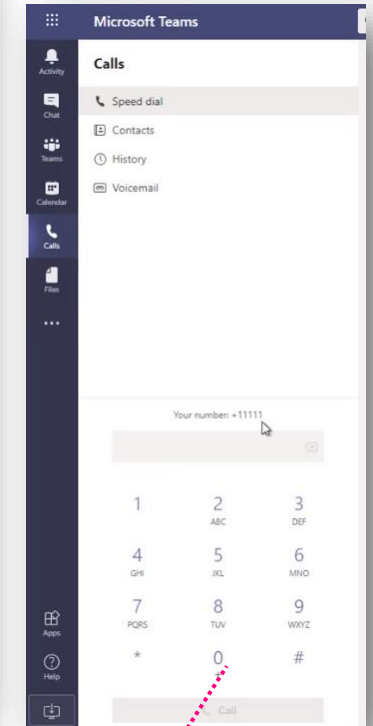
Users

3 of 5 PBX user licences available.

Add User Import Users

User	Service	SIP User	PBX / Trunk	Registration	Calls
Alex Wilber		qunifi7	Kandy		
Diego Siciliani		qunifi8	Kandy Encrypted		

Previous Page 1 of 1 20 rows Next



Microsoft Teams

Calls

Speed dial

Contacts

History

Voicemail

Your number: +11111

1 2 3
4 ABC DEF
5 GHI JKL MNO
6 PQRS TUV WXYZ
7 8 9
* 0 #

Call

Filters: Filters are made available to ease the search for user fields.

User: The user's first and last name will be displayed.

Service: Click Upload button to begin process of uploading users.

SIP User: SIP User- name is displayed for reference

PBX/Trunk: The details related to the PBX configured will be displayed.

Registration Status: The green symbol indicates successful registration. A Red indicator would indicate unsuccessful registration Click **Sync Now** to resolve the issue.

Call Status: The green arrow under the Calls Column indicates status of incoming and outgoing call capability. Once this is green, the dial pad will appear in the user's Microsoft Teams Dashboard

User Options: From this screen you can add a user, Import a group of users or update an existing user. Follow instructions previously outlined to add users.

Update an Existing User: Click the arrow to the left of the user that you would like to update.

Changing a User associated with a phone number: Select the new user from the drop-down menu provided.

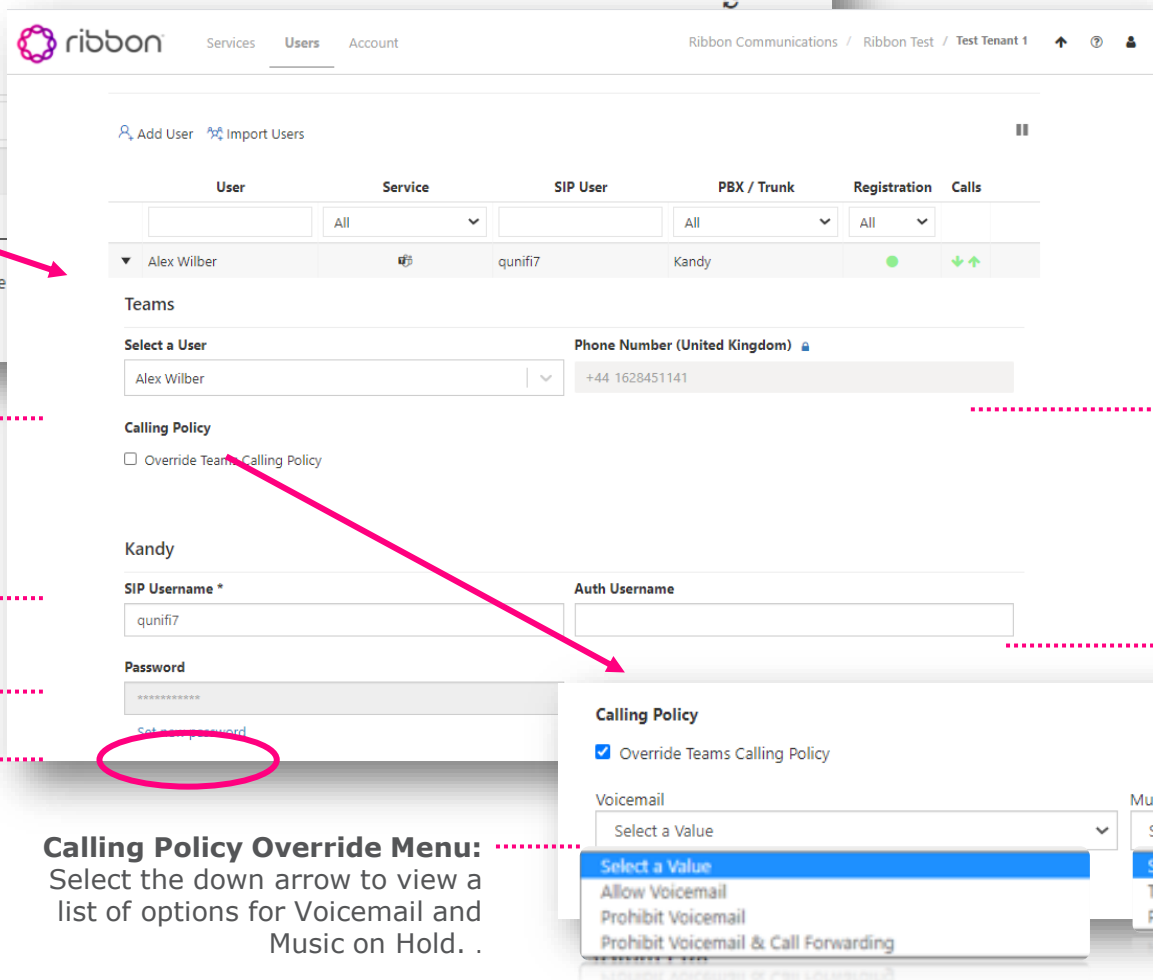
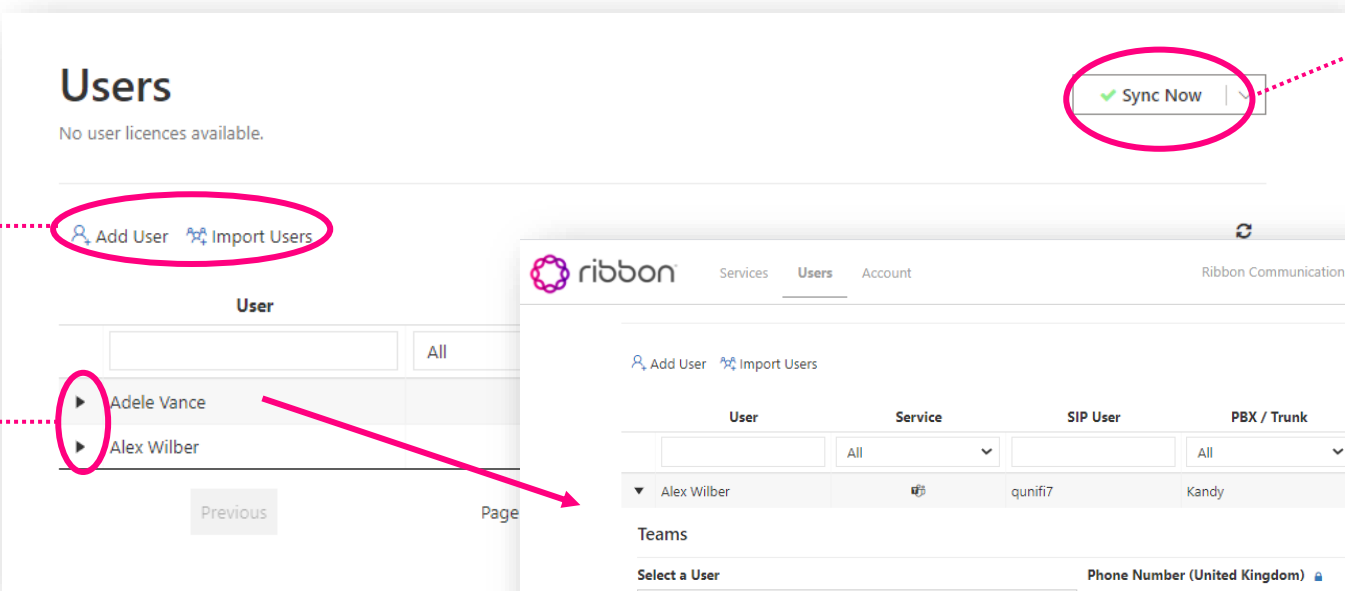
Calling Policy: To update the calling policy for Voicemail and Music on hold. Check the override Teams calling policy. A new window will appear with relevant options.

SIP Username: Update the SIP Username as provided.

Password: Click to set new password.

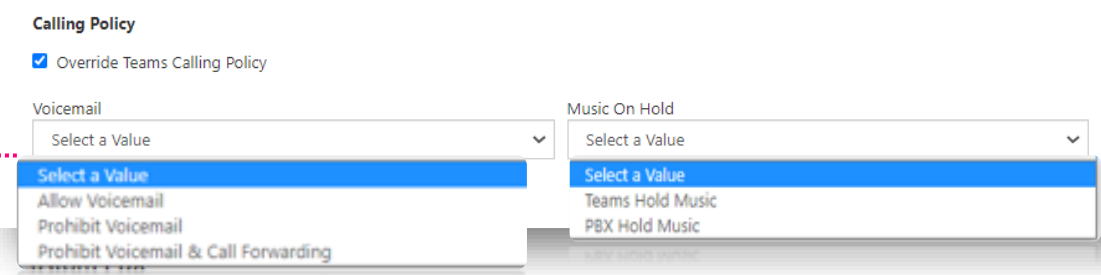
Calling Policy Override Menu: Select the down arrow to view a list of options for Voicemail and Music on Hold.

Sync Now: Click Sync now button to begin sync process.

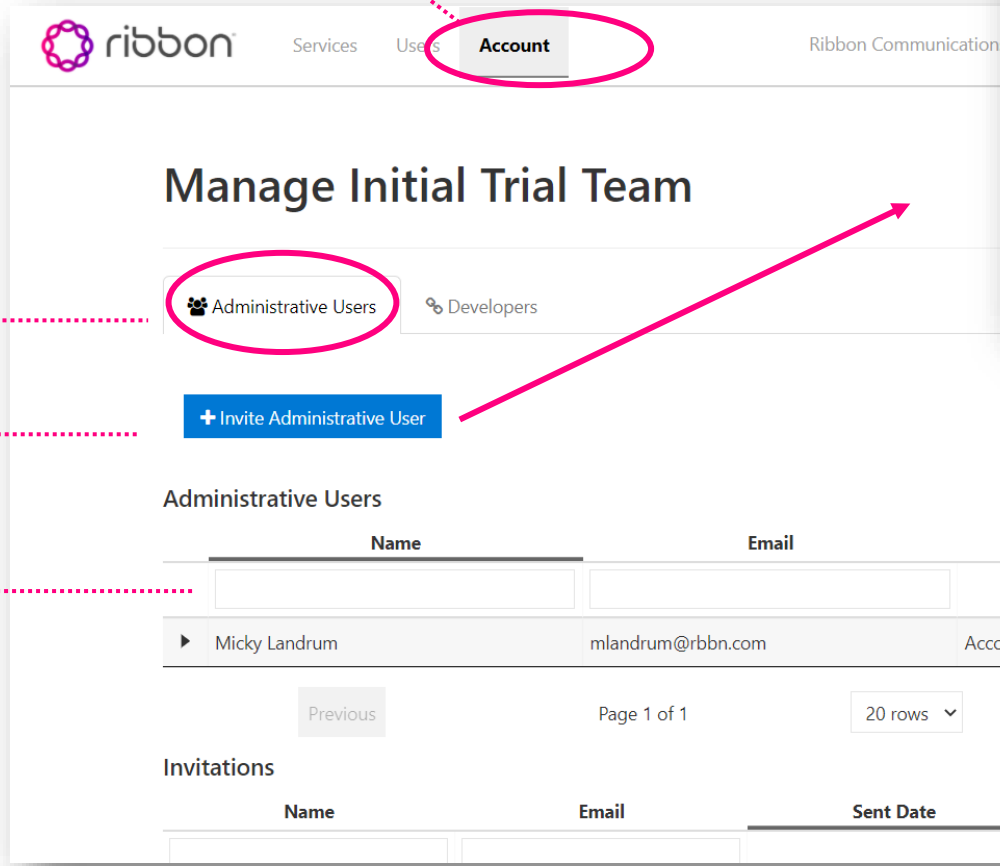


Phone Number: The phone number is provided but cannot be updated.

Auth Username: Update the Authorized username in the field provided.



Account: Select the Account Tab from the Top Navigation menu to access the Account management menus.



Services Users **Account** Ribbon Communication

Manage Initial Trial Team

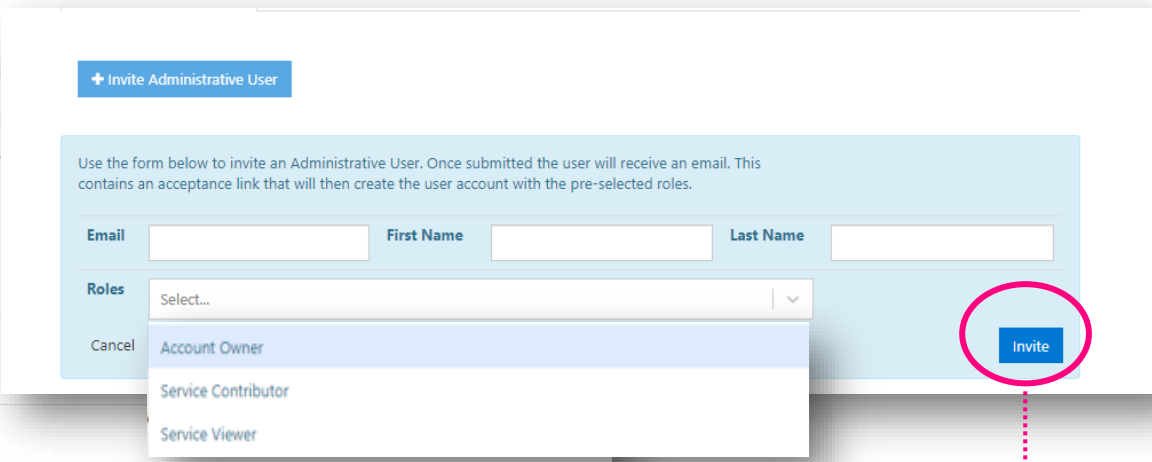
Administrative Users Developers

+ Invite Administrative User

Name	Email	Roles
Micky Landrum	mlandrum@rbbn.com	Account Owner

Previous Page 1 of 1 20 rows Next

Name	Email	Sent Date	Status
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+ Invite Administrative User

Use the form below to invite an Administrative User. Once submitted the user will receive an email. This contains an acceptance link that will then create the user account with the pre-selected roles.

Email First Name Last Name

Roles

Cancel **Account Owner** Service Contributor Service Viewer

Invite

Administration Users: Select the Administrative Users Tab from the Navigation menu.

Invite Administrative User: Select the Invite Administrative User button and a form will appear.

Existing Admin Search: To search for the status of an existing administrative users. Enter criteria into the Name, Email, or Role fields. A list will appear below the search.

Admin User Fields:

Invite: Click the Invite button to send email invitation.

Email: Enter email

First Name:

Last Name:

Role: Select Role form the list provided in the drop-down menu.

- **Building a Direct Routing Plan:** <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>
- **Configure Direct Routing:** <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-configure>
- **Certified SBCs:** <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers>
- **Prerequisites for configuring call tabs in teams:** <https://docs.microsoft.com/en-us/MicrosoftTeams/configuring-teams-calling-quickstartguide>
- **Prerequisites for configuring Dial Tabs in teams:** <https://docs.microsoft.com/en-us/MicrosoftTeams/configuring-teams-calling-quickstartguide#prerequisites-for-enabling-the-dial-pad-in-teams>