



CHECKLIST

Migration Checklist for Direct Routing for Microsoft Teams

PRODUCT OVERVIEW

Direct Routing for Microsoft Teams allows your Microsoft Teams collaboration environment to connect to the PSTN without the need for costly Microsoft Calling Plans. Our SIP Trunking services will reliably connect your organization to the outside world while leveraging the power of the Microsoft Phone System as your PBX and the functionality of Microsoft Teams as your organization's collaboration software.

TOOL OVERVIEW

This migration checklist is intended to provide a high-level view of the requirements and steps to properly connect your Microsoft Teams environment to the PSTN through our services.

Migration Checklist

- Verify that the network SBC is Microsoft certified and is running the correct software**
Our network is powered by Metaswitch Perimeta SBCs that are Microsoft certified
- Verify that the network is certified for 911 routing with Microsoft Teams**
911 routing is powered by Bandwidth, a Microsoft certified provider
- Define technical contact for customer's Office 365 tenant**
We will need to work with your Office 365 administrator to set up Direct Routing
- Determine desired coexistence mode for Microsoft Teams**
We recommend selecting Teams-Only or Islands for coexistence modes
- Inventory all users and phone numbers participating in Direct Routing**
- Define and register which FQDN(s) to use to route voice traffic (Microsoft requires TLS as RTP)**
Provider will supply the FQDN(s)
- Validate all users participating in Direct Routing have appropriate licenses from Microsoft**
 - Microsoft 365 E5
 - Phone System or Business Voice without Calling Plan + E1, E3, Business Standard, Business Premium, or similar plan that includes Teams access
- Complete configuration of Direct Routing**
Follow steps outlined in the provided Direct Routing for Microsoft Teams Configuration Guide
- Map all applicable IVR call flows**
- Test SIP Trunk/voice connectivity**
 - Inbound calling
 - Outbound calling
 - PBX calling functionality
 - IVR routing configurations
- Test E911 connectivity and notification with 933**
 - Add 933 as a dial stream to call routing policy in the Microsoft Teams tenant
 - Validate number and location information for each Microsoft Teams user
 - Validate notification is being properly sent as defined

FOR MORE INFORMATION

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