



NFON Integration for Microsoft Teams

Provisioning guide

Provisioning overview

The NFON multi-tenants Session Border Controller (SBC) to your Microsoft 365 tenant

On the right, you can see a diagram of the provisioning process for the NFON Integration for Microsoft Teams service, which will allow you to connect the NFON multi-tenants Session Border Controller (SBC) to your Microsoft 365 tenant.

The following steps are represented in the diagram:

1. Order is accepted by NFON
2. NFON sends the set-up instructions to the customer technical contact, including the Session Border Controller (SBC) Fully Qualified Domain Name (FQDN)
3. The customer Microsoft 365 admin adds the SBC FQDN as an **additional DNS domain** into their Microsoft tenant
4. The customer Microsoft 365 admin sends the verification code provided by the Microsoft Admin Portal to NFON
5. NFON notifies the customer Microsoft 365 admin when they can proceed with the verification of the additional DNS domain
6. The customer Microsoft 365 admin completes the verification process on the Microsoft Admin Portal
7. The customer Microsoft 365 admin informs NFON when the verification of the additional DNS domain has been completed, so that NFON can activate the SBC
8. The customer Microsoft 365 admin activates the additional DNS domain in the Microsoft Admin Portal
9. The NFON multi-tenant SBC is connected and Direct Routing can now be configured



About the configuration guidelines provided by NFON

What to do next?

Before getting started

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- **Wait until NFON provides the SBC FQDN to your technical contact!**
- Ensure that you have appropriate rights and permissions for the Microsoft Office 365 tenant to which the SBC is being added
- Adding the SBC requires adding an additional domain to the Microsoft Office 365 tenant
- You can only add new domains if you sign into the **Microsoft 365 Admin Center** as a **Global Administrator**

NOTE

NFON provides documentation containing configuration **guidelines** to facilitate the configuration of Microsoft's Direct Routing and Microsoft's Phone System.

These guidelines are based on Microsoft documentation, which is **subject to change without notice**, and are provided as is and as of August 2022, these guidelines are valid.

For more information about configuring Phone System and Direct Routing, please refer to the Microsoft Website: <https://learn.microsoft.com/microsoftteams/direct-routing-plan>

Examples used in this documentation

In this documentation:

- In the examples, we will add the SBC FQDN `Kxxxx-nn.customers.teams-pbx.cloud` into the customer Microsoft 365 tenant, e.g. KAA11-01.customers.teams-pbx.cloud
- To do this, we shall use a combination of the K account number (*Kxxxx*) with a 2-digit number (*nn*) starting 01 and onwards (depending on the number of Microsoft 365 tenants the SBC needs to be connected into).

Next step

TIP

Once NFON has acknowledged your order and after they have provided you with the SBC FQDN, you should proceed with adding the SBC FQDN as an additional domain into your Microsoft Office 365 tenant

Add the SBC FQDN as an additional domain

Provisioning: adding the SBC FQDN as an additional domain

First, you will need to add the SBC FQDN to Microsoft Office 365 as an additional domain. This article will take you through the steps required to achieve this task.

Tasks to complete to ensure success

These are the steps to follow (in the right order) to complete the provisioning tasks:

Step	Task
1	Add the NFON SBC as an additional domain into your Microsoft Office 365 tenant
2	Share the verification code with NFON
3	Complete the verification process
4	Activate the additional domain on Microsoft Office 365
Next	Start configuring Microsoft Direct Routing

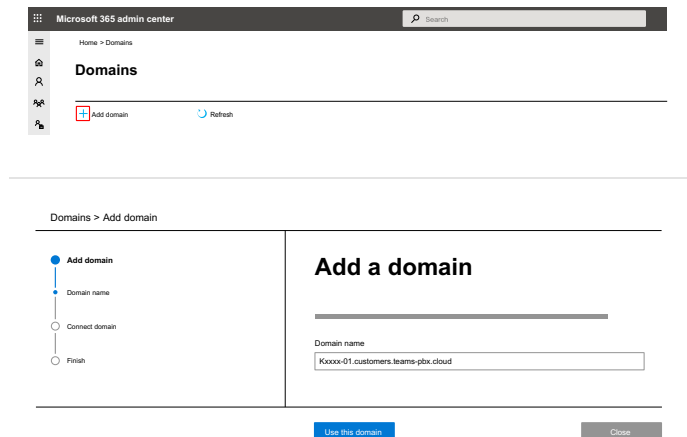
TIP

- NFON will provide you with a Session Border Controller (SBC) Fully Qualified Domain Name (FQDN) for each K account;
- If you have multiple NFON Cloudya tenants or multiple Nconnect Voice 2.0 trunksets, you will need to repeat the steps listed below for each SBC FQDN that have been provided by NFON;
- All actions below are in the customer Office/Microsoft 365 tenant and require Global Administrator privileges.

Adding a new domain to Microsoft Office 365

- Log into the [Microsoft Admin Centre](#) as a Global Administrator
- In the Microsoft 365 Admin Center, go to **Settings > Domains**
- Click **Add domain**
- In the **Domain name** box, enter the SBC FQDN that NFON has provided to you. In the example image on the right, the FQDN is *Kxxx-01.customers.teams-pbx.cloud*.
- Click **Use this domain**

Example FQDN: *KAA11-01.customers.teams-pbx.cloud*



Selecting validation mode and obtaining the verification code

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- As the SBC FQDN has never been registered as a domain in the Microsoft 365 tenant, in this next step you will need to verify the domain. Select **Add a TXT record**
- Click **Continue**

NOTE

- NFON needs the information provided by the verification screen
- The TXT value provided by Microsoft needs to be added into NFON's Carrier DNS Zone

- Note the TXT value provided to verify the domain name (you will need to send this information to NFON)
- Then, click **Close**

Noting the verification code

- Once you have made a note of the TXT name and value, you can click **Close**.

TIP

You will be able to resume adding the domain to Office/Microsoft 365 once NFON has confirmed that the verification code has been added to the Carrier DNS Zone.

Next: share the verification code with NFON

Provisioning: sharing the verification code with NFON

Second, you will need to send the verification code, or `TXT value` to NFON, and wait for them to let you know when you can proceed to the next step. This article will take you through the steps required to achieve this task.

Tasks to complete to ensure success

These are the steps to follow (in the right order) to complete the provisioning tasks:

Step	Task
1	<input type="checkbox"/> Add the NFON SBC as an additional domain into your Microsoft Office 365 tenant
2	<input checked="" type="checkbox"/> Share the verification code with NFON
3	<input type="checkbox"/> Complete the verification process
4	<input type="checkbox"/> Activate the additional domain on Microsoft Office 365
Next	<input type="checkbox"/> Start configuring Microsoft Direct Routing

TIP

- In the previous step, you obtained a verification code, or `TXT value`, from the Microsoft Office 365 Admin Portal
- You will need this `TXT value` in order to complete this step!

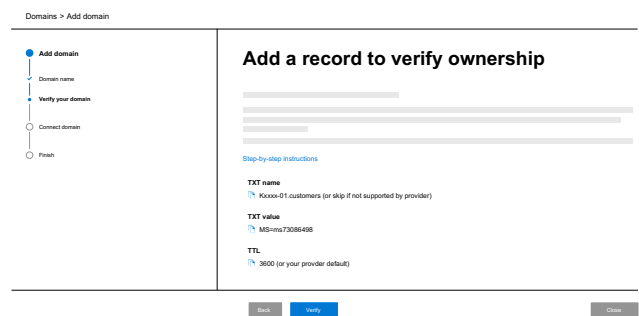
Sending the domain verification code to NFON

Email the `TXT value` and the details shown below to the email address that has been provided to the technical contact when NFON confirmed the SBC FQDN details:

```
To: <email address provided by NFON>

Subject: Kxxxx-nn - MS Teams Direct Routing Activation

- Teams SBC : Kxxxx-nn.customers
- TXT Verification: MS=nnnnnnn
```



TIP

In the email template above, replace the `Kxxxx-nn` and `MS=nnnnnnn` with the appropriate information!

Example

```
To: <email address provided by NFON>

Subject: KAA11-01 - MS Teams Direct Routing Activation

- Teams SBC : KAA11-01.customers
- TXT Verification: MS=ms73086498
```

Next step

i NOTE

- NFON will confirm once they have added the `TEXT code` to the carrier DNS zone
- Do not proceed with the next step until they have done so

Next: completing the verification process

Provisioning: complete the verification process

Now that NFON has confirmed that you can proceed with the verification of the new domain, you can complete the domain setup. This article will take you through the steps required to achieve this task.

Tasks to complete to ensure success

These are the steps to follow (in the right order) to complete the provisioning tasks:

Step	Task
1	<input type="checkbox"/> Add the NFON SBC as an additional domain into your Microsoft Office 365 tenant
2	<input type="checkbox"/> Share the verification code with NFON
3	<input checked="" type="checkbox"/> Complete the verification process
4	Activate the additional domain on Microsoft Office 365
Next	Start Configuring Microsoft Direct Routing

TIP

- In the previous step, you shared the verification code, or `TXT value`, from the Microsoft Office 365 Admin Portal with NFON, and
- NFON confirmed that you can proceed with the verification process

Verifying the new domain for the NFON SBC

- Log into the [Microsoft Admin Centre](#) as a Global Administrator
- Go back to **Settings > Domains**
- The SBC FQDN domain will appear with a status of `Incomplete Setup`
- Click on the domain name

Domains

Domain name	Status
<input type="checkbox"/> universal-telecoms.co.uk (Default)	Healthy
<input type="checkbox"/> Kxxxx-01.customers.teams-pbx.cloud	Incomplete setup

Starting the verification process

- Click `Start setup`

Home > Domains > Kxxxx-01.customers.teams-pbx.cloud

Kxxxx-01.customers.teams-pbx.cloud

Setup incomplete

 Start setup

Overview

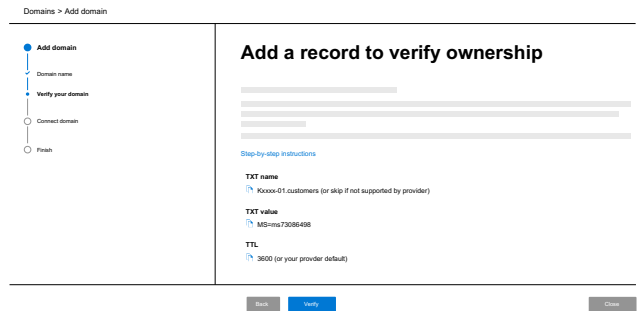
Domain status

 Incomplete setup

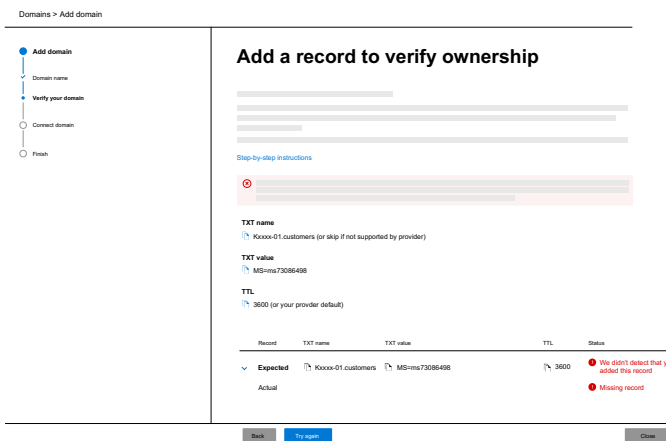
Start setup to verify ownership and connect your domain to Microsoft 365.

Verifying the domain

- On the **Verify your domain** screen, click **Verify**



Getting an error message?



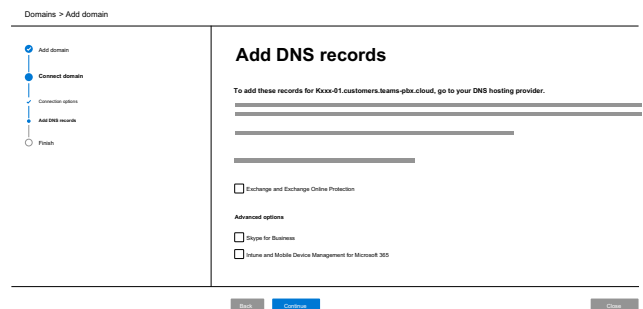
Record	TXT name	TXT value	TTL	Status
Expected	Kxxx-01 customers	MSkms73086498	3600	We didn't detect that you added this record
Actual				Missing record

Should you get an error message stating that there's a missing record:

1. Check the details of the **TXT value** you have provided to NFON
2. Wait a few minutes and try again (**DNS record replication can take up to 60 minutes to fully propagate**)

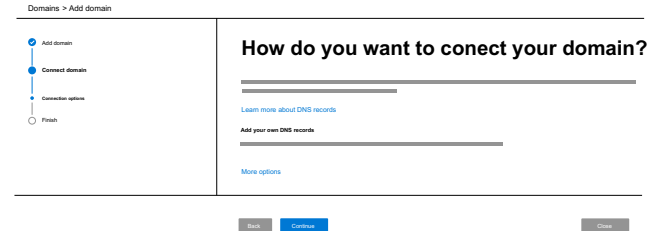
Add DNS records

- On the "Add DNS records" page, **clear all options** and click **Continue**

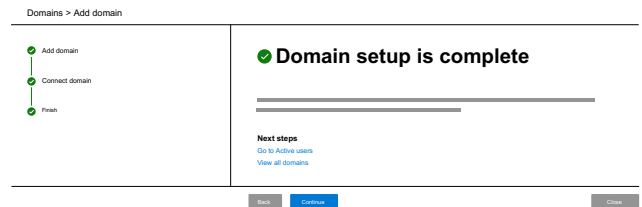


Finishing the setup

- Click **Continue** on the "How do you want to connect your domain?" page



- Click **Continue** on the "Domain setup is complete" page



Ensuring that the status is healthy



As no Microsoft Services needs to be connected, the status can also be "No Service". That is not an error or issue!

Domains

Domain name	Status
<input type="checkbox"/> universal-telecoms.co.uk (Default)	Healthy
<input type="checkbox"/> Kxxxx-01.customers.teams-pbx.cloud	No services selected

Informing NFON

- Now that you have completed the SBC FQDN setup by adding it as a domain, **you need to inform NFON**
- To do this, reply to the email you have received to inform you that the domain is ready to be verified
- **Wait for NFON to confirm that the SBC has been activated**

NOTE

You must contact NFON to let them know and confirm that the SBC domain has been fully verified on Microsoft Office 365. Until this has been done, the SBC won't be activated on the NFON cloud's side!

Your SBC will not work until NFON has confirmed activation!

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Next step

The SBC FQDN has now been added as a domain **and the SBC has been activated by NFON...**

Now, you will need to activate the additional domain on Microsoft Office 365.

**Next: Activating the additional domain on
Microsoft Office 365**

Provisioning: activating the additional domain on Microsoft office 365

Now that you have added the SBC FQDN as an additional domain on Microsoft Office 365, you will need to activate this domain by adding at least one user to this new additional domain.

This article will take you through the steps required to achieve this task.

Tasks to complete to ensure success

These are the steps to follow (in the right order) to complete the provisioning tasks:

Step	Task
1	<input type="checkbox"/> Add the NFON SBC as an additional domain into your Microsoft Office 365 tenant
2	<input type="checkbox"/> Share the verification code with NFON
3	<input type="checkbox"/> Complete the verification process
4	<input checked="" type="checkbox"/> Activate the additional domain on Microsoft Office 365
Next	Start configuring Microsoft Direct Routing

TIP

- In the previous step, you completed the SBC FQDN setup by adding it as a domain in your Microsoft Office 365 tenant, and
- NFON confirmed that the SBC has been activated on their side

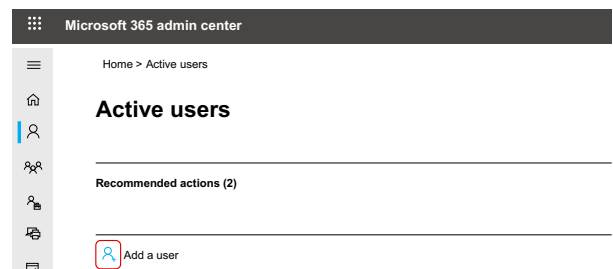
NOTE

This is a Microsoft requirement over which NFON has no control.

You will be able to delete the SBC activation user once the domain has been activated and at least one Online Voice Route has been created.

Creating a new user

- Log into the [Microsoft Admin Centre](#) as a Global Administrator
- Go to **Users > Active Users**
- In the Active users page, click **Add a user**

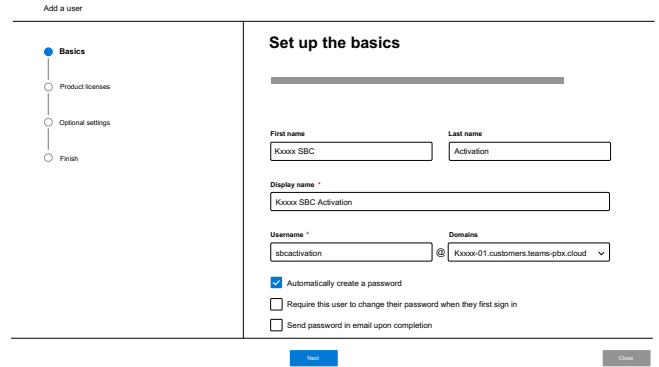


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- Set up the basics as follows:

		Example
First name	Kxxxx SBC	KAA11 SBC
Last name	Activation	Activation
Display name	Kxxxx SBC Activation	KAA11 SBC Activation
Username / Domain	sbcactivation / kxxxx-01.customers.teams-pbx.cloud	sbcactivation / KAA11-01.customers.teams-pbx.cloud
Password settings	Auto Generate	-
License required	Assign licence(s) to this user that includes Phone System	-

- Click **Next**

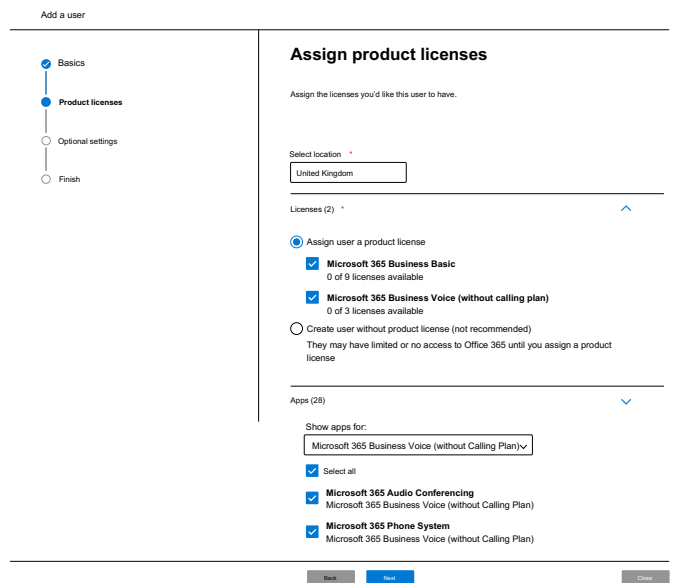


Assigning the required licences

- Assign a licence to this user, which includes the **Phone System** app
- To verify that the user holds the required licence, expand the **Apps** section
- Scroll down to check that **Phone System** or **Teams Phone** is enabled
- Once the required licence(s) have been assigned, click **Next**.

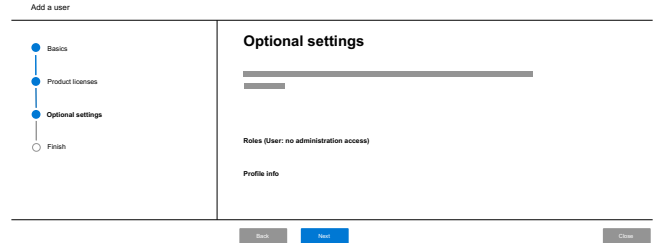


You must ensure that the **Phone System** or **Teams Phone** app is enabled for this user



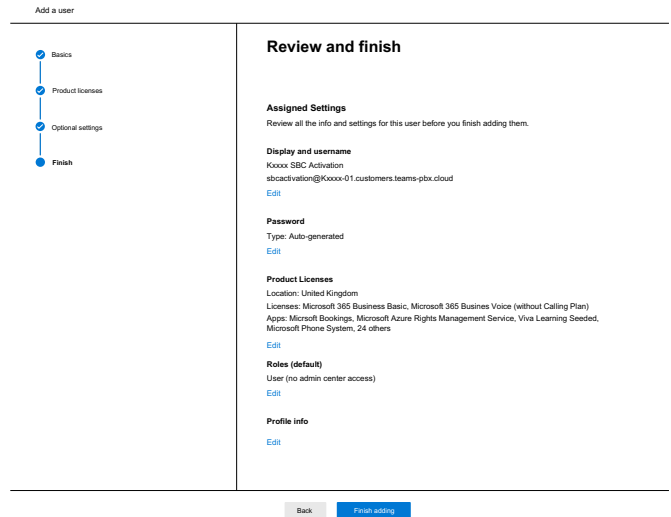
Keeping optional settings as default

- There is no need to configure any additional settings to this temporary user
- Click **Next**



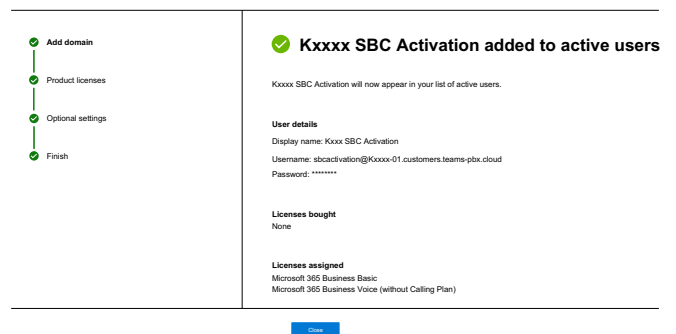
Review settings and create the user account

- Check that the information is correct and that the required licence(s) have been assigned
- Click **Finish adding**



The additional domain is now activated

- The required user account for activating the domain is created
- On the confirmation screen, click **Close**




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Home > Add users

Active users

Recommended actions (2)

 Add a user

<input type="checkbox"/> Display name ↑	Username	Licenses
<input type="checkbox"/> Kxxxx SBC Activation	⋮ sbcactivation@Kxxxx-01.customers.teams-pbx.cloud	Microsoft 365 Business Voice (without Calling Plan), ...

Next step

Almost there...

The SBC is now ready to be configured in the Microsoft Phone System...

[Next: Configuring Direct Routing](#)

Final step - for later

Removing the activation user account

NOTE

This step should not be undertaken until you have completed the configuration of at least one Online Voice Route in the Microsoft Office 365 tenant!

- Once you have fully created at least one Online Voice Route in the Microsoft Office 365 tenant, you will be able to safely remove (delete) the user account that was used to activate the additional domain(the SBC Activation user).