RIBBON CONNECT FOR MS TEAMS

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

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Getting Started: Indirect Partners

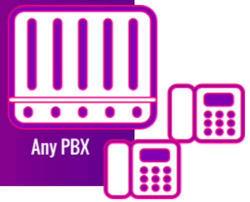
TIP: Gather these details before you get started to ensure that you can quickly implement your solution.

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



SIP Trunk Details

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

PBX Worksheet

User	Phone Number	SIP Username	SIP Password	Proxy

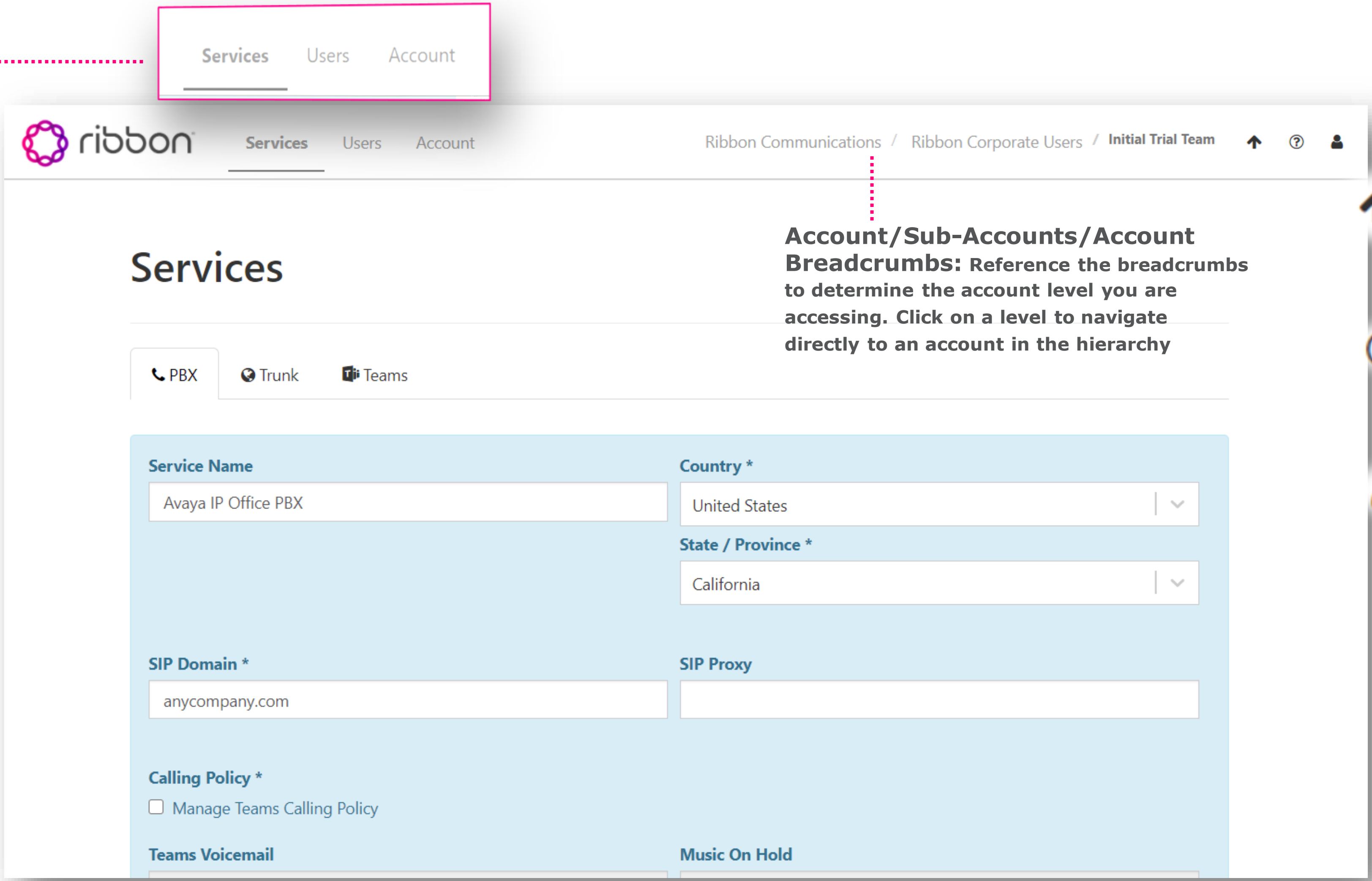
Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Navigation: Customer Portal

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.



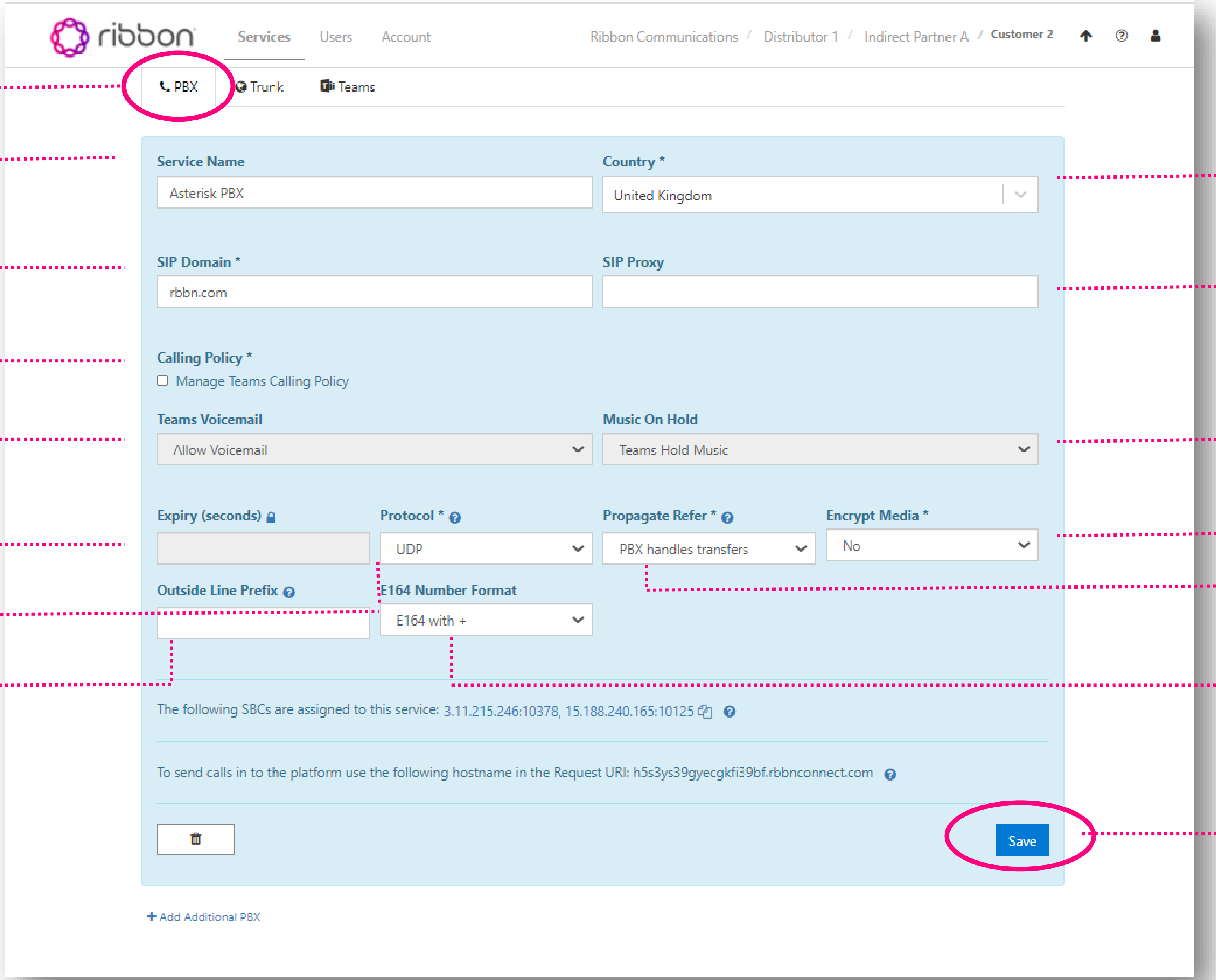
Account/Sub-Accounts/Account Breadcrumbs: **Reference the breadcrumbs to determine the account level you are accessing. Click on a level to navigate directly to an account in the hierarchy**

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. .

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Services: PBX



PBX: Select PBX from the Services Tab menu.

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

SIP Domain: Enter your SIP Domain

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

Teams Voicemail: Select an option from the provided list.

Expiry: This field is disabled except for Admin users.

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

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

Country: Select a country for where the service resides

SIP Proxy: Enter Service Proxy

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

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

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

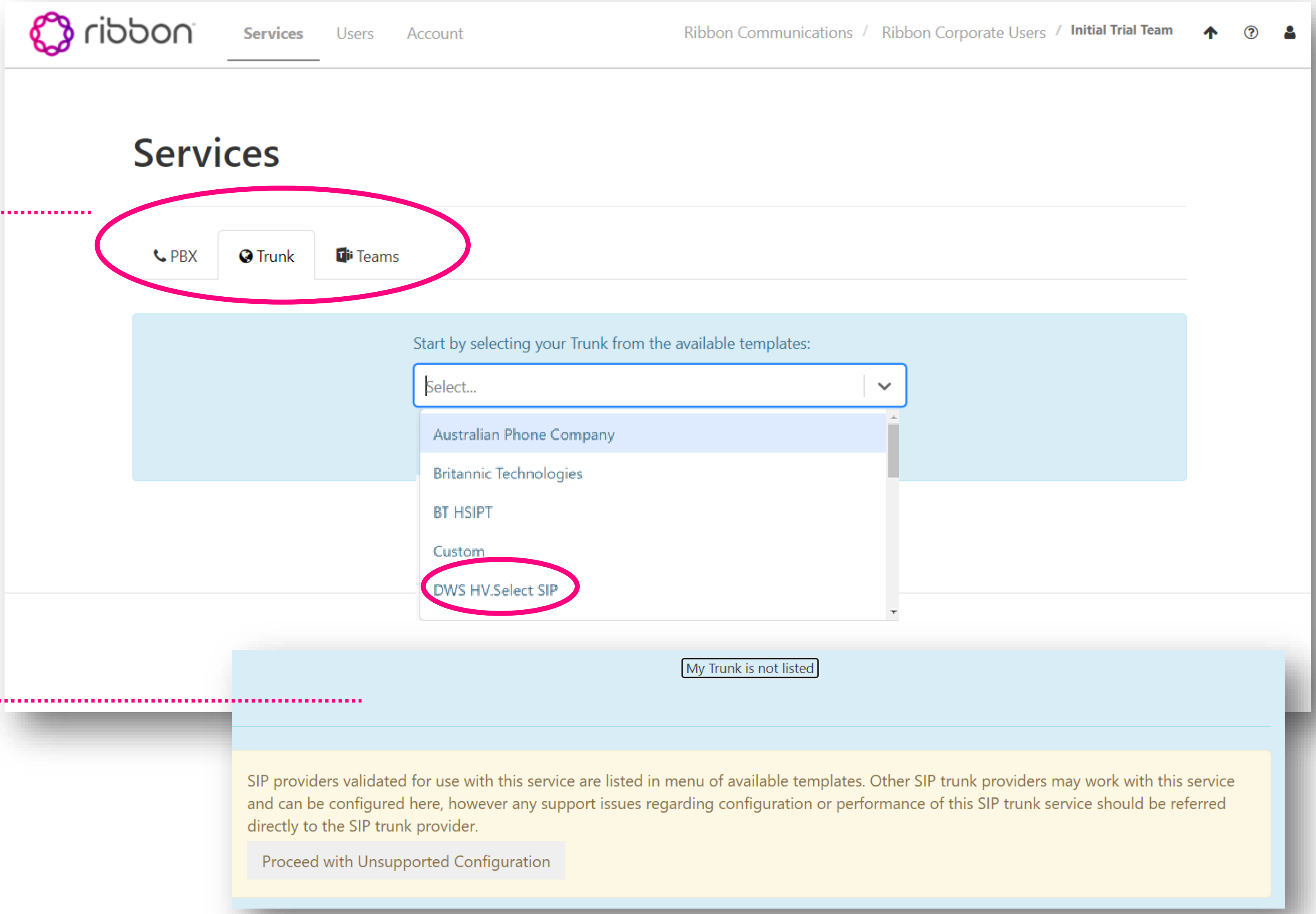
E164 Media: Select a field from the provided list.

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

Services: Trunk Provider Selection

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.



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 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.

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

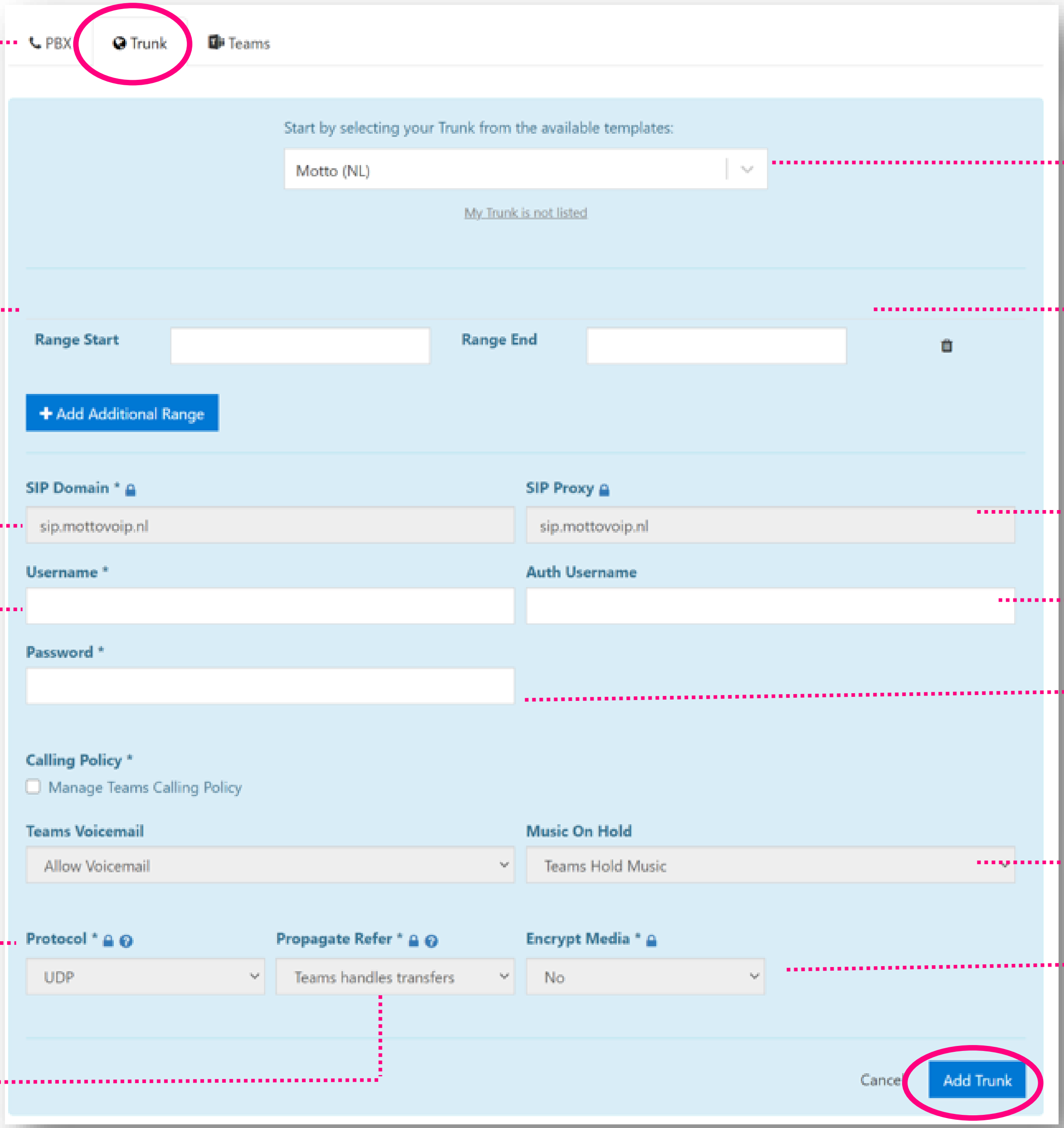
Username: Enter Admin Username.

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



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.

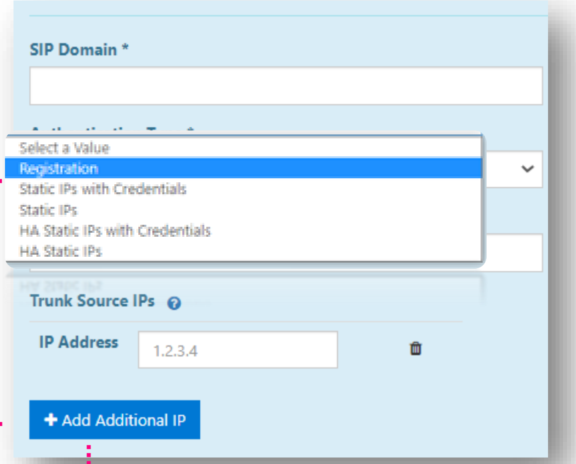
Music On Hold:

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

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Services: Custom Trunk Configuration

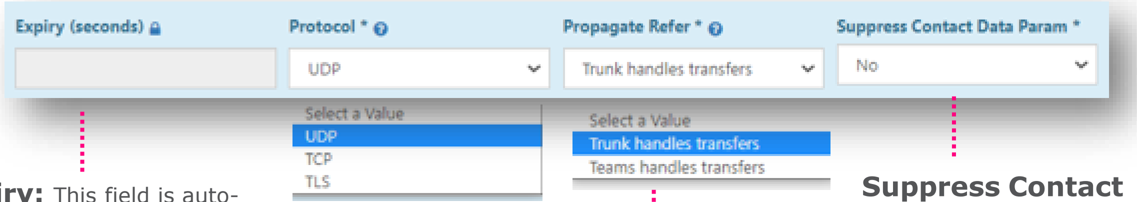
Custom Trunk Configuration: If you select a custom trunk, you will need to provide addl' information as detailed below.



Authentication Type:

Trunk Source IPs:.

Add Additional IP:.



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 filed and enter the details provided by your trunk provider

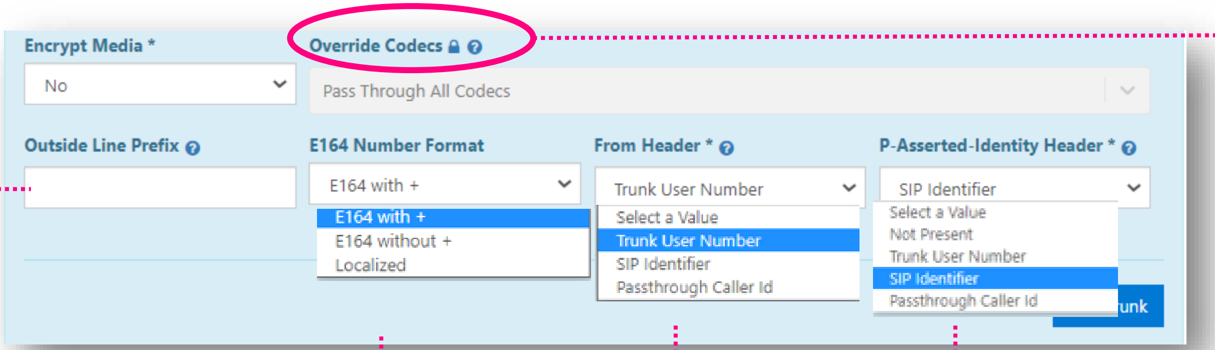
Protocol: Please select the appropriate value from the drop-down menu.

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

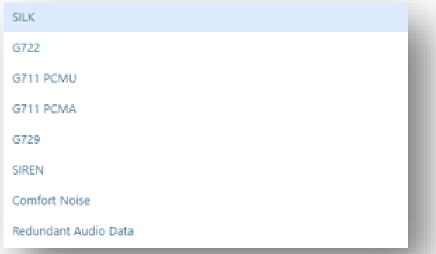
Suppress Contact Data Param*: Select Yes or No from the drop-down menu

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

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



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



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

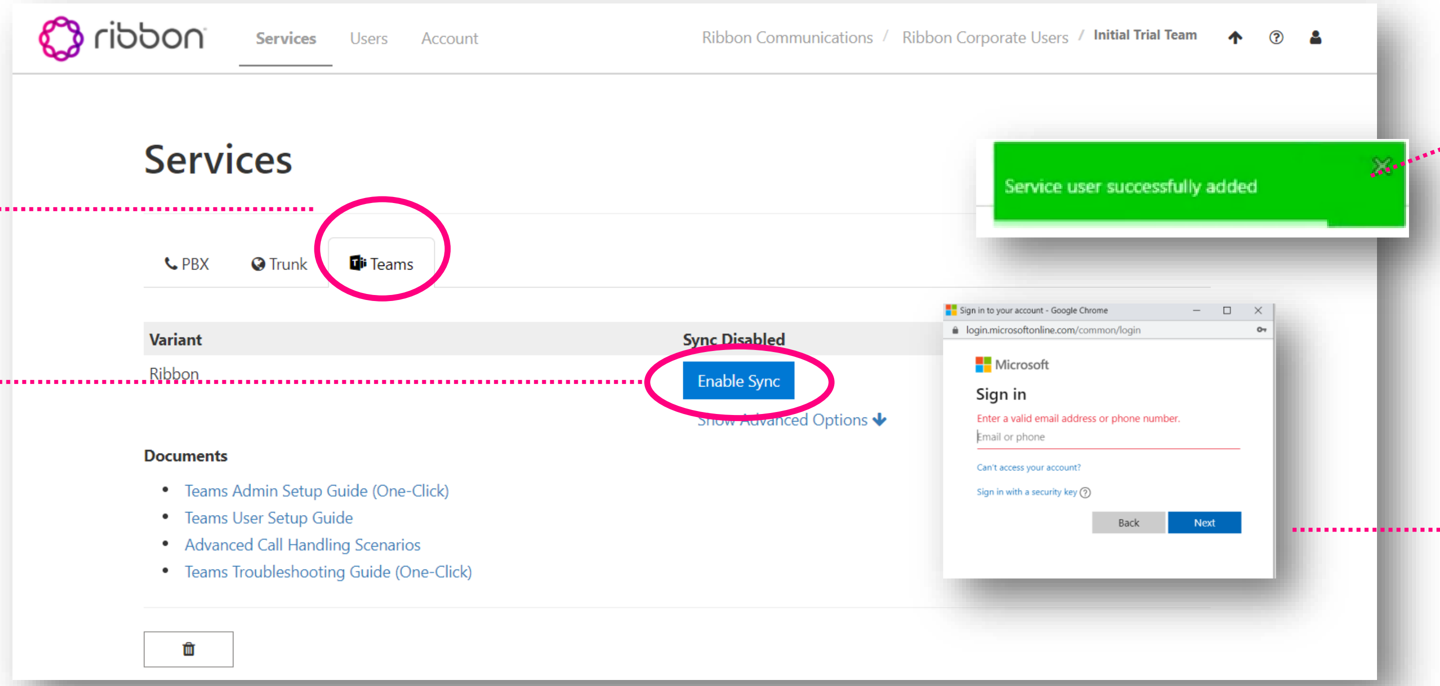
From Header: Select a Value provided in the drop down-list.

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

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Services: Teams One-Click Set Up (CUSTOMER OR Reseller Partner)

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.

Ribbon Connect for Microsoft Teams Portal Quick Reference Guide
Services: Teams User Disable Sync and Other User Options

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

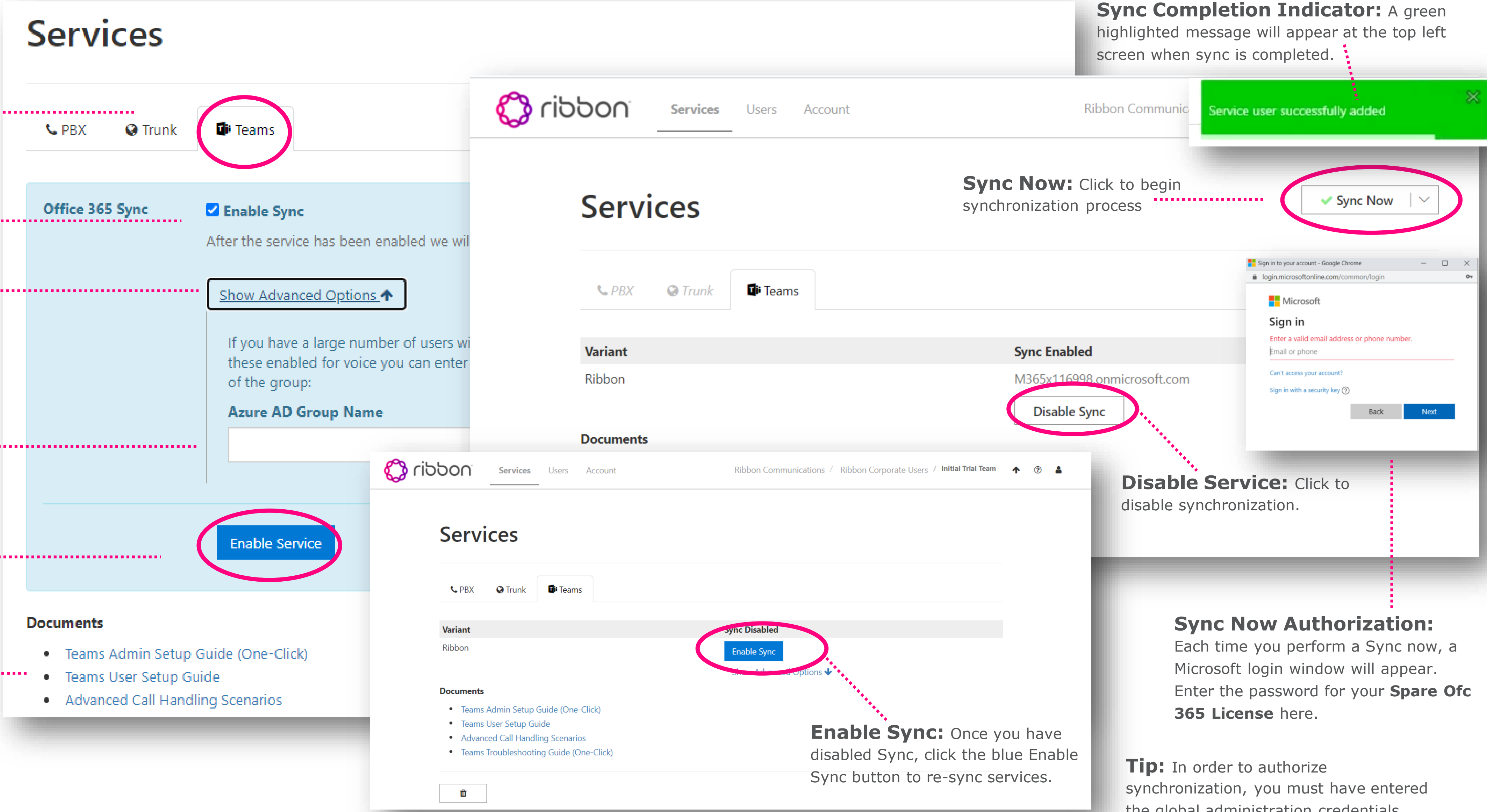
Enable Sync: Click the Enable Sync box to sync data automatically.

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 sub-set of your user clients, enter the group name associated with the users that you would like to synchronize.

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

Documents: Click to download support documentation.



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

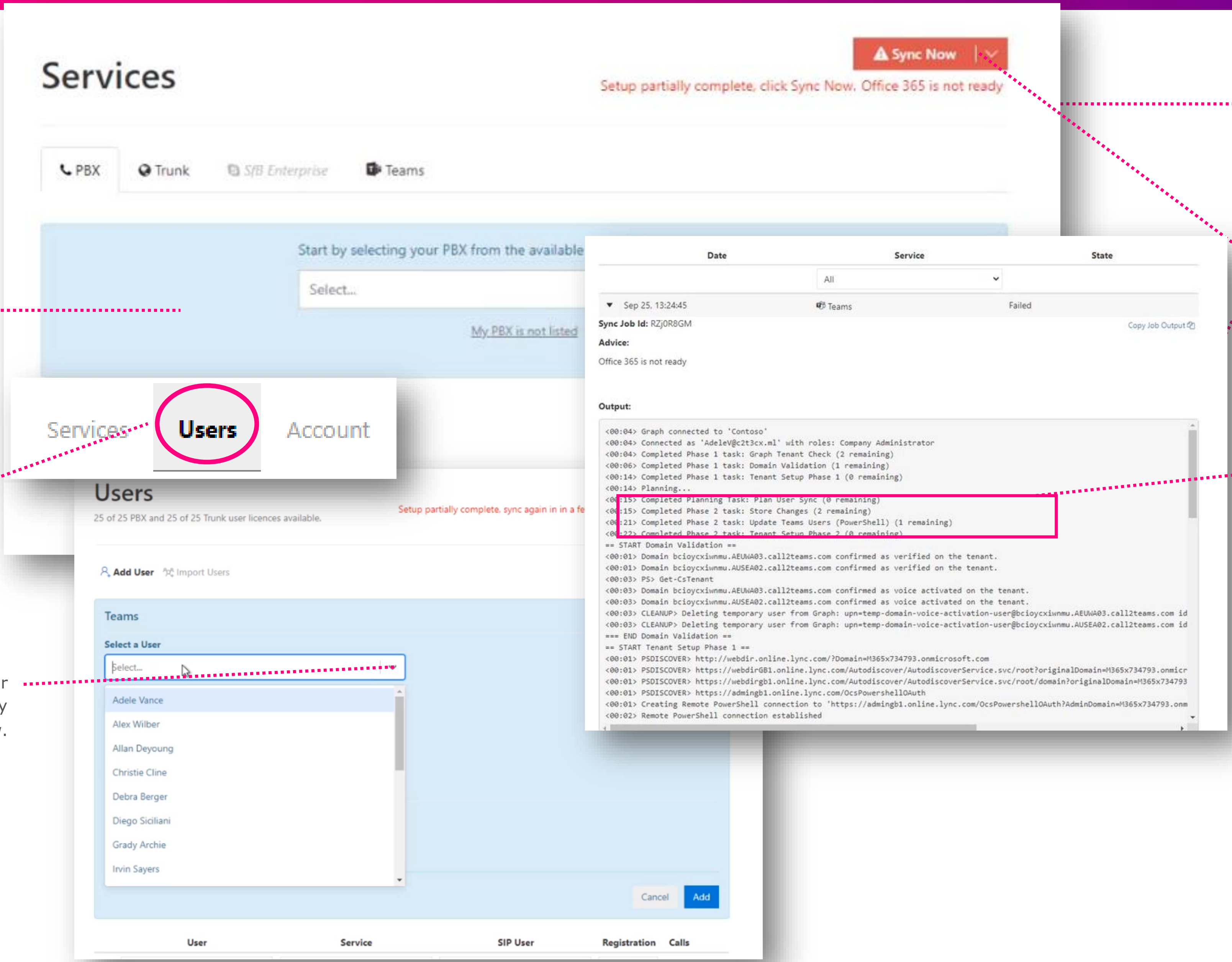
Sync Now: Click to begin synchronization process

Disable Service: Click to disable synchronization.

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.



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.

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.

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

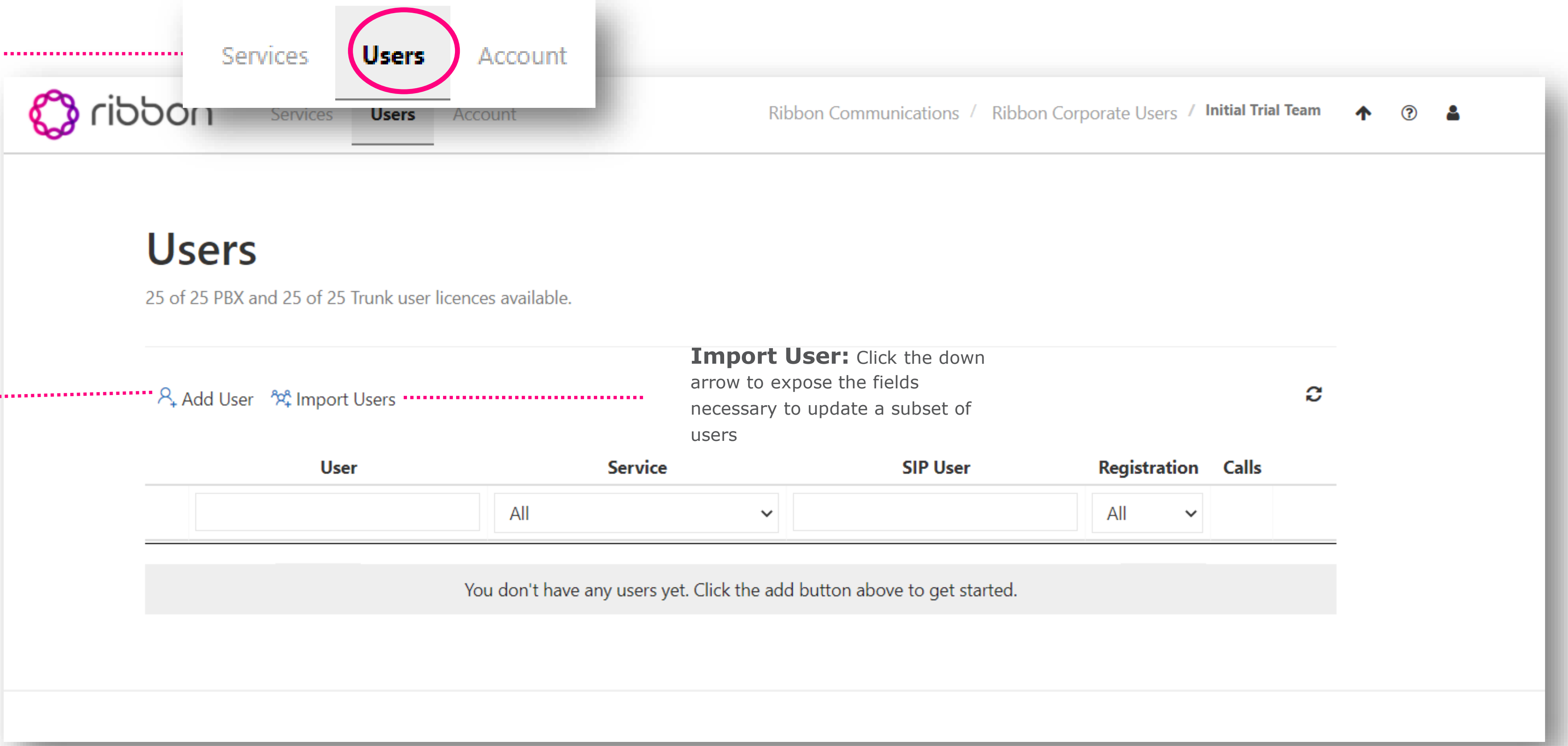
Select User: Select a user from the drop-down menu by clicking the down-arrow.

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.

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



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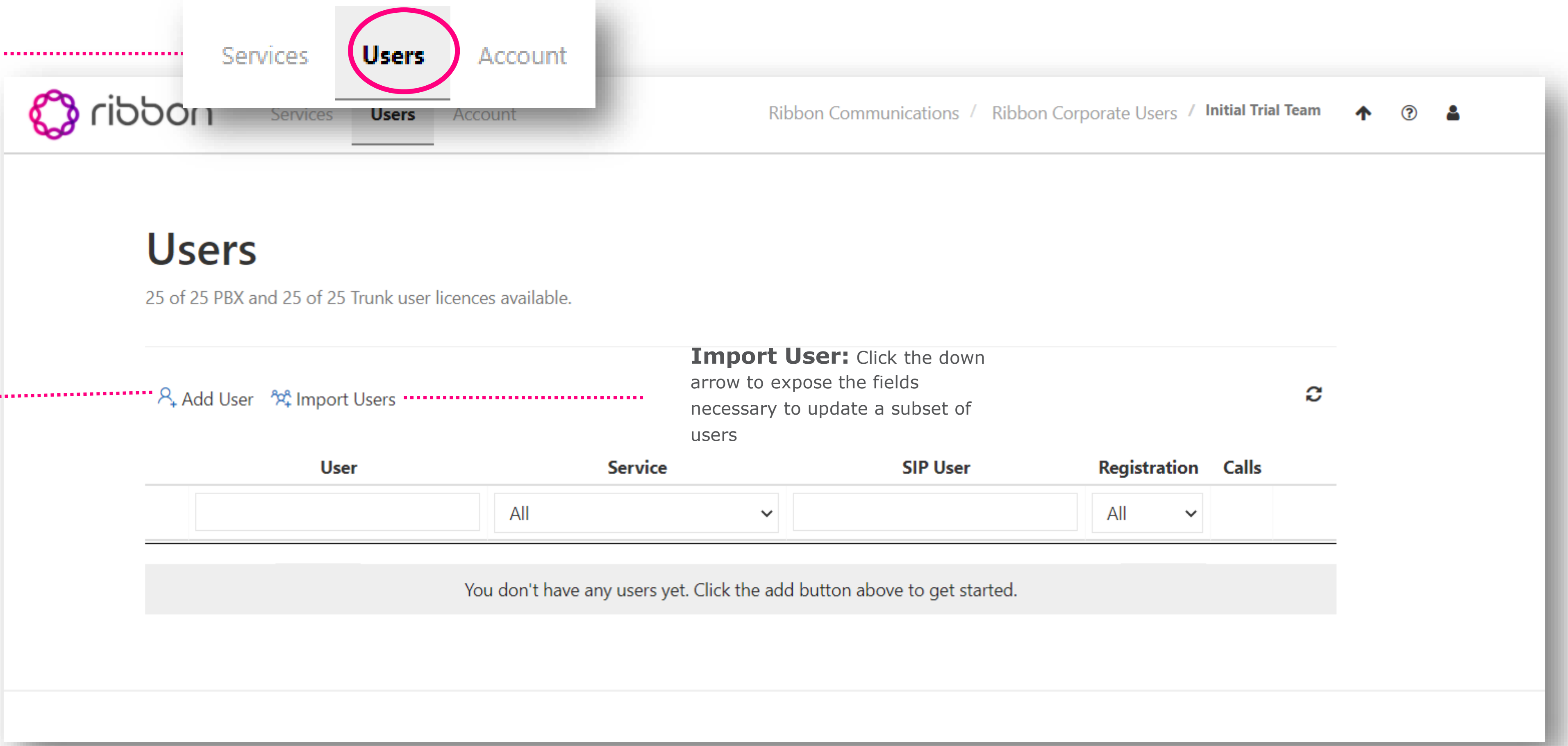

Ribbon Connect for Microsoft Teams
Portal Quick Reference Guide
Users: Manual addition of Users or Move Adds Changes.

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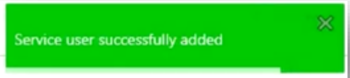
To Load Users Individually:

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



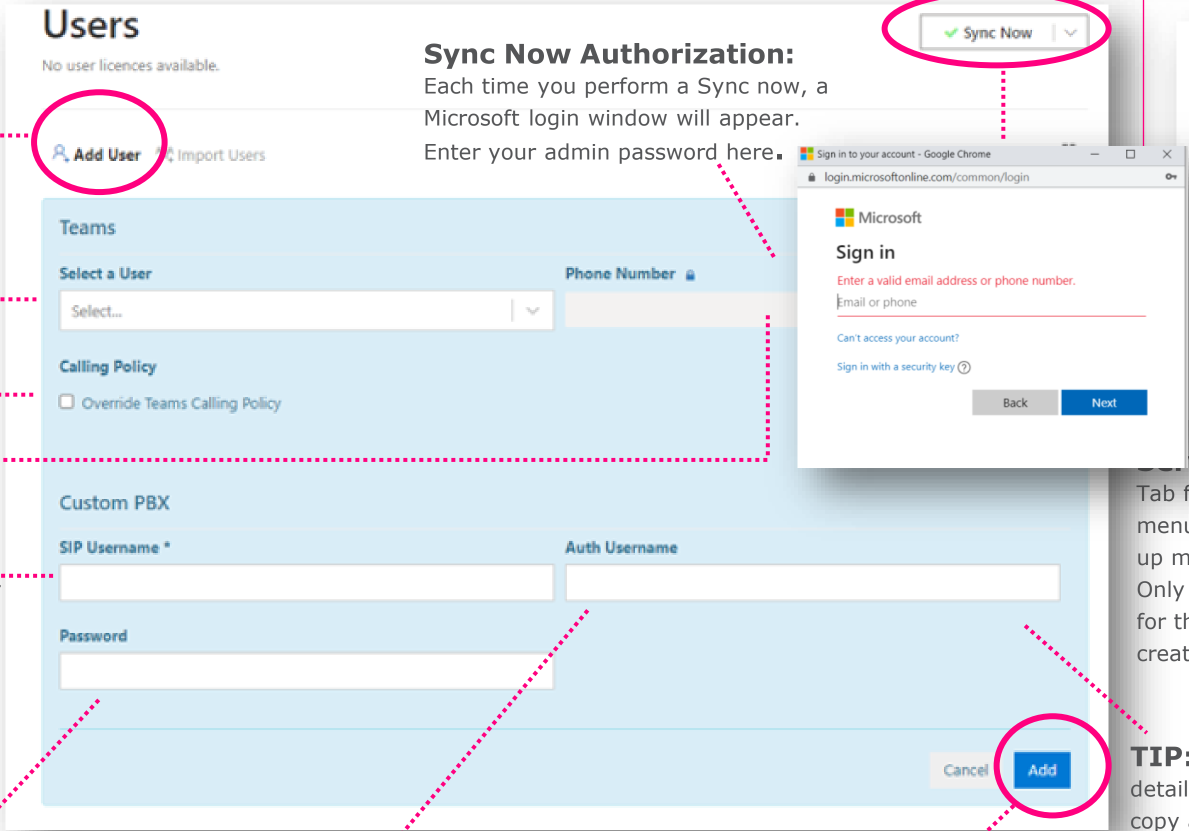
Add Users: Select the Users Tab from the Top Navigation menu to access the User set-up menu.

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. .



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

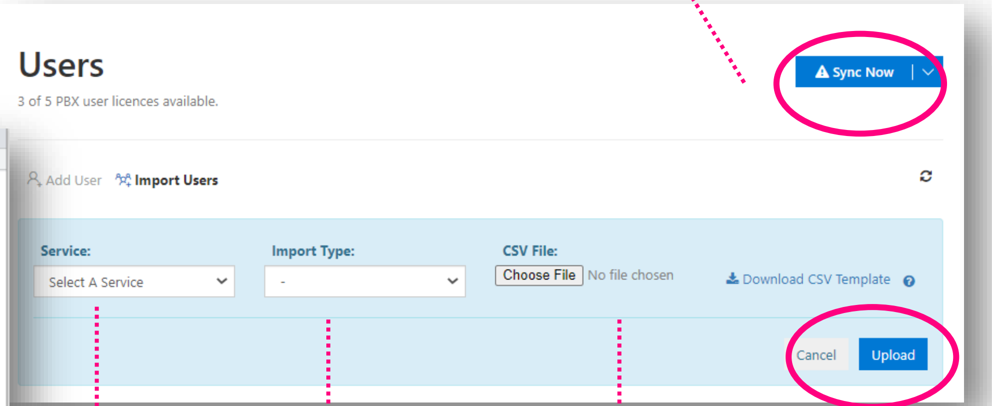
Password: Enter password for SIP Username

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.

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

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.



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.

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

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

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.

PBX Worksheet

User	Phone Number	SIP Username	SIP Password	Proxy

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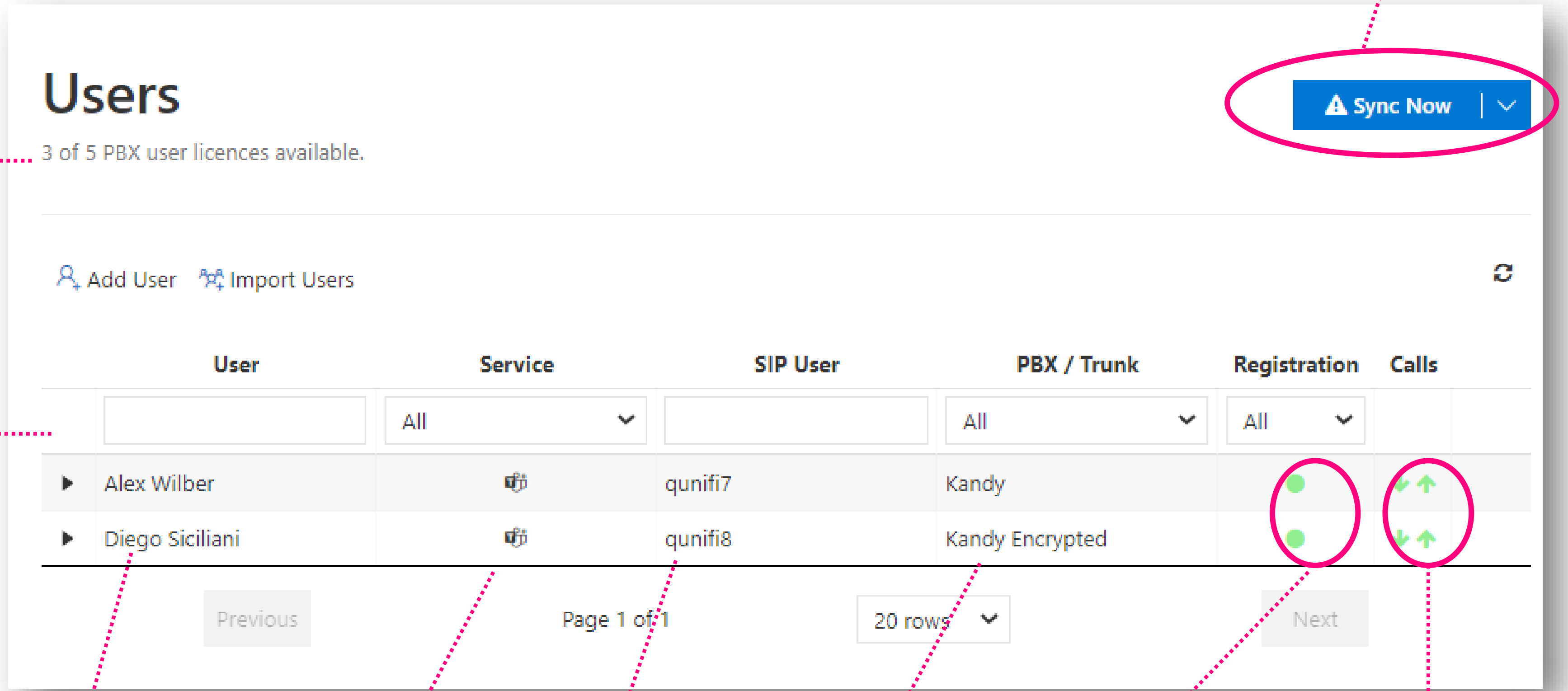
Teams Users: Existing Users

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.

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.

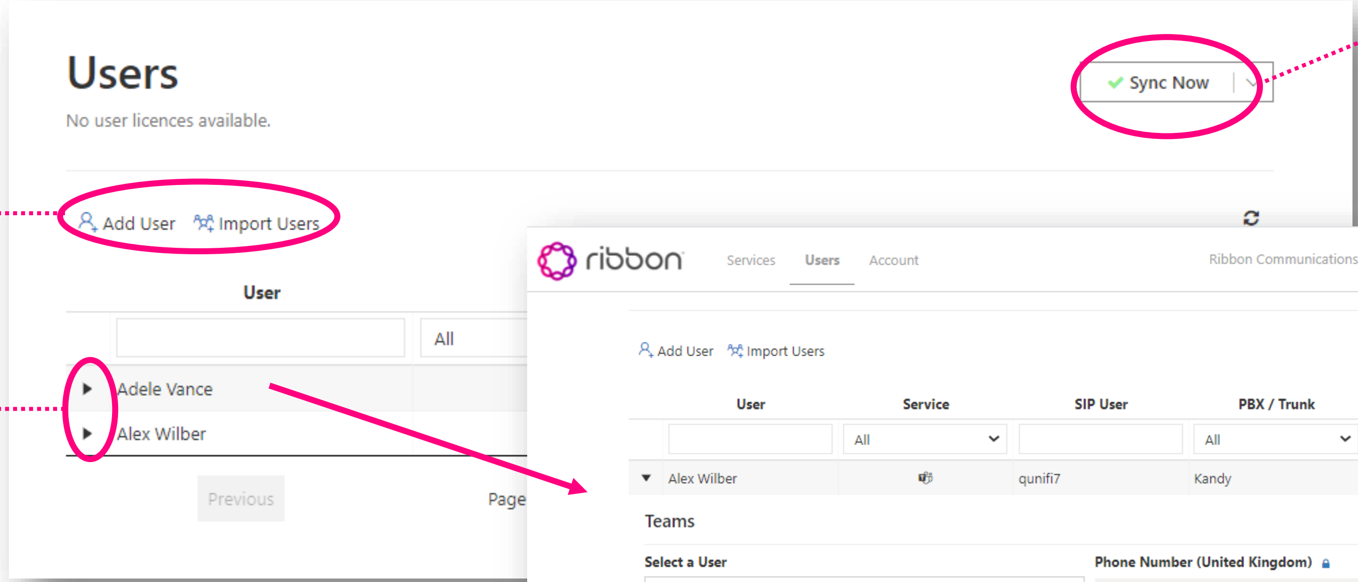
Call Status: The green arrow under the Calls Column indicates status of incoming and outgoing call capability. Once this is green, the dial pad will appear in the user's Microsoft Teams Dashboard

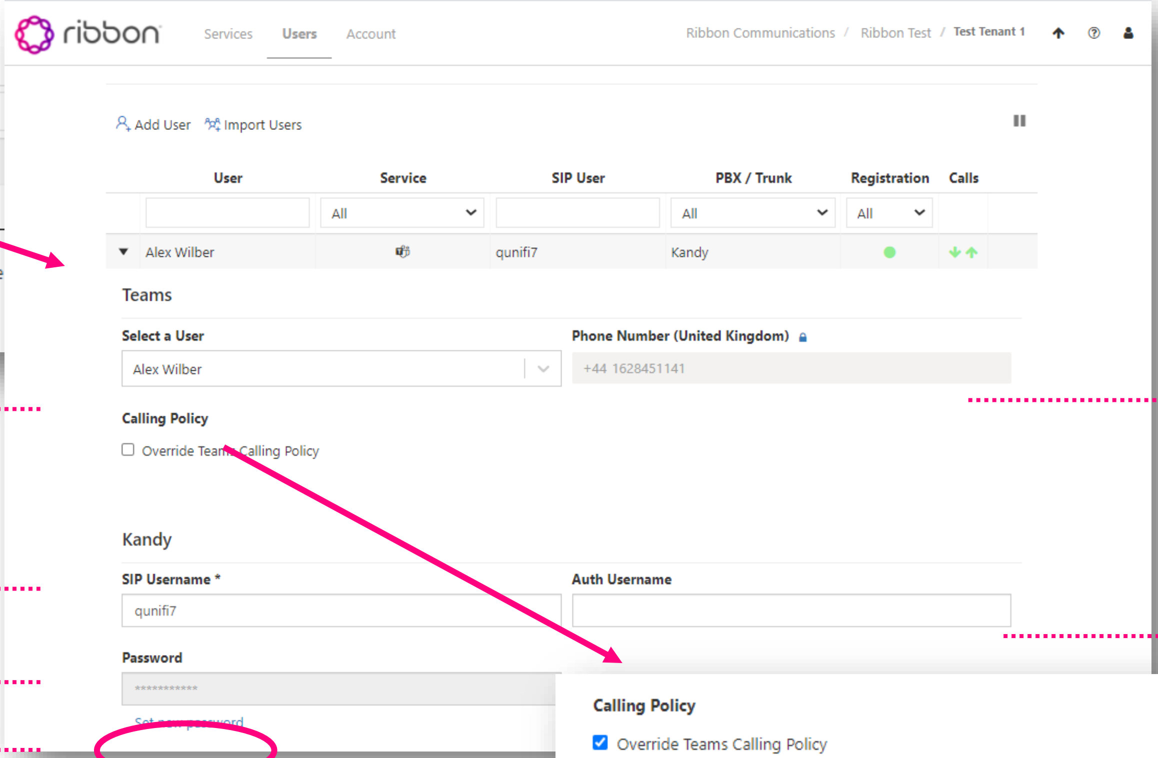
Users: Updating Existing Users

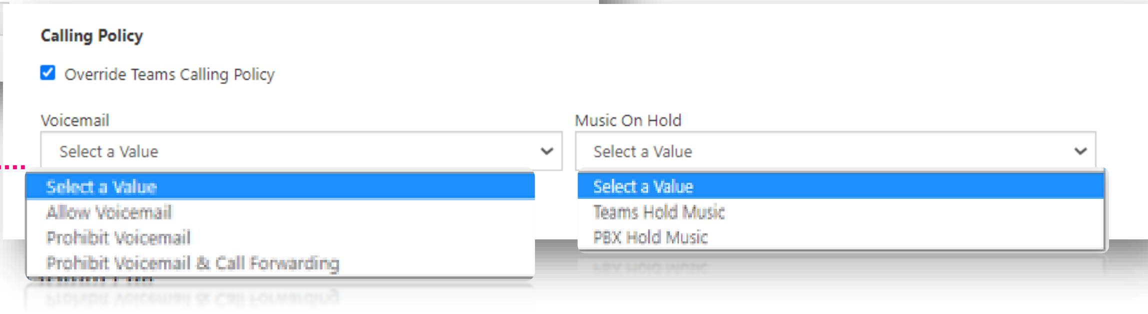
Sync Now: Click Sync now button to begin sync process.

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.

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

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

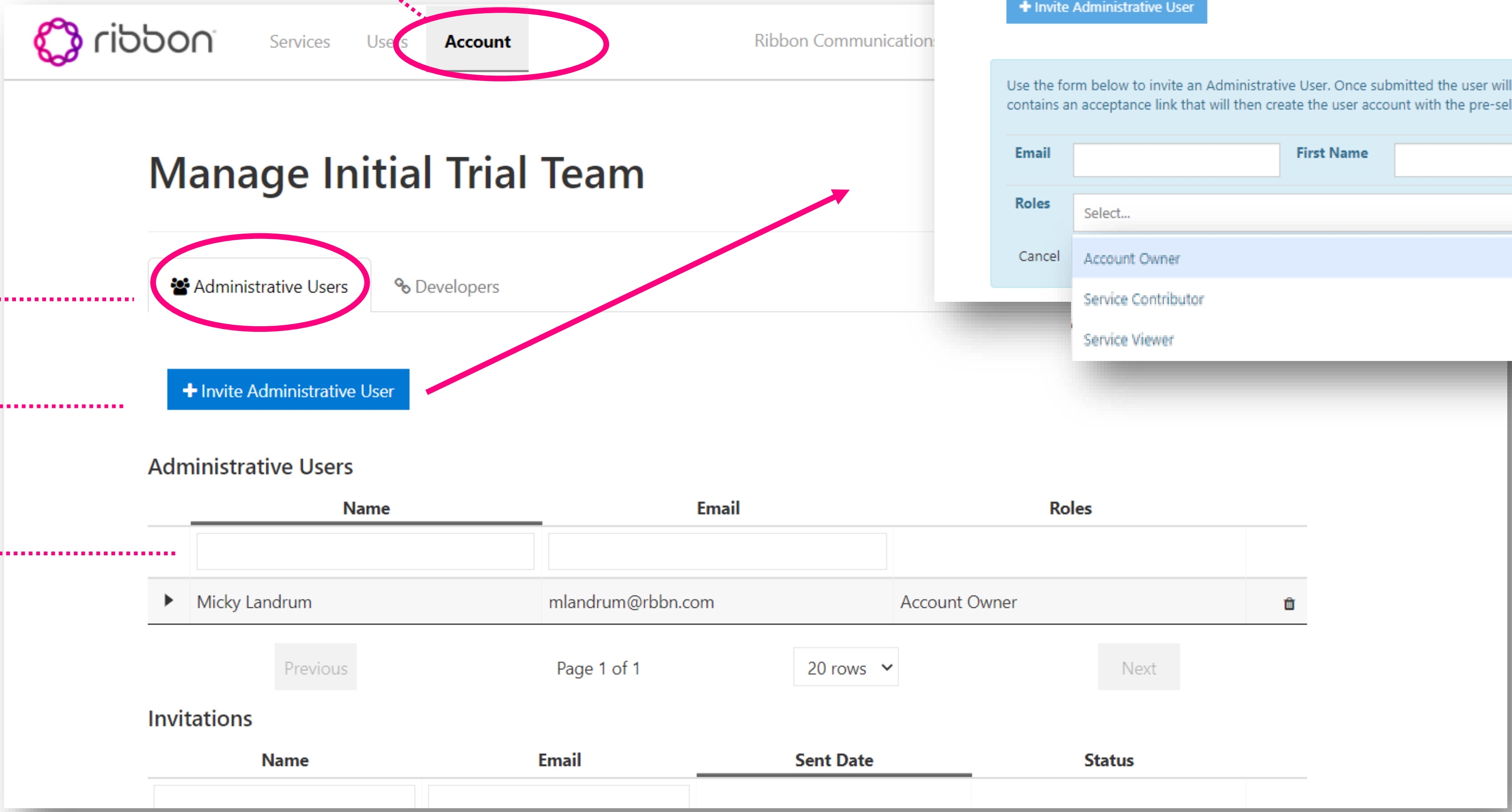
Calling Policy Override Menu: Select the down arrow to view a list of options for Voicemail and Music on Hold. .

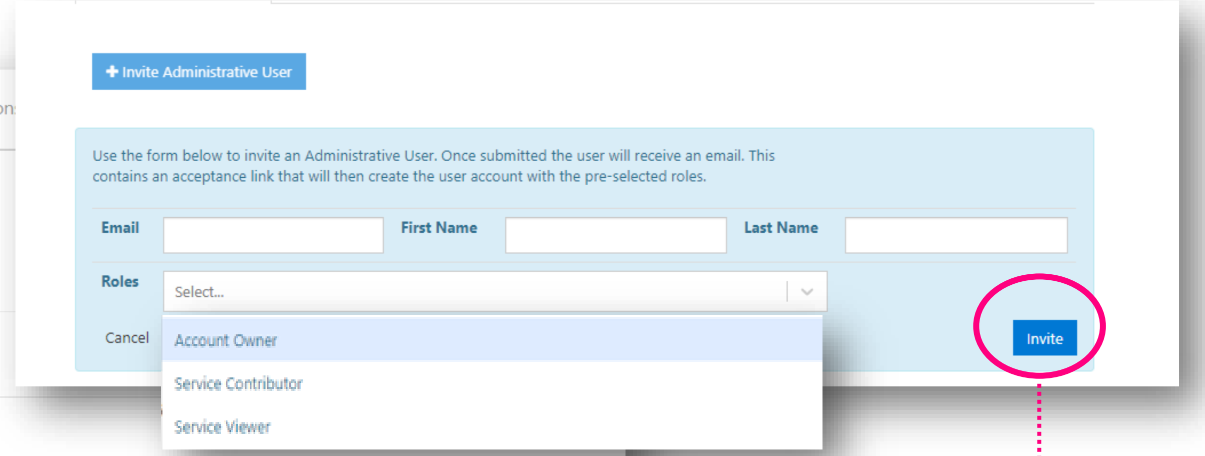
Account: Select the Account Tab from the Top Navigation menu to access the Account management menus.

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.





Invite: Click the Invite button to send email invitation.

Admin User Fields:

Email: Enter email

First Name:

Last Name:

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

Microsoft Resources

- 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