Numer w Teams - ENG

These guides explain how to order, activate, and configure the T-Mobile Number in Teams service. They cover the service requirements, the information needed during activation, and the configuration of phone numbers for Microsoft Teams users.

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  - Adding a New Domain to the Microsoft 365 Admin Center
  - Creating a user for integration with the telephony network
  - Teams Voice Services Configuration
  - Assigning Phone Numbers to User Accounts
- Additional configuration of the Numer w Teams service
  - Adding numbers to an already configured Numer w Teams service
  - Changing the number assigned to a user in the Numer w Teams service
- Microsoft Teams Operator Connect
  - Requirements for using voice services in Microsoft Teams
  - How to order Microsoft Teams Operator Connect from T-Mobile
  - How to find your Microsoft Entra tenant ID

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Launching the Numer w Teams

Launching the Numer w Teams

Adding a New Domain to the Microsoft 365 Admin Center

T-Mobile has assigned your company a domain in the following format. You can find your individual number in the Order section of your contract:

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This domain will be used for voice communication in MS Teams. You need to add this domain to the **Admin Center** panel of your organization on the **Microsoft 365 portal**.

1. Once you have logged in, go to: **Settings** > **Domains** > **Add domain**. Enter the domain assigned to your company by T-Mobile and click **Use this domain**.

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2. Verify the domain, by selecting: **Add a TXT record to the domain's DNS records**.

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Click **Continue** to generate a **TXT record** to verify domain ownership.

3. The DNS record information will be displayed.

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Make sure to leave the **Microsoft Admin Panel** open in your browser and email the following address: **uc@t-mobile.pl**. For the subject line, use "Autoryzacja domeny". In the body of the email, type the value of the **TXT record**, for example, "**MS=ms74966152**".

Once you receive a confirmation message from T-Mobile that the record has been created on the DNS servers, you can move on to the next step.

4. Now, return to the **Microsoft Admin Panel** page and verify the domain by clicking the **Verify** button.

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If the following message appears after verification, wait about 10 minutes and try again. If the verification fails again, wait an hour and try again.

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5. After verifying the **TXT record**, you will be asked "**How do you want to connect your domain?".** Select **More options.**

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6. Then, select **Skip and do this later (not recommended)** and then click **Continue**.

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7. When the domain setup is complete, click **Done.**

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8. Once the domain setup is complete, go to **Settings** > **Domains.** The correct value in the **Status** column is "**No service selected**". This means that the domain has been configured correctly.

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Now you can proceed to the next instruction.

Creating a user for integration with the telephony network

To integrate a tenant with the T-Mobile network, you need to create a user and assign them a license with the Teams Phone add-on. After the integration work is complete, this user can be deleted. This will allow you to recover the license.

1. From the menu on the left, select **Users** > **Active Users**.

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2. Select **Add a user**.

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3. Fill in the user's information and select the password settings. Enter the domain that was assigned to your company by T-Mobile, for example: **T10012345.teams.t-mobile.pl**.

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4. Assign the user a license that includes **Microsoft Teams.** For example:

- Microsoft 365 E5,
- M365 Business Basic,
- M365 Business Standard.

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5. Follow the next steps until the user creation is complete.

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Once you have finished adding the user, you can proceed to the next instruction.

Teams Voice Services Configuration

The configuration will be performed in **Windows PowerShell**.

You should have the **.NET Framework** add-on version **4.7.2** or later installed on your computer. If you don't have it, click the following link and install it:

https://docs.microsoft.com/en-us/dotnet/framework/install/

Starting PowerShell

In the Start menu, search for the **PowerShell**, right-click the icon, and select **Run as administrator**.

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Checking the version of PowerShell

To make sure that you will be able to execute the commands described in the following sections, check the version of the **PowerShell.** Open **PowerShell** and enter the following command:

```
$PSVersionTable.PSVersion
```

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The **PowerShell** application should have version **5.1 (Major: 5, Minor: 1**) or **higher.** If it is lower, update **PowerShell** according to the instructions on the following page:

https://docs.microsoft.com/en-us/powershell/scripting/windows-powershell/install/installing-windows-powershell#upgrading-existing-windows-powershell

If the version information does not appear after issuing the **$PSVersionTable.PSVersion** command, use the following command:

```
$host.Version.
```

Installing required modules

Install the required **modules** to properly configure the service. Individually copy the following commands highlighted in blue, paste them into **PowerShell** and execute by pressing **Enter.**

```
[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::T
```

```
Register-PSRepository -Default
```

```
Install-Module -Name PowerShellGet -Force -AllowClobber
```

```
Install-Module -Name MicrosoftTeams -Force -AllowClobber
```

```
Update-Module MicrosoftTeams
```

```
Set-ExecutionPolicy RemoteSigned
```

```
Import-Module -Name MicrosoftTeams
```

```
Set-ExecutionPolicy Restricted
```

Logging in to the tenant in the MS Teams organization

Copy the following command, paste it into the **PowerShell** and execute by pressing **Enter.**

```
Connect-MicrosoftTeams
```

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Log in with a user account with **administrator privileges** in the tenant. The account with administrator privileges is the one used to create the new domain in the **Adding a New Domain to the Microsoft 365 Administration Center** instructions.

Configuring routing for phone calls

Individually copy the following commands highlighted in blue, paste them into **PowerShell** and execute by pressing **Enter.**

```
Set-CsOnlinePstnUsage -Identity Global -Usage @{Add="TMobileRouting"}
```

```
Set-CsOnlineVoiceRoutingPolicy -Identity Global -OnlinePSTNUsages "
TMobileRouting"
```

In the last command, the domain **T10012345.teams.t-mobile.pl** should be replaced with the one that was assigned by T-Mobile.

```
New-CsOnlineVoiceRoute -Identity "TMobileRouting“ -NumberPattern ".*" -
OnlinePstnGatewayList T10012345.teams.t-mobile.pl -Priority 1 -
OnlinePstnUsages "TMobileRouting"
```

Do not close PowerShell it will be needed in the next instruction.

After successfully executing this command, you can proceed to the next instruction.

Assigning Phone Numbers to User Accounts

The final step in configuring Numer w Teams service is connecting users to the phone numbers provided by **T-Mobile**. Assigning numbers to a specific user or multiple users is done using commands executed in PowerShell.

Single User Configuration

Run the following command, changing **uzytkownik@domenafirmowa.pl** to the username of the user who should be assigned the phone number provided by **T-Mobile,** which you should insert in place of **+48000000000**.

```
Set-CsPhoneNumberAssignment -Identity uzytkownik@domenafirmowa.pl -PhoneNumber +48000000000 -PhoneNumberType DirectRouting
```

Multiple Users Configuration

To configure multiple users at once , prepare a **CSV** file (comma-separated value text file) containing the **user names** and **phone numbers** you want to assign to them. The file should be created according to the format below.

```
Email,Phone
uzytkownika@domenafirmowa.pl,+48000000000
uzytkownika@domenafirmowa.pl,+48000000000
```

uzytkownika@domenafirmowa.pl,+48000000000

Replace **uzytkownik@domenafirmowa.pl** with the actual usernames of the users you want to assign phone numbers to. Replace **+48000000000** with the corresponding T-Mobile phone numbers. Add more rows to the file following the same format for each additional user you want to configure.

Finished file should look like this:

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> Before saving the file, make sure that the phone numbers have the correct format. The number should start with a "+" sign followed by 11 digits, starting with 48. An example number is: +48123456789.

Save the file with the name **Voice.CSV (Voice** is the filename and **CSV** is the file extension).

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Next, open the file location, **right-click** on the file, select **Properties** and copy the file **location**.

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In the following command, replace **C:\Users\<file path>** with the value you copied earlier. Then, execute it in **PowerShell.**

```
$teams = Import-Csv C:\Users\<file path>\Voice.csv
foreach ($team in $teams)
{
Set-CsPhoneNumberAssignment -Identity $team.email -PhoneNumber
$team.phone -PhoneNumberType DirectRouting
}
```

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Once the configuration is complete, it is possible to make phone calls in the **MS Teams** application. To do this, log into the account of a user to whom you have assigned a phone number and who has a license with the **Teams Phone** add-on.

Additional configuration of the Numer w Teams service

Adding numbers to an already configured Numer w Teams service

Assigning new numbers to users for an already activated **Numer w Teams** service.

1. In the Start menu, search for the **PowerShell**, right-click the icon, and select **Run as administrator**.

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2. To make sure that you will be able to execute the commands described in the following sections, check the version of the **PowerShell.** Open **PowerShell** and enter one of the two following commands.

```
$PSVersionTable.PSVersion
```

```
$host.Version.
```

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The **PowerShell** application should have version **5.1 (Major: 5, Minor: 1**) or **higher.** If it is lower, update **PowerShell** according to the instructions on the following page:

https://docs.microsoft.com/en-us/powershell/scripting/windows-powershell/install/installing-windows-powershell#upgrading-existing-windows

```powershell
```

3. Installation of the MicrosoftTeams module is required to correctly configure the service. One by one, copy the following commands highlighted in blue, paste them into PowerShell and execute by pressing Enter.

```
Set-ExecutionPolicy RemoteSigned
```

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Confirm the execution of the above command by selecting Y and pressing enter. Then execute the following commands.

```
Import-Module -Name MicrosoftTeams
```

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```
Set-ExecutionPolicy Restricted
```

image.png
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Confirm the execution of the above command by selecting Y and pressing enter.

4. Log in with a user account with **administrator privileges** in the tenant. The account with administrator privileges is the one used to create the new domain in the **Adding a New Domain to the Microsoft 365 Administration Center** instructions. Start with following command.

```
Connect-MicrosoftTeams
```

Enter e-mail address in the login window.

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Next, enter your password.

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Once you have successfully logged in, you will see your email address and tenant details.

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5. The final step in configuring Numer w Teams service is connecting users to the phone numbers provided by **T-Mobile**. Assigning numbers to a specific user or multiple users is done using commands executed in PowerShell.

Single User Configuration

Run the following command, changing **uzytkownik@domenafirmowa.pl** to the username of the user who should be assigned the phone number provided by **T-Mobile,** which you should insert in place of **+48000000000**.





```
Set-CsPhoneNumberAssignment -Identity uzytkownik@domenafirmowa.pl -PhoneNumber +48000000000 -PhoneNumberType DirectRouting
```

Multiple Users Configuration

To configure multiple users at once , prepare a **CSV** file (comma-separated value text file) containing the **user names** and **phone numbers** you want to assign to them. The file should be created according to the format below.

```
Email,Phone
uzytkownika@domenafirmowa.pl,+48000000000
uzytkownika@domenafirmowa.pl,+48000000000
uzytkownika@domenafirmowa.pl,+48000000000
```

Replace **uzytkownik@domenafirmowa.pl** with the actual usernames of the users you want to assign phone numbers to. Replace **+48000000000** with the corresponding T-Mobile phone numbers. Add more rows to the file following the same format for each additional user you want to configure.

Finished file should look like this:

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> Before saving the file, make sure that the phone numbers have the correct format. The number should start with a "+" sign followed by 11 digits, starting with 48. An example number is: +48123456789.

Save the file with the name **Voice.CSV (Voice** is the filename and **CSV** is the file extension).

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Next, open the file location, **right-click** on the file, select **Properties** and copy the file **location**.

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In the following command, replace **C:\Users\<file path>** with the value you copied earlier. Then, execute it in **PowerShell.**

```
$teams = Import-Csv C:\Users\<file path>\Voice.csv
foreach ($team in $teams)
{
Set-CsPhoneNumberAssignment -Identity $team.email -PhoneNumber
$team.phone -PhoneNumberType DirectRouting
}
```

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Once the configuration is complete, it is possible to make phone calls in the **MS Teams** application. To do this, log into the account of a user to whom you have assigned a phone number and who has a license with the **Teams Phone** add-on.

Changing the number assigned to a user in the Numer w Teams service

Disconnecting a number and assigning it to a new user in the **Numer w Teams** service.

1. In the Start menu, search for the **PowerShell**, right-click the icon, and select **Run as administrator**.

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2. To make sure that you will be able to execute the commands described in the following sections, check the version of the **PowerShell.** Open **PowerShell** and enter one of the two following commands.

```
$PSVersionTable.PSVersion
```

```
$host.Version.
```

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Aplikacja **PowerShell** powinna mieć **wersję 5.1** (Major: 5, Minor: 1) lub wyższą. Jeżeli jest niższa, zaktualizuj ją zgodnie z instrukcją z poniższej strony:

```
https://docs.microsoft.com/en-us/powershell/scripting/windows-powershell/install/installing-windows-powershell#upgrading-existing-windows
```

```
powershell
```

3. Installation of the MicrosoftTeams module is required to correctly configure the service. One by one, copy the following commands highlighted in blue, paste them into PowerShell and execute by pressing Enter.

```
Set-ExecutionPolicy RemoteSigned
```

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Confirm the execution of the above command by selecting Y and pressing enter. Then execute the following commands.

```
Import-Module -Name MicrosoftTeams
```

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```
Set-ExecutionPolicy Restricted
```

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Confirm the execution of the above command by selecting Y and pressing enter.

4. Log in with a user account with **administrator privileges** in the tenant. The account with administrator privileges is the one used to create the new domain in the **Adding a New Domain to the Microsoft 365 Administration Center** instructions. Start with following command.

```
Connect-MicrosoftTeams
```

Enter **e-mail address** in the login window.

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Next, enter your **password.**

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Once you have successfully logged in, you will see your email address and tenant details.

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5. Disconnect the number and the user by executing the following command. Change **uzytkownik@domenafirmowa.pl** to the username of the user who should be disconnected from the phone number provided by **T-Mobile,** which you should insert in place of **+48000000000**.

```
Remove-CsPhoneNumberAssignment -Identity uzytkownik@domenafirmowa.p
PhoneNumber +48000000000 -PhoneNumberType DirectRouting
```

6. The final step in configuring Numer w Teams service is connecting users to the phone numbers provided by **T-Mobile**.

Run the following command, changing **uzytkownik@domenafirmowa.pl** to the username of the user who should be assigned the phone number provided by **T-Mobile,** which you should insert in place of **+48000000000**.

```
Set-CsPhoneNumberAssignment -Identity uzytkownik@domenafirmowa.pl -PhoneNumber +48000000000 -PhoneNumberType DirectRouting
```

Once the configuration is complete, it is possible to make phone calls in the **MS Teams** application. To do this, log into the account of a user to whom you have assigned a phone number and who has a license with the **Teams Phone** add-on.

Microsoft Teams Operator Connect

Requirements for using voice services in Microsoft Teams

To enable voice services in **Microsoft Teams**, your organization must meet the following requirements:

1. Each user who will make and receive telephone calls in Microsoft Teams must have:
    - a qualifying Microsoft 365 or Office 365 license that includes **Microsoft Teams**,
    - a **Teams Phone** license, such as **Microsoft Teams Phone Standard**.
2. Your organization must have access to the **Microsoft 365 admin center**. The person responsible for assigning and managing licenses must have the appropriate Microsoft 365 administrator role.

How to order Microsoft Teams Operator Connect from T-Mobile

This guide explains how to order the **Microsoft Teams Operator Connect** service from T-Mobile. You will learn how to submit the required form in the Microsoft Teams admin center, when a T-Mobile sales representative will contact you, and what happens after the order has been finalized.

Before you begin

Before ordering the service, make sure that your organization meets the following requirements:

- Users who will use the service have the required **Microsoft Teams** and **Teams Phone** licenses.
- The person completing the configuration has the appropriate administrator permissions to manage Teams Phone services.

If your organization does not yet use **Microsoft Teams** or does not have the required **Microsoft Teams Phone Standard** licenses, visit Microsoft 365 for business – T-Mobile Business Poland or contact your T-Mobile account manager.

Submit the request in the Microsoft Teams admin center

To start the ordering process, enable T-Mobile Polska as your Operator Connect provider in the **Microsoft Teams admin center**.

1. Sign in to the **Microsoft Teams admin center** using an account with the required administrator permissions:
   https://admin.teams.microsoft.com
2. In the left-hand navigation menu, go to **Voice**.
3. Select **Operator Connect**.
4. Open the **All operators** tab.

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5. Filter the list to display operators available in **Poland**.

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6. Find **T-Mobile Polska** on the list and select it.

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7. Complete the operator settings and contact details:
   1. Select the country or region where the service will be provided.
   2. Select your company size.
   3. Review and complete the contact details that will be shared with T-Mobile Polska.
   4. Accept the data transfer and privacy notice.
   5. Select **Add as my operator** to submit the information and enable T-Mobile Polska as your Operator Connect provider.

   The contact details provided in the form will be used by T-Mobile Polska to contact your organization about the Operator Connect service.

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After the form has been submitted, you will receive an email confirming that your request has been accepted. A T-Mobile representative will then contact the person whose details were provided in the form.

Contact from T-Mobile

After T-Mobile Polska has been added as your operator in the Microsoft Teams admin center, a T-Mobile sales representative will contact the person identified in the form.

During the contact, the representative will present the available offer and agree with you on the contract and service configuration. The main arrangements include:

- **Telephone numbers** – allocation of new telephone numbers from the T-Mobile number range, transfer of numbers from another T-Mobile service, or porting of numbers from another operator.
- **Calling tariff** – selection of the tariff that will apply to telephone calls.
- **Service activation date** – agreement on the expected activation date. The date depends on the number of telephone numbers and whether they are being ported from another operator.

Service activation and configuration

The connection between T-Mobile Polska and your Microsoft 365 organization is activated as part of the service implementation process. Once the telephone numbers have been made available by the operator, your administrator must assign them to the appropriate user accounts in the **Microsoft Teams admin center**.

Instructions for assigning telephone numbers are available on the following page:

Assigning telephone numbers to Microsoft Teams user accounts

Users must have the required Teams Phone licenses before telephone numbers can be assigned to them. Depending on the configuration of your organization, additional settings, such as emergency addresses and calling policies, may also be required.

How to find your Microsoft Entra tenant ID

The **Tenant ID**, also known as the **Directory ID**, uniquely identifies your organization's Microsoft Entra tenant. You may need this identifier when configuring the **Microsoft Teams Operator Connect** service. You can find your Tenant ID using the **Microsoft Entra admin center**.

Microsoft Entra admin center

1. Sign in to the **Microsoft Entra admin center** using an account with at least the **Global Reader** role.
2. In the left-hand navigation menu, select **Entra ID**.
3. Select **Overview**, and then select **Properties**.
4. Scroll to the **Tenant ID** section. You can copy the Tenant ID and use it when configuring the Microsoft Teams Operator Connect service.

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How to assign an Operator Connect phone number to a Microsoft Teams user

This guide explains how to assign an **Operator Connect phone number** to a Microsoft Teams user. The entire process is completed in the **Microsoft Teams admin center**.

Before you begin

Make sure that:

- the phone number has been provided by the operator and is available in your organization,
- the user has the required **Microsoft Teams** and **Teams Phone** licenses,
- the phone number and the user's usage location are in the same country or region,
- you have the **Teams Administrator**, **Teams Communications Administrator**, or **Teams Telephony Administrator** role.

Assign the phone number

1. Open the **Microsoft Teams admin center** and sign in using an account with the required administrator role: https://admin.teams.microsoft.com
2. In the left-hand navigation menu, select **Voice**.
3. Select **Phone numbers**.

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4. On the **Phone numbers** page, select an unassigned phone number from the list, and then select **Edit**.

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5. In the **Edit** pane, under **Assigned to**, search for the user by display name or username, and then select **Assign**.

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6. If the **Emergency location** option is available, search for and select the location associated with the phone number. For Operator Connect numbers, the option to assign or change an emergency location depends on the operator.

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7. Use the **Email user with telephone number information** option to specify whether Microsoft Teams should send the user an email containing information about the assigned phone number. This option is enabled by default.
8. Select **Apply**.

The phone number is now assigned to the selected Microsoft Teams user. It may take some time for the change to become available across Microsoft 365 and Microsoft Teams.